

# Declaration of managerial level

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## A Word from the General Manager



Since Cheng Fwa's foundation in 1964, it has always upholds the fundamental principle of sincerity and trustworthy. It uses professionalism, quality and service as its business philosophy. We believe "more service, greater profits. "The target is not limited to the customers only. It shall be applied upon the internal staff of the CSR (corporate social responsibility) corporation staff, the community and the environment where the company is located. Social responsibility is the promise of the company. We shall make the effort for its accomplishment. There is still a long road, so the enhancement of CSR standard and the challenge of sustainable operations are the details that we should be focused on in terms of the CSR.

### ※Staff caring

Cheng Fwa agrees that "as you sow, so will you reap." Therefore, we are concern of the interactive relationship with the employees. As to achieve harmonious labor relations, we should think in their shoes as well as in their family's standpoint. Through profit sharing model, Cheng Fwa encourages the staff to work together. In terms of the staff's leisure environment, diet and accommodation, we have upgraded the quality of the staff restaurant, the staff dormitory and meals. In addition, we have organized different associations, regular staff trips and holiday activities where the family can also join in. These would also promote the mental and physical wellness of the employees. We also have a corporation agreement with legal kindergarten and afterschool care centers and alleviate the tuition fees; we provide scholarships for children with outstanding grades as to encourage them to study. Moreover, we are also concern of the employee's personal growth, so there is a e-learning system within the company. We also encourage the staff to have continue education in their professional field. With a more dynamic learning, it can refine the personnel's knowledge and skills. We believe that Cheng Fwa's employees can feel our cares. This can be proven with the relatively lower employee turnover rate as the employees have a certain degree of coherence.

### ※Environmental protection

From inside to the outside, Cheng Fwa has started to promote eco-friendly activities since 2007. We are eager to promote green concepts and to implement energy saving and carbon reduction policies. We recycle the papers, reduce the amount of usage as well as the implementation of energy-saving bulbs and censoring faucet. In 2009, we prohibited the usage of disposal tableware and organized "zero-meal day once a week." We hope that through these tiny actions, we can raise the employees' awareness of the environment and then influence their families and friends.

Furthermore, we were certified with QC080000 HSPM Hazardous Substance Process Management Requirements in 2008 and ISO:14000 EMS in 2011. This would ensure the goals of green purchase, manufacturing and product selling. Not only do we urge our own actions, we also encourage the manufacturers to promote green product certifications. Not only can they use their influence, but also be conscious not only on the profits but also the Earth.

### ※Social caring

Upholding the belief of contributing back to the society, we actively cares about the single elderly and disadvantaged groups as well as children and medical care units in remote areas. Wherever Cheng Fwa can make its tiny contribution, the company would certainly join in. Not only do we have regular and irregular fund raising, we also had donations during Sichuan Earthquake in 2008 and Morakot Flood in 2009. In the same year, we also participated in the social welfare garden party and walking organized by Genesis Social Welfare Foundation. Approximately 300 colleagues and provides were enrolled. We believe that it is more meaningful to do public services together.

To answer the call of New Taipei City Government, we donated firefighting equipment in 2013 as the care for local fire safety. We gathered a group of suppliers and good friends to establish the group called the "Concentric Green" to promote our care for schools and children in remote areas and provide scholarships. We believe it is much more meaningful to have "everybody together for the good of the society.

In terms of CSR, efforts would be non-stop. We would urge ourselves as to present better performances.

Based on professionalism, quality and service, we pursue growth and progress with stable and firm footsteps. Apart from profit making, we would also be committed to the CSR promise and implementation. All the staff are in the same line. We would continually focus on and participate other related activities that the interested parties are concern with. In this way, we can record each of the steps that we left over the fields of employees, society and environment. We would appreciate further suggestions and advices as to assist us in the route of sustainable operations. In this way, the company operation can be smoother and stronger.



General Manager 蔡宗勳