

A Safe and Healthy Workplace



Chunghwa Telecom is committed to "the peace of mind of all employees" and respects each and every employee regardless of gender, age, ethnicity, or religion.

Ensure all employees enter into a formal "employment agreement," duly observes the Labor Standards Act and other applicable laws, and calls for labor-management meetings at regular intervals.

- Established Telecommunication Training Institute to be designated for employee training.
- Advocacy of Happiness in Working at CHT.

Response to the protests of outsourced workers.

Support good people and allows all employees to share the results of operations to realize happiness.

- GRI** The basic salary offered by Chunghwa Telecom is **1.5** times the minimum wage in Taiwan.
- GRI** Employee satisfaction survey on "Employee Happiness" with overall scoring of **78** marks.
- GRI** Per Capital Training Hours: **48** hours



Protect Employee Rights

Chunghwa Telecom regards employees as the most valuable assets and partners. We are dedicated to construct comprehensive mechanism to ensure that employee rights is not violated, at the same time, establishing healthy working environment where employees are able to bring initiative and creativity into full play.

Committed to “Let our employees feel at ease”, we respect every employee and treat them in an equal manner, in this way, employees will be indifferent of their gender, age, ethnic groups and religions. In a proactive manner, we care about our employees’ needs, health, safety, freedom of association rights and right to providing feedback, we also continuous to strengthen the communication and conversation mechanism with our employees.

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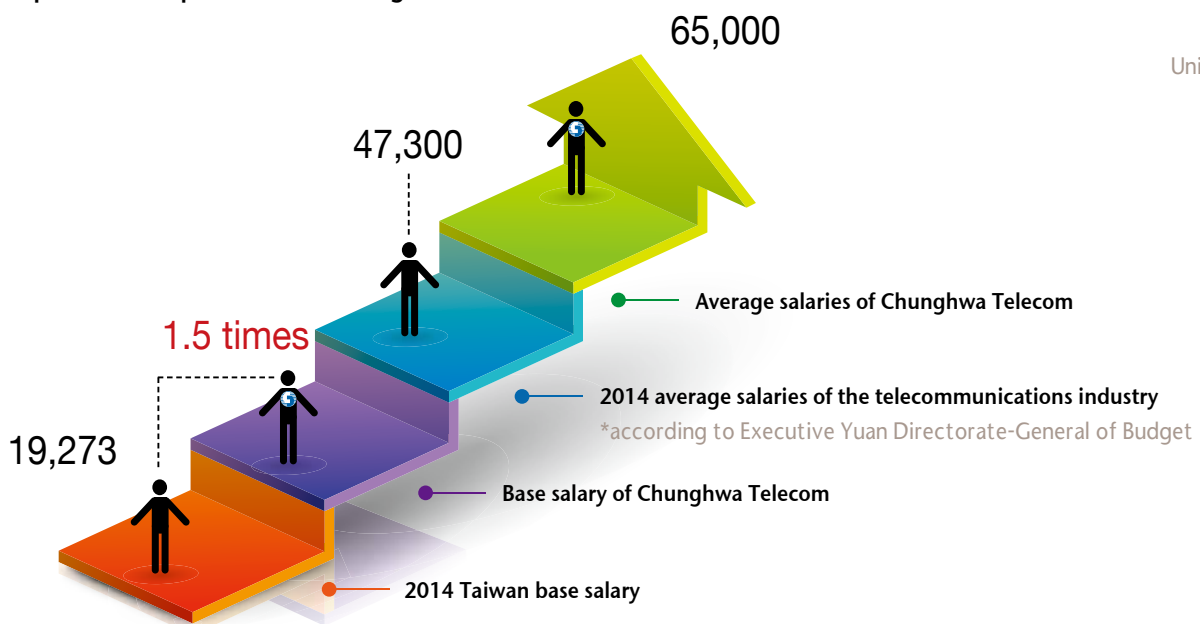
A Competitive Compensation System

In terms of recruitment, entry-level employees of the same category enjoy the same level of compensation, and experienced employees are compensated based on their education, expertise and certification.

To provide competitive remuneration to potential employees, we have formed “Remuneration Committee” and distribution measures for remuneration of top management, to carry out remuneration institutionalization and disclose the same in annual report.

Further to the protection of the rights and privileges of shareholders, Chunghwa Telecom also seeks to feed back operation performance to employees. In 2014, Chunghwa Telecom has the ratio between the top salaries to the median at 5.68:1.

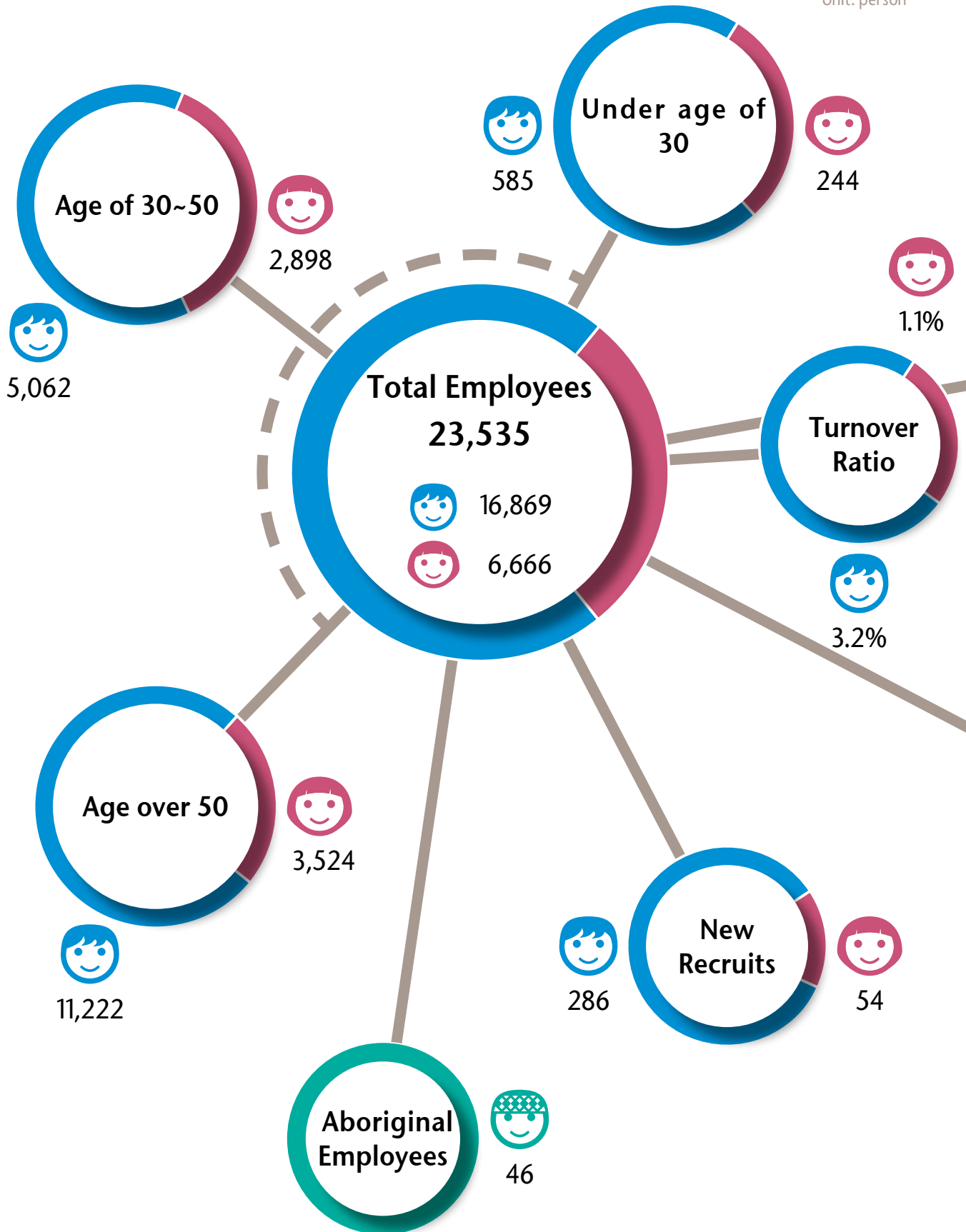
Competitive Compensation of Chunghwa Telecom



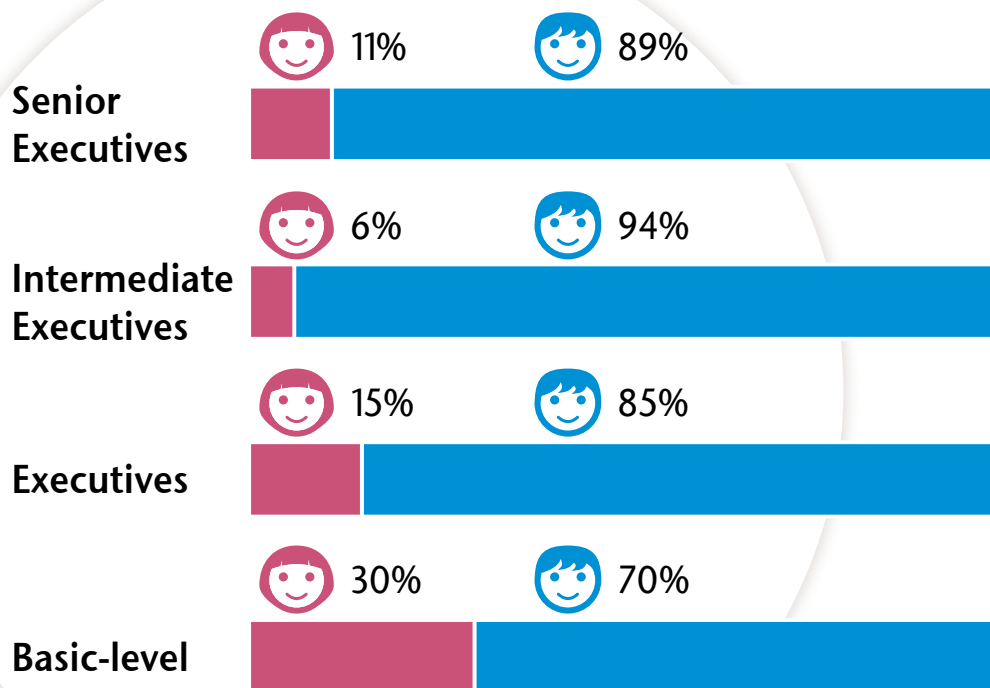
Human Resource Structure

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Unit: person



* All employees are Taiwanese.



Disabled Employees







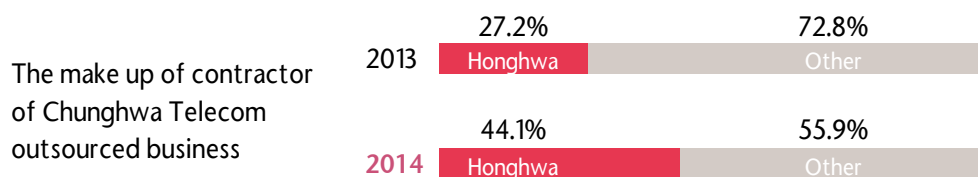
763



Human Resources Structure of Honghwa Subsidiary in 2014

Full-time employees: 3,402 person

		
Age over 50	11	4
Age of 30~50	739	628
Under age of 30	740	1,280
Disabled Employees 	6	6
Aboriginal Employees 	24	2



Gender Equality and Diversity

Chunghwa Telecom highly treasures human rights at the workplace, and thereby properly implemented relevant human resources system, measures or activities in accordance with applicable law and the cautiously instituted internal code of the Company. For the realization of equal opportunity for employment between male and female employees, the Company also developed the function for the prevention and handling of sexual harassment.

We have established the "Complaint Investigation and Evaluation Committee" designated with the mission of handling complaints on discrimination and other improper behaviors at workplace. The committee is consisted of 5 persons (3 females) with more than half of the seats occupied by women members. With the effective control and function, there is no discrimination.

According to Article 38 of the People with Disabilities Rights Protection Act, Chunghwa Telecom should employ 220 persons with disabilities. In fact 763 such employees were actually hired, 3.47 times higher than the legal requirement. In 2014, we employed 46 aboriginals, and properly respect their unique cultural traditions.

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Labor Union -Institutionalize Employee Rights

Agreement with a labor union, Chunghwa Telecom has complied with domestic regulations and the requirements of the international human rights convention, which demonstrated its determination in protection employee rights. In 2014, 99.9% of employees were unionized, while a labor director seat was added to corporate board of directors to voice on behalf of all employees.



Since the implementation of "Amendment of Union Law" in 2011 to include the expansion of exercising the rights of labor solidarity and specify the type and organization of labor union,

in addition to Chunghwa Telecom's labor union, additional approved corporate labor unions include North district branch, South district branch, Mobile district, Kaohsiung branch office and affiliated company. In 2014, the major issue discussed in the labor union was the overall upward salary adjustment of employees. The management communicated with the labor union under the spirit of transparency for positive interaction to ensure harmonious labor-management relation.

The Protection of Labor Right

For the protection of employee rights, we strictly follow legal regulation and all employees enter into a formal labor contract with the Chunghwa Telecom. For those who have served for more than three months, but less than one year; more than one year, but less than three years; and more than three years, a ten, twenty, or thirty-day notice period is respectively in force. We also hold explanation session and labor-management conference to maintain a harmony company operation.

With introduction of Golden Handshake along with certain employees' personal career planning, a total number of 1,022 employees were retired in 2014 and a retire rate of 4.3%, the manpower structure remain stable. However, to enhance the establishment of broadband network, strengthen ICT technology and the promotion of cloud, value-added and channel business, we continue to educate new talents and recruited 340 employees in 2014.

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Smooth Communication Channel

In order to listen to the voices of employees, we constructed variable employee communication channels to ensure that employee needs and suggestions are delivered. In addition, any violations or illegal conducts can be reported to the Company through hotline, fax and email. The admissible cases are investigated through relevant regulations and procedures, and the violation cases will be penalized accordingly to ensure that employees acting in accordance with company policy, respect company principle, maintain company image and ensure that shareholders rights are protected. In 2013, no human right violation cases were reported

Labor-Management Meeting is convened on the regular basis, 9 representatives from both sides are participated in the meeting and each takes turn to chair the meeting. The Chunghwa Telecom Chairman and President hold regular meetings and telephone conversations with the Union to maintain proper labor-employer communication channels. The Director General of Chunghwa Telecom labor union is invited to the meeting, participates in the evaluation meeting and business report to ensure that employees understand company operation.

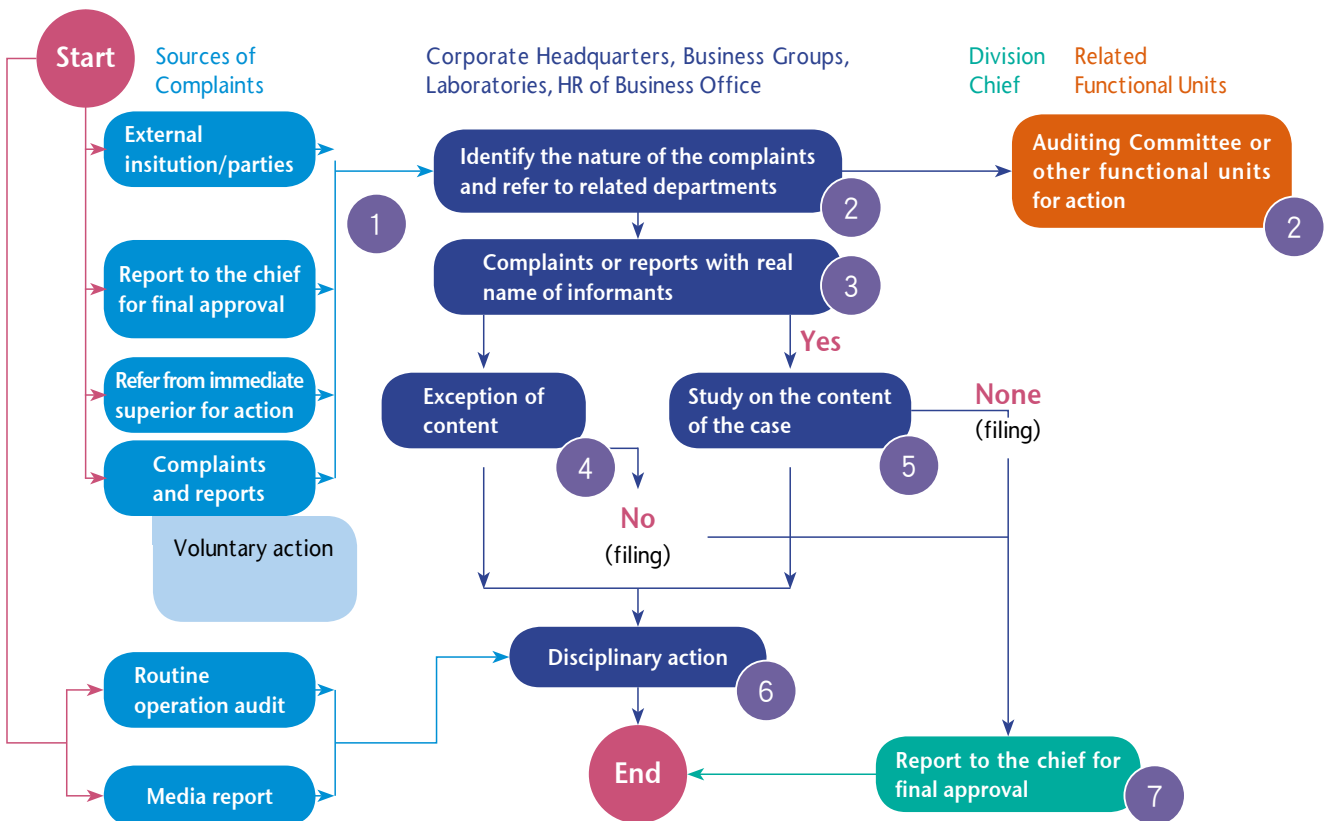
There were 6 labor-management meetings held at the regional level in 2014 with the addition of 1 special session. Consensus has been reached for a number of issues. Furthermore, there were 5 meetings related to the working conditions of the labor force being held with the amendment to the guidelines of the Company regarding accidents to the employees.

Channels for Complaints

Information on the channels and hotlines for the employees in filing complaints could be found at the CHT intranet portal (<http://eip.cht.com.tw>)/Employee zone.

Administering body: the Human Resources Division of the Corporate Headquarters
 Mailing address: Room 503, the Corporate Headquarters Building of CHT, No. 21-3, Section 1 Xinyi Road, Taipei
 Complaints Hotline: 0800-080998
 Fax number for report and filing complaints: (02)23570007
 E-mail: chthr@cht.com.tw

Complaint Handling Process



Training and Development

Chunghwa Telecom promotes “Incubating of innovative talents from internal + External environments” with business philosophy of “Emphasizing Professions, Focusing on Expertise, Enhancing Efficiency, Touching Service”. In response to the changing times, Chunghwa engages in emerging social networks, provides innovative products and services on the continuous basis to show positive momentum to lead the industry into tomorrow land.

Chunghwa Telecom has a viable system for training with “analysis of needs” and “detail-oriented planning” before proceeding to training. Training programs are designed in line with the annual plan with evaluation and review after the training so that the employees can learn the kind of knowledge and skills they needed through systematic learning.

To help the career development of our employees, we have established variable job training systems to enhance work efficiency and utilization of human resources. We offer diversified internal training courses for employees with different positions and business natures. In addition, each institution has its own talent training team to promote the planning and execution of talents and the planning and development of employees.

Chunghwa Telecom Telecommunication Training Institute

Chunghwa Telecom has established online training in 19 systems including marketing with about 870 professional subjects designed for the training of the management staff with management skills at different levels so that they can learn relevant professional skills, improve service attitude and overall work performance, and also the capacity in corporate management. In 2014, training in professional skills has been held for 96,251 persons/days and training in management skills has been held for 4,635 persons/days.



Diversified Learning Channels

Telecommunication Training Institute provides a diversity of channels for learning to meet organizational needs, personal interest and personality traits of employees so as to help them develop their professional skills in depth and refine their management skills. These help to bring about growth and proper career development of employees.

Employees can receive training at the Telecommunication Training Institute (in a classroom environment) during regular hours and in the evening or on holidays. Telecommunication Training Institute can also dispatch tutors to relevant business units for organizing training. Distance and online learning is also possible through telecommunication technologies. Employees can also use their library facilities for self-learning, or learning outside the Company.

With comprehensive training mechanism, Chunghwa Telecom conducts “pre-training analysis” and “detailed planning” and post training performance evaluation for its employees, in hope, with the mechanism, to help its employees to grow and acquire expertise and skills systematically.



New Employee Training

Chunghwa Telecom has instituted the “Guide to Orientation and Training of New Employees” in 2014 so as to allow all new employees understand the corporate vision, philosophy and value, and corporate culture of the Company the extent to which new employees can adapt to the environment and regulation of the new workplace. In addition, the system of supervisors to the new employees was also established. In responding to the age of digital learning, Chunghwa Telecom also arrange e-Learning programs for the employees. The content of the training covers the introduction to the Company, rules and regulations governing the telecommunication industry, fundamentals of laws, code of conduct of employees, instruction of works in the functional departments so as to help the new employees to attune to the new rules of the workplace.

Evaluation of the Training Result

Telecommunication Training Institute has surveyed on the satisfaction of the training and the opinions of the participants in the training after each training program has been held so as to understand the satisfaction of the participants over the quality of teaching and for meeting the needs of employees better. The result of the survey will be sent to relevant departments for follow-up and making improvement.

In addition, surveys will be conducted on 9% of the training programs selected from the trainings in 3 months with specific training periods and applicability to work by sending questionnaire to the participants in training and their supervisors. The training programs will be adjusted as suggested in the feedback to ensure the quality of training and assess if the training is effective.

Fair Assessment Mechanism

Chunghwa Telecom has instituted the “Employees Performance Evaluation Guidelines” which are applicable to all employees so as to evaluate the performance of employees and develop the corporate culture where employees, customers, shareholders, and the Company are winners. For a particular employee who is underperforming, the Company will give supervision to guide their corrective action and keep track on the correction until improvement is made under appropriate procedures. The performance bonus and employee bonus of the Company are linked to the performance evaluation of employees.

Reward System at All Levels

- Evaluation is conducted by interviews between supervisors and employees. An individual objective will be set at the beginning of the year with regular and interim evaluation and tracking, and the contribution value at the end of the year so that performance evaluation could be fairly conducted the extent to which the operation performance of the Company can be upgraded. Also, supervisors will discuss the career planning of employees in their interviews and give them recommendation in the training necessary for the fulfillment of their career plans for the next year.
- For the effective evaluation of employee performance, creation of the corporate culture where employees, customers and shareholders are winners. Chunghwa Telecom has instituted the “Employees Performance Evaluation Guidelines”. For a particular employee who is underperforming, the Company will give supervision to guide their corrective action and keep track on the correction until improvement is made under appropriate procedures.



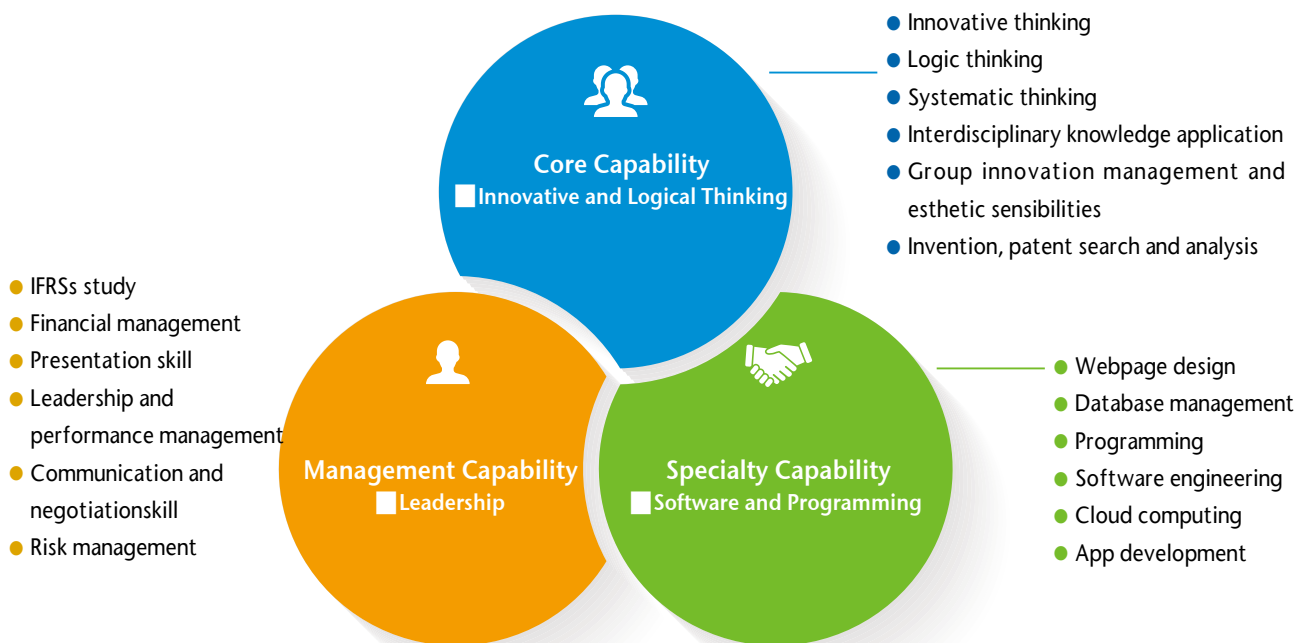
Security Guards Training

In the training of security personnel in 2014, the education on legal rules and regulations governing occupational safety and health at workplace and basic martial art skill, fire safety and alert system, vehicles and personnel passage control, personal information protection, the intensification of entrance code to the depot, and the basics during routine operation. Training is planned to hold once a month and 12 training sessions will be held in one year and each for 2 hours. A total of 24 hours of training will be given with about 720 security personnel participating in the training.



Provide Training Course for Enterprise Client

Our Telecommunication Training Institute also provides enterprise client different kinds of training course, such as:



Training of Professional Talents

Chunghwa Telecom spares no effort in providing its employees a diverse learning environment. Through job rotation, project assignment, and overseas assignment, employees can mingle their lives with their career and allow for sharing the joy of knowledge growth and creating a better future. Telecommunication Training Institute has facilities in north, central, and south Taiwan for planned, systematic, and incremental realization of training.

In addition to functional training, programs in core network technologies, connection technologies, mobile communication technologies, value adding service, information technology, corporate management, operation management, and human resources management were also provided in 2014. "Senior Management Staff Training Course" has also been held for the systematic training of senior management personnel in the future with the training of skills in operation, innovation management, and leadership.

In 2014, the total training hours of Chunghwa Telecom's employees reached 1.12 million hours, and training expense reached NT\$ 679.17 million. In the meantime, to encourage our employees to engage in lifelong learning, we provide training grant up to NT\$ 30,000 per semester. In 2014, 740 employees applied for training grant and a contribution of NT\$ 11.5 million for the employees' training programs.

Investment in Education and Training

	2012	2013	2014
Total Training Expense (NT\$ million)	752	748	679
Per Capital Training (NT\$)	30,888	30,877	28,857
Total Training Hours (hours)	1,855,255	1,413,923	1,129,809
Per Capital Training Hours (hours)	76	58	48

Training Grant

2012		2013		2014	
Beneficiary	Amount (NT\$ million)	Beneficiary	Amount (NT\$ million)	Beneficiary	Amount (NT\$ million)
1,028	16	845	13	740	12

Academic Talent Training

We provide Summer Internship Program for 13 students from National Tsing Hua University, National Chiao Tung University, and National Central University. Other than giving wages, we also provide comprehensive training program to allow students to combine academic and practice and achieve excellence along with Chunghwa Telecom.

Chunghwa Telecom has established the "Chunghwa Telecom Southeast Asia Scholarship" for the education of overseas talent in telecommunications. With the scholarship, specific funds will be awarded to overseas Chinese students and nationals of Southeast Asia studied in the departments of science, engineering, telecommunication and business administration related disciplines at National Chiao Tung University with outstanding academic performance. The students also have the opportunity to take part in the research and development projects of Chunghwa Telecom, or as student workers at the branches of the Company.

Occupational Health and Safety

Provide a healthy and safe work environment is Chunghwa Telecom’s commitment. We are the first telecom service provider introduced "Occupational Health and Safety Assessment Series"(OHSAS 18000). The management of employee safety and health is implemented with both a “standardized” and “systemic” approach to improve our operational quality and safety level. In addition to telecom job hazard identification and risk evaluation, we adopt restriction measures such as work permit to strengthen risk control to prevent the occurrence of any occupational hazards.

We promise to offer appropriate resources based on organizational risk and continue to improve safety and health facilities. In this way we prevent injuries and unhealthy practices in accordance with relevant law and regulations. To persist the enforcement, we:

- Follow the Safety and Health Regulations and Enforce Self-Management. Internalize daily operations as a part of company culture. We further need to benchmark under relevant international standards to realize safe and healthy.
- Implement Hazard Identification and Enforce Risk Control. Identify and evaluate all unsafe and unhealthy practices to enforce control high-risk operations effectively.
- Strengthen both mental and physical health services. Increase the quality of health examinations; conduct health promotion activities to improve health care and willingness for employees.
- Encourage participation through open communications and available consultation; adopt ICT to upgrade performance.
- Create quality work places, continue on equipment improvement, strengthen safe and healthy practices, hence to ensure a safe, healthy, comfortable and friendly work place for employees.
- Conduct labor safety training programs to raise safety awareness. Conduct on the job labor safety and health training programs, in accordance with the Labor Safety and Health Act.

Establish Dedicated Management Unit

We have a dedicated “Labor safety and health department” responsible for planning and implementation of labor safety and health matters, meanwhile, “Labor safety and health committee” is established and meets quarterly to deliberate, coordinate and make suggestions on the issues of labor safety and health.

4 meetings were held in 2014 with 14 proposals presented by the labor representatives of which 7 related to the issue of the improvement of safety and health facilities, 4 related to refinement of safety and health management, 1 related to training in safety and health, 1 related to food hygiene, and 1 related to employee benefits.

“Labor safety and health committee” consists of 26 members, including representatives from each department units and labor union as well as technician and medical personnel, etc. Among which, 9 members are from labor union accounted for 35% of all members.



	Numbers of Disabilities		Frequency of Disabling		Severity of Disabling Injuries		Occupational Injuries Rate per 1,000 Workers				
	😊	😞	😊	😞	😊	😞	😊	😞			
CHT	13	13	CHT	0.27	0.27	CHT	9	4	CHT	0.53	0.53
Countrywide	11,561		Countrywide	1.65		Countrywide	118		Countrywide	3.42	

Accredited by OHSAS18001

Chunghwa Telecom introduced the “Occupational Health and Safety Assessment Series” with the accreditation of a third party institution. By the end of 2014, 27 branches have been accredited the OHSAS18001 international authentication system. Under the mechanism of “standardized” and “systemic” management, Chunghwa Telecom realized health and safety management and upgraded operation quality and safety.

Safety and Health Mechanism

To ensure that employees receive immediate health help when needed, we employed 5 full time occupational health nurses and 4 contracted doctors to meet employees’ health needs, and established “health service center” at Xinyi, Aiguo and Guoguang Park to provide the following health and safety services, including:

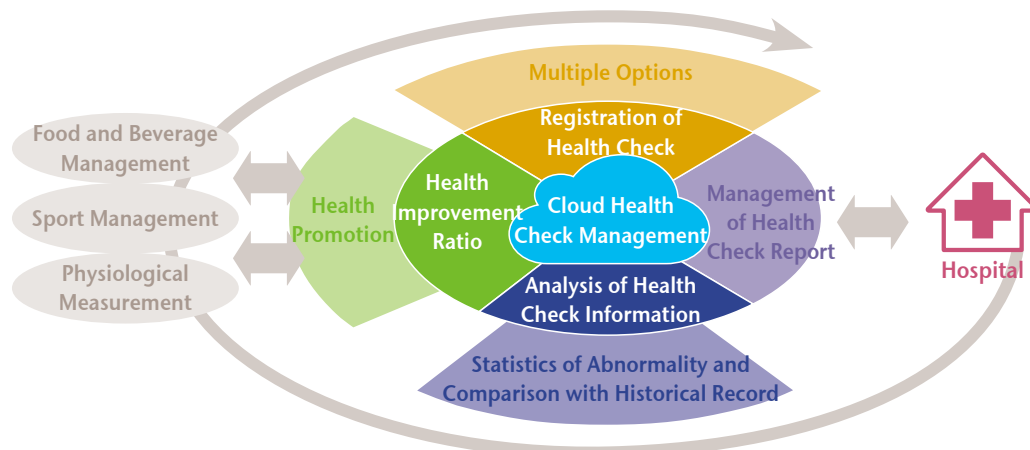
- Health education, health promotion and hygiene guidance
- Prevention of occupational injuries and general injury, health consultation and first aid and emergency treatment
- Vaccination and health
- Assist in the selection of proper job function
- Analysis of physical and health check record, evaluation, management and maintenance and health management
- Research report of occupational health and maintenance of injury and disease record
- Assist health personnel to implement prevention of occupational disease and improvement of work environment

To show solicitude for employees working night shift, we provide overtime pay for non-rotating personnel attending night shift, and giving additional rest. In addition, for personnel working elevated operation, we established “I-med” system at institutional customer network center to provide daily blood pressure monitoring and management for elevated operational employees.

Development of Occupational Health Management Products

To help corporations to comply with relevant provisions of occupational health management and dispatch that required by Occupational Safety and Health Act and prevent fatigue and reduce occupational injuries, Chunghwa Telecom provides cloud health management service by developing wearable health management device, mobile App and cloud health care data base, to help corporations to establish healthy working environment, benefit employees and improve corporation image.

Chunghwa Telecom “i-health” Occupational Health Management System Functions











Lower Occupational Injury

Pursuant to Article III-II of the CHT Guide for Responses to Accidents, the procedure for the assessment of occupational diseases has been explicitly stated and read as “Employees of the Company performing different kinds of duties who were found unsuitable for undertaking the previously assigned duties due to ailment may, at the diagnosis certification of a medical institution, report to the function head and may switch to another workplace or other duties or adjust the work load subject to the evaluation and professional recommendation of a designated physician of the Company”. If employees are suspected of suffering from occupational diseases, the Company will assist such employees to petition with the competent authority at the municipal, county/city level for validation in accordance with the rules and regulations governing occupational injury for the protection of laborers.

In 2014, there were 26 cases of occupational hazards, of which 7 occurred in the line of duty and 19 occurred during commuting to and from work. For the effective reduction of traffic accidents occurred during commuting to and from work, Chunghwa Telecom worked in conjunction with the CHT Training institute to prepare the “Traffic Safety Education – Safety and Preventive Driving Chapter”, an e-Learning program for the online learning of employees. At the same time, the Company also provided the program of “Case Studies on Accidents Seminar” to reinforce the concept and skills of safety and defensive driving for employees.

Based on categorized occupational injury occurred in the past, we conducted detailed statistical analysis focusing on prevention of falling accidents, and resolved to improve construction method to eliminate the occurrence of falling accidents, relevant measures including:

- Prohibitions of working on sites such as roof constructed by asbestos board, metal board, tiles, wood, thatch and plastic.
- New cable construction route is prohibited to cross over sites such as roof constructed by asbestos board, metal board, tiles, wood, thatch and plastic.
- Improve the cables of the established scaffolding (such as roof constructed by plastic board, asbestos board and tiles), total of 9,500 cases were reported in 2014.
- Lower the height of the existing distribution junction box (DJ box) to 2.2M, total of 9,600 poles lowered in 2014.

	2012	2013	2014		2012	2013	2014
	Injury rate (IR)				Occupational diseases rate (ODR)		
	0.07	0.07	0.05		0	0	0
	0.03	0.07	0.05		0	0	0
Total	0.11	0.14	0.11	Total	0	0	0
	Lost day rate (LDR)				Absentee rate (AR)		
	2.72	1.94	1.75		0.26%	0.20%	0.22
	0.74	2.19	0.81		0.38%	0.41%	0.49
Total	3.46	4.12	2.56	Total	0.29%	0.26%	0.30

* Injury rate (IR) = Total number of injuries x 200,000/ Number of hours worked by all employees

* Occupational Diseases Rate(ODR)= (Number of Occupational Diseases / Total work hours) x 200,000

* Lost day rate (LDR) = Total loss of work days * 200,000/ Total work hours

* Absentee rate (AR) = Total number of missed (absentee) days/ Total number of workforce days

For operations of high risk, such as operation at high places and narrow spaces, the Company adopts the system of licensing for practice and makes use of its own ICT specialization to research and develop the use of portable camera system to videotape down the safety facilities at the site and the wearing of safety gear by the personnel before the operation with relevant photographs taken for confirmation. These photographs will be uploaded to the remote monitoring system and will help to prevent falling and the potential hazard of lacking oxygen. In 2014, 200 classes of training in different forms of safety and health education for upgrading the knowledge and skills of employees in safety and health with 9,290 head counts in the classes.








Establishing Happy Corporation

A corporation needs happy employees to deliver touching services to consumers. We encourage happy family concept thereby creating new high in life, we believe that comprehensive employee protection is the support and strengthen for a company to grow. To enhance employee well-being and share business results with our employees, we have Employee Stock Ownership Trust available.

Comprehensive Employee Welfare

With “sustainable operation” as target, Chunghwa Telecom has developed a series of training and career development measures to retain talents. Our commitment to employees is “no layoffs and no pay cut” to reduce employees’ insecurity and allow employees to be dedicated to their work performance. In addition to existing welfare, Chunghwa Telecom has established other welfare measures including Employee Stock Ownership Trust compensation, unpaid leave with parental subsidy, corporatization special bonus, employee cash and stock bonus.

In respect of employee care, in addition to employee leave, retirement, health care, menstrual Leave, parental leave, unpaid leave with parental subsidy, child care measures, child birth subsidy, breast feeding devices, we also offer dependent education subsidy, employee travel allowance, funeral subsidy and group insurance.

Item	Activities and Sessions	Participant/ Benefited	Contribution/ Supplement \$
 Child Birth Subsidy (Company)	Company continue to provide subsidy to full term after 6 months unpaid leave is matured (up to 1.5 years)	89	NT\$ 8,121 thousand
 Sports Activity	Regional activities including 15 roads running, 89 hiking, 69 ball activities and 108 other activities (such as employee year-end dinner and travel, etc.)	44,960	NT\$ 11,693 thousand
 Stock Ownership Trust	Improve employee welfare, enhance employee coherence, share company’s achievement and establish employee stock ownership committee, so that employees’ life quality is guaranteed after retirement or resignation	20,180	NT\$ 2,000/person per month on average
 Dependent Education Subsidy	Twice a year (2 semesters)	26,684	118,813 thousand / Semester on average
 Wedding Subsidy	Wedding subsidy is available for employees got married lawfully	278	NT\$ 695 thousand
 Childbirth Subsidy	Childbirth subsidy is available for childbirth of employees or employees’ spouse	563	NT\$ 1,407 thousand
 Funeral Subsidy	Funeral subsidy is available for the death of employees’ parents, adopted parents, step parents, spouse and children	1,377	NT\$ 6,885 thousand

Employee Health Care



Chunghwa Telecom considers employees health as company's fortune, providing a safe and healthy workplace is the basic requirement of corporate social responsibility. In 2014, our spending on employee health care is NT\$ 84,677 thousand, accounted for 0.04% of the Company's revenue. Our contribution in relation to employee health including:

Health Examination of Employees and Dependents	Provide a health care scheme more favorable than those provided in the Act, a free health examination is available for all employees; the health examination fee for 2014 is NT\$ 3,500 per employee, and a preferential scheme is provided to employees' dependents. There were 23,332 employees participating in the program with 3,589 family members of employees in 2014.						
Organized the HRV Stress Test	In 2014, the Company took positive action to visit all business locations across Taiwan to conduct the scientific stress test with the help of proper equipment so as to understand the capacity of employees in withstanding physical and psychological stress and overcome the timidity of the victims for voluntary request for help with 1,027 employees responded to the test.						
Employee Assistance Program	<p>As one of the large corporation to introduce Employee Assistance Program (EAP), Chunghwa Telecom has started to promote since 2007. EAP offers up to 5 external consulting service in a year, such as attorneys, family physicians, financial advisors and psychological counselors, to assist employees to resolve the issues of law, medical, parenting, occupational relationship and psychological. In 2014, project consultants were invited to the plant with the EAP E-Service platform established. There were 583 instances of services with 5 instances of in-house consulting service by the consultants.</p> <p>EAP service is conducted online or telephone appointment. The physicians visited the plant 9 times a month and each employee can have 30 minutes for each appointment. The healthcare personnel use the "Employee Health Management System" for the analysis and evaluation of the health examination record of employees. Care and health education will be given to those falling into the category of risk. Where necessary, consultation will be arranged between the physicians and the employees for proper guiding of health and healthcare. In 2014, the expenses incurred from health maintenance amounted to NTD 3.5 million.</p> <p>Statistics of healthcare service in 2014:</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Head count of medical consultation with physicians</th> <th>Frequency of physician on-site service</th> <th>Persons/times of consultation</th> </tr> </thead> <tbody> <tr> <td>464</td> <td>108</td> <td>1,168</td> </tr> </tbody> </table>	Head count of medical consultation with physicians	Frequency of physician on-site service	Persons/times of consultation	464	108	1,168
Head count of medical consultation with physicians	Frequency of physician on-site service	Persons/times of consultation					
464	108	1,168					
Employee Health Promotion	We have organized 138 health seminars in 2014 with a total of 8,470 employees participated; 15 sports competitions with 612 employees participated. 84 intellectual trips with 8,006 employees participated. 35 sessions of health examination with 2,956 employees participated and 175 large and community activities with 27,213 employees participated. There were 447 instances with 47,257 participants.						
Balancing Work Life	With 29 hostels established in 2014, Chunghwa Telecom provides travel accommodation and annual travel subsidy of NT\$ 8,000 to encourage employees to balance their work life.						
Flexible Working Hours	Chunghwa Telecom provides 2 sessions of flexible working hours in the morning and afternoon: 8:00-9:00 and 17:00-18:00. In addition, variable sites available for employees to enjoy community activities including Yoga, ballroom dance, badminton, table tennis, basketball, tennis and swimming.						

Balancing Work and Family

In 2006, to assist employees with balancing their careers and families, we took the lead in implementing unpaid childcare leave. Female employees are paid childcare leave benefits equal to half their insured salaries during the leave period that may be for up to 2 years. After employees have received the maximum number of monthly employment insurance payments from the government, female employees can then begin receiving maternity leave benefits equal to half their insured salaries. Family leave, paternity leave, menstrual leave, nursing rooms, etc., are also provided. In 2014, the Company has NTD 8 million to the employees as nursery care for their children. There were 173 employees applying for maternity leave and 70 employees applying for leave of absence for parental care, and 89 employees applying for nursing subsidy.

Unpaid Parental Leave (UPL) for Raising Children

Item			Total
The Number of Qualified for UPL for Raising Children in 2014(A)*	1,022	515	1,537
The Number of Person Actual Applied UPL in 2014 (B) *	12	58	70
Application Rate for UPL in 2014 (B/A)	1.2%	11.3%	4.6%
The Number of Reinstatement-to-be in 2014 (C) *	7	49	56
The Number of Application for Reinstatement in 2014 (D)	6	35	41
Reinstatement Tare in 2014 (D/C)	85.7%	71.4%	73.2%
The Number of Reinstatement in 2013 (E)	10	34	44
The Number of Retention Over 1 Year After Reinstatement in 2013 (F)	9	33	42
The Retention Rate in 2013(F/E)	90.0%	97.1%	95.5%

Note 1: The number of employees entitled to apply for parental leave of absence in 2014: calculated on the basis of employees who have applied for maternity leave and parental leave in 2012-2014.

Note 2: The actual number of employees applying for parental leave: total number of employees who were still on parental leave in 2014.

Note 3: The number of employees pending on returning to work after parental leave in 2014: total number of employees applying for parental leave in 2012-2014 – the number of employees applying for returning to duties in 2012 and 2013.

Retirement Benefits

A shareholding trust has been established for the protection of employees after retirement or resignation. A specific percentage of incentive bonus will be allocated as per the agreement with the employees in proportion to their shareholding on the basis of their monthly salaries.

Retirement is processed according to the Employee Retirement Pension and Separation Guidelines, the Labor Standards Act and the Labor Pension Act. For those who are applied to Labor Standards Act, a maximum pension contribution 15% is paid to their pension funds each month. For those who are applied to Labor Retirement Act, more than 6% of their salary (based on Monthly Contribution Wages Classification of Labor Pension) is withheld for contribution to their individual labor pension account. Currently, the pension reserve has asset of NTD 21.3 billion, which is sufficient to pay the pension for the retirement of employees in the next year.

For retiree care, Chunghwa Telecom organized "Retirement counseling program" in 2014 and 55 employees participated in. A total of NTD 4.5 million was contributed to "Chunghwa Telecom Retirees' Networking" and an additional of NTD 1.2 million for retirees' care. In addition, whereas an abundance of information is available on Chunghwa Telecom Retirees' Networking, the retirees are encouraged to regard it as lifelong learning channel.

Reassignment of Employment for Retirees

Chunghwa Telecom has established the “Guideline for Employment of Consultants” so as to share the experience of the retirees and provide consultation service that makes business development positive. There are two types of consultants; consultants with pay and honorary consultants. Executives at the level of vice presidents and higher and at level I could be employed by Chunghwa Telecom as consultants with pay after retirement. Consultants with pay have term of office for 1 year and will be employed as honorary consultants.

Develop Paid Volunteer

Chunghwa Telecom never stops to encourage its employees to contribute to the society. Since 1985, Chunghwa Telecom and its branch offices have initiated social responsibility programs such as “New Hope Project”, “Love and Dedication Group”, “Changhua coal team”, “Computer program in Shanlin Tzu Chi Love Create Community, Kaohsiung city” to help those who need help. Chunghwa Telecom supports the initiatives proposed by its employees.

In November 2007, Chunghwa Telecom completed the first corporate volunteer guideline and plan based on The Volunteer Service Act. In addition to providing paid volunteer leave and volunteer training course, Chunghwa Telecom also assists its employees to obtain Volunteer Handbook from Ministry of Interior to ensure that the rights of those who accept service is protected, so as to encourage its employees to take the initiative to propose and participate in the social activities. In 2014, a total of 49 trained corporate volunteers increased.

Employee Satisfaction Survey

Starting from 2011, we conducted “Chunghwa Telecom job happiness survey” through anonymous online questionnaire every year, to listen to employees voice in terms of workplace environment, welfare and remuneration, and understand employees’ expectations for a better labor-employee communication.

In 2014, Chunghwa Telecom has commissioned a third party institution to conduct a survey on “Employee Happiness” with overall scoring of 78 marks. With positive response to the queries of employees, we made effort to reinforce the sense of happiness of employees through substantive feedback, communication, and education. In 2015, we will continue to conduct the survey so as to fully understand employees better and create an even more comfortable work environment for employees.

