

Attachment 10

The information of the progress of labor-management disputes and the related consumer protection measures that a civil air transport enterprise shall reveal.

1. To make passengers understand the progress of labor-management disputes arising between the civil air transport enterprise and its employees, and the related consumer protection measures the enterprise will provide, the following information shall be revealed on the website or through the adequate channels by the civil air transport enterprise while the labor union holds a ballot for strike, obtains the right to strike and starts the strike action:

(1) While the labor union holds a ballot for strike

- 1) the start and end date of the ballot.
- 2) the consumer protection measures including the items below:
 - i. the contact channel providing advisory and assistance service including the telephone number, e-mail address, postal address and the on-line service platform, and the service time of each channel;
 - ii. the principles of handling flight change or cancellation, e.g. the notification methods of flight change or cancellation, etc.

(2) While the labor union has obtained the right to strike

- 1) the date obtaining the right to strike.
- 2) the consumer protection measures including the items below:
 - i. the contact channels providing advisory and assistance service including the telephone number, e-mail address, postal address and the on-line service platform, and the service time of each channel;
 - ii. the methods of announcement of flight change or cancellation information;
 - iii. the methods of notification to passengers of flight change or cancellation information;
 - iv. the arrangement and assistance for passengers who have made reservations but will be affected due to flight change or cancellation.

(3) While the strike action starts

Establish the specific area on the website page and reveal the following relevant information during the process of passengers making their reservation and paying for their tickets:

- 1) the start date and time of strike action.
- 2) the consumer protection measures including the items below:
 - i. the contact channels providing advisory and assistance service including the telephone number, e-mail address, postal address and the on-line service platform, and the service time of each channel;
 - ii. the information of flight change or cancellation;
 - iii. the methods of notification to passengers of flight change or cancellation information;
 - iv. the arrangement and assistance for passengers who have made reservations but will be affected due to flight change or cancellation, e.g. rebooking, endorsement,

change ticket, refund, etc.;

v. the contact channels providing advisory service and assistance to passengers overseas;

vi. the measures to protect the rights of passengers affected by the strike action including the compensation objectives, conditions, contents, amounts and application, etc.;

vii. the others, e.g. the application for a flight delay certificate.

2. After the strike action is over, the air transport enterprise may adjust the information revealed as appropriate.