

## 2023 GRI403 Occupational Health and Safety Plan - Integrated Disclosures

GRI Framework	Disclosed Matters	Disclosed Content
<p>403-1 Occupational health and safety management system</p>	<p>a. Whether the occupational safety and health management system has been implemented, including whether: i. The system has been implemented because of legal requirements; ii. The system has been implemented based on recognized risk management and/or management system standards/guidelines.</p>	<ul style="list-style-type: none"> <li>• Chunghwa Telecom is the first telecommunications service provider in Taiwan to implement an occupational safety and health management system in accordance with the Occupational Safety and Health Act, and successfully complete the ISO 45001 external verification process.</li> <li>• In 2023, all 27 institutions throughout the entire region successfully passed the ISO 45001 external third-party independent verification with a 100% success rate.</li> </ul>
	<p>b. Description of the scope of workers, activities, and workplaces covered by the occupational safety and health management system.</p>	<p>The applicable scope covers the 27 institutions throughout the entire region, with 20,050 employees and 6,323 contract laborers, and all operational activities, products, and services of the Company.</p>
<p>403-2 Hazard identification, risk assessment, and incident investigation</p>	<p>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 in order to eliminate hazards and minimize risks, including: i. How the organization ensures the quality of these processes, including the competency of persons who carry them out; 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"> <li>• We have established a “Health and Safety Hazard Identification and Risk Assessment Procedure” in accordance with the ISO 45001 standard, actively identifying and assessing hazards associated with various operations or services.</li> <li>• The risk assessment process covers routine and non-routine activities, as well as the likelihood and severity of conditions that may arise during operations. Operational control procedures or action plans are then developed to mitigate the level of unacceptable risk.</li> <li>• Three occupational training centers are established in Banqiao, Taichung, and Kaohsiung. We have formulated the “Implementation Guidelines for Safety and Health Education and Training” to ensure that relevant staff members have the necessary capabilities to carry out their work effectively.</li> </ul>

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	<p>b. 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"> <li>• We have established the “Accident Handling Guidelines”, which include the reporting and handling procedures for occupational hazards and dangerous situations.</li> <li>• In the line engineering management system, information on the identification and assessment of high-risk operational hazards is added to enable operators to effectively identify risks.</li> <li>• In accordance with the regulations of the Act for Protecting Worker of Occupational Accidents, if an employee is suspected of contracting an occupational disease, the Company will assist them to a medical facility approved by competent authority for an examination by a specialist in occupational medicine.</li> </ul>
	<p>c. Description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and how workers are protected against reprisals.</p>	<ul style="list-style-type: none"> <li>• Chunghwa Telecom has relevant regulations in the Control Guidelines for Confined Space Operations, Control Guidelines for Elevated Operations, and the Control Guidelines for Manhole and Pipeline Excavation Operations.</li> <li>• When workers encounter an immediate danger while performing their duties, they have the right to stop the work and retreat to a safe place without jeopardizing the safety of other workers, and should promptly report the situation to their immediate supervisor. The Company shall not take any retaliatory measures against workers who follow safety retreat protocols, as mandated by law.</li> </ul>
	<p>d. 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</p>	<ul style="list-style-type: none"> <li>• We have established the “Chunghwa Telecom Incident Investigation and Handling Procedures” to establish operational procedures for incident investigation and handling. This helps identify the causes of incidents,</li> </ul>

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	<p>improvements needed in the occupational health and safety management system.</p>	<p>propose measures to mitigate property damage, analyze disasters, and prevent the recurrence of such incidents, and track and verify the implementation of improvement to prevent the reoccurrence of similar events.</p>
<p>403-3 Occupational health services</p>	<p>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"> <li>• We have established the “Health and Safety Hazard Identification and Risk Assessment Procedure” to actively identify and assess hazards associated with various operations or services.</li> <li>• In compliance with legal requirements by employing contracted medical personnel and other related personnel for occupational health services, which include health examinations, education, guidance, protection, promotion, and consultation; at least two health messages shall also be provided to our employees each month.</li> <li>• Health examinations are conducted annually, exceeding the frequency required by regulations, with health education and services for workers planned and implemented according to the top ten abnormalities found in these exams.</li> <li>• Based on the health examination data, employees shall be classified into ten-year risk categories for coronary heart diseases, with proactive care and guidance provided to those at high risk.</li> <li>• To ensure the well-being of employees, the Company offers professional consultations through our employee assistance program, which cover a range of topics including legal, psychological, managerial, and health issues.</li> </ul>

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403-4 Worker participation, consultation, and communication on occupational health and safety	<p>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>We have established a dedicated top-level “Occupational Health and Safety Management Unit”, as well as the “Occupational Health and Safety Communication, Participation, and Consultation Management Procedure”, creating effective channels for internal employees, external contractors, and stakeholders to express their commitment to health and safety management and enable two-way communication on the matters.</p>
	<p>b. Where formal joint management-worker health and safety committees exist, the reporting organization shall provide a description of their responsibilities, meeting frequency, decision-making authority, and reasons for the absence of worker representatives on the committee, if applicable.</p>	<p>All institutions in the region have established an “Occupational Health and Safety Committee” according to the law, with worker representatives comprising over one-third of the total. The committee shall convene meetings at least once every quarter to assess occupational safety and health policies, objectives, and performance; and discusses relevant proposals from units and workers, with decisions communicated company-wide upon resolution by the Convener of the committee.</p>
403-5 Worker training on occupational health and safety	<p>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.</p>	<ul style="list-style-type: none"> <li>• We have established three occupational training centers located in Banqiao, Taichung, and Kaohsiung; classes are held in accordance with the training needs of each organization. Moreover, we have formulated the “Implementation Guidelines for Safety and Health Education and Training” to conduct various occupational health and safety education and training, ensuring that relevant staff members have the necessary capabilities to carry out their work effectively.</li> <li>• In 2023, we organized various occupational safety and health education and training, totaling 230 sessions and 22,358 attendances. For example, training is provided for general workers (e.g. new employees,</li> </ul>

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		<p>supervisors of Class A and Class C safety and health operations, and first aid personnel), and specialized training is provided for workers of specific operations (e.g. oxygen-deprivation operation supervisors, forklift operators, and roof operation supervisors).</p> <ul style="list-style-type: none"> <li>• For high-risk operations such as work in confined spaces, we implemented a permit-to-work system, with information technology being incorporated into a monitoring system to prevent hazards such as falling and oxygen deprivation.</li> <li>• Emergency response training exercises for high-risk operations, such as work in confined or elevated spaces, are conducted twice annually to help employees improve their knowledge and skills in disaster prevention, with a total of 5,826 attendances in 2023.</li> </ul>
403-6 Promotion of worker health	a. Explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.	<ul style="list-style-type: none"> <li>• We employ contracted medical personnel and other related occupational health personnel to provide and promote access to non-occupational medical and health services for workers.</li> <li>• For employee health consultations, physicians provide on-site services 36 times per month, with each session lasting 3 hours and each individual consultation lasting approximately 30 minutes. In total, there were 432 service sessions provided throughout the year. The number of times on-site physician services were provided: 3,877, and the number of consultations with nursing staff was 23,363.</li> <li>• We utilize the independently developed “Employee Health Management System” to analyze and assess employees’ health examination records, offering them health guidance and care.</li> </ul>

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	<p>b. 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"> <li>• The Company has established an employee health service plan to promote and provide voluntary health promotion services to workers.</li> <li>• We provide health examinations and care that go beyond legal requirements. Employees can choose appropriate examination packages based on factors such as age and high-risk health factors. Additionally, family members of employees can also participate in the health examination activities.</li> <li>• Free influenza vaccination is offered in the workplace, with 21 organizations in the district participating in the vaccination campaign and a total of 1,436 individual recipients.</li> <li>• We promote an Employee Assistance Program (EAP) that provides employees with five free external professional counseling services per year; employees may also use their personal sessions for their dependents.</li> </ul>
<p>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by</p>	<p>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, products, or services by its business relationships, and the related hazards and risks.</p>	<ul style="list-style-type: none"> <li>• We have established the "Health and Safety Hazard Identification and Risk Assessment Procedure" to actively identify and assess hazards associated with various operations or services.</li> <li>• Feasible control methods or response measures are implemented according to the level of risk in order to prevent and mitigate potential hazards of different types.</li> <li>• The 2023 hazard identification and risk assessment highlighted increased risks in confined space operations. Control measures were</li> </ul>

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business relationships		<p>implemented, including establishing confined space regulations, standard operating procedure drills, enhanced staff training, and on-site inspections, to improve safety and prevent accidents.</p> <ul style="list-style-type: none"> <li>• The “Implementation Guidelines for Health and Safety Procurement Management” focuses on preventing occupational safety and health impacts of machinery, equipment, and tools at the source.</li> <li>• We have established the “Guidelines for Contractor Occupational Safety and Health Management” to implement the policy of responsible care for contractors, ensuring the occupational safety and health of contractor workers.</li> </ul>
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: i. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: ii. The number and proportion of workers who are covered by such a system that has been internally audited; iii. The number and proportion of workers who are covered by such a system that has been audited or certified by an external party</p>	<ul style="list-style-type: none"> <li>• i. Yes, we have been certified in compliance with the Occupational Safety and Health Act and ISO 45001 standard, and validated by an external entity.</li> <li>• ii. 100%. Note: In 2023, the ISO 45001 management system covered 20,050 employees and 6,323 contractors.</li> <li>• iii. 100%.</li> <li>• Note: In 2023, the ISO 45001 management system covered 20,050 employees and 6,323 contractors.</li> </ul>
	<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>

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	<p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>	<p>By engaging external third-party independent verification organizations, we ensure compliance with the verification criteria outlined in ISO 45001.</p>
<p>403-9 Occupational injury</p>	<p>a. For all employees: 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 injuries; v. The number of work hours.</p>	<p>Please see the 2023 Sustainability Report for details. VI. Social Inclusion/ (V) Quality Human Capital/ 4. Health and Safety Management</p>
	<p>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 injuries; v. The number of work hours.</p>	<p>Please see the 2023 Sustainability Report for details. VI. Social Inclusion/ (V) Quality Human Capital/ 4. Health and Safety Management</p>
	<p>c. 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 high-consequence injuries during the reporting period; iii. Actions</p>	<ul style="list-style-type: none"> <li>• Chunghwa Telecom has formulated the “Health and Safety Hazard Identification and Risk Assessment Procedure” to ensure the identification, assessment, and control of work environment or operational hazards according to the Occupational Safety and Health Act.</li> </ul>



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	<p>taken or planned to eliminate these hazards and minimize risks using grading management.</p>	<ul style="list-style-type: none"> <li>• Please see the 2023 Sustainability Report for details. VI. Social Inclusion/ (V) Quality Human Capital/ 4. Health and Safety Management</li> <li>• Chunghwa Telecom has established three occupational training centers located in Banqiao, Taichung, and Kaohsiung. We have also formulated the “Implementation Guidelines for Safety and Health Education and Training” to ensure that relevant staff members have the necessary capabilities to fulfill their work and responsibilities related to occupational health and safety.</li> </ul>
	<p>d. d. Actions taken or planned to eliminate other occupational hazards and minimize risks using grading management.</p>	<ul style="list-style-type: none"> <li>• We have established the “Health and Safety Hazard Identification and Risk Assessment Procedure” to actively identify and assess hazards associated with various operations or activities, evaluate risks, and implement hierarchy of controls. The procedure also serves as the basis for the planning of operational control procedures or development of action plans, such as the “Control Guidelines for Hot Work” and the “Heat Hazard Prevention Plan for High-Temperature Outdoor Work”.</li> <li>• To ensure the necessary resources for the hierarchy of controls, such as manpower, budget, training, communication, and incentives, are integrated into the existing operating systems, we formulate plans for implementation and hold management-level review meetings, aiming to ensure the effectiveness of occupational health and safety management.</li> </ul>

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	e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	1,000,000
	f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.	No (Statistics compiled based on the data of HongHwa International Corp.)
	g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	In accordance with the competent authority’s “Monthly Report on Occupational Disasters” regulations, we collect and compile monthly statistical data from all branches and institutions.
403-10 Occupational diseases	a. For all employees: i. The number and rate of fatalities as a result of occupational diseases; ii. The number of cases of recordable occupational diseases; iii. The main types of occupational diseases.	Please see the 2023 Sustainability Report for details. VI. Social Inclusion/ (V) Quality Human Capital/ 4. 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 occupational diseases; ii. The number of cases of recordable occupational diseases; iii. The main types of occupational diseases.	Please see the 2023 Sustainability Report for details. VI. Social Inclusion/ (V) Quality Human Capital/ 4. Health and Safety Management
	c. The work-related hazards that pose a risk of ill health, including: i. How these hazards are determined; ii. Which of these hazards have caused or contributed to cases of ill-health during the reporting period; iii. Actions taken or	<ul style="list-style-type: none"> <li>• We have established the “Health and Safety Hazard Identification and Risk Assessment Procedure” to actively identify and assess hazards, evaluated risks, and levels associated with various operations or services.</li> <li>• Please see the 2023 Sustainability Report for details.</li> </ul>

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	<p>planned to eliminate these hazards and minimize risks using grading management.</p>	<p>VI. Social Inclusion/ (V) Quality Human Capital/ 4. Health and Safety Management</p> <ul style="list-style-type: none"> <li>• During the identification process, relevant activities and situations are incorporated, and hierarchy of controls is established based on risk levels, producing operational control procedures and action plans, such as: “Human Factor Hazard Prevention Plan,” “Abnormal Workload-Induced Disease Prevention Plan,” “Prevention Plan for Work-Related Unlawful Acts,” and “Maternal Health Protection Plan for Female Workers.”</li> </ul>
	<p>d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p>	<p>No (Statistics compiled based on the data of HongHwa International Corp.)</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>In accordance with the competent authority’s “Monthly Report on Occupational Disasters” regulations and the “Guidelines for Determining Occupational Induced Cerebrovascular and Cardiovascular Diseases (excluding those caused by trauma)”, we collect and compile monthly statistical data from all branches and institutions.</p>