

National Taxation Bureau of Kaohsiung, Ministry of Finance
The Basic Rights and Interests Protection of On-site Contracted Workers in
Labor Contracts and the Complaints and Grievances Mechanism

Request for approval was approved on October 21, 2016

- I. Basis: In order to protect the basic rights and interests of on-site contracted workers in labor contracts (excluding talent dispatch), the Bureau enacts this complaints and grievances mechanism in accordance with the “Reference Principles of Government Agencies’ (Organizations’) Use of Labor Contracting.”
- II. Basic rights and interests protection of on-site contracted workers
 - a. The contractor shall pay wages; carry Labor Insurance, employment insurance, and National Health Insurance; and appropriate to pension funds in accordance with the law, and pay the insurance premiums for the aforementioned insurances and contribute to the pension funds in accordance with the regulations.
 - b. The contractor shall handle the labor conditions of wage payment such as leave, annual leave, overtime (extended working hours), year-end bonuses, etc., in accordance with the provisions of the Labor Standards Act, the Enforcement Rules of the Labor Standards Act, the Regulations of Leave-Taking of Workers, the Act of Gender Equality in Employment, etc.
 - c. The contractor shall implement the regulations such as the Act of Gender Equality in Employment, the Sexual Harassment Prevention Act, etc.
 - d. The Bureau may sample visit the on-site contracted workers from time to time to understand whether the contractor has fulfilled its obligations of protecting labor rights and interests in accordance with the contract.
- III. Complaints and grievances mechanism for on-site contracted workers
 - a. The Bureau’s acceptance method and process of complaints and grievances
In case on-site contracted workers have impaired rights and interests, they may file complaints and grievances to the secretariat of the Bureau’s performance management unit via telephone, fax, email or written form, with their own names. If the complaints and grievances are submitted in writing, the specific complaint, name and contact information (including telephone number, fax number, address, and e-mail address) should be specified.

After accepting the complaint and grievance, the Bureau will send personnel to investigate the content of the complaint and understand whether the contractor has actually performed the contractual specifications. If the labor contract is violated, it shall be require to make improvement or be fined according to the contract. If the contractor is found to have violated the relevant labor laws, the

Act of Gender Equality in Employment, etc., it shall be reported to the competent authority in accordance with the law.

The result of the complaint and grievance will be replied to the complainant within one week after the completion of the investigation.

b. Complaint acceptance unit

The Bureau's secretariat complaint telephone: 07-7256600 ext.8310; fax: 07-7115783 ; email: E1ASERVICE@ntbk.gov.tw (the service email of the secretariat); address: 7F., No. 148, Guangzhou 1st St., Lingya Dist., Kaohsiung City 802, Taiwan (R.O.C.)

Labor Affairs Bureau of Kaohsiung:

Tele: 07-8133980; address: No. 6, Zhenzhong Rd., Qianzhen Dist., Kaohsiung City 806, Taiwan (R.O.C.)