

2025 Chunghwa Telecom Human Rights Due Diligence Report

Supporting Global ESG Initiatives and Guidelines

Chunghwa Telecom voluntarily adheres to the ten principles of the United Nations Global Compact, supporting and respecting internationally recognized human rights standards, with zero tolerance for human rights violations. In terms of labor rights, we guarantee employees the freedom of association, recognize and promote the collective bargaining rights of both employees and management, commit to eliminating workplace mistreatment and discriminatory practices, and actively foster a fair and respectful working environment.

Chunghwa Telecom publicly discloses its human rights policy and establishes effective complaint and handling mechanisms to ensure that human rights issues are integrated throughout the Company's operations and daily management. We conduct an annual review of human rights issues and meticulously document the results of internal investigations related to human rights policies, including child labor, indigenous rights, and supplier human rights assessments. These practices are subject to regular audits, with review and improvement recommendations provided to relevant departments.

Chunghwa Telecom Telecommunication Training Institute offers dedicated human rights courses annually. In line with regulatory updates and policy changes, the curriculum and related training programs are continuously refined to enhance employees' understanding and practical implementation of human rights principles.

Process of Human Rights Due Diligence

In order to identify potential human rights violations cases, Chunghwa Telecom conducts human rights impact assessments of value chains every year and provide subsequent remedial measures to mitigate the adverse effects of risks. Following is the due diligence process.

Step 1 Organizing Issues:

Assess issues relevant to company operation, based on internal and external human rights indicators

Internal	Annual Material Issues	
	Company's grievance mechanism	
External	International Guidelines	UN Declaration of Human Rights
		UN Guiding Principles on Business and Human Rights
		LO Convention
		International Radio Regulations
		UN International Covenant on Civil and Political Rights
		UN International Covenant on Economic, Social, and Cultural Rights
	Sustainability Survey International Benchmark	

Step 2 Identifying scopes and issues:

Identify material issues with corresponding value chains, including Chunghwa Telecom and its subsidiaries, joint ventures, supply chains and customers, through internal meeting. Potential human rights risks in new business relations (such as mergers, acquisitions) are also included in this risk identification scope.

Step 3 Assessing impacts:

Based on different material issues, responsible units are designated to conduct further assessments and confirm relevant impacts, also record results of review and extent of impact on "Record sheet of human rights policy self-inspection" at length.

Step 4 Mitigating and monitoring:

Summarize the result of assessments for mapping human rights risks, responsible units are also designated to review risky issues and develop improvement plans.

Step 5 Reporting:

Disclose the implementation of human rights policy and due diligence process on corporate ESG report and website.

Human Rights Risks in Value Chain

Types of Human	Material Issues	Description	Value Chain with Potential Risks
Local community	Responsible procurement	Does the company forbid to use raw material that comes from conflict areas?	Supply Chain
		To protect physical and mental health of employees, does the company forbid to use harmful substances?	
	Rights of indigenous peoples	Regarding construction of base stations, does the company respect local indigenous people's land rights, health and safety?	Chunghwa Telecom
Employees	Working hours and wages	Has the company violated relevant laws and regulation, e.g., working overtime and paying less than minimum wage?	Chunghwa Telecom, supply chain, subsidiaries, joint ventures
	Freedom of association	Does the company encourage employees to participate in unions or sign collective agreements?	
	Anti-discrimination and harassment	Has the company violated relevant social laws and regulation, e.g., discrimination and harassment?	
		Has there occurred cases of forced resignation due to pregnancy or maternity leave?	
		Has there occurred cases of difference in salary or career development due to gender differences?	
	Occupational health and safety	Has the company established high-quality working environment to ensure employees' safety?	
Customers	Information security and privacy protection	Has the company implemented a strict system to ensure the safety of customers' personal information and business operation?	Chunghwa Telecom, supply chain, subsidiaries
		Has customers had the options to	Chunghwa Telecom

		decide whether their personal information can be recused or not?	
Digital Human Rights	Digital divide remediation	Regarding underprivileged groups, including migrant workers and local communities, has the company provided corresponding services to ensure equal access to information?	Chunghwa Telecom

2025 Value Chain Human Rights Due Diligence Results

Value Chain Target	Sites/Number of Entities	Assessment Mechanism	Assessment Coverage Ratio	Identified Risk Ratio	Percentage of risk (column B) with mitigation actions taken	Improvement Mechanism Type	Enhancement Mechanism Description
Chunghwa Telecom and its business groups and branches	28	• Labor-management meetings • Collective bargaining agreements • Labor union meetings • Annual human rights incident investigations	100%	4.58%	100%	• Policies and measures • Education and training • Action plans	• Some institutions were found to have violated occupational safety and health and labor regulations, and all of them immediately made improvements or took corresponding measures. • Labor rights are safeguarded through union representation and the signing of collective bargaining agreements. • No labor-related risks were identified in 2025.
Subsidiaries	20	Annual ESG implementation status survey					

Affiliates and Invested Companies	11	Annual ESG implementation status survey	100%	0%	100%	Education and training	• Chunghwa Telecom regularly communicates the human rights issues it values and will continue to conduct due diligence.
Upstream and Downstream Suppliers	Tier 1 2,677 Key Tier 1 213 Key Tier 2 17	• Supplier ESG document review • ESG and sustainability audits • Occupational safety and health audits	100%	7.47%	100%	Education and training	The Company, in accordance with its human rights risk management mechanism for the supply chain, has not identified any instances where it has caused or contributed to such impacts. Based on the nature of the risks and the degree of involvement, the Company adopts management measures focused on prevention,

							mitigation, and capacity building. It continues to monitor the implementation and effectiveness of improvement measures by relevant suppliers through ESG training, ESG sustainability audits, engagement meetings, and other communication or engagement channels.
The General Public	All consumers	• Diversified complaint channels • Service satisfaction survey • Personal data and privacy protection survey • Minority group service mechanism	100%	0%	100%	Policies and measures Action plans	• No incidents of customer privacy or personal data breaches occurred in 2025. • We continue to promote the 5I SDGs initiative to ensure information equity among all groups.

Human Rights Risk Assessment Matrix

Chunghwa Telecom/ Subsidiaries

Impact	High	● Privacy		
		● Freedom of Association ● Freedom of Speech	● Occupational Health and Safety ● Discrimination ● Forced Labor	
		● Human Trafficking ● Child Labor	● Equal Remuneration ● Right to Collective Bargaining	
Low	Low Probability High			

Suppliers

Impact	High	● Privacy	● Forced Labor	
		● Right to Collective Bargaining	● Discrimination ● Equal Remuneration	
		● Freedom of Speech ● Human Trafficking ● Child Labor	● Freedom of Association	● Occupational Health and Safety
Low	Low Probability High			

Joint Ventures

Impact	High	● Privacy		
		● Freedom of Association	● Equal Remuneration ● Occupational Health and Safety	
		● Freedom of Speech ● Human Trafficking ● Child Labor	● Discrimination ● Right to Collective Bargaining ● Forced Labor	
	Low	Low Probability High		

Material Human Rights Issues

In response to 2025 human rights assessment and due diligence, Chunghwa Telecom has summarized the following material issues, including:

Local community

1. To uphold the principles of preventing forced labor and poor working conditions, Chunghwa Telecom requires bidding suppliers to sign a "Conflict-Free Minerals Declaration" during the procurement stage. This ensures that suppliers do not use raw materials originating from high human rights risk areas, such as the Democratic Republic of the Congo, thereby avoiding indirectly contributing to human rights violations in those regions.
2. Additionally, suppliers are required to comply with hazardous substance restrictions (such as RoHS). Depending on circumstances, they must provide mineral source certification, third-party verification documents, or accept on-site audits. This is to prevent potential harm caused by hazardous substances to local workers, the environment, and ultimately end consumers, ensuring that the supply chain possesses the capability to manage environmental and human rights risks.
3. Regarding the protection of indigenous peoples, since more than 90% of Chunghwa Telecom's revenues are derived from operations in Taiwan, therefore, we mainly conducted assessment for Taiwanese indigenous peoples. In order to narrow the digital divide of indigenous people in rural areas, Chunghwa Telecom has kept participating in universal service.
4. Besides, in response to concerns for electromagnetic fields among local communities, we only install base stations after the landlords has agreed, then proceed to rent land and space in accordance with the relevant regulations, and submit information to NCC for review. In addition, all the base stations shall be tested to exhibit power density that complies with standards. We also provide complimentary electromagnetic wave measurements. It is our hope to achieve the goal of equal access to information without harming local communities' health and land rights.

Employee

1. Establishing an Occupational Safety and Health Management System: an occupational health and safety management system (such as ISO 45001), systematically promoting safety and health management measures, while continuously improving facilities and processes to strengthen employee safety protection.
2. Ensuring Personal Safety During Service Processes: To address the possibility of employees encountering unfriendly treatment during service, a concrete handling procedure has been established to assist employees in dealing with unreasonable demands or personal attacks, and provide individualized support based on the severity of incidents. For serious cases, assist in evidence collection and offer legal support.
3. Maintaining the ISO 10002 System and Complaint Handling Mechanism: Since 2011, the ISO 10002 Customer Satisfaction Management System has been implemented and continuously maintained, establishing a comprehensive complaint handling process to ensure employees' ability to respond effectively and manage cases efficiently.
4. Enhancing Employee Professionalism and Mental Health Awareness: Regularly conducting relevant

training courses not only strengthens employees' professional competence but also emphasizes their physical and mental well-being. This proactive approach aims to prevent stress-related risks and improve overall workplace welfare.

5. Chunghwa Telecom conducts regular on-site inspections to ensure employees' occupational health and safety, working environment, operational procedures, and machinery and equipment management. If any deficiencies are identified, we promptly notify the relevant departments and implement corrective actions.

Customer

1. Due to the nature of telecommunication industry, on top of establishing information security management for our own operation, we also need to implement appropriate measures to secure customers' personal information.
2. In accordance with national laws and regulations, the Privacy Policy has been established. Its scope of application covers all branches, operational sites, subsidiaries, and suppliers. Rigorous personal data and information security management measures have been comprehensively implemented, with a commitment to a "zero tolerance" objective to prevent incidents involving personal data and information security. Following international standards, such as the ISO 27001 Information Security Management System and the ISO 27701 Privacy Information Management System, the Company has established the Cyber Security Policy and the Privacy Policy. Through continuous review and optimization based on the PDCA (Plan-Do-Check-Act) cycle, information security and privacy protection are fully integrated into daily operations.
3. Before launching any business activities, we conduct a privacy risk assessment to comprehensively review the legality of data collection and access. We establish a comprehensive protection mechanism to ensure that personal data collection, processing, and utilization comply with government regulations and are used within the statutory scope. Chunghwa Telecom does not provide, rent, or disclose personal data to third parties in any form. We continue to strengthen information security governance and internal controls to fully safeguard customer data security and privacy rights.

Digital Human Rights

Chunghwa Telecom expects to create an environment without boundary of technology and information. Hence the inheritance of culture, the extension of education, the promotion of industry and upgrades of arts and intellectual can connect in the universe of the Internet, creating infinite hope. The digital technology can be beneficial to everyone despite their age, social standing, geographical location, and education. Based on the characteristics of ICT industry and the spirit of "value is where the responsibility lies," Chunghwa Telecom penetrates into the communities in Taiwan. With the objective of "shorten the digital divide and create digital opportunities," Chunghwa Telecom observes the trend of digital divide and put forward solutions to facilitate social innovations and digital inclusions.

Chunghwa Telecom focuses our social investment in "narrowing the digital divide" and "creation of digital opportunities," given the specific nature and the core competence of data communication of the ICT industry. In addition, we also spare no effort in the advocacy of "corporate volunteers" to participate in community services, and proactively assist the communities in creating digital opportunities.

Chunghwa Telecom Digital Inclusion Strategy

Digital Inclusion	Project	2025 Results
Minimize the Digital Divide	Chunghwa Telecom Foundation Good Digital Neighbors	- The Chunghwa Telecom Foundation has established 91 “Good Digital Neighbors” service hubs across Taiwan and its offshore islands in collaboration with local organizations and NPO partners. For organizations with relatively limited resources, the Foundation provides long-term, in-depth support by introducing diverse resources into communities, including digital empowerment, youth empowerment, local capacity building, storytelling and marketing, as well as support from the Chunghwa Telecom Women’s Basketball Team. - Through this comprehensive support system, the Foundation not only helps bridge digital and resource gaps but also strengthens the digital resilience of local organizations, enabling “Good Digital Neighbors” partners to achieve sustainable operations and steady growth.
	The annual investment of Telecom universal service is approximately 7.8 hundred million	- Telephone services for more than 230,000 households in 87 "remote areas" and 9 "areas considered as remote areas" - Data communication service for more than 140,000 households - Data connection service for more than 500 high schools, primary schools, and public libraries - Approximately 20,000 public telephones installed across 22 counties/cities
	Preferential subsidies for the disadvantaged groups	Eligible recipients of the subsidies include persons with disabilities, economically disadvantaged individuals, and senior citizens.
	Support for large-scale event equipment	Broadband circuit, MOD platform promotion, mobile base station vehicles, SMS, W i-Fi AP, temporary data circuit
Create Digital Opportunities	Chunghwa Telecom Foundation Click Taiwan	In 2025, a total of 30 service projects were completed with the participation of university students from 24 universities and 42 departments. The initiatives covered industrial promotion, companionship for seniors, support for children and youth, AI digital applications,

		audiovisual documentation, and social media marketing. • By integrating corporate resources and connecting with third-party professional teams, the program assisted local organizations in overcoming resource constraints. Through professional input, tailored transformation solutions were developed based on community needs, helping to strengthen their development foundations. • In collaboration with 5% Design Action and cross-disciplinary mentors, co-creation with communities was facilitated to support industrial optimization and upgrading.
	The CHT Digital Innovative Application Series	Since 2021, the program has been held for five consecutive years, attracting over 3,000 participants and receiving nearly 1,000 innovative submissions, contributing to the advancement of digital innovation in Taiwan.
	Facilitating the inclusion of persons with visual impairments in digital technologies and services	• Since 1988, the Foundation has collaborated with the Tamkang University Visually Impaired Resource Center (renamed the Special Education Resource Center in 2025) to jointly develop the “Voice Assistant” and “Help Me See” apps, benefiting individuals with visual impairments. • Donated refurbished iPhones to help visually impaired individuals use apps and digital technologies to enhance daily convenience.
	Assistance application development / employment	• In 2013, the Foundation launched the first “Voice Assistant App” in Taiwan specifically designed for individuals who are blind or visually impaired, achieving a cumulative total of 4,409,680 views. • It also established the EYE Social Innovation Customer Service Center, creating the nation’s first comprehensive solution for visual impairment accessibility, covering initiatives such as the development of accessible check-in systems and professional training programs for visually impaired personnel.

Human Rights Assessment

Employees

Chunghwa Telecom implements gender equality and diversity policies, emphasizing fairness in compensation and promotion opportunities. The Company ensures that employees are not subjected to discrimination, harassment, or unequal treatment based on race, gender, sexual orientation, religious beliefs, age, political affiliation, nationality, place of birth, physical or mental disabilities, or any other conditions protected by applicable laws.

We value diversity and inclusion, and actively hire persons with disabilities. Our actual number of hires exceeds the legally required standard by 2.79 times.

Year		2023		2024		2025	
Total Employees		20,008		20,143		20,380	
Gender		Male	Female	Male	Female	Male	Female
		13,960	6,048	14,042	6,101	14,289	6,091
		69.77%	30.23%	69.71%	30.29%	70.11%	29.89%
Age	≤29	1,346	382	1,519	457	1,553	470
	30-50	7,635	2,723	8,228	2,875	8,842	3,064
	≥51	4,979	2,943	4,295	2,769	3,894	2,557
Employee with Disabilities		Sum:599		Sum:561		Sum:532	
		356	243	322	239	301	231
		59.43%	40.57%	57.4%	42.6%	56.58%	43.42%

Note: The above data refers to non-fixed-term contract personnel (regular employees).

Women

Chunghwa Telecom places great importance on human rights and gender equality. In 2025, the proportion of female employees was 29.89%, with women holding 19.72% of senior executive positions. To uphold gender equality, we have established the "Disciplinary Measures and Prevention and Complaint Handling against Sexual Harassment," and set up a "Complaint Handling Unit" dedicated to addressing employee complaints regarding discrimination and other improper conduct. The Complaint Handling Unit consists of five members, with female members accounting for more than 50% (three members).

Children

We follow UN Declaration of Human Rights, ILO Convention on prohibition against child labor and also require our suppliers to adhere to "Child labor prohibition policy."

Indigenous people

We fully respect the cultural identities of all Indigenous employees. As a result, there were no incidents of infringement on work rights or human rights among Indigenous employees this year. The number of Indigenous employees at Chunghwa Telecom is as follows:

Year		2023		2024		2025	
Indigenous employee		Sum:62		Sum:66		Sum:68	
		Male	Female	Male	Female	Male	Female
		42	20	47	19	48	20
		67.74%	32.26%	71.21%	28.79%	70.59%	29.41%

Local communities

By utilizing our expertise in telecom technology, we hope that everyone shares the advantage of technology despite his or her wealth, social status or geographical location, thereby achieving the objective of shortening digital divide and creating digital opportunities. We also contributed resources to developing products and services to meet the needs of the disabled to realize their rights of enjoying the universe of digital technologies.

Universal Telecommunications Service

Chunghwa Telecom actively supports the national digital development plan, working to foster an inclusive society and ensure that remote areas have access to basic telecommunications services. In 2025, we invested over NT\$331 million to achieve the goals of "4G in every township" and "100% digital coverage in all townships."

5I SDGS

Building on a comprehensive digital inclusion strategy and years of experience in fostering social inclusion, Chunghwa Telecom took the lead in the telecom industry in 2018 by launching the “5I SDGs” initiative. The “I” also stands for using ICT to achieve the UN SDGs, making this Taiwan’s first corporate action plan to concretely align with both the UN SDGs and the Executive Yuan’s DIGI+ program.

By collaborating with NPOs and NGOs to establish diverse partnerships, we promote the sharing of knowledge and technological resources, enabling technology to become a force that connects goodwill. This supports disadvantaged and diverse groups in integrating into the digital era, achieving the dual objectives of digital human rights and innovative economy.

5I SDGs	Core competencies	Action plan	Strategic actions	Mapping to the SDGs
I Technology	Leverage digital technology to promote digital equity	Smart Academy	● Launch Smart Community initiatives to encourage active aging and local community participation. ● Engage Chunghwa Telecom corporate volunteers to contribute their expertise in digital learning, supporting community development.	3,8,9,10,11
		GDN Little Directors	● Arrange for professional directors to guide local students in using digital video production skills. ● Encourage students to return to their hometowns, observe daily life through the lens of young filmmakers, and give voice to their communities.	
		Taiwan Senior Heart School	● Train people with disabilities to become "Star Instructors," offering courses on life skills, photography, digital literacy, and health, to expand diverse employment opportunities through empowerment. ● Corporate volunteers assist Star Instructors in reaching underserved community elder	

			care centers, providing instruction and interaction to help seniors enjoy a high-quality, digitally connected lifestyle.	
I Protecting	Energy saving, carbon reduction, and green environmental protection	Car-Free Day	Join hands with supplier partners in support of World Car-Free Day	13、14
		Citizen Scientists for Tree Carbon Sequestration	- Centered on a commitment to biodiversity and zero deforestation, employees are encouraged to cultivate a love for trees while combining tree survey techniques with carbon sequestration knowledge, strengthening both theoretical understanding and practical skills. - Through systematic training and local fieldwork, the initiative provides scientific data to support biodiversity conservation and climate action.	
I Helping	Assist visually impaired individuals to access digital technology and services	iPhone Blind Assistance Course Program & Second-hand iPhone Donation	- Develop accessible apps such as Voice Assistant and Be My Eyes. - Partner with Tamkang University Special Education Resource Center for the Visually Impaired to offer training courses on smartphone and app usage. - Donate pre-owned iPhones to help visually impaired individuals enhance their quality	17

			of life through digital technology.	
I Learning	Bridge urban-rural gaps and transform rural education	Read with You Program	● Partner with Fu Jen Catholic University's rural education support teams to deliver customized, one-on-one online tutoring services. ● Provide academic support, emotional encouragement, and positive learning role models for children in rural areas. ● Organize in-person events to broaden students' horizons and offer opportunities to participate in diverse activities.	4
		Digital Empowerment Incubation Program for the Children and Adolescent Care in Lanyu	● Build a stable internet environment and provide digital equipment to create digital learning classrooms. ● Collaborate with World Vision Taiwan to offer community-based care and empowerment programs, helping local youth and residents enhance digital literacy and expand career opportunities. ● Organize visits to Chunghwa Telecom's training center on Taiwan's main island to broaden participants' perspectives.	
		Colab Project	● Build internet infrastructure in remote areas and provide network hardware and equipment. ● Connect multiple companies and NGOs to collaboratively create a diverse support ecosystem for	

			students in rural areas, promoting cross-school and cross-community cooperation through collective action and shared knowledge.	
I Sharing	Utilize the “big neighbor” spirit to advance local community services	Volunteer Training	● Train corporate volunteers to develop professional service skills and qualities, enabling them to obtain official volunteer certification. ● Integrate resources from various organizations and operational departments to offer project-specific training courses that strengthen practical application abilities.	9
		Recruiting volunteers to give digital telecom tours	● Promote telecom technology education at the permanent exhibition “Telecom @ Taiwan” in the National Science and Technology Museum. ● Retired employees form corporate volunteer teams, combining telecom artifacts and digital technology to design educational and entertaining content that enhances public understanding of tech culture while promoting environmental awareness.	