

Message from the Chairman

The year 2013 was a new CSR milestone for Chunghwa Telecom (CHT); we became the first telecommunications operator in Taiwan, China and Hong Kong to be simultaneously selected as one of the global components of the Dow Jones Sustainability Index (DJSI) series as well as the DJSI-Emerging Markets Index. This indicates that our long-term cultivation in CSR has received the seal of approval from international appraisal institutions, and that we can keep abreast of other sustainable international corporations!

Since 2006, CHT has launched CSR initiatives in three areas including corporate governance, environmental protection and social inclusion. In terms of corporate governance, aside consistent, steady management, information transparency and disclosure, we also received A++ for the information disclosure and transparency ranking in Taiwan for 9 straight years. In response to international and domestic trends, we are also the first company to launch supplier CSR performance appraisal and second party audit during recent years. By focusing on the management of the corporate value chain, we are able to unleash the full potential of CHT.

Concerning environmental protection, we will continue to expand on our proprietary "Environmental Sustainability Management System". Each year, the company's internal energy conservation, carbon reduction goals and plans are devised. Meanwhile, the "iEN Intelligent Energy Network Service" will also be expanded to assist other enterprises to manage their resources more efficiently, in turn achieving the objective of energy conservation. In the future, we will also launch more "Green Concept" product services and save more time and energy for our consumers as well as corporate clients via cloud technology.

In terms of social inclusion, "Bridging the Digital Divide and Creating Digital Opportunities" is our unchanging philosophy. Over the past decade, we have invested approximately NT\$ 800 million each year to provide telecommunications service in remote townships, so that more residents living in remote areas can enjoy the right to basic communication. In the future, we will continue in this endeavor. Through collaboration between the CHT Foundation and other NGOs, schools, or cultural & creative organizations, we expect CHT's information and telecommunications technology to build a digital bridge for the public in order to integrate various resources and create digital opportunities.

Looking ahead, IOT (Internet of All Things) will become a new development opportunity for the telecommunications industry. CHT possesses professional technologies in broadband and cloud computing. Therefore, it is hoped that we will be able to develop various intricate IOT services through the cross-field and cross-industry cooperative mechanism, thereby creating a vivacious, intelligent metropolis for individuals, families and businesses.

“The Faster the World, the Slower the Heart” is the message CHT intends to convey to everyone in the era of 4G telecommunications. As a close partner in people’s lives, CHT is aspired to constantly refining our products and services so that people may live with confidence and composure in the fast changing digital world, in turn creating a quality, enriching slow living lifestyle!

Chairman of the Board of Directors

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