

SUSTAINABILITY REPORT 2022

Taiming Assurance Broker Co., Ltd.

Environmental Social Governance



TAIMING ASSURANCE BROKER CO., LTD.

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This is the 2022 Sustainability Report (referred to as 'ESG Report' or 'the Report' below) of Taiming Assurance Broker Co., Ltd. (referred to as 'Taiming Assurance Broker', 'TABC', or 'we' below).

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Sustainable Development

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TABC adheres to the business philosophy of "Happiness through sustainability", aligns with the UN SDGs, and promotes sustainable, inclusive, and resilient economic growth through the efforts of all its internal and external partners, in order to construct a corporate sustainability blueprint and protect the happiness of more families.

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Integrity Management

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The ultimate goal of implementing corporate governance is to maximize the interests of shareholders and stakeholders, and to define and allocate the rights and responsibilities of all shareholders, management team and stakeholders through the supervision and checks and balances of the management team.

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Perpetual Finance

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By implementing the PSI, effectively managing the risks and opportunities of ESG, integrating ESG concepts into operations, and leading the company towards sustainable development.

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Environmental Protection

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TABC continues to improve its low-carbon performance, and actively communicates with external partners, including suppliers, customers, and the general public, to work together to protect environmental sustainability.

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Happy Enterprise

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TABC has always aimed for "Happiness through Sustainability", and has taken "people" as the starting point, striving to create a safe and comfortable workplace environment.

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Through donating materials, funds, and home services, has long cared for the elderly living alone and various public welfare groups in the local community, shaping a sustainable city that is friendly to the elderly, and the caring measures have been evaluated to have no negative impact on the local area.

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About the report

This is the 2022 Sustainability Report (referred to as ‘ESG Report’ or ‘the Report’ below) of Taiming Assurance Broker Co., Ltd. (referred to as ‘Taiming Assurance Broker’, ‘TABC’, or ‘we’ below).

Disclosure period of the report

This Report covers information on TABC's sustainable development in economic, social, and environmental aspects, and discloses performance data as well as material issues that were of concern to stakeholders for the year 2022 (from January 1 to December 31, 2022). Some parts of the Report may disclose data from outside 2022 due to data integrity or transparency concerns.

TABC has been preparing Sustainability Reports (formerly known as corporate social responsibility reports) annually on a voluntary basis since 2014, in a manner that is more stringent than what the laws require. TABC published its first English Sustainability Report in 2021. This is TABC's 9th Sustainability Report. The previous report was published in September 2022; all previous Sustainability Reports can be downloaded from the Corporate Social Responsibility section of TABC's website.

Reporting boundaries and scope

Sustainable development performance and plans mentioned throughout this Report pertain to TABC, which includes the head office and 12 units. The financial data presented herein is consistent with the consolidated financial statements. Environmental and sustainability-related data on water and power usage mainly pertains to the head office. There was no major change in the size or structure of the organization, ownership, or supply chain during the reporting period. Any restatement of information or change of scope in a given topic is explained in a separate note.

Preparation guidelines

This report has been prepared in conformity with international and domestic rules and standards; references to such rules and standards have been provided in the appendix to enhance disclosure of the Sustainability Report.

Publisher	Guidelines
Global Reporting Initiative, GRI	GRI Standards
Sustainability Accounting Standards Board, SASB	Insurance Sector Standard
Financial Stability Board, FSB	Task Force on Climate-Related Financial Disclosure, TCFD
Taiwan Stock Exchange, TWSE	Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies

Report management and review

Internal review

Preparation of the Report was coordinated and planned by the Preparation Team of the Corporate Sustainability Committee. All statistics, data, strategic goals, and performance indicators disclosed in the Report were provided by the responsible units; the secretariat of the committee then consolidated this data into the Report, made the necessary reviews and amendments, forwarded the Report to the responsible units for confirmation, and presented a draft to the lead member of the Corporate Sustainability Committee for review and finalization.

All financial figures in this report are presented in New Taiwan Dollars. Data and information has been collected, measured, and calculated primarily based on legal requirements.

External assurance

This report has been prepared based on the quality principles (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability) of GRI sustainability reporting standards, in a manner that responds to the Sustainable Development Goals (SDGs) of the United Nations. An independent third-party institution has been engaged to examine the information presented herein and to improve credibility of the Report. Refer to the appendix for a copy of the assurance statement.

Information category	Standard	Certifier
Sustainability information	AA1000 AS v3 Type 1 Moderate Assurance	AFNOR Asia, Ltd.
	Statement of Assurance Principles No. 1 "Audit and review of non-financial information"	Crowe (TW) CPAs
Cybersecurity	ISO 27001 – Information Security Management System	British Standards Institution, BSI
	BS 10012 – Personal Information Management System	AFNOR Asia, Ltd.
Financial data	International Financial Reporting Standards, IFRS	Deloitte Taiwan

Contact information

TABC publishes Sustainability Reports on a yearly basis. All previous Sustainability Reports can be downloaded from the Corporate Social Responsibility – ESG section of TABC's website. Please inform us of any suggestions you may have with regard to TABC's 2022 Sustainability Report using the contact methods provided below.



Company website



ESG section



- **Taiming Assurance Broker Co., Ltd.**
- **Address: 11F, No. 49, Guanqian Road, Zhongzheng District, Taipei City**
- **TEL: (02)5558-5988**
- **Contact: Planning Office**
- **Email address: ESG@tabc.com.tw**
- **Company website: <https://www.tabc.com.tw>**

Message from the Management

TABC was founded in 2002 with the entrepreneurial spirit and business philosophy of creating "happiness through sustainability." It is our hope that we can help customers and business partners realize their dreams and share in fruits of success with them. As an insurance broker, TABC not only pursues business success and offers customers a broad range of professional insurance services and solutions, but is also very committed to sustainability, particularly in the face of global inflation, climate change, and the threat of COVID-19. We are well aware of our responsibility to incorporate the sustainable development goals (SDGs) of the United Nations into our routine operations.

"Quality insurance service, care for ESG issues, progress, innovation, collaboration, long-term value, and positive influence" have always been part of TABC's mission and strategy. By adopting the standards and guidelines of international organizations, we have developed our own sustainability management framework. In 2021, we assembled a "Corporate Sustainability Committee" and introduced a set of goals and indicators for assessing performance in environmental, social, and governance aspects.

In 2022, the financial market saw extreme volatility due to the outbreak of the Russia-Ukraine war, inflation, and the ongoing COVID-19 threat. This has negatively impacted growth of the insurance market, a situation worsened by structural changes in insurance products and a general decline in premium revenues across the industry. In light of the challenges ahead, TABC will continue making adjustments to its operating strategies so as to improve business performance.

With regard to economic performance and corporate governance, TABC is continually making improvements to the efficiency and competitiveness of its business practices, and abides by all applicable laws and ethical standards.

- TABC has adopted a consistent business approach and reported consolidated revenues of NT\$738 million and EPS of NT\$2.64.
- TABC has made persistent improvements in cybersecurity and has maintained certification for ISO 27001 – Information System Management System and BS 10012 – Personal Information Management System.

In terms of environmental efforts, TABC is committed to reducing its environmental footprint and supporting the low-carbon transformation and climate action:

– Ongoing switch to energy-saving equipment and LED lights has reduced carbon emissions by 8,144 kg/CO₂e per year.

– With the introduction of a mobile insurance application, e-correspondence and e-report systems at the head office, the volume of paper and associated carbon emissions reduced in 2022 was 117.55% more compared to the previous year.

In the social aspect, TABC cares for the wellbeing of the society through its involvement in charity, and places great emphasis on employee welfare and customer satisfaction:

– TABC committed NT\$800,000 to social engagement, contributing to "promotion of education," "support for the underprivileged," "health promotion," and "environmental protection."

– Employees were mobilized to perform volunteer service, blood donation, charity auction, donation of hand-made gifts, delivery of festive meals, and engagement in various charity services.

– Enhanced training and development of business partners, and provision of diverse learning and promotion paths for employees.

For 20 years, TABC has weathered countless challenges in the promotion of insurance services, and these accomplishments are what inspire us to constantly move forward. Through sustainability action, we not only bring economic benefits to society, but also exert influence toward promoting a balanced ecosystem and at the same time remind the public of the importance of risk prevention and protection.

For the next 20 years, TABC will remain committed to helping customers plan and manage risks for generations to come. While creating safety nets for customers, TABC will also look out for its business partners, because we view customers, business partners and society holistically and strive to create "happiness through sustainability," using creativity as motivation with sustainability the ultimate goal.



Chairman
Cheng-Chih Li






李正之

General Manager
Yang-Kuo Chen



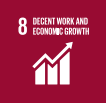



陳慶國

Sustainability Performance Highlights in 2022






TABC's business philosophy is consistent with the United Nation's SDGs. While pursuing economic success, TABC also takes into account sustainability of natural resources such as water, air, and land, and strives to uphold fairness and justice in society. We not only plan our policies and actions in line with the SDGs, but incorporate their underlying spirit into our operations, thereby contributing to the sustainability of the world.

UN SDGs	Actions in response to SDGs
 <p>No poverty</p>	<ul style="list-style-type: none"> Cooperated with Huashan Social Welfare Foundation and assembled 19 TABC volunteers to deliver festive meals to lone older people.
 <p>Zero hunger</p>	<ul style="list-style-type: none"> TABC organized a winter campaign to gather supplies and donate them to charity organizations. Donated food and supplies to charity organizations.
 <p>Good health and well-being</p>	<ul style="list-style-type: none"> TABC has been supporting blood donation since 2011. In 2022, a total of 123 volunteers donated 1,032 bags of blood. Participated in the "Let Life Shine" charity garden party organized by Development Center for the Spinal Cord Injured (DCSCI), for three consecutive years. Regular health checkups for office staff.
 <p>Quality education</p>	<ul style="list-style-type: none"> Sponsored scholarships at Chihlee University of Technology for 18 consecutive years, supporting 180 beneficiaries. Sponsored the "Lecture on Financial Management and Health Trends" by Wealth Invest Weekly, which received approximately 1,500 visitors. Created a robust talent training system and introduced the Four Schools to meet employees' learning needs. Continued growth of digital learning; more than 50 online courses were introduced in 2022 with a total enrollment count of 17,284.
 <p>Gender equality</p>	<ul style="list-style-type: none"> Created a gender-equal workplace where 67.71% of senior sales managers were female. Female directors accounted for 33.33% of the board. Implemented material health protection and assured the rights of office staff to unpaid parental leave.



UN SDGs	Actions in response to SDGs
 <p>Clean water and sanitation</p>	<ul style="list-style-type: none"> Sales partners initiated a mountain, river, and lifestyle cleanup event.
 <p>Sustainable energy</p>	<ul style="list-style-type: none"> Replacement of air conditioning equipment and LED lights in 2022 achieved total power saving of 16,000 kWh, which is equivalent to a carbon reduction of 8,144 kg/CO₂e.
 <p>Decent work and economic growth</p>	<ul style="list-style-type: none"> TABC reported consolidated revenues of NT\$ 737,916,000, operating profit of NT\$ 65,951,000, and EPS of NT\$ 2.64 for 2022. TABC encourages the addition of new recruits and welcomed 7 new employees in 2022, representing a new recruitment rate of 12.07%.
 <p>Industry, innovation and infrastructure</p>	<ul style="list-style-type: none"> Cooperated with an additional three life insurance and three non-life insurance companies on a mobile insurance service. TABC currently cooperates with 13 companies on mobile insurance, representing nearly 39.39 % of all insurance companies it has partnerships with.
 <p>Reduced inequality</p>	<ul style="list-style-type: none"> Participated in the "Let Life Shine" charity garden party organized by Development Center for the Spinal Cord Injured (DCSCI), for three consecutive years during which TABC has donated items for their charity auction. Income from the charity auction was used as budget for "self-sustainable life rebuilding and training." TABC sells small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies to help the underprivileged obtain coverage, thereby promoting financial inclusion. TABC enforces fair customer treatment principles and protects the interests of all customers.
 <p>Sustainable cities and communities</p>	<ul style="list-style-type: none"> TABC provides a range of insurance to help the public and businesses transfer risks and improve urban sustainability.



UN SDGs	Actions in response to SDGs
 <p>Sustainable consumption and production</p>	<ul style="list-style-type: none"> Implemented green purchasing policies (FSC–certified tissues, PEFC–certified paper).
 <p>Climate action</p>	<ul style="list-style-type: none"> Made further replacements of air conditioning equipment and LED lights to minimize energy consumption and carbon emission; carbon reduction volume for the year was estimated at 8,144 kg/CO₂e TABC assesses the potential risks and opportunities associated with climate change, and undertakes response measures and greenhouse gas surveying, with the approval of the board of directors.
 <p>Life on land</p>	<ul style="list-style-type: none"> TABC has been purchasing 100 packs of environment–friendly rice (Shihumi) for three consecutive years as a way to improve the habitat of leopard cats and the wider ecosystem. Ongoing promotion of mobile insurance application services has let to use of approximately 48,975 fewer sheets of A4 paper and reduced carbon emissions by 881.55 kg/CO₂e. Ongoing use of e–report and e–correspondence systems led to use of approximately 20,836 fewer sheets of A4 paper and reduced carbon emissions by 375.05kg/CO₂e. Advocated electronic voting in shareholders meetings to reduce paper usage.
 <p>Peace, justice and strong institutions</p>	<ul style="list-style-type: none"> The board of directors completed 36 hours of training. 100% of business locations were assessed for corruption risk, and no incidents of corruption have occurred. 0 internal misconduct reports. Obtained ISO 27001 – Information Security Management System certification. Obtained BS 10012 – Personal Information Management System certification.
 <p>Partnerships for the goals</p>	<ul style="list-style-type: none"> Supported Principles for Sustainable Insurance and incorporated ESG into business management. Implemented responsible investment and avoided investment in businesses/ assets with high carbon emissions. Established "Supplier Corporate Social Responsibility Enforcement Guidelines" and coordinated with suppliers to create a sustainable supply chain.



Honors and Recognitions in 2022

- 19th The National Brand Yushan Award– Outstanding Enterprise
- 15th Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver
- 6th Taiwan Excellent Trademark Award – Innovative Design Excellence Award
- Passed certification for BS 10012:2017 – Personal Information Management System (PIMS)
- Maintained certification for ISO 27001 – Information Security Management System (ISMS)
- Ranked top 20% in the 9th Corporate Governance Evaluation for TPEX-listed companies
- Farglory Life Insurance "2022 Quality Brokerage Company"
- Shin Kong Life Insurance "2022 Excellent Foreign Currency Premium Performance Group Award"
- Huashan Social Welfare Foundation – "2022 Guardian Archangel"
- Taiwan Blood Services Foundation – "2022 Outstanding Blood Donation Group"



6th Taiwan Excellent Trademark Award
- Innovative Design Excellence Award



19th The National Brand Yushan Award– Outstanding Enterprise



15th Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver



Shin Kong Life Insurance "2022 Excellent Foreign Currency Premium Performance Group Award"



Huashan Social Welfare Foundation – "2022 Guardian Archangel"



Taiwan Blood Services Foundation – "2022 Outstanding Blood Donation Group"



Farglory Life Insurance "2022 Quality Brokerage Company"

ABOUT US .



- **About TABC**
- **Sustainable supply chain**

About TABC

The insurance auxiliary industry in Taiwan experienced its first wave of growth around 2001, which led to transformation and development of the insurance market at such a scale as to fundamentally change the structure of the industry and its marketing practices. In 2002, top-performing sales managers from several insurance companies jointly founded a new entity called "Taiming Assurance Broker Co., Ltd.," in accordance with the Company Act; this new company, whose name was inspired by the idea of "good timing," advocates diverse ownership, adopts the business philosophy of "happiness through sustainability," and is committed to providing a full range of services. In addition to delivering outstanding performance, TABC also strives to realize a lifetime of happiness for its employees and business partners.

Business philosophy of TABC

Vision

To be the benchmark in Taiwan's insurance brokerage/ agency industry
The best choice for insurance workers

Mission

Make the world a better place through insurance

Strategy

Stability / Profit growth / Strengthened market position / Mainland expansion

Philosophy

Happiness through sustainability

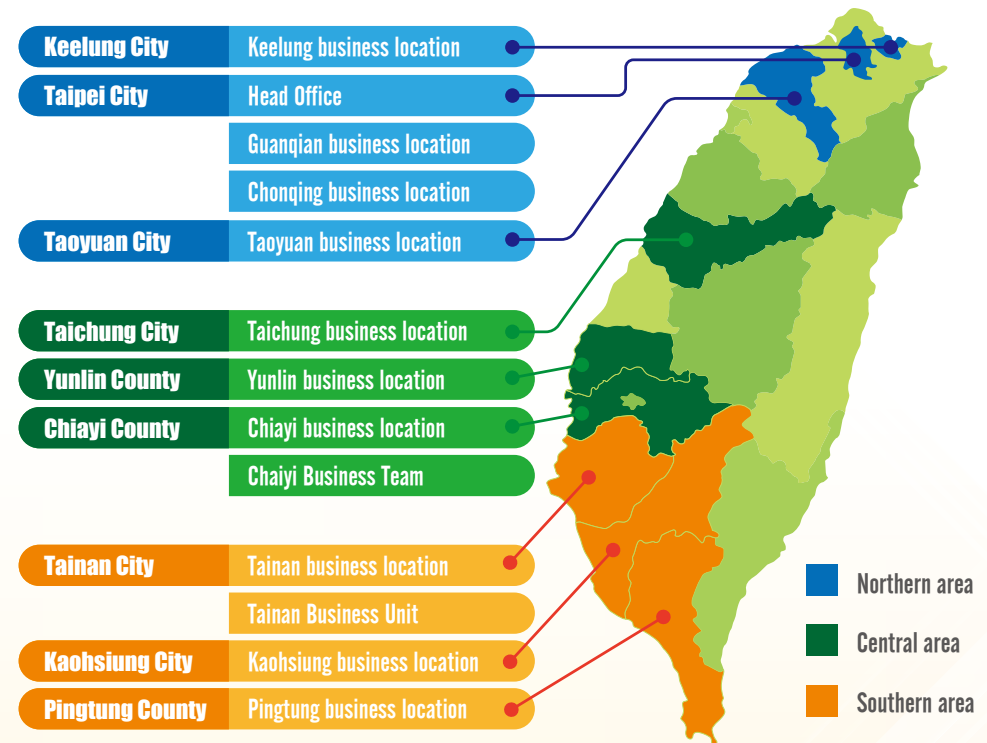
Conviction

Customer satisfaction / Partner success / Care for society / Shareholders' interests



Basic profile of TABC

Company name	Taiming Assurance Broker Co., Ltd.
Stock code	5878; registered on TPEX in October 2014
Location of headquarters	11F, No. 49, Guanqian Road, Zhongzheng District, Taipei City
Date of establishment	October 2002
Business philosophy	Happiness through sustainability
Main products/services	Life insurance brokerage, non-life insurance brokerage
Main markets	Taiwan
Operating locations	Head office and 12 business units throughout Taiwan
TABC's partner count	Office staff – 58 Sales partners – 3,232
Paid-up capital	NT\$250 million
Total assets	NT\$ 773,847,000
Insurance business investments	Mainland China Shanghai Taiming Insurance Agent Ltd. Jiangsu Tai Ming Insurance Agent Ltd.
	Taiwan Link-Aim Life Insurance Broker Co., Ltd.
Membership of associations	Insurance Brokerage Association of Taiwan – member Financial Information Sharing and Analysis Center (FISAC) – member



TABC places significant emphasis on analyzing customers' needs and risks, and addresses them through the offering of protection and retirement plans. This extensive service experience accumulated over the years, combined with the professional and diverse services offered by sales representatives, has enabled us to build up brand influence over time. Starting from a single office, TABC has expanded its service coverage to all parts of Taiwan and is further expanding into the Mainland Chinese market. TABC also keeps up to date, and has transitioned from face-to-face sales to online insurance, further upgrading to mobile insurance applications and remote insurance application services. By making these services readily accessible, TABC takes progressive steps toward becoming "the most professional retirement brand" for customers and business partners.

For 20 years, TABC has persistently catered for the future of policyholders and business partners, and valued how a sense of happiness can influence others. We view ourselves as a motivation for business partners, a protector for policyholders, and a source of strength that brings stability to the society. TABC has long cared for people in need including children in remote areas, students, persons with disabilities, and lone older people; furthermore, it promotes donation of supplies and blood as a way to contribute to the society. From individuals and households to the entire society, TABC further extends its care to stray and endangered animals and enforces energy and carbon reduction within the organization. By contributing to the stability of society, the insurance policies we offer today have an ideal environment to grow alongside real protections, and help realize our vision of co-prosperity and sustainability.

Visualization of our business philosophy



TABC was first founded with the hope of conveying "happiness through sustainability" to every policyholder and business partner, which is why the Company has designed a mascot (Taiming Doll) along with a trademark, to turn words into iconic figures that people can associate with us.

The design was inspired by the Russian doll, which symbolizes happiness and wholeness and is often gifted at weddings or celebrations to be kept as family heirloom. Taiming doll, on the other hand, represents people's dreams, including the dreams of each customer at various stages in life, that sales partners help fulfill through the offering of insurance services, and the dreams of our sales partners that we help make whole through our robust compensation system. The doll symbolizes our wish to pursue happiness through working with our sales partners.

History of TABC

2002

- Founding of TABC

2010

- Acquired business locations in Taipei and Taichung

2011

2012

- Joined the Navigator Group insurance network

2013

- First insurance broker to list on the Emerging Stock Market

2014

- First insurance broker to list on Taipei Exchange

2015

- Publishes corporate social responsibility report on a voluntary basis.
- Obtained assurance from third-party independent institution and made annual publications since

2016

- Ranked in the 6%–20% tier of corporate governance evaluation for the first time
- Obtained ISO 27001 – Information Security Management System (ISMS) certification
- Invested into the establishment of Shanghai Taiming Insurance Agent Ltd. (formerly known as Shanghai Lian Da)

2017

- Ranked in the top 5% tier of corporate governance evaluation for the first time
- Invested into the establishment of Jiangsu Tai Ming Insurance Agent Ltd. (Kunshan Feng Sheng)
- Introduced online insurance application service

2019

- Commenced mobile insurance application service

2020

- Initiated Workplace 2.0 project and made workplace upgrades in Taoyuan and Taichung

2021

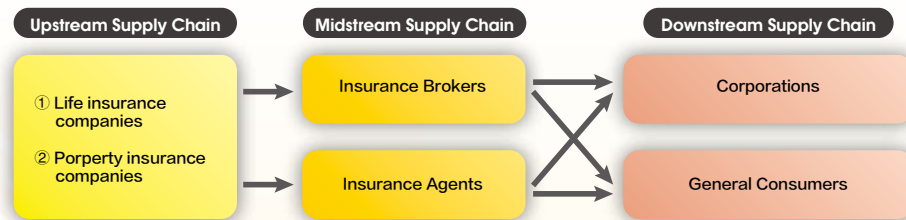
- Workplace 2.0 upgrades were completed in Tainan

2022

- Obtained BS 10012:2017 – Personal Information Management System (PIMS) certification

Sustainable Supply Chain

The insurance supply chain involves life or non-life insurance companies offering products in the upstream, whereas insurance auxiliaries in the midstream sell suitable products to businesses, entities, or consumers in the downstream. Insurance auxiliaries include sales representatives, insurance brokers, insurance agents, and insurance surveyors.

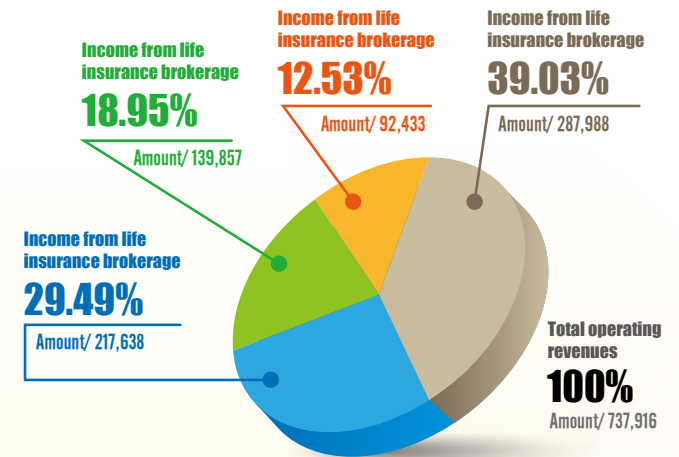


TABC is an insurance broker, incorporated in accordance with the law, and operates in the midstream of the insurance industry. Its main business activities include selling of insurance products for contracted insurance companies, for which TABC sales representatives will analyze policyholder interests and customer' needs, offer suitable insurance policies with detailed explanation on product characteristics and terms, and follow up with after-sale service once customers' risk protection needs are met. TABC sales representatives then hand over documents of insurance policies sold to the respective insurance companies. The majority of TABC's revenues are commission from the sale of life insurance and non-life insurance products offered by various insurance companies.

TABC currently has contractual business relationships with 33 insurance companies. The Company earned commission from a total of 72,070 insurance policies in 2022 including 15,253 new life insurance contracts and 56,817 non-life insurance policies, serving a total of 53,318 customers and generating NT\$ 737,916,000 in revenue for the year.

TABC revenues for 2022

(unit: NTD thousands)



TABC prides itself on its ability to make long-term plans; it has a passionate team of service personnel and works with 33 insurance companies to cater for customers' needs. We do not blindly pursue the frequency of customers' purchases or the number of policies they hold, but emphasize more our customers' personal protection, lifestyle, and long-term plans. Policyholders' trust in us is reflected in the renewal



Partnered insurance companies



premiums they pay; in 2022, we reported 13th month persistency ratio of 96.54% and 25th month persistency ratio of 96.17%, with our 5-year average persistency ratio 3.89% above the industry average.

| **TABC' s persistency ratio** |

	13th month persistency	25th month persistency
2022	96.54%	96.17%
5-year average	TABC 97.33% Industry-wide 93.44%	TABC 95.95% Industry-wide 89.33%

Supplier sustainability management

By listing on Taipei Exchange (TPEX), TABC makes its operations transparent to stakeholders, which in turn provides assurance to employees, business partners, customers, and institutional investors. TABC has established its own "Supplier Corporate Social Responsibility Enforcement Guidelines" and "Supplier and Procurement Management Policy" and disclosed them on its corporate website. These policies not only promote suppliers' awareness of occupational safety and health regulations, but also explicitly prohibit forced labor and any form of workplace discrimination. TABC also requires suppliers to comply with international standards and employment laws applicable at their business location, and may terminate business relationships according to contract terms if suppliers are found to have caused negative impacts on the environment or society. In doing so, we ensure fulfillment of our corporate social responsibilities and make the supply chain more reliable.

Compared to the previous reporting period:

- There was no change to TABC's industry category, value chain, business location, or main target markets in 2022.
- TABC did not have any product or service prohibited in any market in 2022.
- TABC and its business locations were not exposed to any major risk and did not encounter any occurrences of child labor or forced labor in 2022.

| **TABC "Supplier Corporate Social Responsibility Enforcement Guidelines"** |

Workers rights protection



- Employment of child labor shall comply with regulations
- Prohibition of forced labor
- Prohibition of all forms of discrimination
- Respect for freedom of association and rights to collective bargaining
- Compliance with worker health and occupational safety and health regulations

Environmental maintenance



- Suppliers shall devote attention to environmental protection and energy efficiency issues, implement a corporate culture that fosters sustainability of the environment, and adopt solutions that aim to protect the environment and preserve Earth's resources and energy sources
- Suppliers shall act in line with the government's environmental protection policies and refrain from any action that has a major negative impact on the environment or that violates environmental protection regulations



Supplier management



SUSTAINABLE DEVELOPMENT.

- **Sustainability strategies and goals**
- **Corporate Sustainability Committee**
- **Analysis of material topics**
- **Materiality analysis of issues of concern**






Sustainability strategies and goals

Support UN SDGs, with the business philosophy of "happiness through sustainability"; coordinate with back-office and sales partners towards achieving persistent, inclusive, and sustainable growth; and create a sustainability roadmap for the happiness of more families.

TABC has always made retirement and nursing a main focus since it was first founded. By sourcing popular products offered by major insurance companies in Taiwan, TABC has analyzed the needs of its customers and shifted its attention to marketing retirement planning and protection-oriented products to the whole life insurance market. Over time, we have built our long-term competitive advantage on the basis of renewal premiums. Our persistence in sustainable practices has not only rewarded us with prominent performance results, but also helped us avoid risks.

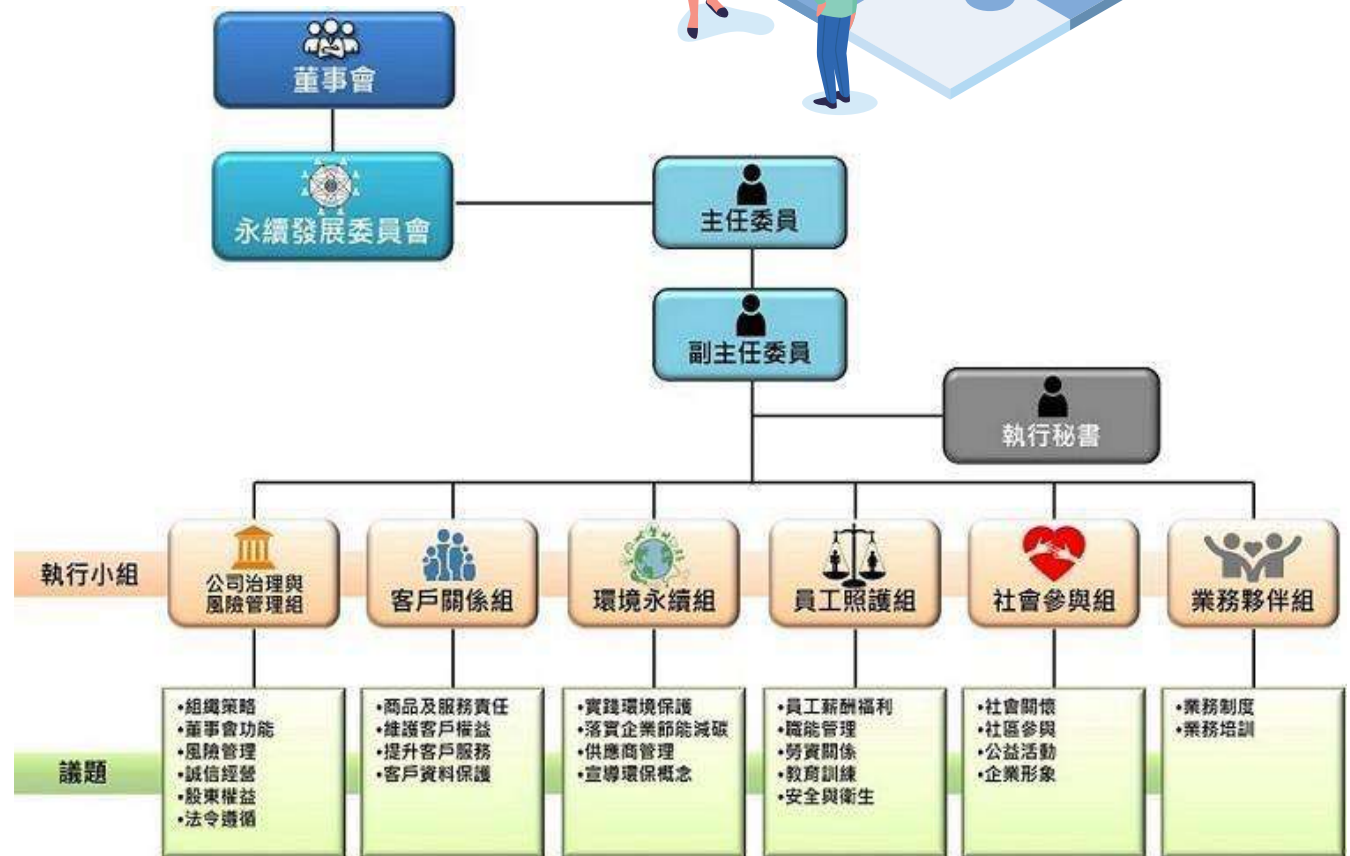
We have incorporated ESG (environmental, social, and governance) issues deep into our routine operations. In addition to promoting retirement and nursing insurance as a form of care for society, TABC also actively invests in the use of digital marketing and management tools, taking steps toward realizing the goal of being paperless and addressing environmental protection issues. TABC realizes that ESG and EPS (profits, people, Earth, and society) are of equal importance. Every one of our strategies and management practices has been geared toward enabling sound corporate governance and is being duly implemented. The establishment of our "Sustainable Development Code of Conduct" in 2016, followed by the assembly of our "Corporate Sustainability Committee" in 2021 are indicative of TABC's resolve in executing sustainable development strategies and accomplishing sustainability goals. TABC's Sustainability Report won "Taiwan Corporate Sustainability Awards (TCSA) – Finance and Insurance Sector Category 2 – Bronze" for two consecutive years in 2020 and 2021, and was later awarded "TCSA – Finance and Insurance Sector Category 2 – Silver" in 2022. These awards not only affirmed our performance with respect to sustainable development, but also provided us with the confidence to move forward. TABC was the only insurance brokerage company to win this award.

Having anticipated trends in sustainable finance, TABC adopted the concept of "InsurTech" and commissioned a mobile insurance application platform in 2019. This integrated insurance service platform has significantly increased the accuracy and efficiency of insurance applications, while at the same time reducing the use of paper. Furthermore, promote the use of e-correspondence systems and e-report software as a way to reduce the workload of office staff and lessen the volume of paper used. By taking advantage of the existing mobile insurance application services, e-correspondence systems, and e-report software offered by 13 life insurance companies, we have reduced paper usage by a cumulative volume of more than 69,811 sheets by 2022, lowering carbon emissions by the equivalent of 1,256.60 kg. TABC will continue promoting paperless methods of insurance application and measures that discourage use of paper, as ways to support sustainability.

TABC's ESG strategies		
E – Environmental	S – Social	G – Governance
<ul style="list-style-type: none"> 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. Create a paperless enterprise; continue promotion of digital financial tools; increase resource efficiency; and lessen the impact of waste on the environment. 	<ul style="list-style-type: none"> Provide employees with comprehensive benefits and training; implement a fair promotion system; and create a sustainable and attractive workplace. 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. 	<ul style="list-style-type: none"> Persistently improve the board of directors' sustainability knowledge; enhance TABC's performance with respect to sustainability and governance. Introduce high-quality products and services for retirees and older people; uphold the fair customer treatment principle and tighten cybersecurity for the protection of customers' interests.
		
Actions, results, and performance		
<ul style="list-style-type: none"> Replacement of air conditioning equipment and LED lights in 2022 achieved total power saving of 16,000 kWh, which was equivalent to a carbon reduction volume of 8,144 kg/CO₂e. By promoting the use of mobile insurance platforms, the Company was able to increase energy/resource efficiency and use 48,975 fewer sheets of paper, which was equivalent to a carbon reduction volume of 881.55 kg/CO₂e. Continued implementation of the e-correspondence and e-report system, using 20,836 fewer sheets of paper in 2022, equivalent to reducing carbon emissions by 375.05 kg/CO₂e. Introduced the use of video conferencing to reduce carbon emissions from commuting; travel expenses in 2022 were 35.51% lower compared to 2020. Introduced electronic voting to shareholders meetings; a total of 181 meeting participants voted electronically in 2022. 	<ul style="list-style-type: none"> Office staff were each given a NT\$4,000 training subsidy. Business partners were offered key training courses through the Four Schools. Cooperated with Huashan Social Welfare Foundation on making donations (festive meals, Mid-autumn gifts, Duanwu gifts) to lone older people; sponsored the donation of community care packs for the Yonghe District for 5 consecutive years, with more than 1,500 gifts have been donated to date. Has supported Tsai-Hui Lin in Kaohsiung in gathering and donating supplies to remote locations and underprivileged groups for 3 consecutive years. TABC's Chongqing business location in Taipei has organized Christmas gift donation event for Yi-Kuang Orphanage for 3 consecutive years. Supported blood donation for 12 consecutive years; in 2022, a total of 123 volunteers made 668 blood donations, through which 1,032 bags of blood were collected. Made donations to Chihlee University of Technology Department of Finance for 18 consecutive years, with a total beneficiary count of 180. 	<ul style="list-style-type: none"> Ranked in the top 20% in the 9th Corporate Governance Evaluation for TPEX-listed companies, for the 7th consecutive year. 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. 13th month persistency averaged 97.33 % in the last 5 years. 93% customer satisfaction in the 2022 survey. Maintained certification for ISO 27001 – Information Security Management System in 2022. Obtained certification for BS 10012:2017 – Personal Information Management System in 2022.

Corporate Sustainability Committee

Through persistent review of changes both within and outside the organization, TABC makes corresponding adjustments to its policies, management approach, measures, and performance goals to better respond to issues of concern to stakeholders. At the end of 2021, TABC assembled a "Corporate Sustainability Committee" and entrusted it with the duties of enforcing sustainable practices throughout operations and supporting the organization's sustainability roadmap. The General Manager serves as chair and the Deputy General Manager serves as deputy chair of the committee, with remaining committee positions taken up by heads of various departments. The committee reports directly to the board of directors and is responsible for the establishment and execution of sustainability strategies and plans, including the Sustainable Development Code of Conduct. The committee makes yearly reports to the board of directors regarding the content of the Sustainability Report and future plans. The Corporate Sustainability Committee convened two meetings in 2022 to keep track of and report on the progress of sustainability efforts. On December 29 the same year, the General Manager made a report to the board of directors regarding the progress of sustainability efforts in 2022 and the 2023 sustainability development plan.



Analysis of material topics

TABC has identified its material topics after taking into consideration the sustainability issues listed in GRI and SASB guidelines and AA1000 AccountAbility Principles 2018, using the four principles of inclusivity, materiality, responsiveness, and impact. These material topics were then ranked according to the requirements of GRI Standards 2021, with details including impact, management strategy, and practices disclosed individually. The outcomes were used to calibrate TABC's sustainable development goals and strategies and to enhance the effectiveness of external communications.

Identification of sustainability issues	Stakeholder engagement	Assessment of operational impact	Identification of material topics	Examination of material topics	Determination of material topics
<ul style="list-style-type: none"> Identified sustainability issues that were highly relevant to TABC's operations based on national policies, international standards, ratings, and initiatives 	<ul style="list-style-type: none"> Identified seven major stakeholders Convened two meetings to identify issues that were of concern to stakeholders, and shortlisted 17 critical issues 	<ul style="list-style-type: none"> Invited 14 managers of department head level and above, and 105 stakeholders (employees, customers, suppliers etc.) to conduct impact assessment on the 17 critical issues 	<ul style="list-style-type: none"> Analyzed and ranked the results of the impact survey A total of 10 material issues were identified in 2022 	<ul style="list-style-type: none"> Engaged external consultants to review and examine the appropriateness of relevant procedures and standards Confirmed the completeness, inclusivity, and range of material topics 	<ul style="list-style-type: none"> A total of 10 material topics were determined, with the approval of the Corporate Sustainability Committee

Stakeholder engagement

- Identification and selection of stakeholders

After taking into consideration the Company's industry characteristics and the five main principles of Stakeholder Engagement Standard – AA1000 SES 2015, TABC evaluated its (1) Dependency, (2) Responsibility, (3) Tension, (4) Influence, and (5) Diverse Perspectives with each stakeholder and was able to identify 7 major stakeholder groups for the year, including (1) employees, (2) investors and shareholders, (3) customers, (4) suppliers or other channel partners, (5) government agencies, (6) NGOs/local communities, and (7) professional CSR organizations.

To fully understand stakeholders' issues of concern we have engaged them consistently through bilateral channels and gathered their responses regarding various issues of concern. We then determined the level of impact that each issue has on the economy, the environment and society, based on internal considerations, the current state of industry, industry practices, and stakeholders' recommendations. The material topics that we had identified were disclosed

as part of the report to provide reference for valuation and decision-making for all stakeholders.

Furthermore, to ensure proper enforcement of sustainability policies and decisions, we have developed appropriate management systems in line with international guidelines and standards, and have incorporated sustainability values and social responsibility into everything we do. ESG performance for the current year, along with next year's goals, is consolidated and reported to the board of directors on a yearly basis.

- **Response to stakeholders' concerns**

1. Identification of stakeholders' issues of concern: In order to gather, analyze, and respond to issues of concern, we held internal meetings to discuss matters that may concern stakeholders based on our previous face-to-face conversations, phone calls, mails, or various forms of business interaction with them. We then followed the GRI standards to direct our focus on critical issues in the economic, environmental, and social aspects, and continued with the identification of material topics.
2. Identification of ongoing trends through experts and professional organizations: By engaging a CSR lecturer from National Sun Yat-sen University, business administration consultancy team, and professional organizations, TABC was able to gather information on external stakeholders' concerns regarding issues that are relevant to the Company, and determine the level of economic, environmental, and social impact. This allowed material issues to be ranked appropriately in the report.
3. Review, evaluation, and determination of material topics: TABC has identified a total of 10 material topics for 2022. The significance and scope of impact of each material topic as well as TABC's policies, commitments, goals, responsibilities, resources, and actions for the material topics are disclosed individually in this report.

Aside from the above processes, TABC has also created a stakeholders section on its website and provided stakeholders with a dedicated e-mail address (appeal@tabc.com.tw) for communication. Any queries, suggestions or complaints regarding the material topics can be raised through this mailbox.



Method, frequency and procedures of stakeholder engagement

Stakeholder	Implication for TABC	Issues of concern	Main communication channels and frequency	Communication emphasis and performance – 2022
Employees	TABC views its employees as its greatest advantage, and offers a diverse range of communication channels to gather their opinions, as well as training courses to support talent development. By maintaining fair treatment and equal opportunities, the Company caters for the career development of every employee.	<ul style="list-style-type: none"> Operating performance Employee salary and welfare Workplace diversity and equal opportunities Talent training and recruitment 	<ul style="list-style-type: none"> Manager work meetings (back-office): once a month Labor-management committee meetings (back-office): once a quarter Employee Welfare Committee meetings (back-office): once a quarter Performance evaluation (back-office): once a year Training: frequency ranges from weekly to yearly depending on the subject and the nature of training Labor-management mailbox for office staff / talk168 mailbox for sales representatives: unscheduled "Taiming Weekly" video: once a week Business integration system: unscheduled Sales manager meetings: frequency ranges from weekly to yearly depending on the participants and nature of meeting. TABC LINE@: unscheduled 	<ul style="list-style-type: none"> Performance evaluation of office staff is taken into account for bonus, promotion, and salary adjustment decisions. Continued using "TABC LINE@" as a communication channel for promoting interaction. Continued bringing a broad diversity of courses aimed at promoting insurance knowledge and legal awareness among office staff and sales representatives using the online learning platform – "Digital School."
Investors and shareholders	Sound corporate governance and consistent operating performance are issues of concern to investors and shareholders.	<ul style="list-style-type: none"> Corporate governance Operating performance Business integrity 	<ul style="list-style-type: none"> Board meetings: 6 times a year Shareholders meeting: once a year Annual report and financial statements: once a year Corporate website: unscheduled Service locations: unscheduled 	<ul style="list-style-type: none"> TABC makes regular disclosures of complete and transparent information to strengthen stakeholders' trust. Ranked top 20% in the Corporate Governance Evaluation for TPEX-listed companies
Customers	TABC has always adopted the business philosophy of "happiness through sustainability" since its foundation, and is committed to providing customers with comprehensive protection and professional, sincere service based on their needs.	<ul style="list-style-type: none"> Business integrity Fair treatment of customers Customer service and care Cybersecurity 	<ul style="list-style-type: none"> 0800 customer service hotline: unscheduled Random customer call visit: weekly E-mail: unscheduled Corporate website: unscheduled TABC LINE@ : unscheduled Social networks: unscheduled 	<ul style="list-style-type: none"> Random customer call visits for new contracts and after-sale service in 2022 showed 93% satisfaction

Stakeholder	Implication for TABC	Issues of concern	Main communication channels and frequency	Communication emphasis and performance – 2022
Suppliers or other channel partners	By enforcing supplier management and incorporating ESG issues into dealings with suppliers or other channel partners, we are able to contribute to the sustainability of our future as a team.	<ul style="list-style-type: none"> Operating performance Customer service and care Cybersecurity Energy conservation and carbon reduction 	<ul style="list-style-type: none"> Telephone/E-mail: unscheduled Meetings: unscheduled Contract terms: unscheduled Correspondence (channel partners): unscheduled 	<ul style="list-style-type: none"> TABC cooperates with partners on implementing environment-friendly practices and reducing negative impacts as part of routine operations.
Government agencies	Insurance is a highly regulated industry, which is why TABC strictly complies with government regulations and takes the initiative to promote compliance awareness internally for the stability and growth of its operations.	<ul style="list-style-type: none"> Corporate governance Operating performance Business integrity Legal compliance Cybersecurity 	<ul style="list-style-type: none"> Correspondence/telephone/E-mail: unscheduled Forums/conferences: unscheduled 	<ul style="list-style-type: none"> Actively participated in meetings and forums, supported government policies and complied with regulations, and engaged in bilateral communication and collaboration to bring wider benefits to the society.
NGOs/local communities	Motivated by the idea of "giving back to society," TABC is dedicated to fulfilling its corporate social responsibilities and contributes to society's wellbeing through both action and resources.	<ul style="list-style-type: none"> Operating performance Customer service and care Charitable commitments and participation Environmental protection 	<ul style="list-style-type: none"> Charity campaigns: unscheduled Telephone/E-mail: unscheduled Corporate website: unscheduled Social networks: unscheduled 	<ul style="list-style-type: none"> Resources were invested into more than a dozen charity projects to maximize reach and benefit. Named 'Guardian Archangel' by Huashan Social Welfare Foundation and 'Outstanding Blood Donation Group' by Taiwan Blood Services Foundation.
Professional CSR organizations	TABC engages a professional CSR organization to review its reports and to provide feedback/recommendations on ESG issues and measures.	<ul style="list-style-type: none"> Corporate governance Operating performance Workplace diversity and equal opportunities Charitable commitments and participation Climate change impact 	<ul style="list-style-type: none"> Corporate website: unscheduled Telephone/E-mail: unscheduled Participation in sustainability report awards: unscheduled 	<ul style="list-style-type: none"> TABC actively cooperated with professional institutions to adopt the practices of role model businesses both local and abroad, for improved sustainability performance. Won Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver.

Note: Employees include permanent office staff and sales partners.

Materiality analysis of issues of concern

After completing stakeholder engagement, we proceeded to evaluate operational impacts and identify, examine, and determine material topics. For the purpose of the Sustainability Report, we used materiality questionnaires to conduct standardized and quantitative internal assessments and to identify and rank the top ten material topics that should be prioritized for disclosure in this report. These include one environmental topic, six social topics, and three economic topics. The Corporate Sustainability Committee then convened with external consultants/experts and jointly examined the appropriateness of relevant procedures and standards, to ensure that the material topics were free of omissions before proceeding with the preparation of report.

List of material topics

Material topic	Positive/negative impact	Implications and significance to TABC	Supply chain impact			Corresponding chapter
			Upstream	Taiming Assurance Broker Co.,	Downstream	
Legal compliance	<ul style="list-style-type: none"> Positive: Compliance with laws helps maintain good reputation and lowers business risks. Negative: Changes in regulation pose additional compliance costs to businesses. 	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.	●	●	●	Ch 3. Integrity Management Legal compliance p.50
Business integrity	<ul style="list-style-type: none"> Positive: Upholding business integrity promotes the public's trust in us and helps maintain a strong reputation, reduce business risk, and improve business performance. Negative: Dishonest actions harm TABC's reputation and ultimately cause customers to lose trust, bringing operational crises to the Company. 	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.		●		Ch 3. Integrity Management Business integrity p.51
Cybersecurity	<ul style="list-style-type: none"> Positive: Respect for cybersecurity and protection of customers' interests helps promote the public's trust in us, maintains our strong reputation, reduces business risk, and improves business performance. Negative: Technological changes increase the cost of maintaining a secured information environment. Failure to make timely updates may put the Company at risk of cybersecurity threat. 	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.		●	●	Ch 3. Integrity Management Cybersecurity risk p.45
Workplace diversity and equal opportunities	<ul style="list-style-type: none"> 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. 	TABC is dedicated to creating a friendly and secure work environment, and values every employee and business partner. This is why we evaluate our work environment and work rules regularly as a way to promote unity within TABC.		●		Ch 6. Happy Enterprise Creating a happy workplace p.83

Material topic	Positive/negative impact	Implications and significance to TABC	Supply chain impact			Corresponding chapter
			Upstream	Taiming Assurance Broker Co.,	Downstream	
Human rights	<ul style="list-style-type: none"> 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. 	TABC protects the basic human rights of all employees and business partners. Through implementation of anti-discrimination, anti-forced labor, and anti-sexual harassment campaigns, TABC reduces risk of human rights violation and takes pragmatic steps toward realizing its vision of an inclusive society.	●	●	●	Ch 6. Happy Enterprise Creating a happy workplace p.86
Fair treatment of customers	<ul style="list-style-type: none"> Positive:Providing customers with appropriate 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 through dispute resolution and compromise business reputation. 	Through the establishment and regular promotion of "fair customer treatment principles" within the organization, TABC hopes to protect customers' interests, raise customers' satisfaction, improve service quality, and strengthen competitiveness for future expansion of business.		●	●	Ch 4. Perpetual Finance Fair customer treatment and customer satisfaction p.62
Talent training and recruitment	<ul style="list-style-type: none"> Positive:TABC offers complete training to help employees and partners develop their own values. Negative:Failure to provide employees with appropriate educational resources will result in loss of talent. 	Talent training and recruitment are the keys to business development and growth. We implement training courses at different stages of career development and use a wide variety of online and offline learning tools to train top-quality talents. Meanwhile, through collaboration with academia and participation in various activities, we aim to create a robust system for recruiting top business talents.		●		Ch 6. Happy Enterprise e Diverse training channels p.95
Customer service and care	<ul style="list-style-type: none"> Positive:Providing customers with appropriate 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 through dispute resolution and compromise business reputation. 	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.		●	●	Ch 4. Perpetual Finance Fair customer treatment and customer satisfaction p.62
Community engagement	<ul style="list-style-type: none"> 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. 	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.		●	●	Chapter 7 Social Care p.103
Energy efficiency and carbon reduction	<ul style="list-style-type: none"> Positive:Introducing energy efficiency and carbon reduction practices into operations will reduce carbon footprint and improve operating efficiency. Negative:Increased carbon emission costs and extreme weather cause losses to hardware and personnel, which give rise to increasing operating costs. 	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.	●	●		Ch 5. Environmental Protection Energy efficiency and carbon reduction p.78

Changes to material topics – 2022













We have evaluated the scope of our material topics for 2022 not only based on GRI's sustainability issues but also taking into consideration SASB's disclosure requirements for the finance and insurance sector in which TABC operates. We have made slight adjustments and renamed certain topics to ensure that the material topics are better focused on critical and current issues.

Changes to material topics - 2022

Material topics – 2021	Material topics – 2022	Description of changes
Business performance	–	TABC has been able to maintain consistent business performance over a long period of time. Although it was not selected as a material topic, the report still discloses relevant information (please see P.42)
Corporate governance		
Ethical Corporate Management	Business integrity	Combined
Legal compliance	Legal compliance	No change
Treating customers fairly	Fair treatment of customers	
Information security	Cybersecurity	
Customer service and care	Customer service and care	
Diversity and equality in the workplace	Workplace diversity and equal opportunities	
Talent development and recruitment	Talent training and recruitment	
Energy Conservation and Carbon Reduction	Energy efficiency and carbon reduction	
	Community engagement	Added
	Human rights	Added



TABC's Sustainability Strategy roadmap

Category	Long-term (5 years and above) strategic goals	Material issue	Stakeholder	Corresponding GRI topic Self-defined topic	Corresponding SDGs	Management indicator	2022 performance	Short-term strategic goals	Medium-term (3-5 years) strategic goals	Management system and response
E – Environmental	Become a low-carbon, sustainable business	Energy efficiency and carbon reduction	(1)(4)(7)	302-1 302-3 305-2 305-4	  	GHG emission	49.95 tonCO ₂ e	Report GHG survey timeline and plans to the board of directors	Pass ISO 14064-1 GHG survey standard	Environmental Protection P.67
S – Social	Give all TABC partners and employees a chance to realize their dreams	Customer service and care	(1)(3)	Self-defined topic	 	Customer satisfaction	93.00%	95% above	97% above	Perpetual Finance P.54
		Workplace diversity and equal opportunities	(1)	405-1	 	Percentage of female managers	67.82%	>65%	>68%	Happy workplace P.80
		Talent training and recruitment	(1)	404-1	 	Average training hours per employee	21.5 hours	18 hours	20 hours	Happy workplace P.80
		Human rights	(1)(4)	406-1 407-1 408-1 409-1	  	Cases of discrimination, child labor, forced labor, or violation against freedom of association	0	No human rights violations have occurred	Increase human rights related training	Happy workplace P.80



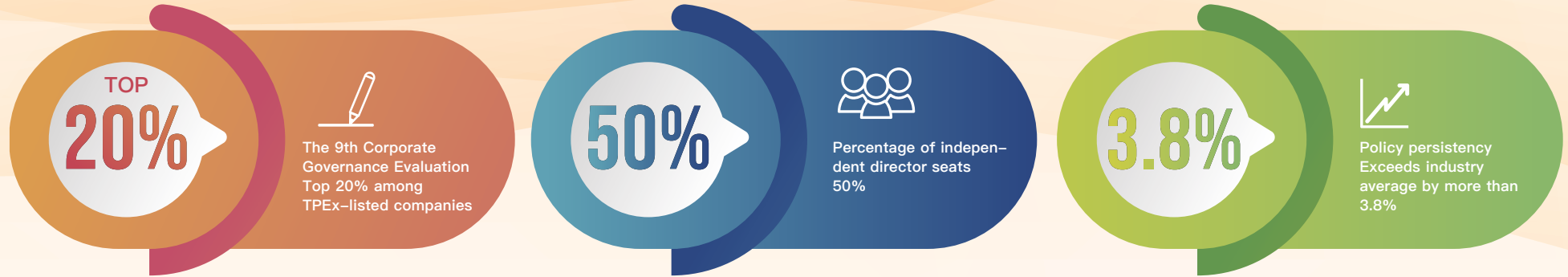
Category	Long-term (5 years and above) strategic goals	Material issue	Stakeholder	Corresponding GRI topic Self-defined topic	Corresponding SDGs	Management indicator	2022 performance	Short-term strategic goals	Medium-term (3–5 years) strategic goals	Management system and response
G – Governance	Satisfy the expectations of all stakeholders, and fulfill the corporate mission of "happiness through sustainability"	Corporate governance	(1)(2)(5)	205–1 205–3	 	Average hours of board of directors training	6.0 hours	Increase the average number of training hours	Increase participation of environmental and social training courses	Integrity Management P.31
		Business integrity				No. of anti-corruption training sessions	4	Increase the number of training sessions and raise employees' anti-corruption awareness	Maintain zero corruption	Integrity Management P.31
		Operating performance	(1)(2)(3)(4) (6)(7)	201–1		Operating revenues	NT\$738 million	Maintain positive profits	Maintain positive profits	About US P.12
		Legal compliance	(1)(5)	2–27		No. of violations	0	0	0	Integrity Management P.31
		Fair treatment of customers	(3)(4)(5)	Self-defined topic	 	Customer complaints-to-claims ratio	0	0	0	Perpetual Financ P.54
		Cybersecurity	(1)(3)(4)	Self-defined topic	 	<ul style="list-style-type: none"> Average hours of cybersecurity training per person Cybersecurity management expenses 	<ul style="list-style-type: none"> 2 hours NT\$1,576 million 	<ul style="list-style-type: none"> 3 hours per person every two years Increase 1% 	<ul style="list-style-type: none"> 3 hours per person per year Increase 3–5% 	Integrity Management P.31

Note: Stakeholders include (1) employees, (2) investors and shareholders, (3) customers, (4) suppliers and other channel partners, (5) government agencies, (6) NGOs/local communities, (7) professional CSR organizations.

INTEGRITY MANAGEMENT.

- **Management approach**
- **Governance policies and directions**
- **Diverse board members**
- **Progressive governance team**
- **Economic performance**
- **Risk management**
- **Approach to tax**
- **Legal compliance**
- **Business integrity**


>>> Performance highlights <<<



>>> Short/medium/long-term strategic goals <<<



Management approach

Material topic	Business integrity, legal compliance, cybersecurity
Corresponding GRI	Self-defined topic 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 cybersecurity risks.
Management of risks and opportunities (positive/negative)	<p>Positive: Upholding business integrity, complying with laws, and respecting customers' interests promote the public's trust in us and help maintain a strong reputation, reduce business risk, and improve business performance.</p> <p>Negative: Dishonest actions harm TABC's reputation and ultimately cause customers to lose trust, bringing operational crises to the Company. Changes in regulation pose additional compliance cost to businesses. Technological changes increase the cost of maintaining a secure information environment; failure to make timely updates may put the Company at risk of cybersecurity threat.</p>
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> The Integrity Committee is required to make annual reports to the board of directors on the outcome of previous year's business integrity efforts. The yearly company organizes training programs to promote directors', supervisors', managers', and employees' awareness toward relevant procedures and regulations; all new directors, supervisors, managers, and employees are required to complete training and awareness programs in a timely manner. Construct reliable information systems and environment, and enforce proper cybersecurity management.

Material topic	Business integrity, legal compliance, cybersecurity
Metrics and targets	<p>Medium-term goals:</p> <ul style="list-style-type: none"> Develop business practices on the basis of integrity, and actively prevent dishonest conduct. Focus on the growth of core business activities; incorporate the concept of continuity into business practices; and avoid occurrences that may impact corporate image or violate the law. Adopt an open mind for new technologies and enhance cybersecurity management to ensure the confidentiality, integrity, and usability of both customer data and the Company's information assets. <p>Long-term goals:</p> <ul style="list-style-type: none"> Engage in business activities while following principles of fairness, honesty, trust, and transparency; gain stakeholders' trust and take progressive steps toward ensuring continuity. Promote Legal Compliance awareness among back-office and sales staff, improve compliance performance, and act in customers' best interests. Create a robust and secure cybersecurity platform and make ongoing improvements to policyholder services as well as the security of personal data and information platforms.
Effectiveness tracking mechanism	<ul style="list-style-type: none"> In 2022, the Company received no complaints concerning the Company's/ employees' violation of business integrity or involvement in illegal activities. In 2022, the Company received no penalty or fine concerning violation of socioeconomic regulations, and neither was any complaint filed or established. In 2022, there have been no substantiated complaints concerning breach of customer privacy or loss of customer data.
Actions and measures for the year	<ul style="list-style-type: none"> In 2022, TABC continued to obtain certification for ISO 27001 – Information Security Management System. In 2022, TABC continued to obtain certification for BS 10012 – Personal Information Management System. 100% of business locations completed corruption risk assessments in 2022. The Legal Compliance Office has been designated as the unit responsible for overseeing the establishment and execution of business integrity policy and preventive measures. The Cybersecurity Management Committee and Personal Data Management Committee convene "management review" meetings on a regular basis to discuss responses and strategies for cybersecurity issues that are of internal and external concern. Drills are organized for potential incidents on a yearly basis.

Governance policies and directions /

Policy commitments

The Company is committed to supporting sustainability, and continues to have concern for economic governance, human rights, human culture, and the environment as part of its ESG efforts. By observing the following initiatives, we not only have created a set of Sustainable Development Code of Conduct that conforms with our inclusive vision, but also made public commitments that all business dealings are to be carried out in a responsible manner:

- "Due Diligence Guidance For Responsible Business Conduct," "Guidelines for Multinational Enterprises," and "Principles of Corporate Governance" published by Organisation for Economic Co-operation and Development (OECD);
- UN Guiding Principles (UNGPs) on Business and Human Rights;
- Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies;
- Ethical Corporate Management Best Practice Principles for TWSE/TPEX-listed Companies;
- Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies;
- Guidelines for the Adoption of Codes of Ethical Conduct for TWSE/GTSM Listed Companies;
- Ethics Regulations for Procurement Personnel.

The above guidelines/policies have been reviewed and passed by the board of directors, and executed following the announcement of the Corporate Sustainability Committee. They are being communicated to internal and external stakeholders through email, meetings, website, intranet, and contractual terms.

Our codes of conduct also cover due diligence investigations and alerts, particularly with respect to human rights commitment. We observe the "UN Guiding Principles on Business and Human Rights" and "International Labor Organization Standards," and advocate respect for human rights throughout the organization while pursuing economic success.

In an attempt to incorporate sustainability commitments into the internal control system, we have created internal documents such as the Articles of Incorporation in such a way as to encompass the underlying principles, and introduced relevant practices into operating policies and procedures. The General Manager is ultimately responsible for the supervision and execution of this policy, while the Auditing Office conducts regular audits on the results.

We have conveyed our Supplier Corporate Social Responsibility Enforcement Guidelines to supply chain partners and customers with the hope of integrating upstream and downstream resources to deliver on our policies and commitments with respect to sustainable development.

Diverse board members /

TABC has six directors on its board, including three independent directors that make up 50% of total seats. 66.66% of directors were 50 years of age and above while 33.33% of directors were 40–50 years of age. All board members possess professional knowledge and abundant corporate governance experience, and have access to a wide range of international trend reports that help improve their collective knowledge in environmental, social, and economic aspects. TABC's board members actively undergo training to keep up-to-date on global trends and strengthen response to risks. Board members completed 36 hours of training in total in 2022, averaging six hours per person.

Aside from professional capacity, TABC also values the personal behaviors, ethics, and reputation of board members and the gender equality, diversity, and structure of the board. The board has two female directors that make up 33.33% of total seats, whereas male directors make up the other 66.66%. The board of directors was last elected in May 2022, to serve a term of 3 years lasting until May 25, 2025.

With regard to independent directors, the candidates are also required to meet the professional qualification, independence criteria, and restrictions on concurrent positions stipulated in "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies", so that they may contribute to the planning of business strategies, effective supervision, protection of shareholders' interests, and enhancement of corporate governance.

The board of directors of TABC convened seven meetings in 2022, in which the directors averaged an attendance rate of 100%. Board meetings are held primarily to review business performance, discuss ESG strategies, and respond to major incidents (such as complaints, news, or public opinion of significantly negative impact). Dedicated units have been assigned to establish facts, monitor, and keep track of progress afterwards. There was no issue of critical nature that had to be communicated with the board of directors in 2022.

Please refer to page 34 of TABC's 2022 annual report (English version) for more details on board meeting motions discussed in 2022.



| 台名保經多元董事會成員 |

Title	Name	Gender	Age group	Special identity ^(Note)	Operational judgment	Accounting and financial analysis	Decision making	Crisis management	Industry knowledge	International markets	Leadership	Information skills
Chairman	Cheng-Chih Li	Male	Age 61-70	None	v		v	v	v	v	v	
Director	Chia-Keng Li	Female	Age 41-50	None	v	v			v	v		v
Director	Mo-Hang Wu	Female	Age 51-60	None	v		v	v	v	v	v	
Independent Director	Chien-Hsiang Chang	Male	Age 71-80	None	v	v			v		v	
Independent Director	Fu-Kuei Huang	Male	Age 61-70	None		v		v	v		v	
Independent Director	Tsung-Han Hsieh	Male	Age 41-50	None	v		v			v	v	

Note: Refers to underprivileged social status such as: indigenous people, immigrant, minority ethnicity, gender identity, sexual preference, mental/physical disability etc.

Nomination and election of board of directors

A decision was passed during the board of directors meeting held on May 26, 2022 to elect 6 directors (including 3 independent directors) at the 2022 shareholders meeting. With the support of all attending directors, the board agreed to nominate Cheng-Chih Li as Chairman and Chien-Hsiang Chang, Fu-Kuei Huang, and Tsung-Han Hsieh as independent directors.

The nomination review by TABC's board of directors on April 8, 2022 found Cheng-Chih Li and the 5 director/independent director candidates mentioned above to have met the diversity and independence requirements and to possess the relevant educational background, career experience, industry exposure, expertise, and skills as stipulated in "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies," the Company Act, and TABC's "Governance Practices". A decision was passed to nominate Cheng-Chih Li as Chairman and include Chien-Hsiang Chang, Fu-Kuei Huang, and Tsung-Han Hsieh into the list of independent director candidates for 2022.

Cheng-Chih Li has exhibited adequate capacity with respect to operational judgment, business administration, leadership, decision-making, and crisis management while serving as TABC's Chairman. Cheng-Chih Li was once again nominated as Chairman, based on the significant contributions he had made to operational management and investment decisions during his tenure as TABC Chairman. Please refer to page 19 of TABC's 2022 annual report (English version) for more details on competency indicators for the board of directors and committees.

Avoiding conflicts of interest

Chairman Cheng-Chih Li chairs the ultimate governance body within TABC and does not hold any other senior management positions concurrently. All members of the TABC board are appointed using the nomination system. A set of Board of Directors Conference Rules has been established in accordance with Regulations Governing Procedure for Board of Directors Meetings of Public Companies, to regulate on avoidance of conflicts of interest by directors. TABC currently considers the following situations to pose risk of conflicting interest: (1) director's concurrent duty in another board; (2) cross shareholding between a director and a supplier or stakeholder; (3) shareholder that has control in the Company; and (4) transactions and outstanding trade balance between the Company and another stakeholding organization. To prevent and mitigate conflicts of interest, we not only implement strict recusal principles but also require board members to uphold self-discipline, discretion, morality, and fiduciary duty at the highest level when carrying out their duties. If a director, or the corporate entity a director represents, is considered a stakeholder to the discussed motion, the director must state the stakes involved during the current meeting session and shall disassociate from all discussions and voting if the stakes are in conflict with the Company's interests. In addition, the director may not exercise voting rights on behalf of other directors.

Progressive governance team /

None of the board members hold concurrent administrative roles in TABC, and the responsibilities of the Chairman and the General Manager have been clearly defined for sound corporate governance and proper empowerment of the board. The board as a whole is highly competent in terms of business administration, leadership, decision-making, industry knowledge, crisis management, finance and accounting, and possess the abundant experience needed to execute strategies, make decisions, supervise the management team, and manage risks. Board members also pay attention to new information regarding corporate governance from around the world and take part in training courses each year. Board members averaged 6 hours of training in 2022. Please refer to page 87 of TABC's 2022 annual report (English version) for more details regarding ongoing education of the board of directors in 2022.

TABC has adopted the following measures to empower the board of directors and facilitate performance evaluation:

1. Establishment of clear policies including: "Board of Directors Conference Policy," "Director Election Procedures," "Board of Directors (Functional Committees) Performance Evaluation Policy," and "Succession Plans for Members of the Board and Key Management Personnel" that outline relevant rules and responsibilities. Amendments were made to the "Board of Directors Conference Policy" in 2022 to better support board functions.
2. Board of directors performance evaluation: Directors and functional committees are subject to internal performance evaluation once a year and external performance evaluation once every three years, the outcomes of which are disclosed in the Company's annual report and corporate website. Board performance evaluation for 2022 has been completed and announced.
3. Enhanced risk management: All directors are covered by liability insurance; coverage for 2022 had been renewed.
4. Information transparency: Important policies, financial statements, and major resolutions are disclosed on Market Observation Post System and on the Company's website.
5. Acceptance of shareholders' proposals: Except for nomination of director and independent director candidates, no other proposal was received from shareholders in 2022.

Performance evaluation of the governance team

TABC has a "Board of Directors Performance Evaluation Policy" that is implemented with board of directors' approval. TABC evaluates the performance of the board of directors and board members at least once a year; the evaluation covers board performance self-assessment, board member performance self-assessment, and board member performance peer assessment. TABC has been engaging expert teams from outside the organization to conduct performance evaluation and present results once every three years since 2021. The remuneration committee then takes these evaluation outcomes into consideration and conducts its own evaluations in accordance with the "Remuneration Committee Responsibilities Charter." The remuneration committee exercises the duty of care as a prudent manager and duly conducts assessments and recommends compensation standards, as well as amounts, on a regular basis. Please refer to page 37 of TABC's 2022 annual report (English version) for more details regarding performance evaluation of the board of directors in 2022.

For the sustainability of corporate growth, the board of directors passed partial amendments to the "Board of Directors (Functional Committees) Performance Evaluation Policy" during the meeting held on December 29, 2022, to escalate ESG (environmental, social, and governance) management to the board level. The amendment introduced performance measurements that are linked to compensation, and score ranges have been established to facilitate comparison of performance evaluations.

The board of directors, board members, and functional committees are assessed primarily for "participation in the Company's operations", "the quality of board's decisions", "board composition", "election and ongoing education of board members", and "internal control". Outcomes of the assessment are presented to the board of directors. 2022s performance evaluation for the board of directors and functional committees was completed on December 29, 2022 and later approved during the board meeting held on March 9, 2023. Outcomes of the evaluation are explained as follows:

1. Board performance self-assessment, board member performance self-assessment, and board member performance peer assessment averaged a score of 96, and were all rated as Exceptional.
2. Peer assessment of remuneration committee's performance averaged a score of 97.5, and was rated as Exceptional.
3. Peer assessment of Audit Committee's performance averaged a score of 97.8, and was rated as Exceptional.
4. Peer assessment of Integrity Committee's performance averaged a score of 97, and was rated as Exceptional.



Compensation policy for directors and managers

Compensation policy, systems, standards, and structures for directors and senior managers (referring to back-office managers of assistant vice president grade and above) are established and reviewed by the remuneration committee. The committee has independent directors in place to provide diverse perspectives and opinions from outside the organization; it held a total of 6 meetings in 2022 to review and ensure the competitiveness and rationality of existing compensation.

Independent directors' compensation is determined according to the "Director Compensation Policy," which mainly includes: (1) attendance fees for participating in board meetings, and (2) monthly travel allowance; however, independent directors are not entitled to yearly profit-sharing in the form of director remuneration. Apart from the information disclosed in the 2022 annual report, TABC directors did not receive any other compensation for services rendered to all entities included in the financial statements (e.g. consultancy service without the title of an employee). Please refer to page 17 of TABC's 2022 annual report for more details regarding annual compensation of directors and senior managers.

Senior managers' compensation is determined according to the Articles of Incorporation after taking into consideration the experience and expertise of each individual and eligibility requirements imposed by the relevant authorities. Bonuses, on the other hand, are determined based on company performance, company earnings, and individual performance for the year. In addition to the above, senior managers are entitled to the same retirement benefits as general employees, which conform with legal requirements.

Clawback of bonus on improper gains

TABC has a set of Procedures for Ethical Management and Guidelines for Conduct in place to promote good conduct, ethics, and professional capacity among employees; these guidelines were approved by the board of directors in 2019. Improper gains that have been received in violation of the guidelines will be returned, paid for, confiscated, donated to charity, or handled appropriately with the Chairman's approval; legal action may also be taken, depending on severity. These procedures and guidelines have been implemented with the intention of reminding directors, managers, employees, agents, and persons with substantive control of their management and supervisory responsibilities and their obligations to abide by professional ethics for the sustained growth of the Company.



Governance structure

A "Remuneration Committee," "Audit Committee," and "Integrity Committee" have been assembled under TABC's board of directors. Furthermore, a "Corporate Sustainability Committee" was assembled in 2021 to assist the board of directors in supervisory duties and sustainability-related tasks.

- **Remuneration Committee**

The remuneration committee comprises the entirety of the independent directors; it held a total of six meetings in 2022, in which the members achieved a 100% attendance rate. The remuneration committee examines the compensation policies, systems, standards, and structures on a regular basis; it evaluates and determines compensation for directors and managers, and is responsible for assessing directors' and managers' performance.

- **Audit Committee**

The Audit Committee comprises the entirety of independent directors; it held a total of seven meetings in 2022, in which the members achieved a 100% attendance rate. Main responsibilities of the committee are to exercise supervision over: fair presentation of financial statements, effectiveness of internal auditing and control, proper implementation of the compliance system, and the appointment, independence, and performance of outside auditors of financial statements.

- **Integrity Committee**

The Integrity Committee, assembled at the end of 2019, comprises the entirety of independent directors; it held one meeting in 2022, in which the members achieved a 100% attendance rate. Main responsibilities of the committee are to incorporate integrity and ethical values into business practices and to implement anti-corruption measures. Tenure of the current committee began on May 26, 2022 and ends on May 25, 2025, which is the same as the board of directors. The Legal Compliance Office has been designated as the unit responsible for overseeing the establishment and execution of business integrity policy and preventive measures. It makes yearly reports to the board of directors regarding execution of previous year's business integrity tasks.

- **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, a Corporate Sustainability Committee comprising representatives from various departments was assembled to oversee corporate social responsibilities. The committee makes yearly reports to the board of directors on the progress and outcome of social responsibility efforts. The Corporate Sustainability Committee held a total of two meetings in 2022, in which the committee members achieved an attendance rate of 100%. For more information about the corporate governance framework and department responsibilities, please download TABC's 2022 annual report from the corporate website.

Economic performance

According to statistics published by Taiwan Insurance Institute, the life insurance industry reported 21.43% lower premium revenues in 2022 compared to 2021, whereas the non-life insurance industry reported 6.63% higher premium revenues over 2021. The reduction of life insurance premium revenues was mainly attributed to upward adjustments of the benchmark rate for variable-interest products combined with the weakening of the NTD against the USD, which discouraged the sale of USD-denominated variable-interest life insurance. Meanwhile, sales of investment-linked products were negatively affected due to the poor performance of the capital market and policyholders' pessimism regarding market prospects, as well as the new restrictions on marketing of investment-linked policies to older people, which came into effect on October 1, 2022. In comparison, non-life insurance premiums totaled NT\$221.2 billion, representing a 6.6% increase and indicating a shift of product focus from life insurance to non-life insurance. Driven by the dedication to improve operational performance, TABC is making ongoing adjustments to business strategy and strives to maintain a robust financial structure. Despite the challenging environment, TABC maintained its pragmatic business approach and managed to report consolidated revenues of NT\$ 737,916,000, operating profit of NT\$ 65,951,000, and EPS of NT\$ 2.64 for 2022.

Direct economic value generated and distributed

(unit: NTD thousands)

Item (unit: NTD thousands)		2020	2021	2022
Direct economic value generated	Revenues	914,530	812,570	737,916
Economic value distributed	Operating costs	715,869	636,168	575,384
	Employee salaries and benefits	66,143	65,273	64,337
	Payments to capital contributors (e.g. board of directors and shareholders)	–	–	–
	Payments to the government (sales tax, income tax, and property tax)	22,131	17,917	14,470
	Donations to charity organizations, art/education activities, and community recreational facilities	373	414	441
	Other operating expenses	23,170	18,122	17,333
Economic value retained		86,844	74,676	65,951

Note: Economic value retained = direct economic value generated – direct economic value distributed.

Key economic performance indicators - 2022

(unit: in multiples of NT\$100 million)

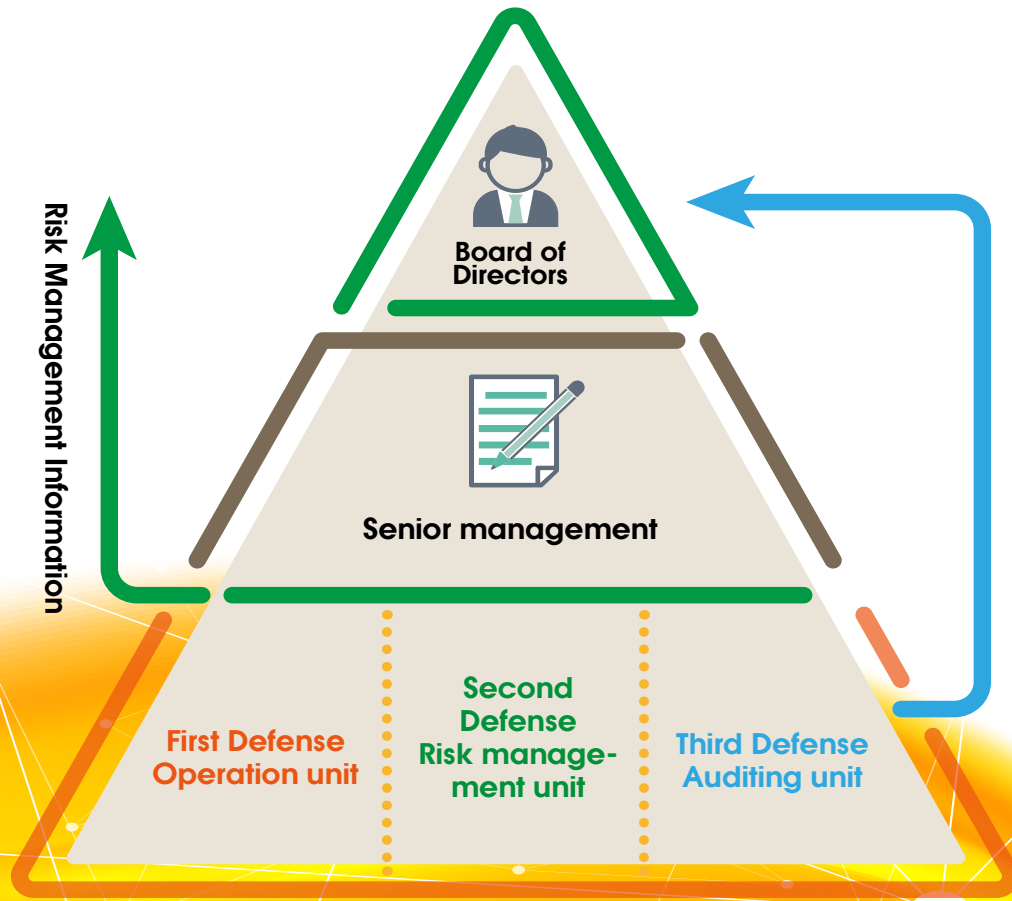
Item	2020	2021	2022
Paid-up capital	2.50	2.50	2.50
Consolidated revenues	9.15	8.13	7.38
Gross profit	1.99	1.76	1.63
Income tax	0.22	0.17	0.14
Net income attributable to owners of the Company	0.86	0.74	0.66
EPS (NTD)	3.47	2.98	2.64
Net worth per share (NTD)	22.08	22.74	21.35

Note: Entities included in the consolidated financial statements represent the entirety of TABC's operations

Risk management /

The Audit Committee serves as TABC's risk management unit. Key responsibilities of the Audit Committee are to exercise supervision over the effectiveness of the internal control system. With regard to internal control, TABC has a Chief Internal Auditor that conducts annual independent audits as well as risk management audits on: anti-money laundering, registration and de-registration of sales representatives, cybersecurity etc. Prevention, controls, and alerts have been implemented to address risks that may occur the course of business operations. In October 2021, the board of directors passed a set of "Risk Management Policy and Procedures" along with the "Corporate Sustainability Committee Charter", that led to the assembly of a Corporate Sustainability Committee. The committee oversees risk management within TABC and reports to the board of directors on the progress of the risk management team. The board of directors, too, convenes regular meetings to examine the outcome of the Company's impact management efforts, and exercises supervision over related matters.

TABC has expanded the scope of its risk management efforts to cover environmental (E), social (S), and governance (G) issues. A set of "Risk Management Policies and Procedures" has been created to address strategic, operational, financial, hazard, cybersecurity, and compliance risks, with the risks relating to each issue evaluated using the materiality principle.



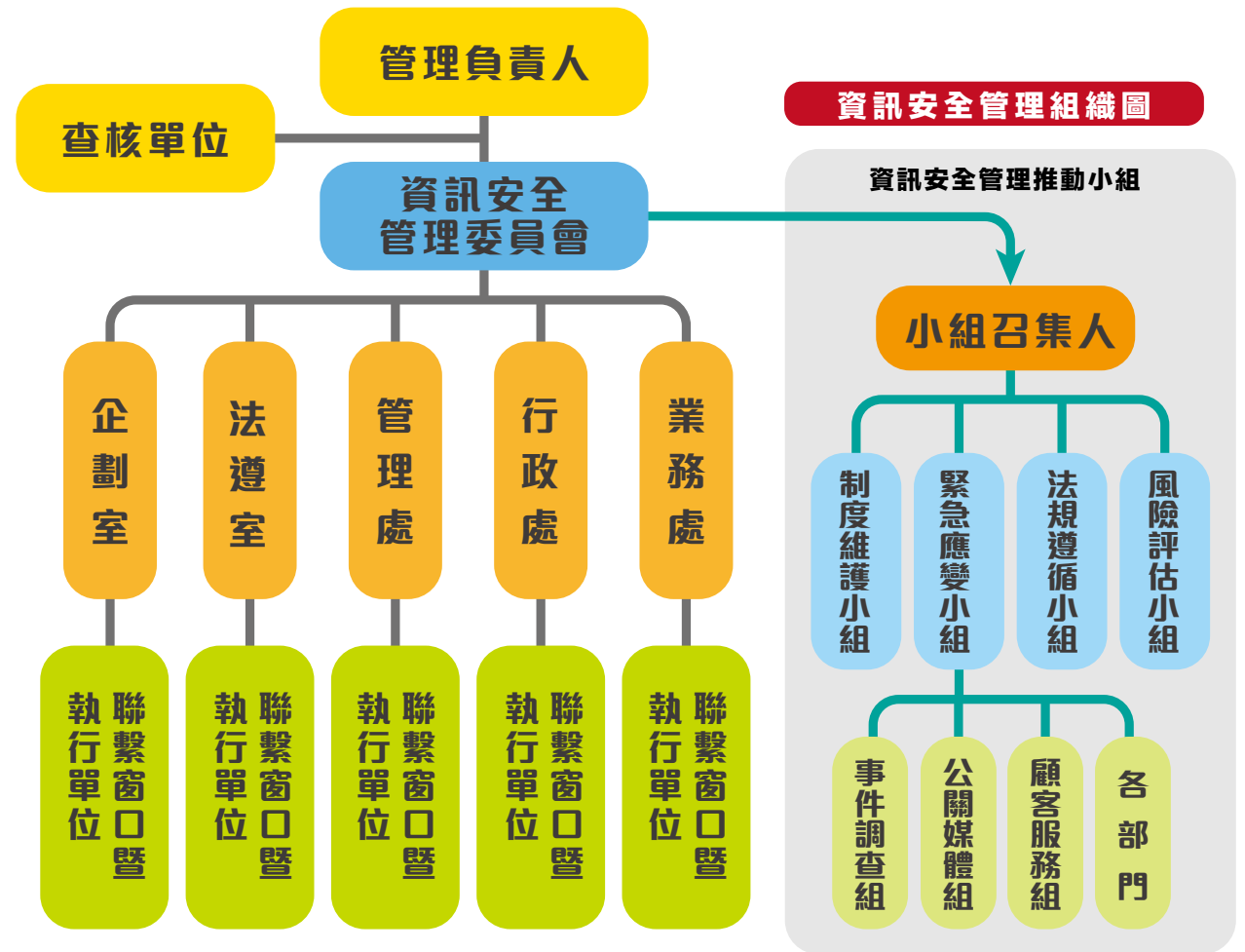
| TABC's risk management strategies and measures for 2022 |

Risk category	Description on the origin of risk	Responsible unit	Outcome of risk identification	Establishment and implementation of strategies
Business risks	<ol style="list-style-type: none"> 1. Business strategies 2. Goal setting 3. Annual budget 4. Business target attainment rate 	Board of directors Remuneration Committee	Low	<ol style="list-style-type: none"> 1. Business strategies are devised annually based on changes in the financial environment and industry developments 2. KPIs are set according to business strategies, and reported to the board of directors and the remuneration committee 3. Organization and department budgets are set based on performance goals and business plans 4. The Company reviews attainment of previous year's business targets on a yearly basis and reports findings to the board of directors and the remuneration committee
Financial risk	<ol style="list-style-type: none"> 1. Financial impacts and response measures in the event of changes in local and foreign regulations 2. Mergers and investment 3. Affected by asset valuation, credit, solvency, liquidity risk, and accounting policy etc. 	Department of Management	Low	<ol style="list-style-type: none"> 1. Financial simulation modules have been introduced in line with operational plans; the simulation takes into account existing policies as well as impacts that the financial environment has on the Company's financial and capital plans 2. More attention was directed toward evaluating peer development and merger opportunities; bank debentures and funds were acquired for consistent income, and long-term investments were made into real estate properties either for rental income or for self-occupation 3. The Company currently does not have any bank borrowings and therefore exhibits low credit and solvency risk. The Company performs cash projection and liquidity management only for business-related payments. Asset valuations are conducted in accordance with International Accounting Standards, and the Company is deemed to exhibit low financial risk.
Compliance risk	<ol style="list-style-type: none"> 1. Risks from failure to comply with laws 2. Legal risks from possible infringement of rights of another entity 	Legal Compliance Office	Low	<ol style="list-style-type: none"> 1. Introduce innovative financial services in line with the Financial Supervisory Commission's policies, promote electronic voting, and observe international trends and regulatory changes 2. Adjustments were made to internal control practices and processes in response to the authorities' tightened requirements on sales quality, administration, audit, and control
Risks from climate change	<ol style="list-style-type: none"> 1. Impact of climate anomalies 2. Actions regarding greenhouse gas emissions, energy conservation and carbon reduction, taken in response to climate change and natural disaster 	Department of Management	Low	<ol style="list-style-type: none"> 1. The Company actively promotes its mobile insurance service as a way to reduce paper usage and carbon emissions from commuting 2. TABC promoted the use of Digital School and online morning meetings as ways to save time on commuting; meanwhile, training materials have been made available online to effectively reduce carbon emissions and mitigate the greenhouse effect 3. Head office turns off lights for one hour at noon to reduce energy consumption and carbon emissions; meeting materials are provided online instead of as copies, due to carbon reduction and sustainability concerns <ul style="list-style-type: none"> • For details, please see chapter – Risks and opportunities of climate change
Cybersecurity and personal data risks	<ol style="list-style-type: none"> 1. IT systems intrusion test 2. Leaks of personal data in routine processes or documents 	Department of Management	Low	<ol style="list-style-type: none"> 1. The Information Management Department examines internal operating systems regularly for hacker intrusion and viruses 2. Employees are prohibited from discussing confidential details both within and outside the organization; all confidential information is duly labeled and classified 3. Operating systems of computer terminals used by office staff are kept up-to-date and are subject to regular inspection by the Information Management Department 4. Computer terminals used by office staff are installed with antivirus software; virus definition updates are collectively managed by the Information Management Department 5. TABC engages a professional consultancy company to evaluate and propose improvements of the cybersecurity management system <ul style="list-style-type: none"> • For details, please see chapter – Cybersecurity risks

Cybersecurity risks

The digital world has grown increasingly complex as technologies advance and become more popular. Security issues such as data leaks and cyber attacks in recent years have time and time again reminded us that cybersecurity must be a top priority for all businesses. The outbreak of COVID-19 further exacerbated the need for a total transformation of digital systems. According to report by the World Economic Forum, network security and digital risks rank among the 10 most highly deteriorated risks since the pandemic. Management of digital technology is now an important issue as far as business continuity is concerned. TABC introduced a Personal Information Management System (PIMS) in 2015 followed by an Information Security Management System (ISMS) in 2016, and established a management committee along with relevant rules to carry out risk assessments, internal audits, corrections, and preventions on a yearly basis. In addition to complying with cybersecurity regulations, TABC also observes international cybersecurity standards and obtains international certification for total enforcement of cybersecurity in routine operations. The number of substantiated data leaks and the number of customers affected were both zero in the reporting period.

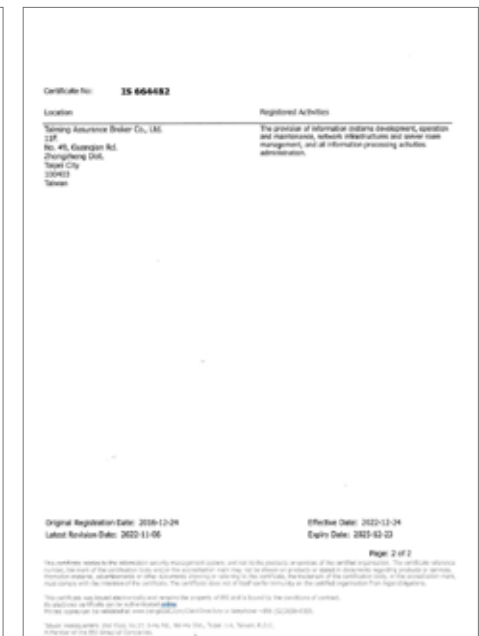
Organizational Chart in Information Security Management



Cybersecurity management system

For enhanced cybersecurity management, TABC assembled a "Cybersecurity Management Committee" in December 2016 and introduced an Information Security Management System (ISMS) that covers the data governance policies and cybersecurity management practices for all business locations. By having a professional cybersecurity unit oversee the management, planning, supervision, and execution of security efforts, TABC hopes to establish robust cybersecurity protection and raise employees' awareness of the impending threat. The committee evaluates cybersecurity risks and reports to the board of directors on a regular basis. The most recent report to the board of directors was made on December 29, 2022. As part of our business continuity planning (BCP), this year, we completed a "BCP drill on server room power outage" and a "BCP drill on Digital School and databases" to ensure effective management of cybersecurity risks. Furthermore, we have maintained a NT\$10–million cybersecurity insurance policy with MSIG Mingtai Insurance since 2019 to protect us against known and unknown threats, and thereby reduce business risk exposures, for stakeholders' protection.

Considering that TABC's insurance brokerage services require a large volume of personal data to be processed on a daily basis, the Company assembled a "Personal Data Management Committee" and introduced Personal Information Management System (PIMS) in 2015, to expand the scope of cybersecurity management from software and hardware to routine processes. The responsibilities of this committee are to: examine personal data protection and control in various processes, implement procedures and rules, check procedures for possible risks, and make early responses after taking legal, administrative, and practical concerns into account. By examining and improving the way personal information is handled in daily routines, the Company strives to protect the personal information of every customer that it engages with.



Cybersecurity policy

TABC has adopted management systems and established cybersecurity and personal information protection policies as needed for internal management, and manages potential risks using a scientific approach. The Company obtained certification for ISO 27001 – Information Security Management System in 2016 followed by BS 10012:2017 – Personal Information Management System in 2022. TABC became a member of Financial Information Sharing and Analysis Center (F-ISAC) in 2019, taking part in a joint defense system that contributes to cybersecurity protection of the financial system. Through cybersecurity incident alerts, information sharing, system enhancement, network management, system development, design of security control mechanisms, and implementation of standard operating procedures, TABC aims to promote early alerting of and fast response to threats.

In an attempt to sustain competitive advantage, TABC makes regular arrangements to have employees undergo cybersecurity and personal data protection training to enhance their cybersecurity awareness. Meanwhile, office staff are given the assistance they need to act in accordance with information protection policies. In 2022, TABC organized three hours of cybersecurity training and personal information protection awareness programs for office staff, of which they achieved a 100% completion rate. TABC also conducts regular internal audits and unscheduled social engineering drills in accordance with international standards, and adopts security control measures for information systems to protect the confidentiality, completeness, and usability of personal and transaction data. Enhanced cybersecurity management practices have been implemented to ensure the security of data systems, equipment and networks, as well as related software and hardware. By creating a robust IT environment and deploying innovative cybersecurity protection technologies, TABC implements cybersecurity management practices in a way that improves the security and the quality of its services.

Cybersecurity expenses in the last 5 years

(unit: in multiples of NT\$10,000)

Year	2018	2019	2020	2021	2022
Amount	107.5	54.5	94	92.5	157.6
Amount as a percentage of total revenues (%)	0.15%	0.06%	0.10%	0.11%	0.21%

Note: Cybersecurity expenses in 2022 were spent on maintaining the ISMS, cybersecurity reporting, antivirus, mail audit, IPS cybersecurity protection, and maintenance of server room and power equipment.



▲ TABC's cybersecurity policy



▲ TABC's personal data management policy

Approach to tax /

TABC is committed to ensuring total tax compliance and complete fulfillment of corporate social responsibilities. Driven by the goals of creating corporate value and managing taxation risks, the Company established its own "Tax Governance Policy" in 2022 that applies to TABC and all subsidiaries covered by the consolidated financial statements.

TABC's tax governance principles are as follows:

- I. Legal Compliance: The Company shall fully understand and comply with local tax regulations, manage tax-related matters with a law-abiding mindset, correctly calculate the amount of tax payable, file tax returns and make payments within the legal duration, and fulfill social responsibilities as a taxpayer.
- II. Professional decision making: The Company shall strengthen the professional capacity of its tax personnel, monitor changes in local and international tax laws, maintain effective communication with tax authorities, and be able to evaluate tax impacts and devise response strategies when tax regulation changes.
- III. Information transparency: For transparency, the Company shall make regular disclosures of tax information to stakeholders via open channels such as financial statements and annual reports.
- IV. Risk control: The Company shall assess risk exposure according to the latest regulations and environmental trends around the world, adopt an appropriate business framework, transact in a rational manner that conforms with business purpose and tax laws, and manage taxation risks. The Company shall make e-tax filings and use system checks to minimize calculation errors and compliance risks.

Tax governance organizations and responsibilities

Tax governance organizations and responsibilities are explained below:

–Board of directors–

The board of directors is the Company's highest decision-making authority for matters relating to effective tax risk management. The board approves its tax governance policy based on overall business strategies and the business environment, and is responsible for ensuring the effectiveness of the Company's tax management system.

–Tax management unit–

The Department of Management serves as the tax management unit. It presents financial reports and updates the board of directors on the progress of its tax management efforts on a quarterly basis.

Tax governance guidelines, controls, and risk management

TABC strictly complies with the tax laws applicable at its various business locations. For effective management of taxation risk, TABC follows its internal control procedures to identify, assess, and manage tax risks that arise from business activities or in relation to changes to the law. The identified risks are then measured, managed, and controlled in an appropriate manner. For more details on risk management, analysis, and evaluation, please refer to the 2022 annual report (English version).

Item	Description	
Approach to tax	Compliance and planning	TABC makes e-tax filings, for optimal efficiency. All related figures such as sales tax, business income tax, and the amount of income tax withheld are filed electronically so that the Company may take advantage of new technologies and have the reporting system check compliance with tax laws, thereby increasing the accuracy and efficiency of tax filing.
	Transfer of knowledge	TABC has established its own accounting system and adopted the use of electronic systems along with robust procedures, fool-proof mechanisms, experience sharing programs, and an acting duty system to facilitate the transfer of tax knowledge.
	Performance evaluation	TABC evaluates the performance of office staff on a yearly basis, which includes accounting and taxation personnel. The Company also examines the certification of business income tax filings and practices of tax personnel each year.
Taxation risk management system	The three lines of defense	Owing to the rigorous processes, fool-proof mechanisms, and quarterly reviews and audits by an accounting firm, no abnormal risk events were discovered in 2022. The Company's business income tax filing has been certified by the tax authority up until 2021, which provides assurance that its tax processes conform with the relevant laws.
	Board of directors	TABC presents financial statements along with tax figures to the Audit Committee and the board of directors on a quarterly basis. Committee members and directors require the Accounting Manager, Finance Manager, and CPAs to be present to explain details of the financial statement. This ensures that high-risk tax data is presented to the highest governance body (i.e. the board of directors) for supervision.
Internal control	TABC has devised its own corporate risk management plan; the Risk Management Committee makes regular reports to the Audit Committee and the board of directors about the constantly changing risk environment, corporate risk management focus, risk assessment outcome, and management measures.	
Assurance of tax disclosure	Based on financial statements certified by its accounting firm, the Company discloses tax-related information on its website and through open channels such as annual reports.	

Communication approach for stakeholders regarding tax-related issues

The tax authority of Taiwan is TABC's main stakeholder on tax-related matters, and the Company files and pays taxes in accordance with the law. In 2022, the Accounting Manager along with accounting personnel participated in various workshops and courses organized by the Accounting Research and Development Foundation to learn and exchange opinions on related issues, and took part in a tax awareness conference organized by Taiwan's tax authority where they interacted with a range of participants. Accounting personnel also contact the tax authority either directly or through Deloitte Taiwan to seek clarification on best practices if they are unsure about the law. In the event of a tax audit, the Company would prepare relevant information as soon as it is notified and cooperate fully with the tax authority.

Furthermore, other stakeholders such as shareholders and investors are able to contact us using the stakeholders mailbox: appeal@tabc.com.tw. TABC would also respond to tax-related information that is of concern to stakeholders on the stakeholders section of its website, through annual reports, and during shareholders meetings. Transparency of tax governance and related information is part of TABC's commitment to stakeholders.

Legal compliance

Compliance education

TABC provides office staff and sales partners with relevant education, training, and promotion resources to help them understand compliance issues. The Company has a Legal Compliance Office that promotes legal awareness and organizes related training programs to ensure that business activities are carried out with integrity and in full compliance with the law.

The Legal Compliance Office is fully supportive of government policies and actively promotes awareness regarding anti-money laundering, counter financing of terrorism, personal data protection, fair customer treatment etc. The Legal Compliance Office also gathers cases of financial/insurance disputes or court judgments and conveys the implications to employees through e-mail or training courses in a way that is easy to understand and relatable. These courses invite sales partners to review court judgments and real cases of the Financial Ombudsman Institution in detail to prevent possible errors in business solicitation while at the same time raising legal awareness among sales partners, for improved compliance. By raising Legal Compliance awareness across all office staff and sales personnel, we hope to act in customers' best interests.

Furthermore, TABC pays constant attention to changes in local and overseas policies and regulations that may affect its financial or business performance, so that timely adjustments can be made to compliance procedures, to ensure compliance across the organization. TABC received no monetary fine or other non-monetary penalty for failing to comply with laws in 2022, whether in the economic, environmental, or social aspect.

- **Compliance with environmental regulations:**With regard to environmental protection, the Company did not violate any environmental law in 2022 that led to penalty or fine, and neither did it receive any formal complaints relating to environmental impact that were substantiated, handled, and resolved.
- **Compliance with social regulations:**With regard to workplace discrimination or corruption, the Company did not violate any regulation in 2022 that led to penalty or fine, and neither did it receive any formal complaint relating to human rights that was substantiated, handled, and resolved.
- **Compliance with economic regulations:**TABC did not receive any substantial fine in 2022 for violation of laws concerning the sales process, information and labeling (including: health and safety regulations and voluntary rules), or marketing and communication (including advertising, promotion, and sponsorship). TABC has also complied with the Fair-Trade Act and was not involved in any lawsuit concerning anti-competitive, antitrust, or monopolistic behavior. There were no breaches of customer privacy or losses of customer data.

Legal Compliance training and trainee count - 2022

Category	Course name	Course hours	Persons trained
Office staff	Protection of personal data	2.0	60
	Cybersecurity awareness	1.0	59
	AML and CTF	2.0	60
	Fair customer treatment	3.0	60
	Business integrity awareness	1.0	60
Sales partners	AML and CTF	2.0	3,256
	Fair customer treatment	3.0	2,701
	Anti-corruption awareness	1.5	384
	Older-person-friendly service training	2.0	1,548

Business integrity /

Anti-corruption

For sound corporate governance, risk management, and business integrity, TABC specifically requires directors, managers, employees, agents, and persons with substantive control to comply with the Company Act, Securities and Exchange Act, Business Entity Accounting Act, Political Donations Act, Anti-Corruption Act, Government Procurement Act, Act on Recusal of Public Servants Due to Conflicts of Interest, any laws that pertain to business conduct of TWSE/TPEX listed companies, and laws that are deemed relevant for the commercial activities performed or the office location. Regular reports are made to the board of directors regarding the execution of business integrity policy.

Internal policies such as the "Business Integrity Code of Conduct," "Material Insider Information Handling and Insider Transaction Prevention Procedures," and "Director Ethical Behavior Guidelines" have been established to duly implement the anti-corruption guidelines. The Company also promotes compliance with business integrity policy among the board of directors and the management, covering 100% of board

members and management personnel during the year. Regarding office staff and new sales partners, the Company promotes its anti-corruption policy during training and duly enforces the policy in internal management and commercial activities.

All of TABC's business locations were subject to corruption risk assessment in 2022, and based on this, the Company found no material corruption risk and no reports concerning violation of ethical/integrity codes, corruptive behavior, or illegal conduct involving business activities or employees.

Execution of TABC's anti-corruption and business integrity policy in 2022 is explained below:

- Promotion of business integrity policy: Content of the "Business Integrity Procedures and Behavioral Guidelines" is communicated to all employees through e-mail and disclosed on the Company's website.
- Partial amendments were made to "Material Insider Information Handling and Insider Transaction Prevention Procedures" during the 3rd meeting of the 8th board of directors held on November 3, 2022.
- Education and training: The Company organizes anti-corruption and business integrity training for office staff and sales partners on a yearly basis; board members also undergo annual anti-corruption training.



Course	Subject	Hours	Participant count
Anti-corruption training	Members of the board	1.0	6
Business integrity	Office staff	1.0	60
Anti-corruption awareness	Sales partners	1.5	384

- Orientation: TABC has promoted business integrity policy to newly recruited office staff from their duty commencement date since December 26, 2019. A total of seven new recruits completed the awareness program in 2022.
- Consolidation of misconduct report: the Legal Compliance Office is responsible for overseeing business integrity, and briefed independent directors on misconduct reports received through the grievance mailbox during the Integrity Committee meeting held on December 29, 2022. It later presented a report on the progress of business integrity efforts in 2022 during a meeting of the board of directors, details of which have been disclosed on the corporate website. TABC received no reports of misconduct and encountered no incidents of corruption or dishonesty in 2022.
- Identification of integrity risk in operating activities: TABC engages in discussions with business units that are prone to high integrity risks and assesses the risk levels of their activities; these assessments found them to be of low risk.
- Communication with business partners: TABC has added an "anti-money laundering" clause to the contract for all insurance companies it works with, and all partnered insurance companies have made anti-money laundering part of their annual performance evaluations. As of 2021, TABC has partnered with 33 insurance companies, all of which have signed the anti-money laundering clause. TABC established a relationship with one new insurance company in 2022 and it, too, signed the clause. In 2022, TABC did not encounter any situations where it terminated or discontinued contract with a business partner due to any corrupt behavior or violation.
- Compliance audit: TABC conducts regular compliance audits on office staff; one such random audit was conducted in 2022, and found that office staff have duly understood and complied with relevant regulations, including the Criminal Code and Money Laundering Control Act.
- Statement of compliance with ethical corporate management policy issued by the senior management: The General Manager and Deputy General Manager have signed a statement of ethical behavior.



Grievance and suggestion channels

Integrity and responsible commercial conduct are the foundations of corporate sustainability, which is why TABC has set up grievance, whistleblowing, and suggestion channels and encourages stakeholders to file reports, complaints, or suggestions regarding dishonest or unethical behavior, or any impact that the Company's operations have on the environment, the economy, the society, or human rights.

TABC has disclosed whistleblowing channels on the corporate website, and allows internal and external personnel to report illegal activities using the mailbox: appeal@tabc.com.tw. All case details including identities of the parties involved are kept strictly confidential and will not be disclosed to a third party unless absolutely necessary for investigation purposes, so as to prevent unfair treatment and retaliation. TABC has also outlined relevant protections, handling procedures, and penalties in the Illegal, Unethical, and Dishonest Conducts Reporting Policy. TABC did not receive any compliant or misconduct reports relating to business integrity in 2022.

TABC's complaint and misconduct report handling procedures

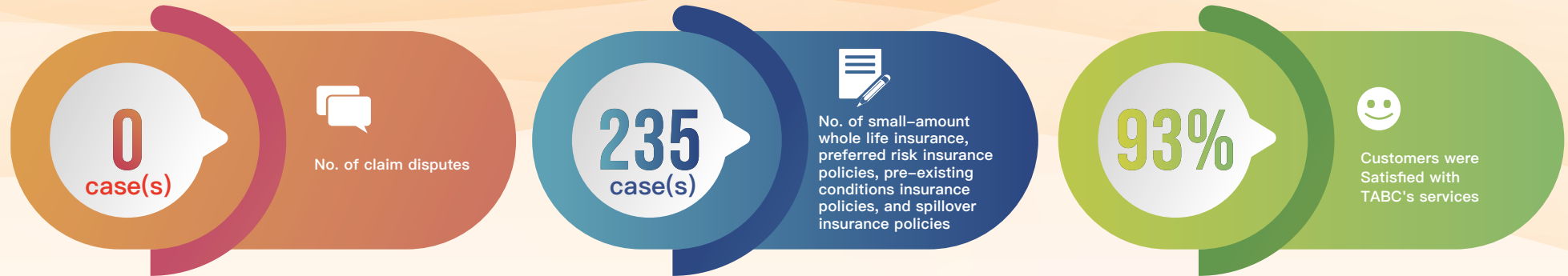


Note: The case acceptance process has been developed in accordance with the Illegal, Unethical, and Dishonest Conducts Reporting Policy, Ethical Behavior Guidelines, and Employee Work Rules.

PERPETUAL FINANCE.

- **Management approach**
- **Sustainable insurance**
- **Responsible investment**
- **Financial inclusion Insurance for the underprivileged**
- **Technological empowerment Digital insurance services**
- **Fair customer treatment and customer satisfaction**


>>> Performance highlights <<<



>>> Short/medium/long-term strategic goals <<<



Management approach

Material topic	Fair customer treatment, customer service and care
Corresponding GRI	Self-defined topic
Corresponding SDGs	
Policies and commitments	Observe fair customer treatment principles, support the sustainable insurance philosophy, and improve the quality of customer service.
Management of risks and opportunities (positive/negative)	<p>Positive: Providing customers with appropriate solutions and services will result in greater satisfaction, trust, and attachment, which in turn promote continuity and growth.</p> <p>Negative: Increasing cases of grievance and customer complaint will incur additional costs through dispute resolution and compromise business reputation.</p>
Goals	<p>Short-term goals:</p> <ul style="list-style-type: none"> Improve customer satisfaction and reduce the number of complaints and disputes from customers. <p>Medium-term goals:</p> <ul style="list-style-type: none"> Enforce the fair customer treatment principle; enhance the quality of service to customers through consistent internal training and awareness programs. <p>Long-term goals:</p> <ul style="list-style-type: none"> Enforce Principles for Sustainable Insurance; incorporate the ESG philosophy into operations and lead the organization towards sustainable growth.
Responsibilities and resources	<ul style="list-style-type: none"> A Corporate Sustainability Committee has been assembled to enforce Principles for Sustainable Insurance. Developed mobile insurance application platform, a digital tool that makes services more accessible to customers. 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.

Material topic	Fair customer treatment, customer service and care
Grievance system	See stakeholder engagement for details
Measurement system and outcome	<ul style="list-style-type: none"> In 2022, TABC promoted and sold 235 small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, generating NT\$6,710,397 in premiums. 86.7% completion of fair customer treatment courses in 2022. No claim disputes in 2022. 0% customer complaint caused by claim in 2022. 4.5 hours of training on fair customer treatment and financial consumer protection were organized in 2022, with more than 89% of sales partners completing the training. 93% of customers were satisfied with the services provided by sales partners in 2022.

Sustainable insurance /

TABC actively adopts international initiatives, including Principles for Sustainable Insurance (PSI), and incorporates their underlying values into internal practice as a way to improve corporate performance and realize its sustainable, inclusive vision. By enforcing PSI, we strive to optimize management of ESG risks and opportunities and adjust business practices in a manner that fosters sustainable growth.



| TABC's voluntary adoption of PSI |

Item	Description of relevant actions
ESG issues were incorporated into the decision-making process	<ul style="list-style-type: none"> Assembled the "Corporate Sustainability Committee." ESG-related risks are identified and reported to the board of directors on a regular basis; additional efforts are being devoted to the management and monitoring of ESG issues and to incorporating them into the decision-making process.
Raising customers' and business partners' attention to ESG issues	<ul style="list-style-type: none"> The Company conveys sustainability information to employees, customers, and business partners, and organizes related training for employees.
Joint ESG efforts with government agencies and other stakeholders	<ul style="list-style-type: none"> The Company sponsors and takes part in various policies and campaigns that help promote and educate ideas around sustainability and risk management on a yearly basis. Using a broad diversity of channels (such as meetings, conferences, and forums), TABC communicates with government agencies and non-government organizations (NGOs) to promote and share ESG practices and experiences, which in turn supports sustainable development of the insurance industry. TABC communicates with academic and scientific organizations on ESG issues that are relevant to the insurance industry, and supports research and educational programs. TABC communicates with the general public on ESG issues using channels such as its corporate website, social media, e-newsletter etc.
Regular disclosure of PSI progress	<ul style="list-style-type: none"> TABC publishes an ESG report annually, and uses it as a way to communicate with stakeholders, policyholders, and financial authorities on ESG issues, performance, and progress.

Responsible investment

TABC is committed to optimizing gains and value for customers as well as shareholders. By enforcing principles of responsible investment (PRI), TABC takes sustainability issues (i.e. environmental, social, and governance) into consideration and adopts an investment strategy that actively invests into ESG-aware businesses. TABC invests into Yuanta Taiwan High-yield Leading Company Fund, whose portfolio mainly comprises large entities with an ESG theme. As of December 31, 2022, the fund's top-10 assets included the likes of TSMC, E Ink Holdings (the leading e-ink manufacturer), Quanta, Delta Electronics, ASE etc., all of which were included in the Yuanta FTSE4Good TIP Taiwan ESG Index. TABC also holds debentures of O-Bank, which was given an ESG rating of 8.7 by Morningstar Sustainalytics, a world-renowned sustainability evaluation institution, in 2022, ranking first in Taiwan's financial industry.

Implementation of PRI

PRI	2022年作為及成果
Integration of ESG issues into the ownership policies and practices	<ul style="list-style-type: none"> 100% participation in the shareholders meetings of TWSE/TPEX listed investees, and 100% voting rate on shareholders meeting motions 100% participation in the shareholders meetings of unlisted investees, and 100% voting rate on shareholders meeting motions
All TWSE/TPEX listed investees are required to make appropriate disclosures of ESG information	<ul style="list-style-type: none"> The investment evaluation report takes into consideration the investee's sustainability reporting and other related information
Execution of PRI activities and progress	<ul style="list-style-type: none"> TABC regularly examines the business and financial performance, and industry trends, of its investees, and presents financial statements along with investment performance to the Audit Committee and the board of directors on a quarterly basis. Progress on responsible investment is disclosed in the Sustainability Report

Financial inclusion Insurance for the underprivileged

Insurance brokerage makes up the bulk of TABC's business activities. The Company does not develop products, but rather sells products offered by a broad diversity of insurance companies, working with sales partners that are capable of developing customized and optimal solutions for customers. However, considering that there are still minorities with distinctive insurance needs, such as the underprivileged and people with pre-existing conditions, it is the responsibility of insurance companies to offer protection at affordable premiums and convey the concept of "preemptive risk prevention" to a wider audience. This is why TABC has been collaborating with insurance companies to introduce insurance coverage for the underprivileged, such as: small-amount whole life insurance, pre-existing conditions insurance policies, preferred risk insurance, and spillover insurance policies. Through these products, we hope to duly enforce our financial inclusion strategy, bring positive benefits to customers, and create a more robust social safety net.



Furthermore, we engage with the Insurance Brokerage Association of Taiwan to help match needs via micro insurance platforms, and allocate budget to micro insurance each year. Although no successful matches of micro insurance were made in 2022, we will continue our efforts to help the underprivileged secure their lifestyles. In 2022, TABC sold 235 small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, which generated NT\$6,710,391 in premiums.

Sales of insurance for the underprivileged

Product/Year	2020		2021		2022	
	Case count	Premiums	Case count	Premiums	Case count	Premiums
Small-amount whole life insurance	134	1,539,298	162	2,425,634	175	3,672,690
Preferred risk insurance policies	22	394,435	23	632,630	13	302,687
Pre-existing conditions insurance policies	4	81,741	3	43,624	1	23,285
Spillover insurance policies	-	-	4	2,498,388	46	2,711,729
Total	160	2,015,474	192	5,600,276	235	6,710,391
Difference from the previous year			20% growth	178% growth	22% growth	20% growth

TABC promotes financial inclusion and works with insurance companies to market different types of coverage to cater to people in need

Small-amount whole life insurance

In light of consumers' need for insurance protection against aging demographics and low fertility rate, the government introduced "small-amount whole life insurance" policies that can be acquired at a relatively low premium, to complement their existing coverage. These policies help mitigate financial burden in the event of disability or accidental death.

Preferred risk insurance policies

Consumers are primarily distinguished between smokers and non-smokers, and this life insurance product makes more precise evaluation of the insured party's smoking habit, health condition, lifestyle, family history, and overall risk of death. It incurs lower premiums for people who are healthy.

Pre-existing conditions insurance policies

This policy is designed specifically for people with poor health, who have previously been rejected for coverage, or who carry an exclusion, such as: diabetics and people with liver or metabolic diseases. Despite the slightly higher premiums, it nevertheless provides people with pre-existing conditions an opportunity to acquire coverage.

Micro insurance

This insurance targets the financially challenged and people with special conditions, aiming to provide them with basic protections against certain risks that are not covered by the social insurance or social aid systems. By giving the underprivileged access to basic protection at low premiums, we help them avoid financial difficulty if an unfortunate event occurs.

Spillover insurance policies

These insurance policies offer "spillover effect" on top of protection by encouraging policyholders to exercise regularly and adopt a healthy lifestyle. Policyholders who meet the spillover criteria may enjoy a discount on premiums or other forms of benefit, as they have made the effort to minimize chances of disease, claiming, and the amount of premium needed to sustain coverage.

235

2022
Sale of insurance policies for the underprivileged

NT\$
6,710,391

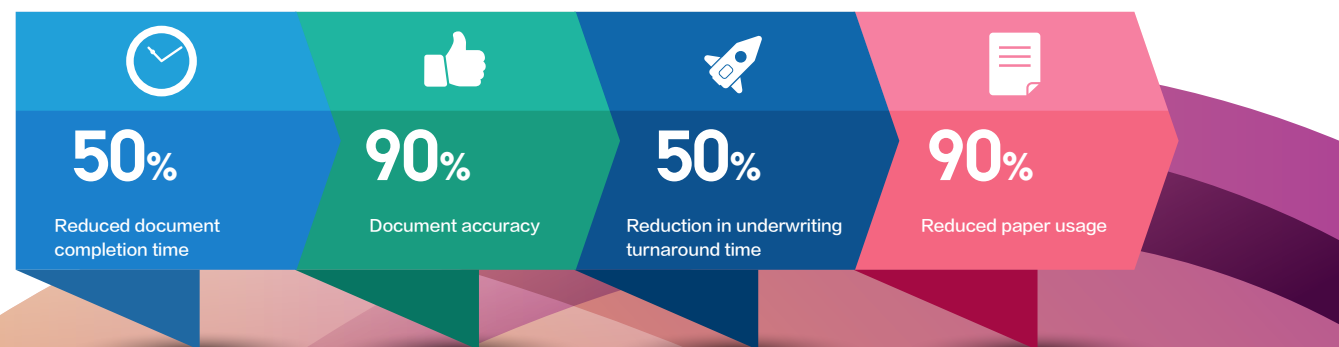
2022
Premium revenues from insurance policies for the underprivileged

Technological empowerment Digital insurance services /

Technological innovations have forced the insurance industry to move away from the conventional sales approach and embrace digital solutions. TABC began capitalizing on the digitalization trend as early as 2015, at which time we committed resources to developing digital services and procedures, and took progressive steps toward accomplishing our digitalization roadmap to: commence mobile insurance services by 2019 and commission the i-Taiming platform by 2020. Through the design of digital applications, we provide sales partners with the tools they need to serve policyholders. TABC cooperated with an additional three life insurance and three non-life insurance companies on mobile insurance service in 2022, and worked with TransGlobe Life Insurance on the trial run and promotion of remote insurance application services in 2021 and 2022. The above innovations not only bring mobility to sales representatives, but also give customers the ultimate digital insurance service experience.

In addition to meeting the government’s cybersecurity standards and requirements, TABC’s mobile insurance service has been designed to help sales partners improve document accuracy and simplify workflow, speed up document review and underwriting by insurance companies, and enhance the efficiency of the insurance application service for customers. The service also greatly reduces use of paper and contributes to the protection of Earth's environment.

Remote insurance is an upgrade of the mobile insurance service that overcomes constraints of time and location. It allows insured parties outside the country and parties in different locations to complete insurance applications without being physically present. Remote insurance uses advanced identification technology to verify the identities of parties in an insurance application, and confirms policy details and customers' acknowledgment through video conferencing. Instead of a hard-copy signature, remote insurance uses video confirmation for customer verification.



Since the commissioning of the mobile insurance service, we have been exploring ways to integrate sales assistance tools from multiple insurance companies and make them available to sales partners, so that they need not carry paper documents with them or worry about document errors or omissions. This led to the introduction in 2020 of TABC's "i-Taiming," a platform offering simple and intuitive service classification supported by interactive search functions to help sales partners expand business. i-Taiming makes use of LINE@, an App that is installed on virtually on every mobile device in Taiwan, to shorten the learning curve. i-Taiming not only consolidates official correspondence, product promotion materials, forms, and website links across multiple insurance companies but also provides market information and analytical tools, as well as TABC's internal forms, correspondence, and promotional news. Files and screenshots can be sent to customers directly from the platform with a few taps of the finger, thereby reducing wastage from excess printing or incorrect use of forms. Another distinct advantage to using this platform is the ability to interact and discuss with customers without constraints of time and location.

Since 2022, TABC has cooperated with insurance companies to connect using a "Single Sign-On" (SSO) portal, so that sales partners may simply log in to TABC's existing sales portal to have direct access to the insurance brokerage section of the respective insurance company and make use of their digital tools without the need to memorize multiple account names and passwords. This enhances business expansion efforts and service efficiency across all sales partners. Having connected with the first such insurance company in 2022, TABC will be expanding SSO to include mobile insurance and i-Taiming, providing strong support to the marketing and policyholder service efforts of sales partners.

Online financial services have emerged to become a prominent trend. In light of ongoing deregulation with regard to the establishment of online insurance companies and innovative insurance products, TABC will continue to invest in digital and remote service systems and organize relevant training. In the product sales aspect, TABC will introduce a wider range of professional courses that aim to improve the professional capacity of sales representatives, so that they may deliver professional and complete services to customers while staying competitive in the market.

Key milestones in digital insurance services

2017	2019	2020	2021	2022
Created an online insurance application network	Commenced mobile insurance application service (4 life and 1 non-life insurance companies)	Promoted mobile insurance service (Added 1 life and 1 non-life insurance companies) (Total: 5 life and 2 non-life insurance companies) Commissioned the i-Taiming platform	Promoted mobile insurance service Cooperated with TransGlobe Life Insurance on the trial run and promotion of remote insurance application services	Promoted mobile insurance service (Added 3 life and 3 non-life insurance companies) (Total: 8 life and 5 non-life insurance companies) Promoted remote insurance service Single Sign-On (SSO) (1 life insurance company)

Progress of mobile insurance service

Indicator (unit)/Year	2019	2020	2021	2022
Cumulative No. of connected insurance companies	4	5	5	8
Percentage of connected insurance companies (%)	28.57%	35.71%	35.71%	61.54%
No. of mobile life insurance applications	240	1,712	1,399	3,228
Difference from the previous year	-	613% growth	18% decrease	131% growth
Percentage of cases submitted through mobile insurance service (%)	0.82%	10.46%	14.01%	23.02%
Difference from the previous year		1,175.90% growth	33.89% growth	64.29% growth

Explanation of calculations:

1. Percentage of connected insurance companies: Number of life insurance companies connected to mobile insurance service / number of partnered life insurance companies excluding those involved only in group insurance
2. Percentage of cases submitted through mobile insurance service: Number of cases submitted through mobile insurance service / total number of life insurance applications received

Fair customer treatment and customer satisfaction

Enforcement of fair customer treatment

Financial services play an important role in everyday life, and encompass everything from deposits, withdrawals, loans, investment and taxation, to insurance. Following the global financial crisis in 2008, the world started paying attention to the quality of products and services provided by financial institutions, and directed more emphasis to the protection of financial consumers' interests.

The main characteristic distinguishing insurance from other financial products is that it offers a lifetime commitment. Customers count on us to be able to provide timely and complete protection at times of need or when they encounter a major risk event, which is why insurance service has always been important to peace of mind.

TABC observes principles of fair customer treatment and friendly service, and has incorporated them deep within its corporate culture. Through establishment and regular promotion of related principles and guidelines, regular training, sharing of news and case studies, and internal audits, the Company keeps up to date on the latest regulatory changes and strives to keep every promise it makes. We respond to the needs of every customer in a fair manner, and maximize our influence as a financial institution to make financial services more accessible to consumers at a time when products are expanding in diversity. Meanwhile, we continue to accomplish our goal of providing high-quality service and improving industry competitiveness.

Implementation of fair customer treatment - 2022

Fair customer treatment principle	Item	Practices
Establishment of fairness and integrity principles	Promotion of fair contracting and explanation to customers	More than five courses were organized to clarify queries in 2022
Duty of care and loyalty	Protection of customers' interests	Laws and case studies relating to business solicitation are communicated through "TABC Weekly Recap" and internal e-mail. More than 20 such communications were made in 2022.
	Discussion and resolution of board meeting motions	Directors place the interests of both TABC and its customers as the top priority when resolving motions; measures have been implemented to ensure that directors do not make decisions for reasons of personal gain. Meanwhile, the Company strictly prohibits directors from exploiting their vested authorities for personal gain, and actively prevents potential conflicts of interest that may be exploited against the Company's and customers' favor. <ol style="list-style-type: none"> The board must have more than half of total directors present when discussing and resolving motions. Unless otherwise regulated, more than half of the attending directors must be from the insurance industry. °

Fair customer treatment principle	Item	Practices
Duty of care and loyalty	Discussion and resolution of board meeting motions	<ol style="list-style-type: none"> When discussing motions that concern personal interest, directors are required to state the personal interests involved during board meetings, in order to prevent participants from favoring any particular motion for personal gain. The board of directors may invite managers and other participants to provide insight on the motions being discussed during meetings, but they must exit the venue after providing the required information to avoid affecting decisions of the board of directors. The Company also complies with regulations and requires that directors to recuse themselves from motions that concern their personal interests.
Truth in advertising and promotion	Sale of products approved or acknowledged by the regulator Advertisement and marketing materials review system	All products are subject to rigorous launch review, and the content of advertisements and marketing materials is closely monitored. All advertisements and marketing materials submitted for review in 2022 conformed with internal guidelines and requirements.
Product and service suitability	Product suitability analysis	<ul style="list-style-type: none"> TABC verifies customers' insurance needs using a "document analysis report," and would offer professional legal advice if a dispute were to arise in relation to claims on a later date. No claim disputes occurred in 2022.
Notification and disclosure principles	Professional training and customer call visit	<ul style="list-style-type: none"> TABC organizes business solicitation training and makes call visits to new customers. TABC organized more than 25 hours of insurance solicitation training in 2022, and made random call visits to 5% of new contracts each week.
Balanced compensation and performance	Establishment and examination of the compensation system	<ul style="list-style-type: none"> Internal audits are conducted on a yearly basis. The compensation system has been established in accordance with the law, and the most recent amendment was approved during the board of directors meeting dated November 3, 2022. TABC's compensation system takes into consideration the risks borne and self-regulatory guidelines. Instead of relying solely on performance targets, TABC aims to maintain proper balance between compensation and performance.
Complaint protection principles	Establishment of a complaint handling system	<ul style="list-style-type: none"> TABC received one complaint case in 2022, and it did not escalate to mediation. The ratio of customers' complaints to claims was 0% for 2022. In 2022, TABC examined and revised its internal audit processes for complaint handling to conform with prevailing market and industry circumstances, and implemented them through a board resolution.
Professionalism of sales representatives	Regular education and training Improvement of professional knowledge among back-office employees	<ul style="list-style-type: none"> TABC implements fair customer treatment training and encourages senior employees of its Insurance Policy Service to undergo practical training for "underwriting" and "claims." 4.5 hours of training on fair customer treatment and financial consumer protection were organized in 2022, with more than 89% of sales partners completing the training.
Friendly service principles	Cooperation on sale of diverse insurance products Offering of diverse service channels	<ul style="list-style-type: none"> TABC provides physical and online service channels to meet policyholders' needs. In 2022, TABC amended its internal audit processes to incorporate checks for older insurance applicants, and implemented them with a board resolution.
Implementation of business integrity principles	Establishment of relevant guidelines Penalties for violations involving sales representatives	<ul style="list-style-type: none"> TABC observes regulatory guidelines and has established a set of business integrity rules, which are disclosed on the corporate website. Disciplinary meetings involve managers from both back-office and sales, to protect the interests of the parties involved.

Sincere service

- Diverse communication channels**

TABC is dedicated to providing fast and efficient services that solve policyholders' problems and satisfy customers' needs. We provide a multitude of service channels that customers can use to easily reach us. In addition to submitting requests over the counter at head office or through sales partners nationwide, customers may also choose to submit requests online or using non-physical channels including the 0800 toll-free customer service hotline, the "policyholder section" of the official portal, online message, Facebook page, LINE@, and Instagram, taking full advantage of the networking environment and digital tools available to us.

| TABC' s diverse service channels |

Category	Channel
Physical channels	Counter service (head office), face-to-face service (sales partners)
Non-physical channels	Official website, policyholders section, online inquiries, 0800 toll-free customer service hotline

We want more than to just receive message from customers, but to engage with them in bilateral communication, which is why we use different forms of media and explore every opportunity to reach customers and give them a better understanding of TABC. These interactions also enable us to learn customers' needs and provide suitable services in a timely manner. In addition to making daily news updates over the TABC website, we also make regular posts via Facebook and Instagram and organize campaigns and policyholder seminars from time to time to provide the latest information on the

financial market and insurance products, thereby making ourselves known to and reachable by customers.

The broad diversity of service channels we have available give customers access to services unrestricted by time or location. In light of customers' demand for improved service quality and capacity, we encourage office staff of the Insurance Policy Service Department to obtain relevant certifications and complete the required training to keep up with the market. In future, we will adhere to our customer-centric business philosophy and continue to protect customers' interests.



| Bilateral communication channels offered by TABC |

Bilateral communication channel	Frequency	Details/results
Official website	Ad-hoc	Covers news of TABC Establishment of corporate brand
0800 customer service hotline	Ad-hoc	Provides customers with online inquiry service
Facebook page	2-3 posts a month	Promotion of brand image
Instagram	4 fan events per year	Improvement of customer loyalty
TABC Line@	Unscheduled.	Company and campaign information
Policyholder seminar	Unscheduled.	Provides customers with information on financial and insurance products

Handling of customer feedback

As consumer awareness rises, financial services come under detailed scrutiny, which is why TABC has set up a unified service portal to gather customers' voices. Upon receiving suggestions and recommendations from customers, TABC delves deep into their needs, clarifies facts, offers solutions, and takes appropriate steps to improve and follow up on progress. By creating a robust system for handling customers' opinions, we hope to improve the overall quality of financial consumers' experience. TABC received zero complaints from customers in 2022. We adopt a customer-centric business philosophy and strive to protect customers' interests when handling disputes. At TABC, we view every dispute as an opportunity to grow, improve, and learn, and we believe that making persistent adjustments is the only way to raise customers' satisfaction over time.

The four steps to handling customer feedback:

1. TABC handles all complaints with utmost fairness, objectivity, and impartiality, and requires employees to explain and communicate with policyholders in a friendly and sincere manner, while protecting the customer's best interests. It is our hope to resolve complaints in an amicable way that promotes the Company's image and reputation and supports its business philosophy.
2. All information, written reports, and replies from sales representatives must be complete and detailed; case handlers shall conduct the necessary investigations in such a way as to avoid affecting the final decision and outcome of the complaint case.
3. Sales representatives shall be monitored to handle and reply to complaints in a timely manner, as delays may give rise to additional disputes or escalate the situation, making it more difficult and more complicated to handle.
4. A withdrawal statement shall be obtained from customer if the complaint has been duly resolved, to their satisfaction.

01

Receiving complaints

A single service portal has been created and any complaint received will be looked into immediately to determine the policyholder's claim and the nature of the complaint. Relevant personnel will be notified within two days to carry out the required subsequent actions.

02

Case handling

Depending on the nature of complaint, the case handler will discuss with relevant departments to devise solutions and make timely replies on the progress.

03

Negotiation

The policyholder and representative of the insurance company will be invited to a coordination meeting to review and document policyholder's claims, and negotiate for an acceptable solution. If this negotiation fails, the Company will approach the insurance company or a relevant government agency to convene another coordination meeting.

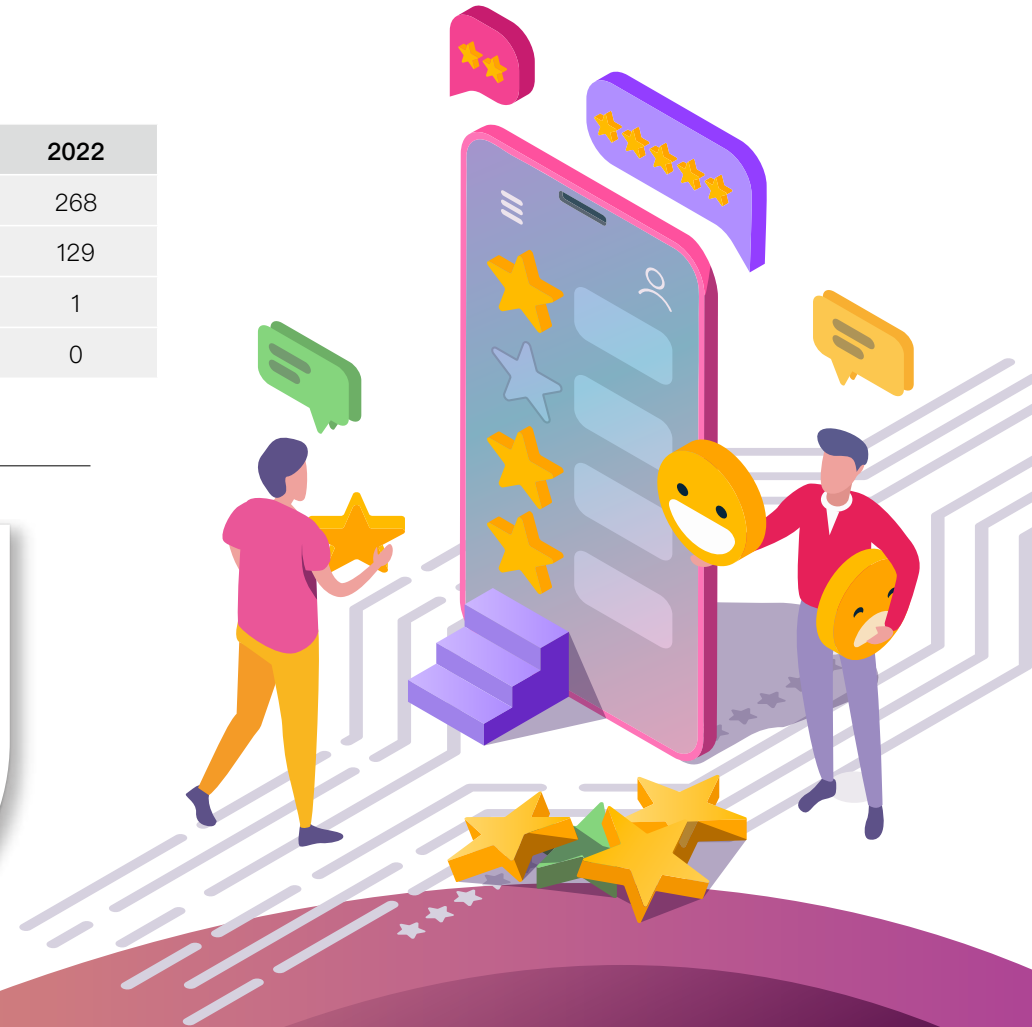


Mediation cases in previous years

Item / Year	2020	2021	2022
Complaints by insurance auxiliaries	167	190	268
Number of mediations requested by insurance auxiliaries	65	67	129
Complaints by TABC	2	5	1
Number of mediations requested by TABC	2	4	0

Customer satisfaction

Every contact with the policyholder, whether through sales partners or office staff and whether for business solicitation, verification, or claims, presents an opportunity to serve customers. We value every interaction and make regular calls to learn about customers' satisfaction with TABC, and abide by the regulatory guidelines in our conduct. Starting from 2019, we have been making random calls to "new contract" and "after-sale" customers on a yearly basis to determine their level of satisfaction; the outcomes of these calls provide useful reference regarding our service to customers. 93% of customers were satisfied with the services provided by TABC and sales partners in 2022.



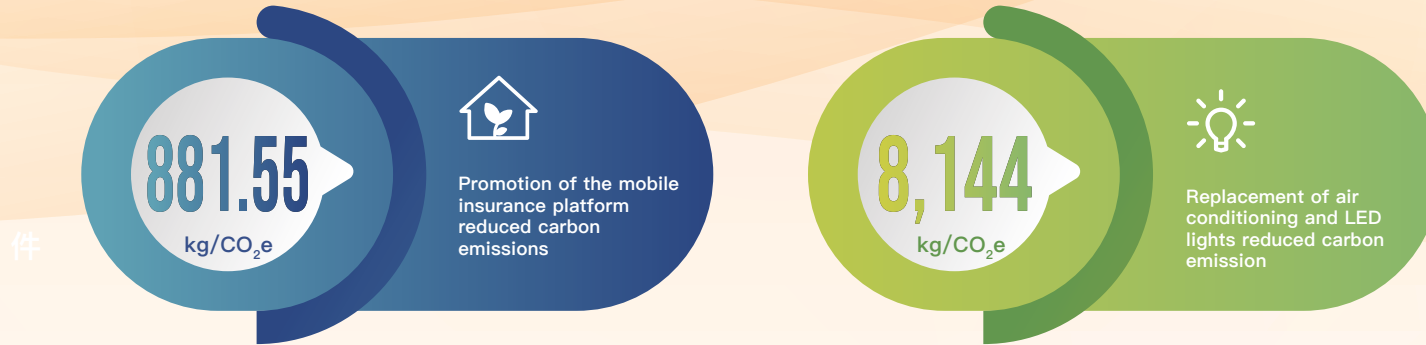
Customer satisfaction in previous years

Item / Year	2020	2021	2022
Satisfaction call	94.26%	95.34%	93%

ENVIRONMENTAL PROTECTION.

- **Management approach**
- **TABC's low-carbon value chain**
- **Risks and opportunities of climate change**
- **Energy efficiency and carbon reduction**
- **Water resource management**
- **Paperless business**


>>> Performance highlights <<<



>>> Short/medium/long-term strategic goals <<<



Management approach

Material topic	Energy efficiency and carbon reduction
Corresponding GRI	302-1 Energy consumption within the organization 302-3 Energy intensity 305-2 Energy indirect (Scope 2) GHG emissions 305-4 GHG emissions intensity
Corresponding SDGs	
Policies and commitments	TABC actively enforces energy and carbon reduction measures as a way to enhance the organization's resilience against climate change and to bring positive influence to the environment.
Management of risks and opportunities (positive/negative)	Positive: Introducing energy conservation and carbon reduction practices into operations will lessen carbon footprint and improve operating efficiency, and thereby affect the industry and the environment in a positive way. Negative: Increased carbon emission costs and extreme weather cause losses to hardware and personnel, which give rise to operating costs. By adopting the TCFD framework, TABC aims to manage the possible financial impacts of climate change and lessen negative impacts.
Metrics and targets	Short-term goals: <ul style="list-style-type: none"> Reduce water usage by 5% in 2022 compared to the base year (2018). Save 100,000 sheets of paper in 2022 (by underwriting 5,000 mobile insurance policies through mobile applications) compared to the base year (2019). Reduce greenhouse gas emissions by 1% in 2022 compared to the base year (2019). Medium-term goals: <ul style="list-style-type: none"> Continue promotion of mobile insurance services to achieve optimal resource efficiency. Long-term goals: <ul style="list-style-type: none"> Implement TABC's three low-carbon strategies and build a low-carbon, sustainable business.

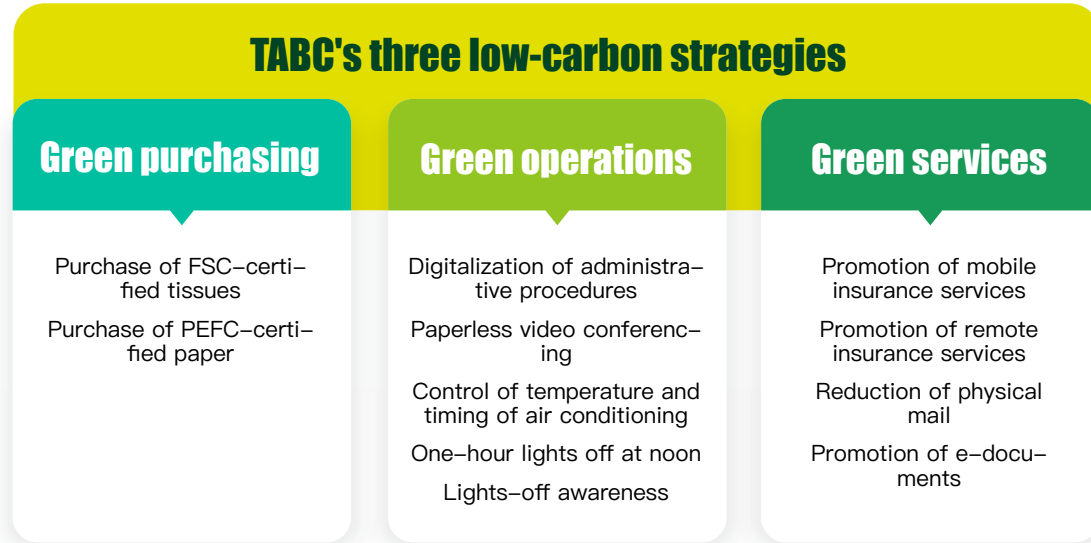
Material topic	Energy efficiency and carbon reduction
Effectiveness tracking mechanism	<ul style="list-style-type: none"> Replacement of air conditioning and LED lights reduced carbon emissions by 8,144 kg/CO₂e in 2022. By promoting the use of our mobile insurance platform, the Company was able to use 48,975 fewer sheets of paper in 2022, which was equivalent to a carbon reduction volume of 881.55 kg/CO₂e. Ongoing promotion of the e-correspondence and e-reporting system reduced paper usage by 20,836 sheets in 2022, equivalent to carbon emissions of 375.05 kg/CO₂e. ^(Note)
Actions and measures for the year	<ul style="list-style-type: none"> The Corporate Sustainability Committee has a Corporate Governance and Risk Management Team that is responsible for coordinating internal units in identifying and assessing climate change risks, and establishing strategies in response to climate impacts. Paperless practices: Mobile insurance service, online video conferencing, digitalization of forms and correspondence, and electronic voting in shareholders meetings Replacement of air conditioning and LED lights. 19 computer displays were scrapped and 4 new servers were built; all of which are virtual machines.

Note: The amount of paper and associated carbon reduction saved through the e-correspondence system was calculated at 0.018 kg per sheet of A4 paper; source of data: EPA's National CO2 Reduction Data Website.



TABC's low-carbon value chain /

Having recognized the potential risks of climate change to the society and the environment, TABC took a detailed look at its value chain from inside out, and proposed "green purchasing," "green operations," and "green service" measures for the business activities involved. By adopting these three low-carbon strategies, TABC hopes to minimize the negative impact of its operations on the environment, and apply innovative thinking and resources in a way that delivers a positive influence on the environment. TABC has made extensive efforts to purchase supplies certified as environmentally friendly in all aspects of its business activities, to achieve sustainability. Not only has the Company adopted energy and carbon reduction measures and explored ways to optimize energy efficiency in daily operations, it also promotes the use of mobile insurance services and brings digital resources into customer service to greatly reduce the use of paper. In the future, TABC will continue refining its low-carbon practices and actively communicate with external partners including suppliers, customers, and the general public to help protect the environment.



Risks and opportunities of climate change /

TABC has designated the Corporate Governance and Risk Management Team of its Corporate Sustainability Committee as the convener for business risks associated with climate change. The Company also observes the framework of Task Force on Climate-related Financial Disclosures (TCFD) and has adopted the four core elements (namely "Governance," "Strategy," "Risk management," and "Metrics and targets") to identify the potential risks and opportunities of climate change and determine the impacts on TABC's operations. Response strategies and measures can then be devised ahead of time to prevent risk and harm from climate change.

TCFD core elements

| TCFD core elements and financial disclosure |

Core element	行動方案
<p>Governance</p>	<p>TABC has designated the Corporate Governance and Risk Management Team of its Corporate Sustainability Committee as the convener. The convener makes a detailed account of risk issues each year and determines the potential impacts that each risk may have on the organization; its responsibilities include the identification and evaluation of, and response to, climate change risk. The convener also hosts annual meetings to prioritize TABC's sustainability initiatives, including climate change issues, so that actions can be taken to fulfill corporate social responsibilities.</p>
<p>Strategy</p>	<p>TABC identifies physical and transition risks and opportunities based on the type of business activity involved and the current state of operations. It actively promotes green energy and environmental protection policies, and adopts three low-carbon strategies (green purchasing, green operations, and green services) as a response to the impacts that climate change and greenhouse gas have on the environment, and thereby reduces climate change risks. In addition to implementing carbon reduction measures, TABC also promotes energy conservation and waste reduction in office and common areas, and implements green purchasing of environment-certified products. Furthermore, the Company works with suppliers that observe environmental regulations and standards to reduce the financial impact of climate change on business operations.</p> <p>When identifying climate change risks and opportunities, TABC simulates physical risks using scenarios RCP2.6, RCP4.5, RCP6.0, and RCP8.5 of Intergovernmental Panel on Climate Change (IPCC) and simulates transition risks based on Nationally Determined Contributions (NDCs) of the Paris Agreement and scenarios mentioned in domestic laws. Through scenario analysis, TABC evaluates climate change impacts in the business, strategy, finance, and investment aspects that the organization may be susceptible to under different climate scenarios.</p>

Core element	行動方案
<p>Risk management</p>	<p>In order to evaluate existing and future campaigns, products, and services for potential impacts or risks on business continuity, the Corporate Governance and Risk Management Team of the Corporate Sustainability Committee regularly assess climate change risks, analyze chances of occurrence, and determine the possible financial and business impacts. Based on the climate change risks and opportunities identified and the outcome of assessment, the Company then develops appropriate response strategies and action plans.</p>
<p>Metrics and targets</p>	<p>TABC has been using metrics to manage the impacts, risks, and opportunities associated with climate change and to guide accomplishment of green energy and carbon reduction goals. The Company has long implemented energy and carbon reduction measures, and below is a brief description of the actions taken.</p> <ul style="list-style-type: none"> • Power usage: TABC uses lighting equipment that is certified for power efficiency and environment friendliness; air conditioning and lighting are turned off in unused conference rooms; minimum lighting is used in office and common areas during lunch breaks. Replacement of air conditioning and LED lights reduced carbon emissions by 8,144 kg/CO₂e in 2022. • Water resources: Reduced water usage by 5% in 2022, compared to the base year (2018). In addition to promoting water conservation awareness, the Company has limited the volume of water dispensed in common toilets and replaced outdated faucets and toilet bowls with water-efficiency certified alternatives. The Company also inspects pumps, water towers, faucets, pipes, and ceiling/wall/underground pipelines regularly for leakage. • Waste: TABC set the goal of saving 100,000 sheets of paper in 2022 (by underwriting 5,000 mobile insurance policies through mobile applications) compared to the base year (2019). In 2022, 3,339 insurance policies were underwritten through mobile applications, which represented actual savings totaling 69,811 sheets of A4 paper. The Company also advocates waste reduction by promoting online document signing and encouraging double-sided printing or reuse of paper wherever possible. • Greenhouse gas: TABC has set goals to reduce CO₂ emissions progressively compared to the base year (2019). Scope 2 greenhouse gas emissions in 2022 were reported at 49.95 tonCO₂e. • 4 new servers were built in 2022, all of which are virtual machines. • 19 computer displays were scrapped in 2022.

Scenario analysis

- Physical scenario

Based on the climate models described in the "Taiwan Climate Change Projection Information and Adaptation Knowledge Platform" and "3D Disaster Potential Map," TABC simulated scenarios RCP2.6, RCP4.5, RCP6.0, and RCP8.5 and estimated that increases in average precipitation and maximum one-day precipitation in 2100 do not exceed the disaster level of: 350mm in 6 hours, 400mm in 12 hours, and 650mm in 24 hours as mentioned in the "3D Disaster Potential Map".

Maximum one-day precipitation estimate by TABC head office



Source: Taiwan Climate Change Projection Information and Adaptation Knowledge Platform.

Estimated annual average temperature change at TABC's head office



Source: Taiwan Climate Change Projection Information and Adaptation Knowledge Platform.

In terms of annual average temperature, TABC's head office is located in Zhongzheng District, Taipei City, where temperature may rise by 2°C by 2100 except in scenarios RCP 2.6 and RCP 4.5. This rise in temperature may increase power usage and increase infrastructure costs. In light of the rise in average temperature, TABC is taking progressive steps to replace lighting equipment and promote energy conservation measures, which will mitigate operational as well as financial risks associated with rising temperatures in the future.



- **Transition scenario**

TABC has performed scenario analysis based on the Nationally Determined Contributions (NDCs) of the Paris Agreement and in accordance with domestic regulations such as the Greenhouse Gas Reduction and Management Act and the Renewable Energy Development Act, to estimate the financial impact of future power costs. Under the scenario where greenhouse gas emissions are to be reduced by 50% from BAU by 2030, and assuming that renewable energy sources do increase from 5.6% of total power capacity in 2019 to 40% of total power capacity in 2030 as the government has planned, the higher cost of renewable energy may force Taiwan Power Company to increase electricity rates from NT\$2.63/kWh in 2019 to NT\$3.88/kWh in 2030. As a result, TABC will incur additional costs in the purchase of electricity.

Judging by the 72,442 kWh of electricity purchased in 2022, energy cost may rise to NT\$281,075 by 2030. This scenario analysis indicates the possible impact on purchased electricity, and TABC will continue to enforce energy conservation measures to further reduce power usage.

Financial impacts of climate risks and opportunities

TABC evaluates each climate risk and opportunity it identifies and classifies them by degree of impact into three tiers (low, medium, and high) and by chance of occurrence into three levels (not likely, likely, and very likely). Through this analysis, we were able to identify issues of medium and high risk and devise appropriate response measures accordingly, to improve TABC's resilience against climate change risks and response to opportunities.



Climate risks and opportunities matrix

Degree of impact	High		④ ⑤	② ③ ②
	Moderate		③	④ ①
	Low			①
		Not likely	Likely	Very likely
		Probability of occurrence		

List of climate risks and opportunities

Climate risk	Climate opportunity
① Legislation regarding renewable energy and carbon reduction	① Increase efficiency of energy/resource usage
② Development cost of low-carbon technologies and services	② Expansion of low-carbon products and services
③ Collaboration with high-carbon suppliers	③ Investment into low-carbon businesses
④ Climate anomalies (such as heavy rain, typhoon etc.)	④ Increase tolerance to climate change risks
⑤ Climate anomaly (increase in average temperature)	

Climate-related risks and financial impacts

Category	Climate-related risks	Corresponding climate risk	Potential financial impacts	Response and action
Transition risk	Policies and regulations	① Legislation regarding renewable energy and carbon reduction	<ul style="list-style-type: none"> Enactment of the Climate Change Response Act in Taiwan and the introduction of carbon taxes and carbon trading systems may all affect TABC, for which the Company will have to incur additional costs via improving the energy efficiency of its business locations, increasing renewable energy capacity, and acquiring green electricity certificates. 	<ul style="list-style-type: none"> Pay close attention to changes in local and foreign regulations, and adopt energy conservation and carbon reduction actions to minimize emissions from operations. Scope 2 greenhouse gas emissions in 2022 were reported at 49.95 tonCO₂e.
	Technology	② Development cost of low-carbon technologies and services	<ul style="list-style-type: none"> Forthcoming regulations and initiatives will inevitably require businesses to adopt low-carbon and low-emission technologies, which increases capital investment. 	<ul style="list-style-type: none"> TABC will examine its entire value chain and target key areas for improvement regarding emissions. NT\$310,000 have been allocated to creating a mobile insurance service platform, and efforts are being committed into promoting paperless processes for low-carbon transformation.
	Market	–	<ul style="list-style-type: none"> Customers' rising awareness of issues around sustainability may result in a general shift to low-carbon products or services and affect revenues. 	<ul style="list-style-type: none"> Promote video conferencing as a way to reduce carbon emissions from commuting for TABC's sales partners. TABC incurred costs of approximately NT\$6,000 for the introduction of video conferencing systems and NT\$30,000 for the installation of wireless projectors. °
	Reputation	③ Collaboration with high-carbon suppliers	<ul style="list-style-type: none"> Collaboration with high-carbon supplier may undermine customers' trust in the Company. Investment into high-carbon or highly polluting industries may raise doubts or leave negative impressions among stakeholders. Low climate resilience may undermine investors' and stakeholders' trust in the Company. 	<ul style="list-style-type: none"> Introduce ESG requirements into supplier management policy and coordinate with suppliers toward supporting low-pollution industries. Make yearly publications of the ESG/Sustainability Report to disclose TABC's climate change responses and environmental data in detail, and make ongoing improvements to climate management.
Physical risk	Immediate risk	④ Climate anomalies (such as heavy rain, typhoon etc.)	<ul style="list-style-type: none"> Inability to carry out work activities may undermine employees' sales efforts and reduce revenues. 	<ul style="list-style-type: none"> Devise business continuity plans in response to potential disruption in the event of typhoon or natural disaster, to shorten the time taken to resume normal operations. NT\$8,590 were spent on maintenance of power equipment in 2022.
	Long-term risk	⑤ Climate anomaly (increase in average temperature)	<ul style="list-style-type: none"> A rise in average temperature increases use of air conditioning, resulting in higher electricity expenses. Buildings in low-lying areas may flood in the event of heavy rain or typhoon, which could increase repair and maintenance costs. 	<ul style="list-style-type: none"> To more effectively control the temperature and duration of air conditioning, TABC made further adjustments to the air conditioning equipment and LED lights in 2022 and set up new servers in the form of virtual machines. These adjustments saved approximately 16,000 kWh of power in total. NT\$30,550 were spent on maintenance and replacement of LED lights in 2022.

Climate-related opportunities and financial impacts

Category	Climate-related risk opportunities	Corresponding climate risk	Potential financial impacts	Response and action
Resource efficiency	<ul style="list-style-type: none"> Recycling and reuse of paper and waste Transition to more efficient office equipment Reduce water use and wastage 	① Increase efficiency of energy/resource usage	<ul style="list-style-type: none"> Reduce the amount of consumables purchased. Reduce power usage and carbon emissions. Reduce cost of water usage. 	<ul style="list-style-type: none"> Establish energy and carbon reduction goals and adopt solutions such as replacement of LED light and purchase of energy-efficient equipment. Adopt video conferencing and promote paperless policies. Continue promotion of the e-correspondence and e-report system to reduce paper usage. Promote water conservation awareness and inspect faucets, pipes, and ceiling/wall pipelines regularly for leakage.
Products and services	<ul style="list-style-type: none"> Launch of low-carbon products Digital financial 	② Expansion of low-carbon products and services	<ul style="list-style-type: none"> Promote digital financial services as a time- and cost-saving solution, which indirectly improves operating efficiency and profitability over time. 	<ul style="list-style-type: none"> Promote the use of mobile insurance platforms as a way to increase resource and energy efficiency. The number of life insurance policy applications submitted using such platforms accounted for 23.02% of the total in 2022, up 12% compared to 2021.
Market	<ul style="list-style-type: none"> Implementation of responsible investment 	③ Investment into low-carbon businesses	<ul style="list-style-type: none"> Adherence of the current trends helps improve corporate image, sales, and profits. Increase diversity of financial assets. 	<ul style="list-style-type: none"> Implement responsible investment, avoid investment into businesses/assets of high carbon emission, and invest into green energy-related industries
Resilience	<ul style="list-style-type: none"> Climate change risks and solutions test on Company's responses 	④ Increase tolerance to climate change risks	<ul style="list-style-type: none"> Stronger corporate resilience reduces losses from climate change 	<ul style="list-style-type: none"> Include climate risk in the risk management process; regularly review climate-related risks and opportunities and devise response strategies to strengthen overall risk tolerance.

Energy and carbon reduction /

Being a professional insurance service provider, TABC is well aware of the impacts that business operations can have on the environment, which is why we persistently explore ways to reduce energy consumption while at the same time increasing the use of green energy sources. This year, we continue looking for ways to increase energy efficiency across business locations.

TABC has implemented a wide range of energy conservation solutions and has also encouraged employees to apply the energy conservation mindset into both their work and life activities in recent years. In 2022, TABC continued to update air conditioning equipment and LED lighting, and set up servers in the form of virtual machines, to reduce energy consumption and carbon emissions. TABC also continues to promote online video conferencing to reduce carbon emissions from commuting. Business travel, and actively cooperates with insurance companies to promote mobile insurance. Below is a description of TABC's energy and carbon reduction performance in 2022:

- Replacement of air conditioning equipment and LED lights in 2022 achieved total power savings of 16,000 kWh, which was equivalent to a carbon reduction volume of 8,144 kg/CO₂e.
- By promoting the use of mobile insurance platforms, the Company was able to increase energy/resource efficiency and use 48,975 fewer sheets of paper, which was equivalent to a carbon reduction volume of 881.55 kg/CO₂e.
- Continued enforcement of the e-correspondence and e-report system, using 20,836 fewer sheets of paper in 2022, or a reduction in carbon emissions of 375.05 kg CO₂e.

台名保經能源相關數據

Item /Year	2020	2021	2022
Consolidated revenues (in multiples of NT\$100 million)	9.15	8.13	7.38
Energy consumption (MJ)	317,476.80	351,147.60	363,286.80
Energy intensity (MJ/revenues in multiples of NT\$100 million)	34,696.92	43,191.59	49,225.85
GHG emissions (tons CO ₂ e)	44.27	48.97	49.95
GHG emission intensity (tonCO ₂ e/revenues in multiples of NT\$100 million)	4.84	6.02	6.77

Note:

1. Energy data is derived from purchased electricity. Calculation formula for purchased electricity: 1 kWh =3.6 MegaJoules (MJ).
2. TABC took the operational control approach to consolidate GHG data; all GHG emissions were scope 2; the types of GHG include: CO₂, NO_x, and Ch₄.
3. According to the IPCC 6th Assessment Report, GWP value of CO₂ is 1.
4. The emission coefficient of electricity was 0.502 CO₂e/kWh in 2020 and 0.509 CO₂e/kWh in 2021; emission coefficient for 2022 was based on the figure published by the Bureau of Energy, Ministry of Economic Affairs, on June 21, 2023, which was 0.495 CO₂e/kWh.
5. Calculation formula for energy intensity: Energy consumption (MJ) / revenues (in multiples of NT\$100 million).
6. Calculation formula for carbon emission intensity: GHG emission (tons CO₂e) / revenues (in multiples of NT\$100 million).
7. Power consumption data is limited to the Taipei head office; this is because all other business locations are within commercial buildings where the management fee is set by the building's administration committee and does not itemize electricity cost.
8. Base year for greenhouse gas emission is 2019.

Water resource management

TABC is headquartered in Taipei City. It draws 100% of water resources from the fresh water supply of Taiwan Water Corporation. According to the "Aqueduct Water Risk Atlas" published by World Resources Institute, the entirety of Taiwan is considered to be of Low – Medium (1–2) risk, and is not prone to water stress. Using data from statistical charts, we are able to obtain details on local water resources and calculate carbon emissions associated with the use of water in CO2 equivalent terms.

Water usage in the last 3 years

Measurement/year	2020年	2021年	2022年
Water consumption (million liters)	1.286	0.723	0.799
Water intensity	0.141	0.089	0.098
Carbon emissions (tons CO ₂ e)	0.08	0.04	0.04

Note:

1. Calculation formula for water intensity: Water consumed (million liters)/revenues (in multiples of NT\$100 million).
2. According to Taiwan Water Corporation, the emission coefficient of water was 0.0554 kg CO₂ / kL in 2021 and 2022.
3. Calculation of water consumption: Water consumption expense was an estimate that the administration committee of the building in which the head office is located calculated based on the Company's share of floor space.

Paperless business

TABC adopts the 4Rs (Reduce, Reuse, Recycle, and Recovery) of the circular economy and is committed to conserving all resources. In addition to reducing hard copy documents through the use of information systems and promoting video conferencing as a way to minimize business travel, the Company has also made enhancements to its wireless projection system in conference rooms nationwide. Additionally, actions are being taken to eliminate use of paper in meetings and to encourage reuse of envelopes for internal correspondence. In the future, TABC will continue to promote the use of mobile insurance platforms and increase the number of partnered insurance companies. Ultimately, we strive to eliminate all paper in insurance applications and minimize potential environmental impacts of our services.

Waste reduction measures and outcome - 2022

Measures	Methods	Outcomes
Promoted mobile insurance service	Digitalization of insurance applications	TABC established business relationship with 3 new insurance companies in 2022, and now partners with a total of 13 insurance companies on mobile insurance services. This arrangement is estimated to save 48,975 sheets of A4 paper and reduce carbon emissions by 881.55 kg/CO ₂ e a year.
Video conferencing	Video conferencing is being used to reduce carbon emissions from business travel	Business expenses totaled NT\$443,239 in 2022, up slightly, by 1.45%, compared to the previous year. This is primarily due to the resumption of certain operations after the COVID-19 pandemic.
Digitalization of forms	Forms used at head office are being digitalized, to promote the paperless process	A total of 2,258 forms were digitalized in 2022; based on an average of 2 sheets per form, the process saved approximately 4,516 sheets of paper.
Digitalization of correspondence	Digital signatures have been introduced for internal circulars and correspondences used within the head office, as part of TABC's paperless movement	A total of 3,264 internal communications were issued in 2022; based on an average of 5 sheets per correspondence, the process saved approximately 16,320 sheets of paper.
Electronic voting for shareholders meeting	Electronic voting is being promoted as a way to reduce paper use	A total of 181 shareholders used electronic voting during the 2022 shareholders meeting, representing 18.3% growth over the previous year.

HAPPY ENTERPRISE .

- **Management approach**
- **Creating a happy workplace**
- **Respect and protection of human rights**
- **Optimal work environment**
- **Complete welfare protection**
- **Diversified training channels**
- **Transparent and fair promotion system**





>>> Performance highlights <<<



>>> Short/medium/long-term strategic goals <<<



Management approach

Material topic	Workplace diversity and equal opportunities, worker training and recruitment, human rights
Corresponding GRI material topic	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 and suppliers in which the right to freedom of association and collective bargaining may be at risk 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	Through the use of systematic training and specialized courses that change in line with market and product trends, TABC aims to build a top-performing sales team and train more professional managers to become insurance planners, helping them develop careers that benefit life after retirement.
Management of risks and opportunities (positive/negative)	<p>Positive:Creating a friendly workplace and providing complete training not only helps employees and partners create their own values, but also promotes unity and work efficiency, thereby increasing their motivation for their work at TABC, for mutual success over the long term.</p> <p>Negative:The need to provide employees with appropriate educational resources and abide by human right rules and spirit both locally and abroad, to minimize loss of talent and recruitment challenges.</p>

Material topic	Workplace diversity and equal opportunities, worker training and recruitment, human rights
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> Provide an inclusive and fair workplace supported by complete training so that office staff and sales partners are given the opportunity to perform at their best. <p>Medium to long-term goals:</p> <ul style="list-style-type: none"> Help employees and sales partners achieve work-life balance and provide them with the training and opportunities to stay, grow, and advance through their careers. Commit resources to creating an ideal workplace and an excellent learning environment that makes TABC a diverse and inclusive employer looked up to by many.
Effectiveness tracking mechanism	<ul style="list-style-type: none"> The Four Schools (marketing, management, finance, and education) have been established to satisfy employees' training needs.
Actions and measures for the year	<ul style="list-style-type: none"> TABC welcomes all partners who are passionate, competitive, and enjoy being with people to join its team, regardless of gender, age, education, or grade. All employees and sales partners are entitled to equal and transparent promotion opportunities. As of the end of 2022, TABC had a total of 58 permanent office staff and 3,232 sales partners. Women accounted for 67.71% of senior managers (vice president level) in 2022. TABC welcomed 7 new back-office employees in 2022, representing a new recruitment rate of 12.07%. Office staff averaged 21.5 hours of training in 2022, up 25 %. Office staff are granted an annual training subsidy of NT\$4,000 each.

Creating a happy workplace /

"Happiness through sustainability" has always been part of TABC's business philosophy and our ultimate goal. We respect people's values and are committed to creating a safe workplace. Both office staff and sales partners are entitled to fair and transparent promotion opportunities that are not restricted by gender, age, education, or grade. Additionally, we provide sales partners and office staff with complete training and proper workplace health management, and reward them with high salaries and valuable benefits, so that they continue to deliver top performance and take steps to realize their dreams.

Diverse employment opportunities

Having partners at our side is the best advantage we can hope for, and TABC welcomes all partners who are passionate, competitive, and enjoy being with people to join its team. At TABC, sales partners and office staff alike are given the opportunity to perform at their best. As of the end of 2022, TABC had a total of 58 permanent office staff and 3,232 sales partners; all of whom contribute to the creation of a sustainable, happy workplace.

Change of workforce size in the last 3 years |

Worker category / Year	2020	2021	2022
Employees	60	59	58
Non-employees	5	5	5
Total	65	64	63

Note :

1. Employee size is calculated by headcount
2. Based on data as of December 31, 2022
3. Non-employee workers are mainly cleaners.

Employees by category - 2022 |

(unit: persons)

Employee category	By contract		By work hours			By location			Total headcount
	Permanent employees (undefined contract)	Contract employees (defined contract)	Full-time employees (permanent)	Part-time employees (part-time)	Employees with no guaranteed hours (temp)	Northern area	Central area	Southern area	
Male	14	0	14	0	0	12	1	1	14
Female	43	1	44	0	0	33	5	6	44
Total employee count	57	1	58	0	0	45	6	7	58
	58		58			58			

Note :

1. Full-time employees: Refers to employees who work 40 hours per week, as defined by the Labor Standards Act of Taiwan.
2. Part-time employees: Refers to employees who work fewer than 40 hours per week.
3. Employees with no guaranteed hours: Refers to employees who are not subject to minimum or fixed work hours, such as temporary workers and on-call workers.

台名保經 2022 年員工職務類別分佈

Employee category		Gender		Age			
		Male	Female	30 and below	31-40	41-50	51 and above
Managers	Participant count	7	3	0	0	3	7
	Percentage	70.00%	30.00%	0.00%	0.00%	30.00%	70.00%
General staff	Participant count	7	41	5	12	24	7
	Percentage	14.58%	85.42%	10.42%	25.00%	50.00%	14.58%
Headcount of other categories		14	44	5	12	27	14
As a percentage of total employees		24.14%	75.86%	8.62%	20.69%	46.55%	24.14%

Note: Description of job role: manager refers to assistant vice president grade and above.

Office staff play a critical role in routine operations, for they not only serve sales partners but also plan and execute business campaigns for the entire organization. TABC's 58 office staff comprise 10 managers and 48 general staff; 24.14% of whom are male and 75.86% of whom are female.

The 3,232 sales partners are TABC's most important members as far as sales expansion is concerned; 67.82% of the sales force are female and 32.18% are male. With regard to gender distribution, women accounted for 67.71% of sales managers in the reporting period, and this is indicative of TABC's support for female sales partners and its efforts at assuring fair opportunities to promotion, career advancement, and financial freedom.



Workplace equality and diversity

While turnover of human resources may negatively affect the stability of an organization, it provides businesses with the opportunity to introduce fresh minds and energy. In 2022, TABC added seven new office staff including one man and six women, representing a new recruitment rate of 12.07%; meanwhile, seven employees resigned including two men and five women, representing an attrition rate of 12.07%. We have always been proactive in helping employees maintain a balance between work and life, and provide them with the opportunities to develop skills, advance in their career, and grow.



New and resigned office staff, by age and gender

Primary category	Secondary category	Male		Female		Subtotal	
		Participant count	Percentage	Participant count	Percentage	Participant count	Percentage
Permanent employees	Age 21–30	1	7.14%	4	9.09%	5	8.62%
	Age 31–40	1	7.14%	12	27.27%	13	22.41%
	Age 41–50	5	35.71%	21	47.73%	26	44.83%
	Age 51 and above	7	50%	7	15.91%	14	24.14%
Subtotal of permanent employees		14	100.00%	44	100.00%	58	100.00%
New recruits	Age 21–30	1	100.00%	3	75.00%	4	80.00%
	Age 31–40	0	0.00%	1	8.33%	1	7.69%
	Age 41–50	0	0.00%	2	9.52%	2	7.69%
	Age 51 and above	0	0.00%	0	0.00%	0	0.00%
Subtotal of new recruits		1	7.14%	6	13.64%	7	12.07%
Resignee	Age 21–30	1	100.00%	2	50.00%	3	60.00%
	Age 31–40	0	0.00%	1	8.33%	1	7.69%
	Age 41–50	0	0.00%	2	9.52%	2	7.69%
	Age 51 and above	1	14.29%	0	0.00%	1	7.14%
Subtotal of resignees		2	14.29%	5	11.36%	7	12.07%

- Note: 1. New recruitment rate is calculated as: number of new recruits across all categories / number of employees at period-end
 2. Attrition rate is calculated as: number of resignees across all categories / number of employees at period-end
 3. The number of new recruits and resignees excludes the temporary workforce hired in relation to COVID-19 insurance.

Respect and protection of human rights

TABC respects people values and is dedicated to protecting the interests of all employees. In addition to complying with domestic regulations on human rights protection, all business locations observe international guidelines such as United Nations Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, UN Global Compact, and principles of International Labour Organization. TABC also implements management practices for a range of human rights issues to ensure that all partners receive the human rights protection they deserve. TABC established its Workplace Sexual Harassment Prevention, Grievance, and Disciplinary Policy in 2013 to enforce gender equality and protect employees, non–employee workers, and job seekers against harassment, thereby creating a safe work environment.

TABC's human rights protection actions

Human rights issues	Policy	Actions	Implementation progress – 2022
Non–discrimination	<ol style="list-style-type: none"> 1. Eliminate illegal discrimination and ensure fair work opportunities 2. Comply with Convention against Discrimination in Education and encourage diverse learning 3. Comply with Convention on the Elimination of All Forms of Discrimination against Women, and protect female employees' rights to work and family needs 	<ol style="list-style-type: none"> 1. TABC has established and enforces internal control procedures on personnel hiring in accordance with international guidelines and government labor regulations, and states its non–discrimination principles in Article 4 – Recruitment Procedures, Chapter 1, of "Employee Work Rules." TABC prohibits all forms of discrimination including that based on ethnicity, social status, language, beliefs, religion, political association, origin, gender, sexual preference, place of birth, marital status, age, appearance, disability, or union association. 2. Annual training subsidies are granted to encourage and foster diverse learning for employees. To prevent infringement of personal rights, TABC ensures that the importance of personal data protection and cybersecurity is emphasized over the course of learning. 3. To protect female employees' rights to work and family needs, TABC offers paid menstruation leave, family care leave, maternal leave, paternal leave, and parental leave and has an "Extended Unpaid Leave Policy" in place. 	There was no discrimination or related complaint
Child labor	Comply with Convention on the Rights of the Child and prohibit against child labor	TABC only recruits and hires office staff aged 18 and above. Candidates' identity is duly verified during the recruitment process to ensure that there are no exceptions.	No child labor was hired

Human rights issues	Policy	Actions	Implementation progress – 2022
Forced and compulsory labor	Comply with International Covenant on Economic, Social, and Cultural Rights, and respect employees as the greatest advantage	<ol style="list-style-type: none"> 1. TABC generally does not request office staff to work overtime, so that they may maintain good quality lifestyle, get adequate rest, and stay healthy. The Company also makes sure that employees provide services willingly and are not forced to work. 2. Office staff are entitled to regular health checkups as a way to monitor physical and mental health. 3. To help office staff maintain their health and work–life balance, TABC provides them with a broad range of benefits from festive bonuses, birthday cash, department gathering allowance, incentive trips and birth subsidy to compassionate payment for injury, illness, and funeral 	No forced or compulsory labor occurred
Workplace safety	Comply with international conventions and the government's labor regulations; provide a safe and secure work environment.	<ol style="list-style-type: none"> 1. Fire safety inspections and equipment checks are performed regularly to keep workplace facilities and sales partners safe. 2. The workplace is equipped with air purifiers and hand sanitizers to maintain air quality and minimize spread of pathogens, thereby keeping the workplace clean. 	No employee suffered from any occupational incident
Gender equality	Comply with the Act of Gender Equality in Employment and establish workplace sexual harassment prevention measures	In 2013 TABC established a set of "Workplace Sexual Harassment Prevention, Grievance, and Disciplinary Policy" in accordance with the Act of Gender Equality in Employment, though which is clear sets out the complaint channels and the committee that the Company makes available to protect employees at work.	No employee opinion or complaint is currently delayed or unresolved
Privacy	Implement privacy protection; issue statements on personal data management policy and cybersecurity policy	TABC values the privacy of its customers and sales partners, and has introduced a personal data management system and a cybersecurity management system that are certified for ISO 27001 and BS 10012. For the protection of personal rights and interests, TABC has formulated statements, implemented policies, provided training, and conducted evaluations to assess and prevent related risks.	No customer complaint, personal data leak, or cybersecurity incident has occurred
Freedom of association	Comply with policy on labor–management meetings and engage employees in proper communication	TABC convenes regular labor–management meetings, retains meeting minutes, and follows up on relevant issues. A dedicated mailbox has also been set up specifically for the Labor and Management Relations Committee so that workers can communicate with management without lag and cooperate in a manner that promotes work efficiency.	None of the Company's business locations nationwide (in Northern, Central, and Southern Taiwan) or suppliers (insurance companies, paper suppliers, suppliers of office supplies and stationery etc.) committed violations against freedom of association or collective bargaining rights, and neither were they involved in any major employment disputes

Protection of labor–management relations

TABC observes internationally recognized human rights principles, conventions, and standards and complies with the Labor Standards Act, Act of Gender Equality in Employment, Occupational Safety and Health Act, as well as local regulations applicable at various business locations. The Company respects and treats every TABC employee equally.

TABC values labor–management relations despite the absence of a union. We have assembled a Labor and Management Relations Committee in accordance with the Labor Standards Act, in which the labor representatives are elected by all of TABC's office staff. The committee convenes labor–management meetings quarterly, and on an ad–hoc basis as needed, to communicate on issues concerning cooperation and coordination between labor and management, improvement of employment terms, and workers' benefits. An employee opinion mailbox (labor@tabc.com.tw) has also been created to facilitate transparent, efficient, and multi–lateral communication. Due to the absence of a union, no agreement was established through collective bargaining in 2022. Nevertheless, TABC continues to communicate actively with employees for the protection of their interests.

Furthermore, TABC complies with Article 16 of the Labor Standards Act and will serve the minimum notice period required by laws if it encounters any major operational change that results in the termination of employment contracts, while at the same time taking the necessary actions to protect employees' work rights and minimize impact. TABC encountered no major operational change in 2022.

Open communication channels

TABC has transparent, open, effective, and diverse communication channels in place to gather employees' opinions, needs, and expectations and to promote more productive communication that fosters harmonious employment relations and continued growth. Labor–management meetings are convened once per quarter and four times per year to discuss and respond to issues that are of concern to employees.

TABC strives to create open communication channels between labor and the management; for this reason, the Company was able to accomplish the following worker rights protection goals during the reporting period:

- (1) No discrimination or related complaint
- (2) No violation against freedom of association or collective bargaining rights
- (3) No child labor was hired
- (4) No forced or compulsory labor occurred
- (5) No major employment disputes
- (6) No employee opinion or complaint is delayed or unresolved



Fair compensation

TABC offers competitive compensation to recruit and retain the talent needed for the Company's operations, growth, and sustainability. Total compensation for TABC's non-managerial employees averaged NT\$599 thousand in 2022, whereas median salary of non-managerial full-time employees was NT\$535 thousand.

TABC advocates equal pay for equal work, and ensures that there is no gender gap in employees' salaries. Employees' compensation comprises two components: fixed and variable. The fixed component is paid monthly and determined based on peer level and labor market statistics, and can be adjusted in a timely manner to reflect the responsibilities borne, the nature of work, professional capacity, and supply and demand of talent. The variable component, on the other hand, comprises year-end bonus, employee profit sharing, and performance bonus that are more closely associated with the organization's performance.

Number of non-managerial full-time employees and mean and median salary in the last 3 years

Measurement/year	2020	2021	2022	Difference from the previous year
No. of non-managerial full-time employees (Unit: persons)	49	48	46	4.17% decrease
Mean salary (Unit: NTD thousands)	584	619	599	3.23% decrease
Median salary (Unit: NTD thousands)	526	531	535	Increase 0.75%

Optimal work environment

The office is the place where employees spend the largest amount of time in besides their home, which is why the Company not only offers comprehensive welfare and retirement benefits, but also maintains a healthy workplace where employees may find balance between work and life. Through constant assessment and adjustment of work condition for office staff and sales representatives, TABC hopes to ensure the safety and security of the work environment for every employee.

Starting from TABC's head office building, we have implemented workplace management rules to effectively reduce and mitigate occupational safety and health risks. Measures are being introduced to ensure hazard prevention and security of premises, and regular fire drills are held to improve safety of the work environment and to raise employees' safety, health, and hazard awareness. In addition to purchasing air purifiers for clean air, TABC also runs ventilators for one hour a day to bring fresh air into the workplace, and constantly monitors air quality data (including HCHO, TVOC, PM2.5, PM10, CO, and CO2) to maintain a healthy workplace.

Office staff at the head office are mainly involved in administrative tasks and work with relatively simple hardware. Nevertheless, we continue to maintain and promote workplace safety during yearly administrative meetings, each department and office also conducts its own safety inspections and maintenance. Regarding sales partners, TABC has been implementing project "Workplace 2.0" since 2020 to turn outdated office environments into comfortable and high-



▲ | Workplace 2.0 – Tainan



▼ | Workplace 2.0 – Taoyuan



◀ | Workplace 2.0 – Taichung

quality workplaces that promote unity and restore passion in workers. The workspace has also been comprehensively improved through energy and carbon reduction measures such as using green building materials, energy-efficient light bulbs and appliances, circulation fans, and window films, for enhanced sustainability. As of 2022, TABC had completed workplace upgrades for its Taoyuan, Taichung, and Tainan offices, and will continue to expand these upgrades to other office locations nationwide.

Workforce health promotion

TABC has long promoted workforce health for employees' and the Company's mutual benefit. This is why the Company exceeds legal requirements and organizes one health checkup every two years for all employees and one health checkup every year for current employees aged 65 and above. These checkups cover general tests as well as special tests. Outcomes of these health checkups are tracked and monitored by occupational health specialists, who may conduct on-site evaluations for suspected work-related illnesses if necessary. As of the end of 2022, none of the Company's employees exhibited abnormal checkup results due to involvement in special work activities.



Complete welfare protection /

Welfare system

TABC has a comprehensive employee welfare system in place to protect employees' interests and to promote workforce unity. In addition to minimum legal benefits such as Labor Insurance, National Health Insurance, special leave, maternity leave, and parental leave, we also provide a wide range of benefits including flexible work hours, life insurance, medical insurance, injury/disability insurance, pension, emergency aid, wedding/childbirth payments, and funeral subsidy, so that employees can better take care of themselves and family members. We actively encourage employees to make flexible leave arrangements to care for their children and family members. Below is a detailed description of TABC's employee welfare system:



Welfare measures for TABC's office staff

Item	Welfare measure	Benefit description and performance
Incentives	Festive bonus	Cash is given on major and special festive occasions
	Festive gift	Gifts are given on festive occasions
	Birthday bonus	Cash is given in the birth month
Health promotion	Employee group insurance	Includes life insurance, accident insurance, and medical insurance
	Employee health checkups	Regular health checkups are organized for office staff
Subsidy/compassionate pay	Employee trips	Discussed and arranged by the Employee Welfare Committee
	Festive raffles	Organize raffles during festive events from time to time
	Meal / gathering allowance	A meal / gathering allowance is granted to office staff on a quarterly basis
	Wedding subsidy	Employees are entitled to wedding subsidy

Employee welfare expenses in the last three years

(unit: NTD thousands)

Employee welfare expense / Year	2020	2021	2022
Salary expenses	52,524	52,764	51,049
Labor/health insurance premiums	4,447	4,914	4,837
Pension expenses	2,257	2,380	2,321
Directors' compensation	4,344	4,097	3,879
Other employee welfare expenses	2,571	1,118	2,251
Total	66,143	65,273	64,337

Note: Employee welfare expense as a percentage of revenues was calculated at 7% in 2020, 8% in 2021, and 8.7% in 2022, representing a rising trend.

Retirement system

TABC has established its retirement system in accordance with the "Labor Standards Act" and "Labor Pension Act." The Company also complies with the Labor Standards Act by making regular contributions to the labor pension fund held in a dedicated account at Bank of Taiwan, and by engaging an actuary to ensure the adequacy of pension fund reserves. For employees that have adopted the new pension scheme introduced under the Labor Pension Act, the Company makes monthly contributions at 6% of employees' salary tier (as shown in the Monthly Salary Tier Sheet approved by the Executive Yuan) into their individual accounts held with the Bureau of Labor Insurance, and the employees may decide to contribute an additional 0%–6% into their pension

accounts at their discretion. More detailed information can be found in the 2022 4th quarter consolidated cash flow statements, available on TABC's website.

For employees whose career is ended by way of "retirement" or "involuntary termination," TABC would encourage them to make use of the employment service or subsidy program offered by Workforce Development Agency, Ministry of Labor, and provide them with assistance. In the case of involuntary termination, TABC would serve advance notice as required by the Labor Standards Act and offer job-seeking leave and severance pay to help with the transition.



Maternity health protection program

TABC has long advocated for SDG 5 – Gender Equality and observed principles of the Act of Gender Equality in Employment, by supporting employees' efforts to raise children and assuring their entitlement to unpaid parental leave. Employees of the Company who have completed six months of service are entitled to apply for unpaid parental leave until their children reach the age of three, subject to a maximum of two years. Employees may continue to participate in existing social insurance schemes during unpaid parental leave, for the protection of their interests.



Statistics on unpaid parental leave - 2022

Item	男性	女性	合計
(a) No. of employees qualified to apply for unpaid parental leave in 2022	1	2	3
(b) No. of employees applying for unpaid parental leave in 2022	0	2	2
Unpaid parental leave application rate b/a	0%	100%	66.67%
(c) No. of employees expected to be reinstated from unpaid parental leave in 2022	0	1	1
(d) No. of employees reinstated from unpaid parental leave in 2022	0	0	0
Unpaid parental leave reinstatement rate d/c	0%	0%	0%
(e) No. of employees reinstated from unpaid parental leave in 2021	0	1	1
(f) No. of employees reinstated from unpaid parental leave in 2021 and who have worked continuously for one year	0	1	1
Unpaid parental leave retention rate f/e	0%	100%	100%

Note:

- (a) Estimate is based on the number of employees having applied for maternity leave or paternity in the last three years (2020–2022)
- (b) Date of unpaid parental leave falling within 2022
- (c) Expected reinstatement date falling within 2022
- (d) Number of employees with expected reinstatement date falling within 2022 that were actually reinstated
- (e) Actual reinstatement date in 2021
- (f) Employees reinstated in 2021 who worked continuously for one year afterwards (who remained employed in 2022)

Diversified training channels /

Providing an optimal learning environment for office staff and sales partners has always been TABC's goal. We have introduced a broad variety of courses and deliver them in the form of classroom teaching as well as using an online learning platform, which we developed at the height of the pandemic in 2021. In 2022, TABC organized 296 classroom and digital courses totaling 851 training hours and received 24,810 enrollments in total. The course content covers marketing, regulations, tax knowledge, retirement planning, claims practice, customer management, talent counseling & development, organizational management, and self-development. Through comprehensive learning and training, we hope to expand our talents and professional capacity over time.

TABC continued to implement professional training in 2022, and used nationwide morning livestreams as an opportunity to deliver general knowledge courses on marketing and claims. Meanwhile, a series of sales courses have been made available to improve performance of the sales force, and our Digital School has been created to deliver courses on anti-money laundering, older-person-friendly marketing, fair customer treatment, Legal Compliance, personal data management etc. At TABC, we provide sales partners with a full range of ways to learn. In 2023, we are collaborating with legal experts to further expand the versatility of our top-performing sales managers.

Enhanced professional training

Although TABC does not require all office staff to be certified insurance sales representatives, the work they perform does require strong insurance knowledge. Through a combination of internal and external training, and specialist courses targeted at individuals, we raise the level of insurance knowledge among office staff and help them understand the meaning and value of the work they do, thereby building strong support for TABC's sales efforts. In 2022, each office staff member received an average of 21.5 hours of internal and external training, with male employees averaging 26.7 hours and females 19.9 hours. This gender discrepancy was mainly attributed to the additional external training completed by male employees, as they made up the majority of TABC's managerial staff and undertook responsibilities such as corporate governance, compliance, internal auditing, and signatory status, for which they are required by law to receive the relevant training. Nevertheless, TABC enforces gender equality and does not distinguish between genders when planning its training program. Below is a description of the courses the Company has available:

- Internal training: Courses on professional skills and special topics (such as cybersecurity, insurance law, and government regulations); delivered using a combination of classroom and online methods.
- External training: Office staff are entitled to NT\$4,000 of training subsidy per person per year, which they are free to allocate depending on their work responsibilities and career plans.

| No. of training hours completed by office staff in the last three years |

(unit: persons; hours)

Category		Item	2020	2021	2022
Overall		Total employee count at end of reporting period	60	59	58
		Total training hours	996	1,014	1,247
		Average training hours per employee	16.6	17.2	21.5
Gender	Male	Total male employee count at end of reporting period	15	15	14
		Total training hours	342	244	373
		Average training hours per male employee	22.8	16.27	26.7
	Female	Total female employee count at end of reporting period	45	44	44
		Total training hours	654	607	874
		Average training hours per female employee	14.5	13.8	19.9
Category	Managers	Total manager count at end of reporting period	15	10	10
		Total training hours	342	282	430.5
		Average training hours per manager	22.8	28.2	43.1
	Non-managerial staff	Total non-managerial staff at end of reporting period	45	49	48
		Total training hours	654	732	816.5
		Average training hours per non-managerial staff member	14.5	14.9	17.0

Note 1: Average training hours per category = total training hours for the given category/total number of employees for the given category at period-end

Note 2: Manager refers to assistant vice president grade and above or employee of important status

Complete training for greater professionalism

TABC has introduced courses under its Four Schools initiative (marketing, management, finance, and education) to help sales partners develop the knowledge they need for the sale, advice, and management of insurance policies. Through the use of classroom courses and digital learning platforms, all TABC partners are able to learn without constraint of time or space. Furthermore, the Company issues digital publications in the form of the TABC Weekly Recap to communicate with all sales partners on important product information, service rules of insurance companies, and regulations. These channels ensure that all sales partners are kept up-to-date on the latest information and do not miss out on critical news.

- School of Marketing: Mainly teaches knowledge and sales skills for life insurance policies; suitable for all sales partners.
- School of Management: Focuses on enhancing organizational development and offers training courses on management skills, team building, leadership etc. that help sales managers recruit, expand, and develop their sales team. Suitable for senior sales partners and managers.
- School of Finance: Development and integration of expertise is the core value of the School of Finance. TABC invites professionals from the industry, the public sector, and academia to share and teach from time to time, with the hope of training sales partners to become all-round advisors. Suitable for sales partners.
- School of Education: Emphasizes on promoting awareness for insurance laws and applicable regulations and helping sales managers develop teaching skills. Suitable for all sales partners.



▲ | TABC provides various learning channels, both offline and online, to effectively enhance the learning outcomes of its employees.

Training hours and enrollment count of the Four Schools

School	School of Marketing	School of Management	School of Finance	School of Education
Training hours	737	38	34	43
Enrollment count	8,563	520	3,495	12,232

Transparent and fair promotion system

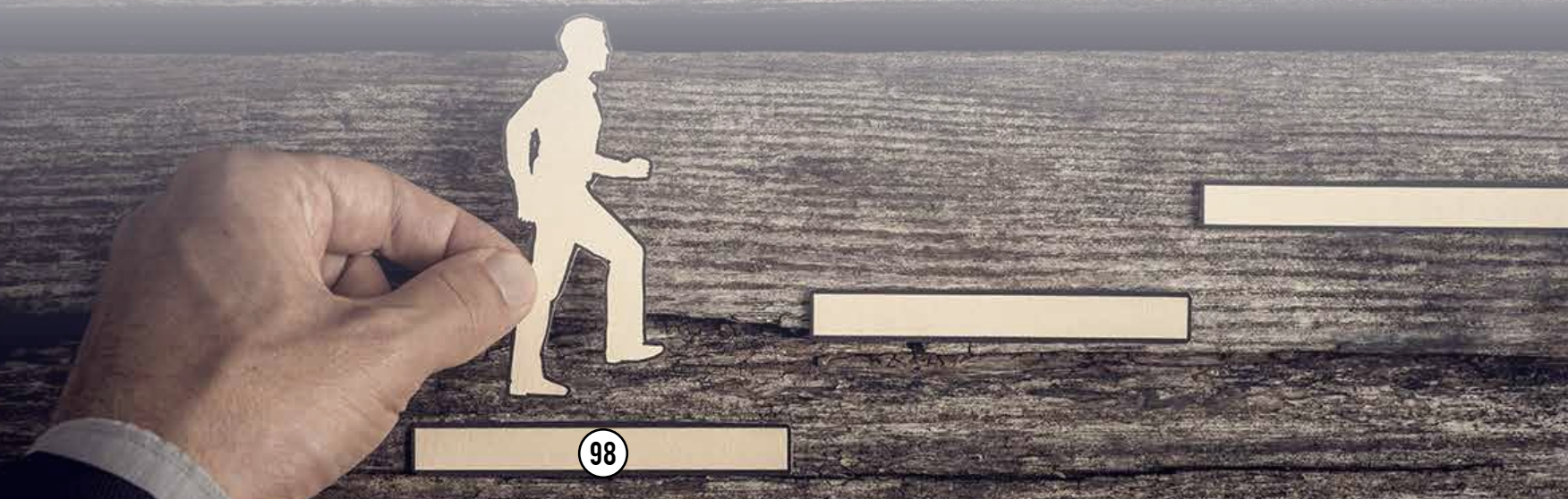
Appreciation for hard work and capability

Driven by the philosophy to foster "Happiness through sustainability," TABC has implemented a transparent and fair promotion system that not only gives office staff a sense of accomplishment but also improves their overall performance.

TABC is dedicated to helping office staff expand their personal capacities and develop their careers. We use a multitude of indicators including individual performance, skills, ethics, and suitability to evaluate employees' performance and suitability for promotion. By recognizing overall work performance, we encourage employees' family members to continue their support.

Percentage of office staff receiving performance and career development reviews

Employee category	Calculation	Male	Female	Subtotal
Managers	(A1) Total employee count at end of reporting period	7	3	10
	(B1) Number of employees receiving regular performance evaluation and career review	7	3	10
	Percentage of (B1/A1)	100%	100%	100%
Non-manual staff	(A2) Total employee count at end of reporting period	7	41	48
	(B2) Number of employees receiving regular performance evaluation and career review	7	41	48
	Percentage of (B2/A2)	100%	100%	100%
Total	(A1+A2) Total employee count at end of reporting period	14	44	58
	(B1+B2) Number of employees receiving regular performance evaluation and career review	14	44	58
	Percentage of (B1+B2/A1+A2)	100%	100%	100%



Choice over hard work

For sales partners, TABC not only implements a transparent and flexible sales system but also evaluates their sales skills, arranges appropriate training, and adopts tiered management and guidance to help them advance progressively. This flexible system allows sales partners to decide for their own promotion and performance evaluation, meaning that their hard work does not go to waste even if they are temporarily unavailable to perform at full capacity, and that they do not lose sight of their mission or passion for insurance sales while pursuing performance targets.

For senior sales managers who have been promoted to District Manager and above, TABC offers a profit-sharing system in which it allocates a certain percentage of pre-tax operating profit as group performance bonus, and shares it among senior sales managers based on their performance contribution for the current year.

TABC hosts regular "sales planning meetings" as a way to improve sales performance and realize its goals toward social inclusion. The meeting gathers senior sales managers from various parts of the nation and engages them in a number of activities such as training, business discussion, and goal setting to help them develop professional capacity, unite consensus, and meet annual targets.



SOCIAL CARE.



- **Management approach**
- **Promotion of education**
- **Support for the underprivileged**
- **Health promotion**
- **Environmental protection**


>>> Performance highlights <<<



TABC upholds the values and spirit of the UN SDGs and has committed significant manpower and resources to social engagement activities, including: support for people with spinal cord injuries (3 consecutive years), call for sales partners and the general public to donate blood (12 consecutive years), donation of scholarships to Chihlee University of Technology (18 consecutive years), donation of money and supplies to children in remote areas, and care for the safety and health of lone older people in the local community through volunteer service and donations. We strive to build a sustainable city that is friendly to senior citizens, and found no negative impact on locals based on the latest evaluation. We also make use of a free forum to promote education and safeguard the environment, and exert corporate influence to the benefit of society. It is our hope to work with members of the public toward creating a long-lasting, sustainable, and inclusive society. In 2022, TABC committed approximately NT\$800,000 to social engagement.










Management approach

Material topic	Community engagement
Corresponding GRI	GRI 203–1 Infrastructure investments and services supported
Corresponding SDGs	
Policies and commitments	Uphold the philosophy of "giving back to society"; provide assistance and resources to members of the public and contribute to the creation of an inclusive and sustainable society.
Management of risks and opportunities (positive/negative)	<p>Positive: Providing assistance and resources to members of the public and supporting relevant issues help raise TABC's image and reputation, and contributes to the creation of an inclusive and sustainable society.</p> <p>Negative: Ongoing attention will have to be directed to specific issues and the local community to address social injustice and environmental damage.</p>
Metrics and targets	<p>Short-term goals:</p> <ul style="list-style-type: none"> Provide support and resources for projects that promote community development, education, and environmental protection. <p>Medium-/long-term goal:</p> <ul style="list-style-type: none"> Continually invest into and support community activities, and maintain long-term relationships with social welfare institutions for social inclusion.
Effectiveness tracking mechanism	<ul style="list-style-type: none"> 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.

Material topic	Community engagement
Actions and measures for the year	<ul style="list-style-type: none"> With regards to the development of domestic talent, TABC has donated scholarships to Chihlee University of Technology for 18 consecutive years, with a total of 10 students benefiting from the scholarship in 2022. Visited lone older people, and donated festive meals carefully prepared by the foundation to a total of 11 beneficiaries. In support of persons with disabilities, employees organized a campaign to gather donations for Pingtung Christian Bethany Home, and donated five tons of supplies in total. Approximately 100 individuals participated in the gathering of supplies. Donated NT\$50,000 to Taiwan Hope in Love Children's Care Association (HLCCA); all of which were directed to financing their 2022 Remote and Underprivileged Children's Care Program. Donated supplies to Boyo Social Welfare Foundation, Love Life Cultural & Educational Foundation, and Bethany Children's Home (Taipei). Co-organized the Let Life Shine charity garden party for three consecutive years, in which TABC sponsored two charity auction booths, purchased NT\$20,000 worth of vouchers, and invited 18 volunteers to take part in the charity auction. TABC donated NT\$50,000 to Animal Rescue Team Taiwan (ARTT), out of respect for animal welfare; this donation was sufficient to cover the needs of 300 cats and dogs for a month. Assisted in the organization of a mountain and river cleanup charity campaign, in which participants were taught the proper ways of handling waste and pollutants for lessened negative impact on the environment.

| List of social engagement efforts - 2022 |

Engagement aspect	Promotion of education	Support for the underprivileged	Health promotion	Environmental protection
Name of campaign	<ol style="list-style-type: none"> Scholarship system – helping students pursue dreams Sponsorship for financial/health seminars – keeping up with the world 	<ol style="list-style-type: none"> Handmade gifts – Mid-autumn celebration and care Festive meal delivery – Care for older people Gathering of winter supplies – For an equal society Gift wrapping – Making Christmas wishes come true Donation to rural children – Care for children in need Donation of supplies – Supporting the growth of rural children 	<ol style="list-style-type: none"> Donate blood– Keep love alive Charity carnival 	<ol style="list-style-type: none"> Purchase/donation of environment-friendly rice (Shihumi) – For the preservation and health of leopard cats Care for stray animals – Promoting life education Mountain and river cleanup – Protection of natural habitat
Outcomes	More than 1,000 beneficiaries	More than 1,000 beneficiaries	More than 1,000 beneficiaries	100 beneficiaries More than 20,000 cats and dogs benefited
Corresponding SDGs		 	 	 

Promotion of education / Supporting students' dreams by sponsoring scholarships at Chihlee University of Technology for 18 consecutive years

Since 2005, TABC has engaged with Chihlee University of Technology on a series of industry-academia collaborations, drawing expertise from the two domains to help students grow and develop practical experience in insurance. The Company has established a "TABC Scholarship" system to help underprivileged students complete their studies and develop positive attitude for service and life. The scholarship has benefited a total of 180 students over the 18 years of its existence; 10 students received scholarships in 2022.

On the day of the 2022 scholarship award ceremony, TABC General Manager Yang-Kuo Chen appeared on site to present the awards and to share with the 61 students his personal views about life, as well as useful insurance knowledge, so that they may have a better understanding of the insurance market. General Manager Chen said that "Everyone should care for the people and things around them, as they will contribute to a successful career down the road." Chen also reminded the students to be grateful and cherish everything we have today, because they help us grow at times of challenge and stress, and enable us to create a better future.

Judging by the backgrounds of scholarship winners, it was apparent that they were all capable of acting independently and had the support of family members. One of the students said that her parents taught her to do everything wholeheartedly, be held accountable for own actions regardless of the outcome, set goals, and commit full effort when given the opportunity "so you leave no regrets." These were the steps she took to realize her dreams. Based on students' descriptions of themselves, it became clear that everyone should make plans and set short, medium, and long-term goals whether they are studying, working, or engaging in any other activities, and commit full effort into accomplishing their goals, leaving no room for regret regardless of the outcome.



Promotion of education / Sponsoring Wealth Invest Weekly in the delivery of financial and health information

TABC has cooperated with Taiwan Fire & Marine Insurance to co-host their complimentary "Lecture on Financial Management and Health Trends" with locally renowned financial magazine – Wealth Invest Weekly, for eight consecutive years. Each seminar features Hsieh Chin-ho, Chairman of Wealth Invest Weekly (WIW), as the main speaker, with other guest speakers invited to share opinions on matters such as the importance of exercise and health, thereby keeping the general public up-to-date on the latest investment and health information. Three seminar sessions were held in 2022 for a total audience size of 1,500.

On January 13, TABC organized its first 'Lifestyle Seminar' and invited Jerry Chan from Hong Kong to share his experiences of touring the world, the wonders and challenges of travel, and ways to relieve stress. For the next topic, globally certified wine judge David Hsiao gave a presentation on The Michelin Guide & Wine and Whisky Investment, teaching the audience about investment from a food and wine perspective. Lastly, Chairman Hsieh Chin-ho delivered a speech titled 2022 Global Investment Opportunities and shared investment suggestions with the audience, taking into account the recovering economy, as expert recommendations are particularly important at a time when inflation and interest rates are on the rise.

The final two seminars were held on November 29 in Taipei and December 2 in Taichung, and featured the theme New Global Investment Trends 2023, for which CEO Jefferey Chiu of Ansforce Inc. was invited to share his views on self-driving and battery technologies in electric vehicles as well as the competition between new and conventional auto makers and the role of Taiwanese businesses in the electric vehicle industry chain. The seminars ended with Chairman Hsieh Chin-ho's presentation Global Economy Highlights 2023, in which he gave recommendations to investors on how to respond to high inflation, supply chain problems, geopolitical instabilities, and the restructuring of the economic order throughout the world.



Support for the underprivileged / Handmade gifts - Mid-autumn celebration and care

The Mid-autumn Festival is a time for gathering, but the day may feel lonely to some older people. This is why TABC donates care packs and offers company to lone older people in Yonghe during the Mid-autumn Festival. Aside from donating gifts, employees took part in the making of drawstring backpacks in 2022. In this event, we invited Chairman Cheng-Chih Li, General Manager Yang-Kuo Chen, and office staff of TABC to make cute drawstring backpacks by hand. Through teamwork, they were able to complete a total of 30 backpacks. Volunteers of Huashan Social Welfare Foundation then filled the backpacks with Mid-autumn gifts and delivered them to lonely older people.

These gifts not only helped people in need, but also raised social awareness and sense of responsibility among the participants. By having employees make gifts by hand, they are able to appreciate the joy and meaning of giving, and reinforce their own desire and motivation to contribute to the society, thereby spreading the love of the Mid-autumn festival. Each backpack not only represents our care and blessing for the recipients, but also symbolizes TABC's willingness to keep them company and support them along the way.

We view each donation and charity participation as an opportunity to give back to society, convey TABC's values, and promote teamwork and unity among employees. TABC has always been dedicated to fulfilling social responsibilities, and actively contributes to the community through a broad variety of charity events and volunteer services. We believe that only through the contribution and care of everyone can we make the world a better place, which is why TABC will continue bringing care and warmth to lonely older people in future Mid-autumn festivals.



Support for the underprivileged / Festive meal delivery - Care for lonely older people

TABC respects the value of people and expresses its business philosophy of "happiness through sustainability" through action. Since 2018, TABC has been cooperating with Huashan Social Welfare Foundation on the donation of Dragon Boat Festival gifts, Mid-autumn Festival gifts, and Chinese New Year meals; arrangements have also been made to deliver festive meals to lonely older people. In 2022, Chairman Cheng-Chih Li and General Manager Yang-Kuo Chen mobilized back-office managers and staff to pay visits to lonely older people and hand-deliver the festive meals that the foundation had carefully prepared for them. A total of 11 households had received these deliveries.

On one occasion, we made a special visit to a 97-year old lady, who is one of the people we have visited on an annual basis. When we arrived and asked her about her health, she broke into tears. Despite having trouble with mobility, the woman still kept her home tidy, wore elegant clothes, and cooked her own meals. She is gradually losing her appetite as her health deteriorates, and her speech carries a hint of sadness. While longevity may be something that younger people envy, it has become a burden for this woman, living alone. Despite struggling with mobility, she stayed strong and tried not to cause problems for others.

This is the 5th year in which TABC has donated festive meals to lonely older people in Yonghe district. Starting with more than 90 elders in the beginning, many have passed away in the last few years, with only around 70 remaining as of 2022. Through this meal delivery service, we hope that volunteers engage with and become close to these older people in a way that alleviates their loneliness and allows them to feel respected and cared for, which in turn can improve their quality of life and happiness.



Support for the underprivileged / Gathering of winter supplies – For an equal and sustainable society

At the end of 2022, Manager Lin Tasi-hui of TABC's Kaohsiung office organized a campaign to gather donations for Pingtung Christian Bethany Home, and donated 5 tons of supplies in total. Approximately 100 individuals participated in the gathering of supplies, and aside from sales partners, TABC also invited other tenants of the office building and followers of TABC's Facebook page to join the cause. At the end, Manager Tsai-Hui Lin mobilized 12 volunteers and delivered the supplies personally to Christian Bethany Home. Through selfless devotion of time, resources, and attention, the participants demonstrated strong unity and inclusivity in this campaign.

The ultimate mission of Pingtung Christian Bethany Home is to care for persons with mental and other disabilities by giving them the inspiration they need to become independent, improve the quality of their lifestyle, and adapt to society. Christian Bethany Home provides its members with professional care and training, and is dedicated to creating a caring, respecting, and supportive environment where persons with disabilities are able to grow. They believe that everyone should be treated equally, with proper care and support, and advocate for the rights of persons with disabilities to take part in society.

Through this event, we were able to gather supplies such as: clean and appropriate shoes, T-shirts, summer/winter sports garments, stationery, small appliances, laundry detergent, housework gloves, medical gloves, and rice, noodles, and canned foods, while at the same time conveying the idea of an "act of kindness for all." Through donation of supplies, we express our concern for the challenges of the underprivileged and offer them the support and care they need to improve their living environment and welfare. TABC also encourages everyone to take part in charity through action, as doing so inspires others to join in to create a more equal, inclusive, caring and sustainable society.



Support for the underprivileged / Christmas wishlist gathering for Yi Kuang

Every December, sales partners of TABC's Chongqing business location in Taipei voluntarily support the Yi Kuang Christmas Wishlist campaign, where they contribute to the fulfillment of Christmas wishes for children of Yi-Kuang Orphanage. 2022 marked the third consecutive year of their participation. The 2022 wishlist gathering event received active participation from a total of 26 sales partners; they hand-wrapped their gifts and fulfilled the children's wishes. Although the COVID-19 threat prevented us from handing our gifts to the children in person, the orphanage was more than willing to deliver them on our behalf. The sales partners felt a great sense of satisfaction and reward to see the eagerness and smiles on children's faces when they received the presents.

Yi-Kuang Orphanage offers shelter for orphaned children and youths and provides emergency aid for special cases referred by child protection services, including persons with minor, moderate, extensive, or severe psychiatric or other disabilities. The orphanage is dedicated to helping each member develop self-belief, living skills, and professional skills; it also has access to employment resources and offers employment referral for those that make good progress.

This activity was more than just giving presents, but a way of communicating care and love. By taking their time and effort to pick the right gifts for children, the sales partners not only provide material support, but more importantly convey TABC's care and best wishes for the children. Through events like this, we hope to bring abundance to children's lives and give them the confidence and courage they need to face life's challenges. TABC believes that the care and warmth it provides will have long-lasting effects throughout the children's growth.



Support for the underprivileged / Care for rural and underprivileged children

Widened urban-rural divide in terms of educational resources and wealth has put many remotely located and underprivileged children in need of assistance. TABC holds the conviction that "happiness through sustainability" is key to the organization's success. To promote fair education and learning for remotely located and underprivileged children, TABC donated NT\$50,000 to Taiwan Hope in Love Children's Care Association (HLCCA) in 2022; all of which were directed to financing the 2022 Remote and Underprivileged Children's Care Program.

The mission of Taiwan Hope in Love Children's Care Association (HLCCA) is to help remotely located and underprivileged children through challenges and hunger in childhood, and provide an environment of "love and hope" so that they may take part in school without distraction. The association is dedicated to ensuring fair education and learning opportunities for children, and constantly encourages them to learn and pursue their dreams, despite their disadvantages. The association now provides services to remote communities in Northern, Central, and Southern Taiwan, as well as to Hualien, Taitung, and indigenous tribes in the mountains.

The association's 2022 Remote and Underprivileged Children Care Program included: after-school tuition, meal allowances, equipment support; talent courses; educational resource enhancement for remote locations; nationwide tuition aid; and junior chef. Through these services, the association hopes to bring real help to children and put charity resources to the best use. TABC supports the association's initiatives and makes monetary donations with the hope of contributing to the improvement of the educational environment, creating more learning and



growth opportunities for remotely located and underprivileged children, and helping them develop competitiveness for the future. By supporting social fairness and justice, TABC hopes to rally more people and support to care for the underprivileged, for the harmony of the society.

Support for the underprivileged / Donation of supplies – Supporting the growth of remotely located children

Shortage of supply is a common problem for children and young people living in remote areas. The lack of living necessities and educational resources poses great challenges to their growth and development. Having appreciated the difficult position they are in, TABC has decided to help and support these children by donating supplies to charity organizations in need over the public platform. In 2022, TABC donated supplies to a total of three charity organizations: Boyo Social Welfare Foundation, Love Life Cultural & Educational Foundation, and Bethany Children's Home (Taipei).

These donations was more than just one-time aid, but an attempt at creating a sustainable supply chain that gives charity organizations access to the supplies they need for years to come. This can be accomplished by establishing a strong working relationship between donors, businesses, and other partners. Using the public charity platform, TABC is able to learn the exact type of supplies requested by each charity organization and ensure that the donated supplies meet their requirements and end up in the hands of those in need, to truly change their living conditions. With these supplies, TABC hopes to improve children's learning and living conditions, and provide a better environment for them to grow.

Donating supplies to charity organizations not only enhances the continuity of charity efforts, but also improves living conditions and growth opportunities for those in need. However, this requires involvement from other members of society, to form an ecosystem that is capable of providing continual support. By taking part in this charitable service, TABC hopes to direct more care and attention to children and young people living in remote areas, and kick start a cycle of positivity that contributes to a better society.



List of supplies donated by TABC - 2

Charity organization	Mission of charity organization	Supplies donated
Boyo Social Welfare Foundation	Driven by the mission to "prevent perpetual poverty in disadvantaged children," the foundation provides after-school tuition and volunteer care to help children in remote locations learn to become independent and escape poverty.	5 dehumidifiers and 13 electric heaters
Love Life Cultural & Educational Foundation	Care for children in remote areas; emphasize on life education; and help children of underprivileged families overcome poverty.	352 cans of Sweet Corn Whole Kernel by Taiwan Sugar
Bethany Children's Home (Taipei)	Promote welfare for children and youths; support physical and mental recovery and growth for underprivileged children.	Dry foods and general supplies

Health promotion / Donate blood, Keep love alive

TABC was founded on October 18, 2002, and has since developed the habit of organizing three blood donation events, in Northern, Central, and Southern Taiwan, in October each year. 2022 marked the 20th anniversary of TABC, and in celebration this significant milestone, the Company cooperated with Taiwan Blood Services Foundation to co-organize the nationwide Donate Blood, Keep Love Alive campaign on October 18, which simultaneously involved blood donation stations, rooms, and trucks across 10 regions in Taiwan, including: Keelung, Taipei, New Taipei City, Zhongli, Taichung, Yunlin, Chiayi, Tainan, Kaohsiung, and Pingtung. For this particular campaign, more than one hundred volunteers, including office staff and sales partners were mobilized, and the general public was also called upon to donate blood. Owing to the passionate support of donors, TABC was able to gather more than one thousand bags of donated blood nationwide, for which it received commendation from the Taiwan Blood Services Foundation as Outstanding Blood Donation Group Of The Year.

One thing worth mentioning was that, even though it was not a public holiday, many people still made time to donate blood anyway. While several people donated 500cc of blood, many others chose to book for 1.5 to 2 hours of donation through apheresis. For this event, TABC gave each person who donated 250cc of blood one set of reusable dining utensils, and those who donated 500cc of blood also received a TABC 20th anniversary umbrella, both of which were especially meaningful. The usable dining utensils conveyed the importance of environmental protection, whereas the umbrella reminds people of the importance of "insurance" and how reassuring extra protection can be during rain or shine. TABC also offered those who successfully donated blood entry to lottery draw, for added incentive.



The Company was grateful for the contributions of all donors and volunteers. Their passionate involvement was what brought about the success of TABC's 20th anniversary blood donation event and enabled it to live up to the claim of "Donate blood, Keep love alive" to those in need, for a better society.

Health promotion / Charity carnival

TABC has been a co-organizer of the Let Life Shine charity garden party for three consecutive years, and actively supports charitable activities of Development Center for the Spinal Cord Injured (DCSCI) as a way to care for persons with such injuries. For this garden party, TABC sponsored two charity auction booths, purchased NT\$20,000 worth of vouchers, and offered a wide range of custom-made point-of-sale materials to be used as gifts with purchases. Meanwhile, the Company invited 18 volunteers comprising office staff and sales partners to take part in the charity auction, and gave away vouchers to attract more office staff, sales partners, policyholders, and social network followers into supporting charity through action. Today, TABC continues to contribute resources to and work with the event organizer to care for a greater number of persons with disabilities and their family members, so that they, too, can, indulge in the wonders of life.

The purpose of the Let Life Shine charity garden party is to care for persons with disabilities and provide them and their family members with the means to interact with the general public and make their challenges and needs known. The Development Center for the Spinal Cord Injured will direct all proceeds gathered from the garden party towards funding its "self-sustainable life rebuild and training" program and help injured persons restore hope for the future.

TABC has long sold insurance products for nursing, disability, and critical illness, and is well-aware of the reality that while insurance does help policyholders transfer some of the risks, it does not fully help disabled persons rebuild their lives or train for disability. This is why the Company sponsors the Development Center for the Spinal Cord Injured (DCSCI) in helping patients train, work, start their own businesses, and return to society on equal terms. TABC has always upheld the spirit of caring for and giving back to society, and contributes to charity campaigns with the hope of bringing positive influence to the society.



Environmental protection / Purchase and donation of environment-friendly rice – For preservation of the endangered leopard cat

Taiwan's leopard cat is an endangered species. It mainly inhabits areas below altitudes of 1,500 meters, where human and farming activities are most prevalent. Leopard cats have long been threatened by loss of habitat, excessive pesticide usage, and trapping, and fewer than 400 remain in all of Taiwan. Tongxiao, Miaoli, happens to be one of the main habitats for leopard cats, and local farmers have teamed up with the leopard cat preservation organizations and social enterprises to create a brand of environment-friendly rice called "Shihumi." For four consecutive years, TABC has purchased Shihumi as a way to support local farmers and contribute to the local environment; the rice it purchases is subsequently donated to Renyou Sanatorium in Taoyuan City and The Association of South-Unk Health Care Promotion for Taitung County to maximize the benefits it can provide.

The farmers of Tongxiao, Miaoli, grow Shihumi with an emphasis on ecosystem preservation and environmental sustainability, which ensures the quality and texture of the grain. They observe principles of organic farming and forgo the use of pesticides and chemical fertilizers while at the same time committing to the protection and improvement of soil condition. By relying only on natural resources and methods for rice-growing, the farmers hope to minimize their environmental impact, for the protection of the local ecosystem and the leopard cats' habitat, all while giving consumers a healthy, pesticide-free food option.

TABC considers the purchase of Shihumi to be a meaningful corporate social responsibility and mission. By growing crops in an environmentally friendly way, the farmers not only protect the habitat of wild animals such as the leopard cat, but also promote sustainable farming practices and raise consumers' awareness towards sustainability and food origin. By recognizing brands that are socially responsible, we hope to inspire more businesses to adopt sustainable practices and bring life and energy to every corner of the world.



Environmental protection / Care for stray animals – Promoting life education

TABC respects the wellbeing of animals and has committed to preserving the lives of stray cats and dogs as part of its mission to promote life education. The Company donates NT\$50,000 to Animal Rescue Team Taiwan (ARTT) each year, which is equivalent to 100 sacks of animal feed and sufficient to cover the needs of 300 cats and dogs in a single month. With this donation, TABC hopes to support the association in rescuing, caring for and feeding stray animals.

TABC has supported Animal Rescue Team Taiwan (ARTT) for three consecutive years; the association has helped a total of 184 stray cat/dog shelters in Taiwan, to the benefit of more than 27,000 animals to date. Aside from animal rescue, the association also helps under-funded animal shelters with repair works so that they may continue to provide shelter and care for stray animals. Meanwhile, the association actively promotes life education by supporting animal protection clubs in schools, to raise the public's attention to and care for animal wellbeing. By supporting Animal Rescue Team Taiwan (ARTT), TABC hopes to expand its social network and cooperate with other organizations, volunteers, and community groups on animal protection issues. The collective minds and resources gathered through this network will allow animal rescue and protection works to be carried out on a larger scale.

Aside from making donations, TABC recognizes its social responsibility to protect animal wellbeing and promote life education, for they are two critical values that drive society's progress. For this reason, TABC will continue to support such initiatives and work toward raising the public's awareness on animal wellbeing, so that people can make their own contributions for a better future.



Environmental protection / Mountain and river cleanup

To help preserve the environment and raise the public's awareness to protecting nature, on October 14, 2022 TABC's TCA team hosted a mountain and river cleanup event, with support from Keelung City Bureau of Environmental Protection, Maling Recreational Farm Area, and the Chief of Maxi Village. Aside from making community and social contributions, the Company also took this opportunity to develop teamwork among employees.

More than 60% of Taiwan's land area is covered by forest, and hiking is such a popular activity in Taiwan that the mountains attract many hikers both locally and from abroad each year. However, this popularity also causes litter such as bottles, cans, tissue paper, snack wrapping, fruit peel etc. that pose a tremendous burden to the forest environment and disrupt the ecosystem. Through the mountain and river cleanup event, we hope to keep our mountains and rivers clean and lessen the damage we do to the ecosystem.

For this event, the TCA team organized a group of volunteers, and made arrangements to have personnel from Keelung City Bureau of Environmental Protection teach them the proper way to recycle pesticide bottles before starting. The volunteer group then traveled to forests and rivers near Maxi Village in Qidu, where they picked up waste and admired the beautiful scenery along the way. At the end of the trip, the participants sorted the waste they collected, so that recyclable resources can be delivered to the recycling station for reuse, to greatly reduce impact on the environment.

The mountain and river cleanup event not only help keep our forests and rivers clear of litter, but also removes pollutants from the environment that would otherwise contaminate water and soil. By protecting the habitat



of plants and animals, we contribute to maintaining the biodiversity and stability of the ecosystem. Through this event, the TCA team developed a better understanding of the importance of environmental protection, the participants also learned how to properly handle waste and pollutants, as well as the principles and methods of protecting the environment, which may someday make them advocates and activists in environmental protection issues.

APPENDIX .



- **GRI index**
- **SASB index**
- **Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies - Financial Industry Sustainability Index**
- **Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies - Index for Climate-related Information**
- **Independent Assurance Statement on Sustainability Report**

GRI index /

Statement of usage	TABC has reported information for the period from January 1, 2022 to December 31, 2022 in accordance with GRI Standards.
GRI Standards	GRI 1: Foundation 2021 GRI 2: General Disclosures 2021 GRI 3: Material Topics 2021
Applicable GRI Industry Standards	None

General disclosures

GRI 2: General Disclosures 2021						
Disclosures	Corresponding chapter	Corresponding chapter	Page	Omissions		
				Requirements Omitted	Reasons	Explanations
GRI 2-1	Organizational details	About TABC	P.13-15			
GRI 2-2	Entities included in the organization’s sustainability reporting	About TABC	P.13-15			
GRI 2-3	Reporting period, frequency and contact point	Disclosure period of the report Contact information	P. 3 P. 5			
GRI 2-4	Restatements of information	About the report	P. 3			
GRI 2-5	External assurance	External assurance	P. 5			
GRI 2-6	Activities, value chain and other business relationships	Sustainable supply chain	P. 16-17			
GRI 2-7	Employees	Diverse employment opportunities	P. 83-84			
GRI 2-8	Non-employee workers	Diverse employment opportunities	P. 83			
GRI 2-9	Governance structure and composition	Diverse board members	P. 35-36			
GRI 2-10	Nomination and selection of the highest governance body	Nomination and election of board of directors	P. 37			
GRI 2-11	Chair of the highest governance body	Avoiding conflicts of interest	P. 37			
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Governance structure	P. 41			

GRI 2: General Disclosures 2021						
Disclosures	Corresponding chapter	Corresponding chapter	Page	Omissions		
				Requirements Omitted	Reasons	Explanations
GRI 2-13	Delegation of responsibility for managing impacts	Corporate Sustainability Committee	P. 21			
GRI 2-14	Role of the highest governance body in sustainability reporting	Analysis of material topics Internal review	P. 4 P. 22			
GRI 2-15	Conflicts of interest	Avoiding conflicts of interest	P. 37			
GRI 2-16	Communication of critical concerns	Diverse board members	P. 35-36			
GRI 2-17	Collective knowledge of the highest governance body	Progressive governance team	P. 38			
GRI 2-18	Evaluation of the performance of the highest governance body	Board of directors performance assessment	P. 38-39			
GRI 2-19	Compensation policy	Compensation policy for directors and managers	P. 40			
GRI 2-20	Process to determine remuneration	Compensation policy for directors and managers	P. 40			
GRI 2-21	Annual total compensation ratio	-		Yes	Confidentiality constraints	The disclosure involves details relating to personal compensation.
GRI 2-22	Statement on sustainable development strategy	Message from the management	P. 6-7			
GRI 2-23	Policy commitments	Policy commitments	P. 34			
GRI 2-24	Policy commitments	Policy commitments	P. 34			
GRI 2-25	Processes to remediate negative impacts	Business integrity Grievance and suggestion channels	P. 51-53			
GRI 2-26	Mechanisms for seeking advice and raising concerns	Business integrity Grievance and suggestion channels	P. 51-53			
GRI 2-27	Legal compliance	Legal compliance	P. 50			
GRI 2-28	Membership of associations	About TABC	P. 14			
GRI 2-29	Approach to stakeholder engagement	Stakeholder engagement	P. 22-25			
GRI 2-30	Collective bargaining agreements	Protection of labor-management relations	P. 88			

Disclosure of material topics

GRI 3: Material Topics 2021			
GRI Standards	Disclosures	Corresponding chapter	Page
GRI 3-1	Process to determine material topics	Analysis of material topics	P. 22
GRI 3-2	List of material topics	Materiality analysis of issues of concern	P. 26-27

GRI Standards	Disclosures	Corresponding chapter	Page
Community engagement			
GRI 3-3	Management of material topics	Chapter 7 Social Care	P. 102
GRI 203-1	Infrastructure investments and services supported	Chapter 7 Social Care	P. 103
Business integrity			
GRI 3-3	Management of material topics	Chapter 3 Integrity Management	P. 33
GRI 205-1	Operations assessed for risks related to corruption	Anti-corruption	P. 51-52
GRI 205-2	Communication and training related to anti-corruption policies and procedures	Anti-corruption	P. 51-52
GRI 205-3	Confirmed incidents of corruption and actions taken	Anti-corruption	P. 51-52
Energy efficiency and carbon reduction			
GRI 3-3	Management of material topics	Chapter 5 Environmental Protection	P. 69
GRI 302-1	Energy consumption within the organization	Energy efficiency and carbon reduction	P. 78
GRI 302-3	Energy intensity	Energy efficiency and carbon reduction	P. 78
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Energy efficiency and carbon reduction	P. 78
GRI 305-4	GHG emissions intensity	Energy efficiency and carbon reduction	P. 78
Talent training and recruitment			
GRI 3-3	Management of material topics	Chapter 6 Happy Enterprise	P. 82
GRI 404-1	Average hours of training per year per employee	Enhanced professional training	P. 95-96
Workplace diversity and equal opportunities			
GRI 3-3	Management of material topics	Chapter 6 Happy workplace	P. 82
GRI 405-1	Diversity of governance bodies and employees	Diverse board members Diverse employment opportunities	P. 33、83-84

GRI Standards	Disclosures	Corresponding chapter	Page
Human rights			
GRI 3-3	Management of material topics	Chapter 6 Happy Enterprise	P. 82
GRI 406-1	Incidents of discrimination and corrective actions taken	Respect and protection of human rights	P. 86-89
GRI 407-1	Operations or suppliers susceptible to risks concerning freedom of association and collective bargaining	Respect and protection of human rights	P. 86-89
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	Respect and protection of human rights	P. 86-89
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Respect and protection of human rights	P. 86-89
Cybersecurity			
GRI 3-3	Management of material topics	Chapter 3 Integrity Management	P. 33
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information security management solutions	P. 45
Fair treatment of customers			
GRI 3-3	Management of material topics	Chapter 4 Perpetual Finance	P. 56
Self-defined topic		Fair customer treatment and customer care	P. 66-67
Customer service and care			
GRI 3-3	Management of material topics	Chapter 4 Perpetual Finance	P. 56
Self-defined topic		Fair customer treatment and customer care	P. 62-64
Legal compliance			
GRI 3-3	Management of material topics	Chapter 3 Integrity Management	P. 33
Self-defined topic		Legal compliance	P. 50

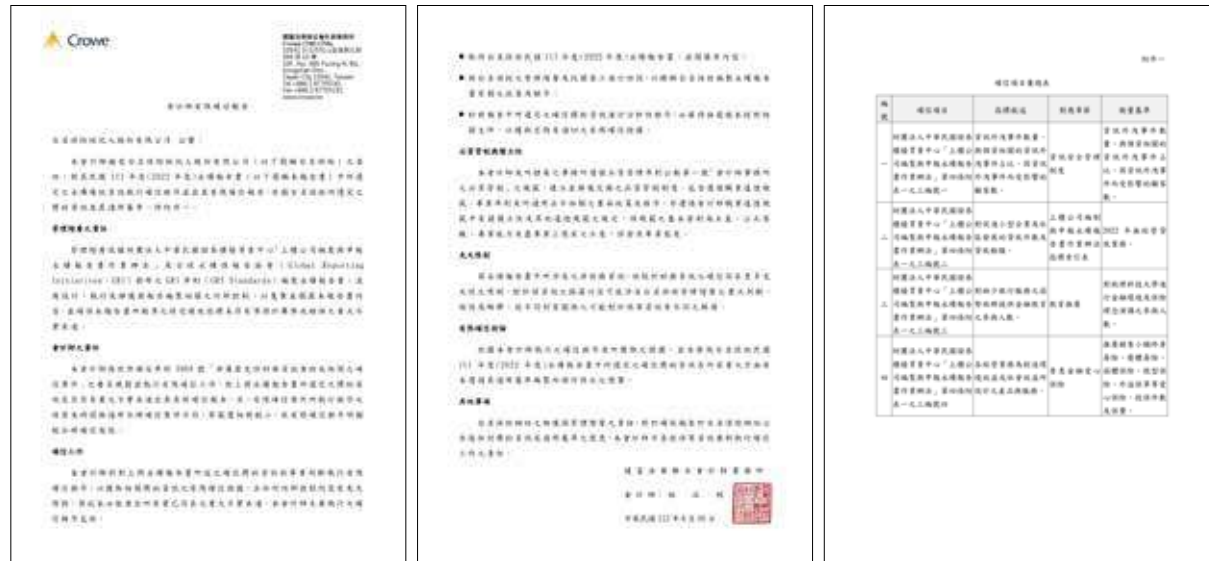
SASB index

Indicator code	Disclosures	Chapter/page	Remarks/description
FN-IN-270a Transparent Information & Fair Advice for Customers			
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers		Number of penalties imposed by authorities in 2022: 0
FN-IN-270a.2	Complaints-to-claims ratio	Enforcement of fair customer treatment P. 62-63	Complaints-to-claims ratio was 0%
FN-IN-270a.3	Customer retention rate	Sustainable supply chain P. 16-17	2022 13th month persistency was 96.54% 25th month persistency was 96.17%
FN-IN-270a.4	Description of approach to informing customers about products	Enforcement of fair customer treatment P. 62-63	TABC has established an advertisement and marketing materials review mechanism to ensure that advertising and marketing materials complies with regulations.
FN-IN-410a Incorporation of Environmental, Social, and Governance			
FN-IN-410a.1	Total invested assets, by industry and asset class	Responsible investment P. 58	
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	Responsible investment P. 58	100% participation in the shareholders meetings of TWSE/TPEX listed investees, and 100% voting rate on shareholders meeting motions 100% participation in the shareholders meetings of unlisted investees, and 100% voting rate on shareholders meeting motions
FN-IN-410b Policies Designed to Incentivize Responsible Behavior			
FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	Lifetime of commitment Insurance for the underprivileged P.58-59	TABC promotes small-amount whole life insurance, preferred risk insurance, pre-existing conditions insurance policies, and spillover insurance policies Total 235 applications Total premiums: NT\$6,710,391
Activity indicators			
FN-IN-000.A	Number of active policies, separated into the following segments: (1) Non-life and accident insurance (2) Life insurance (3) Reinsurance assumed	Sustainable supply chain P.16-17	TABC had a total of 72,070 policies in 2022, including 15,253 life insurance and 56,817 non-life insurance policies.

Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies - Financial Industry Sustainability Index

Financial industry sustainability indicators disclosed for 2022 in accordance with Appendix 1-3, Article 4 of "Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies"

Serial No.	Indicator	Indicator category	Disclosures for the year	Chapter/page
I	Number of information leaks; percentage of information leaks involving personal data; number of customers affected by data leak incidents	Quantitative	Number of information leaks in 2022: 0 Number of personal data leaks in 2022: 0	Cybersecurity risks P. 45
II	Number and balance of loans granted for small business and community development	Quantitative	The Company does not provide lending services	Not applicable
III	Number of participants in financial educations arranged for underprivileged persons that lack access to banking services	Quantitative	TABC delivered speeches on financial environment and insurance for students of Chihlee University of Technology Department of Finance in 2022 Total participant count: 61	Promotion of education P. 102
IV	Products and services designed to create environmental or social benefits through various business activities	Qualitative description	TABC promoted and sold 235 small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, that in total generated NT\$6,710,397 in premiums	Financial inclusion Insurance for the underprivilegedp P.58-59



Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies - Index for Climate-related Information

Climate-related information disclosed for 2022 in accordance with Appendix 2, Article 4-1 of "Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies"

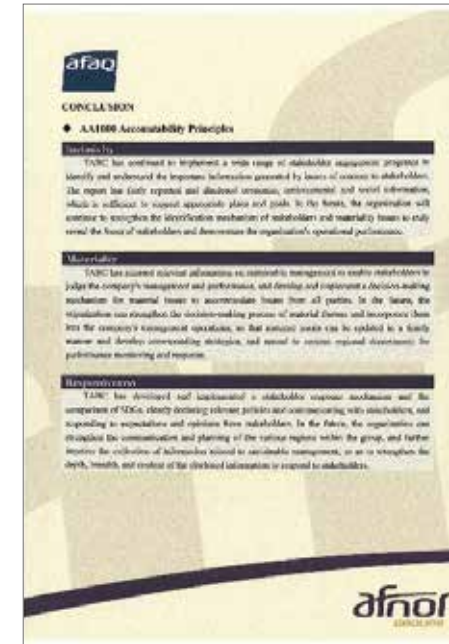
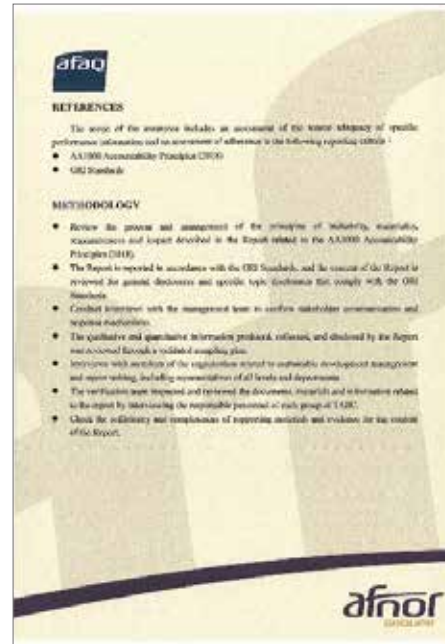
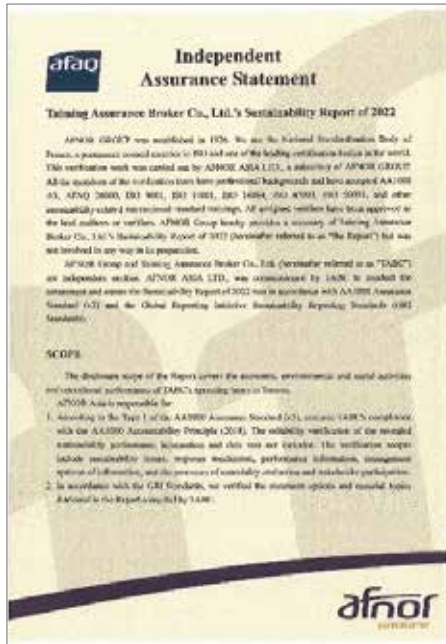
Item No.	Item	Implementation progress
1	Describe how the board of directors and the management exercise supervision and governance over climate-related risks and opportunities.	See: Risks and opportunities of climate change P.71-79
2	Describe how the climate risks and opportunities identified affect the entity's businesses, strategies, and financial position (short-term, medium-term, and long-term).	
3	State the financial impacts of extreme weather events and transition actions.	
4	Describe the procedures undertaken to identify, evaluate, and manage climate risks, and how they are integrated into the risk management system.	
5	Where scenario analysis is used to evaluate resilience to climate change risk, describe the underlying scenarios, parameters, assumptions, factors, and key financial impacts.	
6	Where transition plans have been made to manage climate risks, explain plan details and the indicators and goals used for the identification and management of physical risks and transition risks.	
7	Where internal carbon pricing is used as planning tool, explain the pricing basis.	
8	If climate-related goals have been implemented, explain the activities covered, the scope of greenhouse gas emission, any timeline planned, and the progress made each year. Where carbon offset or renewable energy certificate (REC) is used to accomplish the above goals, explain the source and quantity of carbon credits or the quantity of REC.	
9	Greenhouse gas survey and assurance	

Greenhouse gas survey and assurance for TABC - 2022

Company category	Greenhouse gas survey and assurance timeline
TABC is a TPEX-listed company with paid-up capital below NT\$5 billion	In accordance with the "sustainable development roadmap for TWSE/TPEX listed companies," TABC plans to disclose data as a standalone entity from 2026, disclose data on all entities included in the consolidated financial statements from 2027, complete assurance as a standalone entity in 2028, and complete assurance for all entities included in the consolidated financial statements in 2029.

Scope 1	No available statistics				
Scope 2	Item	Total emissions (tons CO ₂ e)	Intensity (tons CO ₂ e/NTD 100 million)	Assurer	Assurance
Scope 2	Parent company	49.95	6.77	-	TABC expects to complete assurance by 2028
	Subsidiaries	No available statistics			
	Total	49.95	6.77		
Scope 3	Voluntary disclosure / no available statistics				

Independent Assurance Statement on Sustainability Report





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