

Chunghwa Telecom 2021 Occupational Health and Safety Disclosure - Integrated Report

GRI Standards	Disclosure	CHT Responses
403-1 Occupational health and safety management system	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A statement of whether an occupational health and safety management system has been implemented, including whether:</p> <p>i. the system has been implemented because of legal requirements and, if so, a list of the requirements;</p> <p>ii. the system has been implemented based on recognized risk management</p>	<p>Chunghwa Telecom is the first domestic telecom operator legally introducing and establishing the occupational health and safety (OHS) management system (OHSAS 18001), covering the whole 29 institutions and workplaces of all employees/contracting workers. Also, we pass the independently external verification each year since 2004. Through the “institutionalized” and “systematic” mechanism, we implement management of employee health and safety.</p> <p>Upon the release of ISO-45001 by ISO in 2018, we voluntarily initiated the independent and external verification process against ISO 45001 to seamlessly align ourselves with the international trend in health and safety. As of 2021, 27 branch institutions have been independently and externally verified, realizing our occupational safety and health management objective: “an ongoing improvement of OHS facilities to foster a working environment that is safe, healthy, comfortable, and friendly to reduce occupational hazards.”</p>

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	<p>and/or management system standards/guidelines and, if so, a list of the standards/guidelines.</p> <p>b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.</p>	<p>The scope of CHT Occupational Safety and Health Management System applies to all the 29 institutions, the employees/contracting (HongHwa International Corp.) workers (20,247/5,987), as well as all the activities, products, and services thereof.</p>
<p>403-2 Hazard identification, risk assessment, and incident investigation</p>	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of the processes used to identify work-related</p>	<p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual" has been stipulated</p>

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	<p>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:</p> <ul style="list-style-type: none"> 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. 	<p>specifically for the ongoing risk identification, assessment, and management as well as the reduction thereof to the minimum.</p> <p>Also, CHT formulated “Directions Governing Implementation of Safety and Health Education and Training” to ensure relevant staff are equipped with competences required for the works and responsibilities regarding occupational safety and health.</p> <p>Through regular and random (e.g. upon changes to operation, activity, or facility, or incident of critical work-related injury or illness) risk reviews, we evaluate the effectiveness of management and control measures for an ongoing improvement of our occupational safety and health management system.</p>
	<ul style="list-style-type: none"> b. 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>Chunghwa Telecom “Work Accident Guidelines” specifies the reporting and handling procedures for accidents of occupational hazards and dangers. Also, for workers with concerns in work-related illness, we will provide relevant information of the workplaces of the workers and assist the workers to apply to the competent authority of the municipality, county (city) for</p>

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		<p>recognition in accordance with the provisions of Act for Protecting Worker of Occupational Accidents.</p> <p>In addition, to implement management from the source and effectively manage risks at work, we add reminders of high-risk operational hazard identification and risk assessment information in the line engineering management system for the operators to identify such effectively and adopt management measures as appropriate accordingly.</p>
	<p>c. 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>Article 20 in the Directions for Confined Space Operation Management, Article 30 in the Directions for High-elevation Operation Management, and Article 30 in the Directions for Manhole and Pipeline Operation Management of Chunghwa Telecom contain provisions in these regards.</p> <p>For instance, in the Article 20 in the Directions for Confined Space Operation Management of Chunghwa Telecom: Upon discovery of a potential risk of imminent danger during duty performance, a worker may cease working and withdraw to a safe location on their own accord, provided that it does not jeopardize the safety of other workers, and promptly report to their direct supervisors.</p>

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	<p>d. 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.</p>	<p>Chunghwa Telecom formulated “CHT Incident Investigation and Handling Procedure Manual” specifically to establish the procedures for incident investigation and handling of the Company to identify the cause of incidents, present property damage, damage analysis, and preventive measures for reoccurrence, as well as to track and verify the implementation of corrective recommendations to avoid reoccurrence of incidents.</p>
<p>403-3 Occupational health services</p>	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of the occupational health services’ function that contribute to the identification and elimination of hazards and</p>	<p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically for the ongoing risk identification, assessment, and management as well as the reduction thereof to the minimum.</p>

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	<p>minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.</p>	<p>In addition, we hire and contract medical staff and those relevant to labor health services to conduct analysis and evaluation of the constitution (health) of labor on site as well as for their health management and data preservation in conformity to relevant laws, while assisting employer to arrange works as appropriate to worker and implementing occupational health services such as health promotion.</p>
<p>403-4 Worker participation, consultation, and communication on occupational health and safety</p>	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. 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</p>	<p>Chunghwa Telecom established "dedicated level-1 occupational safety and health managing unit" in compliance with the laws, responsible for the formulation, planning, supervision, and promotion of matters pertaining to labor health and safety. The "Occupational Safety and Health Communication, Participation, and Consultation Management Procedure Manual" is specifically stipulated for the safety and health management system to reach an internal consensus of institutions and to lay out the commitment to health and safety management and the means for bilateral communication with the employees internally as well as the external contractors and relevant stakeholders.</p>

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	<p>information on occupational health and safety to workers.</p> <p>b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.</p>	<p>To promote employee consultation and participation, all institutions have “Labor Safety and Health Committee” established, of which the labor representatives account for one third or above. The Committee convenes regularly every three months, and interim meetings if necessary, to deliberate, coordinate, and advise on matters pertaining to occupational health and safety, with responsibilities as follows:</p> <ol style="list-style-type: none"> 1. Offer suggestions as to the occupational safety and health policies of the Employer; 2. Coordinate and advise on occupational safety and health management plans; 3. Review safety and health education and training action plans; 4. Review working environment monitoring plans as well as monitor results and measures adopted; 5. Review matters regarding health management, occupational illness prevention, and health promotion; 6. Review all safety and health proposals; 7. Review matters pertaining to the business units’ autonomous inspections and safety and health audits;

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		<ul style="list-style-type: none"> 8. Review precaution measures against hazards from machinery, equipment, or (raw) materials; 9. Review occupational disaster investigation reports; 10. Inspect on-site safety and health management performances; 11. Review the safety and health management of contract businesses; and 12. Other matters with regard to occupational safety and health.
403-5 Worker training on occupational health and safety	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> a. 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. 	<p>To improve employees in terms of the knowledge and skills in health and safety, the occupational safety and health training center is established at CHT to ensure that workers are equipped with the knowledge and competencies to carry out OHS works. Each year, education and training of “occupational health and safety” are organized to enhance employees’ awareness in occupational health and safety.</p> <ul style="list-style-type: none"> 1. General health and safety trainings: <ul style="list-style-type: none"> a. 3 hours of general health and safety trainings for new recruits b. 3 hours of general health and safety trainings for employees in service every 3 years 2. Specific health and safety trainings: including the professional education and trainings for operators of stacker, hypoxia operations, high-

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		<p>elevation operations, or mobile cranes; labor health service staff; first-aid personnel, etc.</p> <ol style="list-style-type: none"> 3. 174 sessions of occupational health and safety trainings organized with 16,938 participants in 2021. 4. All trainings conducted during work hours with expenses covered by the Company.
<p>403-6 Promotion of worker health</p>	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ol style="list-style-type: none"> a. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided. 	<p>Labor Health Services</p> <ol style="list-style-type: none"> 1. Employee health consultation service is available with online or phone appointment, while the doctors will provide services 34 times on site monthly with 3 hours in each session and roughly 30 minutes for each individual. 2. We analyze and evaluate our employee health checkup records via the "Enterprise Healthcare System" developed by ourselves, proactively offer care in line with the risk attributes respectively, and provide onsite services when necessary for doctors to talk with employees to offer health advice and care. 3. Consultation service by doctor: 2,605 person-times 4. Services by doctors on site: 322 times 5. Consultation service by nursing personnel: 16,693 person-times

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	<p>b. 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.</p>	<ol style="list-style-type: none"> 1. Health checkup and care services better than the statutory requirements are provided to employees for them to select a checkup plan in line with their age and high-risk factors to health, while the family members of employees can also join the health checkup activity. 2. Flu vaccination is offered free of charge as those fit the criteria for vaccination at the Company' s expense may be vaccinated upon online appointment over the health management system. 3. Employee Assistance Program (EAP) is promoted for each of the employees to have 5 times of external professional consultation service free of charge per year.
<p>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</p>	<p>The reporting organization shall report the following information:</p> <p>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</p>	<p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual" has been stipulated specifically.</p>

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	relationships, and the related hazards and risks.	The “Implementation Directions Governing the Procurement Management of Safety and Health” has been specifically stipulated to establish the safety management in machinery, equipment, and tools from the source to ensure compliance with the occupational health and safety laws and regulations as well as with CHT’ s regulations pertaining to health and safety prior to procurement of property, assets, or services to prevent from the source any OHS impact arising from the use of machinery, equipment, or tools.
403-8 Workers covered by an occupational health and safety management system	<p>The reporting organization shall report the following information:</p> <p>a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines:</p> <p>i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by</p>	<p>i. Yes, we act in accordance with ISO 45001 and have been independently and externally verified.</p> <p>ii. 100% Note: In accordance with the ISO 45001 Occupational Health and Safety Management system and the internal control process of the Company, the Company completed the internal audits on the health and safety operations to a total of 20,247 individuals across 29 institutions with a percentage of 100% (out of a population of 20,247 individuals) in 2021.</p> <p>iii. 100% Note: There have been 27 branch and institutions certified with ISO 45001 management system in 2021. Covering a total of 17,947</p>

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	<p>the organization, who are covered by such a system;</p> <p>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;</p> <p>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.</p>	<p>individuals, it accounted for 89% (in the total population of 20,247), which was still 100% with the telecom and the Headquarters excluded.</p>
	<p>b. Whether and, if so, why any workers have been excluded from</p>	<p>No.</p>

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	<p>this disclosure, including the types of worker excluded.</p> <p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>	<p>We have an external certification institution to verify our conformity to the certification criteria of ISO 45001.</p>
403-9 Work-related injuries	<p>The reporting organization shall report the following information:</p> <p>a. For all employees:</p> <p>i. The number and rate of fatalities as a result of work-related injury;</p> <p>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</p> <p>iii. The number and rate of recordable work-related injuries;</p> <p>iv. The main types of work-related injury;</p>	<p>Please refer to the chapter of the 2021 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p>

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	<ul style="list-style-type: none"> v. The number of hours worked. 	
	<ul style="list-style-type: none"> b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: <ul style="list-style-type: none"> 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 hours worked. 	<p>Please refer to the chapter of the 2021 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p>
	<ul style="list-style-type: none"> c. The work-related hazards that pose a risk of high-consequence injury, including: 	<p>Paragraph 1, Article 23 of Occupational Safety and Health Act: "Employers shall formulate a safety and health management plan based on the scale and characteristics of their business entities, and shall also establish safety and</p>

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	<p>i. how these hazards have been determined;</p> <p>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period;</p> <p>iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</p>	<p>health organizations and personnel to implement safety and health management and self-inspections.”</p> <p>Subparagraph 1, Paragraph 1, Article 31 of Enforcement Rules of the Occupational Safety and Health Act: “Identification, assessment, and control of work environment or task hazards” .</p> <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically to identify hazards, evaluate risks, as well as eliminate the hazards and reduce the risks to the minimum using the hierarchy of controls.</p>
	<p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p>	<p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the</p>

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		safety and health of the personnel of the Company, the workers of contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically to identify hazards, evaluate risks, as well as eliminate the hazards and reduce the risks to the minimum using the hierarchy of controls.
	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.
	g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	Reports are collected and compiled by respective institutions on a monthly basis in compliance with the regulations of the Occupational Safety and Health Act.
403-10	The reporting organization shall report the following information:	Please refer to the chapter of the 2021 ESG Report of Chunghwa Telecom below:

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Work-related ill health	a. For all employees : i. The number of fatalities as a result of work-related ill health ; ii. The number of cases of recordable work-related ill health ; iii. The main types of work-related ill health.	Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content
	b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. The number of fatalities as a result of work-related ill health; ii. The number of cases of recordable work-related ill health; iii. The main types of work-related ill health.	Please refer to the chapter of the 2021 ESG Report of Chunghwa Telecom below: Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content

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	<p>c. The work-related hazards that pose a risk of ill health, including:</p> <ul style="list-style-type: none"> i. how these hazards have been determined; ii. which of these hazards have caused or contributed to cases of ill health during the reporting period; iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. 	<p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically to identify hazards, evaluate risks, as well as eliminate the hazards and reduce the risks to the minimum using the hierarchy of controls.</p> <p>In addition, regarding the items listed in Occupational Safety and Health Act:</p> <ol style="list-style-type: none"> 1. Musculoskeletal disorders induced by repetitive operations and related works; 2. Ailments induced by exceptional workload, such as working shifts, working at night, and long working hours; and 3. Wrongful physical or mental harm caused by the actions of others during the execution of job duties, we formulated Prevention Program against Ergonomic Hazards, Prevention Program against Ailments Induced by Exceptional Workload, and Prevention Program against Wrongful Harms during the Execution of Job Duties

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		<p>respectively to constantly implement occupational illness hazard identification and risk assessments, so as to take relevant precautions and corrective measures accordingly.</p>
	<p>d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p>	<p>No.</p>
	<p>e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>	<p>Contextual information necessary for the collection of work-related illness data are compiled in line with the laws and regulations governing occupational health and safety, including:</p> <ol style="list-style-type: none"> 1. Reference Guidelines for Recognition of Work-induced Cerebrovascular and Cardiac Diseases (Except Those Induced by Trauma), Guidelines for Prevention Program against Ergonomic Hazards, Guidelines for Prevention against Ailments Induced by Exceptional Workload, and Guidelines for Prevention against Wrongful Harms during the Execution of Job Duties. With the criteria or methods in the aforementioned Guidelines, we formulated the prevention programs against the work-related illnesses relevant to the Company.

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		<p>2. Chunghwa Telecom “Work Accident Guidelines” specifies the reporting and handling procedures for occupation illness/diseases in line with the relevant regulations in the Act for Protecting Worker of Occupational Accidents governing the determination and appraisal of occupational diseases. For workers with concerns in work-related illness, we will provide relevant information of the workplaces of the workers and assist the workers to apply to the competent authority of the municipality, county (city) for work-related illness determination and appraisal.</p>