Chunghwa Telecom Co., Ltd. Water Use Efficiency Management Plan

2026 Edition

Evaluate water usage to identify ways to enhance efficiency

(I) Water resource assessment:

1. Water resource assessment: Chunghwa Telecom Co., Ltd. (hereinafter referred to as "CHT") has developed the EARTH system at all regional locations for centralized water fee collection and management. The system analyzes water usage data and anomalies, and conducts regular reviews of water consumption.

2. CHT has also developed a Smart Water Resource Management platform by combining Intelligent Environment Network (iEN) and IoT smart network platform technology. This system automatically sends information from smart water meters and flow devices at each monitoring point back to the platform, effectively monitoring water usage in office areas and building facilities.

3. To effectively manage abnormal water usage, the system offers analysis, reporting, alerts, and incident handling, aiding in the development of overall water management strategies for conservation and carbon reduction.

4. Allocate funds for the installation of smart water meters at various locations, and track the progress of completion in phases. Once smart water meters are fully installed across all locations, water resource allocation and calculation will become more efficient, reducing water consumption and minimizing staff workload for efficiency analysis.

(II) Improving water resource efficiency: CHT's water usage, mainly for data centers, cooling, and office activities, is managed through initiatives aimed at reducing consumption, enhancing wastewater, and recycling water resources.

II. Actions to reduce water consumption:

(I) Spray faucets are installed on washbasins to reduce water flow.

(II) Dual-flush systems are added to toilets to minimize water usage.

(III) Hot water supply in the office building has designated opening and closing times.

(IV) Water usage should adhere to conservation principles and avoid wasting resources.

(V) Contact maintenance personnel when damage is found in water supply equipment to prevent prolonged water wastage.

III. Action to improve wastewater quality: Promote the installation of greywater systems in new buildings. These systems collect and treat domestic wastewater to meet the required water quality standards, allowing the treated water to be reused for non-potable and non-contact purposes within certain limits.

IV. Water consumption reduction goal: With 2020 as the base year, set a management target of reducing water usage by 1% each year.

V. Water resource recycling and reuse

(I) Data Center Water Recycling: Water consumption for data center air conditioning is expected to increase with business growth. To improve water efficiency, CHT will recycle the cooling tower water and air conditioning condensate, and install a rainwater collection system for irrigation purposes.

(II) Office Water Recycling: In addition to installing water-saving taps and adjusting toilet flush volumes, the Company has also implemented an underground rainwater collection system for collecting clean rooftop and ground rainwater, and incorporated condensate recovery from air conditioners for reuse in irrigation and cleaning tasks.

(III) Rainwater is used for watering plants to promote eco-friendliness within

the Company.

(IV) Some locations utilize a Reverse Osmosis (RO) water recycling system, and conduct water quality testing on the recycled water to ensure its usability and identify its subsequent applications. The recycled water is then used for irrigation in flower beds.

VI. Training to enhance employees' awareness of the water resource efficiency management program

CHT has established annual training aligned with ISO 46001:2019 Water Efficiency Management System standards, in order to enhance employee comprehension of water resources. The training is divided into three segments, aiming to encourage staff to integrate course knowledge and corresponding action plans into their daily activities. For details, see Table 1, which also specifies the intended participants for each course:

(I) General Awareness and Core Team Training: Designed for various organizational units core personnel, water resource management system promotion and management units, department supervisors, and department management system operators.

(II) Regulatory Identification: Designed for the regulatory identification and registration team, regulatory auditors, and the promotion and management unit for the water resources management system.

(III) Internal Audit Education and Training: Designed for internal auditors, as well as the promoting and managing units, of the water resource management system.

Table 1. Training Program Framework

General Awareness and Core Team Training	Legal Requirements Identification and	Internal Auditor Training

	Compliance Auditing Training	
• Introduction to Environmental, Energy and Water Management Systems • Company policies, objectives, and legal requirements • Importance of environmental, energy, and water efficiency management • Fundamental practices for environmental protection, energy conservation, carbon reduction, and water conservation • Performance achievements of the Company's Environmental, Energy and Water	• ISO 46001 legal requirements identification and registration (collection, identification, review, communication, and control) • Case studies and practical exercises	• Taiwan's current water resource conditions and regulatory policies • Introduction to ISO 46001:2019 requirements and implementation examples • Internal audit planning and preparation

Management Systems • Introduction to ISO 46001:2019 Water Efficiency Management Systems • Water efficiency review and significant water use assessment • Risk and opportunity identification and overview of water-related regulations • Establishment of Water Performance Indicators (WPIs) and water baselines		

7. Management Enhancement Measures

(1) Management Review

In accordance with ISO 46001 requirements, management reviews are conducted periodically to evaluate opportunities for continual improvement of the management system. Meetings also provide opportunities for communication with management representatives regarding ISO 46001

implementation status and confirmation of adequate resource allocation and support.

(2) Internal Audit

Internal audit activities include simulation exercises for external certification audits. Participation extends across departments, enhancing employee engagement while promoting collective learning and improving awareness of water efficiency management.

(3) Procedure Documentation Exchange Meetings

External experts are invited to share practical experience and case studies related to procedure documentation development. Employees from different operational regions participate in knowledge-sharing sessions to exchange experiences from other management systems and discuss water resource management best practices, thereby facilitating smoother implementation of the management system.
