

## 保障人權政策與具體管理方案

### 一、 公司是否依照相關法規及國際人權公約，制定相關之管理政策與程序？

本公司致力於尊重和遵守「世界人權宣言」、「公民和政治權利國際公約」、「經濟、社會和文化權利國際公約」以及「國際勞工組織關於工作中基本原則和權利的宣言」等人權標準，並訂定人權政策公布於本公司網站。本公司雇用政策無性別、種族、年齡、婚姻與家庭狀況等差別待遇，並遵循身心障礙權益保障法及工作平等法等特別關懷弱勢族群，落實升遷機會之平等，提供員工合理薪酬及獎金紅利制度、定期辦理員工教育訓練、落實假勤制度及依法提撥退休金。

### 二、 公司是否訂定及實施合理員工福利措施（包括薪酬、休假及其他福利等），並將經營績效或成果適當反映於員工薪酬？

本公司已訂定及實施合理員工福利措施，亦設置職工福利委員會，並每年提撥福利金，為同仁規劃並提供優質的各項福利，例如：定期舉辦員工旅遊，員工健行活動，發放生日禮金、年節禮券、婚喪喜慶之禮金或慰問金等，且不定期舉辦各式員工活動。

而休假制度上除了週休二日外，亦提供優於勞基法之特別休假。倘若同仁遇有育嬰、重大傷病、變故等情況，也能申請留職停薪，兼顧個人與家庭照顧需求。

本公司男性及女性員工擁有平等的薪酬條件及晉升機會，最近年度女性職員及女性主管平均占比分別為48%及35%。

本公司年度如有獲利，以不低於當年度獲利狀況之1%分派員工酬勞，發放對象包含符合一定條件之控制或從屬公司員工，而不包含臨時、試用人員。此外，本公司每年依據市場薪資水準、經濟趨勢及個人績效予以調薪，最近年度平均調薪幅度為4%。

### 三、 公司是否提供員工安全與健康之工作環境，並對員工定期實施安全與健康教育？

本公司為保障勞工免於作業場所中有害物質的危害，提供勞工健康舒適的工作環境，每年執行2次作業環境監測，並提供公司作為作業環境改善的參考指標。此外，訂有年度職安衛內稽工作計畫，由各廠廠長擔任總召集人，各項內稽報告由環安衛部門提報，並將建議改善事項與具體改善情形上傳至公司內部網站登錄追蹤，供各單位參考改進。

本公司最近年度失能傷害事故計3件、人數3人（佔113年底員工總人數0.39%），本公司除檢

討改善作業環境及措施外，亦將強化職安衛教育訓練，職安衛教育執行情形如下：

職安衛查核作業		分類	課程	參與總人數	參與總時數
職安衛內稽	1次/月	安全	門禁逃生安全 宣導	116	58
製造現場職安衛巡查	1次/週		G棟逃生疏散路 線宣導	107	54
現場主管走動式管理	1次/週		化學品洩漏緊急 應變演練	7	7
場內一般性巡查	1次/月		CPR+AED教育 訓練	291	146
工地職安衛巡查	1次/週		職安在職訓練	544	2176
			健康	想減重，外食族 也可以很輕鬆	94
		2024 Lotus 職 場健康操		44	44
		消防	上半年自衛消防 編組訓練	124	496
			下半年自衛消防 編組訓練	127	508
			消防全員疏散演 練	404	202

本公司113年度未有火災事件發生。

#### 四、公司是否為員工建立有效之職涯能力發展培訓計畫？

以新人訓練、專業訓練、關鍵人才培育計畫、網路大學四大人才培訓方式為員工建立有效的職能發展訓練。最近年度全集團職涯訓練共19,633人次、總時數35,123小時。

#### 五、針對產品與服務之顧客健康與安全、客戶隱私、行銷及標示等議題，公司是否遵循相關法規及國際準則，並制定相關保護消費者或客戶權益政策及申訴程序？

1. 本公司遵循政府法規與產業之相關規定，包括但不限於藥事法、PIC/S GMP、藥品生體可用率及生體相等性試驗準則、藥物製造工廠設廠標準、藥物優良製造準則、毒性化學物質管理法、管制藥品管理條例、食品安全衛生管理法，以確保產品品質與服務之顧客健康、安全及隱私。
2. 本公司已設立客戶服務單位，專責處理客戶對於產品之相關問題，並訂定客訴處理作業，以提供客戶即時問題排解及專業服務。

**六、 公司是否訂定供應商管理政策，要求供應商在環保、職業安全衛生或勞動人權等議題遵循相關規範，及其實施情形？**

公司已訂定承攬商與訪客管理程序(EHS-S0-007)，明確規範前置作業流程、重點要求包括進廠人員數量與現場安全負責人、有無危險性作業、作業前點檢&安全防護；並要求供應商在承作前必須針對該工程施工之人員投保個人意外險、予以安全教育訓練並填寫受訓記錄，以共同防止工安意外與災害發生。如供應商有任何違反承攬商與訪客管理程序之情事，將以該管理辦法之罰責，按違規之事項進行扣款、或賠償、或永久停止承攬權。

## Human Rights Protection Policies and Management Plans

### **I. Does the Company set policies and procedures in compliance with regulations and the International Bill of Human Rights?**

The Company is committed to respecting and observing all human rights, as described in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. The Company's employment policy does not discriminate on the basis of gender, race, age, marital status, or family background. It also accounts for underprivileged or disabled groups in accordance with the People with Disabilities Rights Protection Act and the Act of Gender Equality in Employment to provide equal opportunity for employment and promotion. The Company has a reasonable compensation and bonus system. It regularly offers in-service training and education and ensures that employees receive sufficient leave and pensions.

### **II. Has the Company established and implemented employee benefits policies (including compensation, leave, and other benefits), and is the Company's business performance appropriately reflected in employee compensation?**

The Company established and implemented employee welfare policies, including to establish welfare funds and Employee Welfare Committee, aiming to provide various welfare to employees like company trip, company hiking, allowance for birthday, marry, death, hospitalization and festivals, and other company activities. The Company provided more annual leave days than Labor Standard Act regulated. If employees encounter any accident, they can apply for unpaid leave to take care of personal issues. The Company's male and female employees have equal remuneration conditions and promotion opportunities. The Company's average percentage of female employees and female supervisors was 48% and 35% respectively last year. The Company shall, if any profits earned by the Company for a fiscal year, pay no less than 1% of the profits to regular employees of the Company and subsidiaries as allowance, contract and probationary employees are not included. In addition, the Company should raise employees' salary annually according to market status, economical trend, and personal performance. The Company gave an average of 4% salary raise last year.

### III. Does the Company provide employees with a safe and healthy working environment, with regular safety and health training?

To protect employees from harmful substances in the workplace. the Company provides comfortable working environment. The Company conducts environmental monitoring twice a year as references for further improvement. In addition, director of each plant should provide annual OSH (Occupational Safety and Health) work plans. The Company's EHS department will submit internal audit reports and propose improvements to the company website for reference to all departments.

The Company has three employees injury involving three person in the current year (0.39% of the total number of employees at the end of 2024). In addition to reviewing and improving the working environment and policies, the Company will also strengthen OSH education and training as follows:

OSH inspection	
OSH internal audit	1/ month
Shopfloor OSH inspection	1/ week
On-site supervisor walkdowns	1/ week
General Site inspection	1/ month
Construction site OSH inspection	1/ week

Category	Course	Total Participants	Total Training Hours
Safety	Access Control & Emergency Escape Safety Awareness	116	58
	G Building Emergency Evacuation Route Awareness	107	54
	Chemical Spill Emergency Response Drill	7	7
	CPR + AED Training	291	146
	Occupational Safety On-the-Job Training	544	2176
Health	Easy Weight Loss for People Who Eat Out	94	47

	Frequently		
	2024 Lotus Workplace Health Exercise	44	44
Fire Safety	Self-Defense Firefighting Team Training (First Half)	124	496
	Self-Defense Firefighting Team Training (Second Half)	127	508
	Company-wide Fire Evacuation Drill	404	202

There were no fire incidents in the company's 2024 years.

**IV. Has the Company established effective career development training plans?**

The Company utilizes four major talent training methods, namely new-employee training, professional training, key talent cultivation, and online universities, to create an effective training system for competency development. In the most recent fiscal year, the total number of career training sessions across the group was 19,633, with a total of 35,123 hours.

**V. Does the Company follow regulations and international standards for customer health and safety, customer privacy, and the marketing and labeling of its products and services; and has the Company established policies and procedures to protect consumer or customer rights and process of complaints?**

1. The Company follows regulations and international standards for customer health and safety, customer privacy, and the marketing and labeling of its products and services, including but not limited Pharmaceutical Affairs Act, PIC/S GMP, Regulation of Bioavailability and Bioequivalence Studies, Standards for Medicament Factory Establishments, Pharmaceutical Good Manufacturing Practice Regulations, Toxic Chemical Substances Control Act, Controlled Drugs Act, Act Governing Food Safety and Sanitation.
2. The Company has established the Customer Service in charge of the handling of product related issues for customers and has also established the customers' feedback handling operation procedure, in order to provide timely problem solving and professional service to customers.

**VI. Has the Company established and implemented supplier management policies that enforce supplier compliance with environmental protection, occupational safety and health, and labor rights regulations?**

The company has established the contractor and visitor management procedures

(EHS-S0-007), clearly standardizing the pre-operation process, focusing on the number of personnel entering the factory and the designate person in charge of on-site safety, identify dangerous operation, pre-operation inspection and safety protection; suppliers are required to apply personal accident insurance for the construction personnel of the project prior to undertaking the work, Give safety education and training with corresponding training records to jointly prevent public security accidents and disasters. If the Supplier has any breach of the Contractor and Visitor Management Procedures, they will be liable for penalties, deductions, compensation, or permanent cessation of the contracting rights according to the violation.