

# Message from the Chairman

Welcome to the 13th Corporate Social Responsibility (CSR) Report released by Chunghwa Telecom Co., Ltd. Deeply rooted in the corporate social responsibility, Chunghwa Telecom utilizes its advantages in the ICT industry and in technology, endeavoring to facilitate relevant industry ecosystems in Taiwan to fulfil their sustainable development goals while creating more positive social impacts. In 2019, Chunghwa Telecom confronted the fierce competition in the telecommunication market, proactively took on challenges, and successfully secured its place as a leader in the markets of mobile communication, broadband network, and the MOD platform. Early in 2020, Chunghwa Telecom also successfully acquired the best frequency bands of the 5G spectrum as the first step to establishing steadily its competitive advantages in the long-term development in the future.

In light of the significant economic crisis brought by the climate change, Chunghwa Telecom continues to push for the “Low-carbon Economy & Sustainable Supply Chain” Initiative. In line with “ISO 20400 Sustainable Procurement Guidance” it implements a green procurement, partakes in the CDP Supply Chain Program, pushes for carbon management in over 100 suppliers, and proactively promotes a classification management system of sustainability as well as implements the ideal of a “green enterprise.” In 2019, ahead of other players in the industry of Taiwan, it completed the introduction and verification of international environmental standards, “ISO 14046” (water footprint) and “ISO 14067” (carbon footprint), for the Internet Data Center (IDC) at Banqiao and Syntrend Service Center, which thus made it the first telecom carrier in Taiwan that obtained both of these international environmental standards. Meanwhile, Syntrend Service Center also obtained the certification of PAS 2060 of SGS-Taiwan. Apart from actively adopting measures that save energy and reduce carbon emissions, the Service Center also purchases carbon rights from Zhangbin Solar Power Plant to neutralize carbon emissions in its daily operation. As such, it becomes the very first “carbon-neutral telecom store” in Taiwan, creating substantial contributions to the environment and sustainable development in Taiwan with an innovative thinking and practical actions.

In terms of social inclusion, Chunghwa Telecom, as an international-level sustainable enterprise, proposed proactively the initiative of “5I SDGs” that specifically bridges with the Sustainable Development Goals (SDGs) of the United Nations. Upholding its 5 strategies of sustainability, i.e. “The Digital Economy Motivator,” “The Creative Industry Pilot,” “The Happiness Value Protector,” “The Green Corporation Pioneer,” and “The Social Value Guide,” it has been living up to its philosophies of “sustainable development for corporate management,” “conformity with the global trend of eco-friendliness,” and “substantial assistance to the underprivileged communities” as well as fulfilling its corporate social responsibilities. Through 360-degree actions of digital inclusion, Chunghwa Telecom puts its core abilities in the ICT industry into good use, encouraging its employees as volunteers throughout Taiwan to go into communities to provide services in an attempt to achieve the goal of “Sustainable Digital Inclusion of 5I SDGs.” Setting sails from Taiwan, the solid contributions of Chunghwa Telecom in bridging the Sustainable Development Goals shall be seen worldwide.

In face of the pandemic of COVID-19 in the early 2020, to ensure its operation and the health of its employees, Chunghwa Telecom promptly enacted the contingency plan for “COVID-19.” Also, it proactively channeled its technological

energy to facilitating the government in and ensuring the communications among disease control agencies and medical units. Furthermore, it offered various products-and-services packages as a mean to assist businesses and schools to maintain daily operation and avoid clustering via telepresence. Meanwhile, mobile value-added services were available, free of charge, to keep people company during their home isolation and for a more harmonious society.

## Brilliant performances and recognitions of Chunghwa Telecom in 2019:

- Inclusion in the Dow Jones Sustainability Index (DJSI), 8 years in a row
- “2019 Asia-Pacific Emerging Market Telecom Service Provider of the Year,” “2019 Taiwan Mobile Service Provider of the Year,” and “2019 Taiwan Data Center Service Provider of the Year” presented by Frost & Sullivan
- Top 5% in the assessment of corporate governance
- Inclusion in the Taiwan Sustainability Index (TWSI)
- Inclusion in the FTSE4Good Emerging Index
- “Exemplar Award” of the Global Views Monthly Corporate Social Responsibility Awards
- 6 Awards, including the CSR Report Top 50 Platinum Award, of the Taiwan Corporate Sustainability Awards
- “Best Smart Customer Service System Application” and “Best Enterprise in Service Innovation” from the 2019 Customer Service Excellence Awards (CSEA) of TCCDA
- “Top Prize in the Telecom Category” of the 2019 Five-Star Service Awards presented by Global Views Monthly

## Other significant achievements on sustainability include:

- Green energy generation ranked No. 1 in Taiwan with the total capacity up to 600.745 kWp
- Annual CSR Supplier Conference, organized 9 consecutive years, with 1,200 suppliers as participants
- Participation in the CDP Supply Chain Program, 2 years in a row, prompting 100 suppliers engaging carbon management, achieving a 4.12-million-ton of CO2e reduction through the supply chain
- Promotion of “Click Taiwan” Program for over 10 years, facilitating students from 100 departments and institutes in 60 universities and colleges to go into the communities of Taiwan with over 330 video records produced
- Engagement of “Read with You” Community Network Tutoring over 11 years with an accumulated number of 4,460 tutoring from college students to 2,875 younger students after school
- “EYE Social Innovative Call Center” established nearly a decade, facilitating visually-impaired individuals in education and employment

With a ceaseless innovation at the core of the brand, Chunghwa Telecom shall employ a customer-oriented, duo-axis strategy for “5G+ Transformation,” ushering the corporation into the Age of 5G. On the basis of “Core Businesses Consolidation,” “Emerging Businesses Exploration,” “Cost Optimization,” and “Basic Capability Elevation,” Chunghwa Telecom shall continue to better itself, construct 4G/5G mobile broadband networks with maximum bandwidth and the widest coverage, as well as drive the digital economy development and smart living applications in variety, so as to fulfill the needs in the age of diverse consumption, establish the mid- and long-term development foundations for the enterprise, and ultimately stand as the most valuable and most trustworthy ICT company.

“Chunghwa Telecom can do more.” Aiming to form a virtuous cycle via technology, we are committed to listening and responding to social needs. Following the developments of Internet of Things and innovative digital services, Chunghwa Telecom is to position itself as “the Leader in Smart Living” and “the Agent of Digital Economy Empowerment.” Hence, it shall ceaselessly utilize its core technological advantages in the ICT industry, dedicate itself to the development of industries in Taiwan as well as to facilitating the sharing of resources in knowledge and technology, and create more positive social momentums. With that, we look forward to your continuous support and encouragement to Chunghwa Telecom Co., Ltd. in the days to come.

Chairman & CEO  
Chunghwa Telecom Co., Ltd

*Sheih Chi-man*

