

# Stakeholder Engagement Policy of Chunghwa Telecom

Stakeholder engagement is central to corporate sustainability/ESG. Chunghwa Telecom (hereinafter referred to as “CHT”) adheres to the AA 1000 SES (2015) Stakeholder Engagement Standard in identifying its key stakeholders, including shareholders/investors, employees, customers, suppliers, community/NPOs, media/rating agencies, regulatory/government bodies, and industry peers; local stakeholders include communities/NPOs, regulatory/government bodies, and media. To ensure effective dialogue and interaction with stakeholders, CHT has established a “Stakeholder Engagement Policy”, applicable to CHT operations, and which also leads the entire group and supply chain, bringing mutual and sustainable benefits to both CHT and stakeholders.

## Commitment

- Establish a process for identifying stakeholders and determining the scope of affected stakeholders, while evaluating the priority of engagement.
- Identify vulnerable stakeholders (e.g. digitally disadvantaged groups, economically disadvantaged groups) as part of the stakeholder identification process, and commit to understanding their issues and needs.
- Ensure the participation rights, access to information, and communication abilities of local stakeholders.
- Provide a public complaint mechanism, foster positive relationships with stakeholders, establish communication channels, and designate a dedicated department/personnel to handle stakeholder complaints/appeals, ensuring trust through responsible follow-up and response.

## Action

- Conduct stakeholder impact assessments in order to identify potential negative impacts on stakeholders, address potential issues, and prevent conflicts.
- Establish direct communication channels with stakeholders through CHT’s websites, online services, and forums for easy access to information, inquiries, and feedback.
- Ensure stakeholders can engage effectively in CHT’s negotiation process by providing a suitable environment with the required facilities for communication and participation.
- Gather information from various sources (e.g. visits, telephone interviews, or meetings) in order to gain insight into the concerns of local stakeholders and create opportunities for them to express their opinions.
- Regularly assess local stakeholders’ views on collective bargaining policies; hold internal meetings for cross-departmental communication and case sharing to enhance stakeholder relations.

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June 2025