

# G4 Index

General Standard Disclosures				
Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance p114-115
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	4-5		✓
G4-2	Provide a description of key impacts, risks, and opportunities.	10,29		✓
G4-3	Report the name of the organization.	Chunghwa Telecom		✓
G4-4	Report the primary brands, products, and services.	11		✓
G4-5	Report the location of the organization's headquarters.	7		✓
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	7		✓
G4-7	Report the nature of ownership and legal form.	7,28		✓
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	7		✓
G4-9	Report the scale of the organization.	8-11		✓
G4-10	Report the total number of employees.	68		✓
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	70		✓
G4-12	Describe the organization's supply chain.	37-39		✓
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	None		✓
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	29-30		✓
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	28,32		✓
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations.	113		✓
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents.	Please refer to Chunghwa Telecom's 2014 annual report p.107		✓
G4-18	Explain the process for defining the report content and the Aspect Boundaries.	20-21		✓
G4-19	List all the material Aspects identified in the process for defining report content.	20-21		✓
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	20-21		✓
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	20-21		✓
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	96		✓
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	None		✓
G4-24	Provide a list of stakeholder groups engaged by the organization.	22-23		✓
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	22-23		✓
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	22-23		✓
G4-27	Report 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. Report the stakeholder groups that raised each of the key topics and concerns.	22-23		✓
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	2014/1/1-2014/12/31		✓
G4-29	Date of most recent previous report (if any).	2014/8/31		✓
G4-30	Reporting cycle (such as annual, biennial).	Annual		✓
G4-31	Provide the contact point for questions regarding the report or its contents.	1		✓
G4-32	Report the 'in accordance' option the organization has chosen.	Comprehensive		✓
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	1		✓

General Standard Disclosures				
Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance p114-115
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	27		V
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	18		V
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	18		V
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	18		V
G4-38	Report the composition of the highest governance body and its committees.	27		V
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	27		V
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	28		V
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	28		V
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	18		V
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Please refer to Chunghwa Telecom's 2014 annual report p.63-65		V
G4-44	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.	18	We have formulated assessment procedure and are waiting to get approval by Board of Directors	V
G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes.	18		V
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	18		V
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	18		V
G4-48	Report the highest committee or position that formally reviews and approve.	18		V
G4-49	Report the process for communicating critical concerns to the highest governance body.	18		V
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Please refer to Chunghwa Telecom's 2014 annual report		V
G4-51	Report the remuneration policies for the highest governance body and senior executives.	27		V
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization	-	We don't have such process yet	V
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	-	We don't have such process yet	V
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	67		V
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Highest-paid individual's pay did not increase in 2014.		V
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	31		V
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	71		V
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	71		V

Specific Standard Disclosures					
Indicators	Disclosure Item		Page Number and Comment	Identified Omission and Explanation	External Assurance p114-115
Category: Economic					
Material Aspect: Economic Performance					
DMA p.10	EC1	Direct economic value generated and distributed	10		✓
	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	30,85		✓
	EC3	Coverage of the organization's defined benefit plan obligations	80-83		✓
	EC4	Financial assistance received from government	None		✓
Material Aspect: Market PreSense					
DMA p.67	EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	67		✓
	EC6	Proportion of senior management hired from the local community at significant locations of operation	All our employees are Taiwanese and hired from local community		✓
Material Aspect: Procurement Practices					
DMA p.38	EC9	Proportion of spending on local suppliers at significant locations of operation	38		✓
Category: Environment					
Material Aspect: Energy					
DMA p.90	EN3	Energy consumption within the organization	84		✓
	EN4	Energy consumption outside the organization	91		✓
	EN5	Energy intensity	92		✓
	EN6	Reduction of energy consumption	96-97		✓
	EN7	Reduction in energy requirements of products and services	95-97		✓
Material Aspect: Emissions					
DMA p.90	EN15	Direct greenhouse gas (GHG) emissions (SCOPE 1)	90		✓
	EN16	Energy indirect greenhouse gas (GHG) emissions (SCOPE 2)	90		✓
	EN17	Other indirect greenhouse gas (GHG) emissions (SCOPE 3)	91		✓
	EN18	Greenhouse gas (GHG) emissions intensity	90		✓
	EN19	Reduction of greenhouse gas(GHG) emissions	95-99		✓
	EN20	Emissions of Ozone-Depleting substances (ODS)	-	Not applicable	✓
	EN21	NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions	-	Not applicable	✓
Material Aspect: Products and Services					
DMA p.47	EN27	Extent of impact mitigation of environmental impacts of products and services	44-46,95-97		✓
DMA p.94	EN28	Percentage of products sold and their packaging materials that are reclaimed by category	94		✓
Category: Social					
Sub-category: Labor Practices and Decent Work					
Material Aspect: Employment					
DMA p.68	LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	68-69		✓
	LA2	Benefits provided to full-time employees that are not provided to temporary or part time employees, by significant locations of operation	80-83		✓
DMA p.82	LA3	Return to work and retention rates after parental leave, by gender	54		✓
Material Aspect: Labor/Management Relations					
DMA p.70	LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	70		✓
Material Aspect: Training and Education					
DMA p.76	LA9	Average hours of training per year per employee by gender, and by employee category	76	Current system dose not support the function of categorizing by gender	✓

Specific Standard Disclosures

Indicators	Disclosure Item		Page Number and Comment	Identified Omission and Explanation	External Assurance p114-115
DMA p.76	LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	72-74		√
	LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	74		√

Sub-category: 人權

Material Aspect: Non-discrimination

DMA p.70	HR3	Total number of incidents of Discrimination and Corrective Actions Taken	70		√
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Material Aspect: Freedom of Association and collective bargaining

DMA p.70	HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining maybe violated or at significant risk, and measures taken to support these rights	None		√
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Sub-category: Society

Material Aspect: Local Communities

DMA p.104	SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	34,104	The calculation method is under discussion	√
	SO2	Operations with significant actual and potential negative impacts on local communities	None		√

Material Aspect: Anti-competitive Behavior

DMA p.34	SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	None		√
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Sub-category: Product Responsibility

Material Aspect: Customer Health and Safety

DMA p.65	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	63		√
	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	None		√

Material Aspect: Product and Service Labeling

DMA p.53	PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	100%		√
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	None		√
	PR5	Results of surveys measuring customer satisfaction	61-62		√

Material Aspect: Marketing Communications

DMA p.34	PR6	Sale of banned or disputed products	None		√
	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	34		√

Material Aspect: Customer Privacy

DMA p.54	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	32		√
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Telecommunication Sector Specific Indicators

Sub-category: Internal Operations

Sub-category: Investment

DMA p.108	IO1	Capital investment in telecommunication network infrastructure broken down by country/region	56,57,65		√
	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. Describe relevant legislative and regulatory mechanisms	108		√

Material Aspect: Health and Safety

DMA p.63	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	77-79		√
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Indicators	Disclosure Item		Page Number and Comment	Identified Omission and Explanation	External Assurance p114-115
DMA p.63	IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets	25,63		√
	IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations	25,63		√
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets	25,63		√
<b>Material Aspect: Infrastructure</b>					
DMA p.63	IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts. Describe approach to evaluate consultations and quantify where possible	63		√
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures	63		√
<b>Sub-category: Providing Access</b>					
<b>Material Aspect: Access to Telecommunication Products and Services: Bridging the Digital Divide1</b>					
DMA p.108	PA1	Polices and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas. Include an explanation of business models applied	55,56,57,108		√
	PA2	Polices and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied	56,57,108		√
	PA3	Polices 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	60-62		√
	PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates. Examples include: customer numbers/market share, addressable market, percentage of population covered, percentage of land covered	55		√
	PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population. Provide definitions selected. Include explanation of approach to pricing, illustrated with examples such as price per minute of dialogue/bit of data transfer in various remote, poor or low population density areas	112		√
	PA6	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief	57		√
<b>Material Aspect: Access to Content</b>					
DMA p.65	PA7	Polices and practices to manage human rights issues relating to access and use of telecommunications products and services	63-65		√
<b>Material Aspect: Customer Relations</b>					
DMA p.63	PA8	Polices and practices to publicly communicate on EMF related issues. Include information provides at points of sales material	63		√
	PA9	Total amount invested in programmes and activities in electromagnetic field research. Include description of programmes currently contributed to and funded by the reporting organisation	63		√
	PA10	Initiatives to ensure clarity of charges and tariffs	53		√
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use	58-59		√
<b>Sub-category: Technology Applications</b>					
<b>Material Aspect: Resource Efficiency</b>					
DMA p.43	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered	53		√
	TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects (e.g. a telephone book by a database on the web or travel by videoconferencing)	43-46, 110-111		√
	TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above. Provide some indication of scale, market size, or potential savings	43-46, 110-111		√
	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. This may include social consequences as well as environmental	43-46, 110-111		√
	TA5	Description of practices relating to intellectual property rights and open source technologies	47		√



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