

I

Chairperson's Remarks



2017 celebrates the 121th anniversary of the establishment of Chungwa Post (CHP). There are more than 26,000 fellow workers in CHP. To honor the efforts and contributions of our predecessors made to our company, we will work more conscientiously to sustain our glorious tradition. Postal services are tightly associated with the daily routine of the society. We always prioritize our clients and aim at providing services with the greatest efficiency in the extremely competitive market. Last year, we made remarkable progress in image fashioning, new services, and financial performance.

Enhancing the Corporate Image

Last year, we first-ever held PHILATAIPEI 2016 World Stamp Championship Exhibition, which has won international acclaim. Its success not only strengthened the connection among our fellow colleagues but also enhanced the image and reputation of Taiwan. Domestically, we endeavored to build model post office to improve the facilities of the waiting areas, including the seats, lights, and traffic flow. We also tried our best to offer public toilets and senior-friendly areas. We are eager to transform each branch office into a pleasant place to go and a good neighbor of the community.

Social Services

Our "green angels" helped with the daily life of the elderly who live alone, and there have been fifty-six thousand cases accomplished last year. These angels, the mail carriers, helped the people in need without asking any in return, and have become a stabilizing power in the society. In addition, to



Chairperson

Wangchi Ong

I

Chairperson's Remarks

reduce carbon footprint, CHP has planned to change more than eleven thousand mail trucks and scooters into electric vehicles in seven years. The carbon footprint reduced is estimated to equal to that achieved by seven and a half Da-an forest parks.

Business Expansion

With a view to adapting to the ever-changing environment and market, traditional postal services have gradually transformed into logistics. CHP is planning to establish a smart postal logistics park to compete for international business opportunities. Besides, we are going to set up more than 350 iBoxes to provide non-stop postal service. So far our postal savings clients are able to transfer or withdraw money with their smartphones. To provide our clients with more convenient electronic payment service, we will soon introduce a contactless VISA debit card. Moreover, the micro-insurance offered by CHP guarantees the basic security and welfare for the underprivileged groups. This not only carries out the mission that "profits should be balanced with welfare" but also fulfils the social responsibility of CHP.

Financial Performance

As for the financial performance, the budget achieving rate of CHP reached 114.75% in 2016 and brought a net income up to NT\$ 9.8 billion. Therein NT\$ 7 billion were handed over to the national treasury, making a substantial contribution to the finance of Taiwan.

Vision for the Future

Last year we achieved our goals with flying colors. Moreover, we collaborated well with our workers union (CPWU). As a member of the CHP, each of us should definitely be proud of what we have accomplished. The forthcoming years will be a critical period when CHP is transforming for the better. We should persist in our rigorous working attitude as well as the spirit of postal services, and be willing to face the challenges ahead so as to strive to improve postal services for the betterment of our society.

