

Implementation of performing sustainable development and the deviation from Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies and the reasons for deviation.

| Promotion Items | Implementation Status | | | Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons | | | | | | | | |
|--|------------------------------|--|--|--|----------------------|--------------------------|------------|------------|---|------------------------------|--|---------------|
| | Yes | No | Summary | | | | | | | | | |
| 1. Does the Bank establish a governance structure to promote sustainable development, set up a dedicated unit to implement sustainable development and have management appointed by the Board of Directors to be in charge of sustainable development and to report the implementation status to the Board of Directors? | ✓ | | <p>1-1 In December 2019, the Bank set up the “Sustainable Development Committee” under the Board of Directors. It is a dedicated unit for promoting sustainable development, the members are composed of senior managers and all Independent Directors, and the Chairperson serves as the convenor; the committee is responsible for promoting the implementation of sustainable development, coordinating the establishment of relevant systems, supervising and reviewing the implementation of sustainable development policies and its effectiveness, and regularly reviewing relevant implementation reports. A total of 3 Meetings of Sustainable Development Committee were held in 2021, for the compositions, duties, implementation status and motions of the Sustainable Development Committee, please refer to this chapter, D. Implementation status of Corporate Governance, f. Compositions, duties and implementation status of the Sustainable Development Committee.</p> <p>1-2 In order to achieve the goal of sustainable development, a cross-departmental “Sustainable Development Execution Team” is set up under the Sustainable Development Committee, the execution team consists of the head office management unit and grouped according to work (corporate governance, responsible finance, employee care, social integration and environmental sustainability). It is responsible for the implementation of sustainable development-related affairs, and regularly reporting the annual work plan, implementation results and stakeholders' communication status to the Sustainable Development Committee, and reporting to the Board of Directors in accordance with regulations.</p> <p>1-3 The Board of Directors is responsible for supervising the Bank’s practice of sustainable development and enhancing its business image and competitive advantage based on sustainable development, and stipulated the Bank’s “Sustainable Development Best Practice Principles” and “Sustainable Development Policy”. The aforementioned annual work plan, implementation results and stakeholders' communication status have been reviewed and inspected by the Board of Directors on January 28, 2021, November 11, 2021 and December 28, 2021.</p> | No deviation. | | | | | | | | |
| 2. Does the Bank conduct risk assessments on environmental, social and corporate governance issues related to the business operations and formulate relevant risk management policies or strategies based on the materiality principle? | ✓ | | <p>2-1 The risk assessment boundary of the Bank is mainly based on the Bank’s operating activities in Taiwan, excluding overseas subsidiaries included in the consolidated financial statements. The disclosed information covers the sustainable development performance of the Bank’s main bases from January to December 2021.</p> <p>2-2 The Bank refers to GRI (Global Reporting Initiative) standard, identifies the Bank’s stakeholder concerns about related environment of company business operation, social and corporate governance, correspond to GRI significant theme and conducts relevant risk assessment, and stipulates risk management policies as follows:</p> <table><tr><th>Major issues</th><th>Risk assessment item</th><th>Risk management strategy</th></tr><tr><td rowspan="2">Governance</td><td>Compliance</td><td>The Bank has established a good compliance system framework, stipulated “Compliance System Implementation Regulation” to implement legal compliance, and ensured effective management of legal compliance through publicity and education and training.</td></tr><tr><td>Ethical Corporate Management</td><td>The Bank has established the “Ethical Corporate Management Best Practice Principles,” “Code of Ethical Conduct,” “Employee Code of Conduct,” which specifically stipulate that the Bank’s personnel should conduct business activities based on the principles of fairness, honesty, trustworthiness and transparency so as to create the corporate culture of ethical corporate management.</td></tr></table> | Major issues | Risk assessment item | Risk management strategy | Governance | Compliance | The Bank has established a good compliance system framework, stipulated “Compliance System Implementation Regulation” to implement legal compliance, and ensured effective management of legal compliance through publicity and education and training. | Ethical Corporate Management | The Bank has established the “Ethical Corporate Management Best Practice Principles,” “Code of Ethical Conduct,” “Employee Code of Conduct,” which specifically stipulate that the Bank’s personnel should conduct business activities based on the principles of fairness, honesty, trustworthiness and transparency so as to create the corporate culture of ethical corporate management. | No deviation. |
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the Management Units of the Head Office,” “Key Points for the Implementation of the Operational Performance Assessment of the Regional Centers and Business Units” and “Key Points for the Implementation of the Operational Performance Assessment of the Overseas Business Units,” specifying the Bank’s annual operating performance targets, in order to supervise each unit to carry out business responsibilities and ensure that the assigned goals are achieved.</td></tr><tr><td>Anti-Money Laundering / Countering the Financing of Terrorism</td><td>The Bank has established the “Anti-Money Laundering and Countering the Financing of Terrorism Policy” and “Precautions for Anti-Money Laundering and Countering the Financing of Terrorism” to establish consistent regulations for the Bank’s anti-money laundering and countering the financing of terrorism.</td></tr><tr><td rowspan="3">Social</td><td>Information Security and Personal Information Protection</td><td>The Bank has formulated the relevant 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| 3. Environmental Issues 3-1 Does the Bank establish an environmental management system proper to its industry’s characteristics? | ✓ | | 3-1 a. To implement the sustainable development of enterprises, by following “Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies”, the Bank has formulated “Sustainable Development Best Practice Principles”, established an appropriate environmental management system according to the characteristics of the financial industry, and set up a special environment management unit, which is responsible for formulating, promoting and maintaining relevant environmental management systems and specific action plans, and reviewing the effectiveness of their operation. | 3-1 No deviation. | | | | | | | | | | | |

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| 3-2 Does the Bank endeavor to utilize the energy more efficiently and use renewable materials that have low impact on the environment? | ✓ | | <p>b. The Bank has passed the relevant international verification standards as follows:</p> <p>(a) All business locations in Taiwan have passed ISO 14064-1 greenhouse gas inventory certification.</p> <p>(b) The Taipei Building of the Head Office has passed ISO 14001 environmental management system certification (certificate period is 2021/12/21~2024/12/20), ISO 50001 energy management system certification (certificate period is 2019/11/14~2022/10/24), ISO 46001 water efficiency management system certification (certificate period is 2021/11/11~2024/11/10) and ISO 20400 Sustainable Procurement Guidelines Compliance Check Statement.</p> <p>3-2 a. In order to improve energy efficiency, the Bank has formulated energy policies and relevant reduction measures as follows:</p> <p>(a) Replace outdated and energy-consuming air-conditioning equipment, improve the use efficiency, and set the indoor temperature above 26 degrees to reduce the electricity load of the air-conditioner.</p> <p>(b) Replace the old energy-consuming lamps with high-efficiency LED lamps, appropriately adjust the on and off times of advertising signs, and install power sequence controllers in drinking water equipment to reduce energy consumption, etc.</p> <p>In 2020, the Bank's total electricity consumption is approximately 29,326,120 kWh, and in 2021, the Bank's total electricity consumption is approximately 28,711,779 kWh.</p> <p>b. In order to achieve the goal of environmental sustainability, the Bank continues to purchase environmentally friendly products. The implementation results are as follows:</p> <p>(a) In order to fulfill its social responsibility for environmental protection, the photocopying paper purchased by the Bank is environmentally friendly paper certified by international FSC or PEFC; the Bank has adopted the use of environmentally-friendly hand towels in the Bank's head office, Taipei building.</p> <p>(b) "Green building materials" paint is used in the decoration of each business unit or office space.</p> <p>(c) In response to the Environmental Protection Bureau's active promotion of green procurement (purchasing environmentally friendly products with environmental protection labels, carbon labels, energy-saving labels, water-saving labels, green building materials labels and sustainability labels), the purchase amount in 2021 reached NT\$ 24.91 million, and the Bank has been awarded the Certificate of Appreciation for Outstanding Performance by the Environmental Protection Bureau of the Taipei City Government for participating in the "Green Procurement Program for Private Enterprises and Organizations" for four consecutive years.</p> | 3-2 No deviation. |
| 3-3 Does the Bank assess the potential risks and opportunities of climate change for its current and future operations and undertake response measures with respect to climate change? | ✓ | | <p>3-3 a. In the face of climate change, the Bank has continued to participate in the international Carbon Disclosure Project (CDP) climate change questionnaire since 2018, and disclosed relevant risk assessments and responses to the risk impacts and development opportunities that may be brought about by climate change. The Bank has acquired recognition of management (B) level in the 2019~2021 CDP Climate Change Questionnaire.</p> <p>b. In addition, since 2020, the Bank has introduced the framework of the Task Force on Climate-related Financial Disclosures (TCFD) issued by the Financial Stability Board (FSB) year by year to regularly discuss the risks of climate change. Evaluate, manage and explore the business opportunities it brings, and propose relevant countermeasures and implementation status. In 2021, the Bank signed to become a TCFD Supporter, and the preparation of the TCFD report was reviewed and completed by the British Standards Institute (BSI), and was awarded the highest level "Level-5: Excellence". The TCFD report was disclosed in the official website of the Bank → "Sustainability" section.</p> | 3-3 No deviation. |

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| | | | <p>c. In order to reduce the possible impact of climate risks, the Bank recognized the top 5 risks, identified possible opportunities and developed countermeasures. The Bank evaluated possible impacts and identified relevant opportunities for products and services, resource efficiency and markets. At the same time, corresponding management measures were taken for various projects such as greenhouse gas emissions, water resources and waste; and continuous improvement of energy resources such as electricity, water resources, renewable energy and green buildings was promoted.</p> <p>d. In addition, with reference to relevant domestic and foreign risk research materials, the Bank identifies and evaluates emerging risks that may affect the Bank's operations on an annual basis based on operating conditions and business experience, and formulates countermeasures and monitoring mechanisms based on their significance to mitigate the probability of occurrence or impact, in which the risk of climate change is taken as the top priority. Through reference to the climate change information and the TCFD framework, the Bank deeply evaluates the possible risks and opportunities, and has formulated the relevant countermeasures as follows:</p> <p>(a) In the face of climate change caused by global warming, which also prolongs the summer time, raises temperature, intensifies potential natural disasters, in response to the increase of cost of electricity usage, the Bank considers utilizing energy saving, environment friendly products, expecting to increase energy efficiency and lower cost expenditure caused by climate-related risks. With a view to preventing the Bank from potential intensified natural disasters and damage of the Bank's asset and equipment, the Bank takes countermeasures such as ensuring emergency generators are under sound operation, fixing doors, windows, signboards, billboards, stacking sandbags in front of doors, setting up waterproof gate, in order to minimize property loss.</p> <p>(b) The significant goal of the Bank's IT division is to build green computer data center of energy saving and carbon reduction and continuously extend server virtualization, replace and reduce existing physical mainframe step by step. In addition to reducing the number of physical hosts and improving energy efficiency, through the energy-saving improvement project of the computer room, it decreases the power consumption outside the server (such as air conditioning, lighting, UPS loss and fan power consumption), and enhance the power supply efficiency so as to reduce impacts of the Bank's business operations on the environment.</p> <p>(c) In response to the transition risks brought about by climate change, the Bank continues to pay attention to the development of green industries, increase the credit ratio of green industries, and handle financing solutions related to green industries, such as "Solar Photovoltaic Equipment Installation Project Loan", "Taoyuan City Green Energy Industry Project Loan", "Low-carbon Sustainable Home Project Loan" and "Green Enterprise Project Loan", etc. Moreover, in response to the voluntary carbon reduction cooperation mechanism of climate change, credit and investment limit ratios and early warning mechanisms are set up for the high energy-consuming industries (such as petrochemical industry, cement industry, steel industry and paper industry); through the concept of responsible investment, the Bank actively invests in green bonds and sustainable development bonds to help enterprises invest in green investment plans or social benefit investment plans to promote green industries result in reducing potential risks of climate change; by the end of 2021, the balance of the Bank's investment in sustainable development bonds was NT\$9.6 billion, and investment in ESG-related bonds will be further increased in the future.</p> | |

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| 3-4 Does the Bank calculate the amount of greenhouse gas emissions, water consumption, and waste production in the past two years and implement policies to cut down energy and water consumption, carbon and greenhouse gas emissions, and waste production? | ✓ | | <p>3-4 a. In response to climate change and national greenhouse gas reduction policy, since 2017, the Bank has voluntarily introduced the greenhouse gas inventory, and has mastered the greenhouse gas emissions of all business units in Taiwan, and has passed the ISO 14064-1:2018 certification. The results of the Bank's greenhouse gas inventory are as follows:</p> <div>Unit: tonCO₂e</div> <table><tr><th></th><th>2021</th><th>2020</th></tr><tr><td>Category1</td><td>1,947.895</td><td>2,231.307</td></tr><tr><td>Category2</td><td>14,413.313</td><td>14,926.995</td></tr><tr><td>Total carbon emissions (Category1 + Category2)</td><td>16,361.208</td><td>17,158.302</td></tr><tr><td>Category3~5</td><td>13,588.282</td><td>13,023.129</td></tr></table> <p>b. In order to reduce the risk of future water shortage impact, the Bank proactively introduced a water resource efficiency management system in 2021, formulated water resource efficiency policies and relevant reduction measures, such as using water-saving label equipment, installing water-saving accessories on faucets, adjusting the method of cleaning items, tracking water leakage, air conditioning water saving, etc., to implement water resource efficiency management, and passed the ISO 46001 water efficiency management system certification (certificate period: 2021/11/11~2024/11/10). The statistical results of water consumption of the Bank are as follows:</p> <div>Unit: kWh</div> <table><tr><th></th><th>2021</th><th>2020</th></tr><tr><td>Water consumption</td><td>160,777</td><td>163,943.695</td></tr></table> <p>c. In order to achieve sustainable utilization of resources and ensure proper disposal of waste, the Bank adopts proactive waste management, promotes energy conservation and waste reduction activities, actively implements resource recycling and classification from source management, and regularly records the amount of waste. In 2021, the waste in Taipei Building of the Bank decreased by 2.74 metric tons, down by 2.26%, compared with 2020.</p> <div>Unit: ton</div> <table><tr><th></th><th>2021</th><th>2020</th></tr><tr><td>Waste</td><td>118.63</td><td>121.37</td></tr></table> | | 2021 | 2020 | Category1 | 1,947.895 | 2,231.307 | Category2 | 14,413.313 | 14,926.995 | Total carbon emissions (Category1 + Category2) | 16,361.208 | 17,158.302 | Category3~5 | 13,588.282 | 13,023.129 | | 2021 | 2020 | Water consumption | 160,777 | 163,943.695 | | 2021 | 2020 | Waste | 118.63 | 121.37 | 3-4 No deviation. |
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| Waste | 118.63 | 121.37 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. Social Issues 4-1 Does the Bank formulate appropriate management policies and procedures according to relevant regulations and the International Bill of Human Rights? | ✓ | | <p>4-1 a. In accordance with the spirit and principles of International Bill of Human Rights (including the United Nations Universal Declaration of Human Rights, the United Nations Global Compact, the International Labour Organization Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights, etc.), the Bank has formulated the Human Right Policy and the Human Right Due Diligence Procedures to build an honest, fair, respectful and open working environment, and is committed to enhancing the attention to human rights-related issues and conducting relevant risk assessment and management to protect labor human rights.</p> <p>b. Based on the characteristics and development strategies of the financial industry, the Bank formulates issues of concern, including: "Human Rights Protection in the Workplace", "Health and Safety in the Workplace", "Support for Freedom of Association", "Protection of Personal Privacy", "Anti-corruption, Prohibition of Bribery/Bribery and Other Dishonest Behaviors" and "Human Rights Policy Promotion"; in addition, the Bank's human right policy has been disclosed on the Bank's official website/Corporate Governance/Major Internal Policy; the annual human rights due diligence assessment process and risk mitigation measures have been disclosed in the Bank's sustainability report and official website/Sustainability/Social Aspect.</p> | 4-1 No deviation. | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|-----------------------|----|---|--|
| | Yes | No | Summary | |
| 4-2 Does the Bank appropriately reflect the business performances or achievements in the employee remuneration policy (including salary, annual leave and other benefits)? | ✓ | | <p>4-2 a. For the various employee welfare measures of the Bank, including further education, training, vacation, retirement system and other welfare measures, please refer to Annual Report, V. Operational Overview, G.Labor-Management Relations.</p> <p>b. In response to the needs of various business development, in addition to recruit young students to join the Banks every year by participating in campus talent recruitment, the Bank also adopts irregular internal and external recruitment for professional vacancies such as financial management and marketing, technology, and legal affairs, to enlist experienced or cross-disciplinary digital talents, thereby enriching human assets and creating business performance.</p> <p>In terms of employee recruitment and promotion, the Bank adheres to the principle of people-oriented and merit-based application. At the same time, the Bank follows laws and regulations. The Bank does not give different treatment or discrimination due to factors such as gender, race, religion, political party, etc. The Bank provides market-competitive salary levels, and plan complete training, generous welfare measures and annual promotion system to attract talents. To ensure the stability of the personnel system, the Bank does not employ part-time staff. In 2021, there were no human rights violations, use of child labor, infringement of indigenous rights and discrimination events.</p> <p>c. The Bank reviews salary of its employees in accordance with the "Salary Scales List for Personnel"; reasonable and competitive remuneration is given to employees according to the appointment and responsibility so as to ensure that they do not have different remuneration as a result of their gender, age or race. All salaries are in conformity with basic salary standards. Each year the Bank determines the level of its salary-adjustment based on consumer price index and its performance and capability.</p> <p>d. According to the Bank's Article 38 of Articles of Incorporation, At the end of fiscal year, profit, if any, shall be distributed with 1% to 6% of the profit as employees' bonuses; the Bank issues a performance bonus in accordance with the Bank's overall business operating performance and various indicators of its "Employee Performance Appraisal Regulations", "Regulations for Bonus Payment to Employees", and "Employee Remuneration Distribution Plans", by combining individual employee's professional performance with their performance review.</p> | 4-2 No deviation. |
| 4-3 Does the Bank provide a healthy and safe work environment and organize health and safety training for its employees on a regular basis? | ✓ | | <p>4-3 a. The Bank has an Occupational Safety and Health Committee with 9 members, including 3 labor representatives, and holds regular quarterly meetings to review, coordinate and recommend the Bank's occupational safety and health policies and improve the Bank's safety and health management quality.</p> <p>b. The Bank has "Safety and Health Work rules" to implement occupational safety and health policy, and also has "Program to Prevent Employee Musculoskeletal Disorders Brought on by Repetitive Tasks", "Program to Prevent Employee Ailments Brought on by Exceptional Workload", "Program to Protect Maternal Employee's Health", and "Program to Prevent Employee Infringement Happened in Workplace" to prevent occupational disasters and diseases. In addition, employees are regularly selected to participate in occupational safety and health training, and professionals are invited to hold health education lectures from time to time, and relevant occupational safety and health digital education and training courses are provided to maintain employee safety and protect employee health.</p> | 4-3 No deviation. |

| Promotion Items | Implementation Status | | | Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies with Reasons |
|---|-----------------------|----|---|--|
| | Yes | No | Summary | |
| 4-4 Does the Bank establish effective career development and training plans for its employees? | ✓ | | <p>c. The Bank's Taipei Building has passed the ISO 45001 occupational safety and health management system certification (certificate period is 2019/11/4~2022/11/3). The Bank actively implements employee workplace safety and health, and improves occupational safety and health in the workplace. By referring to international standards, it pro-actively manages risks and establishes appropriate safety and health foundations and management systems as early as possible to protect the safety and health of employees and related workers.</p> <p>d. In 2021, 9 employees of the Bank were injured during commuting, and 1 was injured due to official duties, accounting for 0.15% of the total number of employees, no major occupational accidents happened. In the Bank's annual executive meeting, managers at all levels are requested to publicize to their colleagues to pay attention to traffic and personal safety to avoid accidents.</p> <p>e. For information on employee safety and security, please refer to Annual Report, V. Operational Overview, G.Labor-Management Relations, a. 3. Employee safety and security measures.</p> <p>4-4 a. The Bank attaches great importance to the career development of on-the-job employees. During the period of service in the Bank, employees are supplemented by diversified training channels, including orientation training for new employees, assistant manager training, supervisor function training, etc., to improve employees' professional knowledge and encourage employees to participate in various functional training courses, license verification and online English courses, etc., and provide the digital platform courses of CWLC to cultivate employees' self-learning atmosphere and cultivate cross-disciplinary talents; moreover, the Bank has built a new generation of online digital learning network to improve knowledge management and inheritance, and continue to develop multi-career capabilities and training.</p> | 4-4 No deviation. |
| 4-5 Does the Bank comply with relevant regulations and international standards regarding customer health and safety, customer privacy, marketing and labeling of its products and services and set up relevant consumer or customer protection policies and complaint procedures? | ✓ | | <p>4-5 The Bank handles financial products and services in accordance with the relevant regulations and international standards of the business competent authorities to safeguard the rights and interests of consumers:</p> <p>a. In purchase of various types of thermal paper rolls, each unit of the Bank requires manufacturers to produce product test reports and comply with national standards to protect customers' rights and interests.</p> <p>b. In order to implement the security maintenance and management of personal data files, the Bank has formulated "Personal Data File Security Maintenance Plan" and related management specifications in accordance with the "Security Maintenance Measures for Personal Data Files of Non-Governmental Organizations Designated by the Financial Supervisory Commission". To comply with the EU "General Data Protection Regulation" and the UK "2018 Data Protection Act", the Bank also has formulated the EU and UK Personal Data Management Regulations; the personal data management procedures for the collection, processing and utilization of the Bank's operational activities, and personal data security management measures, and established mechanisms such as emergency response and notification of personal data security incidents to maintain customer privacy.</p> <p>c. The Bank's marketing and labeling of various financial products and services shall explain the important contents and expose risks in the contract, express them in prominent fonts or methods, and list the complaint channels of consumers for disputes arising from financial products or services provided by the Bank.</p> | 4-5 No deviation. |

| Promotion Items | Implementation Status | | | Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons |
|---|-----------------------|----|--|--|
| | Yes | No | Summary | |
| | | | <p>d. In order to protect the rights and interests of financial consumers and handle financial consumption disputes fairly, reasonably and effectively, in accordance with "Guidelines for Fair Treatment to Customers in the Financial Services Industry", "Financial Consumer Protection Act" and its relevant sub-laws, the Bank has formulated "Guidelines for Fair Treatment to Customers", "Policies to Protect Financial Consumers", "Guidelines to Conduct Protection for Financial Consumers" and "Consumer Complaint Handling Guidelines", ensuring every division shall abide by related regulations of financial consumer protection, ensuring all divisions provide products and services meet the standard of fair treatment through transaction in design, advertisement, sale, contract fulfillment, service counseling and dealing customer complaints, and complying with the financial consumer protection principle so as to implement financial consumer rights and interest protection and improve service quality of the Bank.</p> | |
| 4-6 Does the Bank formulate and implement supplier management policies that require suppliers to follow relevant regulations on environmental protection, occupational safety and health or labor human rights? | ✓ | | <p>4-6 a. To cooperate with suppliers in being committed to the practice of corporate social responsibility, and comply with relevant laws and regulations such as labor human rights, occupational safety and health, environmental protection, and ethical corporate management. The Bank has issued the "Supplier CSR Policy", which stipulates that when the Bank signs a contract with a supplier, the supplier shall be required to sign a "Supplier Social Responsibility Commitment" and the content shall be implemented to comply with the Bank's ethical corporate management best practice principles and corporate social responsibility policy of both parties. The Bank may terminate or cancel the contract at any time when abovementioned policies have been violated and have a great impact on environment from which product or service is sourced or when suppliers are involved in dishonest behaviors.</p> <p>b. To fulfill commitment and responsibility for supplier management, the Bank stipulates "Implementation of CSR Guidelines for Suppliers" to promote CSR policies through communication meetings with suppliers and requires suppliers to fill in the "Self-assessment of CSR Guidelines for Suppliers" and substantive transactions can be carried out after the Bank's review that there is no violation of laws and regulations. The Bank also visits suppliers irregularly, and fills in "Visiting Report for Suppliers" according to results to make sure the current status of suppliers to supervise them to implement corporate social responsibility.</p> | 4-6 No deviation. |
| 5. Does the Bank refer to internationally-used standards or guidelines for the preparation of reports such as sustainability reports to disclose non-financial information? Are the reports certified or assured by a third-party accreditation unit? | ✓ | | <p>The Bank's 2020 CSR Report published in 2021 has been prepared in accordance with the GRI Sustainability Reporting Standards and SASB Standards for Commercial Banking, and has been verified by BSI through the AA1000 Assurance Standard (Type 2) and SASB Standard (Type 1) compliance assessment and a statement of independent assurance opinion has been issued. The CSR report is disclosed on the Bank's official website.</p> | No deviation. |

| Promotion Items | Implementation Status | | | Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies with Reasons |
|---|-----------------------|----|---------|--|
| | Yes | No | Summary | |
| 6. If the Bank has established sustainable development best-practice principles based on the “Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies”, describe the implementation and any deviations from such principles: The Bank’s “Sustainable Development Best Practice Principles” is formulated with reference to the “Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies”, currently, the implementation of relevant affairs is in accordance with the principles, and there is no deviation. | | | | |
| 7. Other important information to facilitate a better understanding of sustainable development practices: For other implementation of sustainable development by the Bank, please refer to Annual Report, V. Operational Overview, C. Corporate Responsibility and Moral Behavior, and the Bank’s 2021 ESG Report. | | | | |