

Strategies and Goals for Material Topics

Material Topics	Short-term Goals (2020)	Medium-and Long-Term Strategies (2021-2025)
Innovative ICT products and services	<ul style="list-style-type: none"> Commercialized 5G networks in Q3, 2020 Launch of “RISE ON, TOGETHER 2021” transformation plan 	<ul style="list-style-type: none"> To improve business performance through the 4 transformational projects: “core business,” “emerging business,” “cost optimization,” and “improvement of basic skills” established under the guiding principle of “customer-centered value creation”
Climate change and energy management	<ul style="list-style-type: none"> Register for and pass the examination of the Science Based Targets (SBT) 	<ul style="list-style-type: none"> To reach a capacity of 750 kW in renewable energy for the company’s own facilities by 2030 To reach a cumulative 10% decrease in carbon emissions by 2023, with 2017 as the base year
The integrity and business ethics of the employees	<ul style="list-style-type: none"> An employee satisfaction rate of 83% The employee turnover rate within the first 3 years of employment maintained at under 5% The rate of implementing annual integrity and ethics test reached 100% To keep educational training expenses at NT\$ 500 million 	<ul style="list-style-type: none"> To ensure that employees’ average salary is in the top 5% of the industry To ensure that starting salaries are higher than the minimum wage in Taiwan To maintain the collective agreement coverage rate at 99% To reach 100% in implementing general education courses
Building a happy business		
Fair and equal labor-management relations and employee engagement		
Health and safety	<ul style="list-style-type: none"> To reach 99% in employees’ participation in the routine physical examination 	<ul style="list-style-type: none"> To obtain ISO 45001 management system certification for every branch
Accurate product labelling	<ul style="list-style-type: none"> 0 cases of major unclear labeling or incidences of fraud 	<ul style="list-style-type: none"> To ensure 100% complete compliance with laws and internal regulations in promotional information of products and services
Rigorous Cybersecurity Protection	<ul style="list-style-type: none"> 0 cases of major cyber security incidents 0 cases of major personal information leakage incidents 	<ul style="list-style-type: none"> Annual examination of and adjustment to the policies, regulations, and strategies for cyber and personal information security To external and internal audits; to pass the investigations of the competent authorities and obtain third party certifications
Corporate Governance	<ul style="list-style-type: none"> 0 cases of major legal violations Proportion of Independent directors on the Board maintain 35% and above 2 females directors on the Board of Directors 	<ul style="list-style-type: none"> To ensure that no major violations of Taiwan’s economic, environmental, or social regulations occur