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Chairperson's Remarks

Reflecting on recent years, we've been faced with the challenges of climate change, the digital transformation of industries, and the once-in-a-century Covid-19 pandemic. During this time, we have aided the government in distributing pandemic prevention resources, issuing and redeeming stimulus vouchers, assisting with the implementation of the Relief Package 4.0, and most recently, initiating a universal cash remittance program. We've undertaken these important national policy tasks, jointly safeguarding the health and wellbeing of the public. Thanks to the concerted efforts of all colleagues, our company achieved a net profit of over NT\$19.6 billion last year (2022), demonstrating the resilience, continuous innovation, and progressive achievements of our postal employees.

Chunghwa Post has long been entrusted with the mission of providing universal service. Wherever people are, whether at the ends of the earth or across the seas, our services can reliably be accessed. We are deeply rooted in society and care for the disadvantaged. Through hosting charitable activities, we foster local connections. These include weaving a safety net for solitary elderly individuals, promoting long-term care and medical development in vacant postal offices, establishing childcare centers to create a secure working environment, supporting high-quality young farmers in the marketing of their unique agricultural products, delivering nutritious lunches to students in remote areas, and organizing recreational activities for the elderly at various locations. All these efforts demonstrate our corporate responsibility, as we strive to be a force for stability and positive change in society. Moreover, across Taiwan, including in remote and offshore areas, our 3,197 ATMs feature multilingual interfaces to meet the needs of Southeast Asian user groups, fully embodying Chunghwa Post's commitment to inclusive finance and societal care.

Postal service is the core business of Chunghwa Post. In the past three years, amidst the challenges posed by the pandemic, we have not only continued to promote our 24/7 "iBox" service, but also proactively applied digital technology to refine the collection, sealing, transportation, and delivery of mail, thereby improving operational efficiency and quality. Moreover, in December last year, we launched Taiwan's first postal logistics center, featuring automated warehousing equipment powered by high-density AI technology. This integration of warehouse and distribution, combined with rapid delivery efficiency driven by smart warehousing, marks a milestone for Chunghwa Post's transition towards smart logistics and innovative business practices.

In terms of savings, remittance, and life insurance services, we are committed to promoting financial innovation services centered around customer experience. Last year, we officially launched the "Digital Deposit Account," the next-generation "Mobile Post Office" app, and online insurance for postal life insurance services. Looking forward, we will continue to optimize diverse payment scenarios and strengthen life insurance preparedness for all ages, to cater to insurance needs at different life stages. By integrating innovative services across different domains such as logistics, finance, and e-commerce, we aim to incorporate our services into people's daily lives, constructing a digital financial lifestyle with Chunghwa Post.

Chairperson

Wu, Hong-Mo



In August of this year (2023), we will be hosting the long-awaited "TAIPEI 2023 - 39th Asian International Stamp Exhibition," the first significant international exhibition since the pandemic recovery. The design elements of the exhibition will integrate both creativity and the outcomes of our digital transformation. We will be inviting institutions and businesses that encapsulate Taiwanese imagery and culture to participate in this grand occasion. By then, let's utilize the "beauty of stamps" to foster international friendships, encourage cultural exchange, and promote the hobby of stamp collecting.

To implement our company's policy for sustainable development and stay competitive, we established a Corporate Social Responsibility (CSR) Promotion Team in 2018. This year, it has been elevated to the "Sustainable Development Committee." Task groups have been formed to focus on company governance, environmental sustainability, energy transition, customer care, employee welfare, and social commitment, aligning with various aspects of sustainable development. We actively collaborate with the government's initiatives for zero emissions by 2050, energy transition, and strengthening of responsible investment. Since 2019, we have been issuing an annual sustainability report and participating in local sustainability award evaluations, continuously achieving numerous recognitions, including "Corporate Sustainability Award", "Corporate Sustainability Report Award", and "Best Sustainability Practice Award" from the Taiwan Corporate Sustainability Awards (TCSA) and Taiwan Sustainability Action Awards (TSA).

Chunghwa Post has been operating for over one hundred and twenty years and spans three centuries, a large family with more than 25,000 employees. We are deeply rooted in local communities, providing heartening services, and pursuing mutual growth, prosperity, and sustainability. Our commitment extends to supporting the disadvantaged in society, promoting environmental sustainability, and ensuring a safe and convenient life for everyone. These are responsibilities that Chunghwa Post proudly shoulders. As a venerable enterprise, we will continue to innovate, accelerate our digital transformation, steadfastly implement ESG (Environmental, Social, Governance) standards, and align with modern trends, aiming to forever be everyone's trusted partner and good neighbor.