## CONTENT

	Strategy		Wallagement	J
CSR Management	Corporate Sustainability Development Strategy	17	CSR Management	19
Corporate Governance	Ethical Business Practices	31	Sound Operation	33
Innovative Research	Accumulation of Research Capacity	41	Innovation and Brand Management	42
Customer Service	Touching Service	51	Customer Service and Information Security Management	52
Employee Care	Respect for Employee	61	Training and Development	65
Green Enterprise	Risk and Opportunity of Climate Change	77	Environmental Sustainability Management	79
Society Coexistence	Digital Inclusion	95	Social Investment Management	96

Editorial Policy	2	DMA of Material Issues	6	Profile of Chunghwa Telecom	10
Report Guide	3	Message from the Chairman	n 8	G4 Index	106
Action		Response		Target	
Stakeholder Engagement	21	Supplier Management	24	Key Performance Indicators of CSR	28
Code of Conduct	35	Information Disclosure	36	Sustainability	39
Cloud Development	44	Lead Smart City	46	Developing Industry Transformation	48
Ensure Service Quality	54	Value Customers' Voice	56	Ensure Customer Satisfaction	59
Occupational Health and Safety	68	Talent Attraction and Retention	71	Establishing Happy Corporation	73
Environmental Sustainability Action	81	Targeting on Green Enterprise	87	Safeguard Our Beautiful Homeland	92
Digital Good Neighbors, New Cloud Vision	98	Contribute to the Society with Core Competence	100	Technology Turns Hope into Reality	102