

## Chunghwa Telecom GRI 403 Occupational Health and Safety Disclosure

| GRI Standards   | Disclosure  | CHT Responses  |
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| 403-1<br>Occupational health and safety management system | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A statement of whether an <b>occupational health and safety management system</b> has been implemented, including whether:</p> <p>i. the system has been implemented because of legal requirements and, if so, a list of the requirements;</p> <p>ii. the system has been implemented based on recognized risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines.</p> | <p>Chunghwa Telecom was the first domestic telecom service operator that introduced Occupational Health and Safety Assessment Series 18000 (OHSAS 18000). As of the end of 2020, 26 branches/institutions of the Company have passed the international certification of ISO 45001, carrying out the management of employee safety and health through the “institutionalized” and “systematic” mechanism. There will be 1 more institution passing the certification in 2021. As such, Chunghwa Telecom shall have 27 branches/institutions with ISO 45001 certification statement.</p> |
|   | <p>b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.</p>  | <p>The scope of CHT occupational safety and health management system covers all the 20,930 employees across 29 institutions of the Company as well as all the operations, products, and services thereunder.</p>   |

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| <p>403-2<br/>Hazard identification, risk assessment, and incident investigation</p> | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of the processes used to identify <b>work-related hazards</b> and assess <b>risks</b> on a routine and non-routine basis, and to apply the <b>hierarchy of controls</b> in order to eliminate hazards and minimize risks, including:</p> <p>i. how the organization ensures the quality of these processes, including the competency of persons who carry them out;</p> <p>ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system.</p> | <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically for the ongoing risk identification, assessment, and management as well as the reduction thereof to the minimum.</p> <p>Also, CHT formulated “Directions Governing Implementation of Safety and Health Education and Training” to ensure relevant staff are equipped with competences required for the works and responsibilities regarding occupational safety and health.</p> |
|   | <p>b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.</p>   | <p>Chunghwa Telecom “Work Accident Guidelines” specifies the reporting and handling procedures for accidents of occupational hazards and dangers. Also, for workers with concerns in work-related illness, we will provide relevant information of the workplaces of the workers and assist the workers to apply to the competent authority of the municipality, county</p>   |

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|               |  | <p>(city) for recognition in accordance with the provisions of Act for Protecting Worker of Occupational Accidents.</p> <p>In addition, to implement management from the source and effectively manage risks at work, we add reminders of high-risk operational hazard identification and risk assessment information in the line engineering management system for the operators to identify such effectively.</p>  |
|               | <p>c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.</p> | <p>Article 20 in the Directions for Confined Space Operation Management, Article 30 in the Directions for High-elevation Operation Management, and Article 30 in the Directions for Manhole and Pipeline Operation Management of Chunghwa Telecom contain provisions in these regards.</p> <p>Where there is concern of immediate danger, the on-site operation supervisor shall order a cease of operation and have workers to retreat to a safe place.</p> |

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|   | <p>d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.</p>   | <p>Chunghwa Telecom formulated “CHT Incident Investigation and Handling Procedure Manual” specifically to establish the procedures for incident investigation and handling of the Company to identify the cause of incidents, present property damage, damage analysis, and preventive measures for reoccurrence, as well as to track and verify the implementation of corrective recommendations to avoid reoccurrence of incidents.</p>  |
| <p>403-3<br/>Occupational health services</p> | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of the occupational health services’ function that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers’ access to them.</p> | <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, “Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual” has been stipulated specifically for the ongoing risk identification, assessment, and management as well as the reduction thereof to the minimum.</p> <p>In addition, we hire and contract medical staff and those relevant to labor health services to conduct analysis and evaluation of the constitution (health) of labor on site as well as for their health management and data</p> |

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|  |   | preservation in conformity to relevant laws, while assist the employer to arrange occupational health services in line with the employees' works.   |
| 403-4<br>Worker participation, consultation, and communication on occupational health and safety | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.</p> | <p>The "Labor Safety and Health Department" is in charge of the planning, supervision, and promotion of matters pertaining to labor safety and health, while the "Labor Safety and Health Committee" at the CHT Headquarters convenes one meeting quarterly for review.</p> <p>Chunghwa Telecom formulated "Occupational Safety and Health Communication, Participation, and Consultation Management Procedure Manual" specifically to reach a consensus internally through the health and safety management system as well as establish channels for internal employees, external contractors, and relevant stakeholders to commit and communicate bilaterally regarding safety and health management.</p> |
|  | <p>b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.</p>  | <p>There are 29 members on the Labor Safety and Health Committee, in which 10 members are labor representatives (accounting for 34%). 4 meetings were convened in 2020.</p> <p>According to Paragraph 1, Article 12 of the Regulations Governing Occupational Safety and Health, the Committee ought to convene once every three months for the following matters:</p>  |

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|               |            | <ol style="list-style-type: none"> <li>1. Offer suggestions as to the occupational safety and health policies of the Employer;</li> <li>2. Coordinate and advise on occupational safety and health management plans;</li> <li>3. Review safety and health education and training action plans;</li> <li>4. Review working environment monitoring plans as well as monitor results and measures adopted;</li> <li>5. Review matters regarding health management, occupational illness prevention, and health promotion;</li> <li>6. Review all safety and health proposals;</li> <li>7. Review matters pertaining to the business units' autonomous inspections and safety and health audits;</li> <li>8. Review precaution measures against hazards from machinery, equipment, or (raw) materials;</li> <li>9. Review occupational disaster investigation reports;</li> <li>10. Inspect on-site safety and health management performances;</li> <li>11. Review the safety and health management of contract businesses; and</li> <li>12. Other matters with regard to occupational safety and health.</li> </ol> |

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| <p>403-5<br/>Worker training on occupational health and safety</p> | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific <b>work-related hazards</b>, hazardous activities, or hazardous situations.</p> | <p>Regarding high-risk operations, we adopted an operating permit system while leveraging our ICT expertise. Hand-held devices are utilized to keep pre-operational inspection photographs before uploaded to the remote monitoring system in order to enhance the precaution for hazards like falling and hypoxia. To elevate employees' knowledge and skills in safety and health, we organized 124 sessions of various occupational safety and health education and trainings in 2020 with an enrollment of 7,570 person-times.</p>   |
| <p>403-6<br/>Promotion of worker health</p>                        | <p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>a. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.</p>  | <p>Labor Health Services</p> <ol style="list-style-type: none"> <li>1. Employee health consultation service is available with online or phone appointment, while the doctors will provide services 34 times on site monthly with 3 hours in each session and roughly 30 minutes for each individual.</li> <li>2. We analyze and evaluate our employee health checkup records via the "Enterprise Healthcare System" developed by ourselves, proactively offer care in line with the risk attributes respectively, and provide on-site services when necessary for doctors to talk with employees to offer health advice and care.</li> <li>3. Consultation service by doctor: 2,385 person-times</li> <li>4. Services by doctors on site: 407 times</li> </ol> |

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|  | <p>b. A description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access to these services and programs.</p>   | <p>5. Consultation service by nursing personnel: 10,485 person-times</p> <ol style="list-style-type: none"> <li>1. Health checkup and care services better than the statutory requirements are provided to employees for them to select a checkup plan in line with their age and high-risk factors to health, while the family members of employees can also join the health checkup activity.</li> <li>2. Flu vaccination is offered free of charge as those fit the criteria for vaccination at the Company' s expense may be vaccinated upon online appointment over the health management system.</li> <li>3. Employee Assistance Program (EAP) is promoted for each of the employees to have 5 times of external professional consultation service free of charge per year.</li> </ol> |
| <p>403-7<br/>Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</p> | <p>The reporting organization shall report the following information:</p> <ol style="list-style-type: none"> <li>a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, <b>products</b> or <b>services</b> by its business relationships, and the related <b>hazards</b> and <b>risks</b>.</li> </ol> | <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual" has been stipulated specifically.</p>   |

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| <p>403-8<br/>Workers covered by an occupational health and safety management system</p> | <p>The reporting organization shall report the following information:</p> <p>a. If the organization has implemented an <b>occupational health and safety management system</b> based on legal requirements and/or recognized standards/guidelines:</p> <p>i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system;</p> <p>ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited;</p> <p>iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.</p> | <p>i. Yes, we act in accordance with ISO 45001.</p> <p>ii. 100%.<br/>Note: There have been 26 branch and institutions carrying out ISO 45001 management system internal auditing in 2020. Covering a total of 18,533 individuals, it accounted for 89% (in the total population of 20,930), which was still 100% with the telecom and the Headquarters excluded.</p> <p>iii. 100%<br/>Note: There have been 26 branch and institutions certified with ISO 45001 management system in 2020. Covering a total of 18,533 individuals, it accounted for 89% (in the total population of 20,930), which was still 100% with the telecom and the Headquarters excluded.</p> |

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|  | <p>b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p>  | <p>No.</p>   |
|  | <p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>   | <p>We have an external certification institution to verify our conformity to the certification criteria of ISO 45001.</p>  |
| <p>403-9<br/>Work-related injuries</p> | <p>The reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>i. For all <b>employees</b>:</li> <li>i. The number and rate of fatalities as a result of <b>work-related injury</b>;</li> <li>ii. The number and rate of <b>high-consequence work-related injuries</b> (excluding fatalities);</li> <li>iii. The number and rate of <b>recordable work-related injuries</b>;</li> <li>iv. The main types of work-related injury;</li> <li>v. The number of hours worked.</li> </ul> | <p>Please refer to the chapter of the 2020 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p> |
|  | <ul style="list-style-type: none"> <li>ii. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</li> <li>i. The number and rate of fatalities as a result of work-related injury;</li> <li>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</li> </ul>   | <p>Please refer to the chapter of the 2020 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p> |

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|               | <ul style="list-style-type: none"> <li>iii. The number and rate of recordable work-related injuries;</li> <li>iv. The main types of work-related injury;</li> <li>v. The number of hours worked.</li> </ul>  |  |
|               | <ul style="list-style-type: none"> <li>iii. The work-related hazards that pose a risk of high-consequence injury, including:               <ul style="list-style-type: none"> <li>i. how these hazards have been determined;</li> <li>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period;</li> <li>iii. actions taken or underway to eliminate these hazards and minimize risks using the <b>hierarchy of controls</b>.</li> </ul> </li> </ul> | <p>Paragraph 1, Article 23 of Occupational Safety and Health Act: “Employers shall formulate a safety and health management plan based on the scale and characteristics of their business entities, and shall also establish safety and health organizations and personnel to implement safety and health management and self-inspections.”</p> <p>Paragraph 1, Article 31 of Enforcement Rules of the Occupational Safety and Health Act: “Occupational safety and health management plan specified in Article 23 Paragraph 1 of the Act includes the following matters:”</p> <p>Subparagraph 1, Paragraph 1, Article 31 of Enforcement Rules of the Occupational Safety and Health Act: “Identification, assessment, and control of work environment or task hazards” .</p> <p>The definition of “severe work-related injury” : Over 6 months of lost days due to work-related injuries.</p> |

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|               |  | <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual" has been stipulated specifically. There has been 0 case reported according to the statistics.</p> |
|               | <p>iv. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> | <p>Paragraph 1, Article 23 of Occupational Safety and Health Act: "Employers shall formulate a safety and health management plan based on the scale and characteristics of their business entities, and shall also establish safety and health organizations and personnel to implement safety and health management and self-inspections."</p> <p>Paragraph 1, Article 31 of Enforcement Rules of the Occupational Safety and Health Act: "Occupational safety and health management plan specified in Article 23 Paragraph 1 of the Act includes the following matters:"</p>   |

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|               |  | <p>Subparagraph 1, Paragraph 1, Article 31 of Enforcement Rules of the Occupational Safety and Health Act: "Identification, assessment, and control of work environment or task hazards" .</p> <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards Identification and Risk Assessment Procedure Manual" has been stipulated specifically.</p> |
|               | v. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.  | 1,000,000 hours worked.   |
|               | vi. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.                             | No.   |
|               | vii. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. | All data were compiled and reported by the level-1 and level-2 branches and institutions on a monthly basis.  |

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| 403-10<br>Work-related ill health | <p>The reporting organization shall report the following information:</p> <p>a. For all <b>employees</b>:</p> <p>i. The number of fatalities as a result of <b>work-related ill health</b>;</p> <p>ii. The number of cases of <b>recordable work-related ill health</b>;</p> <p>iii. The main types of work-related ill health.</p>            | <p>Please refer to the chapter of the 2020 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p>  |
|                                   | <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>i. The number of fatalities as a result of work-related ill health;</p> <p>ii. The number of cases of recordable work-related ill health;</p> <p>iii. The main types of work-related ill health.</p>                     | <p>Please refer to the chapter of the 2020 ESG Report of Chunghwa Telecom below:</p> <p>Chapter 5. The Creation of Sustainable Value/ The Happiness Value Protector/ Health and Safety related content</p>  |
|                                   | <p>c. The work-related hazards that pose a risk of ill health, including:</p> <p>i. how these hazards have been determined;</p> <p>ii. which of these hazards have caused or contributed to cases of ill health during the reporting period;</p> <p>iii. actions taken or underway to eliminate these hazards and minimize risks using the</p> | <p>To constantly identify and assess any kind of hazard, including physical, chemical, biological, or of human factors, arising from materials, machinery and equipment, working environment, or personnel operation involved in the operations or services of Chunghwa Telecom so as to carry out control measures that are reasonable, effective, and viable to reduce impacts to the safety and health of the personnel of the Company, contractors, and the relevant third parties, "Chunghwa Telecom Safety and Health Hazards</p> |

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|               | <p><b>hierarchy of controls.</b></p>   | <p>Identification and Risk Assessment Procedure Manual” has been stipulated specifically.</p> <p>In addition, regarding the items listed in Occupational Safety and Health Act:</p> <ol style="list-style-type: none"> <li>1. Musculoskeletal disorders induced by repetitive operations and related works;</li> <li>2. Ailments induced by exceptional workload, such as working shifts, working at night, and long working hours; and</li> <li>3. Wrongful physical or mental harm caused by the actions of others during the execution of job duties, we formulated Prevention Program against Ergonomic Hazards, Prevention Program against Ailments Induced by Exceptional Workload, and Prevention Program against Wrongful Harms during the Execution of Job Duties respectively to constantly implement occupational illness hazard identification and risk assessments, so as to take relevant precautions and corrective measures accordingly.</li> </ol> |
|               | <p>d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> | <p>No.</p>  |

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|               | <p>e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | <p>Chunghwa Telecom’s Work Accident Guidelines specifies the procedures for reporting and handling of work-related illness. For workers with concerns in work-related illness, we will provide relevant information of the workplaces of the workers and assist the workers to apply to the competent authority of the municipality, county (city) for work-related illness recognition and identification.</p> <p>Meanwhile, as to the compilation of any contextual information necessary in for the data of work-related illness, we compile it in line with the Guidelines promulgated by the competent authority: Reference Guidelines for Recognition of Work-induced Cerebrovascular and Cardiac Diseases (Except Those Induced by Trauma), Guidelines for Prevention Program against Ergonomic Hazards, Guidelines for Prevention against Ailments Induced by Exceptional Workload, and Guidelines for Prevention against Wrongful Harms during the Execution of Job Duties. With the criteria or methods in the aforementioned Guidelines, we formulated the prevention programs against the work-related illnesses relevant to the Company.</p> |