

華碩電腦(股)公司 ASUSTeK COMPUTER INC.	執行職務遭受不法侵害 申訴與懲戒管理辦法 Administrative Measures for the Administration of Complaints and Corrections in the Execution of Duties	No. :F2-047
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1. 目的 Purpose：

為防止人員於工作中因執行職務遭受虐待、威脅或攻擊等不法侵害之情況(以下簡稱職場不法侵害)，以致於明顯或隱含地對其安全、福祉或健康構成挑戰的事件。

To prevent the employee is subjected to abuse, threats, or attacks (verbal, physical, or otherwise) in a work-related environment (including commuting) that poses a clear or implied risk to their safety, well-being, or health.

2. 範圍 Scope：

華碩電腦(股)公司、華碩聯合科技(股)公司、新加坡商華科全球股份有限公司(HQ)、新加坡商華科全球(股)公司台灣分公司、華碩技術授權股份有限公司、杏碩資訊股份有限公司及其他受工作場所負責人指揮或監督從事勞動之人員。

ASUS Computer Inc., ASUS United Technology Inc., Singapore-based Huaq Global Co., Ltd. (HQ), Singapore-based Huaq Global Co., Ltd. Taiwan Branch, ASUS Technology Licensing Inc., Hsinchu Information Co., Ltd., and other personnel engaged in labor under the direction or supervision of the workplace responsible person.

3. 相關資料 Related information：

3.1 職業安全衛生法

Occupational Safety and Health Act

3.2 職業安全衛生法施行細則

Enforcement Rules of the Occupational Safety and Health Act

3.3 職業安全衛生設施規則

Occupational Safety and Health Facility Regulations

3.4 安全衛生工作守則管理辦法(F2-028)

Safety and health work rules Management Regulations (F2-028)

3.5 性騷擾防治措施、申訴及懲戒辦法(AD1-080)

Guideline for Prevention, Complaint and Discipline of Sexual Harassment(AD1-080)

3.6 工作規則(AD1-047)

Work Rules(AD1-047)

3.7 執行職務遭受不法侵害預防計畫

Prevention Plan for Workplace Misconduct

4. 名詞定義 Noun Definition：

4.1 職場不法侵害行為的樣態 Types of Workplace Misconduct：

4.1.1 肢體不法侵害(如：毆打、抓傷、拳打、腳踢等)。

Physical abuse (such as hitting, scratching, punching, kicking, etc.).

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4.1.2 語言不法侵害(如：霸凌、恐嚇、干擾、歧視等)。

Verbal abuse (such as intimidation, interference, discrimination, etc.).

4.1.3 心理不法侵害(如：威脅、欺凌、騷擾、辱罵等)。

Psychological abuse (such as threats, bullying, harassment, insults, etc.).

4.1.4 性騷擾(如：違反他人意願而向他人實施與性或性別有關之行為等)。

Sexual harassment (such as inappropriate sexual advances or behaviors).

4.1.5 跟蹤騷擾(如：尾隨接近、通訊騷擾、不當追求等)。

Stalking harassment (such as following closely, communication harassment, inappropriate pursuit, etc.).

4.2 依來源分內部與外部

The sources of Workplace Misconduct are divided into internal and external

4.2.1 內部：發生於組織內部，常發生在同事之間，或上司及下屬之間，也包括資深勞工與新進、年輕或層級屬弱勢地位之勞工間，甚至勞工對主管，利用各種優勢所為者。

Internal：Occurring within the organization, often happening between colleagues or between supervisors and subordinates. It also includes interactions between senior workers and new, young, or lower-ranking workers who are in a disadvantaged position, and even situations where workers leverage various advantages against their supervisors.

4.2.2 外部：發生在工作者及其他第三方之間，包括工作場所出現的陌生人、顧客、客戶等。

External：Occurrences between workers and other third parties, including strangers, customers, clients, etc., present in the workplace.

5. 作業程序與權責 Operating Procedures and Responsibilities：

5.1 建立華碩電腦(股)預防職場不法侵害之書面聲明(F2-047-01)並內部網站公開宣示，另於 ASUS Corporate Social Responsibility (CSR)網站公開宣示「職場暴力暨性騷擾防治政策」。

Establish Statement on Prohibition of Workplace Misconduct (F2-047-01) and publicly declare it on the internal website, Additionally, ASUS has publicly declared its "Workplace Violence and Sexual Harassment Prevention Policy" on ASUS Corporate Social Responsibility (CSR) website.

5.2 辦理危害預防及溝通技巧之教育訓練 Conduct training on hazard prevention and communication skills.：

對於每位工作者，包含主管及雇主皆應接受職場不法侵害預防之教育訓練，可依職業安全衛生教育訓練規則之規定，將之納入事業單位新進或在職勞工訓練之一環。

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For every worker, including supervisors and employers, education and training on the prevention of Workplace Misconduct should be provided. This can be incorporated into the training for new or current employees in accordance with the regulations of occupational safety and health education and training.

訓練內容宜依不同對象設計，如主管層級須接受辨識勞工舉止及行為變化，可能具有潛在暴力風險者及應變職場不法侵害發生時處理之能力等，保全或警衛人員需特定訓練，包含處理攻擊及消除敵意情境之訓練等；相關內容宜納入角色扮演、模擬及演練，且適時更新。

Training content should be designed according to different target groups. For management levels, training should include recognizing labor behaviors and changes that may indicate potential violence risks, as well as the ability to respond to illegal incidents in the workplace. Security or guard personnel require specific training, including handling attacks and de-escalating hostile situations. Relevant content should incorporate role-playing, simulations, and drills, and should be updated regularly.

5.2.1 教育訓練內容建議宜包括 The suggested content for educational training should include :

- (1) 介紹職場工作環境特色、管理政策及申訴、通報管道。

Introduction to the characteristics of the workplace environment, management policies, and channels for complaints and reporting.

- (2) 提供資訊以認識不同樣態、身體及精神的職場不法侵害、增進辨識潛在不法侵害情境之技巧，及降低職場不法侵害案例。

Provide information to understand different forms of Workplace Misconduct, both physical and mental, enhance skills to identify potential violation situations, and reduce cases of workplace violations.

- (3) 提供職場不法侵害行為辨識，強化與留意自我行為檢視。

Provide identification of illegal acts in the workplace, and strengthen awareness and self-examination of one's own behavior.

- (4) 提供有關性別、文化多樣性及反歧視資訊，以提高對相關議題的敏感度。

Provide information on gender, cultural diversity, and anti-discrimination to raise awareness of related issues.

- (5) 授與人際關係及溝通技巧，以預防或緩解潛在職場不法侵害情境。

Provide interpersonal relationship and communication skills to prevent or alleviate potential workplace misconduct situations.

- (6) 根據風險評估，訓練自我防衛能力及建立應變處理機制，並教育勞工於執行職務發生遭受生命威脅事件時，應以生命安全為第一優。

According to the risk assessment, training in self-defense skills and establishing response mechanisms should be implemented, and workers should be educated

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that in the event of life-threatening situations while performing their duties, their safety should be the top priority.

5.2.2公告程序文件，必要時可利用相關會議、小組討論或教育訓練，達到訊息傳遞並促進溝通，以利於特定情境中預防或因應職場不法侵害。

The announcement procedure document may utilize relevant meetings, group discussions, or training sessions as necessary to achieve information dissemination and facilitate communication, in order to prevent or respond to workplace misconduct situations.

5.3 內外部不法侵害辨識及評估危害 Identification and hazard assessment of internal and external Workplace Misconduct :

問卷調查或訪談為重要之評估工具，評估時應考量各部門之工作特性、環境、人員組成及作業活動等，如風險最大之業務或地點、可能遭受危害之工作流程或人員等，並可依不法侵害來源區分內部與外部，作為不法侵害危害辨識及風險評估之依據。

Surveys or interviews are important assessment tools. When conducting assessments, one should consider the work characteristics, environment, personnel composition, and operational activities of each department, such as the business or location with the highest risk, workflows or personnel that may be exposed to hazards, etc. Additionally, sources of illegal infringement can be categorized as internal or external, serving as a basis for identifying hazards and conducting risk assessments related to Workplace Misconduct.

5.3.1危害辨識：職場不法侵害預防之危害辨識及風險評估表進行。

Hazard Identification: Conducting hazard identification and risk assessment for the prevention of Workplace Misconduct.

(1)辨識公司內的潛在風險及類型。

Identify potential risks and types within the company.

(2)評估發生機率與嚴重性。

Assessing the probability and severity of occurrence.

(3)確認現有控制措施。

Confirm existing control measures.

(4)參考過去組織內曾發生之不法侵害事件。

Referencing past incidents of Workplace Misconduct that have occurred within the organization.

(5)參考各部門員工出缺勤、病假、離職率及在職勞工之意見調查。

Reference to the attendance, sick leave, turnover rates of employees from various departments, and the opinions survey of current employees.

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5.4 適當配置作業場所 Properly configure the workplace：

對於風險項目應依消除、取代、工程控制、管理控制及個人防護具等優先順序，並考量現有技術能力及可用資源等因素，採取有效降低風險之控制措施，並透過作業場所適當之配置規劃，降低或消除不法侵害之危害。

For risk items, effective risk reduction control measures should be implemented in the order of elimination, substitution, engineering controls, administrative controls, and personal protective equipment, while considering factors such as existing technological capabilities and available resources. Additionally, appropriate planning of the workplace layout should be carried out to reduce or eliminate the hazards of Workplace Misconduct.

為預防職場不法侵害之發生，依公司內各處之工作環境與相關措施之進行評估，可透過「物理環境」與「工作場所設計」與「行政管制措施」三個面向進行檢點，並紀錄職場不法侵害預防之作業場所環境檢點紀錄表。

To prevent Workplace Misconduct, an assessment can be conducted based on the working environment and related measures in various departments of the company. This can be done through three aspects: "physical environment," "workplace design," and "administrative control measures." Additionally, a record sheet for workplace environment checks for the prevention of Workplace Misconduct should be maintained.

5.5 依工作適性適當調整人力 Adjust manpower appropriately according to job suitability：

為預防職場不法侵害之發生，對於工作適性適當調整人力部分，可透過「適性配工」與「工作設計」兩個面向進行檢點，並紀錄職場不法侵害預防之作業場所適性配工與工作設計檢點紀錄表。

To prevent Workplace Misconduct, appropriate adjustments to human resources regarding job suitability can be carried out through two aspects: "suitable job allocation" and "job design." Additionally, a record sheet for checking suitable job allocation and job design in the workplace for the prevention of Workplace Misconduct should be maintained.

結果仍無法避免具有下列職務或作業流程時，應依工作適性調整人力（如聘用保安人員）或提供相關防衛工具（如口哨、警棍等）：

As a result, if it is still unavoidable to have the following positions or workflows, manpower should be adjusted according to job suitability (such as hiring security personnel) or relevant defensive tools should be provided (such as whistles, batons, etc.)：

5.5.1 面對大量群眾，尤其是服務對象是弱勢族群或有精神障礙者。

Facing a large crowd, especially when the service targets are vulnerable groups or individuals with mental disabilities.

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5.5.2需要單獨進行作業活動。

Need to carry out operational activities separately.

5.5.3在傍晚及夜間執行職務。

Performing duties in the evening and at night.

5.5.4需要處理金錢交易之工作。

Work that involves handling financial transactions.

5.5.5執行保護性業務之工作。

Performing protective business operations.

5.5.6執行員工人事調動告知作業。

Execution of employee personnel transfer notification procedures.

5.5.7執行員工人事終止聘雇告知作業。

Execution of employee termination notification procedures.

5.6 內外部遭受不法侵害資訊蒐集 Collection of information on Workplace Misconduct from both internal and external sources :

5.6.1透過職場不法侵害諮詢、申訴管道進行諮詢與通報，受理案件將定期於SERASUS 管理審查會議、職業安全衛生委員會報告。

Through consultation and reporting via Workplace Misconduct consultation and complaint channels, cases will be regularly reviewed and reported at the SERASUS management review meetings and the Occupational Safety and Health Committee.

5.6.2必要時應由相關單位協助溝通與調整，並依職場不法侵害事件處理。

Assistance in communication and adjustment should be provided by relevant units when necessary, and actions should be taken in accordance with the handling of Workplace Misconduct incidents.

5.7 職務遭受不法侵害事件處理 Handling of incidents involving illegal infringement of duties :

5.7.1發生不法侵害事件時，應立即撥打職場不法侵害諮詢、申訴管道，進行諮詢與通報並完成職場不法侵害事件申訴單。

In the event of an illegal infringement, you should immediately call the workplace illegal infringement consultation and complaint hotline to seek advice and report the incident, and complete the complaint form for illegal workplace infringement.

5.7.2接獲通報，受理單位應視情況給予立即保護措施，以應對突發事件。必要時應給予心理諮商輔導…等資源。

Upon receiving a report, the responsible unit should provide immediate protective measures as needed to respond to emergencies. If necessary, psychological counseling and other resources should be offered.

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5.7.3除性騷擾申訴案件依「性騷擾防治措施、申訴及懲戒辦法(AD1-080)」處理以外，其他因執行職務遭受不法侵害提出申訴者，依職場不法侵害執行流程圖展開調查。

Apart from handling sexual harassment complaints according to the " Guideline for Prevention, Complaint and Discipline of Sexual Harassment(AD1-080)" any other complaints regarding Workplace Misconduct encountered while performing duties will be investigated according to the flowchart for handling illegal workplace infringements.

5.7.4成立調查小組展開調查並召開職場不法侵害委員會，調查小組和委員會應包含勞工代表。

Establish an investigation team to conduct an inquiry and convene a Workplace Misconduct Committee. The investigation team and the committee should include labor representatives.

(1) 勞工代表具備條件：職場不法侵害案件相關課程培訓時數至少 2 小時。

Labor representatives must meet the following requirement：At least 2 hours of training in courses related to Workplace Misconduct cases.

(2) 勞工代表參與原則 Principles of Labor Representative Participation：

(2-1)調查小組及職場不法侵害委員會勞工代表 1 名。

One labor representative from the investigation team and the Workplace Misconduct Committee.

(2-2)依職安委員會勞工代表名冊順序參與調查小組和職場不法侵害委員會。

Participate in the investigation team and the Workplace Misconduct Committee according to the order of the labor representative roster of the Occupational Safety and Health Committee.

5.7.5職場不法侵害委員會成員若與申訴者/被申訴者有應迴避事由(比照人事行政局公布之各職場霸凌防治與處理作業要點)，應迴避調查且不參與本案件。

If a member of the Workplace Misconduct Committee has a reason to recuse themselves in relation to the complainant or the respondent (in accordance with the guidelines published by the Civil Service Administration regarding workplace bullying prevention and handling procedures), they should recuse themselves from the investigation and not participate in this case.

5.7.6通報及申訴過程應以客觀、公平及公正態度，並對申訴者與被申訴者之隱私完全保密。

The reporting and complaint process should be conducted with an objective, fair, and impartial attitude, and the privacy of both the complainant and the respondent must be kept completely confidential.

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5.7.7執行不法侵害調查後，須將結果記錄於職場不法侵害申訴調查報告(F2-047-03)。

After conducting an Workplace Misconduct investigation, the results must be recorded in the Workplace Misconduct complaint investigation report. (F2-047-03).

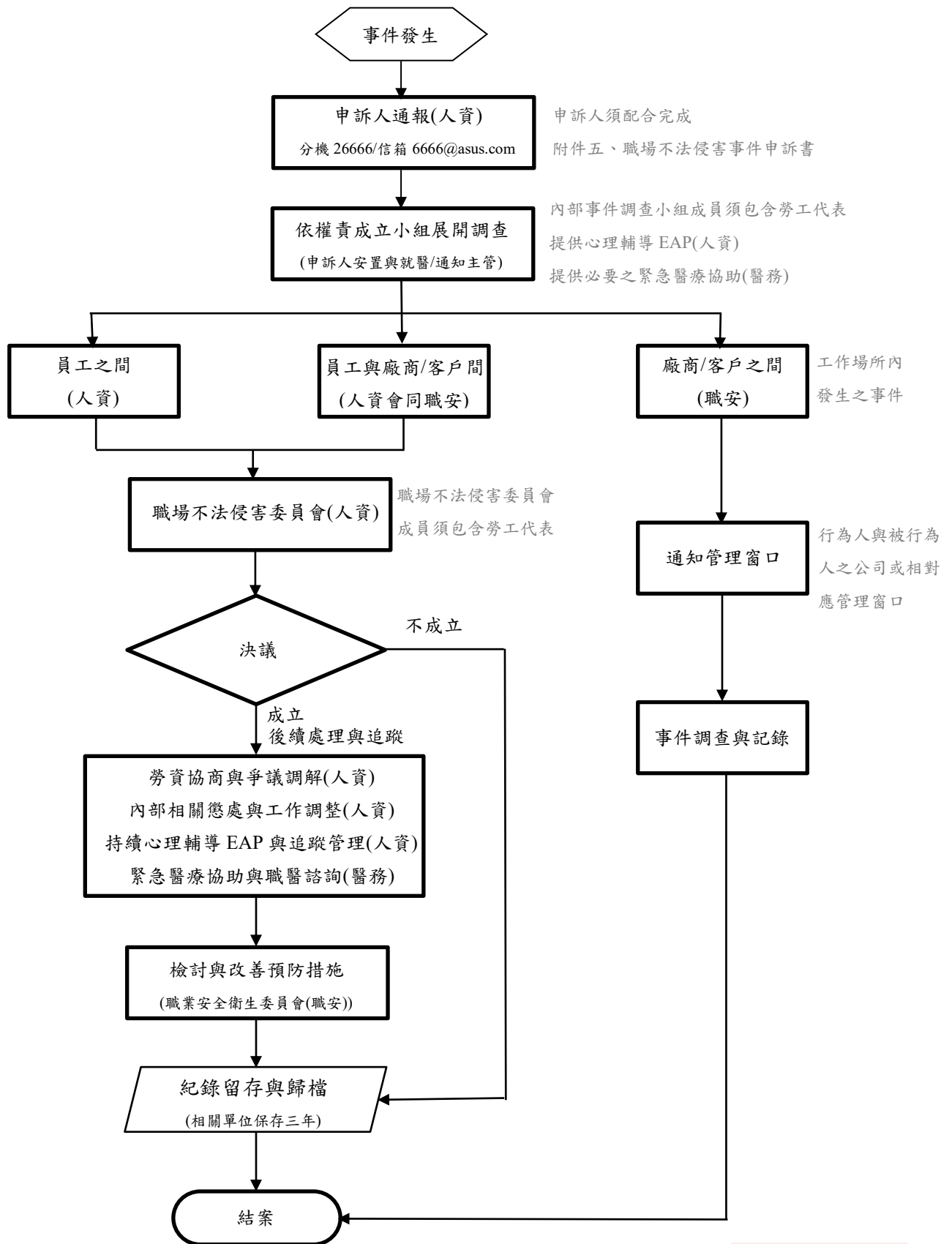
5.7.8啟動申訴流程後欲撤案者，配合填寫職場不法侵害事件撤案申請書(F2-047-06)。

If you wish to withdraw your case after initiating the complaint process, please fill out the application form for withdrawing the case of Workplace Misconduct (F2-047-06).

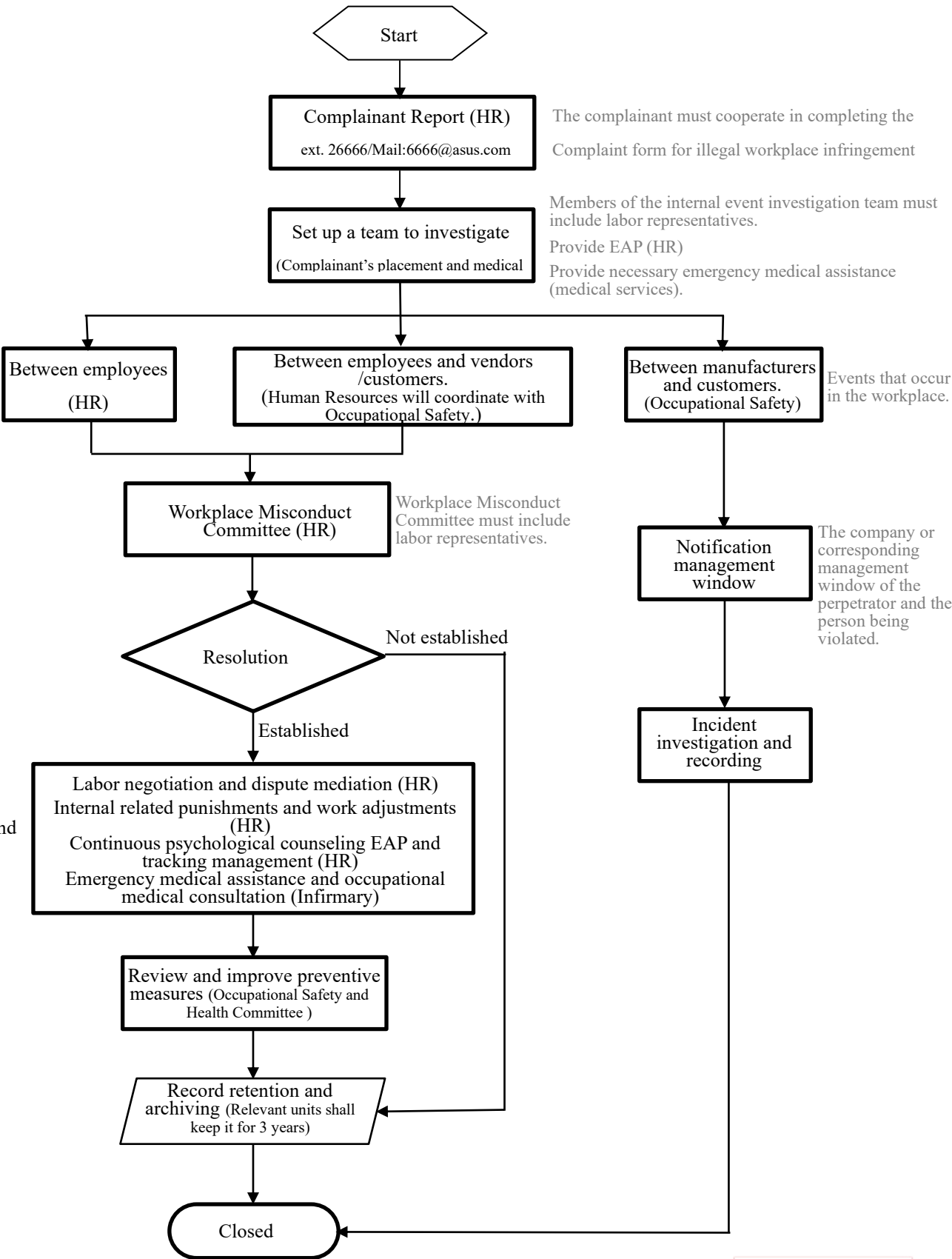
5.7.9對於調查結果不接受者，可檢附新事證申請職場不法侵害事件申覆書(F2-047-05)。

For those who do not accept the investigation results, new evidence can be submitted to apply for a reply to an Workplace Misconduct incident(F2-047-05).

5.8 職場不法侵害執行流程圖 Flowchart for the Execution Process of Workplace Misconduct：



列入安委會報告並適時檢討程序



Follow-up
processing and
tracking

Include it in the Occupational Safety and Health Committee report and review the procedures in a timely manner.

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5.9 權責 Authority and responsibility :

5.8.1 人資部門 Human Resources Department

- (1) 完成內部公告職場不法侵害之聲明，建立職場不法侵害通報機制。

Complete the internal announcement of the statement of Workplace Misconduct, and establish a notification mechanism for Workplace Misconduct.

- (2) 執行員工和主管危害預防及溝通技巧教育訓練。

Implement hazard prevention and communication skills education and training for employees and supervisors.

- (3) 依權責受理職場不法侵害事件、成立調查小組與委員會召開、相關處置等事宜，必要時會同職安協助調查。

Accept Workplace Misconduct incidents in accordance with rights and responsibilities, establish an investigation team and committee, and deal with related matters. If necessary, we will cooperate with the staff and safety staff to investigate.

- (4) 擔任職場不法侵害委員會及調查小組成員。

Serve as a member of the Workplace Misconduct Committee and the Investigation Team.

- (5) 執行管理職「執行職場不法侵害行為自主檢核表(F2-047-04)」並統計結果。

Perform the " Self-checklist for Workplace Misconduct (F2-047-04) " and count the results.

- (6) 統計當年度內部不法侵害事件，提供職業安全衛生委員會報告執行結果。

Collect statistics on the internal Workplace Misconduct incidents in the current year, and provide the implementation results of the report of the Occupational Safety and Health Committee.

5.8.2 職安部門 Occupational safety department

- (1) 執行「執行職務遭受不法侵害預防計畫」相關評估表。

Evaluation form related to the plan to prevent Workplace Misconduct in the performance of duties.

- (1-1) 高風險族群職場不法侵害預防之危害辨識及風險評估表

Hazard identification and risk assessment form for the prevention of Workplace Misconduct for high-risk groups.

- (1-2) 執行職場不法侵害預防之作業場所環境檢點紀錄表

Implement the workplace environmental inspection record form for the prevention of Workplace Misconduct.

- (1-3) 執行職場不法侵害預防之作業場所適性配工與工作設計檢點紀錄表

Implement the workplace adaptability and work design inspection record form for the prevention of Workplace Misconduct.

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(2) 依權責成立調查小組，受理調查非員工於公司內發生之職場不法侵害事件。

Establish an investigation team in accordance with its rights and responsibilities to accept and investigate Workplace Misconduct that occur in the company by non-employees.

(3) 員工涉及外部人員之事件應配合人資協助調查。

Employees should cooperate with human resources to assist in the investigation of incidents involving external personnel.

(4) 執行結果應定期於職業安全衛生委員會報告，並適時檢討程序。

The implementation results should be reported regularly to the Occupational Safety and Health Committee, and the procedures should be reviewed in a timely manner.

(5) 完成常駐廠商自我防衛觀念宣導教育訓練。

Complete the self-defense concept advocacy education and training of resident manufacturers.

(6) 統計當年度不法侵害事件統計一覽表。

A statistical list of Workplace Misconduct incidents in the current year.

5.8.3 醫護部門 Health Care Sector：

(1) 協助提供被行為人必要之緊急醫療協助。

Assist in providing necessary emergency medical assistance to the victim.

(2) 需進行工作調整或復工評估者，協助安排從事勞工健康服務之醫師面談。

For those who need to undergo work adjustment or resumption of work assessment, assist in arranging the appearance of a doctor engaged in labor health services

5.8.4 各部門主管 Heads of departments

(1) 協助確認潛在職場不法侵害風險評估表格。

Assistance in confirming the potential Workplace Misconduct risk assessment form.

(2) 完成相關職場不法侵害預防教育訓練。

Complete relevant Workplace Misconduct prevention education and training.

(3) 完成職場不法侵害行為自主檢核表。

Complete the Self-checklist for Workplace Misconduct.

(4) 協助執行強化工作場所的規劃。

Assist in the implementation of workplace enhancement planning.

(5) 提供所屬工作者必要之保護措施。

Provide necessary protective measures for subordinate workers.

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(6) 配合人資或職安衛部門採取改善預防措施。

Cooperate with the human resources or occupational safety and health department to take improvement and preventive measures.

5.8.5 員工 Employee

(1) 協助辨識潛在職場不法侵害風險評估。

Assist in the risk assessment of potential Workplace Misconduct.

(2) 配合接受相關職場不法侵害預防教育訓練。

Cooperate with relevant Workplace Misconduct prevention education and training.

(3) 配合預防職場不法侵害預防計畫之執行與參與。

Cooperate with and participate in the implementation of the Workplace Misconduct Prevention Program.

5.8.6 勞工代表 Labor Representatives

(1) 協助辨識潛在職場不法侵害風險評估。

Assist in the risk assessment of potential Workplace Misconduct.

(2) 配合接受相關職場不法侵害預防教育訓練。

Cooperate with relevant Workplace Misconduct prevention education and training.

(3) 配合預防職場不法侵害預防計畫之執行與參與。

Cooperate with and participate in the implementation of the Workplace Misconduct Prevention Program.

(4) 參與內部事件調查小組與擔任職場不法侵害委員會成員。

Participate in the internal incident investigation team and serve as a member of the Workplace Misconduct Committee.

5.8.7 申訴者/被行為人 Complainant/Perpetrator

(1) 完成職場不法侵害事件申訴書(F2-047-02)。

Complete the Application form for withdrawing the case of Workplace Misconduct(F2-047-02).

(2) 配合人資或職安部門執行調查並配合相關保護措施。

Cooperate with the human resources or occupational safety department to carry out the investigation and cooperate with relevant protective measures.

(3) 必要時完成職場不法侵害事件申覆書(F2-047-05)。

If necessary, complete the reply to an Workplace Misconduct incident(F2-047-05).

(4) 必要時完成職場不法侵害事件撤案申請書(F2-047-06)。

If necessary, complete the application for withdrawing the case of Workplace

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Misconduct (F2-047-06).

5.9 職務遭受不法侵害之管理 Management of Workplace Misconduct of duties :

5.9.1 相關執行紀錄應由執行部門自行保存三年。

The relevant enforcement records should be kept by the enforcement department for 3 years.

5.9.2 統計當年度執行職務遭受不法侵害紀錄表，作為年度職場不法侵害防治之參考。

Count the record of Workplace Misconduct in the performance of duties in the current year, as a reference for the prevention and control of Workplace Misconduct in the year.

5.10 執行成效之評估及改善 Evaluation and improvement of implementation effectiveness :

5.10.1 每年進行一次風險評估和監測，確認採取控制措施後之風險，檢討其適用性及有效性，並完成職場不法侵害預防措施查核及評估表。

Conduct risk assessment and monitoring once a year to confirm the risks after taking control measures, review their applicability and effectiveness, and complete the Workplace Misconduct Prevention Measures Check and Evaluation Form.

5.10.2 應鼓勵工作者主動通報所有受到攻擊及威嚇之事件。

Encourage workers to proactively report all incidents of attack and intimidation.

5.10.3 職務遭受不法侵害事件發生後，組織應對環境及職務進行審查檢討，以找出改善之空間。

After the occurrence of Workplace Misconduct of duties, the organization should conduct a review of the environment and duties to find out the room for improvement.

6. 懲戒方式 Disciplinary Methods :

6.1 申訴案件為屬實者，則依公司工作規則(AD1-047)、性騷擾防治措施、申訴及懲戒辦法(AD1-080)，視情節輕重而予以懲處。

If the complaint case is substantiated, it will be punished according to the company's Work Rules (AD1-047), Guideline for Prevention, Complaint and Discipline of Sexual Harassment(AD1-080), depending on the severity of the circumstances.

6.2 如該情節涉及刑責者，則依相關法律規定處理。

If the circumstances involve criminal liability, it will be dealt with in accordance with the relevant laws and regulations.

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7. 附件 Appendix：

文件名稱 Title	文件編號 Doc Number	最新版本 Revision
華碩電腦(股)預防職場不法侵害之書面聲明 Statement on Prohibition of Workplace Misconduct	F2-047-01	Rev.04
職場不法侵害事件申訴書 Application form for withdrawing the case of Workplace Misconduct	F2-047-02	Rev.05
職場不法侵害申訴調查報告 Workplace Misconduct complaint investigation report	F2-047-03	Rev.01
職場不法侵害行為自主檢核表 Self-checklist for Workplace Misconduct	F2-047-04	Rev.01
職場不法侵害事件申覆書 Reply to an Workplace Misconduct incident	F2-047-05	Rev.01
職場不法侵害事件撤案申請書 Application form for withdrawing the case of Workplace Misconduct	F2-047-06	Rev.01