

HSR Operations Under The Pandemic



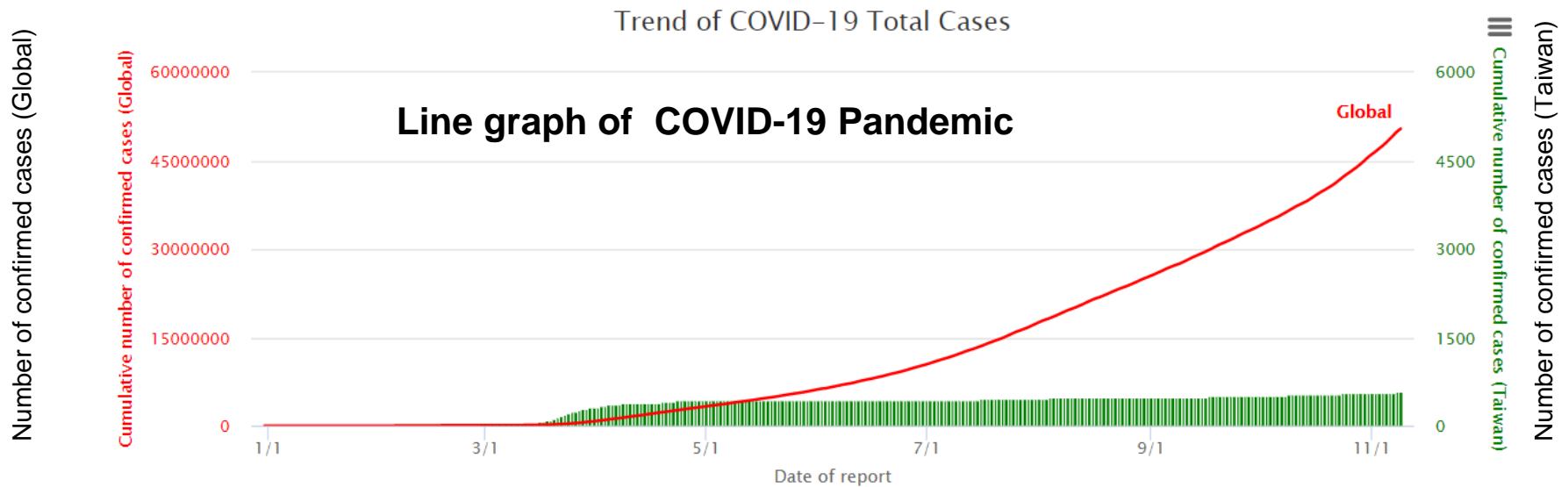
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COVID-19 Trends



Comparing with global trends, Taiwan has much less confirmed cases so far.

- At the end of January, after the 1st confirmed case in Taiwan, THSRC set up the “Epidemic Prevention Response Team”.



As of 11/09/2020
Global Cases: 50,399,894
Taiwan Cases: 578
Taiwan: Global= 1: 87,197

● Taiwan

● Global

Resource: MOHW
<https://www.mohw.gov.tw/mp-2.html>

Measures taken against COVID-19



After the 1st confirmed case in Taiwan in the end of January, THSRC took the following measures:

- Cleaning and disinfection of stations and trains.
- Requiring passengers to wear masks during the travel. Sold only reserved seat tickets, during the long holiday period.
- Social distancing seating were arranged.
- Meal boxes, beverages, food, various newspapers, and magazines services were temporary suspended on trains.



Measures taken against COVID-19



- Measuring station staffs, train staffs and passengers' body temperature.
- Train schedule were adjusted accordingly.
- Arrange work shifts and provide measures for front-line staff by group and area to prevent COVID-19.
- Business Continuity Plans were adjusted and implemented accordingly.



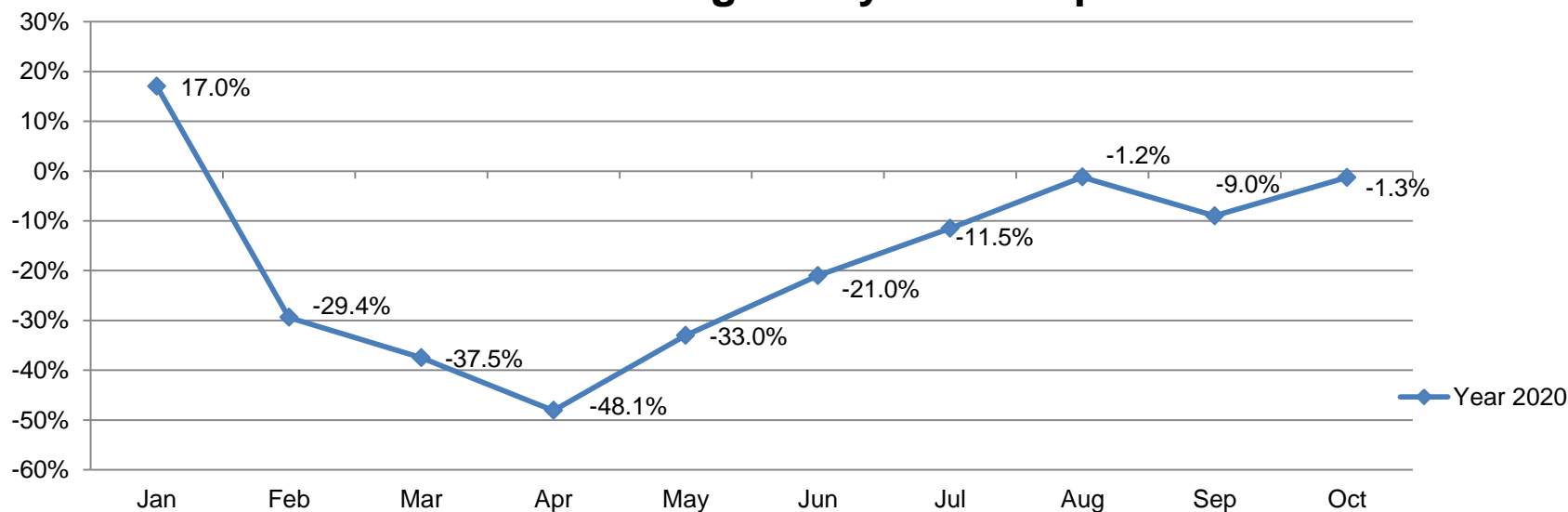
Operation Result During Pandemic



- In the month of April, the THSR passenger volume decreased by approx. 50%.

Year/Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Average
2020	200,989	136,842	113,869	98,253	118,407	147,727	160,507	177,085	167,063	184,644	146,918
2019	171,829	193,763	182,208	189,286	176,617	187,031	181,344	179,323	183,515	187,137	182,606
Difference	17.0%	-29.4%	-37.5%	-48.1%	-33.0%	-21.0%	-11.5%	-1.2%	-9.0%	-1.3%	-19.5%

Trend of Average Daily Ridership

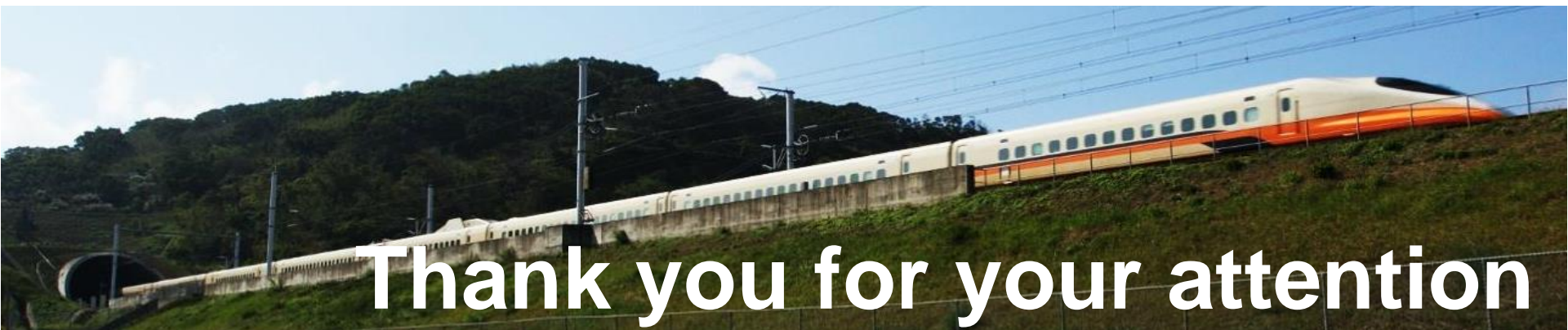


Outlook Of Operation & Exit Strategies



Comparing to other countries, Taiwan has much less confirmed cases. The life is gradually returning to normal.

- In accordance with government policy, THSRC launched a varieties of incentive packages, from the end of May until the end of August, to attract regular customers, and to increase ridership.
- Resume selling food and beverages on trains, since June 7.
- Resume weekly 1,016 train services, since August 1. (Pre-pandemic level)
- In September 2020, the daily ridership reached to approx. 90% of the passenger volume from the same period last year.
- The THSRC's preventive measures follows the guidelines and rules of Taiwan Centers for Disease Control.



Thank you for your attention