

I Chairperson's Remarks

In retrospect, as the pandemic COVID-19 raged globally in 2020, the economy of various countries has been wrecked severely. The pandemic not only tests the resilience and responsiveness of all walks of life but also offers an opportunity for Chunghwa Post to demonstrate its brand value of integrity as a century-old enterprise.

Closely related to everyday life, Chunghwa Post as a postal company has provided mails, savings and remittances, and life insurance services to citizens. During this time of adversity and with concerted efforts of all colleagues, Chunghwa Post has created an annual revenue worth NT\$299.2 billion. Moreover, it has acted in concert with the government, following various policies for epidemic prevention, economic relief, and stimulus in full gear. For epidemic prevention, Chunghwa Post has mobilized more than 38,000 participants from staff members to deliver more than 3.09 billion face masks along with 3.85 million bottles of rubbing alcohol. After the government implemented the measures for economic relief and stimulus, Chunghwa Post has transported and distributed more than 22 million pieces of triple stimulus vouchers with the amount of redemption exceeding NT\$4.2 billion. All above has demonstrated the resilience of postal employees and their powers of reassuring people and stabilizing society.

During the pandemic emerge many new business models and technological innovations. In response to the diverse needs of customers, Chunghwa Post has actively invested in digital transformation, developing the intelligent network of logistics and warehousing, revitalizing assets, forming cross-industry alliances, and expanding the financial technology ecosystem, hoping to keep up with the times and stay competitive. Chunghwa Post is also devoted to promoting ESG (Environmental, Social, and Corporate Governance) and has published its first corporate social responsibility report in 2020. Participating in the selection of TCSA (Taiwan Corporate Sustainability Awards), Chunghwa Post has won three awards. One is the Corporate Sustainability Report Platinum Award in the finance and insurance sector. The other two are Best Project Awards, including the Innovative Growth Award and the Social Inclusion Award. Environmentally, Chunghwa Post has procured green vehicles, established solar photovoltaics, promoted energy-saving and carbon reduction measures under Occupational Safety and Health Management System and Energy Management System, and introduced the framework of TCFD (Task Force on Climate-Related Financial Disclosure). In addition, Chunghwa Post applies the international standard ISO14064-1 to monitor the emission of greenhouse gases. Socially speaking, Chunghwa Post has been actively involved in welfare services and community events, providing care to the elderly living alone, and organizing sports events for senior citizens. Furthermore, assisting local



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young and small farmers to market their agricultural produce using postal channels to boost revitalization and tourism locally. In light of corporate governance, in addition to quality, efficiency, legal compliance, and revenue surplus, Chunghwa Post has striven to create a happy enterprise by enhancing human resource management, assisting employees with career development, optimizing salary scales, and offering more incentives.

In prospect, with the emergence of vaccines and the pandemic under control, the global economy is expected to recover gradually, and the global supply chain will continue to be reorganized and integrated. Facing changes in the business environment, Chunghwa Post has to constantly innovate to keep up with trends and arrange for sustainable development. In addition to focusing on safety, quality, and efficiency, Chunghwa Post will need to apply new digital technology to accelerate transformations of the postal company. Through several changes in the scope of strategies, human resources, operating procedures, and products and services, Chunghwa Post will continue to create more heartfelt, convenient, and diverse customer experiences and stay competitive. Moreover, it is urgent to establish a big data platform for services. Through data analysis, we can know better the needs of our customers, improve the quality of decision-making, optimize operating procedures, and achieve sustainable development by increasing the day-to-day involvement of the postal company through integrated marketing.

Effective management of human resources is the key to the development of an enterprise. Only a people-oriented enterprise can achieve sustainable development. Thus, creating a friendly workplace, fostering versatile talent, and emphasizing employees' learning and career development are the goals Chunghwa Post has pursued persistently since great employees are the cornerstone for the Company to stay competitive. At this critical moment when the Company is transforming, I'd like to encourage all my fellow colleagues to bravely take on challenges, stay united, and join hands to create a better future for Chunghwa Post.