

GRI Standard Index

GRI 103 Management Approach

Material Topics	How We Manage the Topic	Purpose of the Management Approach	Policy	Performance (Page)	Grievance Mechanism
Economic Performance (Innovative ICT Products and Services)	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.22	<ul style="list-style-type: none"> • Shareholder hotline: 2394-1845 • Investor hotline: 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.71-72	<ul style="list-style-type: none"> • Grievance hotline: 0800-080998
Energy (Climate Change)	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.104	-
Supplier Environmental Assessment	We enhance the sustainability of our overall supply chain every year through "questionnaire evaluation, education and training, third-party on-site audits and sustainability certification".	Construct a hierarchical green supply chain and build a sustainable ecosystem through extensive alliances.	<ul style="list-style-type: none"> • "Code of Corporate Social Responsibility for Suppliers" 	P.112-117	<ul style="list-style-type: none"> • Procurement Complaint Handling Team • Grievance hotline: 2344-4081
Supplier Social Assessment					
Employment	CHT treats employees as its most important partners, and is committed to providing employees the utmost "assurance." For best protection of employees' work rights, Chunghwa Telecom has signed the "employment contracts" with individual employees and notifies them of changes regarding employment under the Labor Standards Act. Furthermore, we exploit various communication channels including seminars and labor management meetings to maintain a harmonious and mutually beneficial working relationship.	To ensure that employees' employment and work rights are protected.	<ul style="list-style-type: none"> • "Employment Contract" • "Business Integrity Principles" • "Codes of Conduct" • "Corporate Governance Principles" • "Collective Agreement" 	P.71-73	<ul style="list-style-type: none"> • Compliant Investigation Committee • Grievance hotline: 0800-080998
Occupational Health and Safety	Chunghwa Telecom is the first telecom company in Taiwan to incorporate an Occupational Health and Safety Management System (OHSAS 18000). We ensure the effective management of employee health & safety through an institutional and systematic mechanism. In addition to complying with health & safety regulations and other related requirements, we also continue to improve the OHS facilities and measures of our working environment.	Chunghwa Telecom guarantees its employees a safe and healthy working environment to prevent occupational hazards.	<ul style="list-style-type: none"> • "Employee Contract" • "Collective Agreement" 	P.83-85	<ul style="list-style-type: none"> • Grievance hotline: 0800-080998
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.24, 96-97	<ul style="list-style-type: none"> • Telecom Service Center: 0800-080-123
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.55, 94-95	<ul style="list-style-type: none"> • Telecom Service hotline: 0800-080123
Socioeconomic Compliance (Corporate Governance)	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.24	<ul style="list-style-type: none"> • Compliant Investigation Committee • Grievance hotline: 0800-080998

2020 Evaluation of the Management Approach

Material Topics	Mechanism for Evaluation	Result of the Evaluation (Page)	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.22	None
Market Presence	Compensation committee, internal audit, evaluation by relevant regulatory authorities	P.71	None
Energy	ISO 14001, ISO 50001, ISO 14064-1 management system certificate, TWSE Governance Evaluation	P.106	None
Supplier Environmental / Social Assessment	CSR Survey, CDP Supply Chain, external third-party audit, SALCE Sustainable Partner Certification, TWSE Corporate Governance Evaluation	P.115	None
Employment	TWSE Corporate Governance Evaluation, Employment Contract, Collective Agreement	P.71, 74	None
Occupational Health and Safety	Employment Contract, Collective Agreement	P.83	None
Marketing and Labelling	NCC's telecom service quality survey, communication/consumer complaint report	P.24	None
Customer Privacy	Grievance system, system certification (ISO 27001, BS 10012), internal auditor certification, TWSE Corporate Governance Evaluation	P.55, 94-95	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.24	None

GRI 103 Management Approach	Disclosure Item		Page
	103-1	Explanation of the material topic and its Boundary	P.36-37
	103-2	The management approach and its components	P.138-139
	103-3	Evaluation of the management approach	P.140

General Disclosure

General Disclosure	Disclosure Items	Page / URL and Comment	Identified Omission and Explanation	External Assurance
Organizational Aspect				
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.14		V
102-4	Location of operations	P.14		V
102-5	Ownership and legal form	P.14		V
102-6	Market served	P.15		V
102-7	Scale of the organization	P.13-14, 18, 72		V
102-8	Information on employees and other workers	P.72-73		V
102-9	Supply chain	P.16-17		V
102-10	Significant changes to the organization and its supply chain	None		V
102-11	Precautionary Principle or approach	P.44-55		V
102-12	External initiatives	P.24, 119-121		V
102-13	Membership of associations	P.134-135		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.24		V
Governance				
102-18	Governance structure	P.18		V
Stakeholder engagement				
102-40	List of stakeholder groups	P.40-41		V
102-41	Collective bargaining agreements	P.74		V
102-42	Identifying and selecting stakeholders	P.40		V
102-43	Approach to stakeholder engagement	P.40-41		V
102-44	Key topics and concerns raised	P.40-41		V
Reporting practice				
102-45	Entities included in the consolidated financial statements	2020 Annual Report P. 105		V
102-46	Defining report content and topic Boundaries	P.36-37		V
102-47	List of material topics	P.36-37		V
102-48	Restatements of information	None		V
102-49	Changes in reporting	None		V
102-50	Reporting period	2020/1/1-2020/12/31		V
102-51	Date of most recent report	2020/8/10		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.138-143		V
102-56	External Assurance	P.147-149		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	Identified Omission and Explanation	External Assurance
201 Economic Performance				
201-1	Direct economic value generated and distributed	P.22		V
201-3	Defined benefit plan obligations and other retirement plans	P.86-89		V
202 Market Presence				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	P.71-73		V
*205 Anti-corruption				
205-2	Communications and training about anti-corruption policies and procedures	P.24		V
205-3	Confirmed incidents of corruption and actions taken	P.24		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.106		V
302-4	Reductions of energy consumption	P.103-109		V
302-5	Reductions in energy requirements of products and services	P.103-109		V
*305 Emissions				
305-1	Direct (Scope 1) GHG Emissions	P.54		V
305-2	Energy Indirect (Scope 2) GHG Emissions	P.54		V
305-3	Other indirect (Scope 3) GHG Emissions	P.54		V
305-5	Reduction of GHG Emissions	P.53-54		V
*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.113-114		V
401 Employment				
401-1	New employee hires and employee turnover	P.72		V
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	P.84-89		V
401-3	Parental leave	P.88		V
*402 Labor / Management Relations				
402-1	Minimum notice periods regarding operational changes	P.74		V

Topics marked with * have been disclosed voluntarily, and are not part of the material topics identified in 2020.

General Disclosure	Disclosure Item (topics without years noted are of the 2016 edition of the GRI standards)	Page / URL and Comment	Identified Omission and Explanation	External Assurance	
403: 2018 Occupational Health and Safety					
403-1	Occupational health and safety management system	Link		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.83		V
403-10	Work-related ill health		P.83		V
*405 Diversity and Equal Opportunity					
405-1	Diversity of governance bodies and employees	P.18, 72, 74		V	
405-2	Ratio of basic salary and remuneration of women to men	P.73		V	
414 Supplier Social Assessment					
414-1	New suppliers that were screened using social criteria	p.113-114		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	None		V	
417 Marketing and Labelling					
417-2	Incidents of non-compliance concerning product and service information and labeling	None		V	
417-3	Incidents of non-compliance concerning marketing communications	None		V	
418 Customer Privacy					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None		V	
419 Socioeconomic Compliance					
419-1	Non-compliance with laws and regulations in the social and economic area	p.100		V	

G 3.1 Telecommunication Sector Specific Indicators

DMA and Indicators	Disclosure Items	Page / URL and Comment	Identified Omission and Explanation	External Assurance
Sub-category: Internal Operations				
Investment				
DMA 118	IO1	Capital investment in telecommunication network infrastructure broken down by country/region	P.98	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.122, 134-135	V
Health and Safety				
DMA 89	IO3	Describe relevant legislative and regulatory mechanisms.	P.79-81	V
	IO4	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets.	P.100	V
	IO5	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	P.100	V
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	P.100	V
Infrastructure				
DMA 89	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.100	V
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	P.100	V
Sub Category: Technology Applications				
Resource Efficiency				
DMA 58	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	P.66	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.66	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.67-69	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.66	V
	TA5	Description of practices relating to intellectual property rights and open-source technologies.	P.67-69	V

DMA and Indicators	Disclosure Items	Page / URL and Comment	Identified Omission and Explanation	External Assurance
Sub-category: Providing Access				
Access to Telecommunication Products and Services: Bridging the Digital Divide				
DMA 109	PA1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas. Include an explanation of business models applied.	P.98, 122	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.122	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.124	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.124	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.124, 127	V
	PA6	Programs to provide and maintain telecommunication products and services.	P.99	V
Access to Content				
DMA 81	PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services.	P.90-91, 94-95	V
Customer Relations DMA 84 PA8				
DMA 81	PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material.	P.100	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.	None	V
	PA10	Initiatives to ensure clarity of charges and tariffs.	Link	V
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost-effective, and environmentally preferable use.	P.92	V