

# S 2023

Environmental Social Governance  
Taiming Assurance Broker Co., Ltd.

# SUSTAINABILITY REPORT



# CONTENT

Message from the management	P.02
Honors and recognitions	P.03
Sustainability strategies and goals	P.04

Management of material topics	P.06
Stakeholder engagement	P.07

## About TABC

This is the 2023 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).

P.13

## Integrity governance

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.

P.21

## Sustainable finance

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

P.39

## Environmental sustainability

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.

P.54

## Happy workplace

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.

P.68

## Social inclusion

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.

P.87

## Appendix

- About the report
- GRI index
- SASB index
- Financial Industry Sustainability Index
- Climate-related information for TPEX listed companies
- Independent Assurance Statement on Sustainability Report

P.97



## Message from the management

Being the first TPEX listed insurance brokerage company, TABC acknowledges and shoulders its responsibilities to promote sustainability in this era of rapid changes, especially considering how sustainability has emerged to become an important indicator for corporate competitiveness in the prevailing business environment. We are dedicated to leading green transformation within the insurance brokerage industry, and promise to run our business in a responsible manner to ensure that our business activities bring positive influences in the society and the environment over the long term. Our sustainability strategy mainly covers the following aspects:

**Corporate governance and operating performance aspect:** We hold the conviction that sound corporate governance provides the foundation for a successful business. This is why we are committed to running our business with the utmost transparency and fairness, while ensuring that all business decisions take into account environmental, social, and governance (ESG) impacts.

- Ranked top 20% in the 10th Corporate Governance Evaluation, an indication of robust governance practices.
- Consolidated revenues grew steadily by 6.29% to NT\$784 million.

**Environmental commitment aspect:** we are dedicated to reducing negative impacts on the environment. This not only involves minimizing office energy consumption and paper usage, but also includes exploring environment-friendly business opportunities and making green investments.

- Serviced air conditioners and replaced LED lights, which may save power usage by 17,080 kWh and carbon emission by 8,437.52 kgCO<sub>2</sub>e a year.
- Actively promoted the use of mobile insurance service; the number of life insurance applications submitted through such service accounted for 27.91 % of the total, up 4.89% compared to the previous year.

**Social responsibility aspect:** we embrace our corporate responsibilities to the society, and are actively involved in charity events. Meanwhile, we support employees in volunteer service, and work with community partners to solve challenges of the local community.

- 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 services such as charity auction, and care for underprivileged children.

Chairman  
Cheng-Chih Li




General Manager  
Yang-Kuo Chen



**Customer service:** we are committed to providing products and services that conform with sustainability principles. For this reason, we make extensive efforts to learn customers' needs and offer solutions that help them accomplish sustainability goals.

- 95% customer satisfaction.
- 25th month persistency for the last 5 years averaged above the industry mean by 5.52%.

**Employee development:** we view sales partners and back-office staff employees as our greatest advantage. We provide continuous education and training to ensure that employees are able to grow their character and career and contribute to the sustainability of the organization.

- Back-office staff averaged 28.7 hours of training, up 33%.
- The Four Schools (marketing, management, finance, and education) have been established to satisfy employees' training needs.

In the future, TABC will continue building its reputation as the sustainability role model in the insurance industry, while taking persistent actions to deliver top-quality customer service, raise professionalism across the internal team, and offer customers the most suitable insurance advices. Meanwhile, attention will also be directed toward integrating insurance products as a way to satisfy the market's ever-changing needs, and making use of digital tools for improved service efficiency. Through the introduction of more convenient online services, we hope to provide total insurance solutions that create longer lasting values for our customers, employees, the society, and Earth's environment, and thereby fulfill our mission of "happiness through sustainability."

## Honors and recognitions

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



20th The National Brand Yushan Award Outstanding Enterprise



25th Faith, Hope and Love Awards of Insurance Best Social Responsibility Award Auxiliary Insurance Agency category



16th Taiwan Corporate Sustainability Awards (TCSA) Sustainability Report Award Finance and Insurance Sector Category 2 Silver



2023 Excellence Insurance Awards Outstanding Insurance Broker Award



Huashan Social Welfare Foundation – “Guardian Archangel”



Shin Kong Life Insurance – “Exceptional Performer 2023”

## Sustainability strategies and goals

Support UN SDGs, with the business philosophy of "happiness through sustainability"; coordinate with back-office staff 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 more effectively.

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. After establishment of our "Sustainable Development Code of Conduct" in 2016, we assembled a "Corporate Sustainability Committee" in 2021 to enforce sustainable development strategies.

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 "Silver" for two consecutive years in 2022 and 2023, which made TABC the only insurance brokerage company to win this award and affirmed the Company's growth in sustainability performance.



TABC's ESG strategies

Environment	Social	Governance
<ul style="list-style-type: none"> <li>Take initiative in the implementation of energy efficiency and carbon reduction measures; monitor emissions from operational activities; set reduction goals and make ongoing improvements to enhance the organization's resilience and response to climate change.</li> <li>Create a paperless enterprise; continue promotion of digital financial tools; increase resource efficiency; and lessen the impact of waste on the environment.</li> </ul>	<ul style="list-style-type: none"> <li>Provide employees with comprehensive benefits and training; implement a fair promotion system; and create a satisfying and attractive workplace.</li> <li>Make ongoing commitments to social engagement; maintain a good relationship with the local community and charity organizations; and strive to become a pillar of the local community.</li> </ul>	<ul style="list-style-type: none"> <li>Persistently improve the board of directors' sustainability knowledge and enhance ESG performance in all aspects.</li> <li>Introduce high-quality products and services for retirees and older people; uphold the fair customer treatment principle and tighten information security for the protection of customers' interests.</li> </ul>



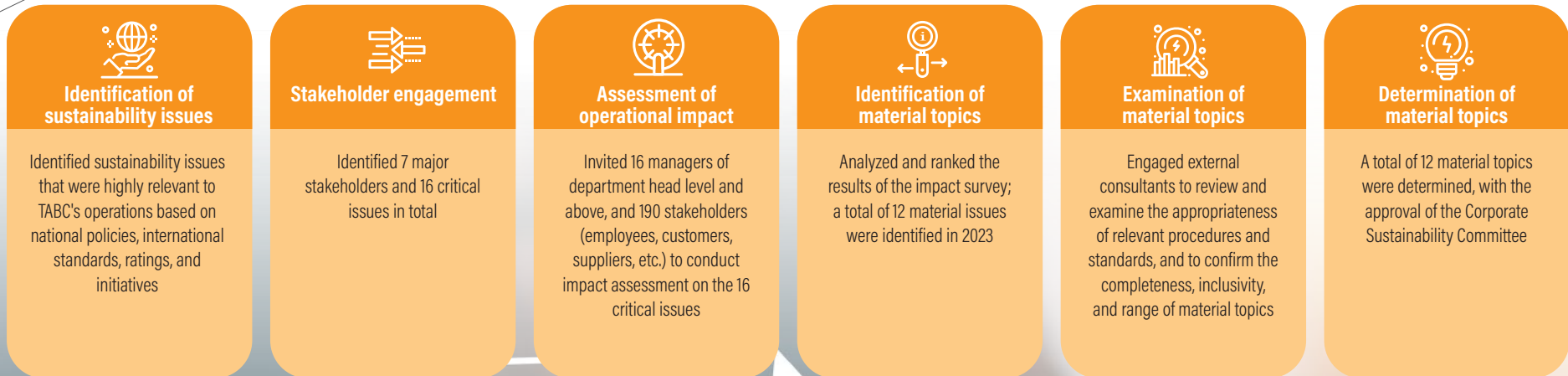
Actions, results, and performance

<ul style="list-style-type: none"> <li>Servicing of air conditioning equipment and replacement of LED lights in 2023 achieved total power savings of 17,080 kWh, which was equivalent to a carbon reduction volume of 8,437.52kgCO<sub>2</sub>e</li> <li>By promoting the use of our mobile insurance platform, the Company was able to use 48,580 fewer sheets of paper, which was equivalent to a carbon reduction volume of 874.44 kgCO<sub>2</sub>e.</li> <li>Ongoing use of the e-correspondence and e-reporting system reduced paper usage by 23,581 sheets in 2023, and lowered carbon emissions by an equivalent of 424.46kgCO<sub>2</sub>e.</li> <li>Introduced the use of video conferencing to reduce carbon emissions from commuting; travel expenses in 2023 were 23.08% lower compared to 2020.</li> <li>Encouraged electronic voting in shareholders meetings; a total of 168 meeting participants voted through electronic means in 2023, and the number of electronic votes accounted for 60.48% of total shares represented in the meeting</li> </ul>	<ul style="list-style-type: none"> <li>Back-office staff were each given a NT\$4,000 training subsidy</li> <li>Sales partners were offered key training courses through the Four Schools.</li> <li>Cooperated with Huashan Social Welfare Foundation on making donations (festive meals, Mid-autumn gifts, Duanwu gifts) to lone elders; sponsored the donation of community care packs for the Yonghe District for 6 consecutive years while expanding the scope of sponsorship to include Sanchong District in 2023 and more than 1,700 gifts have been donated to date</li> <li>Supported Tsai-hui Lin in Kaohsiung in gathering and donating supplies to remote locations and underprivileged groups for 4 consecutive years.</li> <li>Taipei Chongqing Office and Yi-Kuang Orphanage jointly organized the charity campaign - "Company for Life"</li> <li>Donated 1,000 blood bags to blood donation centers in Taipei, Taichung, Hsinchu, and Kaohsiung for blood gathering</li> <li>Made donations to Chihlee University of Technology Department of Finance for 19 consecutive years, with a total beneficiary count of 190</li> </ul>	<ul style="list-style-type: none"> <li>Ranked in the top 20% in the 10th Corporate Governance Evaluation for TPEX listed companies, for the 8th consecutive year</li> <li>TABC has actively adopted sustainable finance by observing Principles for Sustainable Insurance, and continued to provide retirement and nursing products and services for older people.</li> <li>13th month persistency for the last 5 years averaged 97.44</li> <li>95% satisfaction from the 2023 customer satisfaction survey</li> <li>In 2023, TABC continued to obtain certification for ISO 27001 - Information Security Management System.</li> <li>Obtained certification for BS 10012:2017 - Personal Information Management System once again in 2023</li> </ul>
---	--	---

# Management of material topics

## Procedures for management 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.



## 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 seven 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

TABC gathers issues of concern through internal meetings and routine interactions with stakeholders. Using the GRI standards, TABC identifies key issues from the vast number of issues it has gathered and classifies them into economic, environmental, and social aspects. The Company also engages an external consultant to produce "Key Issues Impact Questionnaire" based on industry characteristics, and proceeds to identify material topics based on the results. Issues of concern, method of communication, and outcomes of communication with TABC's stakeholders for 2023 are explained in the following chart. Furthermore, TABC has created a Stakeholders section on its website and set up a contact mailbox: [appeal@tabc.com.tw](mailto:appeal@tabc.com.tw) that stakeholders can use to communicate and interact with the Company on issues of concern and raise any queries, suggestions, or even complaints.



## Stakeholders' concerned issues and outcomes of communication

Stakeholder	Implication for TABC	Issues of concern	Communication frequency and channels	Outcome of communication for the year
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"> <li>Operating performance</li> <li>Talent training and recruitment</li> <li>Workplace equality and diversity</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Back-office managers work meetings are convened once per month</li> <li>Back-office Labor and Management Relations Committee meetings are convened once per quarter</li> <li>Employee Welfare Committee meetings are convened once per quarter</li> <li>Back-office staff are subjected to performance evaluation once a year</li> <li>Employees are trained from weekly to yearly depending on their roles</li> <li>TABC communicates with back-office staff and sales partners on an unscheduled basis through e-mail</li> <li>"Taiming Weekly" video is released once a week</li> <li>New information is announced over the business integration system on an unscheduled basis</li> <li>Sales managers meetings are convened from weekly to yearly depending on meeting participants' roles</li> <li>New information is announced over TABC LINE@ account on an unscheduled basis</li> </ul>	<ul style="list-style-type: none"> <li>Performance evaluation of back-office staff is taken into account for bonus, promotion, and salary adjustment decisions.</li> <li>Continued using "TABC LINE@" account for more efficient communication and interaction.</li> <li>Continued bringing a broad diversity of courses aimed at promoting insurance knowledge and legal awareness among back-office staff and sales representatives using the online learning platform - "Digital School."</li> </ul>
Investors and shareholders	Sound corporate governance and consistent operating performance are issues of concern to investors and shareholders.	<ul style="list-style-type: none"> <li>Operating performance</li> <li>Information security</li> <li>Business integrity</li> <li>Legal compliance</li> <li>Business risk management</li> </ul>	<ul style="list-style-type: none"> <li>Board meetings are convened at least six times a year</li> <li>Shareholders meetings are convened once a year</li> <li>Annual reports and financial statements are released once a year</li> <li>Sustainability reports are released once a year</li> <li>New information is announced over the corporate website on an unscheduled basis</li> </ul>	<ul style="list-style-type: none"> <li>Annual reports, financial statements, and sustainability reports are disclosed regularly to raise investors' trust.</li> <li>Ranked top 20% in the Corporate Governance Evaluation for TPEX-listed companies</li> </ul>
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"> <li>Business integrity</li> <li>Customer service and care</li> <li>Information security</li> <li>Digital finance</li> <li>Inclusive finance</li> <li>Fair treatment of customers</li> </ul>	<ul style="list-style-type: none"> <li>An 0800 customer service hotline has been made available</li> <li>Random calls are made to customers on a weekly basis</li> <li>New information is announced through E-mail, website, LINE@ account, and social media on an unscheduled basis</li> </ul>	Random customer call visits for new contracts and after-sale service in 2023 showed 95% satisfaction

Note: Employees include permanent back-office staff and sales partners.

Stakeholder	Implication for TABC	Issues of concern	Communication frequency and channels	Outcome of communication for the year
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"> <li>Operating performance</li> <li>Customer service and care</li> <li>Information security</li> <li>Energy efficiency and carbon reduction</li> <li>Business integrity</li> <li>Business risk management</li> <li>Energy efficiency and carbon reduction</li> </ul>	<ul style="list-style-type: none"> <li>Customers are contacted through phone and E-mail on an unscheduled basis</li> <li>Business meetings are held on an unscheduled basis</li> <li>Official correspondences are sent to channel partners on an unscheduled basis</li> </ul>	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"> <li>Operating performance</li> <li>Business integrity</li> <li>Legal compliance</li> <li>Information security</li> <li>AML and CTF</li> <li>Climate change management</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence, telephone, and E-mail are used for communication on an unscheduled basis</li> <li>TABC participates in forums and conferences on an unscheduled basis</li> </ul>	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"> <li>Business integrity</li> <li>Legal compliance</li> <li>Inclusive finance</li> <li>Energy efficiency and carbon reduction</li> <li>Climate change management</li> <li>Human rights</li> <li>Community engagement</li> </ul>	<ul style="list-style-type: none"> <li>TABC participates in or organizes charity events on an unscheduled basis</li> <li>New information is announced through E-mail, website, LINE@ account, and social media on an unscheduled basis</li> </ul>	<ul style="list-style-type: none"> <li>Resources were invested into more than a dozen charity projects to maximize reach and benefit.</li> <li>Named Guardian Archangel by Huashan Social Welfare Foundation.</li> </ul>
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"> <li>Business risk management</li> <li>Digital finance</li> <li>Inclusive finance</li> <li>Energy efficiency and carbon reduction</li> <li>Climate change management</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Communication is established through telephone, E-mail, and website on an unscheduled basis</li> <li>TABC takes part in sustainability report-related awards on an unscheduled basis</li> </ul>	<ul style="list-style-type: none"> <li>TABC actively cooperated with professional institutions to adopt the practices of role model businesses both local and abroad, for improved sustainability performance.</li> <li>Won Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver.</li> </ul>

Note: Employees include permanent back-office staff and sales partners.

### Materiality analysis of issues of concern



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

#### List of material topics and ranking

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taiming Assurance Broker Co.,	Downstream	
1	Operating performance	Driven by the dedication to improve operational performance, TABC is making ongoing adjustments to business strategy and strives to maintain a robust financial structure.	<p><b>Positive:</b> Strong business performance brings stability to an organization's growth and creates opportunities and values for stakeholders.</p> <p><b>Negative:</b> Failure to maintain good financial position will result in loss of profitability to the detriment of stakeholders' interests and expectations.</p>	●	●	●	p.16 Operating performance
2	Business integrity	The board of directors and the management actively enforce a business integrity policy along with anti-corruption guidelines, and in doing so create an honest business environment that fosters continuity of the organization.	<p><b>Positive:</b> Business integrity helps raise the society's trust in the Company and maintain strong reputation that are favorable for future business performance.</p> <p><b>Negative:</b> Dishonest actions are detrimental to the Company's financial performance and reputation, and will ultimately lead to loss of trust from customers and bring operational crises to the Company.</p>	●	●	●	p.36 Business integrity
3	Business risk management	TABC prevents and controls potential risks through persistent risk identification, strategy making, strategy implementation, and regular monitoring of impact management efforts.	<p><b>Positive:</b> Persistent risk identification and the making and implementation of management strategies help lower business risks.</p> <p><b>Negative:</b> Lack of risk management awareness may hinder our ability to respond to and mitigate risks in time, and cause losses to business operation.</p>	●	●	●	p.31 Business risk management

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taming Assurance Broker Co.,	Downstream	
4	Information security	TABC is committed to creating a reliable information system and environment, and ensuring the confidentiality, integrity, and usability of customers' data as well as the Company's information assets.	<p><b>Positive:</b> Protection of customers' interests; strengthened trust of the society and insurance industry in the Company; maintenance of favorable corporate reputation; business risk reduction and performance improvement.</p> <p><b>Negative:</b> Increased cost of maintaining a secured information environment; failure to make timely updates may put the Company at risk of information security threat.</p>	●	●	●	p.33 Information security
5	Legal compliance	Compliance provides the foundation for TABC's growth and continuity, which is why the Company strictly prohibits actions that violate laws, regulations, and contract terms as part of its duties.	<p><b>Positive:</b> Maintaining good business reputation lowers business risks.</p> <p><b>Negative:</b> Changes in regulation pose additional compliance costs to businesses.</p>	●	●	●	p.38 Legal compliance
6	Talent training and recruitment	TABC implements training courses at different stages of career development, and combines online and offline learning methods to train talents. Meanwhile, through collaboration with academia, TABC aims to create a robust system for recruiting top business talents.	<p><b>Positive:</b> Offering of complete training helps employees and partners develop their own values.</p> <p><b>Negative:</b> Failure to provide employees with appropriate educational resources will result in loss of talent.</p>		●		p.76 Diversified training channels
7	Workplace equality and diversity	TABC is dedicated to creating a friendly and secure work environment, and values every employee and business partner. We evaluate our work environment and work rules regularly as a way to promote unity among sales partners.	<p><b>Positive:</b> Creating a friendly workplace makes employees and partners more willing to work with TABC over the long term.</p> <p><b>Negative:</b> Discrimination and unfair treatment will result in loss of talent and undermine future recruitment efforts.</p>		●		p.72 Diverse, fair, and friendly workplace
8	Customer service and care	We make persistent efforts to strengthen relationships with customers and communicate with them about their needs; in doing so, we can better respond to industry trends and earn customers' support and recognition.	<p>Positive: Providing customers with suitable 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 on dispute resolution and compromise business reputation.</p>		●	●	p.52 Customer service

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taiming Assurance Broker Co.,	Downstream	
9	Fair treatment of customers	Through the establishment and regular promotion of "fair customer treatment principles" within the organization, TABC strives to protect customers' interests, raise customers' satisfaction, and strengthen corporate competitiveness.	<p><b>Positive:</b> Providing customers with suitable solutions and services will result in greater satisfaction, trust, and attachment, which in turn promote continuity and growth.</p> <p><b>Negative:</b> Increasing cases of grievance and customer complaint will incur additional costs on dispute resolution and compromise business reputation.</p>		●	●	p.50 Fair treatment of customers
10	Human rights	TABC protects the basic human rights of all employees and sales partners. Through implementation of anti-discrimination, anti-forced labor, and anti-sexual harassment campaigns, TABC reduces risk of human rights violation.	<p><b>Positive:</b> Creating a friendly workplace makes employees and partners more willing to work with TABC, for mutual success over the long term.</p> <p><b>Negative:</b> Discrimination will result in loss of talent and undermine future recruitment efforts.</p>	●	●	●	p.74 Human rights protection
11	Community engagement	TABC adopts a people-oriented focus and exerts corporate influence in a way that benefits society. Manpower and supplies are being committed to improve the safety and health of local older people and create a sustainable city that is friendly to them.	<p><b>Positive:</b> Providing assistance and resources to members of the public and supporting relevant issues contribute to the creation of an inclusive and sustainable society.</p> <p><b>Negative:</b> Ongoing attention will have to be directed to specific issues and the local community to address social injustice and environmental damage.</p>		●	●	p.87 Social inclusion
12	Energy efficiency and carbon reduction	Measures and action plans for energy efficiency and carbon reduction are being implemented to reduce impact of business operations on the environment, and to lower operating costs.	<p><b>Positive:</b> Investment into energy conservation and carbon reduction solutions may reduce carbon footprint and lower cost of energy and resource.</p> <p><b>Negative:</b> Increased carbon emission costs and extreme weather cause losses to hardware and personnel, which give rise to increasing operating costs.</p>	●	●		p.64 Energy efficiency and carbon reduction

01

# About TABC

This is the 2023 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).

- **TABC's background**
- **Operating performance**  
*Business performance for the year*  
*Persistency*
- **Sustainable supply chain**  
*Supply chain structure*  
*Supplier management*



# TABC's background

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, and 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

<b>Company name</b>	Taiming Assurance Broker Co., Ltd.
<b>Stock code</b>	5878; registered on TPEX in October 2014
<b>Location of headquarters</b>	11F, No. 49, Guanqian Road, Zhongzheng District, Taipei City
<b>Date of establishment</b>	October 2002
<b>Main products/ services</b>	Life insurance brokerage, Property insurance brokerage
<b>Main markets</b>	Taiwan
<b>Operating locations</b>	Head office and 12 business units throughout Taiwan
<b>TABC's partner count</b>	office staff – 57; sales partners – 3,156
<b>Paid-up capital</b>	NT\$250 million
<b>Total assets</b>	NT\$ 789,540,000
<b>Insurance business investments</b>	<p><b>Mainland China</b> Shanghai Taiming Insurance Agent Co., Ltd. Jiangsu Taiming Insurance Agent Co., Ltd.</p> <p><b>Taiwan</b> Link-Aim Life Insurance Broker Co., Ltd.</p>
<b>Membership of associations</b>	Insurance Brokerage Association of Taiwan – member Financial Information Sharing and Analysis Center (FISAC) – member

Note: For details, please refer to the 2023 annual report.

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.

### TABC's 5 key competitive advantages

**A relatively young team**

Active sharing of experience with new recruits to increase efficiency

**Systematic training**

Product standardization, persistent training, and professional certification

**Team discipline and quality requirement**

Compliance, disciplinary/reward system, and service improvement

**Recruitment/training of successors for the cross-strait markets**

Talent, certification, and standardization without borders

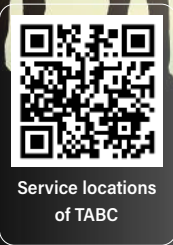
**Total quality assurance**

Specialization, professionalism, and dedication

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 more than 20 years, TABC has delivered outstanding services to policyholders and business partners with professionalism and innovation, and valued the influence we have on the peace of mind. We show the sales partners how their pragmatic efforts contribute to protecting policyholders and family members, and how they are a critical force to the stability of 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.


### Business locations of TABC



	County/city	Unit		County/city	Unit		County/city	Unit	
Northern area	Keelung City	Keelung business location	Central area	Taichung City	Taichung business location	Southern area	Tainan City	Tainan business location	
		Head Office		Yunlin County	Yunlin business location			Tainan Business Unit	
	Taipei City	Guanqian business location		Chiayi County			Chiayi business location	Kaohsiung City	Kaohsiung business location
		Chonqing business location					Chiayi Business Unit	Pingtung County	Pingtung business location
Taoyuan City	Taoyuan business location								



## Operating performance

<b>Material topic</b>	Operating performance
<b>Corresponding GRI</b>	GRI 201-1 Direct economic value generated and distributed GRI 201-3 Defined benefit plan obligations and other retirement plans
<b>Corresponding SDGs</b>	
<b>Policies and commitments</b>	TABC continues to focus its product strategy on retirement and protection planning. It actively expands sales channels by working with partners of different professions and by incorporating digital technologies, and cooperates with peer insurance brokers to grow presence in the Greater China region. TABC has also been investing resources persistently into innovative digital technologies and information security solutions. By having the product team engage in thorough research and attend legal workshops, they are able to develop products that more closely align with policyholders' needs and offer better wealth protection against environmental variables. In light of how insurance product adjustments have stabilized in 2023, TABC will introduce diverse incentive strategies and commit additional resources into the development of digital platforms to support overall sales efforts and profit growth.
<b>Metrics and targets</b>	<p><b>Short-term goals:</b></p> <ul style="list-style-type: none"> <li>TABC expects operating revenues to grow compared to 2023, and will continue implementing digital technologies to support classroom/online training courses and diverse business activities for further profit improvements.</li> <li>Attention will be directed to securing policy renewals from policyholders, with a target persistency of 90% and above.</li> </ul> <p><b>Medium-term goals:</b></p> <ul style="list-style-type: none"> <li>Introduce diverse rewards.</li> <li>Provide the sales force with access to digital technology resources.</li> </ul> <p><b>Long-term goals:</b></p> <ul style="list-style-type: none"> <li>Aim to recruit sales partners and persistently increase sales capacity.</li> <li>Aim to maintain robust capital and financial structure, achieve sales growth, and explore collaborative opportunities with peers.</li> </ul>
<b>Effectiveness tracking mechanism</b>	<ul style="list-style-type: none"> <li>Consolidated operating revenues</li> <li>Policy persistency</li> </ul>
<b>Actions and measures for the year</b>	<ul style="list-style-type: none"> <li>Consolidated revenues increased 6.29% year-on-year to NT\$784,350,000 in 2023.</li> <li>Operating profits amounted to NT\$55,088,000 in 2023, representing an EPS of NT\$2.2.</li> <li>13th month persistency reached 97.41% in 2023.</li> <li>25th month persistency reached 93.16% in 2023.</li> <li>25th month persistency for the last 5 years averaged above the industry mean by 5.52%.</li> </ul>

## Business performance for the year

According to statistics published by Taiwan Insurance Institute, the life insurance industry reported 6.27% lower premium revenues in 2023 compared to 2022, whereas the property insurance industry reported 10.65% higher premium revenues over 2022. The decrease in life insurance premium revenues was mainly attributed to more conservative interest rate adjustments from life insurance companies, which still fell short of customers' expectations given the U.S. rate hike, and ultimately deterred customers from purchasing insurance or forcing them to allocate capital for other uses. Furthermore, the new insurance accounting standards (IFRS17) scheduled for implementation in 2026 affect life insurance companies in such a way that causes them to shift focus from savings products to protection-oriented products. Lastly, uncertainties in the global economy have deterred policyholders from making commitments, causing a significant reduction in premium revenues.

Despite the challenging environment, TABC maintained its pragmatic business approach and managed to report consolidated revenues of NT\$ 784,350,000, operating profit of NT\$ 55,088,000, and EPS of NT\$ 2.2 for 2023.

### Direct economic value generated and distributed

unit: NTD thousands

Item		2021	2022	2023
Direct economic value generated	Revenues	812,570	737,916	784,350
	Operating costs (including sales tax)	618,310	559,154	622,182
Economic value distributed	Employee salaries and benefits	65,273	64,337	63,676
	Payments to capital contributors (e.g. board of directors and shareholders)	-	-	-
	Payments to the government (income tax and property tax)	35,775	30,700	28,655
	Donations to charity organizations, art/education activities, and community recreational facilities	414	441	597
	Other operating expenses	18,122	17,333	14,152
Economic value retained		74,676	65,951	55,088

Note:

- The Company classifies sales tax as a cost for accounting purpose. To ensure fair presentation of financial cost, the 2023, 2022, and 2021 data has been adjusted to exclude amount of sales tax that had yet to be classified into government payables.
- Economic value retained = direct economic value generated – direct economic value distributed.

## Key economic performance indicators for the last 3 years

Item	Unit	2021	2022	2023
Paid-up capital	in multiples of NT\$100 million	2.50	2.50	2.50
Consolidated revenues	in multiples of NT\$100 million	8.13	7.38	7.84
Gross profit	in multiples of NT\$100 million	1.76	1.63	1.46
Income tax	in multiples of NT\$100 million	0.17	0.14	0.12
Net income attributable to owners of the Company	in multiples of NT\$100 million	0.74	0.66	0.55
EPS	NTD	2.98	2.64	2.20
Net worth per share	NTD	22.74	21.35	21.62

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

## Persistency

TABC does not blindly pursue the frequency of customers' purchases or the number of policies they hold, but emphasizes more on customers' personal protection, lifestyle, and long-term plans. Policyholders' trust in us is reflected in the renewal premiums they pay; in 2023, we reported 13th month persistency ratio of 97.41% and 25th month persistency ratio of 93.16%, with our 5-year average persistency ratio being 5.52% above the industry average.

## TABC's persistency ratio

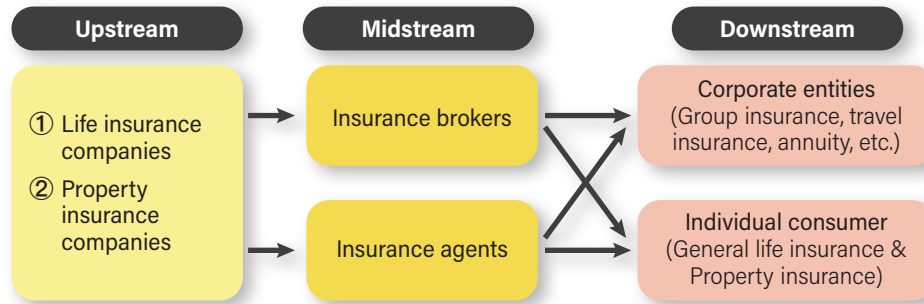
	13th month	25th month
TABC's persistency ratio in 2023	97.41%	93.16%
TABC's average in the last 5 years	97.44%	95.36%
Industry average in the last 5 years	93.37%	89.84%

Note: Industry average in the last 5 years was calculated based on data published by Taiwan Insurance Institute between 2018 and 2022.

# Sustainable supply chain

## Supply chain structure

The insurance supply chain involves life or property 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 property 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 113,252 insurance policies in 2023 including 15,747 new life insurance contracts and 97,505 property insurance policies, serving a total of 68,070 customers and generating NT\$ 784,350,000 in revenue for the year.

### TABC revenues for 2023

unit: NTD thousands

Main revenue categories	Amount	Percentage
Income from life insurance brokerage	359,748	45.87%
Income from brokerage of policy renewal	220,440	28.10%
Bonus and fee income	117,178	14.94%
Property insurance brokerage and other income	86,984	11.09%
<b>Total operating revenues</b>	<b>784,350</b>	<b>100.00%</b>



## Supplier management

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 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 impact on worker right, human right, or the environment. In doing so, we ensure fulfillment of our corporate social responsibilities and minimize supply chain risks. There was no major change to TABC's industry category, value chain, business location, or main target markets; no product or service was banned in any particular market, and none of TABC's business locations encountered any occurrence of child labor or forced labor in 2023.

### TABC "Supplier Corporate Social Responsibility Enforcement Guidelines"

Workers rights protection	Environmental maintenance
<ul style="list-style-type: none"> <li>• Employment of child labor shall comply with regulations</li> <li>• Prohibition of forced labor</li> <li>• Prohibition of all forms of discrimination</li> <li>• Respect for freedom of association and rights to collective bargaining</li> <li>• Compliance with worker health and occupational safety and health regulations</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>



TABC supplier management

02

# Integrity governance

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.

- **Management approach**
- **Governance policy**
- **Governance body**
  - Board of directors
  - Nomination and election of board of directors
  - Directors' education
  - Performance evaluation and compensation policy
- **Functional committees**
  - Remuneration Committee
  - Audit Committee
  - Integrity Committee
  - Corporate Sustainability Committee
- **Business risk management**
  - Information security
    - Management system
    - Response measures
- **Business integrity**
- **Legal compliance**



## Performance highlights



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



Percentage of independent director seats  
50%

## Short/medium/long-term strategic goals



Top 20% in the Corporate Governance Evaluation for TPEX listed companies

Short-term strategic goals



Adhere to the four main convictions of "customer satisfaction, employee care, social care, and shareholders' interests" and protect the lifestyles and assets of policyholders and their family members




Medium-term strategic goals



Share "happiness of sustainability" with the general public and for TABC's business partners.

Long-term strategic goals

## Management approach

<b>Material topic</b>	Business risk management, Information security, business integrity, compliance
<b>Corresponding GRI</b>	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
<b>Corresponding SDGs</b>	  
<b>Policies and commitments</b>	Enforce business integrity and conduct commercial activities in a fair, honest, trustworthy, and transparent manner that earns stakeholders' trust; promote compliance awareness among all employees, improve compliance performance, and strive to maximize customers' interests; create a reliable information environment where the confidentiality, integrity, and usability of customers' data and the Company's information assets are duly protected; and devise management systems and response measures for information security risks.
<b>Metrics and targets</b>	<p><b>Short-term goals:</b></p> <ul style="list-style-type: none"> <li>Construct reliable information systems and environment, and enforce proper Information security management.</li> <li>Increase the number of anti-corruption training sessions and raise employees' anti-corruption awareness.</li> <li>Information security and personal data protection training averaged 3 hours per person, per year.</li> <li>Information security management expenses as a percentage of overall revenues to increase by 0.5%–1%.</li> </ul> <p><b>Medium-term goals:</b></p> <ul style="list-style-type: none"> <li>Develop business practices on the basis of integrity, and actively prevent dishonest conduct.</li> <li>Focus on the growth of core business activities and avoid occurrences that may impact corporate image or violate the law.</li> <li>Continue update of information security management measures.</li> <li>Information security and personal data protection training averaged 3 hours per person, per year.</li> <li>Information security management expenses as a percentage of overall revenues to increase by 1%–2%.</li> </ul> <p><b>Persistent goals:</b></p> <ul style="list-style-type: none"> <li>Engage in business activities while following principles of fairness, honesty, trust, and transparency to gain stakeholders' trust.</li> <li>Promote the significance of compliance among back-office staff and sales and thereby strengthen compliance performance within the organization.</li> <li>Create a robust information security platform and improve the quality of services to policyholder services as well as the security of personal data and information platforms.</li> </ul>



**Effectiveness tracking mechanism**

- The Integrity Committee makes annual reports to the board of directors on the outcome of previous year's business integrity efforts.
- The Legal Compliance Office is responsible for overseeing the establishment and execution of business integrity policy and preventive measures.
- The Information Security Management Committee and Personal Data Management Committee convene "management review" meetings on a regular basis to discuss responses and strategies for Information Security issues that are of internal and external concern. Drills are organized for potential incidents on a yearly basis.

**Actions and measures for the year**

- A information security manager and at least one information security specialist was appointed in 2023.
- Passed certification for ISO 27001 – Information Security Management System and BS 10012 – Personal Information Management System.
- Completed "network disruption drill" according to the business continuity plan (BCP).
- Information security and personal data protection training averaged 5 hours per person and achieved 100% completion rate.
- Information security expenses amounted to NT\$1.786 million in 2023, representing 0.31% of standalone revenues and reaching the highest level in the last 5 years.
- No incident of information leak occurred in 2023.
- Information security personnel obtained ISO 27001 certification for lead auditor.
- The senior management including the General Manager and Deputy General Managers signed statement of ethical behavior.
- 100% of the 33 insurance companies that TABC cooperated with had signed AML contracts in 2023 (including 1 newly added during the year).
- Back-office staff were subjected to regular compliance audits; a total of 12 random audits were conducted in 2023.
- No misconduct report was received and no incident of corruption or dishonesty occurred in 2023.
- 100% of business locations completed corruption risk assessments.
- No fine or penalty from violation of regulations concerning economic, environmental, or social issues had occurred in 2023.



## Governance policy

For the fulfillment of TABC's sustainability goals, the Company has established its own "Sustainable Development Code of Conduct," "Risk Management Policy and Procedures," "Procedures for Ethical Management and Guidelines for Conduct," "Ethical Behavior Guidelines," "Supplier Corporate Social Responsibility Enforcement Guidelines," and "Supplier and Procurement Management Policy" based on international initiatives and regulations such as "Due Diligence Guidance For Responsible Business Conduct," "Principles of Corporate Governance," "UN Guiding Principles on Business and Human Rights" (UNGPs), "Sustainable Development Best-Practice Principles," "Ethical Corporate Management Best-Practice Principles," and "Corporate Governance Best-Practice Principles." These internal policies have passed the review of the board of directors and were implemented following an announcement by the Corporate Sustainability Committee.

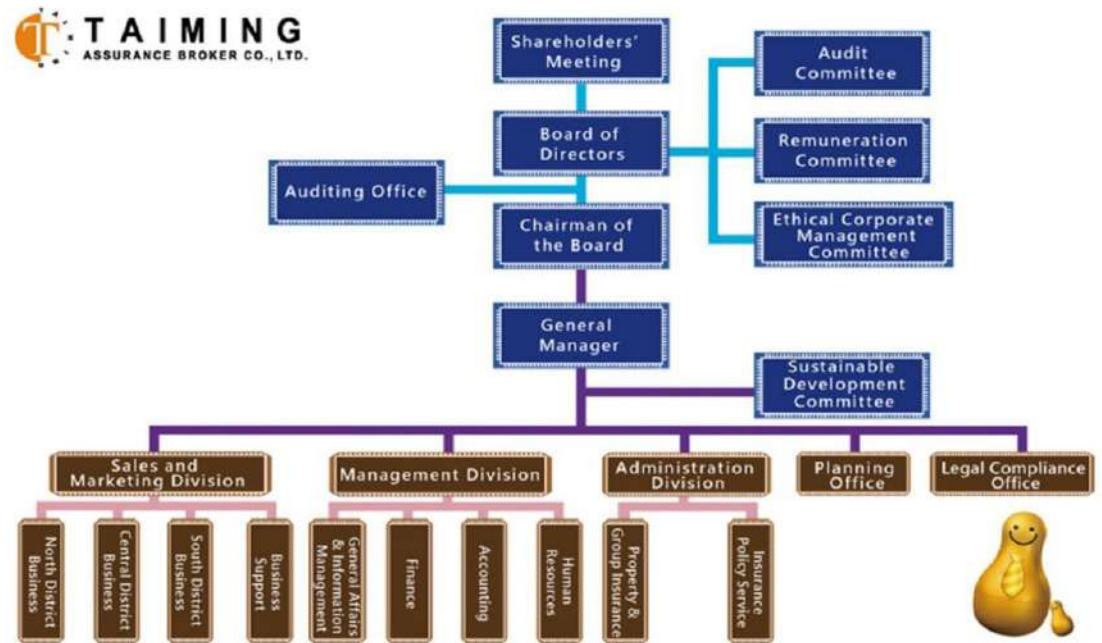
In addition to incorporating sustainability commitments into operational policies and routine procedures, the Company has also assigned the General Manager to supervise execution of such policies and the Auditing Office to carry out regular audits. Together, they monitor and bring focus to the Company's business strategies, and coordinate with supply chain partners toward fulfilling sustainability commitments.

## Governance body

### Board of directors

The board of directors is the ultimate governance body of TABC, and the governance body is chaired by the Chairman. The board not only requires all its members to possess professional knowledge and abundant corporate governance experience, but also places great emphasis on gender equality and diversity indicators. The current board of directors was last elected in May 2022 to serve a term of 3 years until May 25, 2025. There are six directors on the board, including three independent directors that make up 50% of total seats. Two or 33.33% of the directors were 41-50 of age, and two or 33.33% of the directors were female. For details on the competency of remaining board members, please refer to the Company's 2023 annual report.

TABC organizational chart



The board of directors of TABC convened five meetings in 2023, in which the directors averaged an attendance rate of 93.3%. Board meetings are held primarily to review business performance, discuss ESG strategies, and respond to major incidents. Dedicated units have been assigned to establish facts, monitor, and keep track of progress afterwards. For more details on board meeting motions discussed in 2023, please refer to P.26 of the 2023 annual report.

### TABC's diverse board members

Title	Name	Gender	Age group	No. of meeting attendance	Attendance rate
Chairman	Cheng-Chih Li	Male	Age 61-70	5	100%
Director	Chia-Keng Li	Female	Age 41-50	5	100%
Director	Mo-Hang Wu	Female	Age 51-60	4	80%
Independent Director	Chien-Hsiang Chang	Male	Age 71-80	5	100%
Independent Director	Fu-Kuei Huang	Male	Age 61-70	4	80%
Independent Director	Tsung-Han Hsieh	Male	Age 41-50	5	100%

### Nomination and election of board of directors

TABC has established board of directors nomination and election procedures in accordance with The Company Act, Corporate Governance Best-Practice Principles, Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies, and Regulations Governing Procedure for Board of Directors Meetings, and elected the current board on May 26, 2022. It is mandatory for director candidates to comply with regulations and satisfy professional qualifications, independence criteria, and concurrent duty restrictions; candidates are nominated and reviewed by the board of directors before election. Cheng-Chih Li was re-elected as Chairman of the current board, whereas Chien-Hsiang Chang, Fu-Kuei Huang, and Tsung-Han Hsieh assumed the roles of independent director, whose presence contribute to the planning of innovative growth strategies, effective monitoring and protection of shareholders' interest, and improvement of corporate governance performance.

TABC has established recusal principles to address four different conflicts of interest involving directors, namely: "director's concurrent duty in another board," "cross shareholding between a director and a supplier or stakeholder," "shareholder that has control in the Company," and "transactions and outstanding trade balance between the Company and another stakeholding organization." All members of the board are subject to nomination, and the Chairman does not hold other concurrent position in the senior management.

To minimize risks of conflicting interests, the Company requires 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 in the discussed motion, the director must explain the stakes involved 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.

### Directors' education

All members of the board of directors undergo yearly training to keep up to date on global risk trends and develop risk response. Courses completed in 2023 included: "Adoption of IFRS17 for the Insurance Industry – A Practical Perspective," "Key Points of Corporate Governance Evaluation for Directors and Supervisors," "Audit Committee Practices," and "Business Judgment Rule and Case Studies" for the economic and governance aspect; "Challenges and Opportunities of Sustainable Development Roadmap and Introduction to Greenhouse Gas Survey" for the environmental aspect; and "A Macro Perspective on Sustainable Growth of Global Businesses – Turning the 2050 Vision to 2021 Actions" for the ESG aspect. Through these courses, the board is able to build up collective wisdom on environmental, social, economic, and governance issues persistently over time. Board members completed 36 hours of training in total in 2023, averaging six hours per person.

### Performance evaluation and compensation policy

To empower the board of directors, TABC observes its Board of Directors Performance Evaluation Policy and evaluates the performance of the board, the individual directors, and functional committees once a year and engages external experts to evaluate performance once every three years. Outcomes of the evaluation are disclosed in the annual report and on the corporate website. Board performance evaluation for 2023 was completed on December 28, 2023; the outcomes were reported during the board meeting held on March 5, 2024 and announced afterwards.

TABC made partial amendments to its performance evaluation policies for the board of directors and functional committees in 2022 in an attempt to support sustainable growth of the organization. With these amendments, TABC is able to take ESG issues into consideration when evaluating performance and associate compensation with performance. Board performance evaluation covers six main aspects including: 1. participation in the Company's operations; 2. quality of board's decisions; 3. the board's composition; 4. election and ongoing education of board members; 5. internal control; and 6. attention to ESG. Through the above emphases, the Company hopes to direct the board's attention and efforts to sustainability issues.

"Board performance self-assessment," "board member performance self-assessment," and "board member performance peer assessment" averaged a score of 96; peer evaluation of Remuneration Committee performance averaged a score of 97; peer evaluation of Audit Committee performance averaged a score of 95; and peer evaluation of Integrity Committee performance averaged a score of 92. Performance was rated Exceptional across the board and functional committees. Furthermore, board performance evaluation by outside experts was completed in 2024 Q1, and the outcome was rated Good. For more details on board performance evaluation, please refer to P.29 of the 2023 annual report.



The Remuneration Committee exercises the duty of care as a prudent manager in accordance with the Remuneration Committee Charter, and dutifully examines and evaluates compensation policies, standards, and structure for directors and senior managers (back-office managers of assistance vice president grade and above) based on the assessment outcome, while offering suggestions on the standards and amounts of compensation paid.

Independent directors' compensation is determined according to the "Director Compensation Policy," which mainly includes attendance fees for participating in board meetings and 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 2023 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). 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. For more details on directors' and senior managers' 2023 compensations, please refer to P18 of the 2023 annual report.

If the governance body or a senior manager violates Procedures for Ethical Management and Guidelines for Conduct, any improper gains received will be returned, paid for, confiscated, donated to charity, or recovered appropriately with the Chairman's approval; legal action may also be taken, depending on severity. We hope that any party with substantive control do abide by professional ethics for the protection of the Company's interests.

## Functional committees

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 five meetings in 2023, in which the members achieved a 93.33% attendance rate. The Remuneration Committee regularly reviews directors' and managers' performance and examines the compensation policies, systems, standards, and structures on a regular basis; it evaluates and establishes the competitiveness and rationality of compensations paid to directors and managers.

### Audit Committee

The Audit Committee comprises the entirety of independent directors; it held a total of five meetings in 2023, in which the members achieved a 93.33% 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 comprises the entirety of independent directors; it held a total of one meeting in 2023, 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, TABC assembled a Corporate Sustainability Committee with the General Manager serving as the chair and the Deputy General Manager serving as the deputy chair, and created a task force that comprises selected managers from various departments. The committee makes yearly reports to the board of directors regarding sustainability performance and future plans to more effectively respond to and improve on issues that are of concern to stakeholders.



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

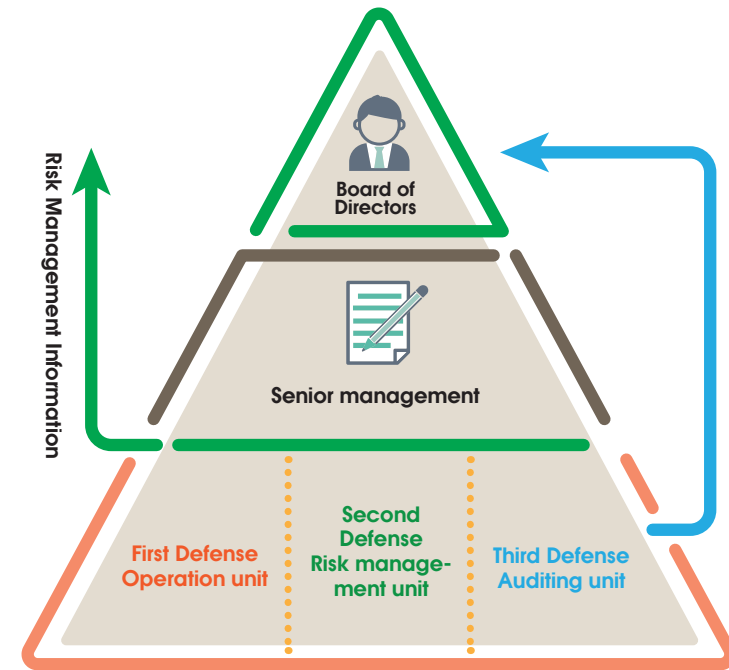
### Organizational chart of the Corporate Sustainability Committee



## Business risk management

The Audit Committee is the unit ultimately responsible for risk management within TABC. The Company 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, and Information Security, etc. Prevention, controls, and alerts have been implemented to address risks that may occur over the course of business operations.

In 2021, the board of directors passed a set of "Risk Management Policy and Procedures" that addresses risk management-related issues within TABC. The Corporate Sustainability Committee 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.



### Progress of TABC's risk management efforts – 2023

Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsible unit
Business risks	<ol style="list-style-type: none"> <li>Business strategies</li> <li>Goal setting</li> <li>Annual budget</li> <li>Business target attainment rate</li> </ol>	Low	<ol style="list-style-type: none"> <li>Business strategies are devised annually based on changes in the financial environment and industry developments</li> <li>KPIs are set according to business strategies, and reported to the board of directors and the remuneration committee</li> <li>Organization and department budgets are set based on performance goals and business plans</li> <li>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</li> <li>Decisions are controlled and executed according to the Company's internal control system as well as asset acquisition/disposal, endorsement/guarantee, and external party lending procedures and policies; there was no violation against prevailing rules</li> </ol>	Board of directors Remuneration Committee



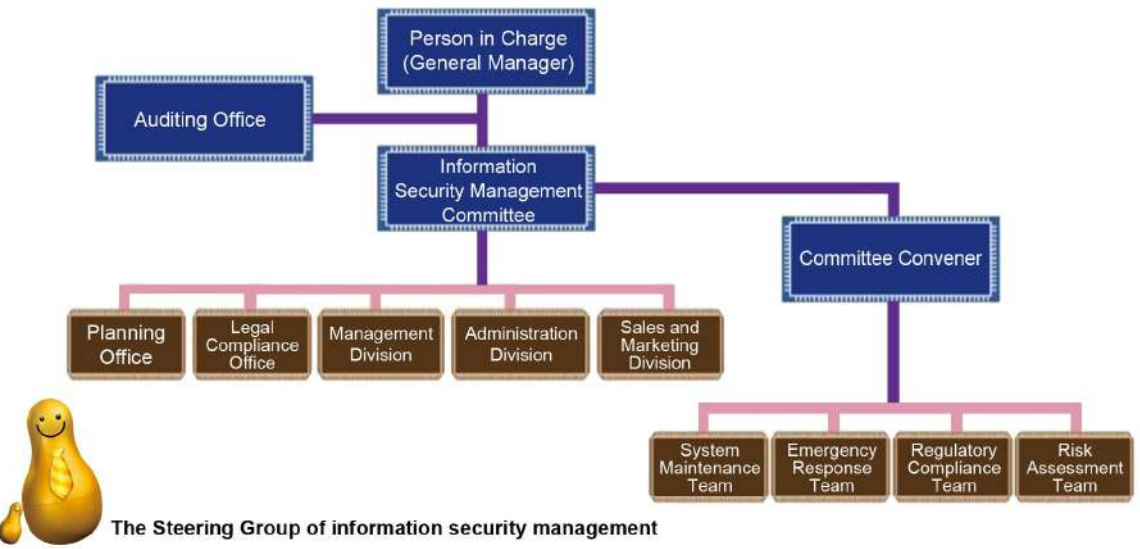
Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsible unit
Financial risk	<ol style="list-style-type: none"> <li>Financial impacts and response measures in the event of changes in local and foreign regulations</li> <li>Mergers and investment</li> <li>Affected by asset valuation, credit, solvency, liquidity risk, and accounting policy etc.</li> <li>Taxation risk</li> </ol>	Low	<ol style="list-style-type: none"> <li>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</li> <li>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</li> <li>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.</li> <li>A professional stock transfer agent has been commissioned to handle shareholder service. TABC also has a spokesperson in place to communicate with external stakeholders, and discloses financial and business-related information over webpages.</li> <li>A Tax Governance Policy was established in 2022 to include TABC and subsidiaries into the consolidated financial statements for proper tax governance</li> <li>The Accounting Manager and accounting personnel participated in various workshops and courses organized by the Accounting Research and Development Foundation to learn and exchange opinions on tax-related issues, and took part in a tax awareness conference organized by Taiwan's tax authority where they interacted with a range of participants.</li> </ol>	Department of Management
Compliance risk	<ol style="list-style-type: none"> <li>Risks from failure to comply with laws</li> <li>Legal risks from possible infringement of rights of another entity</li> </ol>	Low	<ol style="list-style-type: none"> <li>Introduce innovative financial services in line with the Financial Supervisory Commission's policies, promote electronic voting, and observe international trends and regulatory changes</li> <li>Adjustments were made to internal control practices and processes in response to the authorities' tightened requirements on sales quality, administration, audit, and control</li> <li>All departments have complied with the internal control system, and audits conducted by the Auditing Office found no major abnormality</li> </ol>	Legal Compliance Office
Carbon risks of climate change	<ol style="list-style-type: none"> <li>Impact of climate anomalies</li> <li>Actions regarding greenhouse gas emissions, energy conservation and carbon reduction, taken in response to climate change and natural disasters</li> </ol>	Low	<ol style="list-style-type: none"> <li>The Company actively promotes its mobile insurance service as a way to reduce paper usage and carbon emissions from commuting</li> <li>TABC promoted the use of Digital School and online morning meetings as ways to minimize carbon emission from commuting; training materials have been made available online to lessen greenhouse gas emission</li> <li>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</li> <li>Through the introduction of uninterrupted power supply (UPS), TABC makes sure that its equipment can be shut down properly in the event of power disruption and is protected against voltage spikes, thereby preventing system malfunction and hardware damage.</li> <li>For other response measures, please refer to Chapter 4 – Environmental sustainability</li> </ol>	Department of Management

Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsible unit
Information security and personal data risks	<ol style="list-style-type: none"> <li>IT systems intrusion test</li> <li>Leaks of personal data in routine processes or documents</li> </ol>	Low	<ol style="list-style-type: none"> <li>The Information Management Department examines internal operating systems regularly for hacker intrusion and viruses; these examinations found no information security risk incident</li> <li>Employees are prohibited from discussing confidential details both within and outside the organization; all confidential information is duly labeled and classified</li> <li>Operating systems of computer terminals used by back-office staff are kept up-to-date and are subject to regular inspection by the Information Management Department</li> <li>Computer terminals used by back-office staff are installed with antivirus software; virus definition updates are collectively managed by the Information Management Department</li> <li>TABC engages a professional consultancy company to evaluate and propose improvements of the Information security Management System</li> </ol>	Department of Management

### Organizational chart of the Information Security Management Committee



Organizational Structure of the Information Security Management System



### Information Security

- Management system

TABC handles massive volume of customers' personal data due to its distinctive industry characteristics. The Company assembled a "Personal Data Management Committee" and introduced Personal Information Management System (PIMS) in 2015 to expand the scope of information security 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 data of every customer that it engages with.

For effective information security management, TABC assembled a "Information Security Management Committee" in 2016 and introduced an Information Security Management System (ISMS) to review information security governance policies, monitor information security management practices, and regularly assess information security risks for all business locations. A information security risk management report was presented to the board of directors on December 28, 2023.

Response measures

TABC passed certifications for ISO 27001 – Information Security Management System in 2016 followed by BS 10012:2017 – Personal Information Management System in 2022. The Company also became a member of Financial Information Sharing and Analysis Center (F-ISAC) in 2019, which enables it to more effectively implement standard operating procedures, receive early alert, and respond to risks.

TABC appointed one information security manager and one information security specialist in accordance with the Financial Supervisory Commission's "Regulations Governing Establishment of Internal Control Systems by Public Companies" in 2023. The Company also completed "network disruption drill" according to the business continuity plan (BCP) during the year and has been purchasing information security insurance since 2019 to lower information security risks and mitigate information security impacts. In 2023, a sum of NT\$1.786 million was spent on maintaining the ISMS, information security reporting, antivirus, mail audit, IPS Information Security protection, and maintenance of server room and power equipment. Information security expenses accounted for 0.31% of standalone revenues, which was the highest in the last 5 years.



TABC passed certification for ISO 27001 – Information Security Management System



TABC passed certification for BS 10012 – Personal Information Management System



Information security expenses in the last 5 years

Year	2019	2020	2021	2022	2023
Amount	NT\$545,000	NT\$940,000	NT\$925,000	NT\$1,576,000	NT\$1,786,000
As a percentage of standalone revenues	0.07%	0.13%	0.16%	0.29%	0.31%

All back-office staff are expected to exercise self-management according to the Company's information protection policies, and are required to take part in regular internal audits and drills for improved information security and personal data awareness. Through NetCenter, TABC organizes unscheduled "social engineering drills" to simulate common hacker attacks and monitor employees' reactions. By disclosing cyber attack patterns, we help employees stay vigilant toward potential threats. TABC also engages white hat hackers to scan for vulnerabilities, and enforces fundamental management practices such as information security examination of the mobile insurance system, system improvements, and regular password changes, to ensure the security of customers' data. No leaks of information occurred in 2023. Key emphases of information security and personal data protection practices have been explained in P.88 of the Company's 2023 annual report.

TABC also arranges regular information security awareness programs and training as a way to strengthen information security protection. In 2023, TABC organized 5.0 hours of information security training and personal information protection awareness program for back-office staff, of which they achieved a 100% completion rate. In addition, 40 hours of external training was arranged to help information security personnel obtain ISO 27001 certification for lead auditor. In the future, the Company will continue making improvements to information security systems at various business locations to further strengthen information security defense.



[ ISO 27001 certification for lead auditor awarded to TABC's information security personnel ]



# Business integrity

In addition to creating an Integrity Committee within the board of directors, TABC has also implemented "Business Integrity Code of Conduct," "Ethical Behavior Guidelines," "Material Insider Information Handling and Insider Transaction Prevention Procedures," and "Procedures for Ethical Management and Guidelines for Conduct" to support sound corporate governance, risk management, and business integrity. The committee makes regular reports to the board of directors regarding the execution of business integrity policies. The Company has promoted business integrity policy to 100% of board members and management personnel during the year. For back-office staff, the Company promotes business integrity policy and the anti-corruption convention during internal meetings, and duly enforces best practices in internal management and commercial activities.

## Execution of TABC's business integrity policy in 2023

Category	Tasks
Communication	<ol style="list-style-type: none"> <li>1. Disclosure of Procedures for Ethical Management and Guidelines for Conduct on corporate website</li> <li>2. The senior management including the General Manager and Deputy General Managers signed statement of ethical behavior</li> <li>3. TABC promoted business integrity policy to 8 newly recruited back-office staff in 2023</li> <li>4. Added AML clauses to all contracts signed with partnered insurance companies, and introduced yearly performance evaluation for certain issues</li> <li>5. 100% of the 33 insurance companies that TABC cooperated with had signed AML contracts in 2023 (including 1 newly added during the year)</li> </ol>
Training	Compliance training is being held on a yearly basis; 100% of back-office staff completed compliance training on business integrity, AML, CTF, etc., in 2023
Audit	<ol style="list-style-type: none"> <li>1. Back-office staff were subjected to regular compliance audits; a total of 12 random audits were conducted in 2023.</li> <li>2. TABC engages in discussions with business units that are prone to high integrity risks, and found them to be of low risk.</li> <li>3. In 2023, there was no occurrence where it terminated or discontinued contract with a business partner due to any corrupt behavior or violation</li> <li>4. No misconduct report was received and no incident of corruption or dishonesty occurred in 2023.</li> </ol>



TABC has set up grievance, whistleblowing, and suggestion channels and encourages internal as well as external stakeholders to file reports, complaints, or suggestions regarding dishonest behavior, or any impact that the Company's operations have on the environment, the economy, the society, or human rights, using either the public grievance mailbox or phone. 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.

## Complaint and misconduct report handling procedures

Whistleblowing channels	Acceptance and investigation	Reporting and ruling	Improving preventive measures
<ul style="list-style-type: none"> <li>Whistleblowing mailbox: <a href="mailto:appeal@tabc.com.tw">appeal@tabc.com.tw</a></li> <li>Grievance extension: #268</li> </ul>	<ul style="list-style-type: none"> <li>Accountable unit: Auditing Office</li> <li>Handling principles:                             <ol style="list-style-type: none"> <li>Case details and the parties involved are kept confidential</li> <li>The accused party shall be given the opportunity to state opinions or appeal during the investigation process</li> </ol> </li> <li>All related information shall be kept for at least five years or until closure of lawsuit</li> </ul>	<ul style="list-style-type: none"> <li>Handling unit: Auditing Office, Personnel Administration</li> <li>Convene "Back-office Staff Evaluation Panel Meeting" to discuss resolutions</li> <li>Issue rulings and penalties in accordance with the "Ethical Behavior Guidelines" and "Employee Work Rules"</li> <li>Provide violators with means of appeal and remedy</li> <li>Report to the board of directors</li> </ul>	<ul style="list-style-type: none"> <li>Review the cause of the violation and propose improvement measures</li> <li>Revise management measures and operating procedures</li> <li>Enhance training and awareness</li> <li>Report to the board of directors</li> </ul>



# Compliance

TABC provides back-office staff and sales partners with relevant education, training, and promotion resources to help them understand compliance issues. A Legal Compliance Office has been created to provide updates on the latest regulations and organize training activities. The Legal Compliance Office actively promotes awareness regarding AML, CTF, personal data protection, fair customer treatment, etc. The Legal Compliance Office also gathers cases of financial/insurance dispute 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, so that employees can more easily associate regulations with real practice. These courses invite sales partners to review court judgments and real cases of the Financial Ombudsman Institution in detail to minimize risks in business solicitation, which in turn improves compliance performance.

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. No fine or penalty from violation of regulations concerning economic, environmental, or social issues had occurred in 2023, and neither did TABC receive any established or verified complaint for environmental impact, human rights violation, anti-competition, violation of customer' privacy, or loss of customers' data.

## Legal Compliance training and trainee count - 2023

Category	Course name	Course hours	Persons trained
Back-office staff	Protection of personal data	2	57
	Information security awareness	4	57
	AML and CTF	2	57
	Fair customer treatment	3	57
	Business integrity awareness	1	57
Sales partners	AML and CTF	2	3,239
	Fair customer treatment	3	3,172
	Older-person-friendly service training	2	1,683



03

# Sustainable finance

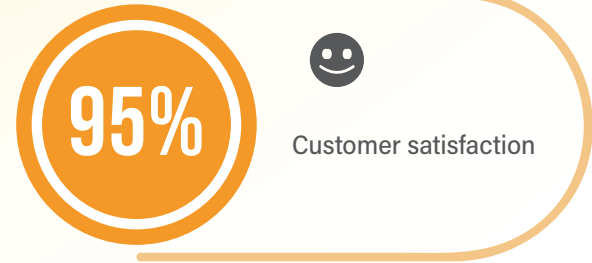
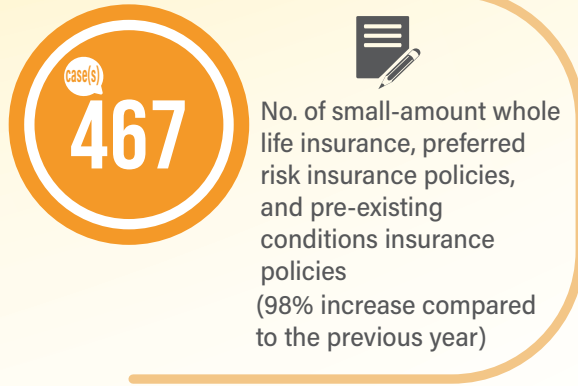
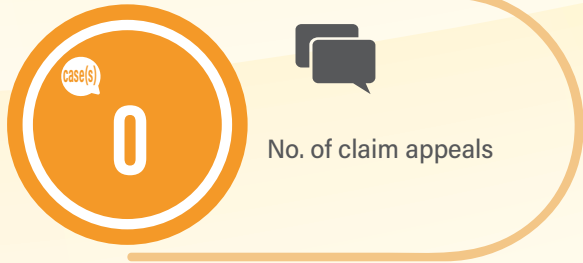
By implementing the PSI, effectively managing the risks and opportunities of ESG, integrating ESG concepts into operations, and leading the company towards sustainable development.

- **Management approach**
- **Sustainable insurance**
- **Responsible investment**
- **Inclusive finance**
- **Digital insurance services**
- **Fair treatment of customers**
- **Customer service**
  - Diverse communication channels*
  - Handling of customer feedback*





## Performance highlights



## Short/medium/long-term strategic goals

Enhance training and awareness of back-office staff for improved customer satisfaction

Short-term strategic goals

Promote financial inclusion and develop innovative digital tools that help expand service capacity


Medium-term strategic goals

ESG

Enforce Principles for Sustainable Insurance and the ESG philosophy

Long-term strategic goals

## Management approach

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

## Sustainable insurance

In an attempt to lead supply chain partners toward sustainability, TABC voluntarily adopts the United Nations' Principles for Sustainable Insurance (PSI) and enforces various initiatives as part of its business routines. Through PSI, TABC is able to effectively manage the risks and opportunities associated with ESG and improve business performance over time.

### TABC's sustainable insurance actions

Sustainable insurance principles	TABC's actions
<b>ESG issues were incorporated into the decision-making process</b>	<ul style="list-style-type: none"> <li>Assembled the "Corporate Sustainability Committee."</li> <li>Regularly identify ESG risks and report to the board of directors.</li> <li>Manage and monitor sustainability issues, and associate evaluation outcomes with business decisions.</li> </ul>
<b>Raising customers' and business partners' attention to ESG issues</b>	<ul style="list-style-type: none"> <li>The Company conveys sustainability information to employees, customers, and business partners, and organizes related training for employees.</li> <li>Promote active interaction between sales partners and customers, so that they have adequate understanding of the insurance policy services offered by TABC.</li> <li>The sales back-end is dedicated to promoting digital transformation and helping sales partners make use of digital tools to accommodate customers' needs.</li> </ul>
<b>Joint ESG efforts with government agencies and other stakeholders</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>TABC communicates with academic and scientific organizations on ESG issues that are relevant to the insurance industry, and supports research and educational programs.</li> <li>TABC communicates with the general public on ESG issues using channels such as its corporate website, social media, e-newsletter etc.</li> <li>Digital templates of internal forms have been made available on the Intranet, and employees are encouraged to make use of digital forms and lessen the need for physical copies.</li> </ul>
<b>Regular disclosure of PSI progress</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>

## 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, such as Yuanta Taiwan High-yield Leading Company Fund, which holds a portfolio consisting of large ESG leaders. At the end of 2023, the fund had TSMC, UMC, and Quanta in the top-10 holdings list.

TABC also added Cathay Life bank debentures to the portfolio in 2023, as Cathay Life prides itself for being the “pioneer of sustainable insurance” as well as the first life insurance company to adopt “PSI” in 2016, and has made preparations for “Green Finance Action Plan 3.0” ahead of time. Furthermore, Cathay United Bank, one of the issuer’s affiliates, was the first bank in Taiwan to sign a commitment to the Equator Principles back in 2015 and the first among peers to announce voluntary compliance with the Principles for Responsible Banking (PRB) in 2018, thereby making it the true advocate for “sustainable and responsible banking” in Taiwan. Cathay United Bank’s multi-aspect sustainability performance has been well recognized by the Financial Supervisory Commission, for which it was ranked in the top-20 list of Sustainable Finance Evaluation.

### Capital allocation chart

unit: NTD thousands

Item	2023		2022	
	Amount	Percentage	Amount	Percentage
Cash and cash equivalents	53,935	11.4%	107,115	22.5%
Funds	61,372	12.9%	58,019	12.2%
Bank debentures	44,937	9.5%	54,942	11.5%
Corporate bonds	43,388	9.1%	-	0.0%
Shares	155,713	32.8%	138,604	29.1%
Property and equipment (Note 1)	114,940	24.2%	118,226	24.8%
<b>Total</b>	<b>474,285</b>	<b>100.0%</b>	<b>476,906</b>	<b>100.0%</b>
Cash and cash equivalents	53,935	11.4%	107,115	22.5%
Investment assets (Note 2)	420,350	88.6%	369,791	77.5%

Note 1: Property includes office units that are self-occupied and held for investment. They are carried at book value net of accumulated depreciation and are not revalued.

Note 2: In 2023, TABC increased holding of corporate bonds issued by financial and life insurance companies of strong ESG background, such as Cathay Life, KGI Life, and Shin Kong Life Insurance.



## Implementation of PRI

Principles of responsible investment	Implementation by TABC
Integration of ESG issues into the ownership policies and practices	<ul style="list-style-type: none"> <li>• 100% participation in the shareholders meetings of TWSE/TPEX listed investees, and 100% voting rate on shareholders meeting motions</li> <li>• 100% participation in the shareholders meetings of unlisted investees, and 100% voting rate on shareholders meeting motions</li> </ul>
All TWSE/TPEX listed investees are required to make appropriate disclosures of ESG information	<ul style="list-style-type: none"> <li>• The investment evaluation report takes into consideration the investee's sustainability reporting and other related information</li> </ul>
Execution of PRI activities and progress	<ul style="list-style-type: none"> <li>• 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</li> <li>• Progress on responsible investment is disclosed in the Sustainability Report</li> </ul>



## Inclusive finance

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. As part of our mission to bring protection at affordable premiums and promote the concept of "preemptive risk prevention" to a wider audience, TABC has been working with insurance companies to introduce various forms of insurance for the underprivileged, such as: small-amount whole life insurance, pre-existing conditions insurance policies, preferred risk insurance, and spillover insurance policies, and in doing so cater to the needs of the underprivileged and people with pre-existing conditions. Through the offering of insurance for the underprivileged, we hope to duly enforce inclusive finance and strengthen the social safety net in a way that benefits customers. Furthermore, TABC engages with the Insurance Brokerage Association of Taiwan to help match needs via micro insurance platforms, and allocates budget to micro insurance each year. In 2023, TABC sold 467 small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, which generated NT\$6,265,617 in premiums.

### TABC works with insurance companies to promote various forms of insurance for the underprivileged



#### 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 exclusions, 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.

## Sales of insurance for the underprivileged

Product	Year	2021		2022		2023	
		Case count	Premiums	Case count	Premiums	Case count	Premiums
Small-amount whole life insurance		162	2,425,634	175	3,672,690	357	5,281,989
Preferred risk insurance policies		23	632,630	13	302,687	6	123,936
Pre-existing conditions insurance policies		3	43,624	1	23,285	2	53,650
Spillover insurance policies		4	2,498,388	46	2,711,729	102	806,042
Total		192	5,600,276	235	6,710,391	467	6,265,617
Difference from the previous year		20% growth	178% growth	22% growth	20% growth	98% growth	7% decline



## Digital insurance services

### Key milestones in digital insurance services

2017	Created an online insurance application network
2019	Commenced mobile insurance application service
2020	Commissioned the i-Taiming platform
2021	Cooperated with TransGlobe Life Insurance on the trial run and promotion of remote insurance application services
2022	<ul style="list-style-type: none"> <li>Promoted mobile insurance service</li> <li>Promoted Single Sign-On (SSO)</li> </ul>
2023	<ul style="list-style-type: none"> <li>Mobile insurance service covered a total of 8 life insurance companies and 4 property insurance companies</li> <li>SSO covered a total of 6 life insurance companies and 1 property insurance company</li> </ul>



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, including the official launch of mobile insurance service in 2019 and i-Taiming platform in 2020. By the end of 2023, mobile insurance service had grown to cover a total of eight life insurance companies and four property insurance companies. In the meantime, TABC is working with TransGlobe Life Insurance to promote remote insurance application service to not only bring mobility to sales representatives, but also give customers the ultimate digital insurance service experience.

In addition to meeting the government's information security 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 service efficiency. The service also greatly reduces use of paper. The "i-Taiming" platform introduced in 2020 successfully integrates sales assistance tools of several insurance companies and uses simple and intuitive classification along with interactive search to help sales partners expand business. The platform has also been proven useful at reducing physical prints, minimizing errors, and facilitating timely interactions and discussions with customers.

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 as an alternative form of signature.



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. By 2023, the SSO portal had established connection with six life insurance companies and one property insurance company, and had been integrated with existing mobile insurance service and i-Taiming platform to provide strong support for the marketing efforts of sales partners and service to policyholders.



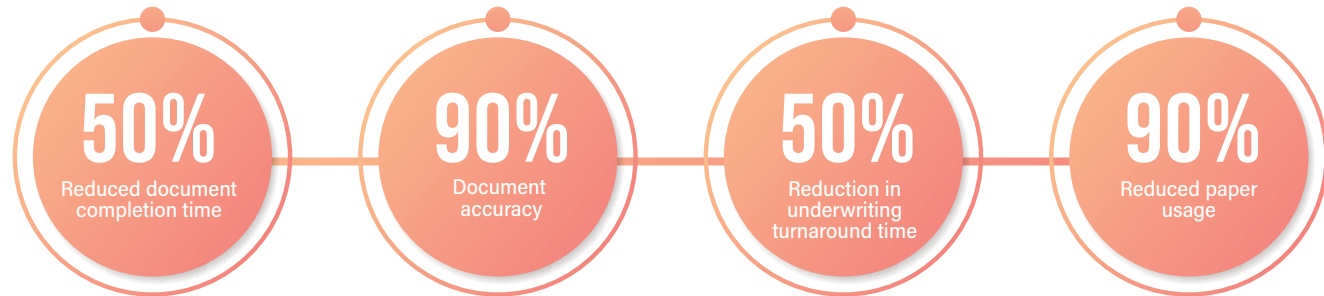
Online financial services have emerged to become a prominent trend. In light of ongoing deregulation with regard to the establishment of online insurance companies and innovative insurance products, TABC will continue to invest in digital and remote service systems and organize relevant training. In 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.

### Progress of mobile insurance service

Measurement/year	2020	2021	2022	2023
Cumulative No. of connected insurance companies	5	5	8	8
Percentage of connected insurance companies (%)	35.71%	35.71%	61.54%	61.54%
No. of mobile life insurance applications	1,712 case(s)	1,399 case(s)	3,228 case(s)	3,198 case(s)
Difference from the previous year	613% growth	18% decrease	131% growth	1% decrease
Percentage of cases submitted through mobile insurance service	12.60%	16.22%	25.38%	27.91%
Difference from the previous year	698.92% growth	28.75% growth	56.41% growth	9.98% 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 case submissions for participating life insurance companies.
3. Restatement of information: The "percentage of cases submitted through mobile insurance service" previously used total case submissions as the denominator, which included insurance companies that did not participate in the mobile insurance service. For fair presentation, case submissions for participating life insurance companies was used as the denominator instead, and the percentages for 2020-2022 were restated as a result.



## Fair treatment of customers

One distinctive characteristic of insurance products and services is that our commitment lasts a lifetime, and that customers count on us for providing prompt and complete protection at the time of need or in the face of major risks. This is why insurance service has always been important to peace of mind. Out of respect for customers' trust in us, TABC has incorporated fair customer treatment principles deep within the corporate culture, and adopted policies, awareness programs, regular training, and internal audits to keep employees up to date on the latest regulatory changes and fulfill every commitment we make. We respond to the needs of every customer in a fair manner and strive to make financial services more accessible to customers while at the same time bringing high-quality service to more customers in need.

### Implementation of fair customer treatment

Fair customer treatment principle	Item	Implementation progress – 2023
Establishment of fairness and integrity principles	Promotion of fair contracting and explanation to customers	More than five courses were organized to clarify queries in 2023.
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 2023.
	Discussion and resolution of board meeting motions	It is strictly prohibited for directors to exploit their vested authorities for personal gain when resolving motions. Directors are expected to place the interests of both TABC and its customers as the top priority, and measures have been implemented to ensure that directors do not make decisions for reasons of personal gain. <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ol>
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 2023 conformed with internal guidelines and requirements.
Product and service suitability	Product suitability analysis	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 appeal was received in 2023.
Notification and disclosure principles	Professional training and customer call visit	<ul style="list-style-type: none"> <li>TABC organizes business solicitation training and makes call visits to new customers.</li> <li>TABC organized more than 30 hours of insurance solicitation training in 2023, and made random call visits to 5% of new contracts each week.</li> </ul>

Fair customer treatment principle	Item	Implementation progress – 2023
Balanced compensation and performance	Establishment and examination of the compensation system	TABC values the balance between compensation and sales performance. In addition to meeting performance targets, the Company also conducts internal audits on a yearly basis to evaluate the risks undertaken and the self-regulatory guidelines currently in place.
Complaint protection principles	Establishment of a complaint handling system	<ul style="list-style-type: none"> <li>TABC received 0 complaint cases and 1 request for mediation in 2023. The ratio of customers' complaints-to-claims was 0% for 2023.</li> <li>In 2023, 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.</li> </ul>
Professionalism of sales representatives	Regular education and training Improvement of professional knowledge among back-office employees	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 2023, with more than 90% 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"> <li>TABC provides physical and online service channels to meet policyholders' needs.</li> <li>In 2023, TABC amended its internal audit processes to incorporate checks for older insurance applicants, and implemented them with a board resolution.</li> </ul>
Implementation of business integrity principles	Establishment of relevant guidelines Penalties for violations involving sales representatives	<ul style="list-style-type: none"> <li>TABC observes regulatory guidelines and has established a set of business integrity rules, which are disclosed on the corporate website.</li> <li>Disciplinary meetings involve managers from both back-office manager and sales, to protect the interests of the parties involved.</li> </ul>



## Customer service

### Diverse communication channels

TABC is dedicated to bringing speedy and efficient services to customers and helping them resolve problems in the shortest time possible. For this reason, the Company has set up physical service channels including a physical counter at the head office and sales partners at nationwide offices as well as online, non-physical channels including the 0800 toll-free hotline, the "Policyholders" section on the website, online message, and even social networks such as Facebook fan page, LINE@ account, and Instagram that customers can take advantage of to establish timely communication.

TABC actively engages in bilateral communication, and uses different forms of media and explores 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. This is why TABC makes daily news updates over the corporate website, posts articles regularly via Facebook and Instagram, and organizes campaigns and policyholder seminars from time to time to provide the latest information on the financial market and insurance products, thereby maintaining productive interaction with customers.

#### 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@ account	Unscheduled.	Company and campaign information
Policyholder seminar	Unscheduled.	Provides customers with information on financial and insurance products

We make regular calls to learn about customers' satisfaction with TABC. 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 satisfaction surveys provide useful reference regarding our service to customers. 95% of customers were satisfied with the services provided by TABC and sales partners in 2023.

#### Outcome of customer satisfaction surveys in the last 3 years

Item	2021	2022	2023
Satisfaction call	95.34%	93%	95%

## Handling of customer feedback

As consumer awareness rises, financial services come under detailed scrutiny which is why TABC has directed attention to gathering customers' voices. Upon receiving suggestions and recommendations from customers, TABC delves deep into their needs, clarifies facts, offers solutions, and takes appropriate steps to make improvements and follow up on progress. TABC received 0 complaints and 1 request for mediation in 2023.

### Policyholder complaint handling procedures

<b>Receiving complaints</b>	1. Any complaint received through the service portal 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.
<b>Case handling</b>	<ol style="list-style-type: none"> <li>Depending on the nature of the complaint, the case handler will discuss with relevant departments to devise solutions and make timely replies on the progress.</li> <li>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.</li> <li>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.</li> <li>TABC 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.</li> </ol>
<b>Meeting and negotiation with policyholders</b>	<ol style="list-style-type: none"> <li>The policyholder and representative of the insurance company will be invited to a 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 meeting.</li> <li>A withdrawal statement shall be obtained from customer if the complaint has been duly resolved, to their satisfaction.</li> </ol>

### Mediation cases in the last 3 years

Item	2021	2022	2023
Complaints raised by insurance auxiliaries nationwide	190 case(s)	268 case(s)	227 case(s)
Requests for mediation from insurance auxiliaries nationwide	67 case(s)	129 case(s)	89 case(s)
Complaints by TABC	4 case(s)	0 case(s)	0 case(s)
No. of mediations requested by TABC	4 case(s)	0 case(s)	1 case(s)

Note: Data was sourced from Financial Ombudsman Institution; 2021 and 2022 figures were restated based on the institution's data.

04


# Environmental sustainability

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.

- **Management approach**
- **Risks and opportunities of climate change**
  - TCFD core elements*
  - Scenario analysis*
    - *Physical scenario*
    - *Transition scenario*
  - Financial impacts of climate risks and opportunities*
- **Energy efficiency and carbon reduction**
  - Low-carbon value chain*
  - Paperless business*
  - Energy and GHG statistics*
- **Water resource management**



## Performance highlights




**874.44**  
kgCO<sub>2</sub>e

Mobile insurance platform reduced carbon emission



**424.46**  
kgCO<sub>2</sub>e


E-correspondence and e-reporting system reduced carbon emission



**8,437.52**  
kgCO<sub>2</sub>e

Air conditioner servicing and LED light replacements reduced carbon emission

## Short/medium/long-term strategic goals



Reduce GHG emissions by 3%

Short-term strategic goals



Continue promotion of mobile insurance service and strive to become a paperless business

Medium-term strategic goals









Become a low-carbon, sustainable business

Long-term strategic goals



## Management approach

<b>Material topic</b>	Energy efficiency and carbon reduction
<b>Corresponding GRI</b>	GRI 302-1 Energy consumption within the organization GRI 302-3 Energy intensity GRI 305-2 Energy indirect (Scope 2) GHG emissions GRI 305-4 GHG emissions intensity
<b>Corresponding SDGs</b>	     
<b>Policies and commitments</b>	In addition to implementing carbon reduction measures, TABC also promotes energy conservation in office and common areas and duly enforces waste reduction and green purchasing. Furthermore, the Company works with suppliers that observe environmental regulations and standards to strengthen resilience against climate change and mitigate negative impacts on the environment.
<b>Metrics and targets</b>	<p><b>Short-term goals:</b></p> <ul style="list-style-type: none"> <li>• Reduce water usage by 5% a year compared to the base year (2018).</li> <li>• Save 100,000 sheets of paper a year (by underwriting 5,000 mobile insurance policies through mobile applications) compared to the base year (2019).</li> <li>• Reduce greenhouse gas emissions by 3% a year compared to the base year (2019).</li> <li>• Report GHG survey timeline and plans to the board of directors.</li> </ul> <p><b>Medium-term goals:</b></p> <ul style="list-style-type: none"> <li>• Continue promotion of mobile insurance services to achieve optimal resource efficiency.</li> <li>• Pass ISO 14064-1 Greenhouse Gas Inventory.</li> </ul> <p><b>Long-term goals:</b></p> <ul style="list-style-type: none"> <li>• Implement TABC's three low-carbon strategies and build a low-carbon, sustainable business.</li> </ul>
<b>Effectiveness tracking mechanism</b>	The Corporate Sustainability Committee has a Corporate Governance and Risk Management Team that is responsible for coordinating internal units toward identifying and assessing climate change risks, establishing strategies in response to climate impacts, and tracking performance indicators on a yearly basis.

### Actions and measures for the year

- Continued virtualization of IT servers and set up 5 new virtualized servers.
- Continued promotion of online video conference and reduced travel expenses by 23.08% compared to 2020 (after excluding effects of the pandemic, the frequency of meetings and related activities in 2023 was similar to 2020).
- TABC reported 306,914.40 MJ of energy consumption and 42.12 tonCO<sub>2</sub>e of GHG emission for 2023; both of which were lower than the base year (2019).
- Water usage in 2023 was 18.7% lower than the base year (2018).
- TABC serviced air conditioners and replaced LED lights in 2023, which may save power usage by 17,080 kWh and lessen carbon emission by 8,437.52 kgCO<sub>2</sub>e.
- The use of mobile insurance platform saved 48,580 sheets of paper in 2023, and lowered carbon emission by an equivalent of 874.44 kgCO<sub>2</sub>e.
- By promoting the use of e-correspondence and e-report systems, TABC reduced paper usage by 23,581 sheets in 2023, and lowered carbon emission by an equivalent of 424.46 kgCO<sub>2</sub>e.
- By 2023, TABC had reduced paper usage by a cumulative volume of 72,161 sheets, and lowered carbon emission by an equivalent of 1,298.9 kgCO<sub>2</sub>e.

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



## 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

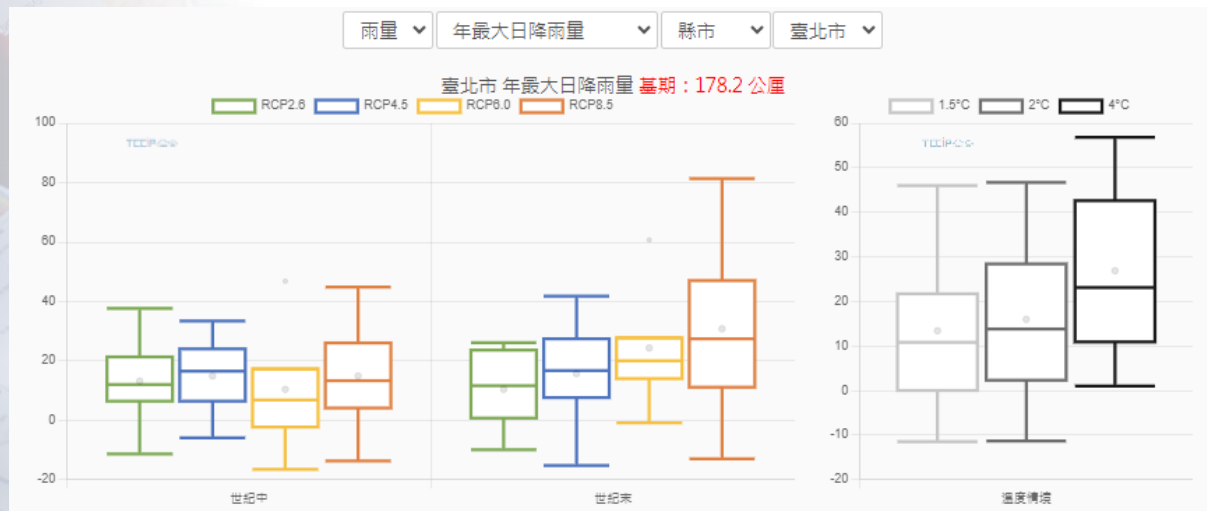
Core element	Action plan
<b>Governance</b>	TABC has designated the Corporate Governance and Risk Management Team of its Corporate Sustainability Committee as the convener. The convener hosts meetings and makes a detailed account of risk issues each year and determines the potential impacts that each risk may have on the organization; its responsibilities include the identification and evaluation of, and response to, climate change risk.
<b>Strategy</b>	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 green purchasing, green operation, and green service as the three low-carbon strategies. 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. 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.
<b>Risk management</b>	The Corporate Governance and Risk Management Team of the Corporate Sustainability Committee regularly assesses climate change risks, analyzes chances of occurrence, and determines the possible financial and business impacts. Based on the outcome of the assessment, the Company then develops appropriate response strategies and action plans.
<b>Metrics and targets</b>	<ul style="list-style-type: none"> <li>• <b>Energy:</b> Replacement of air conditioning and LED lights in 2023 reduced energy consumption by 3.6288×104 million joules (MJ).</li> <li>• <b>GHG:</b> Scope 2 greenhouse gas emissions in 2023 were reported at 42.12 tonCO<sub>2</sub>e.</li> <li>• <b>Water resource:</b> Water usage in 2023 was 18.7% lower than the base year (2018).</li> <li>• <b>Waste:</b> Uses of mobile insurance service, e-correspondence, and e-reporting saved approximately 72,161 sheets of paper in 2023.</li> </ul>

## 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: 350 mm in 6 hours, 400 mm in 12 hours, and 650 mm in 24 hours as mentioned in the "3D Disaster Potential Map."

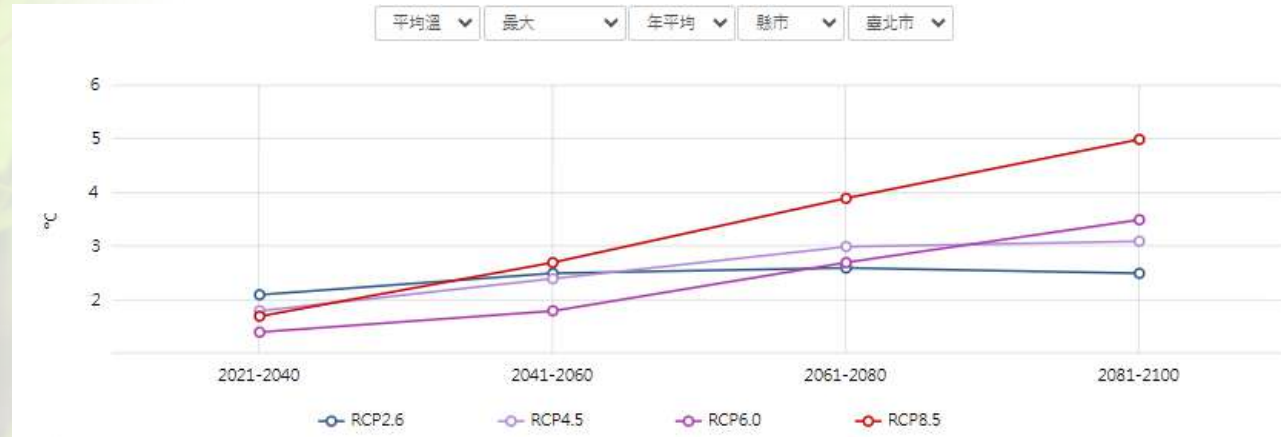
### Maximum one-day precipitation estimate by TABC head office



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

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.

## Estimated annual average temperature change at TABC's head office



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

CO<sub>2</sub>

### Transition scenario

Out of support for the concept of Nationally Determined Contributions (NDCs) introduced under the Paris Agreement to “turn commitment into actions,” TABC performs scenario analysis in accordance with domestic regulations such as the Climate Change Response Act and the Renewable Energy Development Act to estimate the financial impact of future power costs. Considering the fact that Taiwan has raised its NDC target for 2030 (to achieve 23%–25% reduction compared to 2005) and planned to generate 27%–30% of power from renewable energy sources, 20% from coal, and 50% from natural gas by 2030, TABC expects rising cost of purchased electricity in the future due to the higher costs associated with renewable energy sources.

### 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

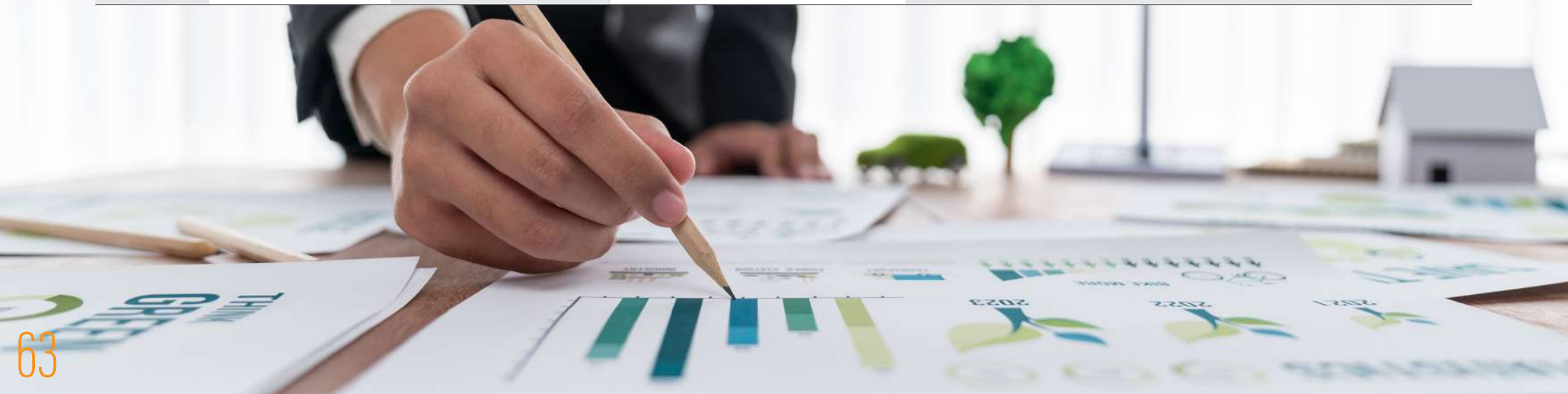
Climate risk	Climate opportunity
① Legislation regarding renewable energy and carbon reduction	① Increase efficiency of energy/resource usage
② Development cost of low-carbon technologies and services	② Expansion of low-carbon products and services
③ Collaboration with high-carbon suppliers	③ Investment into low-carbon businesses
④ Climate anomaly (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	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.	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 2023 were reported at 42.12 tonCO <sub>2</sub> e.
	Technology	② Development cost of low-carbon technologies and services	Forthcoming regulations and initiatives will inevitably require businesses to adopt low-carbon and low-emission technologies, which increases capital investment.	TABC will examine its entire value chain and target carbon emission hotspots for improvement. Additional efforts are being committed into increasing the number of insurance partners for mobile insurance service and promoting paperless processes for low-carbon transformation.
	Market	–	Customers' rising awareness of issues around sustainability may result in a general shift to low-carbon products or services and affect revenues.	Promote video conferencing as a way to reduce carbon emissions from commuting for TABC's sales partners. Video conferencing is carried out primarily using Google meet for higher cost effectiveness.
	Reputation	③ Collaboration with high-carbon suppliers	<ul style="list-style-type: none"> <li>• Collaboration with high-carbon supplier may undermine customers' trust in the Company.</li> <li>• Investment into high-carbon or highly polluting industries may raise doubts or leave negative impressions among stakeholders.</li> <li>• Low climate resilience may undermine investors' and stakeholders' trust in the Company.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce ESG requirements into supplier management policy and coordinate with suppliers toward supporting low-pollution industries.</li> <li>• 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.</li> </ul>
Physical risk	Immediate risk	④ Climate anomaly (heavy rain, typhoon, etc.)	Inability to carry out work activities may undermine sales partners' sales efforts and reduce revenues.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• NT\$60,000 were spent on maintenance of power equipment in 2023.</li> </ul>
	Long-term risk	⑤ Climate anomaly (increase in average temperature)	<ul style="list-style-type: none"> <li>• A rise in average temperature increases use of air conditioning, resulting in higher electricity expenses.</li> <li>• Buildings in low-lying areas may flood in the event of heavy rain or typhoon, which could increase repair and maintenance costs.</li> </ul>	<ul style="list-style-type: none"> <li>• TABC serviced its air conditioning equipment, made use of LED lights, and set up virtual servers in 2023 to more effectively control the temperature and duration of air conditioning. These adjustments saved approximately 17,080 kWh of power in total.</li> <li>• NT\$180,300 were spent on maintenance and replacement of LED lights in 2023.</li> </ul>

## Climate-related opportunities and financial impacts

Category	Climate-related opportunities	Corresponding climate opportunities	Potential financial impacts	Response and action
Resource efficiency	<ul style="list-style-type: none"> <li>Recycling and reuse of paper and waste</li> <li>Transition to more efficient office equipment</li> <li>Reduce water use and wastage</li> </ul>	① Increase efficiency of energy/resource usage	<ul style="list-style-type: none"> <li>Reduce the amount of consumables purchased.</li> <li>Reduce power usage and carbon emissions.</li> <li>Reduce cost of water usage.</li> </ul>	<ul style="list-style-type: none"> <li>TABC replaced 120 energy-certified LED panel lights in 2023, which has the potential to reduce power usage by 10,080 kWh and carbon emission by 4.98 tonCO<sub>2</sub>e a year.</li> <li>Adopt video conferencing and promote paperless policies.</li> <li>Continue promotion of the e-correspondence and e-report system to reduce paper usage.</li> <li>Promote water conservation awareness and inspect faucets, pipes, and ceiling/wall pipelines regularly for leakage.</li> </ul>
Products and services	<ul style="list-style-type: none"> <li>Launch of low-carbon products</li> <li>Digital financial services</li> </ul>	② Expansion of low-carbon products and services	Promote digital financial services as a time- and cost-saving solution, which indirectly improves operating efficiency and profitability over time.	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 27.91% of the total in 2023, up 4.89% compared to 2022.
Market	Implementation of responsible investment	③ Investment into low-carbon businesses	<ul style="list-style-type: none"> <li>Adherence of the current trends helps improve corporate image, sales, and profits.</li> <li>Increase diversity of financial assets.</li> </ul>	Implement responsible investment, avoid investment into businesses/assets of high carbon emission, and invest into green energy-related industries.
Resilience	Climate change risks and solutions test on Company's responses	④ Increase tolerance to climate change risks	Stronger corporate resilience reduces losses from climate change	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 efficiency and carbon reduction

### Low-carbon value chain

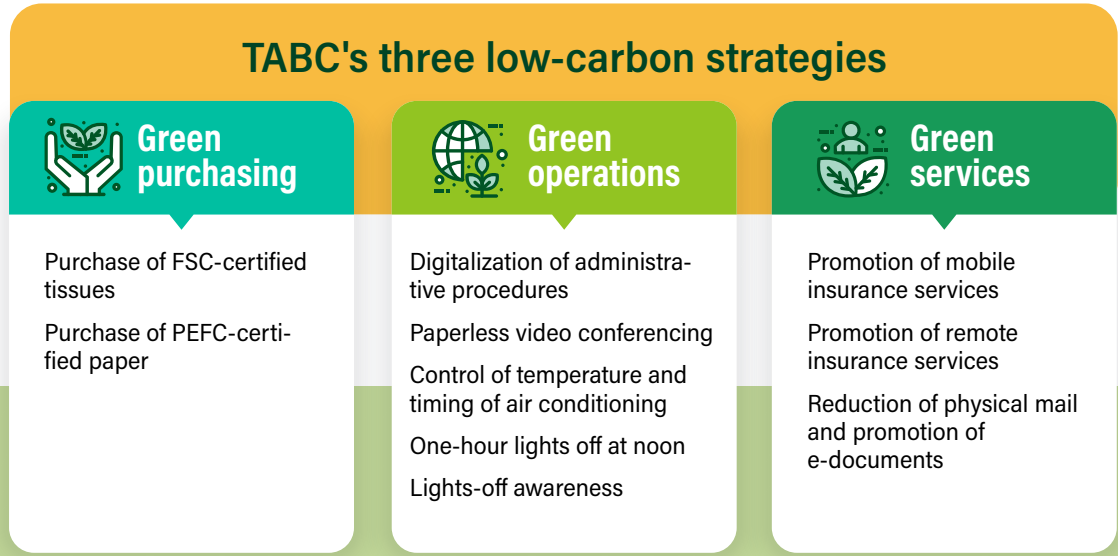
As a contribution to the mitigation of climate change risks, TABC takes a detailed count of its business activities and proposes low-carbon strategies for every link in the value chain. Aside from enforcing "green purchase," "green operation," and "green service," the Company is dedicated to reducing use of energy and resources as a way to minimize environmental impact.

Throughout the value chain, TABC purchases supplies certified as environmentally friendly in the upstream, enforces energy and carbon reduction measures in the midstream, and promotes the use of mobile insurance service in conjunction with digital resources in the downstream (i.e. customers) 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.



### TABC's low-carbon value chain

#### TABC's three low-carbon strategies



## 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.

TABC adopts the concept of "InsurTech" and commissioned a mobile insurance platform in 2019 that integrates several different systems to significantly increase the accuracy and efficiency of applications. The mobile insurance platform helped TABC save 48,580 sheets of paper in 2023 and reduce carbon emission by an equivalent of 874.44 kgCO<sub>2</sub>e. Meanwhile, by promoting the use of e-correspondence and e-report systems, TABC reduced paper usage by 23,581 sheets in 2023, and lowered carbon emission by an equivalent of 424.46 kgCO<sub>2</sub>e.

By 2023, TABC had reduced paper usage by a cumulative volume of 72,161 sheets and lowered carbon emission by an equivalent of 1,298.9 kgCO<sub>2</sub>e. All photocopying and tissue papers currently in use are PEFC or FSC certified. In the future, TABC will continue promoting paperless processes and ways to reuse resources, such as double-sided printing of official correspondence where possible, and utilization of online document sign-off system to lessen dependency on resources.

### Enforcement of paperless processes in 2023

Measures	Methods	Outcomes
Promoted mobile insurance service	Digitalization of insurance applications	Connections were established with 13 insurance companies in 2023. Mobile insurance service saved approximately 48,580 sheets of A4 paper and lessened carbon emission by about 874.44kgCO <sub>2</sub> e.
Video conferencing	Reduce carbon emissions from business travel	Business expenses totaled NT\$528,659 in 2023, up slightly, by 8.75%, compared to the previous year. This is primarily due to the resumption of certain operations after the COVID-19 pandemic.
Paperless process	Digitalization of application forms at head office	A total of 2,123 forms were digitalized in 2023; based on an average of 2 sheets per form, the process saved approximately 4,246 sheets of paper.
	Digital sign-off for internal circulars and correspondences	A total of 3,867 internal communications were issued in 2023; based on an average of 5 sheets per correspondence, the process saved approximately 19,335 sheets of paper.
	Promotion of electronic voting in shareholders' meeting	A total of 168 shareholders used electronic voting during the 2023 shareholders' meeting, down 7.18% from the previous year and representing a 150.75% growth over 2017.



## Energy and GHG statistics

TABC is dedicated to increasing energy efficiency and lowering energy consumption across all business locations. In recent years, the Company has been introducing action plans that encourage employees to incorporate the energy conservation concept into daily business activities and lifestyle, such as: choosing lighting equipment that is certified for power efficiency and environmental friendliness; turning off air conditioning and lighting in unused conference rooms; using minimum lighting in office and common areas during lunch breaks; and promoting online video conference. TABC reported 306,914.40 MJ of energy consumption and 42.12 tonCO<sub>2</sub>e of GHG emission for 2023; both of which were lower than the base year (2019).

TABC undertook the following measures in 2023 to reduce energy consumption and carbon emission within the internal operating environment:

1. Continued virtualization of IT servers and set up 5 new virtualized servers to lower energy consumption and carbon emission
2. Replaced 120 energy-certified LED panel lights in 2023, which has the potential to reduce power usage by 10,080 kWh and carbon emission by 4.98tonCO<sub>2</sub>e a year.
3. Continued promotion of online video conferences and reduced travel expenses by 23.08% compared to 2020, thereby decreasing carbon emissions from business travels (after excluding effects of the pandemic, the frequency of meetings and related activities in 2023 was similar to 2020).
4. Signage is no longer lit at the head office
5. Air ventilators used to operate twice a day at the head office, and now operate once a day
6. Water fountains at the head office were replaced with environment-certified alternatives
7. Air conditioning units were regularly renewed and serviced at the head office to improve cooling efficiency, and the number of operating cycles has been reduced



### TABC's energy and GHG statistics

Item	Unit	2021	2022	2023
Standalone revenues	in multiples of NT\$100 million	5.95	5.40	5.67
Energy consumption	MJ	351,147.60	326,282.40	306,914.40
Energy intensity	MJ/NT\$100 million of revenue	59,016.40	60,422.67	54,129.52
GHG emission	tonCO <sub>2</sub> e	48.97	44.86	42.12
GHG emissions intensity	tonCO <sub>2</sub> e/NT\$100 million of revenue	8.23	8.31	7.43

Note:

1. Energy data is derived entirely from purchased electricity, which is classified as Scope 2 GHG emission.
2. Calculation formula for purchased electricity: 1 kWh = 3.6 megajoules (MJ).
3. Carbon emission coefficient of electricity for the last 3 years: 0.509kgCO<sub>2</sub>e/kWh in 2021; 0.495kgCO<sub>2</sub>e/kWh in 2022; 0.494kgCO<sub>2</sub>e/kWh in 2023.
4. Energy intensity = Energy consumption ÷ Standalone revenues.
5. GHG emission intensity = GHG emission ÷ Standalone revenues.
6. 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. For this reason, power consumption data is limited to the Taipei head office, and figures for 2021–2022 have been restated using standalone revenues instead of consolidated revenues.
7. Energy consumption data for 2022 contained errors and was restated; for this reason, figures such as energy intensity, GHG emissions, and GHG emission intensity were adjusted.
8. 2019 was the base year of comparison for greenhouse gas emission. Energy consumption volume was reported at 287,348.4 MJ whereas GHG emission volume was reported at 40.63tonCO<sub>2</sub>e.

## 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. Water consumption at the head office is calculated based on TABC's share of water charges that the building management committee has allocated based on floor area. The volume of water withdrawn in 2023 was reported at 0.891 million liters, down 18.7% from the base year (2018). In the future, TABC will continue to promote water conservation, replace outdated equipment, prioritize use of water efficiency-certified equipment, and inspect pumps, water towers, faucets, pipes, and ceiling/wall/underground pipelines on a regular basis.

### Water usage in the last 3 years

Measurement/year	Unit	2021	2022	2023
Standalone revenues	in multiples of NT\$100 million	5.95	5.40	5.67
Water withdrawal	million liters	0.723	0.799	0.891
Water intensity	million liters/NT\$100 million	0.122	0.148	0.157
Carbon emission volume	tonCO <sub>2</sub> e	0.040	0.044	0.048

註：

- Figures for 2021–2022 were restated using standalone revenues instead of consolidated revenues.
- Water intensity = Water consumption (million liters) ÷ Standalone revenues (in multiples of NT\$100 million).
- CO<sub>2</sub> equivalent emission volume per kiloliter of water is taken from Taipei Water Department, which is: 0.0554 kgCO<sub>2</sub> / kiloliter for 2021–2022 and 0.0543 kgCO<sub>2</sub> / kiloliter for 2023.
- For the base year (2018), water consumption was reported at 1.096 million liters whereas water intensity was calculated at 0.152 million liter/NT\$100 million of revenue.



05

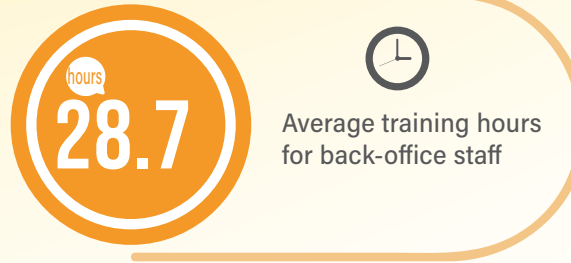
# Happy workplace

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.

- **Management approach**
- **Diverse, fair, and friendly workplace**
  - Human resource analysis
  - New recruits and resignees
  - Human rights protection
- **Diversified training channels**
  - Complete training for greater professionalism
  - Employee performance assessment
- **Complete welfare protection**
  - Welfare system
  - Fair compensation
  - Retirement system
- **Healthy workplace**
  - Health promotion
  - Maternity health protection
- **Transparent and fair promotion system**
  - TABC is where dreams happen
    - Commendation for top sales performers of the year
    - Annual visit by the association chairperson – 2023
    - Top-performing sales partners – 2023







## Performance highlights



## Short/medium/long-term strategic goals



## Management approach

<b>Material topic</b>	Talent training and recruitment; workplace equality and diversity; human rights
<b>Corresponding GRI</b>	GRI 404-1 Average hours of training per year per employee GRI 405-1 Diversity of governance bodies and employees GRI 406-1 Incidents of discrimination and corrective actions taken GRI 407-1 Operations or suppliers susceptible to risks concerning freedom of association and collective bargaining GRI 408-1 Operations and suppliers at significant risk for incidents of child labor GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor
<b>Corresponding SDGs</b>	   
<b>Policies and commitments</b>	TABC adopts the business philosophy of “happiness through sustainability” and is dedicated to creating a work environment where employees may grow with a peace of mind. Both back-office staff and sales partners are entitled to fair and transparent promotion opportunities that are not affected by gender, age, education, or grade. Additionally, TABC provides systematic training, professional courses, and a broad diversity of resources to develop professional management talents, so that sales partners and back-office staff are well supported to deliver the best performance and realize their dreams.
<b>Metrics and targets</b>	<p><b>Short-term goals:</b></p> <ul style="list-style-type: none"> <li>Percentage of females among senior managers&gt;68%.</li> <li>Back-office staff averaged 20 hours of training.</li> <li>No human rights violation.</li> </ul> <p><b>Medium-term goals:</b></p> <ul style="list-style-type: none"> <li>Percentage of females among senior managers&gt;70%.</li> <li>Back-office staff averaged 25 hours of training.</li> <li>Introduced training on human rights issues.</li> </ul> <p><b>Long-term goals:</b></p> <ul style="list-style-type: none"> <li>Achieve work–life balance, provide growth opportunities, help employees and partners grow, and retain talents.</li> <li>Create a favorable learning environment and set model example of diversity and inclusivity in the insurance brokerage industry.</li> </ul>
<b>Effectiveness tracking mechanism</b>	<ul style="list-style-type: none"> <li>Average training hours per employee.</li> <li>New recruitment rate.</li> <li>Percentage of females among senior managers.</li> <li>No. of human rights violation.</li> </ul>

### Actions and measures for the year

- As of the end of 2023, TABC had a total of 57 permanent back-office staff and 3,156 sales partners.
- The percentage of females among senior managers reached 69.03% in 2023.
- TABC welcomed 8 new back-office employees in 2023, representing a new recruitment rate of 14.04%.
- Back-office staff averaged 28.7 hours of training in 2023, up 33 %.
- Back-office staff are granted an annual training subsidy of NT\$4,000 each.
- There was no incident of discrimination, child labor, forced labor, or violation against freedom of association.
- The Four Schools (marketing, management, finance, and education) have been established to satisfy employees' training needs.





Diverse, fair, and friendly workplace

Human resource analysis

TABC welcomes all partners who are passionate, competitive, and enjoy being with people to join its team. At TABC, sales partners and back-office staff alike are given the opportunity to perform at their best. As of the end of 2023, TABC had a total of 57 permanent back-office staff and 3,156 sales partners.

Back-office staff play a critical role in routine operations, for they not only provide strong support for sales partners but also execute business campaigns for the entire organization. In 2023, 10 out of the 57 back-office staff were managers whereas the other 47 were general staff; 15 or 26.32% of the back-office staff were male whereas the other 42 or 73.68 % were female. The 3,156 sales partners are the most significant driving force for TABC’s business growth; 32.00% of whom were male while the remaining 68.00% were female, and females accounted for 69.03% of senior managers. The above figures are indicative of TABC’s support for female partners and its efforts at assuring diverse and equal employment opportunities.

Employees by category – 2023

unit: persons

Employee category		Male	Female	Total
By contract	Permanent employees (undefined contract)	15	42	57
	Contract employees (defined contract)	0	0	0
By work hours	Full-time employees (permanent)	15	42	57
	Part-time employees (part-time)	0	0	0
	Employees with no guaranteed hours (temp)	0	0	0
By location	Northern area	13	32	45
	Central area	1	4	5
	Southern area	1	6	7
Employee gender totals		15	42	57

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.

Change of workforce size in the last 3 years

unit: persons

Worker category	2021	2022	2023
Employees	59	58	57
Non-employees	5	5	5
Total	64	63	62

Note:

1. Based on data as of December 31, 2023.
2. Non-employee workers are mainly cleaners.



## Employee distribution by role

By role		By diversity		Gender		Age			
		Male	Female	30 and below	31-40	41-50	51 and above		
Managers	Participant count	7	3	0	0	3	7		
	Percentage	12.28%	5.26%	0.00%	0.00%	5.26%	12.28%		
General staff	Participant count	8	39	2	13	22	10		
	Percentage	14.04%	68.42%	3.51%	22.81%	38.60%	17.54%		
Headcount of other categories		15	42	2	13	25	17		
As a percentage of total employees		26.32%	73.68%	3.51%	22.81%	43.86%	29.82%		

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

## New recruits and resignees

Appropriate turnover of human resources brings energy and creativity to the organization. In 2023, TABC recruited 8 new back-office staff including 1 male and 7 females that represented a new recruitment rate of 14.04 %, and had 9 employees resigned representing an attrition rate of 15.79%. To facilitate retention and recruitment of top talents, TABC will continue helping employees achieve work-life balance, and provide them with opportunities to develop skills and grow career while supporting them with a comprehensive range of benefits.

## New and resigned back-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	1.75	1	1.75	2	3.51
	Age 31-40	1	1.75	12	21.05	13	22.81
	Age 41-50	6	10.53	19	33.33	25	43.86
	Age 51 and above	7	12.28	10	17.54	17	29.82
Subtotal of permanent employees		15	26.32	42	73.68	57	100.00





Primary category	Secondary category	Male		Female		Subtotal	
		Participant count	Percentage	Participant count	Percentage	Participant count	Percentage
New recruits	Age 21-30	0	0.00	1	50.00	1	50.00
	Age 31-40	0	0.00	2	15.38	2	15.38
	Age 41-50	1	4.00	2	8.00	3	12.00
	Age 51 and above	0	0.00	2	11.76	2	11.76
Subtotal of new recruits		1	1.75	7	12.28	8	14.04
Resignees	Age 21-30	0	0.00	4	200.00	4	200.00
	Age 31-40	0	0.00	1	7.69	1	7.69
	Age 41-50	0	0.00	4	16.00	4	16.00
	Age 51 and above	0	0.00	0	0.00	0	0.00
Subtotal of resignees		0	0.00	9	15.79	9	15.79

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.

### Human rights protection

TABC supports global human rights initiatives such as “United Nations Universal Declaration of Human Rights,” “UN Guiding Principles on Business and Human Rights,” “UN Global Compact,” and “International Labour Organization Standards” for the protection of all stakeholders, particularly with regards to human rights. Practical actions are being taken and relevant codes of conduct and policies have been implemented to address human rights issues. Aside from international human rights conventions, TABC also observes domestic laws such as the Labor Standards Act, Act of Gender Equality in Employment, and the Occupational Safety and Health Act to protect the interests of employees, non-employee workers, and customers. All of TABC’s suppliers that are characterized as insurance company have announced their own human rights policies.

TABC has no union and therefore has not established any collective bargaining agreement. Nevertheless, 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 back-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 pro-active discussion and response for issues that are of concern to employees. 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 employment terms.

TABC did not encounter or receive any complaint concerning discrimination in 2023, and there was no incident of child labor, forced labor, delay or neglect in handling employees' opinions/complaints, personal data leak, violation against freedom of association or collective bargaining rights, major employment dispute, or significant change in operations. Relevant measures taken to protect human rights are explained below.

### TABC's human rights protection actions

Human rights issues	Policy	Actions
Non-discrimination	<ol style="list-style-type: none"> <li>Eliminate illegal discrimination and ensure fair work opportunities</li> <li>Comply with Convention against Discrimination in Education and encourage diverse learning</li> <li>Comply with Convention on the Elimination of All Forms of Discrimination against Women, and protect female employees' rights to work</li> </ol>	<ol style="list-style-type: none"> <li>TABC has stated 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.</li> <li>Annual training subsidies are granted to encourage and foster diverse learning for employees.</li> <li>Female employees are entitled to paid menstruation leave, family care leave, maternal leave, paternal leave, and parental leave; an "Extended Unpaid Leave Policy" has also been implemented.</li> </ol>
Child labor	Comply with Convention on the Rights of the Child and prohibit against child labor	TABC only recruits back-office staff and sales partners that are 18 and above, and enforces due diligence checks during the recruitment process.
Forced and compulsory labor	Comply with International Covenant on Economic, Social, and Cultural Rights	<ol style="list-style-type: none"> <li>TABC generally does not request employees to work overtime, so that they may maintain good quality lifestyle. The Company also makes sure that employees provide services willingly and are not forced to work.</li> <li>Regular health checkups are organized for back-office staff.</li> <li>TABC provides back-office staff 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.</li> </ol>
Workplace safety	Comply with the government's labor regulations; provide a safe work environment	<ol style="list-style-type: none"> <li>Fire safety inspections and equipment checks are performed regularly to keep workplace facilities safe.</li> <li>Office area has been equipped with air purifiers and alcohol-based sanitizers for the health of the work environment and its employees.</li> </ol>
Gender equality	Comply with Act of Gender Equality in Employment	TABC established a set of "Workplace Sexual Harassment Prevention, Grievance, and Disciplinary Policy" in 2013, which clearly sets out the complaint channels and the committee that the Company has in place to protect the complainant and ensure gender equality in the workplace.
Privacy	Implement privacy protection; issue statements on personal data management policy and information security policy	TABC has introduced a personal data management system and a information security management system that are certified for ISO 27001 and BS 10012. Training and risk evaluations are being organized to minimize related risks.
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 to ensure timely communication between labor and management and to improve employment relations.

## Diversified training channels

Providing an optimal learning environment for back-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. In 2023, TABC organized 345 classroom and digital courses for sales partners, which received 23,836 enrollments and delivered 673 hours of training 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 organizes internal as well as external training to help back-office staff accumulate insurance-related knowledge over time. In 2023, each back-office staff member received 28.7 hours of internal and external training on average, with male employees averaging 38.1 hours and females 25.3 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, 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: TABC organizes classroom and online courses on professional skills and special topics (such as information security, insurance law, and government regulations)
- External training: Back-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 back-office staff in the last three years

unit: persons; hours

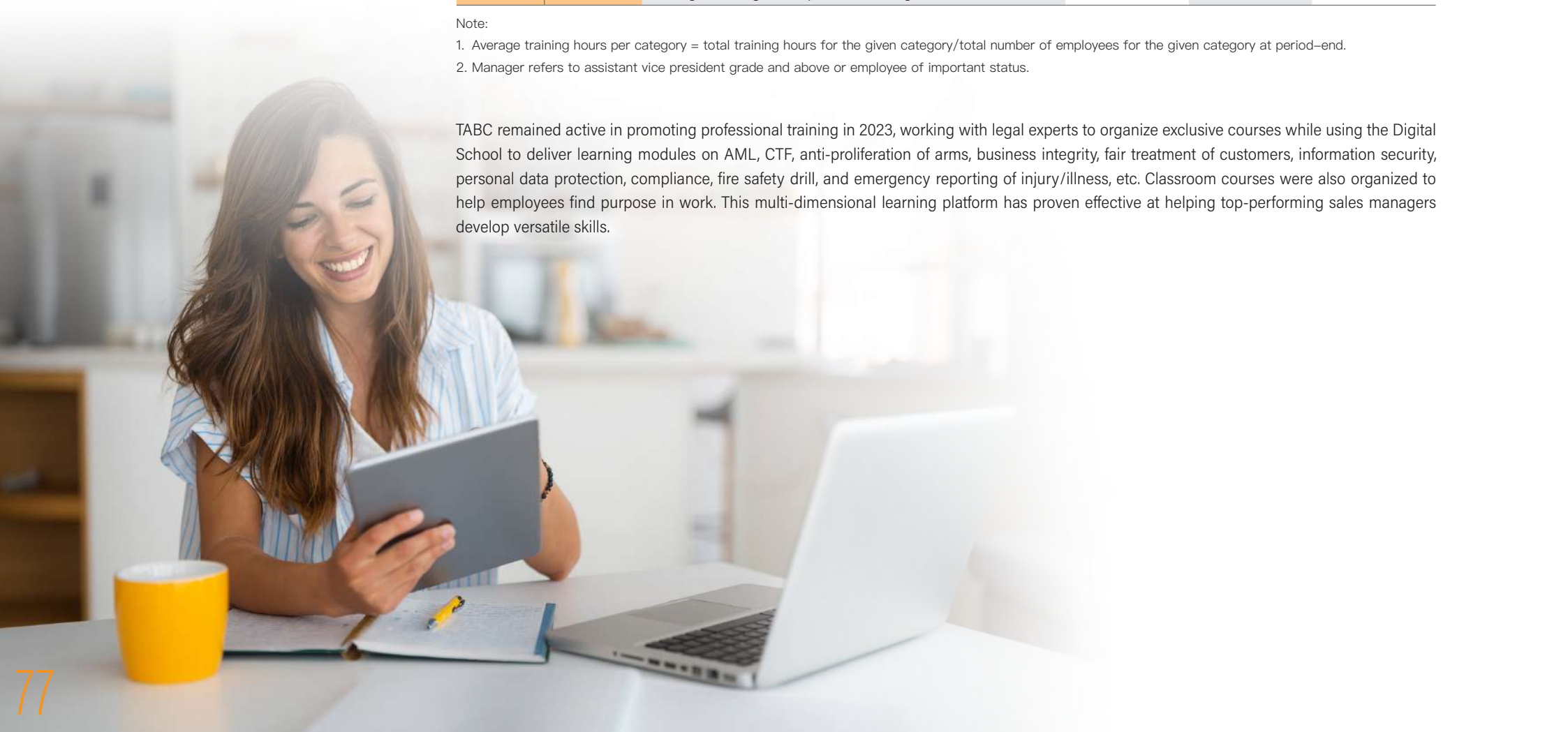
Category		Item	2021	2022	2023
Overall		Total employee count at end of reporting period	59	58	57
		Total training hours	1,014	1,247	1,636
		Average training hours per employee	17.2	21.5	28.7
Gender	Male	Total male employee count at end of reporting period	15	14	15
		Total training hours	244	373	571.5
		Average training hours per male employee	16.27	26.7	38.1
	Female	Total female employee count at end of reporting period	44	44	42
		Total training hours	607	874	1,064.5
		Average training hours per female employee	13.8	19.9	25.3

Category		Item	2021	2022	2023
Category	Managers	Total manager count at end of reporting period	10	10	10
		Total training hours	282	430.5	360.5
		Average training hours per manager	28.2	43.1	36.05
	Non-managerial staff	Total non-managerial staff at end of reporting period	49	48	47
		Total training hours	732	816.5	1,275.5
		Average training hours per non-managerial staff member	14.9	17.0	27.14

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

TABC remained active in promoting professional training in 2023, working with legal experts to organize exclusive courses while using the Digital School to deliver learning modules on AML, CTF, anti-proliferation of arms, business integrity, fair treatment of customers, information security, personal data protection, compliance, fire safety drill, and emergency reporting of injury/illness, etc. Classroom courses were also organized to help employees find purpose in work. This multi-dimensional learning platform has proven effective at helping top-performing sales managers develop versatile skills.



## 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 "TABC Weekly Recap" to communicate with all sales partners on important product information, service rules, 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.



[ TABC provides classroom training and online learning channels that effectively improve employees' learning outcome. ]

- **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.

## Training hours and enrollment count of the Four Schools

Category		Item	School of Marketing	School of Management	School of Finance	School of Education
Overall		Total enrollments by sales partners at the end of the reporting period	9,088	238	450	14,060
		Total training hours	13,942	816	2,314	33,843
		Average training hours per sales partner per session	2	3	5	2
Gender	Male	Total enrollments by male sales partners at the end of the reporting period	2,830	74	109	4,436
		Total training hours	4,271	254	519	10,794
		Average training hours per male sales partner per session	2	3	5	2
	Female	Total enrollments by female sales partners at the end of the reporting period	6,258	164	341	9,624
		Total training hours	9,672	562	1,795	23,050
		Average training hours per female sales partner per session	2	3	5	2





## Employee performance assessment

TABC regularly evaluates the performance of back-office managers and staff as a way to provide a sense of accomplishment and raise overall performance. With regards performance evaluation, TABC places emphasis on managers' leadership, planning capabilities, sense of responsibility, communication/coordination skills, and ethics; as for back-office staff, TABC evaluates employees for their work attitude, sense of responsibility, professional knowledge, initiative, respect for work duties, teamwork, service spirit, discipline, and professionalism. By enforcing a transparent and fair promotion system, TABC continually increases the overall capabilities of its back-office staff and helps them advance through their career plans. 100% of back-office staff received regular performance and career development reviews in 2023.

### Percentage of back-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)	100.00	100.00	100.00
Non-managerial staff	(A2) Total employee count at end of reporting period	8	39	47
	(B2) Number of employees receiving regular performance evaluation and career review	8	39	47
	Percentage of (B2/A2)	100.00	100.00	100.00
Total	(A1+A2) Total employee count at end of reporting period	15	42	57
	(B1+B2) Number of employees receiving regular performance evaluation and career review	15	42	57
	Percentage of (B1+B2/A1+A2)	100.00	100.00	100.00



# Complete welfare protection

## Welfare system

TABC has a comprehensive employee welfare system in place to protect employees' interests and promote unity within the organization. In addition to minimum legal benefits such as Labor Insurance, National Health Insurance, special leave, maternity leave, and parental leave, we also offer 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.

### Employee welfare

Item	Welfare measure	Benefit description and performance
Incentives	Festive bonus	Cash is given on festive and special occasions
	Festive gift	Gifts are given on festive occasions
	Birthday bonus	Cash is given to back-office staff in the birth month
Health promotion	Employee group insurance	Back-office staff are entitled to group insurance, which includes personal insurance, accident insurance, and medical insurance coverage
	Employee health checkups	Regular health checkups are organized for back-office staff out of care for employees' physical and mental health
Allowances	Employee trips	The Employee Welfare Committee discusses and arranges employee trips for the year
	Festive lottery	Lotteries are organized for festive occasions
	Meal / gathering allowance	A meal / gathering allowance is granted to back-office staff on a quarterly basis
	Wedding subsidy	Back-office staff are entitled to wedding subsidy

### Employee welfare expenses in the last three years

unit: NTD thousands

Employee welfare expense	2021	2022	2023
Salary expenses	52,764	51,049	51,135
Labor/health insurance premiums	4,914	4,837	4,977
Pension expenses	2,380	2,321	2,389
Directors' compensation	4,097	3,879	3,432
Other employee welfare expenses	1,118	2,251	1,743
<b>Total</b>	<b>65,273</b>	<b>64,337</b>	<b>63,676</b>

Note: Employee welfare expense as a percentage of revenues in the last 3 years was calculated at 8% in 2021, 8.7% in 2022, and 8.1% in 2023, indicating a consistent level.



## Fair compensation

TABC offers competitive compensation to recruit and retain the talent needed for the Company's operations. Total compensation for TABC's non-managerial employees averaged NT\$598 thousand in 2023, whereas the median salary of non-managerial full-time employees was NT\$546 thousand. TABC 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	Unit	2021	2022	2023	Difference from the previous year
No. of non-managerial full-time employees		Participant count	48	46	47	+1
Mean salary		NTD thousands	619	599	598	-1
Median salary		NTD thousands	531	535	546	+11

## Retirement system

TABC has established its retirement system in accordance with the "Labor Standards Act" and "Labor Pension Act." The Company also makes regular contributions to the labor pension fund held in a dedicated account at Bank of Taiwan, and engages an actuary to make year-end calculations 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. For more details on pension plan, please refer to P.132 of the 2023 annual report

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.



## Healthy workplace

The office is the place where employees spend the largest amount of time in besides their home, which is why TABC examines and adjusts the workplace persistently to ensure the safety of the working environment. TABC has implemented workplace management rules to prevent hazards and enforce security of its premises; 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 CO<sub>2</sub>) to maintain a healthy workplace.

For back-office staff at the head office, TABC promotes workplace security awareness during yearly administrative meetings, and each department would also inspect and maintain their office as well as common areas on a yearly basis. As for sales partners, TABC has been implementing project "Workplace 2.0" since 2020 to turn outdated office environments into comfortable and high-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. In 2023, TABC made workplace optimizations to its Chongqing and Guanqian Offices in Taipei, during which it installed energy-efficient air conditioning equipment and replaced energy-efficient lighting tubes to minimize carbon emission and power expenses.

### Workplace 2.0 - Tainan



### Workplace 2.0 - Taoyuan



### Workplace 2.0 - Taichung



## Health promotion

TABC has been subscribing to Common Health Magazine since 2022 as a way to promote employees' physical and mental health; it handpicks important articles in each new issue and shares summaries via e-mail to attract employees into reading the full article and direct attention to their own health. The Company also 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 2023, none of the Company's employees exhibited abnormal checkup results due to involvement in special work activities.

Considering the ways employee work and the office environment they work in, TABC has made adjustments to the health checkup details to better address prolonged use of office computers. "Fundus photography," for example, is one of the examinations we have added to check for retinal disease caused by myopia, hypertension, diabetes, aging, or other causes. In terms of nutrition, we make arrangements to check "magnesium" levels and remind employees to supplement magnesium as a way to prevent heart disease, maintain muscle mass, support neurological functions, promote dental health, prevent calcification of tissues and arterial walls, and prevent kidney stones and gallstones.

Out of concern for employees' work stress, TABC arranges checkups for the autonomic nerve system and analyses of heart rate variability through the fingers. These tests provide employees with better understanding of their self-regulation function, which can be used as an assessment indicator for physical and mental stress. The health check center chosen by TABC not only has a highly private facility for women that is staffed entirely with female medical personnel, but also offers a health check APP that employees can use to access their checkup reports along with analyses and interpretations of various health markers. Additionally, the APP refers employees to further medical advice and helps them monitor and improve their state of health.



## Maternity health protection

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 - 2023

	Male	Female	Total
(a) No. of employees qualified to apply for unpaid parental leave in 2023	1	3	4
(b) No. of employees applying for unpaid parental leave in 2023	0	2	2
Unpaid parental leave application rate (b/a)	0%	66.67%	50.00%
(c) No. of employees expected to be reinstated from unpaid parental leave in 2023	0	1	1
(d) No. of employees reinstated from unpaid parental leave in 2023	0	1	1
Unpaid parental leave reinstatement rate (d/c)	0%	100%	100%
(e) No. of employees reinstated from unpaid parental leave in 2022	0	0	0
(f) No. of employees reinstated from unpaid parental leave in 2022 and who have worked continuously for one year	0	0	0
Unpaid parental leave retention rate (f/e)	0%	0%	0%

Note:

(a) Estimate is based on the number of employees having applied for maternity leave or paternity in the last three years (2021–2023)

(b) Date of unpaid parental leave falling within 2023

(c) Expected reinstatement date falling within 2023

(d) Number of employees with expected reinstatement date falling within 2023 that were actually reinstated

(e) Actual reinstatement date in 2022

(f) Employees reinstated in 2022 who worked continuously for one year afterwards (who remained employed in 2023)



## Transparent and fair promotion system

TABC has implemented solutions to evaluate and develop sales capacity of its sales partners. By adopting a tiered management approach, the Company helps sales partners advance through their career in a progressive manner that aligns with the organization's sustainable development goals. Sales partners of division manager grade and above may take part in the "profit-sharing" system, where TABC allocates a certain percentage of its pre-tax operating profit, determined by performance contribution for the current year, as performance bonus.

TABC organizes mid-year and year-end "sales planning meetings" as a way to raise sales performance and realize the organization's goals toward co-prosperity. These meetings help sales managers develop professional knowledge and management skills, which in turn facilitates the creation of a highly efficient sales management team, builds up human resources for various roles, and raises leadership skills across managers. It is an opportunity where all managers gather and make their commitments toward fulfilling the current year's targets for a better future.



### Promotion of sales partners - 2023

Sales personnel			Mid-level sales managers		Senior sales managers			
Sales specialists	Sales chiefs	Junior sales managers	Deputy sales managers	Regional managers	Division managers	Sales directors	Sales AVPs	Sales VPs
0 人	24 人	11 人	10 人	14 人	7 人	2 人	0 人	0 人

# Social inclusion

06

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.

- **Management approach**
- **Promotion of education**
  - Sponsoring scholarships at Chihlee University of Technology for 19 consecutive years*
  - Sponsoring seminars of Wealth Invest Weekly for 9 consecutive years*
- **Support for the underprivileged**
  - Let Life Shine*
  - Gathering of Winter Supplies*
  - Company for Life at Yi-Kuang Orphanage*
  - Care for Rural Children*
    - *Donation of Supplies and Volunteer Service*
    - *Monetary Donations for Underprivileged Children*
- **Environmental protection**
  - Purchase and donation of eco-friendly rice*
  - Protection of stray animals*






## Performance highlights







## Management approach

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

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

### List of social engagement efforts - 2023

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

## Promotion of education

### Sponsoring scholarships at Chihlee University of Technology for 19 consecutive years

Since 2005, TABC has been working with Chihlee University of Technology in a series of industry-academia collaboration programs to help students develop hands-on experience in the insurance profession. A "TABC Scholarship" system has also been established to help underprivileged students complete their studies. The scholarship program has been running for 19 years straight to the benefit of 190 students. Through this scholarship program, the Company hopes to alleviate financial burdens for students so that they may focus on their studies and dreams.

In 2023, General Manager Yang-Kuo Chen presented scholarship to 10 students and encouraged all attending students to embrace opportunities as they come and be bold and relentless about pursuing a better future.



▲General Manager Yang-Kuo Chen presented scholarship



## Sponsoring seminars of Wealth Invest Weekly for 9 consecutive years

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 nine consecutive years. Each seminar features Chin-ho Hsieh, Chairman of Wealth Invest Weekly (WIW), as the main speaker, with other guest speakers invited to share opinions on matters such as wine tasting, travel, sports, and health, thereby keeping the general public up to date on interesting and useful knowledge in addition to wealth management. Three seminar sessions were held in 2023 for a total audience size of 1,500.



▲ TABC sponsored Wealth Invest Weekly in hosting seminars for 9 consecutive years

## Support for the underprivileged



▲ TABC assisted in the organization of “Let Life Shine” charity garden party for 4 consecutive years

### Let Life Shine

TABC has been supporting various activities of the Development Center for the Spinal Cord Injured for four consecutive years out of care for public interest and people with disability, and was a co-organizer of the “Let Life Shine” charity garden party. TABC donated NT\$60,000 to sponsor two charity booths and purchase 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 15 volunteers comprising back-office staff and sales partners to take part in the charity sale, and gave away vouchers to attract more back-office staff, sales partners, policyholders, and social network followers into supporting charity through action. Overall, 46% of back-office staff in Taipei had participated in this event. 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’s Kaohsiung Office organizes yearly charity events to gather supplies

## Gathering of Winter Supplies

TABC’s Kaohsiung Office gathers supplies for charity at the end of each year at the call of Manager Tasi-hui Lin. In 2023, Kaohsiung Office cooperated with Pingtung Charity United Association and managed to gather 5 tons of clean clothes, stationery, working appliances, adult and child diapers, and non-perishable foods. Sales partners of Kaohsiung Office were not the only ones to participate in the event, as neighbors in the same office building and followers of TABC’s Facebook fan page, too, showed their enthusiasm. In the end, about 100 people contributed to the event, and TABC was grateful for the participation and care of everyone involved, for they had gathered the supplies needed to support financially challenged households through difficult times.

## Company for Life at Yi-Kuang Orphanage

For the 3 consecutive years between 2020 and 2022, sales partners of TABC’s Taipei Chongqing Office have been voluntarily supporting the “Yi Kuang Christmas Wishlist” campaign. Considering that 2023 was the year when the world started to recover from COVID-19, TABC had opted for a different approach to keep children company. A total of 8 sales partners volunteered and joined orphanage workers to take 10 children on a trip to Taipei Children’s Amusement Park where they were encouraged to try out every new game and have fun. After the amusement park, they visited Shilin Night Market for some delicious food. Through this event, volunteers were able to strengthen their bonds with the children. Expenses of this campaign were entirely borne by TABC’s Chongqing Office. Through this campaign, we hope to continue our support to Yi-Kuang Orphanage and give the children memories of love and care.



▲ TABC’s Chongqing Office took children of Yi-Kuang Orphanage to Taipei Children’s Amusement Park



▲ Tsai-hui Family of TABC's Kaohsiung Office donated gifts and snacks to children in remote areas

## Care for Rural Children

### Donation of Supplies and Volunteer Service

Manager Tsai-hui Lin of TABC's Kaohsiung Office led members of the "Tsay-hui Family" to a charity event held at Kaohsiung Neimen Guanting Elementary School. The event was organized by "Magic House," in which the "Tsay-hui Family" not only donated gifts and snacks to the students, but also volunteered to support the event through action. Their motivation was simply to bring more resources to children and create fun memories.



### Monetary Donations for 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 2023; all of which were directed to financing the 2023 Remote and Underprivileged Children's Care Program.



## Environmental protection



▲ TABC donated the 100 packs of eco-friendly rice (Shihumi) it had purchased to The Association of South and Lan-Chui Social Welfare Foundation



## Purchase and donation of eco-friendly rice

For the protection of biodiversity and preservation of natural habitat, TABC purchased 100 packs of eco-friendly rice (Shihumi) and donated 50 packs to "The Association of South-Unk Health Care Promotion for Taitung County" and another 50 packs to "Lan-Chui Social Welfare Foundation." Through this campaign, we hope to protect the endangered leopard cats while at the same time provide real assistance to those in need.

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 donated NT\$50,000 to New Taipei City New Life Pet Shelter Association



## Protection of stray animals

TABC recognizes the importance of promoting life education and has persistently donated to stray animal organizations in recent years. In 2023, TABC donated NT\$50,000 to "New Taipei City New Life Pet Shelter Association" (NTPSA), which covered one month of food for 30 stray animals and medical expenses for 28 animals. NTPSA not only provides shelter, but also organizes adoption programs and community education to ensure that every adopted animal receives the necessary medical treatment and care. TABC is well aware of the importance of corporate social responsibilities, and provides persistent support and education to raise society's awareness and protection for animal rights, thereby contributing to a more harmonious future.

07

# Appendix

- **About the report**
- **GRI index**
  - General disclosures*
  - Disclosure of material topics*
- **SASB index**
  - Insurance sector*
  - Professional and commercial services*
- **Financial Industry Sustainability Index**
- **Climate-related information for TPEX listed companies**
- **Independent Assurance Statement on Sustainability Report**



## About the report

### Overview of the report

This is the 2023 Sustainability Report (or “ESG Report”) of Taiming Assurance Broker Co., Ltd. (referred to as “Taiming Assurance Broker,” “TABC,” or “we” below). TABC has been voluntarily preparing the ESG Report (formerly known as the CSR Report) on a yearly basis since 2014. The 2023 report is the 10th iteration of the Sustainability Report; the previous issue was published in September 2023, and the current year’s report is expected to be published in August 2024. Reports of other years and be downloaded from the TABC website ESG Section.

The Report covers information on TABC’s sustainability policies and performance in economic, social, and environmental aspects from January 1 to December 31, 2023. Some parts of the Report may disclose data from outside 2023 due to the comparability principle. The scope of disclosure covers TABC, which includes the head office and 12 offices. 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

The following international and domestic guidelines or standards have been observed when disclosing or citing information in this Report. References to such rules and standards have been provided in the appendix.

1. The Global Reporting Initiative (GRI): GRI Standards
2. Sustainability Accounting Standards Board (SASB): Insurance Sector Standard, Professional and Commercial Services Standard
3. Financial Stability Board (FSB): Task Force on Climate-Related Financial Disclosure (TCFD)
4. Taiwan Stock Exchange (TWSE): Sustainable Development Best-Practice Principles for TPEX Listed Companies, Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies

### Quality management and assurance

- 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.

External assurance

This Report has been reviewed and verified by an independent third party for improved accuracy and conformity with the principles of verifiability. Please refer to the appendix for Independent Assurance Statement on Sustainability Report.

Information category	Standard	Certifier
Financial data	International Financial Reporting Standards International Financial Reporting Standards (IFRS)	Deloitte Taiwan
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

Contact information

Please inform us of any queries or suggestions you may have with regard to TABC's 2023 Sustainability Report using the contact methods provided below.



Taiming Assurance Broker Co., Ltd.

Address: 11F, No. 49, Guanqian Road, Zhongzheng District, Taipei City

TEL: (02)5558-5988

Contact: Planning Office

E-mail: ESG@tabc.com.tw

Company website: <https://www.tabc.com.tw>



Company website



ESG section

# GRI index

## General disclosures

GRI Standards: GRI Standards 2021

Applicable Industry Standards: None

GRI: TABC has reported information for the period from January 1, 2023 to December 31, 2023 in accordance with GRI Standards.

GRI 2: General Disclosures 2021

GRI code	Disclosures	Corresponding chapter	Page
GRI 2-1	Organizational details	TABC's background	P. 14
GRI 2-2	Entities included in the organization's sustainability reporting	TABC's background	P. 14
GRI 2-3	Reporting period, frequency and contact point	About the report	P. 98, P. 111
GRI 2-4	Restatements of information	About the report; Digital insurance services	P. 98, P. 47
GRI 2-5	External assurance	About the report; External assurance	P. 99
GRI 2-6	Activities, value chain and other business relationships	Sustainable supply chain	P. 19
GRI 2-7	Employees	Human resource analysis	P. 72
GRI 2-8	Non-employee workers	Human resource analysis	P. 72
GRI 2-9	Governance structure and composition	Governance body	P. 25
GRI 2-10	Nomination and selection of the highest governance body	Nomination and election of board of directors	P. 26
GRI 2-11	Chair of the highest governance body	Nomination and election of board of directors	P. 26
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Functional committees	P. 29
GRI 2-13	Delegation of responsibility for managing impacts	Corporate Sustainability Committee	P. 30
GRI 2-14	Role of the highest governance body in sustainability reporting	About the report; Quality management and assurance	P. 98

GRI code	Disclosures	Corresponding chapter	Page
GRI 2-15	Conflicts of interest	Nomination and election of board of directors	P. 26
GRI 2-16	Communication of critical concerns	Governance body	P. 25
GRI 2-17	Collective knowledge of the highest governance body	Directors' education	P. 27
GRI 2-18	Evaluation of the performance of the highest governance body	Performance evaluation and compensation policy	P. 27
GRI 2-19	Compensation policy	Performance evaluation and compensation policy	P. 27
GRI 2-20	Process to determine remuneration	Performance evaluation and compensation policy	P. 27
GRI 2-21	Annual total compensation ratio	*Information concerning individual compensation has been abbreviated due to confidentiality rules	
GRI 2-22	Statement on sustainable development strategy	Message from the management	P. 2
GRI 2-23	Policy commitments	Governance policy	P. 25
GRI 2-24	Policy commitments	Governance policy	P. 25
GRI 2-25	Processes to remediate negative impacts	Business integrity	P. 36
GRI 2-26	Mechanisms for seeking advice and raising concerns	Business integrity	P. 36
GRI 2-27	Legal compliance	Legal compliance	P. 38
GRI 2-28	Membership of associations	TABC's background	P. 14
GRI 2-29	Approach to stakeholder engagement	Stakeholder engagement	P. 7
GRI 2-30	Collective bargaining agreements	Human rights protection	P. 74

## Disclosure of material topics

GRI code	Disclosures	Corresponding chapter	Page
GRI 3: Material Topics 2021			
GRI 3-1	Process to determine material topics	Procedures for management of material topics	P. 6
GRI 3-2	Materiality analysis of issues of concern	Materiality analysis of issues of concern	P. 10
GRI code	Disclosures	Corresponding chapter	Page
1. Operating performance			
GRI 3-3	Management of material topics	Operating performance	P. 16
GRI 201-1	Direct economic value generated and distributed	Operating performance	P. 16
GRI 201-3	Defined benefit plan obligations and other retirement plans	Retirement system	P. 82
2. Business integrity			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P. 21
GRI 205-1	Operations assessed for risks related to corruption	Business integrity	P. 36
GRI 205-2	Communication and training related to anti-corruption policies and procedures	Business integrity	P. 36
GRI 205-3	Confirmed incidents of corruption and actions taken	Business integrity	P. 36
3. Business risk management			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P. 21
	Self-defined topic	Business risk management	P. 31
4. Information security			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P. 21
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security; Legal compliance	P. 33, P. 38

GRI code	Disclosures	Corresponding chapter	Page
5. Legal compliance			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P. 21
	Self-defined topic	Legal compliance	P. 38
6. Talent training and recruitment			
GRI 3-3	Management of material topics	Chapter 5 Happy workplace	P. 68
GRI 404-1	Average hours of training per year per employee	Diversified training channels	P. 76
7. Workplace equality and diversity			
GRI 3-3	Management of material topics	Chapter 5 Happy workplace	P. 68
GRI 405-1	Diversity of governance bodies and employees	Governance body; Diverse, fair, and friendly workplace	P. 25, P. 72
8. Customer service and care			
GRI 3-3	Management of material topics	Chapter 3 Sustainable finance	P. 39
	Self-defined topic	Customer service	P. 52
9. Fair treatment of customers			
GRI 3-3	Management of material topics	Chapter 3 Sustainable finance	P. 39
	Self-defined topic	Fair treatment of customers	P. 50



GRI code	Disclosures	Corresponding chapter	Page
<b>10. Human rights</b>			
GRI 3-3	Management of material topics	Chapter 5 Happy workplace	P. 68
GRI 406-1	Incidents of discrimination and corrective actions taken	Human rights protection	P. 74
GRI 407-1	Operations or suppliers susceptible to risks concerning freedom of association and collective bargaining	Human rights protection	P. 74
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	Human rights protection	P. 74
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human rights protection	P. 74
<b>11. Community engagement</b>			
GRI 3-3	Management of material topics	Chapter 6 Social inclusion	P. 88
GRI 203-1	Infrastructure investments and services supported	Chapter 6 Social inclusion	P. 88
<b>12. Energy efficiency and carbon reduction</b>			
GRI 3-3	Management of material topics	Chapter 4 Environmental sustainability	P. 54
GRI 302-1	Energy consumption within the organization	Energy and GHG statistics	P. 66
GRI 302-3	Energy intensity	Energy and GHG statistics	P. 66
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Energy and GHG statistics	P. 66
GRI 305-4	GHG emissions intensity	Energy and GHG statistics	P. 66

# SASB index

## Insurance sector

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 2023: 0
FN-IN-270a.2	Complaints-to-claims ratio	P. 50 Fair treatment of customers	No claim-related appeal was raised in 2023, and claim-related complaints accounted for 0% of total complaints.
FN-IN-270a.3	Customer retention rate	P. 18 Persistency	13th month persistency was 97.41% 25th month persistency was 93.16%
FN-IN-270a.4	Description of approach to informing customers about products	P. 50 Fair treatment of customers	Actions were in line with fair customer treatment principles
FN-IN-410a Incorporation of Environmental, Social, and Governance			
FN-IN-410a.1	Total invested assets, by industry and asset class	P. 43 Responsible investment	
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	P. 43 Responsible investment	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	P. 45 Inclusive finance	TABC sold 467 small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, which generated NT\$6,265,617 in premiums.
Activity indicators			
FN-IN-000.A	Number of active policies, separated into the following segments: (1) Property and accident insurance (2) Life insurance (3) Reinsurance assumed	P. 19 Sustainable supply chain	The Company earned commission on a total of 113,252 insurance policies (including 15,747 new life insurance contracts and 97,505 property insurance policies)

## Professional and commercial services

Indicator code	Disclosures	Chapter/page	Remarks/description
SV-PS-230a Data security			
SV-PS-230a.1	Description of approach to identifying and addressing data security risks	P. 33 Information security	TABC assembled a "Information Security Management Committee" and introduced ISMS to review information security governance policies, monitor information security management practices, and regularly assess information security risks for all business locations
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	P. 33 Information security	Key emphases of information security and personal data protection practices have been explained in P.88 of the Company's 2023 annual report.
SV-PS-230a.3	(1) Number of data breaches (2) Percentage involving personally identifiable information (3) Number of customers affected	P. 33 Information security	No incident of information leak occurred in 2023.
SV-PS-330a Workforce diversity and engagement			
SV-PS-330a.1	(1) Percentage of gender and racial/ethnic group representation for executive management and all other employees	P. 72 Human resource analysis	In 2023, 10 out of the 57 back-office staff were managers whereas the other 47 were general staff; 15 or 26.32% of the back-office staff were male whereas the other 42 or 73.68 % were female. All of whom were locally hired.
SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	P. 73 New recruits and resignees	9 employees resigned in 2023, representing a 15.79% attrition rate. There was no involuntary turnover.
SV-PS-330a.3	Employee engagement as a percentage	P. 80 Employee performance assessment	100% of back-office staff received regular performance and career development reviews in 2023

Indicator code	Disclosures	Chapter/page	Remarks/description
SV-PS-510a. Professional integrity			
SV-PS-510a.1	Description of approach to ensuring professional integrity	P. 36 Business integrity	TABC has implemented internal procedures and behavioral guidelines such as "Business Integrity Code of Conduct" and "Ethical Behavior Guidelines" to enforce business integrity. Execution of business integrity policies is reported to the board of directors on a regular basis.
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	P. 36 Business integrity	TABC encountered no monetary loss from legal proceedings associated with corruptive behavior in 2023; there was no termination or discontinuance of contract with business partners, and no grievance of corruptive or dishonest behavior was reported
Activity indicators			
SV-PS-000.A	(1) Full-time and part-time employees (2) Temporary employees (3) Contract employees	P. 72 Human resource analysis	As of the end of 2023, TABC had a total of 57 permanent back-office staff. There was no temporary or contract employee.
SV-PS-000.B	Employee hours worked, percentage billable		Employee hours worked: 113,088 hours Percentage billable: 100% Note: Calculation was based on an 8-hour workday and 248 working days in 2023 (for a total of 1,984 hours)



## Climate-related information for TPEX listed companies

Climate-related information disclosed for 2023 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.	Please refer to P. 58 Risks and opportunities of climate change
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 certificates (REC) is used to accomplish the above goals, explain the source and quantity of carbon credits or the quantity of RECs.	
9	Greenhouse gas survey and assurance	

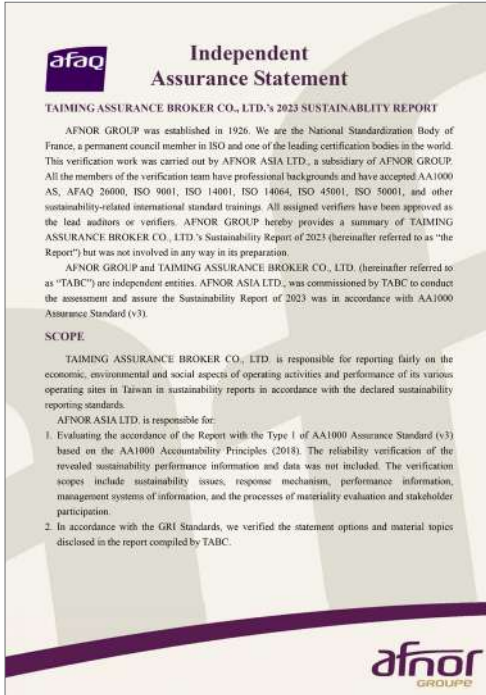
## Greenhouse gas survey and assurance for TABC - 2023

Basic profile of TABC  
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	Total emission (tons CO <sub>2</sub> e)	Intensity (tons CO <sub>2</sub> e/NTD 100 million)	Assurer	Assurance
No available statistics				
Scope 2	Total emission (tons CO <sub>2</sub> e)	Intensity (tons CO <sub>2</sub> e/NTD 100 million)	Assurer	Assurance
Parent company	42.12	7.43	-	TABC expects to complete assurance by 2028
Subsidiaries	No available statistics			
Total	42.12	7.43		
Scope 3 (Voluntary disclosure)	No available statistics			

# Independent Assurance Statement on Sustainability Report



**afaq**

## Independent Assurance Statement

TAIMING ASSURANCE BROKER CO., LTD.'S 2023 SUSTAINABILITY REPORT

AFNOR GROUP was established in 1926. We are the National Standardization Body of France, a permanent council member in ISO and one of the leading certification bodies in the world. This verification work was carried out by AFNOR ASIA LTD., a subsidiary of AFNOR GROUP. All the members of the verification team have professional backgrounds and have accepted AA1000 AS, AFAQ 26000, ISO 9001, ISO 14001, ISO 14064, ISO 45001, ISO 50001, and other sustainability-related international standard trainings. All assigned verifiers have been approved as the lead auditors or verifiers. AFNOR GROUP hereby provides a summary of TAIMING ASSURANCE BROKER CO., LTD.'S Sustainability Report of 2023 (hereinafter referred to as "the Report") but was not involved in any way in its preparation.

AFNOR GROUP and TAIMING ASSURANCE BROKER CO., LTD. (hereinafter referred to as "TABC") are independent entities. AFNOR ASIA LTD., was commissioned by TABC to conduct the assessment and assure the Sustainability Report of 2023 was in accordance with AA1000 Assurance Standard (v3).

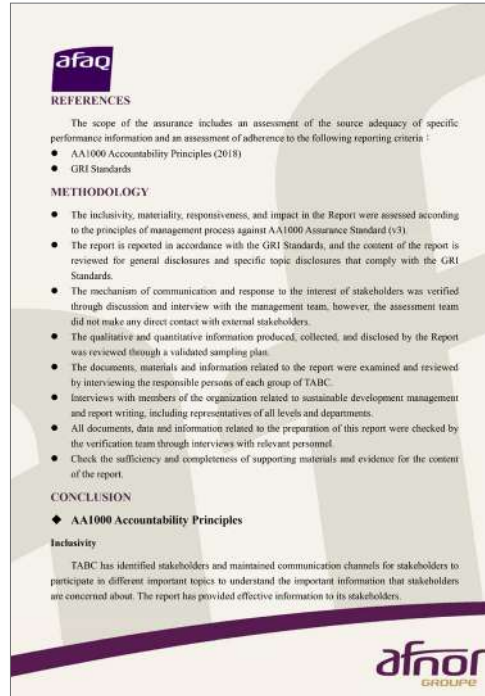
**SCOPE**

TAIMING ASSURANCE BROKER CO., LTD. is responsible for reporting fairly on the economic, environmental and social aspects of operating activities and performance of its various operating sites in Taiwan in sustainability reports in accordance with the declared sustainability reporting standards.

AFNOR ASIA LTD. is responsible for:

- Evaluating the accordance of the Report with the Type 1 of AA1000 Assurance Standard (v3) based on the AA1000 Accountability Principles (2018). The reliability verification of the revealed sustainability performance information and data was not included. The verification scopes include sustainability issues, response mechanism, performance information, management systems of information, and the processes of materiality evaluation and stakeholder participation.
- In accordance with the GRI Standards, we verified the statement options and material topics disclosed in the report compiled by TABC.

**afnor**  
GROUPE



**afaq**

**REFERENCES**

The scope of the assurance includes an assessment of the source adequacy of specific performance information and an assessment of adherence to the following reporting criteria:

- AA1000 Accountability Principles (2018)
- GRI Standards

**METHODOLOGY**

- The inclusivity, materiality, responsiveness, and impact in the Report were assessed according to the principles of management process against AA1000 Assurance Standard (v3).
- The report is reported in accordance with the GRI Standards, and the content of the report is reviewed for general disclosures and specific topic disclosures that comply with the GRI Standards.
- The mechanism of communication and response to the interest of stakeholders was verified through discussion and interview with the management team, however, the assessment team did not make any direct contact with external stakeholders.
- The qualitative and quantitative information produced, collected, and disclosed by the Report was reviewed through a validated sampling plan.
- The documents, materials and information related to the report were examined and reviewed by interviewing the responsible persons of each group of TABC.
- Interviews with members of the organization related to sustainable development management and report writing, including representatives of all levels and departments.
- All documents, data and information related to the preparation of this report were checked by the verification team through interviews with relevant personnel.
- Check the sufficiency and completeness of supporting materials and evidence for the content of the report.

**CONCLUSION**

- AA1000 Accountability Principles**

**Inclusivity**

TABC has identified stakeholders and maintained communication channels for stakeholders to participate in different important topics to understand the important information that stakeholders are concerned about. The report has provided effective information to its stakeholders.

**afnor**  
GROUPE



**afaq**

In the future, the organization can regularly implement stakeholder identification and communication processes to improve the effectiveness and output of stakeholder participation.

**Materiality**

TABC has established effective processes to identify issues of significance to stakeholders and operational performance. The decision-making mechanisms implemented by the organization can focus on materiality issues related to its sustainable development, and the report reflects the organization's priority in handling materiality issues. In the future, the organization can develop a sustainable assessment and decision-making process for materiality issues, and continue to develop management strategies and indicators for materiality issues.

**Responsiveness**

TABC has developed and implemented a stakeholder response mechanism, clearly announcing relevant policies and communicating with stakeholders, and providing specific responses to the expectations and opinions of stakeholders. In the future, the organization can continue to engage with stakeholders to develop various policies, norms, codes and goals that meet the expectations of stakeholders.

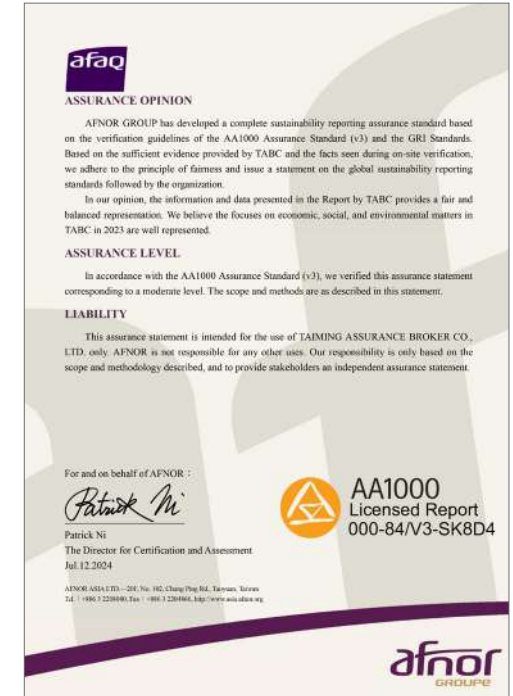
**Impact**

TABC has understood the environmental impact of its operations and has developed processes to measure, assess and manage the organization's impact. The necessary capabilities and resources have been provided, and the organization is committed to making a comprehensive and balanced disclosure of the measurement and assessment of the impact of the organization on its stakeholders and itself.

- Global Reporting Initiative Sustainability Reporting Standards**

Based on the results of the review, we confirmed that the general disclosure and specific disclosure content of the report and the necessary management policy disclosure of major topics have complied with the requirements of GRI Standards. In the future, the organization can continue to comply with the requirements of the reporting standards, summarize the management content of major topics and the relevant performance of each operating base, and provide sufficient reporting content for the use of stakeholders.

**afnor**  
GROUPE



**afaq**

**ASSURANCE OPINION**

AFNOR GROUP has developed a complete sustainability reporting assurance standard based on the verification guidelines of the AA1000 Assurance Standard (v3) and the GRI Standards. Based on the sufficient evidence provided by TABC and the facts seen during on-site verification, we adhere to the principle of fairness and issue a statement on the global sustainability reporting standards followed by the organization.

In our opinion, the information and data presented in the Report by TABC provides a fair and balanced representation. We believe the focuses on economic, social, and environmental matters in TABC in 2023 are well represented.

**ASSURANCE LEVEL**

In accordance with the AA1000 Assurance Standard (v3), we verified this assurance statement corresponding to a moderate level. The scope and methods are as described in this statement.

**LIABILITY**

This assurance statement is intended for the use of TAIMING ASSURANCE BROKER CO., LTD. only. AFNOR is not responsible for any other uses. Our responsibility is only based on the scope and methodology described, and to provide stakeholders an independent assurance statement.

For and on behalf of AFNOR:

*Patrick Ni*  
Patrick Ni  
The Director for Certification and Assessment  
Jul. 12, 2024

**AA1000**  
Licensed Report  
000-84/V3-SK8D4

AFNOR ASIA LTD. - 201, No. 105, Chung Ding Rd., Taichung, Taiwan, Taiwan  
Tel.: +886 2 22094900, Fax: +886 2 22094905, http://www.afnor.org

**afnor**  
GROUPE





**S** 2023 Environmental Social Governance  
Taiming Assurance Broker Co., Ltd.  
**SUSTAINABILITY  
REPORT** ...