## **GRI G3 CONTENT INDEX**

	Chunghwa Telecom's Responses	Page
Profile		
1.1	Message from CEO	1
1.2	Risk and crisis management	18
2.1	Chunghwa Telecom Co., Ltd.	
2.2	Profile of Chunghwa Telecom	6, 25
2.3	Chunghwa Telecom Organizational Chart	5
2.4	21-3 Hsinyi Road, Sec. 1, Taipei, Taiwan 100 R.O.C.	
2.5	Expanding Overseas Operations, Subsidiaries	4,5
2.6	Shareholder Structure	17
2.7	Taiwan	
2.8	Market Position	6
2.9	(No significant changes)	
2.10	Awards	8, 16, 22, 32, 40, 50
3.1	2010.01.01~12.31	
3.2	2010.08	
3.3	Yearly	
3.4	Editorial Policy	
3.5	Key Issues Matrix	11
3.6	Editorial Policy	
3.7	Editorial Policy	
3.8	Editorial Policy	
3.9	(Demo as Note after Each Table)	
3.10	(Demo as Note after Each Table)	
3.11	(No significant changes)	
3.12	GRI G3 Content Index	64, 65
3.13	AA1000 Assurance Statement	62, 63
4.1	Operation and Performance Assessment of the Board of Directors	17
4.2	(No)	
4.3	Operation and Performance Assessment of the Board of Directors	17
4.4	Information Disclosure	17
4.5	Operation and Performance Assessment of the Board of Directors	17
4.6	Operation and Performance Assessment of the Board of Directors	17
4.7	Operation and Performance Assessment of the Board of Directors	17
4.8	Code of Conduct	19
4.9	Operation and Performance Assessment of the Board of Directors	17
4.10	Operation and Performance Assessment of the Board of Directors	17
4.11	Risk Analysis and Response	18
4.12	Establishment of International CSR Partnership Relations	13
4.13	Establishment of International CSR Partnership Relations	13
4.14	Engagement with Stakeholders	11

4.15	Engagement with Stakeholders	11
4.15		11
-	Engagement with Stakeholders	
4.17	Engagement with Stakeholders	11
Economic		
DMA	Enforcement of Ethical Business Practices	17
EC1	Consolidated Financial Performance	6
EC2	Climate Change Risks	18
EC3	Retirement Benefits	37
EC4	(No Financial Aid from Government)	
EC5	(The standard salary higher than the local minimum wage)	
EC6	Expansion of Supplier Management	10
EC7	Employee Overview	33
EC8	Product or Service Donations	52
EC9	LBG Social Contribution Assessment	52
Environmental		
DMA	Adaptation to Climate Change	41
EN1	Overview of Environmental Impacts	45
EN2	Overview of Environmental Impacts	45
EN3	Overview of Environmental Impacts	45
EN4	Overview of Environmental Impacts	45
EN5	Environmental Management System	42
EN6	Environmental Management System	42
EN7	Environmental Management System	42
EN8	Overview of Environmental Impacts	45
EN9	(No such cases)	
EN10	(No such cases)	
EN11	(No such cases)	
EN12	(No such cases)	
EN13	(No such cases)	
EN14	(No such cases)	
EN15	(No such cases)	
EN16	Overview of Environmental Impacts	45
EN17	Overview of Environmental Impacts	45
EN18	Electricity Usage Management Targets	44
EN19	(No such cases)	
EN20	(No such cases)	
EN21	(No such cases)	
EN22	Overview of Environmental Impacts	45
EN23	(No such cases)	
EN24	(No such cases)	
EN25	(No such cases)	
	(	

EN26	Green ICT	48
EN27	(No such cases)	
EN28	(No such cases)	
EN29	Increasing Eco-efficiency	46
EN30	Expanding Green Procurement	47
Labor Practice	s and Decent Work	
DMA	Caring for Employee Needs	33
LA1	Employee Overview	33
LA2	Employee Overview	33
LA3	Employee Benefit Programs	36
LA4	Labor-Employer Harmony	33
LA5	Labor-Employer Harmony	33
LA6	Labor-Employer Harmony	33
LA7	Occupational Hazard Statistics	38
LA8	Employee Benefit Programs	37
LA9	Employee Benefit Programs	37
LA10	Employee Education, Training, and Higher Learning	34
LA11	Training for Professional	34
LA12	Enhancing Performance Evaluation Procedures	35
LA13	Employee Overview	33
LA14	Employee Overview	33
Human Rights		
DMA	Ethical Corporate Culture	20
HR1	Ethical Corporate Culture	20
HR2	Expansion of Supplier Management	10
HR3	Ethical Corporate Culture	20
HR4	(No such cases)	
HR5	(No such cases)	
HR6	(No such cases)	
HR7	(No such cases)	
HR8	(No such cases)	
HR9	(No such cases)	
Society		
DMA	Concentration on Digital Opportunities	51
SO1	Investigation and Analysis	59
SO2	Ethical Corporate Culture	20
SO3	Ethical Corporate Culture	20
SO4	Ethical Corporate Culture	20
SO5	Ethical Corporate Culture	20
SO6	(No such cases)	
S07	(No such cases)	

SO8	Business Principles	17
Product Resp	onsibility	
DMA	Welcoming the Cloud Age	23
PR1	Reduction of Negative Impacts	28
PR2	Reduction of Negative Impacts	28
PR3	(No such cases)	
PR4	(No such cases)	
PR5	Customer Satisfaction Survey	27
PR6	Business Principles	17
PR7	Business Principles	17
PR8	Privacy Protection Measures	28
PR9	Business Principles	17
Internal Opera	ations	
101	Concentration on Digital Opportunities	51
102	Concentration on Digital Opportunities	51
103	Occupational Health and Safety	38
104	Reduction of Negative Impacts	28
105	Reduction of Negative Impacts	28
106	Reduction of Negative Impacts	28
107	Reduction of Negative Impacts	28
108	Reduction of Negative Impacts	28
Providing Acce	ess	
PA1	Social Innovation	53
PA2	Social Innovation	53
PA3	Social Innovation	53
PA4	Social Innovation	53
PA5	Social Innovation	53
PA6	Responsible Communication	29
PA7	Social Innovation	53
PA8	Reduction of Negative Impacts	28
PA9	Reduction of Negative Impacts	28
PA10	Customer Relations Management	26
PA11	Customer Relations Management	26
Technology A	pplications	
TA1	Green ICT	48
TA2	Green ICT	48
TA3	Green ICT	48
TA4	Green ICT	48
TA5	Green ICT	48