Appendix

Occupational Health and Safety Plan - Integrated Disclosures

GRI Framework	Disclosed Matters	Disclosed Content
403-1 Occupational health and safety management system	a. 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. It 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.	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. Through the mechanisms of "institutionalization" and "systematization", we ensure the management of employee safety and health. The implementation scope covers all branches and workplaces of employees/contractors throughout the entire region. Since 2004, we have obtained independent external verification annually. ISO 45001 was released in 2018, and we immediately initiated voluntary external verification for ISO 45001. As of 2022, all 27 institutions throughout the entire region have successfully passed external third-party independent verification, enhancing our workplace safety and health management goals of "continuously improving health and safety facilities, creating a safe, healthy, comfortable, and friendly working environment, and reducing occupational disasters".
	b. The reporting organization shall disclose the scope of workers, activities, and workplaces covered by the occupational health and safety management system for employees and for workers who are not employees but whose work and/or workplace is controlled by the	Covering a total of 27 institutions within the entire district, including all operational activities, products, and services under their jurisdiction.

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	organization. if so, why any workers, activities, or workplaces are not covered.	
403-2 Hazard identification, risk assessment, and incident investigation	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 used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: i. How the organization ensures the quality of these processes, including the competency of 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.	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 or services, including raw materials, machinery and equipment, work environments, and potential physical, chemical, biological, and human-related hazards caused by personnel activities. Include related activities and conditions of the identification process and establish graded management for risks. Operation control procedures are planned and actions plans are formulated. Three occupational training centers are established in Banqiao, Taichung, and Kaohsiung. We have formulated the "Implementation Guidelines for Safety and Health Education and Training" to ensure that the relevant staff members have the necessary capabilities to carry out their work effectively.
	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.	The "Accident Handling Guidelines" include the reporting and handling procedures for occupational hazards and dangerous situations. If an employee is suspected of contracting an occupational disease, we will assist them in accordance with the regulations of the Act for Protecting Worker of Occupational Accidents to apply for recognition from the competent authorities of the municipalities or counties (cities). To implement source management and effectively manage construction risks, we have incorporated hazard identification and risk assessment

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		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.
	c.　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.	Chunghwa Telecom has relevant regulations in Article 20 of the Control Guidelines for Confined Space Operations, Article 30 of the Control Guidelines for Elevated Operations, and Article 30 of the Control Guidelines for Manhole and Pipeline Excavation Operations. When workers encounter an immediate danger while performing their duties, they have the right to stop the work and retreat to a safe place without jeopardizing the safety of other workers. They should promptly report the situation to their immediate supervisor.
	d.　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 to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.	We have established the "Chunghwa Telecom Incident Investigation and Handling Procedures" to establish operational procedures for incident investigation and handling. This helps identify the causes of incidents, propose measures to mitigate property damage, analyze disasters, and prevent the recurrence of such incidents, and track and verify the implementation of improvement to prevent the reoccurrence of similar events.

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403-3 Occupational health services	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 occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.	In addition to formulating the "Health and Safety Hazard Identification and Risk Assessment Procedure" to actively identify and assess hazards associated with various operations or services and establish risk-based control measures, we also comply with legal requirements by employing contracted medical personnel and other related personnel for occupational health services. They conduct on-site health examinations for workers and perform result analysis, evaluation, and health management activities. In order to create a healthy and safe workplace, we assist workers in selecting suitable jobs and provide planning and implementation of measures such as health education, hygiene guidance, protection of physical and mental health, and health promotion. We also provide occupational health services for the prevention of occupational injuries and diseases, consultations, as well as first aid and emergency response.
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 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 relevant information on occupational health and safety to workers.	1. In compliance with the law, we have established a dedicated top-level "Occupational Health and Safety Management Unit" responsible for formulating, planning, supervising, and promoting occupational health and safety-related activities. We have also implemented and promoted an occupational health and safety management system to continuously enhance health and safety management performance. 2. The "Occupational Health and Safety Communication, Participation, and Consultation Management Procedure" is established to create channels for internal employees, external contractors, and relevant stakeholders to

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		express their commitment to health and safety management and enable two-way communication on the 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 institutions in the region have established an "Occupational Health and Safety Committee" according to the law. Among the committees, the number of members representing the workers shall account for more than one-third of the committee, and the committees shall be convened at least once every quarter. They shall handle the following: I. Provide suggestions for the occupational safety and health policy formulated by the employer. II. Coordinate and suggest occupational safety and health management plans. III. Review the safety and health education and training implementation plans. IV. Review the operating environment monitoring plan, the monitoring results, and the measures adopted. V. Review matters related to health management, occupational disease prevention, and health promotion. VI. Review various health and safety proposals. VII. Review the self-inspections of business units and health and safety audits.

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		VIII. Review the preventative measures for machinery, equipment, raw material, and material hazards. IX. Review occupational disaster investigation reports. X. Evaluate the performance of on-site occupational health and safety management. XI. Review the occupational health and safety management for contracted matters. XII. Other matters related to occupational health and safety management.
403-5 Worker training 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 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.	We have established three occupational training centers located in Banqiao, Taichung, and Kaohsiung. We have formulated the "Implementation Guidelines for Safety and Health Education and Training" to conduct various occupational health and safety education and training, ensuring that the relevant staff members have the necessary capabilities to carry out their work effectively. 1. In 2022, we organized various occupational safety and health education and training, totaling 218 sessions and 28,569 participants. 2. For high-risk operations such as work in confined spaces, we implemented a permit-to-work system. We leverage information and communication technology by using handheld devices to capture pre-operation inspection photos. These photos are then uploaded to a remote monitoring system, enhancing hazard prevention measures for risks such as falling and oxygen deprivation.

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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.	1. The top-level "Occupational Health and Safety Management Unit" is established to manage related issues. 2. 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. 3. For employee health consultations, physicians provide on-site services 34 times per month, with each session lasting 3 hours. Each individual consultation lasts approximately 30 minutes. Number of people who used physician consultation services: 3,411 people. Number of times on-site physician services were provided: 415 times. Number of people who used nurse consultation services: 41,807 people. 4. We utilize the "Employee Health Management System" we developed to analyze and assess employees' health examination records. Based on the risk attributes, we proactively provide care and support, and if necessary, arrange on-site services. We arrange for physicians to have face-to-face meetings with employees, providing health guidance and care.
	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.	The employee health service plan is established to promote and provide voluntary health promotion services to workers. 1. We provide health examinations and care that go beyond legal requirements. Employees can choose appropriate examination packages based on factors such as age and high-risk health factors. Additionally, family members of employees can also participate in the health examination activities.

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		2. We offer free influenza vaccination. Individuals who meet the criteria for free vaccination can simply make an appointment through the health management system to receive the vaccination. 3. We promote an Employee Assistance Program (EAP) that provides employees with five free external professional counseling services per year.
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products, or services by its business relationships, and the related hazards and risks.	1. The "Chunghwa Telecom Incident Investigation and Handling Procedures" establish operational procedures for incident investigation and handling. This helps identify the causes of incidents, propose measures to mitigate property damage, analyze disasters, and prevent the recurrence of such incidents, and track and verify the implementation of improvement to prevent the reoccurrence of similar events. 2. The "Implementation Guidelines for Health and Safety Procurement Management" focuses on preventing occupational safety and health impacts of machinery, equipment, and tools at the source.
403-8 Workers covered by an occupational health and safety	a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: i. If 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	i. Yes, according to the Occupational Safety and Health Act and ISO 45001 standard. We have passed external verification. ii. 100%. Note: In 2022, the internal audit for the ISO 45001 management system was conducted in all 27 institutions throughout the entire region, covering a

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management system	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.	total of 19,935 individuals. This represents a coverage rate of 99% (with a denominator of 20,067 individuals). The coverage rate remains at 100% after excluding the Telecommunication Training Institute. iii. 100%. Note: In 2022, all 27 institutions throughout the entire region obtained external third-party independent verification for the ISO 45001 management system. The total number of individuals covered was 19,935, accounting for 99% of personnel (with a denominator of 20,067 individuals). The coverage rate remains at 100% after excluding the Telecommunication Training Institute.
	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.
403-9 Occupational injury	a. For all employees: i. The number and rate of fatalities as a result of work-related injury. ii. The number and rate of high-consequence work-related injuries (excluding fatalities). iii. The number and rate of	Please see the 2022 Sustainability Report for details. Chapter5 The sustainable value we create/Guardians of happiness Information related to occupational safety management

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	recordable work-related injuries. iv. The main types of work-related injury. v. The number of work hours.	
	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 injury. ii. The number and rate of high-consequence 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 2022 Sustainability Report for details. Chapter5 The sustainable value we create/Guardians of happiness Information related to occupational safety management
	c. The work-related hazards that pose a risk of high-consequence injury, including: i. How these hazards are determined. ii. Which of these hazards have caused or contributed to high-consequence injuries during the reporting period. iii. Actions taken or planned to eliminate these hazards and minimize risks using grading management.	Chunghwa Telecom has formulated the "Health and Safety Hazard Identification and Risk Assessment Procedure" in accordance with the ISO 45001 standard. This procedure ensures the identification, assessment, and control of work environment or operational hazards according to the Occupational Safety and Health Act. We adopt a continuous and proactive approach to identify and assess the potential hazards associated with various operations or services, including but not limited to physical, chemical, biological, and human-related hazards caused by raw materials, machinery and equipment, work environments, and personnel activities. This identification process covers routine and non-routine activities and conditions that may arise during operations. We established a risk grading system to plan operational control procedures and develop action plans.

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		These measures are aimed at eliminating hazards and reducing the impact on the safety and health of the company's personnel, contracted workers, and other relevant third parties. Chunghwa Telecom has established three occupational training centers located in Banqiao, Taichung, and Kaohsiung. We have formulated the "Implementation Guidelines for Safety and Health Education and Training" to ensure that the relevant staff members have the necessary capabilities to fulfill their work and responsibilities related to occupational health and safety.
	d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.	We have established the "Health and Safety Hazard Identification and Risk Assessment Procedure" to identify and assess potential hazards associated with various operations and activities. This procedure involves the assessment and grading of risks. To ensure the necessary resources for the graded management system, such as manpower, budget, training, communication, and incentives, are integrated into the existing operating systems, we formulated plans for implementation and hold management-level review meetings. These efforts aim to ensure the effectiveness of occupational health and safety management.
	e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	1,000,000

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	f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No
	g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	In accordance with the competent authority's "Monthly Report on Occupational Disasters" regulations, we collect and compile monthly statistical data from all branches and institutions.
403-10 Occupational disease	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 2022 Sustainability Report for details. Chapter5 The sustainable value we create/Guardians of happiness Information related to occupational safety management
	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 2022 Sustainability Report for details. Chapter5 The sustainable value we create/Guardians of happiness Information related to occupational safety management
	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	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 or services, including raw materials, machinery and equipment, work

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	taken or planned to eliminate these hazards and minimize risks using grading management.	environments, and potential physical, chemical, biological, and human-related hazards caused by personnel activities. In addition to including related activities and conditions in the identification and implementation process, we have established graded management for risks. Operation control procedures are planned and actions plans are formulated, such as: "Human-related Hazard Prevention Plan", "Preventive Plan for Abnormal Workload-Related Diseases", and the "Preventive Plan for Protecting Employees from Illegal Acts in the Workplace".
	d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No
	e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	In accordance with the competent authority's "Monthly Report on Occupational Disasters" regulations 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 institutions.