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拾、社會責任

一、推展公益與舉辦社教活動

- (一) 敏督利颱風來襲，中華郵政公司主動響應政府賑災辦理免費收寄救災包裹服務(計收寄3,895件)，同時提供感恩附抽獎明信片20萬張免費贈送災民，方便災民與外界通信，提昇郵政形象。
- (二) 93年12月26日南亞大地震與海嘯造成傷亡慘重，中華郵政公司配合政府賑災勸募工作，辦理寄往災變國家之「救災包裹」郵資優惠服務。
- (三) 為推展集郵業務往下紮根及提升家庭親子關係，援例於暑假期間於23個郵局，辦理「93年暑期親子集郵研習營」活動。其中臺北郵局並配合「93年全國郵展暨國際邀請展」，於郵展現場辦理兩場親子集郵研習營，參加學童及家長極為踴躍。本活動深獲社會大眾肯定，報名人數達1,632人。
- (四) 郵政博物館為落實政府推展之「終身學習」及「無疆界教室」政策，93年度配合新郵發行、國家重要節慶辦理不同主題之特展12次、專題演講15場、郵友譚郵11次及相關益智及才藝活動7場次；辦理「郵政博物館巡迴展」173場次。全年參觀人數共191,655人次。



VIII. Corporate Social Responsibility

1. Promoting Community Activities

- (1) After Typhoon Mindulle, Chunghwa Post waived delivery charges for relief parcels (3,895 pieces) on its own initiative. In addition, it gave away free “gratitude” postcards with lotto numbers to typhoon victims to make it easy for them to communicate with the outside world.
- (2) On December 26, 2004, the big earthquake and tsunami in South Asia brought heavy casualties. To comply with the fund-raising efforts of the government, Chunghwa Post offered discounted rates for relief parcels to the affected countries.
- (3) In order to promote philately to the younger generation and to nurture parent-child relations, the post office, as usual, held its “Summer Parent-Child Philatelic Camp” (2004) in 23 post office branches. The Taipei Post Office hosted two well-attended sessions of this camp at “The International Invitational Stamp Exhibition and ROCUPEX 2004.” The camp was very well received; 1,632 people attended.
- (4) To comply with the “Lifelong Learning” and “Classroom without Walls” policies of the government and in coordination with new stamp releases and major national holidays, the Postal Museum hosted 12 special exhibitions, 15 speeches, 11 philatelic seminars, seven other related activities, and 173 “Postal Museum Touring Exhibitions” in 2004. Visitors to the museum totaled 191,655 for the year.

二、便民服務措施

- (一) 為簡化民衆報稅作業及加強服務，中華郵政公司製作光碟1批，免費提供民衆使用，接受民衆透過存簿及劃撥儲金帳戶辦理92年度綜合所得稅二維條碼網路報稅電子掛號服務。
- (二) 增設假日營業郵局數：截至93年底止，星期六全天營業郵局有19局，上午營業半天郵局有226局；星期日全天營業郵局有1局，上午營業半天郵局有49局。
- (三) 普通掛號函件實施收件人申請晚間限時投遞、掛號函件改投上班地點及招領中掛號函件改投上班地點，方便收件人簽領掛號函件。
- (四) 建置電腦追蹤查詢系統，顧客可自行至中華郵政公司全球資訊網，查尋國際快捷、國內快捷、包裹、限時掛號、普通掛號等郵件郵遞情形。
- (五) 實施受理公眾申請「出國期間郵件留存郵局候投」便民服務措施，避免民衆因舉家出國造成郵件漏收情形。
- (六) 網路郵局新增「網路繳款（特戶存款）」服務功能，儲戶不必出門也可以繳交信用卡費、電信費、保險費、分期付款費、學費、有線電視費及貸款費。
- (七) 為方便使用郵顧客交寄國際快捷與國際包裹，填寫五聯單中「內裝物品」之英文名稱，特製發「內裝物品」常用辭彙中英文對照表。

三、落實環境保護及污染防治

為落實政府環境保護及防治污染政策，中華郵政公司技術處深坑汽車修理廠設有安全衛生單位，負責管理廠內機具與設備，並實施定期檢查，以維護廠房安全。廠內設有廢油池1座、強力吸塵器1台、大型抽風機10台，以淨化空氣品質。此外在全區各責任中心局及郵件處理中心設有汽、機車養護站17處，各養護站設有車輛廢氣分析儀器，定期檢測汽、機車排放廢氣濃度，以落實環境保護及污染防治，善盡社會責任。

2. Initiating Convenience Measures

- (1) To simplify tax-filing procedures for the people, Chunghwa Post has produced a tax-filing CD Rom to give away. In addition, passbook savings and postal giro account holders can enjoy the post office's online tax filing electronic reservation service with 2D Bar Code software for filing their 2003 income tax.
- (2) Increased the number of post office branches open on holidays: At the end of 2004, there were 19 post office branches open for a full day on Saturdays, 226 branches open for a half day on Saturdays, one branch open for a full day on Sundays, and 49 branches open for a half day on Sundays.
- (3) To make it more convenient for the recipients of registered mail to sign for their mail, new services such as "nighttime prompt delivery," "redirecting registered mail to the recipient's workplace prior to delivery" and "redirecting registered mail posted for claim to the recipient's workplace" were added.
- (4) Installed a computer mail tracking system. Customers can now visit Chunghwa Post's website to get delivery information on Express mail, Speedpost mail, parcels, prompt registered mail and registered mail.
- (5) Offered a convenient "Mail Holding Service." Now people won't miss out on their mail when the whole family goes abroad.
- (6) Added "Online payment for Special-deposit account" feature to its online payment service. Account holders may now take care of their credit card, phone service, insurance premium, installment, tuition and cable TV bills, as well as mortgage payments, without ever having to leave home.
- (7) An English-Chinese glossary was published to help mailers fill out the "list of contents" box of the mailing form in English when sending international Express mail or parcels.

3. Practicing Environmental Protection Policies

Committed to comply with government's environmental protection and pollution prevention policies, Chunghwa Post established an office in charge of security and sanitation in its Shenken auto repair shop under its Department of Maintenance, to be in charge of the machinery and equipment of the shop and give regular inspections to ensure shop safety. The shop is equipped with one waste oil storage tank, one high-powered vacuum and ten large ventilation fans to cleanse the air. In addition, there are 17 motor vehicle maintenance stations located in various supervisory post offices and mail processing centers. These stations are equipped with exhaust analyzing instruments for the regular inspection of company vehicle emissions.

四、擔負政策性任務及社會責任

- (一) 開辦代收中央健康保險局「請領健保IC卡申請表」及投遞後續該局製妥之健保IC卡雙掛號函件，方便民衆補換發健保IC卡業務。
- (二) 全面加強金融卡安全控管機制並防範金融卡犯罪案，全國各地郵局陸續開辦「金融卡晶片化作業」，截至12月底止，累計已換晶片讀寫功能之自動櫃員計2,860台，已申請晶片金融卡4,816,631張。
- (三) 通訊地址遷移通報服務係以郵局為單一窗口，提供民衆網路或臨櫃申辦通訊地址變更，郵局透過網際網路，依申辦人指定之單位通報，達到「e處收件，多處通報」之便民服務。
- (四) 電子憑證服務自93年10月下旬開始除行政院研考會憑證管理中心（GCA）核發的舊版自然人憑證或工商憑證外，亦能接受上述GCA、經濟部工商憑證管理中心（MOEACA）與內政部自然人憑證管理中心（MOICA）所核發之新版電子憑證，以方便顧客上網申辦各種業務。
- (五) 為關懷殘障團體並協助公益團體推展社會公益事業，訂定「中華郵政股份有限公司推展社會福利郵資折讓要點」，以郵資折讓方式優惠弱勢團體。
- (六) 與臺北市殘障桌球協會合辦「93年郵政壽險盃身心障礙桌球錦標賽暨國手積分賽」。

4. Fulfilling Political Missions and Social Responsibilities

- (1) Started to accept NHI IC card applications on behalf of the Bureau of National Health Insurance as well as to deliver issued cards by double registered mail.
- (2) To prevent ATM card fraud on the cards it issues, thereby making them safer to use, more and more post office branches around the island have switched to chip cards. At the end of 2004, 2,860 ATMs that can read and write chip cards were deployed and 4,816,631 chip card applications had been submitted.
- (3) The post office provides an easy one-stop "Change of Address" service. A member of the public only needs to submit an application online or at any post office counter window, and the post office will notify all billing companies of the applicant's specifics via the Internet.
- (4) Starting from the second half of October 2004, Chunghwa Post started to recognize the new (as well as old) electronic certificates issued by the Government Certificate Authority (GCA), Ministry of Economic Affairs Certificate Authority (MOEACA) and Certificate Authority of Ministry of the Interior (MOICA).
- (5) Drew up "Chunghwa Post Co., Ltd. Charities Postage Discount Program" to help disabled groups or other charities by offering them discounted rates.
- (6) Co-sponsored the "2004 Postal Life Insurance Table Tennis Tournament for the Disabled and National Player Ranking Tournament" with the Taipei Table Tennis Association for the Disabled.

