Business Continuity - COVID-19 Prevention Measures

As COVID-19 rampaged on worldwide in 2021, either enterprises or individuals had suffered severe impact. As a local leading enterprise, under the stewardship of our Chairman, we "deployed preemptively" and "improved on a rolling basis" comprehensively. Hence, we established the Command Center, joined the national team of epidemic prevention, and stipulated CHT Preparedness and Contingency Plan in Response to COVID-19 as the "overall solution" for epidemic prevention response.

The national team of epidemic prevention of CHT supported the disadvantaged and demonstrated its social care while put its ICT advantages to good use, applying various advanced ICT in the works of epidemic prevention. Through a systematic application, we facilitated the government to accomplish tasks in the most timely, accurate, thorough manner in epidemic prevention efforts. As such, CHT was further recognized as the "champion in technology for the national team of epidemic prevention" by President Tsai.

Employees

In response to the COVID-19 epidemic, with the internal epidemic prevention plan formulated, we promulgated "epidemic prevention measures for different levels of epidemic situations", issued "requirement for all personnel to have temperature checkup and sanitation with alcohol sanitizer before entering the facilities", conducted "random inspection of epidemic prevention measures", "tracking and caring for the personnel that are listed as identified contacts", "preparation of epidemic prevention promotion materials", and enacted Ten Epidemic Prevention Measures as follows.

★ Ten Epidemic Prevention Measures ⬈

Health Promotion, Tracking, and Care

1. Personal Health Record for Hiking Go

With CHT Personal Health Record (Personal Health Record App) and the Enterprise Healthcare System (EHS) combined, the campaign "Personal Health Record for Hiking Go" was organized at venues like Chunghwa Telecom Laboratories and CHT Data Business Group to conduct health promotion activities via the easiest and simplest "hiking" and encourage employees to keep a habit of regular exercise in their everyday life. Hence, we could establish a new workplace health culture in the post-pandemic era to boost our health to fight against the pandemic. There were approximately 1,500 participants in 2021.

2. Bidirectional SMS Body Temperature Reporting System

To track and care for the health of employees, body and mind, Chunghwa Telecom Laboratories especially developed the "Bidirectional SMS Body Temperature Reporting System" for employees to implement self-health management and report their body temperatures. Health managers would initiate health tracking and care for any employee reporting to have fever or respiratory symptoms to ensure employees' physical and mental health and prevent cluster infection at workplace. In 2021, approximately 2,500 employees participated in the autonomous body temperature reporting.

Epidemic Prevention Policies and Measures

Our Epidemic Policies

1. The triage and compartmentalization and WFH policies were enforced upon Level 2 and 3 Epidemic Alert for business continuity; WFH application was available for employee with children of age 12 or under subject to school/class closure.

2. In line with the government's epidemic prevention policies, a minimum of 4 hours of official leave was granted to employee to receive their first, second, or third dose of COVID-19 vaccine.

Our Epidemic Prevention Measures

1. Preventive interventions were taken for notified incidents at risk of infection (environment disinfection, footprint investigation, and personnel triage and compartmentalization), and corporate health managers track and care for personnel health until case closed.

2. Proactive procurement of epidemic prevention insurance for employees: We procured epidemic prevention insurance proactively for all employees, with a total number of 20,945 employees insured in 2021 and a total amount of NT$11.08 million.

3. The epidemic prevention information released by the Central Epidemic Command Center and contingency plans of other enterprises were collected continuously to improve the epidemic response plan of the Company on a rolling basis; the epidemic prevention guidelines were stipulated, released, and implemented under supervision as follows:

   (1) 1/28 Amendment to the Business Continuity Plans on a rolling basis for all Groups completed

   (2) 5/18 "Procedures for Confirm Cases of COVID-19 or Individuals in Contact with the Confirm Cases" stipulated

   (3) 5/19 "Epidemic Levels, Alert Criteria, and Epidemic Prevention Works in Different Stages" and "Epidemic Prevention Measures at Present" amended

   (4) 6/3 "COVID-19 Prevention Report Ticket" revised

   (5) 6/17 "Caring Procedures for Employees Subject to Home Isolation or as Confirmed Cases of COVID-19" stipulated

   (6) 7/12 "Regulations Governing the Use of at-Home Rapid Antigen Test Kit" stipulated

   (7) 12/15 "Enhanced COVID-19 Vaccination Measures of the Company in line with the CECC Policy"

4. Employees were encouraged to be vaccinated with a half-day official leave per dose to reduce the risk of infection among employees and the spread in communities and workplace.

Customers

1 General Customers

To reduce the risk of contact for customers over the counter, we provided the free customer service hotline 24/7, developed an Interactive Voice Response (IVR) System. Various online service channels. Customers could also conduct business at home without worries via diverse self-help channels such as paperless application processes. Regarding the traffic demand improvement, CHT launched the 2G/1G bidirectional Giga-level ultra-broadband Internet services, first in the industry, to meet the high traffic demand from working/learning from home in the post-pandemic era.

In addition, in light of the delayed school opening for epidemic prevention, "ibobby smart voice service" of Chunghwa Telecom offered services like storytelling and music and became a quality AI assistant to parents during the pandemic period. Aside from utilization of voice service to keep children company and receiving the latest information on epidemic prevention, it was linked with "Pick Me Up" service to learn about the ETA of parents to school accurately to reduce the risks of cross infection in student pick up.

2 Corporate Clients

Our featured corporate services of "meeting, working, and access to corporate networks at ease even away from the office" that offered services for Business, Amazon Chime, Amazon WorkSpaces solution, and SSL VPN remote secure access service, along with rigorous cybersecurity monitoring, assisted businesses to operate as usual while reducing the operating costs during the epidemic.
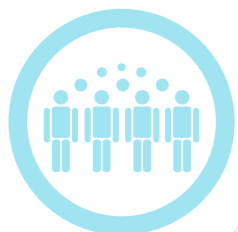

Society

We actively partook in the focused works of government's epidemic prevention effort, which could fall into the eight categories as follows. None of them were in violation of laws pertaining to the personal information.

1 Quarantine Cellphone

In compliance with the "Quarantine and Tracking for Entry" demands from the Centers for Disease Control (CECC), Chunghwa Telecom swiftly developed and assembled the quarantine cellphones in overtime hours for Health Centers nationwide (offshore islands included) to issue them to specific individuals subject to home isolation/quarantine.

A total of 3,360 cellphone for emergency purposes were assembled, including 2,400 quarantine cellphones, 200 cellphones for the police departments, and 760 cellphones for the civil administration and health department.
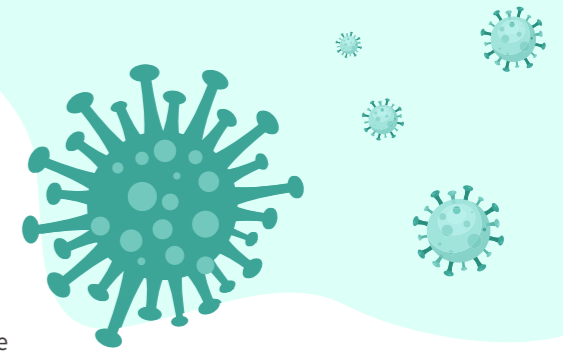
2 Development and maintenance of Epidemic Monitor and Management System

- We Self-developed "Epidemic Monitor and Management System", through the address of the dedicated cellphone or home quarantined persons' cellphone to determine if the quarantined individuals were staying at the designated locations.
- It integrated data of telecom operators for Taiwan CDC to learn about the whereabouts of individuals under home isolation/quarantine

3 MOHW quarantine communication equipment deployment

- Communication service has been urgently deployed for 12 quarantine areas since February 2020, with 43 300M HiNet FTTx Broadband lines, 1 100M lines, 4 dedicated lines, 280 MOD set-top boxes, and 163 Wi-Fi devices.
- Mobile service base station capacity expansion and signals were installed for 7 quarantine areas in the remote areas.

4 Use of Big data analytics

- Quarantine route estimation: the technology of big data analytics was utilized to estimate the key loci of the confirmed cases/individuals at high risks as well as the list of potentially exposed individuals for Taiwan CDC to follow up and send warning text messages in order to effectively reduce the risk of virus spread.
- Crowding hotspot warning: the information of crowding attraction hotspots throughout the country was available for the public and the police department's reference.

5 Guaranty of telecommunication quality for epidemic prevention

- The signals and covered facilities nearby the designated isolation hospitals for communicable diseases were boosted to ensure a good quality of the mobile signals.
- Dedicated lines, MOD, Wi-Fi equipment, and mobile base stations were added to enhance the communication quality in the quarantine areas.

6 ICT epidemic prevention

- SMS Real Name Registration System: The SMS Real Name Registration System was established for the MOHW to significantly reduce difficulties in the outbreak investigation, along with 30 million SMS messages donated.
- Paperless night market transaction: Electronic payment App "Hi QR PAY" was promoted in collaboration with the Yunlin County Government, that cashless transaction services were introduced for contact-free payment for local shops, SMEs, micro-enterprises, and night market vendors.
- Offsite working/Work from Home: Epidemic prevention plans with cybersecurity at the core were offered for enterprises with needs of offsite working; broadband Internet environment of "triple networks" with fixed line, mobile network, and Wi-Fi services combined were available for corporate employees and students taking classes from home. A total of 40,000 free 45-day prepaid cards were provided to the Ministry of Education for the disadvantaged students in the rural areas.
- Pulse Oximetry Platform: The COVID-19 Pulse Oximetry Cloud-based Platform was established in collaboration with the National Yang Ming Chiao Tung University to realize a cloud-based automated monitoring and warning service for blood oxygen saturation tracking and timely intervention, which has come online at the dedicated wards of New Taipei City Hospital, New Taipei City Government.

7 Discounts for telecom service fees

The telecom rates of the businesses and schools impacted by the epidemic were lowered moderately to reduce the burdens thereto, while 40,000 Prepaid SIM Cards were provided to especially economically-disadvantaged students, free of charge.

8 Support to Taiwan CDC Toll-free Hotline 1922, NIA's 0800 Foreigners In Taiwan Hotline, SMS Real Name Registration System, and 1955 Counseling and Protection Hotline for Foreign Workers

- 718 personnel were mobilized to support Taiwan CDC toll-free hotline 1922 and NIA's Foreigners In Taiwan Hotline with up to over 500 individuals allocated in a day; up to 9.87 million calls to Taiwan CDC toll-free hotline 1922 throughout the year with an average answer rate of 73.2%.
- 93,000 calls to the customer service hotline of the SMS Real Name Registration System with an average answer rate of 88.3%.
- 83,000 calls to 1955 Counseling and Protection Hotline for Foreign Workers (part-time subsidy) with an average answer rate of 100%.