

Annual	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance
G4-1	Provide a statement from the most senior decision-maker of the organization	4~5		v
G4-2	Provide a description of key impacts, risks, and opportunities.	26~27,36~38		v
G4-3	Report the name of the organization.	Chunghwa Telecom		v
G4-4	Report the primary brands, products, and services.	14,16~17		v
G4-5	Report the location of the organization's headquarters.	14		v
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.	14		v
G4-7	Report the nature of ownership and legal form.	14		v
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	14		v
G4-9	Report the scale of the organization	14,17		v
G4-10	Report the total number of employees	16		v
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	72		v
G4-12	Describe the organization's supply chain.	20-21		v
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	None		v
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	36-38		v
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	31		v
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	111		v
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents.	Please refer to Chunghwa Telecom's 2015 annual report p.100		v
G4-18	Explain the process for defining the report content and the Aspect Boundaries.	6-9		v
G4-19	List all the material Aspects identified in the process for defining report content.	6-9		v
G4-20	For each material Aspect, report the Aspect Boundary within the organization	6-9		v
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	6-9		v
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	93~94,101		v

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G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	None		v
G4-24	Provide a list of stakeholder groups engaged by the organization.	6~9		v
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	6~9		v
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.	6~9		v
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.	6~9		v
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	2015/1/1~2015/12/31		v
G4-29	Date of most recent previous report (if any).	2015/8/31		v
G4-30	Reporting cycle (such as annual, biennial).	Annual		v
G4-31	Provide the contact point for questions regarding the report or its contents.	1		v
G4-32	Report the 'in accordance' option the organization has chosen.	Comprehensive		v
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	1		v
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.	28~29		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.	34		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.	34		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.	34		v
G4-38	Report the composition of the highest governance body and its committees	29		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).	29,34		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	30	Environmental and social aspects have yet to be incorporated into the selection criteria.	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	30		v

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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.	4~5, 34		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 2015 annual report p.41~43		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.	34	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.	34		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.	34		v
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	34		v
G4-48	Report the highest committee or position that formally reviews and approve	34		v
G4-49	Report the process for communicating critical concerns to the highest governance body.	34		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 2015 annual report p.54~58		v
G4-51	Report the remuneration policies for the highest governance body and senior executives	Please refer to Chunghwa Telecom's 2015 annual report p.34,42		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.	Please refer to Chunghwa Telecom's 2015 annual report p.34,42		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.	73		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 2015		v
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	39		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.	39,74		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.	39,74		v

Specific Standard Disclosures

DMA and Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance
CATEGORY: ECONOMIC				
MATERIAL ASPECT: ECONOMIC PERFORMANCE				
DMA p.16	EC1	Direct economic value generated and distributed	16	v
	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	37~38,89	v
	EC3	Coverage of the organization's defined benefit plan obligations	81-83	v
	EC4	Financial assistance received from government	None	v
MATERIAL ASPECT: MARKET PRESENCE				
DMA p.73	EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	73	v
	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	v
* PROCUREMENT PRACTICES				
DMA p.43	EC9	Proportion of spending on local suppliers at significant locations of operation	43	v
CATEGORY: ENVIRONMENT				
MATERIAL ASPECT: Energy				
DMA p.85	EN29	Monetary value of significant fines and total number of nonmonetary sanctions for noncompliance with environmental laws and regulations	None	v
*ENERGY				
DMA p.91	EN3	Energy consumption within the organization	91	Main consumption is power usage, for 95% of overall v
	EN4	Energy consumption outside the organization	-	Cannot calculate temporarily v
	EN5	Energy intensity	84	v
	EN6	Reduction of energy consumption	48,91,96~97	v
	EN7	Reduction in energy requirements of products and services	48,91,96~97	v
*MATERIAL ASPECT: EMISSIONS				
DMA p.89	EN15	Direct greenhouse gas (GHG) emissions (SCOPE 1)	89	v
	EN16	Energy indirect greenhouse gas (GHG) emissions (SCOPE 2)	89	v
	EN17	Other indirect greenhouse gas (GHG) emissions (SCOPE 3)	90	v
	EN18	Greenhouse gas (GHG) emissions intensity	89	v
	EN19	Reduction of greenhouse gas(GHG) emissions	86~90,96~97	v
	EN20	Emissions of Ozone-Depleting substances (ODS)	-	Not applicable v
	EN21	NOX, SOX, and other significant air emissions	-	Not applicable v
*MATERIAL ASPECT: PRODUCTS AND SERVICES				
DMA p.86	EN27	Extent of impact mitigation of environmental impacts of products and services	48,96~97	v
	EN28	Percentage of products sold and their packaging materials that are reclaimed by category	-	Not applicable v

DMA and Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance
CATEGORY: SOCIAL				
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK				
MATERIAL ASPECT: EMPLOYMENT				
DMA p.73	LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	73	v
	LA2	Benefits provided to full-time employees that are not provided to temporary or part time employees, by significant locations of operation	81~82	v
	LA3	Return to work and retention rates after parental leave, by gender	83	v
Aspect: Labor/Management Relations				
DMA p.72	LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	72	v
Aspect: Occupational Health and Safety				
DMA p.78	LA5	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	79	v
	LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender	79	v
	LA7	Workers with high incidence or high risk of diseases related to their occupation	80	v
	LA8	Health and safety topics covered in formal agreements with trade unions	Please refer to Chunghwa Telecom's Collective Agreement Chapter 6.	v
MATERIAL ASPECT: TRAINING AND EDUCATION				
DMA p.75	LA9	Average hours of training per year per employee by gender, and by employee category	77	Current system dose not support the function of categorizing by gender v
	LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	83	v
	LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	76	v
Aspect: Labor Practices Grievance Mechanisms				
DMA p.74	LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	None	v
SUB-CATEGORY: HUMAN RIGHTS				
Aspect: Investment				
DMA p.31	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	41	v
	HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	31	v
Aspect: Nondiscrimination				
DMA p.74	HR3	Total number of incidents of discrimination and corrective actions taken	None	v
Aspect: Child Labor				
DMA p.31	HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	None	v

DMA and Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance
*MATERIAL ASPECT: Freedom of association and collective bargaining				
DMA p.72	HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	None	v
SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: LOCAL COMMUNITIES				
DMA p.102	SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	68,102	The calculation method is under discussion v
	SO2	Operations with significant actual and potential negative impacts on local communities	None	v
Aspect: Anticorruption				
DMA p.39	SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	None	v
	SO4	Communication and training on anticorruption policies and procedures	39	v
	SO5	Confirmed incidents of corruption and actions taken	None	v
Aspect: Compliance				
DMA p.42	SO8	Monetary value of significant fines and total number of nonmonetary sanctions for noncompliance with laws and regulations	None	v
Aspect: Grievance Mechanisms for Impacts on Society				
DMA p.40	SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	None	v
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELING				
DMA p.58	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%	v
	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	v
	PR5	Results of surveys measuring customer satisfaction	64	v
MATERIAL ASPECT: MARKETING COMMUNICATIONS				
DMA p.39	PR6	Sale of banned or disputed products	None	v
	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	39	v
MATERIAL ASPECT: Customer Privacy				
DMA p.59	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	None	v
Aspect: Compliance				
DMA p.68	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	68	v
*MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY				
DMA p.68	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	68	v
	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	v

Note: Indicators marked with * have been disclosed voluntarily, and are not part of the material aspects identified in 2015.

Telecommunication Sector Specific Indicators

DMA and Indicators	Disclosure Item	Page Number and Comment	Identified Omission and Explanation	External Assurance
SUB-CATEGORY: INTERNAL OPERATIONS				
MATERIAL ASPECT: Investment				
DMA p.105	IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	62~63,105	v
	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.	101	v
MATERIAL ASPECT: Health and Safety				
DMA p.68	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.	78~80	v
	IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets	12,68	v
	IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	12,68	v
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	12,68	v
MATERIAL ASPECT: Infrastructure				
DMA p.68	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.	68	v
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	69	v
SUB-CATEGORY: PROVIDING ACCESS				
MATERIAL ASPECT: Access to Telecommunication Products and Services: Bridging the Digital Divide¹				
DMA p.105	PA1	Policies 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.	24~25, 63,105	v
	PA2	Policies 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.	24~25, 63,105	v
	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.	58~59	v
	PA4	Quantify the level of availability of telecommunications products and services in areas where the organization operates. Examples include: customer numbers/market share, addressable market, percentage of population covered, percentage of land covered.	62,105	v
	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.	110	v
	PA6	Programmes to provide and maintain telecommunication products and services	66~67	v
MATERIAL ASPECT: Access to Content				
DMA p.100	PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services.	100	v
MATERIAL ASPECT: Customer Relations				
DMA p.68	PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material.	68	v
	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.	68	v
	PA10	Initiatives to ensure clarity of charges and tariffs.	58	v
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	58~60	v
SUB-CATEGORY: Technology Applications				
MATERIAL ASPECT: Resource Efficiency				
DMA p.45	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	58	v
	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)	46~48, 108~109	v
	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.	45~48, 108~109	v
	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.	62~64, 108~109	v
	TA5	Description of practices relating to intellectual property rights and open source technologies.	50~53	v