

GRI 103 Management Approach

Material Topics	How We Manage the Topic	Purpose of the Management Approach	Policy	Performance	Grievance Mechanism
Economic Performance	We have a robust corporate governance system that involves independent directors and supervisors. The Audit Committee, the Strategy Committee and the Audit Department have been established for effective control of operating costs and business direction.	To ensure that the Company's operations conform to the requirements of the government and supervising authorities, and that shareholders' and stakeholders' interests are protected.	<ul style="list-style-type: none"> "Business Integrity Principles" "Behavioral Guidelines" "Corporate Governance Principles" 	p.21	<ul style="list-style-type: none"> Shareholder hotline: (02)2394-1845 Investor hotline: (02)2344-5488
Market Presence	We have established a compensation committee, which helps to ensure that we provide employees with competitive salaries. We're also able to adequately reward our employees through transparent salary policies.	Ensuring that the company's compensation policies, systemic standards, and structures comply with government regulations and labor rights.	<ul style="list-style-type: none"> "Employment Contract" 	p.76	<ul style="list-style-type: none"> Grievance hotline: 0800-080998
Anti-corruption	Relevant directions and guidelines have been stipulated. In the event of matters worthy of reward or actions to be disciplined, the rewards or disciplinary actions will be issued promptly in line with the regulations. Also, an employee reporting mechanism in confidence is established. The information regarding employee hotline and other means for complaints or report is made available to employees at the Enterprise Information Portal.	Through the well-established employee appraisal and complaint mechanisms, incident of corruption is prevented, with the negative impacts and risks related to corruption reduced.	<ul style="list-style-type: none"> Guidelines for Personnel Evaluation" "Standards Governing the Administrative Rewards and Discipline of Chunghwa Telecom Personnel" 	p.22	<ul style="list-style-type: none"> Grievance hotline: 0800-080998
Energy	We perform annual greenhouse gas inventories & verifications and publicly disclose the related environmental information. We effectively keep track of environmental resources and energy saving performance through the self-developed EARTH system.	To improve the environmental management efficiency via the acquisition of international certifications.	<ul style="list-style-type: none"> "Energy Saving Policy for A Sustainable Environment" 	p.114-115, 117	
Environmental Compliance	With Chunghwa Telecom Energy Saving Policy for a Sustainable Environment stipulated, CHT rigorously adheres to the relevant national regulations and policies for environmental protection to exercise its duties in environmental protection.	To ensure that CHT operation violates no laws or regulations concerning environmental protection.	<ul style="list-style-type: none"> "Energy Saving Policy for A Sustainable Environment" 	p.123	<ul style="list-style-type: none"> Grievance hotline: 0800-080998
Labor/ Management Relations	The work rights of employees are protected. The Collective Bargaining Agreement has been signed with labor unions. Also, in compliance with the relevant laws and regulations like the Labor Standards Act, notice is issued for any personnel change.	To warrant an equal relationship between the labor and the management in consultation and negotiation as well as establish the mechanism to communicate any major change to the operation.	<ul style="list-style-type: none"> "Employment Contract" "Collective Agreement" 	p.79	<ul style="list-style-type: none"> Grievance hotline: 0800-080998
Occupational Health and Safety	CHT is the first domestic telecom service operator that introduced Occupational Health and Safety Assessment Series 18001 (OHSAS 18001). It has completed ISO 45001 certification process for all branches and institutions in 2021 with the management of employee health and safety in place. Apart from compliance with the laws, regulations, and requirements of health and safety, CHT continues to improve the health and safety facilities and measures of work environment.	Chunghwa Telecom guarantees its employees a safe and healthy working environment to prevent occupational hazards.	<ul style="list-style-type: none"> "Employment Contract" "Collective Agreement" 	p.89	<ul style="list-style-type: none"> Grievance hotline: 0800-080998
Diversity and Equal Opportunity	Chunghwa Telecom practices employment diversity as well as equality in remuneration and promotion opportunities. Also, the Appeal Review Committee has been established, dedicated to handling appeals regarding misconducts such as employee discrimination/harassment, making sure that employees are not subject to discrimination, harassment, or unfair treatment arising from ethnicity, gender, religion, age, political leanings, or otherwise protected by applicable laws and regulations.	To provide a workplace of dignity, equality, and communication transparency for employees.	<ul style="list-style-type: none"> Chunghwa Telecom Sexual Harassment Prevention and Grievance Management Policy 	p.78-79, 98	<ul style="list-style-type: none"> Appeal Review Committee Grievance hotline: 0800-080998
Non-discrimination					
Marketing and Labelling	In addition to providing relevant information and usage descriptions on all products and services offered, we also have a "Marketing Policy" in place to ensure that business activities are carried out in compliance with the authority's rules and requirements. Compliance with such policy constitutes part of senior managers' performance appraisal.	To protect consumers' rights to information and ensure the clarity and transparency of marketing information.	<ul style="list-style-type: none"> "Distribution Sales Aid Management Guidelines" "Marketing Policy" 	p.23, 99	<ul style="list-style-type: none"> Telecom Service hotline: 0800-080123
Customer Privacy	Customer Privacy "Cybersecurity and Privacy Protection Steering Committee" has been established with the SEVP, appointed by Chairman, as the "CISO" to achieve the objective of zero toleration via regular meetings and third-party verification.	To ensure that customers' personal information is strictly protected.	<ul style="list-style-type: none"> "Cybersecurity Policy" "Privacy Policy" "Personal Data Collection Notice" 	p.58-59, 106-108	<ul style="list-style-type: none"> Telecom Service hotline: (02)2344-6789
Socioeconomic Compliance	Ethical management and legal compliance are the principles and guidelines that govern our operations. To ensure all operations comply with socioeconomic laws and regulations, all the departments as well as the level 1 and level 2 institutions of Chunghwa Telecom are operating in line with the laws and regulations pertaining to the businesses.	To ensure that the Company's operations are free from violations of socioeconomic regulations.	<ul style="list-style-type: none"> "Business Integrity Principles" "Codes of Conduct" "Corporate Governance Principles" "Distribution Sales Aid Management Guidelines" "Marketing Policy" NCC's "Regulations for Administration of Base Stations of Mobile Communications Network Businesses" 	p.22	<ul style="list-style-type: none"> Compliant Investigation Committee Grievance hotline: 0800-080998

2021 Evaluation of the Management Approach

Material Topics	Mechanism for Evaluation	Result of the Evaluation	Adjustment
Economic Performance	Independent directors, supervisor system, internal audit, Board of Directors evaluation (self-evaluation: by the directors and functional committees; third-party evaluation: by the external professional institutes commissioned), evaluation by the relevant authority	p.21	None
Market Presence	Compensation committee, internal audit, evaluation by relevant regulatory authorities	p.76	None
Anti-corruption	Internal audit, whistleblowing mechanism, TWSE Governance Evaluation	p.22	None
Energy	ISO 14001, ISO 50001, ISO 14064-1 management system certificate, TWSE Governance Evaluation	p.114-115, 117	None
Environmental Compliance	ISO 14001, TWSE Governance Evaluation	p.123	None
Labor /Management Relations	Labor unions, Collective Agreement	p.79	None
Occupational Health and Safety	Employment Contract, Collective Agreement, completion of ISO 45001: Occupational Health and Safety Management certification	p.85-89	None
Diversity and Equal Opportunity	Appeal Review Committee	p.78-79, 98	None
Non-discrimination			
Marketing and Labelling	NCC's telecom service quality survey, communication/ consumer complaint report	p.23, 99	None
Customer Privacy	Certification to international cybersecurity standards (ISO 27001 / ISO 27011 / ISO 27017 / ISO 27018 / BS 10012 / CSA STAR Certifications), appeal mechanism, internal auditor certification, TWSE Governance Evaluation	p.58-59, 106-108	None
Socioeconomic Compliance	NCC's telecommunication service quality survey, communication/consumer complaint report, evaluation of Board of Directors' Performance by external third-party, TWSE Corporate Governance Evaluation, CoC by the external third party	p.22	None

	Disclosure Item	Page
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	p.36-39
	103-2 The management approach and its components	p.158-159
	103-3 Evaluation of the management approach	p.160

General Disclosure

General Disclosure	Disclosure Items	Page / URL and Comment	External Assurance
Organizational Profile			
102-1	Name of the organization	Chunghwa Telecom	V
102-2	Activities, brands, products, and services	p.14-15	V
102-3	Location of headquarters	p.12	V
102-4	Location of operations	p.12	V
102-5	Ownership and legal form	p.12	V
102-6	Markets served	p.12-15	V
102-7	Scale of the organization	p.12, 21, 76-77	V
102-8	Information on employees and other workers	p.76-77	V
102-9	Supply chain	p.16-17, 124	V
102-10	Significant changes to the organization and its supply chain	None	V
102-11	Precautionary Principle or approach	p.44-59	V
102-12	External initiatives	p.23, 50, 115, 140-144, 157	V
102-13	Membership of associations	p.157	V
Strategy			
102-14	Statement from senior decision-maker	p.4-5	V
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	p.22	V

General Disclosure	Disclosure Items	Page / URL and Comment	External Assurance
Governance			
102-18	Governance structure	p.18	V
Stakeholder engagement			
102-40	List of stakeholder groups	p.41	V
102-41	Collective bargaining agreements	p.79	V
102-42	Identifying and selecting stakeholders	p.40	V
102-43	Approach to stakeholder engagement	p.41	V
102-44	Key topics and concerns raised	p.41	V
Reporting practice			
102-45	Entities included in the consolidated financial statements	2021 Annual Report P.113	V
102-46	Defining report content and topic Boundaries	p.36-39	V
102-47	List of material topics	p.36-39	V
102-48	Restatements of information	None	V
102-49	Changes in reporting	None	V
102-50	Reporting period	2021/1/1-2021/12/31	V
102-51	Date of most recent report	2021/8/10	V
102-52	Reporting cycle	Annually	V
102-53	Contact point for questions regarding the report	p.1	V
102-54	Claims of reporting in accordance with the GRI Standards	Core	V
102-55	GRI content index	p.160-165	V
102-56	External Assurance	p.170-172	V

Topic-Specific Disclosures

Topic-Specific Disclosures	Disclosure Item (topics without years noted are of the 2016 edition of the GRI standards)	Page / URL and Comment	External Assurance
201 Economic Performance			
201-1	Direct economic value generated and distributed	p.21	V
201-3	Defined benefit plan obligations and other retirement plans	p.95	V
202 Market Presence			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	p.76	V
205 Anti-corruption			
205-2	Communications and training about anticorruption policies and procedures	p.22	V
205-3	Confirmed incidents of corruption and actions taken	p.22 (None)	V
*206 Anti-competitive Behavior			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	V
302 Energy			
302-1	Energy consumption within the organization	p.117	
302-4	Reductions of energy consumption	p.114-121	
302-5	Reductions in energy requirements of products and services	p.114-121	
*305 Emissions			
305-1	Direct (Scope 1) GHG Emissions	p.56	
305-2	Energy Indirect (Scope 2) GHG Emissions	p.56	
305-3	Other indirect (Scope 3) GHG Emissions	p.56	
305-5	Reduction of GHG Emissions	p.56	
307 Environmental Compliance			
307-1	Non-compliance with environmental laws and regulations	None	V
*308 Supplier Environmental Assessment			
308-1	New suppliers that were screened using environmental criteria	p.124	V

Topic-Specific Disclosures	Disclosure Item (topics without years noted are of the 2016 edition of the GRI standards)	Page / URL and Comment	External Assurance	
*401 Employment				
401-1	New employee hires and employee turnover	p.77	V	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.90-95	V	
401-3	Parental leave	p.94	V	
402 Labor / Management Relations				
402-1	Minimum notice periods regarding operational changes	p.79	V	
403: 2018 Occupational Health and Safety				
403-1	Occupational health and safety management system	https://www.cht.com.tw/en/home/cht/-/media/Web/Images/Sustainability/2022esg/en/happy-corporation/occupational-health-and-safety/CHT_2021_Occupational_Health_and_Safety_Disclosure_Integrated_Report.pdf?la=en	V	
403-2	Hazard identification, risk assessment, and incident investigation		V	
403-3	Occupational health services		V	
403-4	Worker participation, consultation, and communication on occupational health and safety		V	
403-5	Worker training on occupational health and safety		V	
403-6	Promotion of worker health		V	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		V	
403-8	Workers covered by an occupational health and safety		V	
403-9	Work-related injuries		p.89	V
403-10	Work-related ill health		p.89	V
405 Diversity and Equal Opportunity				
405-1	Diversity of governance bodies and employees	p.18, 76-79	V	
405-2	Ratio of basic salary and remuneration of women to men	p.76	V	
406 Non-discrimination				
406-1	Incidents of discrimination and corrective actions taken	p.78 (None)	V	

Topic-Specific Disclosures	Disclosure Item (topics without years noted are of the 2016 edition of the GRI standards)	Page / URL and Comment	External Assurance
*414 Supplier Social Assessment			
414-1	New suppliers that were screened using social criteria	p.124	V
*415 Public Policy			
415-1	Political contributions	None	V
*416 Customer Health and Safety			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	p.99 (None)	V
417 Marketing and Labelling			
417-2	Incidents of non-compliance concerning product and service information and labeling	p.23 (None)	V
417-3	Incidents of non-compliance concerning marketing communications	p.23 (None)	V
418 Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p.57 (None)	V
419 Socioeconomic Compliance			
419-1	Non-compliance with laws and regulations in the social and economic area	p.22-23, 79, 109	V

Topics marked with * have been disclosed voluntarily, and are not part of the material topics identified in 2021.

G 3.1 Telecommunication Sector Specific Indicators				
DMA and Indicators	Disclosure Items		Page / URL and Comment	External Assurance
Sub-category: Internal Operations				
Investment				
DMA 145	IO1	Capital investment in telecommunication network infrastructure broken down by country/region	p.108-111	V
	IO2	Net costs for service providers under the Universal Services Obligation when extending service to geographic locations and low-income groups, which are not portable. Describe relevant legislative and regulatory mechanisms.	p.108-111, 157	V

DMA and Indicators		Disclosure Items	Page / URL and Comment	External Assurance
Health and Safety				
DMA 109	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 plants. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals.	p.85-88	V
	IO4	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets.	p.109	V
	IO5	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	p.109	V
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	p.109	V
Infrastructure				
DMA 109	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.	p.108-109	V
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	p.109	V

Sub-category: Providing Access

Access to Telecommunication Products and Services: Bridging the Digital Divide

DMA 132	PA1	Policies and practices to enable the deployment of telecommunication infrastructure and access to telecommunications products and services in remote and low population density areas. Include an explanation of business models applied.	p.108-111	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.	p.108-111	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.	p.108-111, 145-146	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.	p.145-146	V
	PA5	Number and types of telecommunication products and services provided to and used by low- and no-income sectors of the population. Provide definition selected. Included explanations 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.	p.145-146	V
	PA6	Programs to provide and maintain telecommunication products and services.	p.110	V

DMA and Indicators		Disclosure Items	Page / URL and Comment	External Assurance
Access to Content				
DMA 99	PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services.	p.96-98	V
Customer Relations				
DMA 99	PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material.	p.109	V
	PA9	Total amount invested in programs and activities in electromagnetic field research. Include descriptions of programs currently contributed to and funded by the reporting organization.	p.109	V
	PA10	Initiatives to ensure clarity of charges and tariffs.	https://www.emome.net/157	V
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost-effective, and environmentally preferable use.	p.99	V

Sub-category: Technology Applications

Resource Efficiency

DMA 71	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	p.50-55, 115-123	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)	p.70-73	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.	p.70-73	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.	p.70-73	V
	TA5	Description of practices relating to intellectual property rights and open-source technologies.	p.70-73	V