

台灣中油CSR報告書重大主題-利害關係人關注度問卷調查

敬啟者您好：

為使利害關係人更加了解台灣中油股份有限公司(以下簡稱台灣中油)對於企業社會責任的各種做法，請您協助回饋寶貴之意見與建議，以利本公司了解您所關注的議題，使本公司能夠與利害關係人達成有效的溝通。

本問卷僅作為本公司分析外界關注議題之用，您無須填具任何個人資料，請您表達最真實的想法，感謝您的協助。

註：以下共計有21項重大主題，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"非常高"，並盡量不要全部都選擇一樣的答案。

您所代表的利害關係人 (請擇一勾選)	<input type="checkbox"/> 股東(經濟部) <input type="checkbox"/> 政府 <input type="checkbox"/> 民意代表 <input type="checkbox"/> 員工 <input type="checkbox"/> 客戶 <input type="checkbox"/> 合作夥伴 <input type="checkbox"/> 社區 <input type="checkbox"/> 非營利及非政府組織 <input type="checkbox"/> 媒體 <input type="checkbox"/> 產業協會 <input type="checkbox"/> 其他_____
請問您的所屬單位	請填入單位名稱：_____ (若上述身分為社區僅需填入姓氏，如：王先生)
請問此份問卷是由本公司 哪一個單位發放？	請填入單位名稱：_____

各利害關係人類別對於台灣中油的影響

股東(經濟部)	決定是否投資台灣中油
政府	影響針對產業之法規、發展、補助等政策制定
民意代表	對台灣中油觀感與信任
員工	影響其願意於台灣中油任職
客戶	決定是否購買台灣中油產品/服務
合作夥伴	是否願意繼續與台灣中油合作
社區	對台灣中油觀感與信任
非營利及非政府 組織	對台灣中油觀感與信任
媒體	對台灣中油及產業進行相關報導
產業協會	與台灣中油共同進行技術研發及研擬石化能源相關產業方向

1. 請以利害關係人的立場，判定台灣中油於此議題的作為，對您進行相關評估或決策的影響程度為何？

面向	主題	說明	非常低	低	普通	高	非常高
治理面	直接與間接經濟績效和影響	台灣中油的營運概況、營收支出與獲利、受政府補助之情況，以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"/>
	公司治理	台灣中油公司內部健全治理架構與營運，面向包含治理結構、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	聚焦於台灣中油企業內部的反貪腐、不公平競爭行為、反托拉斯與壟斷行為，以及外部的油氣價格資訊透明與穩定機制；並關注企業在經濟、社會與環境的法遵情形與因應作為	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	前瞻研發	台灣中油透過開發新產品、新技術，如乾淨燃料、產能、創能、儲能、減碳和石化高值化等研發，朝綠能方向轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	資訊安全與客戶隱私	台灣中油的營運資料保護及客戶隱私權保護，定期檢討現有作業機制及加強資訊系統安全維護措施	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	風險管理	針對近年新興風險的增加，如：COVID-19；台灣中油如何針對潛在衝擊進行提早因應，除了減少成本外，亦可掌握風險可能伴隨而來的機會，以及進行緊急事件預防管理，加強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"/>

環境面	能資源管理	關注台灣中油的原料使用情形(如再生材料)，以及與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	檢視台灣中油的總取水量、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	檢視台灣中油的溫室氣體排放量、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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	生態與環境保育	關注台灣中油因活動、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	檢視台灣中油的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"/>
	空氣污染防制	檢視台灣中油企業組織的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"/>
	氣候變遷因應與低碳發展	擬定台灣中油的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...)，以及研發低碳科技、基礎建設，提升對氣候變遷風險之韌性	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	循環經濟	台灣中油關注循環經濟議題，使用再生能源、拒絕使用無法再利用的有毒化學物質，藉由重新設計材料、產品、製程及商業模式，消除廢棄物	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	人才招募與留任	關注台灣中油人員新進率、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"/>

社會面	員工權益	關注台灣中油員工的權益保障(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	檢視台灣中油在職災與缺勤比率、職業病防止之議題，以及是否將健康與安全相關議題納入團體協約；以及企業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	關注台灣中油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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	供應商管理	在品質、交期、能力及彈性等因素下，台灣中油篩選供應商之準則，如:管理政策、評鑑篩選、稽核方式；以及針對供應鏈廠商在環境保護、勞動條件等永續作為，公司的管理做法（如供應商守則、評估、稽查制度等），並針對具有負面衝擊之供應商所採取的行動	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	社會共融經營	台灣中油對社會與社區公益活動的資源投入程度、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	維護管理台灣中油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"/>

2. 除以上議題外，在台灣中油的永續發展及企業社會責任實踐上，您是否還有其他關心的議題，並請評估影響程度？

感謝您撥冗填答，本次企業社會責任問卷調查到此結束，謝謝。

CPC CSR Report Material Topics - Stakeholder Concern Questionnaire

To whom it may concern,

In order to help the stakeholders better understand CPC's various corporate social responsibility actions as well as to implement effective communication, CPC would like to understand the stakeholders' major concern; thus, we sincerely ask you, as one of our valuable stakeholders, to please give back your valuable comments and suggestions.

This questionnaire is only used by the company to analyze materiality. No personal information is required. Please reflect your real thoughts. Thank you for your cooperation.

Note : A total of 21 material topics are listed below. Please answer based on the level of importance of all topics, not whether the issue itself is important or not.

Reminder : In order to increase the validity and accuracy of the results, please provide distinctive scores for clear differentiation. Please choose "very high" only when you believe the topics are indeed important, while please try not to choose the same answers for all topics.

Stakeholders you represent (Please select one)	<input type="checkbox"/> Shareholder(MOEA) <input type="checkbox"/> Government <input type="checkbox"/> Public Representatives <input type="checkbox"/> Employee <input type="checkbox"/> Customer <input type="checkbox"/> Business Partner <input type="checkbox"/> Communities <input type="checkbox"/> NPO/NGOs <input type="checkbox"/> Media <input type="checkbox"/> Industry Association <input type="checkbox"/> Other
Affiliation you represent	Please fill in the name of the affiliation : _____ (If you represent the "community" stakeholder, please only provide your last name (e.g. Mr. Wang))
Which department of CPC issued this questionnaire to you?	Please fill in the name of the department : _____

Stakeholders' level of consideration with CPC's action	
Shareholder (MOEA)	Decide whether to invest CPC
Government	Influence the establishment of industrial regulations, development, subsidies
Public Representatives	Perception and trust towards CPC
Employees	Willingness to work for/at CPC
Customers	Decide whether to consume products and use services of CPC
Business Partners	Willingness to collaborate with CPC
Communities	Perception and trust towards CPC
NPOs/ NGOs	Perception and trust towards CPC
Media	Report about CPC and industry
Industry association	Conduct technology research and development of petrochemical or energy-related industrial innovation with CPC

1. Please use the viewpoint of the stakeholder you represent to determine the level of consideration: if CPC's action on the corresponding topic affected your assessment or decision-making towards CPC?

Dimension	Topic	Explanation	Very low	Low	Neutral	High	Very high
	Direct and indirect Economic Performances and Impacts	CPC's operating profile, revenue, expenditure and profitability, government subsidies, and major indirect economic impacts due to different risks (climate, national , pandemic, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Corporate Governance	CPC's established internal governance structure and operations, related to issues including governance structure, management rights and responsibilities, composition and selection of the highest governance unit, remuneration decision process, and stakeholder communication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ethical Management and Legal Compliance	Focus on the internal anti-corruption, anti-competitive behavior, antitrust and monopoly behaviors of CPC, as well as the external oil and gas price information transparency and stability mechanism. Focus to the company's economic, social and environmental legal compliance and response actions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Governance	Leading edge R&D	CPC transforms into green energy through the development of new products and technologies, such as clean fuels, production capacity, energy creation, energy storage, carbon reduction, and high-value petrochemical research and development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information security and customer privacy	CPC's operating data and customer privacy protection, regularly reviewing current operating mechanisms and strengthening information system security maintenance measures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Risk Management	In response to the emerging risks in recent years, such as COVID-19 or how CPC responds to potential impact as early as possible. In addition to reducing costs, CPC can also grasp the business opportunities, conduct emergency prevention management, and strengthen safety incident drills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	Energy Resource Management	Focus on the usage of CPC's raw materials (such as recycled materials), as well as the energy consumption, reduction in energy consumption, and reduction in energy demand for products and services inside and outside the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Water Management	Review the total amount of water withdrawal, whether it will significantly affect the water source due to water withdrawal, whether water recycling and reuse in the process, and waste water discharge control and other management practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Greenhouse Gas Management	Review the greenhouse gas emission, greenhouse gas emission reduction, ozone-depleting substances emission and other air pollution emission management of CPC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ecological and Environmental Protection	Focus on the significant impact of CPC's activities, products and services on biodiversity, and participating in ecological restoration activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Waste Management	Review the total amount of waste (including hazardous waste) generated by CPC's operations, the recycling rate, and the treatment method.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Air pollution prevention and control	Review the research and performance of air pollution control and reduction practices organized by CPC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Climate change Response and low carbon development	Set up measures and strategies for CPCs climate change, such as the purchase of renewable energy (e.g. solar energy, wind power, biomass energy). Research and develop low-carbon technology and infrastructure to improve resilience to climate change risks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Circular Economy	CPC pays attention to circular economy issues, uses renewable energy, refuses to use toxic chemicals that cannot be reused, and eliminates waste by redesigning materials, products, processes and business models.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	Talent Recruitment and Retention	Focus on the changes in the recruitment rate, turnover rates, benefits, and reinstatement rates after salary suspension for CPC employee; employee education and training hours, regular performance and career development reviews, and enhancement of employee functions and transition assistance programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Employee rights management	Focus on the protection of the rights and interests of CPC employees (such as labor-management meetings, labor unions, work rights protection, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Workplace Safety and Health	Review the issues related to occupational injuries and absence rate, occupational disease prevention, and whether health and safety related issues are included in the group agreement; and whether the company has a major risk of forced labor at operating sites and suppliers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Customer Rights and Product Safety	Focus on the impact assessment of CPC's products and services on health and safety, and product and service violations of regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Supplier Management	Based on factors such as quality, delivery time, capability, and flexibility, CPC's criteria of suppliers selection such as management policies, evaluation and screening, and auditing methods; also based on management practices (e.g. supplier codes, evaluations, audit systems) and actions that are taken against suppliers with negative impacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Social Inclusiveness	The level of resource input, strategic planning, and performance of CPC 's social and community charity activities, as well as communication, development plans, and negative impact assessments for local communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Human Right Management	Maintain and manage the basic human rights issues (e.g. diversity, gender equality, anti-discrimination) of CPC employees and other stakeholders (i.e. upstream and downstream suppliers)	□	□	□	□	□
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2. In addition to the above issues, do you have concern about any other issues regarding the sustainable development and corporate social responsibility practices of CPC ? Please evaluate the degree of impact.

Appreciate your time to answer this questionnaire. This corporate social responsibility questionnaire ends here. Thank you.