

## **SGS TAIWAN LTD.'S INDEPENDENT ASSURANCE REPORT ON SUSTAINABILITY ACTIVITIES IN THE CHUNG HWA TELECOM CO., LTD. CORPORATE SOCIAL RESPONSIBILITY REPORT FOR 2012**

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

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by Chunghwa Telecom Co., Ltd. (hereinafter referred to as CHT) to conduct an independent assurance of the Corporate Social Responsibility Report of 2012. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the text, and data in accompanying tables, contained in this report.

The information in the CHT's Corporate Social Responsibility Report of 2012 and its presentation are the responsibility of the superintendents, CSR committee and the management of CHT. SGS has not been involved in the preparation of any of the material included in the CHT's Corporate Social Responsibility Report of 2012. 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 using our protocols for:

- evaluation of content veracity at a high level of scrutiny;
- 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(G3.1 2011) ; and
- evaluation of the report against Global Reporting Initiative Telecommunications Pilot Sector Supplement.

The assurance comprised a combination of pre-assurance research; interviews with relevant employees at headquarter and operational sites of CHT in Taipei, 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 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 2012 verified is accurate, reliable and provides a fair and balanced representation of CHT sustainability activities during 01/01/2012 to 12/31/2012.

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 fifth 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 G3.1 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 G3.1 Application Level A+ and AA1000 Assurance Standard (2008) type 2, high level.

## **AA1000 ACCOUNTABILITY PRINCIPLES 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 surveys and communication to its employees, consumers, investors, local communities, suppliers, media, NGOs and other stakeholders. CHT has also shown its direct engagement its stakeholders via set up meetings and had dialogue directly between the management of CHT and stakeholders and to respond questions rose by stakeholder promptly. For future reporting, CHT might consider continuing the proactively direct engagement with stakeholders.

### **Materiality**

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

### **Responsiveness**

The report cover comprehensive response to the issue and stakeholders concerns relating to CHT's activities. Continuing direct engagement with identified stakeholder groups to be considered in future reporting.

## **GLOBAL REPORTING INITIATIVE REPORTING GUIDELINES CONCLUSIONS, FINDINGS AND RECOMMENDATIONS**

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

The report, CHT's Corporate Social Responsibility Report of 2012, is adequately in line with the Global Reporting Initiative G3.1 application level A+. Contents of Disclosure on Management Approach may have more clearly defined policies and goals for each aspect. It is recommended to have more disclosure on the performance of supplier chain management, sustainability strategy and material impacts. Further to that, it is also recommended the Global Reporting Initiative G4 to be considered and implemented in future reporting preparation.

**Signed:**

**For and on behalf of SGS Taiwan Ltd.**



**Dennis Yang, Chief Operating Officer**  
**Taipei, Taiwan**  
**11 July, 2013**  
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