創新服務股份有限公司

反歧視、反騷擾與反不法侵害政策

Anti-Discrimination,Anti-Harassment, and Anti-Unlawful Infringement Policy

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文件類別	管理辦法	文件編號		PD-10-002	
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1 政策宗旨 Policy Purpose：

1.1 本公司致力於打造一個尊重多元、無歧視、無騷擾、無不法侵害的職場環境。本政策明定本公司對歧視、騷擾與不法侵害零容忍的立場，並提供預防、通報、調查及處理的機制，以保障所有工作者的尊嚴與基本人權。

Our company is committed to fostering a workplace that is diverse, inclusive, free of discrimination, harassment, and unlawful infringement. This policy sets forth our zero-tolerance position and outlines prevention, reporting, investigation, and resolution procedures to safeguard the dignity and fundamental rights of all individuals in the workplace.

2 適用範圍 Scope of Application：

2.1 本政策適用於本公司所有董事、經理人、正職、約聘、兼職、派遣人員，及與本公司業務往來之供應商、外包商、承攬商等合作夥伴。

This policy applies to all directors, managers, full-time, part-time, contract, and temporary employees, as well as suppliers, contractors, and business partners associated with our company.

3 定義與行為類型 Definitions and Prohibited Conduct：

3.1 歧視

Discrimination

3.1.1 指基於性別、性傾向、性別認同、年齡、種族、宗教、國籍、婚姻狀況、身心障礙、政治立場或其他個人特徵而造成不公平對待。

Discrimination refers to unjust or prejudicial treatment based on gender, sexual orientation, gender identity, age, race, religion, nationality, marital status, disability, political opinion, or other personal characteristics.

3.2 騷擾

Harassment

3.2.1 包括但不限於性騷擾、語言騷擾、肢體接觸、威脅、羞辱或其他令人不安、不適或敵意的行為。

Harassment includes sexual harassment, verbal abuse, physical contact, intimidation, humiliation, or other unwelcome or hostile behavior.

3.3 職場不法侵害

Unlawful Infringement in the workplace

3.3.1 指勞工因執行職務，於勞動場所遭受雇主、主管、同事、服務對象或其他第三方，以言語、文字、肢體動作、電子通訊、網際網路或其他方式所為之不當言

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行，例如職場暴力、職場霸凌、性騷擾 或就業歧視等，造成其身體或精神之不法侵害。

This term refers to unlawful infringement suffered by employees in the course of performing their duties at the workplace, caused by employers, supervisors, colleagues, clients, or other third parties through inappropriate conduct manifested in verbal, written, physical actions, electronic communications, internet platforms, or other means. Such conduct includes, but is not limited to, workplace violence, workplace bullying, sexual harassment, and employment discrimination, resulting in physical or psychological harm to the affected employee.

4 政策承諾 Policy Commitments：

4.1 本公司承諾：

We commit to：

4.1.1 對任何形式的歧視、騷擾與不法侵害採取零容忍原則。

Enforcing a zero-tolerance policy on any form of discrimination, harassment, or unlawful infringement.

4.1.2 建立通報及申訴管道，保障受害者匿名權與免於報復的權利。

Establishing accessible and anonymous reporting mechanisms that protect complainants from retaliation.

4.1.3 培訓全體員工瞭解本政策及相關行為界線。

Providing training to ensure all employees understand this policy and expected behavior.

4.1.4 對違反本政策者進行調查並視情節處分，包括警告、調職、解僱或終止合作關係。

Investigating all violations and enforcing disciplinary actions including warning, reassignment, termination, or business discontinuation.

4.1.5 每年至少一次檢討政策內容並揭露執行情形於 ESG 報告中。

Reviewing the policy annually and disclosing implementation status in our ESG report.

5 申訴與處理機制 Reporting and Complaint Mechanism：

5.1 通報方式：

Reporting Channels：

5.1.1 電子郵件：hr@inno-stars.com

Email：hr@inno-stars.com

5.2 調查程序：

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Investigation Procedure：

5.2.1 申訴案件由職安室及人資單位進行調查，調查小組成員包含至少 2 人外部專業人員。

Reports will be handled by OHS and HR. The investigation team will include at least two external professionals.

5.2.2 調查期限於 2 個月內完成；必要時得延長 1 個月。

The investigation shall be completed within two months; if necessary, it may be extended for an additional month.

5.2.3 調查期間保障雙方陳述權利及隱私。

Both parties' rights and privacy will be respected during the investigation.

5.2.4 調查完成後，提供書面回覆並採取必要行動。

A written response will be issued along with appropriate actions.

5.2.5 對於惡意捏造者亦保留懲處權利。

Malicious or false accusations may result in disciplinary measures.

6 教育訓練與文化建立 Training and Culture Building：

6.1 本公司定期進行職場平權、反騷擾與反不法侵害之教育訓練課程，並：

We regularly conduct training on workplace equality, anti-harassment, and anti-unlawful infringement, including：

6.1.1 納入新進人員教育訓練。

Orientation training for new hires.

6.1.2 每年至少舉辦一次全員訓練。

At least one company-wide training session per year.

6.1.3 推廣「尊重、包容、誠信」的企業文化。

Promotion of a company culture based on "Respect, Inclusion, and Integrity".

7 揭露與審查 Disclosure and Review：

7.1 本政策由總經理核准後通過，公告後即生效。

This policy is effective upon General Manager's approval and public announcement.

7.2 每年檢討政策執行情形並納入 ESG 報告書揭露，包括：申訴件數、處理結果、教育訓練成效等指標。

Annual reviews and ESG disclosure will include number of complaints, resolution outcomes, and training results.

7.3 如法規更新或營運狀況改變，應適時修訂政策。

Policy will be revised as needed to reflect regulatory updates or operational changes.

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