

2023 ESGREPORT ENVIRONMENT SOCIAL GOVERNANCE

Planting Sassafras randaiense, the sole host plant for endangered butterfly species Papilio maraho

A journey of restoring ecological diversity



Editorial Policy

Welcome to Chunghwa Telecom Co., Ltd.'s (TAIEX: 2412; hereafter CHT or "we") 17th Sustainability Report. This report highlights CHT's 2023 sustainability efforts and achievements, providing stakeholders with a comprehensive understanding of our sustainability performance. The report is available in both Chinese and English and can be downloaded from our "Sustainability/ESG Website." More Sustainability Information:

ESG Report 🖸 SASB Report 🖸 TCFD Report 🖸

TNFD Report 🖸

Reporting Period and Scope

This report discloses the Company's ESG information between January 1 and December 31, 2023. The scope of the Report encompasses 100% of the operating sites of the Chunghwa Telecom parent company; sections with a different scope of disclosure shall be noted.

The content includes significant impacts, management approaches, key issues, and sustainability performance. For comprehensiveness, some content will reference 2022 or extend to 2024.

This report is issued once a year. The last issue date was June 30, 2023; the next issue date will be August 31, 2025.

References and Guidelines

Issuing Organization	Item
The Global Reporting Initiative, GRI	GRI Standards
The International Integrated Reporting Council, IIRC	International Framework
Sustainability Accounting Standards Board, SASB	Telecommunication Services Sustainability Accounting Standard
Task Force on Climate-related Financial Disclosures, TCFD	TCFD Framework
The Taskforce on Nature-related Financial Disclosures, TNFD	TNFD Framework
UN Global Compact	10 Principles
Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed	
Companies	Climate-Related Information of TWSE/TPEx Listed Company

Documentation and Internal Audit

The preparation and assurance process for this report follows the Taiwan Stock Exchange's "Regulations Governing the Preparation and Filing of Corporate Sustainability Reports by TWSE Listed Companies." It references the Global Reporting Initiative (GRI) Standards, including General, Sector, and Topic Standards, and frameworks/guidelines relevant to our industry.

The report covers material environmental, social, and economic topics identified across Chunghwa Telecom's operations. It includes management approaches, key issues, project performance, and reporting requirements, with performance indicators set for these significant topics.

This process is integrated into our internal control system, with tasks divided and content reviewed. Internal audit personnel periodically assess compliance and compile audit reports to ensure the execution of the sustainability report's preparation and verification.

Assurance

The contents and data of this report have been reviewed and assured by SGS Taiwan Ltd. based on the GRI Standards. The assurance results indicate that the contents, materiality analysis procedure, and material/key topics reported are consistent with the following standards, frameworks, and regulations:

- GRI Standards (2021) and AA 1000 AS (2018) Type II High Assurance Standards
- International <IR> Framework
- Telecommunication Services Sustainability Accounting Standard
- S&P Global Corporate Sustainability Assessment (five applicable indicators only)

Note: Information related to the Disclosure of Climate-related Information for TWSE/TPEx-Listed Companies (including TCFD) and Sustainability Disclosure Metrics – Communication Network Industry do not fall within the scope of assurance.

Feedback

If you have any feedback to share, please do not hesitate to contact us through:

Corporate Communications Department, Chunghwa Telecom, Address: 21-3, Sec. 1, Xinyi Rd., Zhongzheng Dist., Taipei City, Taiwan Telephone: +886-2-2344-3699 Email: chtcsr@cht.com.tw Unless otherwise specified, all currency units used in the financial data within this report are New Taiwan Dollars (NT\$).







Digital Empowerment Brings the Advantages of Technology to All

In the digital era, Chunghwa Telecom sees itself as a friendly yet professional "big brother" committed to promoting equal access for all in Taiwan by connecting rural and disadvantaged communities to the outside world through advanced telecommunication technologies.

We are bringing state-of-the-art technology to remote locations such as Lanyu (Orchid Island) and opening the door to knowledge for disadvantaged students through our remote one-on-one afterschool tutoring services to cultivate young minds eager for knowledge.

This is not just a solo introduction to technology but a symphony of love and philanthropy. In a country where nearly all enjoy 5G coverage, the local indigenous community has long existed in a digital information void, as if the outside world were kept at bay by invisible angels.





By building a digital bridge, we opened up endless opportunities for the islanders, and dreams that were once too lofty no longer seem out of reach.

In project after project, Chunghwa Telecom has sought to make life better for every user it serves, empowering them with digital technologies and spreading knowledge to even the remotest communities tucked away in the farthest reaches of Taiwan's mountains. Our greatest reward is seeing children whose eyes glisten with new hope and knowledge, adults in their prime who are changing their lives for the better, and senior citizens who feel revitalized thanks to digital magic.

We are not transforming technology; we are transforming humanity. Indeed, technology at its core is designed to serve mankind. Chunghwa Telecom is committed to creating a better life for all through telecommunications technology and digital empowerment.







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Message from the Chairman

Reflecting on 2023, Chunghwa Telecom (CHT) continued to leverage its competitive edge in innovative Information and Communication Technology (ICT) to address environmental, social, and economic challenges and opportunities presented by climate change, artificial intelligence (AI), and human rights issues. Through sustainable and digital transformation strategies, CHT created value for its employees, shareholders, and society at large. It not only maintains a solid financial and operational performance, but also sustains its market leadership position. Upholding the brand spirit of "Always Ahead," Chunghwa Telecom continues to deepen its commitment to ESG practices and foster mutually beneficial relationships with stakeholders.

Technology-based carbon reduction, investment in renewable energy, and safeguarding biodiversity by planting trees

As an ICT service provider committed to environmental sustainability, we have adopted a wide range of technology-based carbon emissions reduction measures. These include introducing low energy-intensive equipment, optimizing network architecture, and developing Innovative Optical and Wireless Network (IOWN) and other frontier technologies to achieve greater power efficiency, higher data transmission capacity, and lower latency. Our in-house developed environmental sustainability management system "EARTH" and smart energy conservation system "iEN" allow us to drastically improve energy efficiency and management performance. From tree planting and waste reduction to paperless processes, we are building a low-carbon workplace. We are among the first in the industry to implement an internal carbon pricing mechanism (NT\$1,600 per t-CO2e). As a result, our carbon emissions have been reduced by 15.94% compared to the baseline year of 2020, marking reduction for a third consecutive year. Furthermore, we were the first ICT company in Taiwan to officially join the Carbon Disclosure Project (CDP). We actively work with our suppliers to implement sustainable practices. As of 2023, our net-zero sustainability initiative was signed by 61 of our key suppliers, who promised to cut carbon emissions by 50% by 2030 (compared to baseline year 2020 levels).

Regarding renewable energy, we are installing solar panels and green cell towers, increasing our renewable energy purchases annually, obtaining renewable energy certificates (RECs), and supporting the RE100 global initiative, which mandates signatory companies to reach 100% renewable energy use by 2040. In addition, we established an all-inclusive recycling system to improve wastewater reclamation rate. We received BS 8001 circular economy certification and Level 5+ (excellence) in the TCFD climate-related financial disclosure compliance audit, marking a first for the ICT industry in Taiwan.

In the meantime, we care about biodiversity. As part of our effort, we committed to planting 150,000 trees across Taiwan from 2022 to 2030, including *Sassafras randaiense* to restore *Papilio maraho* habitats. This effort supports our net positive impact and no net deforestation goals by 2030. As a leader in the industry, we hope to encourage our sustainable supply chain partners to join our efforts in protecting biodiversity and the forest.

High-Tech Anti-Fraud Measures and Digital Empowerment for All

On the social front, we leverage our ICT core competitiveness to integrate the "digital inclusion" initiative and action plan with Chunghwa Telecom Foundation, encouraging employees to volunteer and participate in various ESG activities. We are committed to achieving social inclusion and aligning with the United Nations Sustainable Development Goals (SDGs). We are committed to assisting remote communities and disadvantaged groups. For more than a decade, our online community-based afterschool counseling service has helped hundreds of high school students in rural areas get into college, and our EYE Social Innovation Center has provided customer service jobs for more than 200 visually-impaired employees. We provide disadvantaged groups with discounts on ICT services, effectively bridging the digital gap with technology. We regularly organize innovative application competitions to drive digital creativity and create employment opportunities in Taiwan. Finally, we assist small and medium-sized enterprises (SMEs) in digital transformation and explore new business models. Ultimately, we want to leverage our ICT core competitiveness to achieve digital empowerment and digital Inclusion.

To help safeguard national security and enhance social order, we implemented a series of new fraud prevention measures, including warnings for international incoming calls and spoofed SMS. Through our service, we are able to stop 24.24 million spam calls and blocked 650 million scam messages monthly, effectively eradicating 100% of telecommunication fraud from foreign numbers disguised as local numbers. Additionally, we collaborate with the National Police Agency's 165 Anti-Fraud Hotline, which processed 204,341 calls in 2023. We have received and handled 6,156 cases of fraud victimization referrals, successfully intercepting 3,428 fraud attempts amounting to NT\$360.61 million, and avoiding potential fraud cases amounting to over NT\$7,073.7 million.

Employees are the most important asset of any company. We launched the Women Balance Power Program to recruit female talent and promote workplace diversity, equity, and inclusion (DEI). We provide childcare benefits for employees with children under the age of 3, shortening their workday by an hour without any repercussions on their attendance records or performance evaluations. As of 2023, the program covered 1,556 employees, creating 141,844 hours of quality family time. In 2024, we expanded the program to include anyone with children aged below 6. Moreover, we set up 16 on-site childcare centers at business locations across the six municipalities of Taiwan to provide education and care services for employees' children (and grandchildren) aged 2–6. We encourage employees to return to their hometown and spend time with family members, improving work-life balance.



Board-level ESG Accountability, Integrity, and Transparency

To demonstrate our commitment to ESG, we elevated the competent authority for sustainable development from middle management to the Board of Directors level. We also renamed the Strategy Committee the Sustainable Development and Strategy Committee to formulate the Company's sustainability strategies and action plans, with the chair of the Company now serving as Chief Sustainability Officer (CSO) and independent directors accounting for more than half of the committee's members. With this change, the Board now plays an even greater role in ensuring that the Company's operations strategies and business decisions are consistent with its sustainable development goals. From 2022, we introduced a link between the Company's ESG performance and senior executive remuneration. We are among the very few corporations in Taiwan that have a benefit clawback mechanism in place to ensure that executive-level decision-making is in line with the long-term benefits of our investors. In addition to our existing corporate governance system, we are incorporating the accountable investment principle into liquid capital management, restructuring our data management system to enhance data application value, and enforcing cybersecurity, privacy, and personal data protection measures to strengthen corporate governance. Lastly, to reinforce intellectual property-related regulatory compliance, we became the first ICT company in Taiwan to pass the Taiwan Intellectual Property Management System (TIPS) certification.

Our proactive stance in ESG actions earned widespread recognition from the industry and stakeholders in 2023, as proven by the following awards and accolades:

- Ranked first in the global telecommunications industry in the Dow Jones Sustainability Index (DJSI) World Index; included in the DJSI Emerging Markets Index for 12 years consecutively.
- 2 Named top 5% global ESG corporation by S&P Global 2023 Sustainability Yearbook.
- 3 Upgraded to 'AA' ratings in ESG performance by Morgan Stanley Capital International (MSCI) in May 2023.
- Winning the Jade Award, the top honor at The Asset ESG Corporate Awards for three consecutive years (and being the only Taiwan-based company to achieve the feat).
- Being named the Taiwan Telecoms Company of the Year Award, Taiwan 5G Services Customer Value Leadership Award, and Taiwan Data Center Services Company of the Year Award by Frost & Sullivan two years in a row.
- Winning the FinanceAsia Best Overall Company Gold Award, Best Telecommunications Company, Best Corporate ESG Strategy Gold Award, Best Large-cap Silver Award, Best DEI Strategy Bronze Award, Best Investor Relations Beonze Award.
- 7 Ranking in the top 5% in Corporate Governance Evaluation for the 9th time .
- 3 Top Prize of Overall Performance in telecommunications and ICT industry for the 2nd consecutive year by Global Views ESG Corporate Sustainability Awards.
- 9 Taiwan Corporate Sustainability Awards (TCSA), Top 10 Domestic Corporates, 8 sustainable performance awards and Corporate Sustainability Report Awards Platinum class.
- ¹⁰ Global Corporate Sustainability Awards (GCSA), Sustainability Reporting Bronze Award.

Looking ahead, we will leverage our abundant assets: customers and partners, technology platforms, network infrastructure, and talent while upholding our four core values: "Integrity, Trust, Innovation, Accountability," to become an international benchmark enterprise built upon sustainable development.

Shui-Yi Kuo Chairman Chunghwa Telecom Co., Ltd.





2023 **ESG**

Milestones



Winner of Speedtest's Best Mobile Coverage and Best Mobile Network for the 5th consecutive year and Fastest 5G Mobile Network for the second year

• Named top 5% global ESG corporation by S&P Global 2023 Sustainability Yearbook



Global Logistics & Commerce Council of Taiwan's ESG Sustainability in Logistics Awards-Innovative Sustainable Technology Gold Award





 Taiwan Stock Exchange Corporation— Top 5% in TWSE Corporate Governance Evaluation



MAY 5

TOP 20

 MSCI ESG ratings— 'AA' ratings

6



• Opensignal—Best 5G network speed and coverage

Taiwan Institute for Sustainable Energy 7th Taipei Golden Eagle Micro Movie Festival—People's Choice Award and Sustainability Micro Movie Bronze Award

• Wealth Magazine 2023 Smart City Contribution Awards—Smart Energy Award



- CommonWealth Magazine Excellence in Corporate Social Responsibility Award-Top 100 Sustainable Corporations, Top 50 Sustainable Conglomerates, and CommonWealth Sustainability **Talent Award**
- Asiamoney Magazine Outstanding Companies in Taiwan Award-Communication Services Sector (sole awardee)

- Harvard Business Review ESG Awards—Outstanding ESG Transformation Award and Outstanding Business Model Transformation Award
- Eastern Online 2023 Home Broadband Network Satisfaction Survey-No. 1 home broadband Internet service provider
- 2023 Taiwan Innotech Expo—3 gold medals, 3 silver medals, and 7 bronze medals
- TCloud—Top 20 cloud computing service providers
- Taiwan Alliance for Net Zero Emission (TAN-ZE)—Net-Zero Emissions Mark

- Frost & Sullivan—2023 Taiwan Telecoms Services Company of The Year, 2023 Taiwan 5G Service Customer Value Leadership Award, and 2023 Taiwan Data Center of the Year
- The Asset—ESG Corporate Award (Jade Award)
- Taiwan Contact Center Development Association—24 awards including Best Customer Service Innovation System Application, Best Integrated Marketing Enterprise, and Best Social Media Management Enterprise
- Taiwan Institute for Sustainable Energy-11 awards including the Taiwan Corporate Sustainability Award (TCSA) and the Global Corporate Sustainability Award (GCSA)
- · Ministry of Culture's Taiwan Arts & Business Award-Golden Award, Long-Term Supporter Award, Talent Cultivation Award, and Supporter of the Year Award
- Speedtest—Best Mobile Network Coverage (6 years in a row), Best Mobile Network Speed (6 years in a row), and Best 5G Network Speed (3 years in a row)



- Education, Parenting, and Family Lifestyle Quarterly—Family-Friendly Workplace Award
- Ranked first in the global telecommunications industry in the Dow Jones Sustainability Index (DJSI) World Index; included in the DJSI Emerging Markets Index for 12 years consecutively
- Opensignal-Best 5G Coverage, Best 5G Upload/Download Speed, Best Overall Network Coverage, and Best Overall Upload/Download Speed
- Executive Yuan's Critical Infrastructure Protection Exercise-Excellence Award
- 2023 Agency and Advertiser of the Year-Telecommunications Company of the Year (Gold Award), OTT Company of the Year (Gold Award), and CSR Social Participation Silver Award
- Ministry of Economic Affairs Taiwan Excellence Awards—Computer and Software

• Winning the FinanceAsia Best Overall Company Gold Award, Best Telecommunications Company, Best Corporate ESG Strategy Gold Award, Best Large-cap Silver Award, Best DEI Strategy Bronze Award, Best Investor Relations Beonze Award

• Opensignal's 5G Global Mobile Network Experience Awards 2023—No. 1 in 5G and overall network coverage and user experience in Taiwan

Reader's Digest Trusted Brand Awards— "Phone Service" and "Mobile Internet" Double Platinum Awards

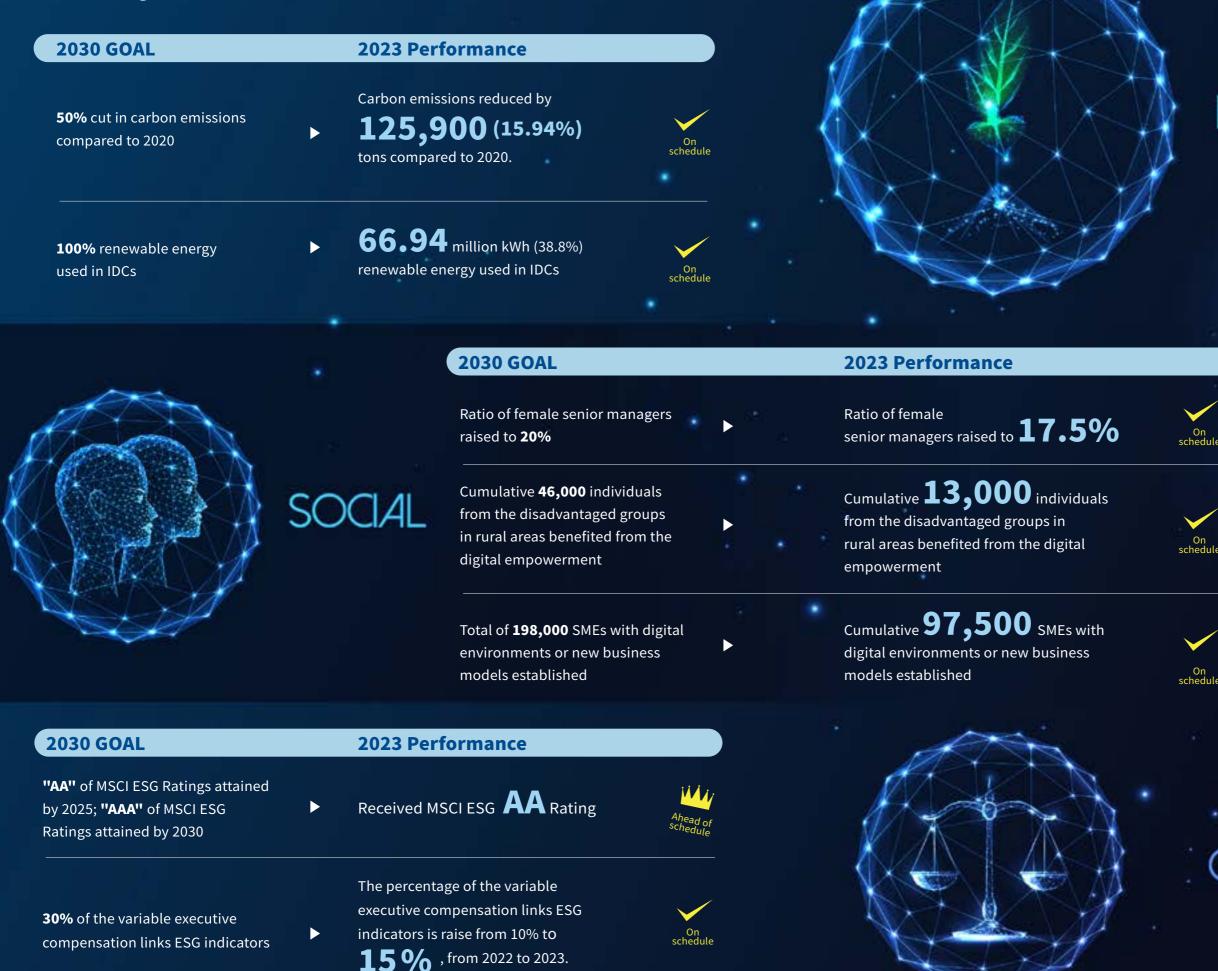
Top Prize of Overall Performance in telecommunications and ICT industry by Global Views ESG Corporate Sustainability Awards



- Sports Administration, Ministry of Education-Golden Sponsor Award, Long-Term Sponsorship Award, and Sport Promoter Award
- World Branding Forum Brand of the Year Awards— Best Telecommunications Company in Taiwan (sole awardee from Taiwan)



ESG Objectives and Annual Performance



ENI/IRONMENTAL



CORPORATE DVERVIEW

AND IMPACTS

STAKEHOLDERS

ENVIRONMENTAL

- Corporate Overview

hunghwa Telecom (2412), the largest integrated telecommunications provider in Taiwan, has service locations spanning all 22 counties and cities across the country. Our primary business includes fixedline communications, mobile communications, broadband access, and the Internet. Leveraging advanced resources in big data, cybersecurity, cloud computing, and data centers, we offer comprehensive ICT services to enterprise customers. We are also actively developing emerging technology services such as the Internet of Things (IoT) and Artificial Intelligence (AI), creating a superior ICT environment and a vibrant, convenient digital life for our customers. Moreover, we are a key partner for telecommunications operators globally.

We adhere to the service philosophy of "bridging the digital divide, implementing environmental sustainability, and caring for the underprivileged." Utilizing our core technologies, resources, capabilities, and unique strengths, we address environmental, social, and governance (ESG) aspects to embody our brand spirit of "Always Ahead." Through concrete actions, we demonstrate our commitment to sustainable operations and comprehensive corporate sustainability. In recent years, our proactive ESG initiatives have been recognized by professional organizations both domestically and internationally.

Organization Chart	p.16
Business Model	p.17
Product Technology and Services	p.17
Market Share of Main Products	p.17

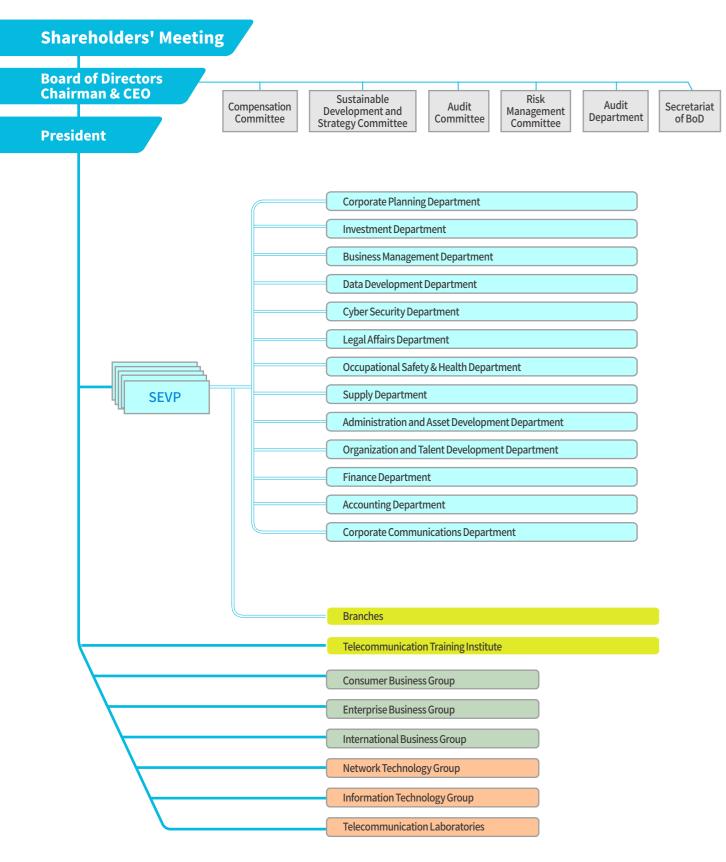
Note: Main businesses of branch offices and reinvestment companies: Please refer to p.18 of the 2023 Annual Report.







Organization Chart



Business Model

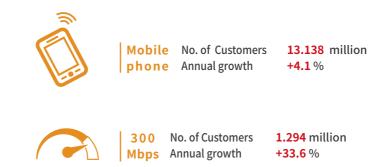


Individual and Household Market

- Mobile Broadband Services
- Domestic Fixed Voice Services
- Fixed Broadband
- Internet Services
- Video Service

- Services

Product Technology and Services



Market Share of Main Products

Mobile communication

No. of Customers	Market share
13.138 million households	37.6%

Internet

No. of Customers 3.692 million households Market share 54.6%



Enterprise Market

Enterprise Telecommunication

Enterprise Integrated ICT Services (IDC, Cloud, Information Security, Smart Connectivity, Mobile Applications, Big Data, etc.)



International Market

- Fixed-line Service
- Mobile Service
- International telecommunications service integration



No. of Customers Market share

3.692 million No.1



No. of Customers Broadband customers 86.4 %

3.804 million

International fixed networks

Communication amount Market share

73.2 million minutes 44.2%

Domestic fixed network

	No. of Customers/ Total Communication Time	Market share
Local networks	9.145 million households	91.4%
Long haul Internet	1,162 million minutes	81.4%
Broadband access	4.403 million households	57.7%
MOD	2.055 million households	31.3%

SUSTAINABILITY MANAGEMENT

MATERIAL TOPICS

STAKEHOLDERS

ENVIRONMENTAL

Sustainability Management 2

hunghwa Telecom is committed to its mission: leveraging customer partnerships, technology platforms, infrastructure networks, and organizational talent to create a trusted digital ecosystem. This empowers personal, household, governmental, corporate, international customers, and strategic partners, driving continuous innovation and value creation for all stakeholders.

value.

Sustainability Strategy	p.20
ESG Management	p.22

ur core values—integrity, trust, innovation, and accountability—guide us towards three key visions: becoming a global benchmark for sustainable development, a leading brand in digital ecosystem co-creation, and a top tech conglomerate exceeding trillion-dollar market



20 Sustainability Strategy

STAKEHOLDERS

Sustainability Strategy

Developing Six Capitals

At Chunghwa Telecom, we believe that success is not just short-term profitability. True success lies in how we leverage our capital to create value in multiple domains and realize our vision of sustainable development.



Financial Capital

Robust financial management, cost reductions, revenue source development, shareholders

Financial Capital 77,574,465 thousand

Capital expenditures

30,741,309 thousand

Impact on Value Creation

- To ensure eligibility for operating
- Provides sufficient financial resources to support value creation
- Effective execution of commercial activities
- Generation and allocation of other forms of capital, such as distribution of shareholder equity, investments, and capital expenditures

Resource Allocated to **Sustain Value Creation**

- Contributions to the government in the form of tax revenue
- Support the development of network infrastructure
- Improve the quality of telecom services



Human Capital

Attracting and retaining outstanding talent by fostering a welcoming workplace and value creation/enhancement for and providing adequate training and career opportunities

Salary and Welfare expenses

46,211,245 thousand

Training expenses 511.776 thousand

Impact on Value Creation

- Telecom knowledge and skills acquired by employees
- Human capital represents one of our major operational costs



Intellectual Capital

Realizing innovative solutions through research and development to meet the diverse needs of digital transformation

R&D expenses

3,891,381 thousand

Marketing expenses 23.599.302 thousand

Impact on Value Creation

- Licensing, laboratory and R&D expenses, and the acquisition and development of industry technologies
- Investment to maintain the brand

Manufactured Capital

Continuous investment in telecommunications infrastructure to improve network quality and the quality of our products and services

Cell tower installation expenses 7.448.973 thousand

Impact on Value Creation

- Allocation of financial capital to develop and maintain infrastructure
- Operation of the Internet Data Center (IDC) and the installation of wireless facilities and development of software and applications

Resource Allocated to Sustain Value Creation

- Ongoing new construction, maintenance, and operation of network equipment
- Procurement control and the acquisition of more cost/energy efficient network equipment
- Consolidation of idle space and the recycling and disposal of obsolete equipment

Social Capital

Active participation in social engagement campaigns to promote access to technology and create value for our stakeholders

Social investment 1,441,892 thousand

Universal telecom services **595.968** thousand

Impact on Value Creation

- competition
 - Positive feedback from consumers and the general public helps build credibility of the Chunghwa Telecom brand and minimizes financial outlay

Resource Allocated to Sustain Value Creation

- - Engagement in social activities to exert influence through core activities to minimize the digital divide

Resource Allocated to

- **Sustain Value Creation** Compensation and incentive schemes to attract and retain talent
- Encourage high value-added services and innovation
- Talent training and development programs

Resource Allocated to **Sustain Value Creation**

- · Ongoing investment in R&D, construction, and services, and maintaining service quality and customer satisfaction
- Investment in the R&D of new technologies and the setting of new protocols

Equipment installation and maintenance expenses 30,741,309 thousand



Regular contact with the relevant authorities to ensure the conformance and legality of operations and

Natural Capital

Implementation of carbon reduction and energy management plans, pursuit of net zero and biodiversity, and fostering coprosperity with Nature

Green procurement 18,238,000 thousand

Environmental management expenses 365.284 thousand

Impact on Value Creation

- Natural capital such as infrastructure, raw materials, and energy sources are needed to promote operations and optimally utilize human capital
- The use of energy-saving processes and solutions can effectively reduce the consumption of natural capital
- Active stakeholder engagement to help them better understand Company operations

Resource Allocated to Sustain Value Creation

- Environmentally friendly product purchases to reduce consumption of natural resources and increase energy efficiency
- Use of carbon management to minimize energy consumption and increased application of renewable energy solutions
- Focus on the development of renewable energy sources using proprietary and commissioned Photovoltaic systems

TAINABILITY

STAKEHOLDERS

22 ESG Management

ESG Management

Sustainable Development and Strategy Committee

As a sustainability leader, Chunghwa Telecom established the CHT CSR Committee in 2006, launching various CSR initiatives. In response to ESG trends, the committee was rebranded as the Sustainable Development Committee in 2021.

To better integrate sustainable development/ ESG strategies, we merged the Sustainable Development Committee with the Strategy Committee, forming the board-level Sustainable Development and Strategy Committee in 2023.

The new Sustainable Development Promotion Committee, led by the CHT Chairman and President, formulates and reviews sustainability strategies, policies, and goals, overseeing annual ESG performance and reporting to the Board. Organizational adjustments are made based on Board guidance.

Our vision for sustainable development is "Greening & Decarbonization, Digital & Empowerment, Integrity & Transparency." By integrating our unique corporate resources and leveraging our core competencies, Chunghwa Telecom plans and implements comprehensive ESG action plans through four subcommittees under the ESG committee. In the spirit of "Always Ahead," we aim to stay at the forefront by developing and executing a wide variety of ESG initiatives.

* Sustainable Development Best-Practice Principles of Chunghwa Telecom Co., Ltd. 🖄

* Organizational Regulations of the Board of Directors Sustainable Development and Strategy Committee 🖸

* Sustainable Development and Strategy Committee Operations

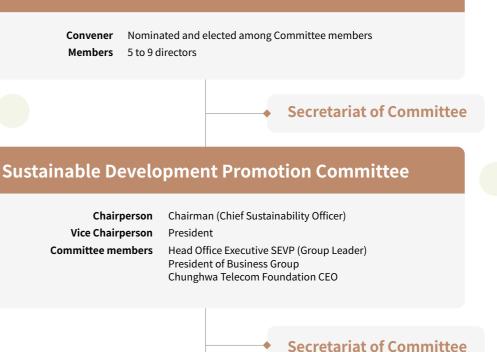
Sustainable Development and Strategy Committee

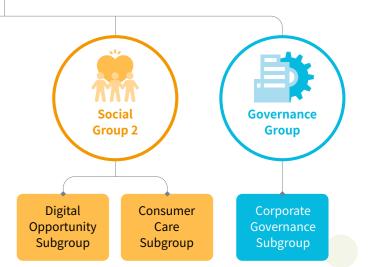
Members 5 to 9 directors

Vice Chairperson Committee members

President









MATERIAL TOPICS AND IMPACTS

STAKEHOLDERS

ENVIRONMENTAL

22 ESG Management

Internalization and Communication of ESG

Chunghwa Telecom has employees all around Taiwan. In order to ensure that all employees understand the spirit of corporate sustainability, implement it, and provide timely feedback, we have established multiple communication channels within the Company to promote relevant issues; together with the performance evaluation mechanism, these measures have transformed the concept of sustainability into action that we implement in our daily operations.





	Channel	Item	Description
\bigcirc	Communication within Senior Management	Senior management meeting	Material ESG issues are discussed annually in the senior management meeting, and the resulting resolutions indicate our improvement and direction.
		Environmental training	 "5G Plastic Free" sustainability education initiative for employees. "5G Plastic-Free Corporate Volunteer Sustainability Action" training program. Recruitment of environmental protection volunteers to promote environmental awareness.
			 ESG courses to promote ESG awareness among employees and incorporate ESG thinking into the corporate culture: 1. 346 ESG knowledge and competency courses offered to 40,000 complements.
	Employee Training	ESG training	 employees 2. Collaboration with the Taiwan Institute for Sustainable Energy Research to organize the Licensed Corporate Sustainability Manager Training Program, which helped 156 employees obtain the license, making CHT the company with the greatest number of licensed corporate sustainability managers in Taiwan
			 15 employees with a CDMP (Certified Data Management Pro- fessionals) license
		New employee training	New employees undergo digital pre-service training and the Growth Camp, which include corporate values, personnel systems, work rules, and the labor-management relationship.
		e-Learning	We post relevant training courses and information on the e-Learning system that can be downloaded and studied freely by the employees.



Communication with Employees

Channel

Other

Administrative sustainability performance Online quiz

EIP Portal

Item

Annual **Evaluations**

We conduct annual training and testing on the "Code of Ethics of Chunghwa Telecom Co., Ltd.", "Chunghwa Telecom Ethical on ethics Corporate Management Best Practice Principles" and "Prevention regulations of Insider Trading".

Employees who violate the "Code of Ethics of Chunghwa Telecom Reports Co., Ltd." and "Chunghwa Telecom Ethical Corporate Management and appeals Best Practice Principles" are dealt with in accordance with Company regulations. Internal training on new ways of preparing reports is held from time ESG Report workshop to time to increase employee awareness of ESG trends.

Official website and social media

Description

An internal website/system is provided for employees to submit suggestions, innovative ideas, and other feedback to encourage employee participation. An employee platform has also been established that includes an open channel for complaints and whistleblowing as well as communication channels for exchanging messages and information.

Sustainable development goals are included in the annual performance evaluation to serve as the basis for assessing the effectiveness of unit-level promotion.

The official website and Chunghwa Telecom's YouTube channel both include a ESG section and we have set up a FB fan page.

OVERVIEW



STAKEHOLDERS

ENVIRONMENTAL

B Material Topics And Impacts

Process for Determini	ng Material Topics	p.28
2023 Material Topics		p.30

ssessing the impact of material ESG issues is a Crucial step to ensure Chunghwa Telecom's robust progress on the path to sustainability. This process not only aids in identifying and addressing potential risks but also uncovers opportunities for promoting long-term development across economic, social, and environmental dimensions.

> The SDGs CHT contributes to in this chapter





Process for Determining Material Topics

Steps for Determining Material ESG Topics



CONTENT



NO IMPACTS

28 Process for Determining Material Topics

Ongoing Collection / Identification of Sustainability Topics

Information on international trends in sustainability/ ESG topics, disclosure frameworks/standards (e.g., GRI Standards, TCFD, and SASB), sustainability ratings (e.g. DJSI and MSCI), international benchmarks, and the relevant ESG news concerning Chunghwa Telecom in 2023 are collected in an ongoing manner. In line with the Company's short-, medium--, and long-term ESG goals, topics under different aspects are identified, and relevant information is collected.

Materiality Evaluation

Feedback from external stakeholder assessments is integrated. The actual and potential impacts of topics under the various ESG aspects are determined by different ESG groups via questionnaires and interviews according to the double materiality principle, followed by an assessment of the materiality of each topic.

Prioritizing

STEP 3

After the materiality assessment, the ESG groups conduct the final analysis and discussion of the topics on the basis of internal considerations, practices in the industry, and benchmarks, along with the opinions of external stakeholders. A "significance threshold" is set for prioritization of the topics based on actual and potential impacts, after which the annual ESG Materiality Matrix is mapped out.

Materiality Assessment – External Stakeholder Engagement Process

A variety of communication and engagement interfaces are in place at Chunghwa Telecom. Different types of external stakeholders, such as competent government authorities, academia, non-profit organizations, consumers, and suppliers are invited to jointly identify and assess ESG topics opinions to further broaden the field of view for ESG topic determination. The engagement channels include:



Material topic survey on the corporate website:

The "Material Topic" page was set up in the external stakeholders to participate in the identification and assessment of ESG topics and provide their views and recommendations.



Stakeholder forums:

In-depth discussion and understanding of ESG topics are facilitated through the organization of and participation in ESG-themed

Interviews and questionnaires:

The opinions and recommendations of external stakeholders are collected via interviews and questionnaires at various activities/conferences to help us form a better understanding of how certain ESG topics may impact our operations.

Community engagement:

To increase the scope and depth of discussion, we invite external stakeholders via social media to put forward their opinions



Result Confirmation / **Materiality Matrix**

After the ESG groups agree on the ESG Materiality Matrix for the year, it is submitted to the Sustainable Development and Strategy Committee (composed of the top ESG supervisors and a representative of the Board of Directors) for review and sign-off to verify the results of the material ESG topic identification for the year, which serves as a crucial reference for the disclosures in the annual ESG Report/action plan.







Communication and Grievance Channels:

We provide a variety of platforms and channels, such as online forms, mailboxes, and telephone hotlines, for external stakeholders who wish complaints about our ESG efforts. To ensure carefully review and respond to every comment and strive to respond to each one promptly.

MATERIAL TOPICS AND IMPACTS

28 Process for Determining Material Topics

STAKEHOLDERS

ENVIRONMENTAL

30 2023 Material Topics

2023 Material Topics

OVERVIEW

Actual Positive

ESG	Material	Double	Double Materiality		Target of the	Corresponding
Aspect	Topics	Impact on the Operations and Businesses	Impact on the Environment, Society, and People	Cause of the Impact	Impact	Corresponding GRI Topics
E	Carbon Emission Reduction and Climate Adaptation	High carbon fees (taxes) are levied due to ineffective carbon emission reductions, increasing direct/indirect operating costs and potentially reducing climate resilience and adaptive capacity.	Failure to effectively promote climate transition actions and reduce carbon emissions hinders achieving net-zero emissions, impacts low-carbon development in the ICT industry, diminishes competitiveness, and negatively affects climate change.	Business Activities Products and Services Business Relationships	CHT, All Suppliers	Emissions
	Building a Happy Workplace	A welcoming, positive workplace encourages employees to be more creative and proactive, which leads to increased work efficiency and talent retention for greater long-term corporate growth.	A positive brand image can improve community relations and is conducive to the stability and development of society.	Business Activities Products and Services	Employees	Employment
S	Customer Trust	To ensure regulatory compliance and protect our brand image, we are actively developing sustainable low-carbon products and services, and we regularly review health and safety regulations and organize corresponding internal training.	To safeguard the rights and interests of consumers, we formulated a comprehensive product health and safety evaluation system (which includes electromagnetic compatibility tests) to ensure that all products are properly labeled.	Business Activities	Customers	Customer Health and Safety
	Cybersecurity and Privacy Protection	Establish well-rounded cybersecurity management systems and mechanisms, and conduct regular audits and exercises, to ensure that customer privacy is secure and free from violation, elevating the corporate reputation.	Provide high-quality cybersecurity services and technical support, effectively expand and communicate correct cybersecurity concepts and technical services and assist industries and the general populace to effectively manage and control cybersecurity risks.	Business Activities Products and Services Business Relationships	Customers	Customer Privacy
G	Value of Innovation in Corporate Operations	Innovation in operations leads to the development of exciting new products and services, which in turn helps us achieve economy of scale, improve profitability, and expand our market share.	Innovation can diversify our product and service lineup, creating more jobs and spurring local economic growth. Innovative technologies and solutions can also reduce energy intensity and carbon emissions.	Business Activities Products and Services Business Relationships	Shareholders, Employees	Economic Performance
	5G Application and Industry Ecosystem	A significant portion of procurement is local, fostering strong community relations, ensuring supply integrity, and enhancing financial and economic stability, which benefits the industrial ecosystem.	This approach indirectly promotes regional economic development through supply chain activities, attracting investments and increasing job opportunities.	Business Activities Products and Services Business Relationships	All Suppliers	Procurement Practices
	Integrity in Corporate Governance	Consider anti-corruption risk as an overall risk of the Company for an effective assessment and management to minimize possible litigation and operational risks arising from corruption.	Establish complete anti-corruption policies and procedures to effectively manage corruption risks in the supply chain, reduce unethical business conduct in the industry, and elevate good social ethos.	Business Activities Business Relationships	Employees, All Suppliers	Anti-corruption

Actual Negative

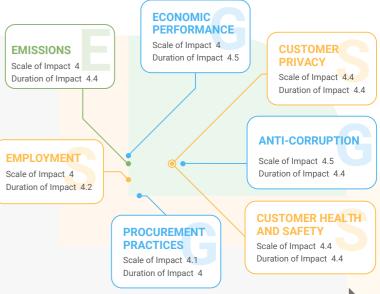
ESG Material Aspect Topics	Double Materiality		Cause of	Target of the	Corresponding	
	Impact on the Operations and Businesses	Impact on the Environment, Society, and People	the Impact	Impact	Corresponding GRI Topics	
S	Diverse and Inclusive Workplace	The rising average age of the organization and excessive homogeneity, failure to incorporate representatives of diverse groups, and inability to think outside the box hinder innovation and development, which impede the development of emerging industries and services.	The lack of diversified employment mechanism renders inability to provide ample job opportunities for diverse talents, obstacles for young talents to enter the job market, and impacts on the innovation, creativity, and entrepreneurship in the ICT industry, affecting the overall economic development of the industry.	Business Activities Products and Services Business Relationships	Employees	Diversity and Equal Opportunity
G	Integrity in Corporate Governance	Corruption and bribery can result in lower efficiency, unfair business practices, and regulatory fines, which can negatively impact share prices and investor confidence.	Corruption and bribery jeopardize the trust that the general public places in the Company, raise doubts over business integrity and resource allocation, and negatively impact economic development.	Business Activities Business Relationships	Employees, All Suppliers	Anti-corruption

Du ation

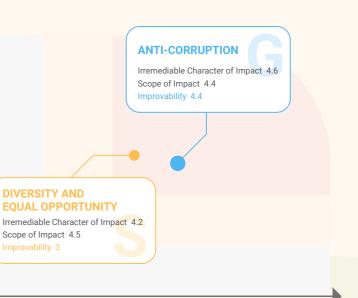
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Scale of Impact



Irremediable Character of Impact

CONTENT	CORPORATE OVERVIEW	SUSTAINABILITY MANAGEMENT	MATERIAL TOPICS AND IMPACTS	STAKEHOLDERS ENGAGEMENT	ENVIRONMENTAL
		2	Process for Determining Material Topics	30 2023 Material Topics	

Potential Positive

ESG Material Aspect Topics	Double Materiality		Cause of	Target of the	Corresponding	
	Impact on the Operations and Businesses	Impact on the Environment, Society, and People	the Impact	Impact	Corresponding GRI Topics	
S	Safeguarding Human Rights	Human rights protection measures can enhance employee trust and loyalty as well as the Company's reputation and image among external stakeholders, allowing it to attract outstanding talent.	An active stance on labor rights can improve labor relations, prevent losses in productivity attributed to labor strikes and demonstrations, and in turn, maintain stability in society.	Business Activities Products and Services	Employees	Freedom of Association and Collective Bargaining

Potential Negative

ESG	Material	Double M	Materiality	Cause of	Target of the	Corresponding	
Aspect	Topics	Impact on the Operations and Businesses	Impact on the Environment, Society, and People	the Impact	Impact	Corresponding GRI Topics	
E	Net Zero Transformation and Green Energy	Net zero transformation and green energy both require considerable capital investment and are highly contingent on changing market needs and regulatory requirements. Costs associated with such initiatives could threaten the Company's profitability.	Individuals whose income depends upon traditional forms of energy may be impacted financially. The installation of renewable energy facilities may come at the cost of valuable farmland, impacting the livelihoods of local farmers.	Business Activities	CHT, All Suppliers	Energy	
-	Sustainable Supply Chain Management	Plan and institute the complete supplier sustainability management plan to assess and identify the environmental and sustainability risks of suppliers on a regular basis, improve their competencies, and reduce the risk of violation of the laws by the Company via a well-rounded ESG assessment and audit mechanism.	A complete sustainable supply chain management plan to regularly assess the ESG risks of suppliers and work with suppliers with excellent ESG performance to effectively reduce the environmental impacts from suppliers' operations and drive the improvement of ESG competencies in the industry.	Stakeholder Designated Topics	Significant Suppliers	Supplier Environmental Assessment	Possibility
S	Cybersecurity and Privacy Protection	Leaks or improper use of personal data may lead to regulatory fines, damage to the brand image, and loss of customer trust. In addition, compliance with personal data protection regulations requires considerable time and resources.	Leaks or improper use of personal data threatens the trust that the general public places in the Company threatens people's privacy, and can lead to identity theft and fraud.	Stakeholder Designated Topics	Customers	Customer Privacy	

Note: Material topics additions and revisions for 2023: 3 new topics "Economic Performance, Energy, and Employment", and 1 topic "Market Presence" was deleted.



Stakeholders

Duration of Impact

Irremediable Character of Impact 4.2 Possibility 4.5

> CUSTOMER PRIVACY Specific Topics of Stakeholders

Irremediable Character of Impact

Management Procedure

ESG Aspect	Material Topics	Policy/Commitment	Verification and Tracking Mechanisms	ESG Goal	Progress in 2023
	Energy		 Responsible/grievance unit: Environmental Division under the Sustainable Development and Strategy Committee Renewable energy risk included in the scope of the Risk Management Committee's monthly reviews and annual Board reports Carbon Disclosure Project (CDP) and climate change surveys 	100% use of renewable energy by 2040	73,575 MWh of renewable energy used (5.16 % of all energy used)
	Emissions	Establish a systematic and organized corporate governance structure through the Sustainable Development Commit- tee and the Risk Management Committee combined with the existing internal control and risk management mecha- nism, with reporting to the Board of Directors quarterly to ensure that the Board of Directors is kept updated on climate change topics.	 Responsible/Grievance Unit: Environmental Group under the Sustainable Development Committee Internal carbon pricing system TCFD Conformity Checks Public commitments by major suppliers to CHT's net-zero goal ISO 14064-1 Greenhouse Gas Verification CDP questionnaire Science-based Targets Initiative 	 2030: 50% carbon reduction over base year of 2020 2050: Net Zero Emissions 	Carbon emissions reduced by 0.1259 million tons (15.94 %) over the base year of 2020
	Supplier Environmental Assessment	All bidders are required to fill in the "Supplier ESG Status Self-Assessment Form," which covers corporate ethics, labor rights, environmental management, and occupational health and safety; suppliers are specifically required to abide by the Chunghwa Telecom Company, Ltd. Supplier Code of Conduct in the procurement contract.	 Responsible/Grievance Unit: Supply Department CDP Supply Chain Program Second-party audits Sustainability Partner Rating System 	 100% completion of tier-1 suppliers' ESG compliance reviews 100% completion of significant tier-1 suppliers' ESG compliance reviews and on-site inspections by 2025. 	 100% completion rate of the supplier ESG survey 90% completion rate of supplier ESG reviews and on- site inspections
	Employment	Employees are the most crucial asset of a company. To foster better labor relations and improve employee welfare, we sign an official labor contract with every employee we hire. Furthermore, we are committed to creating a safe and healthy workplace that offers a wide range of employee benefits.	 Responsible/Grievance Unit: Organization and Talent Development Department Labor contracts with new hires Streamlined grievance channels and speedy handling of employee complaints 	 100% labor contract coverage rate among new hires Complaints processed in accordance with regulations 	 100% labor contract coverage rate among new hires 70 complaints received and handled in a timely manner
\sim	Diversity and Equal Opportunity	Chunghwa Telecom is committed to gender equality and diversity and attaches great importance to fair pay and pro- motion opportunities, ensuring that employees are not subject to discrimination, harassment, or unfair treatment due to ethnicity, gender, religion, age, political leanings, or any other attribute protected by applicable laws and reg- ulations.	 Responsible/Grievance Unit: Organization and Talent Development Department Labor-management conference Appeals Review Committee to handle matters of discrimination, harassment, or unfair treatment A labor union representative holds a seat as a labor director on the Board of Directors. 	 Promotion of Women Balance Power Program More than 50% of members on the Appeals Review Committee are women 	 More than 30% employees receiving transfer training are women Employees with disabilities: 3.19 times higher than the statutory standard
	Freedom of Association and Collective Bargaining	We sign collective agreements with the Chunghwa Telecom Workers' Union to safeguard labor rights. A labor repre- sentative also serves on the Board to ensure that employees' voices are heard.	 Responsible/Grievance Unit: Organization and Talent Development Department Periodic employer-employee meetings and negotiations Encouraging employees to join the union 	Bimonthly employer-employee meetings	 7 nation-wide employer-employee meetings and 10 informal meetings 99% of employees covered by collective agreements
S	Customer Health and Safety	Regarding potential impacts on human health and safety from our services, we strictly adhere to the electromagnetic wave safety standards required by the National Communications Commission (NCC) when installing mobile commu- nication systems and undertaking electromagnetic radiation testing in compliance with relevant laws and regulations to resolve doubts over possible impacts.	 Electromagnetic radiation testing service: +886 800 580 010 Regulations for Administration of Base Stations of Mobile Communications Network Businesses 	 Compliance with the recommended non-ionizing radiation exposure limits for the general public in non-occupational environments Specific absorption rate (SAR) in line with NCC standards 	No noncompliance reported
	Customer Privacy	Our Privacy Policy that applies to all Business Groups, operating sites, subsidiaries, and suppliers has been stipulated. We have established the "Cybersecurity and Privacy Protection Steering Committee". A SEVP is appointed by the Chair- man as CISO to exercise security management and protection measures for personal data and privacy. We ensure that we are meeting our commitment to our zero-tolerance goal via regular meetings and third-party verification.	 Responsible/Grievance unit: Chief Information Security Officer (CISO) Information security and personal data risks included in the scope of the Risk Management Committee's monthly reviews and annual Board reports Annual third-party conformity verification for Privacy Policy International management system certification and audits Performance reviews and rewards/penalties: Cybersecurity and privacy protection included as part of the performance review for all employees 	 Maintaining 0 incidents involving major cybersecurity or personal data breaches Maintaining validity of certificates 	No incident of personal data breaches
	Economic Performance	We provide competitive compensation and benefits exceeding industry standards. Leveraging our ICT expertise, we aim to reduce the digital divide, create digital opportunities, and promote universal service infrastructure through social initiatives. We also publish annual TCFD reports, conduct third-party audits, and disclose climate-related risks and opportunities to stakeholders.	 Annual universal service performance review TCFD Conformity Check Donations to the Chunghwa Telecom Foundation Human Capital ROI 	 100% policy compliance Annual TCFD reports 100% investment in maintenance and operation of Digital Good Neighbors program ROI > 2 	 Universal service: NT\$595,968 thousand Certification to the highest grade of TCFD Conformity Check for 4 consecutive years The Digital Good Neighbors were located in 89 places ROI reaches 2.02
<u>IIIII</u> G	Procurement Practices	Exercise green procurement. Green products with green labels (low in pollution, recyclable, resource efficient, or green building materials), self-declared, or with lower environmental impacts throughout their lifecycles (from resource pro- curement to disposal) are prioritized for procurement, along with active participation in green procurement initiatives and campaigns. We commit to a "local procurement" strategy, sourcing professional network equipment internationally only when necessary, and actively promoting local procurement to boost Taiwan's economic development.	 Responsible / Grievance Unit: Supply Department ISO 20400 Sustainable Procurement – Guidance as the reference 	 2035: The green procurement amount accounting for over 50% of total procure- ment Annually, local procurement exceeds 90%. 	 Green procurement amount in the total procurement: 29.39% Local procurement accounts for 96% of the total procurement value.
G	Anti- corruption	To strengthen ethical management, the Ethical Corporate Management Best Practice Principles and Code of Conduct have been established to require the highest business ethical standards; the anti-corruption, anti-bribery and an- ti-money Laundering policy upholds the principle of zero tolerance of corrupt activities and specifies clear guidelines to combat corruption and anti-bribery, to regulate all business interactions.	 Responsible/Grievance Unit: Organization and Talent Development Department Reward/Penalty system: ethical management policy integrated into employee performance appraisals and human resources policy "Code of Conduct" undergoes annual third-party conformity verification 	 Maintaining zero corruption Obtaining Certificate of Conformity (ongoing) with independent verification by SGS-Taiwan for Code of Conduct 	 Zero incidents of involving corruption Statement of CoC Conformity for "Code of Conduct" from SGS-Taiwan for 5 consecutive years

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Stakeholders Engagement



Engagement Policy and Management

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2023 ESG Results of Critical Stakeholders Engagement p.38

hunghwa 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.

ENGAGEMENT POLICY AND MANAGEMENT

★ Stakeholder Engagement Policy 🖸

The SDGs CHT contributes to in this chapter





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38 2023 ESG Results of Critical Stakeholders Engagement

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

	3,435									00
Stakeholder	Meaning to Chunghwa Telecom	Focus GRI Topics	Communication Channel	Communication Frequency		Stakeholder	Meaning to Chunghwa Telecom	Focus GRI Topics	Communication Channel	Communication Frequency
Shareholders/ Investors	As shareholders / investors are our stockholders, we must be accountable to them.	Economic Performance	 Shareholders' meeting Shareholder hotline/ mail Earning results conference 	 Annually Real-time Quarterly Non-periodic 	-	Local Communities	We wish to reciprocate for society with our professional standing in telecom and create a better future.	 Procurement Practices Energy Customer Privacy 	 E-mail Hotline Stakeholder forum 	 Real-time Non-periodic
Employees	Employees are critical to the sustainable development and they are the driving force for sustainable growth.	 Employment Freedom of Association and Collective Bargaining Diversity and Equal Opportunity 	 E-mail Telephone call Labor employer meeting Negotiation meeting 	 Real-time Every 2 months Non-periodic 		Media/ Accreditation Institutes	We have learned and grown with the media and accreditation institutes through their mentorship in sustainable development.	- Anti-corruption	 E-mail Hotline Press release Press conference 	 Real-time Non-periodic
Clients/ Customers	Only when customers prefer the products and services of Chunghwa Telecom could we have value for existence.	 Customer Privacy Customer Health and Safety 	 Service hotline Customer service center E-mail 	Real-time		Competent Authorities/ Government	Our products, services and related marketing behaviors are subject to audits by the competent authority.	 Energy Emissions Customer Health and Safety 	 Public hearings / press conferences Negotiations / business inspections E-mail Official documents Meetings Telephone hotline Visits 	 Real-time Non-periodic
Suppliers	The large product and service chain of Chunghwa Telecom relies on the stable support of the suppliers.	 Procurement Practices Emissions Supplier Environment Assessment 	 Hotline ESG Supplier Conference Environmental education visits Supplier ESG Training Survey 	 Real-time Annually Non-periodic 		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	 Official document Meeting Telephone call 	 Real-time Non-periodic

* Communication Channels 🖸 🛛 * Chunghwa Telecom Stakeholder Engagement Guidelines 🖸



37 Engagement Policy and Management

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



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: Coorganized with 3 local communities
- GDN Little Directors: Co-organized with 11 local communities



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Competitors
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346 press releases in total

27 press conferences in total

Media

87 conferences attended



2023 Sustainable Supply Chain Summit

Chunghwa Telecom and its media partners co-organized the 2023 Sustainable Supply Chain Submit. 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.

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.



38 2023 ESG Results of Critical Stakeholders Engagement

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5 Environmental

RESPONSIBILITY

With "becoming a green corporation" as our sustainability goal, we established an Environmental Division under the Sustainable Development Execution Committee to be in charge of setting short-, medium-, and long-term goals in our operational plans for net zero emissions, energy conservation, and environmental sustainability. We also formulated internal environmental protection guidelines and green energy/GHG reduction goals.

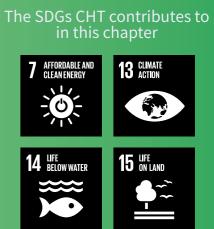
STRATEGY

- · Develop an in-house smart energy management system to effectively control carbon emissions
- · Actively seek resource recycling and reuse opportunities

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Environmental Group

· Improve energy efficiency and increase use of renewable energy



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54 Biodiversity

Key Environmental Performance Data



Environmental Information **Disclosures**

- Annual Execution of 100% Greenhouse Gas Inventory at All Operation Sites with External Verification Statements
- Responded to the annual Carbon Disclosure Project (CDP) questionnaire and **receive an 'A' rating** (highest possible rating)
- Signed on as a supporter of the Task Force on Climaterelated Financial Disclosures (TCFD) initiative, certified at the highest level in TCFD Conformity **Check** for 4 consecutive years
- Signing the Chunghwa Telecom Biodiversity and No Deforestation Commitment



- systems by the end of 2023
- Total use of Renewable Energy: 73.575 MWh
- Acquired **73,541** Taiwan Renewable Energy Certificates



Improve Energy Use Efficiency

The PUE value of IDC data centers has decreased from the 2020 baseline of 1.67 to 1.63 in 2023.

Autonomous Environmental Protection

- Replaced old vehicles with environmentally friendly ones, and introduced **electric vehicles**
- **Sponsored** the construction of the **YouBike** station at the corner of Xinyi Road and Hangzhou South Road
- Promoted clean homes, energy-saving offices, car-free days, and paperless Office Document Automation System (ODAS)
- Taiwan Energy Conservation Patrol: focus on increasing energy efficiency within small and medium enterprises and institutions for the disadvantaged
- · Set industrial waste **reduction and** recycling targets

Value-Added Products and Services

- Only in the industry in Taiwan: Syntrend store acquired EPA Carbon Label for Services
- · Promoted e-billing in conjunction with marketing promotion that stressed **eco-friendliness**, energy-savings, and emission reductions
- Electronic invoicing: invoice data were prepared for **permanent cloud storage** to save on material and human resources and receive preferential tax treatment as an incentive and exemption from fines by the government
- **iEN smart energy-saving services** and promotion of energy-saving products
- Recycled 11.551 metric tons of used smartphones (91.42% recycling rate)
- MOD Set-Top Box obtained **ISO 14067** Carbon Footprint of Products



Environmental Management Expenses

Initiative Action	Short-term Target	Mid-term Target	Long-term Target	Status
EV100	Replace 30%–50% of business and construction vehicles with new electric vehicles between 2024 and 2026	100% procurement of electric vehicles by 2027	Achieving 100% Electrification of Engineering and Public Transport Vehicles by 2030	On schedule
SBTi	 10.1% decrease in scope 1 & 2 emissions by 2024 (vs. 2020 levels) 7.5% decrease in scope 3 emissions by 2024 (vs. 2021 levels) 	 50% decrease in scope 1 & 2 emissions by 2030 (vs. 2020 levels) 22.5% decrease in scope 3 emissions by 2030 (vs. 2021 levels) 	Net zero by 2050	On schedule
PUE values of IDCs	1.61	1.55	1.5	On schedule
Rate of Renewable Energy Use	-	2030: 100% renewable energy used in IDCs	RE100 (100% of operating sites using renewable energy) by 2040	On schedule



64 Energy Resources

Item	2021	2022	2023
Environmental management expense (NT\$ thousand)	330,550	348,375	365,284
Turnover (NT\$ thousand)	210,477,947	216,739,234	223,199,260
Accounted percentage of turnover (%)	0.157	0.1607	0.1637

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Climate Strategy and Management

Chunghwa Telecom recognizes that climate change poses both challenges and opportunities for the telecommunications industry. We closely monitor global climate change developments and adopt Science Based Targets (SBTi) for scientifically quantified carbon reduction. Our dual strategies of "technology-driven carbon reduction" and "renewable energy usage" underpin our commitment to 100% renewable energy by 2040 and achieving net-zero emissions by 2050, aligning with global climate goals



Critical Climate Action

Action Item	Description
	 We became officially certified by the Science-Based Targets Initiative (SBTi) in 2023 for our GHG reduction targets
Set Science-Based Targets Initiative (SBTi)	 We aim to cut Scopes 1 and 2 GHG emissions by 50% by 2030 (vs. 2020 levels) and cut Scope 3 GHG emissions by 22.5% (vs. 2021 levels) by 2030. Pledge to achieve net zero emissions by 2050 in line with the Special Report on Global Warming of 1.5 °C published by the United Nations' Intergovernmental Panel on Climate Change (IPCC).
	 Internal Carbon Fee Fund: We established an internal carbon pricing system with NT\$1,600 per tCO₂e as the base price for cost calculations.
Internal Carbon Pricing and Internal Carbon Fee	 67 Internal Carbon Fee Fund projects amounting to NT\$600 million were approved in 2023 to support R&D in innovative carbon reduction technologies and solutions.
Fund	 The Internal Carbon Fee Fund is intended to support not only carbon reduction initiatives but business transformation. We hope to expand our lineup of sustainable products and services through the innovation of low-carbon technologies.
	 We officially joined the RE100 initiative in May 2023 with a pledge to reach 100% company-wide renewable energy use by 2040
RE100	• We are actively investing in renewable energy. In 2023, we installed 69 in-house solar power facilities.
	 In 2023 we generated 73.575 MWh of renewable energy
	 Technology-based carbon reduction strategy
	 Introduction of new 5G C-RAN architecture to improve cell tower energy efficiency and overall network performance
	 Closing down of 3G networks to reduce energy consumption
Technology-based	 In-house development of a smart energy operations center (EOC) capable of automatic data collection and analysis for real-time energy efficiency improvements
Carbon Reduction	 Improvements to power usage effectiveness (PUE) at IDCs; implementation and promotion of Voice over Internet Protocol (VoIP) technology
	 Service as a board member of IOWN Global Forum, Inc.
	 Implementation of an all-optical network strategy to achieve the following sustainability goals: 100x energy efficiency, 125x bandwidth capacity, 200x lower latency
	 Active participation in carbon emissions trading: We were among the buyers of the first batch of carbon credits issued by the Taiwan Carbon Solution Exchange (TCX)
Carbon emissions trading	• We purchased 3,000 metric tons worth of carbon credits for our 2020 solar power project and obtained Gold Standard certification. We plan to use the credits to offset our product's carbon footprint following ISO 14068-1.



2030 Carbon Reduction Pathway

actively participates in domestic and international net zero initiatives in support of the Paris Agreement, which hopes to limit global warming to under 1.5°C. In July 2023, we received SBT certification for our near-term GHG reduction goal. We also joined the RE100 initiative and pledged to meet the following targets by implementing a series of carbon reduction projects:

- Absolute Scopes 1 & 2 emissions down 50% by 2030 (compared to base year 2020 levels)
- · Absolute Scope 3 emissions down 22.5% by 2030 (compared to base year 2021 levels)
- 100% use of renewable energy at IDCs by 2030
- RE100 across all sites by 2040



Science Based Targets (SBT) for Carbon Reduc

Science Dasea ra				mineu	action		$ \ge $	122			
	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
Scope 1 & 2	Base Year	1.70%	3.70%	6.50%	10.10%	14.50%	20.00%	26.00%	33.00%	41.00%	50.00%
Scope 3		Base Year	2.50%	5.00%	7.50%	10.00%	12.50%	15.00%	17.50%	20.00%	22.50%

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Task Force on Climate-Related Financial Disclosures

Chunghwa Telecom was the first telecom company in Taiwan to sign on as a supporter of the Task Force on Climate-related Financial Disclosures (TCFD) initiative. Since 2020, CHT has utilized the TCFD framework to conduct analyses of climate risks and opportunities to promote climate change mitigation and adaptation for an ongoing reduction of operational risks for the Company and to encourage other industries to create low-carbon business opportunities.

Furthermore, CHT was the first telecom carrier in the world to pass the TCFD Conformity Check and has been certified at the highest level (Level 5+: Excellence) in the TCFD Conformity Check for 4 consecutive years.

* For more information about TCFD, please refer to the Chunghwa Telecom TCFD report 🖸

FCFD Framework	Disclosure	Description
		 In 2023, a Board-level "Risk Management Committee" was established to enhance board functions and risk management, comprising seven directors to discuss key corporate and climate risks.
Governance	(1) Describe the Board's oversight of climate- related risks and	• The "Sustainable Development Committee" and "Strategy Committee" merged into the Board-level "Sustainable Development and Strategy Committee," the highest guiding body for sustainability. This committee meets quarterly to guide sustainability vision, policies, and goals.
	opportunities.	• Dual mechanisms of the "Sustainable Development and Strategy Committee" and the "Sustainable Development Promotion Committee," along with internal controls and risk management, ensure quarterly reports to the Board, strengthening oversight on climate change issues.
	(2) Describe management's role in assessing and managing risks and opportunities.	The Environmental Division of the Sustainable Development Execution Committee plans and implements climate change and carbon management actions, aligning with Board and Sustainable Development Committee strategies, international investment and rating requirements, and stakeholder needs.
	(3)	 We identified 11 climate risks in 2023 (3 were high-risk, 3 medium-risk, and 5 low-risk)
	Describe the climate- related risks and opportunities the organization has	• Key high-risk factors include the impact of the 2050 net-zero emissions policy and changes in Taiwan's energy structure, leading to increased electricity costs, and the rising frequency and severity of typhoons and heavy rainfall, causing potential damage to facilities and equipment.
	identified over the short, medium, and long term.	 Main climate opportunities: Development of new energy sources and green products/services
Strategy	(4)	
	Describe the impact of climate-related risks	 We have determined corresponding measures for and financial impacts of each climate risk and opportunity.
	and opportunities on the organization's businesses, strategy, and financial planning.	 Evaluation items include climate-related risks and opportunities, direct costs, indirect costs, capital expenditures, capital allocation, acquisitions and divestment, financing channels, and assets and liabilities
	(5) Describe the resilience of the organization's	• We analyzed the short-, medium-, and long-term climate change risks and opportunities throughout our product life cycle (including upstream and downstream activities) under IEA STEPs (baseline scenario) and IEA NZE (+1.5°C scenario).
	strategy, taking into consideration different	 Climate mitigation strategy (transitional risks) under IEA STEPs (baseline scenario) and IEA NZE (+1.5°C scenario)
	climate-related scenarios	 Climate mitigation strategy (physical risks) under IPCC SSP5-8.5 (baseline scenario) and IPCC SSP1-2.6 (+1.5°C scenario)



(11)

Disclosure

TCFD Framework

Metrics and

Targets

(10) Disclose Scope 1, Scope 2,	Scor
and opportunities in line , with its strategy and risk management process.	Clin
assess climate-related risks	Clin

and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.

Climate risk mitigation:

- Ultimate goal: Net zero by 2050
- Scopes 1 & 2: Reduce by 50% by 2030 compared to 2020 levels (15.94%) reduction achieved in 2023, on track)
- Scope 3: Reduce by 22.5% by 2030 compared to 2021 levels (5.76%) reduction achieved in 2023, on track)

- Describe the targets used Goal-setting based on short-, medium-, and long-term climate change by the organization to mitigation plans manage climate-related For outcomes in 2023, please refer to Chunghwa Telecom's Short. risks and opportunities and Medium, and Long-term Climate Change Adaptation Plans performance against targets.

Climate opportunities: green products and services

- In 2023, CHT gained NT\$16,799 million in revenue from its main green products, including Cloud services and IoT services (e.g., iEN, IVS, ITS, and smart buildings).
- · It is projected to grow by an average of over 2.6% per year and produce a cumulative income of NT\$53,250 million in the next 3 years.

Description

• Following TCFD guidelines, we collected and reviewed industry risk reports from around the world and policies and regulations formulated by the Taiwan government to identify medium- to long-term climate risks and opportunities.

• We formulated a set of climate risk evaluation procedures following ISO 31000 (risk management standards) and classified risks into three levels (high, medium, and low) based on their likelihood and impact.

The Risk Management Committee, a Board-level functional committee, was established in 2023 to enhance board members' accountability and the Company's risk management system.

 The Environmental Division of the Sustainable Development Execution Committee regularly reports analysis results to the Risk Management Committee, which reviews climate change and associated risks to implement mitigation measures.

TCFD implementation results, including risk assessments, are regularly reported at Execution Committee meetings and periodically to the Board of Directors as needed.

• Climate risk mitigation: Greenhouse gas emissions (Scopes 1, 2 and 3)

- mate risk mitigation: Severity of climate-related disasters
- mate opportunities: Green products and services

ope 1 GHG emissions: 18.874.8892 t-CO₂e

- Scope 2 GHG emissions: 645,490.6474 t-CO₂e
- Scope 3 GHG emissions: 1,814,662.2596 t-CO2e

Climate risk mitigation: Severity of climate-related disasters

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Climate Transition Plan

Extreme weather events like typhoons and floods can damage telecommunication facilities (including cell towers), disrupting communications, incurring repair costs, and affecting business. Long-term climate changes, such as global warming, altered precipitation patterns, and rising sea levels, can increase air-conditioning costs, damage key assets, and cause operational interruptions. To address these risks, we have implemented climate transition plans:



- 1. Improving Energy Efficiency: Enhancing IDC power efficiency, replacing outdated equipment, optimizing facilities, and continuously improving product energy efficiency.
- 2. Renewable Energy: Building and purchasing renewable energy and developing energy storage facilities.
- 3. Technology-based Carbon Reduction: Developing smart energy conservation and IDC air conditioning monitoring systems for dynamic energy management and carbon reduction.
- 4. Internal Carbon Pricing: Establishing a carbon tax fund to encourage innovative carbon reduction projects and low-carbon products.

These plans aim to enhance energy efficiency, and asset resilience, and reduce operating costs. We are also developing lowcarbon products to meet clients' net-zero standards and explore the low-carbon market.

Additionally, we support the government's Green Growth energy transformation policy by pioneering a smart energy business model integrating AIoT, big data analytics, and energy-as-a-service (EaaS) solutions, providing innovative energy solutions for Taiwanese businesses.

Indicators and Targets for Identifying and Managing Risks

Risks	Indicators	Targets
Physical risk	Severity of climate-related disasters	To protect telecommunications equipment and facilities from climate-related disasters, we formulated our first climate change mitigation plan in 2020 to address short-term (1–3 years), medium-term (3–8 years), and long-term (> 8 years) risks. The plan covers all current and planned sites and ICT equipment across Taiwan. For equipment-specific goals, please refer to the "TCFD-based Short-, Medium-, and Long-Term Climate-Related Risk Mitigation Plan".
Transition risk	Greenhouse Gas Emissions	50% reduction in Scope 1 & 2 emissions by 2030 (vs. 2020), 22.5% reduction in Scope 3 emissions by 2030 (vs. 2021), and net zero emissions by 2050
	Use of Renewable Energy	Achieve RE100 by 2024
-	PUE of IDC	PUE down to 1.5 by 2030 across all data centers

Greenhouse Gas Emissions Management

Chunghwa Telecom conducted its first GHG inventory in 2008, becoming Taiwan's first company to implement the ISO 14064-1 GHG protocol and receive ISO 14064-1 assurance from a third-party auditor. For 16 consecutive years, our voluntary GHG inventory has covered every site. We plan to expand this inventory to include our value chain partners, aiming to establish a robust IT foundation for systematic GHG reduction management.

Item	2021	2022	2023	Coverage
Direct emissions (Scope 1) t-CO ₂ e	17,887.4701	19,185.3151	18,874.8892	
Indirect emissions(Scope 2) t-CO ₂ e	716,979.2586	694,912.7210	645,490.6474	
Other Indirect emissions (Scope 3) t-CO ₂ e	1,456,835.3440	1,827,858.7749	1,814,662.2596	
Total emissions (Scope 1+ Scope 2) t-CO ₂ e	734,866.7287	714,098.0361	664,365.5366	
Total emissions (Scope 1+ Scope 2+ Scope 3) t-CO ₂ e	2,191,702.0727	2,541,956.811	2,479,027.7962	
Revenues NT\$ in million	178,843.350	182,254.339	188,729.545	Reporting entity
Emission Intensity ratio (Scope 1+ Scope 2) t-CO2e/NT\$ in million	4.11	3.92	3.52	
Emission Intensity ratio (Scope 1+ Scope 2+ Scope 3) t-CO ₂ e/NT\$ in million	12.26	13.95	13.14	
Emission Intensity (Scope 1+ Scope 2) t-CO ₂ e/number of full-time employees	28.08	27.35	25.26	
Emission Intensity (Scope 3) t-CO ₂ e/number of full-time employees	55.66	70.00	68.98	

Notes:

1. Indirect emissions (Scope 2) are calculated based on market-based standards.

2. Our telecommunications industry does not emit ozone-depleting substances or other significant pollutants.

Chunghwa International within the organization.



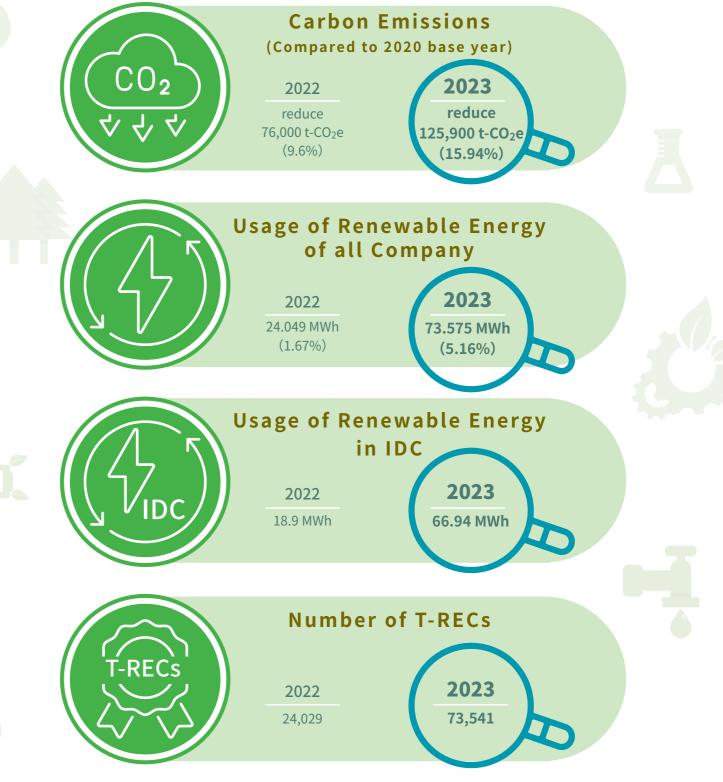
3. Emission intensity is calculated based on the number of full-time employees at Chunghwa Telecom and long-term workers at



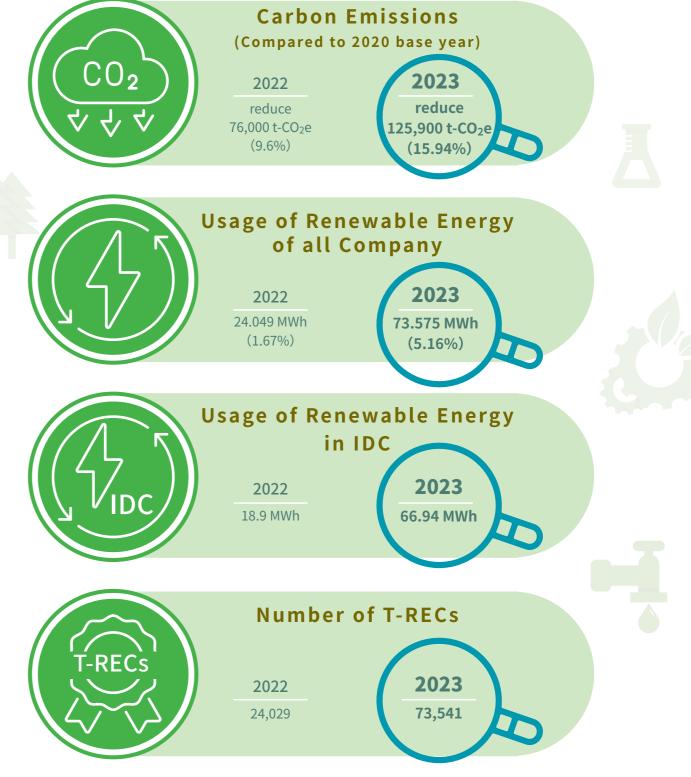


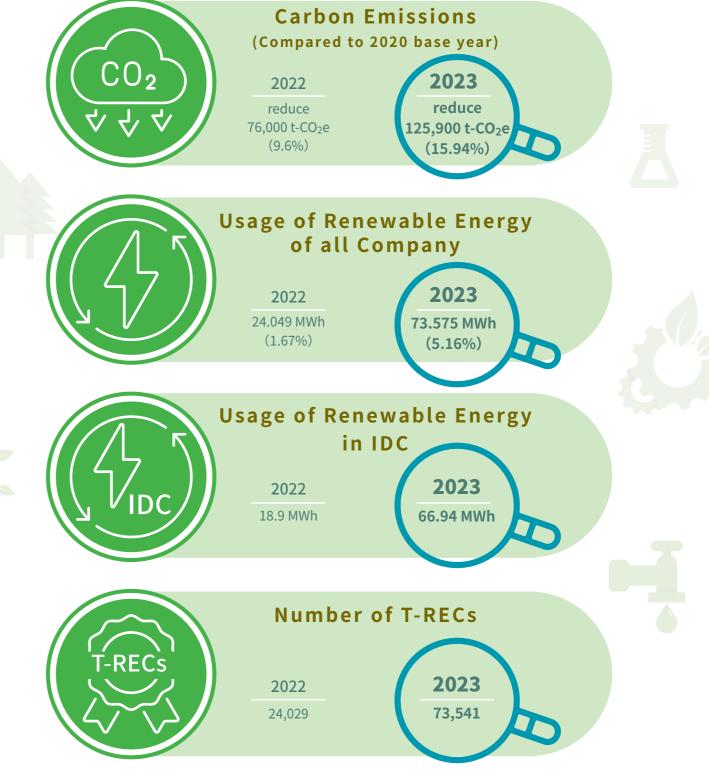
Scope 3 Inventory and Verification

Scope 5 mver	itory and	vermeation	Unit: t-CO ₂ e
Value Chain	Category	Item	Emissions
		Upstream transportation and distribution	1,332.5493
	(3)	Downstream transportation and distribution	56.5917
Upstream	\bigcirc	Business travel	2,948.2363
e pour com		Employee commuting	6,550.9741
		Purchased goods and services	721,023.7360
		Capital goods	471,191.2877
	(4)	Fuel- and energy-related activities	130,772.6964
	Ŭ	Waste generated in operations	936.1923
		Upstream leased assets	17,728.1869
		Use of sold products	449,619.6431
↔ Downstream	(5)	End-of-life treatment of sold products	594.9099
	(5)	Downstream leased assets	10,346.9498
		Investments	1,560.3061
		Total	1,814,662.2596









Carbon Emissions: Emissions from Scope 1 + Scope 2.
 Total Renewable Energy Usage: Includes self-generated and self-consumed energy, and energy from corporate Power Purchase

2023 Carbon Reduction Progress

- Agreements (PPAs).

To achieve our strategic goals in carbon reduction and climate issues, we are committed to reducing carbon emissions, diversifying our renewable energy portfolio, and obtaining state-issued renewable energy certificates (Taiwan-RECs, or T-RECs).

3. Baseline Year Explanation: The target is to reduce Scope 1 + Scope 2 carbon emissions by 50% by 2030 compared to the 2020 baseline, approved by the Science Based Targets initiative (SBTi) and aligned with the 1.5° C goal.

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Biodiversity

Commitment

In today's digital era, telecommunications extend beyond service provision, driving economic, cultural, and societal growth. With the rapid development of 5G and digital transformation, our activities impact the ecosystem. For instance, ICT infrastructure expansions can threaten natural habitats and resources, while energy consumption and electronic waste pose additional challenges. Minor business decisions can significantly affect biodiversity and ecological balance.

Recognizing our responsibility, we actively engage in environmental protection to support biodiversity and zero deforestation, aligning with the UN 2030 Agenda and Vision 2050. In June 2023, CHT Chairman Shui-Yi Kuo signed the Biodiversity and Zero Deforestation Commitment. This commitment involves CHT, its tier-1 and non-tier-1 suppliers, and partners in preserving biodiversity, avoiding deforestation, restoring forests, and supporting UN SDGs 6, 12, 13, 14, and 15.



The Biodiversity and Zero Deforestation Commitment is summarized below:

will follow local environmental

based on its current use of natural resources to reach the Net Positive Impact by 2030 goal.

* For more information on Biodiversity, please refer to 'Chunghwa Telecom Biodiversity and No Deforestation Commitment' at 🖸



mportance of biodiversity

GOVERNANCE

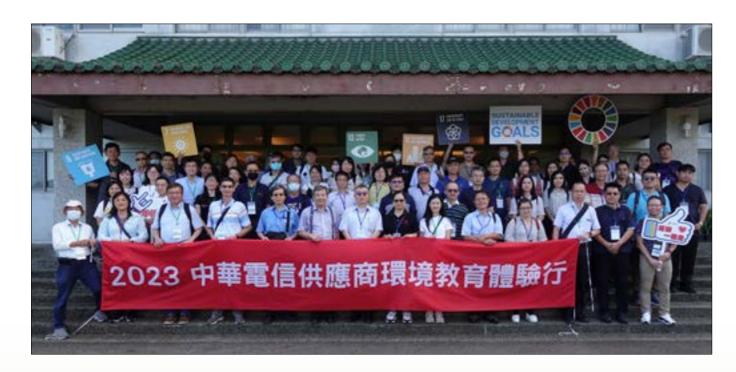
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Biodiversity Main Actions



Supplier Environmental **Education - Biodiversity**

(1) In 2016, CHT became the first in the industry to offer environmental education programs for suppliers.



- 2 In 2023, we took 70 representatives from 45 suppliers to visit the Luodong Water Resource Recycling Center and Cardinal Tien Junior College of Healthcare and Management in Yilan County.
- 3 We organize biodiversity workshops to promote green energy, organic food, water conservation, and environmental protection, encouraging our suppliers to incorporate sustainable thinking into their day-to-day operations while promoting the sustainable development of local communities.

* Video 🖄

The CHT 100 **Preservation Project**

As part of our Plant Ark Program collaboration with the Taiwan Forest Research Institute, we launched the CHT 100 Preservation Project with the following goals:

1 Inventory ecological characteristics and assess species recovery potential at operating sites.



- 2 Formulate standard operating procedures (SOPs) for species preservation, including species selection, culturing, plantation, management, and monitoring.
- Establish a species preservation demo site, selecting an appropriate location and revising the SOPs as needed.
- G Conduct internal training programs for employees and preservation forums to share project achievements.



- 1 In the "Chunghwa Telecom Co., Ltd. Supplier Code of Conduct," suppliers are encouraged to support the "Biodiversity and No Deforestation Commitment" and complete the annual key supplier training.
- 2 Partnered with 8 key suppliers, including Ericsson Taiwan, Sercomm Corporation, and Zyxel Communications, Chunghwa Telecom has collectively signed the "Biodiversity and No Deforestation Commitment."

Biodiversity Strategic Blueprint and Pathways-Short-, Medium-, and Long-**Term Goals**



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Biodiversity Considerations in Cell Tower Site Selection

We commit to considering biodiversity factors and taking necessary mitigation measures in selecting sites for cell towers and base stations to minimize environmental impacts.

Site Selection

- develop mitigation plans.

2 Construction

- environmental impacts.
- species, protecting the local ecosystem.

We have formulated the following four major strategies in preparation for our net positive impact (NPI) and no net deforestation (NND) goals by 2030:

- developed and are implementing mitigation measures
- we promote zero deforestation initiatives
- promoting nature-positive mainstreaming



(1.) Utilize TNFD's Location Assessment Tools to assess environmental impact, ensuring sites are not in protected areas and identifying endangered species (IUCN Red List) in surrounding areas. (2.) For projects near biodiversity-sensitive areas, conduct stringent environmental impact assessments per regulations, evaluate the project's impact on biodiversity and forestation, and

(1.) Apply TNFD LEAP tools to develop indices for surveying, evaluating, and monitoring

(2.) Adopt the SBTi AR3T framework to minimize impacts on threatened or endangered plant

1 Science-based targets: We established a science-based target evaluation mechanism and

2 Zero deforestation: We are eliminating the use of resources/products that cause deforestation and

3 Net positive impact: We participate in net positive associations and promote net positive initiatives

A Nature-positive mainstreaming: We are setting an example of a nature-positive business and

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Water

Chunghwa Telecom primarily uses water for general office needs and air conditioning. Our in-house EARTH system records and analyzes water usage in real time, detecting abnormalities and serving as a centralized water management system across Taiwan.

To enhance water resource management, we developed a smart water meter monitoring platform using IoT technology. This platform retrieves water meter readings, collects and stores usage data, issues advance warnings, generates statistics and analytics, projects water usage, and enables systematic management and maintenance. This automation has improved our water management process, helping us achieve our annual water efficiency goals.



Water efficiency management

To ensure the effective use of water resources, we formulated a water efficiency plan in which we set a 1% annual reduction target (with 2020 as the base year). We expect that our ISO 46001 (water efficiency management systems) coverage rate will reach 100% of our sites by 2024. Through daily water usage reviews, performance evaluations, and water management equipment optimization initiatives, we are able to improve water efficiency, reduce water usage, and minimize water-related costs.

Management Project	Description
Water use assessment	 Company-wide water usage management and analysis through the in-house EARTH system Water usage monitoring, analysis, and control, as well as implementation of the appropriate water conservation measures through the in-house smart water management system
Water conservation measures	 Installing sprinkle-type nozzles at faucets to reduce water flow Installing dual flush toilets to reduce water use Water supply in office buildings set to turn on and shut off at predetermined times Strict water conservation guidelines to prevent wasteful use of water Timely restoration of faulty or leaking water equipment Reclamation of rainwater for irrigation
Effluent quality improvements	Installing water reclamation facilities in new buildings to collect, treat, and recycle wastewater for reuse as non-drinking water.
Water reclamation	 IDC water reclamation: Collection and reuse of rainwater and water condensation from cooling and air conditioning equipment at IDCs for irrigation purposes. Water resources recycling for offices: Underground raft foundation rainwater reclamation system installed to collect clean rainwater from rooftops and grounds; condensate water reclamation equipment added to office air conditioning systems to reclaim water for tree watering and cleaning on campus.
Employee water conservation awareness	Three types of training courses based on ISO 46001:2019 (water efficiency management systems) guidelines to promote employee awareness of the importance of water conservation and encourage employees to conserve water and minimize waste in their daily lives.

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Notes:

 The data scope covers 100% of operational sites.
 Water Withdrawal: Currently, only municipal water usage is calculated. After implementing ISO 46001, both municipal and groundwater usage will be included.

3. Water Discharge: Currently calculated using domestic water usage plus recycled water. In the future, following the results of ISO 46001, it will be calculated by subtracting water usage and reused water from the total water withdrawal.

			Unit: tonnes
Item	2021	2022	2023
Tap Water	598,435	566,165	634,908
AC Water	1,571,508	1,609,038	1,533,227
Reclaimed Water	1,534	7,453	4,143

Notes:

Air Conditioning Water: Primarily used for cooling towers.
 Recycled Water: Collected and reused water that would otherwise be discharged.



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Waste

Chunghwa Telecom understands the importance of reduction, recycling, and reuse. In addition to setting waste reduction targets and plans, we leverage our in-house EARTH system to reach our 5R goal (Refuse, Reduce, Reuse, Repair, Recycle). This system is used to manage the use of resources and control energy efficiency, as well as to conduct systematic management of recyclables and waste treatment.

Using 2021 as the baseline year, our goal is to reduce household waste by 3% annually. We contract professional and certified waste disposal companies to manage waste incineration. For industrial waste, 100% is handled by certified disposal companies registered with the Ministry of Environment, utilizing methods such as recycling and incineration. We encourage these companies to prioritize recycling to ensure efficient resource utilization and to implement the principles of a circular economy.



Waste Management

2020	2021	2022	2023
3,846.6950	5,455.5190	5,220.0486	5,179.5849
3,498.1613	3,414.4116	1,912.969	1,875.1916
0	0	0	0
3,484.2413	3,369.5316	1,912.969	1,875.1916
0	0	0	0
13.92	44.88	0	0
0	0	0	0
	3,846.6950 3,498.1613 0 3,484.2413 0	3,846.6950 5,455.5190 3,498.1613 3,414.4116 0 0 3,484.2413 3,369.5316 0 0 13.92 44.88	3,846.6950 5,455.5190 5,220.0486 3,498.1613 3,414.4116 1,912.969 0 0 0 3,484.2413 3,369.5316 1,912.969 0 0 0 13.92 44.88 0

Note: Data coverage includes 100% operation sites.

Industrial Waste

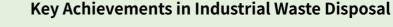
Scrapped lead-acid batteries are recyclable industrial waste regulated by the EPA. To reduce and recycle pollutants, we use open bidding for recycling and require service providers to be legal treatment providers. In 2023, 37,680 lead-acid batteries, weighing 2,207,156 kg, were scrapped and sold for NT\$23,563,883. This process fulfills our environmental responsibilities and increases company revenue. Recognized public and private waste disposal companies handle other industrial waste, such as cement poles, fiber optic cables, wood, and cadmium batteries.

			Unit: tonnes
Category	2021	2022	2023
Cement poles	803	637	935
Fiber optic cables	600	316	398
Woods	41	49	45
Batteries containing cadmium	45	0	0
Disposal fee (NT\$ thousand)	20,642	7,788	9,847

Note: Batteries containing cadmium were treated completed in 2021.



Unit: tonnes



1 Reduction:

- Targeting fiber optics with a lower recycling burden, the Chunghwa Telecom Laboratories developed smalldiameter grooved optical cables, reducing the outer diameter by 10% and weight by 35%
- The new 600-core fiber optics have a 30% smaller outer diameter and weigh 55% less than traditional gelfilled fiber optics



(3) Increasing the recycling rate:

We work with the Industrial Technology Research Institute and other academic institutions to research feasible recycling plans.









(2) Circular economy:

• We sold **260** secondhand iPad Airs through our asset auction system, increasing our asset value recovery rate by close to 50% over traditional asset disposal means.

Secondhand asset disposal: The auction price for used 19-inch server racks reached several times the starting price.

4 Waste management training:

· We hold a Warehousing Practices Workshop—Waste Management course.

• We provide online and in-person courses to familiarize employees with waste recycling/ treatment knowledge and skills.

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BS 8001 Circular Economy

In support of the UN SDG 12: Responsible Consumption and Production and the circular economy promotion in Taiwan's 5+2 Industrial Innovation Plan, CHT drive the transition to a circular economy. With BS 8001 Circular Economy guidelines introduced in 2021, we became the first telecom operator in Taiwan that obtain the BS 8001 Conformity Statement. We proposed five commitments with the 5R Principle higher than the statutory requirements at home and abroad:

- resources, along with enhanced education and promotion for employees, suppliers, and customers.
- 2. REUSE: Increase circularity and improve resource cycling technology for resource regeneration and recycling.
- 3. **REPAIR:** Promote eco-friendly design and extension of service life of products and offer circular products that are more durable, easy to repair, and recyclable.
- an equivalent efficiency thereof.
- efficiency and promote recycling.



RECYCLING

Waste Management Project

OVERVIEW

The types of waste common to ICT companies include waste paper, electronic waste, and waste packaging materials. We have a comprehensive waste management plan in place to minimize the negative impacts of waste production on the environment and protect natural resources and the ecosystem. By recycling and reusing waste, we are improving resource efficiency and achieving our environmental sustainability and circular economy goals.

Management Project	Description
Identifying hotspots for potential improvements	Periodic review of internal procedures to identify opportunities for waste reduction: Achieving industrial waste reduction through optimized materials specifications and precise construction; assisting suppliers in improving manufacturing processes and optimizing resource use
	 Waste and plastic reduction: Reducing plastic use by encouraging employees to choose reusable cups or green-mark-certified containers
Waste reduction measures	 Recycling: Enforcing the recycling and reuse of waste paper, plastics, and metals; creating effective recycling channels with professional waste collection and disposal companies
	 Packaging reductions: Optimizing product packaging design to reduce unnecessary packaging materials and packaging waste
R&D investment	Investment in waste reduction R&D
Employee waste	 Waste management training: Offering regular waste management training to familiarize employees with waste recycling/treatment knowledge and skills
reduction awareness	 Promotional campaigns: Organizing waste reduction and recycling promotional campaigns to encourage employees to take part in waste management
Integrated recycling plan	Circular economy action plan: Creating value by auctioning off secondhand assets through the CHT Asset Auction System; donating depreciated but still usable equipment to remote schools and disadvantaged groups
Landfill substitution rate	Zero waste sent to landfill and 100% waste transfer rate.

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64 Energy Resources



1. REDUCE: Establish a green operation and consumption model to properly manage and reduce consumption of energy and

4. REFUSE: Promote green procurement, reject products with no green concept, and purchase products with green labels or with

5. RECYCLE: Facilitate an industrial chain symbiosis and develop forward-looking energy technologies to elevate energy/resource

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Main Performance

Core features

Energy Resources

CHT sees energy management efficiency as a key indicator of overall operational efficiency. With an overpowering system of telecommunication infrastructure, we must rely on a stable electricity supply. Therefore, we established a smart energy management system to implement a wide range of energy conservation initiatives, improve equipment energy efficiency, strengthen employees' awareness of energy conservation, explore innovative energy technologies and solutions, and ultimately, minimize energy use and enhance corporate competitiveness.

X	X

Unit: 10,000 kWh

Year	Total Electricity Consumption (A)	General Consumption (B)	Business Consumption – Meter Rate Lighting Service (C)	Business Consumption – Flat Rate Lighting Service (D)	Consumption of Meter Rate Lighting without Customer Number (E)	Consumption of Flat Rate Lighting without Customer Number (F)
2007	135,180	9,420	125,151	609	0	0
2021	142,825	6,871	126,848	8,163	374	569
2022	136,525	4,440	123,280	8,029	537	239
2023	130,402	4,920	116,363	8,042	296	781

Notes:

- 1. B: office buildings and employee dormitories.
- 2. C: base stations, depot, and public telephone of Meter Rate Lighting.
- 3. D: base stations, depot, and public telephone of Flat Rate Lighting.
- 4. E: Consumption of Meter Rate Lighting without Customer Number.
- 5. F: Consumption of Flat Rate Lighting without Customer Number.
- 6. A=B+C+D+E+F; the general consumption comes from CHT office buildings; the business consumption includes the Flat Rate and Meter Rate Lighting. Renewable energy is not included.
- 7. The Flat Rate is calculated based on the electricity fee. The electricity fee is converted into kWh based on announcements from the Ministry of Economic Affairs and Taipower. The average electricity price was NT\$2.8064 per kWh in Q1 2023 and NT\$3.1154 in Q2-Q4 2023. 8. This table presents the power consumption with customer numbers and the fluctuated power consumption of equipment without
- customer number, which have been included in the GHG inventory data. 9. 2023 Electricity Intensity: 0.69 (total electricity consumption in ten thousand kWh per NT\$100 million revenue).
- 10. 2023 Total Electricity Consumption: 4,694.477 GJ.

Energy Savings for Data Centers

CHT values the energy efficiency and power supply quality of its data centers. We are deprecating and replacing old and energyintensive equipment, introducing smart conservation technologies, and adopting energy-efficient solutions to achieve our IDC energy conservation goals.

We leverage our in-house developed iEN smart energy conservation system and EOC energy operation center to automate date collection and analysis, allowing us to keep track of energy stats in real-time. In 2023, we conserved 63,480 MWh of energy across all IDC locations, effectively reducing 31,400 t-CO2e in carbon emissions.

Renewable Energy

We are investing years of innovation, research, and development into renewable energy. As of the end of 2023, we have installed solar power equipment at 69 locations across Taiwan with a total capacity of 5,557 kWp, generating 6,110 MWh of electricity and reducing 3,024.5 t-CO₂e in carbon emissions every year.

Item	2021	2022	2023
Total renewable energy consumption (A) (10,000 kWh)	11.1	2,405	7,357.5
Total non-renewable energy consumption (B) (10,000 kWh)	147,926	141,810	135,281
% of renewable energy consumption [A/(A+B)] (%)	0.01	1.67	5.16

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	5

Green Energy Base	ρ
	-
Station	

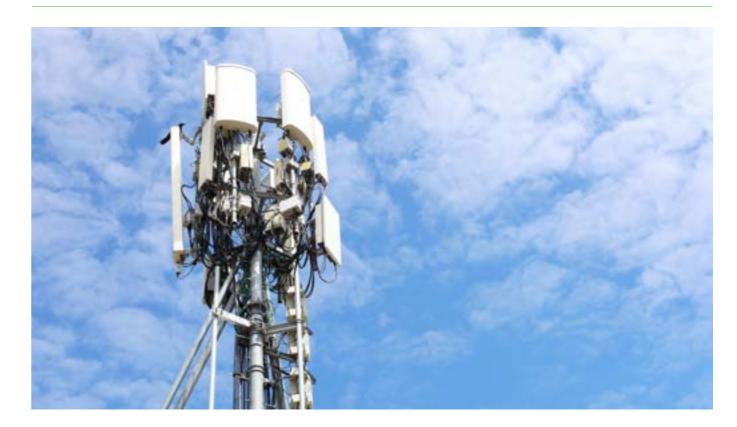
Network energy

conservation

Project

Energy Storage System

- insufficient.
- Ensures stable power supply to the base station and optimizes peak shaving and valley filling.
- 2,918 t-CO₂e of carbon emissions every year.
- · Gradual deprecation and replacement of old, energy-intensive cell towers and air conditioning equipment, saving 1,129 MWh of power and reducing 560 t-CO₂e of carbon emissions every year.
- emissions every year.
- · Deprecation of 2G gateways, shutting down 3G-F2 cells, and powering of 4G base towers during the night, saving 3,267 MWh of power and reducing 1,617 t-CO₂e of carbon emissions every year.
- · Energy conservation initiatives at ICT data centers, saving 1,259 MWh of power and reducing 623 t-CO₂e of carbon emissions every year.
- · Deprecating and replacing 2,810,000 old, energy-intensive PSTNs, saving 19,100 MWh of power and reducing 9,455 t-CO₂e of carbon emissions every year.





Key Actions for Energy Saving and Carbon Reduction

In 2023, the "Green Energy Base Station" was established.

- Integration of wind power, solar power, and power storage systems
- Combined capacity of 113.8 kW (12 kW wind power and 101.8 kW solar power)
- Power generated in 2023: 134.5 MWh
- Estimated 100 T-RECs obtained from the Bureau of Standards, Metrology & Inspection, M.O.E.A.
- The energy storage system compensates for base station power when solar or wind energy is
- Our cell towers operate on the C-RAN architecture, conserving 5.894 MWh of power and reducing
- Optimizing cell tower configurations, saving 1,443 MWh of power and reducing 714 t-CO₂e of carbon

The figure for (A) only includes self-generated renewable energy for in-house use.
 The figures for (A) in 2022 and 2023 include self-generated and purchased renewable energy.

44 Key Environmental Performance Data

46 Climate Strategy and Management

54 Biodiversity

Environmental Sustainability Actions

To fulfill our environmental protection, sustainable development, and net zero pledge, Chunghwa Telecom is actively pursuing environmental sustainability initiatives. We have incorporated sustainable thinking into business operations as well as our products and services. We hope to become a green corporation and a leader in the low-carbon industry.



Environment Artificer Theurgy (EARTH)

We developed the Environment ARtificer THeurgy (EARTH) system to manage resources and protect the environment more efficiently as well as to reduce spending on energy consumption. EARTH system features including:

- Energy Savings and Innovation
- Performance Evaluations

Water Resources Statistics

Corporate Tree Planting

Fuel Management

- Lighting Statistics Power Management
- Water Management
- Recycling Statistics
- EARTH2.0 System Enhancements

In response to the need for systematic organizational audits, the EARTH2.0 system has been continuously optimized since 2023:

1 Incorporates all source system carbon emission items, covering approximately 90% of emission sources, reducing data omissions from manual collection.

2 Automates consolidated utility bill receipts, integrates VO and approval processes, and optimizes utility cost allocation, enhancing responsibility distribution.

Includes site coding (Recode) for better control and analysis of renewable energy costs and profitability.

4 Systematizes green electricity transfer and internal carbon fee management to address renewable energy and carbon fee issues.

Enhances subsidiary audit records and certificate management, improving digitalization and transparency of sustainability governance within the group.



Green Hostels

Chunghwa Telecom's 18 Green Hotels provide quality services for employees' business trips, accommodations, and leisure activities. As an environmental measure, they do not offer disposable supplies or towels. Sustainability practices include solar water heaters, heat pump air conditioning, and LED lighting.



Green Revenue

In addition to developing environmentally friendly products, we have been promoting Green Stores and were the first telecom company in Taiwan to fully turn our service centers into Green Stores. In 2023, green revenue reached NT\$ 346.78 million, which was 16% of our commercial product revenue.

Category	2021	2022	2023
Green revenue (million)	260.64	289.58	346.78
Turnover (million)	2,174.55	2,043.15	2,167.14
Accounted percentage of turnover (%)	11.99	14.17	16.00

Paperless Receipt Service

We promote paperless receipts to all our customers. In 2023, 73% of receipts were paperless receipts, which successfully reduced the consumption of paper by 621 million sheets, equivalent to 56,500 trees. This is not only good for protecting forest resources and biodiversity, it also led to an 11,000 metric ton reduction in carbon emissions and so contributed to the mitigation of global warming.

Item	2021	2022	2023
Customer applying for e-bills (10 thousand sheets)	1,994	2,039	2,072
Ratio of customers applying for e-bills	71%	72%	73%
Quantity of paper saved (per 1,000 sheets)	598,200	611,603	621,560
Number of trees saved	54,382	55,600	56,504
Reduction of carbon emission volume (metric ton)	10,768	11,009	11,188

Notes:

- 1. The paper savings data and carbon emissions reduction data are based on both e-bills (including SMS) and combined bills. 2. Each e-bill reduces the use of envelopes and paper by 2.5 sheets of A4 paper. Total amount of paper saved = number of customers applying for e-bills \times 2.5 \times 12 (months).
- 3. 1 sheet of A4 paper generates 18 grams of CO_2 ; Carbon emissions reduction = paper saved (1,000 sheets) \times 18 grams.
- number of trees saved = sheets of paper saved \div 220,000 \times 20.

ESG Highlights

Sustainable actions at customer service centers

- million sheets of A4 paper, reducing carbon emissions by 117,523 kg.
- protection standards.
- 3. In support of the Earth Hour initiative, we turned off all signboard lights at our owned and contracted locations (62,100 lamps in total) for an hour, saving 1,117.8 kWh of power and reducing GHG emissions by 568.9 kg-CO2e.

66





4. Number of trees saved: Each ton of paper pulp produced = 20 trees; one ton of paper pulp = 220,000 sheets of A4 paper. Therefore, the



44 Key Environmental Performance Data

AND IMPACTS

46 Climate Strategy and Management

STAKEHOLDERS

54 Biodiversity

ENVIRONMENTAL

Green Procurement

We prioritize green procurement across all operational sites, focusing on Category 1(Environmentally labeled products), Category 2 (Recycled, recyclable, low-pollution, or energy-saving products), Category 3(Products with energy-saving, water-saving, or green building labels, and FSC or PEFC-certified materials). We also include self-declared green products (e.g., EPEAT Goldcertified devices) and products with lower life cycle impacts.

Our target is for green procurement to exceed 50% of total procurement, following ISO 20400 guidelines. We aim to strengthen sustainable procurement through the ISO PDCA system.

To boost green procurement, we promote renewable energy (solar, wind) and electric vehicles. From 2023, fuel motorcycles will be replaced with electric ones, enhancing green procurement and reducing carbon emissions. In 2023, with suppliers, we established "Product Environmental Footprint Category Rules (PEFCR)" for network equipment, approved by the Ministry of

ESG Highlights

Circular economy - Public Umbrellas made from plastic bottles

- · Chunghwa Telecom embodies the concepts of circular and shared economy by creating 5,000 "Recycled PET Bottle Umbrellas" from daily recycled PET bottles or beach cleanup efforts. These umbrellas are available for borrowing and returning at 445 stores nationwide, promoting green initiatives among customers and employees.
- We implement SDG #17 partnerships, achieving a net-zero circular future through innovative collaboration.







Environment. This enables manufacturers to calculate and reduce product environmental footprints.

Our procurement of home gateways (HGW), Mesh APs, and set-top boxes (STB) requires ISO 14067 certified products, ensuring compliance with carbon footprint/reduction labels, thus increasing green procurement capacity.

Item	2021	2022	2023
Total green procurement (NT\$ million)	14,994	17,605	18,238
Accounted percentage of total procurement (%)	22.37	28.67	29.39

- forests and enhance biodiversity.
- CHT Sustainable Development Ambassador, announcing our goal to plant 150,000 trees in eight years, contributing 1,680 t-CO₂e in carbon sequestration.
- By the end of 2023, we adopted four forests in Yilan, Taoyuan, Chiayi, and Tainan, planting 10,643 trees over 4.33 hectares, adding 255 t-CO₂e in carbon sequestration capacity.





Social

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STAKEHOLDERS

Social Group

RESPONSIBILITY

There are two Social Care Groups, S1 and S2, at Chunghwa Telecom:

S1: This group is focused on employees and tasked with creating a workplace environment that embraces diversity, equity, and inclusion (DEI).

S2: This group utilizes technology to develop an ecosystem for digital empowerment. It is charged with minimizing the digital divide and creating digital opportunities to realize digital equality.

STRATEGY

S1:

- of benefits, improve employees' quality of life
- and fulfill CHT's corporate social responsibility
- safeguard employees' rights and well-being
- creativity, and promote corporate sustainability

S2:

- prosperity
- improve their quality of life and employability
 - "Promoter of a Digital Economy"

The SDGs CHT contributes to in this chapter

Social Group	p.71
Key Social Performance Data	p. 72
Digital Empowerment	p.75
Technology Platforms	p.94
Client Partner	p.99
Foundational Infrastructure	p. 1 0
Organizational Talent	p.11

Public Policy Participation

• Build a safe and comfortable work environment, provide an all-encompassing system

• Promote corporate volunteer activities, practice care for society and the environment,

· Adhere to the principle of fairness, strive to eliminate differential treatment, and

• Provide six approaches to talent development, including embedding values and fostering talent in ESG/sustainability, to facilitate employees' professional development

· Bolster employee competitiveness, sponsor innovation competitions, stimulate

• Use innovative technologies to implement digital transformation and promote social

• Work with Chunghwa Telecom Foundation, business partners, and NGOs to increase the digital literacy of different ethnic groups and people living in remote areas to

· Commit to helping SMEs become empowered to develop new business models, thereby realizing the company's vision of being a "Leader of Smart Living" and





Key Social Performance Data

Women Balance Power Program

- Over **800** employees participated in activities promoting a balance between work, family, and self-care.
- Approximately 3,000 people engaged in the "Yes, Do" gender equality event, held both online and offline.
- Our female-friendly measures received a satisfaction score of 81 points.

Health Care for Female Employees

- All **16** of our breastfeeding rooms were certified as **excellent** by the local government (with a 100%) award rate).
- Breast cancer screening subsidies were provided to 1,220 female employees, and pelvic ultrasound examination subsidies to **3,402**.
- We organized gynecologic cancer screenings, providing pap smears to 1,064 people and mammograms to 509.
- 95% of our female employees attended health lectures tailored for them.

Telecommunication Services and Anti-Fraud Promotion Measures

- We received **274,810** calls and referred **6,156** fraud cases to authorities.
- We assisted the Criminal Investigation Bureau and National Police Agency in disconnecting 300 phone numbers, preventing 3,428 scams.

Campus Recruitment

- We hosted on-campus events to boost brand awareness and attract top student talent.
- We provided **extensive information** about our corporate culture, salaries, benefits, and career development opportunities.
- We participated in 11 recruitment events at 7 universities, resulting in 4,449 student resumes uploaded into our talent pool system.

Industry–Academia Collaboration for Talent Recruitment

- talent through lectures and internships.
- Our CHT Campus day at a leading university attracted 755 students.

Support for Cultural Development

We invested over NT\$60 million in the creative and cultural industry in 2023.

Digital Empowerment for Disadvantaged Groups

Our 5I-SDGs initiative will reach 13,000 beneficiaries by 2023.

Digital Empowerment for SMEs

- We offered an all-inclusive Intranet setup service, benefiting over 42,500 SMEs in 2023.
- to **360** SMEs in 2023.
- We forged strong ties with industry associations and assisted 396 SMEs in acquiring subsidies for digital transformation through TCloud Marketplace.

Corporate Volunteers

We recruited over **1**,**500** volunteers, benefitting more than **1.04** million people.







• Collaborating with 13 Taiwanese universities, we integrated industry experience with education to attract top

Environmental Action

- Our 5G drone cleared 1,136.8 kg of trash from a
- fishing port.
- Corporate volunteers removed 123.5 kg of waste
- during beach/mountain cleanups.

[•] By studying the digital needs of SMEs through on-site inspections, we provided tailored solutions and digital tools

Building a Safe and Clean Work Environment

We reduced occupational injuries by **76.45%** (per 1,000 workers) in 2023, exceeding our target by 32%.





Initiative Action	Short-term Target	Mid-term Target	Long-term Target	Status
Increasing the percentage of female top managers	16%	18%	20%	On schedule
Increase the proportion of emerging science and technology talents	34%	42%	50%	On schedule
Building a quality and safe healthy work environment	Disaster mitigation rate of 32%	Disaster mitigation rate of 35%	Disaster mitigation rate of 40%	On schedule
Promote corporate volunteer	Cumulative number of beneficiaries: 0.9 million	Cumulative number of beneficiaries: 1.8 million	Cumulative number of beneficiaries: 3 million	On schedule
Digital empowerment for disadvantaged groups	Cumulative number of beneficiaries: 13,000	Cumulative number of beneficiaries: 30,000	Cumulative number of beneficiaries: 46,000	Ahead of schedule
Digital empowerment for small and medium enterprises	Add 15,000 new small and medium enterprises	Add 16,000 new small and medium enterprises	Accumulate 135,000 small and medium enterprises	Ahead of schedule

Digital Empowerment Action

Strategy and Implication

5I SDGs Initiatives

In the first initiative in Taiwan to specifically link the UN SDGs and the Executive Yuan's DIGI+ goals, the 5I SDGs Initiative utilizes ICT technology in 5 areas—I-Technology, I-Helping, I-Protecting, I-Learning, and I-sharing—to achieve social inclusion for both disadvantaged groups and differing ethnic groups.

360-Degree Digital Inclusion Initiative

Chunghwa Telecom focuses in minimizing the digital divide and the creation of digital opportunities, and we also spare no effort in the advocacy of corporate volunteers to participate in local community services and proactively assist the communities in creating digital technologies to create more opportunities.





140 Public Policy Participation

Digital Empowerment

Four of Chunghwa Telecom's assets—our core competencies in ICT, talent pool, network infrastructure, technology platforms and partners—are the main components of our technological strength that we utilize to build a digital ecosystem that ensures digital equality for everyone in the community, including vulnerable groups and differing ethnic groups. CHT is also committed to empowering SMEs by providing them with the best digital solutions and technical consulting services, and helping them adopt new technologies to strengthen their digital capabilities, promote placemaking, and create job opportunities.



CHT's 5I SDGs Initiative

Based on a comprehensive digital inclusion strategy and our extensive experience in social inclusion, we promoted the 5I SDGs initiative. The "5I" not only sounds like "I Love" in Chinese but also represents "achieving the SDGs via ICT," effectively aligning the SDGs with the objectives of the DIGI+ locally. By expanding partnerships with NPOs/NGOs, supporting the sharing of knowledge and technology resources, and connecting underprivileged groups with diverse communities in the digital era, we aim to achieve a win-win situation for digital human rights and an innovative economy. Technology enables us to foster a positive cycle of growth.





Corporate Volunteer Technology Education Team

Core Competence Utilize digital technology to promote digital equality

Action Plan

- Smart Academy
- GDN Little Directors



Corporate Volunteer Green Service Team

Core Competence

Save energy and reduce carbon emission to treasure Earth with green actions

Action Plan

- Marine debris cleanups
- 2 A Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions
- 8 Field trip to the National Museum of Marine Science and Technology Circular economy workshop
- **G** Taking 5G Plastic-Free Corporate Volunteer Sustainability Actions

2023 Achievements

- Image: Smart Academy held 80 sessions, serving over 3,000 people
- **2** GDN Little Directors was organized in collaboration with 11 communities, engendering **119** little directors.

2030 Goals

- Cultivate 2,000 technology education volunteers
- Technology education services for over 5 million

2023 Achievements

- 1. 5G drone removed 1,137 kg of waste in a fishing port.
- Orporate volunteers cleared 123.5 kg of waste during beach/mountain cleanup activities.
- 8 A Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions
- 4 Bag it On: 10,008 discarded cellphone cases were collected and remanufactured into **355** kg of fuel rods.
- **G** 5G Plastic Free Festival: Over **2,500** people and **45** corporate volunteers participated.
- 6 PET Bottle Recycled Charity Umbrellas: Chunghwa Telecom provides 5.000 charity umbrellas at 445 customer service centers nationwide for a borrow-and-return service, engaging customers and employees in green initiatives.

2030 Goals

Remove marine debris for over 100 tonne Promote plastic free environmental education







I Learning

Corporate Volunteer

I Helping

Corporate Volunteer

Core Competence

Action Plan

Hall

technology and services

Visually-impaired Service Team

Assist the visually-impaired in bridging to digital

Assisting people with visual impairments to enjoy

2 CHT Lights Up Hope program for people with

performances at the National Theater and Concert

visual impairments, an iPhone donation program

and iPhone crash course for the visually impaired.

Love in Learning Team

Core Competence Bridging the rural-urban gap and flip education in rural areas

Action Plan

Read with You

- 2 Digital Empowerment Incubation Program for the Children and Adolescent Care in Lanyu
- 6 CoLab Project

2023 Achievements

2030 Goals

- Read with You:

I Sharing



Corporate Volunteer Community Service Team

Core Competence Promote local services as a friendly significant neighbor

Action Plan

- Volunteer training courses
- Recruiting volunteers to give digital telecom tours
- 8 Recruiting volunteers to assist with Taipei Marathon
- 4 Taitung Plastic Free Festival organizer
- **G** Host a Family Day for Hualien Sustainability
- 2030 Goals





the years).





112 Organizational Talent

140 Public Policy Participation

2023 Achievements

10 visually impaired individuals enjoyed performances at the concert hall.

Pipel iPhone donation program and iPhone crash course were held in **five** course sessions, benefitting hundreds of visually impaired individuals.

2030 Goals

- Provide support to over 60.000 people with visually impaired. Improve the lives of and provide
- entertainment for over **200,000**
- people with visual impairments.



 Little Learning Buddies: 364 people Big Learning Buddies: 227 people Tutor hours: over 5,409 hours

Cultivate Big Learning Buddies: **5,974** people Benefited Little Learning Buddies: 3.848 people Internet learning hours: **112,875** hours



2023 Achievements

• **157** people attended the basic course.

2 1,273 people volunteered to give digital telecom tours. **3 70** volunteers helped at the Taipei Marathon refreshment station (cumulative total of 700 volunteers over

45 volunteers helped during the Plastic Free Festival. **5 70** volunteers assisted on Family Day for Hualien

Sustainability.

Over **50,000** Corporate Volunteer Services Over 3 million stakeholders being helped







I Technology Smart Academy

- 1 We launched the Smart Community Program, encouraging elderly and residents to engage in social activities. Over 80 course sessions were held across Taiwan, benefiting more than **3.000** people.
- 2 Corporate volunteers from Chunghwa Telecom provided professional guidance to support digital learning and promote community development.

I Protecting

- 1 Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions
 - Realizing the concept of a "circular economy and sharing economy," we have repurposed plastic PET bottles to produce 5,000 practical "PET Bottle Recycling Love Umbrellas."
- 2 Bag it On
- We supported Bag it On's initiative, collecting 8 million discarded cellphone cases within a year. With assistance from **35** CHT units, **10,008** cases were recycled for reuse.
- The recycled cases were remanufactured into 355 kg of fuel rods, reducing dioxin and carbon dioxide emissions, and decreasing the carbon footprint

I Helping

- 1 With the assistance of Tamkang University's Office of Disability Services and the National Theater and Concert Hall, CHT and its Foundation arranged for 10 visually impaired individuals to explore the Concert Hall, accompanied by CHT volunteers.
- 2 Over 100 visually impaired individuals attended our iPhone crash course, where they learned to use iPhones and apps, enhancing their digital literacy and bridging the digital divide.



- Outcome: Connected 227 "small learning buddies" with 364 "big learning buddies," completing **5**,**409** hours of online learning.
- 2 Digital Empowerment Incubation Program for Childhood and Adolescent Care in Lanyu (Orchid Island): Established two learning centers in Lanyu, benefiting nearly **1.000** people.
- 3 Colab Project: Provided network to 1,200 students and teachers from 11 schools, facilitating the integration of educational resources across schools.

I Sharing

- 1 Corporate Volunteer Training Courses: 157 individuals completed 6 hours of basic training, promoting the spirit of volunteerism and incorporating ESG elements into daily activities.
- 2 Digital Telecom Guided Tours: 1,273 volunteers conducted tours, helping citizens understand the evolution of telecommunication services and technologies.
- 3 Taipei Marathon: Annually, we recruit **70** corporate volunteers for this event. This year, our volunteers distributed drinks and food to 28,000 runners at the refreshment station.
- 4 Taitung Plastic-Free Festival: 45 corporate volunteers supported the festival, helping 2,500 participants work towards a plastic-free life.
- 5 Family Day for Hualien Sustainability: 70 corporate volunteers and over 10 staff members collaborated with partnering vendors to promote digital empowerment and digital equality.

Corporate Volunteering Hours in 2023

Action	Hours
National Science and Technology Museum - volunteers	1,371
Smart Academy	158
Taipei Marathon	280
5G Plastic-Free Corporate Volunteer Sustainability Actions	488
I Protecting	1,308
Taitung Plastic Free Festival	270
Family Day for Hualien Sustainability	350
Field Trip to the National Museum of Marine Science and Technology	200
Circular Economy Workshop	92
Total Volunteer Hours by Corporate Volunteers	4,439



I Learning

- 1 Read with You, a Network Tutoring Program by FJU
 - Expanded to 11 additional locations, the program provides **1.5** hours of weekly reading services to disadvantaged individuals.



SUSTAINABLE GEALS



No Poverty

- To enhance communication and information quality between rural and urban areas, we build 4G cell sites in mountainous and offshore regions.
- Aligned with the Digital Nation & Innovative Economic Development Program and Forward-looking Infrastructure Development Program, our actions showcase CHT's commitment to social inclusiveness.
- In 2023, over NT\$590 million is dedicated to constructing and maintaining universal telecommunication services, ensuring 4G coverage in every town and village.
- We take actions to guarantee that all individuals, including the poor and vulnerable, have equal access to economic resources and basic services.



Zero Hunger

- CHT develops an AI agricultural analysis model, uploading data to a smart agriculture cloud platform via IoT technology, enabling farmers to optimize their schedules.
- Utilizing IoT technology, we introduce advanced methods to agriculture, reducing disaster risks through data trend forecasts, thereby improving yield and quality to achieve smart, high-quality agriculture.



Good Health and Well-Being

- The first telecom provider to implement OHSAS 18001 and TOSHMS, achieving ISO 45001 certification for occupational health and safety management systems.
- · Conducts annual health checkups, employs professional doctors and health managers for health advice, and implements comprehensive employee care measures.
- The eSafe Wizard app for occupational safety and health integrates cloud technology, paperless processes, and effectiveness into safety management.



Quality Education

- "Read with You Network tutoring program" has been promoted by joint forces with Fu Jen Catholic University since 2009, assisting disadvantaged students in primary and middle school students in rural areas in their schoolwork, which facilitates school children in rural areas in overcoming rural-urban gap and flipping their lives.
- CHT Digital Good Neighbor program sets up digital service centers in 89 towns and villages across the country to promote digital applications.
- Establish a stable network environment and ensure the rights to digital technology in the local community.

Gender Equality

- We formulated CHT's Directives for Sexual Harassment Prevention and Grievance Management to ensure compliance with the Act of Gender Equality in Employment.
- The Appeal Review Committee, with over half its members being women, was established to address employee discrimination and other inappropriate conduct.
- We launched the "Gender Equality. Yes, I Do" program to create a gender-friendly workplace.

Clean Water and Sanitation

• The water resource management nationwide is included in the EARTH system of CHT's own device to analyze and control the consumption of water resources via big data.

Affordable and Clean Energy

- Actively developing renewable energy, we have accumulated a total solar PV installation capacity of 5,557 kWp.
- Entering the green energy sector, we have been commissioned to build the largest private-sector solar power plant.

Decent Work and Economic Growth

- to the Board of Directors to represent employee interests at the highest level.
- roles, reducing turnover rates.
- tunities.

Industry, Innovation and Infrastructure

- We continue expanding fiber-to-the-home (FTTH) networks, achieving 94% coverage in 2023.
- Achieved 67% coverage for the 2Gbps ultra-fast broadband network, aligning with policy goals.
- over 99.95% communication coverage.

140 Public Policy Participation

• The only telecom company with an established labor union and a collective bargaining agreement. A labor director is appointed

· Comprehensive education, fair remuneration, and a respectful work environment enable our employees to fully commit to their

The EYE Social Innovative Call Center trains visually impaired individuals, providing them with meaningful employment oppor-

Committed to digital equality, we are actively deploying mobile networks and enhancing infrastructure in rural areas, achieving











SOCIAL







Reduced Inequalities

- We proactively safeguard human rights by establishing a Human Rights Policy that extends across the value chain, explicitly prohibiting all forms of discrimination.
- We ensure transparency in global roaming charges and competition, support telecom development in emerging markets, provide services for persons with disabilities, and uphold freedom of speech over telecom networks.

Sustainable City and Communities

- We assist Taiwan in constructing smart sustainable cities through a variety of smart solutions.
- We built the Intelligent Operations Center (IOC) to integrate IoT and other technologies.
- The IOC platform enables local governments to integrate the individual systems of different departments and build sustainable. safe, healthy cities.



Responsible Consumption and Production

- We have released our ESG report for 17 consecutive years, consistently disclosing the corporation's non-financial information.
- Our green procurement strategy, fully implemented in 2023, achieved over NT\$18,238 million in green procurement, accounting for 29.39% of total procurement.
- In 2008, we pioneered supplier CSR management, becoming the first telecom company in Taiwan to promote ESG management across the supply chain.
- Through principles, assessments, surveys, annual ESG Supplier Conferences, sustainability education, and on-site audits in cooperation with SGS, we continuously enhance our suppliers' sustainability capacity.
- By introducing "ISO 20400 Sustainable Procurement Guidance" and implementing a sustainable rating label, we maximize procurement influence to create new green business opportunities.



- The Environmental Sustainability Task Force has been established to set sustainable development goals and integrate carbon management into operational plans.
- Each year, we lead about 50 supplier partners to environmental education venues.
- In 2008, we introduced the ISO 14064-1 greenhouse gas management system to inventory carbon emissions, with 100% of sites obtaining SGS certification annually.
- We actively promote sustainable, low-carbon supply chain practices and develop green products and services.
- We joined CDP supply chain program in 2018, becoming the first telecom company in Taiwan to sign and respond to the Task Force on Climate-Related Financial Disclosures (TCFD) initiative.
- Since 2020, CHT has been the first telecom carrier certified at the highest grade of TCFD Conformity Check for four consecutive years.

Life below Water

clean plastic debris from the ocean.

Life on Land

- for Children."
- mental education venues in 2023.

Peace, Justice and Strong Institutions

- adherence to ethical management.
- values and policies.
- The company has a secure and rigorous whistleblowing mechanism detailed in the Employee Section on the EIP and a grievance hotline to protect the rights and interests of both the company and employees.
- Since 2020, CHT has annually obtained a Certificate of Conformity to the Code of Conduct from an external third party, demonstrating our commitment to business ethics and regulatory compliance.

Partnership for the Goals

- visual impairments. Since then, we have been dedicated to creating a voice-based assistance app to enhance their daily lives.
- In 2009, we partnered with Fu Jen Catholic University to launch "Read with You," a network tutoring program providing online learning resources for rural schoolchildren. Over 15 years, we have supported over 10,000 rural students.
- Since 2015, we have collaborated with NTU Hackathon organizers to create a communication environment that facilitates data retrieval and innovative solution development for participants.
- To foster a community-based economy, the CHT Foundation launched Good Neighbors, a digital platform promoting local products and gift boxes, supporting community-based industrial development.





• We utilized emerging 5G technology in collaboration with Azure Alliance's Marine Vacuum Cleaner, an unmanned vessel, to



• In 2006, we partnered with Dr. Jane Goodall to form an alliance dedicated to environmental education and conservation. We sponsored the Jane Goodall Institute in planning, producing, and publishing the "Roots & Shoots Environmental Education Newsletter

• Launched in 2016, the "Sustainable Environmental Education" initiative took 45 corporations and 70 supplier partners to environ-



• We established the Ethical Corporate Management Best Practice Principles to define business ethics requirements and ensure

CHT employs strict performance standards and robust reward/punishment mechanisms to align employee conduct with company





360-Degree Digital Inclusion Initiative

Minimize the Digital Divide

CHT promotes digital inclusion through a comprehensive 360-degree vision. Chunghwa Telecom is committed to providing accessible telecom services and supporting government initiatives to protect fundamental communication rights.

Focusing on social investment, Chunghwa Telecom aims to minimize the digital divide and create digital opportunities, leveraging its core competencies in the ICT industry. We also actively advocate for corporate volunteerism, encouraging employees to participate in local community services and assist in fostering digital opportunities.

Chunghwa Telecom Digital Inclusion Strategy and Achievements



Create Digital Opportunities

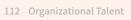
Item Annual Achievements **Annual Achievements** Item Multiple projects involving digital empowerment, youth empowerment, and local empowerment were launched on the Good Neighbors digital platform in **Chunghwa Telecom** 89 areas across Taiwan. For example, GDN Little Directors and Read with You are Foundation Digital Good Chunghwa Telecom both projects aimed at achieving local sustainability, embedding ESG elements Neighbors Foundation Click within communities, and creating a sustainability model that fosters harmony Taiwan and prosperity in communities. • Telephone services for more than 250,000 households in 87 "remote areas" and 8 "areas considered as remote areas" The annual investment of Telecom universal Data communication service for more than 130,000 households The CHT Digital service is approximately • Data connection service for more than 600 high schools, primary schools, and nnovative 5.9 hundred million public libraries **Application Series** Approximately 20,000 public telephones installed across 22 counties/cities PC education Our preferential programs cover individuals with disabilities, low-income Diverse groups service エ Network tutoring households, and senior citizens. Assistance Preferential subsidies Broadband circuit, MOD platform promotion, mobile base station vehicles, SMS, application Equipment supports for major development / Wi-Fi AP, temporary data circuit events











140 Public Policy Participation



• The 14th Click Taiwan Program in 2023 involved students from 28 departments across 17 universities, serving 22 communities in Taiwan. Through this program, 44 university students utilized their professional skills to document the diversity of these communities and their

To break cultural barriers, we hosted online lectures for second-generation immigrants from New Southbound countries (Southeast Asian, Indian, and Pacific Islander). These lectures facilitated engagement with new leaders, helping locals understand Taiwan's newest wave of immigrants

The CHT Digital Innovative Application Series has been running for 21 years to promote digital

iPhone usage training courses for the visually impaired were regularly held in support of the

• The App for the Visually Impaired has been viewed over 3.68 million times since 2013. • We established the EYE Social Innovative Call Center where the visually impaired can



Preferential Subsidies for the Disadvantaged Groups

Chunghwa Telecom has long been subsidizing telecom services for the socially disadvantaged, and assuring their access to basic communications. The following are the main preferential plan in 2023.

Item	Preferential Content		
Caring Series Rate Plan (Mobile)	 Double communication hours from the original rate plan for the visually impaired, hearing impaired, and speech impaired. 300 free SMS intra-network and 100 free SMS extra-network for the hearing and speech impaired. The intra-network image telephone rate is the same for 3G customers. 		
4G Mobile Data Plan for the Disabled	Disabled persons are entitled to a NT\$100 discount for a limited 399/436/499 plan, NT\$200 discounts on monthly subscriptions when subscribing to the 4G 599 plan and above plus Wi-F hotspots for free during the term of the contract.		
Heartwarming Plan	We offer exclusive discounts for cellphone purchases and SIM-only plans. Besides the cellphone purchase discount, there are NT\$100-200 discounts for the monthly subscription, free CHT Wi-F service, free extra data or unlimited data, add-ons, extra talk time, and more.		
Broadband Heartwarming Plan	 Applicable Speeds: ADSL 2M/64K, Optical Generation 16M/3M, 35M/6M, 60M/20M, 100M/40M 300M/300M, 500M/500M Eligible Groups: Low-income households: 50% off circuit rental and HiNet internet fees, valid for 2 years. Middle and low-income households: 30% off circuit rental and HiNet internet fees, valid for 2 years. Persons with disabilities: 20% off circuit rental and HiNet internet fees, valid for 5 years. Additional Benefits: 		
	 For HiNet Optical Generation non-fixed rate customers with speeds up to 35M, enjoy free Wi-F Whole House (Wi-Fi 5_2T2R) rental during the rental period. For HiNet Optical Generation non-fixed rate customers with speeds above 100M, enjoy free Wi-F Whole House (Wi-Fi 6_4T4R) rental during the rental period. 		
MOD Caring Plan and Project for the Socially Unfortunate	 Platform charges: A 50% discount (NT\$45/month) from the work completion date. Subscribers to the plans are entitled to a 30% discount with a return to the normal rate after the discount period expires. Note: The above plans all apply to low-income households; the caring plan has no time limit, while the project for those with physical or mental disabilities provides discounts for the first 24 months after the work completion date. 		
Healthy Net Plan	 Healthy Net Plan HiNet Adult Content The service protects children from harmful websites such as pornography, violence, suicide, weapons, gambling, and drugs and is rendered to low-income households for free in the first 2 years. 		



Carefully Thought-out Services for All

CHT is thoughtful and considerate of the services we provide. We promote the construction of network infrastructure in remote areas and strive to bridge the digital divide between urban and rural areas by connecting even the most remote areas to one of our nearly 700 service outlets in Taiwan, including regular and franchise stores. Our ultimate objective is to foster local digital learning, provide thoughtful/age-friendly solutions, and equip everyone with the necessary digital skills.

Our actions and efforts are aligned with Executive Yuan's Digital Nation and Innovative Economic Development Program ("DIGI+") and the U.N. SDGs, and serve to encourage the sharing of digital intelligence and promote digital equality.

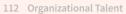
	Item	Annual Achievements
	Local digital empowerment activities	All of our service outlets in arrange lessons for elderly digital life.
	Thoughtful services in physical stores	We attach great importance physical stores are equippe monitors, and accessible co speech or language disabilitie
	Online service	Our online store has been meeting the Web Content Specifically, the web page range of carefully thought- (via video conferencing) fo people with visual impairme an inclusive online experien mobility issues.
	Thoughtful/age- friendly solutions	CHT has launched age-friend age. By designing thoughtfu hope to alleviate their finar digitally empowered and acl
* CHT's web pa	age dedicated to serving di	sadvantaged individuals 🖸

Social Investment Management

Chunghwa Telecom utilizes the community investment evaluation mechanism of the LBG (London Benchmark Group) to assess potential community and business benefits before making investments. By quantifying the contributions of social investments, we ensure reasonable resource allocation and avoid redundancy. This approach aids in decision-making and promoting charitable initiatives and future sponsorships.







s in Taiwan are members of the Good Neighbors platform. We ly adults and children to help them learn digital skills and enjoy

the digital rights of disadvantaged individuals. All of CHT's oped with accessible facilities, call bells, electronic signage and communication services (e.g., pen and paper) for customers with ities so that they can inquire and learn about what services we offer.

en certified by the Ministry of Digital Affairs, Executive Yuan as nt Accessibility Guidelines (WCAG) 2.0 Level A requirements. ge dedicated to serving disadvantaged individuals offers a wide nt-out accessible services, including friendly customer services for customers with mobility issues, a text-to-speech reader for ments, and a sign language video conferencing service to create ience for customers with visual/hearing/speech impairments or

endly service plans to help everyone stay connected in this digital tful services for disadvantaged individuals and elderly people, we nancial burden so that they experience no barriers to becoming achieving digital equality.

★ Sign language service via video conferencing 🖸

Social Investment Statistics for 2023

	······	
Category	2023	
Cash Donations	268,827 NT\$ thousand	
Product or Service Donations	817,403 NT\$ thousand	
Universal Telecom Services	595,968 NT\$ thousand	
Management Expenditures	215,042 NT\$ thousand	
Corporate Volunteer Services	140,620 NT\$ thousand	
Total	2,037,860 NT\$ thousand	
Hours of Corporate Volunteer Services	5,565 hours	
Percentage of Revenue	3.91%	



Minimizing the Digital Divide

Founded in 2006, the Chunghwa Telecom Foundation leverages ESG principles and our core competencies to support communities, tribes, urban fringes, and resource-limited areas. As a resource platform, the Foundation connects and distributes essential materials to where they are needed most, becoming a vital force in supporting and advancing these local areas.







Local Development and Sustainability Initiative

- · Chunghwa Telecom and Chunghwa Telecom Foundation have joined hands cultivating communities for 17 years, establishing digital good neighbors across Taiwan to bridge the ruralurban gaps in resources, serve as the platform to connect resources, offer resources such as community digital learning, youth volunteering, sports/ cultural/art activities, and local industries promotion, as well as discover moving stories and local industries unique to local communities.
- · Today, the partnering bases have been set up across all corners of Taiwan Island and offshore islands, covering ethnic groups of Minnan, Hakka, indigenous peoples, and the new immigrants. With the unity and connection of good neighbors, we expect a variety of residents different in ethnicity and ages can all gain opportunities and energy from them while bridging the gap between cities and towns/villages in resources.





Transformation of **Placemaking and** Community Industries | 2023 Click Taiwan **Innovation Design Action**

and limited industrial development, we launched the Click Taiwan Innovative Design Action in 2020. This project-built support networks, connected design students, teachers, and industry experts, and optimized local industries through co-creation. The foundation also provided funds and resources for industrial development.

Addressing issues identified by the CHT Foundation, such as labor shortages, resource scarcity,

- In 2023, design teams from Lunghwa University (Cultural Creativity and Digital Media Design), Tungnan University (Creative Product Design), and Jinwen University of Science and Technology (Visual Communication Design) worked on a six-month project with the Kanner Village Café, Taiwan Indigenous Huilan Association, and Pingtung Manzhou Port Community Development Association. They developed cultural and creative solutions, including spatial optimization, brand identity design, CIS, signature souvenirs, indigenous culture promotion, process optimization, and auxiliary design, with financial support from the foundation.
- Over the past four years, design projects such as New Year gifts, local travel guides, logo and IP designs, marine debris recycling, and spatial renovation have been co-created for 12 communities in Taitung, Pingtung, Hualien, Taoyuan, and Keelung. These efforts provided self-improvement opportunities for local industry workers and facilitated local talent development.





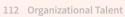
- Promotion of Basketball Sport and Sportsmanship | **Chunghwa Telecom** Women's Basketball Team Gives Back to Communities



- being, and enables children to enjoy basketball.

SOCIAL





• Established in 1974, the Chunghwa Telecom Women's Basketball Team (CHT WBT) has participated in the Love & Care Charity Tournament Series for 12 consecutive years, promoting ESG values. This commitment enhances sports culture sustainability, fosters community well-

• The CHT WBT Foundation organizes summer camps for young basketball players, offering basketball lessons and related courses. The program also includes activities by the Telecommunication Training Institute, such as the 5G Vertical Applications Demonstration Program, and media literacy camps like the Little Anchor Camp.

· Celebrating the 50th anniversary of CHT WBT, we launched a nationwide tour to promote basketball and community care. During the tour, we donated basketball t-shirts, shoes, and balls to schools and communities in rural areas, and provided additional benefits such as free Hami Video subscriptions and complimentary stays at CHT-owned hotels.



ESG Highlights

Kanner Village Cafe & Department of Cultural Creativity and Digital Media Design, Lunghwa University

- To attract visitors to Kanner Village Café, its brand image was redesigned by integrating the characters "Kan" and "Ner" into a vibrant color scheme. The purpose of each space is communicated through logos, signs, floor stickers, and prominent entrance signs, making the café stand out. The interior layout was restructured to distinguish functional areas and improve traffic flow, ensuring easier movement.
- A special area with a pinball machine and message board was designed for guest interaction. This space allows visitors to learn about Kanner Village's history while engaging in games, fostering a personal connection to the café.



ESG Highlights

Taiwan Indigenous Huilan Association & Department of Creative Product Design, Tungnan University

- The design team identified community needs and developed a solution to sustain the local Amis culture and promote industrial prosperity. Embracing the sun, a powerful symbol for the Amis tribe, they created a new brand character named Yang (Sun) Wawa. An idle space was transformed into a cultural classroom, serving both as a reception room and a learning center for Indigenous children to explore their heritage.
- To boost local prosperity, a gift bag was designed for Yuli township souvenirs in Hualien. Local farmers were invited to promote their products, enhancing local industry development. A portion of the revenue from these souvenirs was donated to Yuli Book House, with the remainder used to purchase educational resources for indigenous children.



ESG Highlights

Pingtung Manzhou Port Community Development Association & Department of Visual Communication Design, Jinwen University of Science and Technology

- tours, the gift shop was redesigned to feature a series of products, creating a more appealing retail space.







112 Organizational Talent



140 Public Policy Participation

• To create opportunities for local youth, the Pingtung Manzhou Port Community Development Association focuses on developing engaging travel itineraries and featured products. Known for its "port tea" and land crabs, Manzhou Port inspired the design team to create a character based on these specialties. They also designed new packaging for port tea and black bean tea, incorporating elements that highlight Manzhou Township and appeal to young customers.

Travel experiences were enhanced by creating assistive device signboards and training older adults as knowledgeable tour guides, ensuring smoother and more interactive tours. Recognizing that customers often visit the gift shop after

2023 Social Contribution of Chunghwa Telecom Foundation

ltem	2023
Youth Empowerment	NT\$ 3,406,305
Digital Empowerment	NT\$ 4,255,050
Local Empowerment	NT\$ 3,384,032
Story Marketing	NT\$ 3,762,153
CHT Women's Basketball Team	NT\$ 23,667,075



The Creation of Digital Opportunities

By leveraging our telecom expertise, we aim to ensure that everyone benefits from technology, regardless of financial status, social standing, or geographical location. Our goal is to swiftly minimize the digital divide and create digital opportunities. Beyond our action plans and subsidies, we uniquely allocate resources to develop products and services that cater to the needs of persons with disabilities, ensuring their right to access digital technology and enjoy a convenient life.



Community Network Tutoring—"Read with You"

Since 2009, in the aftermath of Typhoon Morakot, Chunghwa Telecom has supported education and rural communities. We extended our services to permanent settlements and newly developed areas in disaster zones. Utilizing visual Internet technology and replacing physical roads with networks, we delivered educational resources, including private tutoring, to underserved rural villages.



5,409 hours

Item Description				
Goal By 2030, we hope to: • Assist 5,000 students in the remote areas with network tutoring. • Accumulate more than 8,000 volunteers to participate in network tutoring. • Accumulate more than 150,000 training hours for tutoring volunteers training.				
Characteristic	Online education with one-on-one individual tutoring by university students helps pupils of junior high schools and primary schools in the rural villages to enhance their learning and provides equal learning opportunities.			
Method	 To embody the spirit of stakeholder engagement, we have partnered with the Center of Care Services for Taiwan Rural Area Education at Fu Jen Catholic University. University students provide one-on-one tutoring, supporting schoolchildren in rura villages and disaster zones. Customized class supplements foster the spiritual growth of schoolchildren throug companionship, interaction, and communication. 			
Participant	Taiwan Hope Association for Children and Juveniles (the Yingge Branch and Shulin Branch), Double A Plus Love Center in New Taipei City, Taoyuan Dayuan Catholic Church, Chiayi Fu Jen High School, Childcare Center in Tefuye, Chiayi County, Kaohsiung Daai Library, iHope Association of Tainan Assembly of God, Pingtung Feng-Lin Church, Taitung Citong Library, Hualien Yuli Library, Matzu High School, Taoyuan Daxi Charity Station.			
 We provided online tutoring services and organized social meetups. University soffered one-on-one tutoring to improve learning outcomes for children in rural addressing their need for personal communication and interaction. For over a decade, our e-Tutor program has helped dozens of students gain adminational and private universities, including National Yang Ming Chiao Tung Univer Taipei Medical University. Our support for remote villages has bridged the urb divide, enhanced opportunities for children, and transformed their lives. 		ildren in rural villages, ents gain admission to ao Tung University and ridged the urban-rural		
Item		2023		
Little Learning Buddi	es who have been Tutored	227 persons		
Big Learning Buddies	as Tutors	364 persons		

Note: The persons and training hours for the mid- and long-term targets for volunteers were adjusted thanks to the early attainment of the program's targets.



We believe humanity is the foundation of technological innovation. In 2013, we launched a Personal Assistance App specifically designed for the visually impaired, incorporating image, voice, reading, and lifestyle functions to assist both visually impaired individuals and elders. In 2016, we successfully developed the "i4Blind" App, further aiding these groups in their daily lives. By 2023, the number of logins reached 869,476, with over 3,680,347 cumulative views.

<u>∗ Video</u>



() Automated Voice System for Donations

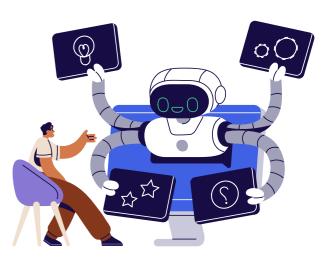
The automated voice donation system developed by Chunghwa Telecom Laboratories has been beneficial for charities, social welfare, cultural, educational, and environmental protection organizations. It provides donors with a convenient way to contribute. Donors simply need to pick up their cell phones, dial a short code, and follow the voice prompts to make their donations.

Tutorial Hours

SOCIAL



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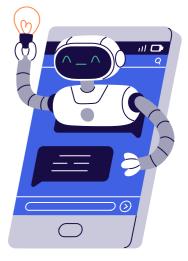
EYE Social Innovative Call Center— Innovative Technology for Hope

Chunghwa Telecom has partnered with the Resource Center for the Visually Impaired at Tamkang University. In 2011, we established the EYE Social Innovative Call Center, unveiling Taiwan's first Total Solution. This includes the development of a computer-assisted telephone system and skill training for visually impaired talents to provide phone services.

In 2021, with a yield rate over 95%, we produced approximately 66,000 valid questionnaires on average. The 1999 Citizen Hotline of Taipei City processed about 12,000 calls monthly, with 10 external entities visiting the call center annually, making it a model for other centers.

In 2022, we collected 64,550 valid questionnaires with a yield rate of over 95%. The IPCC customer service platform was upgraded to IPTS, and visually impaired operators transitioned seamlessly. Additional services included broadband landline and network repair inquiries. We also hired an individual with severe spinal injuries for app management (Voice-based Personal Assistance App, i4Blind App, and i2See App), added approximately 100 Braille e-books monthly, and about 300 news articles daily.

In 2023, we collected 66,000 valid questionnaires with a yield rate over 95% (to be verified by Tamkang).





Technology Platforms





Continue to engage in R&D, innovation, and investments in the areas of artificial intelligence, big data, and cloud computing.



Quickly develop and deploy new application services and solutions.

Food (

Focusing on Smart Farming to Promote Agricultural Innovation

As an active participant in the Ministry of Agriculture's policy on IoT data standards for the agricultural sector. Chunghwa Telecom, in collaboration with the Ministry of Agriculture. established the Smart Farming Sensor Data Format Standards and Testing Regulations. These standards were officially approved by the Taiwan Association of Information and Communication Standards (TAICS), underscoring CHT's leadership in industry regulation formulation. To drive innovation and collaboration in smart farming, we assisted the Ministry of Agriculture in hosting two conferences, encouraging agricultural institutions to adopt the standards and promote the application of smart farming technologies. This effort adds momentum to the development of modern agriculture.



Medicine

Implementing Smart Healthcare to Create Social Welfare: Building a 5G Green channel for Emergency Rescue



Chunghwa Telecom, in collaboration with National Taiwan University Hospital, Taichung Veterans General Hospital, and Taoyuan Hospital, is leading a new trend in smart healthcare by applying 5G technology to enable cross-hospital specialist consultations, enhancing patient care. We pioneered the "5G Green channel for Emergency Rescue" in partnership with Saint Paul's Hospital to ensure stable communication for ambulances. Utilizing dedicated 5G bandwidth, real-time images, and vital signs from within the ambulance are transmitted smoothly, increasing the efficiency of emergency response and the accuracy of life-saving procedures, thereby providing more reassuring medical services to the public.





Seek opportunities for business cooperation and development, and build trust and collaboration.

resource.

Transportation

2023 Smart City Expo: Innovations in AI, 5G, IoT, and Cloud Applications

Technology-driven law enforcement combines image AI and cloud technology to enable real-time traffic violation detection, encouraging drivers to develop good driving habits, enhancing road safety, and reducing the burden on the police.

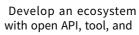
Smart port management utilizes unmanned vehicle technology, including drones, unmanned boats, and underwater robots, along with 5G private networks. This creates a self-developed mobile network control system, improving operational efficiency and safety.

The drone fleet management system integrates drones, operators, and project tasks, simplifying operations. It helps operators use AI-driven analytics to monitor inspection status in realtime, effectively managing drones and completing regulatory tasks.





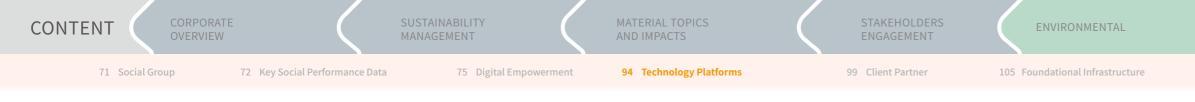






Focus on user experience, provide customized services and innovative functions, and improve user satisfaction.





Education

Using Technological Strengths to Achieve Regional Digital Equality and Promote Telecommunications Services in Concert with the Ministry of Digital Affairs

CHT leverages its technological strengths to promote digital equality and transform rural education. In collaboration with the Ministry of Digital Affairs, we utilized our ultra-high-speed 5G technology to curate an immersive learning exhibition at Danlu Elementary School in Pingtung County. Students experienced a panoramic journey through the dinosaur exhibits from the National Museum of Natural Science, broadening their horizons. Following the exhibition, teachers produced additional VR learning materials to stimulate students' interest in science and technology.



Developing 5G Mixed Reality (MR) Smart Healthcare Technology as an Aid for Learning

CHT assisted hospital in setting up a 5G private network with our developed AR video collaboration platform. This solution allows to remotely observe surgical procedures, while instructors can annotate key symptoms and provide treatment suggestions on the screen, enhancing the quality and efficiency of surgical training. We aim to continuously build a smart healthcare ecosystem, fostering collaboration among patients, healthcare professionals, and startups. This will realize a more comprehensive and intelligent healthcare experience to meet the growing demand for high-quality medical care in society.



Digital Transformation at Shoushan Zoo Provides diverse 5G-Based Interactive Experiences

Chunghwa Telecom collaborated with the Kaohsiung City Government's Tourism Bureau and Asia University Computer to launch a digital entry guide app at Shoushan Zoo. This app integrates AR technology to provide interactive services such as group photos and puzzle-solving games, offering visitors a new technological experience. It enriches the public's 5G multi-dimensional experiences and allows them to gain a deeper understanding of animal-related knowledge through gameplay. This initiative not only helps the zoo create new highlights as a "Smart Zoo" but also stimulates local tourism in Kaohsiung, creating a winwin situation for all involved parties



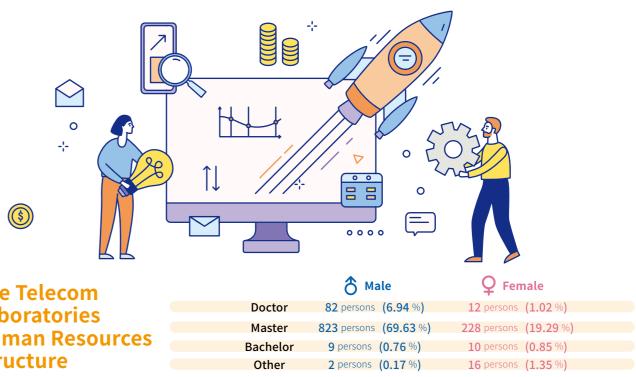
Smart AI Guide at the Taipei Music Center

CHT is dedicated to supporting government policies, promoting locally developed 5G technologies, and developing innovative applications. In collaboration with the Taipei Music Center, we introduced an AI-based tour guide service. Leveraging advanced Al speech generation technology, the service provides detailed information about nearby areas, including the ticketing office and various attractions such as music events, art exhibitions, and restaurants. This innovative use of technology creates an engaging and interactive space, offering visitors a new and immersive experience.

* CHT 5G Consumer Application 🖸

Overview of Chunghwa Telecom Laboratories in 2023 • 1,182 employees (nearly 6% of total) with nearly 95% being R&D personnel.

- The laboratories secured 157 new product/ technical patents (151 domestic and 6 overseas) to a total of 2,915 (2,646 domestic and 269 overseas). 946 of the patents are currently in force (901 domestic and 45 overseas).
- Publication of 28 papers in journals (10 internationally and 18 domestically) and 76 papers in conferences (47 internationally and 29 domestically).
- * Chunghwa Telecom Laboratories 🖸



The Telecom	
Laboratories	Doctor
	Master
Human Resources	Bachelor
Structure	Other

Innovative R&D Results in 2023

Organization	Award
Ministry of the Interior	Our submission v -Smart Living Spa
Ministry of Economic Affairs	We won the 32nd
National Science and Technology Council	Our work was ra Challenge Compe
Ministry of Economic Affairs	We won 13 award Expo competition
Ministry of Digital Affairs	Our work was rate
Smart City Expo	Our exhibition w Institutional Innov
Asia DX Summit	We won the Outst





140 Public Policy Participation

• The funding for R&D totaled NT\$3.89 billion, which was 1.74% of the consolidated operating revenue.

was nominated in the Creative Fantasies, Nesting for the Future ices Creative Competition.

Taiwan Excellence Award.

rated as excellent in the National Defense Drone Application etition.

ds, including 3 gold, 3 silver, and 7 bronze, in the Taiwan Innotech

ed excellent in the AI Application Competition.

won the Innovative Application Award in the Corporate and ovative Application Category.

tanding Catalyst Award – Showcase.



ESG Highlights

5G Innovative Application Competition

In 2023, the 5G Innovative Application Competition was held alongside the 5G Accelerator Competition, where university students and startup teams showcased their creativity in developing innovative 5G applications, producing outstanding works with potential business opportunities.

Since its inception in 2021, the competition has seen 552 technological submissions from over 2,200 participants. This year, teams presented a diverse range of works focusing on smart healthcare, smart manufacturing, and the newly added topic of



metaverse integration. Participants were inspired to leverage 5G technology to create innovative applications for vertical integration, injecting new vitality into the 5G industry ecosystem.

ESG Highlights

FunPark Creative Storytelling Digital Picture Book Contest

In alignment with the government's digital learning policy and anti-drug campaign, CHT held the FunPark Creative Storytelling Digital Picture Book Contest to encourage preschoolers and elementary students to create digital content.

In 2023, we collaborated with industry, government, and academic institutions to launch an anti-drug campaign and promote digital reading/learning across 24 elementary schools and rural areas in Taiwan. The picture book contest provided children the opportunity to unleash their imaginations, showcase their creativity, and use digital tools to create their storybooks.

* Website 🖸







Establish sustainable and robust partnerships by creating value, solving problems, and satisfying needs.



Integrity as our core value, we emphasize customer relationship management.



Digital Transformation: Diverse Online and Offline Channels

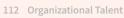
Chunghwa Telecom values consumer feedback. Beyond conveying the technical features of our products and services, we consider the consumer's perspective. We strive to provide comprehensive, high-quality, and efficient services through a wide range of service channels. By the end of 2023, we had 443 direct physical service stores and 240 franchised stores, totaling 683 service outlets, offering convenient services to consumers in both urban and remote areas of Taiwan.

Ethical Marketing and Information Transparency and Friendliness

We offer a consumer handbook detailing product characteristics and applications, including friendly reminders about the potential negative aspects of overuse. Additionally, Chunghwa Telecom has established the "Channel Sale Items Management Guideline" and "Channel Sales Items Management Implementation Procedures" to ensure consistent display and management of sales items across all service locations. This consistency is vital for maintaining a superior and professional image and service quality at Chunghwa Telecom.

SOCIAL





140 Public Policy Participation



Adopt diverse channel strategies to provide flexible, convenient services and forge stronger ties with customers.

Be honest and reliable with partners and treat customers as partners.

Continue to improve the customer experience to strengthen customer loyalty.



Green Services: Eco-Friendly and Innovative Solutions

We have also established telecom combination stores in Zhongli, Miaoli, and Hsinchu, incorporating cafes, 3C products, and experimental displays. These green stores promote energy-saving household appliances such as electric scooters, TVs, refrigerators, and air purifiers, supporting green business development and offering customers a one-stop shopping experience with enhanced service.

Category	Description
Customer service Kiosks	These serve as the "Database" for business and engineering-related information. Upon receiving
	new information, it is verified according to an SOP. Subsequently, an FAQ is drafted and uploaded to the customer information station for use by Chunghwa Telecom customer service personnel at service outlets, call centers, and the Internet counter.
Customer Service Hotline	This channel provides complete information on the features of products and services and relevant special offers.
	(Customer service hotline: 0800-080-123: as of July 1, 2023, all service hotlines were consolidated

er service notline: 0800-080-123; as of July 1, 2023, all service hotlines were consolidated into a single hotline)

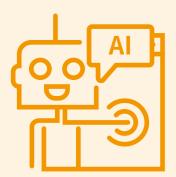
ESG Highlights

Creating optimized experiences with AI customer service

AI Smart Customer Service with Human Care in the Post-Pandemic Era

- 1. During the 2022 pandemic, human services were limited. To provide customers with timely support and answers at any time, we rapidly expanded our "AI Smart Customer Service," enhancing online chatbot channels and the IVR smart voice self-service system.
- 2. In 2023, we continued to improve the customer experience by implementing the "Smart Customer Service Quality Enhancement Plan." AI trainers were transformed into customer experience managers, using the PDCA cycle to continuously improve chatbot service experiences, helping customers overcome technological barriers and increasing satisfaction.

Four Major AI Smart Customer Service Initiatives for Enhanced Customer Experience and Satisfaction



- 1. Online Customer Service with Generative AI Technology: Launched the "AI 2.0 Mobile Response Assistant." AI identifies customer issues based on real-time conversation history and proactively generates recommended answers, assisting agents in responding quickly and reducing customer wait times.
- 2. IVR AI Smart Voice Self-Service with Warm Applications: Provides 24/7 voice prompts for "transfer to a customer service representative," ensuring customers can quickly connect with a human agent when needed, addressing their needs promptly.
- 3. Optimizing Roaming Customer Experience: Offers roaming customers direct or priority access to human services, helping them manage various needs smoothly while abroad.
- 4. Initiating Smart Surveys: Replacing human surveys, the smart customer service satisfaction survey will now be conducted monthly alongside customer satisfaction surveys, expanding the scope to gather more customer feedback.
- 5. Continuous Focus on VOC and Generative AI Applications: We enhance AI applications in customer service to provide sustainable, high-quality, and emotionally engaging human-machine collaboration experiences.

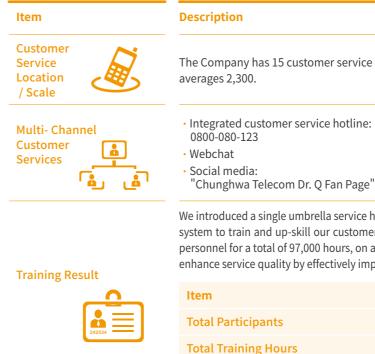
Customers' Trust

Chunghwa Telecom provides thoughtful and professional services to build positive customer relations and meet diverse needs. We adhere to a "Customer First" philosophy to optimize the customer experience. By performing big data analysis, we identify key factors, ascertain customer needs, continuously optimize processes, and enhance system functions. With the recent surge in demand for digital services, we are refining our smart customer services and improving operational efficiency to deliver exceptional experiences and value to our customers.

CHT's customer service hotline (0800-080-123) serves as a one-stop channel for all telecom services. Our CHT App supports fingerprint and facial recognition authentication. Customer services are also accessible online and through our Internet service center (123.cht.com.tw). Additionally, we offer free SMS customer service: by sending a text message to "123," customers can check bills or apply for various services. Our customer service is available 24/7 to ensure an optimal user experience.



Chunghwa Telecom Customer Service Mechanism Overview



Average Training Hours (Total Hours/Total Participants)



The Company has 15 customer service centers, and the number of customer service personnel

- Web customer service center 🖸
- Mobile App
- SMS

We introduced a single umbrella service hotline, 0800-080-123, to cover all customer services, and used the system to train and up-skill our customer service personnel. In 2023, we trained 24,615 customer service personnel for a total of 97,000 hours, on average, about 42 hours per person per year. We are continuing to enhance service quality by effectively improving their professionalism and communication skills.

	2021	2022	2023
	17,917	18,572	24,615
	54,441	58,268	97,250
l Training	3	3.1	4



ESG Highlights

Four Customer Service Excellence Awards (CSEA)



- 1. Best Customer Service Digital Intelligent System Application Enterprise: CHT was honored with this title for its digital transformation strategy, employing robotic process automation (RPA) and AI technology to introduce a digital employee service model, thereby improving customer service efficiency and enhancing the customer experience.
- 2. Best Integrated Marketing Enterprise: CHT was rated as the Best Integrated Marketing Enterprise for the timeliness, professionalism, and convenience of its services. Our customer services are available both online and offline, with dedicated technicians providing in-home services for an enhanced customer experience.
- 3. Best Community Management Enterprise: CHT was recognized as the Best Community Management Enterprise due to its excellent service chatbot. By integrating human-machine interaction into customer service, we deliver efficient, accurate, and thoughtful service while achieving ESG goals.
- 4. Best Service Innovation Enterprise: CHT was honored as the Best Service Innovation Enterprise for its commitment to developing digital customer services with a human touch and optimizing online sales service procedures. Using a data-driven approach to understand customer needs, we provide services 24/7, enhancing convenience and customer satisfaction.





ESG Highlights

Promoting "customer-centric" transformative strategies

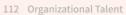
We adopted a customer-centric strategy to achieve transformation, integrating online and offline services based on customer perspectives to execute several customer experience optimization projects:

- 1. CHT App Transformation Project: With increasing app usage, we launched this project to meet demand. In 2023, the CHT app had 1.71 million active users, received a rating of 4.7 on a shopping platform, and garnered a satisfaction score of 9.1. The app processed 1.8 million service requests, effectively reducing paper use in service processes such as payment applications and postal services.
- 2. Smart Governance and Digital Transformation: We integrated digital customer services with AI and live chat, processing 11.33 million service requests in 2023.
- 3. Free SMS Customer Service: To cater to users without Internet access, we processed 578,000 service requests in 2023 via our free SMS customer service (no installation required).
- 4. Online to Offline Sales Mechanism: We implemented a mechanism to forward online sales requests to physical stores, ensuring seamless transaction completion offline. In 2023, we forwarded 36,000 sales requests and completed 16,000 transactions.
- 5. Digital Equality Initiatives: In November 2023, CHT launched various customer service options, including sign language services, friendly customer service, and age-friendly customer service, to promote digital equality.









140 Public Policy Participation



KPIs for Customer Service Hotline

Air counter lines have certified for the ISO 10002:2004 Customer Complaint Management System, making the first telecom company in Taiwan to obtain this certification. The Company views customer complaints as opportunities to make ongoing improvements. The resolution of customer complaints and dissatisfaction is rule-based, and they must be settled within 3 working days. This approach ensures the continuous improvement of service quality.

In addition to the customer service hotline, consumers may also use the corporate website or Representative Line authorized by the President (02) 2344-6789 to raise complaints directly to the assistance of the senior executive. The satisfaction survey in 2023 rendered 4.77 points as a result, exceeding the target of 4.7 points.

КРІ	2021	2022	2023
Service Satisfaction (5-point scale)	4.75 point	4.75 point	4.77 point

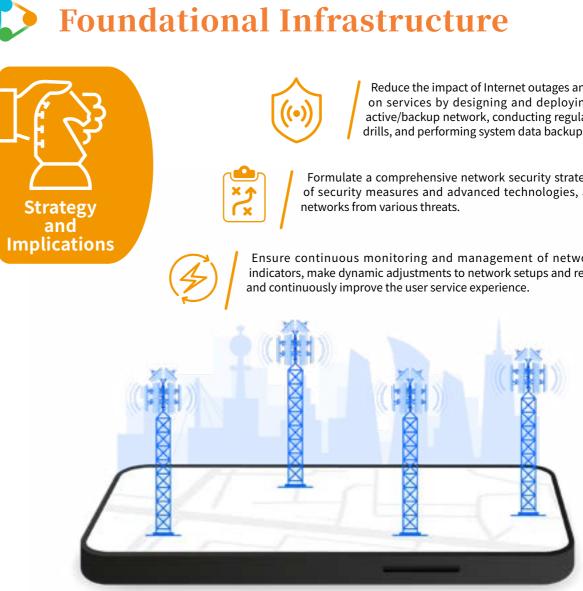


Customer Satisfaction Survey

Our customer satisfaction surveys are conducted by impartial third-party organizations to identify the issues of most concern to consumers and their expectations. We use these findings to guide future improvements. After each survey, the opinions and suggestions are conveyed promptly to product or business personnel (including Risk Management and the Public Relations Departments) using the consumer feedback system.

Consumers' opinions are brought to the attention of the senior manager of the product and customer service departments for discussion at monthly meetings to ensure that the consumer's expectations receive proper consideration. Regarding the IPA (Importance-Performance Analysis) items belonging to the fourth quadrant (high importance and low performance) after a review of the results of the annual satisfaction survey, we will request that the relevant functional units conduct further analysis and propose measures for concrete improvement every year. There will also be a follow-up in the next quarter to keep track of the progress of any corrective action found necessary.

Survey Method	Survey Result (10-point scale)
	9.14 point
Designate an external market survey company to conduct consumer satisfaction survey	8.68 point
	7.98 point



1Gbps Network Speed across All Townships, 100 Mbps across All Villages

We are continually expanding our mobile networks, making us the leader in 4G cell towers and coverage in Taiwan. Our network guality has earned both domestic and international recognition. To ensure equal access to information, we not only enhance mobile Internet quality in densely populated areas but also increase signal coverage in remote regions, achieving 100% 5G coverage in townships across Taiwan.

To effectively support the exercise of digital rights, we are committed to the Executive Yuan's Smart Government Program 2.0 (2021–2025) target of 90% coverage of the 2Gbps network. This goal is being pursued by expanding fiber optic network coverage and upgrading network facilities to ensure equal development opportunities for all. By the end of 2023, 2Gbps network coverage had reached 67% and 1Gbps coverage had reached 94%.

Expand Wireless Hotspots

We support the government initiative to promote free wireless Internet service nationwide. Through a reasonable Wi-Fi rental package, a robust user authentication platform, and a national maintenance and monitoring system, we have helped deploy free Wi-Fi hotspots across Taiwan. Our contributions include collaborating with local governments to provide Wi-Fi hotspots for festive gatherings, international sporting events, New Year's Eve festivities, and other significant activities. In 2023, we participated in 7 festive occasions, building a total of 22 hotspots.



Reduce the impact of Internet outages and network failures on services by designing and deploying more than one active/backup network, conducting regular system recovery drills, and performing system data backups.

Formulate a comprehensive network security strategy, adopt a series of security measures and advanced technologies, and protect basic

Ensure continuous monitoring and management of network performance indicators, make dynamic adjustments to network setups and resource allocation,



Electromagnetic Radiation Inspection Service

According to the World Health Organization (WHO) and related scientific research, exposure to base stations and Wi-Fi signals does not affect human health. The NCC has also confirmed that the electromagnetic radiation from domestic base stations is within international standards and poses no harm to the human body. Therefore, the Ministry of Environment does not classify base stations as a source of environmental pollution.

Chunghwa Telecom ensures strict compliance with safety standards when constructing telecom infrastructure. The Specific Absorption Rate (SAR) of all mobile communication products we procure complies with National Communications Commission (NCC) regulations.

Environmental electromagnetic radiation measurements conform to the standards of the International Commission on Non-Ionizing Radiation Protection (ICNIRP); specifically, less than 0.45 μW/cm² at 900MHz and less than 0.9 μW/cm² at 1,800MHz. Residents concerned about base stations near their homes can request a complimentary measurement of electromagnetic radiation by calling 0800-580010. In 2023, we responded to 97 such requests.

Project	Description				
	Chunghwa Telecom collaborates with the Taiwan Telecom Industry Development Association to educate the public on electromagnetic waves by organizing conferences and issuing promotional materials.				
Advocate the Accurate Understanding of	 The Company, in conjunction with the NCC and five county/city governments, hosted five seminars on electromagnetic waves and conducted 97 complimentary electromagnetic wave measurements. Local government bodies issued some promotional material and pamphlets about electromagnetic radiation, which were distributed to the public during various activities to promote proper understanding. 				
Electromagnetic Waves					
	2				
5					
5 G	4G 3G				

Independent Base Station

Shared Base Station

Enhanced Disaster Response and Communication Coverage

CHT is committed to strengthening its network infrastructure, with a particular focus on the resilience of remote networks to unexpected natural disasters. In 2023, Typhoon Khanun struck mountainous areas in Nantou, bringing heavy rainfall that flooded the area and caused power outages and communication failures. CHT responded immediately by sending repair teams, mobilizing nearly 100 technicians in 3 days to repair the network facility.

As instructed by government authorities, we initiated relief efforts by providing labor resources and supplies to restore communication services. We took the initiative to reduce or waive the fees of customers who were affected by the typhoon to help these citizens overcome difficulties.

ESG Highlights

Strengthening Lanyu's Network Resilience

In 2023, telecom services in Lanyu (Orchid Island) were disrupted by Typhoon Koinu. Chunghwa Telecom responded by implementing two plans to mitigate the impact and ensure uninterrupted communication.

Plan 1: Installation of Underground Telecommunication Cables

project will cover a span of 17 km and is expected to be completed by the end of 2025.

Plan 2: Strengthening Mobile Base Station Resilience We focused on enhancing the resilience of mobile base stations, particularly for 4G and 5G networks.

- Taiho Mountain in Pingtung as an emergency backup.
- total of 5G coverage.
- system modules in the machine room, to ensure a stable power supply and efficient equipment management.



Item

Description

Responses Measure

Occurrence of Disaster

We conduct annual emergency drills for various scenarios, from coordinating network resources and equipment to performing emergency repairs. Our base stations are strategically deployed with diversified backup plans to ensure that any failure in circuitry, power, or equipment at one station does not disrupt the operations of nearby stations.

In the unfortunate event of a natural disaster causing severe communication disruptions, we implement contingency measures based on the actual circumstances to maintain communication between the disaster area and the outside world. These measures include using microwave radio, satellite transmission, and portable base stations to gather intelligence and facilitate rescue operations.





140 Public Policy Participation

We initiated the installation of underground telecommunication cables to enhance network resilience in Lanyu. This

4G Bands: We will build 4G dual-frequency base stations in 13 areas on Lanyu and install a 4G high-gain antenna on

5G Capacity: We will improve 5G network capacity by building 5G base stations in five areas of Lanyu to provide a

Enhance the resilience of the 4G/5G architecture: We use C-RAN architecture for central management of base station





Disaster Notifications and Safety Upgrades

Prompt messaging is a key strategy we use to minimize the impact of disasters. Chunghwa Telecom's in-house developed Emergency Response SMS System sent over 180,000 emergency notifications in 2023. This system has been widely applied, playing a pivotal role in issuing disaster warnings.

To support national policy on emergency message dissemination, we also set up a Public Warning System (PWS) that helps the government raise disaster awareness and improve disaster response capabilities. In the event of a disaster, the system quickly and effectively sends warning messages to citizens in specific areas. In 2023, the PWS sent more than 6,000 warning messages, covering all of Taiwan, effectively assisting the government in making announcements and completing disaster reporting tasks.

ESG Highlights

Strengthening the early warning mechanism for heavy rainfall in mountainous areas

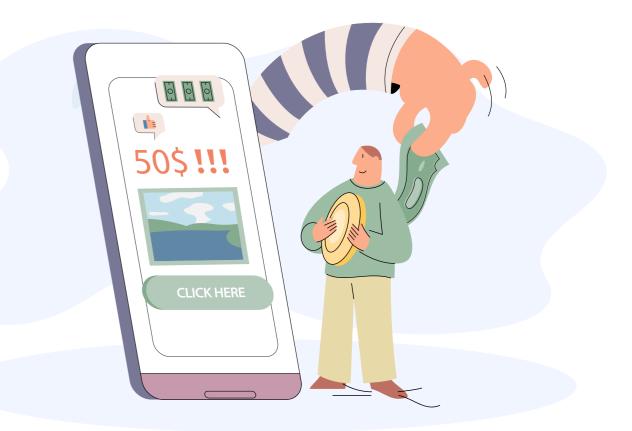
- Due to the unfortunate event where five hikers died near Feilong Waterfall in Pingtung during heavy rainfall, the government reinforced the public alert mechanism for heavy rainfall in mountainous areas using the PWS to prevent recurrence.
- The Central Weather Administration selected 18 areas in Taiwan known for their water activities. Chunghwa Telecom surveyed the locations of its base stations, determined the target areas for PWS messages, and conducted drills in the 18 selected areas.
- In 2023, the Central Weather Administration sent 73 notifications about heavy rains in mountainous areas via the PWS, effectively helping the government safeguard the lives and safety of the general public.



Anti-Fraud Prevention Measures

accurately detect scam messages.

Project	Description
Resources Committed	 An average of 12 customer service personne Bureau in a concerted front-line effort from
	 The Disconnection Service Fraud Prevent techniques and real-time solutions. On avereach month to protect customers from photon
	 CHT's Number Masking Service creates a supported by the dedicated efforts and reso Laboratories, the Information Technolog Business Group.
	• A two-way, SMS-based authentication system
Prevention of Fraud on Network/	 In collaboration with the police department SMS messages.
Mobile Devices	 We provide a call function that forwards call customer privacy by masking telephone num
	• The hotline received 274,810 calls, and 6,150
Progress Description in 2023	 The Company assisted the Criminal Investigation phone numbers, successfully stopping 3,428
	CHT's number masking platform helps busi that consumer information remains confide





112 Organizational Talent



140 Public Policy Participation

Since 2007, CHT has been using technology to combat fraud and protect the safety and property of the general public. Although scams are continuously evolving, CHT remains committed to the government's anti-fraud policies and uses AI technology to more

el are added each month to work with the Criminal Investigation Monday to Friday, ensuring customer communication safety.

ention System program provides information on phone scam erage, two customer service personnel participate in the program ne scams.

safe and reliable communication environment. This initiative is sources of various CHT departments, including Chunghwa Telecom gy Group, the Network Technology Group, and the Enterprise

em was introduced for small payments to enhance security. t, CHT ensures customers' financial security by sending anti-fraud

ls from platform-represented numbers. This function helps protect mbers.

56 cases of fraud were referred to the authorities.

igation Bureau and National Police Agency in disconnecting 300 28 scams.

inesses enhance consumer data protection and security, ensuring ential during the logistics and delivery process.



Reducing Negative Impacts of the Internet

Description

We continue to minimize negative material circulating on the Internet through diverse action plans and endeavor to provide consumers with a healthy, trouble-free network environment.

Item	Description
Anti-Virus and Anti-Hacker	We partnered with a leading global cybersecurity company to launch a range of anti-virus and anti- hacker services and solutions. These services protect individual and home users against fraudulent websites and malware through Wi-Fi security checks and secure online shopping transactions, among other cybersecurity functions. Our offerings enable Taiwanese nationals to use the Internet in a secure environment.
Adult Content	The HiNet Adult Content Gatekeeper and Mobile Adult Content Security Guard are solutions we provide to prevent children and teenagers from accessing inappropriate or dangerous websites.
Usage Time Control	The HiNet Online Time Management Service and Mobile Online Time Management Pro (for mobile phones) are programs that give parents effective control over their children's mobile phone and Internet use.
MOD Parental Lock	These parental control features allow parents to block specific web content and restrict access to video content by age rating (R [restricted], PG [parental guidance suggested]). The parental lock can be used to protect children from harmful or inappropriate content.
2	

ESG Highlights

2023 Anti-Fraud Measures

- 1. In 2023, CHT extended the service hours of its 165 Anti-Fraud Hotline from 6 p.m. to 10 p.m. to more effectively manage high call volumes during peak hours and help the Criminal Investigation Bureau prevent and reduce fraud.
- 2. In response to the authorities' anti-fraud campaign, in 2023, we produced a short clip about scams commonly experienced by customers. The short video was uploaded onto our social media platform to raise fraud awareness.
- Our anti-fraud video, "My Grandson is so Smart," promotes awareness of a common phone scam whereby a scammer pretends to be someone you know. The video has garnered 115,000 views and won the Silver Award in a video competition organized by the Ministry of Education.
- "My Love for ATM" is a video that raises awareness of romance scams. The video has been widely received, with 205,000 views.

ESG Highlights

Know Your Customer (KYC) service via video conferencing

Following the Guidelines for Risk Management Mechanism for Telecom Businesses to Accept Telecommunications Services Application promulgated by the National Communications Commission, we use a cloud-based tele-healthcare platform to prevent identity theft. When customers apply for a mobile number for the first time, our customer service personnel conduct KYC (Know Your Customer) via a video call to verify the customer's identity.

the application form is correct, and explaining the logistics and terms and conditions.



Item





1. Enhanced KYC Procedures (November 2023): We launched a mechanism to further improve our KYC procedures. When customers apply for a mobile number for the first time through our digital service, a customer service representative will engage in a video call with the customer, assisting in the application process. This includes helping the customer review their information and upload supporting documents, verifying that the information on

> 2. Triple-Check Identity Verification Process (Beginning of 2024): For "new non-first-time applications" submitted online using our digital service, CHT adopted a triplecheck identity verification process. Customer service personnel will ask questions about the applicant's existing CHT-issued number and will intensify verification efforts if incorrect answers are given. By analyzing customer behavioral patterns, we aim to help customer service personnel make informed judgments and reduce the risk of fraud.



Organizational Talent





Employees are the key asset of a successful and sustainable business and a driver for growth.



We established the CHT Human Resource Development Task Force to formulate talent development policies, oversee their implementation, and set goals for each following year.



The Chunghwa Telecom Telecommunication Training Institute was established to cultivate outstanding talent through training courses directly tied to the Company's operations to strengthen our core competencies and maintain a competitive edge.

Human Rights Value Protection

We proactively monitor and protect human rights for all stakeholders, adhering to the UN Declaration of Human Rights and the ILO Conventions on eliminating discrimination and prohibiting forced and child labor. This ensures respect and equal treatment for all stakeholders.

To promote information equality, we ensure the free flow of information globally, transparency in global roaming charges, and





Customer Human Rights

To implement appropriate safeguards for customers' personal information and to focus on information security management in operations, we actively prevent any harm from our products or services to stakeholders. We ensure that measured values, such as environmental electromagnetic waves, comply with the "Recommended Non-Ionizing Radiation Exposure Limits for the General Public in Non-Occupational Environments" released by the International Commission on Non-Ionizing Radiation Protection (ICNIRP). Citizens may apply for a free base station electromagnetic wave measurement service to alleviate concerns about the health and safety of people in communities.

Employee Human Rights

We implement the Occupational Health and Safety Management System (ISO 45001) to continuously improve the working environment and enhance safety and health measures, actively ensuring employee protection.

Customer service personnel sometimes face irrational requests and personal abuse from customers. To address this, we established a Standard Operating Procedure (SOP) for employee response, which includes critical intervention measures. In serious cases, legal assistance is authorized to prevent and address illegal practices. Since adopting the ISO 10002 quality management system in 2011, we have maintained a certified and robust customer service procedure and management mechanism. We regularly offer training courses in customer relations, emotional stress management, and occupational hazard prevention. This not only builds professional capability but also helps mitigate mental and physical health pressures on customer service personnel.

fair competition. We support telecom development in developing countries, provide convenient access to telecom services for individuals with disabilities, and protect freedom of speech on telecom networks.



Local Human Rights

To uphold the principles of anti-forced labor and ensure an appropriate working environment, we require bidders to sign a Conflict-Free Minerals Declaration during procurement. We evaluate suppliers to determine if raw materials are sourced from high-risk human rights areas, such as the Democratic Republic of the Congo, to avoid infringing on the basic human rights of residents while providing ICT products and services. Depending on demand, we require suppliers to provide certification of material sources, third-party verification, or acceptable audits to confirm no violations. Additionally, we mandate that all suppliers comply with the Restriction of Hazardous Substances Directive (RoHS) to prevent hazardous substances from endangering local employees, the environment, or customers.

SOCIAL





140 Public Policy Participation



We have adopted a people-oriented business model that allows employees with the same interests to grow together. Our AGLOW program offers employees comprehensive training to equip them with the necessary technical abilities and leadership skills and empower them to pursue various career options.





Information Equality

CHT is fostering a free and open information-sharing environment without technological boundaries, accessible to everyone. This system preserves culture, enhances education, promotes industry, and elevates art through the power of the Internet. Digital technology benefits all, regardless of age, social standing, wealth, geographical location, or education.

Rooted in the characteristics of the ICT industry and guided by the principle of "where value lies, responsibility follows," we work closely with communities in Taiwan. Our primary objective is to minimize the digital divide and create digital opportunities. CHT monitors digital divide trends and offers solutions that facilitate social innovation and digital inclusion. We are dedicated to corporate volunteering, community service participation, and proactively assisting communities in creating digital opportunities.

CONTENT	CORPORATE OVERVIEW		SUSTAINABILITY MANAGEMENT	MATERIAL TOPICS AND IMPACTS	STAKEHOLDERS ENGAGEMENT	ENVIRONMENTAL	SOCIAL
71 Social	Group	72 Key Social Performance Data	75 Digital Empowerment	94 Technology Platforms	99 Client Partner	105 Foundational Infrastructure	112 Organizational Talent

2023 Human Rights Due Diligence in the Value Chain

Targets in the Value Chain	Locations/Number of Sites	Evaluation Mechanism	Evaluation Proportion	Proportion at Risk	Improvement Mechanism/Desc
1st and 2nd tier organizations under CHT	28	 Labor-management meeting Collective agreement Workers' Union meeting Annual human rights event inspection 	100 %	3.8 %	 Certain institutions violated s standards, which were immedia Labor rights were protected the
iubsidiaries	19	Annual ESG implementation inspection			Agreement. • There were no risks involving th
e-investment Companies	15	Annual ESG implementation inspection	100 %	1.3 %	Some institutes violated regulation be continuously tracked and man
Jpstream and Downstream Suppliers	Tier 1: 2,555 Significant Tier 1: 177 Significant Tier 2: 22	 ESG survey inventory ESG second-party audit Occupational health and safety audit 	100 %	1.21 %	 Some suppliers violated labor lab
The Public	All consumers	 Diverse compliant channels (including discrimination and harassment) Satisfaction survey Personal information and privacy protection inspection Minority group service mechanism 	100 %	0 %	 No incidents of discrimination, occurred at CHT in 2023. We will continue to promote the groups.
ATTL NTER	TA		刘板印象存在我	八王別刻 ^{門的生活中,包括}	
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140 Public Policy Participation

scription

social regulations and occupational health and safety (OHS) diately corrected in compliance with regulations. hrough labor unions and the signing of the Collective Bargaining

the labor environment in 2023.

ions. Suggestions for improvement have been provided and will anaged.

r laws and regulations.

with at-risk suppliers through the Supplier Conference and other ients have been made.

n, customer privacy invasion, or misuse of personal information

the 5I SDGs Initiative to ensure information equality among all

Supporting Global ESG Initiatives and Guidelines

e voluntarily abide by the United Nations Global Compact, upporting and respecting internationally recognized human ghts standards, with a zero-tolerance policy for any form of uman rights infringement. Regarding labor rights, we are ommitted to protecting our employees' freedom of association, knowledging and encouraging collective bargaining rights, and adicating all forms of discrimination and inappropriate behavior the workplace.

e have published our human rights policy and established an fective complaint management system to ensure human rights feguards throughout the Company. The Chunghwa Telecom elecommunication Training Institute offers human rights courses nd training programs, updated annually based on the latest labor gulations and policies.

ensure gender equality, we launched the Women Balance ower Program in 2023. Attended by over 3,000 employees, the rogram featured a series of events, including keynote speeches om female CEOs, workplace stress management workshops, orking parent workshops, and gender equality "Yes, I Do" promotional campaigns.

<u>* Chunghwa Telecom Human Right Policy</u>



Ensuring Employees' Happiness

Safeguarding Employee Rights

Chunghwa Telecom regards employees as its most important business partners. To ensure optimal protection of employee rights, Chunghwa Telecom signs an "Employment Contract" with each employee and commits to notifying them of any changes in employment terms in compliance with the Labor Standards Act. Additionally, CHT employs various channels, including seminars and labor-management meetings, to maintain a harmonious and mutually beneficial working relationship with employees.

Remuneration Policy and Management

To attract and retain outstanding talent, we offer competitive remuneration packages and ensure transparency in employee compensation. As part of our profit-sharing scheme, the CHT Remuneration Committee regularly reviews the performance and remuneration of board members and managers, as well as the Company's remuneration policy, standards, and structure to ensure effective corporate governance and remuneration management.

We ensure that the starting salary for entry-level personnel in the same position is equal, regardless of gender or ethnicity, with additional pay provided based on qualifications, work experience, educational background, and professional skills and licenses.

We have formulated the CHT Performance and Remuneration Regulations for Senior Management, which include ESG performance indicators aligned with the Company's sustainability vision and strategies. By directly linking ESG performance to senior executives' remuneration—with the weight of ESG performance increasing annually—we are advancing towards our corporate sustainability vision and goals.

CHT Total Annual Compensation

	$\widehat{\mathbf{O}}$	Increase / Decrease Ratio
0	(SIS)	Increase / Decrease Ratio of the highest compensation personnel
he highest mpensation personnel	all employees, excluding the highest compensation personnel	Increase / Decrease Ratio of all employees, excluding the highest
	Total	compensation personnel
annual <mark>c</mark>	ompensation	
2022	2023	





Total annual compensation

46.29 %

+2.31%

+4.99 %

Item	2023
2023 Base Salary in Taiwan	NT\$ 26,400
CHT Base Salary	NT\$ 37,730
Average Salary in the Telecom Industry	NT\$ 75,774
CHT Average Salary	NT\$ 70,859

Notes: 1. Average Salary in the Telecom Industry: According to the "Monthly Wage and Productivity Report, December 2022" published by the Directorate General of Budget, Accounting, and Statistics.

	or Indicators for s Variable Compensation		The rati the link	o of ing ESG p	erforma	nce
Category: Adult Content	ESG Indicators power usage	to Executive Variable Compensation				
Adult Content	2 renewable energy		2022	2023	2024	2025
	 SME digital empowerment Code of Conduct ethical management 		10 %	15 %	25 %	30 %
Item	Personnel at the Highest Governance Body (Board of Directors)	Senior N	lanagem	ent		
Fixed Salary and Variable Compensation	 Fixed Salary: Monthly salary is paid following the compensation standards of the Ministry of Transportation and Communications and with approval by the Board of Directors. Variable Compensation: Includes annual bonuses, performance bonuses, special corporate bonuses, etc. Fixed Salary: Monthly salary is paid according to the employee salary table. Variable Compensation: Includes annual bonuses, employee compensations etc. 				es annual , special	
Separation Payment	Retirement pay is provided following the standards outlined and Severance Pay Guidelines."	in the "En	nployees'	Pension, C	consolatio	n Pay,
Remuneration Clawback	 According to the latest NYSE regulations, if the Company material misrepresentations, the CHT Senior Executive that senior executives must return any bonuses and put three most recent fiscal years. 	Bonus Re	muneratio	on Clawba	ck Policy	stipulates
Mechanism	2. In the event of a material risk incident that impacts co internal control, Article 12 of the Standards Governing Ad Telecom Personnel stipulates that in the event of any ma approved rewards will be revoked as part of the discipling be clawed back following the regulations.	lministrati Ipractice b	ve Reward by any emp	s and San ployee, inc	ctions of (luding the	Chunghwa e CEO, any
Retire Benefits	Benefits follow existing standards, with no significant differ employees. All employees, regardless of rank, are entitled birthday cash bonuses, and other fringe benefits. Note: Board members are only entitled to the aforementior Company.	to pensio	n paymen	ts/subsidi	es, retiren	nent gifts,

Benefits Expense of Full-time Non-supervisory Employees

Item	2022	2023	ΥΟΥ
Full-time Employees	19,886 Persons	19,914 Persons	+0.14 %
Average Salary	1,548 NT\$ Thousand	1,526 NT\$ Thousand	-1.42 %
Median Salary	1,510 NT\$ Thousand	1,487 NT\$ Thousand	-1.52 %

Notes:

1. The number of full-time employees is calculated on a "yearly average" basis. The total number of employees of the year (including the ones on leave without pay, separated, and retired) is subtracted by the number of managers before calculating the yearly average number of employees of the year based on the months of pay to the employees in service in a year, instead of based on the number of employees at the end of a year.

2. The definition of non-supervisory employees excludes Managers. For the definition of managers, please refer to page 44~47 of the Annual Report.



th com SOCIAL



^{2.} Base Salary of CHT: The average salary level in December 2023.



Human Resources Structure at CHT

In 2023, CHT had over 20,000 employees with an average age of 46. A total of 1,300 employees retired, accounting for 6.6% of the total workforce. Over the next five years, more than 4,000 employees are expected to retire, and one-third of current employees will be eligible for retirement within the next decade. This wave of retirements includes current senior management. In response, we have proactively initiated a multi-channel talent employment strategy. Alongside recruiting entry-level personnel to fill vacancies in our core businesses, we are also increasing our hiring of talent for emerging businesses. Internally, we actively focus on talent cultivation and mentorship to strengthen our human capital.



Item	Male ô	Female Q	Total
Permanent Employees	13,960 persons	6,048 persons	20,008 persons
Temporary Employees	26 persons	11 persons	37 persons
Non-Guaranteed Hours Employees	2 persons	3 persons	5 persons
Full-Time Employees	13,986 persons	6,059 persons	20,045 persons
Part-Time Employees	2 persons	3 persons	5 persons

Notes:

1. Fixed-term contract personnel are "temporary employees," primarily engaged in special projects and industrial-academic collaborative Projects, while non-fixed contract personnel are "full-time employees."
 The total number of employees includes both temporary and non-guaranteed hours employees.
 Manpower data are calculated as "headcount" and are based on figures "at the end of the reporting period."

Non-fixed-term Contract Employees

ltem	Male ô (persons / %)	Female Q (persons / %)	Total (persons)
Total	13,960 / 69.77	6,048 / 30.23	20,008
Under 30 years old	1,346 / 6.73	382 / 1.91	-
30~50 years old	7,635 / 38.16	2,723 / 13.61	-
Over 50 years old	4,979 / 24.89	2,943 / 14.71	-

Notes:

The welfare system at the Company mainly applies to the "non-fixed-term contract employees."
 The employees on leave without pay are excluded from the non-fixed-term contract employees (full-time employees).

Number of Persons by Job Grade and Gender Pay Ratio

Grade	Entry-leve	l Employee	Intermediat	e Executive	cutive Executive		Senior Executive and Higher	
Level	0-	10	11-	16	1	7	18-	-22
Under 30 years old	1,346 persons	382 persons	1,346 persons	0 persons	0 persons	0 persons	0 persons	0 persons
30~50 years old	7,424 persons	2,641 persons	7,424 persons	82 persons	1 persons	0 persons	1 persons	0 persons
Over 50 years old	3,643 persons	2,545 persons	3,643 persons	387 persons	30 persons	5 persons	30 persons	6 persons
Ratio	62.04 %	27.83 %	7.42 %	2.344 %	0.16 %	0.03 %	0.16 %	0.03 %
Base Salary Ratio (M:F)	0.93:1		1.0	2:1	1	:1	1.1	0:1
Average Salary Ratio (M:F)	0.9	3:1	1.0	3:1	1	:1	1.0	5:1

Notes:

1. For all grades, the basic salary is defined as the fixed salary (monthly). 2. For all grades, the average salary includes fixed salaries and variable portions (including the monthly salary, year-end bonus, bonus, etc.)

3. Levels of all grades: Basic 0-10; Executive 11-16; Intermediate Executive 17; Senior Executive 18-22. 4. Senior managers (VP or above) are 100% nationals of R.O.C.



New Hires

Total 1,584 persons

7.92% of All Employees

Turnove	r Rate of New Recruits 3	1 persons 1.96%	of All New Employee	es Male ô Female Q
Category		Persons	% of All New Employees	% of Each Category of Employees
Gender	Male	1,196	75.51%	8.57%
	Female	388	24.5%	6.42%
Age	Under 30 years old	698	44.07%	40.39%
	30~50 years old	881	55.62%	8.51%
	Over 50 years old	5	0.32%	0.06%

Note: New hire rate = Number of new employees / End-of-period headcount for each category.

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EXI1

Employee Turnover

Total 134 Persons	0.67% of All Employees			
ltem	Male ô (persons / %)	Female Q (persons / %)		
Under 30 years old	22 / 1.64	11/2.88		
30~50 years old	70 / 0.92	26 / 0.96		
Over 50 years old	4 / 0.08	1/0.03		

Notes:

1. Turnover rate=Number of turnover employees/Number of people at the end. 2. In 2023, there are 134 employees resigned (0.67% of all employees).

Retired Employees

Total 1,220 Persons	Persons 6.1% of All Employees			
ltem	Male ô (persons / %)	Female Q (persons / %)		
nder 30 years old	0 / 0	0 / 0		
~50 years old	2/0.03	0 / 0		
ver 50 years old	984 / 19.76	234 / 7.95		

Turnover Rate Over the Past Three Years

Year	2021	2022	2023
Turnover rate	0.74 %	0.86 %	0.67 %

Workers who are Not employees

Item	Description
Number of workers who are not employees	30,753
The most common types of workers	Professional service workers
Worker's contractual relationship with CHT	Agency workers; employees to suppliers
Type of work	 Service: Security, cleaning, customer service, store services, IDC line maintenance, cybersecurity, and system development and maintenance. Construction: Civil engineering, utility and air-conditioning engineering, equipment engineering, mobile communication engineering, and engineering projects.

Note: The persons included in the statistics are full-time manpower with 40 work hours per week at the significant suppliers with annual transaction amount totaled NT\$50 million or more.

Human Resource Structure of Honghwa International Subsidiary in 2023



Diversity and Inclusivity

Chunghwa Telecom is committed to implementing its gender equality and diversity policy, ensuring equal pay and impartiality in promotion opportunities, and protecting employees from discrimination, harassment, or unfair treatment based on race, gender, religious belief, age, political inclination, or any other condition protected by relevant laws and regulations.

We value workplace diversity, and the number of employees with disabilities exceeds the requirements outlined in the People with Disabilities Rights Protection Act by 319% (599 vs. 188, with employees with severe disabilities counted twice as per regulations). We respect the cultures and customs of our 62 employees of indigenous descent, ensuring no violations of their right to work or human rights.

In 2023, female staff accounted for 30.2% of the total workforce, and 17.5% of top managers were women. To ensure gender equality, the Company has established a sexual harassment prevention policy and a complaints investigation committee to handle employee complaints about work-related discrimination or inappropriate behavior. The committee consists of 5 members, of whom 3 (60%) are female.

ESG Highlights

Women Balance Power Program

We launched the Women Balance Power Program in 2023 to support female employees in balancing work, family, and self-actualization. In a "female-friendly workplace survey," the program received a satisfaction score of 81 out of 100, demonstrating the Company's success with its DEI (Diversity, Equity, and Inclusion) and female empowerment initiatives.

Employee Testimonial:



"Thank you so much for all the effort that went into organizing this program. It is such a rare feeling that a company would care for its employees like this. I believe the best education should be 'invisible.' The speeches struck a chord with me and made me see things more clearly. A better-educated workplace means a safer workplace."





Male \bigwedge Female Q



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	Non-fix	ed Term	Fixed	Term
	509 persons	325 persons	6 persons	8 persons
	2,583 persons	2,711 persons	2 persons	8 persons
	50 persons	120 persons	1 persons	0 persons
	3,142 persons	3,156 persons	9 persons	16 persons
ghted)	33	26	0	0
	26 persons	33 persons	0 persons	0 persons



Indigenous Employees (persons)

Ô 42

O₂₀

total 62



Disabled Employees (persons)

Q 243 total 599



Effective Communication and Grievance Channels

We have open communication channels to ensure that employees' needs and suggestions are heard. Any violations or misconduct in the workplace can be reported to the relevant department using the provided channels. In 2023, there were 70 complaints, including behavior not adhering to CHT systems or principles, recommendations for administrative management, and reports of violations of the employee code of conduct or other misconduct. These were investigated and resolved appropriately, representing a 5.4% decrease from 2022.

Whistleblower identities are kept in the strictest confidence. Whistleblowers are not subject to unfavorable treatment such as firing, demotions, transfers, or salary reductions. An official anonymity protection system, including legal protection for whistleblowers, is in place.

We hold regular labor-management meetings to ensure labor rights, with nine representatives from each side. The chair alternates between the employer and employee representatives. The chair and president of Chunghwa Telecom regularly communicate with the chair of the union, directors, and supervisors in meetings, in person, and by telephone. CHT pledges to safeguard labor rights through continued cooperation with the union.

The chair of the Chunghwa Telecom Workers Union is entitled to participate in disciplinary review meetings, performance appraisals, and business report meetings to ensure that workers are kept up to date on Company news. In 2023, we held seven labor negotiations, ten labor meetings, and other informal meetings covering 100% of our business locations. We reached a consensus on many issues, and meetings can be convened to discuss matters or any necessary changes in working conditions.

The Employee Grievance Channels	Content
CHT intranet portal	http://eip.cht.com.tw
Accountable department	Organization and Talent Development Department, Head Office (Room 503, No. 21-3, Section 1, Xinyi Road, Taipei City 100)
Hotline	0800-080998
Fax	(02)2357-0007
Email	chthr@cht.com.tw



The Only Telecom Carrier in Taiwan with a Union

Chunghwa Telecom is the only telecom carrier in Taiwan with a union. We have signed a collective bargaining agreement with the union that covers an extensive range of issues, including redundancy, rewards, discipline, promotions, health, and safety. This initiative not only complies with local law and international human rights conventions but also demonstrates our commitment to protecting our employees' interests. A labor director is appointed to sit on the Board of Directors as a worker's representative, allowing workers to more freely express their opinions and ideas.

To foster a harmonious relationship between the Company and its employees and to improve labor conditions, CHT signed a collective bargaining agreement with the union in 2006, following the privatization of the Company. The agreement stipulates that certain benefits must exceed regulatory requirements, including additional paid time off, seniority bonuses and awards, perfect attendance bonuses, and family education subsidies.

In addition to the union established by Chunghwa Telecom, employees have also formed 14 other unions under the organization. As of December 2023, 99.59% of employees were union members. For employees not covered by the collective agreement, we follow consistent labor terms and labor contract regulations per corporate policy, regardless of collective agreement coverage.

Note: 99.59% of non-fixed-term and fixed-term employees are covered by the collective agreement; 99.80% of non-fixed-term employees are covered by the collective agreement.

"Harmonious Labor Relations Cup" Slowpitch Softball Tournament

Over 300 representatives from both the employer and employee sides formed 17 softball teams to compete in a friendly tournament across three fields at Kaohsiung City's Dapingding Sports Park. To enhance the event experience, local Taiwanese cuisine and street food were provided through food trucks outside the venue. About 1,000 athletes, staff members, spectators, and employees' friends and relatives attended the tournament, exemplifying CHT's efforts to foster harmonious labor relations and a sustainable business environment.





SOCIAL





Valuing Employee Training and Development

Our fundamental business focus is "core competitiveness, professionalism, efficiency, and exceptional service." We aim to develop innovative talent through a combination of internal and external training. We have a comprehensive training system designed to assist employee development in all dimensions. This system begins with incorporating "needs analysis" and "in-depth planning," followed by a performance assessment and review after the program ends. This systematic approach enhances professional skills and work efficiency and helps the Company improve its coordination of human resources. Additionally, it aligns with the operational benefits of the Company.

Talent Cultivation and Empowerment Program

Human resources are at the core of a business's sustainable development. To cultivate professional telecommunication and management talent, CHT established the Chunghwa Telecom Telecommunication Training Institute, an organization dedicated to developing and implementing training programs informed by the Company's business strategies. A well-trained talent pool is conducive to business growth and allows us to meet client needs, enhance our core capabilities, and maintain our competitive edge.

* Chunghwa Telecom Telecommunication Training Institute

New Employee Orientation

To provide recruits with a general understanding of our company vision, values, and culture and help them adapt to new criteria and the work environment, we introduced the New Recruit Counseling Guidelines for Chunghwa Telecom and Subordinate Institutions. This initiative includes a counselor system and e-learning audio courses to accelerate new employees' familiarization with their work and the company.

ESG Highlights

Recruitment and Development of a New-Generation Talent

By focusing on the golden trinity of "Innovation First, Technology First, Talent First," Chunghwa Telecom endeavors to develop emerging businesses in 5G, IoT, AI, and cybersecurity through the following strategies to actively build a workplace where young people can excel.

- **Recruiting Professional Talent:** We actively recruit talent in ICT, AIoT, 5G applications, technology innovation, and other new business opportunities.
- Nurturing Next-Generation Talent: We introduce new talent training programs yearly to provide employees with a range of professional training options and certify their skills development.
- Cultivating Emerging Businesses: In response to innovative information and communication technologies and cross-disciplinary knowledge integration, we are actively cultivating forward-looking technology service integration professionals.
- Next-Generation Growth Camp: This program combines courses, campus experiences, and challenge activities to help participants quickly learn how 5G technology drives digital transformation and understand the Company's 5G development strategies. In 2023, we organized 8 sessions, attended by a total of 1,261 individuals.



Diverse Learning Channels

To meet the needs of the organization, personal interests, and even the personality traits of our employees, the Telecom Training Institute provides diverse learning channels. These channels help employees develop new in-depth professional abilities. Employees can attend training at the Telecommunication Training Institute during regular hours, in the evening, or on holidays. The institute can also dispatch tutors to relevant business units to hold training sessions. The institute offers eight learning channels: classroom teaching, distance education, digital learning, mobile digital learning, direct-broadcast courses, external programs, onsite tutoring, and the digital library.

Project

Description

Talent Cultivation and **Empowerment Program** (AGLOW structure)



Our talent cultivation and empowerment program, known as AGLOW, focuses on five core principles: Attraction of recruits, Growth of employees, Leadership of managers, Opportunities for talent development, and Winning in succession planning. This program serves as the foundation for our training initiatives. We have designed tailored training programs for employees at different levels and across various professional fields. These programs cover recruits, current employees, and all levels of management, with customized training to accelerate the development of high-potential employees and ensure a smooth succession pipeline.

AI Competencies



apply their knowledge for increased productivity. innovative AI applications through internal AI competitions.





112 Organizational Talent

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- 1. We organized AI training courses to enhance employees' AI competencies and encouraged them to
- 2. To accelerate technological development and industrial transformation, we actively promote
- 3. In 2023, we offered 22 basic AI classes (attended by 1,416 employees), 39 advanced classes (attended by 5,515 employees), and 47 professional classes (attended by 3,290 employees).



Nurturing Professional Talent

Chunghwa Telecom is dedicated to providing employees with a comprehensive learning environment, combining career development with learning experiences through job rotation, project assignments, and overseas placements. In 2023, Chunghwa Telecom's training expenses exceeded NT\$511 million, and employee training sessions totaled 1,376,482 hours. We encourage employees to commit to long-term learning, offering subsidies of up to NT\$30,000 per semester for further studies and providing 320 hours of official leave per semester for doctoral students. In 2022, subsidies were awarded to 267 employees, amounting to NT\$4.129 million. The subsidy for advanced studies, academic degrees, and certifications is offered equally to all employees.

Item	2021	2022	2023
Total Training Expense (NT\$ thousand)	451,380	460,843	511,776
Training Per Capita (NT\$)	22,294	23,043	25,579
Total Training Hours (Hours)	1,148,601	1,152,937	1,376,482
Training Hours Per Capita (Hours)	57	57	69

Employee Happiness at Work and Engagement Survey

To better understand employees' perspectives, CHT conducts annual employee well-being surveys to gather feedback and assess engagement and happiness levels. The scope of the survey includes corporate identity, employee benefits, core values and beliefs, career opportunities, work environment, leadership style, job satisfaction, sense of purpose, happiness, stress levels, and the newly added dimensions of diversity, equity, and inclusion (DEI).

In the 2023 employee happiness survey, the average happiness score was 89.84 out of 100, and employee engagement reached the top level at 95.24%. Moving forward, we will continue to maintain streamlined communication channels to listen to employee feedback and provide meaningful responses.

Employee Happiness/ Engagement Survey

Item	2020	2021	2022	2023	2023 Target
Ratio of actively engaged employees (%)	90	90.1	92.38	95.24	93.5
Coverage (% in total employees)	22.74	37.65	41.83	81.45	80

Fair Evaluation and Long-term Incentives

Chunghwa Telecom currently utilizes its Employee Performance Evaluation Guidelines in the appraisal of employee performance to develop a corporate culture where employees, customers, shareholders, and the Company will all be winners. Supervision is provided for underperforming employees who are guided until the appropriate improvement has been made and they are back on track.

CHT conducts performance reviews at two levels: general staff and senior managers. Performance appraisals involve a series of face-to-face discussions between employees and line managers at the beginning of the year to set personal goals, and at the end of the year to evaluate the employee's contributions to the Company. In 2023, the performance review completion rate reached 100% among all CHT employees.

In addition to linking employees' salary bonuses to their annual performance, CHT has established a reward for long-term employees that is payable on a one-year deferred basis and applies to all employees provided that they meet our standards for continuous service and recent performance appraisal results.

Health and Safety Management

Certified with ISO 45001 Occupational Health and Safety Management System

CHT's occupational health and safety management objectives include improving safety and health facilities, fostering a safe, healthy, comfortable, and welcoming work environment, and preventing occupational accidents. To achieve these goals, we have 118 licensed occupational safety and health specialists and 35 full-time nurses on staff, leading the telecommunications industry.

As of 2023, CHT has implemented the ISO 45001 occupational health and safety system at 27 locations across Taiwan, all of which have been validated by third-party auditors. We aim to enhance our existing occupational safety and health management through systemization and standardization.

As part of our health promotion initiative, we regularly organize workplace health campaigns. In 2023, 22 CHT locations earned the Healthy Workplace Certification Mark. Additionally, having invested in both software and hardware facilities to promote an active lifestyle, we retained our certification as a Sports Administration-certified "iSports" company in 2023.

Note: For more details on the Occupational Health and Safety Plan - Integrated Disclosures (GRI 403), please refer to page 180~185.



The Dedicated Occupational Health and Safety Management Unit

Dedicated occupational health and safety management units are instituted at Chunghwa Telecom and its subordinate institutions in compliance with the law. These units are responsible for formulating occupational health and safety management plans; identifying, assessing, and managing hazards in the working environment and operations; conducting autonomous inspections and environmental monitoring of machinery and equipment before operations; and making continuous improvements to health and safety facilities to foster a safe, healthy, and comfortable working environment.

Labor Safety and Health Committees have been established at all CHT institutions, with labor representatives accounting for onethird or more of the seats. These committees convene quarterly to deliberate, coordinate, and advise on health and safety matters. Additionally, the Labor Safety and Health Department is responsible for the planning and implementation of labor safety and health initiatives.

In 2023, four meetings were held, during which 117 proposals were presented by labor representatives—87 related to the refinement of safety and health management, and 30 related to employee benefits. All proposals were resolved.



SOCIAL









Full-Time Physicians and Nurses to Improve Employee Health Managemen

To provide better and more immediate medical assistance to our employees, we hired 7 additional full-time nurses in 2023, ensuring that 100% of our business locations now have a nurse on staff. We employ a total of 35 full-time nurses and contract with 26 physicians to provide on-site health services for employees. Additionally, we established health service centers at 12 locations in 2023 to offer health services, consultation, and care.

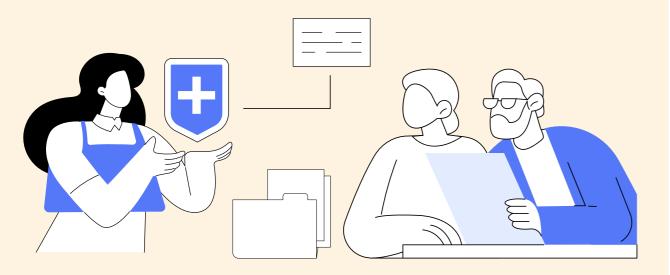
- 1. Following applicable labor regulations, we have medical personnel on contract to conduct occupational hazard assessments, organize health promotion campaigns, and provide safety training for our employees. Based on assessment results, we follow up with high-risk individuals to address potential hazards, arrange on-site physician visits, and offer ergonomic recommendations to prevent injuries, improve work efficiency, and ensure a safe and comfortable work environment.
- 2. We monitor and keep records of temperature, humidity, illumination, noise, and indoor air quality (CO2) to ensure the comfort and safety of employee work environments. All monitoring results in 2023 complied with regulations.
- 3. In addition to full-time physicians, we have deployed 25 workplace health management physiological (blood pressure) measurement systems in our facilities. Combined with our "Enterprise Healthcare System (EHS) and Personal Health Record," employees can monitor changes in their blood pressure at any time.

ESG Highlights

Health Promotion for Senior Employees

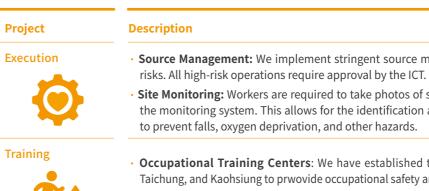
With the average age of our employees nearing 50, our health checkups for senior employees promote autonomous health management. In addition to physical exercise, we established a support system among friends through this initiative.

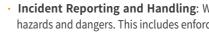
- 1. Health Checkups: These include tests for blood pressure, cholesterol, blood sugar, cancer, cardiovascular health, and hearing, as well as cervical spine X-rays, macular degeneration testing, coronary artery exams, and echocardiograms.
- 2. Personal Health Risk Assessment and Management: This comprehensive assessment includes evaluations for blood pressure, cholesterol, blood sugar, cancer, cardiovascular health, and hearing, alongside cervical spine X-rays, macular degeneration testing, coronary artery exams, and echocardiograms.
- 3. Health Promotion Lectures: CHT established the "Channel H" health series video program to provide employees with knowledge and skills for epidemic prevention and healthcare. In 2023, 22 sessions were held, with a total of 26,918 employees accessing the program.

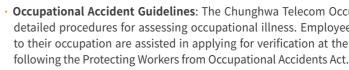


Reducing Occupational Hazards

We actively reduce and minimize occupational hazards via aspects of system, execution, and training:







ESG Highlights

System

Introduction of AI image recognition technology to high-risk operations

- operations in confined spaces and safeguarding the lives of our valued employees.

ESG Highlights

Climate change-related safety mechanisms

- preventing health risks due to high temperatures and protecting employee health.
- compromising the safety of our engineers.



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Source Management: We implement stringent source management and carefully manage construction

Site Monitoring: Workers are required to take photos of sites with handheld devices and upload them to the monitoring system. This allows for the identification and implementation of precautionary measures

Occupational Training Centers: We have established three occupational training centers in Banqiao, Taichung, and Kaohsiung to prwovide occupational safety and health training for employees and contractors.

Training Sessions: In 2023, we conducted 230 occupational safety and health training sessions for 22,358 individuals, including 20,918 employees and 1,440 contractors/subsidiary representatives.

 Incident Reporting and Handling: We have established procedures for reporting and handling occupational hazards and dangers. This includes enforcing hazard identification and risk assessment protocols.

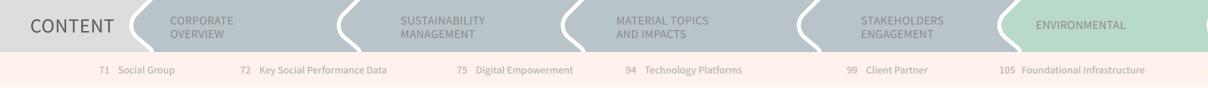
Occupational Accident Guidelines: The Chunghwa Telecom Occupational Accident Guidelines contain detailed procedures for assessing occupational illness. Employees suspected of having become ill due to their occupation are assisted in applying for verification at the local municipal/county/city authority,

1. We incorporated the LEMO AI image Recognition System into our in-house Construction Engineering Management Information System (CEMIS) for 16 safety measures to ensure the safety of employees handling high-risk operations.

2. Al image recognition is now used in all pre-work inspections for high-risk operations for our fixed and mobile internet services. The system reviewed 35,010 frames of images in 2023, drastically reducing risks associated with

1. In response to the increasing frequency of extreme weather events, especially heat waves and rising temperatures, we have formulated comprehensive high-temperature protection measures for outdoor operations. These measures classify health impacts from heat and set out corresponding response procedures, with the ultimate goal of

2. To ensure employee safety during operations in inclement weather, we formulated the Emergency System Recovery Safety Guidelines to identify and assess potential risks. Additionally, the Safety Standards for Operations in Inclement Weather were established to ensure that emergency recovery operations are carried out on time without



ESG Highlights

Recognition and accolades

At the 2023 Taiwan Corporate Sustainability Awards (TCSA), CHT was named Outstanding Workplace Welfare Leader in the service industry and telecommunications sector, acknowledging the Company's efforts to promote a healthy workplace and generational harmony in recent years.



Table of Occupational Injuries and Diseases for Employees

Item		Male ô	Female Q	Total
	Main types of work-related injuries	-	-	falling, falling from a height, traffic accidents
	Number of hours worked (hours)	-	-	39,779,200
	Number of recordable work-related injuries (persons)	4	4	8
	Recordable work-related injuries rate	0.14	0.33	0.20
Injury Rate (IR)	Number of fatalities as a result of work-related injury	0	0	0
	Fatalities as a result of work-related injury rate	0	0	0
	Number of high-consequence work-related injuries (number of fatalities excluded)	0	0	0
	High-consequence work-related injuries rate (number of fatalities excluded)	0	0	0
	Main types of work-related ill health	-	-	-
Occupational	Number of recordable work-related ill health	0	0	0
Disease Rate (ODR)	Number of fatalities as a result of work-related ill health	0	0	0
	Fatalities as a result of work-related ill health rate	0	0	0

Notes:

 Number of hours worked: 8 hours * number of people * number of working days (calculated based on 248 working days in 2023).
 Fatality rate (due to work-related injuries) = (Number of fatalities due to work-related injuries / Number of hours worked) × 1,000,000.
 High-consequence work-related injury rate (disability for more than 6 months) = (Number of high-consequence work-related injuries / Number of high-consequence work-r Number of hours worked) \times 1,000,000.

4. Reported work-related injury rate = (Number of reported work-related injuries / Number of hours worked) × 1,000,000. (Source: CHT Monthly Occupational Accident Report, prepared following government regulations).
5. Statistics do not include commuting accidents.
6. Definition of an either entropy individuals or energy interviewed on the energy interviewed of Churchese Statistics and the energy individuals or energy interviewed on the energy interviewed

6. Definition of on-site contractors:: individuals or organizations that work on the operating sites of Chunghwa Telecom. Statistics were compiled from the data of HongHwa International Corp.



Table of Occupational Injuries and Diseases for On-site Contractors

Item		Male ô	Female Q	Total
Injury Rate (IR)	Main types of work-related injuries	-	-	falling, falling from a height, traffic accidents
	Number of hours worked (hours)	-	-	12,544,832
	Number of recordable work-related injuries (persons)	11	1	12
	Recordable work-related injuries rate	1.76	0.16	0.96
	Number of fatalities as a result of work-related injury	0	0	0
	Fatalities as a result of work-related injury rate	0	0	0
	Number of high-consequence work-related injuries (number of fatalities excluded)	0	0	0
	High-consequence work-related injuries rate (number of fatalities excluded)	0	0	0
	Main types of work-related ill health	-	-	-
Occupational	Number of recordable work-related ill health	0	0	0
Disease Rate (ODR)	Number of fatalities as a result of work-related ill health	0	0	0
	Fatalities as a result of work-related ill health rate	0	0	0













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Health Promotion Activities

Providing a safe and healthy workplace is essential for our employees, who spend over a third of their day at work. Beyond offering a variety of benefits such as health checkups, keynote speeches, and promotional activities, we are dedicated to promoting sports both in the workplace and on a national level. In 2023, we invested NT\$74,890 thousand in employee healthcare.

Health Promotion Activities	Results and Description
Employee Assistance	• CHT, one of Taiwan's largest corporations, has been promoting the Employee Assistance Program (EAP) since 2007.
Program (EAP)	 We arrange professional counseling services with psychologists, attorneys, and social workers for employees who need them.
<u>o</u> rd	• The EAP offers employees 5 free external consultation sessions each year in addition to services provided by contracted experts.
<u> </u>	 In 2023, case managers made 5 visits and completed 512 service sessions, achieving an overall satisfaction rate of 98%.
ree Influenza accination	Studies have shown that receiving the flu vaccine can reduce mortality rates and the likelihood of contracting
≠	or spreading the disease. In 2023, we provided free influenza vaccines at 21 locations to a total of 1,436 eligible employees.
mployee Health	• We provide employees with health consultations via online or phone appointments. In 2023, physicians visited the plants 36 times a month, with each session lasting 3 hours and each patient allocated 30 minutes.
Service	 Healthcare personnel use the Employee Health Management System for health record analysis and evaluation. Extra consultations can be arranged between physicians and employees as needed for proper guidance and healthcare.
[J]	 On-site visits by physicians: 432 Thirty-minute medical consultations with physicians: 3,877
	- Consultations with nurses: 23,363
lealth Examination of Employees and Dependents	 The Company offers superior care beyond legal requirements, providing employees with a choice of various health checkup packages. A total of 16,092 employees received checkups in 2023.
E I	 Family members are also entitled to checkups at the same rate; a total of 3,557 family members participated.
ealthy /orkplace	 We regularly test the noise level, lighting, temperature, humidity, and air quality of our offices. Regular cleaning and maintenance are also conducted to ensure a safe environment.
	• All offices are equipped with ergonomic chairs, natural ventilation, indoor plants, and other elements that contribute to a healthy work environment.
	Call forwarding, instant messaging, and video conferencing.
elecommuting	• OA Online Administrative Operation: using HiGate for telecommuting or mobilized administrative services on cellphones.
	• Shared offices have been set up in the six special municipalities since 2023, for employees that commute to work from afar to work nearby instead and take care of their families.
mployee Cafeteria	• Monthly herbicide/insecticide residue tests are conducted on produce used in employee canteens at 9 locations across Taiwan, ensuring safe and nutritionally balanced meals.
55	• All food suppliers undergo rigorous reviews to ensure the safety of the food provided to our employees.
	 We commission SGS, a professional audit entity, to test for ractopamine, animal drugs, preservatives, and sulfur dioxide in the food supplied to employee canteens.



Employee Health

Health Services

for Female

Employees

Promotion

Health Promotion

Provides 27 hostels for travel accommodations, encouraging employees to maintain a work-life balance.

Results and Description

- · Flexible Start and Finish Times: We are piloting flexible work hours to help employees balance work and family life.
- Pilot Sites: CHT Headquarters, CHT Laboratories, CHT Information Technology Group, CHT Consumer Business Group, CHT International Business Group, and CHT Enterprise Business Group.
- Health Promotion Events: 503 health promotion events (35,030 participants): Health promotion workshops/tours, health screenings, charity campaigns (beach cleanups, blood drives, and environmental beautification), sports tournaments (basketball, softball, badminton, etc.), firstaid training, weight management courses, free vaccinations, employee clubs (aerobics, yoga, taichi, etc.), and other large-scale events (power walking/jogging).
- Disease Prevention Publications: The Company publishes two articles each month focusing on disease prevention.
- Pap Smears and Mammograms: We provided free pap smears for 1,064 female employees and mammography screenings for 509.
- Ultrasound Screenings: Breast and pelvic ultrasounds are included as compulsory tests in our employee health examination package. We subsidized breast ultrasound screenings for 1,220 female employees and pelvic ultrasounds for 3,402.
- Health Promotion Workshops: Our health promotion workshops had an average attendance rate of 95%.
- Lactation Rooms: We installed 44 premium lactation rooms across 28 locations in Taiwan.
- Outstanding Lactation Room Certification: We applied for outstanding lactation room certification for 16 of our 44 lactation rooms, all of which passed certification by local health departments. Six of these certified lactation rooms are open to the public free of charge.





GOVERNANCE

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Building a Happy Workplace

Employees are the cornerstone of Chunghwa Telecom's growth and competitiveness. As part of our commitment to our workforce, we pledge to avoid layoffs and salary reductions. With Taiwan transitioning to a super-aged society, we actively support the national childbirth policy to retain young talent. By offering diverse and superior childbirth and welfare measures beyond statutory requirements, we encourage employees to "be willing to marry, dare to give birth, and enjoy raising a family," reinforcing our reputation as a happy enterprise dedicated to sustainable development.



Chunghwa Telecom's long-standing dedication to employee care has earned public

recognition. In 2023, we received the Technology R&D Gold Award at the Happy Enterprise Awards from 1111 Job Bank and were honored at the inaugural Family-Friendly Workplace Awards by Education, Parenting, and Family Lifestyle Magazine. These accolades highlight our commitment to corporate social responsibility, innovation, and sustainable development.





Childcare-Friendly Workplace

In 2022, Chunghwa Telecom began implementing the following childcare-friendly welfare measures to ensure employees can care for their children and families without worries:

- Reduced Work Hours: Employees with children aged 3 or under can apply to reduce their workday by one hour with full pay, without affecting their attendance record or performance review. If both spouses work at Chunghwa Telecom, both can apply. To date, 1,556 employees have benefited, totaling 141,844 hours dedicated to childcare.
- Program Expansion: In 2024, the program was expanded to include employees with children under the age of 6.
- Childcare Support Centers: Sixteen workplace childcare support centers were established at nine locations across six special municipalities, providing education and care services for employees' children and grandchildren aged 2 to 6. This allows employees to work with peace of mind, knowing their families are well cared for.
- Afterschool Care: Recognizing that employees may not always pick up their children from daycare on time due to work obligations, we started offering free afterschool care services in the 2023-24 school year to alleviate this concern.
- Enhanced Benefits: In 2023, we increased the monthly childcare allowance for employees with children aged 0-6 and introduced a maternity allowance of NT\$20,000 per childbirth.

Better Maternity Benefits than Legal Requisites

Since 2006, Chunghwa Telecom has implemented an unpaid childcare leave system to help employees balance work and family responsibilities. Employees who take childcare leave receive an allowance from the authority under the Employment Insurance Act. After six months, the Company further supports them by providing an additional childcare subsidy amounting to half of the assurance sum under the Labor Insurance Scheme, surpassing legal requirements.

In 2023, a total of 115 employees applied for unpaid childcare leave, and 105 employees applied for childcare leave allowances. Chunghwa Telecom paid out NT\$13,860,060 in childcare leave allowances, demonstrating our commitment to offering superior maternity benefits and supporting our employees' family needs.

Year	Item	Male ô	Female Q	Total
	The Number Qualified for UPL for Raising Children 2023 (A)	1,022	358	1,380
	Number of Applications for UPL 2023 (B)	22	93	115
2022	Application Rate for UPL (B/A)	2.15%	25.98%	8.33%
2023	Number of Expected Reinstatement 2023 (C)	19	53	72
	Number of Applications for Reinstatement 2023 (D)	18	65	83
	Reinstatement 2023 (D/C)	94.74%	122.64%	115.28%
2022	Number of Reinstatement 2022 (E)	22	71	93
	One Year Retention after Reinstatement 2022 (F)	20	70	90
	Retention Rate 2022 (F/E)	90.91%	98.59%	96.77%

Notes:

- 1. The number of employees eligible for parental leave in 2023 (A): Calculated based on employees with children aged three years or younger, according to the database of dependents.
- return in 2023
- 2023
- 100%
- year) × 100%. This includes employees who continued working for one year after reinstatement in the previous year, even if they were on unpaid leave again.





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2. The number of expected reinstatements in 2023 (C): Employees who applied for parental leave from 2021 to 2023 and are expected to 3. The number of actual reinstatements in 2023 (D): Employees who applied for parental leave from 2021 to 2023 and were reinstated in 4. Reinstatement rate: (Actual number of reinstated employees that year / Number of employees expected to be reinstated that year) × 5. Retention rate: (Number of employees who continued working after reinstatement / Number of employees reinstated in the previous





Leaves Better than the Statutory Requirements

Item	СНТ	Labor Standards Act	
	Employment years 7: 21 days	• Employment years 7: 15 days	
Annual Leave	 Employment years 10: 28 days 	 Employment years 10: 16 days 	
	 Employment years 15: 30 days 	• Employment years 15: 21 days	
Funeral	Better than the statutory requirement for certain kin	Paid leave available for certain kin	
Personal Leave	5 days of personal leave with pay	Unpaid	
Family Care Leave	7 days for personal leave and family care leave combined	Unpaid	
Sick Leave	Full salary	Half salary	
Menstrual Leave	Full salary	Half salary	
Maternity Leave	42 days regular leave, rest day, and national holiday not included	8 weeks regular leave, rest day, and national holiday included	
Pregnancy Checkup Leave	10 days	7 days	
Miscarriage Leave	Full salary	No pay	
Pregnancy Checkup Accompaniment and Paternity Leaves	10 days	7 days	

Allowance, Subsidy and Sports Activity

Item	Activities and Description	Number of Participant / Beneficiaries	Contribution Supplement
Parental Leave Allowance	We offer a 6-month parental leave allowance in compliance with the Employment Insurance Act. Additionally, CHT provides a monthly allowance totaling half the sum assured under the Labor Insurance Scheme.	105 persons	13,860 NT\$ Thousand
Childcare Allowance	Employees with children aged 0-6 years automatically receive a childcare allowance of NT \$12,000 per year	3,502 persons	35,414 NT\$ Thousand
		persons	iviş mousunu
Sports Activity	Regional activities include 12 on-road footrace events, 125 hiking activities, 82 ball sports activities, and 344 other activities (e.g., stair-climbing, health exercises, walking, and health promotion lectures), covering 100% of the sites.	34,908 persons	14,563 NT\$ Thousand
ESOT	The employee participation rate reaches as high as 90%, with a total contribution amounting to 16.5 billion NT dollars. Including company subsidies, the total contribution to the employee stock ownership trust amounts to 21.4 billion NT dollars. Consequently, the Employee Stock Ownership Trust has become the third largest shareholder of the company.	18,106 persons	2,143,516 NT\$ Thousand
Dependent Education Subsidy	Twice a year (two semesters).	21,701 persons	98,170 NT\$ Thousand
Wedding Subsidy	A wedding subsidy is available for employees who are lawfully married.	293 persons	732.5 NT\$ Thousand
Childbirth Subsidy	Employees or their spouses are eligible for a childbirth subsidy.	464 persons	7,740 NT\$ Thousand
Funeral Subsidy	A funeral subsidy is available in the event of the death of an employee's parent, foster parent, step-parent, spouse, or child.	115 persons	575 NT\$ Thousand
Work Hour Reduction for Childcare	Employees with children aged 3 or under can apply for a reduction of 1 work hour per workday with full pay.	1,556 persons	34,042 NT\$ Thousand
Recreation and Sports Facilities	Our facilities include an integrated stadium, swimming pool, tennis courts, badminton courts, basketball courts, table tennis courts, multifunctional event space, karaoke room, and employee dormitories.	Activities Space: 15,608 pings	

Retirement Benefits

Employee retirement requests are processed according to the Chunghwa Telecom Employee Retirement Pension and Separation Guidelines, the Labor Standards Act, and the Labor Pension Act.

- Labor Standards Act: The Company contributes up to 15% of an employee's monthly salary to the pension fund, managed by the Labor Pension Supervisory Committee. The current fund balance is NT\$33.9 billion, with the Company covering any shortfalls.
- Labor Pension Act: The Company contributes no less than 6% of an employee's monthly salary to their pension account with the Bureau of Labor Insurance, following the Contribution Rate Sheet approved by the Executive Yuan.

Note: These contributions are deposited in employees' pension accounts held by the Bureau of Labor Insurance under the Ministry of Labor.





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Note: These benefits are provided to non-fixed-term employees of CHT and do not extend to employees of subsidiaries.



Post-Retirement Planning and Opportunities

Project	Description
Care Program for Retirees' Sweet, Happy Lives	• To help our employees adapt and create quality lives after retirement, the Chunghwa Telecom Training Institute organized a "Care Program for Retirees' Sweet, Happy Lives." In 2023, a total of 8 sessions were held, involving 575 participants.
She R	 We contributed NT\$4.5 million to the Chunghwa Telecom Retirees Association to support relevant activities. Additionally, we donated NT\$1.5 million for travel activities and NT\$0.3 million for meal expenses for 100% of site volunteers across branches during the Lunar New Year.
Consultant Recruitment Guidelines	 To facilitate the transfer of knowledge and experience, we established "Consultant Recruitment Guidelines" to hire paid and honorary consultants.
	 Managers at the Senior Executive Vice President level or higher, or heads of Level-1 institutions, may be hired by Chunghwa Telecom as paid consultants after retirement. Paid consultants serve a term of up to one year, after which they transition to honorary consultants.





ESG Highlights



Working from Home

To offer more flexibility for our employees, we have established multiple co-working spaces across Taiwan, allowing employees to work closer to their hometowns. In 2023, we founded the Yawan Technology Research and Development Center in Kaohsiung, focusing on AI technology and corporate cybersecurity applications. This initiative aims to create more high-tech jobs in southern Taiwan, attract outstanding talent, and enable current employees to return to their hometowns, fostering stronger family connections.

ESG Highlights

Employee Testimonials: Balancing work and family with comprehensive benefits

A happy family life for employees is a key driver of sustainable business development. Chunghwa Telecom is dedicated to helping employees achieve a balance between work and family. In 2022, we introduced shortened workdays for employees with children under the age of 3. Eligible parents can reduce their work hours by one hour daily without any pay deduction. The program was well received, leading us to expand it in 2024 to include parents with children under the age of 6.

Testimonials from employees:



leave!"



"Striking a work-life balance: The company shortened our workday by one hour because we have children under the age of 3. We also have access to nursery and childcare services, making life much easier for new parents like us. Leaving work an hour early means we don't have to rush to pick up our kids from kindergarten, allowing us to drive safely and spend more time with our little ones. Although we don't personally use the service, it's reassuring that the company offers on-site kindergartens. This approach greatly improves employee dedication and work efficiency. I also appreciate the ESG beach cleanups organized by the company. These events provide a great opportunity for my kids to learn about the environment, our impact on the ecosystem ('Why do plastic straws get stuck in sea turtles' nostrils?'), and the importance of sustainability."





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"The company organized a group wedding for us, significantly reducing our financial burden. The grand public wedding made it feel truly official. We were granted 14 days of marital leave, well above the regulatory minimum, allowing us to plan a long honeymoon. Additionally, the company's fullyowned resorts across Taiwan enable us to travel and stay at tourist spots at competitive rates, and we receive travel subsidies when we take annual

—Administrator Li

-Senior engineer Wang

Retention Bonus with ESOT

To attract and retain talent, strengthen employee commitment, and ensure sustainable development, we implemented the Employee Stock Options Plan (including a clawback mechanism) in 2024 for employees under the new pension system.

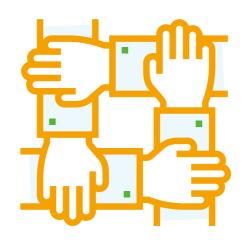




Strategy and Implications

Public policy directly influences a nation's economic development and social progress. Chunghwa Telecom actively participates in public associations and activities. We leverage our expertise in telecommunication technology to support public policy, as well as cultural, arts, and sporting events that benefit the general public.

We have joined nearly 100 associations and groups, fostering technological advancements through industry and cross-industry exchanges and cooperation.



Climate-related Associations

Association	Role of CHT	Contribution and Membership Fee Contribution/ Membership Fee (NT\$)
Taiwan Net Zero Emissions Association	Executive Director, Director	150,000



Association	Role of CHT	Contribution and Membership Fee Contribution/ Membership Fee (NT
Taiwan Business Council for Sustainable Development (BCSD- Taiwan)	Member	120,000
Global Views ESG Alliance	Member	150,000
Asia-Pacific Satellite Communications Council (APSCC)	Member	160,000
GSMA	Member	4,000,000
Taiwan Network Information Center (TWNIC)	Member	441,000
Unmanned Aircraft Systems Team of Taiwan (UAS Taiwan)	Member	22,000

Representative associations

Association	Role of CHT	Contribution and Membership Fee Contribution/ Membership Fee (NT\$)	Description
5G Smart Pole Standard Promotion Alliance (5G-SPSPA)	Deputy Director	200,000	Staying current with domestic and international 5G smart pole technical specifications, forming alliances with industry players in Taiwan, and securing 5G smart pole contracts both locally and globally.
Taiwan Listed Companies Association	Member	100,000	Seeking collaboration opportunities with cross-industry partners, building a consensus for industrial development, and fostering cross-industry exchanges.
Cloud Computing and IoT Association of Taiwan	Deputy Chair	100,000	Driving the development of the cloud computing and IoT industry in Taiwan, increasing international exchanges, and ensuring industry robustness.
Pacific Telecommunications Council, PTC	Member	140,085	As a founding member of the world-renowned telecom organization PTC since 1978, our President represents the Company at PTC.
Taiwan Telecommunications Industry Development Association (TTIDA)	Chair, Director, Supervisor	100,000	We are committed to the telecom industry in Taiwan and actively participate in the Taiwan Telecommunications Industry Development Association (TTIDA) to jointly facilitate overall industry development.
Taiwan Communications Society (TCS)	Director	109,000	Strengthening collaboration between telecommunications service providers and radio and television operators to minimize the impacts of new policies and regulations.





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Description

Assisting corporate members in achieving net-zero emissions, acting as a bridge between the industry and the government, and ultimately achieving nationwide net-zero emissions in Taiwan.

Description

IT\$)

As part of the global alliance World Business Council for Sustainable Development (WBCSD), we leverage the business community's power to achieve sustainable enterprise development and implement sustainable solutions.

Cultivating forward-thinking talent with Global Views Magazine through Taiwan's first-ever ESG/USR alliance.

Keeping abreast of the latest developments in satellite communication technology and applications to advance the satellite communications industry.

Participating in the GSM global roaming platform, attending international meetings and exchanges, staying informed about global cellular communication trends, and driving industry growth.

Coordinating national and international network exchanges and collaborations to ensure the robust development of the domestic information industry.

Fostering relations with UAS companies to secure a key industry position.



ESG and Culture – Supporting the Culture Industry

Chunghwa Telecom is a long-term supporter of the arts and culture industry, believing that culture represents a nation's ultimate soft power. This belief is ingrained in our corporate DNA, and we incorporate cultural affairs into our ESG strategies and action plans to drive the local cultural and creative industry forward.

Chunghwa Telecom provides professional technical support, including 5G private networks, mobile edge computing, and AR/ VR application technologies, to enhance access to digital culture and entertainment. We assist in domestic cultural development projects, collaborate with cultural institutions to develop digital cultural content and promote the growth of Taiwan's cultural and creative industries. In 2023, we allocated resources worth over NT\$60 million. The projects we supported include:

National Theater	Taipei Male Choir—Let's Drink: 5G Immersive Concert		
and Concert Hall Chiayi City Cultural Affairs Bureau	Exploring the Chiayi City Museum with 5G Interactive Digital Application	Sporting equipment donations to youth	• : N t
Tainan City Government	Urban Marketing Services through 5G Metaverse Technology	baseball teams in remote areas	F f c
Pingtung County Government	Coming Back to Life Across Time and Space: a 5G-enabled multi-location folk concert		
Ministry of Culture	Rediscovering the Splendor of Hengchun Old Town: Mixed Reality Exhibition Demo Project		
Taoyuan City Cultural Affairs Bureau	Next-generation LED sound stage at Taoyuan Sunlight Arena	1,00	0,
Chimei Museum	Augmented reality (AR) experience	Think	1



Virtual reality-based course materials for teacher-student co-learning

Taiyen Biotech Cigu Salt Fields and Matsu Visitor

Pingtung County Danlu

Elementary School

Center

WebAR multimedia guide

soring the Taoyuan County Guishan Elementary School Baseball Team: Provided 00,000 in travel subsidies. The team represented the Asia-Pacific region and secured place at the 76th Little League World Series.

soring the Taiwan Little League Baseball Association: Established the Million Dollar te Baseball Team Fund, donated sporting equipment, and gave young athletes ckets to the opening game of the 2023 Asian Baseball Championships at the newly ed Taipei Dome stadium.



OVERVIEW

Governance

MATERIAL TOPICS AND IMPACTS

E

STAKEHOLDERS

ENVIRONMENTAL

RESPONSIBILITIES

The Governance Group is charged with supervising and promoting corporate governance to ensure that company operations and decisions comply with laws and regulations as well as best practice principles. The scope of the group's responsibility includes making and implementing decisions involving board functionality, the timely disclosure of information, information transparency, and revisions to ethical standards, rules, and regulations.

STRATEGY

- Strengthen professional education and training for directors
- Treat shareholders equally to ensure their right to fair treatment
- Establish a comprehensive system for the timely disclosure of information to effectively communicate with our investors and other stakeholders
- trends

Governance Group	p. 145
Key Governance Performance Data	p. 146
Operations and Governance	p. 148
Risk Management	p.157
Sustainable Supply Chain	p. 160
Personal Data and Privacy Protection	p. 172

Governance Group

• Ensure board independence and increase board diversity

- · Promote ethical management and code of ethical conduct to create a positive corporate culture
- · Periodically review and revise the company's rules and regulations to remain in compliance with the regulatory requirements of Taiwan and keep up with international

The SDGs CHT contributes to in this chapter





MATERIAL TOPICS

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Integrity

Trust

ENVIRONMENTAL

157 Risk Management

Key Governance Performance Data

Board functions

- Established Risk Management Committee under the Board of Directors
- Strategy Committee revamped as Sustainable Development and Strategy Committee
- Appointed dedicated **Corporate Governance Officer**

ESG performance in executive remuneration

Weight of ESG performance in executive remuneration package increased from 10% to 15% in 2023

The Four Core Values of Corporate Governance

Criteria:

Be honest, abide by the law, and keep our promises

Spirit:

- ethical standards.

Criteria:

Put the customer first and give priority to customer service Spirit:

- services and forge longstanding relationships built on trust.
- customer needs or wants.

Criteria:

Step outside of the comfort zone to forge new ways of thinking and doing

Spirit:

- value.
- new territories.

Criteria:

Deliver results, and have the courage to take responsibility

Spirit:

- advance to solve the problem.
- delivery of outcomes that best serve the interests of the company.

Disclosure of directors' remuneration

We disclosed directors' individual remuneration in our 2023 Annual Report and reported at 2024 Annual General Meeting, demonstrating outstanding corporate governance performance.

Incentive compensation clawback policy

Board of Directors approved a new Incentive **Compensation Clawback Policy** in compliance with SEC Clawback **Rules**, setting a new precedent for the telecommunications industry in Taiwan.



Accountability

Innovation











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- All employees (from the Board Chair through to working level employees) must act with integrity and handle matters prudently, and none shall fail to adhere to standard operating procedures or contracts without authorization for their own convenience or personal gain.

Adherence to the company's organizational charter and government laws and regulations is a minimum requirement, and engagement in commercial activities shall be held to the highest

· We proactively provide individualized solutions for customers who use the Company's products and

We listen to customers with humility, and do our utmost to learn about and resolve any unmet

• Technology, process, and management innovation is not solely about thinking up ideas. It is the pursuit of access to new customers and new markets in new areas and the creation of company

• We have the courage to accept new assignments, to challenge new frontiers, and to venture into

· If we foresee that we will have difficulties meeting commitments, we draft feasible alternatives in

We stay true to our word, hold ourselves accountable for the promises we make, and ensure the

MATERIAL TOPICS AND IMPACTS

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ENVIRONMENTA

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> Operations and Governance

The Board of Directors is the highest governing body of Chunghwa Telecom. It complies with relevant laws, regulations, and the authority granted by the shareholders' meeting, establishing and adhering to various regulations and procedures. The Board is responsible for formulating, supervising, and approving the company's overall sustainability development strategies and the reporting of ESG information.

The nomination and election of the directors for Chunghwa Telecom are conducted in accordance with applicable laws, regulations, and the Company's Articles of Incorporation, adopting a candidate nomination system. Nominations are made by the Board of Directors and shareholders who meet the statutory shareholding requirements, following the statutory procedures for director nomination announcements and nomination processes. The qualifications and election of independent directors comply with the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies" and align with Article 24 of the Company's Code of Corporate Governance.

CHT Board of Directors



Board of Directors Key ESG Information

Item	Description		
	\cdot 13 directors have been elected for the 10th Board of Directors (10 male directors and 3 female directors)		
Members	 Five of them are independent directors, including four males and one female 		
	 Directors' tenure is three years (May 27, 2022 ~ May 26, 2025) 		
	 Mr. Shui-Yi Kuo has served at Chunghwa Telecom for more than 20 years, accumulating extensive experience in operations and management within the telecommunications industry. This qualifies him not only as the Board Chair but also as the CEO of the Company. 		
Industry Experience/ Capacity	 The Board members possess key competencies, industry experience, and the capabilities needed to promote diversified business development. 		
	 The external directors (including independent directors) offer objective, professional opinions based on their diverse fields of expertise. 		
	• 3 female (23%)		
Diversity	• Setting a target for female directors to account for one-third of the Board of Directors by 2025.		
ESG Linked to	 We included ESG Sustainable Development in the "Directions Governing Performances of Senior Managers of Chunghwa Telecom" 		
Performance	 Performance evaluations are one the key performance indicators for corporate performance, departmental performance, and individual performance 		

For more information on the CHT Board of Directors governance structure and composition (GRI 2-9) and the collective knowledge of the highest governing body (GRI 2-17), please refer to the Appendix: p. 176~179

* Directors Election Regulations of Chunghwa Telecom Co., Ltd 🖸

* Code of Corporate Governance for Chunghwa Telecom Co., Ltd 🖸



Board Committees

Committee	Duties and Responsibilities
Audit Committee	Consisting of all independent director presentation of the financial reports performance of the Company's cert of the Company's internal control compliance with relevant laws and re
Sustainable Development and Strategy Committee	Consisting of nine directors, five of w is to enhance board efficiency by r It convenes meetings to discuss ma policies and business strategies. All n resolution.
Compensation Committee	Consisting of three independent of periodically reviewing the performan standards, and structure of salary a salary and compensation for director
Risk Management Committee	Consisting of seven directors, five of a for reviewing risk management po management mechanisms adequate into routine operational procedure management, proposes necessary directors regularly, and executes the

Notes:

1. The committees are responsible for making decisions and overseeing CHT's accountability regarding economic, environment, and people impacts.

2. For more information about Chunghwa Telecom's functional committees, organizational regulations, and operations, please access the "Board of Directors" section on the official website.



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ectors. The Committee is responsible for the supervision of the fair rts of the Company, the hiring (and dismissal), independence, and certified public accountants (CPA), the effective implementation crol system, the corporate risk management mechanism, and d regulations.

of whom are independent directors. The purpose of the Committee by reviewing agenda items submitted to the Board of Directors. major issues such as the Company's sustainable development all meeting findings shall be submitted to the Board of Directors for

It directors. The Committee is responsible for stipulating and nance of the directors and managers, as well as the policy, systems, ry and compensation. It also periodically reviews and stipulates ctors and managers.

of whom are independent directors. The Committee is responsible policies, procedures, and frameworks. It ensures that the risk lately address the risks faced by the Company and are integrated lures. The Committee also reviews the implementation of risk ry recommendations for improvements, reports to the board of he risk management decisions made by the board of directors.

MATERIAL TOPICS

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148 Operations and Governance

Disclosure of Conflicts of Interest

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Highlights

The Strategy Committee was revamped as the Sustainable **Development and Strategy Committee**

To integrate sustainable development into the Company's core decision-making processes, enhance operational efficiency, and address global trends as well as social and environmental challenges, Chunghwa Telecom further elevated its sustainable development affairs to the board level in 2023. Consequently, the original "Corporate Strategy Committee" was renamed the "Sustainable Development and Strategy Committee" to ensure that the Company's business strategy and governance structure can simultaneously meet the expectations and needs of shareholders, stakeholders, and the general public, therefore achieving the effective integration of long-term value and sustainable development.



Avoidance of Conflicts of Interest

To avoid conflicts of interest within the highest governing body, our Organization and Talent Development Department aids the Board and management in formulating, overseeing, and executing ethical management policies. They report to the Board at least annually to ensure the ethics management mechanism is effective. Since its establishment, no conflicts involving Board members have occurred due to strict self-discipline and a robust ethics management system.

Directors, managers, and employees must act in CHT's best interests and report any potential conflicts involving themselves or close relatives to their supervisor or the Organization and Talent Development unit.

Prevention and Mitigation Process

Chunghwa Telecom has a clear policy to prevent conflicts of interest and provides appropriate channels for directors, managers, and other stakeholders to report potential conflicts of interest proactively. If any individual or legal entity representative has an interest in an agenda item at a board meeting, they shall state the important aspects of their involvement at the respective meeting. If such involvement may prejudice the Company's interests, the individual may not participate in discussions or voting on that agenda item and shall recuse themselves. Additionally, they cannot vote as a proxy for another director. To release a non-competition restriction on a director, the matter must first be discussed by the Board of Directors as required by law. The individual shall explain the essential contents of such an act at the shareholders' meeting and obtain its approval.

Committee	Duties and Responsibilities
Cross-board nembership	Non-compete restrictions we Tu, and Yu-Fen Lin at the 7th r
Cross-shareholding with suppliers and other stakeholders	The Company has establishe Telecom Co., Ltd." following the "Regulations Governing to list of related parties is disclose According to the aforesaid p payments on real property, r a transaction with a related to and approved by the Audi information must be announce
Controlling shareholders	The controlling shareholde Communications, with who investors' rights.
Related parties, their relationships, transactions, and outstanding balances	The disclosure requirement is in the Annual Report for the S
Other	For details on conflict-of-inte 1. Code of Corporate Goverr
	2. Please refer to p. 50-51 of



Performance Evaluations for the Board of Directors

To implement corporate governance and enhance the Company's board functions, and to set forth the performance objectives aimed at improving the operational efficiency of the board of directors, Chunghwa Telecom has therefore established the "Regulations Governing the Performance Evaluations of the Board of Directors." These regulations rigorously and comprehensively govern the evaluation of the Board's performance, including an annual internal board performance evaluation and an external evaluation conducted at least once every three years by an external independent professional institution or a panel of external experts and scholars. In 2023, self-evaluations of individual board members, the Board, and functional committees were completed, with the results reported at the 9th meeting of the 10th Board of Directors on January 26, 2024.

- * Regulations Governing the Performance Evaluation of the Board of Directors of Chunghwa Telecom 🖸
- * Results of the 2023 Board Performance Evaluation 🖸



e released for independent directors Chia-Chung Chen, Yi-Chin eeting of the 10th-term Board of Directors on August 9, 2023.

"Procedures for Acquisition or Disposal of Assets of Chunghwa overnment regulations. A related party is determined following Preparation of Financial Reports by Securities Issuers", and the ed online.

ocedures, the Company may not acquire, dispose of, or make tht-of-use assets, or other assets of NT\$300 million or more in arty until materials pertaining to the transaction are submitted Committee and the Board of Directors. In addition, the relevant I on the Financial Supervisory Commission's designated website.

of Chunghwa Telecom is the Ministry of Transportation and there is no conflict of interest that could lead to damage to

net by the notes on the related parties in the financial statement areholders' Meeting.

est avoidance measures, please refer to: nce for Chunghwa Telecom Co., Ltd. 🖸

e Company's 2023 Annual Report.

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157 Risk Management

Creating Value for Shareholders

Chunghwa Telecom generated consolidated revenues of NT\$223.2 billion in 2023. We are committed to our core business and innovation, making substantial and significant contributions to the industry and the country and creating maximum value for shareholders. Revenue from mobile services increased thanks to customer upgrades to 5G services and an increase in the number of mobile customers. ICT projects were completed as scheduled in line with quality requirements, which increased project revenue. Overall revenue in 2023 has grown compared to that of 2022. Net income attributable to the parent company amounted to NT\$36.9 billion while EPS reached NT\$4.76 in 2023.



Chunghwa Telecom's business operations have been stable for years, and we pay our taxes honestly and follow the law. In 2023, Chunghwa Telecom's effective tax rate for consolidated income taxes was approximately 19.16%. The deviation from the statutory tax rate of 20% was mainly attributable to the provisions of Article 42 of the Income Tax Act which states that net dividends or net earnings recognized from locally invested businesses are exempt from income tax. In addition, an application was made for tax incentives of NT\$200 million according to the "Statute for Industrial Innovation".



Notes:

1. Operating costs/Operating expenses: Certain payments to the government such as government fines are included in operating costs and expenses.

2. Salary and welfare: included in operating costs and expenses.

3. Social investment: costs and expenses not for profit, nor sales or marketing in nature.

4. Retained economic value = revenues - operating costs - operating expenses - dividends paid to shareholders - income tax paid.

Protection of Shareholders' Interests

Chunghwa Telecom has made changes and revisions to several systems and measures based on a corporate governance mindset. These include e-voting, voting by poll, and the disclosure of meeting resolutions on the Company official website. These diverse voting channels make it easy for shareholders to exercise their rights, and this has made corporate governance more effective.

Shareholder Structure (Shareholding %)

Government Agencies	Financial Institutions	Other Institutions	Individuals	Foreign Institutions and Individuals
40.53%	15.41%	8.07%	20.13%	15.86%

Note: Data as of April 2, 2024.

Highest Moral Standard

To strengthen ethical management, we formulated "Chunghwa Telecom Ethical Corporate Management Best Practice Principles", and "Code of Ethics of Chunghwa Telecom Co., Ltd.", and have strengthened our promotion of ethics and the training of our employees and external stakeholders (supply chain partners). We have obtained the Certificate of Conformity for Code of Conduct (CoC) from SGS-Taiwan for five years in a row.

Our ethical corporate management policy is integrated into our employee performance reviews and our human resources policy. A specific, effective reward and penalty system has been established. The "Guidelines for Personnel Evaluation" and "Standards Governing

the Administrative Rewards and Discipline of Chunghwa Telecom Personnel" have been stipulated as the reference in employee performance appraisal. In the event of matters worthy of reward or actions to be disciplined, the rewards and disciplinary actions will be issued promptly in line with the regulations.

Implementation of "Responsible Business Conduct" in the Industry Value Chain

Both internal and external methods to monitor the exercise of our integrity and ethics policies have been adopted to ensure the implementation of responsible business conduct in the industry value chain. Relevant measures include:

Internal (Employees)

- and board reports.
- 2. We use internal controls and audits to regularly review compliance with ethical management measures. 3. Annual training and testing on corporate ethics are mandatory, and we require all employees to sign the business ethics
- statement and Code of Conduct.
- 4. Education: We offer courses on the Code of Conduct and Ethical Management, using case studies on our e-learning platform.
- 5. Organization and Talent Development personnel are available at all business units for ethics-related inquiries.

External (Business Partners)

- 1. Business partners must agree to Chunghwa Telecom Company, Ltd. Supplier Code of Conduct.
- 2. Anti-corruption and ethics policy execution are assessed via the ESG Status Self-Assessment Form.
- 3. SGS-Taiwan conducts regular audits on contractors' and suppliers' compliance with laws, regulations, and standards.

Invested Companies

- for collective adherence.
- whistleblower system per internal regulations:
- anonymity.
 - · Internal: Employee grievance hotline on the EIP.
 - External: Reporting channels on the corporate website.





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1. The Organization and Talent Development department handles ethical management, system formulation, oversight,

1. Conduct annual due diligence on human rights, anti-corruption, and codes of conduct, with outlined corrective measures. 2. Promote Chunghwa Telecom's Code of Conduct and Ethical Management policies to subsidiaries and invested companies

3. To address potential negative impacts (including business ethics), establish multiple communication channels and a

(1) Set up internal and external independent whistleblowing mailboxes and hotlines, ensuring confidentiality and

(2) An Appeal Review Committee handles discrimination and inappropriate conduct, with over 50% female members.

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Policy Commitment to "Responsible Business Conduct"

ltem	Contents
Policy commitment to "Responsible Business Conduct"	 "Chunghwa Telecom Ethical Corporate Management Best Practice Principles", "Code of Ethics of Chunghwa Telecom Co., Ltd.", and "Procedures for Ethical Management and Guidelines for Conduct for Chunghwa Telecom Co., LTD." These specify the ethical standards and responsibilities that employees must adhere to when engaging in commercial activity. "Chunghwa Telecom Anti-Corruption, Anti-Bribery, and Anti-Money Laundering Policy" adheres to the principles of zero tolerance and includes a clear set of guidelines for anti-corruption and anti-bribery for all business interactions. "Chunghwa Telecom Human Right Policy" places emphasis on human rights protections.
Referenced Government Documents	"Ethical Corporate Management Best Practice Principles for TWSE/GTSM Listed Companies", the "Guidelines for the Adoption of Codes of Ethical Conduct for TWSE/GTSM Listed Companies", etc.
Due Diligence	We perform due diligence in accordance with relevant policies such as the "Chunghwa Telecom Human Right Policy", which provides for regular internal due diligence such as human rights assessments to increase human rights awareness among employees and stakeholders.
Precautionary Principles	We abide by the "Risk Management Policy" and "Risk Management Operational Guidelines", and use a risk matrix to identify and analyze relevant opportunities and risk events for effective risk control.
Human Rights Norms	Relevant policies explicitly declare a commitment to respecting the human rights of our stakeholders. For example, our "Human Rights Policy" ensures the protection of the human rights our employees, suppliers, and other stakeholders. Note: For more information of CHT's human rights information, please refer to "Human Rights Value Protection" p. 112~115

Negative Impact Remediation Procedures

We have established multiple communication channels to allow stakeholders to express opinions, file complaints, and report issues, ensuring proper response and resolution. Feedback helps improve our communication, coordination, and response mechanisms.

Operational Issues:

Public opinions and material events are analyzed by Headquarters and addressed by relevant units. Management decides on press releases, press conferences, or media responses.

Consumer Disputes:

Consumers can use the **Telecommunications Consumer Mediation Center** or directly contact telecom operators for prompt, non-litigious mediation.

Labor-Management Relations:

Union chairs attend business meetings, and senior managers join major labor-management consultations for effective communication.

Prevention of Corruption

Chunghwa Telecom conducts businesses with integrity, in the firm belief that anti-corruption is the stepping stone to maintaining business ethics and social fairness. We adhere to high ethical standards in our business dealings, adopt corruption prevention mechanisms, and strive to create a corporate culture that has zero tolerance for corruption.

To build an ethical paradigm, we are committed to strengthening corruption and bribery risk management. In 2023, the Company made plans to adopt ISO 37001 Anti-bribery Management Systems as a systematic and institutional approach to addressing corruption and bribery issues, and we continued to strengthen education and training for employees, conduct due diligence on high-risk suppliers, and uphold the value of integrity.

Mechanism	Description
Policy	The Ethical Corporate Management Best Anti-Bribery, and Anti-Money Laundering interactions. The subjects covered in the
Oversight and Monitoring	The Chief Administrative Officer, CAO so guiding on issues related to business et supervision to the Board of Directors.
	 We regularly assess and track the im Principles and anti-corruption policie risks identified.
Implementation / Assessment	 Suppliers and contractors must adhe internal audits and a confidential whi all 70 complaints were resolved.
	 Annually, we conduct business spot ch
	 We set and track monthly risk control in Principles and the Code of Conduct to
Training	 We organized a digital course in 2023 "Chunghwa Telecom Ethical Corpora Telecom Anti-Corruption, Anti-Bribe required to be tested, 19,839 complete with valid reasons).
	 New directors must read the "Code of Telecom Ethical Corporate Management
Results in 2023	 In 2023, there were no violations of t corruption, bribery, discrimination, c laundering, or insider trading. There corruption related incidents).
	 All cases were investigated and dealt principles. Employees were guided or shareholders' rights.

* Chunghwa Telecom Anti-Corruption, Anti-Bribery and Anti-Money Laundering Policy 🖸

The Internal Audit System

The internal audit unit helps the Board and company managers check the effectiveness of the internal control systems and operations. It operates under the Board and conducts business audits following company regulations and policies. The annual audit plan is formulated based on the results of the risk assessment made at the end of every year. After approval by the Board, the plan is sent to the competent authorities via the Internet information system for their reference.

* Organization and functioning of Chunghwa Telecom's internal audit unit 🖸





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st Practice Principles and the Chunghwa Telecom Anti-Corruption, g Policy have been stipulated to regulate all operations and business e policy include board directors, employees, suppliers, etc.

serves as the person in charge, responsible for supervising and ethics and corruption as well as regularly reporting the results of

mplementation of Ethical Corporate Management Best Practice cies across all 28 institutions and sites, with no major corruption

here to the same ethical standards as our employees. Through histleblower system, we investigate potential illegal acts. In 2023,

checks under the Anti-Fraud Execution Plan.

l indicators for employee compliance with the Ethical Management to prevent corruption.

3 to promote the "Code of Ethics of Chunghwa Telecom Co., Ltd." rate Management Best Practice Principles" and the "Chunghwa bery, and Anti-Money Laundering Policy" (of 19,884 employees sted the course, achieving a 100% completion rate, excluding those

e of Ethics of Chunghwa Telecom Co., Ltd." and the "Chunghwa nent Best Practice Principles," and sign a declaration.

f the "Code of Ethics of Chunghwa Telecom Co., Ltd." in terms of , customer privacy or personal data, conflicts of interest, money ere were 11 other discipline cases and 2 harassment cases (no

alt with in accordance with operational regulations and handling on compliance to maintain discipline in the Company and protect

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Customer Trust

Transparent Information Disclosure

Chunghwa Telecom emphasizes integrity, accountability, and trustworthiness in corporate governance. We use various channels, including our corporate website, MOPS, annual and ESG reports, and press and investor conferences, to ensure transparent communication with stakeholders, ensuring timely, balanced, and credible information disclosure.

Till 2023, Chunghwa Telecom has been ranked in the top 5% in the Corporate Governance Evaluation for nine times, and in the top 10% among Listed/OTC Electronics Companies with a Market Value of NT\$10 billion or more. In addition, the MSCI ESG rating report recognized the sustainability performance of Chunghwa Telecom with an AA rating.

Regarding the disclosure of compliance information, Chunghwa Telecom observes the applicable regulations of the Taiwan Stock Exchange and discloses material information regarding material events (including penalties and administrative penalties) on the Market Observation Post System (MOPS). Material events are defined as any penalty or administrative penalty imposed by the competent authority that has significant financial or operational impact, to ensure investors' and other stakeholders' right to information.

In 2023, Chunghwa Telecom was penalized NT\$40 million by the Fair Trade Commission for alleged violation of the Fair Trade Act regarding concerted actions. Chunghwa Telecom, with its commitment to providing fair tariffs, safeguarding consumer rights, and upholding market fairness, contests the motive and necessity for engaging in such actions. Consequently, we have initiated administrative litigation seeking the annulment of the administrative penalty.

Notes:

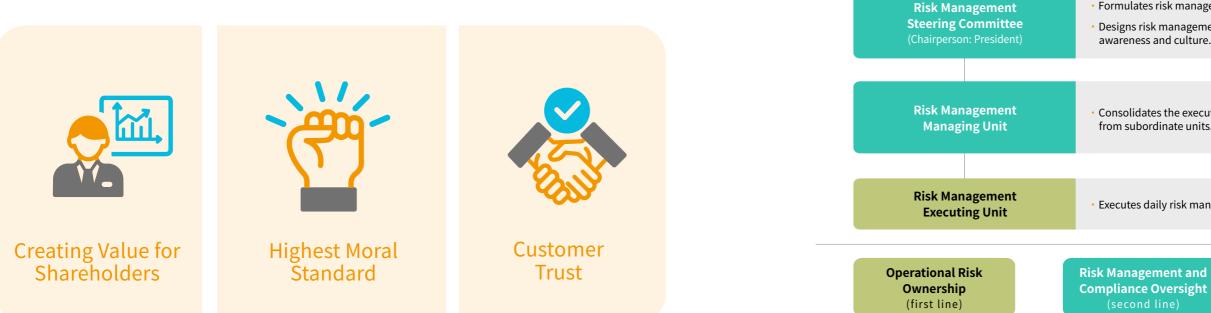
156

1. No significant violations in 2022; no non-significant violations disclosed in the annual report.

2. Non-significant penalty events in 2023 (one environmental, six labor-related) are detailed on page 125 and page 131 of the 2023 annual report. We have reviewed and implemented improvement measures.

Strengthen Business Management

In order to enhance the quality of our business marketing, build consumer trust in the CHT brand, and maintain a good reputation and corporate image, we formulated our "Corporate Marketing Standards" to ensure that our business marketing is conducted in accordance with the regulations and requirements of the law and the competent authorities.





🗩 Risk Management

Board of Directors

(with the Chairman as the CEO thereof)

Risk Management Committee,

a functional committee

under the Board of Directors

Chairperson, and Independent Directors accounting for over half of the Members

Risk Governance

Chunghwa Telecom faces rapid operational, industrial, and technological changes, including challenges in market competition, technological evolutions, laws, and regulations, as well as climate change. To ensure a robust development and sustainable development of the Company, the "Risk Management Committee" was officially established in 2016. Followed by its elevation to a functional committee under the Board of Directors in 2023 (the original management-level committee was renamed the "Risk Management Steering Committee"), the committee serves as the highest decision-making and supervisory body on risk management for the Board of Directors at the Company (The Chairperson is an Independent Director, and >50% of the members are Independent Directors.)

The Risk Management Steering Committee is in charge of the review, monitoring, and formulation of corporate risk management policies and mechanisms as well as to the Risk Management Committee regularly. In 2023, a total of 3 management-level risk management meetings were held, including 2 meetings of the Risk Management Committee and 1 meeting of the Risk Management Steering Committee. There were also 4 reports submitted to the Board of Directors functional committees, which included 3 reports to the Audit Committee and 1 report to the Risk Management Committee, along with 4 reports to the Board of Directors.



Approves risk management policies, procedures, and frameworks. Supervises and ensures an effective operation of the risk management mechanism overall

Audit Department

Undertakes the independent internal audits of risk management and legal compliance.

Reviews risk management policies, procedures, and frameworks. Executes the risk management policies of the Borad of Directors.

Formulates risk management policies, procedures, and frameworks. Designs risk management training to improve the overall risk awareness and culture.

Consolidates the execution results of risk management activities from subordinate units.

Executes daily risk management activities.

Independent Audit Unit (third line)

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Three Line of Risk Defense

Line of Defense	Description		
First Line: Risk Owner and Approval Process	 Each risk management unit has dedicated personnel and approval procedures for daily risk management, ensuring real-time response and management of operational risks. 		
	The risk management and control unit has been created to enforce risk management measures.		
Second Line: Risk Management	• The "Risk Management Steering Committee" and the "Risk Management Committee" jointly form the second line of defense for the management and control mechanism.		
Project Unit and Regulations	 The "Regulations Governing the Risk Management" and the "Directions Governing the Risk Management Operation" have been stipulated as the guiding documents for all employees in operations to institutionalize and standardize the risk management processes. 		
	 An independent "internal audit unit" under the Board of Directors has been established, responsible for the third line of defense for management and control. 		
	• The internal audit unit formulates an annual audit plan based on the results of risk assessments and performs assessment and audit of the internal control system.		
Third Line: Internal Audit	 Through routine and project-based audits, internal control cyclical audits of each operating site and subsidiary are performed, with audit reports presented, to provide objective verification and recommendations on the operation of the internal control system, offering the management insights into the existing or potential internal control weaknesses. 		
	 Audit results are regularly reported to the Board of Directors and the Audit Committee, and the monthly audit report is submitted to the Independent Directors on the Audit Committee for review, to provide objective risk management effectiveness assessments and improvement suggestions to assist the Board of Directors and 		

managers in assessing the results and efficiency of various operational risk management efforts.

* More about the risk management audit mechanism, please refer to 🖸

Risk Management Process

Chunghwa Telecom deeply recognizes the importance of risk management in a rapidly changing industry environment. To this end, we adhere to our core values of risk management. According to the five key elements of the COSO framework, i.e., Governance and Culture, Strategy and Objective-Setting, Performance, Review and Revision, Information, Communication and Reporting, eight steps have been integrated into the operations to fully exercise risk management.

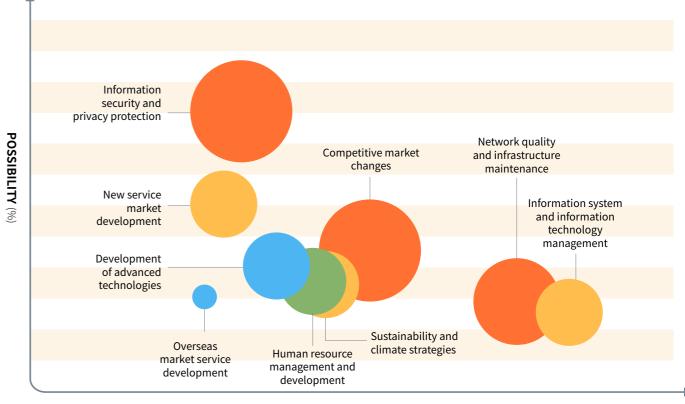


To assess operational risks on time, we identify risk events annually, conduct regular risk reviews, assessments, and tracking monthly, and identify potentially new risk events ongoingly, ensuring risks (including categories like "strategic risk," "operational risk," "reporting risk," and "compliance risk", etc.) identified. Also, it actively tracks risks mitigation action indicators corresponding to various risks regularly to maintain within the scope or overall risk appetite. The amount of the overall risk appetite was NT\$2.33 billion in 2023. We assess the severity of operational impacts based on the likelihood and impact of individual risk event, ranks the priority and level of risks via a risk matrix, and take corresponding risk control actions in following risk levels.



Prioritization of identified risks in 2023

Competitive market changes, information security and privacy protection, network quality and infrastructure maintenance, new service market development, human resource management and development, sustainability and climate strategies, development of advanced technologies, and information system and information technology management.



Practice of Corporate Risk Culture

ltem	Description
Risk management education for all non-executive lirectors	Annually, we conduct routine govern them with the latest risk management Additionally, we offer one session of the
Training throughout the organization on risk management orinciples	Focused trainings on the systematic and staff, with courses such as "Risk Manage Concepts and Practices" offered in 2023.
ncorporation of isk criteria in he development	 According to the "Chunghwa Telecon must provide financial and risk asses These assessments cover technical, such as health and safety.
products and rvices	 The "Chunghwa Telecom Special (Stathat risk assessments, including cust must be conducted when reviewing b
inancial ncentives which ncorporate risk nanagement netrics	In order to enhance operational perform the "Instant Rewards for Special Perfo contribute to the company's success.



RISK IMPACT (NT\$ 100 million)

ance education programs for non-executive directors to equip practices and the ability to effectively assess various forms of risk. "Concepts and Practices in Risk Management" course.

d practical aspects are provided for risk managers and operational ment and System Development" and "Enterprise Risk Management

m Product Management Guidelines," product development units sments during the review of the "Product Launch Operation Plan." market, operational, cybersecurity, personal data, and other risks

andard) Project Management Operations Requirements" stipulate tomer and vendor creditworthiness and performance capabilities, ids.

nance and promote sustainable development, we have established ormance Measures" policy to incentivize employees to actively

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Sustainable Supply Chain

To always stay a step ahead, CHT has been taking action since 2008 to manage a sustainable supply chain. We took the lead in launching sustainable supply chain management practices to guide our suppliers in their ESG fulfillment. This is achieved through conduct aligned with international supply chain ESG standards, thereby steering the ICT industry toward sustainability.



Our suppliers are categorized into financial, labor, engineering, construction, and special projects. While professional network equipment is mainly sourced internationally, we prioritize local procurement to boost the domestic economy, achieving a 96% local procurement rate in 2023.

Supplier Analysis

Item	Number of Suppliers	Proportion of total purchase amount
Tier-1 Suppliers	2,555	99.86
Significant Suppliers in Tier-1	177	83.63
Significant Suppliers in non Tier-1	22	-

Notes:

- 1. Tier 1 Suppliers: Companies that supply products or services directly to Chunghwa Telecom with procurement amounts > NT\$ 150,000 2. Significant Suppliers in Tier-1: Companies that supply products or services directly to Chunghwa Telecom with procurement amounts
- ≥ NT\$ 50 million
- 3. Significant Suppliers in non Tier-1 Key suppliers that provide products or services to Chunghwa Telecom's Tier 1 suppliers but are not Tier 1 suppliers to CHT themselves.

ESG Highlights

CHT Sustainable Supply Chain Initiative -**Sustainable Partner Certification**

- for sustainability and help consumers to learn about and support sustainable suppliers.
- Supplier certificate by President Chau-Young Lin.



ESG Highlights

Supplier Net Zero & Sustainability Learning Campus digital learning platform

In 2024, we plan to establish the "Chunghwa Telecom Supplier Net Zero Sustainability Academy" to offer sustainability/ ESG expertise. Through digital learning methods, we will disseminate information and provide educational resources to suppliers, aiding them in integrating sustainability/ESG practices and achieving mutual growth and value creation objectives.





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We worked with the Sustainable Alliance for Low-carbon Economy (SALCE) to classify our suppliers' ESG capabilities into four tiers-Gold, Silver, Bronze, and Participatory, depending on their ESG capabilities-and create a list of certified sustainable suppliers. Through this project, we encourage our partners in the supply chain to improve their capabilities

In 2023, 18 sustainable suppliers obtained "Gold-tier Certification" and were presented with a Sustainability Certified



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ESG Highlights

Green Gold Workshop

- Sustainable supply chain management around the world is evolving, with its focus shifting from the organizational sustainability of suppliers to the sustainability of products and services.
- Being a step ahead of its peers, Chunghwa Telecom hosted its first "Green Gold Workshop" in 2023 to encourage our supply chain partners to embed sustainability and low-carbon concepts in their products and services, thereby cocreating green business opportunities.



Sustainable Supply Chain Management Process

- In total, 61 Significant suppliers committed to the 2050 Net Zero Emissions goal.
- 63 Gold-tier suppliers had Sustainable Partner Certification.
- Organized "Green Gold Workshop" for the first time to provide suppliers with guidance on developing sustainable products and services.

2023

- Included "supplier ESG management" in supplier contracts. As of 2027, tenderers of procurements of NT\$50 million or more must obtain CHT's Bronze-tier certification.
- "Chunghwa Telecom Company, Ltd. Supplier Code of Conduct" requires suppliers to fulfill their commitments to biodiversity. Eight significant suppliers have signed the Statement of Biodiversity and Zero-Deforestation Commitment.



2022

- Collective commitment to Net Zero by 2050 goal with 35 significant suppliers
- Sustainable Partner Certification, with 45 Gold-rated suppliers thus far



- BS 8001 Circular Economy conformity check passed
- Sustainable Partner Certification, with 24 Gold-rated suppliers thus far

2020

- Organized the first ESG education and training event for suppliers
- SALCE Certifications for Excellence in Sustainable Supply Chain and Sustainable Partner



2019

 Awarded ESG outstanding supplier "Gold-tier Certificate" during ESG Supplier Conference

2018

- Incorporated the ISO 20400 Sustainable Procurement Standard as a reference, and adopted the sustainable procurement framework
- Collaborated with the Sustainable Alliance for Low-carbon Economy (SALcE) to implement Sustainable Partner Certification

2017

Become the first domestic telecom to formally announce CDP Supply Chain membership

2016

 Organized the first "Sustainable Environmental Visit and Exchange"

2015

• Established the "Chunghwa Telecom Co., Ltd. Procurement Grievance Procedures" to give suppliers the means to raise complaints regarding Chunghwa Telecom purchasing activities in an open and transparent purchasing environment

2014

• Initial launch of ESG second-party audits of major suppliers



GOVERNANCE

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- · Became the first telecom service provider to implement supply chain ESG second-party audits
- Issued "Chunghwa Telecom's Operating Guidelines for Qualifying Material Suppliers" to manage the implementation of supplier ESG

2012

• Required that suppliers with purchase amounts of more than NT\$ 5 million to complete the "Supplier ESG Status Questionnaire"

2011

- Issued the "Code of Corporate Social Responsibility for Suppliers of Chunghwa Telecom Co Ltd"
- Started holding annual "Supplier Social Event Supplier ESG Interchange Meeting"

2010

• Invited key suppliers to complete an ESG questionnaire and learned about suppliers' implementation status.

2009

· Launched "supply chain ethical management initiative"

2008

Published "Supplier Environment and Human Rights Guidelines"





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Supply Chain ESG Management Strategy

OVERVIEW

Integrate ESG Principles into Chunghwa telecom supplier assessment Maintain current 100% ESG status assessment of "tier-1 suppliers" 100% ESG su ESG su ESG su Ensure ESG conduct of suppliers complete swith "Chunghwa Telecom Company, Ltd. Supplier Complete onsite ESG visits and audits for 100% of major "significant suppliers in tier-1" 2025 ESG D Assess Continue communication activities to promote supplier climate change adaptation measures and emissions data management Complete carbon management knowledge education for 100% of "significant suppliers in tier-1" 100 Collect information on climate change and carbon emissions from supplier at least once a year 70% supplier response to Chunghwa Telecom's "COP Supply Chain Project" questionnaire Tenderers of procurements of NT\$50 million or more must participate in the Carbon Disclosure Project (CDP) and conduct Scope 3 emissions inventory. Significant suppliers whose cumulative transactions in the previous year amounted to NT\$50 million must agree to "ESG second-party audits" and attain sustainable Partner Certification. Tawage Tawage Test Esc Set minimum ESG requirements "requealification documents" Sustainable Partner Certification. Tawage Tawage and enterts Sustainable Partner Certification. Tawage and statian Tawage and statian Tawage and s	
Chunghwa telecom supplier assessmentMaintain current 100% ESG status assessment to " tier-1"100% 100%Ensure ESG conduct of suppliers complex with "Chunghwa Telecom Company, Ltd. Supplier Code of Conduct"Complete onsite ESG visits and audits for 100% of major "significant suppliers in tier-1" 2025ESG D AssessContinue communication activities to promote supplier climate change adaptation measures and emissions data managementComplete carbon management knowledge education for 100% of "significant suppliers in tier-1" 100% major "significant suppliers at least once a year 70% supplier response to Chunghwa Telecom's "CDP Supply Chain Project" questionnaire100 maintain current sof NT\$50 million or more must participate in the Carbon Disclosure Project (CDP) and conduct Scope 3 emissions inventory.78% the disclosure Project (CDP) and conduct Scope 3 emissions inventory.Set minimum ESG requirements in "prequalification documents"Tenderers of procurements of NT\$50 million or more must agree to "ESG second-party audits" and attain Sustainable Partner Certification.78% the disclosure Project (CDP) and CONDECT suppliers whose cumulative transactions in the previous year amounted to NT\$50 million or more must obtain Bronze- or higher-tier certification and CHT-approved qualifications to78% the disclosure	Results
complies with "Chunghwa Telecom Company, Ltd. Supplier Code of Conduct"Complete onsite ESG visits and audits for 100% of major "significant suppliers in tier-1 " 2025ESG D AssessContinue communication activities to promote supplier climate change adaptation measures and emissions data management- Complete carbon management knowledge education for 100% of "significant suppliers in tier- 1" in 2023- 100 mar catificant suppliers at least once a year - 70% supplier response to Chunghwa Telecom's "CDP Supply Chain Project" questionnaire- 100 mar catificant suppliers at least once a year - 78% the dimensions inventory.Set minimum ESG requirements in "prequalification documents"- Tenderers of procurements of NT\$50 million or more must participate in the Carbon Disclosure Project (CDP) and conduct Scope 3 emissions inventory 78% the dimensions inventory.Significant suppliers whose cumulative transactions in the previous year amounted to NT\$50 million sustainable Partner Certification 78% the dimensions inventory.Significant suppliers of procurements of NT\$50 million or more must obtain Bronze- or higher-tier certification and CHT-approved qualifications to- 78% the dimensions to	of suppliers completed th urvey questionnaire
Continue communication activities to promote supplier climate change adaptation measures and emissions data 	Desk Assessment/On-sit sment rate reached 90%
 Set minimum ESG requirements in "prequalification documents" As of 2027, tenderers of procurements of NT\$50 million or more must obtain Bronze- or higher-tier certification and CHT-approved qualifications to must participate in the Carbon Disclosure Project (CDP) and conduct Scope 3 emissions inventory. Significant suppliers whose cumulative transactions in the previous year amounted to NT\$50 million must agree to "ESG second-party audits" and attain Sustainable Partner Certification. As of 2027, tenderers of procurements of NT\$50 million or more must obtain Bronze- or higher-tier 	0% completion of carbo nagement knowledge edu ion and training "significat pliers in tier-1" % supplier response rate t questionnaire
	% supplier response rate t CDP questionnaire G Desk Assessment/On-sit essment rate reached 90%

Supplier ESG Assessment

corporate governance.

Note: ESG second-party audits are conducted regarding the "Responsible Business Alliance Code of Conduct" (RBA CoC).

2,555
177
± · · /
83.63%
22
199

Supplier Assessment

Total number of suppliers assessed via desk assessments/ on

% of unique significant suppliers assessed

Number of suppliers assessed with substantial actual/potent

% of suppliers with substantial actual/potential negative impact

Number of suppliers with substantial actual/potential negative

Notes:

1. Unique significant supplier assessed ratio: The ratio of the number of significant suppliers evaluated through desk assessments/on-site assessments to the total number of significant suppliers. 2. Suppliers assessed with substantial actual/potential negative impacts do not exhibit substantial environmental potential impact.

Corrective action plan support

Total number of suppliers supported in corrective action plan

% of suppliers assessed with substantial actual/potential neg in corrective action plan implementation

Total number of suppliers in capacity building programs

% of unique suppliers in capacity building programs

Note: % of significant suppliers in capacity building programs = Total number of suppliers in capacity building programs ÷ Total number of significant suppliers (tier-1 and non-tier-1)

160 Sustainable Supply Chain

Chunghwa Telecom conducts comprehensive supplier sustainability/ESG risk assessments. Through the supplier ESG questionnaire, on-site visits by employees (second-party assessment), and on-site audits of suppliers (executed by SGS-Taiwan under commission), we ensure that our partnerships with suppliers achieve the best practices for the environment, society, and

	2023
n-site assessments	177
	88.94%
itial negative impacts	2
cts with agreed corrective action/improvement plan	100%
tive impacts that were terminated	0

	2023
an implementation	2
egative impacts supported	100%
	164
	82.41%



ESG Capacity Promotion of Suppliers

In addition to annual ESG supplier conferences and environmental field trips, a wide range of training programs are also organized. Through these different programs, we hope to inform suppliers of our commitment to sustainable supply chain management and our Sustainable Partner Certification system. Such communication enables telecom suppliers to keep up with global sustainability trends and exert a positive impact on ESG. In 2023, 164 or 82.4% of significant suppliers of CHT participated in our capacity building programs.

Training Plan	Description
ESG Plan Information/	 Provides details of the ESG Management Program, including the "Supplier Code of Conduct", contract terms and conditions, and ESG-related information and forms on the Supplier Electronic Procurement System.
Training	 Three sessions of Supplier ESG training and one Supplier Engagement Conference per year to provide information and educational materials related to ESG programs.
ESG Benchmark Information	Set up a "Supplier ESG Online Platform" as part of the Telecommunication Training Institute that provides information on ESG courses, industry benchmarks, and case studies.
Assistance with Improvement Methods	 We engage external consultants to offer remote consultation on or assist in reviewing suppliers' improvement plans. Internal employees provide queries and information regarding suppliers' improvement plans.
	 CDP Supply Chain Program: Joined the program; provide consultation/training on CDP questionnaires, and assist suppliers in improving their carbon management/carbon disclosure.
In-depth Support Program	 Supplier Sustainable Environmental Visits: Annual field trips for suppliers to educate them on the environment at an environmental certification institution that provides in-depth support programs to improve suppliers' sustainability/ESG knowledge.
	 Green Gold Workshop: Workshops on sustainable products and services; significant suppliers are invited to join specific projects to collectively develop sustainable and low-carbon products and services.

* Video: 2023 Sustentable Enviromental Education 🖸



Overview of Supply Chain ESG Management Results

Item	Description	2023 Target	2023 Outcome	2024 Targe
Completion Rate of Online Supplier ESG Survey	Suppliers with a procurement amount of NT\$5 million or above are required to fill out the Supplier ESG Survey, which covers corporate ethics, labor rights, environmental management, and occupational safety and health. The main reason for not meeting the response rate target was suppliers' unfamiliarity with the process. To improve this, ESG survey completion will be a contract requirement. Performance bonds will be released only upon survey completion. Additionally, ESG training and guidance will be provided to suppliers.	80%	75%	85%
Procurement staff receiving ESG training	We hold annual ESG training and seminars, goal is to ensure that all CHT procurement staff understand and faithfully execute the "Chunghwa Telecom Company, Ltd. Supplier Code of Conduct." (including anti-corruption)	100%	100%	100%
	Suppliers are explicitly required to abide by the "Chunghwa Telecom Company, Ltd. Supplier Code of Conduct" in their procurement contracts (including anti-corruption)	100%	100%	100%
for suppliers included in documentation required	Tendering documentation stipulates that all bidders must fill out "ESG self-assessment form for suppliers"; additional elaboration on improvements is required in the event of a breach of laws or regulations by suppliers.	100%	100%	100%
Suppliers without legal or regulatory violations	ESG Management implementation status is captured via online questionnaires. Note: When reviewing suppliers' responses to ESG questionnaires, the responsible unit also samples whether there has been any economic, environmental, or social violation where a persistent failure to improve was deemed as a violation, resulting in fines totaling NT\$1 million or above.	100%	100%	100%
Supplier ESG second-party audit	Through a second-party audit project (2023 sample audit of 40 key suppliers), significant suppliers are ensured to be free from environmental and human rights risks such as forced labor.	100%	100%	100%



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The first Taiwan telecom carrier to participate in the CDP Supply Chain Program for a Low-Carbon Supply Chain

After The Paris Agreement took effect, we entered the age of the low-carbon economy. Chunghwa Telecom is a carrier in the information and communications industry, and this is a crucial issue of great urgency for us. We need to understand and respond to the impacts of climate change and plan appropriate response strategies and actions at once.

In 2017, CHT first joined the Carbon Disclosure Project (CDP) Supply Chain Program. We are promoting greater understanding of climate change among our suppliers and will make every effort to increase their carbon management efficiency. CHT will put an encouragement mechanism in place that will help suppliers with the research and development of products and services that have a lower impact on climate and the environment. Our three goals for supply chain carbon management are:



Increase supplier awareness and knowledge of climate change



Collect greenhouse gas emissions data



Communicate and encourage changes in the behavior of suppliers

The Achievements of CHT's 2023 Supplier Energy Conservation Program

Aspect of Program	Carbon Emissions Reduction Amount	Number of Initiatives
Company policy and behavior changes	147,303 t-CO ₂ e	10
Building energy efficiency	113,147 t-CO2e	41
Production process energy efficiency	11,571,154 t-CO ₂ e	29
Low-carbon energy consumption	20,364,410 t-CO ₂ e	16
Low-carbon energy production	4,974,715 t-CO ₂ e	3
Non-energy-related industrial process emissions reduction	9,014 t-CO ₂ e	3
Waste reduction and circular economy	7,804,827 t-CO ₂ e	7
Transportation	85 t-CO ₂ e	3
Other	1,516,269 t-CO ₂ e	6
Total estimated annual emissions reduction	46,500,955 t-CO ₂ e	
Total annual cost savings (USD)	2,081,305,055	

Abstract of the Results of Chunghwa Telecom's 2023 "CDP Supply Chain Project"



78% of suppliers responded to Chunghwa Telecom's questionnaire.



82% of suppliers have taken energy-saving and carbon reduction measures.



Chunghwa Telecom's supply chain reduced carbon emissions by around **46,500** thousand t-CO2e.



59% of suppliers have set emission reduction goals.



65% of supplies incorporated climate change into their long-term business strategic planning.



63% of suppliers have established procedures for evaluating climate risks.



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Broad Alliance Building

OVERVIEW

Chunghwa Telecom actively participates in the telecom value chain, ensuring ecosystem sustainability. The value chain includes robust infrastructure, basic communication services, and innovative value-added services, forming interconnected upstream and downstream components.

Chunghwa Telecom primarily provides ICT services, with 2023 procurement as follows: property (41%), services (20%), construction (18%), projects and tenders (14%), and others (7%). With 2,555 tier-1 suppliers and contracts exceeding NT\$77.1 billion, the company aims to enhance fixed, mobile, data, and ICT services while strengthening supplier partnerships.

To boost the ICT industry, Chunghwa Telecom shares resources with suppliers, enhancing R&D capacity and access to future technologies. Collaborations include R&D projects, fair technology transfer, support for hardware facilities, and expanded software collaborations, aiming for shared prosperity.

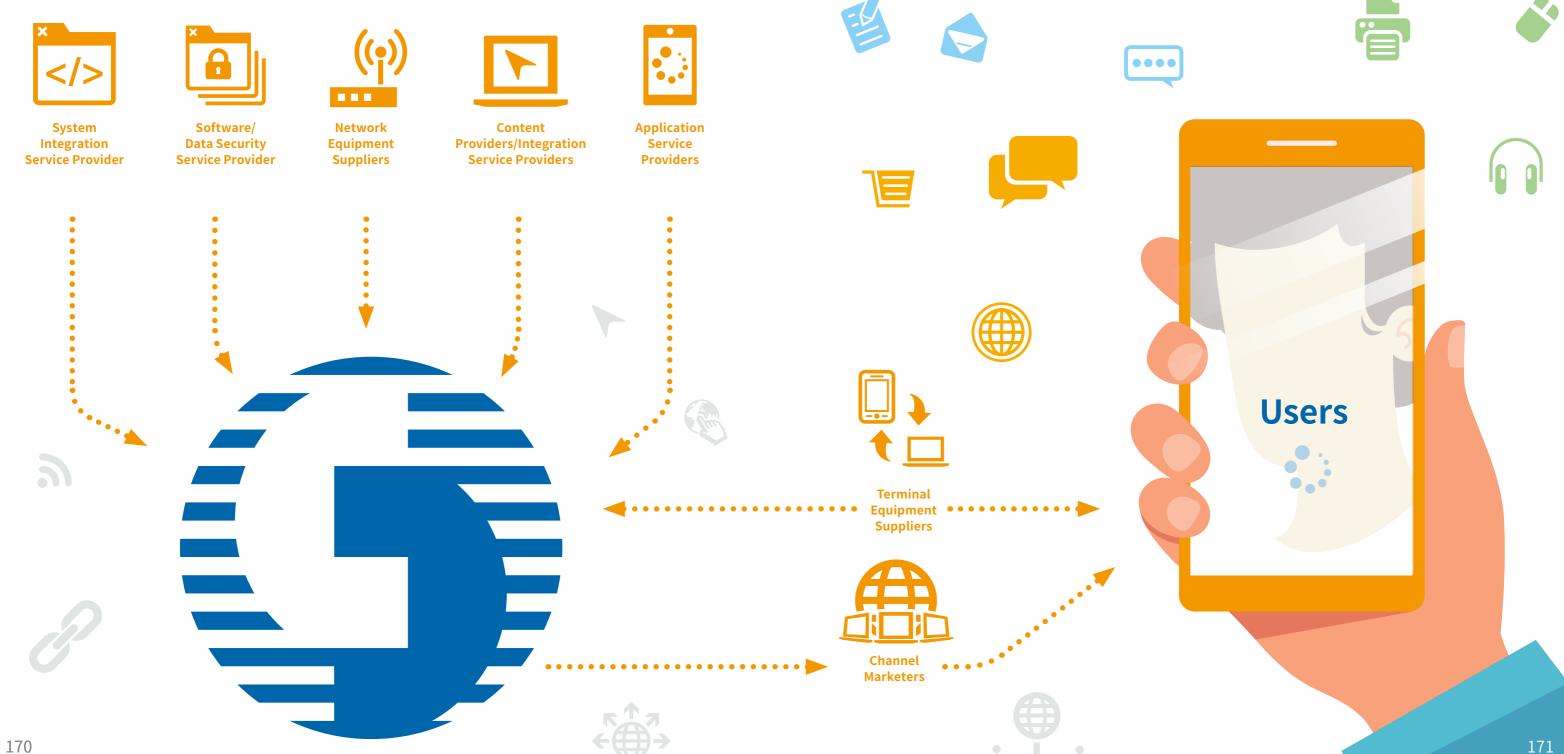


System Integration



Service Providers





Rewards for top-performing suppliers

To reward top-performing suppliers, Chunghwa Telecom offers qualified suppliers the privilege of tender bond waivers when submitting tenders, as well as a reduction of the performance bond to 5% of the value of the contract. In this way, we are able to exert influence as an industry leader and bring more attention to corporate sustainability.

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Professional skills training

Our Telecom Training Institute provides suppliers with relevant training and certification courses to satisfy their needs. Some of the popular courses include: cabling contractor certification, telecom line construction quality assurance certification, and fiber optic contractor training. In 2023, the institute held 21 courses and trained 414 workers, 235 of whom obtained certification.

MATERIAL TOPICS

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Management Method

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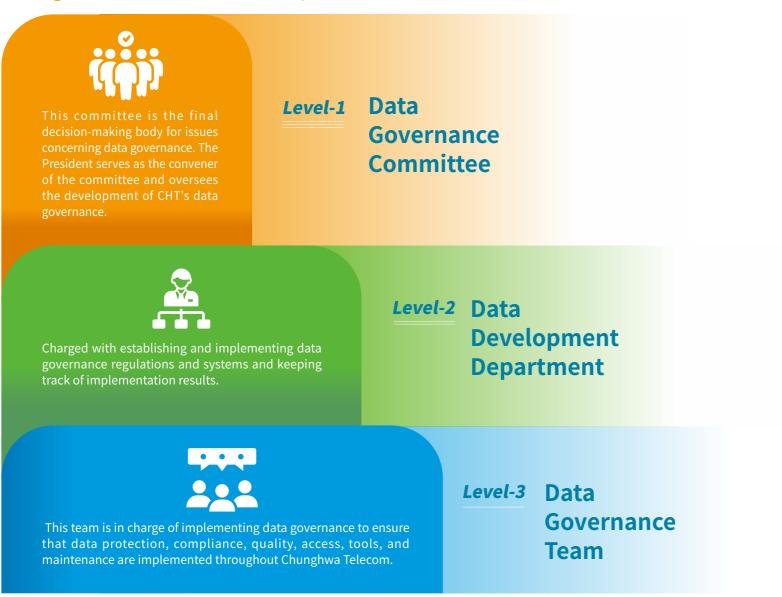
Description

Personal Data and Privacy Protection

Protecting customers' privacy is of vital importance to CHT. For this reason, the Company has established a "Privacy Protection Policy" following government laws and regulations whose scope encompasses all of our branch offices, business locations, subsidiaries, and suppliers. The policy adopts rigorous management and protection measures. Our zero-tolerance "Cybersecurity Policy" and "Privacy Protection Policy" Protection Policy are enforced at the source. In line with the ISO 27001 Information Security Management System, these policies are subject to constant revision and examination through the Plan-Do-Check-Act (PDCA) approach and are incorporated into daily operations and activities to ensure zero cybersecurity incidents.

Before any business promotion, risk assessment is conducted to examine and ensure that data access is in compliance with the regulatory requirements and that data protection mechanisms are in place to ensure data protection integrity and avoid data processing risks. Regarding the collection, processing, use, and protection of personal data and privacy in our operations, aside from compliance with governmental laws and regulations, personal data is used only within a defined scope of regulatory requirements and is not disclosed to any third parties via exchange, lease, or in any other manner, to protect the data security and privacy rights of CHT customers.

Data governance units and responsibilities



Specific Data Management Mechanisms

At CHT, the data governance framework and management system have been set up in accordance with the Data Management Association's (DAMA) Data Management Body of Knowledge (DMBOK) to achieve consistency, availability, security, and compliance in data asset management.

Data Security Protection Mechanism

Management Method	Description
Comply with relevant international standards in building management systems	Our information security ma system (PIMS) are ISO 27001 10012-certified. The scope o entire IT infrastructure.
Implement data access management	In principle, access is grante
Track data access	Employees' inquiries involvation audited and reviewed system
Manage data analysis and processing	In data analysis and proces measures such as access co
Adopt principles of personal data processing	De-identification or other pseudonymization, stega and quantity of personal data being customer nam identification results are pr and are provided as a bas distribution, regional signa



anagement system (ISMS) and personal information management 01, ISO 27701, ISO 27017, ISO 27018, CSA STAR, and BS of certification includes all of our operating activities and our

ed based on the principles of need to know and least privilege.

lving customer personal data are recorded, and the records are ematically to prevent improper use.

essing, data security is ensured by adopting ISO 27001 technical ontrol, transfer encryption, and data de-identification.

data minimization technologies such as data anonymization, anography, and data suppression are used to limit the type data that can be collected or processed, with the scope of ne, ID number, date of birth, address, and email address. Depresented using statistical data or other unidentifiable methods sis for business decision-making (e.g., consumer age/regional al improvement).



CONTENT	CORPORATE OVERVIEW	SUSTAINABILITY MANAGEMENT	MATERIAL TOPICS AND IMPACTS	STAKEHOLDERS ENGAGEMENT	ENVIRONMENTAL	
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Privacy Protection Management Mechanisms

Management Method	Description	Management Method	Description
Duius au Duche dieur Diele	 Group-wide risk management: We assess privacy risks and the impact of those risks in accordance with regulations and set risk-handling targets and response measures. "Information security and personal data risks" are regularly monitored by the Risk Management Committee for follow-up management. Any material risk issues are submitted to the Audit Committee or directly reported to the Board of Directors. Performance measurement and disciplinary procedures: We have a "zero tolerance" principle. Performance in cybersecurity and personal information protection is a part of all employee performance reviews. Any loss of customers' personal data due to negligence or conduct involving improper inquiries, 	Requests for customer information received from government or law enforcement agencies	 We are liable for protecting the infringement in accordance with agency presents Chunghwa Te inquiring about customer inform order can we provide them wi dedicated department and rigor only be provided in accordance words the made available otherwise In 2023, government or law enf 53.49% (1,074,398) of which words are invested and the primarily due to non-conformity
Privacy Protection Risk Management	 acquisition, use, or deliberate leaks is subject to penalties at a minimum or the termination of the labor contract at worst. 3. External audits: We ceaselessly strengthen our privacy protection procedures and ensure their implementation throughout our operational processes. We organize training in privacy protection to improve the overall privacy protection competency 	Exercise of customer rights	 A variety of channels (including Chunghwa Telecom for custome collected and its collection, proce our customers may exercise. The rights available for custor Company, request to edit data, re
	 of the Company. We carry out regular tests and drills to examine and evaluate the effectiveness of our privacy protection measures. Our "Privacy Protection Policy" has been verified by a third party. We also conduct internal/ external audits and certifications each year. 	Personal Data and Privacy Protection Consultation and Grievance Channels	A variety of means are available fo questions or concerns regarding p various channels, which are handled
	1. Types and Content of Data Collected: When customers access the services of Chunghwa Telecom, we collect their personal/private data including accounts, browsed webpages or multimedia contents/mobile Apps due to "Regulations Governing Telecommunications Numbers" requirements for identity verification or service provision needs.	Personal Data and Privacy Protection Grievance Appeal Channels	 Should anyone find their personal welcome to reach us via the appeal Address: No. 21-3, Section 1, Xiny Recipient: Chief Information Sect Phone: (02)2344-6789
Customer privacy rights protection	 2. Data Retention Period: Upon termination of the contractual relationship between customers and CHT, we maintain and use the customer's personal information within the scope and duration required or permitted by the laws and regulations and retain (non-personal) data generated from it in a de-identified form. 3. Policy for Third Party Disclosure: Personal data and privacy are not disclosed to third parties by means of exchange, lease, or otherwise at will, unless with the consent of the customer or otherwise specified by laws and	by the National Communicati	er "alleged information breaches" fi ons Commission (NCC) and 979 subr ce provided for the year). All of the c r privacy breaches.
	regulations. 4. Data Use and Protection: We use customers' data for analyses to provide optimized, customized services and discount information tailored to our customers' needs; customers may request the cessation of such use at any given time. We have formulated our personal data protection policy and relevant regulations regarding the use of personal data to prevent unauthorized access to, disclosure or use of, or tampering with personal data to protect the privacy, data security, and rights of our customers. The percentage of secondary use of customer data at Chunghwa Telecom in 2023 was 86.73%.		



e secrecy and privacy of customers' correspondence from illegal th the laws. Only when a government agency or law enforcement Felecom a subpoena following the law requesting access to or rmation to protect public security, fight crime, or maintain social with customer information. In compliance with regulations, a orous review procedures for access are in place. Information can e with the law when the appropriate legal criteria are met, and will se.

nforcement agencies made 2,008,618 user information requests, were accepted and 46.51% (934,220) of which were rejected, y to the relevant laws and regulations or source data error.

g websites, Apps, stores, and a customer hotline) are available at ners to access and learn about the types of personal information pressing, use, or disclosure to third parties as well as the rights that

omers to exercise are opt-out, opt-in, access data held by the request deletion.

or customers to exercise their rights. In addition, customers with personal data or privacy may send feedback or complaints via ed by dedicated staff in a professional manner.

I data and privacy use issues unresolved within 30 days, they are I channels as follows:

nyi Road, Zhongzheng District, Taipei City 100, Taiwan (R.O.C.) curity Officer, Chunghwa Telecom Co., Ltd.

filed via the customer hotline in 2023, of which 11 were submitted omitted via the customer service hotline (accounting for 0.0028 % cases were investigated and it was verified that there had not in

GRI 2-9 Governance Structure and Composition /GRI 2-17 Collective Knowledge of the Highest Governing Body

Name	Gender	Committees	Other Significant Positions and Commitments Held / Nature of Commitment	Executive Director	Independent	Competencies Relevant to the Organization	Stakeholder Representative	ESG Courses
Shui-Yi Kuo	Male	Sustainable Development & Strategy Committee	 Chairman & CEO, Chunghwa Telecom Co., Ltd. Chairman, Sustainable Development & Strategy Committee Chairman, Chunghwa Telecom Foundation 	V	-	Chairman & CEO Shui-Yi Kuo chairs Chunghwa Telecom's Sustainable Development and Strategy Committee and the Chunghwa Telecom Foundation. The Board-level Sustainable Development and Strategy Committee guides the Company's sustainability vision, policies, and goals. The Chunghwa Telecom Foundation advances corporate social responsibility, implementing core values in underserved areas and acting as a platform to support local development and resilience.	V	 14th Taipei Corporate Governance Forum Corporate Governance and ESG in a new era
Chau-Young Lin	Male	 Sustainable Development & Strategy Committee Risk Management Committee 	 President, Chunghwa Telecom Co., Ltd. Director, Institute for Information Industry 	V	-	President Chao-Young Lin executes CHT strategies, coordinating branches and subsidiaries to strengthen the telecom network, enhance digital resilience, and ensure information security while improving service quality. He aims to leverage group synergies to replicate successful services, products, and experiences in CHT's digital and net-zero transformation. Additionally, he fosters broad alliances and promotes positive industry ecosystem development with partners in cloud and AI applications, creating mutual benefits and shared prosperity.	V	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Hsiang-Ling Hu	Male		Political Deputy Minister, MOTC	-	-	Director Hu, former Director-General of the Railway Bureau (MOTC), brings extensive expertise in transportation planning, system analysis, railway laws, and risk management.	V	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Ching-Hwi Lee	Female		Deputy Minister, MOC	-	-	Director Lee, the current Deputy Minister of Culture, is an expert in cultural administration, interdisciplinary collaboration, performing arts, and media content creation. She is dedicated to the sustainable development of the cultural industry.	V	 Promoting Corporate Sustainability with Risk Management: Risk Management Best Practice Principles for TWSE/TPEx-listed Companies Corporate Governance and ESG in a new era
Shin-Yi Chang	Male	 Sustainable Development & Strategy Committee Risk Management Committee 	 Director, Department of Accounting, MOTC Supervisor, Taiwan International Ports Corp. 	-	-	Director Chang, former chief of accounting for the Ministry of Economic Affairs and Coast Guard Administration, has significant expertise in accounting and risk management. He also lectured on risk and crisis management at the National Academy of Civil Service.	V	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era Corporate Governance Summit XIX: Creating a New Sphere of Governance to Elevate the Value of Enterprises
Sin-Horng Chen	Male	-	 Chair Professor, Department of Electrical Engineering, National Yang Ming Chiao Tung University Independent Director, Chinese Gamer International Corp. 	-	-	Director Chen, former acting President of National Yang Ming Chiao Tung University, has held roles including Professor of Electrical and Computer Engineering and Director of the IoT Smart System Research Center. He was Executive Director of the Telecommunications/Networking National Science and Technology Program and Communications Engineering Program Convener for the National Science and Technology Council. He is an expert in audio signal processing and ICT.	V	-
Hsiu-Chuan Tsai	Female	-	 Chairperson & Professor, Department of Political Science, Soochow University, Taiwan Director, Transparency International Chinese Taipei, under Transparency International 	-	-	Director Tsai, Director of Transparency International Taiwan, specializes in governance, anti-corruption, and policy marketing, significantly contributing to the Board's advancement in these areas.	V	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era



Name	Gender	Committees	Other Significant Positions and Commitments Held / Nature of Commitment	Executive Director	Independent	Сотр	petencies Relevant to the Organization	Stakeholder Representative	ESG Courses
Shih-Hung Tseng	Male	Sustainable Development & Strategy Committee	 President of CHT's Corporate Union, Tainan Branch Engineer, Tainan Branch, CHT 	-	-	dedica Union	Director Tseng has over 40 years of experience with the company. A ated advocate for labor rights, he has been a member of the Worker's n since 1996, handling union-related matters. His roles as executive for and executive supervisor have given him a deep understanding of affairs.	V	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Yu-Fen Lin	Female	 Compensation Committee Audit Committee Sustainable Development & Strategy Committee Risk Management Committee 	 Chairperson, Compensation Committee Managing Partner, Lex & Honor Attorneys-at- Law Independent Director, SINBON Electronics Co., Ltd. Independent Director, Bank SinoPac Co., Ltd. Supervisor, Infinity Communication Tech. Inc. 	-	V	degree previo	pendent Director Lin, a managing partner at Fayu Law Firm, holds tes in political science and law from National Taiwan University. She busly practiced at Gaofeng Law Firm and Lee and Li Attorneys-at-Law, alizing in corporate investment law.	-	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Introduction to Corporate Governance 4.0 Observing 2030 Sustainable Governance in Financial Institutions under 2023 Global ESG Trends
Chung-Chin Lu	Male	 Audit Committee Sustainable Development & Strategy Committee Risk Management Committee 	 Professor, Electrical Engineering Department, National Tsing Hua University Director, National Science & Technology Center for Disaster Reduction 	-	V	Techn	bendent Director Lu, also Director of the National Science and hology Center for Disaster Reduction, provides expertise in disaster tion, advancing research, technology, and policy measures.	-	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Yi-Chin Tu	Male	 Audit Committee Sustainable Development & Strategy Committee Risk Management Committee 	 Chairman of Taiwan AI Labs & Foundation Director, Taiwan Creative Content Agency Independent Director, PChome Online Inc. 	-	V	experi	pendent Director Tu, founder of Taiwan AI Labs, has extensive ience as Chief R&D Officer at Microsoft Asia Pacific, leader at NHGRI , and founder of PTT Bulletin Board System, driving our emerging esses.	-	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Su-ming Lin	Male	 Compensation Committee Audit Committee Sustainable Development & Strategy Committee Risk Management Committee 	 Chairman, Audit Committee Emeritus Professor, Department of Accounting, College of Management, National Taiwan University Independent Director, Taiwan Fertilizer Co., Ltd. Independent Director, AP Biosciences Inc. Independent Director, Sunny Friend Environmental Technology Co., Ltd. 	-	V	Univer	endent Director Lin, former Director of Accounting at National Taiwan rsity, specializes in accounting, finance, tax laws, international taxes, isk management. He is certified to practice accounting in both the U.S. aiwan.	-	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era
Chia-Chung Chen	Male	 Risk Management Committee Audit Committee Compensation Committee Sustainable Development & Strategy Committee 	 Chairman, Risk Management Committee Independent Director, Dimerco Data System Corporation Independent Director, MOSPEC Semiconductor Corp. Director, Sysjust Co., Ltd. 	-	V		pendent director Chia-Chung Chen possesses professional etencies and experiences in risk management as recognized by MSCI.	-	 Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability Corporate Governance and ESG in a new era

Notes: 1. President Chao-Young Lin's term of office started in July 2023 to May 2025, while the terms of other directors are from May 2022 to May 2025. 2. Under-represented group (GRI 2-9-C-vi): There are three female directors: Ching-Hwi Lee, Hsiu-Chuan Tsai, and Yu-Fen Lin. The Company has set the goal to achieve a representation of women directors of over one-third by 2025.

Appendix

GRI 403 Occupational Health and Safety

Occupational Health and Safety Plan – Consolidated Disclosure

GRI Standards	Disclosure	Contents
403-1 Occupational health and safety	a. The reporting organization shall disclose whether the occupational health and safety management system has been implemented for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization. Disclosure should include whether: i. The system has been implemented because of legal requirements. if so, a list of the requirements; ii. The system has been implemented based on recognized risk management and/or management system standards/guidelines; if so, a list of the standards/guidelines.	 Chunghwa Telecom is the first telecommunications provider in Taiwan to adopt and implement an occupational safety and health management system in accordance with the Occupational Safety and Health Act, and has obtained ISO 45001 independent external verification. As of 2023, all 27 units and 100% of the operating sites throughout the entire region have successfully passed ISO 45001 external third-party independent verification.
management system	b. The reporting organization shall disclose the scope of workers, activities, and workplaces covered by the occupational health and safety management system for employees as well as workers who are not employees but whose work and/or workplace is controlled by the organization. Additionally, why any workers, activities, or workplaces are not covered.	The scope covers 27 units on all operating sites, including the operations, products, and services under their jurisdiction, and 20,050 employees, and 6,323 contract workers.
403-2 Hazard identification, risk assessment,	a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and how the hierarchy of controls is applied in order to eliminate hazards and minimize risks, including: i. How the organization ensures the quality of these processes, including the competency of the persons who carry them out; ii. How the results of these processes are used to evaluate and continually improve the occupational health and safety management system.	 We have established a "Health and Safety Hazard Identification and Risk Assessment Procedure" in accordance with the ISO 45001 standard. We actively identify and assess hazards associated with various operations (activities) or services. The nature (routine or non-routine) of each operation (activity) or service is considered when assessing risk. Risks are then classified by the possibility of risk occurrence and severity of risk, and control procedures and action plans are devised accordingly to reduce unacceptable risks. Three occupational training centers have been established in Banqiao, Taichung, and Kaohsiung. We have formulated "Implementation Directions on Health and Safety Education and Training" to ensure that relevant staff members have the necessary capabilities.
and incident investigation	b. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.	 The "Work Accident Guidelines" include reporting and handling procedures for occupational hazards and dangerous situations. To implement source management and effectively manage construction risks, we have incorporated hazard identification and risk assessment information for highrisk operations into our line construction management system. This information is available for operational personnel to effectively identify hazards from the design phase to the construction phase. If an employee is suspected of having an occupational disease, they can be assisted in accordance with the Labor Occupational Accident Insurance and Protection Act to

receive a systematic professional evaluation and diagnosis by an occupational medicine physician at a medical institution recognized by the competent authority. RI Standards Disclosure

c. For employees and for workers who a employees but whose work and/or work is controlled by the organization, the rep organization shall provide a description of the and processes for workers to remove themselw work situations that they believe could cause or ill health, and an explanation of how work protected against reprisals.

d. For employees and for workers who a employees but whose work and/or work is controlled by the organization, the rep organization shall provide a description processes used to investigate work-reincidents, including the processes used to incihazards and assess risks related to incidetermine corrective actions using the hie of controls, and determine improved needed in the occupational health and management system.

403-3 Occupational health services a. For employees and for workers who a employees but whose work and/or work is controlled by the organization, the rep organization shall provide a description the occupational health service function contribute to the identification and elimit of hazards and minimization of risk, a explanation of how the organization ensur quality of these services and facilitates wo access to them.

Appendix

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are not kplace porting policies ves from e injury kers are	 Chunghwa Telecom has relevant regulations of the labor right to refuse or to stop work in the Control Guidelines for Confined Space Operations, the Control Guidelines for Elevated Operations, and the Control Guidelines for Manhole and Pipeline Excavation Operations. In the event that an employee encounters an imminent danger while performing their duties, they have the right to halt their work and retreat to a safe location without endangering the safety of other workers. The employee must immediately report this situation to their direct supervisor. In accordance with the relevant laws, no adverse action shall be taken against the employee for exercising their right to safety evacuation.
are not kplace porting of the elated identify idents, erarchy ments safety	We formulated the "Chunghwa Telecom Incident Investigation and Handling Procedures" to establish operating procedures for incident investigation and handling. This helps in identifying the causes of incidents, proposing measures to mitigate property damage, analyzing disasters, and preventing the recurrence of such incidents, as well as tracking and verifying the implementation of improvements to prevent reoccurrence.
are not kplace porting tion of ns that ination and an ires the orkers'	 We established "Health and Safety Hazard Identification and Risk Assessment Procedures" to actively identify and assess hazards associated with various operations and services and establish risk-based control measures. We employ contracted medical personnel and other relevant personnel to provide occupational health services pursuant to regulatory requirements. We also plan and adopt health education, hygiene, physical and mental health protection, and health promotion measures. At least two articles on health are sent out to employees each month. We annually organize health examinations more often than required by law, as well as labor health education and health service activities based on the top ten health- related problems. Health examination data are used to determine the 10- year risk of cardiovascular disease. Care and guidance are provided to employees who are at high risk. To ensure employees' physical and mental well-being, professional consultation on legal, psychological, health management, and other health issues is provided to employees through employee assistance programs (EAPs).

GRI Standards Disclosure

Contents

403-4 Worker participation, consultation, and communication on occupational health and safety

403-5 Worker

occupational

training in

health and

safety

a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes in place for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating information on occupational health and safety to workers.

b. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, where formal joint management-worker health and safety committees exist, the reporting organization shall provide a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.

a. For employees and for workers

who are not employees but whose

work and/or workplace is controlled

by the organization, the reporting

organization shall provide a description

of any occupational health and safety

training provided to workers, including

generic training as well as training

on specific work-related hazards,

hazardous activities, or hazardous

situations.

In compliance with the law, we have established a dedicated top-level "Occupational Health and Safety Management Unit". The "Occupational Health and Safety Communication, Participation, and Consultation Management Procedures" were established to create channels for internal employees, external contractors, and relevant stakeholders to express their commitment to health and safety management and enable two-way communication on such matters.

All operational sites must establish an Occupational Safety and Health Committee by law, with worker representatives comprising over onethird of its members. The committee meets quarterly to review safety policies, goals, and performance, discuss proposals from units and workers, and make decisions, which are then communicated companywide.

We have established occupational training centers in Banqiao, Taichung, and Kaohsiung. We have formulated "Implementation Directions on Health and Safety Education and Training" to train employees on occupational health and safety and ensure that staff members have the necessary capabilities.

In 2023, we organized 230 sessions of OHS education and training programs for 22,358 participants. For example, generic training is provided to general workers on-job training, new employees, Class-1(Class-3) managers of OHS, and first aid providers, and training on specific work-related hazards is provided to supervisors in charge of hypoxia operations, forklift operators, and supervisors in charge of roofing operations.

For high-risk operations (e.g., work in confined spaces), we have a permit-to-work system in place. We use information and communications technology to build monitoring systems and improve prevention measures for such risks as falls and oxygen deprivation.

• For high-risk operations (e.g., confined spaces, elevated work), conduct at least one emergency response drill annually, training 5,826 personnel to enhance disaster prevention knowledge and skills.

• We employ contracted medical personnel and other related occupational health personnel to provide and promote access to nonoccupational medical and health services for workers.

For employee health consultations, physicians provide on-site services 36 times per month, with each session lasting 3 hours and each person lasting 30 minutes. On-site visits by physicians in 2023: 432 times; Number of people who used physician consultation services: 3,877 people; Number of people who used nurse consultation services: 23,363 people.

• We utilize the Employee Health Management System we developed to analyze and assess employees' health examination records and provided health guidance and care. GRI Standards Disclosure

b. For employees and for workers who a employees but whose work and/or work is controlled by the organization, the rep organization shall provide a description any voluntary health promotion services programs offered to workers to address non-work-related health risks, including specific health risks addressed, and ho organization facilitates workers' access to services and programs.

403-7

Prevention and mitigation of occupational health and safety impacts directly related to business

a. A description of the organization's app to preventing or mitigating significant neg occupational health and safety impacts the related to business, and the related hazard risks.

403-8 Workers covered by an occupational health and safety management system a. If the organization has implement occupational health and safety manage system based on legal requirements a recognized standards/guidelines: i. Whether the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/ guidelines. ii. The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited. iii. The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.

a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide an explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.

Appendix

Contents

are not kplace oorting ion of es and major ng the ow the o these	 We establish employee health service plans to promote and provide voluntary health promotion services to workers. We provide health examinations and health care beyond the legal requirements. Employees can choose appropriate examination packages based on age and high-risk health factors. Family members of employees can also participate in health examinations. We offer free influenza vaccinations. To date, vaccinations have been given to 1,436 employees at 21 of our operating sites. We promote an Employee Assistance Program (EAP) that provides employees with five free external professional counseling services per year.
proach egative nat are ds and	 We established "Health and Safety Hazard Identification and Risk Assessment Procedures" to identify and assess hazards in the workplace that are directly linked to our operations, products, or services. Based on the risk level, feasible control methods or countermeasures are adopted to prevent and mitigate risk. In 2023, the results of our hazard identification and risk assessment revealed that confined space operations in branch offices are high-risk operations. In response, we adopted control measures such as guidelines for confined space operations, SOP drills, training, and on-site patrol to improve the safety of confined space operations and prevent accidental incidents. Our "Implementation Directions Governing the Procurement Management of Safety and Health" serve to prevent occupational safety and health impacts at the source, focusing particularly on machinery, equipment, and tools. We formulated the "Management Directions on Labor Safety and Health Management for Contractors" and enforced responsible care policies for contractors to ensure the safety and health of contract workers.
ed an ement and/or	

i. Yes, in accordance with the Occupational Safety and Health Act and ISO 45001 standard. We have passed external verification.

ii. 100%.

Note: In 2023, 20,050 employees and 6,323 contractors were covered under the ISO 45001 management system.

iii. 100%.

Note: In 2023, 20,050 employees and 6,323 contractors were covered under the ISO 45001 management system.

formulated plans for implementation and hold frequent management-

level review meetings. These efforts aim to ensure the effectiveness of

occupational health and safety management.

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Contents

1,000,000

No workers were excluded from the disclosure (statistics are based on the data of our main contractor, Honghwa International Corporation)

In accordance with the competent authority's Regulations for "Monthly Reports on Occupational Accident Statistics", we collect and compile monthly statistical data from all branches and institutions.

Please see the 2023 ESG Report for details. Social/ Organizational Talent/ Health and Safety Management

Please see the 2023 ESG Report for details. Social/ Organizational Talent/ Health and Safety Management

•We have established "Health and Safety Hazard Identification and Risk Assessment Procedures" to identify and assess possible hazards in operations and activities and to assess and classify related risks.

• Relevant activities and conditions are considered when identifying the implementation process. Hazards and risks are eliminated and minimized using risk grading management, operational control procedures, and such action plans as the "Human-related Hazard Prevention Plan", "Preventive Plan for Abnormal Workload-Related Diseases", "Preventive Plan for Protecting Employees from Illegal Acts in the Workplace", and "Maternal Health Protection Plan".

No workers were excluded from the disclosure (statistics are based on the data of our main contractor, Honghwa International Corporation).

In accordance with the competent authority's Regulations for "Monthly Reports on Occupational Accident Statistics" and the "Guidelines for Determining Occupational Induced Cerebrovascular and Cardiovascular Diseases (excluding those caused by trauma)", we collect and compile monthly statistical data from all branches and business units.

to understand how the data have

been compiled, such as standards,

methodologies, and assumptions used.

GRI Standard Index

Statement of Use		Chunghwa Telecom Co., Ltd. has from January 1, 2023 to December		ordance with the	GRI Standard	s for the period
GRI 1 Used		GRI 1: Foundation 2021				
Applicable GRI	Sector Standard(s)	N/A				
CDI Chan danda	Disclosure		location		Omission	
GRI Standards	Disclosure		(page)	Requirement	Reason	Explanation
GRI 2: Gener	al Disclosures 2)21				
The organization	on and its reporting	practices				
2-1	Organizational detai	S	15~17			
2-2	Entities included in t reporting	he organization's sustainability	1			
2-3	Reporting period, fre	quency and contact point	1			
2-4	Restatements of info	rmation	-		No signific	ant changes
2-5	External assurance		197~200			
Activities and w	vorkers					
2-6	Activities, value ch relationships	ain and other business	16~17, 170~171			
2-7	Employees		118~121			
2-8	Workers who are n	ot employees	118~121			
Governance						
2-9	Governance struct	ure and composition	176-179			
2-10	Nomination and se governance body	election of the highest	148~149			
2-11	Chair of the highes	t governance body	148			
2-12	Role of the highest the management o	governance body in overseeing of impacts	148~149			
2-13	Delegation of resp	onsibility for managing impacts	22~23, 148			
2-14	Role of the highest sustainability repo	governance body in rting	22~23			
2-15	Conflicts of interes	t	150~151			
2-16	Communication of	critical concerns	22			
2-17	Collective knowled	ge of the highest governance body	176-179			
2-18	Evaluation of the p governance body	erformance of the highest	151			
2-19	Remuneration poli	cies	116~117			
2-20	Process to determi	ne remuneration	116~117			
2-21	Annual total comp	ensation ratio	116			

GRI Standards	Disclosure	location (page)	Omission		
		(bage)	Requirement	Reason	Explanatio
Strategy, polici	es and practices				
2-22	Statement on sustainable development strategy	6~9			
2-23	Policy commitments	154			
2-24	Embedding policy commitments	155			
2-25	Processes to remediate negative impacts	154			
2-26	Mechanisms for seeking advice and raising concerns	154			
2-27	Compliance with laws and regulations	156			
2-28	Membership associations	140~143			
Stakeholder en	gagement				
2-29	Approach to stakeholder engagement	38~39			
2-30	Collective bargaining agreements	38~39			
GRI 3: Mater	ial Topics 2021				
3-1	Process to determine material topics	28~29			
3-2	List of material topics	30~33			
3-3	Management of material topics	34~35			
GRI 201: Econo	mic Performance 2016				
201-1	Direct economic value generated and distributed	152			
201-2	Financial implications and other risks and opportunities due to climate change	48			
201-3	Defined benefit plan obligations and other retirement plans	117, 138~139			
201-4	Financial assistance received from government	152			
GRI 204: Procu	rement Practices 2016				
204-1	Proportion of spending on local suppliers	160			
GRI 205: Anti-c	orruption 2016				
205-1	Operations assessed for risks related to corruption	167			
205-2	Communication and training about anti-corruption policies and procedures	153, 155			
205-3	Confirmed incidents of corruption and actions taken	-		No relevan	t occurrence
GRI 302: Energ	y 2016				
302-1	Energy consumption within the organization	64			
302-2	Energy consumption outside of the organization	-			n Unavailable ly Infeasible
302-3	Energy intensity	64			
302-4	Reduction of energy consumption	45~50, 58~63			
302-5	Reductions in energy requirements of products and services	44~45, 64~67			

Appendix

GRI Standards	Disclosure	location	Omission			
GRI Standards	Disclosure	(page)	Requirement	Reason	Explanation	
GRI 305: Emiss	GRI 305: Emissions 2016					
305-1	Direct (Scope 1) GHG emissions	51				
305-2	Energy indirect (Scope 2) GHG emissions	51				
305-3	Other indirect (Scope 3) GHG emissions	52				
305-4	GHG emissions intensity	51				
305-5	Reduction of GHG emissions	44-45, 47, 53				
305-6	Emissions of ozone-depleting substances (ODS)	-		N/A		
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	-		N/A		
GRI 308: Suppl	ier Environmental Assessment 2016					
308-1	New suppliers that were screened using environmental criteria	164~168				
308-2	Negative environmental impacts in the supply chain and actions taken	166~168				
GRI 401: Emplo	yment 2016					
401-1	New employee hires and employee turnover	119~120				
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	132~133, 136~137				
401-3	Parental leave	135				
GRI 405: Divers	ity and Equal Opportunity 2016					
405-1	Diversity of governance bodies and employees	148				
405-2	Ratio of basic salary and remuneration of women to men	119				
GRI 407: Freed	om of Association and Collective Bargaining 2016					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-		No relevan	t occurrence	
GRI 416: Custo	mer Health and Safety 2016					
416-1	Assessment of the health and safety impacts of product and service categories	105~106				
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-		No relevan	t occurrence	
GRI 418: Custo	mer Privacy 2016					
	Substantiated complaints concerning breaches of					

Comparison Table of Sustainability Accounting Standards Board (SASB) Standards

Since 2020, Chunghwa Telecom has been aligning with the Sustainability Accounting Standards (SASB), with information verified by external auditors. This represents a significant milestone in our ongoing efforts to enhance sustainability information disclosure. In addition to disclosing our strategies and achievements in creating sustainable value (environmental, social, and governance) on our corporate website's ESG section and in our sustainability reports, we continue to adhere to SASB disclosure standards. According to the telecommunications services industry standards, themes, and indicators, we disclose relevant sustainability information.

Table 1. Sustainability Disclosure Topics & Accounting Metrics

OPIC	CODE	METRIC
	TC-TL-130a.1	(1) Total energy consumed, (2)
ovironmental ootprint of perations	 Percentage g As of the end kWp. In 2023 	consumed: 5,134,972 GJ rid electricity: 91.42 % of 2023, the installed capac , the consumption of renew ccounting for 5.16% of the to
	TC-TL-220a.1	Description of policies and pra
	it uses information choose to opt in	es governing behavioral adve on and choices of customers or out of relevant service prog and outsourced media are as fo
	(A) Chunghwa T	elecom and the subsidiary
	and "Regulation: Communication:	com values "Customer Privac s Governing Non-Governmen s Commission." Also, Privacy ies, and suppliers of the Comp
	governance sy data owner re	easures blished rigorous privacy secu /stem, set the data standards a view mechanisms to ensure t iality thereof are properly ma
	compliance w avoid risks in	ousiness promotion, risk asse with the regulatory requirement data processing; to take it fu 0 27701 system to ensure the
ata Privacy	operation, as is used withir provide, lease	e collection, processing, use, a ide from compliance with go n the defined scope of regula e or otherwise at will; relevant acy Policy" stipulated by the
		Communications Commission hile provisions related to child follows:
	(2.) Child and (3.) Sexual As 5. As for "person	ction of Children and Youths V Youth Sexual Exploitation Pre sault Crime Prevention Act ally identifiable information", rmation, please visit: CHT off
	 Chunghwa Te interactive m advertising. Ir 	Company – Carat Media Taiw lecom has commissioned Can parketing, direct marketing, n addition to requiring the cor o comply with Chunghwa Tel

Appendix

2) percentage grid electricity and (3) percentage renewable

city of Chunghwa Telecom's photovoltaic system reached 5,557 vable energy (including procurement and self-generation) was total energy.

actices relating to targeted advertising and customer privacy

vertising and customer privacy, Chunghwa Telecom explains how as well as discloses its privacy policy to its customers for them to grams. The privacy management measures of Chunghwa Telecom, follows:

cy Protection" and complies with "Personal Data Protection Act" tal Personal Data Security Protection Designated by the National y Policy has been stipulated, which applies to all groups, branch ipany.

curity management and protection measures, constructed a data and classification, and implemented data access management and that access and sharing of data as well as the availability, integrity, anaged and protected.

essment will be conducted to examine and ensure data access in nents and to check if data protection mechanisms are in place to further in terms of "customer privacy protection," we proactively effectiveness and legal compliance in the lifecycle of data.

and protection of personal information and privacy involved in the overnment's relevant laws and regulations, personal information atory requirements and will not be disclosed to a third-party via t actions are also implemented in accordance with the "Chunghwa e Company to uphold the security of customer information and

n (NCC) didn't promulgate regulations governing children's privacy dren's privacy protection over the Internet are seen in the laws and

Welfare and Rights Act

evention Act

, CHT keeps no biometrics data as of now. ficial website/ESG/Privacy Protection

wan Ltd.

arat Media to provide services including communication planning, event marketing, consumer surveys, and targeted/behavioral mmissioned company to establish a comprehensive privacy policy, elecom's privacy policy and various management regulations. The company must provide customers with legal and clear consent mechanisms, anonymization and data security measures, and user control and choice options to ensure customer privacy.

2. For the complete privacy policy concerning third-party media monitoring, please refer to Carat's website

ΤΟΡΙϹ	CODE	METRIC				
	TC-TL-220a.2	Number of customers whose in	nformation is used for secondary purposes			
	1. Regarding the personal date if they consected at a thereo with "Chun Personal Date	which will not f the third party miss the good ion, preferential				
	 There were 86.73 % of CHT customers consenting to the use of their personal data for secondary purposes in 2023. For more information, please visit website. Note: The number of customers that consent to the use of personal data for secondary purposes is a sensitive information of CHT; the disclosure is thus made in ratio instead. 					
	TC-TL-220a.3	Total amount of monetary loss	ses as a result of legal proceedings associated with cu	stomer privacy		
	There was no m privacy at CHT in		ult of violation of any laws or regulations pertaini	ng to customer		
	TC-TL-220a.4		nt requests for customer information, (2) number of co) percentage resulting in disclosure	ustomers whose		
	agencies:23 2. The total nur agencies: 10	39,217 nber of unique customers who 00,249 age of government and law en	customer information, from government or lav se information was requested by government or la forcement requests that resulted in disclosure to	w enforcement		
	TC-TL-230a.1	(1) Number of data breache customers affected 2 Number,	s, (2) percentage that are personal data breaches Quantitative	, (3) number of		
Data Security	related opera we prevent a on a regular H 2. Should a privi immediately handling in tl (1.) Assess an report to (2.) The priva investiga evidence (3.) Changes collected (4.) Individua has led to to assist a (5.) Review an to prevent	ation procedures for privacy da iny unauthorized access, disclo basis to raise awareness and kn vacy incident be verified (e.g. d. in line with the existing incid he specified timeframes: ad respond in line with the scop the Cybersecurity Department cy data response team is estab tion and analysis to determine of an incident. of public opinions and client g , processed, or used in the incid als affected and the competent o damage to clients' rights, we and protect our clients' rights to not improvement are conducted at reoccurrence.	blished with emergency response mechanism in pla e the root cause, define scope of damage, and pro- grievance are monitored to learn about the person dent and prevent further damage. a authorities are notified in line with the laws. Whe provide compensation or legal support to the indiv	asures in force, are conducted se processes. e set in motion the emergency ncident is to be ace for incident eserve relevant al data illegally ore the incident iduals involved		

ТОРІС	CODE	METRIC
	TC-TL-230a.2	Description of approach to identifying party cybersecurity standards
	1. With reference domestically Management in the extern monitoring, depth securit	isk Identification te to the NIST Cybersecurity Framework and internationally, Chunghwa Teleco Framework." Each year, corresponding tal environment and trends of cyberse and internal/external audit results. On ty protection and monitoring is deployed
	framework, t	-generation security monitoring and o identify the network attack chain, do conduct penetration tests, security clir
	establish the	h the national C-ISAC for cybersecurit vulnerability warning mechanisms; reli iods to close the window for 0-day attac
	1. Chunghwa Te and Al applic standards de (such as the	elecom continuously monitors the deve ation security, virtualization/cloud secu velopment trends (such as ITU, 3GPP, G ORAN Alliance). Security requirements rspectives of policy, management, an
	2. Chunghwa T assessment a we assist sup	elecom has established cybersecurity and supervision of suppliers' cybersecu opliers in understanding their cybersec e supply chain ecosystem.
	administrat managemen privacy prote	raining courses are designed for dia ion, network management, softwar t. These courses aim to enhance know ection, ensuring that security and priva t (Security by Design).
	established;	rdware with security by design are a security checks are passed prior to sy all developers.
	for patching	scanning and penetration test are con within specified periods, for services epth cybersecurity health diagnostics w
		re gained from cybersecurity diagnostic em through the Plan-Do-Check-Act (PDC
	and respons against dive threats, or vi	e real-time incident report and rapid r e procedures for various types of cyb rse cyberattack warnings worldwide, olations for rapid responding and retr ed to handle impacts and losses arising
	Management Sy	
	requirement services cybe	ce with relevant international stand s applied to the telecom services), ISC ersecurity standards (e.g. ISO 27017, ISC hed well-rounded cybersecurity and easures.
	Managemen 27001, ISO 2 company's c such as mob analytics, inf	nunghwa Telecom's Information Securi t System (PIMS) have obtained certifi 27701, ISO 27017, ISO 27018, CSA ST operational activities and 100% of IT- ile networks, fixed communication ne ormation services, cloud services, cust the and education and training.
		t, and education and training.

For more information, please visit CHT official website.

ng and addressing data security risks, including use of third-

rk (CSF) and in pursuance of the standards and regulations, om established "Cybersecurity and Privacy Protection Risk ng risk protection measures are analyzed based on changes security threats, internal risk assessments, cybersecurity n the basis of the Zero Trust architecture, multi-layer, ined to identify and prevent potential risks.

nd analysis platform, based on MITRE ATT&CK security detect security threats and risk events of non-compliance, inics and red team drills.

ity, joint defense, and cybersecurity Information Sharing; elease security updates and notification for patching within ack.

elopment of new technologies and applications (such as 5G curity, and software and application security), international GSMA), and industry-government-academia collaboration ts are proactively incorporated into construction planning nd technology to reduce cybersecurity risks and ensure

ty management guidelines for suppliers, enhancing the urity capabilities. By introducing cybersecurity rating tools, ecurity posture and asset exposure, thereby improving the

ifferent roles, including senior management, system are and application development, and cybersecurity nowledge and skills in cybersecurity and personal data acy considerations are integrated from the early stages of

adopted; the OSS vulnerability management system is system launch or update; trainings of security coding are

nducted regularly, or critical security updates are notified s online. Also, external third parties are commissioned to via different angles to ensure the security of services and

tics and internal/external compliance checks to the overall DCA) management cycle.

response mechanism, the Company has stipulated report bersecurity incidents. With the CHT SOC, it stays vigilant , enabling the timely, proactive detection of anomalies, tracing impacts to the Company. An emergency response, g from internal/external cybersecurity threats if necessary.

dards, including ISO 27001 and ISO 27011 (additional 60 27701, BS 10012, NIST Cybersecurity Framework, cloud 60 27018, Cloud Security Alliance, etc.), Chunghwa Telecom privacy protection management systems and rigorous

rity Management System (ISMS) and Personal Information fications for security and privacy standards such as ISO TAR, and BS 10012. The certification scope covers the I-related infrastructure, including major business areas etworks, international networks, data networks, big data stomer service, enterprise customer services, research and

ΟΡΙϹ	CODE METF	liC		ΤΟΡΙϹ	CODE METRIC
		aterials recovered through take-back program (2) reused, (3) recycled, and (4) landfilled	mes, percentage of recovered materials that		(2) Remote peering has become o IXPs set up point-of-presence
roduct End-of- fe Management	 Recycling Program: Mobile Phone Recycling Service (Old Phone for New Phone Program, Abandoned Mobile Phone Recycling Program) 1. Materials (mobile phones) recovered through take back programs: 11.551 metric tons 2. Reused: 91.42 % 3. Recycled: 8.58 % 4. Landfilled: Due to outsourcing to vendors approved by the Environmental Protection Administration, only the triplicate business waste control manifests and the weight of the waste (weighed in metric tons) are obtained. The actual situation depends on the vendor's equipment and processing technology, so it cannot be disclosed at this stage. 				 connect to foreign traffics, while (3) The new regulations governing set by the dominant enterprise prices per year affect the incom (4) IDCs draw more Internet Conte among ICPs. Opportunities The lack of trust in the interco possibility of private peering of To reduce the network latency offering services in proximity,
	TC-TL-520a.1 behav	amount of monetary losses as a result of legal viour regulations		and-medium ISPs if they form (3) Taiwan Internet Exchange (TIE (4) CHT does not currently provid	
	alleged violation of requesting the annu 2. Laws and regulation (1.) Telecommunica Facilitating Mark	 In 2023, there was one case where a fine of NT\$40 million was imposed by the Fair-Trade Commission for alleged violation of the Fair Trade Act's concerted action provisions. We have filed an administrative lawsuit requesting the annulment of this administrative penalty. Laws and regulations governing the fair competition in the telecommunication industry in Taiwan: Telecommunications Management Act (Competent Authority: NCC): Article 27 – Article 35, Chapter III Facilitating Market Competitiveness, 			TC-TL-550a.1 (1) System average customer average i 1. System average interruption dura
	 (2.) Fair Trade Act (Competent Authority: Fair Trade Commission) TC-TL-520a.2 Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content 				 Mobile Network : 0.0245 Minute Fixed-line Networks : 0 Minutes System average interruption freq Mobile Network : 0.000063
	1. Fixed line and data c (1) The actual ADSL Internet Speed in bp (Download/Upload	broadband line rates and HiNet data rates at i s Line Rate (bps) (Download/Upload)	Data Rate (bps) (Download/Upload) measured values of 80% clients		 Fixed-line Networks: 0 3. Customer average interruption d Mobile Network: 389.87 Minut Fixed-line Networks: 0 Minutes
	2M/64K	2.175~2.165M/256.000~79.000K	(Tested with engineer's computer) 2.027~1.711M/137.000~66.000K		TC-TL-550a.2 Discussion of syste
	Monthly measurem			TC-TE-JJ08.2 Discussion of syste	
	-		tinctallation in 2022		1. The "Divertiene Coverning the D
npetitive	(2) Actual HiNet FTTx broadband line rates and HiNet data rates at installation in 2023				1. The "Directions Governing the D to strengthen disaster prevention
aviour & en Internet	Internet Speed in br (Download/Upload		Data Rate (bps) (Download/Upload) measured values of 80% clients		losses in disasters.
	16M/3M	17.472~17.008M/3.520~3.165M	16.315~15.151M/3.287~2.711M		2. The "Disaster Emergency Respo business continuity managemen
	35M/6M	38.137~37.205M/7.039~6.330M	35.827~33.249M/6.577~5.782M	Managing	3. In terms of fixed line communic
	60M/20M	65.215~63.163M/22.260~21.184M	60.529~58.432M/21.169~19.947M	Systemic Risks from	m wireless routers in the rural a international and domestic sub
	100M/40M	118.720~100.035M/47.55~42.06M	110.470~92.932M/45.290~39.829M	Technolog	gy disaster prevention and mitigat
	300M/300M	354.944~334.845M/332.992~332.325M	316.052~298.519M/317.716~307.033M	Disruptio	also organized annually to enha
	500M/500M	558.075~558.075M/553.875~553.875M	527.394~492.171M/529.328~484.804M		disasters.
	1G/600M	1000.00~1000.00M/665.920~664.650M	942.119~914.416M/635.085~614.905M		4. In the Mobile Communication Se (1) In the event of a mobile con
	2G/1G	2560.00~2560.00M/1172.48~1172.48M	1913.04~1913.04M/1081.00~1081.00M		off-road mobile base statio
	Monthly measurem				stations can be rapidly depl communication with the out
	11-11-57023	t ion iption of risks and opportunities associated wit d practices		(2) For critical traffic arteries wit Highway, we have strengthe wave coverage. Additionall communication networks alo	
	regulations of the Di Providers ought to d in the telecommunic	ciples of net neutrality and open Interne gital Communication Act and Telecommunica isclose their traffic management measures to ations service market shall act "without any o		 (3) In late February 2023, an op for some base stations in Li Additionally, in late Septem communication disruption for 15.46 hours, impacting about 	
	Management Act, w Interconnection of T control of interconne	on agreements", there are general provisio while Article 30, Article 31 and its authoriz elecommunications Service Providers with S ections between telecommunications service		restore communication and impact of external human fac 5. In terms of data communicatio reliable network backup mech	
	other telecommunic Risks and opportunitie	ation service providers.			routers. As for international rout
	- Risk (1) There is an ong	s oing tendency of price decline for Internet e local Internet Service Providers (ISPs) for int			cable routing to avoid external t it collaborates with foreign carri improve the quality of internatio

the new trends for Internet exchange points (IXPs). Large international P) remotely to draw local ISPs to bypass the local IXPs and directly dermines the local ISP interconnection market operation.

communication enterprises continue to regulate the wholesale prices the telecommunications market, while the dwindling Internet Transit m ISP interconnection business.

roviders (ICPs) onboard, which reduces the needs for interconnection

tion among the domestic IXPs drives their willingness to evaluate the IDCs with other major service providers.

I enhance the service quality for users, the foreign ICPs move toward h may increase the needs for interconnection among the local smallers of certain scale locally.

ase refer to website.

-rating-related service.

rruption duration, (2) system average interruption frequency and (3) otion duration

provide unimpeded service during service disruptions

Protection Operations" have been stipulated at Chunghwa Telecom oping measures, improve disaster prevention capabilities, and reduce

d Management Plan" has been stipulated at Chunghwa Telecom for

the Company has further installed redundant trunks and redundant elevated the capacity of backup power supplies, and introduced system backups and other measures to raise the overall capability in ills of network and equipment allocation and emergency repairs are familiarity with emergency repairs during disasters to reduce losses in

ation disruption caused by a disaster, we have general or heavy-duty pped with microwave and satellite transmission capabilities. These ased on the environmental conditions of the affected area to restore orld in the shortest possible time.

e route, such as the Suhua Highway, South Link Highway, and Alishan e construction of base stations along these routes and enhanced radio onduct regular disaster prevention drills to ensure that the mobile se routes operate normally, thereby increasing disaster resilience.

ble reroute project in Shilin inadvertently disrupted communication ng County for approximately 1.42 hours, affecting around 526 users. In optical cable was severed by another construction unit, causing a base stations in Namaxia District, Kaohsiung City, for approximately users. Following these incidents, we conducted emergency repairs to ed the reroute procedures and control mechanisms to minimize the communication services.

HiNet networks of the Company adopt multiple routing and highly a, along with constant monitoring and facilitation of traffics across altiple submarine cable systems are adopted for distributed submarine lockage or disconnection due to obstacle of single router; meanwhile, expand the bandwidth of international direct interconnection so as to work communications.

Table 2. Activity Metrics

ACTIVITY METRIC	CODE	Contents
Number of wireless subscribers	TC-TL-000.A	Mobile communication: 13.138 million (customer amount)
Number of wireline subscribers	TC-TL-000.B	 Local network: 9.145 million households (customer amount) MOD: 2.055 million households (customer amount)
Number of broadband subscribers	TC-TL-000.C	 Broadband access: 4.403 million households (customer amount) Internet: 3.692 million households (customer amount)
Network traffic	TC-TL-000.D	 CHT is not able to provide this data, as it is proprietary and confidential. The network traffic data reported to NCC, such as the quarterly "Mobile Internet Traffic" and "Fixed-line Operator Connection Bandwidth and Busy Hour Traffic" as well as the yearly "Fixed-line Broadband Internet Traffic", are of our trade secrets that cannot be disclosed. For interconnection traffic statistics, please refer to the public information via the following links: https://www.twix.net/all.html https://www.ncc.gov.tw/chinese/news.aspx?site_content_sn=3898

TWSE: Sustainability Disclosure Indicators - Communications and Internet Industry (Appendix 1-11)

No.	Indicator	Annual Disclosure	Notes
1	Total energy consumed, percentage of purchased electricity, utilization rate (renewable energy)	 Total energy consumed: 5,134,972 GJ Percentage of purchased electricity: 91.42% Rate of renewable energy use: 5.16% 	
2	Total water withdrwal and total water consumption	 Total water withdrawal: 2,168,135 m³ Total water consumption: 2,172,278 m³ 	
3	Total hazardous waste generated and percentage recycled	 Weight of hazardous waste generated: 0 t Percentage recycled: 0% 	
4	Types of, number of employees in and rate of occupational accidents	 Types of occupational accidents: Tumble, falls, traffic accidents Number of employees in occupational accidents: 8 Rate of occupational accidents: 0.04% 	Statistical data does not include commuting accidents.
5	Product Lifecycle Management Disclosure: including weights of scraps and electronic waste and percentage recycled	 Weight of end-of-life products and e-waste: 11.551 t Percentage recycled: 91.42% 	
6	Description of the management of risks associated with the use of critical materials	Key materials, including telecom room waste lead- acid batteries, cement poles, optical cables, and wood, are handled by environmentally certified waste management agencies, ensuring no significant actual or potential environmental/social risks.	
7	Total monetary losses as a result of legal proceedings associated with anti-competitive behavior	NT\$ 40,000,000	One case penalized by the Fair Trade Commission for engaging in concerted actions in violation of the Fair Trade Act; an administrative lawsuit has been filed for annulment.
8	Production of major products by category	Major products: Please refers to p. 17	

TWSE: Climate-Related Information of TWSE/TPEx Listed Companies (Appendix 2)

1. Implementation of Climate-Related Information

- 1. Describe the board of directors' and management's oversi related risks and opportunities.
- 2. Describe how the identified climate risks and opportunities finance of the business (short, medium, and long term).
- 3. Describe the financial impact of extreme weather events and
- 4. Describe how climate risk identification, assessment, integrated into the overall risk management system.
- 5. If scenario analysis is used to assess resilience to climate parameters, assumptions, analysis factors and major fin described.
- 6. If there is a transition plan for managing climate-relate the plan, and the indicators and targets used to identify transition risks.
- 7. If internal carbon pricing is used as a planning tool, the bas stated.
- 8. If climate-related targets have been set, the activities cove emissions, the planning horizon, and the progress achieved carbon credits or renewable energy certificates (RECs) are the source and quantity of carbon credits or RECs to be offset should be specified.
- 9. Greenhouse gas inventory and assurance status and reduction targets, strategy, and concrete action plan (separately fill out in point 1-1 below).

1-1 Company greenhouse gas inventory and assurance status in the last two years. 1-1-1 Greenhouse Gas Inventory Information

Describe the emission volume (metric tons CO₂e), intensity (metric tons CO₂e/ NT\$ million), and data coverage of greenhouse gases in the most recent 2 fiscal years.

1-1-2 Greenhouse Gas Assurance Information

Describe the status of assurance for the most recent 2 fiscal years as of the printing date of the annual report, including the scope of assurance, assurance institutions, assurance standards, and assurance opinion.

Appendix

sight and government of climate-	
s affect the business, strategy, and	
d transformative actions.	
, and management process are	
ate change risks, the scenarios, inancial impacts used should be	
ed risks, describe the content of y and manage physical risks and	Envi F
isis for setting the price should be	
ered, the scope of greenhouse gas d each year should be specified. If e used to achieve relevant targets, set should be specified.	

ironmental

Implementation status

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Implementation status

For more information, please refer to p.196.

Implementation status

For more information, please refer to p.196.

ASSURANCE STATEMENT

	Scope	Scope 1		Scope 2		Scope 3			
Year		GHG Emission (t-CO2e)	Emission Intensity (t-CO2e/ NT\$ millions)	GHG Emission (t-CO2e)	Emission Intensity (t-CO2e/ NT\$ millions)	GHG Emission (t-CO2e)	Emission Intensity (t-CO2e/ NT\$ millions)	Assurance Institution	Assurance Status
2023	Parent Company	18,874.8892	0.1000	645,490.6474	3.4202	1,814,662.2596	9.6151	• ITRI • TÜV SÜD	Scope 1& 2 are reasonable assurance. Scope3 is Limited assurance Reasonable assurance
	The subsidiaries	7,280.1163	0.1277	58,143.1015	1.0200	N/A	N/A	• TÜV SÜD • SGS • AFNOR • GREAT	
2022	Parent Company	19,185.3151	0.1503	694,912.7210	3.8129	1,828,060.8890	10.0303	TÜV SÜD	Scope 1& 2 are reasonable assurance. Scope3 is Limited assurance
	The subsidiaries	9,371.1932	0.1689	56,808.2373	1.0241	N/A	N/A	• TÜV SÜD • SGS • AFNOR • GREAT	Reasonable assurance

Notes:

1. The total emissions disclosed by Chunghwa Telecom, 100% will be assured by the external third-party.

2. Included subsidiaries: Senao International Co., Ltd. (excluding its subsidiaries, inventorying the head office in 2022 and all operation sites, including offices, stores and warehouses, in 2023), CHIEF Telecom Inc. CHYP Multimedia Marketing & Communications Co., Ltd., Donghwa Telecom Co., Ltd., Chunghwa Telecom Global, Inc., Chunghwa System Integration Co., Ltd., Light Era Development Co., Ltd., Chunghwa Telecom Singapore Pte., Ltd., Chunghwa Telecom Japan Co., Ltd., Chunghwa Telecom Vietnam Co., Ltd., Honghwa International Co., Ltd., Chunghwa Telecom (Thailand) Co., Ltd., Chunghwa Investment Co., Ltd. (including Chunghwa Precision Test Tech. Co., Ltd. (excluding its subsidiaries)), CHT Security Co., Ltd., Chunghwa Leading Photonics Tech Co., Ltd., Smartfun Digital Co., Ltd., Spring House Entertainment Tech. Inc., Chunghwa Sochamp Technology Inc., International Integrated Systems, Inc. (excluding its subsidiaries).

1-2 Greenhouse Gas Reduction Targets, Strategy, and Concrete Action Plan

Item	Implementation status
Specify the greenhouse gas reduction base year and its data, the reduction targets, strategy and concrete action plan, and the status of achievement of the reduction targets.	Environmental p.44~53



SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE CHUNGHWA TELECOM CO., LTD.'S ESG REPORT FOR 2023

NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by CHUNGHWA TELECOM CO., LTD. (hereinafter referred to as CHT) to conduct an independent assurance of the ESG Report for 2023 (hereinafter referred to as the ESG Report). The scope of assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standardv3 Type 2 High level to assess whether the text and data in accompanying tables contained in the report and complies with the GRI Standards and AA1000 Accountability Principles (2018) and Sustainability Accounting Standards Board (SASB) TELECOMMUNICATION SERVICES INDUSTRY STANDARD, VERSION 2023-12 during on-site assurance in the period between 02nd May 2024 to 17th May 2024 in CHT headquarter. The boundary of this report includes CHT Taiwan operational and service sites' specific performance data included the sampled text, and data in accompanying tables, contained in the report presented.

SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all CHT's Stakeholders.

RESPONSIBILITIES

The information in the CHT's ESG Report of 2023 and its presentation are the responsibility of the directors or governing body (as applicable) and management of CHT. SGS has not been involved in the preparation of any of the material included in the ESG Report.

Our responsibility is to express an opinion on the report content within the scope of assurance with the intention to inform all CHT's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognized assurance guidance and standards including the principles of reporting process contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) GRI 1: Foundation 2021 for report quality, GRI 2 General Disclosure 2021 for organisation's reporting practices and other organizational detail, GRI 3 2021 for organisation's process of determining material topics, its list of material topics and how to manages each topic, and the guidance on levels of assurance contained within the AA1000 series of standards.

The assurance of this report has been conducted according to the following Assurance Standards:

Assurance Standard Options	Level of Assurance
А	SGS ESG & SRA Assurance Pro AA1000)
В	AA1000ASv3 Type 2 High (AA1000AP Evaluation plus eval

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Appendix

ASSURANCE STATEMENT

otocols (based on GRI Principles and guidance in

luation of Specified Performance Information)

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

Reporting Criteria Options

- 1 GRI Universal Standard (2021) (In Accordance with)
- 2 AA1000 Accountability Principles (2018)
- 3 SASB(TELECOMMUNICATION SERVICES INDUSTRY STANDARD, VERSION 2023-12)
- 4 <IR> Framework (Chinese version 2015)
- 5 5 Specific indicators of S&P Global Corporate Sustainability Assessment(2024)
- · evaluation of content veracity of the sustainability performance information in relation to the determined material topics at a high level of scrutiny for CHT and moderate level of scrutiny for subsidiaries, joint ventures, and applicable aspect boundaries outside of the organization covered by this report;
- AA1000 Assurance Standard v3 Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2018); and
- evaluation of the report against the requirements of Global Reporting Initiative Universal Standard 2021 (GRI 2, GRI 3, 200, 300 and 400 series) claimed in the GRI content index as material and in accordance with
- · evaluation of the report against the SASB Disclosures and Metrics included in the TELECOMMUNICATION SERVICES INDUSTRY STANDARD, VERSION 2023-12 and conducted alongside an evaluation of accuracy assurance at moderate level of scrutiny.
- evaluation of the report against the IIRC International <IR> Framework (Chinese version 2015) requirements for content elements.

SPECIFIED PERFORMANCE INFORMATION AND DISCLOSURES INCLUDED IN SCOPE

The assurance has verified 5 indicators of S&P CSA which disclosed in the ESG report as follow:

- 1.7.5 KPIs for Supplier Screening
- 1.7.6 KPIs for Supplier Assessment and/or Development
- 2.2.2 Energy Consumption
- 2.3.2 Waste Disposal
- 2.4.2 Water Consumption

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, ESG committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts, and Task Force on Climate-related Financial Disclosures (TCFD) has not been checked back to source as part of this assurance process.

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STATEMENT OF INDEPENDENCE AND COMPETENCE The SGS Group of companies is the world leader in inspection, testing and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from CHT, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the assurance work performed, we are satisfied that the disclosure with inclusivity, materiality, responsiveness, and impact information in the scope of assurance is reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the reporting criteria. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

AA1000 ACCOUNTABILITY PRINCIPLES (2018) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

Inclusivity

CHT has demonstrated a good commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, investors, suppliers, sustainability experts, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. For future reporting, CHT may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

Materiality

CHT has established effective processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

Responsiveness

The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

Impact

CHT has demonstrated a process on identify and fairly represented impacts that encompass a range of environmental, social and governance topics from wide range of sources, such as activities, policies, programs, decisions and products and services, as well as any related performance. Measurement and evaluation of its impacts related to material topic were in place at target setting with combination of qualitative and quantitative measurements

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Appendix

GLOBAL REPORTING INITIATIVE REPORTING STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

The report, CHT's ESG Report of 2023, is adequately in accordance with the GRI Universal Standards 2021and complies with the requirements set out in section 3 of GRI 1 Foundation 2021, where the significant impacts on the economy, environment, and people, including impacts on their human rights are assessed and disclosed following the guidance defined in GRI 3: Material Topic 2021, and the relevant 200/300/400 series Topic Standard related to Material Topic have been disclosed. The report has properly disclosed information related to CHT's contributions to sustainability development. For future reporting, it is recommended to have more descriptions on how the organization has applied due diligence as a method for the identification and the evaluation of its impacts on the economy, environment, and people, including impacts on their human rights as well as the role of the highest governance body in overseeing these processes. In addition, an effective data management optimization is expected to be set in place which is for CHT to enhance the disclosure information reliability and its data quality.

SASB CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

CHT has referenced with SASB's Standard, TECHNOLOGY & COMMUNICATIONS SECTOR-TELECOMMUNICATION SERVICES INDUSTRY STANDARD, VERSION 2023-12 to disclose information of material topics that are vital for enterprise value creation. The reporting boundary is the same as CHT's ESG report. CHT used SASB accounting and activity metrics to assess and manage the topic-related risks and opportunities, where relevant quantitative information was assessed for its accuracy and completeness to support the comparability of the data reported. CHT has determined which disclosure topics and associated metrics are financially material to its business and has illustrated appropriately in the content index. By using both GRI and SASB standards together, the efficiency of communication and the identification of material issues are substantially increased during the whole reporting preparation process. Besides, it is best practice to implement a gap analysis and comparison of reported issues and benchmark within or across sectors in next reporting.

Signed: For and on behalf of SGS Taiwan Ltd.

Stephen Pao Business Assurance Director Taipei, Taiwan 26 June, 2024 <u>WWW.SGS.COM</u>



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