

# GRI G3 CONTENT INDEX

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Organizational Profile	2.1	Name of the organization.	Chunghwa Telecom Co., Ltd	--
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	2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Operational Development, Subsidiaries	4, 5
	2.4	Location of organization's headquarters.	21-3 Hsinyi Road, Sec. 1, Taipei, Taiwan 100 R.O.C.	--
	2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Subsidiaries	5
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	2.10	Awards received in the reporting period.	Awards Won	7, 15, 23, 31, 41, 48, 59, 64
Report Parameters	3.1	Reporting period for information provided.	2009.01~2009.12	--
	3.2	Date of most recent previous report .	2009.09.06	--
	3.3	Reporting cycle.	Yearly	--
	3.4	Contact point for questions regarding the report or its contents.	Purpose of the Report	--
	3.5	Process for defining report content.	Key Issues Matrix	11
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	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Purpose of the Report	--
	3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	(Demo as Note after Each Table)	--
	3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	No re-statements	--
	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	No significant changes	--
	3.12	Table identifying the location of the Standard Disclosures in the report.	GRI G3 Content Index	73~80
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Governance, Commitments, and Engagement	4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Corporate Governance	16
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	No	--
	4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate Governance	16
	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Operation of the Board of Directors, Harmony in Labor Relations.	16, 43
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	4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	CSR Management Model: SMART	8
	4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	CSR Management Model: SMART	8
	4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	CSR Management Model: SMART	8
	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Risk Management	18, 19
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	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CSR Survey on Stakeholders	10
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Key Issues Matrix	11
Economic		Disclosure on Management Approach	Corporate Governance	16
Economic Performance	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Operational Development	4

Economic Performance	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Risks and opportunities regarding regulations on climate Change	19
	EC3	Coverage of the organization's defined benefit plan obligations.	Retirement Protection	46
	EC4	Significant financial assistance received from government.	No Financial Aid from Government	--
Market Presence	EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Harmony in Labor Relations	43
	EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Ethical Supply Chain Management in the Telecommunications Industry	39
	EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Increasing Employment	44
Indirect Economic Impacts	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Management of social contribution	65
	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Management of social contribution	65
Environmental		Disclosure on Management Approach	Environmental Sustainability Management System	34
Materials	EN1	Materials used by weight or volume.	An Overview of Environmental Impacts	35
	EN2	Percentage of materials used that are recycled input materials.	An Overview of Environmental Impacts	35
Energy	EN3	Direct energy consumption by primary energy source.	An Overview of Environmental Impacts	35
	EN4	Indirect energy consumption by primary source.	An Overview of Environmental Impacts	35
	EN5	Energy saved due to conservation and efficiency improvements.	Energy- Saving Targets	33
	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Solar Power Supply System	37
	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Telecom Green Buildings Action	36
Water	EN8	Total water withdrawal by source.	An Overview of Environmental Impacts	35
	EN9	Water sources significantly affected by withdrawal of water.	No such cases	--
	EN10	Percentage and total volume of water recycled and reused.	Water Resources Management	34
Biodiversity	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	(No Fixed Assets in Such Areas)	--
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	No such cases	--
	EN13	Habitats protected or restored.	No such cases	--
	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Environmental Protection Actions	38
	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	No such cases	--

Emissions, Effluents, And Waste	EN16	Total direct and indirect greenhouse gas emissions by weight.	Greenhouse Gas Inventory and Electricity Management	32
	EN17	Other relevant indirect greenhouse gas emissions by weight.	Greenhouse Gas Inventory and Electricity Management	32
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Greenhouse Gas Inventory and Electricity Management	32
	EN19	Emissions of ozone-depleting substances by weight.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	--
	EN20	NO, SO, and other significant air emissions by type and weight.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	--
	EN21	Total water discharge by quality and destination.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	--
	EN22	Total weight of waste by type and disposal method.	An Overview of Environmental Impacts	35
	EN23	Total number and volume of significant spills.	No such cases	--
	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	No such cases	--
	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff .	No such cases	--
Products and Services	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	eICT Innovation , Ethical Consumption	26, 38
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Ethical Consumption	38
Compliance	EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	No such cases	--
Transport	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	An Overview of Environmental Impacts	35
Overall	EN30	Total environmental protection expenditures and investments by type.	Expenditure on Environmental Protection	37
Labor Practices and Decent Work		Disclosure on Management Approach	Diversity , Recruitment and Training	42, 44
Employment	LA1	Total workforce by employment type, employment contract, and region.	Diversity	42
	LA2	Total number and rate of employee turnover by age group, gender, and region.	Diversity	42

Employment	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Balancing Work and Lifestyle	45
Labor/ Management Relations	LA4	Percentage of employees covered by collective bargaining agreements.	Harmony in Labor Relations	43
	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Harmony in Labor Relations	43
Occupational Health And Safety	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Harmony in Labor Relations	43
	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region.	OSH Management System	46
	LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	H1N1 Response	46
	LA9	Health and safety topics covered in formal agreements with trade unions.	Harmony in Labor Relations	43
Training And Education	LA10	Average hours of training per year per employee by employee category.	Recruitment and Training	44
	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Recruitment and Training	44
	LA12	Percentage of employees receiving regular performance and career development reviews.	Recruitment and Training	44
Diversity And Equal Opportunity	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Diversity	42
	LA14	Ratio of basic salary of men to women by employee category.	Diversity	42
Human Rights		Disclosure on Management Approach	Human Rights and Labor Relations	43
Investment And Procurement Practices	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Ethical Supply Chain Management in the Telecommunications Industry	39
	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Ethical Supply Chain Management in the Telecommunications Industry	39
	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Human Rights and Labor Relations	43
Non - Discrimination	HR4	Total number of incidents of discrimination and actions taken.	No such cases	--
Freedom Of Association And Collective Bargaining	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	No such cases	--
Child Labor	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	No such cases	--
Forced And Com- pulsory Labor	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	No such cases	--
Security Practices	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	No such cases	--

Indigenous Rights	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	No such cases	--
Society		Disclosure on Management Approach	Chunghwa Telecom Foundation, ADOC 2.0 Project	60, 28
Community	SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Management of social contribution	65
Corruption	SO2	Percentage and total number of business units analyzed for risks related to corruption.	Code of Conduct, Human Rights Protection and Fighting Corruption	17, 43
	SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Code of Conduct, Human Rights Protection and Fighting Corruption	17, 43
	SO4	Actions taken in response to incidents of corruption.	Code of Conduct, Human Rights Protection and Fighting Corruption	17, 43
Public Policy	SO5	Public policy positions and participation in public policy development and lobbying.	Supervising Institutions	20
	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	No political contribution	--
Anti-Competitive Behavior	SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Industrial Environment of Fair Competition	20
Compliance	SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	Business Principles	17
Product Responsibility		Disclosure on Management Approach	Product Promotion, Customer Service, Feedback	49~51
Customer Health And Safety	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Healthy User Environment	55
	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Healthy User Environment	55
Product And Service Labeling	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	No such cases	--
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	No such cases	--
	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Customer Service, Feedback	50, 51
Marketing Communications	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Business Principles	17
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Business Principles	17

Customer Privacy	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Privacy Protection and Combating Telephone Fraud	54
Compliance	PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	Business Principles	17
Telecommunication Sector Specific Indicators				
Internal Operations				
Investment	IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	Universal Telecom Services	62
	IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable.	Universal Telecom Services	62
Health and Safety	IO3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals.	OSH Management System	46
	IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
	IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
Infrastructure	IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
Providing Access				
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	PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services.	Digital Good Neighbor, Digital Character	61, 63
	PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	Responsible Communications	52
	PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates.	Taiwan Telecom Penetration Rate	62
	PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population.	Special telecom offers for low-income households and disadvantaged groups	68



Infrastructure	IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
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Customer Relations	PA9	Total amount invested in programmes and activities in electromagnetic field research.	Electromagnetic Radiation Decision-Making Mechanism and Education	56
	PA10	Initiatives to ensure clarity of charges and tariffs.	Customer Service, Feedback	50
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	Customer Service, Feedback	50
Technology Applications				
Resource Efficiency	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	eICT Innovation	26, 27
	TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects.	eICT Innovation	26, 27
	TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	eICT Innovation	26, 27
	TA4	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development.	eICT Innovation	26, 27
	TA5	Description of practices relating to intellectual property rights and open source technologies.	Extension of Innovation Engagement	25