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V. Fulfilling Our Social Responsibility

I. Promoting Corporate Governance

- (I) The management philosophy of Chunghwa Post consists of the following three principles: putting our clients on top priority; devoting ourselves to a corporate culture based on reliability, geniality, efficiency and innovation; and striving to improve with the society. We devise our annual business plans in accordance with the government's policies. In addition, we make timely adjustments by taking social changes into consideration. Our business policies and executive performance are periodically reviewed, and we also modify our management strategies and style when necessary.
- (II) We hold departmental management meetings on a regular basis. The Chairperson holds a high-level management meeting once every two weeks. Business reports and department meetings are held on a monthly basis. In order to strengthen the cooperation between senior managers and operative executives, debriefings of business expansions are conducted on a quarterly basis, so as to establish the foundation for decision formulation and implementation.
- (III) We provided postal capital in the amount of over NT\$1,612,500 million to support the government's major construction projects, and also to offer project financing for private investments.
- (IV) A total of 97 directors and supervisors attended the corporate management courses offered by the Taiwan Corporate Governance Association, Taiwan Academy of Banking and Finance, Securities & Futures Institute, Ministry of Labor, KPMG TAIWAN INC., and Chunghwa Post in 2023.
- (V) In order to enhance our robust operation, a set of internal control procedures are stipulated and should be followed by the board of directors, management personnel and all staff members, so as to ensure the attainment of the following objectives:
1. To boost the efficiency of our company operation and to maintain the security of our assets.
 2. To ensure the credibility and integrity of our financial and management information.
 3. To abide by related laws and regulations.
- (VI) To boost the employee morale, an employee who puts our corporate ethics into practice can be recommended by the department head to participate in our company's Outstanding Postal Service Personnel Competition or the Exemplary Civil Servant Competition held by the Ministry of Transportations and Communications for commendation.



Digital Innovation and Sustainability Practice Strategic Cooperation Press Conference



II. Maintaining Social Welfare

- (I) We have continuously offered disaster relief donations accounts for the Ministry of the Interior with the exemption of administration fees.
- (II) We have helped maintain the order of the financial market and safeguard transaction security by successfully preventing 1,821 scam cases in 2023, thereby securing approximately NT\$755.78 million from scammers.
- (III) To fulfill our social responsibilities, we have continuously set up barrier-free ATMs at appropriate sites to provide wheelchair users and the visually impaired with easy access to ATMs. By the end of December 2023, 2,416 barrier-free ATMs in total have been installed at 1,443 sites. Moreover, 210 ATMs with voice features suitable for visually impaired customers have been set up by the end of December 2023.
- (IV) In order to be in line with the government's public welfare policies, we have continued to provide discounts for physically and mentally challenged customers. Physically and mentally challenged depositors can enjoy inter-bank ATM transactions free of processing fees 3 times per month after filing applications to our company. The number of the applicants totaled 5,649 by the end of December 2023.
- (V) In order to be in line with the government's policies to support economically disadvantaged families, we have helped to process the payment and saving collections of the Saving Accounts for the Future Education and Development of Children and Teenagers. Through the cooperation between public and private sectors in promoting the saving mechanism, the government and families can together help accumulate future education and career development funding for the saving accounts of children and teenagers. The number of saving collections processed in 2023 totaled 144,700 with a total saving of over NT\$161.68 million.
- (VI) In order to help improve inclusive financial services, introduce the public to the Postal VISA Debit Card and digital services for postal savings and remittances, and be in line with the government's policies to promote the prevention of fraud and money laundering, we hold campus, community and community college lectures on financial literacy on a yearly basis, through which financial education can be promoted and enhanced and financial literacy can be popularized. In 2023, a total of 80 sessions of such Lectures were held.
- (VII) We held the fundraising events 2023 Send Your Support: Illuminate the Path of Rebirth After Burns and 2023 Post Your Love: Better Schoolchildren's Future in collaboration with Sunshine Social Welfare Foundation and Eden Social Welfare Foundation, respectively, to show our care and provide assistance for disadvantaged groups with practical actions and fulfill our social responsibilities while enhancing our public image and publicity of Postal VISA Debit Card.
- (VIII) On December 23, 2023, we received the Gold Digital Inclusive Financing Award and the Best Digital Security Award in the Non-Financial Holding Bank category of the 2023 Digital Financial Award from Commercial Times.
- (IX) We have continuously offered disaster relief donations accounts for the Ministry of the Interior with the exemption of administration fees. Additionally, we have devised and continuously practiced the Guidelines for Promoting Social Welfare via Postage Discounts to aid disadvantaged groups. The discounted postage reached NT\$ 8,320,000 in total in 2023.
- (X) We have continued to run the Post Office Cares for Solitary Elderly Citizens Campaign and encouraged our postmen to pay visits to solitary elderly citizens and watch out for their daily needs while delivering mails. Our postmen made a total of 87,510 visits of the elderly in 2023.



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- (XI) In response to the severe COVID-19 pandemic, we have participated in the real-name mask distribution project as demanded by the government. From February 4, 2020, we collected masks from factories requisitioned by the government across Taiwan, and through our seamless postal system, collected and distributed masks to the NHI contract pharmacies, health centers, institutions, industries, ministries, and the 8 major convenient stores and supermarkets. In 2023, the number of masks collected was approximately 3.46766 billion, and the number of masks distributed was approximately 3.41508 billion.
- (XII) From April 28 to December 31, 2022, in cooperation with the government, which launched the name-based rationing system for at-home COVID-19 test kits, we distributed the test kits to NHI contract pharmacies, health centers, ministries and agencies, and county (city) governments; in 2023, the number of the test kits distributed was approximately 194.35 million.
- (XIII) We organized blood donation campaigns called Donate Hot Blood to Send Warm Love in 2023, collecting 57,692 bags of blood in total, each containing 250cc.
- (XIV) We offered Scholarships for Dependents of Postal Life Insurance Policyholders in 2023. 3,000 recipients were awarded a total amount of NT\$5,000,000 in such Scholarships.
- (XV) In 2023, we held a series of elderly events called 2023 Chunghwa Post Rejuvenation Campaign, and the number of participants reached 4,015.
- (XVI) Since 2022, we have organized Insurance Knowledge Community/Campus Lectures, which are aimed at establishing the concept of using insurance to protect against life's risks and introducing the features of Postal Simple Life Insurance. These Lectures have been organized jointly by 19 responsible offices received enthusiastic responses from schools and students, helping to enhance young people's understanding of insurance concepts. A total of 62 sessions were held in 2023, with a total of 3,051 participants, to convey the importance of insurance and allow young students to be introduced to the idea of managing risks in life through insurance before entering society.
- (XVII) In 2023, a total of 22 sessions of the Postal Life Insurance Exchange Workshop were held, with a total of 1,528 participants.
- (XVIII) In 2023, we organized 2 beach cleanups, with a total of 180 participants, and a total of 43 bags (515 kg) of litter were cleaned up.
- (XIX) In 2023, we held 18 donation drives, with agricultural products and essential supplies as the donated items, which were donated to 18 social welfare organizations, including Chun-Hui Center for Persons



Care Campaign for the Elderly Living Alone



Blood Donating Event "Donate Your Blood - Post Your Heart"



with Intellectual Disabilities, Taiwan Fund for Children and Families (Yingge Branch), and Changchang Education and Nursing Institution.

- (XX) We held 26 sessions of Postal Card Writing Event for Mother's Day from April to May in 2023, attracting 23,991 participants in total; we also held 29 sessions of Postal Card Writing Event for Father's Day from July to August, attracting 1,604 participants in total.
- (XXI) In 2022, we built a welfare fundraising platform on the website of Chunghwa Post Co., Ltd.; the free-of-charge platform allows social welfare organizations to launch donation campaigns and raise funds upon approval of application. As of the end of December 2023, fundraising applications from 172 social welfare groups had been approved.
- (XXII) In order to promote high-quality agricultural products, support local small farmers in Taiwan, integrate postal virtual, physical marketing systems and home delivery services, we have implemented the agricultural marketing plan to benefit small farmers, who, in return, donate NT\$10 for each carton of produce they sell, and we have created a multiple-win situation among farmers, consumers and disadvantaged groups. In 2023, a total of 27 caring agricultural marketing activities were held. The donation amount totaled about NT\$650,000, and the donations include 30 charity organizations: Watch Tower Bible and Tract Society Branch Office in Taiwan, Taiwan Fund for Children and Families (TFCF), Donation Account for School Lunch for Disadvantaged Students at Ji Dong Elementary School (Meinong District, Kaohsiung), Tatzu Children's Home, School Lunch for Elementary Schools in Jinshan District of New Taipei City (Jinmei Elementary School, Zhongjiao Elementary School, Sanhe Elementary School, and Jinshan Elementary School), Taichung Municipal Li-Shan Junior High and Elementary School, The Mustard Seed Mission, Yi-xin Children's Home, Disability Employment Assistance Association (Kaohsiung City), Hondao Senior Citizen's Welfare Foundation, Donation Account for Meal Delivery Service of Disadvantaged Elderly in Dashu District (Kaohsiung City), Xingtian Community Development Association in Dashu District (Kaohsiung City), The Teresa Catholic Foundation Tainan Private Derlan Development Center, Daniel A. Poling Memorial Babies' Home (Taichung City), National Yilan Special School, Antong Tribal Culture and Health Station, Taiwan Indigenous People's Sustainable Development Association of Tainan, Love Child Care Foundation, Catholic Holy Cross Hospice for Chronically Ill, Guanyin Kind Garden (Taoyuan City), Meihua Community Development Association in Jianshi Township (Hsinchu County), Changhua County Erlin Happy Christian Home, Catholic Non-profit Tsz-Ai Mercy Hospice of Taichung Diocesan Body Corporate, Taiwan, Genesis Social Welfare Foundation (Caotun Branch, Douliu Branch, and Taitung Branch).



Postal Card Writing Event for Father's Day



Postal Card Writing Event for Mother's Day



V. Fulfilling Our Social Responsibility

III. Developing Sustainable Environment

- (I) To continuously improve our occupational safety and health performance and prevent occupational disasters in compliance with relevant occupational safety and health laws and regulations, in December 2023, we commissioned the Safety and Health Technology Center (SAHTECH) to provide guidance in continuing to promote the occupational safety and health management system and SGS Ltd. to perform the validation of occupational health and safety management systems conforming to ISO 45001 and TOSHMS, and obtained the accreditation.
- (II) When construction projects are applied for in our buildings, contractors will be given the Guidelines for the Hazardous Factors and will be advised to follow the guidelines, in order to improve the safety of our work environment and reduce the occurrence of occupational accidents. In addition, we organize the Educational Trainings of General Laborers' Safety and Health to raise our employees' awareness of safety and health.
- (III) Specialist staff members are assigned to be in charge of the cleaning, disinfection and disease prevention tasks of our workplaces. Cleaning, waxing, and disinfection are periodically performed in our offices. We add an extra tinge of beauty to our work environment by constantly cleaning up wastes and tending potted plants.
- (IV) We regard neatness as a core value of our corporate culture. By regularly holding cleaning contests and environment assessments, we create comfortable workspaces and postal environments, improve our service quality, and cultivate a positive corporate culture and image that emphasize cleanness. The results of the environment assessment in 2023 were as follows: Kaohsiung Post Office ranked top, Tainan Post Office second, and Changhua Post Office third.
- (V) In 2022, we offered online courses on workplace violations and communication skills, environmental education, and energy management systems on our e-University website to strengthen our employees' awareness of occupational safety and health, environmental protection, and energy use.



Chunghwa Post Tree Planting and Donation Ceremony for Earth Protection



- (VI) In compliance with the Operational Guidelines on Usage Reduction of Disposable Tableware and Packaged Drinking Water for Administrative Bodies and Schools stipulated by the Environmental Protection Administration, Executive Yuan, since December 26, 2022, we no longer provide disposable tableware, packaged water, and disposable cups in meetings, training sessions, or events. Instead, we offer reusable tableware (lunch boxes) and provide water dispensers or buckets of water, encouraging our colleagues to make good habits in line with the new environmental protection concept of "refill, reuse to reduce waste," and implement energy-saving and waste-reduction actions. In 2023, a total of 1,545 meetings, training sessions, and events were held, all of which utilized non-disposable (environmentally friendly) lunch boxes. This thorough implementation of energy conservation and waste reduction policies resulted in the use of 29,764 eco-friendly lunch boxes.
- (VII) We have cooperated with the government's Green Public Procurement Policy and reached the green purchasing achievement rate of 99.86% in 2023, surpassing the annual goal of 95%.
- (VIII) We have been promoting various energy-saving measures according to the Energy Conservation Action Plan for the Ministry of Transportation and Communications and its Affiliated Agencies formulated by the Ministry of Transportation and Communications. A meeting is convened by the Energy Conservation Promotion Team every six months to strengthen energy conservation training and publicize energy conservation measures. The total electricity consumption in 2023 was 98,204,250 kWh. Compared to the 121,607,112 kWh in 2015 (the base year), we saved 23,402,862 kWh of electricity, with a power saving rate up to 19.24%.
- (IX) We have been promoting the energy conservation program in alignment with the national 2050 Net Zero Carbon Emission Policy. In 2023, the headquarters, Chunghwa Post Jinshan Building, and Taipei Daan Post Office were awarded the Model Award (Category A) and Excellence Award (Category B), respectively, from the 2023 Taipei City Net Zero Benchmark Award for Industry and Commerce. Taipei Daan Post Office also received the Energy-saving Benchmark Silver Award from the Ministry of Economic Affairs. With these awards, we have set an example for green and low-carbon enterprises.
- (X) To enhance energy efficiency and establish an energy audit and management system, we have been promoting the implementation of ISO50001 Energy Management System sites since the year 2019. In 2023, we expanded to include 18 additional sites, totaling 37 sites, including Penghu Post Office (including the branch office at the same address), Keelung Gangxi Street Post Office (including the transfer section), Yonghe Post Office, Xinzhuang Post Office, Yangmei Post Office, Zhubei Post Office, Yuanli Post Office, Dongshi Post Office, Huatan Post Office, Douliu Shiliu Post Office, Chiayi Zhongshan Road Post Office, Caotun Post Office, Xinhua Post Office, Kaohsiung Xijia Post Office, Pingtung Yongan Post Office, Jiaoxi Post Office, Jian Post Office and Taitung Fengrong Post Office.
- (XI) To extend the life of materials and care for the underprivileged, in 2023, under the computer donation project "Supporting Rural Students: Refurbished Computers to Let Love Pass on", Chunghwa Post provided 1,610 units of scrap postally used computers, which were refurbished into recycled computers and then donated to the students in these rural areas while extending the life of the computers by recycling and reusing them.



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IV. Protecting Our Clients' Rights and Interests

- (I) Dormant postal passbook saving accounts have automatically restarted interest accruals since 20 March 2014. As for joint passbook saving accounts, in addition to applying for account termination or transfer at post offices nationwide, depositors can also report the loss of passbooks or seals and close the accounts after making new replacements at post offices nationwide free of charges. However, for depositors without joint passbook saving accounts, such settlements should be made at the post office where the account is opened.
- (II) When a beneficiary applies for death benefits or disability benefits, our computer system will jointly search for all the tracking numbers of valid contract policies that the insured has yet claimed settlements, thus enabling related units to notify the relevant beneficiary upon death or accident of the insured to initiate the procedures of claim settlements as soon as possible.
- (III) Units in charge of life insurance claims conduct cross comparisons between the data of the deceased insured provided by the Life Insurance Association with the data of our insured clients on a daily basis. If the insured is found deceased and has yet filed for claims, the office in charge of processing the life insurance contract will be notified to contact the contract beneficiary to apply for relevant claims and payments.
- (IV) We have established a Database of Unclaimed Benefits. When an insured client visits our post office counters to make relevant life insurance transactions or consult with our staff at our Customer Service Center, our staff member will notify the client to claim relevant benefits as soon as possible if data of unclaimed benefits is retrieved. As for the unclaimed benefits of the insurance contracts that have filed changes in addresses, we will resend notices of benefits claim according to the new addresses every six months.
- (V) For better disability-friendly services, the physically or mentally challenged citizens who wish to purchase insurance, make changes to their policies, or file insurance claims may contact us at our 24-hour customer service hotline or post offices at all levels in advance to make an appointment so that when they come to the counter, a specially assigned service clerk will assist them in filling the relevant documents, and explain the operation process clearly to them by handwriting or other appropriate methods. In addition, our sales clerks receive financial friendly training courses arranged by the Company every year to upgrade the quality of our financial friendly services to physically and mentally challenged customers.



Spring Festival Couplet Writing Event



MOU Signing for Industry-Academia Collaboration with National Chung Hsing University



- (VI) We have joined the Life Insurance Association to provide the Electronic Policy and Attestation Service on the Insurance Technology Application Sharing Platform. The Service offers electronic policies, allows for digital signatures with certificates issued by a certificate authority, and ensures that the digitally signed policies are verified and attested by the Life Insurance Association, the third party for attestation, which also record insurance purchases and changes made to the policies. Through this Service, where there is any dispute over the authenticity of an electronic policy, the content of the policy can be provided by an impartial third party as the proof of insurance coverage.
- (VII) We have implemented measures to protect the rights and interests of elderly customers, which include audio or video recording of the insurance sales process, understanding customers' insurance needs and suitability, assessing their ability to identify situations that may be detrimental to their insurance rights, and making elderly care phone calls to ensure customer rights.
- (VIII) We have integrated the Insurance Alliance Chain into our services. Through this service, policyholders can update their contact information (including correspondence address, telephone/mobile number, and email address) on iPost (ipost.post.gov.tw). The updated information, along with accompanying documents and images, can then be automatically transferred to other insurance companies for change requests via the Insurance Technology Application Sharing Platform, upon the policyholder's agreement. This streamlined process eliminates the need for separate applications to each insurance company, offering greater convenience.
- (IX) To strengthen care for senior policyholders and those aged 18 or 19, we conduct telephone interviews when these policyholders apply for policy termination, partial withdrawals, policy loans, or when the premium payers are senior citizens.
- (X) The Post App has integrated new functions for insurance planning and protection analysis, allowing customers to plan their insurance coverage according to their life stage and select products suitable for their needs, optimizing the customer experience.
- (XI) We have integrated a recording function into our insurance application webpage to allow our sales clerks to record, in a more convenient way, the application process for senior customers. This simplifies the otherwise complicated process of recording, saving, and sending files. Additionally, the new function helps prevent the leakage of personal information and accelerates the underwriting review process.
- (XII) We have launched a service for electronically authorizing mobile insurance premium transfers and deductions by digitizing the letter of transfer and payment authorization. With this new service, policyholders no longer need to fill out the authorization letter manually, reducing paper consumption. Furthermore, authorizing premium deductions electronically ensures that they are endorsed by the policyholder personally, enhancing the security of premium deductions.
- (XIII) The Post APP has integrated new functions for policy borrowing and repayment, offering our customers 24/7 access to these services for greater convenience.
- (XIV) On the inner pages of our insurance policies, we have added Life Insurance Reminders and QR Codes that link to the Instructions for Policyholders and the Explanation of Important Rights for Policyholders (in multiple languages), creating a more user-friendly financial services environment.
- (XV) To provide friendly access for our insurance customers, we have placed the Friendly Financial Services section in a prominent position on the insurance webpage of our official website. Additionally, we have incorporated a Friendly Reading Operation Manual to guide elderly or physically disabled customers in adjusting the font size or reading layout, or in using the file reading function according



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to their needs. Furthermore, we have integrated the Policyholder Care section into our website to provide policyholders with reminders (translated into eight languages) to help new residents quickly understand their relevant rights and interests, ensure their policyholder rights, and create a more user-friendly service environment.

- (XVI) To strengthen business resilience, protect customer rights and interests, and align with international standards, Postal Life Insurance has been accredited to the international standard ISO 22301:2019 Business Continuity Management Systems established by the British Standards Institution.
- (XVII) To strengthen the insurance protection rights of customers, the amendment to the Simple Life Insurance Act took effect on December 1, 2023. The amendment includes provisions for taking out simple life insurance policies with minors under the age of 15 as the insured, with limited benefits provided for funeral expenses in the event of death. Additionally, the amendment removes the provision that exempted the payment of insurance benefits if the insured died due to war or other disturbances.
- (XVIII) We have set up different levels of postal service establishments all over Taiwan. As of the end of 2023, a total of 2,007 establishments have been founded, including 1,297 self-run post office branches, 439 postal agencies and 271 licensed stamp distributors.
- (XIX) We have expanded our services in Non-Commercial Postal Service Areas to offshore islands and other rural areas by offering quick, dependable and efficient services and establishing sufficient postal facilities. Regardless of regional differences, the postage fees are fixed at reasonable rates. Approximately 234 post office branches have been established in the non-commercial postal service areas nationwide.
- (XX) We offer mailings, savings and remittances, and life insurance services to help improve people's livelihood, maintain social stability and meet national policy requirements. Chunghwa Post aims to safeguard the confidentiality, authenticity and availability of important personal and trading information in our information security control system, and the system has been reinforced to ensure the safety of private information, operating system, hardware equipment and Internet network. By adopting innovative information security techniques and practicing tight information protection procedures, we create a reliable trading environment and provide high-end services for our clients.
- (XXI) We respect every client's rights to privacy. Any act with regards to collecting, processing, utilizing and protecting our clients' personal information should be governed and regulated by the Personal Information Protection Law of the R.O.C. and our company's policies concerning the protection of personal information. Necessary actions will be taken when needed as per the two sets of regulations.
- (XXII) In response to the obsolescence of the mainframe operating system and subsystems, we initiated a project aimed at ensuring the stability and performance of the mainframe system. This involved upgrading the host operating system and subsystems, enhancing the functionality of both the operating system and application software, and improving processing speed, energy efficiency, and disaster recovery capabilities to ensure the safety, smoothness, and efficiency of information operations. The project was executed in stages and successfully completed by January 2023.
- (XXIII) To ensure the legitimacy of connecting internal network computer devices and centralize the monitoring of operating system patch updates, antivirus software installation control, and prevention of personal data leakage, we initiated a project to expand the implementation of the company-wide IP resource management system, strengthening IP management mechanisms and device security. This project was completed in June 2023.

V. Caring for Our Employees

- (I) In compliance with related labor laws, to protect the legitimate rights and interests of our employees and regulations, we have devised appropriate management methods and procedures:
1. The legitimate rights and interests of our employees are stipulated in laws and regulations. Our code of conduct and human resource service regulations are devised in accordance with administrative laws such as the Labor Standards Act. Additionally, our employees are enrolled in civil servant insurance, employment insurance, labor insurance, national health insurance, and retirement pension plans.
 2. To enhance the physical and mental health of all employees, we provide regular employee health checks and employee assistance programs that offer psychological, legal, financial, health, and management counseling services and take various employee-assistance measures to ensure our employees work with a healthy mind and body as well as improve their morale and our service effectiveness.
- (II) To enhance the expertise of our employees so as to improve the overall competence of our company, we hold educational trainings of various business operations and keynote speeches on diverse topics as per each year's annual training plan. Also, we offer a great variety of online self-learning courses on the e-University website.
- (III) We boast a well-rounded remuneration system and a fair promotion structure. We foster talents with concrete step-by-step measures. Specifically speaking, we organize educational training programs for managerial staff of low, middle and high ranks, and job rotations are practiced periodically. In so doing, we recruit and retain great talents to make contributions for our company.



Celebration of Labor Day and Exemplary Employee Awards Ceremony



V. Fulfilling Our Social Responsibility

- (IV) We hold labor-management meetings periodically. Labors and managers communicate and negotiate with each other in terms of improving labors' working conditions, employees' rights, interests and welfare, so as to maintain stable and harmonious management-union relations between both sides.
- (V) We stipulated a set of Guidelines for Prevention, Complaint and Investigation of Sexual Harassment at Workplace and founded the Sexual Harassment Complaint and Investigation Commission pursuant to the Sexual Harassment Prevention Act and Gender Equality in Employment Act. Appropriate preventive, corrective, or punitive measures are taken upon the occurrence of sexual harassment cases in order to protect the rights, interests and privacy of our employees.
- (VI) Implementing the Newcomer Partnership Program:
Our Newcomer Partnership Program is implemented in order to take care of new employees and offer all kinds of information. By helping newcomers adapt to the workplaces and fit into their departments as early as possible, we hope to foster a sense of belonging and an enthusiastic urge to serve among our employees, thereby creating a positive corporate culture. We believe through this program, the important cultural assets and practical work experiences can be passed on to newcomers, resulting in positive outcomes such as increasing our employee retention rate and boosting our company's competitiveness.
- (VII) In compliance with occupational safety and health regulations, we carried out health checks for employees aged 65, employees aged 40 and below, and field employees aged 41 to 64 in 2023. We also held health lectures to ensure our employees have correct health knowledge.
- (VIII) Every year we hold educational trainings on safety and health regularly to reduce the occurrence of occupational accidents, ensuring workplace safety.
- (IX) Nursery rooms have been set up to create a friendly environment for female colleagues to breastfeed at work without worries. The Jinshan building and Ai-Kuo building of our company have received the Excellent Breastfeeding (Expressing) Room Certification from the Department of Health, Taipei City Government for the year 2023, with a rating of Outstanding.
- (X) In accordance with labor health protection rules, we employ or contract physicians or nursing staff to provide regular on-site labor health services.

VI. Reinforcing Information Disclosure and Other Related Services

- (I) Essential information such as our business operations, interest rates, exchange rates and service fees are fully disclosed on our website.
- (II) In order to protect our clients' privacy, all of the necessary information that our staff should clearly notify our clients upon collecting their personal data is fully disclosed on our website as per the regulations of the Personal Information Protection Act.
- (III) The Instructional Document for Public Disclosure of Life Insurance Information was drafted pursuant to the Regulations Governing Public Disclosure of Information by Life Insurance Enterprises. In addition to posting the electronic file of the document on the Public Information Observatory of Insurance Industry website of the Insurance Bureau and Chunghwa Post global website, paper copies are also available for public inspection at each post office, with the digitization process of the document implemented at the end of 2022.



(IV) We created webpages about micro-insurance and elderly insurance on our website to reinforce information disclosure, so as to make our products and sales information more transparent, and to promote the product and concept of micro-insurance.

(V) The Certification Standards for Our Certified Products or Information Services:

1. We have completed the installation of the Personal Data Management System by stages.

(1) During the first stage, we focused on certain sections for certification, including savings and remittances, life insurance, electronic commerce, and information operations. We received the BS10012:2009 certificate of personal information management system from the British Standards Institution (BSI) in August 2012.

(2) During the second stage, we extended the scope of certification to the remaining operations of our company, including the ePost printing and packing operations. With our efforts in expanding the certification scope, we were granted the BS10012 international standards certificate in October 2013. We also passed the reexaminations in June 2015, July 2018, and July 2021, with the certificate upgraded to the BS10012:2017 version in July 2018. The certificate remains valid by successively passing the biannual reexaminations. A three-year re-examination is expected to be conducted in July 2024 with an expansion of the verification scope.

2. Establishment of Information Security Management System and Privacy Information Management System

(1) Savings and Remittances Operation System:

Our Savings and Remittances Operation System received the BS7799 information security certificate in February 2005 and was upgraded to the ISO27001:2005 version in January 2007. The certification scope was extended to our Disaster Recovery Center in Taichung on 27 November 2009, and the certificate was upgraded to the ISO27001:2013 version in January 2015. The certificate passed the reexaminations in December 2015, July 2018, and July 2021. We also introduced the ISO 27701:2019 system and obtained the certificate for privacy information management, which remains valid by successively passing the biannual reexaminations. A three-year re-examination and an upgrade to the international standard version are expected to be conducted.

(2) ePost printing and packing operations: Our ePost printing and packing operations obtained the ISO27001:2005 information security certificate in August 2006. The certificate was upgraded to the ISO27001:2013 version in July 2015, and it passed the reexaminations in December 2015, July 2018, and July 2021, with the ISO 27701:2019 certificate for privacy information management obtained in July 2021. The certificate remains valid by successively passing the biannual reexaminations. A three-year re-examination and an upgrade to the international standard version are expected to be conducted in July 2024.