

## Employee Care



**870**

specialty-training  
projects



Per capital  
training hours

**58**



Total training expense

NT\$ **750** million



Spending on employee  
health care

NT\$ **83** million



## S Respect for Employee

Chunghwa Telecom regards employees as the most valuable assets and partners. In addition to providing equal opportunity to job seekers and every employees, we are dedicated to construct comprehensive mechanism to ensure that employee rights is not violated, at the same time, establishing healthy working environment where employees are able to bring initiative and creativity into full play.

Committed to "Let our employees feel at ease", we respect every employee and treat them in an equal manner., in this way, employees will be indifferent of their gender, age, ethnic groups and religions. In a proactive manner, we care about our employees' needs, health, safety, freedom of association rights and right to providing feedback, we also continuous to strengthen the communication and conversation mechanism with our employees.

## A Competitive Compensation System

In terms of recruitment, entry-level employees of the same category enjoy the same level of compensation, and experienced employees are compensated based on their education, expertise and certification. All employees are treated equally, regardless of their gender and ethnic group.

To provide competitive remuneration to potential employees, we have formed "Remuneration Committee" and distribution measures for remuneration of top management, to carry out remuneration institutionalization and disclose the same in annual report.

CHT Standard Base Salary: Taiwan Base Salary	1.79 : 1
Top Remuneration: Medium Remuneration	5.6 : 1

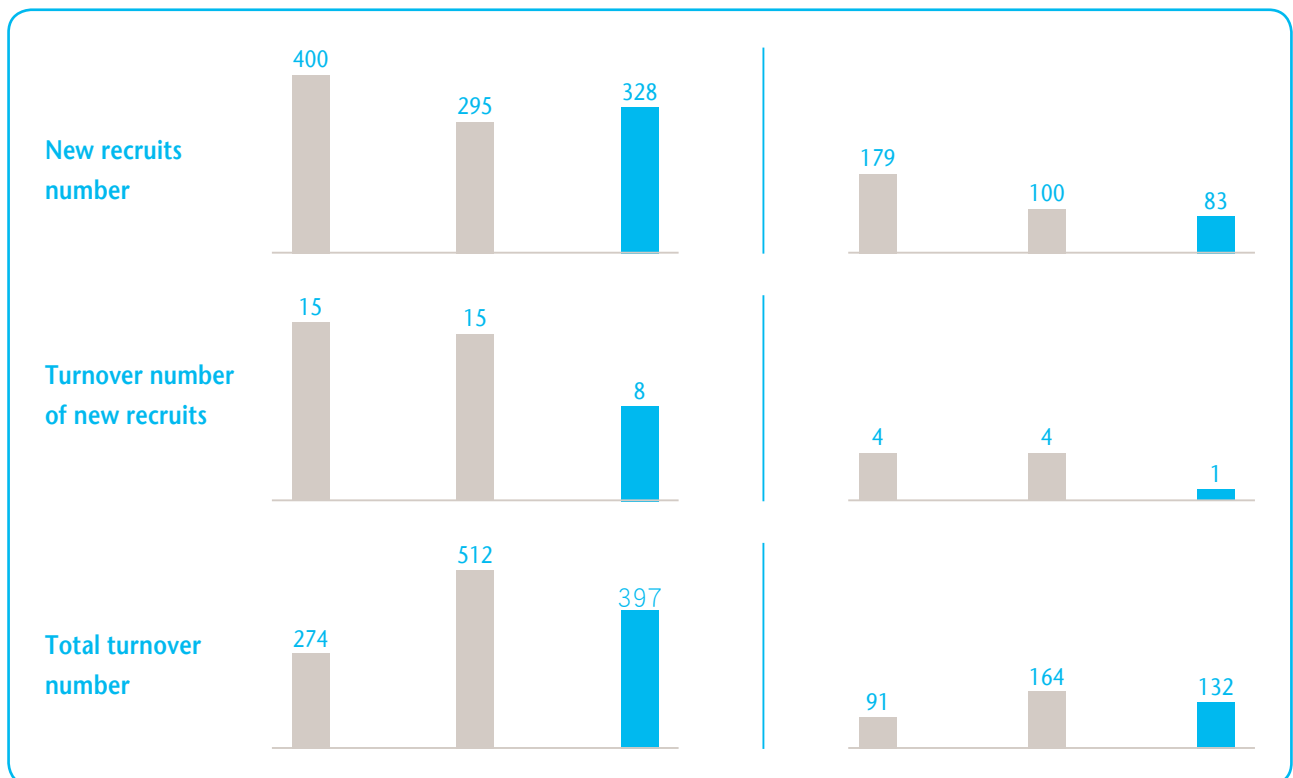
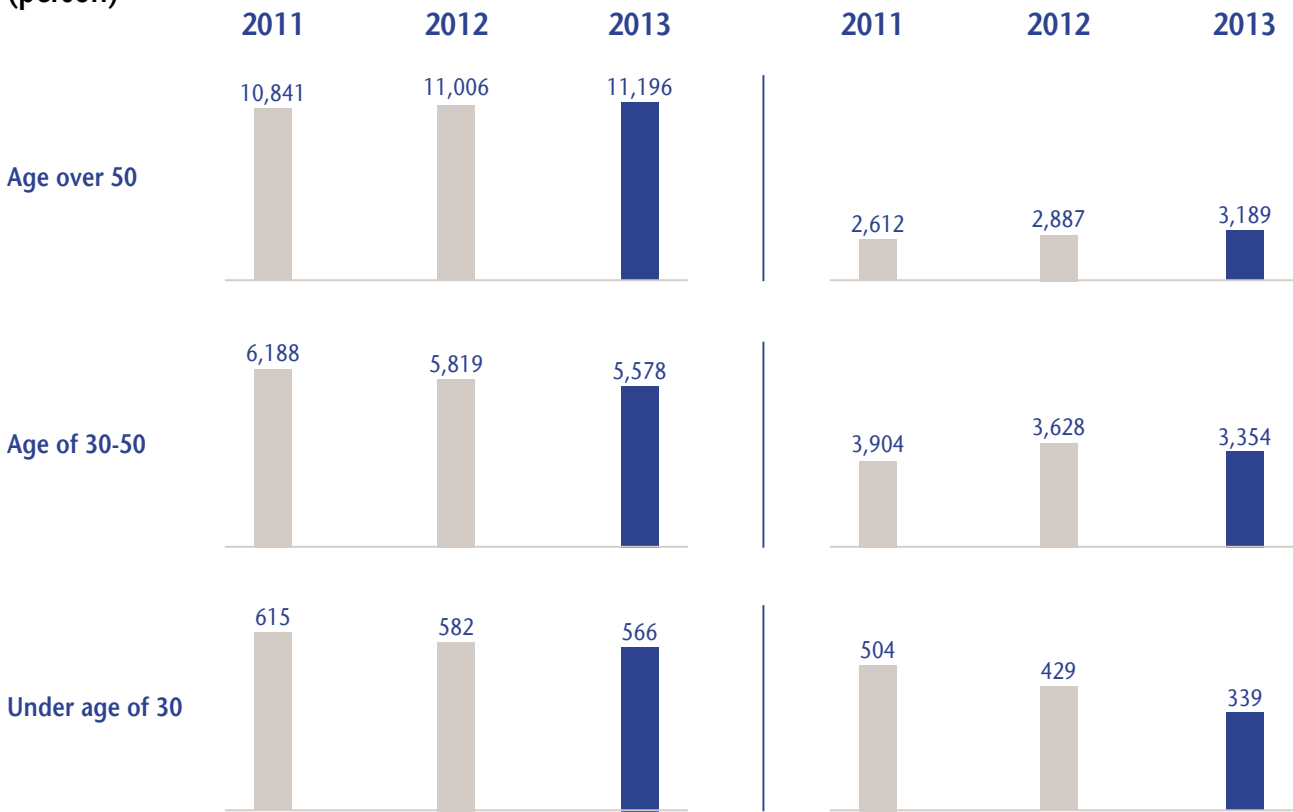
## Gender Equality and Diversity

To implement the protection of human rights and "General Equality in Employment Act", Chunghwa Telecom has incorporated strict recruitment systems, measures and activities. In addition, Chunghwa Telecom has stipulated various anti-sexual harassment measures to implement sexual harassment prevention and mechanism. To handle employees victimized by misconduct, Chunghwa Telecom has established "Complaint Committee" that consist of 5 members, with 3 female members (more than half) and effective mechanism, no discriminative manners reported in 2013.









According to Article 38 of the People with Disabilities Rights Protection Act, Chunghwa Telecom should employ 230 persons with disabilities. In fact 792 such employees were actually hired, 3.44 times higher than the legal requirement. In 2013, we employed 49 aboriginals, and properly respect their unique cultural traditions.




## S Chunghwa Telecom Human Resource Structure

Total Employees  
(person)



## Proportion of Male and Female Executives

	Basic-level		Executives		Intermediate Executives		Senior Executives	
								
2013	15,051	6,464	2,216	410	34	2	39	6
2012	15,123	6,517	2,211	420	32	3	41	4
2011	15,347	6,580	2,225	432	29	4	43	4

	Specialist	Disabled Employees	Aboriginal Employees
			
2013	3,903	792	49
2012	3,837	758	49
2011	3,332	757	51

\* Specialist is outsourcing human resource.

The total number of Chunghwa Telecom employees is 24,222 which consists of 17,340 male and 6,882 female (28.41%), in the mean time, the proportion of female chief is 24.71%. For customer service and marketing purpose, we have outsourcing 3,903 specialists.





### Institutionalize Employee Rights

As the only telecom carrier in Taiwan with a labor union and to have signed a Collective Agreement with a labor union, Chunghwa Telecom has complied with domestic regulations and the requirements of the international human rights convention, which demonstrated its determination in protection employee rights. In 2013, 99.8% of the employees were unionized, while a labor director seat was added to corporate board of directors to voice on behalf of all employees.

Since the implementation of "Amendment of Union Law" in 2011 to include the expansion of exercising the rights of labor solidarity and specify the type and organization of labor union, in addition to Chunghwa Telecom's labor union, additional approved corporate labor unions include North district branch, South district branch, Mobile district, Kaohsiung branch office and Affiliated company. The major issues discussed by the labor union in 2013 stressed overtime and night shifts. We have proposed improvement measures on the latter issue. Please see p69 of Humane Management paragraph.

### The Protection of Employee Rights

For the protection of employee rights, we strictly follow legal regulation and all employees enter into a formal labor contract with the Chunghwa Telecom. For those who have served for more than three months, but less than one year; more than one year, but less than three years; and more than three years, a ten, twenty, or thirty-day notice period is respectively in force. We also hold explanation session and labor-management conference to maintain a harmony company operation.

With introduction of Golden Handshake along with certain employees' personal career planning, a total number of 529 employees were retired in 2013 and a retire rate of 2.18%, the manpower structure remain stable. However, to enhance the establishment of broadband network, strengthen ICT technology and the promotion of cloud, value-added and channel business, we continue to educate new talents and recruited 411 employees in 2013.

### Smooth Communication Channel

In order to listen to the voices of employees, we constructed variable employee communication channels to ensure that employee needs and suggestions are delivered. In addition, any violations or illegal conducts can be reported to the company through hotline, fax and email. The admissible cases are investigated through relevant regulations and procedures, and the violation cases will be penalized accordingly to ensure that employees acting in accordance with company policy, respect company principle, maintain company image and ensure that shareholders rights are protected. In 2013, no human right violation cases were reported.

Labor-Management Meeting is convened on the regular basis, 9 representatives from both sides are participated in the meeting and each take turn to chair the meeting. The Chunghwa Telecom Chairman and President hold regular meetings and telephone conversations with the Union to maintain proper labor-employer communication channels. The Director General of Chunghwa Telecom labor union is invited to the meeting, participates in the evaluation meeting and business report to ensure that employees understand company operation.

There were a total of six Labor-Management Meetings and 1 provisional meeting held in 2013 and several mutual understanding has been reached. Furthermore, there were four labor related consultative conference held to discuss issues including principles of employees' special leave.

## M Training and Development

Chunghwa Telecom promotes “Incubating of innovative talents from internal + External environments” with business philosophy of “Emphasizing Professions, Focusing on Expertise, Enhancing Efficiency, Touching Service”. In response to the changing times, Chunghwa engages in emerging social networks, provides innovative products and services on the continuous basis to show positive momentum to lead the industry into tomorrow land.

To help the career development of our employees, we have established variable job training systems to enhance work efficiency and utilization of human resources. We offer diversified internal training courses for employees with different positions and business natures. In addition, each institution has its own talent training team to promote the planning and execution of talents and the planning and development of employees.

### Telecommunication Training Institute of Chunghwa Telecom

Talent is the required asset to facilitate a company to develop. Chunghwa Telecom established Telecommunication Training Institute to incubate telecom technology and management talents, thereby combine training programs and business development to ensure the company development meet consumers’ needs and establish core competency and competitive advantage for Chunghwa Telecom.

To combine training result and business policy to meet the target of “integration of training and practice”, we have established “Chunghwa Telecom training development management team” with the president as the convener. The meeting is held twice a year to plan training program and evaluate training results.

To strengthen company’s competitiveness, we continue to establish a competence oriented employee training system that includes 19 information categories with approximately 870 sub- functional projects. We have built a Training Information System (TIS) in 2012 for our employees and finished training sessions plan in 2013.

### Diversified Learning Channels

Each institution has its training team to promote the planning and execution of talent training while also responsible for the planning and training of employee development, and through planning, execution and evaluation to implement employee training to improve employee expertise and improve services and overall performance.

Furthermore, to enhance employees’ expertise and career development, Telecommunication Training Institute offers diversified learning opportunities from which employees are able to sharpen their expertise or sophisticate management function in accordance with job requirement and personal interests. Not only does the Institute offer day, evening, holiday, remote and internet training programs, it sends instructors to offices upon request, not to mention employees can utilize library resources or take programs externally.

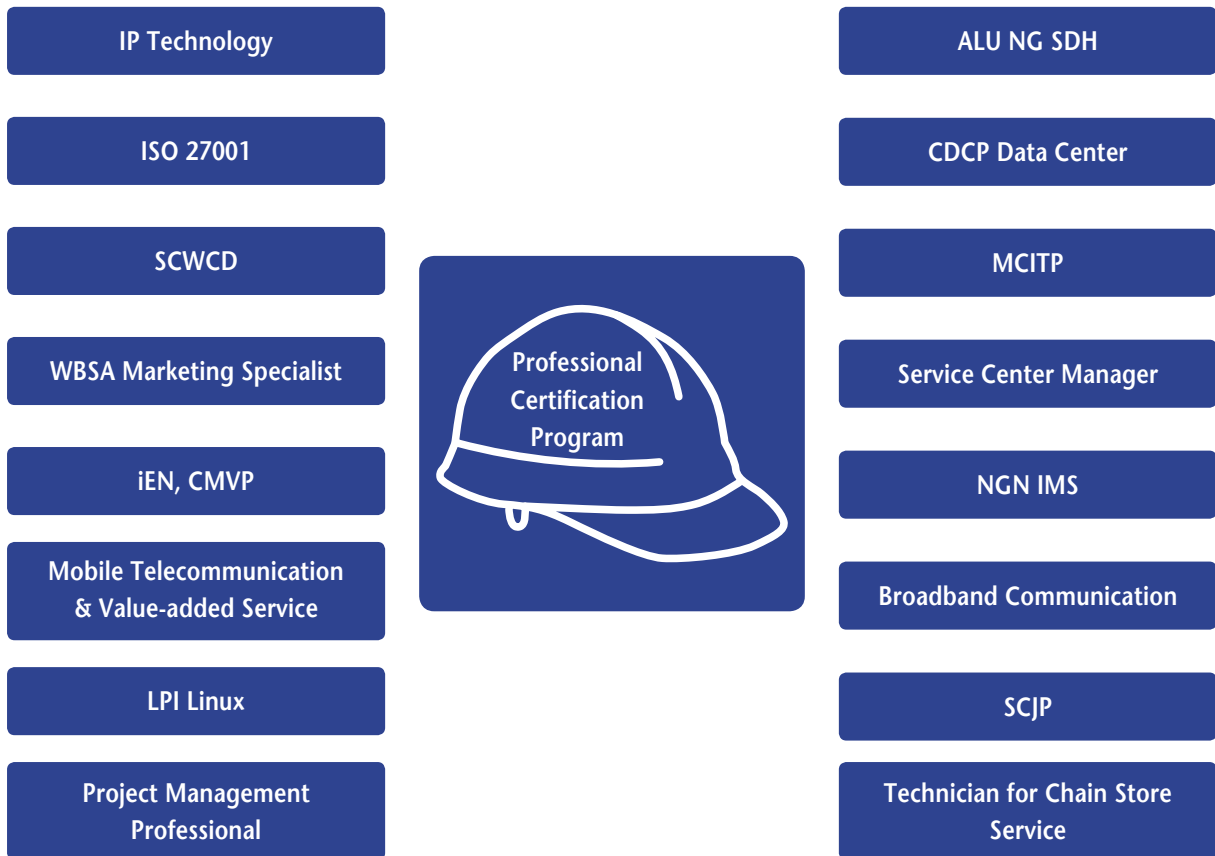


With comprehensive training mechanism, Chunghwa Telecom conducts “pre-training analysis” and “detailed planning” and post training performance evaluation for its employees, in hope, with the mechanism, to help its employees to grow and acquire expertise and skills systematically.



In addition to job training, there are training courses such as core network technology, transmission network technology, mobile communication technology, value-added service, information technology, business management, operational management and human resource management in 2013; in addition, we have “top management preparation workshop” to nurture the management, innovative management and leadership capabilities of the future top management talents.

On top of general training programs, in order to enhance training quality, we have professional certification program that include internal and external certification; internal certification is developed by Telecommunication Training Institute and external certification refers to certification obtained from external institutions with the assistance of the Institute.



## New Employee Training

To facilitate new employees in understanding the vision, value and corporate culture of the Company while accelerating the adoption of workplace environment, we have scheduled a three-day training program in which mainly focus on company introduction, telecom industry regulation, laws and regulations, employee code of conduct and departmental job training, by way of guided training, lecture, self-training, audio visual training and role play to help employees to get to know the company.

## Fair Assessment Mechanism

To ensure the training results, all employees are assessed based on their nature of work and categorized into entry-level staff, middle management and top executives. The assessment is conducted through interviews with his/her supervisor based on personal goal determined at the beginning of the year and achievement at the year-end as well as daily performance and mid-term follow up. Meanwhile, the supervisor also discusses career planning and provides suggestions for future training.

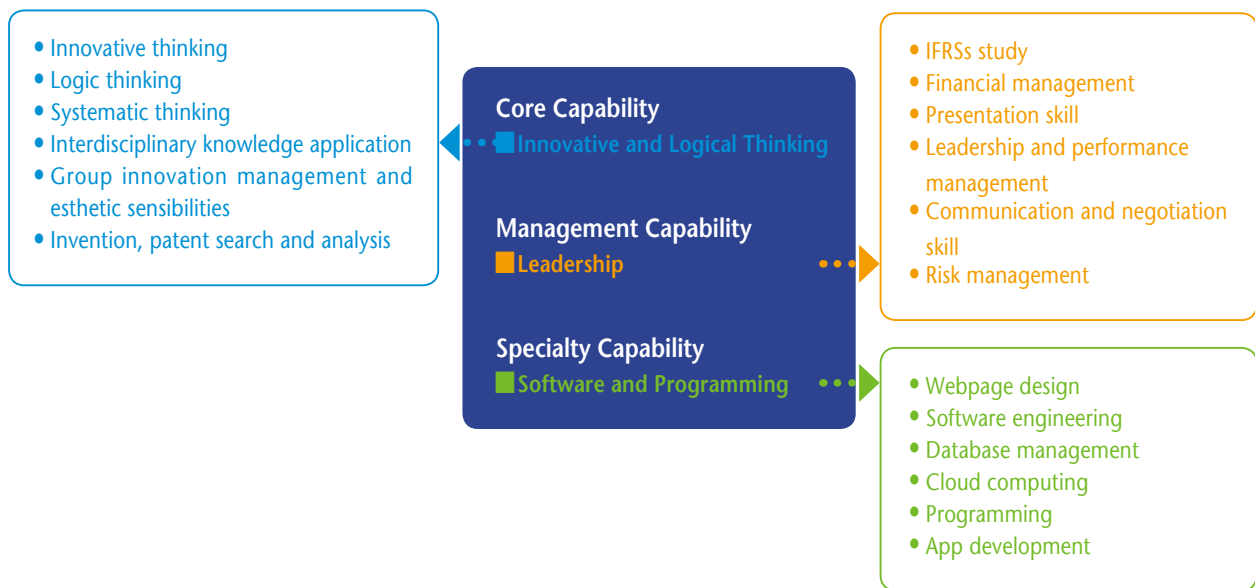
To evaluate employee performance and establish mutual benefit of employee, customers, shareholder and the company, Chunghwa Telecom has stipulated Staff Performance Evaluation System.

## Security Guards Training

For our security guards, we provide training program covering fire prevention, reporting, personnel and vehicle access control, confidentiality of information and normal every events on the annual basis. 12 sessions and total 24 hours of the program were held in 2013, and 620 guards participated in the programs.

## Provide Training Course for Enterprise Client

Our Telecommunication Training Institute also provides enterprise client different kinds of training course, such as:







### **A** Occupational Health and Safety

Provide a healthy and safe work environment is Chunghwa Telecom's commitment. We are the first telecom service provider introduced OHSAS 18000 (occupational safety and health management system). The management of employee safety and health is implemented with both a "standardized" and "systemized" approach to improve our operational quality and safety level. In addition to telecom job hazard identification and risk evaluation, we adopt restriction measures such as work permit to strengthen risk control to prevent the occurrence of any occupational hazards.

We promise to offer appropriate resources based on organizational risk and continue to improve safety and health facilities. In this way we prevent injuries and unhealthy practices in accordance with relevant law and regulations. To persist the enforcement, we:

- Follow the Safety and Health Regulations and Enforce Self-Management. Internalize daily operations as a part of company culture. We further need to benchmark under relevant international standards to realize safe and healthy.
- Implement Hazard Identification and Enforce Risk Control. Identify and evaluate all unsafe and unhealthy practices to enforce control high-risk operations effectively.
- Strengthen both mental and physical health services. Increase the quality of health inspections; host promotion events to improve health care and willingness for employees.
- Encourage participation through open communications and available consultation; adopt ICT technologies to upgrade performance.
- Create quality work places, continue on equipment improvement, strengthen safe and healthy practices, hence to ensure a safe, healthy, comfortable and friendly work place for employees.
- Host labor safety training programs to raise safety awareness. Host on the job labor safety and health training programs, in accordance with the Labor Safety and Health Act.

### Establish Dedicated Management Unit

We have a dedicated "Labor safety and health unit" responsible for planning and implementation of labor safety and health matters, meanwhile, "Labor safety and health committee" is established and meets quarterly to review, coordinate and make suggestions on the issues of labor safety and health. In 2013, 4 meetings were convened to discuss 25 cases of labor health and safety issues concerning safety and hygiene management of staff restaurant and design or maintenance of traffic flow, content and budget distribution of employee health care and staff shifts scheduling, all issues have been resolved after discussion.

"Labor safety and health committee" consists of 27 members, including representatives from each business units and labor union as well as labor safety and health personnel, technician and medical personnel, etc. Among which, 10 members are from labor union, accounted for 37% of all members. Despite the increase in operations across all our services, safety and health in the company is still notable, in 2013, the occupational injuries rate per thousand people was far lower than the industry average.

### OHSAS18001 Certification

We proactively provide workplace related health and safety facilities and programs to establish safe, clean and comfortable work environments. Regular inspections are made to ensure the effectiveness of such management. We have established a health and safety management system based on the PLAN-DO-CHECK- ACT framework. By the end of 2013, 27 of 28 branches had received certification under the Occupational Health and Safety Assessment Series 18001, with both a "standardized" and "systemized" approach to improve our operational quality and safety level.

## Safety and Health Mechanism

To ensure that employees receive immediate medical help when needed, we designated 5 full time nurses and 4 resident doctors to meet employees’ medical needs, and established “health service center” at Xinyi, Aiguo and Guoguang Park to provide the following health and safety services, including:

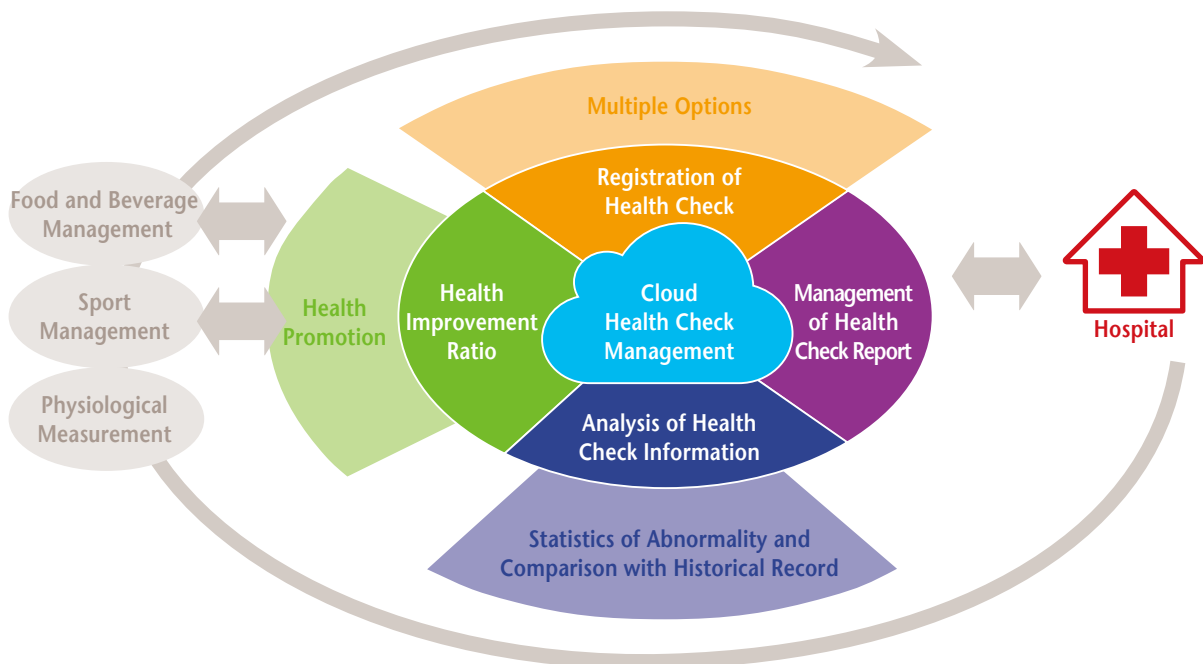
- Health education, health promotion and hygiene guidance
- Prevention of occupational injuries and general injury, health consultation and first aid and emergency treatment
- Vaccination and health
- Assist in the selection of proper job function
- Analysis of physical and health check record, evaluation, management and maintenance and health management
- Research report of occupational health and maintenance of injury and disease record
- Assist health personnel to implement prevention of occupational disease and improvement of work environment

To show solicitude for employees working night shift, we provide overtime pay for non-rotating personnel attending night shift, and giving additional rest. In addition, for personnel working elevated operation, we established “i-med” system at institutional customer network center to provide daily blood pressure monitoring and management for elevated operational employees.

### Development of Occupational Health Management Products

To help corporations to comply with relevant provisions of occupational health management and dispatch that required by Occupational Safety and Health Act and prevent fatigue and reduce occupational injuries, Chunghwa Telecom provides cloud health management service by developing wearable health management device, mobile APP and cloud health care data base, to help corporations to establish healthy working environment, benefit employees and improve corporation image.

#### Chunghwa Telecom “i-health” Occupational Health Management System Functions





## Lower Occupational Injury

Based on categorized occupational injury occurred in the past, we conducted detailed statistical analysis focusing on prevention of falling accidents, and resolved to improve construction method to eliminate the occurrence of falling accidents, relevant measures including:

- Prohibitions of working on sites such as roof constructed by asbestos board, metal board, tiles, wood, thatch and plastic.
- New cable construction route is prohibited to cross over sites such as roof constructed by asbestos board, metal board, tiles, wood, thatch and plastic.
- Improve the cables of the established scaffolding (such as roof constructed by plastic board, asbestos board and tiles), total of 10,655 cases were reported in 2013.
- Lower the height of the existing distribution junction box (DJ box) to 2.2M, total of 13,620 poles lowered in 2013.

We never stop reviewing the identification and risk of telecom operation hazard and integrating with our ICT technology. Before the engagement of high risk operation, it is required to send the photo (taken by 3G phone) of on-site facilities and personal protection equipment worn to a designated system for a remote real-time monitoring, so as to enhance the control of high risk operation. In terms of employee health and safety knowledge and skills, we conducted a variety occupational safety and health training in 2013, with total of 283 courses and 14,905 people participated.

	2011	2012	2013
<b>Injury rate (IR)</b> IR = Total number of injuries * 200,000/ Number of hours worked by all employees			
	0.13	0.07	0.07
	0.06	0.03	0.07
Total	0.18	0.11	0.14
<b>Lost day rate (LDR)</b> LDR = Total loss of work days * 200,000/ Total work hours			
	28.73	2.72	1.94
	0.81	0.74	2.19
Total	29.54	3.46	4.12
<b>Absentee rate (AR)</b> AR = Total number of missed (absentee) days/ Total number of workforce days			
	0.20%	0.26%	0.20%
	0.40%	0.38%	0.41%
Total	0.26%	0.29%	0.26%

\* There is no occupational diseases or work-related fatalities in these years.

## 2013 Occupational Hazard Statistics

<b>Numbers of Disabilities</b>		
Chunghwa Telecom	16	18
Countrywide	11,318	
<b>Frequency of Disabling</b>		
Chunghwa Telecom	0.33	0.37
Countrywide	1.66	
<b>Severity of Disabling Injuries</b>		
Chunghwa Telecom	10	11
Countrywide	118	
<b>Occupational Injuries Rate per 1,000 Workers</b>		
Chunghwa Telecom	0.66	0.74
Countrywide	3.72	

## R Talent Attraction and Retention

The support and incubation of innovative and creative talents allows Chunghwa Telecom to be on top of industry trends and respond with strategies and actions, while materializing the product, service and innovative research into “revenue and brand image”.

As we understand that the accumulation of talents and technology allows us to develop convenient and practical services from consumers’ perspective and transform complication into simplicity, that is, allowing consumers to “point and done”, in hope to meet “Simple for consumers, Complicate stays at Chunghwa Telecom”.

In 2013, the total training hours of Chunghwa Telecom’s employees reached 1.41 million hours, and training expense reached NT\$ 747.83 million. In the meantime, to encourage our employees to engage in lifelong learning, we provide training grant up to NT\$ 30,000 per semester. In 2013, 845 employees applied for training grant and a contribution of NT\$ 13.7 million for the employees’ training programs.

### Investment in Education and Training

	2011	2012	2013
Total Training Expense (NT\$ million)	733	752	748
Per Capital Training (NT\$)	29,730	30,888	30,877
Total Training Hours (hours)	1,613,248	1,855,255	1,413,923
Per Capital Training Hours (hours)	65	76	58

### Training Grant

2011		2012		2013	
Benefited (person)	Amount (NT\$)	Benefited (person)	Amount (NT\$)	Benefited (person)	Amount (NT\$)
1,121	17,540,132	1,028	16,131,496	845	13,701,175

### Academic Talent Training

Chunghwa Telecom has cooperated with universities to foster telecom technology talents. Starting from 2008, we have initiated the “Advanced Telecommunications Network Technologies” program with the National Taiwan University, the topic of the training program held in 2013 concerns “management of network application service” and “special research”. The special research also covers the company’s future development, which sets solid foundation for the telecom networking theory.

To strengthen the integration of training program and business, we scheduled “ICT technology training program” which consist of “network planning”, “IOT” and “cloud computation and application”, and adopts output-oriented learning method. With each session 10 weeks and each class 30 employees, there were 18 special research projects published in 2013.

We provide Summer Internship Program for 13 students from National Tsing Hua University, National Chiao Tung University, and National Central University. Other than giving wages, we also provide comprehensive training program to allow students to combine academic and practice and achieve excellence along with Chunghwa Telecom.

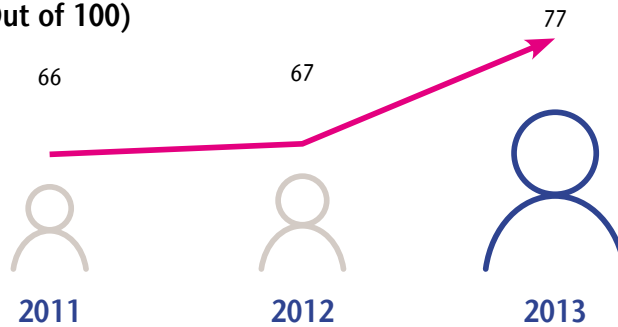
In order to open up overseas market, we also developed “International corporate staff training program” to enhance the training of international management talents. In the meantime, we have “Chunghwa Telecom Southeast Asia Scholarship” available for Southeast Asian and foreign students studying at National Chiao Tung University, the awarded student has the opportunity to participate in our research project or work part-time at our branch offices. In 2013, Chunghwa Telecom was awarded by National Conscription Agency, Ministry of the Interior as Development of merit employer of substitute service.

## Employee Satisfaction Survey

Starting from 2011, we conducted “Chunghwa Telecom job happiness survey” through anonymous online questionnaire every year, to listen to employees voice in terms of workplace environment, welfare and remuneration, and understand employees’ expectations for a better labor-employee communication.

In 2013, we designated an external third party to conduct the investigation and the overall satisfaction was up to 77. We respond to issues raised by employees through actual response, communication and introduction of educational training to enhance employees’ happiness. To encourage employees to speak out, we are planning a lucky draw activity along with “job happiness survey” in 2014.

### Employee Satisfaction (Out of 100)



### Improve the Recognition of Employees’ Families

 <p><b>Healthy Workplace</b></p>	<p>Invite employees and family members to participate in regular workplace activity, there were 5 road running, 105 hiking, 86 ball activities and 171 other activities (such as employee year-end dinner and travel, etc.) in a year, total of 47,371 family members participated in the activities.</p>
 <p><b>Chunghwa Telecom Hostels</b></p>	<p>29 Chunghwa Telecom hostels island-wide are available for employees ‘business and family travel accommodation. The average accommodation rate during holiday is 70%.</p>
 <p><b>Preferential Schemes for Health Examination of the Family Dependents</b></p>	<p>Preferential schemes for health examination of the family dependents are available. In 2013, Chunghwa Telecom has provided health protection for 2,935 family members of the employees.</p>
 <p><b>Joint Wedding</b></p>	<p>Chunghwa Telecom has held 3 joint weddings and a total of more than 230 couples have received blessing through this meaningful activity since 2010. By attending the joint wedding, employees and their family members gained recognition toward the company and enjoyed the cheerfulness.</p>
 <p><b>Annual Outstanding Employee Award Ceremony</b></p>	<p>Award annual outstanding employees at the company’s anniversary activity and invite family members to participate in the activity.</p>

## **T** Establishing Happy Corporation








A corporation needs happy employees to deliver touching services to consumers. We encourage happy family concept thereby creating new high in life, we believe that comprehensive employee protection is the support and strengthen for a company to grow. To enhance employee well-being and share business results with our employees, we have Employee Stock Ownership Trust available.

### Comprehensive Employee Welfare

With “sustainable operation” as target, Chunghwa Telecom has developed a series of training and career development measures to retain talents. Our commitment to employees is “no layoffs and no pay cut” to reduce employees’ insecurity and allow employees to be dedicated to their work performance.

In addition to existing welfare, Chunghwa Telecom has established other welfare measures including Employee Stock Ownership Trust compensation, unpaid leave with parental subsidy, corporatization special bonus, employee cash and stock bonus.

In respect of employee care, in addition to employee leave, retirement, health care, menstrual Leave, parental leave, unpaid leave with parental subsidy, child care measures, child birth subsidy, breast feeding devices, we also offer dependent education subsidy, employee travel allowance, funeral subsidy and group insurance.

	Activities and Sessions	Participant/ Benefited	Contribution/ Supplement \$
 <b>Child Birth Subsidy (Company)</b>	Company continue to provide subsidy to full term after 6 months unpaid leave is matured (up to 1.5 years)	50	NT\$ 6,308 thousand
 <b>Sports Activity</b>	Regional activities including 5 road running, 105 hiking, 86 ball activities and 171 other activities (such as employee year-end dinner and travel, etc.)	47,371	NT\$ 12,330 thousand
 <b>Stock Ownership Trust</b>	Improve employee welfare, enhance employee coherence, share company’s achievement and establish employee stock ownership committee, so that employees’ life quality is guaranteed after retirement or resignation	20,563	NT\$ 2,000 / person per month on average
 <b>Dependent Education Subsidy</b>	Twice a year (2 semesters)	25,902	NT\$ 169,430 thousand / semester on average
 <b>Wedding Subsidy</b>	Wedding subsidy is available for employees got married lawfully	288	NT\$ 720 thousand
 <b>Childbirth Subsidy</b>	Childbirth subsidy is available for childbirth of employees or employees’ spouse	445	NT\$ 1,113 thousand
 <b>Funeral Subsidy</b>	Funeral subsidy is available for the death of employees’ parents, adopted parents, step parents, spouse and children	866	NT\$ 4,330 thousand



## Employee Health Care

Chunghwa Telecom considers employees health as company’s fortune, providing a safe and healthy workplace is the basic requirement of corporate social responsibility. In 2013, our spending on employee health care is NT\$ 83,464,034, accounted for 0.04% of the company’s revenue. Our contribution in relation to employee health including:

<b>Health Examination of Employees and Dependents</b>	Provide a health care scheme more favorable than those provided in the Act, a free health examination is available for all employees; the health examination fee for 2013 is NT\$ 3,500 per employee, and a preferential scheme is provided to employees’ dependents.
<b>Employee Assistance Program, EAP</b>	As one of the large corporation to introduce EAP (Employee Assistance Program), Chunghwa Telecom has started to promote since 2007. EAP offers up to 3 external consulting service in a year, such as attorneys, family physicians, financial advisors and psychological counselors, to assist employees to resolve the issues of law, medical, parenting, occupational relationship and psychological.  Chunghwa Telecom initiated “Case manager consulting service” and established “EAP E-Service platform” in 2013 to help employees’ to improve physical and mental health, a total of 319 employees utilized the consulting service in 2013.
<b>Employee Health Promotion</b>	We have organized 258 health seminars in 2013 with a total of 20,520 employees participated; 16 sports competitions with 756 employees participated. 94 intellectual trips with 10,384 employees participated. 16 sessions of health examination with 5,035 employees participated and 204 large and community activities with 19,983 employees participated.
<b>Balancing Work Life</b>	With 29 hostels established in 2013, Chunghwa Telecom provides travel accommodation and annual travel subsidy of NT\$ 8,000 to encourage employees to balance their work life.
<b>Flexible Working Hours</b>	Chunghwa Telecom provides 2 sessions of flexible working hours in the morning and afternoon: 8:00~9:00 and 17:00~18:00. In addition, variable sites available for employees to enjoy community activities including Yoga, ballroom dance, badminton, table tennis, basketball, tennis and swimming.

## Develop Paid Volunteer

Chunghwa Telecom never stops to encourage its employees to contribute to the society. Since 1985, Chunghwa Telecom and its branch offices have initiated social responsibility programs such as “New Hope Project”, “Love and Dedication Group”, “Changhua coal team”, “Computer program in Shanlin Tzu Chi Love Creat Community, Kaohsiung city” to help those who need help.



Chunghwa Telecom supports the initiatives proposed by its employees. In November 2007, Chunghwa Telecom completed the first corporate volunteer guideline and corporate volunteer plan based on The Volunteer Service Act.

In addition to providing paid volunteer leave and volunteer basic training course (including special training), Chunghwa Telecom also assists its employees to obtain Volunteer Handbook from Ministry of Interior to ensure that the rights of those who accept service is protected, so as to encourage its employees to take the initiative to propose and participate in the social activities. In 2013, a total of 49 trained corporate volunteers increased.

## Balancing Work and Family

In 2006, to assist employees with balancing their careers and families, we took the lead in implementing unpaid childcare leave. Female employees are paid childcare leave benefits equal to half their insured salaries during the leave period which may be for up to 2 years. After employees have received the maximum number of monthly employment insurance payments from the government, female employees can then begin receiving maternity leave benefits equal to half their insured salaries. Family leave, paternity leave, menstrual leave, nursing rooms, etc, are also provided. In 2013, a total of 163 persons applied for childcare leave, while 97 persons applied for unpaid childcare leave, and 83 persons applied for childcare benefits with total about NT\$ 6 million subsidies.

### Unpaid Parental Leave (UPL) for Raising Children

Item			Total
The Number of Qualified for UPL for Raising Children in 2013 (A)*	1,005	510	1,515
The Number of Person Actual Applied UPL in 2013 (B) *	11	55	66
Application Rate for UPL in 2013 (B/A)	1.1%	10.8%	-
The Number of Reinstatement-to-be in 2013 (C) *	11	39	50
The Number of Application for Reinstatement in 2013 (D)	10	34	44
Reinstatement Tate in 2013 (D/C))	90.9%	87.2%	-
The Number of Reinstatement in 2012 (E)	5	30	35
The Number of Retention Over 1 Year After Reinstatement in 2012 (F)	5	27	32
The Retention Rate in 2012 (F/E)	100.0%	90.0%	-

## Retirement Benefits

To enhance employee welfare and employee loyalty to the company, we enable corporate profit sharing by establishing employee mutual funds to ensure stability of employee lifestyle after retirement or resignation. Retirement is processed according to the Employee Retirement Pension and Separation Guidelines, the Labor Standards Act and the Labor Pension Act. For former employees who retired before privatization, their monthly pension payments are paid by the supervisory department from central government.

For those who are entitled to pension payments as specified in the Labor Standards Act, a maximum pension contribution 15% is paid to their pension funds each month and this process is supervised by the Labor Pension Fund Supervisory Committee at Chunghwa Telecom. For those employees who are in the Retirement Pension System under the Labor Pension Act, more than 6% of their salary (based on Monthly Contribution Wages Classification of Labor Pension approved by the Executive Yuan) is withheld for contribution to their individual labor pension account. The current pension reserve is NT\$ 19.7 billion, which values 4.67 times of the pension fund payable.

For retiree care, Chunghwa Telecom organized the first session of "Retirement counseling program" in 2013 and invited 55 employees to participate in the program. In 2013, a total of NT\$ 4.5 million was contributed to "Chunghwa Telecom Retirees' Networking" and an additional of NT\$ 1.5 million for travel activities to enhance retirees' care. In addition, whereas an abundance of information is available on Chunghwa Telecom Retirees' Networking, the retirees are encouraged to regard it as lifelong learning channel.