

# 6 | Social



## Social Group

### RESPONSIBILITY

There are two Social Care Groups, S1 and S2, at Chunghwa Telecom:

**S1:** This group is focused on employees and tasked with creating a workplace environment that embraces diversity, equity, and inclusion (DEI).

**S2:** This group utilizes technology to develop an ecosystem for digital empowerment. It is charged with minimizing the digital divide and creating digital opportunities to realize digital equality.

### STRATEGY

**S1:**

- Build a safe and comfortable work environment, provide an all-encompassing system of benefits, improve employees' quality of life
- Promote corporate volunteer activities, practice care for society and the environment, and fulfill CHT's corporate social responsibility
- Adhere to the principle of fairness, strive to eliminate differential treatment, and safeguard employees' rights and well-being
- Provide six approaches to talent development, including embedding values and fostering talent in ESG/sustainability, to facilitate employees' professional development
- Bolster employee competitiveness, sponsor innovation competitions, stimulate creativity, and promote corporate sustainability

**S2:**

- Use innovative technologies to implement digital transformation and promote social prosperity
- Work with Chunghwa Telecom Foundation, business partners, and NGOs to increase the digital literacy of different ethnic groups and people living in remote areas to improve their quality of life and employability
- Commit to helping SMEs become empowered to develop new business models, thereby realizing the company's vision of being a "Leader of Smart Living" and "Promoter of a Digital Economy"

The SDGs CHT contributes to in this chapter



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## Key Social Performance Data

### Women Balance Power Program

- Over **800** employees participated in activities promoting a balance between work, family, and self-care.
- Approximately **3,000** people engaged in the "Yes, I Do" gender equality event, held both online and offline.
- Our female-friendly measures received a satisfaction score of **81** points.

### Health Care for Female Employees

- All **16** of our breastfeeding rooms were certified as **excellent** by the local government (with a 100% award rate).
- Breast cancer screening subsidies were provided to **1,220** female employees, and pelvic ultrasound examination subsidies to **3,402**.
- We organized gynecologic cancer screenings, providing pap smears to **1,064** people and mammograms to **509**.
- **95%** of our female employees attended health lectures tailored for them.

### Telecommunication Services and Anti-Fraud Promotion Measures

- We received **274,810** calls and referred **6,156** fraud cases to authorities.
- We assisted the Criminal Investigation Bureau and National Police Agency in disconnecting **300** phone numbers, preventing **3,428** scams.

### Campus Recruitment

- We hosted on-campus events to boost brand awareness and attract **top student** talent.
- We provided **extensive information** about our corporate culture, salaries, benefits, and career development opportunities.
- We participated in **11** recruitment events at **7** universities, resulting in **4,449** student resumes uploaded into our talent pool system.

### Industry-Academia Collaboration for Talent Recruitment

- Collaborating with **13** Taiwanese universities, we integrated industry experience with education to attract top talent through lectures and internships.
- Our CHT Campus day at a leading university attracted **755** students.

### Support for Cultural Development

We invested over NT\$**60** million in the creative and cultural industry in 2023.

### Environmental Action

- Our 5G drone cleared **1,136.8** kg of trash from a fishing port.
- Corporate volunteers removed **123.5** kg of waste during beach/mountain cleanups.

### Digital Empowerment for Disadvantaged Groups

Our 5I-SDGs initiative will reach **13,000** beneficiaries by **2023**.

### Digital Empowerment for SMEs

- We offered an all-inclusive Intranet setup service, benefiting over **42,500** SMEs in 2023.
- By studying the digital needs of SMEs through on-site inspections, we provided tailored solutions and digital tools to **360** SMEs in 2023.
- We forged strong ties with industry associations and assisted **396** SMEs in acquiring subsidies for digital transformation through TCloud Marketplace.

### Corporate Volunteers

We recruited over **1,500** volunteers, benefitting more than **1.04** million people.

### Building a Safe and Clean Work Environment

We reduced occupational injuries by **76.45%** (per 1,000 workers) in 2023, **exceeding** our target by 32%.



## Digital Empowerment

### Strategy and Implication

Four of Chunghwa Telecom's assets—our core competencies in ICT, talent pool, network infrastructure, technology platforms and partners—are the main components of our technological strength that we utilize to build a digital ecosystem that ensures digital equality for everyone in the community, including vulnerable groups and differing ethnic groups. CHT is also committed to empowering SMEs by providing them with the best digital solutions and technical consulting services, and helping them adopt new technologies to strengthen their digital capabilities, promote placemaking, and create job opportunities.

### Digital Empowerment Action

#### 5I SDGs Initiatives

In the first initiative in Taiwan to specifically link the UN SDGs and the Executive Yuan's DIGI+ goals, the 5I SDGs Initiative utilizes ICT technology in 5 areas—I-Technology, I-Helping, I-Protecting, I-Learning, and I-sharing—to achieve social inclusion for both disadvantaged groups and differing ethnic groups.

#### 360-Degree Digital Inclusion Initiative

Chunghwa Telecom focuses in minimizing the digital divide and the creation of digital opportunities, and we also spare no effort in the advocacy of corporate volunteers to participate in local community services and proactively assist the communities in creating digital technologies to create more opportunities.



Initiative Action	Short-term Target	Mid-term Target	Long-term Target	Status
Increasing the percentage of female top managers	16%	18%	20%	On schedule
Increase the proportion of emerging science and technology talents	34%	42%	50%	On schedule
Building a quality and safe healthy work environment	Disaster mitigation rate of 32%	Disaster mitigation rate of 35%	Disaster mitigation rate of 40%	On schedule
Promote corporate volunteer	Cumulative number of beneficiaries: 0.9 million	Cumulative number of beneficiaries: 1.8 million	Cumulative number of beneficiaries: 3 million	On schedule
Digital empowerment for disadvantaged groups	Cumulative number of beneficiaries: 13,000	Cumulative number of beneficiaries: 30,000	Cumulative number of beneficiaries: 46,000	Ahead of schedule
Digital empowerment for small and medium enterprises	Add 15,000 new small and medium enterprises	Add 16,000 new small and medium enterprises	Accumulate 135,000 small and medium enterprises	Ahead of schedule



## CHT's 5I SDGs Initiative

Based on a comprehensive digital inclusion strategy and our extensive experience in social inclusion, we promoted the 5I SDGs initiative. The "5I" not only sounds like "I Love" in Chinese but also represents "achieving the SDGs via ICT," effectively aligning the SDGs with the objectives of the DIGI+ locally. By expanding partnerships with NPOs/NGOs, supporting the sharing of knowledge and technology resources, and connecting underprivileged groups with diverse communities in the digital era, we aim to achieve a win-win situation for digital human rights and an innovative economy. Technology enables us to foster a positive cycle of growth.



### I Technology



**Corporate Volunteer**  
Technology Education Team

**Core Competence**  
Utilize digital technology to promote digital equality

**Action Plan**

- Smart Academy
- GDN Little Directors

#### 2023 Achievements

- 1 Smart Academy held 80 sessions, serving over **3,000** people
- 2 GDN Little Directors was organized in collaboration with 11 communities, engendering **119** little directors.

#### 2030 Goals

- Cultivate 2,000 technology education volunteers
- Technology education services for over **5** million



### I Protecting



**Corporate Volunteer**  
Green Service Team

**Core Competence**  
Save energy and reduce carbon emission to treasure Earth with green actions

**Action Plan**

- 1 Marine debris cleanups
- 2 A Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions
- 3 Field trip to the National Museum of Marine Science and Technology Circular economy workshop
- 5 Taking 5G Plastic-Free Corporate Volunteer Sustainability Actions

#### 2023 Achievements

- 1 5G drone removed **1,137** kg of waste in a fishing port.
- 2 Corporate volunteers cleared **123.5** kg of waste during beach/mountain cleanup activities.
- 3 A Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions
- 4 Bag it On: **10,008** discarded cellphone cases were collected and remanufactured into **355** kg of fuel rods.
- 5 5G Plastic Free Festival: Over **2,500** people and **45** corporate volunteers participated.
- 6 PET Bottle Recycled Charity Umbrellas: Chunghwa Telecom provides **5,000** charity umbrellas at **445** customer service centers nationwide for a borrow-and-return service, engaging customers and employees in green initiatives.

#### 2030 Goals

- Remove marine debris for over **100** tonne
- Promote plastic free environmental education



### I Helping



**Corporate Volunteer**  
Visually-impaired Service Team

**Core Competence**  
Assist the visually-impaired in bridging to digital technology and services

#### Action Plan

- 1 Assisting people with visual impairments to enjoy performances at the National Theater and Concert Hall
- 2 CHT Lights Up Hope program for people with visual impairments, an iPhone donation program and iPhone crash course for the visually impaired.

#### 2023 Achievements

- 1 **10** visually impaired individuals enjoyed performances at the concert hall.
- 2 iPhone donation program and iPhone crash course were held in **five** course sessions, benefitting hundreds of visually impaired individuals.

#### 2030 Goals

- Provide support to over **60,000** people with visually impaired.
- Improve the lives of and provide entertainment for over **200,000** people with visual impairments.



### I Learning



**Corporate Volunteer**  
Love in Learning Team

**Core Competence**  
Bridging the rural-urban gap and flip education in rural areas

#### Action Plan

- 1 Read with You
- 2 Digital Empowerment Incubation Program for the Children and Adolescent Care in Lanyu
- 3 CoLab Project

#### 2023 Achievements

- Little Learning Buddies: **364** people
- Big Learning Buddies: **227** people
- Tutor hours: over **5,409** hours

#### 2030 Goals

- Read with You:
- Cultivate Big Learning Buddies: **5,974** people
  - Benefited Little Learning Buddies: **3,848** people
  - Internet learning hours: **112,875** hours



### I Sharing



**Corporate Volunteer**  
Community Service Team

**Core Competence**  
Promote local services as a friendly significant neighbor

#### Action Plan

- 1 Volunteer training courses
- 2 Recruiting volunteers to give digital telecom tours
- 3 Recruiting volunteers to assist with Taipei Marathon
- 4 Taitung Plastic Free Festival organizer
- 5 Host a Family Day for Hualien Sustainability

#### 2023 Achievements

- 1 **157** people attended the basic course.
- 2 **1,273** people volunteered to give digital telecom tours.
- 3 **70** volunteers helped at the Taipei Marathon refreshment station (cumulative total of **700** volunteers over the years).
- 4 **45** volunteers helped during the Plastic Free Festival.
- 5 **70** volunteers assisted on Family Day for Hualien Sustainability.

#### 2030 Goals

- Over **50,000** Corporate Volunteer Services
- Over **3** million stakeholders being helped





## I Technology

### Smart Academy

- 1 We launched the Smart Community Program, encouraging elderly and residents to engage in social activities. Over **80** course sessions were held across Taiwan, benefiting more than **3,000** people.
- 2 Corporate volunteers from Chunghwa Telecom provided professional guidance to support digital learning and promote community development.



## I Protecting

### 1 Tetralogy of 5G Plastic-Free Corporate Volunteer Sustainability Actions

- Realizing the concept of a "circular economy and sharing economy," we have repurposed plastic PET bottles to produce **5,000** practical "PET Bottle Recycling Love Umbrellas."

### 2 Bag it On

- We supported Bag it On's initiative, collecting **8** million discarded cellphone cases within a year. With assistance from **35** CHT units, **10,008** cases were recycled for reuse.
- The recycled cases were remanufactured into **355** kg of fuel rods, reducing dioxin and carbon dioxide emissions, and decreasing the carbon footprint.



## I Helping

- 1 With the assistance of Tamkang University's Office of Disability Services and the National Theater and Concert Hall, CHT and its Foundation arranged for **10** visually impaired individuals to explore the Concert Hall, accompanied by CHT volunteers.
- 2 Over **100** visually impaired individuals attended our iPhone crash course, where they learned to use iPhones and apps, enhancing their digital literacy and bridging the digital divide.



## I Learning

### 1 Read with You, a Network Tutoring Program by FJU

- Expanded to 11 additional locations, the program provides **1.5** hours of weekly reading services to disadvantaged individuals.
- Outcome: Connected **227** "small learning buddies" with **364** "big learning buddies," completing **5,409** hours of online learning.

### 2 Digital Empowerment Incubation Program for Childhood and Adolescent Care in Lanyu (Orchid Island): Established two learning centers in Lanyu, benefiting nearly **1,000** people.

### 3 Colab Project: Provided network to **1,200** students and teachers from 11 schools, facilitating the integration of educational resources across schools.

## I Sharing

### 1 Corporate Volunteer Training Courses: **157** individuals completed **6** hours of basic training, promoting the spirit of volunteerism and incorporating ESG elements into daily activities.

### 2 Digital Telecom Guided Tours: **1,273** volunteers conducted tours, helping citizens understand the evolution of telecommunication services and technologies.

### 3 Taipei Marathon: Annually, we recruit **70** corporate volunteers for this event. This year, our volunteers distributed drinks and food to **28,000** runners at the refreshment station.

### 4 Taitung Plastic-Free Festival: **45** corporate volunteers supported the festival, helping **2,500** participants work towards a plastic-free life.

### 5 Family Day for Hualien Sustainability: **70** corporate volunteers and over 10 staff members collaborated with partnering vendors to promote digital empowerment and digital equality.

## Corporate Volunteering Hours in 2023

Action	Hours
National Science and Technology Museum - volunteers	1,371
Smart Academy	158
Taipei Marathon	280
5G Plastic-Free Corporate Volunteer Sustainability Actions	488
I Protecting	1,308
Taitung Plastic Free Festival	270
Family Day for Hualien Sustainability	350
Field Trip to the National Museum of Marine Science and Technology	200
Circular Economy Workshop	92
<b>Total Volunteer Hours by Corporate Volunteers</b>	<b>4,439</b>



# SUSTAINABLE DEVELOPMENT GOALS

## No Poverty



- To enhance communication and information quality between rural and urban areas, we build 4G cell sites in mountainous and offshore regions.
- Aligned with the Digital Nation & Innovative Economic Development Program and Forward-looking Infrastructure Development Program, our actions showcase CHT's commitment to social inclusiveness.
- In 2023, over NT\$590 million is dedicated to constructing and maintaining universal telecommunication services, ensuring 4G coverage in every town and village.
- We take actions to guarantee that all individuals, including the poor and vulnerable, have equal access to economic resources and basic services.

## Zero Hunger



- CHT develops an AI agricultural analysis model, uploading data to a smart agriculture cloud platform via IoT technology, enabling farmers to optimize their schedules.
- Utilizing IoT technology, we introduce advanced methods to agriculture, reducing disaster risks through data trend forecasts, thereby improving yield and quality to achieve smart, high-quality agriculture.

## Good Health and Well-Being



- The first telecom provider to implement OHSAS 18001 and TOSHMS, achieving ISO 45001 certification for occupational health and safety management systems.
- Conducts annual health checkups, employs professional doctors and health managers for health advice, and implements comprehensive employee care measures.
- The eSafe Wizard app for occupational safety and health integrates cloud technology, paperless processes, and effectiveness into safety management.

## Quality Education



- "Read with You Network tutoring program" has been promoted by joint forces with Fu Jen Catholic University since 2009, assisting disadvantaged students in primary and middle school students in rural areas in their schoolwork, which facilitates school children in rural areas in overcoming rural-urban gap and flipping their lives.
- CHT Digital Good Neighbor program sets up digital service centers in 89 towns and villages across the country to promote digital applications.
- Establish a stable network environment and ensure the rights to digital technology in the local community.

## Gender Equality



- We formulated CHT's Directives for Sexual Harassment Prevention and Grievance Management to ensure compliance with the Act of Gender Equality in Employment.
- The Appeal Review Committee, with over half its members being women, was established to address employee discrimination and other inappropriate conduct.
- We launched the "Gender Equality. Yes, I Do" program to create a gender-friendly workplace.

## Clean Water and Sanitation



- The water resource management nationwide is included in the EARTH system of CHT's own device to analyze and control the consumption of water resources via big data.

## Affordable and Clean Energy



- Actively developing renewable energy, we have accumulated a total solar PV installation capacity of 5,557 kWp.
- Entering the green energy sector, we have been commissioned to build the largest private-sector solar power plant.

## Decent Work and Economic Growth



- The only telecom company with an established labor union and a collective bargaining agreement. A labor director is appointed to the Board of Directors to represent employee interests at the highest level.
- Comprehensive education, fair remuneration, and a respectful work environment enable our employees to fully commit to their roles, reducing turnover rates.
- The EYE Social Innovative Call Center trains visually impaired individuals, providing them with meaningful employment opportunities.

## Industry, Innovation and Infrastructure



- We continue expanding fiber-to-the-home (FTTH) networks, achieving 94% coverage in 2023.
- Achieved 67% coverage for the 2Gbps ultra-fast broadband network, aligning with policy goals.
- Committed to digital equality, we are actively deploying mobile networks and enhancing infrastructure in rural areas, achieving over 99.95% communication coverage.

### Reduced Inequalities



- We proactively safeguard human rights by establishing a Human Rights Policy that extends across the value chain, explicitly prohibiting all forms of discrimination.
- We ensure transparency in global roaming charges and competition, support telecom development in emerging markets, provide services for persons with disabilities, and uphold freedom of speech over telecom networks.

### Sustainable City and Communities



- We assist Taiwan in constructing smart sustainable cities through a variety of smart solutions.
- We built the Intelligent Operations Center (IOC) to integrate IoT and other technologies.
- The IOC platform enables local governments to integrate the individual systems of different departments and build sustainable, safe, healthy cities.

### Responsible Consumption and Production



- We have released our ESG report for 17 consecutive years, consistently disclosing the corporation's non-financial information.
- Our green procurement strategy, fully implemented in 2023, achieved over NT\$18,238 million in green procurement, accounting for 29.39% of total procurement.
- In 2008, we pioneered supplier CSR management, becoming the first telecom company in Taiwan to promote ESG management across the supply chain.
- Through principles, assessments, surveys, annual ESG Supplier Conferences, sustainability education, and on-site audits in cooperation with SGS, we continuously enhance our suppliers' sustainability capacity.
- By introducing "ISO 20400 Sustainable Procurement Guidance" and implementing a sustainable rating label, we maximize procurement influence to create new green business opportunities.

### Climate Action



- The Environmental Sustainability Task Force has been established to set sustainable development goals and integrate carbon management into operational plans.
- Each year, we lead about 50 supplier partners to environmental education venues.
- In 2008, we introduced the ISO 14064-1 greenhouse gas management system to inventory carbon emissions, with 100% of sites obtaining SGS certification annually.
- We actively promote sustainable, low-carbon supply chain practices and develop green products and services.
- We joined CDP supply chain program in 2018, becoming the first telecom company in Taiwan to sign and respond to the Task Force on Climate-Related Financial Disclosures (TCFD) initiative.
- Since 2020, CHT has been the first telecom carrier certified at the highest grade of TCFD Conformity Check for four consecutive years.

### Life below Water



- We utilized emerging 5G technology in collaboration with Azure Alliance's Marine Vacuum Cleaner, an unmanned vessel, to clean plastic debris from the ocean.

### Life on Land



- In 2006, we partnered with Dr. Jane Goodall to form an alliance dedicated to environmental education and conservation. We sponsored the Jane Goodall Institute in planning, producing, and publishing the "Roots & Shoots Environmental Education Newsletter for Children."
- Launched in 2016, the "Sustainable Environmental Education" initiative took 45 corporations and 70 supplier partners to environmental education venues in 2023.

### Peace, Justice and Strong Institutions



- We established the Ethical Corporate Management Best Practice Principles to define business ethics requirements and ensure adherence to ethical management.
- CHT employs strict performance standards and robust reward/punishment mechanisms to align employee conduct with company values and policies.
- The company has a secure and rigorous whistleblowing mechanism detailed in the Employee Section on the EIP and a grievance hotline to protect the rights and interests of both the company and employees.
- Since 2020, CHT has annually obtained a Certificate of Conformity to the Code of Conduct from an external third party, demonstrating our commitment to business ethics and regulatory compliance.

### Partnership for the Goals

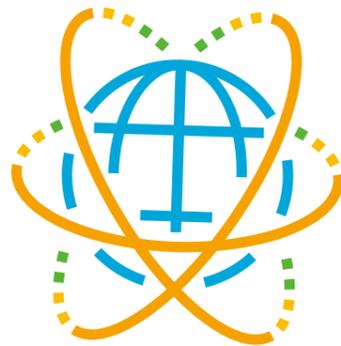


- In 1988, we collaborated with Tamkang University Office of Disability Services to develop telecom technology for individuals with visual impairments. Since then, we have been dedicated to creating a voice-based assistance app to enhance their daily lives.
- In 2009, we partnered with Fu Jen Catholic University to launch "Read with You," a network tutoring program providing online learning resources for rural schoolchildren. Over 15 years, we have supported over 10,000 rural students.
- Since 2015, we have collaborated with NTU Hackathon organizers to create a communication environment that facilitates data retrieval and innovative solution development for participants.
- To foster a community-based economy, the CHT Foundation launched Good Neighbors, a digital platform promoting local products and gift boxes, supporting community-based industrial development.

## 360-Degree Digital Inclusion Initiative

CHT promotes digital inclusion through a comprehensive 360-degree vision. Chunghwa Telecom is committed to providing accessible telecom services and supporting government initiatives to protect fundamental communication rights.

Focusing on social investment, Chunghwa Telecom aims to minimize the digital divide and create digital opportunities, leveraging its core competencies in the ICT industry. We also actively advocate for corporate volunteerism, encouraging employees to participate in local community services and assist in fostering digital opportunities.



## Chunghwa Telecom Digital Inclusion Strategy and Achievements

### Minimize the Digital Divide

Item	Annual Achievements
 <b>Chunghwa Telecom Foundation Digital Good Neighbors</b>	Multiple projects involving digital empowerment, youth empowerment, and local empowerment were launched on the Good Neighbors digital platform in 89 areas across Taiwan. For example, GDN Little Directors and Read with You are both projects aimed at achieving local sustainability, embedding ESG elements within communities, and creating a sustainability model that fosters harmony and prosperity in communities.
 <b>The annual investment of Telecom universal service is approximately 5.9 hundred million</b>	<ul style="list-style-type: none"> <li>Telephone services for more than 250,000 households in 87 "remote areas" and 8 "areas considered as remote areas"</li> <li>Data communication service for more than 130,000 households</li> <li>Data connection service for more than 600 high schools, primary schools, and public libraries</li> <li>Approximately 20,000 public telephones installed across 22 counties/cities</li> </ul>
 <b>Diverse groups service 去</b>	Our preferential programs cover individuals with disabilities, low-income households, and senior citizens.
 <b>Preferential subsidies Equipment supports for major events</b>	Broadband circuit, MOD platform promotion, mobile base station vehicles, SMS, Wi-Fi AP, temporary data circuit

### Create Digital Opportunities

Item	Annual Achievements
 <b>Chunghwa Telecom Foundation Click Taiwan</b>	<ul style="list-style-type: none"> <li>The 14th Click Taiwan Program in 2023 involved students from 28 departments across 17 universities, serving 22 communities in Taiwan. Through this program, 44 university students utilized their professional skills to document the diversity of these communities and their residents.</li> <li>To break cultural barriers, we hosted online lectures for second-generation immigrants from New Southbound countries (Southeast Asian, Indian, and Pacific Islander). These lectures facilitated engagement with new leaders, helping locals understand Taiwan's newest wave of immigrants and promoting community integration.</li> </ul>
 <b>The CHT Digital Innovative Application Series</b>	The CHT Digital Innovative Application Series has been running for 21 years to promote digital development in Taiwan.
 <b>PC education Network tutoring</b>	iPhone usage training courses for the visually impaired were regularly held in support of the visually impaired assistance plan.
 <b>Assistance application development / Employment</b>	<ul style="list-style-type: none"> <li>The App for the Visually Impaired has been viewed over 3.68 million times since 2013.</li> <li>We established the EYE Social Innovative Call Center where the visually impaired can become paid service personnel and earn their living.</li> </ul>



## Preferential Subsidies for the Disadvantaged Groups

Chunghwa Telecom has long been subsidizing telecom services for the socially disadvantaged, and assuring their access to basic communications. The following are the main preferential plan in 2023.

Item	Preferential Content
<b>Caring Series Rate Plan (Mobile)</b>	<ul style="list-style-type: none"> <li>Double communication hours from the original rate plan for the visually impaired, hearing impaired, and speech impaired.</li> <li>300 free SMS intra-network and 100 free SMS extra-network for the hearing and speech impaired. The intra-network image telephone rate is the same for 3G customers.</li> </ul>
<b>4G Mobile Data Plan for the Disabled</b>	Disabled persons are entitled to a NT\$100 discount for a limited 399/436/499 plan, NT\$200 discounts on monthly subscriptions when subscribing to the 4G 599 plan and above plus Wi-Fi hotspots for free during the term of the contract.
<b>Heartwarming Plan</b>	We offer exclusive discounts for cellphone purchases and SIM-only plans. Besides the cellphone purchase discount, there are NT\$100-200 discounts for the monthly subscription, free CHT Wi-Fi service, free extra data or unlimited data, add-ons, extra talk time, and more.
<b>Broadband Heartwarming Plan</b>	<ol style="list-style-type: none"> <li>Applicable Speeds: ADSL 2M/64K, Optical Generation 16M/3M, 35M/6M, 60M/20M, 100M/40M, 300M/300M, 500M/500M</li> <li>Eligible Groups:                             <ul style="list-style-type: none"> <li>Low-income households: 50% off circuit rental and HiNet internet fees, valid for 2 years.</li> <li>Middle and low-income households: 30% off circuit rental and HiNet internet fees, valid for 2 years.</li> <li>Persons with disabilities: 20% off circuit rental and HiNet internet fees, valid for 5 years.</li> </ul> </li> <li>Additional Benefits:                             <ul style="list-style-type: none"> <li>For HiNet Optical Generation non-fixed rate customers with speeds up to 35M, enjoy free Wi-Fi Whole House (Wi-Fi 5_2T2R) rental during the rental period.</li> <li>For HiNet Optical Generation non-fixed rate customers with speeds above 100M, enjoy free Wi-Fi Whole House (Wi-Fi 6_4T4R) rental during the rental period.</li> </ul> </li> </ol>
<b>MOD Caring Plan and Project for the Socially Unfortunate</b>	<ul style="list-style-type: none"> <li>Platform charges: A 50% discount (NT\$45/month) from the work completion date.</li> <li>Subscribers to the plans are entitled to a 30% discount with a return to the normal rate after the discount period expires.</li> </ul> <p>Note: The above plans all apply to low-income households; the caring plan has no time limit, while the project for those with physical or mental disabilities provides discounts for the first 24 months after the work completion date.</p>
<b>Healthy Net Plan</b>	Healthy Net Plan HiNet Adult Content The service protects children from harmful websites such as pornography, violence, suicide, weapons, gambling, and drugs and is rendered to low-income households for free in the first 2 years.



## Carefully Thought-out Services for All

CHT is thoughtful and considerate of the services we provide. We promote the construction of network infrastructure in remote areas and strive to bridge the digital divide between urban and rural areas by connecting even the most remote areas to one of our nearly 700 service outlets in Taiwan, including regular and franchise stores. Our ultimate objective is to foster local digital learning, provide thoughtful/age-friendly solutions, and equip everyone with the necessary digital skills.

Our actions and efforts are aligned with Executive Yuan's Digital Nation and Innovative Economic Development Program ("DIGI+") and the U.N. SDGs, and serve to encourage the sharing of digital intelligence and promote digital equality.

Item	Annual Achievements
<b>Local digital empowerment activities</b>	All of our service outlets in Taiwan are members of the Good Neighbors platform. We arrange lessons for elderly adults and children to help them learn digital skills and enjoy digital life.
<b>Thoughtful services in physical stores</b>	We attach great importance to the digital rights of disadvantaged individuals. All of CHT's physical stores are equipped with accessible facilities, call bells, electronic signage and monitors, and accessible communication services (e.g., pen and paper) for customers with speech or language disabilities so that they can inquire and learn about what services we offer.
<b>Online service</b>	Our online store has been certified by the Ministry of Digital Affairs, Executive Yuan as meeting the Web Content Accessibility Guidelines (WCAG) 2.0 Level A requirements. Specifically, the web page dedicated to serving disadvantaged individuals offers a wide range of carefully thought-out accessible services, including friendly customer services (via video conferencing) for customers with mobility issues, a text-to-speech reader for people with visual impairments, and a sign language video conferencing service to create an inclusive online experience for customers with visual/hearing/speech impairments or mobility issues.
<b>Thoughtful/age-friendly solutions</b>	CHT has launched age-friendly service plans to help everyone stay connected in this digital age. By designing thoughtful services for disadvantaged individuals and elderly people, we hope to alleviate their financial burden so that they experience no barriers to becoming digitally empowered and achieving digital equality.

\* [CHT's web page dedicated to serving disadvantaged individuals](#)

\* [Sign language service via video conferencing](#)

## Social Investment Management

Chunghwa Telecom utilizes the community investment evaluation mechanism of the LBG (London Benchmark Group) to assess potential community and business benefits before making investments. By quantifying the contributions of social investments, we ensure reasonable resource allocation and avoid redundancy. This approach aids in decision-making and promoting charitable initiatives and future sponsorships.



## Social Investment Statistics for 2023

Category	2023
<b>Cash Donations</b>	268,827 NT\$ thousand
<b>Product or Service Donations</b>	817,403 NT\$ thousand
<b>Universal Telecom Services</b>	595,968 NT\$ thousand
<b>Management Expenditures</b>	215,042 NT\$ thousand
<b>Corporate Volunteer Services</b>	140,620 NT\$ thousand
<b>Total</b>	2,037,860 NT\$ thousand
<b>Hours of Corporate Volunteer Services</b>	5,565 hours
<b>Percentage of Revenue</b>	3.91 %

## Minimizing the Digital Divide

Founded in 2006, the Chunghwa Telecom Foundation leverages ESG principles and our core competencies to support communities, tribes, urban fringes, and resource-limited areas. As a resource platform, the Foundation connects and distributes essential materials to where they are needed most, becoming a vital force in supporting and advancing these local areas.



### Local Development and Sustainability Initiative



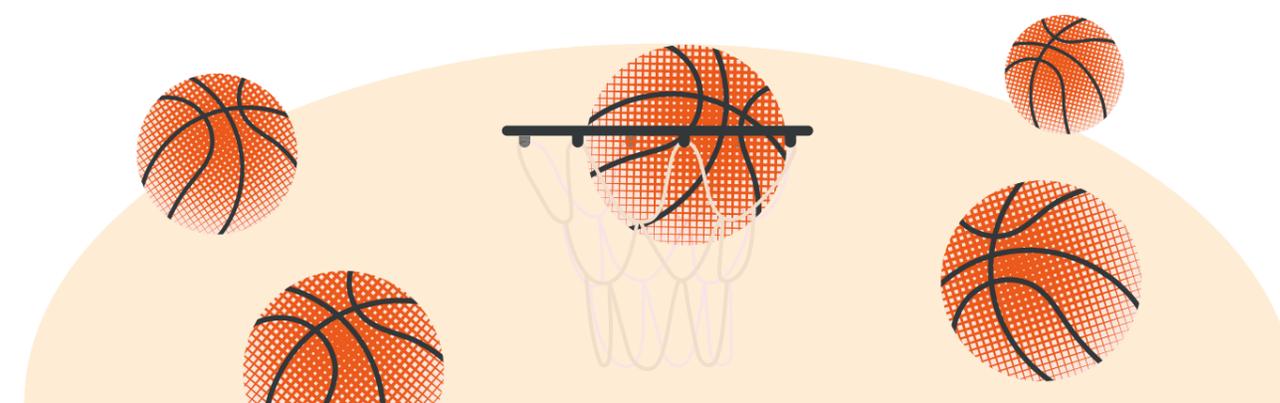
- Chunghwa Telecom and Chunghwa Telecom Foundation have joined hands cultivating communities for 17 years, establishing digital good neighbors across Taiwan to bridge the rural-urban gaps in resources, serve as the platform to connect resources, offer resources such as community digital learning, youth volunteering, sports/ cultural/art activities, and local industries promotion, as well as discover moving stories and local industries unique to local communities.
- Today, the partnering bases have been set up across all corners of Taiwan Island and offshore islands, covering ethnic groups of Minnan, Hakka, indigenous peoples, and the new immigrants. With the unity and connection of good neighbors, we expect a variety of residents different in ethnicity and ages can all gain opportunities and energy from them while bridging the gap between cities and towns/villages in resources.



### Transformation of Placemaking and Community Industries | 2023 Click Taiwan Innovation Design Action



- Addressing issues identified by the CHT Foundation, such as labor shortages, resource scarcity, and limited industrial development, we launched the Click Taiwan Innovative Design Action in 2020. This project-built support networks, connected design students, teachers, and industry experts, and optimized local industries through co-creation. The foundation also provided funds and resources for industrial development.
- In 2023, design teams from Lunghwa University (Cultural Creativity and Digital Media Design), Tungnan University (Creative Product Design), and Jinwen University of Science and Technology (Visual Communication Design) worked on a six-month project with the Kanner Village Café, Taiwan Indigenous Huilan Association, and Pingtung Manzhou Port Community Development Association. They developed cultural and creative solutions, including spatial optimization, brand identity design, CIS, signature souvenirs, indigenous culture promotion, process optimization, and auxiliary design, with financial support from the foundation.
- Over the past four years, design projects such as New Year gifts, local travel guides, logo and IP designs, marine debris recycling, and spatial renovation have been co-created for 12 communities in Taitung, Pingtung, Hualien, Taoyuan, and Keelung. These efforts provided self-improvement opportunities for local industry workers and facilitated local talent development.



### Promotion of Basketball Sport and Sportsmanship | Chunghwa Telecom Women's Basketball Team Gives Back to Communities



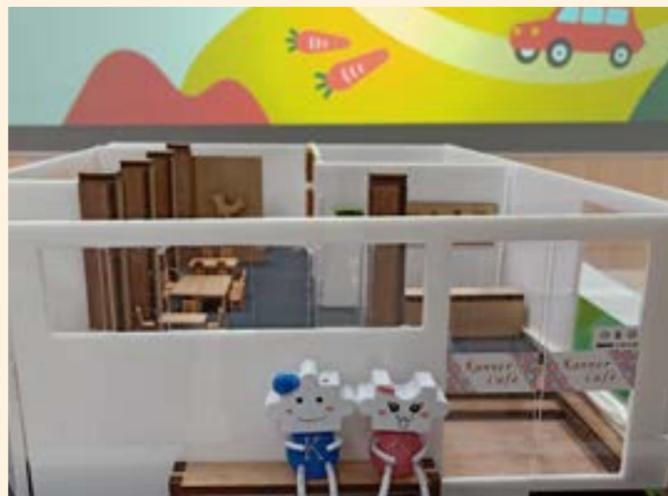
- Established in 1974, the Chunghwa Telecom Women's Basketball Team (CHT WBT) has participated in the Love & Care Charity Tournament Series for 12 consecutive years, promoting ESG values. This commitment enhances sports culture sustainability, fosters community well-being, and enables children to enjoy basketball.
- The CHT WBT Foundation organizes summer camps for young basketball players, offering basketball lessons and related courses. The program also includes activities by the Telecommunication Training Institute, such as the 5G Vertical Applications Demonstration Program, and media literacy camps like the Little Anchor Camp.
- Celebrating the 50th anniversary of CHT WBT, we launched a nationwide tour to promote basketball and community care. During the tour, we donated basketball t-shirts, shoes, and balls to schools and communities in rural areas, and provided additional benefits such as free Hami Video subscriptions and complimentary stays at CHT-owned hotels.



ESG Highlights

Kanner Village Cafe & Department of Cultural Creativity and Digital Media Design, Lunghwa University

- To attract visitors to Kanner Village Café, its brand image was redesigned by integrating the characters "Kan" and "Ner" into a vibrant color scheme. The purpose of each space is communicated through logos, signs, floor stickers, and prominent entrance signs, making the café stand out. The interior layout was restructured to distinguish functional areas and improve traffic flow, ensuring easier movement.
- A special area with a pinball machine and message board was designed for guest interaction. This space allows visitors to learn about Kanner Village's history while engaging in games, fostering a personal connection to the café.



ESG Highlights

Taiwan Indigenous Huilan Association & Department of Creative Product Design, Tungnan University

- The design team identified community needs and developed a solution to sustain the local Amis culture and promote industrial prosperity. Embracing the sun, a powerful symbol for the Amis tribe, they created a new brand character named Yang (Sun) Wawa. An idle space was transformed into a cultural classroom, serving both as a reception room and a learning center for Indigenous children to explore their heritage.
- To boost local prosperity, a gift bag was designed for Yuli township souvenirs in Hualien. Local farmers were invited to promote their products, enhancing local industry development. A portion of the revenue from these souvenirs was donated to Yuli Book House, with the remainder used to purchase educational resources for indigenous children.



ESG Highlights

Pingtung Manzhou Port Community Development Association & Department of Visual Communication Design, Jinwen University of Science and Technology

- To create opportunities for local youth, the Pingtung Manzhou Port Community Development Association focuses on developing engaging travel itineraries and featured products. Known for its "port tea" and land crabs, Manzhou Port inspired the design team to create a character based on these specialties. They also designed new packaging for port tea and black bean tea, incorporating elements that highlight Manzhou Township and appeal to young customers.
- Travel experiences were enhanced by creating assistive device signboards and training older adults as knowledgeable tour guides, ensuring smoother and more interactive tours. Recognizing that customers often visit the gift shop after tours, the gift shop was redesigned to feature a series of products, creating a more appealing retail space.



2023 Social Contribution of Chunghwa Telecom Foundation

Item	2023
Youth Empowerment	NT\$ 3,406,305
Digital Empowerment	NT\$ 4,255,050
Local Empowerment	NT\$ 3,384,032
Story Marketing	NT\$ 3,762,153
CHT Women's Basketball Team	NT\$ 23,667,075

## The Creation of Digital Opportunities

By leveraging our telecom expertise, we aim to ensure that everyone benefits from technology, regardless of financial status, social standing, or geographical location. Our goal is to swiftly minimize the digital divide and create digital opportunities. Beyond our action plans and subsidies, we uniquely allocate resources to develop products and services that cater to the needs of persons with disabilities, ensuring their right to access digital technology and enjoy a convenient life.

### a Community Network Tutoring—"Read with You"

Since 2009, in the aftermath of Typhoon Morakot, Chunghwa Telecom has supported education and rural communities. We extended our services to permanent settlements and newly developed areas in disaster zones. Utilizing visual Internet technology and replacing physical roads with networks, we delivered educational resources, including private tutoring, to underserved rural villages.



Item	Description
Goal	By 2030, we hope to: <ul style="list-style-type: none"> <li>Assist 5,000 students in the remote areas with network tutoring.</li> <li>Accumulate more than 8,000 volunteers to participate in network tutoring.</li> <li>Accumulate more than 150,000 training hours for tutoring volunteers training.</li> </ul>
Characteristic	Online education with one-on-one individual tutoring by university students helps pupils of junior high schools and primary schools in the rural villages to enhance their learning and provides equal learning opportunities.
Method	<ul style="list-style-type: none"> <li>To embody the spirit of stakeholder engagement, we have partnered with the Center of Care Services for Taiwan Rural Area Education at Fu Jen Catholic University.</li> <li>University students provide one-on-one tutoring, supporting schoolchildren in rural villages and disaster zones.</li> <li>Customized class supplements foster the spiritual growth of schoolchildren through companionship, interaction, and communication.</li> </ul>
Participant	Taiwan Hope Association for Children and Juveniles (the Yingge Branch and Shulin Branch), Double A Plus Love Center in New Taipei City, Taoyuan Dayuan Catholic Church, Chiayi Fu Jen High School, Childcare Center in Tefuye, Chiayi County, Kaohsiung Daai Library, iHope Association of Tainan Assembly of God, Pingtung Feng-Lin Church, Taitung Citong Library, Hualien Yuli Library, Matsu High School, Taoyuan Daxi Charity Station.
Major Result	<ul style="list-style-type: none"> <li>We provided online tutoring services and organized social meetups. University students offered one-on-one tutoring to improve learning outcomes for children in rural villages, addressing their need for personal communication and interaction.</li> <li>For over a decade, our e-Tutor program has helped dozens of students gain admission to national and private universities, including National Yang Ming Chiao Tung University and Taipei Medical University. Our support for remote villages has bridged the urban-rural divide, enhanced opportunities for children, and transformed their lives.</li> </ul>

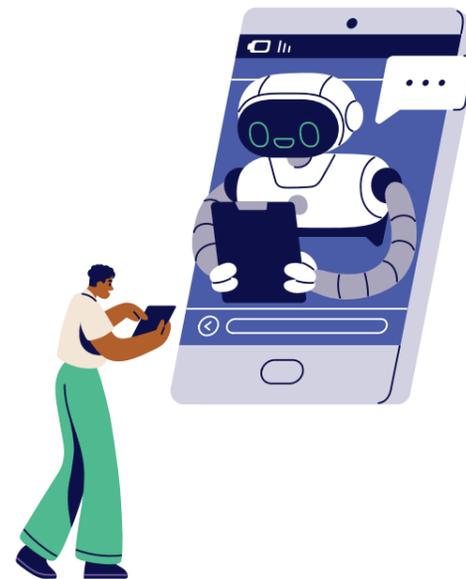
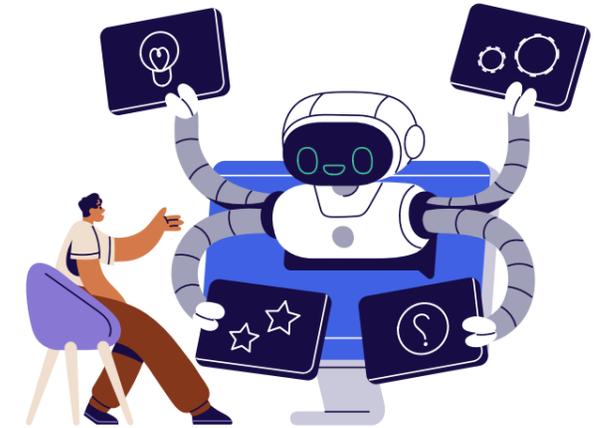
Item	2023
Little Learning Buddies who have been Tutored	227 persons
Big Learning Buddies as Tutors	364 persons
Tutorial Hours	5,409 hours

Note: The persons and training hours for the mid- and long-term targets for volunteers were adjusted thanks to the early attainment of the program's targets.

### b Assistance Application Development

We believe humanity is the foundation of technological innovation. In 2013, we launched a Personal Assistance App specifically designed for the visually impaired, incorporating image, voice, reading, and lifestyle functions to assist both visually impaired individuals and elders. In 2016, we successfully developed the "i4Blind" App, further aiding these groups in their daily lives. By 2023, the number of logins reached 869,476, with over 3,680,347 cumulative views.

\* Video



### c EYE Social Innovative Call Center—Innovative Technology for Hope

Chunghwa Telecom has partnered with the Resource Center for the Visually Impaired at Tamkang University. In 2011, we established the EYE Social Innovative Call Center, unveiling Taiwan's first Total Solution. This includes the development of a computer-assisted telephone system and skill training for visually impaired talents to provide phone services.

- In 2021, with a yield rate over 95%, we produced approximately 66,000 valid questionnaires on average. The 1999 Citizen Hotline of Taipei City processed about 12,000 calls monthly, with 10 external entities visiting the call center annually, making it a model for other centers.
- In 2022, we collected 64,550 valid questionnaires with a yield rate of over 95%. The IPCC customer service platform was upgraded to IPTS, and visually impaired operators transitioned seamlessly. Additional services included broadband landline and network repair inquiries. We also hired an individual with severe spinal injuries for app management (Voice-based Personal Assistance App, i4Blind App, and i2See App), added approximately 100 Braille e-books monthly, and about 300 news articles daily.
- In 2023, we collected 66,000 valid questionnaires with a yield rate over 95% (to be verified by Tamkang).



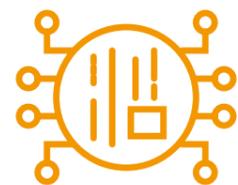
### d Automated Voice System for Donations

The automated voice donation system developed by Chunghwa Telecom Laboratories has been beneficial for charities, social welfare, cultural, educational, and environmental protection organizations. It provides donors with a convenient way to contribute. Donors simply need to pick up their cell phones, dial a short code, and follow the voice prompts to make their donations.

# Technology Platforms



**Strategy and Implications**



Continue to engage in R&D, innovation, and investments in the areas of artificial intelligence, big data, and cloud computing.



Quickly develop and deploy new application services and solutions.



Seek opportunities for business cooperation and development, and build trust and collaboration.



Develop an ecosystem with open API, tool, and resource.



Focus on user experience, provide customized services and innovative functions, and improve user satisfaction.

## Food

### Focusing on Smart Farming to Promote Agricultural Innovation

As an active participant in the Ministry of Agriculture's policy on IoT data standards for the agricultural sector, Chunghwa Telecom, in collaboration with the Ministry of Agriculture, established the Smart Farming Sensor Data Format Standards and Testing Regulations. These standards were officially approved by the Taiwan Association of Information and Communication Standards (TAICS), underscoring CHT's leadership in industry regulation formulation. To drive innovation and collaboration in smart farming, we assisted the Ministry of Agriculture in hosting two conferences, encouraging agricultural institutions to adopt the standards and promote the application of smart farming technologies. This effort adds momentum to the development of modern agriculture.



## Medicine

### Implementing Smart Healthcare to Create Social Welfare: Building a 5G Green channel for Emergency Rescue



Chunghwa Telecom, in collaboration with National Taiwan University Hospital, Taichung Veterans General Hospital, and Taoyuan Hospital, is leading a new trend in smart healthcare by applying 5G technology to enable cross-hospital specialist consultations, enhancing patient care. We pioneered the "5G Green channel for Emergency Rescue" in partnership with Saint Paul's Hospital to ensure stable communication for ambulances. Utilizing dedicated 5G bandwidth, real-time images, and vital signs from within the ambulance are transmitted smoothly, increasing the efficiency of emergency response and the accuracy of life-saving procedures, thereby providing more reassuring medical services to the public.

## Transportation

### 2023 Smart City Expo: Innovations in AI, 5G, IoT, and Cloud Applications

Technology-driven law enforcement combines image AI and cloud technology to enable real-time traffic violation detection, encouraging drivers to develop good driving habits, enhancing road safety, and reducing the burden on the police.

Smart port management utilizes unmanned vehicle technology, including drones, unmanned boats, and underwater robots, along with 5G private networks. This creates a self-developed mobile network control system, improving operational efficiency and safety.

The drone fleet management system integrates drones, operators, and project tasks, simplifying operations. It helps operators use AI-driven analytics to monitor inspection status in real-time, effectively managing drones and completing regulatory tasks.



## Education

### Using Technological Strengths to Achieve Regional Digital Equality and Promote Telecommunications Services in Concert with the Ministry of Digital Affairs

CHT leverages its technological strengths to promote digital equality and transform rural education. In collaboration with the Ministry of Digital Affairs, we utilized our ultra-high-speed 5G technology to curate an immersive learning exhibition at Danlu Elementary School in Pingtung County. Students experienced a panoramic journey through the dinosaur exhibits from the National Museum of Natural Science, broadening their horizons. Following the exhibition, teachers produced additional VR learning materials to stimulate students' interest in science and technology.



### Developing 5G Mixed Reality (MR) Smart Healthcare Technology as an Aid for Learning

CHT assisted hospital in setting up a 5G private network with our developed AR video collaboration platform. This solution allows to remotely observe surgical procedures, while instructors can annotate key symptoms and provide treatment suggestions on the screen, enhancing the quality and efficiency of surgical training. We aim to continuously build a smart healthcare ecosystem, fostering collaboration among patients, healthcare professionals, and startups. This will realize a more comprehensive and intelligent healthcare experience to meet the growing demand for high-quality medical care in society.

## Entertainment

### Digital Transformation at Shoushan Zoo Provides diverse 5G-Based Interactive Experiences

Chunghwa Telecom collaborated with the Kaohsiung City Government's Tourism Bureau and Asia University Computer to launch a digital entry guide app at Shoushan Zoo. This app integrates AR technology to provide interactive services such as group photos and puzzle-solving games, offering visitors a new technological experience. It enriches the public's 5G multi-dimensional experiences and allows them to gain a deeper understanding of animal-related knowledge through gameplay. This initiative not only helps the zoo create new highlights as a "Smart Zoo" but also stimulates local tourism in Kaohsiung, creating a win-win situation for all involved parties



### Smart AI Guide at the Taipei Music Center

CHT is dedicated to supporting government policies, promoting locally developed 5G technologies, and developing innovative applications. In collaboration with the Taipei Music Center, we introduced an AI-based tour guide service. Leveraging advanced AI speech generation technology, the service provides detailed information about nearby areas, including the ticketing office and various attractions such as music events, art exhibitions, and restaurants. This innovative use of technology creates an engaging and interactive space, offering visitors a new and immersive experience.

\* CHT 5G Consumer Application 



## Overview of Chunghwa Telecom Laboratories in 2023

- 1,182 employees (nearly 6% of total) with nearly 95% being R&D personnel.
- The funding for R&D totaled NT\$3.89 billion, which was 1.74% of the consolidated operating revenue.
- The laboratories secured 157 new product/ technical patents (151 domestic and 6 overseas) to a total of 2,915 (2,646 domestic and 269 overseas). 946 of the patents are currently in force (901 domestic and 45 overseas).
- Publication of 28 papers in journals (10 internationally and 18 domestically) and 76 papers in conferences (47 internationally and 29 domestically).

\* Chunghwa Telecom Laboratories 



## The Telecom Laboratories Human Resources Structure

	♂ Male	♀ Female
Doctor	82 persons (6.94 %)	12 persons (1.02 %)
Master	823 persons (69.63 %)	228 persons (19.29 %)
Bachelor	9 persons (0.76 %)	10 persons (0.85 %)
Other	2 persons (0.17 %)	16 persons (1.35 %)

## Innovative R&D Results in 2023

Organization	Award
Ministry of the Interior	Our submission was nominated in the Creative Fantasies, Nesting for the Future -Smart Living Spaces Creative Competition.
Ministry of Economic Affairs	We won the 32nd Taiwan Excellence Award.
National Science and Technology Council	Our work was rated as excellent in the National Defense Drone Application Challenge Competition.
Ministry of Economic Affairs	We won 13 awards, including 3 gold, 3 silver, and 7 bronze, in the Taiwan Innotech Expo competition.
Ministry of Digital Affairs	Our work was rated excellent in the AI Application Competition.
Smart City Expo	Our exhibition won the Innovative Application Award in the Corporate and Institutional Innovative Application Category.
Asia DX Summit	We won the Outstanding Catalyst Award – Showcase.



ESG Highlights

5G Innovative Application Competition

In 2023, the 5G Innovative Application Competition was held alongside the 5G Accelerator Competition, where university students and startup teams showcased their creativity in developing innovative 5G applications, producing outstanding works with potential business opportunities.

Since its inception in 2021, the competition has seen 552 technological submissions from over 2,200 participants. This year, teams presented a diverse range of works focusing on smart healthcare, smart manufacturing, and the newly added topic of metaverse integration. Participants were inspired to leverage 5G technology to create innovative applications for vertical integration, injecting new vitality into the 5G industry ecosystem.



ESG Highlights

FunPark Creative Storytelling Digital Picture Book Contest

In alignment with the government's digital learning policy and anti-drug campaign, CHT held the FunPark Creative Storytelling Digital Picture Book Contest to encourage preschoolers and elementary students to create digital content.

In 2023, we collaborated with industry, government, and academic institutions to launch an anti-drug campaign and promote digital reading/learning across 24 elementary schools and rural areas in Taiwan. The picture book contest provided children the opportunity to unleash their imaginations, showcase their creativity, and use digital tools to create their storybooks.

\* Website [🔗](#)



Client Partner



- Establish sustainable and robust partnerships by creating value, solving problems, and satisfying needs.
- Adopt diverse channel strategies to provide flexible, convenient services and forge stronger ties with customers.
- Integrity as our core value, we emphasize customer relationship management.
- Be honest and reliable with partners and treat customers as partners.
- Continue to improve the customer experience to strengthen customer loyalty.



Digital Transformation: Diverse Online and Offline Channels

Chunghwa Telecom values consumer feedback. Beyond conveying the technical features of our products and services, we consider the consumer's perspective. We strive to provide comprehensive, high-quality, and efficient services through a wide range of service channels. By the end of 2023, we had 443 direct physical service stores and 240 franchised stores, totaling 683 service outlets, offering convenient services to consumers in both urban and remote areas of Taiwan.

Ethical Marketing and Information Transparency and Friendliness

We offer a consumer handbook detailing product characteristics and applications, including friendly reminders about the potential negative aspects of overuse. Additionally, Chunghwa Telecom has established the "Channel Sale Items Management Guideline" and "Channel Sales Items Management Implementation Procedures" to ensure consistent display and management of sales items across all service locations. This consistency is vital for maintaining a superior and professional image and service quality at Chunghwa Telecom.

## Green Services: Eco-Friendly and Innovative Solutions

We have also established telecom combination stores in Zhongli, Miaoli, and Hsinchu, incorporating cafes, 3C products, and experimental displays. These green stores promote energy-saving household appliances such as electric scooters, TVs, refrigerators, and air purifiers, supporting green business development and offering customers a one-stop shopping experience with enhanced service.

Category	Description
<b>Customer service Kiosks</b> 	These serve as the "Database" for business and engineering-related information. Upon receiving new information, it is verified according to an SOP. Subsequently, an FAQ is drafted and uploaded to the customer information station for use by Chunghwa Telecom customer service personnel at service outlets, call centers, and the Internet counter.
<b>Customer Service Hotline</b> 	This channel provides complete information on the features of products and services and relevant special offers. (Customer service hotline: 0800-080-123; as of July 1, 2023, all service hotlines were consolidated into a single hotline)

## Customers' Trust

Chunghwa Telecom provides thoughtful and professional services to build positive customer relations and meet diverse needs. We adhere to a "Customer First" philosophy to optimize the customer experience. By performing big data analysis, we identify key factors, ascertain customer needs, continuously optimize processes, and enhance system functions. With the recent surge in demand for digital services, we are refining our smart customer services and improving operational efficiency to deliver exceptional experiences and value to our customers.

CHT's customer service hotline (0800-080-123) serves as a one-stop channel for all telecom services. Our CHT App supports fingerprint and facial recognition authentication. Customer services are also accessible online and through our Internet service center (123.cht.com.tw). Additionally, we offer free SMS customer service: by sending a text message to "123," customers can check bills or apply for various services. Our customer service is available 24/7 to ensure an optimal user experience.



## ESG Highlights

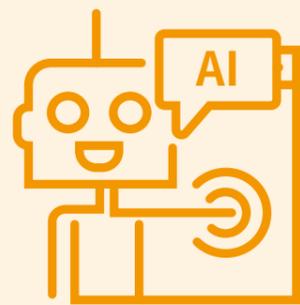
### Creating optimized experiences with AI customer service

#### AI Smart Customer Service with Human Care in the Post-Pandemic Era

1. During the 2022 pandemic, human services were limited. To provide customers with timely support and answers at any time, we rapidly expanded our "AI Smart Customer Service," enhancing online chatbot channels and the IVR smart voice self-service system.
2. In 2023, we continued to improve the customer experience by implementing the "Smart Customer Service Quality Enhancement Plan." AI trainers were transformed into customer experience managers, using the PDCA cycle to continuously improve chatbot service experiences, helping customers overcome technological barriers and increasing satisfaction.

#### Four Major AI Smart Customer Service Initiatives for Enhanced Customer Experience and Satisfaction

1. Online Customer Service with Generative AI Technology: Launched the "AI 2.0 Mobile Response Assistant." AI identifies customer issues based on real-time conversation history and proactively generates recommended answers, assisting agents in responding quickly and reducing customer wait times.
2. IVR AI Smart Voice Self-Service with Warm Applications: Provides 24/7 voice prompts for "transfer to a customer service representative," ensuring customers can quickly connect with a human agent when needed, addressing their needs promptly.
3. Optimizing Roaming Customer Experience: Offers roaming customers direct or priority access to human services, helping them manage various needs smoothly while abroad.
4. Initiating Smart Surveys: Replacing human surveys, the smart customer service satisfaction survey will now be conducted monthly alongside customer satisfaction surveys, expanding the scope to gather more customer feedback.
5. Continuous Focus on VOC and Generative AI Applications: We enhance AI applications in customer service to provide sustainable, high-quality, and emotionally engaging human-machine collaboration experiences.



## Chunghwa Telecom Customer Service Mechanism Overview

Item	Description
<b>Customer Service Location / Scale</b> 	The Company has 15 customer service centers, and the number of customer service personnel averages 2,300.
<b>Multi-Channel Customer Services</b> 	<ul style="list-style-type: none"> <li>• Integrated customer service hotline: 0800-080-123</li> <li>• Webchat</li> <li>• Social media: "Chunghwa Telecom Dr. Q Fan Page"</li> <li>• Web customer service center <a href="#">↗</a></li> <li>• Mobile App</li> <li>• SMS</li> </ul>

We introduced a single umbrella service hotline, 0800-080-123, to cover all customer services, and used the system to train and up-skill our customer service personnel. In 2023, we trained 24,615 customer service personnel for a total of 97,000 hours, on average, about 42 hours per person per year. We are continuing to enhance service quality by effectively improving their professionalism and communication skills.

Item	2021	2022	2023
<b>Total Participants</b>	17,917	18,572	24,615
<b>Total Training Hours</b>	54,441	58,268	97,250
<b>Average Training Hours (Total Training Hours/Total Participants)</b>	3	3.1	4



ESG Highlights

Four Customer Service Excellence Awards (CSEA)



- 1. Best Customer Service Digital Intelligent System Application Enterprise:** CHT was honored with this title for its digital transformation strategy, employing robotic process automation (RPA) and AI technology to introduce a digital employee service model, thereby improving customer service efficiency and enhancing the customer experience.
- 2. Best Integrated Marketing Enterprise:** CHT was rated as the Best Integrated Marketing Enterprise for the timeliness, professionalism, and convenience of its services. Our customer services are available both online and offline, with dedicated technicians providing in-home services for an enhanced customer experience.
- 3. Best Community Management Enterprise:** CHT was recognized as the Best Community Management Enterprise due to its excellent service chatbot. By integrating human-machine interaction into customer service, we deliver efficient, accurate, and thoughtful service while achieving ESG goals.
- 4. Best Service Innovation Enterprise:** CHT was honored as the Best Service Innovation Enterprise for its commitment to developing digital customer services with a human touch and optimizing online sales service procedures. Using a data-driven approach to understand customer needs, we provide services 24/7, enhancing convenience and customer satisfaction.



ESG Highlights

Promoting "customer-centric" transformative strategies

We adopted a customer-centric strategy to achieve transformation, integrating online and offline services based on customer perspectives to execute several customer experience optimization projects:

- 1. CHT App Transformation Project:** With increasing app usage, we launched this project to meet demand. In 2023, the CHT app had 1.71 million active users, received a rating of 4.7 on a shopping platform, and garnered a satisfaction score of 9.1. The app processed 1.8 million service requests, effectively reducing paper use in service processes such as payment applications and postal services.
- 2. Smart Governance and Digital Transformation:** We integrated digital customer services with AI and live chat, processing 11.33 million service requests in 2023.
- 3. Free SMS Customer Service:** To cater to users without Internet access, we processed 578,000 service requests in 2023 via our free SMS customer service (no installation required).
- 4. Online to Offline Sales Mechanism:** We implemented a mechanism to forward online sales requests to physical stores, ensuring seamless transaction completion offline. In 2023, we forwarded 36,000 sales requests and completed 16,000 transactions.
- 5. Digital Equality Initiatives:** In November 2023, CHT launched various customer service options, including sign language services, friendly customer service, and age-friendly customer service, to promote digital equality.

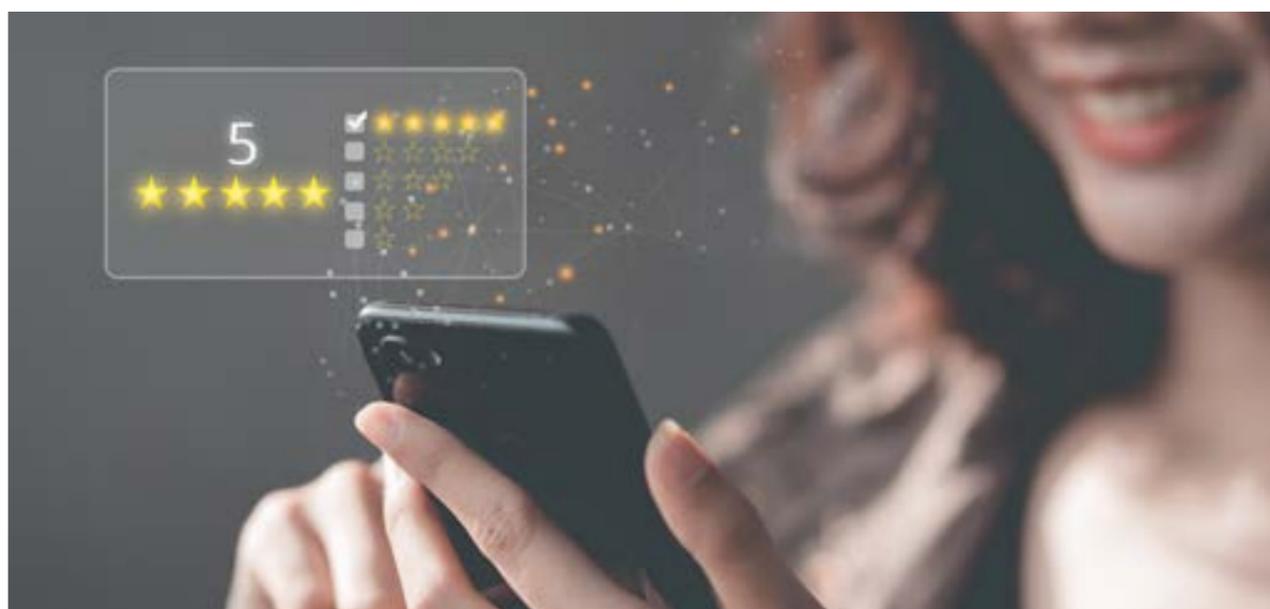


## KPIs for Customer Service Hotline

Air counter lines have certified for the ISO 10002:2004 Customer Complaint Management System, making the first telecom company in Taiwan to obtain this certification. The Company views customer complaints as opportunities to make ongoing improvements. The resolution of customer complaints and dissatisfaction is rule-based, and they must be settled within 3 working days. This approach ensures the continuous improvement of service quality.

In addition to the customer service hotline, consumers may also use the corporate website or Representative Line authorized by the President (02) 2344-6789 to raise complaints directly to the assistance of the senior executive. The satisfaction survey in 2023 rendered 4.77 points as a result, exceeding the target of 4.7 points.

KPI	2021	2022	2023
Service Satisfaction (5-point scale)	4.75 point	4.75 point	4.77 point



## Customer Satisfaction Survey

Our customer satisfaction surveys are conducted by impartial third-party organizations to identify the issues of most concern to consumers and their expectations. We use these findings to guide future improvements. After each survey, the opinions and suggestions are conveyed promptly to product or business personnel (including Risk Management and the Public Relations Departments) using the consumer feedback system.

Consumers' opinions are brought to the attention of the senior manager of the product and customer service departments for discussion at monthly meetings to ensure that the consumer's expectations receive proper consideration. Regarding the IPA (Importance-Performance Analysis) items belonging to the fourth quadrant (high importance and low performance) after a review of the results of the annual satisfaction survey, we will request that the relevant functional units conduct further analysis and propose measures for concrete improvement every year. There will also be a follow-up in the next quarter to keep track of the progress of any corrective action found necessary.

Type of Customer	Survey Method	Survey Result (10-point scale)
Large Enterprise	Designate an external market survey company to conduct consumer satisfaction survey	9.14 point
Small and Medium Enterprise		8.68 point
General Customer		7.98 point

## Foundational Infrastructure



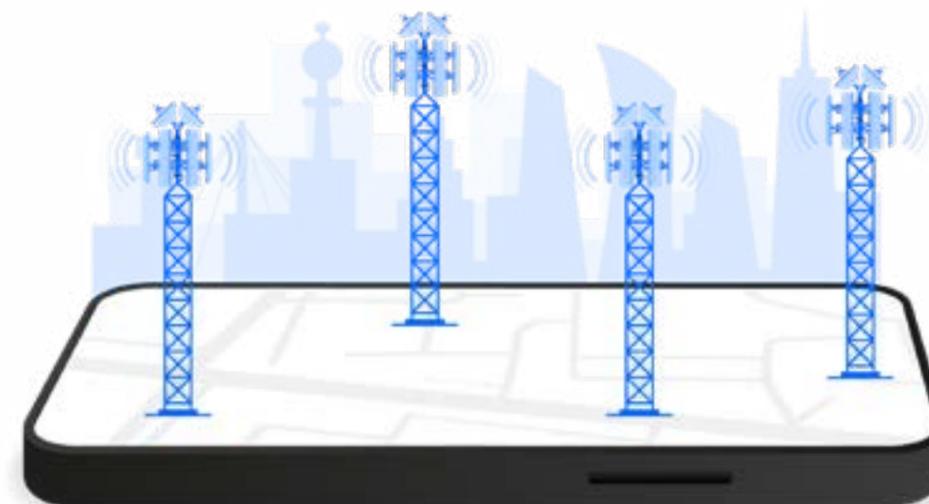
Reduce the impact of Internet outages and network failures on services by designing and deploying more than one active/backup network, conducting regular system recovery drills, and performing system data backups.



Formulate a comprehensive network security strategy, adopt a series of security measures and advanced technologies, and protect basic networks from various threats.



Ensure continuous monitoring and management of network performance indicators, make dynamic adjustments to network setups and resource allocation, and continuously improve the user service experience.



## 1Gbps Network Speed across All Townships, 100 Mbps across All Villages

We are continually expanding our mobile networks, making us the leader in 4G cell towers and coverage in Taiwan. Our network quality has earned both domestic and international recognition. To ensure equal access to information, we not only enhance mobile Internet quality in densely populated areas but also increase signal coverage in remote regions, achieving 100% 5G coverage in townships across Taiwan.

To effectively support the exercise of digital rights, we are committed to the Executive Yuan's Smart Government Program 2.0 (2021-2025) target of 90% coverage of the 2Gbps network. This goal is being pursued by expanding fiber optic network coverage and upgrading network facilities to ensure equal development opportunities for all. By the end of 2023, 2Gbps network coverage had reached 67% and 1Gbps coverage had reached 94%.

## Expand Wireless Hotspots

We support the government initiative to promote free wireless Internet service nationwide. Through a reasonable Wi-Fi rental package, a robust user authentication platform, and a national maintenance and monitoring system, we have helped deploy free Wi-Fi hotspots across Taiwan. Our contributions include collaborating with local governments to provide Wi-Fi hotspots for festive gatherings, international sporting events, New Year's Eve festivities, and other significant activities. In 2023, we participated in 7 festive occasions, building a total of 22 hotspots.

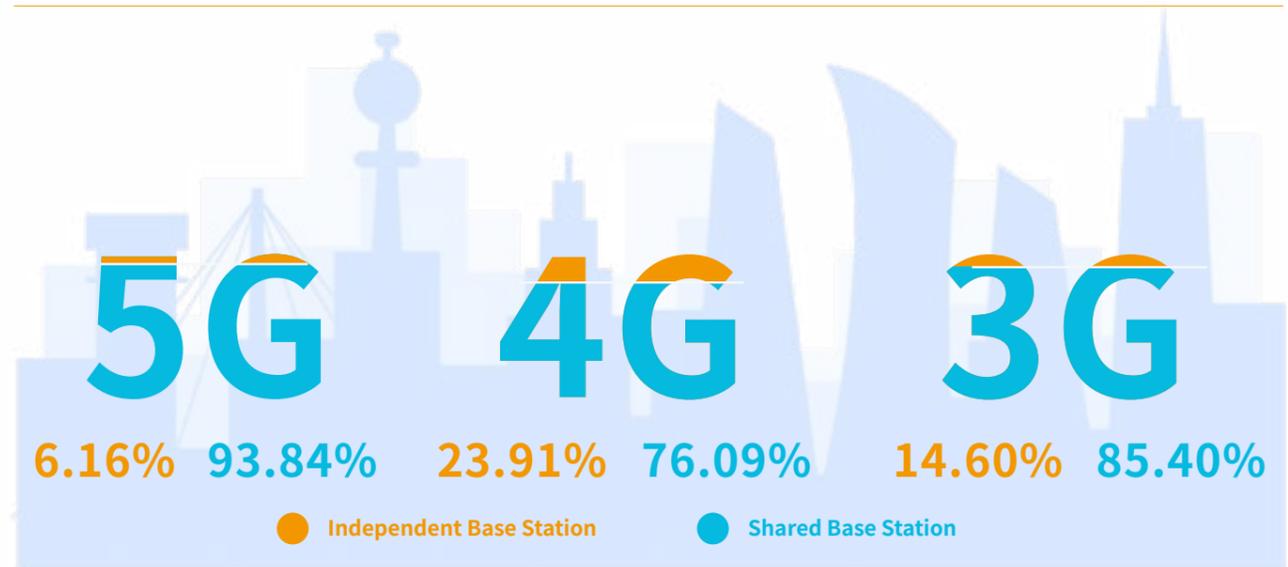
## Electromagnetic Radiation Inspection Service

According to the World Health Organization (WHO) and related scientific research, exposure to base stations and Wi-Fi signals does not affect human health. The NCC has also confirmed that the electromagnetic radiation from domestic base stations is within international standards and poses no harm to the human body. Therefore, the Ministry of Environment does not classify base stations as a source of environmental pollution.

Chunghwa Telecom ensures strict compliance with safety standards when constructing telecom infrastructure. The Specific Absorption Rate (SAR) of all mobile communication products we procure complies with National Communications Commission (NCC) regulations.

Environmental electromagnetic radiation measurements conform to the standards of the International Commission on Non-ionizing Radiation Protection (ICNIRP); specifically, less than 0.45 μW/cm<sup>2</sup> at 900MHz and less than 0.9 μW/cm<sup>2</sup> at 1,800MHz. Residents concerned about base stations near their homes can request a complimentary measurement of electromagnetic radiation by calling 0800-580010. In 2023, we responded to 97 such requests.

Project	Description
<p><b>Advocate the Accurate Understanding of Electromagnetic Waves</b></p>	<p>Chunghwa Telecom collaborates with the Taiwan Telecom Industry Development Association to educate the public on electromagnetic waves by organizing conferences and issuing promotional materials.</p> <ul style="list-style-type: none"> <li>The Company, in conjunction with the NCC and five county/city governments, hosted five seminars on electromagnetic waves and conducted 97 complimentary electromagnetic wave measurements.</li> <li>Local government bodies issued some promotional material and pamphlets about electromagnetic radiation, which were distributed to the public during various activities to promote proper understanding.</li> </ul>



## Enhanced Disaster Response and Communication Coverage

CHT is committed to strengthening its network infrastructure, with a particular focus on the resilience of remote networks to unexpected natural disasters. In 2023, Typhoon Khanun struck mountainous areas in Nantou, bringing heavy rainfall that flooded the area and caused power outages and communication failures. CHT responded immediately by sending repair teams, mobilizing nearly 100 technicians in 3 days to repair the network facility.

As instructed by government authorities, we initiated relief efforts by providing labor resources and supplies to restore communication services. We took the initiative to reduce or waive the fees of customers who were affected by the typhoon to help these citizens overcome difficulties.

### ESG Highlights

## Strengthening Lanyu's Network Resilience

In 2023, telecom services in Lanyu (Orchid Island) were disrupted by Typhoon Koinu. Chunghwa Telecom responded by implementing two plans to mitigate the impact and ensure uninterrupted communication.

**Plan 1: Installation of Underground Telecommunication Cables**

- We initiated the installation of underground telecommunication cables to enhance network resilience in Lanyu. This project will cover a span of 17 km and is expected to be completed by the end of 2025.

**Plan 2: Strengthening Mobile Base Station Resilience**  
**We focused on enhancing the resilience of mobile base stations, particularly for 4G and 5G networks.**

- 4G Bands:** We will build 4G dual-frequency base stations in 13 areas on Lanyu and install a 4G high-gain antenna on Taiho Mountain in Pingtung as an emergency backup.
- 5G Capacity:** We will improve 5G network capacity by building 5G base stations in five areas of Lanyu to provide a total of 5G coverage.
- Enhance the resilience of the 4G/5G architecture:** We use C-RAN architecture for central management of base station system modules in the machine room, to ensure a stable power supply and efficient equipment management.




Item	Description
Responses Measure	We conduct annual emergency drills for various scenarios, from coordinating network resources and equipment to performing emergency repairs. Our base stations are strategically deployed with diversified backup plans to ensure that any failure in circuitry, power, or equipment at one station does not disrupt the operations of nearby stations.
Occurrence of Disaster	In the unfortunate event of a natural disaster causing severe communication disruptions, we implement contingency measures based on the actual circumstances to maintain communication between the disaster area and the outside world. These measures include using microwave radio, satellite transmission, and portable base stations to gather intelligence and facilitate rescue operations.

## Disaster Notifications and Safety Upgrades

Prompt messaging is a key strategy we use to minimize the impact of disasters. Chunghwa Telecom's in-house developed Emergency Response SMS System sent over 180,000 emergency notifications in 2023. This system has been widely applied, playing a pivotal role in issuing disaster warnings.

To support national policy on emergency message dissemination, we also set up a Public Warning System (PWS) that helps the government raise disaster awareness and improve disaster response capabilities. In the event of a disaster, the system quickly and effectively sends warning messages to citizens in specific areas. In 2023, the PWS sent more than 6,000 warning messages, covering all of Taiwan, effectively assisting the government in making announcements and completing disaster reporting tasks.



### ESG Highlights

#### Strengthening the early warning mechanism for heavy rainfall in mountainous areas

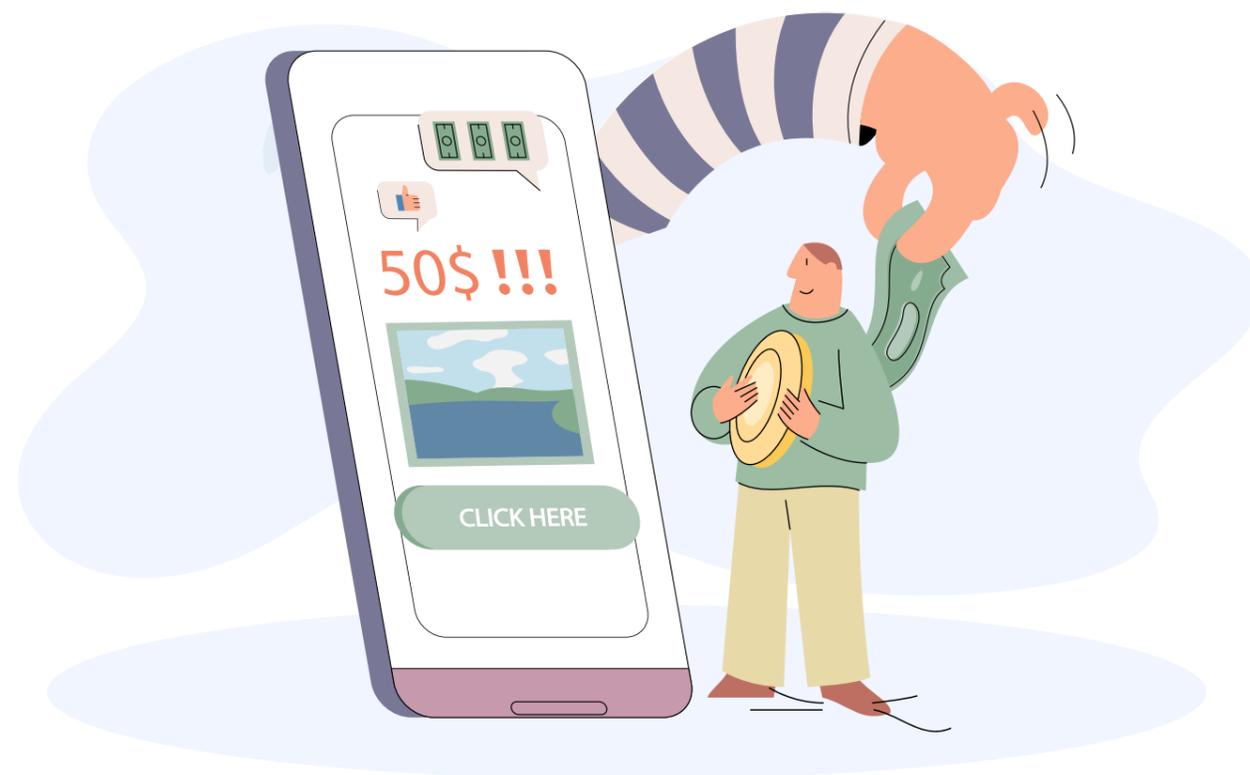
- Due to the unfortunate event where five hikers died near Feilong Waterfall in Pingtung during heavy rainfall, the government reinforced the public alert mechanism for heavy rainfall in mountainous areas using the PWS to prevent recurrence.
- The Central Weather Administration selected 18 areas in Taiwan known for their water activities. Chunghwa Telecom surveyed the locations of its base stations, determined the target areas for PWS messages, and conducted drills in the 18 selected areas.
- In 2023, the Central Weather Administration sent 73 notifications about heavy rains in mountainous areas via the PWS, effectively helping the government safeguard the lives and safety of the general public.



## Anti-Fraud Prevention Measures

Since 2007, CHT has been using technology to combat fraud and protect the safety and property of the general public. Although scams are continuously evolving, CHT remains committed to the government's anti-fraud policies and uses AI technology to more accurately detect scam messages.

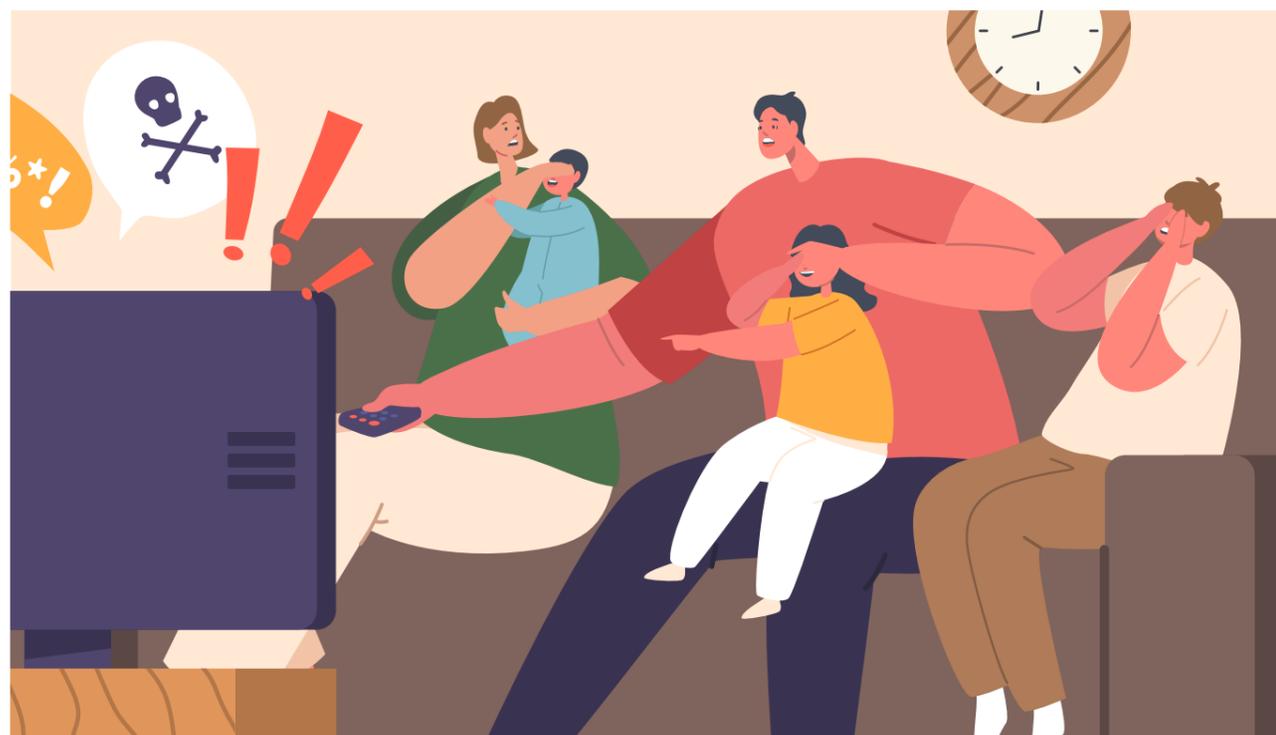
Project	Description
Resources Committed	<ul style="list-style-type: none"> <li>• An average of 12 customer service personnel are added each month to work with the Criminal Investigation Bureau in a concerted front-line effort from Monday to Friday, ensuring customer communication safety.</li> <li>• The Disconnection Service Fraud Prevention System program provides information on phone scam techniques and real-time solutions. On average, two customer service personnel participate in the program each month to protect customers from phone scams.</li> <li>• CHT's Number Masking Service creates a safe and reliable communication environment. This initiative is supported by the dedicated efforts and resources of various CHT departments, including Chunghwa Telecom Laboratories, the Information Technology Group, the Network Technology Group, and the Enterprise Business Group.</li> </ul>
Prevention of Fraud on Network/ Mobile Devices	<ul style="list-style-type: none"> <li>• A two-way, SMS-based authentication system was introduced for small payments to enhance security.</li> <li>• In collaboration with the police department, CHT ensures customers' financial security by sending anti-fraud SMS messages.</li> <li>• We provide a call function that forwards calls from platform-represented numbers. This function helps protect customer privacy by masking telephone numbers.</li> </ul>
Progress Description in 2023	<ul style="list-style-type: none"> <li>• The hotline received 274,810 calls, and 6,156 cases of fraud were referred to the authorities.</li> <li>• The Company assisted the Criminal Investigation Bureau and National Police Agency in disconnecting 300 phone numbers, successfully stopping 3,428 scams.</li> <li>• CHT's number masking platform helps businesses enhance consumer data protection and security, ensuring that consumer information remains confidential during the logistics and delivery process.</li> </ul>



## Reducing Negative Impacts of the Internet

We continue to minimize negative material circulating on the Internet through diverse action plans and endeavor to provide consumers with a healthy, trouble-free network environment.

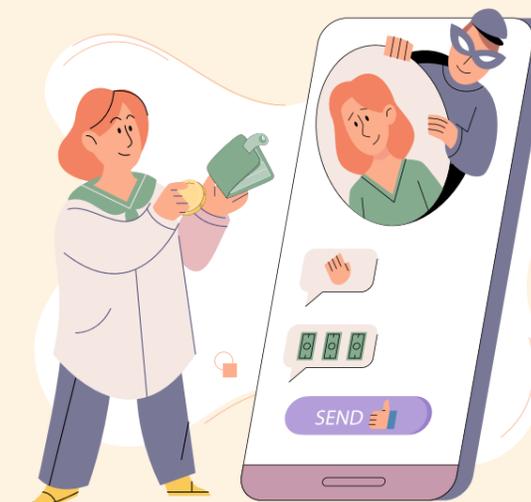
Item	Description
<b>Anti-Virus and Anti-Hacker</b> 	We partnered with a leading global cybersecurity company to launch a range of anti-virus and anti-hacker services and solutions. These services protect individual and home users against fraudulent websites and malware through Wi-Fi security checks and secure online shopping transactions, among other cybersecurity functions. Our offerings enable Taiwanese nationals to use the Internet in a secure environment.
<b>Adult Content</b> 	The HiNet Adult Content Gatekeeper and Mobile Adult Content Security Guard are solutions we provide to prevent children and teenagers from accessing inappropriate or dangerous websites.
<b>Usage Time Control</b> 	The HiNet Online Time Management Service and Mobile Online Time Management Pro (for mobile phones) are programs that give parents effective control over their children's mobile phone and Internet use.
<b>MOD Parental Lock</b> 	These parental control features allow parents to block specific web content and restrict access to video content by age rating (R [restricted], PG [parental guidance suggested]). The parental lock can be used to protect children from harmful or inappropriate content.



## ESG Highlights

### 2023 Anti-Fraud Measures

- In 2023, CHT extended the service hours of its 165 Anti-Fraud Hotline from 6 p.m. to 10 p.m. to more effectively manage high call volumes during peak hours and help the Criminal Investigation Bureau prevent and reduce fraud.
- In response to the authorities' anti-fraud campaign, in 2023, we produced a short clip about scams commonly experienced by customers. The short video was uploaded onto our social media platform to raise fraud awareness.
  - Our anti-fraud video, "My Grandson is so Smart," promotes awareness of a common phone scam whereby a scammer pretends to be someone you know. The video has garnered 115,000 views and won the Silver Award in a video competition organized by the Ministry of Education.
  - "My Love for ATM" is a video that raises awareness of romance scams. The video has been widely received, with 205,000 views.



## ESG Highlights

### Know Your Customer (KYC) service via video conferencing

Following the Guidelines for Risk Management Mechanism for Telecom Businesses to Accept Telecommunications Services Application promulgated by the National Communications Commission, we use a cloud-based tele-healthcare platform to prevent identity theft. When customers apply for a mobile number for the first time, our customer service personnel conduct KYC (Know Your Customer) via a video call to verify the customer's identity.

- Enhanced KYC Procedures (November 2023): We launched a mechanism to further improve our KYC procedures. When customers apply for a mobile number for the first time through our digital service, a customer service representative will engage in a video call with the customer, assisting in the application process. This includes helping the customer review their information and upload supporting documents, verifying that the information on the application form is correct, and explaining the logistics and terms and conditions.



- Triple-Check Identity Verification Process (Beginning of 2024): For "new non-first-time applications" submitted online using our digital service, CHT adopted a triple-check identity verification process. Customer service personnel will ask questions about the applicant's existing CHT-issued number and will intensify verification efforts if incorrect answers are given. By analyzing customer behavioral patterns, we aim to help customer service personnel make informed judgments and reduce the risk of fraud.

# Organizational Talent



Employees are the key asset of a successful and sustainable business and a driver for growth.



We established the CHT Human Resource Development Task Force to formulate talent development policies, oversee their implementation, and set goals for each following year.



The Chunghwa Telecom Telecommunication Training Institute was established to cultivate outstanding talent through training courses directly tied to the Company's operations to strengthen our core competencies and maintain a competitive edge.



We have adopted a people-oriented business model that allows employees with the same interests to grow together. Our AGLOW program offers employees comprehensive training to equip them with the necessary technical abilities and leadership skills and empower them to pursue various career options.

## Human Rights Value Protection

We proactively monitor and protect human rights for all stakeholders, adhering to the UN Declaration of Human Rights and the ILO Conventions on eliminating discrimination and prohibiting forced and child labor. This ensures respect and equal treatment for all stakeholders.

To promote information equality, we ensure the free flow of information globally, transparency in global roaming charges, and

fair competition. We support telecom development in developing countries, provide convenient access to telecom services for individuals with disabilities, and protect freedom of speech on telecom networks.



### Customer Human Rights

To implement appropriate safeguards for customers' personal information and to focus on information security management in operations, we actively prevent any harm from our products or services to stakeholders. We ensure that measured values, such as environmental electromagnetic waves, comply with the "Recommended Non-Ionizing Radiation Exposure Limits for the General Public in Non-Occupational Environments" released by the International Commission on Non-Ionizing Radiation Protection (ICNIRP). Citizens may apply for a free base station electromagnetic wave measurement service to alleviate concerns about the health and safety of people in communities.



### Employee Human Rights

We implement the Occupational Health and Safety Management System (ISO 45001) to continuously improve the working environment and enhance safety and health measures, actively ensuring employee protection.

Customer service personnel sometimes face irrational requests and personal abuse from customers. To address this, we established a Standard Operating Procedure (SOP) for employee response, which includes critical intervention measures. In serious cases, legal assistance is authorized to prevent and address illegal practices. Since adopting the ISO 10002 quality management system in 2011, we have maintained a certified and robust customer service procedure and management mechanism. We regularly offer training courses in customer relations, emotional stress management, and occupational hazard prevention. This not only builds professional capability but also helps mitigate mental and physical health pressures on customer service personnel.



### Local Human Rights

To uphold the principles of anti-forced labor and ensure an appropriate working environment, we require bidders to sign a Conflict-Free Minerals Declaration during procurement. We evaluate suppliers to determine if raw materials are sourced from high-risk human rights areas, such as the Democratic Republic of the Congo, to avoid infringing on the basic human rights of residents while providing ICT products and services. Depending on demand, we require suppliers to provide certification of material sources, third-party verification, or acceptable audits to confirm no violations. Additionally, we mandate that all suppliers comply with the Restriction of Hazardous Substances Directive (RoHS) to prevent hazardous substances from endangering local employees, the environment, or customers.



### Information Equality

CHT is fostering a free and open information-sharing environment without technological boundaries, accessible to everyone. This system preserves culture, enhances education, promotes industry, and elevates art through the power of the Internet. Digital technology benefits all, regardless of age, social standing, wealth, geographical location, or education.

Rooted in the characteristics of the ICT industry and guided by the principle of "where value lies, responsibility follows," we work closely with communities in Taiwan. Our primary objective is to minimize the digital divide and create digital opportunities. CHT monitors digital divide trends and offers solutions that facilitate social innovation and digital inclusion. We are dedicated to corporate volunteering, community service participation, and proactively assisting communities in creating digital opportunities.

## 2023 Human Rights Due Diligence in the Value Chain

Targets in the Value Chain	Locations/Number of Sites	Evaluation Mechanism	Evaluation Proportion	Proportion at Risk	Improvement Mechanism/Description
1st and 2nd tier organizations under CHT	28	<ul style="list-style-type: none"> <li>Labor-management meeting</li> <li>Collective agreement</li> <li>Workers' Union meeting</li> <li>Annual human rights event inspection</li> </ul>	100 %	3.8 %	<ul style="list-style-type: none"> <li>Certain institutions violated social regulations and occupational health and safety (OHS) standards, which were immediately corrected in compliance with regulations.</li> <li>Labor rights were protected through labor unions and the signing of the Collective Bargaining Agreement.</li> <li>There were no risks involving the labor environment in 2023.</li> </ul>
Subsidiaries	19	Annual ESG implementation inspection			
Re-investment Companies	15	Annual ESG implementation inspection	100 %	1.3 %	Some institutes violated regulations. Suggestions for improvement have been provided and will be continuously tracked and managed.
Upstream and Downstream Suppliers	Tier 1: 2,555 Significant Tier 1: 177 Significant Tier 2: 22	<ul style="list-style-type: none"> <li>ESG survey inventory</li> <li>ESG second-party audit</li> <li>Occupational health and safety audit</li> </ul>	100 %	1.21 %	<ul style="list-style-type: none"> <li>Some suppliers violated labor laws and regulations.</li> <li>We will continue to follow up with at-risk suppliers through the Supplier Conference and other channels to ensure improvements have been made.</li> </ul>
The Public	All consumers	<ul style="list-style-type: none"> <li>Diverse compliant channels (including discrimination and harassment)</li> <li>Satisfaction survey</li> <li>Personal information and privacy protection inspection</li> <li>Minority group service mechanism</li> </ul>	100 %	0 %	<ul style="list-style-type: none"> <li>No incidents of discrimination, customer privacy invasion, or misuse of personal information occurred at CHT in 2023.</li> <li>We will continue to promote the 5I SDGs Initiative to ensure information equality among all groups.</li> </ul>

### Supporting Global ESG Initiatives and Guidelines

We voluntarily abide by the United Nations Global Compact, supporting and respecting internationally recognized human rights standards, with a zero-tolerance policy for any form of human rights infringement. Regarding labor rights, we are committed to protecting our employees' freedom of association, acknowledging and encouraging collective bargaining rights, and eradicating all forms of discrimination and inappropriate behavior in the workplace.

We have published our human rights policy and established an effective complaint management system to ensure human rights safeguards throughout the Company. The Chunghwa Telecom Telecommunication Training Institute offers human rights courses and training programs, updated annually based on the latest labor regulations and policies.

To ensure gender equality, we launched the Women Balance Power Program in 2023. Attended by over 3,000 employees, the program featured a series of events, including keynote speeches from female CEOs, workplace stress management workshops, working parent workshops, and gender equality "Yes, I Do" promotional campaigns.

\* [Chunghwa Telecom Human Right Policy](#)



## Ensuring Employees' Happiness

### Safeguarding Employee Rights

Chunghwa Telecom regards employees as its most important business partners. To ensure optimal protection of employee rights, Chunghwa Telecom signs an "Employment Contract" with each employee and commits to notifying them of any changes in employment terms in compliance with the Labor Standards Act. Additionally, CHT employs various channels, including seminars and labor-management meetings, to maintain a harmonious and mutually beneficial working relationship with employees.



### Remuneration Policy and Management

To attract and retain outstanding talent, we offer competitive remuneration packages and ensure transparency in employee compensation. As part of our profit-sharing scheme, the CHT Remuneration Committee regularly reviews the performance and remuneration of board members and managers, as well as the Company's remuneration policy, standards, and structure to ensure effective corporate governance and remuneration management.

We ensure that the starting salary for entry-level personnel in the same position is equal, regardless of gender or ethnicity, with additional pay provided based on qualifications, work experience, educational background, and professional skills and licenses.

We have formulated the CHT Performance and Remuneration Regulations for Senior Management, which include ESG performance indicators aligned with the Company's sustainability vision and strategies. By directly linking ESG performance to senior executives' remuneration—with the weight of ESG performance increasing annually—we are advancing towards our corporate sustainability vision and goals.

### CHT Total Annual Compensation



Total annual compensation

2022 **6.45%** 2023 **6.47%**

Increase / Decrease Ratio	
Increase / Decrease Ratio of the highest compensation personnel	+2.31%
Increase / Decrease Ratio of all employees, excluding the highest compensation personnel	+4.99 %
Total annual compensation	46.29 %

Item	2023
2023 Base Salary in Taiwan	NT\$ 26,400
CHT Base Salary	NT\$ 37,730
Average Salary in the Telecom Industry	NT\$ 75,774
CHT Average Salary	NT\$ 70,859

Notes:  
 1. Average Salary in the Telecom Industry: According to the "Monthly Wage and Productivity Report, December 2022" published by the Directorate General of Budget, Accounting, and Statistics.  
 2. Base Salary of CHT: The average salary level in December 2023.

### ESG Senior Indicators for Executives Variable Compensation

- Category: Adult Content
- ESG Indicators
- power usage
  - renewable energy
  - SME digital empowerment
  - Code of Conduct
  - ethical management



The ratio of the linking ESG performance to Executive Variable Compensation

2022	2023	2024	2025
10 %	15 %	25 %	30 %

Item	Personnel at the Highest Governance Body (Board of Directors)	Senior Management
Fixed Salary and Variable Compensation	<ul style="list-style-type: none"> <li><b>Fixed Salary:</b> Monthly salary is paid following the compensation standards of the Ministry of Transportation and Communications and with approval by the Board of Directors.</li> <li><b>Variable Compensation:</b> Includes annual bonuses, performance bonuses, special corporate bonuses, etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Fixed Salary:</b> Monthly salary is paid according to the employee salary table.</li> <li><b>Variable Compensation:</b> Includes annual bonuses, performance bonuses, special corporate bonuses, employee compensations, etc.</li> </ul>
Separation Payment	Retirement pay is provided following the standards outlined in the "Employees' Pension, Consolation Pay, and Severance Pay Guidelines."	
Remuneration Clawback Mechanism	<ol style="list-style-type: none"> <li>According to the latest NYSE regulations, if the Company's financial reports need to be restated due to material misrepresentations, the CHT Senior Executive Bonus Remuneration Clawback Policy stipulates that senior executives must return any bonuses and performance-linked remuneration received in the three most recent fiscal years.</li> <li>In the event of a material risk incident that impacts corporate goodwill or represents a major failure in internal control, Article 12 of the Standards Governing Administrative Rewards and Sanctions of Chunghwa Telecom Personnel stipulates that in the event of any malpractice by any employee, including the CEO, any approved rewards will be revoked as part of the disciplinary actions, and any amount already collected will be clawed back following the regulations.</li> </ol>	
Retire Benefits	Benefits follow existing standards, with no significant differences between senior management and general employees. All employees, regardless of rank, are entitled to pension payments/subsidies, retirement gifts, birthday cash bonuses, and other fringe benefits. Note: Board members are only entitled to the aforementioned benefits if they are officially employed by the Company.	

Note: CHT does not offer recruitment/signing bonuses.

### Benefits Expense of Full-time Non-supervisory Employees

Item	2022	2023	YOY
Full-time Employees	19,886 Persons	19,914 Persons	+0.14 %
Average Salary	1,548 NT\$ Thousand	1,526 NT\$ Thousand	-1.42 %
Median Salary	1,510 NT\$ Thousand	1,487 NT\$ Thousand	-1.52 %

Notes:  
 1. The number of full-time employees is calculated on a "yearly average" basis. The total number of employees of the year (including the ones on leave without pay, separated, and retired) is subtracted by the number of managers before calculating the yearly average number of employees of the year based on the months of pay to the employees in service in a year, instead of based on the number of employees at the end of a year.  
 2. The definition of non-supervisory employees excludes Managers. For the definition of managers, please refer to page 44-47 of the Annual Report.

## Human Resources Structure at CHT

In 2023, CHT had over 20,000 employees with an average age of 46. A total of 1,300 employees retired, accounting for 6.6% of the total workforce. Over the next five years, more than 4,000 employees are expected to retire, and one-third of current employees will be eligible for retirement within the next decade. This wave of retirements includes current senior management. In response, we have proactively initiated a multi-channel talent employment strategy. Alongside recruiting entry-level personnel to fill vacancies in our core businesses, we are also increasing our hiring of talent for emerging businesses. Internally, we actively focus on talent cultivation and mentorship to strengthen our human capital.



Item	Male ♂	Female ♀	Total
Permanent Employees	13,960 persons	6,048 persons	20,008 persons
Temporary Employees	26 persons	11 persons	37 persons
Non-Guaranteed Hours Employees	2 persons	3 persons	5 persons
Full-Time Employees	13,986 persons	6,059 persons	20,045 persons
Part-Time Employees	2 persons	3 persons	5 persons

Notes:  
 1. Fixed-term contract personnel are "temporary employees," primarily engaged in special projects and industrial-academic collaborative projects, while non-fixed contract personnel are "full-time employees."  
 2. The total number of employees includes both temporary and non-guaranteed hours employees.  
 3. Manpower data are calculated as "headcount" and are based on figures "at the end of the reporting period."

## Non-fixed-term Contract Employees

Item	Male ♂ (persons / %)	Female ♀ (persons / %)	Total (persons)
Total	13,960 / 69.77	6,048 / 30.23	20,008
Under 30 years old	1,346 / 6.73	382 / 1.91	-
30~50 years old	7,635 / 38.16	2,723 / 13.61	-
Over 50 years old	4,979 / 24.89	2,943 / 14.71	-

Notes:  
 1. The welfare system at the Company mainly applies to the "non-fixed-term contract employees."  
 2. The employees on leave without pay are excluded from the non-fixed-term contract employees (full-time employees).

## Number of Persons by Job Grade and Gender Pay Ratio

Grade	Entry-level Employee		Intermediate Executive		Executive		Senior Executive and Higher	
	0-10		11-16		17		18-22	
Level	0-10		11-16		17		18-22	
Under 30 years old	1,346 persons	382 persons	1,346 persons	0 persons	0 persons	0 persons	0 persons	0 persons
30~50 years old	7,424 persons	2,641 persons	7,424 persons	82 persons	1 persons	0 persons	1 persons	0 persons
Over 50 years old	3,643 persons	2,545 persons	3,643 persons	387 persons	30 persons	5 persons	30 persons	6 persons
Ratio	62.04 %	27.83 %	7.42 %	2.344 %	0.16 %	0.03 %	0.16 %	0.03 %
Base Salary Ratio (M:F)	0.93:1		1.02:1		1:1		1.10:1	
Average Salary Ratio (M:F)	0.93:1		1.03:1		1:1		1.05:1	

Notes:  
 1. For all grades, the basic salary is defined as the fixed salary (monthly).  
 2. For all grades, the average salary includes fixed salaries and variable portions (including the monthly salary, year-end bonus, bonus, etc.).  
 3. Levels of all grades: Basic 0-10; Executive 11-16; Intermediate Executive 17; Senior Executive 18-22.  
 4. Senior managers (VP or above) are 100% nationals of R.O.C.



## New Hires

Total 1,584 persons 7.92% of All Employees

Turnover Rate of New Recruits 31 persons 1.96% of All New Employees

Category	Persons	% of All New Employees	% of Each Category of Employees
Gender	Male	1,196	75.51%
	Female	388	24.5%
Age	Under 30 years old	698	44.07%
	30~50 years old	881	55.62%
	Over 50 years old	5	0.32%

Note: New hire rate = Number of new employees / End-of-period headcount for each category.

## Employee Turnover

Total 134 Persons 0.67% of All Employees

Item	Male ♂ (persons / %)	Female ♀ (persons / %)
Under 30 years old	22 / 1.64	11 / 2.88
30~50 years old	70 / 0.92	26 / 0.96
Over 50 years old	4 / 0.08	1 / 0.03

Notes:  
 1. Turnover rate=Number of turnover employees/Number of people at the end.  
 2. In 2023, there are 134 employees resigned (0.67% of all employees).

## Retired Employees

Total 1,220 Persons 6.1% of All Employees

Item	Male ♂ (persons / %)	Female ♀ (persons / %)
Under 30 years old	0 / 0	0 / 0
30~50 years old	2 / 0.03	0 / 0
Over 50 years old	984 / 19.76	234 / 7.95

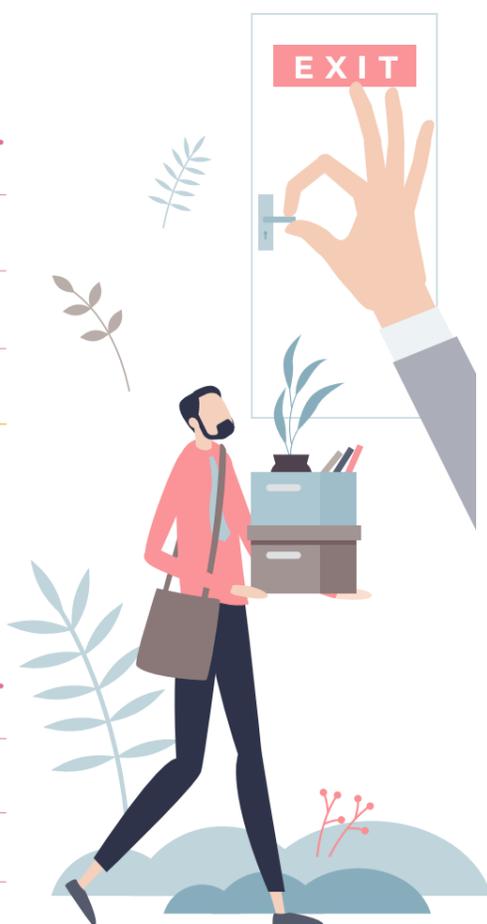
## Turnover Rate Over the Past Three Years

Year	2021	2022	2023
Turnover rate	0.74 %	0.86 %	0.67 %

## Workers who are Not employees

Item	Description
Number of workers who are not employees	30,753
The most common types of workers	Professional service workers
Worker's contractual relationship with CHT	Agency workers; employees to suppliers
Type of work	<ol style="list-style-type: none"> <li><b>Service:</b> Security, cleaning, customer service, store services, IDC line maintenance, cybersecurity, and system development and maintenance.</li> <li><b>Construction:</b> Civil engineering, utility and air-conditioning engineering, equipment engineering, mobile communication engineering, and engineering projects.</li> </ol>

Note: The persons included in the statistics are full-time manpower with 40 work hours per week at the significant suppliers with annual transaction amount totaled NT\$50 million or more.



## Human Resource Structure of Honghwa International Subsidiary in 2023

Male ♂ Female ♀

Honghwa All employees are nationals of R.O.C.	Non-fixed Term		Fixed Term	
		♂	♀	♂
Under 30 years old	509 persons	325 persons	6 persons	8 persons
30~50 years old	2,583 persons	2,711 persons	2 persons	8 persons
Over 50 years old	50 persons	120 persons	1 persons	0 persons
Total	3,142 persons	3,156 persons	9 persons	16 persons
Disabled Employees (weighted)	33	26	0	0
Indigenous Employees	26 persons	33 persons	0 persons	0 persons

## Diversity and Inclusivity

Chunghwa Telecom is committed to implementing its gender equality and diversity policy, ensuring equal pay and impartiality in promotion opportunities, and protecting employees from discrimination, harassment, or unfair treatment based on race, gender, religious belief, age, political inclination, or any other condition protected by relevant laws and regulations.

We value workplace diversity, and the number of employees with disabilities exceeds the requirements outlined in the People with Disabilities Rights Protection Act by 319% (599 vs. 188, with employees with severe disabilities counted twice as per regulations). We respect the cultures and customs of our 62 employees of indigenous descent, ensuring no violations of their right to work or human rights.

In 2023, female staff accounted for 30.2% of the total workforce, and 17.5% of top managers were women. To ensure gender equality, the Company has established a sexual harassment prevention policy and a complaints investigation committee to handle employee complaints about work-related discrimination or inappropriate behavior. The committee consists of 5 members, of whom 3 (60%) are female.



### ESG Highlights

#### Women Balance Power Program

We launched the Women Balance Power Program in 2023 to support female employees in balancing work, family, and self-actualization. In a "female-friendly workplace survey," the program received a satisfaction score of 81 out of 100, demonstrating the Company's success with its DEI (Diversity, Equity, and Inclusion) and female empowerment initiatives.

**Employee Testimonial:**

*"Thank you so much for all the effort that went into organizing this program. It is such a rare feeling that a company would care for its employees like this. I believe the best education should be 'invisible.' The speeches struck a chord with me and made me see things more clearly. A better-educated workplace means a safer workplace."*

## Effective Communication and Grievance Channels

We have open communication channels to ensure that employees' needs and suggestions are heard. Any violations or misconduct in the workplace can be reported to the relevant department using the provided channels. In 2023, there were 70 complaints, including behavior not adhering to CHT systems or principles, recommendations for administrative management, and reports of violations of the employee code of conduct or other misconduct. These were investigated and resolved appropriately, representing a 5.4% decrease from 2022.

Whistleblower identities are kept in the strictest confidence. Whistleblowers are not subject to unfavorable treatment such as firing, demotions, transfers, or salary reductions. An official anonymity protection system, including legal protection for whistleblowers, is in place.

We hold regular labor-management meetings to ensure labor rights, with nine representatives from each side. The chair alternates between the employer and employee representatives. The chair and president of Chunghwa Telecom regularly communicate with the chair of the union, directors, and supervisors in meetings, in person, and by telephone. CHT pledges to safeguard labor rights through continued cooperation with the union.

The chair of the Chunghwa Telecom Workers Union is entitled to participate in disciplinary review meetings, performance appraisals, and business report meetings to ensure that workers are kept up to date on Company news. In 2023, we held seven labor negotiations, ten labor meetings, and other informal meetings covering 100% of our business locations. We reached a consensus on many issues, and meetings can be convened to discuss matters or any necessary changes in working conditions.

The Employee Grievance Channels	Content
CHT intranet portal	<a href="http://eip.cht.com.tw">http://eip.cht.com.tw</a>
Accountable department	Organization and Talent Development Department, Head Office (Room 503, No. 21-3, Section 1, Xinyi Road, Taipei City 100)
Hotline	0800-080998
Fax	(02)2357-0007
Email	chthr@cht.com.tw



## The Only Telecom Carrier in Taiwan with a Union

Chunghwa Telecom is the only telecom carrier in Taiwan with a union. We have signed a collective bargaining agreement with the union that covers an extensive range of issues, including redundancy, rewards, discipline, promotions, health, and safety. This initiative not only complies with local law and international human rights conventions but also demonstrates our commitment to protecting our employees' interests. A labor director is appointed to sit on the Board of Directors as a worker's representative, allowing workers to more freely express their opinions and ideas.

To foster a harmonious relationship between the Company and its employees and to improve labor conditions, CHT signed a collective bargaining agreement with the union in 2006, following the privatization of the Company. The agreement stipulates that certain benefits must exceed regulatory requirements, including additional paid time off, seniority bonuses and awards, perfect attendance bonuses, and family education subsidies.

In addition to the union established by Chunghwa Telecom, employees have also formed 14 other unions under the organization. As of December 2023, 99.59% of employees were union members. For employees not covered by the collective agreement, we follow consistent labor terms and labor contract regulations per corporate policy, regardless of collective agreement coverage.

Note: 99.59% of non-fixed-term and fixed-term employees are covered by the collective agreement; 99.80% of non-fixed-term employees are covered by the collective agreement.



### "Harmonious Labor Relations Cup" Slowpitch Softball Tournament

Over 300 representatives from both the employer and employee sides formed 17 softball teams to compete in a friendly tournament across three fields at Kaohsiung City's Dapingding Sports Park. To enhance the event experience, local Taiwanese cuisine and street food were provided through food trucks outside the venue. About 1,000 athletes, staff members, spectators, and employees' friends and relatives attended the tournament, exemplifying CHT's efforts to foster harmonious labor relations and a sustainable business environment.





## Valuing Employee Training and Development

Our fundamental business focus is "core competitiveness, professionalism, efficiency, and exceptional service." We aim to develop innovative talent through a combination of internal and external training. We have a comprehensive training system designed to assist employee development in all dimensions. This system begins with incorporating "needs analysis" and "in-depth planning," followed by a performance assessment and review after the program ends. This systematic approach enhances professional skills and work efficiency and helps the Company improve its coordination of human resources. Additionally, it aligns with the operational benefits of the Company.



## Talent Cultivation and Empowerment Program

Human resources are at the core of a business's sustainable development. To cultivate professional telecommunication and management talent, CHT established the Chungghwa Telecom Telecommunication Training Institute, an organization dedicated to developing and implementing training programs informed by the Company's business strategies. A well-trained talent pool is conducive to business growth and allows us to meet client needs, enhance our core capabilities, and maintain our competitive edge.

\* [Chunghwa Telecom Telecommunication Training Institute](#)

## New Employee Orientation

To provide recruits with a general understanding of our company vision, values, and culture and help them adapt to new criteria and the work environment, we introduced the New Recruit Counseling Guidelines for Chunghwa Telecom and Subordinate Institutions. This initiative includes a counselor system and e-learning audio courses to accelerate new employees' familiarization with their work and the company.

# ESG Highlights

## Recruitment and Development of a New-Generation Talent

By focusing on the golden trinity of "Innovation First, Technology First, Talent First," Chunghwa Telecom endeavors to develop emerging businesses in 5G, IoT, AI, and cybersecurity through the following strategies to actively build a workplace where young people can excel.

- **Recruiting Professional Talent:** We actively recruit talent in ICT, AIoT, 5G applications, technology innovation, and other new business opportunities.
- **Nurturing Next-Generation Talent:** We introduce new talent training programs yearly to provide employees with a range of professional training options and certify their skills development.
- **Cultivating Emerging Businesses:** In response to innovative information and communication technologies and cross-disciplinary knowledge integration, we are actively cultivating forward-looking technology service integration professionals.
- **Next-Generation Growth Camp:** This program combines courses, campus experiences, and challenge activities to help participants quickly learn how 5G technology drives digital transformation and understand the Company's 5G development strategies. In 2023, we organized 8 sessions, attended by a total of 1,261 individuals.



## Diverse Learning Channels

To meet the needs of the organization, personal interests, and even the personality traits of our employees, the Telecom Training Institute provides diverse learning channels. These channels help employees develop new in-depth professional abilities. Employees can attend training at the Telecommunication Training Institute during regular hours, in the evening, or on holidays. The institute can also dispatch tutors to relevant business units to hold training sessions. The institute offers eight learning channels: classroom teaching, distance education, digital learning, mobile digital learning, direct-broadcast courses, external programs, on-site tutoring, and the digital library.

Project	Description
<b>Talent Cultivation and Empowerment Program (AGLOW structure)</b>	Our talent cultivation and empowerment program, known as AGLOW, focuses on five core principles: Attraction of recruits, Growth of employees, Leadership of managers, Opportunities for talent development, and Winning in succession planning. This program serves as the foundation for our training initiatives. We have designed tailored training programs for employees at different levels and across various professional fields. These programs cover recruits, current employees, and all levels of management, with customized training to accelerate the development of high-potential employees and ensure a smooth succession pipeline.

### AI Competencies



1. We organized AI training courses to enhance employees' AI competencies and encouraged them to apply their knowledge for increased productivity.
2. To accelerate technological development and industrial transformation, we actively promote innovative AI applications through internal AI competitions.
3. In 2023, we offered 22 basic AI classes (attended by 1,416 employees), 39 advanced classes (attended by 5,515 employees), and 47 professional classes (attended by 3,290 employees).



## Nurturing Professional Talent

Chunghwa Telecom is dedicated to providing employees with a comprehensive learning environment, combining career development with learning experiences through job rotation, project assignments, and overseas placements. In 2023, Chunghwa Telecom's training expenses exceeded NT\$511 million, and employee training sessions totaled 1,376,482 hours. We encourage employees to commit to long-term learning, offering subsidies of up to NT\$30,000 per semester for further studies and providing 320 hours of official leave per semester for doctoral students. In 2022, subsidies were awarded to 267 employees, amounting to NT\$4.129 million. The subsidy for advanced studies, academic degrees, and certifications is offered equally to all employees.

Item	2021	2022	2023
Total Training Expense (NT\$ thousand)	451,380	460,843	511,776
Training Per Capita (NT\$)	22,294	23,043	25,579
Total Training Hours (Hours)	1,148,601	1,152,937	1,376,482
Training Hours Per Capita (Hours)	57	57	69

## Employee Happiness at Work and Engagement Survey

To better understand employees' perspectives, CHT conducts annual employee well-being surveys to gather feedback and assess engagement and happiness levels. The scope of the survey includes corporate identity, employee benefits, core values and beliefs, career opportunities, work environment, leadership style, job satisfaction, sense of purpose, happiness, stress levels, and the newly added dimensions of diversity, equity, and inclusion (DEI).

In the 2023 employee happiness survey, the average happiness score was 89.84 out of 100, and employee engagement reached the top level at 95.24%. Moving forward, we will continue to maintain streamlined communication channels to listen to employee feedback and provide meaningful responses.



### Employee Happiness/ Engagement Survey

Item	2020	2021	2022	2023	2023 Target
Ratio of actively engaged employees (%)	90	90.1	92.38	95.24	93.5
Coverage (% in total employees)	22.74	37.65	41.83	81.45	80

## Fair Evaluation and Long-term Incentives

Chunghwa Telecom currently utilizes its Employee Performance Evaluation Guidelines in the appraisal of employee performance to develop a corporate culture where employees, customers, shareholders, and the Company will all be winners. Supervision is provided for underperforming employees who are guided until the appropriate improvement has been made and they are back on track.

CHT conducts performance reviews at two levels: general staff and senior managers. Performance appraisals involve a series of face-to-face discussions between employees and line managers at the beginning of the year to set personal goals, and at the end of the year to evaluate the employee's contributions to the Company. In 2023, the performance review completion rate reached 100% among all CHT employees.

In addition to linking employees' salary bonuses to their annual performance, CHT has established a reward for long-term employees that is payable on a one-year deferred basis and applies to all employees provided that they meet our standards for continuous service and recent performance appraisal results.

## Health and Safety Management

### Certified with ISO 45001 Occupational Health and Safety Management System

CHT's occupational health and safety management objectives include improving safety and health facilities, fostering a safe, healthy, comfortable, and welcoming work environment, and preventing occupational accidents. To achieve these goals, we have 118 licensed occupational safety and health specialists and 35 full-time nurses on staff, leading the telecommunications industry.

As of 2023, CHT has implemented the ISO 45001 occupational health and safety system at 27 locations across Taiwan, all of which have been validated by third-party auditors. We aim to enhance our existing occupational safety and health management through systemization and standardization.

As part of our health promotion initiative, we regularly organize workplace health campaigns. In 2023, 22 CHT locations earned the Healthy Workplace Certification Mark. Additionally, having invested in both software and hardware facilities to promote an active lifestyle, we retained our certification as a Sports Administration-certified "iSports" company in 2023.

Note: For more details on the Occupational Health and Safety Plan - Integrated Disclosures (GRI 403), please refer to page 180~185.



## The Dedicated Occupational Health and Safety Management Unit

Dedicated occupational health and safety management units are instituted at Chunghwa Telecom and its subordinate institutions in compliance with the law. These units are responsible for formulating occupational health and safety management plans; identifying, assessing, and managing hazards in the working environment and operations; conducting autonomous inspections and environmental monitoring of machinery and equipment before operations; and making continuous improvements to health and safety facilities to foster a safe, healthy, and comfortable working environment.

Labor Safety and Health Committees have been established at all CHT institutions, with labor representatives accounting for one-third or more of the seats. These committees convene quarterly to deliberate, coordinate, and advise on health and safety matters. Additionally, the Labor Safety and Health Department is responsible for the planning and implementation of labor safety and health initiatives.

In 2023, four meetings were held, during which 117 proposals were presented by labor representatives—87 related to the refinement of safety and health management, and 30 related to employee benefits. All proposals were resolved.

## Full-Time Physicians and Nurses to Improve Employee Health Management

To provide better and more immediate medical assistance to our employees, we hired 7 additional full-time nurses in 2023, ensuring that 100% of our business locations now have a nurse on staff. We employ a total of 35 full-time nurses and contract with 26 physicians to provide on-site health services for employees. Additionally, we established health service centers at 12 locations in 2023 to offer health services, consultation, and care.

1. Following applicable labor regulations, we have medical personnel on contract to conduct occupational hazard assessments, organize health promotion campaigns, and provide safety training for our employees. Based on assessment results, we follow up with high-risk individuals to address potential hazards, arrange on-site physician visits, and offer ergonomic recommendations to prevent injuries, improve work efficiency, and ensure a safe and comfortable work environment.
2. We monitor and keep records of temperature, humidity, illumination, noise, and indoor air quality (CO2) to ensure the comfort and safety of employee work environments. All monitoring results in 2023 complied with regulations.
3. In addition to full-time physicians, we have deployed 25 workplace health management physiological (blood pressure) measurement systems in our facilities. Combined with our "Enterprise Healthcare System (EHS) and Personal Health Record," employees can monitor changes in their blood pressure at any time.

## Reducing Occupational Hazards

We actively reduce and minimize occupational hazards via aspects of system, execution, and training:

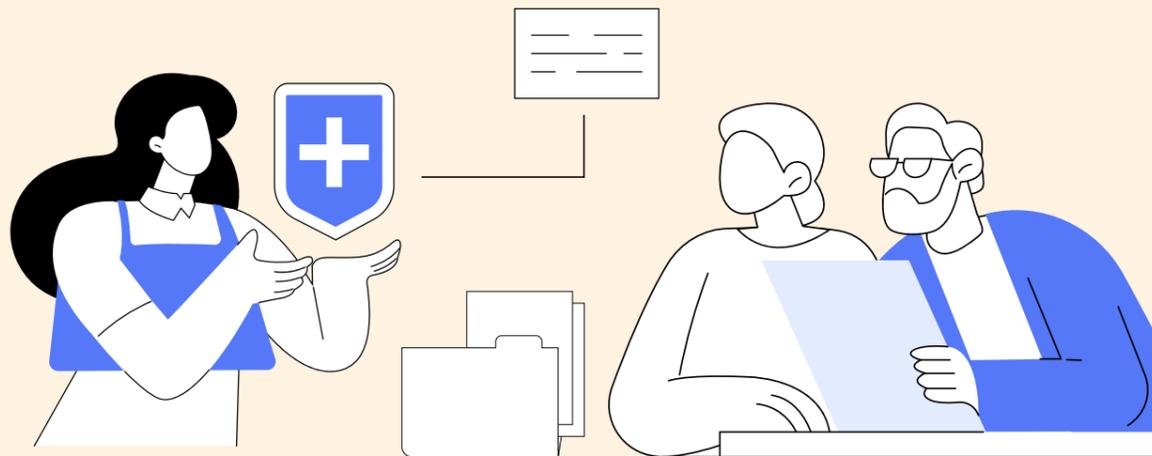
Project	Description
<b>Execution</b> 	<ul style="list-style-type: none"> <li>• <b>Source Management:</b> We implement stringent source management and carefully manage construction risks. All high-risk operations require approval by the ICT.</li> <li>• <b>Site Monitoring:</b> Workers are required to take photos of sites with handheld devices and upload them to the monitoring system. This allows for the identification and implementation of precautionary measures to prevent falls, oxygen deprivation, and other hazards.</li> </ul>
<b>Training</b> 	<ul style="list-style-type: none"> <li>• <b>Occupational Training Centers:</b> We have established three occupational training centers in Banqiao, Taichung, and Kaohsiung to provide occupational safety and health training for employees and contractors.</li> <li>• <b>Training Sessions:</b> In 2023, we conducted 230 occupational safety and health training sessions for 22,358 individuals, including 20,918 employees and 1,440 contractors/subsidiary representatives.</li> </ul>
<b>System</b> 	<ul style="list-style-type: none"> <li>• <b>Incident Reporting and Handling:</b> We have established procedures for reporting and handling occupational hazards and dangers. This includes enforcing hazard identification and risk assessment protocols.</li> <li>• <b>Occupational Accident Guidelines:</b> The Chunghwa Telecom Occupational Accident Guidelines contain detailed procedures for assessing occupational illness. Employees suspected of having become ill due to their occupation are assisted in applying for verification at the local municipal/county/city authority, following the Protecting Workers from Occupational Accidents Act.</li> </ul>

### ★ ESG Highlights

#### Health Promotion for Senior Employees

With the average age of our employees nearing 50, our health checkups for senior employees promote autonomous health management. In addition to physical exercise, we established a support system among friends through this initiative.

1. **Health Checkups:** These include tests for blood pressure, cholesterol, blood sugar, cancer, cardiovascular health, and hearing, as well as cervical spine X-rays, macular degeneration testing, coronary artery exams, and echocardiograms.
2. **Personal Health Risk Assessment and Management:** This comprehensive assessment includes evaluations for blood pressure, cholesterol, blood sugar, cancer, cardiovascular health, and hearing, alongside cervical spine X-rays, macular degeneration testing, coronary artery exams, and echocardiograms.
3. **Health Promotion Lectures:** CHT established the "Channel H" health series video program to provide employees with knowledge and skills for epidemic prevention and healthcare. In 2023, 22 sessions were held, with a total of 26,918 employees accessing the program.



### ★ ESG Highlights

#### Introduction of AI image recognition technology to high-risk operations

1. We incorporated the LEMO AI image Recognition System into our in-house Construction Engineering Management Information System (CEMIS) for 16 safety measures to ensure the safety of employees handling high-risk operations.
2. AI image recognition is now used in all pre-work inspections for high-risk operations for our fixed and mobile internet services. The system reviewed 35,010 frames of images in 2023, drastically reducing risks associated with operations in confined spaces and safeguarding the lives of our valued employees.

### ★ ESG Highlights

#### Climate change-related safety mechanisms

1. In response to the increasing frequency of extreme weather events, especially heat waves and rising temperatures, we have formulated comprehensive high-temperature protection measures for outdoor operations. These measures classify health impacts from heat and set out corresponding response procedures, with the ultimate goal of preventing health risks due to high temperatures and protecting employee health.
2. To ensure employee safety during operations in inclement weather, we formulated the Emergency System Recovery Safety Guidelines to identify and assess potential risks. Additionally, the Safety Standards for Operations in Inclement Weather were established to ensure that emergency recovery operations are carried out on time without compromising the safety of our engineers.



**ESG Highlights**

**Recognition and accolades**

At the 2023 Taiwan Corporate Sustainability Awards (TCSA), CHT was named Outstanding Workplace Welfare Leader in the service industry and telecommunications sector, acknowledging the Company's efforts to promote a healthy workplace and generational harmony in recent years.



**Table of Occupational Injuries and Diseases for Employees**

Item	Male ♂	Female ♀	Total
Main types of work-related injuries	-	-	falling, falling from a height, traffic accidents
Number of hours worked (hours)	-	-	39,779,200
Number of recordable work-related injuries (persons)	4	4	8
Recordable work-related injuries rate	0.14	0.33	0.20
Injury Rate (IR)	Number of fatalities as a result of work-related injury	0	0
	Fatalities as a result of work-related injury rate	0	0
	Number of high-consequence work-related injuries (number of fatalities excluded)	0	0
	High-consequence work-related injuries rate (number of fatalities excluded)	0	0
Occupational Disease Rate (ODR)	Main types of work-related ill health	-	-
	Number of recordable work-related ill health	0	0
	Number of fatalities as a result of work-related ill health	0	0
	Fatalities as a result of work-related ill health rate	0	0

Notes:  
 1. Number of hours worked: 8 hours \* number of people \* number of working days (calculated based on 248 working days in 2023).  
 2. Fatality rate (due to work-related injuries) = (Number of fatalities due to work-related injuries / Number of hours worked) × 1,000,000.  
 3. High-consequence work-related injury rate (disability for more than 6 months) = (Number of high-consequence work-related injuries / Number of hours worked) × 1,000,000.  
 4. Reported work-related injury rate = (Number of reported work-related injuries / Number of hours worked) × 1,000,000. (Source: CHT Monthly Occupational Accident Report, prepared following government regulations).  
 5. Statistics do not include commuting accidents.  
 6. Definition of on-site contractors: individuals or organizations that work on the operating sites of Chunghwa Telecom. Statistics were compiled from the data of HongHwa International Corp.



**Table of Occupational Injuries and Diseases for On-site Contractors**

Item	Male ♂	Female ♀	Total
Injury Rate (IR)	Main types of work-related injuries	-	-
	Number of hours worked (hours)	-	-
	Number of recordable work-related injuries (persons)	11	1
	Recordable work-related injuries rate	1.76	0.16
Occupational Disease Rate (ODR)	Number of fatalities as a result of work-related injury	0	0
	Fatalities as a result of work-related injury rate	0	0
	Number of high-consequence work-related injuries (number of fatalities excluded)	0	0
	High-consequence work-related injuries rate (number of fatalities excluded)	0	0
Occupational Disease Rate (ODR)	Main types of work-related ill health	-	-
	Number of recordable work-related ill health	0	0
	Number of fatalities as a result of work-related ill health	0	0
	Fatalities as a result of work-related ill health rate	0	0



## Health Promotion Activities

Providing a safe and healthy workplace is essential for our employees, who spend over a third of their day at work. Beyond offering a variety of benefits such as health checkups, keynote speeches, and promotional activities, we are dedicated to promoting sports both in the workplace and on a national level. In 2023, we invested NT\$74,890 thousand in employee healthcare.

### Health Promotion Activities

#### Employee Assistance Program (EAP)



#### Results and Description

- CHT, one of Taiwan's largest corporations, has been promoting the Employee Assistance Program (EAP) since 2007.
- We arrange professional counseling services with psychologists, attorneys, and social workers for employees who need them.
- The EAP offers employees 5 free external consultation sessions each year in addition to services provided by contracted experts.
- In 2023, case managers made 5 visits and completed 512 service sessions, achieving an overall satisfaction rate of 98%.

#### Free Influenza Vaccination



Studies have shown that receiving the flu vaccine can reduce mortality rates and the likelihood of contracting or spreading the disease. In 2023, we provided free influenza vaccines at 21 locations to a total of 1,436 eligible employees.

#### Employee Health Service



- We provide employees with health consultations via online or phone appointments. In 2023, physicians visited the plants 36 times a month, with each session lasting 3 hours and each patient allocated 30 minutes.
- Healthcare personnel use the Employee Health Management System for health record analysis and evaluation. Extra consultations can be arranged between physicians and employees as needed for proper guidance and healthcare.
  - On-site visits by physicians: 432
  - Thirty-minute medical consultations with physicians: 3,877
  - Consultations with nurses: 23,363

#### Health Examination of Employees and Dependents



- The Company offers superior care beyond legal requirements, providing employees with a choice of various health checkup packages. A total of 16,092 employees received checkups in 2023.
- Family members are also entitled to checkups at the same rate; a total of 3,557 family members participated.

#### Healthy Workplace



- We regularly test the noise level, lighting, temperature, humidity, and air quality of our offices. Regular cleaning and maintenance are also conducted to ensure a safe environment.
- All offices are equipped with ergonomic chairs, natural ventilation, indoor plants, and other elements that contribute to a healthy work environment.

#### Telecommuting



- Call forwarding, instant messaging, and video conferencing.
- OA Online Administrative Operation: using HiGate for telecommuting or mobilized administrative services on cellphones.
- Shared offices have been set up in the six special municipalities since 2023, for employees that commute to work from afar to work nearby instead and take care of their families.

#### Employee Cafeteria



- Monthly herbicide/insecticide residue tests are conducted on produce used in employee canteens at 9 locations across Taiwan, ensuring safe and nutritionally balanced meals.
- All food suppliers undergo rigorous reviews to ensure the safety of the food provided to our employees.
- We commission SGS, a professional audit entity, to test for ractopamine, animal drugs, preservatives, and sulfur dioxide in the food supplied to employee canteens.

### Health Promotion Activities

#### Balancing Work and Life



#### Results and Description

Provides 27 hostels for travel accommodations, encouraging employees to maintain a work-life balance.

#### Flexible Working Hours



- **Flexible Start and Finish Times:** We are piloting flexible work hours to help employees balance work and family life.
- **Pilot Sites:** CHT Headquarters, CHT Laboratories, CHT Information Technology Group, CHT Consumer Business Group, CHT International Business Group, and CHT Enterprise Business Group.

### Employee Health Promotion



- **Health Promotion Events:** 503 health promotion events (35,030 participants): Health promotion workshops/tours, health screenings, charity campaigns (beach cleanups, blood drives, and environmental beautification), sports tournaments (basketball, softball, badminton, etc.), first-aid training, weight management courses, free vaccinations, employee clubs (aerobics, yoga, taichi, etc.), and other large-scale events (power walking/jogging).
- **Disease Prevention Publications:** The Company publishes two articles each month focusing on disease prevention.

### Health Services for Female Employees



- **Pap Smears and Mammograms:** We provided free pap smears for 1,064 female employees and mammography screenings for 509.
- **Ultrasound Screenings:** Breast and pelvic ultrasounds are included as compulsory tests in our employee health examination package. We subsidized breast ultrasound screenings for 1,220 female employees and pelvic ultrasounds for 3,402.
- **Health Promotion Workshops:** Our health promotion workshops had an average attendance rate of 95%.
- **Lactation Rooms:** We installed 44 premium lactation rooms across 28 locations in Taiwan.
- **Outstanding Lactation Room Certification:** We applied for outstanding lactation room certification for 16 of our 44 lactation rooms, all of which passed certification by local health departments. Six of these certified lactation rooms are open to the public free of charge.



## Building a Happy Workplace

Employees are the cornerstone of Chunghwa Telecom's growth and competitiveness. As part of our commitment to our workforce, we pledge to avoid layoffs and salary reductions. With Taiwan transitioning to a super-aged society, we actively support the national childbirth policy to retain young talent. By offering diverse and superior childbirth and welfare measures beyond statutory requirements, we encourage employees to "be willing to marry, dare to give birth, and enjoy raising a family," reinforcing our reputation as a happy enterprise dedicated to sustainable development.

Chunghwa Telecom's long-standing dedication to employee care has earned public recognition. In 2023, we received the Technology R&D Gold Award at the Happy Enterprise Awards from 1111 Job Bank and were honored at the inaugural Family-Friendly Workplace Awards by Education, Parenting, and Family Lifestyle Magazine. These accolades highlight our commitment to corporate social responsibility, innovation, and sustainable development.



## Childcare-Friendly Workplace

In 2022, Chunghwa Telecom began implementing the following childcare-friendly welfare measures to ensure employees can care for their children and families without worries:

- **Reduced Work Hours:** Employees with children aged 3 or under can apply to reduce their workday by one hour with full pay, without affecting their attendance record or performance review. If both spouses work at Chunghwa Telecom, both can apply. To date, 1,556 employees have benefited, totaling 141,844 hours dedicated to childcare.
- **Program Expansion:** In 2024, the program was expanded to include employees with children under the age of 6.
- **Childcare Support Centers:** Sixteen workplace childcare support centers were established at nine locations across six special municipalities, providing education and care services for employees' children and grandchildren aged 2 to 6. This allows employees to work with peace of mind, knowing their families are well cared for.
- **Afterschool Care:** Recognizing that employees may not always pick up their children from daycare on time due to work obligations, we started offering free afterschool care services in the 2023-24 school year to alleviate this concern.
- **Enhanced Benefits:** In 2023, we increased the monthly childcare allowance for employees with children aged 0-6 and introduced a maternity allowance of NT\$20,000 per childbirth.



## Better Maternity Benefits than Legal Requisites

Since 2006, Chunghwa Telecom has implemented an unpaid childcare leave system to help employees balance work and family responsibilities. Employees who take childcare leave receive an allowance from the authority under the Employment Insurance Act. After six months, the Company further supports them by providing an additional childcare subsidy amounting to half of the assurance sum under the Labor Insurance Scheme, surpassing legal requirements.

In 2023, a total of 115 employees applied for unpaid childcare leave, and 105 employees applied for childcare leave allowances. Chunghwa Telecom paid out NT\$13,860,060 in childcare leave allowances, demonstrating our commitment to offering superior maternity benefits and supporting our employees' family needs.

Year	Item	Male ♂	Female ♀	Total
2023	The Number Qualified for UPL for Raising Children 2023 (A)	1,022	358	1,380
	Number of Applications for UPL 2023 (B)	22	93	115
	Application Rate for UPL (B/A)	2.15%	25.98%	8.33%
	Number of Expected Reinstatement 2023 (C)	19	53	72
	Number of Applications for Reinstatement 2023 (D)	18	65	83
2022	Reinstatement 2023 (D/C)	94.74%	122.64%	115.28%
	Number of Reinstatement 2022 (E)	22	71	93
	One Year Retention after Reinstatement 2022 (F)	20	70	90
	Retention Rate 2022 (F/E)	90.91%	98.59%	96.77%

Notes:

1. The number of employees eligible for parental leave in 2023 (A): Calculated based on employees with children aged three years or younger, according to the database of dependents.
2. The number of expected reinstatements in 2023 (C): Employees who applied for parental leave from 2021 to 2023 and are expected to return in 2023.
3. The number of actual reinstatements in 2023 (D): Employees who applied for parental leave from 2021 to 2023 and were reinstated in 2023.
4. Reinstatement rate: (Actual number of reinstated employees that year / Number of employees expected to be reinstated that year) × 100%
5. Retention rate: (Number of employees who continued working after reinstatement / Number of employees reinstated in the previous year) × 100%. This includes employees who continued working for one year after reinstatement in the previous year, even if they were on unpaid leave again.

## Leaves Better than the Statutory Requirements

Item	CHT	Labor Standards Act
Annual Leave	<ul style="list-style-type: none"> <li>• Employment years 7: 21 days</li> <li>• Employment years 10: 28 days</li> <li>• Employment years 15: 30 days</li> </ul>	<ul style="list-style-type: none"> <li>• Employment years 7: 15 days</li> <li>• Employment years 10: 16 days</li> <li>• Employment years 15: 21 days</li> </ul>
Funeral	Better than the statutory requirement for certain kin	Paid leave available for certain kin
Personal Leave	5 days of personal leave with pay	Unpaid
Family Care Leave	7 days for personal leave and family care leave combined	Unpaid
Sick Leave	Full salary	Half salary
Menstrual Leave	Full salary	Half salary
Maternity Leave	42 days regular leave, rest day, and national holiday not included	8 weeks regular leave, rest day, and national holiday included
Pregnancy Checkup Leave	10 days	7 days
Miscarriage Leave	Full salary	No pay
Pregnancy Checkup Accompaniment and Paternity Leaves	10 days	7 days

## Retirement Benefits

Employee retirement requests are processed according to the Chunghwa Telecom Employee Retirement Pension and Separation Guidelines, the Labor Standards Act, and the Labor Pension Act.

- **Labor Standards Act:** The Company contributes up to 15% of an employee's monthly salary to the pension fund, managed by the Labor Pension Supervisory Committee. The current fund balance is NT\$33.9 billion, with the Company covering any shortfalls.
- **Labor Pension Act:** The Company contributes no less than 6% of an employee's monthly salary to their pension account with the Bureau of Labor Insurance, following the Contribution Rate Sheet approved by the Executive Yuan.

Note: These contributions are deposited in employees' pension accounts held by the Bureau of Labor Insurance under the Ministry of Labor.



## Allowance, Subsidy and Sports Activity

Item	Activities and Description	Number of Participant / Beneficiaries	Contribution / Supplement
Parental Leave Allowance	We offer a 6-month parental leave allowance in compliance with the Employment Insurance Act. Additionally, CHT provides a monthly allowance totaling half the sum assured under the Labor Insurance Scheme.	105 persons	13,860 NT\$ Thousand
Childcare Allowance	Employees with children aged 0-6 years automatically receive a childcare allowance of NT \$12,000 per year	3,502 persons	35,414 NT\$ Thousand
Sports Activity	Regional activities include 12 on-road footrace events, 125 hiking activities, 82 ball sports activities, and 344 other activities (e.g., stair-climbing, health exercises, walking, and health promotion lectures), covering 100% of the sites.	34,908 persons	14,563 NT\$ Thousand
ESOT	The employee participation rate reaches as high as 90%, with a total contribution amounting to 16.5 billion NT dollars. Including company subsidies, the total contribution to the employee stock ownership trust amounts to 21.4 billion NT dollars. Consequently, the Employee Stock Ownership Trust has become the third largest shareholder of the company.	18,106 persons	2,143,516 NT\$ Thousand
Dependent Education Subsidy	Twice a year (two semesters).	21,701 persons	98,170 NT\$ Thousand
Wedding Subsidy	A wedding subsidy is available for employees who are lawfully married.	293 persons	732.5 NT\$ Thousand
Childbirth Subsidy	Employees or their spouses are eligible for a childbirth subsidy.	464 persons	7,740 NT\$ Thousand
Funeral Subsidy	A funeral subsidy is available in the event of the death of an employee's parent, foster parent, step-parent, spouse, or child.	115 persons	575 NT\$ Thousand
Work Hour Reduction for Childcare	Employees with children aged 3 or under can apply for a reduction of 1 work hour per workday with full pay.	1,556 persons	34,042 NT\$ Thousand
Recreation and Sports Facilities	Our facilities include an integrated stadium, swimming pool, tennis courts, badminton courts, basketball courts, table tennis courts, multifunctional event space, karaoke room, and employee dormitories.	Activities Space: 15,608 pings	

Note: These benefits are provided to non-fixed-term employees of CHT and do not extend to employees of subsidiaries.

## Post-Retirement Planning and Opportunities

Project	Description
 <p><b>Care Program for Retirees' Sweet, Happy Lives</b></p>	<ul style="list-style-type: none"> <li>To help our employees adapt and create quality lives after retirement, the Chunghwa Telecom Training Institute organized a "Care Program for Retirees' Sweet, Happy Lives." In 2023, a total of 8 sessions were held, involving 575 participants.</li> <li>We contributed NT\$4.5 million to the Chunghwa Telecom Retirees Association to support relevant activities. Additionally, we donated NT\$1.5 million for travel activities and NT\$0.3 million for meal expenses for 100% of site volunteers across branches during the Lunar New Year.</li> </ul>
 <p><b>Consultant Recruitment Guidelines</b></p>	<ul style="list-style-type: none"> <li>To facilitate the transfer of knowledge and experience, we established "Consultant Recruitment Guidelines" to hire paid and honorary consultants.</li> <li>Managers at the Senior Executive Vice President level or higher, or heads of Level-1 institutions, may be hired by Chunghwa Telecom as paid consultants after retirement. Paid consultants serve a term of up to one year, after which they transition to honorary consultants.</li> </ul>



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### ESG Highlights

## Employee Testimonials: Balancing work and family with comprehensive benefits

A happy family life for employees is a key driver of sustainable business development. Chunghwa Telecom is dedicated to helping employees achieve a balance between work and family. In 2022, we introduced shortened workdays for employees with children under the age of 3. Eligible parents can reduce their work hours by one hour daily without any pay deduction. The program was well received, leading us to expand it in 2024 to include parents with children under the age of 6.

**Testimonials from employees:**



*"The company organized a group wedding for us, significantly reducing our financial burden. The grand public wedding made it feel truly official. We were granted 14 days of marital leave, well above the regulatory minimum, allowing us to plan a long honeymoon. Additionally, the company's fully-owned resorts across Taiwan enable us to travel and stay at tourist spots at competitive rates, and we receive travel subsidies when we take annual leave!"*

—Administrator Li

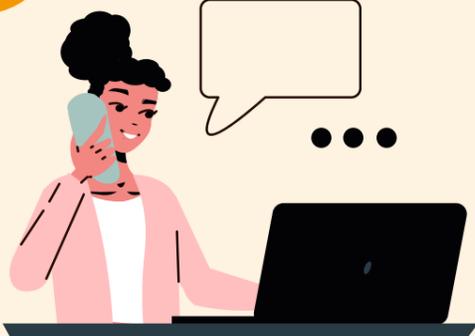


*"Striking a work-life balance: The company shortened our workday by one hour because we have children under the age of 3. We also have access to nursery and childcare services, making life much easier for new parents like us. Leaving work an hour early means we don't have to rush to pick up our kids from kindergarten, allowing us to drive safely and spend more time with our little ones. Although we don't personally use the service, it's reassuring that the company offers on-site kindergartens. This approach greatly improves employee dedication and work efficiency. I also appreciate the ESG beach cleanups organized by the company. These events provide a great opportunity for my kids to learn about the environment, our impact on the ecosystem ('Why do plastic straws get stuck in sea turtles' nostrils?'), and the importance of sustainability."*

—Senior engineer Wang

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### ESG Highlights



## Working from Home

To offer more flexibility for our employees, we have established multiple co-working spaces across Taiwan, allowing employees to work closer to their hometowns. In 2023, we founded the Yawan Technology Research and Development Center in Kaohsiung, focusing on AI technology and corporate cybersecurity applications. This initiative aims to create more high-tech jobs in southern Taiwan, attract outstanding talent, and enable current employees to return to their hometowns, fostering stronger family connections.

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### ESG Highlights



## Retention Bonus with ESOT

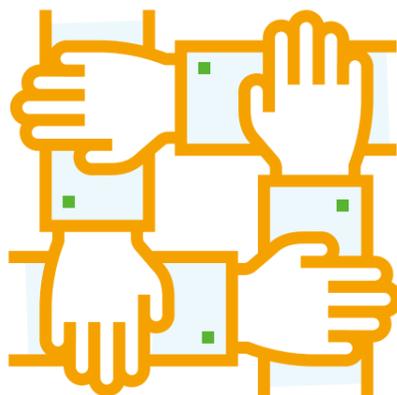
To attract and retain talent, strengthen employee commitment, and ensure sustainable development, we implemented the Employee Stock Options Plan (including a clawback mechanism) in 2024 for employees under the new pension system.

# Public Policy Participation

## Strategy and Implications

Public policy directly influences a nation's economic development and social progress. Chunghwa Telecom actively participates in public associations and activities. We leverage our expertise in telecommunication technology to support public policy, as well as cultural, arts, and sporting events that benefit the general public.

We have joined nearly 100 associations and groups, fostering technological advancements through industry and cross-industry exchanges and cooperation.



## Representative associations

Association	Role of CHT	Contribution and Membership Fee Contribution/Membership Fee (NT\$)	Description
5G Smart Pole Standard Promotion Alliance (5G-SPSPA)	Deputy Director	200,000	Staying current with domestic and international 5G smart pole technical specifications, forming alliances with industry players in Taiwan, and securing 5G smart pole contracts both locally and globally.
Taiwan Listed Companies Association	Member	100,000	Seeking collaboration opportunities with cross-industry partners, building a consensus for industrial development, and fostering cross-industry exchanges.
Cloud Computing and IoT Association of Taiwan	Deputy Chair	100,000	Driving the development of the cloud computing and IoT industry in Taiwan, increasing international exchanges, and ensuring industry robustness.
Pacific Telecommunications Council, PTC	Member	140,085	As a founding member of the world-renowned telecom organization PTC since 1978, our President represents the Company at PTC.
Taiwan Telecommunications Industry Development Association (TTIDA)	Chair, Director, Supervisor	100,000	We are committed to the telecom industry in Taiwan and actively participate in the Taiwan Telecommunications Industry Development Association (TTIDA) to jointly facilitate overall industry development.
Taiwan Communications Society (TCS)	Director	109,000	Strengthening collaboration between telecommunications service providers and radio and television operators to minimize the impacts of new policies and regulations.

## Climate-related Associations

Association	Role of CHT	Contribution and Membership Fee Contribution/Membership Fee (NT\$)	Description
Taiwan Net Zero Emissions Association	Executive Director, Director	150,000	Assisting corporate members in achieving net-zero emissions, acting as a bridge between the industry and the government, and ultimately achieving nationwide net-zero emissions in Taiwan.

Association	Role of CHT	Contribution and Membership Fee Contribution/Membership Fee (NT\$)	Description
Taiwan Business Council for Sustainable Development (BCSD-Taiwan)	Member	120,000	As part of the global alliance World Business Council for Sustainable Development (WBCSD), we leverage the business community's power to achieve sustainable enterprise development and implement sustainable solutions.
Global Views ESG Alliance	Member	150,000	Cultivating forward-thinking talent with Global Views Magazine through Taiwan's first-ever ESG/USR alliance.
Asia-Pacific Satellite Communications Council (APSCC)	Member	160,000	Keeping abreast of the latest developments in satellite communication technology and applications to advance the satellite communications industry.
GSMA	Member	4,000,000	Participating in the GSM global roaming platform, attending international meetings and exchanges, staying informed about global cellular communication trends, and driving industry growth.
Taiwan Network Information Center (TWNIC)	Member	441,000	Coordinating national and international network exchanges and collaborations to ensure the robust development of the domestic information industry.
Unmanned Aircraft Systems Team of Taiwan (UAS Taiwan)	Member	22,000	Fostering relations with UAS companies to secure a key industry position.



## ESG and Culture – Supporting the Culture Industry

Chunghwa Telecom is a long-term supporter of the arts and culture industry, believing that culture represents a nation's ultimate soft power. This belief is ingrained in our corporate DNA, and we incorporate cultural affairs into our ESG strategies and action plans to drive the local cultural and creative industry forward.

Chunghwa Telecom provides professional technical support, including 5G private networks, mobile edge computing, and AR/VR application technologies, to enhance access to digital culture and entertainment. We assist in domestic cultural development projects, collaborate with cultural institutions to develop digital cultural content and promote the growth of Taiwan's cultural and creative industries. In 2023, we allocated resources worth over NT\$60 million. The projects we supported include:

### National Theater and Concert Hall

Taipei Male Choir—Let's Drink: 5G Immersive Concert

### Chiayi City Cultural Affairs Bureau

Exploring the Chiayi City Museum with 5G Interactive Digital Application

### Tainan City Government

Urban Marketing Services through 5G Metaverse Technology

### Pingtung County Government

Coming Back to Life Across Time and Space: a 5G-enabled multi-location folk concert

### Ministry of Culture

Rediscovering the Splendor of Hengchun Old Town: Mixed Reality Exhibition Demo Project

### Taoyuan City Cultural Affairs Bureau

Next-generation LED sound stage at Taoyuan Sunlight Arena

### Chimei Museum

Augmented reality (AR) experience

### Taiyen Biotech Cigu Salt Fields and Matsu Visitor Center

WebAR multimedia guide

### Pingtung County Danlu Elementary School

Virtual reality-based course materials for teacher-student co-learning

### Sporting equipment donations to youth baseball teams in remote areas

- Sponsoring the Taoyuan County Guishan Elementary School Baseball Team: Provided NT\$200,000 in travel subsidies. The team represented the Asia-Pacific region and secured third place at the 76th Little League World Series.
- Sponsoring the Taiwan Little League Baseball Association: Established the Million Dollar Remote Baseball Team Fund, donated sporting equipment, and gave young athletes free tickets to the opening game of the 2023 Asian Baseball Championships at the newly opened Taipei Dome stadium.

