

# S 2023 SUSTAINABILITY REPORT

台名永續報告書  
Environmental Social Governance

## 2023 Corporate social responsibility implementation

# 2023 Corporate social responsibility implementation



## Honors and recognitions

1. 20th The National Brand Yushan Award – Outstanding Enterprise
2. Honorable mention in the Best Social Responsibility Award – Auxiliary Insurance Agency category of the 25th Faith, Hope and Love Awards of Insurance
3. 16th Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver
4. 2023 Excellence Insurance Awards – Outstanding Insurance Broker Award
5. Huashan Social Welfare Foundation – “2023 Guardian Archangel”
6. Shin Kong Life Insurance - “Exceptional Performer 2023”
7. Passed certification for BS 10012:2017 – Personal Information Management System (PIMS) once again
8. Passed certification for ISO 27001 – Information Security Management System (ISMS) once again
9. Ranked top 20% in the 10th Corporate Governance Evaluation for TPEx listed companies

		
20th The National Brand Yushan Award Outstanding Enterprise	25th Faith, Hope and Love Awards of Insurance Best Social Responsibility Award Auxiliary Insurance Agency category	16th Taiwan Corporate Sustainability Awards (TCSA) Sustainability Report Award Finance and Insurance Sector Category 2 Silver
		
2023 Excellence Insurance Awards Outstanding Insurance Broker Award	Huashan Social Welfare Foundation – “Guardian Archangel”	Shin Kong Life Insurance – “Exceptional Performer 2023”

Excerpt from 2023 Sustainability Report

# 2023 Corporate social responsibility implementation



TABC's ESG strategies		
Environment	Social	Governance
<ul style="list-style-type: none"> <li>Take initiative in the implementation of energy efficiency and carbon reduction measures; monitor emissions from operational activities; set reduction goals and make ongoing improvements to enhance the organization's resilience and response to climate change.</li> <li>Create a paperless enterprise; continue promotion of digital financial tools; increase resource efficiency; and lessen the impact of waste on the environment.</li> </ul>	<ul style="list-style-type: none"> <li>Provide employees with comprehensive benefits and training; implement a fair promotion system; and create a satisfying and attractive workplace.</li> <li>Make ongoing commitments to social engagement; maintain a good relationship with the local community and charity organizations; and strive to become a pillar of the local community.</li> </ul>	<ul style="list-style-type: none"> <li>Persistently improve the board of directors' sustainability knowledge and enhance ESG performance in all aspects.</li> <li>Introduce high-quality products and services for retirees and older people; uphold the fair customer treatment principle and tighten information security for the protection of customers' interests.</li> </ul>
Actions, results, and performance		
<ul style="list-style-type: none"> <li>Servicing of air conditioning equipment and replacement of LED lights in 2023 achieved total power savings of 17,080 kWh, which was equivalent to a carbon reduction volume of 8,437.52 kgCO<sub>2</sub>e</li> <li>By promoting the use of our mobile insurance platform, the Company was able to use 48,580 fewer sheets of paper, which was equivalent to a carbon reduction volume of 874.44 kgCO<sub>2</sub>e.</li> <li>Ongoing use of the e-correspondence and e-reporting system reduced paper usage by 23,581 sheets in 2023, and lowered carbon emissions by an equivalent of 424.46 kgCO<sub>2</sub>e.</li> <li>Introduced the use of video conferencing to reduce carbon emissions from commuting; travel expenses in 2023 were 23.08% lower compared to 2020.</li> </ul>	<ul style="list-style-type: none"> <li>Back-office staff were each given a NT\$4,000 training subsidy</li> <li>Sales partners were offered key training courses through the Four Schools.</li> <li>Cooperated with Huashan Social Welfare Foundation on making donations (festive meals, Mid-autumn gifts, Duanwu gifts) to lone elders; sponsored the donation of community care packs for the Yonghe District for 6 consecutive years while expanding the scope of sponsorship to include Sanchong District in 2023 and more than 1,700 gifts have been donated to date</li> <li>Supported Tsai-hui Lin in Kaohsiung in gathering and donating supplies to remote locations and underprivileged groups for 4 consecutive years.</li> <li>Taipei Chongqing Office and Yi-Kuang Orphanage jointly</li> </ul>	<ul style="list-style-type: none"> <li>Ranked in the top 20% in the 10th Corporate Governance Evaluation for TPEX listed companies, for the 8th consecutive year</li> <li>TABC has actively adopted sustainable finance by observing Principles for Sustainable Insurance, and continued to provide retirement and nursing products and services for older people.</li> <li>13th month persistency for the last 5 years averaged 97.44</li> <li>95% satisfaction from the 2023 customer satisfaction survey</li> <li>In 2023, TABC continued to obtain certification for ISO 27001 – Information Security Management System.</li> <li>Obtained certification for BS 10012:2017 – Personal Information Management System once again in 2023</li> </ul>

## Materiality analysis of issues of concern

Upon completion of stakeholder engagement and after gathering issues of concern, the Company then proceeded to evaluate the materiality of sustainability issues. Impact questionnaires were used to facilitate standardized, quantitative assessment. The Corporate Sustainability Committee and the external consultant would jointly discuss and examine the appropriateness of relevant procedures before proceeding with report preparation. TABC identified a total of 12 material topics in 2023, including 5 economic topics, 6 social topics, and 1 environmental topic. Compared to the previous reporting period, the Company has added two new material topics, namely: “business performance” and “business risk management.” Materiality and positive/negative impacts of each material topic is disclosed in the following chart. Management approach and performance for each of the material topics listed is disclosed in corresponding chapters throughout this report.



# 2023 Corporate social responsibility implementation



## List of material topics and ranking

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact		
				Upstream	Taiming Assurance Broker Co., Ltd.	Downstream
1	Operating performance	Driven by the dedication to improve operational performance, TABC is making ongoing adjustments to business strategy and strives to maintain a robust financial structure.	Positive: Strong business performance brings stability to an organization's growth and creates opportunities and values for stakeholders. Negative: Failure to maintain good financial position will result in loss of profitability to the detriment of stakeholders' interests and expectations.	●	●	●
2	Business integrity	The board of directors and the management actively enforce a business integrity policy along with anti-corruption guidelines, and in doing so create an honest business environment that fosters continuity of the organization.	Positive: Business integrity helps raise the society's trust in the Company and maintain strong reputation that are favorable for future business performance. Negative: Dishonest actions are detrimental to the Company's financial performance and reputation, and will ultimately lead to loss of trust from customers and bring operational crises to the Company.	●	●	●
3	Business risk management	TABC prevents and controls potential risks through persistent risk identification, strategy making, strategy implementation, and regular monitoring of impact management efforts.	Positive: Persistent risk identification and the making and implementation of management strategies help lower business risks. Negative: Lack of risk management awareness may hinder our ability to respond to and mitigate risks in time, and cause losses to business operation.	●	●	●
4	Information security	TABC is committed to creating a reliable information system and environment, and ensuring the confidentiality, integrity, and usability of customers' data as well as the Company's information assets.	Positive: Protection of customers' interests; strengthened trust of the society and insurance industry in the Company; maintenance of favorable corporate reputation; business risk reduction and performance improvement. Negative: Increased cost of maintaining a secured information environment; failure to make timely updates may put the Company at risk of information security threat.	●	●	●
5	Legal compliance	Compliance provides the foundation for TABC's growth and continuity, which is why the Company strictly prohibits actions that violate laws, regulations, and contract terms as part of its duties.	Positive: Maintaining good business reputation lowers business risks. Negative: Changes in regulation pose additional compliance costs to businesses.	●	●	●

# 2023 Corporate social responsibility implementation



## List of material topics and ranking

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact		
				Upstream	Taiming Assurance Broker Co., Ltd.	Downstream
6	Talent training and recruitment	TABC implements training courses at different stages of career development, and combines online and offline learning methods to train talents. Meanwhile, through collaboration with academia, TABC aims to create a robust system for recruiting top business talents.	Positive: Offering of complete training helps employees and partners develop their own values. Negative: Failure to provide employees with appropriate educational resources will result in loss of talent.		●	
7	Workplace equality and diversity	TABC is dedicated to creating a friendly and secure work environment, and values every employee and business partner. We evaluate our work environment and work rules regularly as a way to promote unity among sales partners.	Positive: Creating a friendly workplace makes employees and partners more willing to work with TABC over the long term. Negative: Discrimination and unfair treatment will result in loss of talent and undermine future recruitment efforts.		●	
8	Customer service and care	We make persistent efforts to strengthen relationships with customers and communicate with them about their needs; in doing so, we can better respond to industry trends and earn customers' support and recognition.	Positive: Providing customers with suitable solutions and services will result in greater satisfaction, trust, and attachment, which in turn promote continuity and growth. Negative: Increasing cases of grievance and customer complaint will incur additional costs on dispute resolution and compromise business reputation.		●	●
9	Fair treatment of customers	Through the establishment and regular promotion of "fair customer treatment principles" within the organization, TABC strives to protect customers' interests, raise customers' satisfaction, and strengthen corporate competitiveness.	Positive: Providing customers with suitable solutions and services will result in greater satisfaction, trust, and attachment, which in turn promote continuity and growth. Negative: Increasing cases of grievance and customer complaint will incur additional costs on dispute resolution and compromise business reputation.		●	●
10	Human rights	TABC protects the basic human rights of all employees and sales partners. Through implementation of anti-discrimination, anti-forced labor, and anti-sexual harassment campaigns, TABC reduces risk of human rights violation.	Positive: Creating a friendly workplace makes employees and partners more willing to work with TABC, for mutual success over the long term. Negative: Discrimination will result in loss of talent and undermine future recruitment efforts.	●	●	●

# 2023 Corporate social responsibility implementation



## List of material topics and ranking

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact		
				Upstream	Taiming Assurance Broker Co., Ltd.	Downstream
11	Community engagement	TABC adopts a people-oriented focus and exerts corporate influence in a way that benefits society. Manpower and supplies are being committed to improve the safety and health of local older people and create a sustainable city that is friendly to them.	Positive: Providing assistance and resources to members of the public and supporting relevant issues contribute to the creation of an inclusive and sustainable society. Negative: Ongoing attention will have to be directed to specific issues and the local community to address social injustice and environmental damage.		●	●
12	Energy efficiency and carbon reduction	Measures and action plans for energy efficiency and carbon reduction are being implemented to reduce impact of business operations on the environment, and to lower operating costs.	Positive: Investment into energy conservation and carbon reduction solutions may reduce carbon footprint and lower cost of energy and resource. Negative: Increased carbon emission costs and extreme weather cause losses to hardware and personnel, which give rise to increasing operating costs.	●	●	



## Corporate Sustainability Committee

TABC has established its own “Sustainable Development Code of Conduct” in accordance with “Sustainable Development Best-Practice Principles for TWSE/TPEX Listed Companies” to help realize its sustainability roadmap and create and implement a governance framework that fosters sustainable growth. In 2021, TABC assembled a Corporate Sustainability Committee with the General Manager serving as the chair and the Deputy General Manager serving as the deputy chair, and created a task force that comprises selected managers from various departments. The committee makes yearly reports to the board of directors regarding sustainability performance and future plans to more effectively respond to and improve on issues that are of concern to stakeholders.

The Corporate Sustainability Committee held a total of two meetings in 2023, in which the committee members achieved an attendance rate of 94.4%. These meetings were held to discuss execution, performance, and future planning of four main issues including risk management, intellectual property management, corporate governance officer, and social care, and were intended to facilitate noticeable improvements in business management





# 2023 Corporate social responsibility implementation



## Integrity governance

### Performance highlights

10th Corporate Governance Evaluation  
Top **20%** among TPEX listed companies

Percentage of independent director seats **50%**

### Short/medium/long-term strategic goals


Short-term strategic goals	Medium-term strategic goals	Long-term strategic goals
Top 20% in the Corporate Governance Evaluation for TPEX listed companies	Adhere to the four main convictions of “customer satisfaction, employee care, social care, and shareholders’ interests” and protect the lifestyles and assets of policyholders and their family members	Share "happiness of sustainability" with the general public and for TABC's business partners.

# 2023 Corporate social responsibility implementation



## Integrity governance

### Management approach

Material topic	Business risk management, Information security, business integrity, compliance
Corresponding GRI	GRI 205-1 Operations assessed for risks related to corruption GRI 205-2 Communication and training about anti-corruption policies and procedures GRI 205-3 Confirmed incidents of corruption and actions taken GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data
Corresponding SDGs	  
Policies and commitments	Enforce business integrity and conduct commercial activities in a fair, honest, trustworthy, and transparent manner that earns stakeholders' trust; promote compliance awareness among all employees, improve compliance performance, and strive to maximize customers' interests; create a reliable information environment where the confidentiality, integrity, and usability of customers' data and the Company's information assets are duly protected; and devise management systems and response measures for information security risks.
Metrics and targets	<p><b>Short-term goals:</b></p> <ul style="list-style-type: none"> <li>Construct reliable information systems and environment, and enforce proper Information security management.</li> <li>Increase the number of anti-corruption training sessions and raise employees' anti-corruption awareness.</li> <li>Information security and personal data protection training averaged 3 hours per person, per year.</li> <li>Information security management expenses as a percentage of overall revenues to increase by 0.5%–1%.</li> </ul> <p><b>Medium-term goals:</b></p> <ul style="list-style-type: none"> <li>Develop business practices on the basis of integrity, and actively prevent dishonest conduct.</li> <li>Focus on the growth of core business activities and avoid occurrences that may impact corporate image or violate the law.</li> <li>Continue update of information security management measures.</li> <li>Information security and personal data protection training averaged 3 hours per person, per year.</li> <li>Information security management expenses as a percentage of overall revenues to increase by 1%–2%.</li> </ul> <p><b>Persistent goals:</b></p> <ul style="list-style-type: none"> <li>Engage in business activities while following principles of fairness, honesty, trust, and transparency to gain stakeholders' trust.</li> <li>Promote the significance of compliance among back-office staff and sales and thereby strengthen compliance performance within the organization.</li> <li>Create a robust information security platform and improve the quality of services to policyholder services as well as the security of personal data and information platforms.</li> </ul>
Effectiveness tracking mechanism	<ul style="list-style-type: none"> <li>The Integrity Committee makes annual reports to the board of directors on the outcome of previous year's business integrity efforts.</li> <li>The Legal Compliance Office is responsible for overseeing the establishment and execution of business integrity policy and preventive measures.</li> <li>The Information Security Management Committee and Personal Data Management Committee convene "management review" meetings on a regular basis to discuss responses and strategies for Information Security issues that are of internal and external concern. Drills are organized for potential incidents on a yearly basis.</li> </ul>
Actions and measures for the year	<ul style="list-style-type: none"> <li>A information security manager and at least one information security specialist was appointed in 2023.</li> <li>Passed certification for ISO 27001 – Information Security Management System and BS 10012 – Personal Information Management System.</li> <li>Completed "network disruption drill" according to the business continuity plan (BCP).</li> <li>Information security and personal data protection training averaged 5 hours per person and achieved 100% completion rate.</li> <li>Information security expenses amounted to NT\$1.786 million in 2023, representing 0.31% of standalone revenues and reaching the highest level in the last 5 years.</li> <li>No incident of information leak occurred in 2023.</li> <li>Information security personnel obtained ISO 27001 certification for lead auditor.</li> <li>The senior management including the General Manager and Deputy General Managers signed statement of ethical behavior.</li> <li>100% of the 33 insurance companies that TABC cooperated with had signed AML contracts in 2023 (including 1 newly added during the year).</li> <li>Back-office staff were subjected to regular compliance audits; a total of 12 random audits were conducted in 2023.</li> <li>No misconduct report was received and no incident of corruption or dishonesty occurred in 2023.</li> <li>100% of business locations completed corruption risk assessments.</li> <li>No fine or penalty from violation of regulations concerning economic, environmental, or social issues had occurred in 2023.</li> </ul>

# 2023 Corporate social responsibility implementation



## Sustainable finance

### Performance highlights

No. of claim appeals  
**0** case(s)

No. of small-amount whole life insurance, preferred risk insurance policies, and pre-existing conditions insurance policies **467** case(s)  
(98% increase compared to the previous year)

Customer satisfaction  
**95 %**

### Short/medium/long-term strategic goals




Short-term strategic goals	Medium-term strategic goals	Long-term strategic goals
Enhance training and awareness of back-office staff for improved customer satisfaction	Promote financial inclusion and develop innovative digital tools that help expand service capacity	Enforce Principles for Sustainable Insurance and the ESG philosophy

# 2023 Corporate social responsibility implementation



## Sustainable finance

### Management approach

Material topic	Fair customer treatment, customer service and care
Corresponding GRI	Self-defined topic
Corresponding SDGs	  
Policies and commitments	TABC observes fair customer treatment principles and upholds duties of integrity, care, and loyalty to provide customers the most suitable solutions and services that meet their needs. We prioritize customer service and quality, and offer a diverse range of communication and service channels to protect and maximize customers' interests. It is our hope to raise customers' satisfaction, trust, and attachment to us persistently over time.
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> <li>• Increase customer satisfaction to 95% and above.</li> <li>• Further reduce the number of customer complaints and mediation cases.</li> <li>• 0% customer complaints-to-claims ratio.</li> </ul> <p>Medium-term goals:</p> <ul style="list-style-type: none"> <li>• Increase customer satisfaction to 97% and above.</li> </ul> <p>Persistent goals:</p> <ul style="list-style-type: none"> <li>• Enforce the fair customer treatment principle; enhance the quality of service to customers through consistent internal training and awareness programs.</li> <li>• Enforce Principles for Sustainable Insurance; incorporate the ESG philosophy into operations and lead the organization towards sustainable growth.</li> </ul>
Effectiveness tracking mechanism	<ul style="list-style-type: none"> <li>• A Corporate Sustainability Committee has been assembled to enforce Principles for Sustainable Insurance.</li> <li>• Develop mobile insurance application platform, a digital tool that makes services more accessible to customers.</li> <li>• Implement the fair customer treatment philosophy; make arrangements to have employees of Insurance Policy Service undergo practical training to improve the quality of customer service.</li> <li>• Continue tracking customers' satisfaction and the customer complaints-to-claims ratio.</li> </ul>
Actions and measures for the year	<ul style="list-style-type: none"> <li>• Promotion of insurance for the underprivileged yielded 467 cases (up 98% compared to the previous year) and generated total revenues of NT\$6,265,617 in 2023.</li> <li>• 99.2% completion of fair customer treatment courses in 2023.</li> <li>• No claim-related appeal was raised in 2023, and claim-related complaints accounted for 0% of total complaints.</li> <li>• 4.0 hours of training on fair customer treatment and financial consumer protection were organized in 2023, with more than 99.3% of sales partners completing the training.</li> <li>• 95% of customers were satisfied with the services provided by sales partners in 2023.</li> <li>• TABC received 0 complaints and 1 request for mediation in 2023.</li> </ul>

# 2023 Corporate social responsibility implementation



## Environmental sustainability

### Performance highlights

Mobile insurance platform  
reduced carbon emission by  
**874.44 kgCO<sub>2</sub>e**

E-correspondence and e-reporting system  
reduced carbon emission y  
**424.46 kgCO<sub>2</sub>e**

Air conditioner servicing and  
LED light replacements  
reduced carbon emission by  
**8,437.52 kgCO<sub>2</sub>e**

### Short/medium/long-term strategic goals

Short-term strategic goals	Medium-term strategic goals	Long-term strategic goals
Reduce GHG emissions by 3%	Continue promotion of mobile insurance service and strive to become a paperless business	Become a low-carbon, sustainable business








# 2023 Corporate social responsibility implementation



## Environmental sustainability

### Management approach

Material topic	Energy efficiency and carbon reduction
Corresponding GRI	GRI 302-1 Energy consumption within the organization GRI 302-3 Energy intensity GRI 305-2 Energy indirect (Scope 2) GHG emissions GRI 305-4 GHG emissions intensity
Corresponding SDGs	    
Policies and commitments	In addition to implementing carbon reduction measures, TABC also promotes energy conservation in office and common areas and duly enforces waste reduction and green purchasing. Furthermore, the Company works with suppliers that observe environmental regulations and standards to strengthen resilience against climate change and mitigate negative impacts on the environment.
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> <li>Reduce water usage by 5% a year compared to the base year (2018).</li> <li>Save 100,000 sheets of paper a year (by underwriting 5,000 mobile insurance policies through mobile applications) compared to the base year (2019).</li> <li>Reduce greenhouse gas emissions by 3% a year compared to the base year (2019).</li> <li>Report GHG survey timeline and plans to the board of directors.</li> </ul> <p>Medium-term goals:</p> <ul style="list-style-type: none"> <li>Continue promotion of mobile insurance services to achieve optimal resource efficiency.</li> <li>Pass ISO 14064-1 Greenhouse Gas Inventory.</li> </ul> <p>Long-term goals:</p> <p>Implement TABC's three low-carbon strategies and build a low-carbon, sustainable business.</p>
Effectiveness tracking mechanism	The Corporate Sustainability Committee has a Corporate Governance and Risk Management Team that is responsible for coordinating internal units toward identifying and assessing climate change risks, establishing strategies in response to climate impacts, and tracking performance indicators on a yearly basis.
Actions and measures for the year	<ul style="list-style-type: none"> <li>Continued virtualization of IT servers and set up 5 new virtualized servers.</li> <li>Continued promotion of online video conference and reduced travel expenses by 23.08% compared to 2020 (after excluding effects of the pandemic, the frequency of meetings and related activities in 2023 was similar to 2020).</li> <li>TABC reported 306,914.40 MJ of energy consumption and 42.12 tonCO<sub>2</sub>e of GHG emission for 2023; both of which were lower than the base year (2019).</li> <li>Water usage in 2023 was 18.7% lower than the base year (2018).</li> <li>TABC serviced air conditioners and replaced LED lights in 2023, which may save power usage by 17,080 kWh and lessen carbon emission by 8,437.52 kgCO<sub>2</sub>e.</li> <li>The use of mobile insurance platform saved 48,580 sheets of paper in 2023, and lowered carbon emission by an equivalent of 874.44 kgCO<sub>2</sub>e.</li> <li>By promoting the use of e-correspondence and e-report systems, TABC reduced paper usage by 23,581 sheets in 2023, and lowered carbon emission by an equivalent of 424.46 kgCO<sub>2</sub>e.</li> <li>By 2023, TABC had reduced paper usage by a cumulative volume of 72,161 sheets, and lowered carbon emission by an equivalent of 1,298.9 kgCO<sub>2</sub>e.</li> </ul>

Note: According to the Environmental Protection Administration's CO<sub>2</sub> Reduction Data Website, the amount of carbon saved through the e-correspondence system is calculated at 0.018 kg per sheet of A4 paper.

# 2023 Corporate social responsibility implementation



Happy workplace

## Performance highlights

Back-office staff  
are trained  
**28.7** hours on average

## Short/medium/long-term strategic goals





Short-term strategic goals	Medium-term strategic goals	Long-term strategic goals
Assemble a young team and share experience to increase efficiency.	Protect sales partners by offering shareholder-like treatment and preferential commissions	Develop talent for Taiwan and Mainland markets, and help all sales partners and staff realize their dreams at TABC

# 2023 Corporate social responsibility implementation



Happy workplace

## Management approach

Material topic	Talent training and recruitment; workplace equality and diversity; human rights
Corresponding GRI	GRI 404-1 Average hours of training per year per employee GRI 405-1 Diversity of governance bodies and employees GRI 406-1 Incidents of discrimination and corrective actions taken GRI 407-1 Operations or suppliers susceptible to risks concerning freedom of association and collective bargaining GRI 408-1 Operations and suppliers at significant risk for incidents of child labor GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor
Corresponding SDGs	   
Policies and commitments	TABC adopts the business philosophy of “happiness through sustainability” and is dedicated to creating a work environment where employees may grow with a peace of mind. Both back-office staff and sales partners are entitled to fair and transparent promotion opportunities that are not affected by gender, age, education, or grade. Additionally, TABC provides systematic training, professional courses, and a broad diversity of resources to develop professional management talents, so that sales partners and back-office staff are well supported to deliver the best performance and realize their dreams.
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> <li>Percentage of females among senior managers&gt;68%.</li> <li>Back-office staff averaged 20 hours of training.</li> <li>No human rights violation.</li> </ul> <p>Medium-term goals:</p> <ul style="list-style-type: none"> <li>Percentage of females among senior managers&gt;70%.</li> <li>Back-office staff averaged 25 hours of training.</li> <li>Introduced training on human rights issues.</li> </ul> <p>Long-term goals:</p> <ul style="list-style-type: none"> <li>Achieve work-life balance, provide growth opportunities, help employees and partners grow, and retain talents.</li> <li>Create a favorable learning environment and set model example of diversity and inclusivity in the insurance brokerage industry.</li> </ul>
Effectiveness tracking mechanism	<ul style="list-style-type: none"> <li>Average training hours per employee.</li> <li>New recruitment rate.</li> <li>Percentage of females among senior managers.</li> <li>No. of human rights violation.</li> </ul>
Actions and measures for the year	<ul style="list-style-type: none"> <li>As of the end of 2023, TABC had a total of 57 permanent back-office staff and 3,156 sales partners.</li> <li>The percentage of females among senior managers reached 69.03% in 2023.</li> <li>TABC welcomed 8 new back-office employees in 2023, representing a new recruitment rate of 14.04%.</li> <li>Back-office staff averaged 28.7 hours of training in 2023, up 33 %.</li> <li>Back-office staff are granted an annual training subsidy of NT\$4,000 each.</li> <li>There was no incident of discrimination, child labor, forced labor, or violation against freedom of association.</li> <li>The Four Schools (marketing, management, finance, and education) have been established to satisfy employees’ training needs.</li> </ul>

# 2023 Corporate social responsibility implementation



## Social inclusion

### Performance highlights

Social engagement activities  
about NT\$**800,000**  
committed

Total beneficiaries  
more than **4,100**






Actions in response to  
**5** SDGs

# 2023 Corporate social responsibility implementation



## Social inclusion

### Management approach

Material topic	Community engagement
Corresponding GRI	GRI 203-1 Infrastructure investments and services supported
Corresponding SDGs	    
Policies and commitments	TABC upholds the philosophy of “giving back to society” and provides assistance and resources to members of the public. By exerting influence as an insurance broker, we hope to direct assistance and resources to those in need in a timely manner, and reduce the cost of social risks for an inclusive and sustainable society.
Metrics and targets	<p>Short-term goals: Provide support and resources for projects that promote community development, education, and environmental protection.</p> <p>Medium to long-term goals: Continually invest in and support community activities, and maintain long-term relationships with social welfare institutions for social inclusion.</p>
Effectiveness tracking mechanism	The Planning Office accounts for resources committed to charitable activities on a yearly basis, and strives to optimize the outcome of its social engagement efforts.
Actions and measures for the year	<ul style="list-style-type: none"> <li>• TABC has donated scholarships to Chihlee University of Technology for 19 consecutive years, with a total of 10 students benefiting from the scholarship in 2023.</li> <li>• Donated NT\$50,000 to Taiwan Hope in Love Children’s Care Association (HLCCA); all of which were directed to financing their 2023 Remote and Underprivileged Children’s Care Program.</li> <li>• Co-organized the Let Life Shine charity garden party for four consecutive years, in which TABC sponsored two charity auction booths, purchased NT\$60,000 worth of vouchers, and invited 15 volunteers comprising back-office staff and sales partners to take part in the charity auction.</li> <li>• Participated in the computer recycling and reuse program by donating 22 workstations to the Green Miracle Public Welfare Service Network Association.</li> <li>• Donated NT\$50,000 to New Taipei City New Life Pet Shelter Association.</li> <li>• Donated NT\$50,000 to Taiwan Youth Cultural Innovation Association.</li> <li>• Donated NT\$160,000 to Huashan Social Welfare Foundation.</li> <li>• Purchased 100 packs of eco-friendly rice (Shihumi) and donated them to The Association of South and Lan-Chui Social Welfare Foundation.</li> <li>• Participated in the “Meal to Tribal Area” program by sponsoring one academic year’s worth of snack for 40 children.</li> <li>• Donated 1,000 blood bags to blood donation centers in Taipei, Taichung, Hsinchu, and Kaohsiung for blood gathering</li> </ul>








# 2023 Corporate social responsibility implementation



## Social inclusion

TABC supports the core values and spirits of the United Nation's Sustainable Development Goals (SDGs), and has long been involved in a wide range of social engagement activities where it contributes insurance expertise to bring help and resources to those in need and lower the cost of social risks. The Company has committed significant manpower, supplies, and resources into supporting SDG 1 – No poverty, SDG 2 – Zero hunger, SDG 3 – Good health and well-being, SDG4 – Quality education, and SDG 15 – Life on land to date. By making monetary donations to lone elders in the local community, donations of scholarship to Chihlee University of Technology for 19 consecutive years, and donation of money and supplies to children in remote areas, we exert corporate influence and give back to the society in every way we can. It is our hope to work with members of the public toward creating a long-lasting, sustainable, and inclusive society. In 2023, TABC committed approximately NT\$800,000 to social engagement. Below is a list of social engagement activities that TABC had involved. For more details on sustainability goals, please refer to: <https://globalgoals.tw/>.

### ▼ List of social engagement efforts - 2023

Engagement aspect	Corresponding SDGs	Social engagement efforts	Benefits
Promotion of education		<ol style="list-style-type: none"><li>1. Sponsoring scholarships at Chihlee University of Technology for 19 consecutive years</li><li>2. Sponsoring seminars of Wealth Invest Weekly for 9 consecutive years</li></ol>	More than 1,500 beneficiaries
Support for the underprivileged	 	<ol style="list-style-type: none"><li>1. Assisted in the organization of "Let Life Shine" charity garden party for 4 consecutive years and donated NT\$60,000 to Development Center for the Spinal Cord Injured</li><li>2. The Kaohsiung Office cooperated with Pingtung Charity United Association and gathered 5 tons of charitable goods</li><li>3. 8 sales partners from Chongqing Office volunteered and joined orphanage workers to take 10 children from Yi-Kuang Orphanage on a complimentary trip to Taipei Children's Amusement Park and Shilin Night Market</li><li>4. Tsai-hui Family of the Kaohsiung Office donated gifts and snacks to remotely located children at Kaohsiung Neimen Guanting Elementary School</li><li>5. Donated NT\$50,000 to Taiwan Hope in Love Children's Care Association</li><li>6. Participated in the "Meal to Tribal Area" program organized by Children Are Us Bakery</li></ol>	More than 1,000 beneficiaries
Health promotion		<ol style="list-style-type: none"><li>1. Donated 1,000 empty blood bags for use at blood donation centers</li></ol>	More than 1,500 beneficiaries
Environmental protection		<ol style="list-style-type: none"><li>1. TABC purchased 100 packs of eco-friendly rice (Shihumi) and donated them to The Association of South and Lan-Chui Social Welfare Foundation</li><li>2. TABC donated NT\$50,000 to New Taipei City New Life Pet Shelter Association</li></ol>	More than 100 beneficiaries More than 30 cats and dogs benefited

# 2023 Corporate social responsibility implementation

Excerpt from 2023 Sustainability Report



**S** 2023  
SUSTAINABILITY  
REPORT 台名永續報告書  
Environmental Social Governance