


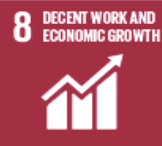


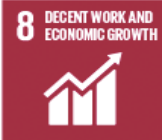






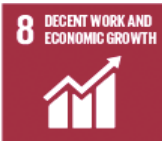



Issues of Concern and Material Topics with SDGs



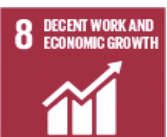
Materiality Issues * Priority High-level Concern Issues	GRI * Material Topics	GRI Management Guidelines Corresponding Chapter	Corresponding SDGs Targets	Key Impact Risks /Opportunities	SDGs	Impact Boundaries	
						Internal (Note)	External (Note)
* Legal Compliance * Anti-money Laundering	*GRI 419: Socioeconomic Compliance	Governance Aspect-Regulatory Compliance	16.4: Significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime	<p>The Company will suffer major rulings, which will affect the Company's image and business development if the AML, fraud, and CFT operational procedures have not been complied with.</p> <p>Implementation of AML, financial fraud and CFT will facilitate the promotion of international business and sustainable operations.</p>		G&H	A
* Business Integrity	*GRI 205: Anti-Corruption	Governance Aspect-Ethics & Integrity	<p>16.5: Substantially reduce corruption and bribery in all their forms</p> <p>16.6: Develop effective, accountable and transparent institutions at all levels</p>	<p>The occurrence of dishonesty may result in losses of the Company or punishments and penalties by the competent authorities, which will affect the Company's image.</p> <p>Implementing business integrity and avoiding dishonest incidents such as corruption can prevent punishments and penalties by the competent authorities, and can establish a decent management image for the Company.</p>		G&H	A、B、D



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* Corporate Governance	No GRI Standards	Governance Aspect- Corporate Governance	12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	<p>Violation of corporate governance related regulations may result in punishments and penalties by the competent authorities and affect the Company's image.</p> <p>Strengthening corporate governance and the effectiveness of the Board of Directors, and establishing a positive image of sustainable operations for the Company to increase investors' willingness to invest, and enhance the value of the Company.</p>		G&H	A、B、C
* Business Performance	*GRI 201: Economic Performance	Governance Aspect	8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	<p>Investors' willingness to invest will be affected if the business performance is not achieved.</p> <p>Improving business performance will help the Bank's business development, and increase customers' dealings and investors' willingness to invest.</p>		G&H	A、B、C

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* Transaction Security *Customer Rights and Interests	*GRI 417 Marketing and Labeling *GRI 418 Customer Privacy	Product Aspect-Transaction Security	12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle 16.6: Develop effective, accountable and transparent institutions at all levels	The development trend of new technologies has made personal information protection more difficult, and made it easier to provoke incidents affecting customers' rights and interests, such as customer privacy infringement or customer losses. Strengthening information security protection and ensuring personal information security to protect customers' rights and interests, gain customers' trust and improve customer satisfaction.	 	G&H	D
Digital/Mobile services	GRI 203: Indirect Economic Impacts	Product Aspect-Digital/Mobile services	8.2: Achieve higher levels of economic productivity through diversification, technological upgrading and innovation 8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	The advent of the digital banking era has brought changes in customer preferences and the increase in R&D investment costs due to customer behavior transformation. Actively grasping the trends of financial innovation, developing digital innovation services, and expanding application fields to optimize digital channels and enhance consumer experience.	 	G&H	D

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			9.B:Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment for, inter alia, industrial diversification and value addition to commodities				
Green Finance	Product Portfolio FS7 & FS8	Product Aspect- Green Finance	7.A: Promote investment in energy infrastructure and clean energy technology 17.7:Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favorable terms, including on concessional and preferential terms, as mutually agreed	The capital demand for new energy is huge, and the Bank’s project financing experience is insufficient to effectively measure and control credit risk. In combination with core competencies, we promote green financing and green consumer financial products, and search for suitable investment targets through the concept of green investment.	 	G&H	D

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* Human Rights	*GRI 405 Diversity and Equal Opportunity *GRI 406 Non-Discrimination *GRI 412 Human Rights Assessment	Social Aspect- Respect Human Rights	5.1: End all forms of discrimination against all women and girls everywhere 8.5: Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 16.B: Promote and enforce non-discriminatory laws and policies for sustainable development	If the Company does not create an equal employment environment or does not implement sexual harassment prevention measures to protect labor human rights, the recruitment and retention of talents will be affected, and in a worst case scenario, the Company's reputation and brand image will be damaged. Each year, human rights policy orientation and training courses are held for managers and employees, and in the event of relevant labor regulations' amendments or policy issues, relevant courses and trainings will be planned and held.	  	G&H	E
* Development of Supporting Industries	No GRI Standards	Social Aspect	9.3: Increase the access of small-scale industrial and other enterprises, including affordable credit 11.1: Ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums	When providing financially inclusive products and services, if the borrower's business performance is unsatisfactory, credit quality will affected. Improving financial knowledge of the disadvantaged and remote inhabitants through financially inclusive products and	 	G&H	E&F

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				services and wealth management seminars, thereby expanding basic customer base and enhancing corporate image.			
Remuneration and Benefits Education and Training	GRI 401 Employment GRI 403 Occupational safety and health GRI 404 Education and training	Social Aspect	4.5: Ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations 5.B: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women 8.8: Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants	Due to the trend of declining birthrate, the difficulties of talent poaching and scarcity of technicians will affect the Company's business development and profit. Adopting flexible response measures and continuing to implement performance salary adjustment to encourage employees with outstanding performance and retain financial professionals.	  	G&H	A&C

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Resource Use Management Supply Chain Environmental Management *Energy Consumption Management *Greenhouse Gas Emissions	GRI 204 Procurement *GRI 302 Energy *GRI 305 Emissions	Environment Aspect	7.3: Double the global rate of improvement in energy efficiency 8.4: Improve progressively global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation 12.5: Substantially reduce waste generation through prevention, reduction, recycling and reuse	<ul style="list-style-type: none"> ■ Due to the transformation of Taiwan's power structure, it is predicted that the electricity price will gradually increase in the future, which will increase the Company's operating costs. ■ If there is a significant increase in garbage and waste, the Company's operating costs will increase. ■ Implementing energy conservation and carbon reduction policies will help reduce operating costs. ■ Continuing to purchase eco-friendly products or obtain certification labels to build an environmentally friendly and sustainable environment together. 	 	G&H	E&F