

## GRI 2-9 Governance Structure and Composition /GRI 2-17 Collective Knowledge of the Highest Governing Body

Name	Gender	Committees	Other Significant Positions and Commitments Held / Nature of Commitment	Executive Director	Independent	Competencies Relevant to the Organization	Stakeholder Representative	ESG Courses
Shui-Yi Kuo	Male	Sustainable Development & Strategy Committee	<ul style="list-style-type: none"> <li>Chairman &amp; CEO, Chunghwa Telecom Co., Ltd.</li> <li>Chairman, Sustainable Development &amp; Strategy Committee</li> <li>Chairman, Chunghwa Telecom Foundation</li> </ul>	V	-	Chairman & CEO Shui-Yi Kuo chairs Chunghwa Telecom's Sustainable Development and Strategy Committee and the Chunghwa Telecom Foundation. The Board-level Sustainable Development and Strategy Committee guides the Company's sustainability vision, policies, and goals. The Chunghwa Telecom Foundation advances corporate social responsibility, implementing core values in underserved areas and acting as a platform to support local development and resilience.	V	<ul style="list-style-type: none"> <li>14th Taipei Corporate Governance Forum</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Chau-Young Lin	Male	<ul style="list-style-type: none"> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>President, Chunghwa Telecom Co., Ltd.</li> <li>Director, Institute for Information Industry</li> </ul>	V	-	President Chao-Young Lin executes CHT strategies, coordinating branches and subsidiaries to strengthen the telecom network, enhance digital resilience, and ensure information security while improving service quality. He aims to leverage group synergies to replicate successful services, products, and experiences in CHT's digital and net-zero transformation. Additionally, he fosters broad alliances and promotes positive industry ecosystem development with partners in cloud and AI applications, creating mutual benefits and shared prosperity.	V	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Hsiang-Ling Hu	Male		Political Deputy Minister, MOTC	-	-	Director Hu, former Director-General of the Railway Bureau (MOTC), brings extensive expertise in transportation planning, system analysis, railway laws, and risk management.	V	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Ching-Hwi Lee	Female		Deputy Minister, MOC	-	-	Director Lee, the current Deputy Minister of Culture, is an expert in cultural administration, interdisciplinary collaboration, performing arts, and media content creation. She is dedicated to the sustainable development of the cultural industry.	V	<ul style="list-style-type: none"> <li>Promoting Corporate Sustainability with Risk Management: Risk Management Best Practice Principles for TWSE/TPEX-listed Companies</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Shin-Yi Chang	Male	<ul style="list-style-type: none"> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Director, Department of Accounting, MOTC</li> <li>Supervisor, Taiwan International Ports Corp.</li> </ul>	-	-	Director Chang, former chief of accounting for the Ministry of Economic Affairs and Coast Guard Administration, has significant expertise in accounting and risk management. He also lectured on risk and crisis management at the National Academy of Civil Service.	V	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> <li>Corporate Governance Summit XIX: Creating a New Sphere of Governance to Elevate the Value of Enterprises</li> </ul>
Sin-Horng Chen	Male	-	<ul style="list-style-type: none"> <li>Chair Professor, Department of Electrical Engineering, National Yang Ming Chiao Tung University</li> <li>Independent Director, Chinese Gamer International Corp.</li> </ul>	-	-	Director Chen, former acting President of National Yang Ming Chiao Tung University, has held roles including Professor of Electrical and Computer Engineering and Director of the IoT Smart System Research Center. He was Executive Director of the Telecommunications/Networking National Science and Technology Program and Communications Engineering Program Convener for the National Science and Technology Council. He is an expert in audio signal processing and ICT.	V	-
Hsiu-Chuan Tsai	Female	-	<ul style="list-style-type: none"> <li>Chairperson &amp; Professor, Department of Political Science, Soochow University, Taiwan</li> <li>Director, Transparency International Chinese Taipei, under Transparency International</li> </ul>	-	-	Director Tsai, Director of Transparency International Taiwan, specializes in governance, anti-corruption, and policy marketing, significantly contributing to the Board's advancement in these areas.	V	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>

Name	Gender	Committees	Other Significant Positions and Commitments Held / Nature of Commitment	Executive Director	Independent	Competencies Relevant to the Organization	Stakeholder Representative	ESG Courses
Shih-Hung Tseng	Male	Sustainable Development & Strategy Committee	<ul style="list-style-type: none"> <li>President of CHT's Corporate Union, Tainan Branch</li> <li>Engineer, Tainan Branch, CHT</li> </ul>	-	-	Labor Director Tseng has over 40 years of experience with the company. A dedicated advocate for labor rights, he has been a member of the Worker's Union since 1996, handling union-related matters. His roles as executive director and executive supervisor have given him a deep understanding of labor affairs.	V	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Yu-Fen Lin	Female	<ul style="list-style-type: none"> <li>Compensation Committee</li> <li>Audit Committee</li> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Chairperson, Compensation Committee</li> <li>Managing Partner, Lex &amp; Honor Attorneys-at-Law</li> <li>Independent Director, SINBON Electronics Co., Ltd.</li> <li>Independent Director, Bank SinoPac Co., Ltd.</li> <li>Supervisor, Infinity Communication Tech. Inc.</li> </ul>	-	V	Independent Director Lin, a managing partner at Fayu Law Firm, holds degrees in political science and law from National Taiwan University. She previously practiced at Gaofeng Law Firm and Lee and Li Attorneys-at-Law, specializing in corporate investment law.	-	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Introduction to Corporate Governance 4.0</li> <li>Observing 2030 Sustainable Governance in Financial Institutions under 2023 Global ESG Trends</li> </ul>
Chung-Chin Lu	Male	<ul style="list-style-type: none"> <li>Audit Committee</li> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Professor, Electrical Engineering Department, National Tsing Hua University</li> <li>Director, National Science &amp; Technology Center for Disaster Reduction</li> </ul>	-	V	Independent Director Lu, also Director of the National Science and Technology Center for Disaster Reduction, provides expertise in disaster reduction, advancing research, technology, and policy measures.	-	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Yi-Chin Tu	Male	<ul style="list-style-type: none"> <li>Audit Committee</li> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Chairman of Taiwan AI Labs &amp; Foundation</li> <li>Director, Taiwan Creative Content Agency</li> <li>Independent Director, PChome Online Inc.</li> </ul>	-	V	Independent Director Tu, founder of Taiwan AI Labs, has extensive experience as Chief R&D Officer at Microsoft Asia Pacific, leader at NHGRI (NIH), and founder of PTT Bulletin Board System, driving our emerging businesses.	-	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Su-ming Lin	Male	<ul style="list-style-type: none"> <li>Compensation Committee</li> <li>Audit Committee</li> <li>Sustainable Development &amp; Strategy Committee</li> <li>Risk Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Chairman, Audit Committee</li> <li>Emeritus Professor, Department of Accounting, College of Management, National Taiwan University</li> <li>Independent Director, Taiwan Fertilizer Co., Ltd.</li> <li>Independent Director, AP Biosciences Inc.</li> <li>Independent Director, Sunny Friend Environmental Technology Co., Ltd.</li> </ul>	-	V	Independent Director Lin, former Director of Accounting at National Taiwan University, specializes in accounting, finance, tax laws, international taxes, and risk management. He is certified to practice accounting in both the U.S. and Taiwan.	-	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>
Chia-Chung Chen	Male	<ul style="list-style-type: none"> <li>Risk Management Committee</li> <li>Audit Committee</li> <li>Compensation Committee</li> <li>Sustainable Development &amp; Strategy Committee</li> </ul>	<ul style="list-style-type: none"> <li>Chairman, Risk Management Committee</li> <li>Independent Director, Dimerco Data System Corporation</li> <li>Independent Director, MOSPEC Semiconductor Corp.</li> <li>Director, Sysjust Co., Ltd.</li> </ul>	-	V	Independent director Chia-Chung Chen possesses professional competencies and experiences in risk management as recognized by MSCI.	-	<ul style="list-style-type: none"> <li>Strengthening Board Duties and Functions and Enhancing Enterprise Sustainability</li> <li>Corporate Governance and ESG in a new era</li> </ul>

Notes:  
1. President Chao-Young Lin's term of office started in July 2023 to May 2025, while the terms of other directors are from May 2022 to May 2025.  
2. Under-represented group (GRI 2-9-C-vi): There are three female directors: Ching-Hwi Lee, Hsiu-Chuan Tsai, and Yu-Fen Lin. The Company has set the goal to achieve a representation of women directors of over one-third by 2025.

## GRI 403 Occupational Health and Safety

### Occupational Health and Safety Plan – Consolidated Disclosure

GRI Standards	Disclosure	Contents
403-1 Occupational health and safety management system	<p><b>a.</b> The reporting organization shall disclose whether the occupational health and safety management system has been implemented for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization. Disclosure should include whether: i. The system has been implemented because of legal requirements. if so, a list of the requirements; ii. The system has been implemented based on recognized risk management and/or management system standards/guidelines; if so, a list of the standards/guidelines.</p> <p><b>b.</b> The reporting organization shall disclose the scope of workers, activities, and workplaces covered by the occupational health and safety management system for employees as well as workers who are not employees but whose work and/or workplace is controlled by the organization. Additionally, why any workers, activities, or workplaces are not covered.</p>	<ul style="list-style-type: none"> <li>• Chunghwa Telecom is the first telecommunications provider in Taiwan to adopt and implement an occupational safety and health management system in accordance with the Occupational Safety and Health Act, and has obtained ISO 45001 independent external verification.</li> <li>• As of 2023, all 27 units and 100% of the operating sites throughout the entire region have successfully passed ISO 45001 external third-party independent verification.</li> </ul> <p>The scope covers 27 units on all operating sites, including the operations, products, and services under their jurisdiction, and 20,050 employees, and 6,323 contract workers.</p>
403-2 Hazard identification, risk assessment, and incident investigation	<p><b>a.</b> For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and how the hierarchy of controls is applied in order to eliminate hazards and minimize risks, including: i. How the organization ensures the quality of these processes, including the competency of the persons who carry them out; ii. How the results of these processes are used to evaluate and continually improve the occupational health and safety management system.</p> <p><b>b.</b> For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.</p>	<ul style="list-style-type: none"> <li>• We have established a "Health and Safety Hazard Identification and Risk Assessment Procedure" in accordance with the ISO 45001 standard. We actively identify and assess hazards associated with various operations (activities) or services.</li> <li>• The nature (routine or non-routine) of each operation (activity) or service is considered when assessing risk. Risks are then classified by the possibility of risk occurrence and severity of risk, and control procedures and action plans are devised accordingly to reduce unacceptable risks.</li> <li>• Three occupational training centers have been established in Banqiao, Taichung, and Kaohsiung. We have formulated "Implementation Directions on Health and Safety Education and Training" to ensure that relevant staff members have the necessary capabilities.</li> <li>• The "Work Accident Guidelines" include reporting and handling procedures for occupational hazards and dangerous situations.</li> <li>• To implement source management and effectively manage construction risks, we have incorporated hazard identification and risk assessment information for high-risk operations into our line construction management system. This information is available for operational personnel to effectively identify hazards from the design phase to the construction phase.</li> <li>• If an employee is suspected of having an occupational disease, they can be assisted in accordance with the Labor Occupational Accident Insurance and Protection Act to receive a systematic professional evaluation and diagnosis by an occupational medicine physician at a medical institution recognized by the competent authority.</li> </ul>

GRI Standards	Disclosure	Contents
	<p><b>c.</b> For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.</p> <p><b>d.</b> For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes used to investigate work-related incidents, including the processes used to identify hazards and assess risks related to incidents, determine corrective actions using the hierarchy of controls, and determine improvements needed in the occupational health and safety management system.</p>	<ul style="list-style-type: none"> <li>• Chunghwa Telecom has relevant regulations of the labor right to refuse or to stop work in the Control Guidelines for Confined Space Operations, the Control Guidelines for Elevated Operations, and the Control Guidelines for Manhole and Pipeline Excavation Operations.</li> <li>• In the event that an employee encounters an imminent danger while performing their duties, they have the right to halt their work and retreat to a safe location without endangering the safety of other workers. The employee must immediately report this situation to their direct supervisor. In accordance with the relevant laws, no adverse action shall be taken against the employee for exercising their right to safety evacuation.</li> </ul> <p>We formulated the "Chunghwa Telecom Incident Investigation and Handling Procedures" to establish operating procedures for incident investigation and handling. This helps in identifying the causes of incidents, proposing measures to mitigate property damage, analyzing disasters, and preventing the recurrence of such incidents, as well as tracking and verifying the implementation of improvements to prevent reoccurrence.</p>
403-3 Occupational health services	<p><b>a.</b> For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the occupational health service functions that contribute to the identification and elimination of hazards and minimization of risk, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.</p>	<ul style="list-style-type: none"> <li>• We established "Health and Safety Hazard Identification and Risk Assessment Procedures" to actively identify and assess hazards associated with various operations and services and establish risk-based control measures.</li> <li>• We employ contracted medical personnel and other relevant personnel to provide occupational health services pursuant to regulatory requirements. We also plan and adopt health education, hygiene, physical and mental health protection, and health promotion measures. At least two articles on health are sent out to employees each month.</li> <li>• We annually organize health examinations more often than required by law, as well as labor health education and health service activities based on the top ten health-related problems.</li> <li>• Health examination data are used to determine the 10-year risk of cardiovascular disease. Care and guidance are provided to employees who are at high risk.</li> <li>• To ensure employees' physical and mental well-being, professional consultation on legal, psychological, health management, and other health issues is provided to employees through employee assistance programs (EAPs).</li> </ul>



GRI Standards	Disclosure	Contents
403-4 Worker participation, consultation, and communication on occupational health and safety	a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of the processes in place for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating information on occupational health and safety to workers.	In compliance with the law, we have established a dedicated top-level "Occupational Health and Safety Management Unit". The "Occupational Health and Safety Communication, Participation, and Consultation Management Procedures" were established to create channels for internal employees, external contractors, and relevant stakeholders to express their commitment to health and safety management and enable two-way communication on such matters.
	b. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, where formal joint management-worker health and safety committees exist, the reporting organization shall provide a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.	All operational sites must establish an Occupational Safety and Health Committee by law, with worker representatives comprising over one-third of its members. The committee meets quarterly to review safety policies, goals, and performance, discuss proposals from units and workers, and make decisions, which are then communicated company-wide.
403-5 Worker training in occupational health and safety	a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations.	<ul style="list-style-type: none"> <li>We have established occupational training centers in Banqiao, Taichung, and Kaohsiung. We have formulated "Implementation Directions on Health and Safety Education and Training" to train employees on occupational health and safety and ensure that staff members have the necessary capabilities.</li> <li>In 2023, we organized 230 sessions of OHS education and training programs for 22,358 participants. For example, generic training is provided to general workers on-job training, new employees, Class-1(Class-3) managers of OHS, and first aid providers, and training on specific work-related hazards is provided to supervisors in charge of hypoxia operations, forklift operators, and supervisors in charge of roofing operations.</li> <li>For high-risk operations (e.g., work in confined spaces), we have a permit-to-work system in place. We use information and communications technology to build monitoring systems and improve prevention measures for such risks as falls and oxygen deprivation.</li> <li>For high-risk operations (e.g., confined spaces, elevated work), conduct at least one emergency response drill annually, training 5,826 personnel to enhance disaster prevention knowledge and skills.</li> </ul>
	a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide an explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.	<ul style="list-style-type: none"> <li>We employ contracted medical personnel and other related occupational health personnel to provide and promote access to non-occupational medical and health services for workers.</li> <li>For employee health consultations, physicians provide on-site services 36 times per month, with each session lasting 3 hours and each person lasting 30 minutes. On-site visits by physicians in 2023: 432 times; Number of people who used physician consultation services: 3,877 people; Number of people who used nurse consultation services: 23,363 people.</li> <li>We utilize the Employee Health Management System we developed to analyze and assess employees' health examination records and provided health guidance and care.</li> </ul>
403-6 Promotion of worker health	a. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide an explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.	<ul style="list-style-type: none"> <li>We employ contracted medical personnel and other related occupational health personnel to provide and promote access to non-occupational medical and health services for workers.</li> <li>For employee health consultations, physicians provide on-site services 36 times per month, with each session lasting 3 hours and each person lasting 30 minutes. On-site visits by physicians in 2023: 432 times; Number of people who used physician consultation services: 3,877 people; Number of people who used nurse consultation services: 23,363 people.</li> <li>We utilize the Employee Health Management System we developed to analyze and assess employees' health examination records and provided health guidance and care.</li> </ul>

GRI Standards	Disclosure	Contents
403-7 Prevention and mitigation of occupational health and safety impacts directly related to business	b. For employees and for workers who are not employees but whose work and/or workplace is controlled by the organization, the reporting organization shall provide a description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access to these services and programs.	<ul style="list-style-type: none"> <li>We establish employee health service plans to promote and provide voluntary health promotion services to workers.</li> <li>We provide health examinations and health care beyond the legal requirements. Employees can choose appropriate examination packages based on age and high-risk health factors. Family members of employees can also participate in health examinations. We offer free influenza vaccinations. To date, vaccinations have been given to 1,436 employees at 21 of our operating sites.</li> <li>We promote an Employee Assistance Program (EAP) that provides employees with five free external professional counseling services per year.</li> </ul>
	a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are related to business, and the related hazards and risks.	<ul style="list-style-type: none"> <li>We established "Health and Safety Hazard Identification and Risk Assessment Procedures" to identify and assess hazards in the workplace that are directly linked to our operations, products, or services.</li> <li>Based on the risk level, feasible control methods or countermeasures are adopted to prevent and mitigate risk.</li> <li>In 2023, the results of our hazard identification and risk assessment revealed that confined space operations in branch offices are high-risk operations. In response, we adopted control measures such as guidelines for confined space operations, SOP drills, training, and on-site patrol to improve the safety of confined space operations and prevent accidental incidents.</li> <li>Our "Implementation Directions Governing the Procurement Management of Safety and Health" serve to prevent occupational safety and health impacts at the source, focusing particularly on machinery, equipment, and tools.</li> <li>We formulated the "Management Directions on Labor Safety and Health Management for Contractors" and enforced responsible care policies for contractors to ensure the safety and health of contract workers.</li> </ul>
403-8 Workers covered by an occupational health and safety management system	a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: i. Whether the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines. ii. The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited. iii. The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.	<ul style="list-style-type: none"> <li>i. Yes, in accordance with the Occupational Safety and Health Act and ISO 45001 standard. We have passed external verification.</li> <li>ii. 100%. Note: In 2023, 20,050 employees and 6,323 contractors were covered under the ISO 45001 management system.</li> <li>iii. 100%. Note: In 2023, 20,050 employees and 6,323 contractors were covered under the ISO 45001 management system.</li> </ul>

GRI Standards	Disclosure	Contents
403-9 Occupational injuries	b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No
	c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	By engaging external third-party independent verification organizations, we ensure compliance with the verification criteria outlined in ISO 45001.
	a. For all employees: i. The number and rate of fatalities as a result of work-related injuries; ii. The number and rate of severe work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of work hours.	Please see the 2023 ESG Report for details. <b>Social/ Organizational Talent/ Health and Safety Management</b>
	b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. The number and rate of fatalities as a result of work-related injuries; ii. The number and rate of severe work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of work hours.	Please see the 2023 ESG Report for details. <b>Social/ Organizational Talent/ Health and Safety Management</b>
	c. The work-related hazards that pose a risk of severe injury, including: i. How these hazards are determined; ii. Which of these hazards have caused or contributed to severe injuries during the reporting period; iii. Actions taken or planned to eliminate these hazards and minimize risk using grading management.	<ul style="list-style-type: none"> <li>In accordance with the Occupational Safety and Health Act, we identify, assess, and control work environment or operational hazards in accordance with our "Health and Safety Hazard Identification and Risk Assessment Procedures".</li> <li>Chunghwa Telecom has established occupational training centers in Banqiao, Taichung, and Kaohsiung. We have formulated "Implementation Directions on Health and Safety Education and Training" to ensure that the relevant staff members have the necessary capabilities to perform their work and fulfill their duties in the field of occupational health and safety.</li> </ul>
	d. Any actions taken or underway to eliminate other work-related hazards and minimize risk using the hierarchy of controls.	<ul style="list-style-type: none"> <li>We formulated the "Health and Safety Hazard Identification and Risk Assessment Procedures" to identify and assess potential hazards associated with various operations and activities. This procedure involves risk assessment and Control Banding.</li> <li>To ensure that the necessary resources for the graded management system such as manpower, budget, training, communication, and incentives are integrated into existing operating systems, we formulated plans for implementation and hold frequent management-level review meetings. These efforts aim to ensure the effectiveness of occupational health and safety management.</li> </ul>

GRI Standards	Disclosure	Contents
403-10 Occupational diseases	e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	1,000,000
	f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No workers were excluded from the disclosure (statistics are based on the data of our main contractor, Honghwa International Corporation)
	g. Any contextual information necessary to understand how the data have been compiled, such as standards, methodologies, and assumptions used.	In accordance with the competent authority's Regulations for "Monthly Reports on Occupational Accident Statistics", we collect and compile monthly statistical data from all branches and institutions.
	a. For all employees: i. The number and rate of fatalities as a result of occupational disease; ii. The number of cases of recordable occupational disease; iii. The main types of occupational disease.	Please see the 2023 ESG Report for details. <b>Social/ Organizational Talent/ Health and Safety Management</b>
	b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. The number and rate of fatalities as a result of occupational disease; ii. The number of cases of recordable occupational disease; iii. The main types of occupational disease.	Please see the 2023 ESG Report for details. <b>Social/ Organizational Talent/ Health and Safety Management</b>
	c. The work-related hazards that pose a risk of ill health, including: i. How these hazards are determined; ii. Which of these hazards have caused or contributed to cases of ill health during the reporting period; iii. Actions taken or planned to eliminate these hazards and minimize risk using grading management.	<ul style="list-style-type: none"> <li>We have established "Health and Safety Hazard Identification and Risk Assessment Procedures" to identify and assess possible hazards in operations and activities and to assess and classify related risks.</li> <li>Relevant activities and conditions are considered when identifying the implementation process. Hazards and risks are eliminated and minimized using risk grading management, operational control procedures, and such action plans as the "Human-related Hazard Prevention Plan", "Preventive Plan for Abnormal Workload-Related Diseases", "Preventive Plan for Protecting Employees from Illegal Acts in the Workplace", and "Maternal Health Protection Plan".</li> </ul>
	d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No workers were excluded from the disclosure (statistics are based on the data of our main contractor, Honghwa International Corporation).
	e. Any contextual information necessary to understand how the data have been compiled, such as standards, methodologies, and assumptions used.	In accordance with the competent authority's Regulations for "Monthly Reports on Occupational Accident Statistics" and the "Guidelines for Determining Occupational Induced Cerebrovascular and Cardiovascular Diseases (excluding those caused by trauma)", we collect and compile monthly statistical data from all branches and business units.

## GRI Standard Index

Statement of Use	Chunghwa Telecom Co., Ltd. has reported in accordance with the GRI Standards for the period from January 1, 2023 to December 31, 2023.
GRI 1 Used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI Standards	Disclosure	location (page)	Omission		
			Requirement	Reason	Explanation
<b>GRI 2: General Disclosures 2021</b>					
<b>The organization and its reporting practices</b>					
2-1	Organizational details	15~17			
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<b>Activities and workers</b>					
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2-12	Role of the highest governance body in overseeing the management of impacts	148~149			
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2-15	Conflicts of interest	150~151			
2-16	Communication of critical concerns	22			
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GRI Standards	Disclosure	location (page)	Omission		
			Requirement	Reason	Explanation
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2-28	Membership associations	140~143			
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2-29	Approach to stakeholder engagement	38~39			
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201-1	Direct economic value generated and distributed	152			
201-2	Financial implications and other risks and opportunities due to climate change	48			
201-3	Defined benefit plan obligations and other retirement plans	117, 138~139			
201-4	Financial assistance received from government	152			
<b>GRI 204: Procurement Practices 2016</b>					
204-1	Proportion of spending on local suppliers	160			
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205-1	Operations assessed for risks related to corruption	167			
205-2	Communication and training about anti-corruption policies and procedures	153, 155			
205-3	Confirmed incidents of corruption and actions taken	-		No relevant occurrence	
<b>GRI 302: Energy 2016</b>					
302-1	Energy consumption within the organization	64			
302-2	Energy consumption outside of the organization	-		Information Unavailable: Technically Infeasible	
302-3	Energy intensity	64			
302-4	Reduction of energy consumption	45~50, 58~63			
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GRI Standards	Disclosure	location (page)	Omission		
			Requirement	Reason	Explanation
<b>GRI 305: Emissions 2016</b>					
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305-2	Energy indirect (Scope 2) GHG emissions	51			
305-3	Other indirect (Scope 3) GHG emissions	52			
305-4	GHG emissions intensity	51			
305-5	Reduction of GHG emissions	44-45, 47, 53			
305-6	Emissions of ozone-depleting substances (ODS)	-		N/A	
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	-		N/A	
<b>GRI 308: Supplier Environmental Assessment 2016</b>					
308-1	New suppliers that were screened using environmental criteria	164~168			
308-2	Negative environmental impacts in the supply chain and actions taken	166~168			
<b>GRI 401: Employment 2016</b>					
401-1	New employee hires and employee turnover	119~120			
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	132~133, 136~137			
401-3	Parental leave	135			
<b>GRI 405: Diversity and Equal Opportunity 2016</b>					
405-1	Diversity of governance bodies and employees	148			
405-2	Ratio of basic salary and remuneration of women to men	119			
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-		No relevant occurrence	
<b>GRI 416: Customer Health and Safety 2016</b>					
416-1	Assessment of the health and safety impacts of product and service categories	105~106			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-		No relevant occurrence	
<b>GRI 418: Customer Privacy 2016</b>					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-		No relevant occurrence	

## Comparison Table of Sustainability Accounting Standards Board (SASB) Standards

Since 2020, Chunghwa Telecom has been aligning with the Sustainability Accounting Standards (SASB), with information verified by external auditors. This represents a significant milestone in our ongoing efforts to enhance sustainability information disclosure. In addition to disclosing our strategies and achievements in creating sustainable value (environmental, social, and governance) on our corporate website's ESG section and in our sustainability reports, we continue to adhere to SASB disclosure standards. According to the telecommunications services industry standards, themes, and indicators, we disclose relevant sustainability information.

**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

TOPIC	CODE	METRIC
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable
		<ol style="list-style-type: none"> <li>Total energy consumed: 5,134,972 GJ</li> <li>Percentage grid electricity: 91.42 %</li> <li>As of the end of 2023, the installed capacity of Chunghwa Telecom's photovoltaic system reached 5,557 kWp. In 2023, the consumption of renewable energy (including procurement and self-generation) was 264,873 GJ, accounting for 5.16% of the total energy.</li> </ol>
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to targeted advertising and customer privacy
		<p>Regarding policies governing behavioral advertising and customer privacy, Chunghwa Telecom explains how it uses information and choices of customers as well as discloses its privacy policy to its customers for them to choose to opt in or out of relevant service programs. The privacy management measures of Chunghwa Telecom, its subsidiaries, and outsourced media are as follows:</p> <p><b>(A) Chunghwa Telecom and the subsidiary</b></p> <p><b>Our Policy</b> Chunghwa Telecom values "Customer Privacy Protection" and complies with "Personal Data Protection Act" and "Regulations Governing Non-Governmental Personal Data Security Protection Designated by the National Communications Commission." Also, Privacy Policy has been stipulated, which applies to all groups, branch offices, subsidiaries, and suppliers of the Company.</p> <p><b>Our Managing Measures</b></p> <ol style="list-style-type: none"> <li>We have established rigorous privacy security management and protection measures, constructed a data governance system, set the data standards and classification, and implemented data access management and data owner review mechanisms to ensure that access and sharing of data as well as the availability, integrity, and confidentiality thereof are properly managed and protected.</li> <li>Prior to any business promotion, risk assessment will be conducted to examine and ensure data access in compliance with the regulatory requirements and to check if data protection mechanisms are in place to avoid risks in data processing; to take it further in terms of "customer privacy protection," we proactively introduced ISO 27701 system to ensure the effectiveness and legal compliance in the lifecycle of data.</li> <li>Regarding the collection, processing, use, and protection of personal information and privacy involved in the operation, aside from compliance with government's relevant laws and regulations, personal information is used within the defined scope of regulatory requirements and will not be disclosed to a third-party via provide, lease or otherwise at will; relevant actions are also implemented in accordance with the "Chunghwa Telecom Privacy Policy" stipulated by the Company to uphold the security of customer information and privacy.</li> <li>The National Communications Commission (NCC) didn't promulgate regulations governing children's privacy protection, while provisions related to children's privacy protection over the Internet are seen in the laws and regulations as follows:             <ol style="list-style-type: none"> <li>The Protection of Children and Youths Welfare and Rights Act</li> <li>Child and Youth Sexual Exploitation Prevention Act</li> <li>Sexual Assault Crime Prevention Act</li> </ol> </li> <li>As for "personally identifiable information", CHT keeps no biometrics data as of now. For more information, <b>please visit: CHT official website/ESG/Privacy Protection</b></li> </ol> <p><b>(B) Outsourced Company – Carat Media Taiwan Ltd.</b></p> <ol style="list-style-type: none"> <li>Chunghwa Telecom has commissioned Carat Media to provide services including communication planning, interactive marketing, direct marketing, event marketing, consumer surveys, and targeted/behavioral advertising. In addition to requiring the commissioned company to establish a comprehensive privacy policy, they must also comply with Chunghwa Telecom's privacy policy and various management regulations. The company must provide customers with legal and clear consent mechanisms, anonymization and data security measures, and user control and choice options to ensure customer privacy.</li> <li>For the complete privacy policy concerning third-party media monitoring, <b>please refer to Carat's website</b></li> </ol>

TOPIC	CODE	METRIC								
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes								
		<p>1. Regarding the collection of customer personal data, CHT inquires customers if they consent to the use of personal data thereof for secondary purposes with "Chunghwa Telecom Co., Ltd. Personal Data Collection Notice".</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>Do you agree (unchecked regarded as disagree, which will not impact the use of our service):</i></p> <ul style="list-style-type: none"> <li>• We send you the product/service information of the third party (related company or enterprise customer).               <ul style="list-style-type: none"> <li><input type="checkbox"/> Agree.</li> <li><input type="checkbox"/> Disagree.</li> </ul> </li> <li>• "Agree" is recommended for you not to miss the good promotional opportunities, discount information, preferential schemes and more services.</li> </ul> </div> <p>2. There were 86.73 % of CHT customers consenting to the use of their personal data for secondary purposes in 2023. <b>For more information, please visit website.</b></p> <p>Note: The number of customers that consent to the use of personal data for secondary purposes is a sensitive information of CHT; the disclosure is thus made in ratio instead.</p>								
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy								
		There was no monetary loss incurred as a result of violation of any laws or regulations pertaining to customer privacy at CHT in 2023.								
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure								
		<p>1. The total number of unique requests for customer information, from government or law enforcement agencies : 239,217</p> <p>2. The total number of unique customers whose information was requested by government or law enforcement agencies : 100,249</p> <p>3. The percentage of government and law enforcement requests that resulted in disclosure to the requesting party: 0.89%</p>								
Data Security	TC-TL-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected 2 Number, Quantitative								
		<p>1. Chunghwa Telecom has implemented the notification, response, and improvement mechanism and its related operation procedures for privacy data breach incidents. With rigorous protection measures in force, we prevent any unauthorized access, disclosure, use, or tampering of personal data. Exercises are conducted on a regular basis to raise awareness and knowledge of our employees in reporting and response processes.</p> <p>2. Should a privacy incident be verified (e.g. data breach), emergency response procedures will be set in motion immediately in line with the existing incident handling procedures as follows to complete the emergency handling in the specified timeframes:</p> <p>(1.) Assess and respond in line with the scope and severity of impacts, while a major privacy incident is to be report to the Cybersecurity Department and the CISO.</p> <p>(2.) The privacy data response team is established with emergency response mechanism in place for incident investigation and analysis to determine the root cause, define scope of damage, and preserve relevant evidence of an incident.</p> <p>(3.) Changes of public opinions and client grievance are monitored to learn about the personal data illegally collected, processed, or used in the incident and prevent further damage.</p> <p>(4.) Individuals affected and the competent authorities are notified in line with the laws. Where the incident has led to damage to clients' rights, we provide compensation or legal support to the individuals involved to assist and protect our clients' rights to the best of our ability.</p> <p>(5.) Review and improvement are conducted in terms of the impacts, damages, and influences of an incident to prevent reoccurrence.</p>								
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: center;">2023</th> </tr> </thead> <tbody> <tr> <td>Number of data breaches</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage that are personal data breaches</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Number of customers affected</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	Item	2023	Number of data breaches	0	Percentage that are personal data breaches	0%	Number of customers affected	0
Item	2023									
Number of data breaches	0									
Percentage that are personal data breaches	0%									
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TOPIC	CODE	METRIC
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards
		<p><b>Cybersecurity Risk Identification</b></p> <p>1. With reference to the NIST Cybersecurity Framework (CSF) and in pursuance of the standards and regulations, domestically and internationally, Chunghwa Telecom established "Cybersecurity and Privacy Protection Risk Management Framework." Each year, corresponding risk protection measures are analyzed based on changes in the external environment and trends of cybersecurity threats, internal risk assessments, cybersecurity monitoring, and internal/external audit results. On the basis of the Zero Trust architecture, multi-layer, in-depth security protection and monitoring is deployed to identify and prevent potential risks.</p> <p>2. Import next-generation security monitoring and analysis platform, based on MITRE ATT&amp;CK security framework, to identify the network attack chain, detect security threats and risk events of non-compliance, and regularly conduct penetration tests, security clinics and red team drills.</p> <p>3. We work with the national C-ISAC for cybersecurity, joint defense, and cybersecurity Information Sharing; establish the vulnerability warning mechanisms; release security updates and notification for patching within specified periods to close the window for 0-day attack.</p> <p><b>Our Coping Measures</b></p> <p>1. Chunghwa Telecom continuously monitors the development of new technologies and applications (such as 5G and AI application security, virtualization/cloud security, and software and application security), international standards development trends (such as ITU, 3GPP, GSMA), and industry-government-academia collaboration (such as the ORAN Alliance). Security requirements are proactively incorporated into construction planning from the perspectives of policy, management, and technology to reduce cybersecurity risks and ensure compliance.</p> <p>2. Chunghwa Telecom has established cybersecurity management guidelines for suppliers, enhancing the assessment and supervision of suppliers' cybersecurity capabilities. By introducing cybersecurity rating tools, we assist suppliers in understanding their cybersecurity posture and asset exposure, thereby improving the security of the supply chain ecosystem.</p> <p>3. Advanced training courses are designed for different roles, including senior management, system administration, network management, software and application development, and cybersecurity management. These courses aim to enhance knowledge and skills in cybersecurity and personal data privacy protection, ensuring that security and privacy considerations are integrated from the early stages of development (Security by Design).</p> <p>4. Software/hardware with security by design are adopted; the OSS vulnerability management system is established; security checks are passed prior to system launch or update; trainings of security coding are required for all developers.</p> <p>5. Vulnerability scanning and penetration test are conducted regularly, or critical security updates are notified for patching within specified periods, for services online. Also, external third parties are commissioned to perform in-depth cybersecurity health diagnostics via different angles to ensure the security of services and systems.</p> <p>6. Feedbacks are gained from cybersecurity diagnostics and internal/external compliance checks to the overall defense system through the Plan-Do-Check-Act (PDCA) management cycle.</p> <p>7. Regarding the real-time incident report and rapid response mechanism, the Company has stipulated report and response procedures for various types of cybersecurity incidents. With the CHT SOC, it stays vigilant against diverse cyberattack warnings worldwide, enabling the timely, proactive detection of anomalies, threats, or violations for rapid responding and retracing impacts to the Company. An emergency response team is formed to handle impacts and losses arising from internal/external cybersecurity threats if necessary.</p> <p><b>Management Systems</b></p> <p>1. In Compliance with relevant international standards, including ISO 27001 and ISO 27011 (additional requirements applied to the telecom services), ISO 27701, BS 10012, NIST Cybersecurity Framework, cloud services cybersecurity standards (e.g. ISO 27017, ISO 27018, Cloud Security Alliance, etc.), Chunghwa Telecom has established well-rounded cybersecurity and privacy protection management systems and rigorous protective measures.</p> <p>2. Currently, Chunghwa Telecom's Information Security Management System (ISMS) and Personal Information Management System (PIMS) have obtained certifications for security and privacy standards such as ISO 27001, ISO 27701, ISO 27017, ISO 27018, CSA STAR, and BS 10012. The certification scope covers the company's operational activities and 100% of IT-related infrastructure, including major business areas such as mobile networks, fixed communication networks, international networks, data networks, big data analytics, information services, cloud services, customer service, enterprise customer services, research and development, and education and training.</p> <p>For more information, <b>please visit CHT official website.</b></p>



TOPIC	CODE	METRIC																																	
Product End-of-life Management	TC-TL-440a.1	(1) Materials recovered through take-back programmes, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled  Recycling Program: Mobile Phone Recycling Service (Old Phone for New Phone Program, Abandoned Mobile Phone Recycling Program) 1. Materials (mobile phones) recovered through take back programs: 11.551 metric tons 2. Reused: 91.42 % 3. Recycled: 8.58 % 4. Landfilled: Due to outsourcing to vendors approved by the Environmental Protection Administration, only the triplicate business waste control manifests and the weight of the waste (weighed in metric tons) are obtained. The actual situation depends on the vendor's equipment and processing technology, so it cannot be disclosed at this stage.																																	
	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations  1. In 2023, there was one case where a fine of NT\$40 million was imposed by the Fair-Trade Commission for alleged violation of the Fair Trade Act's concerted action provisions. We have filed an administrative lawsuit requesting the annulment of this administrative penalty. 2. Laws and regulations governing the fair competition in the telecommunication industry in Taiwan: (1.) Telecommunications Management Act (Competent Authority: NCC): Article 27 – Article 35, Chapter III Facilitating Market Competitiveness, (2.) Fair Trade Act (Competent Authority: Fair Trade Commission)																																	
Competitive Behaviour & Open Internet	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content  1. Fixed line and data communication (1) The actual ADSL broadband line rates and HiNet data rates at installation in 2023 <table border="1"> <thead> <tr> <th>Internet Speed in bps (Download/Upload)</th> <th>Line Rate (bps) (Download/Upload) measured values of 80% clients</th> <th>Data Rate (bps) (Download/Upload) measured values of 80% clients (Tested with engineer's computer)</th> </tr> </thead> <tbody> <tr> <td>2M/64K</td> <td>2.175~2.165M/256.000~79.000K</td> <td>2.027~1.711M/137.000~66.000K</td> </tr> </tbody> </table> <b>Monthly measurement results</b> (2) Actual HiNet FTTx broadband line rates and HiNet data rates at installation in 2023 <table border="1"> <thead> <tr> <th>Internet Speed in bps (Download/Upload)</th> <th>Line Rate (bps) (Download/Upload) measured values of 80% clients</th> <th>Data Rate (bps) (Download/Upload) measured values of 80% clients</th> </tr> </thead> <tbody> <tr> <td>16M/3M</td> <td>17.472~17.008M/3.520~3.165M</td> <td>16.315~15.151M/3.287~2.711M</td> </tr> <tr> <td>35M/6M</td> <td>38.137~37.205M/7.039~6.330M</td> <td>35.827~33.249M/6.577~5.782M</td> </tr> <tr> <td>60M/20M</td> <td>65.215~63.163M/22.260~21.184M</td> <td>60.529~58.432M/21.169~19.947M</td> </tr> <tr> <td>100M/40M</td> <td>118.720~100.035M/47.55~42.06M</td> <td>110.470~92.932M/45.290~39.829M</td> </tr> <tr> <td>300M/300M</td> <td>354.944~334.845M/332.992~332.325M</td> <td>316.052~298.519M/317.716~307.033M</td> </tr> <tr> <td>500M/500M</td> <td>558.075~558.075M/553.875~553.875M</td> <td>527.394~492.171M/529.328~484.804M</td> </tr> <tr> <td>1G/600M</td> <td>1000.00~1000.00M/665.920~664.650M</td> <td>942.119~914.416M/635.085~614.905M</td> </tr> <tr> <td>2G/1G</td> <td>2560.00~2560.00M/1172.48~1172.48M</td> <td>1913.04~1913.04M/1081.00~1081.00M</td> </tr> </tbody> </table> <b>Monthly measurement results</b> 2. <b>Mobile Communication</b>	Internet Speed in bps (Download/Upload)	Line Rate (bps) (Download/Upload) measured values of 80% clients	Data Rate (bps) (Download/Upload) measured values of 80% clients (Tested with engineer's computer)	2M/64K	2.175~2.165M/256.000~79.000K	2.027~1.711M/137.000~66.000K	Internet Speed in bps (Download/Upload)	Line Rate (bps) (Download/Upload) measured values of 80% clients	Data Rate (bps) (Download/Upload) measured values of 80% clients	16M/3M	17.472~17.008M/3.520~3.165M	16.315~15.151M/3.287~2.711M	35M/6M	38.137~37.205M/7.039~6.330M	35.827~33.249M/6.577~5.782M	60M/20M	65.215~63.163M/22.260~21.184M	60.529~58.432M/21.169~19.947M	100M/40M	118.720~100.035M/47.55~42.06M	110.470~92.932M/45.290~39.829M	300M/300M	354.944~334.845M/332.992~332.325M	316.052~298.519M/317.716~307.033M	500M/500M	558.075~558.075M/553.875~553.875M	527.394~492.171M/529.328~484.804M	1G/600M	1000.00~1000.00M/665.920~664.650M	942.119~914.416M/635.085~614.905M	2G/1G	2560.00~2560.00M/1172.48~1172.48M	1913.04~1913.04M/1081.00~1081.00M
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TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero-rating, and related practices  1. Regarding the principles of net neutrality and open Internet, Chunghwa Telecom complies with the regulations of the Digital Communication Act and Telecommunications Management Act, i.e. Internet Service Providers ought to disclose their traffic management measures to users and that enterprises with significance in the telecommunications service market shall act "without any discrimination." 2. As to "interconnection agreements", there are general provisions in Article 13 of the Telecommunications Management Act, while Article 30, Article 31 and its authorized regulations (i.e., the "Regulations on Interconnection of Telecommunications Service Providers with Significant Market Position") provide for the control of interconnections between telecommunications service providers of significant market position and other telecommunication service providers. <b>Risks and opportunities</b> - Risk (1) There is an ongoing tendency of price decline for Internet Transit worldwide, which will reduce the willingness of the local Internet Service Providers (ISPs) for interconnection.																																		

TOPIC	CODE	METRIC
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration  1. System average interruption duration • Mobile Network : 0.0245 Minutes • Fixed-line Networks : 0 Minutes 2. System average interruption frequency • Mobile Network : 0.000063 • Fixed-line Networks : 0 3. Customer average interruption duration • Mobile Network : 389.87 Minutes • Fixed-line Networks : 0 Minutes
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service disruptions  1. The "Directions Governing the Disaster Protection Operations" have been stipulated at Chunghwa Telecom to strengthen disaster prevention and coping measures, improve disaster prevention capabilities, and reduce losses in disasters. 2. The "Disaster Emergency Response and Management Plan" has been stipulated at Chunghwa Telecom for business continuity management. 3. In terms of fixed line communication, the Company has further installed redundant trunks and redundant wireless routers in the rural areas, elevated the capacity of backup power supplies, and introduced international and domestic submarine system backups and other measures to raise the overall capability in disaster prevention and mitigation; drills of network and equipment allocation and emergency repairs are also organized annually to enhance the familiarity with emergency repairs during disasters to reduce losses in disasters. 4. In the Mobile Communication Section: (1) In the event of a mobile communication disruption caused by a disaster, we have general or heavy-duty off-road mobile base stations equipped with microwave and satellite transmission capabilities. These stations can be rapidly deployed based on the environmental conditions of the affected area to restore communication with the outside world in the shortest possible time. (2) For critical traffic arteries with single route, such as the Suhua Highway, South Link Highway, and Alishan Highway, we have strengthened the construction of base stations along these routes and enhanced radio wave coverage. Additionally, we conduct regular disaster prevention drills to ensure that the mobile communication networks along these routes operate normally, thereby increasing disaster resilience. (3) In late February 2023, an optical cable reroute project in Shilin inadvertently disrupted communication for some base stations in Lienchiang County for approximately 1.42 hours, affecting around 526 users. Additionally, in late September, an optical cable was severed by another construction unit, causing a communication disruption for some base stations in Namaxia District, Kaohsiung City, for approximately 15.46 hours, impacting about 298 users. Following these incidents, we conducted emergency repairs to restore communication and reviewed the reroute procedures and control mechanisms to minimize the impact of external human factors on communication services. 5. In terms of data communication, the HiNet networks of the Company adopt multiple routing and highly reliable network backup mechanisms, along with constant monitoring and facilitation of traffics across routers. As for international routing, multiple submarine cable systems are adopted for distributed submarine cable routing to avoid external traffic blockage or disconnection due to obstacle of single router; meanwhile, it collaborates with foreign carriers to expand the bandwidth of international direct interconnection so as to improve the quality of international network communications.

**Table 2. Activity Metrics**

ACTIVITY METRIC	CODE	Contents
Number of wireless subscribers	TC-TL-000.A	Mobile communication: 13.138 million (customer amount)
Number of wireline subscribers	TC-TL-000.B	1. Local network: 9.145 million households (customer amount) 2. MOD: 2.055 million households (customer amount)
Number of broadband subscribers	TC-TL-000.C	1. Broadband access: 4.403 million households (customer amount) 2. Internet: 3.692 million households (customer amount)
Network traffic	TC-TL-000.D	1. CHT is not able to provide this data, as it is proprietary and confidential. 2. The network traffic data reported to NCC, such as the quarterly "Mobile Internet Traffic" and "Fixed-line Operator Connection Bandwidth and Busy Hour Traffic" as well as the yearly "Fixed-line Broadband Internet Traffic", are of our trade secrets that cannot be disclosed. 3. For interconnection traffic statistics, please refer to the public information via the following links: – <a href="https://www.twix.net/all.html">https://www.twix.net/all.html</a> – <a href="https://www.ncc.gov.tw/chinese/news.aspx?site_content_sn=3898">https://www.ncc.gov.tw/chinese/news.aspx?site_content_sn=3898</a>

## TWSE: Sustainability Disclosure Indicators - Communications and Internet Industry (Appendix 1-11)

No.	Indicator	Annual Disclosure	Notes
1	Total energy consumed, percentage of purchased electricity, utilization rate (renewable energy)	<ul style="list-style-type: none"> <li>Total energy consumed: 5,134,972 GJ</li> <li>Percentage of purchased electricity: 91.42%</li> <li>Rate of renewable energy use: 5.16%</li> </ul>	
2	Total water withdrawal and total water consumption	<ul style="list-style-type: none"> <li>Total water withdrawal: 2,168,135 m<sup>3</sup></li> <li>Total water consumption: 2,172,278 m<sup>3</sup></li> </ul>	
3	Total hazardous waste generated and percentage recycled	<ul style="list-style-type: none"> <li>Weight of hazardous waste generated: 0 t</li> <li>Percentage recycled: 0%</li> </ul>	
4	Types of, number of employees in and rate of occupational accidents	<ul style="list-style-type: none"> <li>Types of occupational accidents: Tumble, falls, traffic accidents</li> <li>Number of employees in occupational accidents: 8</li> <li>Rate of occupational accidents: 0.04%</li> </ul>	Statistical data does not include commuting accidents.
5	Product Lifecycle Management Disclosure: including weights of scraps and electronic waste and percentage recycled	<ul style="list-style-type: none"> <li>Weight of end-of-life products and e-waste: 11.551 t</li> <li>Percentage recycled: 91.42%</li> </ul>	
6	Description of the management of risks associated with the use of critical materials	Key materials, including telecom room waste lead-acid batteries, cement poles, optical cables, and wood, are handled by environmentally certified waste management agencies, ensuring no significant actual or potential environmental/social risks.	
7	Total monetary losses as a result of legal proceedings associated with anti-competitive behavior	NT\$ 40,000,000	One case penalized by the Fair Trade Commission for engaging in concerted actions in violation of the Fair Trade Act; an administrative lawsuit has been filed for annulment.
8	Production of major products by category	Major products: Please refers to p. 17	

## TWSE: Climate-Related Information of TWSE/TPEX Listed Companies (Appendix 2)

### 1. Implementation of Climate-Related Information

Item	Implementation status
1. Describe the board of directors' and management's oversight and government of climate-related risks and opportunities.	
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finance of the business (short, medium, and long term).	
3. Describe the financial impact of extreme weather events and transformative actions.	
4. Describe how climate risk identification, assessment, and management process are integrated into the overall risk management system.	
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	Environmental p.44-53
7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be stated.	
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	
9. Greenhouse gas inventory and assurance status and reduction targets, strategy, and concrete action plan (separately fill out in point 1-1 below).	

### 1-1 Company greenhouse gas inventory and assurance status in the last two years.

#### 1-1-1 Greenhouse Gas Inventory Information

Item	Implementation status
Describe the emission volume (metric tons CO <sub>2</sub> e), intensity (metric tons CO <sub>2</sub> e/NT\$ million), and data coverage of greenhouse gases in the most recent 2 fiscal years.	For more information, please refer to p.196.

#### 1-1-2 Greenhouse Gas Assurance Information

Item	Implementation status
Describe the status of assurance for the most recent 2 fiscal years as of the printing date of the annual report, including the scope of assurance, assurance institutions, assurance standards, and assurance opinion.	For more information, please refer to p.196.

Year	Scope	Scope 1		Scope 2		Scope 3		Assurance Institution	Assurance Status
		GHG Emission (t-CO <sub>2</sub> e)	Emission Intensity (t-CO <sub>2</sub> e/NT\$ millions)	GHG Emission (t-CO <sub>2</sub> e)	Emission Intensity (t-CO <sub>2</sub> e/NT\$ millions)	GHG Emission (t-CO <sub>2</sub> e)	Emission Intensity (t-CO <sub>2</sub> e/NT\$ millions)		
2023	Parent Company	18,874.8892	0.1000	645,490.6474	3.4202	1,814,662.2596	9.6151	<ul style="list-style-type: none"> <li>• ITRI</li> <li>• TÜV SÜD</li> </ul>	Scope 1& 2 are reasonable assurance. Scope 3 is Limited assurance
	The subsidiaries	7,280.1163	0.1277	58,143.1015	1.0200	N/A	N/A	<ul style="list-style-type: none"> <li>• TÜV SÜD</li> <li>• SGS</li> <li>• AFNOR</li> <li>• GREAT</li> </ul>	Reasonable assurance
2022	Parent Company	19,185.3151	0.1503	694,912.7210	3.8129	1,828,060.8890	10.0303	TÜV SÜD	Scope 1& 2 are reasonable assurance. Scope 3 is Limited assurance
	The subsidiaries	9,371.1932	0.1689	56,808.2373	1.0241	N/A	N/A	<ul style="list-style-type: none"> <li>• TÜV SÜD</li> <li>• SGS</li> <li>• AFNOR</li> <li>• GREAT</li> </ul>	Reasonable assurance

Notes:

1. The total emissions disclosed by Chunghwa Telecom, 100% will be assured by the external third-party.
2. Included subsidiaries: Senao International Co., Ltd. (excluding its subsidiaries, inventorying the head office in 2022 and all operation sites, including offices, stores and warehouses, in 2023 ), CHIEF Telecom Inc. CHYP Multimedia Marketing & Communications Co., Ltd., Donghua Telecom Co., Ltd., Chunghwa Telecom Global, Inc., Chunghwa System Integration Co., Ltd., Light Era Development Co., Ltd., Chunghwa Telecom Singapore Pte., Ltd., Chunghwa Telecom Japan Co., Ltd., Chunghwa Telecom Vietnam Co., Ltd., Honghua International Co., Ltd., Chunghwa Telecom (Thailand) Co., Ltd., Chunghwa Investment Co., Ltd. (including Chunghwa Precision Test Tech. Co., Ltd. (excluding its subsidiaries)), CHT Security Co., Ltd., Chunghwa Leading Photonics Tech Co., Ltd., Smartfun Digital Co., Ltd., Spring House Entertainment Tech. Inc., Chunghwa Sochamp Technology Inc., International Integrated Systems, Inc. (excluding its subsidiaries).

**1-2 Greenhouse Gas Reduction Targets, Strategy, and Concrete Action Plan**

Item	Implementation status
Specify the greenhouse gas reduction base year and its data, the reduction targets, strategy and concrete action plan, and the status of achievement of the reduction targets.	Environmental p.44~53