

## Strategies and Goals for Material Topics

Material Topics	Short-term Goals (2021)	Mid- and Long-term Strategies (2022-2026)
Innovative ICT products and services	<ul style="list-style-type: none"> <li>Launch of “Rise on, Together 2021” transformation plan</li> </ul>	<ul style="list-style-type: none"> <li>Over <b>5</b> million 5G users</li> <li>Over <b>10,000</b> 5G base stations</li> </ul>
Climate change and energy management	<ul style="list-style-type: none"> <li>Complete the first smart green-energy staff dormitory in Taiwan</li> <li>“5G Limitless Plastic Free Day” Campaign for the implementation of I Sharing and I Protecting</li> </ul>	<ul style="list-style-type: none"> <li>The capacity for renewable energy constructed from proprietary was <b>3,975.5</b> kWp by 2023</li> <li>Taking 2017 as the base year, a <b>10%</b> reduction of greenhouse gas emissions in our buildings</li> <li>Taking 2017 as the base year to cumulatively save <b>10%</b> of the energy by 2023 pursuant to the facilities room energy-saving program</li> </ul>
Competitive remuneration and benefits	<ul style="list-style-type: none"> <li>Fosters talents and allows all employees to share the results of the operations, recruit and retain talent with a <b>3%</b> salary increase</li> </ul>	<ul style="list-style-type: none"> <li>Workplace childcare support centers will start by 2022</li> <li>To ensure that employees’ average salary is in the top <b>5%</b> of the industry</li> <li>To maintain the collective agreement coverage rate at <b>99%</b></li> <li>To reach <b>100%</b> in implementing general education courses</li> </ul>
Fair and equal labor-management relations and employee engagement	<ul style="list-style-type: none"> <li>Obtained the external third-party Certificate of Conformity for Code of Conduct (CoC)</li> <li>Maintain reward of senior employees</li> </ul>	
Health and safety	<ul style="list-style-type: none"> <li>Reach <b>99%</b> in employees’ participation in the routine physical examination</li> <li><b>100%</b> branches receive ISO 45001 certification by 2021</li> </ul>	<ul style="list-style-type: none"> <li>Maintain ISO 45001 management system certification valid for every branch</li> </ul>
Accurate product labelling	<ul style="list-style-type: none"> <li><b>0</b> case of major unclear labelling or incidences of fraud</li> </ul>	<ul style="list-style-type: none"> <li>To ensure <b>100%</b> complete compliance with laws and internal regulations in promotional information of products and services</li> </ul>
Rigorous cybersecurity protection	<ul style="list-style-type: none"> <li><b>0</b> case of major cyber security and personal information leakage incidents</li> <li>Insure “data protection insurance”</li> <li>Obtained the external third-party SGS Certificate of Conformity for Privacy Policy</li> </ul>	<ul style="list-style-type: none"> <li>Regular examination and adjustment to the policies, regulations, and strategies for cyber and personal information security</li> <li>Conduct External and internal audits, pass the investigations of the competent authorities, and obtain third-party certifications</li> </ul>
Corporate governance	<ul style="list-style-type: none"> <li><b>0</b> cases of major legal violations</li> <li>Proportion of independent directors on the Board maintain <b>35%</b> and above</li> <li><b>2</b> females directors on the Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>To ensure that no major violations of Taiwan’s economic, environmental and social regulations occur</li> </ul>
Sustainable supply chain management	<ul style="list-style-type: none"> <li>Maintain <b>100%</b> of “tier 1 suppliers” CSR current status assessment in 2020</li> <li>The number of suppliers responding to Chunghwa Telecom’s CDP Supply Chain Project questionnaire reaches <b>200</b></li> </ul>	<ul style="list-style-type: none"> <li>Complete <b>100%</b> of “critical tier 1 suppliers” ESG on-site visits and audits in 2023</li> <li>Complete the sustainability rating of <b>140</b> suppliers and issue the certification mark by 2025</li> <li>The green procurement amount reaches <b>50%</b> in the total procurement</li> </ul>