

Chang-Hwa Bank has gained *Corporate Sustainability Report Award-Silver, Sustainability Excellence Award* for consecutively two years.

CHB has been promoting sustainability development in great efforts, and CHB has gained '*TCSA 2019 Taiwan Corporate Sustainability Report Award-Silver, Sustainability Excellence Award*' from BSI, which show the efforts of CHB's endeavor in Corporate Society Responsibility.

TCSA has motivated Taiwan's enterprise to comprehensively concern the issue of CSR and Sustainability Development in a competitive way. TCSA has consecutively host '*Taiwan Corporate Sustainability Award*' evaluation campaign for twelve years, and CHB has gained the silver prize of CSR Report in the competitive campaign, which gives CHB great recognition.

On the other hand, BSI has deeply appreciated the endeavors and great efforts of enterprises and BSI acted as the third party audition role in yearly meeting of International Sustainability Standards to praise enterprises which continue on improving in innovation and sustainability. CHB has gained '*Sustainability Excellence Award*' for consecutively two years because of CHB's continuously improvement and sustainable hard work in CSR.

In order to keep up with international development trend and comply with government policy, CHB is striving on the goal of sustainable development. CSR report of CHB was written in a simple way to explain profound meaning. The report implies the sustainable behaviors in four aspects, which are environment, society, product and governance. The report brings the concept of Corporate Sustainability Development into the main business plan and operating activities, fulfilling the promises to every stakeholder, client, employee, shareholder and supplier.

Chang-Hwa Bank upholds the spirit of customer-oriented, takes care of employee, and conducts eco-friendly campaign with sustainability. CHB persists in sustainable operation and expects to fulfill the corporate citizen responsibility.

In the aspect of customer-service, CHB has received *Excellence Award of Financing to SMEs, Award of Credit Guarantee Partner, Best Electronic Banking Business Innovation Excellence Award, Best Award of System Stability*. On the employee care, CHB has consecutively been elected as Taiwan HC 100 Index and Taiwan EMP 99 Index for five years. CHB also activates health workplace

certification, which receives badge of accredited healthy workplace from Health Promotion Administration, Ministry of Health and Welfare. On the Environmental Sustainability, CHB upholds the spirit of environmental protection and complies with environmental related legislations and related international standard regulations. In order to develop the goal of environmental sustainability, CHB has settled environmental management systems and inspected environmental protection issues periodically, continuously promoting improvement measures, as well as appropriately protecting our natural environment. In the aspect of corporate governance, CHB has been elected as Taiwan CG 100 Index for three years in a row, and has also been listed on the top of 6~20 percent among the entire listed company in the corporate governance evaluation from Securities and Futures Institute.

CHB pointed out that accepting external reviews and evaluations is the motivation of encouraging CHB to progress and to get better performance. By participating assessment events, CHB has opportunities to proceed and to dedicate in every aspect of sustainable development. In the future, CHB will uphold consistent and pragmatic attitude to strive on maintaining high leveled corporate governance and will meet corporate operation goal through sturdy management systems and supervisory mechanisms so that every shareholder could obtain their equity and CHB could fulfill the Corporate Society Responsibility. In the meantime, CHB persists in sustainable operation as the criterion and makes efforts as being a corporate citizen, just looks forward to gather every strength to make the world a better place to live.

Updated: November 28, 2019.