



## ASSURANCE STATEMENT

### SGS TAIWAN'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE CHUNGHWA TELECOM CO., LTD.'S CORPORATE SOCIAL RESPONSIBILITY REPORT FOR 2010

#### NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION

SGS Taiwan was commissioned by Chungghwa Telecom Co., Ltd. (hereinafter referred to as CHT) to conduct an independent assurance of the Corporate Social Responsibility Report of 2010. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the text, and data in accompanying tables, contained in CHT's operational sites in Taiwan of this report.

The information in the CHT's Corporate Social Responsibility Report of 2010 and its presentation are the responsibility of the superintendents, CSR committee and the management of CHT. SGS Taiwan has not been involved in the preparation of any of the material included in the CHT's Corporate Social Responsibility Report of 2010.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification set out below with the intention to inform all CHT's stakeholders.

The SGS Group has developed a set of protocols for the Assurance of Sustainability Reports based on current best practice guidance provided in the Global Reporting Initiative Sustainability Reporting Guidelines and the AA1000 Assurance Standard (2008). These protocols follow differing options for Assurance depending the reporting history and capabilities of the Reporting Organisation.

This report has been assured at a high level of scrutiny using our protocols for:

- evaluation of content veracity;
- AA1000 Assurance Standard (2008) Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008);
- evaluation of the report against the Global Reporting Initiative Sustainability Reporting Guidelines (G3 2006); and
- evaluation against the AA1000 Stakeholder Engagement Standard (2005).

The assurance comprised a combination of pre-assurance research, interviews with relevant employees at headquarter and operational sites of CHT in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant. Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

#### STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS Taiwan affirms our independence from CHT, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with QMS, EMS, SMS, EnMS, GPMS, SA 8000, GHG Verification Lead Auditors and experience on the SRA Assurance service provisions.

#### **VERIFICATION/ ASSURANCE OPINION**

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within CHT's Corporate Social Responsibility Report of 2010 verified is accurate, reliable and provides a fair and balanced representation of CHT sustainability activities in 01/01/2010 to 12/31/2010. Some statements and data within the scope were not assured due to lack of accessible records during the timescale allowed for assurance, and these are clearly marked throughout the text.

The assurance team is of the opinion that the Report can be used by the Reporting Organisation's Stakeholders. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting. The report is the third to be assured by an independent assurance team and CHT has taken a bold step by offering the report to evaluation against both Global Reporting Initiative's G3 guidelines and the AA1000 Assurance standard. This shows a deserved confidence in their reporting process. In our opinion, the contents of the report meet the requirements of Global Reporting Initiative G3 Application Level A<sup>+</sup> and AA1000 Assurance Standard (2008) type 2, high level.

#### **AA1000 ACCOUNTABILITY PRINCIPLES (2008) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS** **Inclusivity**

CHT has demonstrated a strong commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts underpin the organization's understanding of stakeholder concerns, and its ability to integrate them into its decision making processes. This is demonstrated by the surveys of employees and consumers, by communications with investors, local communities, and suppliers, and also by engagements with NGOs and other stakeholders. For future reporting, CHT may proactively consider having more direct involvement of stakeholders during the engagement.

#### **Materiality**

CHT has established appropriate processes for determining issues that are material to the organization. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders. For future reporting, CHT might consider profiling the sustainability impacts and performance of organization's businesses in more detail.

#### **Responsiveness**

The report provides a comprehensive response to the issues and stakeholder concerns relating to CHT's activities. The timeliness of response need to be further considered in future reporting.

#### **GLOBAL REPORTING INITIATIVE REPORTING GUIDELINES (2006) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS**

##### **Principles, Standard Disclosures and Indicators**

The report is adequately in line with the Global Reporting Initiative G3 Application level A+. The principles of timeliness and stakeholder inclusiveness may be further enhanced by issuing next report no later than nine months after end of reporting period and having higher degree of direct stakeholder involvement during the engagement. Contents of Disclosure on Management Approach may be further addressed in next report.

Signed:

For and on behalf of SGS Taiwan



Dennis Yang, Chief Operating Officer  
Taipei, Taiwan  
8 February, 2012  
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