

2025 GRI 403 Occupational Health and Safety Plan - Integrated Disclosures

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| 403-1 Occupational health and safety management system | <p>a. The reporting organization shall disclose whether the occupational health and safety management system has been implemented for employees and for workers who are not employees, but whose work and/or workplace is controlled by the organization. Disclosure should include whether:</p> <p>i. The system has been implemented because of legal requirements. 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; if so, a list of the standards/guidelines.</p> | <ul style="list-style-type: none"> ● The Chairman has signed and publicly disclosed the Occupational Safety and Health Policy. Furthermore, the Company has established Senior Executive Performance Management and Incentive Guidelines to link occupational health, safety, and workplace environment indicators directly with executive remuneration. ● Chunghwa Telecom is the first telecommunications company in Taiwan to voluntarily implement and establish an occupational safety and health management system in accordance with the Occupational Safety and Health Act, and to obtain ISO 45001 external certification. ● In 2025, all 28 regional offices achieved 100% coverage in obtaining ISO 45001 external third-party independent certification. Additionally, all 20 operating units classified as Category I business entities successfully obtained Taiwan Occupational Safety and Health Management System (TOSHMS) certification. ● Chunghwa Telecom has established the Implementation Guidelines for On-site Safety and Health Inspections, which specifies the frequency and focus of on-site inspections to be conducted by supervisors at all levels. |
| | <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 covers all 28 operational units, achieving 100% coverage, and includes all activities, products, and services under their jurisdiction. It applies to 20,398 employees and 6,312 contract workers.</p> |
| 403-2 Hazard identification, risk assessment, and incident investigation | <p>a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls 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> | <ul style="list-style-type: none"> ● The Safety and Health Hazard Identification and Risk Assessment Procedures has been established to actively identify, analyze, and evaluate potential hazards—physical, chemical, biological, psychosocial, and ergonomic—arising from raw materials, machinery and equipment, operating environments, personnel activities, and related upstream and downstream processes involved in various operations or services. ● The risk assessment process takes into account the nature of each operation or service, distinguishing between routine and non-routine activities. Risks are classified based on the likelihood of occurrence and severity of consequences. Operational control procedures or action plans are then formulated to reduce unacceptable risks to acceptable levels. For high-risk operations, appropriate safety measures have been implemented to ensure risks are controlled within acceptable ranges. The risk assessment results are submitted to the Occupational Safety and Health Management Review Committee for evaluation. ● The Four Major Prevention Plans for Worker Health Protection have been established, with comprehensive assessment and investigation procedures in place. Hazard identification and risk assessments have been completed across all operational sites. For detailed evaluation results, please refer to GRI 403-10. ● Established three vocational training centers in Banqiao, Taichung, and Kaohsiung, and formulated the Chunghwa Telecom Implementation Directions on Health and Safety Education and Training to ensure that operational personnel possess the necessary job competencies. ● Conducted a total of 235 sessions of high-risk operation drills in 2025, with 7,358 participants. <ul style="list-style-type: none"> ■ A total of 121 confined space operation drills were conducted, with 2,122 participants. ■ A total of 114 elevated work drills were conducted, with 5,236 participants. ● A total of 44,133 records of people participated in high-risk operation awareness programs in 2025. <ul style="list-style-type: none"> ■ A total of 19,302 records of people participated in confined space operation awareness programs. ■ A total of 24,831 records of people participated in elevated work awareness programs. ● Awareness of high-risk operations is promoted through occupational safety morning meetings, labor safety briefings, internal email, Teams, and the Company’s intranet. |
| | <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> | <ul style="list-style-type: none"> ● The Company Chunghwa Telecom Co., Ltd. has established the Chunghwa Telecom Co., Ltd. Accident Handling Guidelines. In the event of an incident, relevant supervisors and occupational safety personnel must be immediately notified by phone. An accident report form shall be submitted within the specified timeframe, detailing the incident and the handling process. |

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| | | <ul style="list-style-type: none"> ● The occupational safety units of each department are responsible for conducting preliminary investigations and analyses of accidents, cooperating with investigations and providing improvement recommendations. This ensures timely handling of incidents and helps prevent similar occurrences in the future. ● In addition to enhanced drills and awareness campaigns, the line engineering management system includes information on hazard identification and risk assessment for high-risk operations, enabling personnel to identify risks effectively from the design through the construction stages. Through systematic management, the Company fosters a strong workplace safety culture and safeguards the health and safety of every worker. ● If employees suspect that they may have contracted an occupational disease, the Company will assist them in obtaining a professional and systematic diagnosis by physicians in occupational medicine at medical institutions recognized by the competent authority, in accordance with the Labor Occupational Accident Insurance and Protection Act. This ensures timely support for employees facing occupational health concerns. No cases of occupational disease were reported in 2025. |
| | <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> | <ul style="list-style-type: none"> ● Chunghwa Telecom is committed to creating a safe working environment, encouraging employees to take necessary action in the face of danger, and ensuring that their rights and interests are protected. These efforts aim to foster a strong workplace safety culture and ensure the health and safety of every employee. ● The Company has established several control guidelines, including the Key Points for the Control of Confined Space Operations, Key Points for the Control of Elevated Operations, and Key Points for the Control of Manhole and Pipeline Excavation Operations of Chunghwa Telecom Co., Ltd., all of which include provisions regarding workers' right to withdraw from dangerous situations. ● When workers identify an immediate danger while performing their duties, they are entitled to stop the ongoing work to prevent further risk. While ensuring their own safety, they must promptly report to their direct supervisor and provide specific details about the identified hazard. In accordance with the law, no adverse action shall be taken against workers who exercise their right to safe withdrawal. |
| | <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> | <ul style="list-style-type: none"> ● Chunghwa Telecom has established the Incident Investigation and Handling Procedures. In 2025, a total of 16 occupational injuries were recorded, representing an occupational injury rate of 0.78 per 1,000 employees. In addition, a total of 132 near-miss incidents were reported, with the top three categories being business-related, line-related, and machinery-related. ● The Company ensures that the causes of workplace incidents are identified and appropriate improvement measures are proposed to enhance workplace safety and health. ● We regularly monitor and record the temperature, humidity, illumination, and indoor air quality (CO₂) of our employee working environments to ensure a comfortable and safe workplace. The monitoring results, conducted every six months, consistently meet regulatory standards. Working environment measurements are conducted every six months, and the results consistently meet regulatory standards. No CMR (carcinogenic, mutagenic, or reproductive toxic) substances are present in the workplace. |
| <p>403-3 Occupational health services</p> | <p>a. A description of the occupational health services' functions 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> | <ul style="list-style-type: none"> ● Leveraging expertise in information and communications technology, Chunghwa Telecom independently developed the "Workplace Health Management System (EHS)", which provides functionalities such as health examination report management, four major risk prevention programs for emerging occupational diseases, health risk assessment and stratification, care by health managers, and integration of medical consultation records and questionnaires. In 2025, the system identified nearly 900 employees with coronary heart disease or metabolic syndrome—accounting for approximately 6% of total staff—enabling timely medical follow-up, evaluation, and improvement through proactive healthcare services. ● Chunghwa Telecom also developed the Personal Health Record App, which provides employees with personalized health information (e.g., health check-up reports and physiological measurements). In 2025, the app was accessed 11,258 times by employees. ● In 2025, the Company invested NT\$89,765,468 in employee health care, including services such as health examinations, health promotion activities, and medical consultations. ● Across all operational sites, 89 automated external defibrillators (AEDs) and 19 workplace physiological monitoring systems were installed. These are integrated with the "Enterprise Employee Health Management System" and the Personal Health Record App to enable real-time blood pressure monitoring by employees. |

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| | | <ul style="list-style-type: none"> ● A total of 18 professional health service stations has been established throughout the region, offering services such as general health care, health consultations, wellness support, and emergency treatment for injuries or illnesses. ● As of 2025, Chunghwa Telecom employed 45 full-time nurses, 16 of whom hold EMT-1 certifications. An additional 28 contracted physicians provide occupational health services across various locations. ● The Company established an Employee Wellness Platform and implemented an Employee Assistance Program (EAP), partnering with external consulting firms to provide each employee with five free professional counseling sessions per year, with additional sessions available as needed. The EAP addresses psychological, legal, health, and managerial concerns. Areas covered include emotional management, self-exploration, interpersonal relationships, career development, family and marriage, parenting, romantic relationships, parent-child relationships, and stress relief. In 2025, 818 sessions of professional counseling were provided, and case managers provided services on four occasions. ● To encourage employees to undergo health examinations, the company fully subsidizes NT\$4,000 per employee per year. Multiple health check-up packages are offered for employees and their family members, based on the Ministry of Health and Welfare's top ten causes of death and common illnesses among senior employees. ● A health risk stratification mechanism has been established, classifying employees into three levels: A, B, and C. Health managers proactively provide personalized health guidance to A-level employees. The target care completion rate is 100%. ● The Company promotes diverse and engaging health activities, delivering at least two health-related messages to employees every month. ● To ensure a comfortable and safe working environment, Chunghwa Telecom regularly monitors and records environmental factors such as temperature, humidity, illumination, and indoor air quality (CO₂). Monitoring is conducted semiannually, and all results comply with regulatory standards. |
| 403-4 Worker participation, consultation, and communication on occupational health and safety | 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. | In compliance with legal requirements, Chunghwa Telecom has established a dedicated first-tier Occupational Health and Safety Management Unit. The Company has also formulated the Occupational Health and Safety Communication, Participation, and Consultation Management Procedures to establish two-way communication channels for internal employees, external contractors, and relevant stakeholders, ensuring mutual commitment to occupational health and safety management. |
| | 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. | <ul style="list-style-type: none"> ● All institutions across the region have established Occupational Safety and Health Committees in accordance with legal requirements. The committees are composed of occupational safety and health personnel, heads of relevant departments, and labor representatives. At the headquarters, the committee is chaired by the Senior Executive Vice President, the top executive of the respective organization, while in affiliated units, it is chaired by the highest-ranking executive. Labor representatives account for more than one-third of the total committee membership. Meetings are held at least once per quarter to review occupational safety and health policies, objectives, and performance. ● In 2025, four meetings were held, with a total of 268 proposals submitted and 250 of them were effectively addressed. Approximately 204 of the proposals focused on the improvement of occupational safety and health management, about 82% of the addressed cases. The remaining 18 proposals are still under review. |
| 403-5 Worker training on occupational health and safety | a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations. | <ul style="list-style-type: none"> ● Three vocational training centers have been established in Banqiao, Taichung, and Kaohsiung, specializing in a wide range of occupational safety and health education and training programs. These programs include training for both internal employees and contractor personnel. In addition, 34 "Health Live Course Channels" (H Channel) have been launched, with a total of 11,843 participants engaging in online learning. The "e-Learning Traffic Safety Online Video Course" has attracted 20,383 online learners. These platforms provide employees with 24-hour online and offline self-learning opportunities, enabling flexible access to safety, health, and wellness knowledge anytime, anywhere. ● Occupational safety and health training includes both general and specific operational courses. General operations training includes on-the-job training for general workers, onboarding for new employees, Class A and Class C safety and health supervisors, and first aid personnel. Specific operations training includes hypoxia operation supervisors, forklift operators, roof |

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| | | <p>operation supervisors, and more. A total of 277 training sessions were held, with 38,696 participants in total—including 37,974 employees and 722 employees from subsidiaries and contractors. The average course satisfaction score was 5.79 out of 6.</p> <ul style="list-style-type: none"> ● Emergency response drills for high-risk operations, including elevated work and confined space scenarios, were conducted with a total of 7,358 participants. These drills aim to enhance participants’ knowledge and skills in disaster prevention. |
| 403-6 Promotion of worker health | <p>a. An explanation of how the organization facilitates workers' access to nonoccupational medical and healthcare services, and the scope of access provided.</p> | <ul style="list-style-type: none"> ● Chunghwa Telecom employs and contracts medical professionals and other personnel related to occupational health services to provide and promote employee access to non-occupational medical and wellness services. In 2025, the company’s total employee health care expenditure amounted to NT\$89.77 million. ● For employee health consultations, physicians provide 38 on-site service sessions per month, each lasting three hours, with individual consultations averaging 30 minutes. In 2025, a total of 457 on-site sessions were conducted, resulting in 3,573 physician consultation visits and 13,262 nursing consultation visits. ● The self-developed “Employee Health Management System” (EHS) is used to analyze and evaluate employee health examination records. Based on risk classification, the system provides personalized care, guidance, and health education. It also facilitates on-site medical services and enables employees to consult with physicians through in-person meetings or phone consultations, offering tailored health management advice. ● On-site physicians also assist in evaluating the working environment and offering recommendations for improvement, such as adjusting work processes and enhancing workplace facilities. These efforts aim to foster a healthier and safer work environment, ultimately improving employee productivity and satisfaction. |
| | <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> | <ul style="list-style-type: none"> ● A Labor Health Service Plan is in place to promote the provision of voluntary health promotion services for employees. ● The Company offers health check-up services beyond legal requirements. Employees can choose suitable check-up packages based on age and high-risk health factors. Family members are also eligible to participate in the health check-up program. ● In 2025, comprehensive care was provided for women, with a focus on cancer prevention and screening. A total of 910 women received annual Pap smear tests, and 454 women received biennial mammograms examinations. ● The influenza vaccine reduces the risk of infection, helps protect family and colleagues, and reduces sick leave and income loss. Influenza vaccinations were offered at 20 operational sites across Taiwan to eligible individuals, including adults over 50, patients with high-risk chronic conditions (e.g., cardiovascular disease, diabetes), parents of infants under 6 months, and licensed healthcare workers. A total of 1,787 individuals received the vaccine. The Employee Assistance Program (EAP) provides each employee with five free external professional consultation sessions annually. Employees may transfer their sessions to family members if needed. In 2025, a total of 818 consultation sessions were conducted, and case managers provided services on four occasions. ● Special seminars were organized for middle-aged, elderly, and female employees, recognizing that these groups often face unique health, occupational, and social challenges. These sessions provided tailored knowledge and resources to enhance participants’ wellbeing and workplace competitiveness, fostering a more inclusive and efficient work environment. ● A total of 9 health seminars for middle-aged and elderly employees were conducted, with cumulative attendance reaching 23,199 records. ● Six seminars tailored for female employees were held, with a total of 21,980 records of participants. |
| 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | <p>a. A description of the organization’s approach to preventing or mitigating significant negative occupational health and safety impacts that are related to business, and the related hazards and risks.</p> | <ul style="list-style-type: none"> ● Chunghwa Telecom has formulated the “Safety and Health Hazard Identification and Risk Assessment Procedures” to identify and assess workplace or operational hazards related to various tasks, products, and services. ● Feasible control methods and mitigation measures are implemented based on risk levels to prevent and reduce potential hazards of various types. ● Taking the 2025 Hazard Identification and Risk Assessment as an example, the assessment results indicated that confined space operations at the operations office posed relatively high risks. In response, the Company implemented control measures, including: formulating the Confined Space Operation Control Guidelines of Chunghwa Telecom, conducting standard operating procedure drills, enhancing employee awareness training, and performing on-site inspections. These efforts aim to improve the safety of confined space operations and prevent accidental incidents. |

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| | | <ul style="list-style-type: none"> ● The “Implementation Guidelines for Safety and Health Procurement Management of Chunghwa Telecom” were established to prevent occupational safety and health risks at the source when using machinery, equipment, and tools. ● The “Contractor Labor Safety and Health Management Guidelines of Chunghwa Telecom Co., Ltd.” were also formulated to implement contractor responsible care policies and protect the safety and health of contract workers. ● Since 2008, Chunghwa Telecom has taken the lead in launching its Sustainable Supply Chain Initiative, becoming the first telecommunications company in Taiwan to implement ESG supplier management practices. In 2023, the Company further introduced the Supplier Code of Conduct, the Supplier Sustainability/ESG Guidelines, and the Operational Directions for Promoting Supplier Sustainability. ● Based on the ISO 20400 Sustainable Procurement Guidelines, Chunghwa Telecom established the “Supplier Sustainability Partner Grading System” to encourage suppliers to strengthen their sustainability and ESG practices. As of 2025, 127 suppliers have been certified as Gold-level Sustainability Partners. The Company commissioned SGS Taiwan to conduct on-site ESG performance audits. These evaluations are performed from an objective and impartial perspective, with reports issued to disclose supplier performance results. ● Chunghwa Telecom Telecommunication Training Institute has launched the “Supplier Net Zero Sustainability Academy”, which provides ESG courses, industry benchmarks, and case studies. ● Suppliers with an annual procurement value exceeding NT\$5 million are required to complete the Supplier ESG Status Questionnaire (including supporting evidence) annually. The evaluation covers corporate ethics, labor and human rights, environmental management, and occupational safety and health. In 2024, the questionnaire completion rate reached 85.47%, meeting the company's target of 85%. |
| 403-8 Workers covered by an occupational health and safety management system | <p>a. If the organization has implemented an occupational health and safety management system 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> | <ul style="list-style-type: none"> ● i. Yes, we comply with the external assessment based on Occupational Safety and Health Act and ISO 45001 and have obtained external certification standard. ● ii. In 2025, internal audits of the ISO 45001 management system were conducted across all 28 organizations in the region, covering a total of 20,398 employees, achieving 100% coverage. ● iii. In 2025, all 28 organizations in the region obtained external third-party independent certification for the ISO 45001 management system, covering a total of 20,398 employees, with a coverage rate of 100%. |
| | <p>b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> | No |
| | <p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | Compliance is confirmed by external, independent third-party certification bodies in accordance with ISO 45001 certification criteria. |
| 403-9 Work-related injuries | <p>a. For all employees:</p> <p>i. The number and rate of fatalities as a result of work-related injury;</p> <p>ii. The number and rate of high-consequence work-related injuries;</p> | <ul style="list-style-type: none"> ● Total number of working hours of on-site employees: 34,620,691 hours ● Number of recordable occupational injuries: 16 cases ● Occupational Injury Rate (IR) of on-site employees: 0.46 ● Number of fatalities caused by occupational injuries: 1 |

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| | iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of work hours. | <ul style="list-style-type: none"> ● Main types of occupational incidents for employees: traffic accidents, slips/trips, falls from height. For more information, please refer to Preventing and Reducing Occupational Hazards in Chapter 4 Talent Sustainability: Health and Safety Management. |
| | b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of work hours. | <ul style="list-style-type: none"> ● Total number of working hours of on-site contractors: 12,119,040 hours ● Number of recordable occupational injuries: 5 cases ● Occupational Injury Rate (IR) of on-site contractors: 0.41 ● Number of fatalities caused by occupational injuries: 0 ● Main types of occupational incidents for on-site contractors: Slips and falls, falls from height, cuts and lacerations. For more information, please refer to Preventing and Reducing Occupational Hazards in Chapter 4 Talent Sustainability: Health and Safety Management. |
| | c. The work-related hazards that pose a risk of high-consequence injury, including: i. How these hazards are determined; ii. Which of these hazards have caused or contributed to severe injuries during the reporting period; iii. Actions taken or underway to eliminate these hazards and minimize risk using the hierarchy of controls. | <ul style="list-style-type: none"> ● In accordance with Chunghwa Telecom’s Safety and Health Hazard Identification and Risk Assessment Procedures, the Company implements the identification, assessment, and control of workplace environments and operational hazards in compliance with the Occupational Safety and Health Act. For more information, please refer to Preventing and Reducing Occupational Hazards in Chapter 4 Talent Sustainability: Health and Safety Management. <ul style="list-style-type: none"> ● Chunghwa Telecom has established three vocational training centers in Banqiao, Taichung, and Kaohsiung, and has formulated the Chunghwa Telecom Implementation Directions on Health and Safety Education and Training to ensure that personnel responsible for related tasks possess the necessary competencies to effectively perform their occupational safety and health duties and responsibilities. |
| | d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls. | <ul style="list-style-type: none"> ● Chunghwa Telecom has formulated the “Safety and Health Hazard Identification and Risk Assessment Procedures” to identify and evaluate potential hazards arising from various operations and activities, conduct risk assessments with hierarchical control, and develop operational control procedures or action plans. Examples include the Hot Work Operation Control Guidelines and the High-Temperature Outdoor Operation Heat Hazard Prevention Plan. ● To ensure that all resources required by the management system—such as manpower, budget, training, communication, and incentives— are effectively integrated into daily operations, the Company not only allocates appropriate resources to implement plans but also holds management review meetings to ensure the effectiveness of its occupational safety and health management system. ● Short-, medium-, and long-term goals have been established, including maintaining zero occupational accidents among contractors and continuously improving the disaster reduction rate—from 34% to 40%. In 2025, the disaster reduction performance reached 43.44%, and the target for 2026 is set at 36%, aiming to foster a high-quality working environment. |
| | e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked. | The rates have been calculated based on 1,000,000 hours worked. |
| | f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. | Yes (The statistic of the on-site contractor includes the organizations or individuals that work in the operation sites of CHT. The most common non-employee workers include customer service personnel, retail stores service staff, and workers that participate in network maintenance projects.) |
| | g. Any contextual information necessary to understand how the data have been compiled, such as standards, methodologies, and assumptions used. | In accordance with the requirements of the competent authority’s “Monthly Occupational Accident Incident Statistics Report”, Chunghwa Telecom collects and compiles monthly statistical data from all its branches. |
| 403-10 Work-related ill health | a. For all employees: i. The number and rate of fatalities as a result of work-related ill health; ii. The number of cases of recordable work-related ill health; iii. The main types of work-related ill health. | <ul style="list-style-type: none"> ● Occupational Disease Rate (ODR) among employees: 0 cases For more information, please refer to Preventing and Reducing Occupational Hazards in Chapter 4 Talent Sustainability: Health and Safety Management. |

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| | <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; ii. The number of cases of recordable work-related ill health; iii. The main types of work-related ill health.</p> | <ul style="list-style-type: none"> ● Occupational Disease Rate (ODR) among on-site contractors: 0 cases For more information, please refer to Preventing and Reducing Occupational Hazards in Chapter 4 Talent Sustainability: Health and Safety Management. |
| | <p>c. The work-related hazards that pose a risk of ill health, including:</p> <p>i. How these hazards have been determined; ii. Which of these hazards have caused or contributed to cases of ill health during the reporting period; iii. Actions taken or underway to eliminate these hazards and minimize risk using the hierarchy of controls.</p> | <ul style="list-style-type: none"> ● Prevention of Abnormal Workload-Induced Diseases: Chunghwa Telecom has formulated the Abnormal Workload- Induced Disease Prevention Plan. In 2025, 1.81% of employees were identified as having a risk level of 2 or above for occupation-induced cerebro-cardiovascular diseases. On-site physicians were arranged to provide consultation and health guidance for these employees. ● Prevention of Ergonomic Hazards: The Company has implemented the Ergonomic Hazard Prevention Plan. Based on the musculoskeletal disorder (MSD) risk survey, 2.41% of employees were found to be at a level of suspected hazard or above. For these employees, operational processes and risk assessments were analyzed, and improvement measures were identified and implemented upon confirmation of ergonomic risk factors. ● Maternal Health Protection in the Workplace: Chunghwa Telecom has developed the Maternal Health Protection Plan for Female Employees. In 2025, 0.00% of female employees were classified at risk level 2 or above for maternal health protection. These individuals were informed of potential hazards, risk levels were assessed, and appropriate preventive measures were taken. ● Prevention of Unlawful Infringement During the Performance of Duties: We established the Plan for Preventing Unlawful Infringement during the Performance of Duties. According to hazard identification and risk assessment, 4.64% of employees were identified as facing moderate or higher risks of workplace unlawful infringement. For these cases, existing control measures were reviewed, and additional or revised actions were taken where necessary. Furthermore, proactive health counseling was provided to employees with Class A health risks, with a target care completion rate set at 100% and its implementation closely monitored. |
| | <p>d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> | <p>Yes (The statistic of the on-site contractor includes the organizations or individuals that work in the operation sites of CHT. The most common non-employee workers include customer service personnel, retail store service staff, and personnel involved in contracted network maintenance projects.)</p> |
| | <p>e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | <p>Collect and compile monthly statistical data from all branches in accordance with guidelines issued by the competent authority, including the “Monthly Occupational Incident Statistics Monthly Statistical Report on Occupational Accidents” and the “Reference Guidelines for the Identification of Occupationally Induced Cerebrovascular and Cardiac Diseases (excluding those caused by trauma)”.</p> |