



The SDGs CHT
contributions to
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Public Policy Participation





In 2017, Chunghwa Telecom donated about NT\$ 440 million in the participation of public policy items including joining national and international associations, supporting government popularization services and constructions and developing its prospective industries.

We have joined almost 100 associations and groups to upgrade its technology and stimulate the development of the industry through exchange and cooperation within the industry or across different industries. The key associations we joined are as follows:

Name of Association	Description	Qualification
The Chinese Institute of Electrical Engineering	Presenting opinions on the telecom policies of the government through the telecom symposium held by the institute, and we sponsor the activities of the institute to support the industries.	Member
Taiwan Intelligent Aerotropolis Association	Chunghwa Telecom leads the planning and operation of the association to develop new business opportunities and the industrial prowess of Taiwan, and develops the kind of skills needed for exporting solutions around the world.	Member
Taiwan Telecommunication Industry Development Association	The platform serves for interchange among the industry peers. With collective consultation and discussion on important issues, this association plays a role as the bridge between the industry and the competent authority. A mobile communications construction group has been established to discuss items such as the co-construction of base stations, shared stations or antenna port preservation.	Member
Chinese International Economic Cooperation Association	We are invited to deliver addresses on special topics and assist in the promotion of international exchange and business joint venture. We cooperate in product distribution to promote business and media exposure at conferences held in Taiwan.	Member
TCCDA (Taiwan Customer Service Center Development Association)	Organizes frequent seminars and introduces the latest customer service system techniques, operation management, and the concept of service and business innovation. This is helpful to Chunghwa Telecom for the improvement of management and customer service.	Member
Pacific Telecommunications Council (PTC)	Contact with worldwide telecom corporations at regular intervals for business deals in nearby locations. This provides substantial results in overseas business expansion.	Member
Business Council for Sustainable Development of Taiwan (BCSD-Taiwan)	Good for the review of sustainable corporate development strategy and the introduction of related management tools. Controls the dynamics of the international development of CSR issues and is helpful with other-than financial performance information disclosure.	Member
Cloud Computing & IoT Association in Taiwan	Helps to get a grip on the information of the government cloud and business opportunity and consultation with the government on the cloud industry through the association. In addition, it also increases international and cross-strait interaction opportunities.	Member
Taiwan Electromagnetic Industry-Academia Consortium	The research consortium organized by the university faculties specializes in electromagnetics across Taiwan and has strong potential for the research and development of 4G/5G wireless technology.	Member

Public Policy Participation 1- TIAA 2017 Foresight, Innovation, Intelligent Aerotropolis Forum

In accordance with the government decision to implement the “Taoyuan Aerotropolis Plan,” we invited 70 international and national leaders, representing the Intelligent Aerotropolis industrial ecosystem, to establish the “Taiwan Intelligent Aerotropolis Association (TIAA).” Having envisioned “Forge a city of smart logistics and of industrial advance technologies,” the TIAA exists to offer insightful advice for the development of the Taoyuan Aerotropolis.

TIAA had already completed a proposal for “Regulatory Guidelines for Establishing Taiwan as the Asia Silicon Valley” and made policy recommendations about its realization. Representatives from the Executive Yuan Technology Report Office and Taoyuan City Government were invited to the forum for a briefing on the TIAA recommendation, so that the industry participants, government officials and the academia could achieve consensus about the “Asian Silicon Valley.” In addition, TIAA collaborated with the Taoyuan City Government to hold the “Foresight, Innovation, Intelligent Aerotropolis Forum” in 2017, which attracted more than 300 government officials and academics.

Taiwan Intelligent Aerotropolis Association: <http://www.tiaa.com.tw/>



Public Policy Participation 2 – Paying Attention to Communications Convergence Development

Chunghwa Telecom operations are very closely linked to changes in government policies or regulations. The Company is in regular contact with government agencies and authorities to ensure they are informed about any possible changes in important policies and regulations. The most important is concern about ICT industry competitiveness and “Communications Convergence Plans.”

The National Communications Commission (NCC) announced new policy guidelines in August 2016 that include the adjustment and re-drafting of the existing regulatory framework for digital convergence. In April 2017, the NCC passed drafts of the “Telecommunications Management Act” and the “Digital Communication Act” and reported to the Executive Yuan for deliberation. The Executive Yuan passed the two drafts in November and submitted them to the Legislative Yuan. The drafts are now being examined by the Transportation Committee of the Legislative Yuan. Chunghwa Telecom will keep monitoring the situation concerning these amendments and express an opinion when appropriate.

Public Policy Participation 3 – Supporting Development of the Gaming Industry

Chunghwa Telecom supports the government in the development of the gaming industry and supported the really big gaming competition in 2017. In addition to arranging HiNet high-speed broadband at the semi-finals and the finale in six municipalities, we also broadcast the competition through the Internet and live broadcast platform.

We will continue to connect the resources of game-related industrial chains through our strength in communications and firmly support Taiwan gamers and potential gamers in building a high-quality gaming environment. In addition to driving the growth momentum of the Taiwan gaming industry, we also fully support our local gamers.



Public Policy Participation 4 – Live Broadcast from the Legislative Yuan on the MOD Platform

Chunghwa Telecom has the biggest audio-visual platform MOD in Taiwan that provides abundant visual content and a strong public information communication function, This indirectly promotes information transparency in Parliamentary procedures and helps to achieve the government goal of transparency.

The Legislative Yuan completed the establishment of a live broadcast facility in February 2017. It can broadcast directly through the Chunghwa Telecom MOD, cable and wireless television and the IVOD parliamentary procedures broadcast system. Current figures show an audience of 16 million people watch Congress through the exclusive 123 and 124 channels, The parliamentary procedures broadcast system not only covers the Legislative Yuan meetings but records and broadcasts committee meetings and consultations amongst political parties. MOD also has a watch on-demand function to play past proceedings. The general public can check the situation in Congress and watch the development of Laws through the Internet at any time.



Public Policy Participation 5 – Sponsoring the Taiwan Lantern Festival for 20 Consecutive Years

Chunghwa Telecom has been sponsoring the main Taiwan Lantern Festival for 20 consecutive years. Since 1999 we have continued to light up the hearts of the people of Taiwan.

In 2017, the main lantern of the Taiwan Lantern Festival was designed to demonstrate three main themes of “Friendliness to the Earth,” “Cultural Diversity ”and “Indigenous Hometown.” The spirit of the festival was extended to sub-themes such as “LOHAS Sustainability.” We also reinforced the 4G quality all around Taiwan during the festival.

We listen and care about the demands of our stakeholders. We arranged for services at all the 12 different festival locations around Taiwan and the network equipment was monitored by Chunghwa Telecom engineers throughout the event. Through the widest range of mobile networks, the largest number of base stations and the maximum 4G bandwidth, the public can take pictures, check in and share information more smoothly.



Public Policy Participation 6 – Support Equipment for Major Events

Chunghwa Telecom has been supporting major sports events and competitions in Taiwan for a long time. We provide flawless communication equipment and digital services and spare no effort in providing the highest level of service. In 2017, we sponsored the Summer Universiade with the social participation amount of NT\$ 100 million. We've achieved the following:

1. Planned the network construction and transmission for 80 different event locations in Taipei, New Taipei, Taoyuan and Hsinchu.
2. Deployed more than 400 circuits and mobilized more than 2,500 technicians and engineers.
3. Constructed international and national network system for media filing and exclusive optical fibers and VPN network for the competition broadcast.
4. During the Taipei 2017 Universiade, the IDC cloud information center at Banqiao operated for 24 hours without a break and provided excellent quality, security, information protection and monitoring to ensure network and information safety.





CSR Performance Overview

	Indicator	2015	2016	2017
Economic Contribution	Earnings per share	5.52	5.16	5.01
	Capital expenditure (NT\$ 100 million)	250.8	235.2	268.8
	Proportion of local procurement (%)	71	49	56
Human Capital	Total number of employees (person)	23,141	22,654	22,406
	Female employee ratio (%)	28.25	28.47	28.43
	Female executive ratio (%)	25.16	25.41	25.86
	Average employee training hours (hours)	47	46	43
Energy consumption	Total energy consumption (MWh)	142,092	140,438	136,269
	Total energy consumption (GJ)	5,115,312	5,055,768	4,905,684
Renewable Energy	Solar Power Stations Capacity (kWp)	214	419	527
Greenhouse Gases	Total emissions (Scope 1 + Scope 2) (t-CO ₂ e)	834,745.37	839,172.07	832,977.46
	Scope 1 emissions (t-CO ₂ e)	26,994.30	27,345.62	30,873.98
	Scope 2 emissions (t-CO ₂ e)	807,750.98	811,862.45	802,113.48
	Scope 3 emissions (kg-CO ₂ e)	263,495	240,879	267,133
Waste	General waste (metric tons)	3,838	4,706	4,389
	Recycling lead storage battery (piece)	32,311	21,781	32,264
Water	Total water consumption (metric tons)	2,473,493	2,479,621	2,519,057
	Recycled water (metric tons)	4,211	14,087	7,614
Social Investment	Total amount of social investment (NT\$ thousand)	910,230	1,038,431	1,164,080
	Corporate volunteer service hours (hours)	36,049	13,436	14,201
	Telecom fee concessions for disadvantaged group (NT\$ thousand)	35,192	33,435	39,054