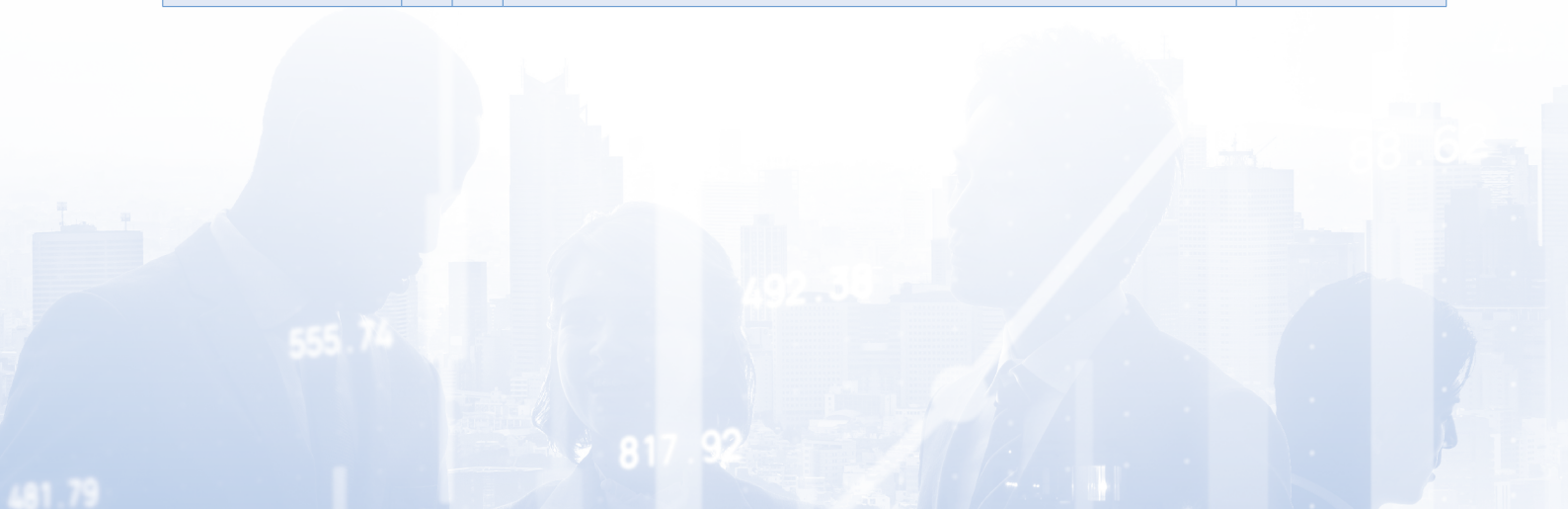


Implementation of promoting sustainable development and the deviation from Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons for deviation.

Promotion Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies with Reasons
	Yes	No	Summary	
1. Has the Bank established a governance structure to promote sustainable development and set up a dedicated (part-time) unit to promote sustainable development, which is delegated by the Board of Directors to senior management, and is supervised by 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 convener; 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 6 Meetings of Sustainable Development Committee were held in 2022, for the compositions, duties, implementation status and content of motion 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, an inter-departmental "ESG Task Force" is set up under the Sustainable Development Committee, the ESG Task Force consists of the head office management unit and was reassigned based on primary promoting working groups (corporate governance, responsible finance, employee care, social inclusion and sustainable environment). 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 2022 annual work plan, 2021 implementation results and stakeholders' communication status have been reviewed and recognized by the Board of Directors on January 24, 2022, August 25, 2022 and December 29, 2022.</p>	No deviation.
2. Does the Bank conduct risk assessments on environmental, social and corporate governance issues related to the business operations based on the materiality principle and formulate relevant risk management policies or strategies?	✓		<p>2-1 The risk assessment boundary of the Bank is mainly based on the Bank's operating activities in Taiwan. (including overseas units and branches, excluding 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, 2022.</p>	No deviation.



Promotion Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons													
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			<p>2-2 The Bank referred to the significant theme guidance of the GRI Sustainability Reporting Standards 2021, reviewed its operational activities, sustainability context, work plans, and stakeholder opinions (including various communication channels and questionnaire surveys), and referred to international sustainable development trends and normative standards, industry concerns and directions, to extensively collect various sustainable issues related to its operations through various channels. The Bank conducted risk assessments and materiality analysis on significant environmental, social, and corporate governance impacts that may arise during its operations and formulated relevant risk management strategies. The Bank hereby presents the top three topics for each aspect identified in the 2022 identification results. For complete information, please refer to the Bank's 2022 ESG Report.</p> <table><tr><th>Major issues</th><th>Risk assessment item</th><th>Risk management strategy</th></tr><tr><td rowspan="3">Corporate Governance</td><td>Operational Performance and Profitability</td><td>The Bank is committed to enhancing its operational performance and profitability to create greater economic value for its stakeholders while also contributing to the development of the overall economic environment. The relevant results are as follows: 1. The net income after tax for 2022 was NT\$ 10.971 billion. 2. Selected as the Global Top 500 Banking Brands for 13 times. 3. Awarded the USD Clearing Elite Quality Recognition Award and the EUR Clearing Quality Recognition Award by J.P Morgan.</td></tr><tr><td>Corporate Governance</td><td>The Bank has established a sound corporate governance framework and a Board of Directors with diverse expertise and independence. The Bank has improved its operational performance and resilience through the Board's performance evaluation results. The overall evaluation results of the Board of Directors and various functional committees for 2022 are "beyond the standard."</td></tr><tr><td>Information Security and Personal Information Protection</td><td>The Bank has established regulations related to information security and personal information management. It maintains ISO 27001 Information Security Management System, BS 10012 Personal Information Management System, and ISO 22301 Business Continuity Management System to ensure system and personal data security. In 2022, the Bank awarded the Best Reliable Interbank System Award by the Financial Information Service Co., Ltd.</td></tr><tr><td>Social</td><td>Green Finance and Products</td><td>The Bank is actively developing and promoting green financial products to help customers with low-carbon transformation, enhance their business resilience, and reduce credit risk. The Bank introduced green deposits, green energy and renewable energy industry loans, and sustainable performance-linked loans.</td></tr></table>	Major issues	Risk assessment item	Risk management strategy	Corporate Governance	Operational Performance and Profitability	The Bank is committed to enhancing its operational performance and profitability to create greater economic value for its stakeholders while also contributing to the development of the overall economic environment. The relevant results are as follows: 1. The net income after tax for 2022 was NT\$ 10.971 billion. 2. Selected as the Global Top 500 Banking Brands for 13 times. 3. Awarded the USD Clearing Elite Quality Recognition Award and the EUR Clearing Quality Recognition Award by J.P Morgan.	Corporate Governance	The Bank has established a sound corporate governance framework and a Board of Directors with diverse expertise and independence. The Bank has improved its operational performance and resilience through the Board's performance evaluation results. The overall evaluation results of the Board of Directors and various functional committees for 2022 are "beyond the standard."	Information Security and Personal Information Protection	The Bank has established regulations related to information security and personal information management. It maintains ISO 27001 Information Security Management System, BS 10012 Personal Information Management System, and ISO 22301 Business Continuity Management System to ensure system and personal data security. In 2022, the Bank awarded the Best Reliable Interbank System Award by the Financial Information Service Co., Ltd.	Social	Green Finance and Products	The Bank is actively developing and promoting green financial products to help customers with low-carbon transformation, enhance their business resilience, and reduce credit risk. The Bank introduced green deposits, green energy and renewable energy industry loans, and sustainable performance-linked loans.	
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Promotion Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies with Reasons
	Yes	No	Summary	
3. Environmental Issues				
3-1 Has the Bank established proper environmental management systems based on the characteristics of the industries?	✓		<p>3-1 a. To implement the enterprise sustainable development, the Bank follows "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies", and formulated "Sustainable Development Best Practice Principles", established an appropriate environmental management system according to the characteristics of the financial industry, and set up an environmental 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.</p> <p>b. The Bank has passed the relevant international verification standards as follows:</p> <p>(a) All business units of the Bank 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 2022/10/24~2025/10/24), ISO 46001 water efficiency management system certification (certificate period is 2021/11/11~2024/11/10) and ISO 20400 Sustainable Procurement Conformity Statement.</p> <p>(c) Changhwa Branch has been verified through PAS 2060 carbon neutrality standard.</p>	3-1 No deviation.
3-2 Does the Bank endeavor to utilize the energy more efficiently and use renewable materials that have low impact on the environment?	✓		<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 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 (all domestic business units), and in 2022, the Bank's total electricity consumption is approximately 29,242,860 kWh (all domestic and overseas business units and subsidiaries).</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 Taipei Building of the head office also uses environmentally friendly recycled hand towels.</p> <p>(b) "Green building materials" coating is used in priority in the decoration of business units or offices.</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 2022 reached NT\$ 25,570,000, 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 5 consecutive years.</p>	3-2 No deviation.

Promotion Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons						
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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>c. The significant goal of the Bank's IT Division is to build green 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 improving energy efficiency, through the energy-saving improvement project of the computer room, it decreases the power consumption other than 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>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 developing opportunities that may be brought about by climate change. The Bank has acquired recognition of management (B) level in the 2019~2022 CDP Climate Change Questionnaire.</p> <p>b. The Bank follows international regulations such as the United Nations Framework Convention on Climate Change and its agreements, as well as the Task Force on Climate-related Financial Disclosures (TCFD) recommendations to establish the "Climate Risk Management Policy" to manage and respond to climate risks. The Board of Directors is responsible for guiding, overseeing, and managing the exposure to climate risks, and has the ultimate responsibility for ensuring the establishment and maintenance of an appropriate and effective climate risk management mechanism.</p> <p>c. The Board of Directors serves as the highest governing unit for climate issues in the Bank, and the Sustainable Development Committee is the dedicated unit responsible for supervising and reviewing the Bank's efforts to achieve sustainable development goals (including climate risk management). The Bank regularly reports to the Sustainable Development Committee and the Board of Directors on implementing the TCFD recommendations on climate-related financial disclosures, greenhouse gas inventory, verification progress, and results of greenhouse gas emissions reduction. In accordance with the requirements of the "Sustainable Development Roadmap for TWSE-TPEX Listed Companies" issued by the Financial Supervisory Commission, the Bank also reports on the progress of greenhouse gas management to the Board of Directors every quarter.</p> <p>d. The Bank follows the TCFD framework, considering both immediate and long-term physical risks and transition risks related to policy and regulation, technology, market, and reputation, as recommended by the TCFD. The Bank has identified multiple climate change risks and opportunity items related to its banking business. After prioritizing the top three items, the Bank evaluated their potential impact on its operations and developed the following response measures:</p> <table><tr><th>Type of Risk</th><th>Risk Event</th><th>Corresponding Measures</th></tr><tr><td>Transformation</td><td>Carbon Emission Regulation</td><td>The Bank has implemented relevant management measures and operational procedures, including lowering carbon emission limits for high-emitting industries, monitoring climate risks for credit borrowers belonging to high-emitting industries, and assessing the impact of transition risks on credit risks of borrowers in scenarios of carbon taxation, in order to mitigate potential climate-related risks faced by the Bank.</td></tr></table>	Type of Risk	Risk Event	Corresponding Measures	Transformation	Carbon Emission Regulation	The Bank has implemented relevant management measures and operational procedures, including lowering carbon emission limits for high-emitting industries, monitoring climate risks for credit borrowers belonging to high-emitting industries, and assessing the impact of transition risks on credit risks of borrowers in scenarios of carbon taxation, in order to mitigate potential climate-related risks faced by the Bank.	3-3 No deviation.
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e. For a detailed explanation of our climate change risk and opportunity analysis, please refer to our "2022 TCFD report on climate-related financial disclosures," which is disclosed in the "Sustainability" section of our official website.													

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3-4 Does the Bank inspect its greenhouse gas (GHG) emissions, water consumption and total weight of wastes in the past two years and formulate policies on energy saving and carbon reduction, GHG reduction, water reduction or waste management?	✓		<p>f. The Bank's 2022 TCFD Report has passed the verification of the British Standards Institution (BSI) and has been awarded the highest level of certification, "Excellent" (Level 5+: Excellence).</p> <p>3-4 a. In response to climate change and national greenhouse gas reduction policy, the Bank has voluntarily introduced the greenhouse gas inventory since 2017, and has mastered the GHG emissions of all business units in Taiwan, and has passed the ISO 14064-1:2018 certification, the Bank aims to reduce the carbon emissions for a 42% decrease by 2030 compared with the base year of 2020. The Bank has completed GHG inventory and verification of domestic and overseas business units, subsidiaries, and the GHG emissions in 2022 are as follows:</p> <div>Unit: tonCO₂e</div> <table><tr><th></th><th>2022</th><th>2020 (base year)</th></tr><tr><td>Category 1 (Note 1)</td><td>2,075.020</td><td>2,231.307</td></tr><tr><td>Category 2 (Note 2)</td><td>15,016.773</td><td>14,926.995</td></tr><tr><td>Total carbon emissions (Category 1 + Category 2)</td><td>17,091.793</td><td>17,158.302</td></tr><tr><td>Carbon intensity (tons of CO₂e/NT\$ thousand)</td><td>0.000501</td><td>0.000628</td></tr><tr><td>Category 1~2 Data Coverage</td><td>All domestic and overseas business units and subsidiaries</td><td>All domestic business units</td></tr><tr><td>Category 3~5 (Note 3)</td><td>14,559.872</td><td>13,023.129</td></tr><tr><td>Category 3~5 Data Coverage</td><td colspan="2">All domestic business units</td></tr></table> <p>(Note 1): Category 1 refers to direct GHG emissions. (Note 2): Category 2 refers to indirect GHG emissions associated with energy. (Note 3): Category 3~5 refers to other indirect GHG emissions.</p> <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 Bank aims to reduce the water consumption for a 10% decrease by 2030 compared with the base year of 2020, the statistical results of water consumption in 2022 are as follows:</p> <table><tr><th></th><th>2022</th><th>2020 (base year)</th></tr><tr><td>Water consumption (m³)</td><td>147,532</td><td>163,944</td></tr><tr><td>Intensity (m³/NT\$ thousand)</td><td>0.0043</td><td>0.0060</td></tr><tr><td>Data Coverage</td><td colspan="2">All domestic business units</td></tr></table>		2022	2020 (base year)	Category 1 (Note 1)	2,075.020	2,231.307	Category 2 (Note 2)	15,016.773	14,926.995	Total carbon emissions (Category 1 + Category 2)	17,091.793	17,158.302	Carbon intensity (tons of CO ₂ e/NT\$ thousand)	0.000501	0.000628	Category 1~2 Data Coverage	All domestic and overseas business units and subsidiaries	All domestic business units	Category 3~5 (Note 3)	14,559.872	13,023.129	Category 3~5 Data Coverage	All domestic business units			2022	2020 (base year)	Water consumption (m ³)	147,532	163,944	Intensity (m ³ /NT\$ thousand)	0.0043	0.0060	Data Coverage	All domestic business units		3-4 No deviation.
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			<p>c. In order to achieve sustainable utilization of resources and ensure proper disposal of waste, the Bank adopts proactive waste management, promotes energy saving and waste reduction activities, actively implements resource recycling and classification from source management, and regularly records the amount of waste. The Bank's waste reduction target is to reduce the waste generated by the Taipei Building by 3% in 2023 compared with 2020. In 2022, the waste in the Taipei Building are reduced by 18.91 tons, or 15.58% compared with 2020.</p> <table><tr><th></th><th>2022</th><th>2020 (base year)</th></tr><tr><td>Waste (ton)</td><td>102.46</td><td>121.37</td></tr><tr><td>Intensity (ton / NT\$ thousand)</td><td>0.000003</td><td>0.000004</td></tr><tr><td>Data Coverage</td><td colspan="2">Taipei Building</td></tr></table>		2022	2020 (base year)	Waste (ton)	102.46	121.37	Intensity (ton / NT\$ thousand)	0.000003	0.000004	Data Coverage	Taipei Building		
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Intensity (ton / NT\$ thousand)	0.000003	0.000004														
Data Coverage	Taipei Building															
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 concerned issues which include: "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 ESG Report and official website /Sustainability /Social Aspect.</p> <p>c. The Bank has implemented education and training related to policies or procedures of human rights. The average training time per employee is 0.5 hours, and the percentage of trained employees is 96.94%. The Bank continues to pay attention to human rights protection matters and enhance awareness of human rights protection.</p>	4-1 No deviation.												
4-2 Does the Bank formulate and implement reasonable employee benefit measures (including remuneration, vacation and other benefits) and appropriately reflect operating performance or results in employee compensation?	✓		<p>4-2 a. The Bank is committed to creating a diverse and equal happy workplace, with female employees accounting for 64.33% of the total workforce and female managers accounting for 59.66% of all managers. For the various employee welfare measures of the Bank, including further education, training, vacation, retirement system and other welfare measures, please refer to V. Operational Overview, G. Labor-Management Relations.</p>	4-2 No deviation.												

Promotion Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons
	Yes	No	Summary	
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>b. In response to the needs of various business development, we recruit young students to join us every year by participating in campus talent recruitment, we also adopt irregular internal and external recruitment for professional vacancies such as financial 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 2022, there were no human rights violations, hire of child worker, 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. The Bank's average salary adjustment rate for 2022 is 6.02%.</p> <p>d. According to the Article 38 of Articles of Incorporation of the Bank, at the end of fiscal year, if there are any profit, 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", "Employee Bonus Payment Regulations", and "Employee Remuneration Distribution Plans", by combining individual employee's professional performance with their performance review.</p> <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 we also have "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" and "Labor Health Service Program" to prevent occupational disasters and diseases. In addition, employees are regularly selected to participate in occupational safety and health training, 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> <p>c. The Bank's Taipei Building has passed the ISO 45001 occupational safety and health management system certification (certificate period is 2022/11/4~2025/11/3). The Bank actively implements employee workplace safety and health, and improves occupational safety and health in the workplace.</p> <p>With reference to international standards, the Bank actively manages risks and establishes an appropriate safety and health foundation and management system early to protect the safety and health of employees and related workers.</p>	4-3 No deviation.

Promotion Item	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>d. In 2022, 11 employees of the Bank were injured during commuting, and 4 were injured due to official duties, accounting for 0.22% 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 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> <p>b. The Bank continues to provide employees training through digital and hands-on courses, assisting them to specialize in finance; the Bank provided 413,044.62 hours training in total, with the per capita training hours of 61.85 based on 6,678 employees as of December 31, 2022.</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; and established the personal data management procedures for the collection, processing and utilization of the Bank's operational activities, and personal data security management measures, and set 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 exposed 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 Item	Implementation Status			Deviations from the Sustainable Development Best Practice Principles for TWSE / TPEX Listed Companies with Reasons
	Yes	No	Summary	
4-6 Does the Bank formulate supplier management policies that require suppliers to follow relevant regulations on issues such as environmental protection, occupational safety and health, or labor rights? How is the implementation?	✓		<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", and the "Treat Customers Fairly Facilitating Committee" was established in 2022, 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> <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 rights and 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 rescind the contract at any time when abovementioned policies have been violated and have a great impact on environment and society to the source of community, or if the supplier is involved in dishonest behavior.</p> <p>b. To fulfill commitment and responsibility for supplier management, the Bank has stipulated "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 with large transaction 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 ESG reports to disclose non-financial information? Are the reports certified or assured by a third-party accreditation unit?	✓		<p>The Bank published its 2021 ESG Report in 2022, following the GRI Sustainability Reporting Standards 2021 and the SASB Commercial Banks Standard. Both reports received independent assurance opinions from BSI, a third-party verification body. The former underwent a Type 2 moderate assurance in accordance with the AA1000 Assurance Standard V3, while the latter underwent a Type 1 adherence assurance. In addition, in accordance with the Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, the Bank engaged EY as its independent limited assurance provider in accordance with the Standards on Assurance Engagement No. 1 on Assurance Engagements Other than Audits or Reviews of Historical Financial Information; the aforementioned ESG Report is disclosed on the Bank's official website.</p>	No deviation.
<p>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", (former name refers to Corporate Social Responsibility Best Practice Principles for TWSE / TPEX Listed Companies) the implementation of relevant affairs is in accordance with the principles currently, and there is no deviation.</p>				
<p>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 V. Operational Overview, C. Corporate Responsibility and Moral Behavior, and the Bank's 2022 ESG Report.</p>				