

4 Stakeholders Engagement



Engagement Policy and Management p.37

2023 ESG Results of Critical Stakeholders Engagement p.38

ENGAGEMENT POLICY AND MANAGEMENT

Chunghwa Telecom, Above and Beyond—As the leading telecommunications service provider in Taiwan, Chunghwa Telecom values the voices of its internal and external stakeholders as well as its own business operations and profitability. We listen with all our hearts, and we take action to address any concerns.

To ensure meaningful engagement and interaction with our stakeholders, we formulated a group-level Stakeholder Engagement Policy that places particular emphasis on local stakeholder groups (such as neighboring communities, local governments, media, associations, and NGOs) and disadvantaged groups (digitally or economically disadvantaged families). By involving every stakeholder group in decisions related to material topics, we hope to create greater good for all in a sustainable manner.

Furthermore, to identify and address potential conflicts and concerns and foster a positive relationship with our stakeholders, we operate multiple channels through which community members can file complaints or share feedback. This allows us to understand and respond to material topics and incidents promptly, preventing small issues from turning into serious problems.

[* Stakeholder Management](#)

[* Stakeholder Engagement Policy](#)

The SDGs CHT contributes to in this chapter



2023 ESG Results of Critical Stakeholders Engagement

Identifying key stakeholders and relevant issues is central to implementing corporate sustainability/ESG. We have formulated a set of stakeholder engagement procedures following the AA 1000 SES (2015) Stakeholder Engagement Standard, and we have set up multiple communication channels to ensure that stakeholders' feedback is heard and addressed. When organizing sustainability-related activities or disclosures, we consider the opinions and suggestions of a wide range of internal and external stakeholders as a basis for our action plans.

In the ESG report preparation kick-off meeting, we invite members from all departments to exchange opinions on issues of importance to current key stakeholders and their concerns. Once a consensus is reached, the result is incorporated into a table

that is regarded as an essential reference for the disclosures in the report. Important mechanisms for collecting and compiling the opinions of internal and external stakeholders include:

- ESG report consultation meetings with external professionals
- Periodic invitations to external professionals to the ESG Conference and relevant forums
- Annual ESG Supplier Conference
- We established the Sustainable Development Committee to implement sustainability action plans and promote low-carbon transformation following the Company's sustainable development strategies.
- Designated CHT Foundation specialists facilitate NGO and NPO exchanges
- CHT was the first to create ESG videos and developed the official CHT YouTube ESG program to record the implementation of ESG action regularly and collect internal and external feedback for further improvement

* [ESG Video Link](#) * [Communication Channels](#) * [Chunghwa Telecom Stakeholder Engagement Guidelines](#)

* Stakeholder engagement results in 2023, as approved by the Board of Directors



Stakeholder	Meaning to Chunghwa Telecom	Focus GRI Topics	Communication Channel	Communication Frequency	Stakeholder	Meaning to Chunghwa Telecom	Focus GRI Topics	Communication Channel	Communication Frequency
<p>Shareholders/ Investors</p>	As shareholders / investors are our stockholders, we must be accountable to them.	Economic Performance	<ul style="list-style-type: none"> • Shareholders' meeting • Shareholder hotline/ mail • Earning results conference 	<ul style="list-style-type: none"> • Annually • Real-time • Quarterly • Non-periodic 	<p>Local Communities</p>	We wish to reciprocate for society with our professional standing in telecom and create a better future.	<ul style="list-style-type: none"> • Procurement Practices • Energy • Customer Privacy 	<ul style="list-style-type: none"> • E-mail • Hotline • Stakeholder forum 	<ul style="list-style-type: none"> • Real-time • Non-periodic
<p>Employees</p>	Employees are critical to the sustainable development and they are the driving force for sustainable growth.	<ul style="list-style-type: none"> • Employment • Freedom of Association and Collective Bargaining • Diversity and Equal Opportunity 	<ul style="list-style-type: none"> • E-mail • Telephone call • Labor employer meeting • Negotiation meeting 	<ul style="list-style-type: none"> • Real-time • Every 2 months • Non-periodic 	<p>Media/Accreditation Institutes</p>	We have learned and grown with the media and accreditation institutes through their mentorship in sustainable development.	<ul style="list-style-type: none"> • Anti-corruption 	<ul style="list-style-type: none"> • E-mail • Hotline • Press release • Press conference 	<ul style="list-style-type: none"> • Real-time • Non-periodic
<p>Clients/ Customers</p>	Only when customers prefer the products and services of Chunghwa Telecom could we have value for existence.	<ul style="list-style-type: none"> • Customer Privacy • Customer Health and Safety 	<ul style="list-style-type: none"> • Service hotline • Customer service center 	Real-time	<p>Competent Authorities/ Government</p>	Our products, services and related marketing behaviors are subject to audits by the competent authority.	<ul style="list-style-type: none"> • Energy • Emissions • Customer Health and Safety 	<ul style="list-style-type: none"> • Public hearings / press conferences • Negotiations / business inspections • E-mail • Official documents • Meetings • Telephone hotline • Visits 	<ul style="list-style-type: none"> • Real-time • Non-periodic
<p>Suppliers</p>	The large product and service chain of Chunghwa Telecom relies on the stable support of the suppliers.	<ul style="list-style-type: none"> • Procurement Practices • Emissions • Supplier Environment Assessment 	<ul style="list-style-type: none"> • E-mail • Hotline • ESG Supplier Conference • Environmental education visits • Supplier ESG Training • Survey 	<ul style="list-style-type: none"> • Real-time • Annually • Non-periodic 	<p>Competitors</p>	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.	<ul style="list-style-type: none"> • Economic Performance 	<ul style="list-style-type: none"> • Official document • Meeting • Telephone call 	<ul style="list-style-type: none"> • Real-time • Non-periodic

Annual Key Stakeholder ESG Engagement Outcomes



Employees

- 7 labor-management conferences (to deliberate on 71 proposals)
- 6 negotiation meetings (to deliberate on 60 proposals)
- 89 emails from employees, all of which have been addressed on time



Clients/Customers

- Approx. 34.86 million cases served by all channels of customer service (including the customer service hotline, customer grievance, call-out care, and text-based customer service chatbot service)
- 13.67 million tickets received
- 29.53 million cases of customer business accepted



Media

- 346 press releases in total
- 27 press conferences in total



Suppliers

- Environmental sustainability education visits to 45 companies, with a total of 70 suppliers participating
- 130 suppliers participating in the "2023 Annual ESG Supplier Conference"
- 2 green gold workshops held for 105 representatives from 72 suppliers



Local Communities

- Click Taiwan: Co-organized with NCCU Department of Radio & Television and 22 local communities
- Click Taiwan Innovation Design Action: Co-organized with 3 local communities
- GDN Little Directors: Co-organized with 11 local communities



Competitors

- 87 conferences attended



Shareholders/Investors

- 1 annual general meeting
- 730 calls from shareholders answered
- 4 earning results conferences
- 7 NDR and broker investor conferences
- 24 visits/teleconferences with investors



Competent Authorities/Government

- 9 press conferences/public hearings
- 1,208 appeals and 130 negotiation meetings completed
- 174 business inspections



ESG Highlights

2023 Annual ESG Supplier Conference

Attended by 130 supplier executives, the 2023 CHT Annual ESG Supplier Conference, subtitled "Join Hands to Safeguard Ecosystems and Work Towards a Net-Zero Future," provided a venue for the Company and its suppliers to discuss topics related to biodiversity and energy conservation.

To promote ESG and information transparency, CHT President Chau-Young Lin awarded Gold Level Certified Supplier Certificates to 18 outstanding suppliers at the conference. Chunghwa Telecom will continue to implement sustainable practices and work with its partners to pursue low-carbon transformation and create a sustainable digital world for Taiwan.



ESG Highlights

2023 Sustainable Supply Chain Summit

Chunghwa Telecom and its media partners co-organized the 2023 Sustainable Supply Chain Summit. With "smart and green for the future" as the through line, the summit was attended by 150 participants, among whom were business leaders from across the globe who shared their experience in managing carbon reduction and technology empowerment. The summit helped participants form a better understanding of net zero emissions and encouraged our ICT industry partners to foster a sustainable low-carbon ecosystem.