

ESG Story

Business Continuity - COVID-19 Prevention Measures

As COVID-19 rampaged on worldwide in 2022, either enterprises or individuals had suffered severe impact. As COVID-19 rampaged on worldwide in 2021, either enterprises or individuals had suffered severe impact. As a local leading enterprise, we "deployed preemptively" and "improved on a rolling basis" comprehensively. Internally, the national team of epidemic prevention of CHT, according to CHT Preparedness and Contingency Plan in Response to COVID-19, supported vulnerable groups, ensured the operation of critical infrastructure networks, information computer rooms, and important information systems, and ensured the health protection of employees; externally, improved customer service quality. We also actively supported the government's various epidemic prevention work and measures and implemented the overall epidemic prevention solution to jointly protect the health of the people.

Chunghwa Telecom Epidemic Prevention Highlight Measures:



1. Set up the epidemic prevention command center in accordance with the CHT Preparedness and Contingency Plan in Response to COVID-19, establish an Business Continuity Plans, and conduct continuous exercises.



2. We provided the free customer service hotline 24/7, developed multiple online service and self-help channels. Customers could conduct business at home without worries.



3. We Self-developed "Epidemic Monitor and Management System" to promote various technological epidemic prevention measures:

- Paperless night market transaction: Integrating multi-mobility and scanning code payment, cashless transaction services were introduced for contact-free payment for local shops, SMEs, microenterprises, and night market vendors.
- Offsite working/Work from Home: Epidemic prevention plans with cybersecurity at the core were offered for enterprises with needs of offsite working; broadband Internet environment of "triple networks" with fixed line, mobile network, and Wi-Fi services.
- Prepaid cards were provided to the Ministry of Education for the disadvantaged students in the rural areas.



4. Discounts for telecom service fees: The telecom rates of the businesses and schools impacted by the epidemic were lowered moderately to reduce the burdens thereto, while Prepaid SIM Cards were provided to especially economically-disadvantaged students, free of charge.

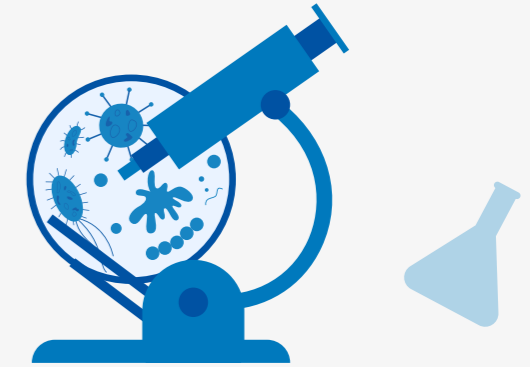
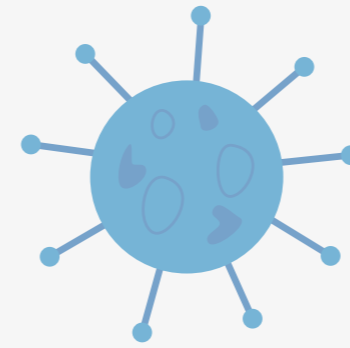


5. ICT epidemic prevention (SMS Real Name Registration System): The SMS Real Name Registration System was established for the MOHW to significantly reduce difficulties in the outbreak investigation. (completed phased tasks and exited in April)



6. Support to Taiwan CDC Toll-free Hotline 1922: The total number of Taiwan CDC toll-free hotline 1922 is up to 7.53 million in 2022 with an average answer rate of 68.3%.(Excluding the April-May period, when the Central Epidemic Command Center launched the Self-Reporting systems for confirmed cases, a large number of people came in to inquire about the resettlement of confirmed cases, with an average response rate of 85%.)

- 352,432 calls to the NIA's Foreigners In Taiwan Hotline with an average answer rate of 79.06%.
- 22,311 calls to the customer service hotline of the SMS Real Name Registration System with an average answer rate of 90.36%. (exited since 4/28)



Chunghwa Telecom Digital Empowerment Helps Carbon Reduction in Taiwan

The disasters arising from climate change due to global warming are issues the modern society has to face. The overarching goal of the Paris Agreement in 2015 is to hold the increase in the global average temperature to well below 2°C and pursue efforts to limit the temperature increase to 1.5°C above pre-industrial levels by the end of this century. To attain this goal, in line with the Science Based Targets initiative (SBTi), companies ought to account for all Scope (1 to 3) of "greenhouse gas emissions" and set the short-term reduction target by 2030, aiming for achieving net-zero emissions by 2050. According to the research by Morgan Stanley Capital International (MSCI), the information technology sector accounted for up to 88% of the average Scope 3 emissions (upstream and downstream sources), of which "Purchased Goods and Services" accounted for 52%. How to reduce carbon emissions from the supply chain has become a challenging topic for companies to achieve the goal of Net Zero.

With the applications of digital empowerment composed of 5G, AI, big data, cloud computing, sensors, and high-speed chips, Chunghwa Telecom optimizes energy use efficiency, reduces carbon emissions in various industries, and achieves the objective of "more online and less on-road." Analyzed and verified via the model of Industry, Science and Technology International Strategy

Center, Industrial Technology Research Institute (ITRI), the services provided by Chunghwa Telecom per 1 kilowatt-hour (kWh) of electricity reduce 5.64 kWh of electricity for the industries in Taiwan.

The telecom industry of highly digitalized countries¹ have brought forth digitally empowered carbon reduction benefits of 729.5 million metric tons of CO₂e. The digitally empowered carbon reduction benefits in Taiwan were 29.5 million metric tons of CO₂e. Based on the market share of Chunghwa Telecom, it helped Taiwan reduce carbon by 12.36 million metric tons of CO₂e in 2021, which is equivalent to the carbon emissions of Taipei City for a whole year reduced².

1. 14 countries, including the United States, Hong Kong, Sweden, Denmark, Singapore, Switzerland, the Netherlands, Taiwan, Norway, the United Arab Emirates, Finland, South Korea, Canada, and the United Kingdom.
2. The GHG emissions of Taipei City were 11.14 million metric tons of CO₂e in 2021.

