



04

Caring for Humanities

To fulfill its corporate social responsibility, promote community development and implement the business philosophy of serving the society and giving back to the society, Chunghwa Post also functions as a friendly and reliable neighbor to community residents so that they can have emotional connection with the post through the public welfare activities, which also helps us create a high-quality corporate image. Based on the implementation of the local connection, postal popularization and social care business philosophy, the goal of providing “postal services for public welfare and taking root in local development” can be reached, improving Chunghwa Post’s competitiveness in terms of sustainable issues.

Management Approach of Caring for Humanities

Policies

- To actively promote various public welfare activities, and continue to organize Anti-Aging Movement and care for the elderly living alone to fulfill social responsibilities, and build a high-quality corporate image
- Postal services for public welfare and taking root in local development
- Strengthen asset management and application, actively activate real estate assets, and improve performance of asset operation.
- To provide universal, cheap and secure mail communication service

Organizations in charge

- Board of Directors
- Department of Mail Business & Operation
- Department of Life Insurance
- Department of Public Affairs

Management process

- Measures for caring for community activities
- Standards of delivery of universal service

Material topics covering Caring for Humanities

Universal Postal Service (Custom topic)

Indirect Economic Impact (GRI 203)

Local Community (GRI 413)



Resources invested

- The total cost of the National Blood Donation Campaign was more than NT\$ 2.7 million
- The total scholarship fund for the children of postal life insurance policyholders amounted to NT\$ 5 million
- Chunghwa Post held 37 sessions of Rejuvenation Campaigns in 2021
- In 2021, a total of 27 agricultural products marketing activities were held
- Wildly set up postal establishment: 1,300 post offices and 794 contracted agencies
- Widely installed automation equipment: 3,194 ATMs and 1,626 passbook entry machines
- Maintain the basic requirement of at least 1 mailbox per village: 9,383 in total
- Established 22 "Taiwan Goodies" sections with local characteristics
- Established "Social Innovation Products" and "Joint Recommendation" sections

Grievance mechanism

- Customer suggestion box and 24-hour customer service hotline: 0800-700-365
- At each post office, there are "Customer Opinion Forms" with free return postage for customers to express their opinions

4.1 Social Care

Chunghwa Post implements the business philosophy of local connection, industrial assistance and social care to achieve the goal of postal services for public welfare and taking root in local development and improve the Company's competitiveness in sustainability issues. In 2021, a total of 266 sessions of Caring for the Community series activities were organized, with 59,387 participants.



Caring for elderly living alone



Assisting the delivery of ingredients for school lunches in rural and remote areas



Actively assisting the government to promote long-term care business



Renovation of old houses for the elderly living alone



Epidemic prevention subsidies



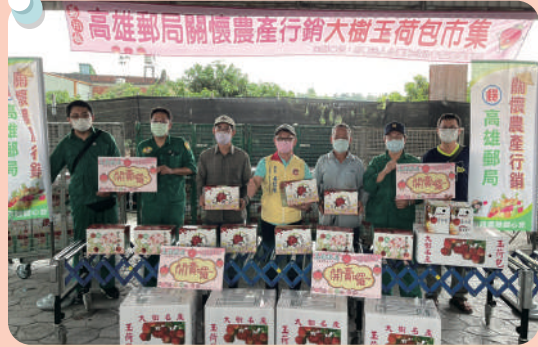
Chunghwa Post Rejuvenation Campaigns



National Blood Donation Campaign "Donating Blood with Chunghwa Post"



Scholarships for Dependents of Postal Life Insurance Policyholders



Caring for Agricultural Products Marketing



Taiwan Scenery Postage Stamps — Kaohsiung City



Supporting Small-scale Farmers for Public Welfare- Guanmiao Pineapples



Issuing Hakka Festivals Postage Stamps



Holding the "2021 National Stamp Exhibition of ROC"



Postal Museum's Engagement in Community Activities



Issuing "Thanksgiving Souvenir Sheet" Homage to All Health Workers

4.2 Asset Operations

The Chungghwa Post Logistics Park

In recent years, in order to meet the needs of transformation and business development, NT\$ 25,847 million has been invested to build the "Chungghwa Post Logistics Park" near Taoyuan Airport MRT (A7) National Taiwan Sport University Station. This project aims at creating a smart park, and it plans to include a postal logistics center, a postal information center, The North Taiwan Mail Operating Center, Postal Training Center, Industrial and Commercial Service Center and related public facilities, expected to be completed in 2022. Supplemented by the cross-unit collaborative operation mechanism such as customs and inspection, it is expected to shorten the processing time of each process, speed up the transportation and circulation of inbound and outbound goods, and effectively link and integrate our urban consumption logistics, regional transshipment logistics and international logistics, so as to attract logistics related industries to enter the park, which will promote local employment opportunities (estimated to add 4,000 local employment opportunities) and drive the business activities and prosperity of the entire A7 and surrounding areas, assisting the government to achieve the policy goals of supporting related industries and expanding cross-border e-commerce businesses.



Geographical location

This logistics park is planned to be located in the surrounding area of Airport MRT A7 Station in Guishan District, Taoyuan City (No. 207, Lejie Section, Guishan District, Taoyuan City). The planned area of the logistics park is 17.14 hectares. The base is located in the hub, close to the national highway, provincial highway, Taoyuan Aerotropolis and Taipei Port. The transportation is convenient. The base is about 19 kilometers away from the current site of the Taipei Mail Processing Center, within 12 kilometers from Banqiao, Xinzhuang, Wugu, and Taoyuan Post Offices, about 16 kilometers from Taipei Post Office, and about 22 kilometers from Xindian and Yonghe Post Offices. The main external connecting road is Wenhua 1st Road, which is about 4 kilometers away from the Linkou Interchange of National Highway No.1. Qingshan Road and Shoushan Road (now Wentao Road) along the valley can be connected to Provincial Highway No. 1 while Zhenxing Road can be connected to Taoyuan area. In addition, it is about 1.5 kilometers from the Airport MRT A7 Station.





Core industries and beneficiaries

The main purpose of the land development around the A7 station area of the Airport MRT is planned for an industrial zone to facilitate the entry of technology manufacturers. The establishment of the Chunghwa post logistics park can provide relevant logistics services for technology manufacturers, including value-added functions such as warehousing, distribution processing, customs declaration, customs clearance, information, business and sales, and exhibition, which are estimated to add 4,000 local employment opportunities.

Chunghwa Post is a state-run public service enterprise with huge scale, abundant funds and high development capability. The land development can provide financial stability, immediate investment in development, and stable long-term operation, which can make the most effective use of the base. In addition to the construction of a logistics center and a large-scale mail processing center, it can also provide the core industries with office and trade fair needs and enhance the competitiveness of the postal industry and peripheral industries for sustainable development and also the investment in the construction of commercial office buildings and industrial and commercial exhibition halls. Furthermore, it can also help the implementation of the government's "Economic Momentum Promotion Plan" and maximize the function of the industrial zone.

To build the Chunghwa Post Logistics Park and develop an integrated logistics industry, in addition to relocating the Taipei Mail Processing Center and planning the integration of the logistics industry, personnel training, and provision of information facilities, for the construction of a sound logistics park to meet the needs of industrial and urban development, an industrial and commercial service center is also set up to provide comprehensive industrial and commercial services and life functions so as to promote employment and local development.

Chunghwa Post Logistics Park is expected to be completed in 2024, with an estimated output value of NT\$ 5.7 billion in 2025.



Peripheral benefits

In addition to supporting the area, the construction of public facilities can also serve the surrounding communities to improve the overall living quality of the surrounding areas:

1. In addition to being used as neighborhood parks in the area, facilities such as parks, green spaces, squares, children's playgrounds can improve the living quality of surrounding residential areas and can also be used as temporary shelters in the event of natural disasters such as earthquakes, providing disaster prevention and relief functions.
2. Good and correct planning of environmental protection facilities such as sewage and garbage treatment facilities and Taipower power distribution facilities will improve the quality of daily life.
3. Soil and water conservation facilities such as flood detention and sediment deposit pond and backup reservoirs can prevent soil and water disasters that may be caused by heavy rain during flood season.



Postal asset operation business

The Company handles the redevelopment of real estate assets and the activation and rental of the spare space, mainly on the existing premises (the business bases of post offices). It also holds a total of 13 real estate investment targets with life insurance funds, including 7 in Taipei City, 5 in New Taipei City and 1 in Taichung City. As for the investment, development, rental and activation of the above-mentioned real estate assets, the objects for the lease of the assets include the hotel industry, the movie theater industry, the retail industry, the catering industry, the telecommunications industry or government agencies. All rental purposes must comply with relevant laws and regulations of planning and building administration.



4.3 Cultural Preservation

The Postal Museum was founded on December 1, 1965, continuing the concept of the transmission of royal orders by stages and couriers. The emblem of the museum is centered on the swan geese, reflecting the meaning of "The swan goose carries a message" in China for thousands of years; the vibrant green represents the professional glory of the post and the authority entrusted by the country. The plum blossoms on the periphery symbolize the Republic of China. The name of the museum is the calligraphy of Mr. Sun Yat-sen. The Postal Museum is a professional postal museum. Based on the concept of resources sharing, in addition to the main branch on Chongqing South Road, Taipei, Chunghwa Post established the Postal Museum Taipei Beimen Branch on the 2nd floor of the Taipei Beimen Post Office on January 18, 2015. On December 2, 2021, the Postal Museum Kaohsiung Branch on the second floor of the Kaohsiung Station Front Building was established. Postal Museum has four major functions:

1. Guided tours of exhibitions
2. Collection of stamps and many subjects
3. Literature and history research
4. Social education and leisure

The Postal Museum holds long-term postal lectures to enhance the philatelic atmosphere of the people and pass on the philatelic knowledge.



In 2021, the Postal Museum launched a new "Storytelling" activity to elaborate its cultural and educational functions.



Special Exhibition of COVID-19 Epidemic Prevention Stamps at Postal Museum Taipei Beimen Branch from October 22, 2021 to January 16, 2022.



■ Special Column: Caring for Humanities ■

Passing on Love and Protecting Remote Villages Together

Sending refurbished computers to pass on love to remote villages
and jointly improve the digital learning environment

In the post-epidemic era, digital learning has become the new normal in education. In order to assist rural schools to improve their digital learning environment, Chunghwa Post, together with Chunghwa Telecom and ASUS Foundation, held the "Passing on Love and Protecting Remote Villages Together" donation ceremony for refurbished computers at Chunghwa Post on November 10, 2021. The donation ceremony was hosted by Shuzhen Lan, Assistant Manager of Chunghwa Post. Shui-Yi Kuo, President of Chunghwa Telecom, Hsing-Chuan Wei, Chief Executive Officer of ASUS Foundation and Guan-Wei Lu, Chairperson of Junyi Academy Foundation participated in the ceremony together, symbolizing cross-industry alliances. We jointly promote the activity of spreading love, so that digital resources and love can be passed on to ensure accessibility of digital learning for schoolchildren in remote areas.

Chunghwa Post has been caring for the disadvantaged groups in remote areas for a long time, implementing the business philosophy of serving the people and giving back to the society. In order to support digital learning resources in remote areas and promote the concept of environmental protection and energy saving, the computers replaced will be refurbished by the ASUS Foundation and after being equipped with Chunghwa Telecom's Wireless LAN Card, these refurbished computers are donated to rural schools through multi-party cooperation to strengthen digital technology learning, shorten the urban-rural education gap, reduce greenhouse gas emissions and practice the development goals of resource recycling and environmental sustainability.

Chunghwa Post believes that the prevalence of information and communication technology can lead to the improvement of education standards. Chunghwa Post recycles old computers and work with ASUS' technology and Chunghwa Telecom's information and communication services for the purpose of providing perfect learning resources to eliminate spatial and geographical barriers and open an opportunity for schoolchildren in remote areas. In the future, we will continue to take the action and implement the spirit of caring for humanity and the environment. One computer represents one love. We hope more organizations and private enterprises can join us together.



"Passing on Love and Protecting Remote Villages Together" donation ceremony