


03

Material Topics and Impacts

 The annual material topics are determined through the following process: internal feedback, external questionnaires, topic identification by the CSR Secretariat, topic analysis by the six CSR task forces, ranking the topics, and finally, confirming the results.

 We have a set of procedures in place to identify, engage, interact, and communicate with stakeholders through various channels based on the **Stakeholder Engagement Standard (AA 1000SES:2015)**.

We intend to provide all stakeholders concerning the future of Chunghwa Telecom as well as the telecom industry with a more comprehensive understanding of how Chunghwa Telecom has exerted its industry influence on CSR topics. This purpose has improved the quality of our actions and disclosures.

2020 Material Topics and Impact	36
Stakeholders Engagement	40

2020 Material Topics and Impact

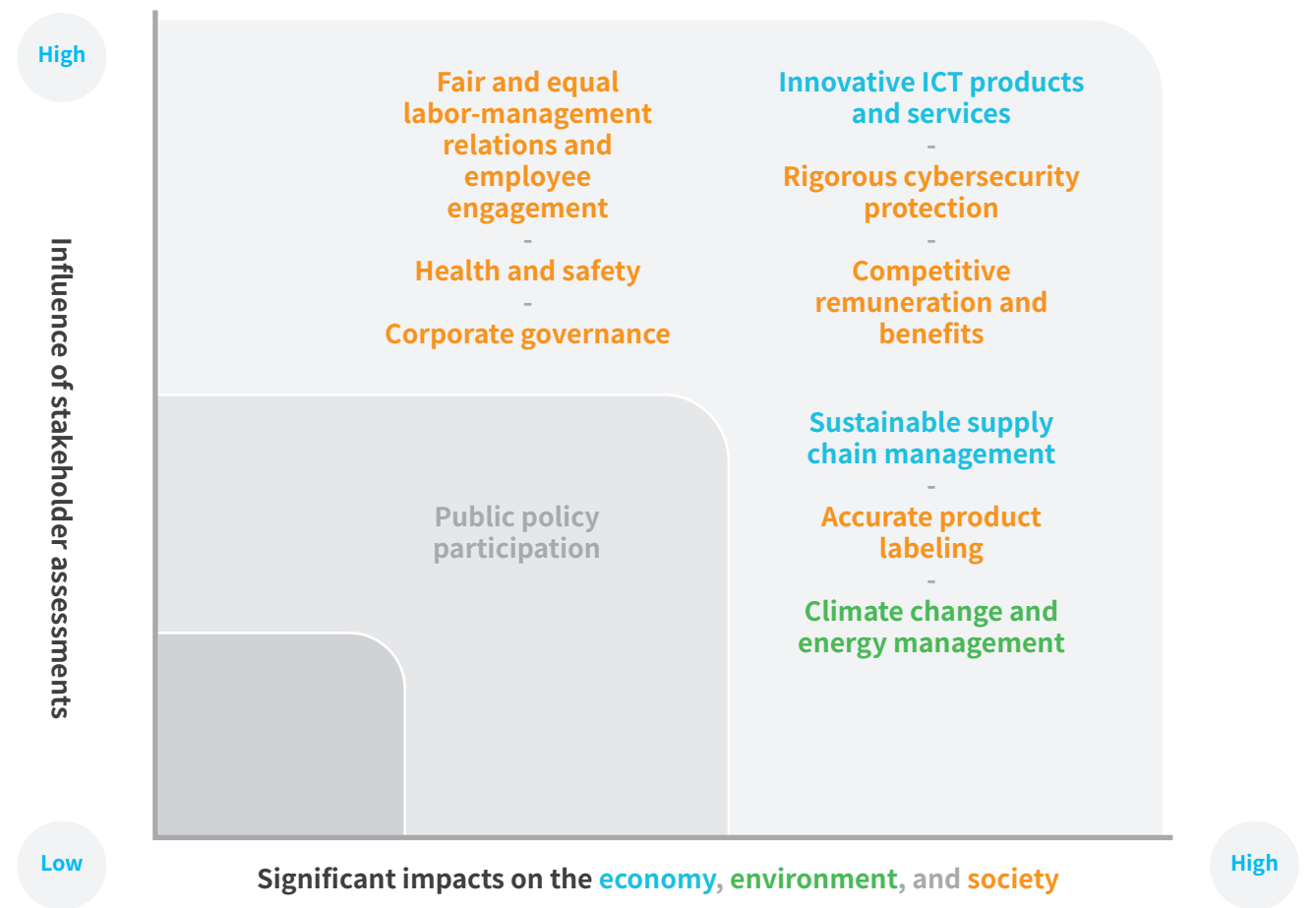
CHT is an integrated telecom service provider. Except for the use of electricity at business locations, facility rooms, and data centers, our other service processes and mechanisms have no major negative impact on the environment and society. However, with over 20 thousand employees, the capabilities of value chain procurement and supply and business locations all over Taiwan, we understand that our ICT services and products can bring positive transforming and business opportunities to the industry, economic development and people's life in Taiwan. Therefore, we seize opportunities and endeavor to decrease the potential risks from material CSR topics.

Within the organization < Range of impact > Outside the organization

Entity Material Topics	CHT	Honghwa Subsidiary	CHT Security Subsidiary	Engineering Suppliers	Equipment Suppliers
Economic Performance	●	▲	▲		
Market Presence	●				
Energy	●			■	■
Supplier Environmental Assessment	●			■	■
Employment	●	▲	▲		
Occupational Health and Safety	●	▲	▲	■	■
Supplier Social Assessment	●			■	■
Marketing and Labelling	●	▲	▲		
Customer Privacy	●	▲	▲		
Socioeconomic Compliance	●	▲	▲	■	■

- : direct impact ; ▲ : indirect impact ; ■ : impact from business relations
- Except for the impact within the CHT organization (including 2 subsidiaries), the influence of the external impact is determined by the "supplier type."
- CHT also promotes relative management principles and actions. For detailed topic information, please refer to the corresponding chapter and page.

The Materiality Matrix



- The materiality threshold: 2.5 and above for both the X-axis and the Y-axis (3-point scale)
- Chunghwa Telecom also willingly discloses issues that are not identified as material issues in 2020, please refer to the topics with "*" in the index catalog (P.142-143).

Process for Determining Material Topics

STEP 1 Confirming the determining process for material topics

The CSR Secretariat calls for the six CSR working groups to confirm the material topics determining process of the current year. We perform through feedback and external questionnaires.

STEP 2 Information collecting / Topic identification

The CSR Secretariat is responsible for identifying CSR topics while considering CHT's short-, mid-, and long-term achievement and referring to the material it collects including international guidelines, such as the GRI Standards, sustainability rating surveys, international benchmark business information and the news related to CHT in 2020.

STEP 3 Analysis / Prioritizing

The CSR working groups analyze topics and hold discussions based on internal consideration, industry status, industry chain practice, and advices from stakeholders. The topics are prioritized according to urgency and seriousness and the level of impact.

STEP 4 Result Confirmation / Materiality Matrix

Members of the CSR working groups were invited to consider the relevance between the topics and the actual operation according to internal and external information. The 2020 topic identification results were confirmed and a materiality matrix was prepared for submission to the CSR Committee for approval.

2020 Material Topics Description

ESG Aspect	Material Topics	Meaning to CHT	Topic Corresponding to the GRI Standards	Management Principle (page number)	2020 Performances (page number)	Topic Corresponding to UN SDGs
<p>Environment</p>	Climate change and energy management	Aiming to become a “green enterprise”, we aspire to enhance our core competencies, identify relevant risks and opportunities, and steer the development of a low-carbon industry on the issues of energy and climate change.	Energy	P.104	P.106	
<p>Society</p>	Competitive remuneration and benefits	With remuneration above the statutory standards and the industry average, we stress on the well-being of our employees, encourage our employees with actions for them to focus on work without distraction, and share our business results.	Market Presence	P.71	P.71	
	Fair and equal labor-management relations and employee engagement	Through formal engagement, an agreement can be reached regarding the rights and responsibilities of employees to both protect them and the employer.	Employment	P.70-71, 74	P.71-73	
	Health and safety	We incorporated ISO 45001 to ensure that each process is in compliance with the regulation.	Occupational Health and Safety	P.83	P.83-85	
	Accurate product labelling	We accurately communicate product and service information, and actively provide instructions and usage regulations to ensure that consumers are aware of the effects while overuse of products and services.	Marketing and Labelling	P.24	P.24, 96-97	
	Rigorous cybersecurity protection	We have continued to strengthen our processes and systems in response to external security threats and regulatory changes, and constantly refine information security systems and management strategies for consumer data protection.	Customer Privacy	P.55, 94-95	P.55, 94-95	
	Corporate governance	The upright operation is the core value CHT insists on. We make the employees strictly follow the laws and regulations through policies and propaganda.	Socioeconomic Compliance	P.24	P.24	
	Innovative ICT products and services	Due to impacts from the global industrial chains, Chunghwa Telecom more proactively strengthens its core businesses, introducing momentum to drive revenues via innovative ICT products and services while elevating shareholders’ willingness to hold shares in the long run.	Economic Performance	P.22	P.22	
Governance	Sustainable supply chain management	Now that we cannot take our influence on our supply chain lightly, we are obliged to lead our partners on the supply chain to implement measures in conformity with the international ESG standards of management so as to guide the ICT industry towards sustainability.	Supplier Environmental Assessment - Supplier Social Assessment	P.115	P.112-117	



Stakeholders Engagement

We have always thought that “Chunghwa Telecom can do more.” As the leading brand in Taiwan telecom industry, CHT focuses on industry development and competition. In addition to good products, services and profits, we also give back to society. We also pay close attention to the voices of our internal and external stakeholders before making careful responses to the needs of society.

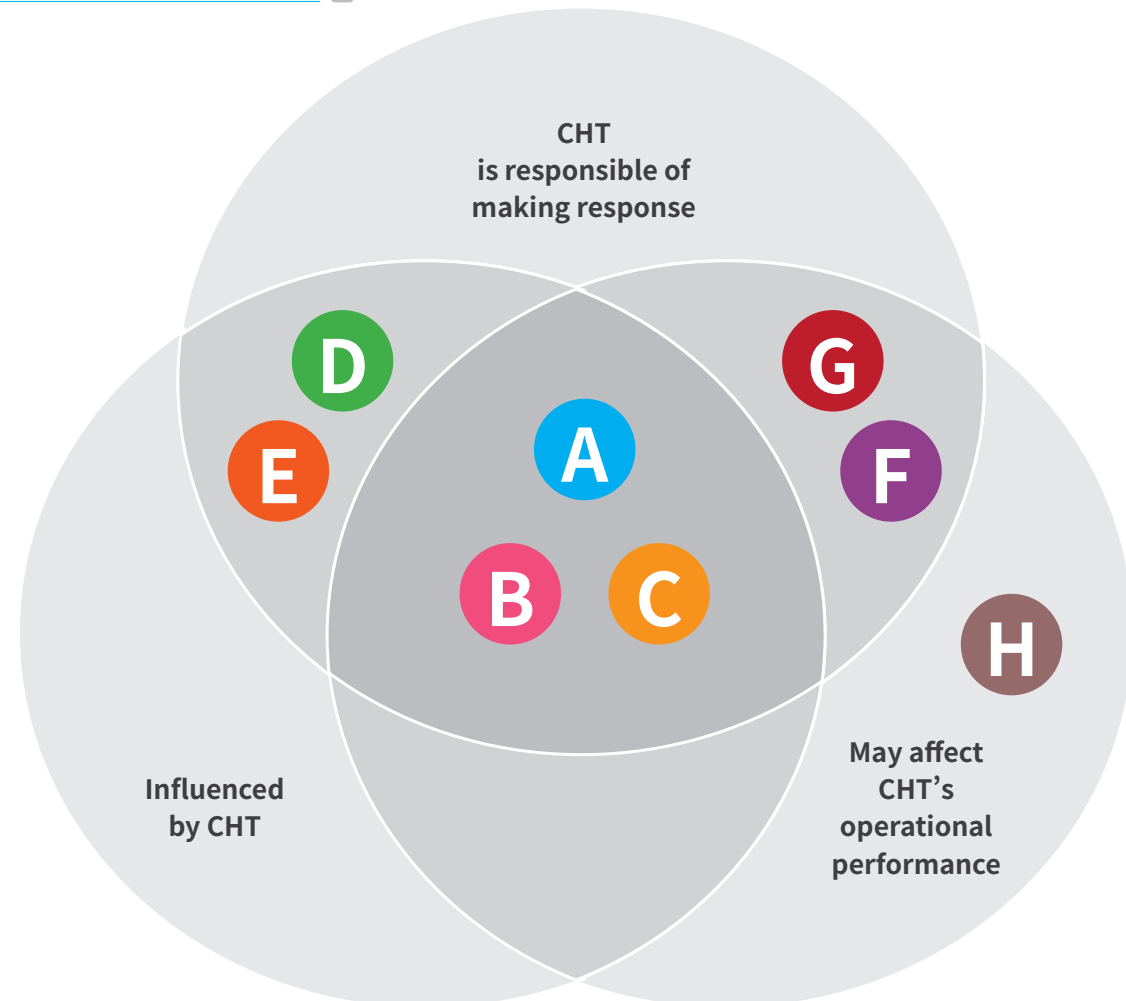
The identification of the stakeholders and their issues is a very important part of the CSR practice. In the initial meeting of CSR report preparation, we invite members from all departments to exchange the issues related to current key stakeholders and their concerns. Upon reaching mutual understanding, the result is incorporated into a table that is regarded as an essential reference for the disclosures in the report. In the process of promoting CSR activities and information disclosure, we consult the opinion of the internal and external stakeholders, important relevant mechanisms include:

- “Consultation meeting with external professionals” for CSR report
- Regular invitation of external professionals to the “CSR Conference” and relevant forums
- The “CSR Supplier Conference” is held every year
- Specialists designated for CSR and the CHT Foundation
- CHT was the first to create “CSR videos” and the CHT official YouTube CSR program to record the implementation of CSR action on a regular basis, as well as the collection of internal and external feedback for further improvement

[CSR Video](#)

CHT Stakeholder Engagement Guidelines:

1. [CHT Stakeholder Engagement Results](#)
2. [CHT Stakeholder Engagement Guideline](#)
3. [CHT Stakeholder Communication Channel](#)



Stakeholder	Meaning to Chunghwa Telecom	Focused Topics	Communication channel	Communication Frequency
A Shareholders / Investors	As shareholders / investors are our stockholders, we must be accountable to them.	• Economic Performance	• Shareholders' meeting • Shareholder hotline • Earning results conference • Investors' meeting	• Annually • Real-time • Quarterly • Nonperiodic
B Employees	Employees are critical to the sustainable development and they are the driving force for sustainable growth.	• Market Presence • Employment • Occupational Health and Safety	• E-mail • Telephone call • Online forum • Labor employer meeting • Negotiation meeting	• Real-time • Every 2 months • Nonperiodic
C Clients / Customers	Only when customers prefer the products and services of Chunghwa Telecom could we have value for existence.	• Marketing and Labelling • Customer Privacy	• Service hotline • Customer service center	• Real-time
D Suppliers	The large product and service chain of Chunghwa Telecom relies on the stable support of the suppliers.	• Supplier Environmental Assessment • Supplier Social Assessment	• E-mail • Hotline • CSR Supplier Conference • Supplier Training • Survey	• Real-time • Annually
E Communities / NPOs	We wish to reciprocate for society with our professional standing in telecom and create a better future.	• Energy • Socioeconomic Compliance	• E-mail • Hotline • Stakeholder forum	• Real-time • Nonperiodic
F Media / Accreditation Institutes	We have learned and grown with the media and accreditation institutes through their mentorship in sustainable development.	• Socioeconomic Compliance	• E-mail • Hotline • Press release • Press conference • Survey	• Real-time • Nonperiodic
G Competent Authorities	Our products, services and related marketing behaviors are subject to audits by the competent authority.	• Socioeconomic Compliance	• Public hearing/press conference • E-mail • Official document • Meeting • Telephone call • Visit	• Real-time • Nonperiodic
H Competitors	As the leading brand in the telecom industry in Taiwan, we strive to engage in fair competition in the industry for a healthy development of the industry.	• Economic Performance • Market Presence	• Official document • Meeting • Telephone call	• Real-time • Nonperiodic

2020 CSR Results of Critical Stakeholders Engagement



Employees

- **6** Labor-management conferences (to deliberate on **22** proposals)
- **5** Negotiation meeting (to deliberate on **19** proposals)



Shareholders / Investors

- **1** Annual general meeting
- **4** Earning results conferences
- **2** NDR and broker investor conferences
- **62** conferences for visiting investors



Clients

- The “123 customer service hotline” has served over **39.44 million** cases
- **12.97 million** tickets received



Media

- **262** Press releases in total
- **16** Press conferences in total



Competitors

- **86** conferences attended



Suppliers

- **126** suppliers participating in the Supplier Sustainable Environmental Visits
- **105** suppliers participating in the “2020 Annual CSR Supplier Conference”



Competent Authorities

- **14** press conferences and public hearings convened
- **456** appeal and negotiation meetings completed
- **282** business inspections

2020 Annual CSR Supplier Conference

To facilitate our supplier partners in understanding the climate risks and harness the future opportunities for development, the 2020 Annual CSR Supplier Conference was themed with “Form Alliance Extensively in Sustainability; Create Opportunities in Low Carbon”. Chi-Ming Peng, CEO of WeatherRisk Explore, Inc., was invited specifically to decode weather for all the attending partners and share on the climate risks an enterprise ought to pay attention to. Also, Stephen Pao, Senior COO of SGS-Taiwan, was invited to share on how an enterprise can be green and be rich in the transition to a low carbon economy in order to seize the business opportunities in sustainability.



Chunghwa Telecom was the first telecom operator to kick off “sustainable supply chain” initiative in Taiwan. During the conference, Stephen Pao, Senior COO of SGS-Taiwan, presented the Certificate of Excellence in Sustainable Supply Chain to Shui-Yi Kuo, President of Chunghwa Telecom, on behalf of the Sustainable Alliance for Low-carbon Economy (SALcE) to recognize its ongoing commitment to the sustainable value chain of telecommunication.

To continue to exert its influence of sustainability, Chunghwa Telecom created the first “Supplier Sustainability Rating” system. President Kuo awarded the “Certificate of Sustainability Rating” to 6 outstanding suppliers, including Delta Electronics, Baycom Opto-Electronics Technology Co., Ltd., SYSAGE Technology Co., Ltd., Ablerex Electronics Co., Ltd., Interactive Digital Technologies Inc., and Basecom Telecommunication Co., Ltd., which passed the rigorous checks by SGS-Taiwan and received “Gold-tier Certificates”. “CSR Information Disclosure Award” was awarded to HwaCom Systems Inc., Arcadyan Technology Corporation, and Ta Ya Electric Wire & Cable Co., Ltd. “CDP Award” was presented to D-Link Corporation (Taiwan).

Moving forward, Chunghwa Telecom shall uphold the spirit of Form Alliance Extensively in Sustainability to join hands with its huge group of supplier partners to exercise corporate social responsibility, bridge to the international development, and create low-carbon opportunities together, and ultimately forge the sustainable future of ICT industry through “Customer-centered Value Creation”.



[Sustainable Alliance for Low-carbon Economy \(SALcE\)](#) [Video](#)

中華電信 109 年利害關係人議合成果

民國 110 年 1 月 26 日中華電信第九屆董事會第十一次會議通過

利害關係人	優先關注議題	溝通管道、溝通頻率、回應方式	2020 年溝通實績	連絡資訊
股東	<ul style="list-style-type: none"> ● 經營績效 	<ul style="list-style-type: none"> ● 股東大會/每年 1 次 ● 股東專線/即時 ● 法人說明會/每季 1 次 ● 函覆個別股東提問；針對影響公司營運之重要議題，另於年報及網站中表述與回應 	<ul style="list-style-type: none"> ● 召開股東大會 ● 接聽 379 通股東來電 	<p>股務專線: 02-2394-1845</p>
機構投資人	<ul style="list-style-type: none"> ● 經營績效 ● 產業發展趨勢與因應策略 	<ul style="list-style-type: none"> ● 法人說明會/每季 1 次 ● NDR 及券商舉辦之投資人會議/不定期 ● 投資人來訪/隨時 ● 於法說會、券商舉辦之投資人會議及投資人來訪會議中說明；平時透過信件與電話即時回應 	<ul style="list-style-type: none"> ● 召開 4 場法人說明會 ● 參加 2 場 NDR 及券商舉辦之投資人會議 ● 62 場投資人來訪會議 	<p>聯絡人: 蔡卓芬 (chtir@cht.com.tw)</p>
員工	<ul style="list-style-type: none"> ● 薪資與報酬 ● 勞資關係 	<ul style="list-style-type: none"> ● 員工信箱來函/隨時 ● 以電話或回信說明，針對較重要事件則內部簽處 	<ul style="list-style-type: none"> ● 收到 49 件員工來函，全數結案 	<p>聯絡人: 李倩倩 (lee286@cht.com.tw)</p>
工會	<ul style="list-style-type: none"> ● 勞資溝通 ● 薪酬福利制度 	<ul style="list-style-type: none"> ● 協商會議/不定期 ● 勞資會議/2 個月 1 次 ● 針對提案於會議前多次溝通，並於會議中達成共識，做成會議紀錄 	<ul style="list-style-type: none"> ● 協商會議 5 次(討論提案 19 案) ● 勞資會議 6 次(討論提案 22 案) ● 針對相關議題與工會達成多項共識 	<p>聯絡人: 李倩倩 (lee286@cht.com.tw)</p>

利害關係人	優先關注議題	溝通管道、溝通頻率、回應方式	2020 年溝通實績	連絡資訊
客戶	客服專線 <ul style="list-style-type: none"> ● 業務申辦及障礙申告 ● 寬頻上網技術諮詢 服務中心 <ul style="list-style-type: none"> ● 產品與服務 ● 行銷價格資訊 ● 業務技術諮詢 	<ul style="list-style-type: none"> ● 專線服務量/隨時 ● 來客量/隨時 ● 針對客戶諮詢及申辦事項，協助回覆或受理相關業務，並確保客戶意見充分轉達所屬處理單位 	<ul style="list-style-type: none"> ● 全專線服務量約 2,880 萬件 ● 來客受理業 3,558 萬件 ● 受理聯單 1,297 萬件 	市內電話專線: 123 行動電話專線: 0800-080-090 (代表號)
供應商	<ul style="list-style-type: none"> ● 供應商管理與分級 ● 供應商溝通與合作 ● 永續教育 	<ul style="list-style-type: none"> ● 供應商交流會/每年 1 次 ● CSR 線上問卷填覆/每年 1 次 ● 供應商環境教育訓練/每年 1 次 ● 供應商 CSR 輔導訓練/每年 1 次 ● 訂定並揭露供應商永續供應鏈管理相關規範，推動永續供應鏈倡議，每年定期推動供應商進行自評、環境/CSR 教育、二者稽核及供應商交流會等多項活動 	<ul style="list-style-type: none"> ● 109 年 3 月邀請 20 家供應商接受「109 年度供應商二者稽核」，於 5 月至 8 月完成初核及複檢。 ● 109 年 4 月寄發 CDP 平台碳管理訓練課程講義給 68 家供應商，供應商於 8 月底上 CDP 平台提交資料。 ● 109 年 9 月 25 日完成年度供應商 CSR 教育訓練，計 50 家廠商 76 位代表出席。 ● 109 年 10 月 23 日，以「生態與水」為主題，於宜蘭舉辦供應商環境永續參訪，計 30 餘家廠商、50 多位供應商代表參與。 ● 109 年 12 月 4 日舉辦「2020 年 CSR 供應商夥伴交流會」，由總經理主持，計 65 家 105 位供應商代表與會。會中頒 	聯絡人:林淑華 (sy@cht.com.tw)

利害關係人	優先關注議題	溝通管道、溝通頻率、回應方式	2020 年溝通實績	連絡資訊
			發《金級證書》給 6 家通過永續供應鏈-二者稽核績優供應商、3 家「CSR 資訊揭露獎」及 1 家「CDP 碳揭露獎」表現績優供應商。 ● 完成每年 1 次 CSR 線上問卷填覆，本年應回收問卷 314 份，有效問卷 275 份。	
NGO/NPO/ 外機構	<ul style="list-style-type: none"> ● CSR 資訊交流 ● 永續活動 ● 慈善捐助溝通 ● 社會共融溝通 ● 社會參與 ● 縮短數位落差 ● 創造數位機會 	<ul style="list-style-type: none"> ● NGO、NPO 交流(來訪、出席)/不定期 ● 蹲點台灣/每年 1 次 	<ul style="list-style-type: none"> ● 完成 131 場次 NGO、NPO 交流(來訪、出席)，於 CSR 議題上充分回應上述利害關係人需求 ● 規劃、執行「蹲點台灣」計畫，並舉行成果發表 	聯絡人:曾志明 (chtcsr@cht.com.tw)
媒體	<ul style="list-style-type: none"> ● 經營績效 	<ul style="list-style-type: none"> ● 發送新聞稿/隨時 ● 記者會/不定期 	<ul style="list-style-type: none"> ● 共計發送 262 篇新聞稿 ● 舉辦 16 場記者會 	聯絡人: 蔡卓芬 (chofen@cht.com.tw)
政府部門/ 民意機構	<ul style="list-style-type: none"> ● 業務相關之選民陳情 ● 協調會議與會勘(通訊建設或障礙排除) 	<ul style="list-style-type: none"> ● 記者會、公聽會/不定期 ● 陳情案及協調會議/隨時 ● 業務會勘/隨時 ● 進行國會與政府部門之溝通、遊說與互動 ● 因應中央部會、地方政府與國會議員辦公室或地方服務處之請託要求，就本公司所涉業務範圍，盡力於時限內協助與改善 	<ul style="list-style-type: none"> ● 參加 14 場次記者會、公聽會 ● 完成 456 件/次陳情案及協調會議 ● 進行 282 場業務會勘 	聯絡人: 詹俊彥 (cooljazz@cht.com.tw)
主管機關	<ul style="list-style-type: none"> ● 法規遵循 ● 法規變動因應 ● 消費者權益保護 	<ul style="list-style-type: none"> ● 來函、會議、拜訪/不定期 ● 每週參與主管機關相關會議 	<ul style="list-style-type: none"> ● 透過拜訪、會議及函文與主管機關溝通，反應法規變動造成的影響並提出建議 	聯絡人: 張凱翔 (m998877@cht.com.tw)

利害關係人	優先關注議題	溝通管道、溝通頻率、回應方式	2020 年溝通實績	連絡資訊
同業	<ul style="list-style-type: none"> ● 政府政策 ● 產業發展 	<ul style="list-style-type: none"> ● 會議/不定期 ● 會議中與同業充分溝通討論，達成共識，建立有利於產業發展之公平競爭環境 	<ul style="list-style-type: none"> ● 參加 86 次會議 	聯絡人: 張凱翔 (m998877@cht.com.tw)