

S 2024

Environmental Social Governance
Taiming Assurance Broker Co., Ltd.

SUSTAINABILITY REPORT



CONTENT

 **Message from the management** p.02

 **Honors and recognitions** p.04

 **Sustainability strategies and goals** p.05

 **Management of material topics** p.07

 **Stakeholder engagement** p.08



p.16

About Us

Upholding the philosophy of "sustainable management with a sense of happiness", the Company is committed to providing comprehensive services. It not only strives for outstanding business performance but also aims to ensure that every Taiming partner experiences lifelong happiness.



p.25

Integrity Management

The core objective of corporate governance is to maximize the interests of shareholders and stakeholders. This is achieved through the establishment of oversight and checks and balances mechanism for the management team, with a reasonable definition and distribution of rights and responsibilities among shareholders, the management team, and stakeholders.



p.47

Perpetual Finance

By implementing sustainable insurance principles, the Company comprehensively manages ESG risks and opportunities, integrates ESG concepts into its operations, and promotes the enterprise's path toward sustainable development.



p.65

Environmental Protection

Taiming continues to enhance its low-carbon initiatives and actively engages in communication and collaboration with external partners such as suppliers, clients, and the broader public, working together to safeguard environmental sustainability.



p.80

Happy Enterprise

Since its establishment, Taiming Assurance Broker has pursued the goal of "sustainable management with a sense of happiness", placing "people" at the center of its considerations and committing to the creation of a safe and friendly workplace environment.



p.99

Social Care

Taiming adheres to the principle of "giving back to society what is taken from society" by actively providing assistance and resources to all sectors of society. It aims to carry forward the original mission of insurance business by offering timely support and aid to those in need, reducing social risk costs, and jointly creating a prosperous and sustainable society.



p.109

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

Message from the CEO

In this era full of challenges and changes, as the first OTC insurance brokerage company, Taiming Assurance Broker feels deeply the great responsibility of promoting sustainable development. In today's business environment, sustainable development is not only a reflection of corporate responsibility, but also an important indicator of our competitiveness. We aspire to be a green pioneer in the insurance brokerage industry and are committed to operating in a responsible manner to ensure that our business activities have a lasting positive impact on society and the environment.

Our sustainable strategy covers the following key aspects:

» **Corporate governance and business performance**

We firmly believe that good corporate governance is the cornerstone of business success. Therefore, we adhere to the principles of transparent and fair operation and ensure that all business decisions take environmental, social and corporate governance (ESG) into consideration.

- In the 11th Corporate Governance Evaluation, we ranked among the top 6%~20% of OTC companies, demonstrating the Company's solid foundation in corporate governance.
- Consolidated revenue was NT\$847 million with an annual growth rate of 7.98%, which showed a steady performance.

» **Environmental commitment**

We are committed to minimizing our negative impact on the environment as much as possible, including reducing energy consumption and paper usage, while actively promoting eco-friendly business practices and green investments.

- By maintaining air conditioning systems and replacing LED lighting, we reduce electricity consumption by 19,293 kWh annually, resulting in carbon reduction of 9,144.88 kgCO₂e.
- We also promote mobile insurance services, with mobile policy applications accounting for 37.87% of all life insurance applications, representing a 9.96% increase compared to the previous year.

» **Social responsibility**

We actively participate in various social welfare activities, support employees' volunteer services, and work with the community to jointly solve local problems.

- The amount of social engagement totaled NT\$560,000, covering four major aspects of education and promotion, support for disadvantaged groups, health promotion, and environmental protection.

- For 20 consecutive years, scholarships have been donated to Chihlee University of Technology, with a total of 10 students receiving scholarships in 2024.

» Customer service

We are committed to providing products and services that comply with sustainable principles, understanding customer needs, and providing them with effective solutions to achieve sustainable goals.

- Customer satisfaction rate was 98%.
- Policy continuation rate in the 25th month reached 95.89%, and the average value in the past five years exceeded the industry average by 5.45%.

» Employee development

Our business partners and internal staff are our most valuable assets. We provide ongoing education and training, and continuously increase employee remuneration to ensure that they can grow professionally and earn higher salaries, and contribute to the sustainable development of the Company.

- The average training hours for internal staff reached 27.9 hours, and the average salary for full-time employees not in managerial positions increased by 5.35%.
- We established four major academies including marketing, management, finance, and education, to meet the diverse learning needs of our business partners.

Looking forward to the future, Taiming Assurance Broker will continue to set an example of sustainable development in the insurance industry, strive to provide excellent customer service, enhance the professional level of the team, and ensure that we can provide customers with the most appropriate insurance advice. We will integrate insurance products to meet the ever-changing needs of the market, use digital tools to improve business efficiency, provide more convenient online services, and achieve comprehensive insurance solutions. We are committed to continuously creating long-term value for our customers, employees, society, and the planet, in line with our vision of "sustainable happiness in business operations".

Chairman
Cheng-Chih Li

李正之



General Manager
Yang-Kuo Chen

陳慶國



Honor and recognition

1. Recipient of the 2024 Taiwan Golden Jade Award - Excellence in Innovation Achievement
2. Recipient of the 21st National Brand Yushan Award - Outstanding Enterprise
3. Recipient of the 17th TCSA Taiwan Corporate Sustainability Awards-Silver Award in Sustainability Reporting Category (Category II: Financial and Insurance Industry).
4. Recipient of the 2024 Excellent Insurance Evaluation - Outstanding Insurance Broker
5. Recognized by Far Glory Life Insurance as the 2024 Premium Brokerage Firm
6. Honored by Huashan Social Welfare Foundation as "Guardian Archangel"
7. Successfully certified for ISO 27001:2022 Information Security Management System (ISMS) transition
8. Passed certification for BS 10012:2017 - Personal Information Management System (PIMS) once again
9. Ranked in the top 6%-20% among OTC companies in the 11th Corporate Governance Evaluation



**2024
Taiwan Golden Jade
Award - Excellence
in Innovation
Achievement**



**21st
National Brand
Yushan Award-
Outstanding
Enterprise**



**17th
TCSA Taiwan Corporate
Sustainability Awards
Sustainability Report
Award
Finance and Insurance
Sector Category 2
Silver**



**2024
Excellence Insurance
Awards
Outstanding
Insurance Broker
Award**



**Far Glory Life
Insurance - 2024
Premium Brokerage
Firm**



**Huashan Social
Welfare Foundation-
"Guardian
Archangel"**

Sustainability strategies and goals

With “Sustainable Happiness in Business Operations” as its core philosophy, the Company aligns with the United Nations Sustainable Development Goals (SDGs), and through the collective efforts of all internal and external partners, it promotes inclusive, continuous, and sustainable economic growth, outlines a blueprint for corporate sustainability, and safeguards the happiness and stability of more families.

Since its establishment, Taiming Assurance Broker has been adhering to the core business philosophy of "retirement care" and is committed to integrating the advantageous resources of major insurance companies across the country to create a new position in the long-term life insurance policy market. Guided by demand analysis, we focus on retirement planning and protection products, explore the long-term life insurance policy market, and establish long-term competitive advantages through renewal premiums. We also adhere to the corporate philosophy of prudent operation, which not only achieves remarkable results but also effectively avoids risks.

On the path to sustainable operations, Taiming Assurance Broker deeply understands the importance of ESG (environmental, social, and corporate governance) issues. In 2016, we established “Sustainable Development Best Practice Principles”. In 2021, we established the Corporate Sustainability Committee. By introducing innovative digital marketing and management tools, we have significantly improved operational efficiency and advanced our goal of going paperless. At the same time, we have actively invested in retirement, healthcare, and long-term care insurance, taking concrete actions to respond to societal needs and demonstrating Taiming's strong commitment to both environmental and social responsibility.

The sustainability report of Taiming Assurance Broker received the TCSA Taiwan Corporate Sustainability Award - Sustainability Report Award (Category II: Financial and Insurance Industry) Bronze Award for two consecutive years in 2020 and 2021. From 2022 to 2024, we have been honored with the Silver Award for three consecutive years, which not only reflects Taiming's continuous improvement in performance year after year but also highlights our unwavering dedication to sustainability.

TABC's ESG strategies

Environment

- We actively promote energy conservation and carbon reduction actions, pay close attention to carbon emissions during operations, and set specific carbon reduction targets to meet the challenges of climate change while enhancing the resilience and adaptability of the organization.
- Create a paperless enterprise; continue promotion of digital financial tools; increase resource efficiency; and lessen the impact of waste on the environment.



Social

- Provide employees with comprehensive benefits and training; implement a fair promotion system; and create a satisfying and attractive workplace.
- Make ongoing commitments to social engagement; maintain a good relationship with the local community and charity organizations; and strive to become a pillar of the local community.



Governance

- Persistently improve the board of directors' sustainability knowledge and enhance ESG performance in all aspects.
- We adhere to the principle of fair treatment to provide high-quality products and services for the retirement community.
- Strengthen information security capabilities to protect the rights of customer's personal information.



Actions, results, and performance

- Servicing of air conditioning equipment and replacement of LED lights in 2024 achieved total power savings of 19,293 kWh, which was equivalent to a carbon reduction volume of 9,144.88 kgCO₂e.
- By promoting the use of our mobile insurance platform, the Company was able to use 31,860 fewer sheets of paper, which was equivalent to a carbon reduction volume of 229.39 kgCO₂e.
- We continued to utilize electronic document and electronic form systems to reduce paper usage by 19,591 sheets in 2024, which translates to carbon reduction of 141.06 kgCO₂e.
- We promoted electronic voting for shareholders' meetings, with 195 shareholders voting electronically in 2024, accounting for 47.61% of total voting shares present.

- Back-office staff were each given a NT\$4,000 training subsidy.
- Sales partners were offered key training courses through the Four Schools.
- We participated in the Huashan Social Welfare Foundation's "Hualien Rural Service Center" project, and donated NT\$160,000 to help elders in remote areas received timely care and assistance.
- Donated 1,000 blood bags to blood donation centers in Taipei, Taichung, Hsinchu, and Kaohsiung for blood gathering.
- Made donations to Chihlee University of Technology Department of Finance for 20 consecutive years, with a total beneficiary count of 200.

- Ranked in the top 6%-20% among OTC companies in the 11th Corporate Governance Evaluation and have received this honor for nine consecutive years.
- We actively implement sustainable finance practices, uphold the fair customer treatment principles, and continue to offer elder-friendly products and services related to retirement and long-term care.
- Policy continuation rate in the 25th month reached 95.89%, and the average value in the past five years exceeded the industry average by 5.45%.
- 98% satisfaction from the 2024 customer satisfaction survey.
- In 2024, we successfully transitioned our Information Security Management System to the ISO 27001:2022 international standard.

Management of material topics

» *Procedures for management of material topics*

To respond to today's rapidly changing environment, Taiming referenced sustainability issues outlined in the GRI Standards and SASB Standards, and applied the AA1000 Account Ability Principles (2018) of inclusivity, materiality, responsiveness, and impact to identify material topics. Following the GRI Universal Standards 2021, we prioritized and disclosed the impacts, management strategies, and practical performance of each material topic. Based on these results, we also adjusted Taiming Assurance Broker's sustainability goals and strategies to strengthen the effectiveness of external communications.



Stakeholders engagement

» *Stakeholders identification*

Based on the characteristics of the industry, Taiming Assurance Broker adopted the five principles of AA1000 Stakeholder Engagement Standard 2015 (AA1000 SES 2015), combined with company practice benchmarking and stakeholder questionnaire results, and preliminarily identified five major stakeholders: (1) employees/business partners, (2) investors and shareholders, (3) suppliers or other channel partners, (4) customers, and (5) government/competent authorities. In addition, after extensive internal team consultation and assessment of the impact and importance of (6) non-profit organizations/communities and (7) media/sustainability organizations, the stakeholders were included in the list and formally established through an internal sign-off process.

Through a diverse and continuous two-way communication mechanism, Taiming Assurance Broker proactively communicates with stakeholders, collects and responds to their concerns, and integrates internal considerations, industry trends, supply chain practices and stakeholder suggestions to assess the impact of each issue on the economy, environment and society. Ultimately, major topics were identified and disclosed in the sustainability report to ensure information transparency. In addition, the Company integrates sustainable development and social responsibility policies into daily operations, and regularly reports ESG annual performance and future goals to the Board of Directors every year to ensure the specific implementation of sustainable actions.

» *Response to stakeholders' concerns*

Through regular internal meetings and daily interactions with various stakeholders, Taiming Assurance Broker actively collects and understands the issues of concern. Based on this, Taiming Assurance Broker classified the relevant issues into three core areas of economy, environment and society according to the GRI guidelines. In order to further understand the needs of the industry, we also commissioned external consultants to design "Key Issues Impact Questionnaire" and prioritize important issues based on the questionnaire results. In 2024, the focus of Taiming Assurance Broker on stakeholders, communication methods and achievements were detailed in the table below. In addition, a special section for stakeholders is set up on the official website, and a dedicated contact mailbox (appeal@tabc.com.tw) is provided to facilitate stakeholders to raise opinions, suggestions or complaints on relevant issues and maintain smooth two-way communication.

— 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 / business partners	We regard employees as important partners, support career development and implement talent cultivation through diversified communication, comprehensive training and equal opportunities.	- Cybersecurity - Legal compliance - Customer service and care - Fair treatment of customers - Digital finance	- Back-office managers work meetings are convened once per month - Back-office Labor and Management Relations Committee meetings are convened once per quarter - Employee Welfare Committee meetings are convened once per quarter - Back-office staff are subjected to performance evaluation once a year - Employees are trained from weekly to yearly depending on their roles - Irregular email exchanges with internal and external partners "Weekly View" video is released once a week - New information is announced over the business integration system on an unscheduled basis - Sales managers meetings are convened from weekly to yearly depending on meeting participants' roles - New information is announced over TABC LINE@ account on an unscheduled basis	- Performance evaluation of back-office staff is taken into account for bonus, promotion, and salary adjustment decisions. - Continued using "TABC LINE@" account for more efficient communication and interaction. - 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."
Investors and shareholders	Implement corporate governance and maintain stable operating performance to bolster the confidence of investors and shareholders.	- Operating performance - Corporate governance and ethical management - Cybersecurity - Legal compliance	- Hold at least one board meeting per quarter - Hold shareholders' meeting once a year - Publish annual report and financial report once a year - Sustainability reports are released once a year - New information is announced over the corporate website on an unscheduled basis	5 board meetings were held in 2024. - Regularly disclose annual reports, financial reports and sustainability reports to enhance investors' trust. - Ranked in the top 6%-20% among OTC companies in the Corporate Governance Evaluation.
Customers	With customer needs at the core, we are committed to providing comprehensive and thoughtful protection for our customers, as well as professional, humane and heartwarming services.	- Cybersecurity - Digital finance - Customer service and care - Fair treatment of customers - Corporate governance and ethical management	0800 Customer Service Hotline (permanent) - Random calls are made to customers on a weekly basis - New information is announced through E-mail, website, LINE@ account, and social media on an unscheduled basis	Random customer call visits for new contracts and after-sale service in 2024 showed 98% satisfaction.

Stakeholder	Implication for TABC	Issues of concern	Communication frequency and channels	Outcome of communication for the year
Suppliers or other channel partners	Together with suppliers or channel partners, we incorporate ESG issues into the collaboration process and work together for sustainability.	- Operating performance - Corporate governance and ethical management - Cybersecurity - Legal compliance - Digital finance - Customer service and care - Fair treatment of customers - Energy efficiency and carbon reduction	- Customers are contacted through phone and E-mail on an unscheduled basis - Business meetings are held on an unscheduled basis - Official correspondences are sent to channel partners on an unscheduled basis - Information disclosure in "Stakeholder Section" of the enterprise network - Suppliers signed the "Supplier Corporate Social Responsibility Statement"	- TABC cooperates with partners on implementing environment-friendly practices and reducing negative impacts as part of routine operations. - Recognized by Far Glory Life Insurance as the 2024 Premium Brokerage Firm. - Recipient of the 2024 Excellent Insurance Evaluation - Outstanding Insurance Broker.
Government/competent authority	The financial insurance industry is a highly regulated industry. Taiming Assurance Broker also strictly abides by relevant laws and regulations of government agencies and strengthens internal law promotion to improve business operations and stabilize market trust.	- Operating performance - Corporate governance and ethical management - Cybersecurity - Legal compliance - Energy efficiency and carbon reduction	- Official correspondence, telephone, and E-mail are used for communication on an unscheduled basis - TABC participates in forums and conferences on an unscheduled basis	- 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. - Ranked in the top 6%-20% among OTC companies in the 11th Corporate Governance Evaluation (2024).
Non-profit organizations/communities	We uphold the spirit of "originating from society and giving back to society", implement corporate social responsibility, invest resources and take practical actions in charitable activities.	- Corporate governance and ethical management - Cybersecurity - Legal compliance - Energy efficiency and carbon reduction - Fair treatment of customers	- TABC participates in or organizes charity events on an unscheduled basis - New information is announced through E-mail, website, LINE@ account, and social media on an unscheduled basis - Sponsor or donate from time to time to support disadvantaged groups	- We have diversified our charitable activities and invested in a number of charitable projects to maximize the benefits of our resources. - Named Guardian Archangel by Huashan Social Welfare Foundation.
Media/sustainability organizations	We Interact with professional sustainability organizations and the media to strengthen ESG issues and measures to promote effectiveness.	- Operating performance - Corporate governance and ethical management - Customer service and care - Cybersecurity - Fair treatment of customers - Energy efficiency and carbon reduction	- Communication is established through telephone, E-mail, and website on an unscheduled basis - TABC takes part in sustainability report-related awards on an unscheduled basis - Press releases, press conferences (irregular)	- TABC actively cooperated with professional institutions to adopt the practices of role model businesses both local and abroad, for improved sustainability performance. - Won Taiwan Corporate Sustainability Awards (TCSA) – Sustainability Report Award – Finance and Insurance Sector Category 2 – Silver.

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

» Materiality analysis of issues of concern

After the completion of stakeholder engagement and the collection of issues of concern, we entered the stage of assessing the materiality of sustainability issues. Through the questionnaire on materiality assessment of sustainability issues, we conducted the "likelihood of occurrence" and "degree of impact" of positive and negative impacts on each sustainability issue. After the Corporate Sustainability Committee and external consultants jointly discussed and reviewed the suitability of the relevant processes, we then prepared the report. In order to effectively demonstrate the sustainable development strategy and execution capabilities of the Company, and taking into account resource efficiency, the top seven items in the identification results were selected, and energy conservation and carbon reduction were added to balance the presentation of three major ESG aspects.

In 2024, there were 8 material topics in Taiming Assurance Broker report, including 5 economic topics, 2 social topics and 1 environmental topic, with the addition of "Digital Finance" compared to the previous reporting period. 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 and order of material topics ┘

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taiming Assurance Broker	Downstream	
1	Cybersecurity	TABC is committed to creating a reliable information system and environment, and ensuring the confidentiality, integrity, and usability of customers' data as well as the Company's information assets.	Positive: Protection of customers' interests; strengthened trust of the society and insurance industry in the Company; maintenance of favorable corporate reputation; business risk reduction and performance improvement. Negative: Increased cost of maintaining a secured information environment; failure to make timely updates may put the Company at risk of cybersecurity threat.	●	●	●	p.39 Information security protection
2	Customer service and care	In response to industry trends, we strengthen customer relationships and communications, provide attentive services and immediate support, and ensure that customers feel the Company's value and commitment throughout the process.	Positive: Improve customer satisfaction and loyalty, further enhance brand image, and bring more market opportunities and word-of-mouth effects, which will help the business grow steadily. Negative: Failure of service quality to meet customer expectations may lead to customer loss, complaints, or even negative reviews, which will have a negative impact on the Company's reputation.		●	●	p.63 Customer service

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taiming Assurance Broker	Downstream	
3	Legal compliance	Based on the implementation of compliance with laws and regulations, we strictly abide by the relevant laws and regulations of domestic and foreign insurance industry and insurance brokers, strictly prohibit violations of laws, regulations, and contracts, and fulfill the obligations that the Company should bear.	Positive: Maintaining good business reputation lowers business risks. Negative: Changes in regulation pose additional compliance costs to businesses.	●	●	●	p.46 Legal compliance
4	Fair treatment of customers	Through the establishment and regular promotion of "fair customer treatment principles" within the organization, TABC strives to protect customers' interests, raise customers' satisfaction, and strengthen corporate competitiveness.	Positive: Providing customers with suitable solutions and services will result in greater satisfaction, trust, and attachment, which in turn promote continuity and growth. Negative: Failure to properly execute may lead to customer dissatisfaction or negative external perception of the Company.		●	●	p.60 Fair treatment of customers
5	Operating performance	Driven by the dedication to improve operational performance, TABC is making ongoing adjustments to business strategy and strives to maintain a robust financial structure.	Positive: Strong business performance brings stability to an organization's growth and creates opportunities and values for stakeholders. Negative: Failure to establish a good financial health will result in reduced profits, which in turn will damage the interests and expectations of stakeholders.	●	●	●	p.21 Operating performance
6	Corporate governance and ethical management	The Board of Directors and management are actively implementing the establishment of transparent and efficient governance structure and culture of integrity to ensure fair decision-making and compliance operations and promote the stable development of the Company.	Positive: Improve business efficiency, attract investors and high-quality talents, and enhance market and customer trust to help the Company achieves sustainable business goals. Negative: Imperfect governance mechanisms or failure to implement ethical business practices may lead to regulatory risks and internal management chaos, which in turn may damage the Company's reputation and operational stability.	●	●	●	p.44 Business integrity

Ranking	Material topic	Implications and significance to TABC	Positive/negative impact	Supply chain impact			Corresponding page
				Upstream	Taiming Assurance Broker	Downstream	
7	Digital finance	Digital finance is the technological advancement of financial services, which improves customer convenience and expands service capabilities.	Positive: Improve business efficiency, enhance customer experience, and increase brand competitiveness. Explore new markets. Negative: Investment in technology infrastructure may increase capital expenditure and information security risks.	●	●	●	p.56 Digital insurance services
8	Energy efficiency and carbon reduction	We are committed to implementing energy-saving and carbon-reduction measures and action plans to reduce the impact of corporate operations on the environment through effective management of energy use and elimination of energy-consuming and obsolete equipment.	Positive: Reduced operating costs and improved environmental image, as well as possible reduction in energy costs and economic benefits. Negative: Initial equipment investment results in increased operating costs.	●	●		p.75 Energy efficiency and carbon reduction

» **Changes to material topics - 2024**

1. Adjustment of the method for identifying material topics

In 2024, Taiming optimized the method of identifying major topics, and used the positive/negative issues corresponding to each topic to identify the significance. This approach enables each topic to present its positive/negative impact more clearly, improving the systematicness and transparency of topic identification.

2. Changes in the number of material topics

Compared with 2023, the number of material topics in 2024 had changed, which reflected the improvement of Taiming's topic identification standards and the maturity of its internal management.

- Internalize the topics into daily operations

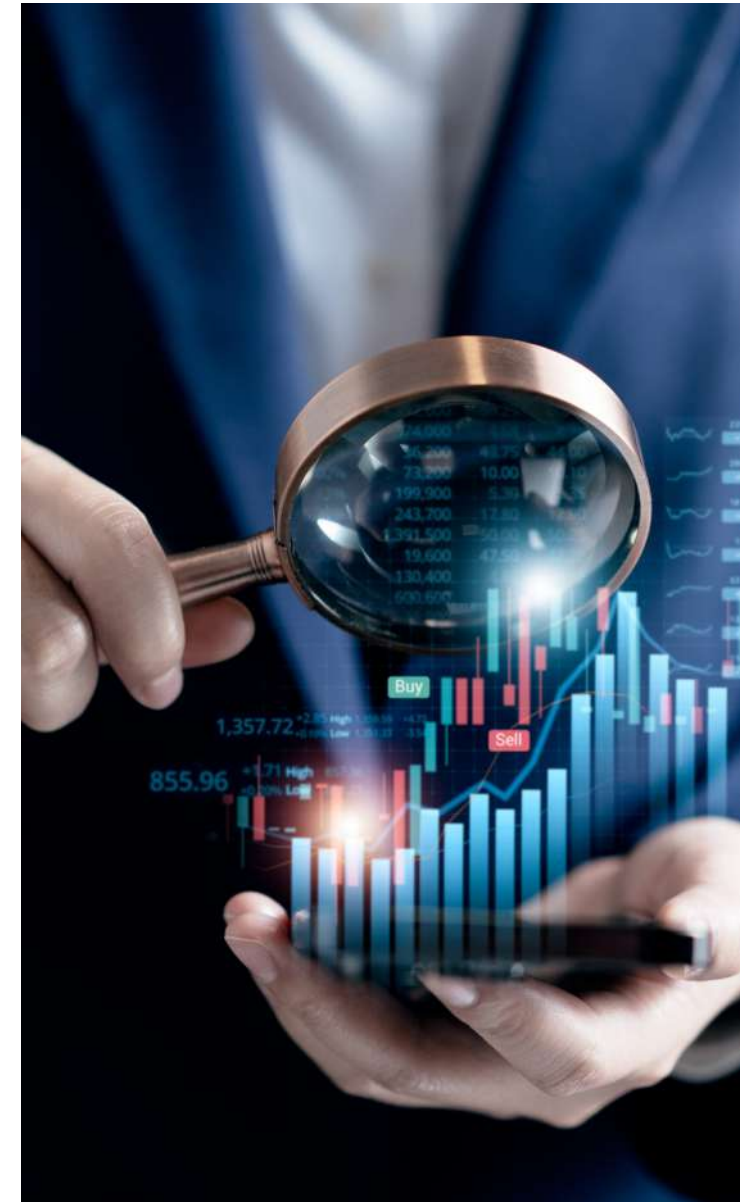
"Talent development and recruitment", "Diversity and equality in the workplace", "Local community engagement", and "Human rights" were identified as material topics in 2023. Due to years of dedicated efforts and policy implementation, these areas have been fully internalized into Taiming's daily operations and corporate culture, with stable and mature management mechanisms now in place. These internalized results have resulted in this topic not being re-identified as an independent material topic during the 2024 materiality identification process, but its importance and influence continue to be reflected in the Company's management practices.

- Newly-added "Digital Finance" topic

In response to the digitalization trend in the industry and new regulatory requirements, the topic of "Digital Finance" was newly added as a material topic in 2024. This demonstrates Taiming's proactive efforts in digital innovation and regulatory compliance, and further enhances the Company's external competitiveness and social value.

3. Significance of adjustment

The adjustment of the identification method this time reflects Taiming's sensitive response to changes in the external environment and its high attention to sustainable issues. This not only makes the identification of material topics more objective and complete, but also demonstrates the Company's commitment and determination to continuously improve on sustainable development.



Changes in material topics in 2024

Year	Content of material topics	Quantity
Material topics for 2023	Business performance, ethical management, operational risk management, information security, legal compliance, talent development and recruitment, workplace diversity and equality, customer service and care, fair treatment of customers, human rights, local community participation, energy conservation and carbon reduction	12 items
Material topics for 2024	Information security, customer service and care, compliance with laws and regulations, fair treatment of customers, business performance, corporate governance and integrity management, digital finance, energy conservation and carbon reduction	8 items



About Us

Upholding the philosophy of "sustainable management with a sense of happiness", the Company is committed to providing comprehensive services. It not only strives for outstanding business performance but also aims to ensure that every Taiming partner experiences lifelong happiness.

- **Management approach**

- **TABC's background**

- **Operating performance**

Business performance for the year

Financial subsidies received from the government

Policy persistency

- **Sustainable supply chain**

Products and services

Supplier management



Management policy

Material topic	Operating performance
Corresponding GRI	GRI 201-1 Direct economic value generated and distributed GRI 201-3 Defined benefit plan obligations and other retirement plans GRI 201-4 Financial subsidies received from the government
Corresponding SDGs	
Policies and commitments	Taiming Assurance Broker continues to focus on the strategic development of retirement planning and protection products, and actively expands cross-industry channels and digital technology fields. It is committed to cooperating with peers in the insurance brokerage industry to expand its market presence in Greater China region. The Company continues to invest resources in digital innovation and information security construction, and through various types of professional training, it improves the professional knowledge of partners to meet the needs of policyholders and protect the safety of their assets and respond to changes in the external environment. As the adjustment of insurance market products tends to stabilize, Taiming plans to select products with protection and value through diversified award strategies and digital development platform resources, maintain the diversified development of property and casualty insurance and life insurance businesses, and ensure continued steady growth of the business.
Metrics and targets	Short-term goals (1 to 3 years): - 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. - Attention will be directed to securing policy renewals from policyholders, with a target persistency of 90% and above. Mid-term goals (3 to 5 years): - Introduce diverse rewards. - Provide the sales force with access to digital technology resources. Long-term goals (more than 5 years): - Aim to recruit sales partners and persistently increase sales capacity. - Aim to maintain robust capital and financial structure, achieve sales growth, and explore collaborative opportunities with peers.
Effectiveness tracking mechanism	- Consolidated operating revenues - Policy persistency
Actions and measures for the year	- The consolidated revenue in 2024 reached NT\$846,950 thousand, with an annual growth rate of 7.98%. - Net profit after tax in 2024 reached NT\$55,455 thousand, and the earnings per share was NT\$2.22. 13th month persistency reached 97.45% in 2024. 25th month persistency reached 95.89% in 2024. 25th month persistency for the last 5 years averaged above the industry mean by 5.45%.

TABC's background

Taiming Assurance Broker Co., Ltd. was established in October 2002 by a group of top-performing insurance executives, becoming the first insurance brokerage company in Taiwan to be listed on the Taipei Exchange. Upholding the core philosophy of "Sustainable Happiness in Business Operations", the Company is committed to providing comprehensive insurance services to help customers manage risks across all stages of life, while also creating a secure and supportive environment for its partners to grow their careers.

To embody its vision of "Sustainable Happiness", Taiming's logo features "Wish Doll", a symbol of happiness and fulfillment. This represents the hope that both customers and partners can realize their dreams with Taiming and build a better future together.

Taiming firmly believes that insurance is not only a form of financial protection but also the cornerstone of a happy life. With professionalism and passion, we serve our customers, plant the seeds of happiness and enable care and protection to be passed down through generations, thereby fulfilling the value of sustainable happiness.



Business philosophy of TABC

Vision	The best benchmark in Taiwan's insurance agency industry and the only choice for insurance practitioners
Mission	Make the world a better place through insurance
Strategy	Steady development • Profitable growth • Deeply rooted in Taiwan • Based in mainland China
Philosophy	Happiness through sustainability
Conviction	Satisfy customers • Accomplish partners • Social care • Shareholders' interests

Basic profile of TABC

Company name	Taiming Assurance Broker Co., Ltd.
Stock code	5878; registered on TPEx in October 2014
Location of headquarters	11F, No. 49, Guanqian Road, Zhongzheng District, Taipei City
Date of establishment	October 2002
Main products/services	Life insurance brokerage, non-life insurance brokerage
Main markets	Taiwan
Operating locations	Head office and 11 business units throughout Taiwan
TABC's partner count	58 internal staff members and 3,053 external contracted business partners
Paid-up capital	NT\$250.24 million
Total assets	NT\$817,342 thousand
Insurance business investments	Mainland China Shanghai Taiming Insurance Agent Ltd. Jiangsu Tai Ming Insurance Agent Ltd. Taiwan Link-Aim Life Insurance Broker Co., Ltd.
Membership of associations	Insurance Brokerage Association of Taiwan - member Member of FISAC (Financial Information Sharing and Analysis Center)

Note: For detailed information, please refer to the [2024 Annual Report of Shareholders' Meeting](#).

For many years, Taiming Assurance Broker has gained a deep understanding of customer needs, emphasized risk management, provided diversified value beyond traditional insurance services, and gradually established a strong brand influence. Starting from single-point operation throughout Taiwan, Taiming Assurance Broker has gradually expanded its service scope and entered the mainland China market, demonstrating a steady growth pace. The Company keeps pace with the development of times, transforming from traditional face-to-face sales to online insurance, and further upgrading to mobile insurance and remote insurance to realize distance-free sales and services, and is committed to becoming the “most professional retirement brand” in the minds of customers and partners.

For more than 20 years, Taiming Assurance Broker has adhered to the core spirit of professionalism and innovation to provide excellent services to policyholders and partners, while focusing on the stabilizing impact brought by happiness. The Company protects the families of its policyholders through practical actions and has become an important force for social stability. It has long cared for children in remote areas, young students, people with disabilities and elderly people living alone. It has actively given back to society by promoting material donations and passionate donations through charity activities. In addition, Taiming Assurance Broker pays attention to environmental protection, is committed to caring for stray animals and conserving species, and actively implements carbon reduction and energy conservation, contributing to environmental sustainability through practical actions.

Every Taiming member is like sowing the seeds of insurance care, allowing these seeds to thrive in a stable social environment and eventually become big trees of happiness for policyholders and partners. Taiming Assurance Broker adheres to the values of stability and peace of mind, aims at common prosperity, and draws a beautiful blueprint for sustainable future.



Operating performance

» Business performance for the year

According to statistics from the Taiwan Insurance Institute, total premium income for the life insurance industry in 2024 increased by 11.5% compared to 2023, while premium income for the non-life insurance industry increased by 10.9%. The growth in life insurance premiums was primarily driven by the US Federal Reserve's initiation of an interest rate cut cycle in September 2024. In response, some insurance companies raised the declared interest rates on USD-denominated interest-sensitive policies and launched new interest-sensitive products, thereby boosting sales performance of insurance. In the fourth quarter of 2024, optimism surrounding the development potential of AI technologies and the semiconductor industry led to a bullish trend in the US and Taiwan stock markets. This positive market sentiment strengthened sales momentum of participating and investment-linked insurance products.

Despite the challenging market environment in 2024, Taiming Assurance Broker maintained steady operations, achieving consolidated revenue of NT\$846,950 thousand, representing a year-over-year growth rate of 7.98%. Operating profit reached NT\$55,455 thousand, and earnings per share stood at NT\$2.22.

└ Direct economic value generated and distributed by the organization - based on consolidated financial statements ┘

unit: NTD thousand

Item		2022	2023	2024
Direct economic value generated	Revenues	737,916	784,350	846,950
	Total non-operating income	13,184	13,070	20,540
	Total operating and non-operating income	751,100	797,420	867,490
Economic value distributed	Operating costs (including business tax)	575,384	638,757	706,239
	Employee salaries and benefits (including directors' remuneration)	64,337	63,676	66,072
	Donations to charity organizations, art/education activities, and community recreational facilities	441	597	533
	Other operating expenses	30,866	27,570	29,027
	Payment to the government (business tax expense)	14,121	11,732	10,164
	Total costs, expenses and income tax expense	685,149	742,332	812,035
Economic value retained		65,951	55,088	55,455
Payment to investors (cash dividends)		67,565	62,561	57,556



Remark:

1. Economic value retained = direct economic value generated – direct economic value distributed.
2. Due to the adjustments to reporting items and sequence in 2024, the information has been recompiled.
3. Cash dividends include both earnings distribution and capital surplus distribution recognized on an accrual basis for the current fiscal year, with actual disbursement taking place in the following year.

Key economic performance indicators for the last 3 years

Item	Unit	2022	2023	2024
Paid-up capital	in multiples of NT\$100 million	2.50	2.50	2.50
Consolidated revenues	in multiples of NT\$100 million	738	784	8.47
Gross profit	in multiples of NT\$100 million	1.63	1.46	1.41
Income tax	in multiples of NT\$100 million	0.14	0.12	0.10
Net income attributable to owners of the Company	in multiples of NT\$100 million	0.66	0.55	0.56
EPS	NTD	2.64	2.20	2.22
Net worth per share	NTD	21.35	21.62	21.72

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



» Financial subsidies received from the government

In 2024, Taiming received NT\$163,000 in financial subsidies from the Government of the Republic of China and received no financial subsidies from the governments of other countries.

Governments of various countries	Subsidy items	Subsidy amount (unit: NTD thousand)
Republic of China	Subsidy for energy-saving equipment from the Ministry of Economic Affairs	60
Republic of China	Refund and reduction of excise tax on energy-saving appliances	16
Republic of China	Subsidy for energy-saving lightings	87
Total		163

» Policy persistency

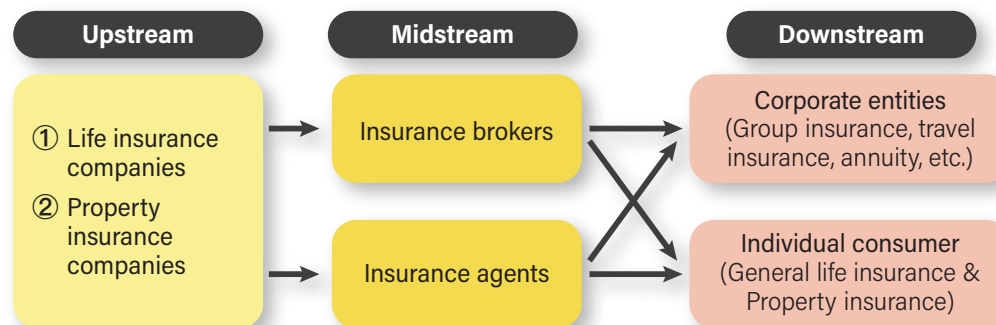
TABC does not blindly pursue the frequency of customers' purchases or the number of policies they hold, but emphasizes more on customers' personal protection, lifestyle, and long-term plans. Policyholders' trust in us is reflected in the renewal premiums they pay; in 2024, we reported 13th month persistency ratio of 97.45% and 25th month persistency ratio of 95.89%, with our 5-year average persistency ratio being 4.96% above the industry average.

TABC's persistency ratio

	13th month	25th month
TABC's persistency ratio in 2024	97.45%	95.89 %
The average value of Taiming in the last five years (2020 to 2024)	97.39%	95.25%
The average value of the industry over the last five years ^(Note) (2019 to 2023)	94.38%	90.29%

Note: The industry's average value over the last five years refers to the latest data from the Taiwan Insurance Institute, and the statistical years are from 2019 to 2023.

Sustainable supply chain



» Products and services

Taiming Assurance Broker Co., Ltd. as an insurance broker established in accordance with the law, is located in the midstream of the insurance industry. It is responsible for selling life and property insurance products provided by upstream insurance companies and promoting these products to downstream corporate entities or individual consumers. Taiming's salespersons analyze the policyholders' needs, plan suitable insurance products, and explain the characteristics and terms of the products to ensure that customers' risk management needs are met. They also provide follow-up related services and ultimately deliver the policies and documents solicited by the salespersons to the insurance company.

The main source of revenue for Taiming Assurance Broker is the commission income earned from life and property insurance products signed by insurance companies. As of 2024, Taiming has established contractual partnerships with 34 insurance companies, with a total of 105,990 insurance policies issued (including 10,276 new life insurance contracts and 95,714 non-life insurance policies). The number of insured clients was approximately 60,298, and total operating revenue amounted to NT\$846,950 thousand.

The Company continues to follow the existing operating model, steadily developing its insurance brokerage business through the sale of insurance products, professional services of salesmen and cooperation with insurance companies, and will further expand its digital development and service platform to continuously enhance the protection value for customers.

┆ TABC revenues for 2024 ┆

unit: NTD thousands

Main revenue categories	Amount	Percentage
Income from life insurance brokerage	403,277	47.61%
Income from brokerage of policy renewal	230,337	27.20%
Bonus and fee income	125,649	14.84%
Non-life insurance brokerage and other income	87,687	10.35%
Total operating revenues	846,950	100.00%



TABC's insurance
partners:



Taiming Assurance Broker's "2024 Annual
Report of Shareholders' Meeting":

» Supplier management

Taiming Assurance Broker is committed to fulfilling corporate social responsibility by establishing the “Guidelines for the Implementation of Corporate Social Responsibility for Suppliers” and the “Supplier and Procurement Management Regulations” to ensure that supply chain partners jointly adhere to labor rights protection, environmental conservation, regulatory compliance, and information security management, thereby promoting sustainable development. “Supplier Management” of Taiming Assurance Broker can be found on the [Stakeholder Section](#) official website.

Workers rights protection

We require suppliers to strictly abide by relevant laws and regulations, prohibit the employment of child labor, forced labor and any form of discrimination, and ensure the rights of freedom of association and collective bargaining. At the same time, they must comply with health and occupational safety and hygiene standards and provide a safe working environment.

Environmental maintenance

We encourage suppliers to implement environmental protection and energy conservation, actively promote sustainable operations, and prevent business activities from having a negative impact on the environment. In addition, in the future, we will further strengthen suppliers’ commitment to sustainable development and promote responsible business models through cooperation statements.

Regulations and Information Security Management

All cooperation contracts clearly stipulate compliance requirements and reserve the right to evaluate and audit to ensure that suppliers meet relevant standards. If a supplier violates its corporate social responsibility commitments or related regulations, Taiming Assurance Broker may terminate or cancel the contract in accordance with the agreement.

As the organizer of supplier and procurement management, the General Affairs Department is responsible for implementation and revision of relevant methods, ensuring the improvement of supply chain management system and working with suppliers to achieve a compliant, responsible and sustainable cooperative relationships.

In 2024, there were no significant changes in Taiming Assurance Broker’s industry categories, industrial value chains, operating locations and major market areas; no products and services were prohibited in specific markets; and there were no incidents of child labor or forced labor in all operating locations.

└ Business locations of TABC ┘

Northern area	County/city	Unit	Central area	County/city	Unit	Southern area	County/city	Unit	
	Keelung City	Keelung business location		Taichung City	Taichung business location		Tainan City	Tainan Unit 1	
	Taipei City	Head Office		Yunlin County	Yunlin business location			Tainan Unit 2	
		Guanqian business location		Chiayi County	Chiayi business location		Kaohsiung City	Kaohsiung business location	
		Chongqing business location					Pingtung County	Pingtung business location	
	Taoyuan City	Taoyuan business location							



Service locations
of TABC

Integrity Management

The core objective of corporate governance is to maximize the interests of shareholders and stakeholders. This is achieved through the establishment of oversight and checks and balances mechanism for the management team, with a reasonable definition and distribution of rights and responsibilities among shareholders, the management team, and stakeholders.

- **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**
- **Business risk management**
- **Information security protection**
 - Information security policy and management system
 - Management process for information security incidents
 - Information security control measures and education and training
 - Information security incidents and handling results
- **Business integrity**
- **Legal compliance**



— Performance highlights —

6%~20%

Ranking in the 11th Corporate
Governance Evaluation
among OTC Companies



50%

Percentage of independent
director seats



— Short/medium/long-term strategic goals —



Top 6%-20% among OTC companies in
the Corporate Governance Evaluation

**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**



Promote “happiness through
sustainability” for the general public
and for TABC’s business partners

**Long-term
strategic goals**

Management policy

Material topic	Information security, corporate governance and integrity management, and legal compliance
Corresponding GRI	GRI 205-1 Operations assessed for risks related to corruption GRI 205-2 Communication and training about anti-corruption policies and procedures GRI 205-3 Confirmed incidents of corruption and actions taken GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data
Corresponding SDGs	 
Policies and commitments	Enforce business integrity and conduct commercial activities in a fair, honest, trustworthy, and transparent manner that earns stakeholders' trust; promote compliance awareness among all employees, improve compliance performance, and strive to maximize customers' interests; create a reliable information environment where the confidentiality, integrity, and usability of customers' data and the Company's information assets are duly protected; and devise management systems and response measures for cybersecurity risks.
Metrics and targets	Short-term goals (1 to 3 years): - Construct reliable information systems and environment, and enforce proper cybersecurity management. - Increase the number of anti-corruption training sessions and raise employees' anti-corruption awareness. - Cybersecurity and personal data protection training averaged 3 hours per person, per year. Mid-term goals (3 to 5 years): - Develop business practices on the basis of integrity, and actively prevent dishonest conduct. - Focus on the growth of core business activities and avoid occurrences that may impact corporate image or violate the law. - Continue update of cybersecurity management measures. - Cybersecurity and personal data protection training averaged 4 hours per person, per year. Long-term goals (more than 5 years): - Engage in business activities while following principles of fairness, honesty, trust, and transparency to gain stakeholders' trust. - Promote the significance of compliance among back-office and sales staff and thereby strengthen compliance performance within the organization. - Create a robust cybersecurity platform and improve the quality of services to policyholder services as well as the security of personal data and information platforms.

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 Cybersecurity Management Committee and Personal Data Management Committee convene "management review" meetings on a regular basis to discuss responses and strategies for cybersecurity issues that are of internal and external concern. Drills are organized for potential incidents on a yearly basis.

Actions and measures for the year

- Passed the transition to ISO 27001:2022 Information Security System Certification and BS 10012 Personal Information Management System Certification.
- Completed the "Network Disruption Drill" in accordance with the Business Continuity Plan (BCP).
- The average information security and personal data protection education and training session lasted 6 hours per person, with a completion rate of 100%.
- Strengthened information security, deployed endpoint monitoring system, implemented active notification and early warning mechanism, introduced website application firewall (WAF), checked inventory and upgraded system version.
- One information breach occurred in 2024.
- Information security personnel obtained ISO 27001:2022 Lead Auditor certification.
- The senior management including the General Manager and Deputy General Managers signed statement of ethical behavior.
- 100% of the 34 insurance companies that TABC cooperated with had signed AML contracts in 2024 (including 1 newly added during the year).
- Back-office staff were subjected to regular compliance audits; a total of 2 random audits were conducted in 2024.
- In 2024, there were 0 letters of complaint and incidents of dishonesty such as corruption.
- 100% of business locations completed corruption risk assessments.
- In 2024, there were 0 cases of fines or penalties for violating regulations on economic, environmental and social issues.

Governance policy

To advance Taiming's commitment to sustainable development, the Company has developed a series of policies and guidelines in accordance with relevant initiatives and regulations, including the Guidelines for Due Diligence of Responsible Business Conduct, the Corporate Governance Principles, the UN Guiding Principles on Business and Human Rights (UNGPs), the Corporate Sustainability Best Practice Principles, the Ethical Corporate Management Best Practice Principles, and the Corporate Governance Best Practice Principles. These include Taiming's Sustainable Development Best Practice Principles, Risk Management Policies and Procedures, Ethical Corporate Management Operational Procedures and Code of Conduct, Code of Ethical Conduct, Guidelines for the Implementation of Corporate Social Responsibility for Suppliers, and Supplier and Procurement Management Regulations. These policies are submitted to the Board of Directors for approval and, once approved, are announced and implemented by the Corporate Sustainability Committee.

The Company not only integrates sustainability commitments into its operating policies and daily business processes, but also appoints the general manager as highest-level supervisor and executive officer to ensure policy implementation. In addition, through regular audits and internal control systems conducted by the Audit Office, the Company continues to strengthen the control and focus of its operating strategies, and works with value chain partners to jointly promote its commitment to sustainable development.

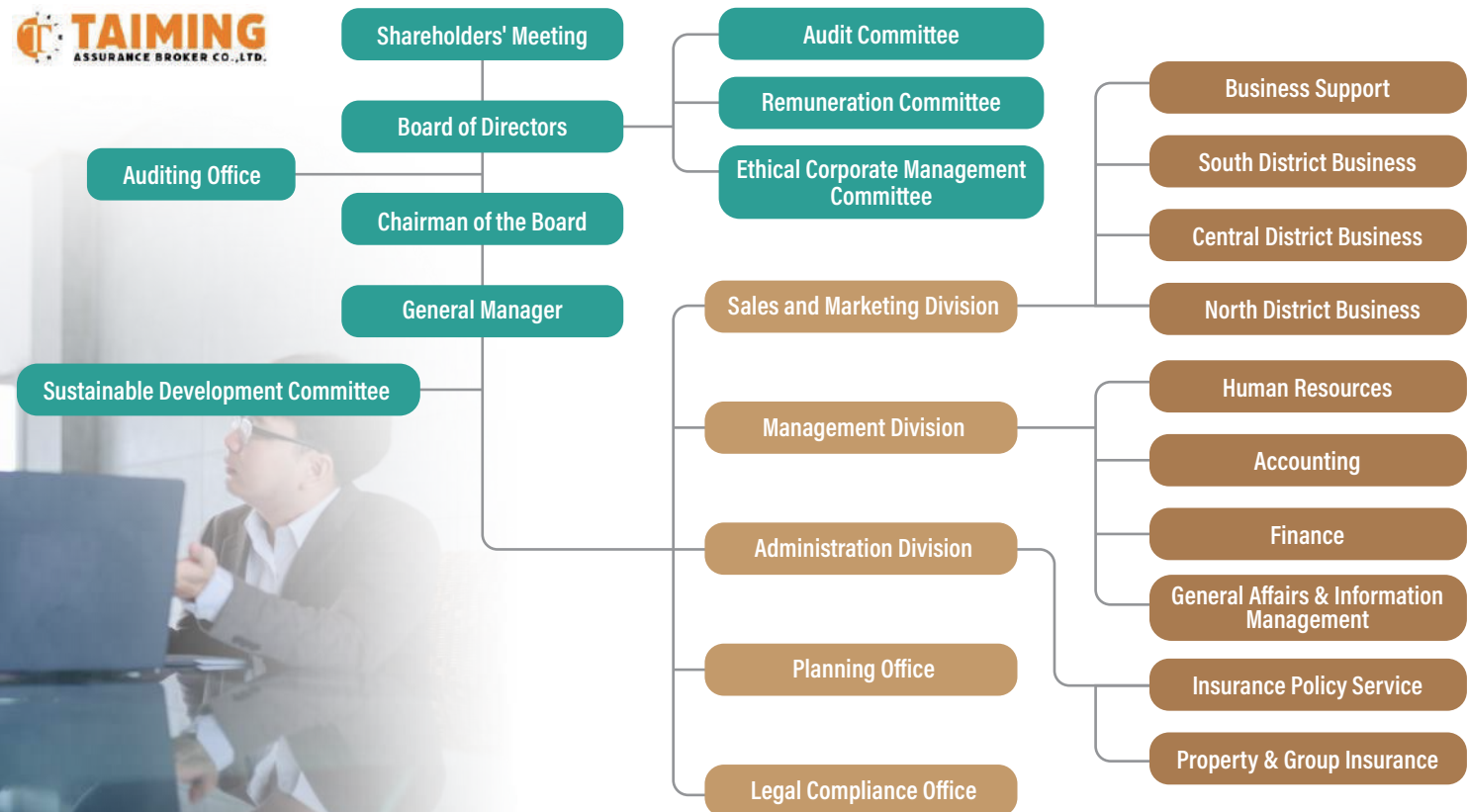


Governance body

» *Board of directors*

The highest governance body at Taiming Assurance Broker is the Board of Directors, chaired by the Chairman. The board requires its members to possess professional knowledge and extensive experience in corporate governance, while also emphasizing gender equality and diversity in capabilities. The current (8th term) Board of Directors was re-elected in May 2022, with a three-year term ending on May 25, 2025. The Board of Directors consists of six directors, three of whom are independent directors, accounting for 50% of the seats. There is one director aged between 41 and 50, representing 17% of the total number of directors, and one female director, also representing 17% of the total number of directors. Details regarding the diversity and core competencies of the board members can be found in page 10 of the Company's ["2024 Annual Report of Shareholders' Meeting"](#)

— TABC organizational chart —



The board of directors of TABC convened five meetings in 2024, in which the directors averaged an attendance rate of 97%. 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 important resolutions of the Board of Directors in 2024, please refer to page 22 of the Company's ["2024 Annual Report of Shareholders' Meeting"](#)

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	Chin-Miao Lin ^{Note}	Male	Age 61-70	5	100%
Independent Director	Chien-Hsiang Chang	Male	Age 71-80	4	80%
Independent Director	Fu-Kuei Huang	Male	Age 61-70	5	100%
Independent Director	Tsung-Han Hsieh	Male	Age 51-60	5	100%

Note: In July 2024, the legal person director Wu Mu-Heng (female) was replaced by a designated representative, and her attendances were calculated on a consolidated basis.

» Nomination and election of board of directors

Taiming Assurance Broker conducts its Board of Directors' elections in accordance with the Company Act, Corporate Governance Best Practice Principles, Regulations Governing Appointment and Exercise of Powers by Independent Directors of Public Companies, and the Rules of Procedure for Board of Directors Meetings. Under the candidate nomination system, which is stipulated in the Company's Articles of Incorporation, the nomination and selection process for board members is carried out by the Board of Directors. The current (8th term) Board of Directors was re-elected on May 26, 2022. The Company adopts a candidate nomination system for electing board members. Nominees must meet relevant legal requirements, professional qualifications, independence criteria, and restrictions on concurrent positions. The board reviews the list of nominees, and shareholders select directors from this list.

Director Li Cheng-Chih was elected Chairman of the 8th Board of Directors by unanimous vote of all attending directors, and Chang Chien-Hsiang, Huang Fu-Kui, and Hsieh Tsung-Han were appointed as independent directors to enhance strategic planning, effective oversight, and shareholder value protection, thereby strengthening corporate governance.

To ensure the board operates in alignment with corporate governance principles, Taiming has established clear conflict of interest avoidance guidelines for directors. Article 15 of the "Rules of Procedure for Board of Directors Meetings" stipulates that "Where a director or the juristic person the director represents has a conflict of interest with respect to agenda item of board meeting, the director shall explain the key aspects of the conflict during the meeting. If the conflict is likely to harm the interests of the company, the director may neither participate in the discussion nor vote on that item, and must recuse themselves during deliberation and voting. The director also may not act as a proxy for another director in voting on the matter. Where the director's spouse, a relative within the second degree of kinship, or a company with a controlling or subordinate relationship with the director has a conflict of interest with respect to the agenda item, such conflict shall be deemed as a personal interest of the director".

Candidates nominated by shareholders holding 1 % or more of the Company's shares are reviewed by the board for eligibility and elected by the shareholders' meeting. The Chairman does not concurrently serve in any senior executive position to mitigate potential risks. In addition, the Company requires all board members to maintain high standards of self-discipline and prudence in the performance of their duties. When a director is involved in a matter and has a conflict of interest with the Company or the represented entity, they must proactively disclose the nature of the relationship. If the conflict could compromise the Company's interests, the director must adhere to the recusal principle and abstain from both discussion and voting, and may not act on behalf of other directors, to ensure fair decision-making and sound corporate governance.

» ***Directors' education***

To strengthen the board's ability to respond to global risk trends and enhance its risk management capabilities, all board members participate in annual training programs. In 2024, these included economic governance topics such as "Key Observations on IFRS 17 Implementation for Property and Casualty Insurance Companies", "2024 Second Half Business Outlook – Taiwan Industry Managers' Latest PMI/NMI Trends, Strategies, and Challenges", "Trends in AML and CFT Management in the Financial Sector", and "Anti-Money Laundering and Combating the Financing of Terrorism", environmental topics such as "Sustainable Finance and Corporate Sustainability Strategies", and ESG topics such as "2024 Second Half Business Outlook - Taiwan Industry Managers' Latest PMI/NMI Trends, Strategies, and Challenges". These efforts aim to continually enhance collective intelligence in environmental, social, and corporate governance (ESG) matters. In 2024, the total number of training hours for board members was 37 hours, with an average of 6 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. The 2024 board performance evaluation was completed on December 26, 2024, and the results were reported to the 15th meeting of the 8th Board of Directors on March 6, 2025.

In order to effectively promote the sustainable development of the company, Taiming Assurance Broker revised the performance evaluation measures of the Board of Directors and Functional Committees in 2022 by incorporating ESG issues into performance evaluation indicators, and linking them with relevant performance and remuneration. The measurement items for the board performance evaluation included: 1. The degree of participation in company operations, 2. Improving the quality of board decision-making, 3. Board composition and structure, 4. Director selection and continuous training, 5. Internal control, and 6. Attention to sustainable development (ESG). These six aspects are aimed at enhancing the board's attention to and execution of sustainable development issues. The 2024 evaluations, including the board performance self-evaluation, individual director self-evaluations, and peer evaluations among board members were all rated as outstanding. Peer evaluations for the Remuneration Committee, Audit Committee, and Ethical Corporate Management Committee also received outstanding ratings. In addition, in first quarter of 2024, an external expert conducted a board performance evaluation, with the results rated as good. For more detailed results of the board evaluations, please refer to page 25 of the Company's ["2024 Annual Report of Shareholders' Meeting"](#).

In accordance with the "Remuneration Committee Charter" and based on evaluation results, Remuneration Committee adheres to the duty of care of a good administrator by regularly reviewing and assessing the remuneration policies, standards, and structures for directors and senior executives (internal managers at the assistant vice president level and above). It also provides recommendations regarding remuneration standards and specific amounts. Independent directors' remuneration is handled in accordance with the "Guidelines

for Management of Directors' Remuneration", and primarily consists of attendance fee for each board meeting and monthly transportation allowance. Independent directors do not participate in the annual allocation of directors' remuneration. The remuneration of senior executives is determined in accordance with the Company's Articles of Incorporation, taking into account seniority, specialized expertise, and qualifications required by competent authorities. Bonuses are evaluated based on annual performance and profit results, with reference to performance evaluation outcomes. Other retirement benefits are the same as for regular employees and are handled in accordance with legal regulations. For information on the 2024 annual remuneration of directors and senior executives, please refer to page 14 of the Company's ["2024 Annual Report of Shareholders' Meeting"](#).

If the highest governance body or senior executives violate the Company's "Procedures for Ethical Management and Guidelines for Conduct", appropriate actions shall be taken based on the circumstances. These may include refunding, paying, or returning received funds, transferring them to the public interest or donating to charitable organizations, and initiating a clawback mechanism upon approval by the Chairman. Depending on the severity of the case, disciplinary measures will be applied, and legal action may be taken if necessary. We expect all persons with substantial control to strictly abide by professional ethics to protect the interests of the Company.

For more details, please refer to the Company's ["Procedures for Ethical Management and Guidelines for Conduct"](#).



Functional committees

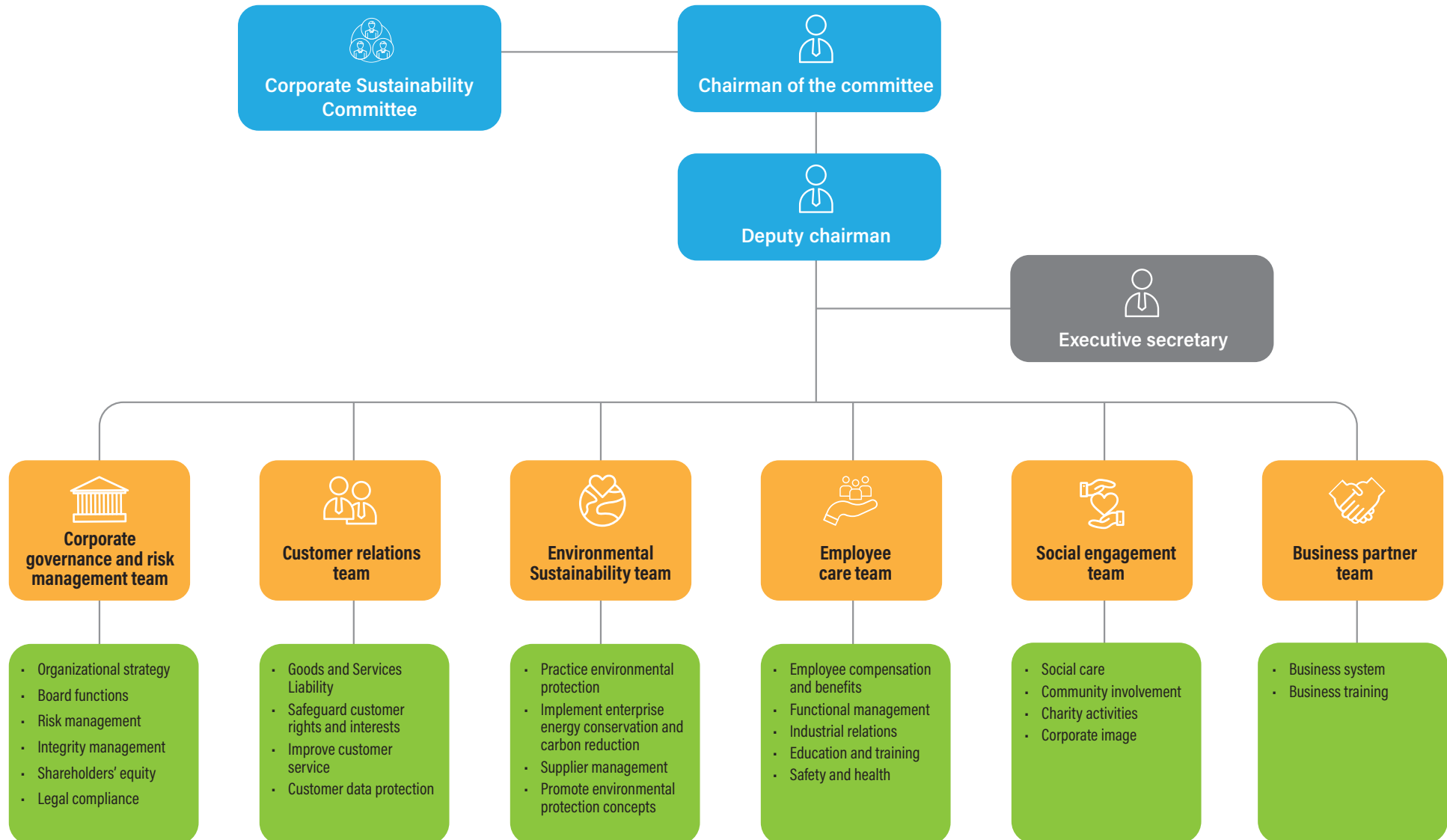


Under the Board of Directors, Taiming Assurance Broker has established the Remuneration Committee, Audit Committee, and Ethical Corporate Management Committee, and in 2021, it also established the Corporate Sustainability Committee. These committees assist the board in fulfilling its supervisory responsibilities and strengthen the board's sustainability development functions. To realize Taiming Assurance Broker's vision for sustainable blueprint and establish a governance framework for sustainable development, the Company followed the "Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies" and officially established the Corporate Sustainability Committee in 2021. The meeting topics in 2024 were as follows:

1. 2023 report award results
2. 2024 sustainability implementation status and 2025 action plan report
3. Stakeholder engagement and communication frequency, and 2024 material topic identification report
4. 2024 sustainability report preparation schedule
5. 2025 greenhouse gas inventory assistance schedule
6. Reports on sustainability information management operations and internal control systems
7. Discussion on amendments to the Corporate Sustainability Committee Charter

Committee	Remuneration Committee	Audit Committee	Integrity Committee	Corporate Sustainability Committee
Main responsibilities and functions	Regularly review the performance of directors and managers, review salary and remuneration policies, systems, standards and structures, and evaluate and determine the competitiveness and rationality of salary and remuneration.	Supervise the fairness of financial statements, the effectiveness of internal audit controls and legal compliance, select CPAs and monitor their independence and performance.	Integrate integrity and ethical values into company operations and ensure anti-fraud measures. Be responsible for formulating and implementing ethical corporate management policies and preventive measures, and report the results of ethical corporate management implementation to the Board of Directors regularly every year.	Established in accordance with the "Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies", the Company regularly reports to the Board of Directors on the performance and future plans of sustainability initiatives, responding to and addressing issues of concern to stakeholders.
Term of office	May 26, 2022 to May 25, 2025	May 26, 2022 to May 25, 2025	May 26, 2022 to May 25, 2025	May 26, 2022 to May 25, 2025
Composition of members	Composed of all independent directors	Composed of all independent directors	Composed of all independent directors	The General Manager serves as Chairman, and the Deputy General Manager serves as Vice Chairman. The executive team is composed of heads of various departments.
Number of meetings held in 2024	5	5	1	1
Attendance rate of all members in 2024	93%	93%	100%	100%

Organizational chart of the Corporate Sustainability Committee

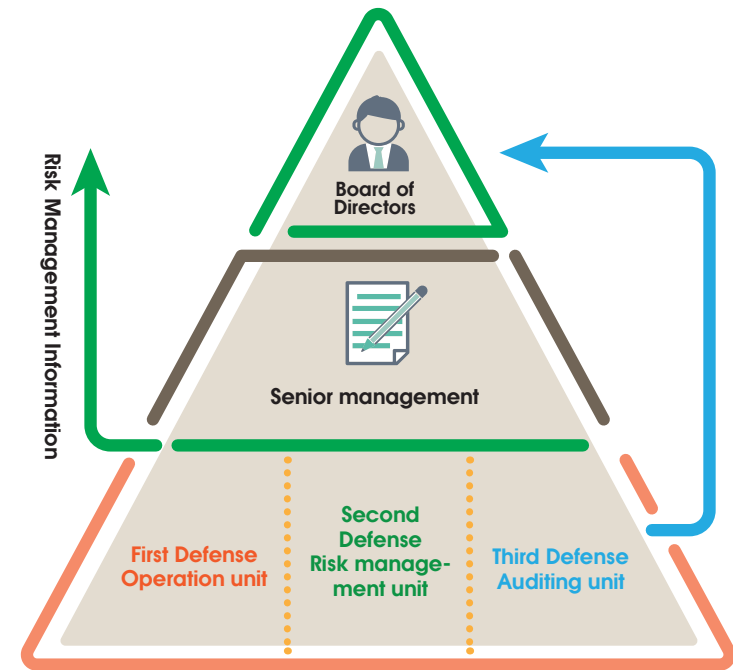


Business risk management



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 cybersecurity, 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 - 2024

Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsibilities Unit
Carbon risks of climate change	- Impact of climate anomalies - Actions regarding greenhouse gas emissions, energy conservation and carbon reduction, taken in response to climate change and natural disasters	Low	- Actively promote mobile insurance to reduce paper usage and carbon emissions generated by business travel. - Promote digital classrooms and online morning meetings to reduce carbon emissions from business travel, and reduce greenhouse gas emissions by making training materials available online. - The headquarters turns off the lights for one hour at noon to save energy and reduce electricity costs and carbon emissions. Meeting materials were provided online instead of printed paper, effectively reducing carbon emissions and improving sustainable performance. - Inventory and verification schedule: The inventory and verification schedule were submitted on May 26, 2022, the inventory will be completed in 2025-2026, and the verification work will be completed in 2027-2028. - Implementation and control mechanism: We will continue to cooperate with the Financial Supervisory Commission to make adjustments to the revised package and submit progress reports to the Board of Directors on a quarterly basis to ensure control implementation.	Department of Management

Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsibilities Unit
Carbon risks of climate change			6. Sustainability report and climate response strategies: The sustainability report was completed in 2024, and in the future, the Company will regularly report to the Board of Directors on climate change countermeasures, carbon reduction measures, and implementation results. 7. For other response measures, please refer to Chapter 4 Environmental Sustainability. 8. Actively update workplace LED lamps to improve energy conservation and carbon reduction benefits.	
Compliance risk	1. Risks from failure to comply with laws 2. Legal risks from possible infringement of rights of another entity	Low	1. In response to the competent authorities' requirements on solicitation quality and the Company's internal administrative audit control, internal control revisions and operations are implemented. 2. All departments operate in compliance with internal control systems. After verification by the Audit Office, there was no record of Taiming being fined for violating relevant laws in 2024.	Legal Compliance Office
Financial risk	1. Financial impacts and response measures in the event of changes in local and foreign regulations 2. Mergers and investment 3. Affected by asset valuation, credit, solvency, liquidity risk, and accounting policy etc. 4. Taxation risk	Low	1. The Company does not engage in high-risk, high-leverage investments, loaning funds to others, endorsements and guarantees, or derivative financial product transactions. 2. The Company has established the "Procedures for Acquisition or Disposal of Assets," "Procedures for Endorsements and Guarantees," and "Procedures for Loaning of Funds to Others," all of which have been approved by the shareholders' meeting. Should the Company engage in related activities in the future, it will act in accordance with these procedures. 3. To prepare for potential collaboration with industry peers or business expansion, the Company maintains credit lines with banks; however, as of the end of 2024, it had no outstanding bank debt. As a result, credit and repayment risks are low. The Company manages liquidity by forecasting cash flows related to operational payments and evaluates its accounting policies in accordance with International Financial Reporting Standards (IFRS) to keep financial risk at a low level. 4. The Company appoints a professional stock affairs agency to handle shareholder affairs, set up a spokesperson to communicate with external stakeholders, and build a company website to disclose the Company's financial, business and other related information. 5. The Company formulated the "Tax Governance Policy" in 2022 and included Taiming Assurance Broker and its subsidiaries in the preparation of consolidated financial statements to implement tax governance. 6. The Company's finance, accounting supervisors and accounting personnel occasionally attend relevant training courses of the Accounting Research and Development Foundation to understand and communicate tax-related issues, and participate in interactive communication at financial and tax advocacy seminars of the competent authorities.	Department of Management

Risk category	Description on the origin of risk	Risk tier	Establishment and implementation of strategies	Responsibilities Unit
Cybersecurity and personal data risks	1. Risk of information system being hacked 2. Leaks of personal data in routine processes or documents	Moderate	1. In 2023, the Company appointed a dedicated Chief Information Security Officer and one full-time information security personnel. In accordance with the "Information Asset Risk Assessment and Management Guidelines", the Company carries out asset inventory, identification, and valuation tasks, conducts risk assessments, regularly updates the asset inventory list, and, based on the asset inventory and risk assessment results, produces "Risk Assessment Report" and "Risk Treatment Plan." 2. On May 30, 2024, a leak of customer personal information occurred. The competent authority was notified immediately and major information announcement was issued. The root cause of the incident was resolved as soon as possible. So far, there has been no significant impact on the Company's finance or business. 3. We continue to strengthen information security equipment and introduce information security testing mechanisms in response to technological advances. We commission information security consultants to conduct testing every year and provide evaluation, improvement and management suggestions for the information security management system. 4. The Information Department regularly reviews the internal operating system to see if there are any hacker intrusions or Trojan implanted, and the review found no information security risks. 5. For access to confidential documents inside and outside the Company, account and password access permissions are set, and confidentiality levels are marked and classified. 6. All company computers used by back-office staff must keep their systems updated and be regularly checked by the Information Department. 7. All company computers used by office staff must be installed with anti-virus software and updated centrally under the control of the Information Department.	Department of Management
Other risks - Occupational health and safety		Low	1. Periodically perform equipment inspection and maintenance. 2. Provide employee health check-up plans that are superior to regulations and regularly review employee health and safety.	Department of Management

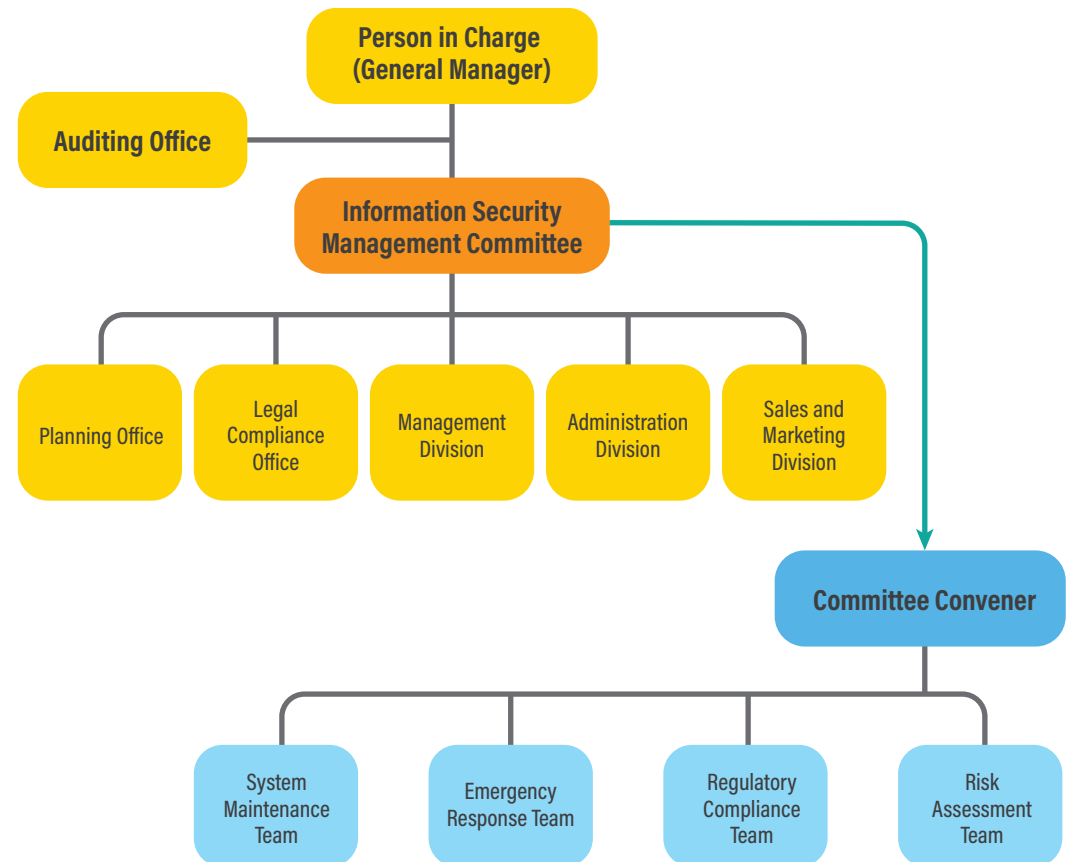
Information security protection

» Information security policy and management system

Due to the characteristics of the industry, Taiming Assurance Broker must handle a large amount of customer personal data. Since 2015, it has established "Personal Information Management Committee" and introduced a Personal Information Management System (PIMS) to comprehensively strengthen personal information management and protection. The committee is responsible for reviewing and optimizing risk controls involving personal information in operational processes, and identifying and responding to possible data leak risks in advance through the establishment of process specifications and risk management mechanisms. At the same time, we integrate legal, management and practical aspects to continuously improve the management of personal data in daily operations to ensure that every piece of customers' personal information is properly protected.

In order to further improve information security management, Taiming Assurance Broker established "Information Security Management Committee" in 2016 and introduced the Information Security Management System (ISMS) to fully implement information security governance. The committee is responsible for overseeing the implementation of cybersecurity policies at all operating locations of the Company, conducting regular cybersecurity risk assessments, and submitting a complete cybersecurity risk management report to the Board of Directors on December 26, 2024. In terms of internal control, we deployed an endpoint monitoring system to implement proactive notification and early warning mechanisms, and completed the ISO 27001:2022 version upgrade. In terms of external protection, we introduced a website application firewall (WAF), reviewed and upgraded system versions, and strengthened employee information security education and training to enhance overall protection capabilities.

Organization chart of Information Security Management Committee



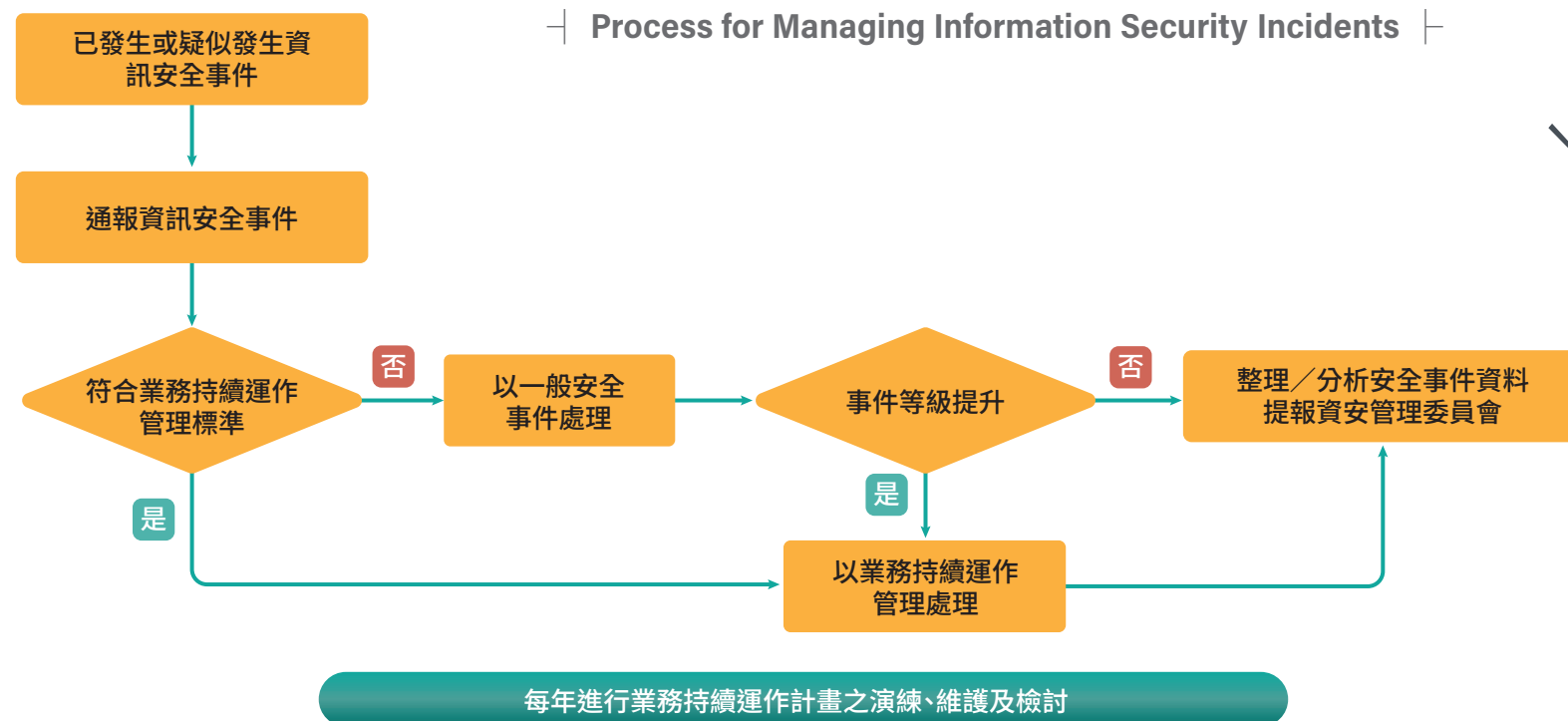
The Steering Group of information security management

» Information security incident management process

Taiming Assurance Broker has established a clear information security incident response management process to ensure that when information security anomalies occur, they can be dealt with immediately to control risks, reduce damages and maintain operational continuity. When a suspected information security incident is detected, the notification mechanism will be activated immediately, and a preliminary assessment will be made based on the nature and scope of the incident to determine whether it has met the triggering requirements for business continuity management.

- If the requirements are met, contingency measures will be implemented through business continuity management;
- If it does not meet the requirements, it will be handled according to the general information security incident procedures. However, during the subsequent response process, if the impact of the incident increases significantly, the incident level will be immediately raised and handled according to the standards of business continuity management.

During the handling process, the security incident data will be comprehensively summarized and analyzed and submitted to the Information Security Management Committee for review as a basis for improving the information security governance mechanism and preventive measures. In order to strengthen information security resilience, Taiming regularly conducts business continuity drills every year and carries out rolling reviews and maintenance to ensure the effectiveness and enforceability of the system.



» Information security control measures and education and training

Taiming Assurance Broker obtained ISO 27001 Information Security Management System certification in 2016 and completed the transition audit in 2024. In 2022, the Company obtained certification for the international standard BS 10012:2017 of Personal Information Management Systems. In 2019, the Company became a member of F-ISAC (Financial Information Sharing and Analysis Center) to implement standard operating procedures, enable early warning mechanisms, and enhance risk response efficiency.



| TABC passed certification for ISO 27001 – Information Security Management System |



| TABC passed certification for BS 10012 – Personal Information Management System |

» Information security incidents and handling results

On May 30, 2024, Taiming Assurance Broker experienced a suspected personal data theft due to an external cybersecurity attack on the Company's outsourced custom development program. The general information of approximately 59,000 customers was leaked, including names, contact information and other non-sensitive information; a total of 3 customers reported receiving messages from strangers but were not further compromised. Upon discovering the issue, the Company promptly removed the affected program, announced the incident via the Market Observation Post System, reported it to the 165 Anti-Fraud Hotline, posted an alert on its official website, and notified relevant customers via SMS or email. The Company issued formal letters to its partner insurance companies outlining its response measures. These actions effectively raised awareness among customers, partner companies, and internal and external personnel, and as a result, no further reports of fraud incidents were received.

After investigation, it was confirmed that this incident did not involve customers' confidential business information and core systems, so it had no significant impact on the Company's finance and business. Taiming Assurance Broker solemnly takes this incident as an opportunity to continuously deepen its information security management and provide customers with a more secure and reliable service environment.

Immediate response measures	Proactive notification and risk reminder	1. After the incident occurred, Taiming Assurance Broker immediately notified affected customers and relevant business personnel via text messages and emails, explaining the overall situation of the incident and recommending preventive measures. 2. The notice reminds customers to be vigilant and avoid responding to requests from unknown persons to provide personal information or account numbers, and recommends that if there are any concerns, they should immediately call the 165 anti-fraud reporting hotline.
	Multi-platform announcement	1. In order to comply with the principle of information transparency, Taiming Assurance Broker also disclosed this incident on the MOPS, and explained the accident situation, handling progress and follow-up measures to ensure that shareholders and the general public understand the truth of the incident. 2. Posted announcements and warnings on the Company's website and official Facebook page to provide customers with fraud-related information.
Technical response measures	Comprehensive testing and root cause investigation	1. Immediately initiate information security protection and information security investigation mechanisms, and arrange for an external information security forensics team to assist in the investigation. 2. After detailed testing, it was confirmed that the source of attack was a service component in the supply chain that was implanted with malicious code. The service component had been permanently disabled and subsequent attacks were successfully blocked to ensure system security.
	Security enhancement measures	1. Enable multi-factor authentication (MFA) login system to enhance the protection level for customers and internal systems. 2. We continue to conduct digital information security forensics, review system version updates and upgrades, and strengthen monitoring of unknown connections to external data in the computer room and system platform to optimize the security management of information infrastructure.
Subsequent improvements and implementation priorities		1. Continue to upgrade the ISO27001-2022 version of information security management, import WAF system externally, install endpoint monitoring on the system, update the system version, and strengthen various information security education and training. 2. Regularly review supply chain security management procedures and evaluate the introduction of more stringent information security assessment standards. 3. We implement information security and personal data protection plans every year. For details, please refer to page 86 of "2024 Annual Report of Shareholders' Meeting".



In 2023, in accordance with the FSC's "Regulations Governing Establishment of Internal Control Systems by Public Companies", Taiming Assurance Broker officially appointed a dedicated Chief Information Security Officer and assigned one full-time information security personnel to strengthen the Company's information security governance framework. In addition, under the Business Continuity Plan (BCP), the Company conducted both "data center power outage drill" and "network disruption drill" to ensure the stability and continuity of critical operations during emergencies. In addition, since 2019, the Company has purchased cybersecurity insurance to effectively reduce information security risks and possible impacts.

In order to enhance employees' awareness of information security and personal information, back-office staff should conduct self-management in accordance with the information protection measures announced by the Company, and regularly cooperate with internal audits, education and training, and social engineering drills. In 2025, Taiming Assurance Broker implemented Managed Detection and Response (MDR) to enable real-time monitoring of the Company's networks and systems, thereby enhancing information security oversight. The Company also regularly conducts simulated phishing campaigns based on common social engineering techniques used by hackers, training employees through "email-based social engineering drills" to expose potential attack patterns and raise employee awareness. We also conduct white hat hacker vulnerability scans, mobile insurance security reviews, system improvements, regular password updates and other basic management measures to ensure the security of customer personal information.

In addition, in order to strengthen the information security protection network, Taiming Assurance Broker regularly arranges information security promotion and education and training courses. In 2024, the total hours of information security education and training and personal information protection promotion for internal staff were 6 hours, with a completion rate of 100%. In addition, information security personnel were arranged to undergo 12 hours of ISO 27001 information security training and obtain lead auditor certification. In the future, they will continue to improve the information security systems of each operating location and consolidate and strengthen the information security joint defense mechanism.



Business integrity

To establish sound corporate governance and risk control mechanisms, in addition to the Board of Directors establishing an Ethical Corporate Management Committee, Taiming Assurance Broker has also formulated the “Integrity Management Code”, “Code of Ethical Conduct”, “Material Insider Information Handling and Insider Transaction Prevention Procedures”, and “Procedures for Ethical Management and Guidelines for Conduct” to implement ethical corporate management in practice. The Company regularly reports the implementation status of its ethical corporate management policy to the Board of Directors. Furthermore, 100% of board members and management have completed the ethical corporate management policy orientation. Internal education and training sessions are also conducted during internal meetings to promote the ethical corporate management policy and anti-corruption initiatives. These principles are concurrently implemented in internal management and business activities. Taiming Assurance Broker has disclosed the “Implementation Status of Ethical Corporate Management Policy” on its official website ([Investor Relations - Corporate Governance - Ethical Corporate Management Committee](#)) for review by investors and relevant stakeholders.

├ Execution of TABC’s business integrity policy in 2024 ┤

Category	Tasks
Communication	1. Disclosure of Procedures for Ethical Management and Guidelines for Conduct on corporate website 2. The senior management including the General Manager and Deputy General Managers signed statement of ethical behavior 3. In 2024, we promoted the ethical management policy to all back-office staff 4. Added AML clauses to all contracts signed with partnered insurance companies, and introduced yearly performance evaluation for certain issues 5. In 2024, 100% of the 34 cooperating insurance companies signed anti-money laundering contracts (including one newly-added company this year)
Training	Compliance training is conducted regularly every year. 100% of internal staff completed training on integrity management, money laundering prevention, and combating terrorist financing in 2024
Audit	1. Regular compliance audits are conducted on back-office staff. Two random audits were conducted in 2024, and the results showed that they were in compliance with regulations and that employees had compliance awareness. 2. Interviews were conducted with units that have high risk of dishonest behavior, and the assessment results were low risk 3. In 2024, there was no occurrence where it terminated or discontinued contract with a business partner due to any corrupt behavior or violation 4. No misconduct report was received and no incident of corruption or dishonesty occurred in 2024.

Taiming Assurance Broker has established multiple complaint and reporting channels to encourage internal and external stakeholders to lodge complaints, reports or suggestions regarding dishonest behavior or operational activities that may affect the environment, economy, society and human rights through public reporting mailboxes or telephone calls. The enforcement unit is responsible for investigating the case and ensuring that the identity of the whistleblower and the details of incident remain confidential. They shall not be provided to unrelated third parties unless necessary for the investigation to prevent unfair or unfavorable treatment. The Company also clearly regulates the protection mechanism, case acceptance process and violation handling standards through "Procedures for Handling Reports of Illegal, Unethical or Dishonest Behavior" to ensure that the complaint mechanism is fair and transparent.

— Complaint and misconduct report handling procedures —

Reporting and acceptance	- Whistleblowing mailbox: appeal@tabc.com.tw - Grievance extension: #219 - Acceptance unit: Legal Compliance Office
Verification and investigation	- The Compliance Office and the Human Resources Department are responsible for case investigation - Ensure confidentiality of the whistleblower and the case content - The respondent has the opportunity to express his or her opinions and appeal - All related information shall be kept for at least five years or until closure of lawsuit
Adjudication and disposition	- Convene "Back-office Staff Evaluation Panel Meeting" to discuss resolutions - Adjudication and punishment based on the Code of Ethics and Employee Work Rules - Provide channels for complaints and relief for violators - Report the adjudication result to the Board of Directors
Improvement and prevention	- Review the cause of violation and propose improvement plans - Revise relevant management measures and operating procedures - Strengthen education training and internal promotion - Improvement results are reported to the Board of Directors



Legal compliance

In order to enhance the understanding and enforcement of regulatory compliance by internal staff and field contractors, Taiming Assurance Broker has established a Compliance Office to provide the following measures:

- Diverse education, training, and promotion resources:** Actively promote core issues such as preventing money laundering and combating the financing of terrorism, personal information protection, and the principle of fair treatment of customers.
- Combining case analysis with educational courses:** Regularly collect review cases and judgment examples related to finance and insurance, and help employees relate to laws and practices through vivid explanations.

The Compliance Office used court decisions and review center cases in training and worked with field service contractors to analyze business details to achieve the following results:

- Reduce the risk of solicitation defects:** Ensure that business operations comply with regulations through practical analysis.
- Strengthen overall compliance effectiveness:** Improve understanding of regulations while ensuring more efficient practical implementation.

Taiming Assurance Broker continues to pay attention to changes in domestic and international policies and laws, and adjusts regulatory compliance procedures in a timely manner. The results are as follows:

- Zero fines and penalties in 2024:** No fines or penalties were imposed for violations of regulations on economic, environmental and social issues.
- No cases filed or appealed:** No environmental impact, human rights issues, anti-competitive behavior, infringement of customer privacy or data loss.

The above achievements demonstrate the Company's high attention and commitment to regulatory compliance and risk management, and highlight Taiming Assurance Broker's core values as a responsible enterprise.

Taiming Assurance Broker's education and training related to legal compliance and the number of trainees in 2024

Category	Course name	Course hours	Persons trained
Back-office staff	Protection of personal data	3	58
	Cybersecurity awareness	3	58
	AML and CTF	2	58
	Fair customer treatment	3	58
	Business integrity awareness	1	58
	Occupational safety and health promotion	1	58
	Sexual harassment prevention and treatment	1	58
	Human rights advocacy	1	58
Sales partners	AML and CTF	2	3,056
	Fair customer treatment	2	3,058
	Older-person-friendly service training	2	2,943
	Legal compliance training	6	3,126



Perpetual Finance

By implementing sustainable insurance principles, the Company comprehensively manages ESG risks and opportunities, integrates ESG concepts into its operations, and promotes the enterprise's path toward sustainable development.

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



— Performance highlights —

0
case(s)

No. of claim appeals



98%

Customer satisfaction



— 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 policy

Material topic	Fair customer treatment, customer service and care
Corresponding GRI	Self-defined topic
Corresponding SDGs	  
Policies and commitments	TABC observes fair customer treatment principles and upholds duties of integrity, care, and loyalty to provide customers the most suitable solutions and services that meet their needs. We prioritize customer service and quality, and offer a diverse range of communication and service channels to protect and maximize customers' interests. It is our hope to raise customers' satisfaction, trust, and attachment to us persistently over time.
Metrics and targets	Short-term goals (1 to 3 years): • Increase customer satisfaction to 95% and above. • 0 % customer complaints-to-claims ratio. Mid-term goals (3 to 5 years): • Increase customer satisfaction to 97% and above. Long-term goals (more than 5 years): • Enforce the fair customer treatment principle; enhance the quality of service to customers through consistent internal training and awareness programs. • Enforce Principles for Sustainable Insurance; incorporate the ESG philosophy into operations and lead the organization towards sustainable growth.
Effectiveness tracking mechanism	• A Corporate Sustainability Committee has been assembled to enforce Principles for Sustainable Insurance. • Develop digital support tools to improve the ease of use for business partners and thereby increase customer service efficiency. • 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. • Continue tracking customers' satisfaction and the customer complaints-to-claims ratio.
Actions and measures for the year	• In 2024, a total of 385 compassionate insurance policies were promoted (a 17% decrease compared to the previous year), with total premium income amounting to NT\$5,611,121. • 97% completion of fair customer treatment courses in 2024. • No claim-related appeal was raised in 2024, and claim-related complaints accounted for 0% of total complaints. • In 2024, a total of 4.5 hours of training related to fair treatment of customers and financial consumer protection was conducted, with over 97% of field personnel completing the training. • 98% of customers were satisfied with the services provided by sales partners in 2024. • TABC received 1 complaint and 1 request for mediation in 2024.

Material topic	Digital finance
Corresponding GRI	Self-defined topic
Corresponding SDGs	  
Policies and commitments	With the development of technology and change in the consumption patterns of the general public, Taiming optimizes customer experience, promotes inclusive finance and ESG concepts, improves convenience and digitization, and realizes convenient, friendly and sustainable digital financial services.
Metrics and targets	Short-term goals (1 to 3 years): - Continue to increase the number of mobile insurance partner companies. - Increase the number of insurance companies cooperating with remote insurance. Medium to long-term goals (3 to 5 years): - Continue to promote mobile insurance and remote insurance. - Increase the utilization rate of mobile insurance to 80%. - Increase the use of remote insurance by 10%.
Effectiveness tracking mechanism	- Conduct customer satisfaction surveys on digital usage. - Establish digital transformation-related KPIs, such as mobile insurance usage rate, number of digital financial tool users, and user growth rate, and regularly review progress. - Regularly review whether digital financial operations comply with relevant laws and regulations and internal control standards, and perform internal audits to ensure that all operations meet the Company's sustainable development goals. - Establish a customer complaint and problem feedback channel exclusive to digital services, record and track the progress of problem solving, which serve as an important reference for improving digital financial services.
Actions and measures for the year	- In 2024, mobile insurance services were launched in collaboration with 8 life insurance companies and 4 non-life insurance companies, with SSO integration completed for 6 life insurers and 1 non-life insurer. - In 2024, there were 1,899 mobile insurance policies, a 37% increase over the previous year.

Sustainable insurance

In order to promote sustainable development among value chain partners, Taiming Assurance Broker proactively responded to the United Nations Principles for Sustainable Insurance (PSI) and incorporated relevant initiatives into daily business and operational norms. By fully implementing the sustainable insurance principles, Taiming Assurance Broker effectively controls ESG risks and opportunities, and uses this as a basis to improve corporate operating performance, further demonstrating the Company's long-term commitment to environmental, social and governance issues, and realizing the vision of corporate and sustainable development goals.

— TABC's sustainable insurance actions —

Sustainable insurance principles	TABC's actions
Incorporating ESG into corporate decision making	- Established "Corporate Sustainability Committee" to manage and monitor ESG-related issues. - Identify ESG risks regularly and report to the board to ensure strategy is aligned with sustainable development goals. - Incorporate ESG assessment results into operational decisions to enhance corporate resilience.
Enhance the ESG awareness of customers and partners.	- Provide ESG-related education and training to employees, customers and business partners to promote sustainable development concepts. - The business front-end actively interacts with customers to ensure that they fully understand the policy services and sustainable value. - The business back-end promotes digital transformation and enhances business partners' ability to use digital tools to respond to customer needs more effectively.
Working with governments and stakeholders to promote ESG	- Support, sponsor and participate in sustainable development, education and risk management related activities every year. - Through meetings, seminars, forums, etc., we share ESG practical experience with competent authorities and non-governmental organizations to promote the sustainable development of insurance industry. - Collaborate with academic institutions to research ESG issues in the insurance industry and promote related educational programs. - Promote ESG-related issues to the public through multiple channels such as corporate websites, social media, and official LINE account. - Promote the use of electronic forms internally to increase usage rates, reduce paper consumption, and implement green office.
Regular disclosure of ESG performance	The ESG report is issued annually to disclose the progress and results of PSI implementation to stakeholders, policyholders and financial regulators to ensure information transparency and continuous improvement.

Responsible investment

Taiming Assurance Broker adheres to the concept of responsible investment, actively incorporates environmental, social and corporate governance (ESG) factors into investment decisions, and is committed to enhancing the long-term interests and value of customers and shareholders. As of the end of 2024, Taiming Assurance Broker held corporate bonds of several financial institutions with ESG concepts, including Cathay Life Insurance, KGI Life Insurance, Shin Kong Life Insurance and Taichung Bank. These institutions have outstanding performance in promoting sustainable operations. Among them, Shin Kong Life Insurance won the Asia Responsible Enterprise Awards (AREA) Social Welfare Development Award and many other awards for its "Shin Kong One Acre Happy Table" program, fully demonstrating its active actions in the ESG field. It is particularly worth mentioning that Cathay Life Insurance and Cathay United Bank, subsidiaries of Cathay Financial Holdings, stood out from many financial institutions in the Financial Supervisory Commission's second sustainable finance assessment in 2024 and were selected as the top 25% of institutions, continuing to exert sustainable influence in the financial industry.

Through these responsible investment initiatives, Taiming Assurance Broker not only promotes the capital market's emphasis on sustainable development, but also creates long-term value for customers and shareholders, demonstrating the Company's active role in promoting social responsibility and sustainable development.

Taiming Assurance Broker's consolidated statement of funds utilization

Unit: NTD thousand

Item	2024		2023	
	Amount	Percentage	Amount	Percentage
Cash and cash equivalents	67,802	14.03%	53,935	11.4%
Funds	49,471	10.24%	61,372	12.9%
Bank debentures	44,877	9.28%	44,937	9.5%
Corporate bonds	42,069	8.70%	43,388	9.1%
Shares	164,974	34.13%	155,713	32.8%
Property and equipment ^{Note 1}	114,146	23.62%	114,940	24.2%
Total	483,339	100.00%	474,285	100.0%
Cash and cash equivalents	67,802	14.03%	53,935	11.4%
Investment assets ^{Note 2}	415,537	85.97%	420,350	88.6%

Note:

- Property includes business-owned and investment offices, and is measured at book value less accumulated depreciation, and is not calculated at revalued amounts.
- Corporate bonds of ESG-focused financial banks and life insurance companies such as Cathay Life, KGI Life, Shin Kong Life and Taichung Bank were held until the end of 2024.

Implementation of PRI

Principles of responsible investment	Implementation by TABC
Implement shareholder participation and voting mechanisms	• 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.
Enhance ESG information disclosure and investment assessment	• Require listed companies in which investments are made to appropriately disclose ESG-related information to improve information transparency. • When making investment decisions, we refer to the sustainability report and other ESG information of the investment target to comprehensively assess the Company's sustainable operating capabilities.
Implement responsible investment (PRI) actions and progress management	• Regularly review the operational and financial performance of investee companies, and pay attention to industry trends and sustainable development risks. • Submit the Company's financial reports to the Audit Committee and the Board of Directors on a quarterly basis, including investment performance and ESG-related impacts. • Disclose the implementation of responsible investment in the sustainability report to ensure information transparency and respond to stakeholders' concerns.



Inclusive finance

Taiming Assurance Broker's main business is insurance brokerage. Although it does not develop its own products, through in-depth cooperation with diversified insurance companies, its business partners can tailor the most suitable product portfolio according to customer needs.

In order to help more people enjoy comprehensive protection at affordable premiums and implement the insurance concept of "pre-risk prevention", Taiming Assurance Broker and its partner insurance companies have joined hands to promote various types of charity insurance, including:

1. Small-amount whole life insurance
2. Pre-existing conditions insurance policies
3. Preferred risk policy
4. Spillover insurance policies

These products are designed to cater to the needs of vulnerable groups and customers with existing health conditions. While bringing positive benefits to customers, they also strengthen the social safety net and embody the core value of inclusive finance.

Taiming Assurance Broker actively assists in matching the needs of micro-insurance platforms through the Insurance Brokerage Association of Taiwan, and allocates a special budget every year to meet the needs of micro-insurance at any time to further support the protection of vulnerable groups.

As of 2024, Taiming Assurance Brokerage successfully sold a total of 385 policies, including micro whole life insurance, standard risk life insurance, substandard risk policies, and incentive-based policies, with total premiums reaching NT\$5,611,121, demonstrating the tangible results of its compassionate insurance promotion efforts.



— 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 exclusion, such as: diabetics and people with liver or metabolic diseases. Despite the slightly higher premiums, it nevertheless provides people with pre-existing conditions an opportunity to acquire coverage.

Micro insurance

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

Spillover insurance policies

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

— Sales of insurance for the underprivileged —

Product \ Year	2022		2023		2024	
	Case count	Premiums	Case count	Premiums	Case count	Premiums
Small-amount whole life insurance	175	3,672,690	357	5,281,989	197	2,547,660
Preferred risk insurance policies	13	302,687	6	123,936	7	152,850
Pre-existing conditions insurance policies	1	23,285	2	53,650	0	0
Spillover insurance policies	46	2,711,729	102	806,042	181	2,910,611
Total	235	6,710,391	467	6,265,617	385	5,611,121
Difference from the previous year	22% growth	20% growth	98% growth	7% decline	17% decline	10% decline

Digital insurance services

» *Digital transformation layout to improve the convenience of insurance*

As the insurance industry accelerates its move toward digitalization, Taiming Assurance Broker has been actively engaged in digital transformation since 2015, committed to using innovative technologies to improve business efficiency and customer service quality, and gradually build a complete digital blueprint. The mobile insurance system was officially launched in 2019 to help business partners break through the limitations of traditional paper insurance and significantly improve the accuracy and efficiency of the insurance process.

The core advantages of mobile and remote insurance include:

1. **The insurance application process is more convenient:** Eliminate tedious paper operations and improve efficiency.
2. **Improved information accuracy:** The digital system reduces human errors and ensures that insurance information is complete.
3. **Environmental protection benefits:** Reduce the printing of documents required for insurance, reduce paper usage, and reduce the burden on environment.
4. **Security compliance:** Remote insurance uses advanced identity recognition technology and video conference confirmation mechanisms to ensure information security and compliance with regulatory requirements.

In terms of digital applications, Taiming Assurance Broker continues to promote the following key measures to enhance the effectiveness of digitalization:

1. Technology integration and innovation

- In 2020, we launched "i Taiming Smart E-God", which integrates the sales support tools of multiple insurance companies. Through an intuitive classification structure and interactive query functions, it simplifies business operations and improves business development efficiency.
- In 2022, we cooperated with Global Life Insurance to launch remote insurance, allowing policyholders to complete insurance purchases through digital tools even if they are in different locations.

2. Platform integration and process optimization

- Since 2022, we have promoted the connection of "Single Sign-On (SSO) Portal for Insurance Agents". Business partners can log in to the agent areas of various insurance companies through Taiming business platform. This reduces the hassle of remembering multiple account credentials and streamlines operational processes.
- As of the end of 2024, mobile insurance cooperated with 8 life insurance companies and 4 property and casualty insurance companies, and completed SSO connection with 6 life insurance companies and 1 property and casualty insurance company, further improving the integration of digital tools.

» *Continue to promote smart insurance upgrade and deepen inclusive finance*

Taiming Assurance Broker's digital transformation not only complies with information security regulations, but also helps business partners provide more accurate, efficient and secure services, while reducing the use of paper documents and achieving environmental benefits. In the future, Taiming will continue to deepen the application of digital finance, promote the intelligent upgrade of the insurance industry, create more convenient and efficient insurance services, and support business partners and customers with advanced digital tools to create an excellent insurance experience.

└ Adopt more diverse approaches to promote mobile insurance ┘

Education and training	1. Provide operation guidelines: Through concise and clear manuals or online teaching videos, help sales staff quickly understand the operation process of mobile insurance. 2. Implement exclusive training: Set up regular training courses for the mobile insurance system to ensure that sales staff master the system functions and increase their willingness to use it. 3. Invite people to share their success stories: Invite outstanding salespeople who use mobile insurance to share their success stories and inspire others to adopt digital tools.
Incentives and rewards	1. Establish rewards: Establish reward programs based on the number and proportion of mobile insurance policies to encourage sales staff to use them more. 2. Improve convenience: Emphasize the advantages of mobile insurance in simplifying work processes and saving time, so that sales staff can feel the direct benefits of digital tools.
Technical support and improvement	1. Provide immediate technical assistance: Set up technical support team to answer sales staff's questions during use at any time. 2. Optimize user interface: Continuously improve the system operation interface to make mobile insurance more intuitive and user-friendly. 3. Collect user feedback: Conduct user satisfaction surveys and further improve system functionality based on feedback.
Promotion and advocacy	1. Increase promotional efforts: Emphasize the core advantages and environmental benefits of mobile insurance to sales staff through internal meetings or groups. 2. Integration of business processes: Promote the integration of "Single Sign-On (SSO) Portal for Insurance Agents" to make mobile insurance a regular tool for business operations.
Support for the overall culture	1. Create a technology-friendly environment: Increase the importance of digital tools within the Company and make mobile insurance a part of daily business. 2. Support from management: Business management can take the lead in using and promoting mobile insurance, set an example, and motivate sales staff to adopt new technologies.



Statistics on the use of digital finance for Taiming Assurance Broker in 2024

Usage statistics of business integration system		
Function	Participant count	Persons
Salesperson Management System	2,977	192,340
Digital Academy	3,221	83,756
Health Insurance Mobile Service (mobile insurance)	855	17,110
Insurance Company Broker Portal (average)	719	9,417

Usage statistics of other digital tools	
Function	Participant count
Smart E God	2,030
Taiming's little assistant	753
Taiming's Official LINE	708

Safe

Transparent insurance
information

Efficient

Saves 50% time on insurance
application process

Environmentally friendly

Zero paper usage in insurance
application

» Digital development builds a blueprint for future finance

As online financial services become the mainstream of the market, competent authorities have gradually opened up the application for establishment of online insurance companies and actively promoted the development of innovative insurance products. Taiming Assurance Broker will continue to deepen the construction of digital and remote systems, continuously optimize business processes, and improve efficiency and convenience.

» Professional training to enhance the core capabilities of business partners

In order to meet the needs of market development, we focus on strengthening professional training. By introducing more professional courses, we further cultivate the core professional capabilities and insurance service functions of our business partners to ensure that every customer can enjoy a more complete and professional protection experience.

» *Continuously optimize technology and training to maintain leading edge*

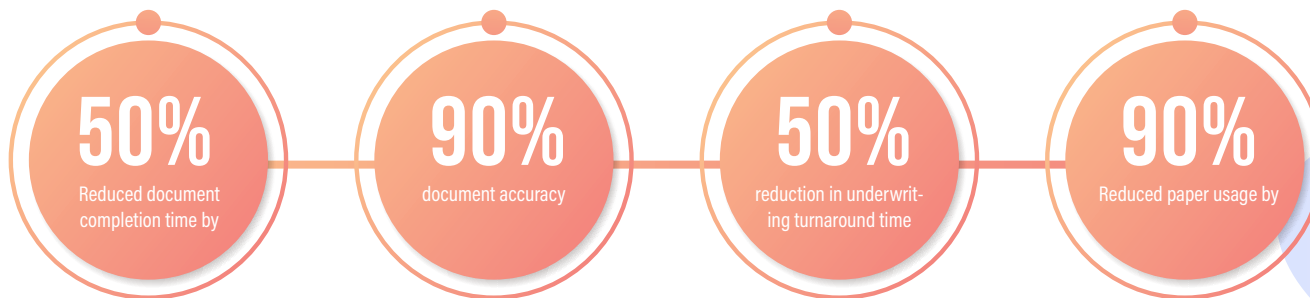
Through continuous optimization of digital technology and professional training, Taiming Assurance Broker is committed to continuously improving service quality, strengthening market competitiveness, and maintaining a leading position in the field of digital insurance, and to provide customers with innovative insurance solutions and high-quality services.

— Progress of mobile insurance service —

Measurement/year	2022	2023	2024
Cumulative No. of connected insurance companies	8	8	8
Percentage of connected insurance companies (%)	61.54%	61.54%	61.54%
No. of mobile life insurance applications	3,228 case(s)	3,198 case(s)	1,899
Difference from the previous year	131% growth	1% decrease	Declined by 41%
Percentage of cases submitted through mobile insurance service	25.38%	27.91%	37.87%
Difference from the previous year	56.41% growth	9.98% growth	35.71% 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.



Fair treatment of customers

Insurance products and services are designed to accompany customers throughout their lives with a long-term commitment, providing immediate and comprehensive protection when customers face major risks or need support. This is not only a business act, but also a warm service commitment with great social value.

In order to ensure that every customer can receive support in a fair and respectful environment, we actively practice the principle of fair treatment of customers through internal management, fair business processes and financial-friendly service promotion, and continue to practice through the following measures to ensure that all customers receive full understanding and respect during the service process.

Implementation direction	Implementation measures
Internal management	• Internal audit and education and training: Systematic internal audit, education and training, and regulatory advocacy ensure employees stay informed of legal changes. • Fair treatment of each customer: Continuously strengthen the practical ability to treat customers fairly and pay attention to the needs of each customer.
Work together with partner insurance companies to promote fairness in processes	• Regularly educate sales personnel on matters needing attention in insurance solicitation to avoid unfair treatment of insurance cases involving people with disabilities. • Provide detailed business guidelines to help sales representatives accurately explain the contents of insurance products and complete the insurance application documents. • Actively assist and provide explanations to reduce obstacles in the insurance application process, promote fairness and convenience even when underwriting authority rests with the insurance company.
Promotion of financial inclusion services	• Friendly service facilities: Partner insurance companies have set up dedicated financial accessibility service section on their official websites and introduced "Video Relay Service" at customer service counters to facilitate communication for the hearing-impaired. • Improve the warmth of service: Enhance the warmth and depth of our service through business promotion and communication with customers, and ensure that customers feel the care of insurance services. • Realizing social value: Based on the principles of financial inclusion and social friendliness, we strive to achieve fair treatment of customers and benefit diverse groups such as people with disabilities.



» *Age-friendly*

Taiming Assurance Broker is committed to developing friendly services to ensure that financially disadvantaged groups enjoy a fair and dignified service experience in insurance services. In response to the needs of an aging society, the Company focuses particularly on the insurance needs and rights protection of customers over 65 years old, and provides more appropriate insurance advice and services through insurance company product design and practical implementation.

In order to protect the interests of elderly customers, Taiming Assurance Broker has added "Friendly Service Principle" to the principle of fair treatment of customers, and established "Caring Questioning Mechanism" in the business sales process to provide detailed explanations and reconfirmations of product conditions that may affect insurance rights and interests, ensuring that customers fully understand the product characteristics and their potential impacts.

Based on the principle of responsible management, Taiming Assurance Broker provides caring questions to senior customers when they apply for the following insurance products to prevent them from purchasing insurance products that do not meet their actual needs or affect their quality of life:

1. Insurance products with policy value reserves (excluding small-value final expense life insurance and injury insurance with policy period of less than three years).
2. Health insurance products.
3. A mortgage life insurance product with survival benefit.
4. Investment-type insurance products.

Through a series of thoughtful and comprehensive elderly-friendly services, Taiming Assurance Broker actively promotes inclusive finance, not only improving the insurance experience of the elderly group, but also fulfilling its core commitment to serve the community.

└ Implementation of the ten principles of fair treatment of customers by Taiming Assurance Broker ┘

Fair customer treatment principle	Item	Implementation progress - 2024
Establishment of fairness and integrity principles	Promotion of fair contracting and explanation to customers	More than 3 course promotion and clarification sessions were conducted in 2024.
	Protection of customers' interests	Laws and case studies relating to business solicitation are communicated through "TABC Weekly Recap" and internal e-mail. There were more than 16 promotional events in 2024.
Duty of care and loyalty		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.
	Discussion and resolution of board meeting motions	1. The review of proposals requires the attendance of more than half of the directors and the consent of more than half of the directors present; special resolutions: must be attended by more than two-thirds of the directors and the consent of more than half of the directors present to ensure professional and prudent decision-making.

Fair customer treatment principle	Item	Implementation progress – 2024
Duty of care and loyalty		- If a director is involved in personal interests, he or she should proactively disclose the relevant relationship and avoid conflicts of interest in accordance with the law to avoid affecting the fairness of decision-making. - After the proposal explanation is completed, the managers and other personnel present must leave to avoid undue influence on the directors' deliberations. The Company also complies with regulations and requires that directors to recuse themselves from motions that concern their personal interests.
Truth in advertising and promotion	Sale of products approved or acknowledged by the regulator Advertisement and marketing materials review system	- All products are subject to rigorous launch review, and the content of advertisements and marketing materials is closely monitored. - All advertisements and marketing materials submitted for review in 2024 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 2024.
Notification and disclosure principles	Professional training and customer call visit	- TABC organizes business solicitation training and makes call visits to new customers. - TABC organized more than 30 hours of insurance solicitation training in 2024, and made random call visits to 5% of new contracts each week.
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	TABC received 1 complaint cases and 1 request for mediation in 2024. The ratio of customers' complaints-to-claims was 0% for 2024.
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 2024, with more than 97% of sales partners completing the training.
Friendly service principles	Cooperation on sale of diverse insurance products Offering of diverse service channels	- TABC provides physical and online service channels to meet policyholders' needs. - In 2023, TABC amended its internal audit processes to incorporate checks for older insurance applicants, and implemented them with a board resolution.
Implementation of business integrity principles	Establishment of relevant guidelines Penalties for violations involving sales representatives	- TABC observes regulatory guidelines and has established a set of business integrity rules, which are disclosed on the corporate website. - Disciplinary meetings involve managers from both back-office and sales, to protect the interests of the parties involved.

Customer service

» Diverse communication channels

Service orientation	Channels and methods	Description
Service channel	- Physical service: face-to-face service at the head office counter and with business partners nationwide - Online services: 0800 toll-free customer service hotline, official website "policyholder section", online message function - Social media interaction: Fan page, LINE@ official account, and Instagram	Provide instant, efficient and convenient service channels to improve service efficiency and build rapport
Information interaction	- Industry trends and company reports are updated on official website on a daily basis - Occasionally publish professional posts and event information on Facebook and Instagram	Maintain information transparency and frequent interactions with customers through multiple media to bring us closer together
Customer education and communication	We hold policyholder seminars from time to time to share financial information and market trends	Deepen customer knowledge, strengthen trust and connection
Listening to needs and providing feedbacks	- Regular care calls to understand customer satisfaction - Since 2019, we have conducted a sample satisfaction survey on "New Contract Service" and "After-sales Service"	Collect opinions in a systematic way as a basis for improvement and refinement

The results of customer feedback from 2024 showed that 98% of customers were satisfied with the services of Taiming and its field service partners, which affirmed our efforts in improving customer experience and service quality.

Outcome of customer satisfaction surveys in the last 3 years

Item	2022	2023	2024
Satisfaction call	93%	95%	98%

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 to 3 posts per 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

» 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 1 complaint and 1 request for mediation in 2024.

— Policyholder complaint handling procedures —

Receiving complaints	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.
Case handling	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. The relevant information, written reports and responses provided by sales personnel must be specific, complete and detailed.
Business response and processing	It must be specific and complete, and the handling personnel should conduct necessary verification to avoid affecting discretion and handling results of the appeal. Understand the response and processing time limit to avoid delays and unnecessary disputes.
Attitude management	When explaining or handling complaints with policyholders, we should maintain a friendly and sincere attitude, and handle complaints in a harmonious manner with the goal of safeguarding the rights and best interests of our customers.
Meeting and negotiation with policyholders	Make appointments with policyholders and insurance company representatives to hold coordination meetings, record policyholders' demands, and negotiate acceptable solutions; if negotiations fail, ask the insurance company or government agencies to coordinate.
Revocation statement	After tactful communication, if the customer understands the appeal, a revocation statement should be obtained.

— Mediation cases in the last 3 years —

Item	2022	2023	2024
Complaints raised by insurance auxiliaries nationwide	268 case(s)	227 case(s)	237 case(s)
Requests for mediation from insurance auxiliaries nationwide	129 case(s)	89 case(s)	66 case(s)
Complaints by TABC	0 case(s)	0 case(s)	1 case(s)
No. of mediations requested by TABC	0 case(s)	1 case(s)	1 case(s)

Note: Data source is from Financial Ombudsman Institution



Environmental Protection

Taiming continues to enhance its low-carbon initiatives and actively engages in communication and collaboration with external partners such as suppliers, clients, and the broader public, working together to safeguard 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
 - Climate-related risks and financial impacts
- **Energy efficiency and carbon reduction**
 - Low-carbon value chain
 - Paperless business
 - Towards low-carbon sustainable management
 - Energy and greenhouse gases
- **Water resource management**



— Performance highlights —

229.39

kgCO₂e

Through the mobile
insurance platform
Reduce carbon emissions



141.06

kgCO₂e

By promoting electronic
documents and electronic
form systems
Reduce carbon emissions



9,144.8

kgCO₂e

Maintain air conditioners
and replace LED lamps
Reduce carbon emissions



— 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 policy

Material topic	Energy efficiency and carbon reduction
Corresponding GRI	GRI 302-1 Energy consumption within the organization GRI 302-3 Energy intensity GRI 305-2 Energy indirect (Scope 2) GHG emissions GRI 305-4 Greenhouse gas emission intensity GRI 305-5 Greenhouse gas emission reduction
Corresponding SDGs	     
Policies and commitments	In addition to implementing carbon reduction measures, TABC also promotes energy conservation in office and common areas and duly enforces waste reduction and green purchasing. Furthermore, the Company works with suppliers that observe environmental regulations and standards to strengthen resilience against climate change and mitigate negative impacts on the environment.
Metrics and targets	Short-term goals (1 to 3 years): - Reduce water usage by 5% a year compared to the base year (2018). - Save 100,000 sheets of paper a year (by underwriting 5,000 mobile insurance policies through mobile applications) compared to the base year (2019). - Reduce greenhouse gas emissions by 3% a year compared to the base year (2019). - Report the greenhouse gas inventory-related schedule and budget to the Board of Directors - Introduction of ISO 14064 carbon inventory in 2025. Mid-term goals (3 to 5 years): - Continue promotion of mobile insurance services to achieve optimal resource efficiency. - Complete the greenhouse gas verification by 2028 Long-term goals (more than 5 years): - Implement TABC's three low-carbon strategies and build a low-carbon, sustainable business.
Effectiveness tracking mechanism	The Corporate Sustainability Committee has a Corporate Governance and Risk Management Team that is responsible for coordinating internal units toward identifying and assessing climate change risks, establishing strategies in response to climate impacts, and tracking performance indicators on a yearly basis.

Actions and measures for the year

- Continued virtualization of IT servers and set up 4 new virtualized servers.
- In 2024, Taiming Assurance Broker consumed 298,929.60 MJ of energy and emitted 39.36 tonCO₂e in greenhouse gases, reflecting a reduction of 1.27 tonCO₂e compared to the base year of 2019.
- Water consumption in 2024 decreased by 2.46% compared to the base year of 2018.
- Power savings from air conditioning maintenance and LED lighting replacements in 2024 totaled 19,293 kWh, equivalent to a reduction of 9,144.88 kgCO₂e in carbon emissions.
- Through the use of mobile insurance platform, 31,860 sheets of paper were saved in 2024, equivalent to a carbon reduction of 229.39 kgCO₂e.
- Additionally, the promotion of an electronic document and electronic form system reduced paper usage by 19,591 sheets in 2024, equivalent to a carbon reduction of 141.06 kgCO₂e.
- Altogether, Taiming reduced paper usage by a total of 51,451 sheets in 2024, equivalent to approximately 370.45 kgCO₂e.

Note: According to the Environmental Protection Administration's "[Carbon Footprint Calculation Service Platform](#)", the carbon footprint of virgin pulp photocopy paper is 3.6 kgCO₂e per kilogram for a 500-sheet pack, calculated as 0.0072 kg per A4 sheet.

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

└ Core elements and financial disclosure of TCFD ┘

Core element	Action plan
Governance	The Corporate Governance and Risk Management Team is set up under the Corporate Sustainability Committee, which is responsible for convening relevant units and holding regular meetings every year to review and confirm the potential impact of various risk issues on internal and external parties, including the identification, assessment and response measures of climate change risks. This mechanism ensures that climate change-related issues are incorporated into the corporate governance level and strengthens cross-departmental collaboration to improve overall risk management effectiveness.
Strategy	Based on business types and operating conditions, we identify physical risks (such as typhoons, floods, and extreme climate) and transition risks (such as changes in policies and regulations, carbon fees, and environmental standards), promote green energy and environmental protection policies, and adopt three low-carbon strategies: green procurement, green operations, and green services, to reduce the impact of climate change on the Company's finance and operations. In addition, the Company conducts scenario analysis to assess the potential impact of different climate change scenarios on business, strategy, finance and investment. The analysis covers: - Physical risk assessment: Reference is made to the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC) to simulate the impact of climate conditions such as SSP1-2.6, SSP2-4.5, SSP3-7.0, and SSP5-8.5 on operations. - Transition risk assessment: Simulate the Nationally Determined Contributions (NDCs) of the Paris Agreement and domestic environmental regulations, analyze the impact that regulatory changes may have on corporate finance, operations and product development, and plan corresponding adaptation strategies. - Opportunity analysis: In 2024, the number of food safety-related insurance policies increased by 439, bringing in premium income of \$1.67 million. In addition, although the number of typhoon and flood insurance policies increased by 48, the premium also increased by about \$400,000 due to lower rates. Such incidents show that although climate change brings risks, it may also generate new business opportunities.
Risk management	The Corporate Governance and Risk Management Team regularly conducts organizational risk assessments to analyze the likelihood of climate-related risks and their impact on business and finance, and identifies major risks and opportunities based on this, and develops response strategies and action plans. Specific measures include: - Establish a climate risk monitoring mechanism to ensure that the Company can respond promptly to extreme weather events and policy changes. - Conduct reinsurance assessments on insurance products with higher climate impacts to reduce financial risks. - Strengthen cooperation with suppliers, promote green procurement, and ensure sustainable development of the supply chain. - Incorporate climate risks and opportunities into financial and business planning to improve the overall adaptability and market competitiveness of the enterprise.

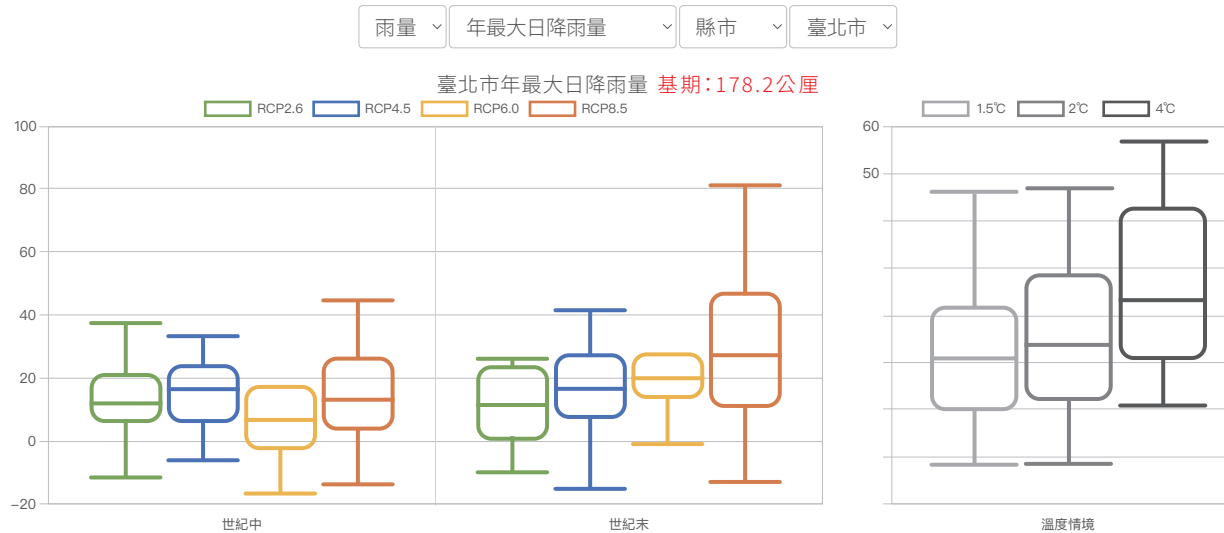
Core element	Action plan
Metrics and targets	- Energy: Replacement of air conditioning and LED lights in 2024 reduced energy consumption by 6.9455×10^4 million joules (MJ). - GHG: Scope 2 greenhouse gas emissions in 2024 were reported at 39.36 tonCO₂e. - Water resources: Water consumption in 2024 was 2.46% lower than the base year in 2018. - Waste: In 2024, mobile insurance policies, electronic official documents, and forms saved approximately 51,451 sheets of A4 paper.

» Scenario analysis

• Physical scenario

Based on climate models such as the "Taiwan Climate Change Projection Information and Adaptation Knowledge Platform" and "3D Disaster Potential Map", Taiming simulated climate scenarios under SSP1-2.6, SSP2-4.5, SSP3-7.0, and SSP5-8.5. The projections for average annual rainfall and maximum daily rainfall by 2100 did not exceed the disaster thresholds defined in 3D Disaster Potential Map: 350 mm rainfall over 6 hours, 400 mm over 12 hours, and 650 mm over 24 hours.

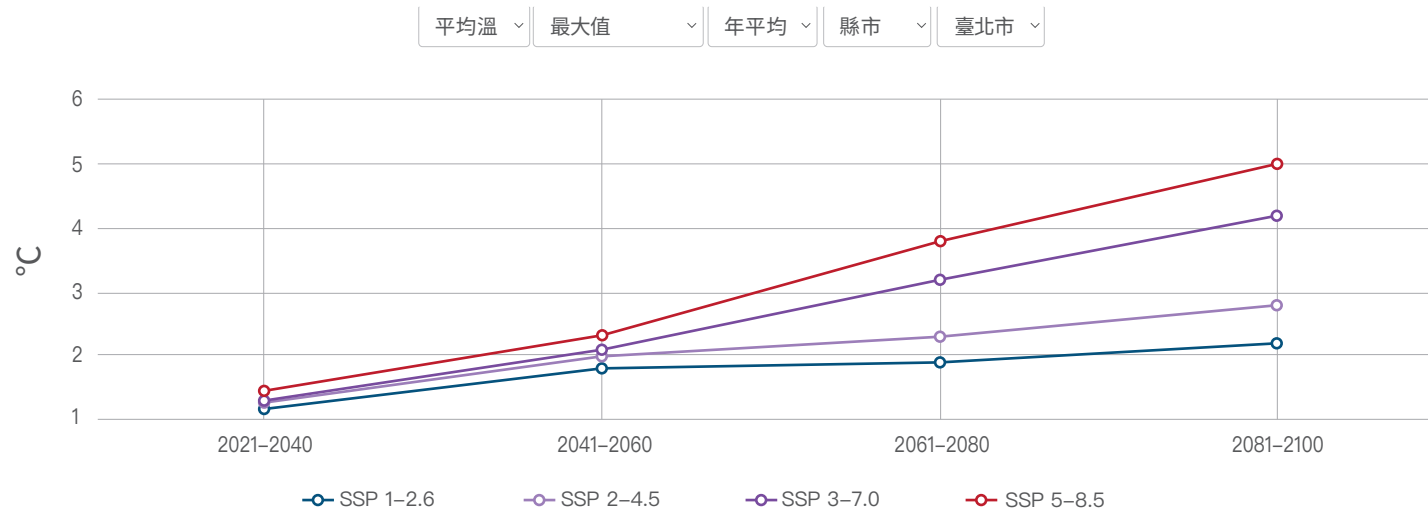
Estimated maximum daily rainfall at Taiming headquarters



Data source: [Taiwan Climate Change Projection Information and Adaptation Knowledge Platform](#).

According to climate change forecasts in the IPCC's Sixth Assessment Report (AR6), Taipei City's Zhongzheng District, where Taiming's headquarters is located, may face a temperature increase of over 2°C during 2041-2060 under SSP2-4.5, SSP3-7.0, and SSP5-8.5 scenarios. If global temperatures continue to rise through the end of the century, the highest emission scenario (SSP5-8.5) may lead to an average temperature increase of over 5°C, potentially triggering extreme heat events. This could further increase electricity demand, cooling costs, and infrastructure maintenance expenses. To address the high-temperature risks brought by climate change, Taiming has gradually replaced high-energy-consuming lighting equipment, promoted smart energy-saving measures, and enhanced employee awareness of power conservation through education, aiming to reduce the future impact of climate change on operations and finance.

— Estimated annual average temperature change at Taiming headquarters —



Data source: [Taiwan Climate Change Projection Information and Adaptation Knowledge Platform](#).

• Transition scenario

As the Taiwanese government actively promotes climate change policies, Taiwan's economy faces a number of transition risks. In January 2023, the Legislative Yuan passed the Climate Change Response Act and began collecting carbon fees in 2025. Although Taiming Assurance Broker is not currently included in the carbon fee collection, relevant regulations may still indirectly affect operating costs, or the expansion of regulations in the future may lead to additional compliance requirements. In addition, the government has set a target of reducing greenhouse gas emissions by 26% to 30% by 2030 compared to 2005 levels, and continues to push financial institutions to fulfill their carbon reduction responsibilities, which may affect the insurance industry's adjustments to underwriting and investment strategies. Taiming Assurance Broker needs to continue to pay attention to policy changes and deploy carbon reduction measures in advance to reduce regulatory and market risks that may be faced in the future.

» 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		③ ④	② ③ ②
	Moderate			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 costs of low-carbon technologies and services	② Expansion of low-carbon products and services
③ Abnormal climate (such as heavy rain, typhoon, etc.)	③ Investment into low-carbon businesses
④ Abnormal climate (increase in average temperature)	④ Increase tolerance to climate change risks

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 Regulations on renewable energy and carbon reduction	Although Taiming has not yet been included in the scope of carbon fee collection, supply chain prices may rise due to the impact of carbon fees and carbon trading systems, and operating locations must also improve energy efficiency and increase procurement costs of green electricity.	We continue to pay attention to domestic and international regulatory trends, comprehensively review Taiming's overall value chain, improve carbon emission hotspots, and launch energy-saving and carbon reduction projects to reduce carbon emissions generated during our own operations. Greenhouse gas emission (Scope 2) in 2024 was 39.36 tonCO ₂ e.
	Technology	② Development costs of low-carbon technologies and services	The increasing demand for development of low-carbon technologies may lead to higher costs for upgrading information systems and introducing paperless processes.	Continue to increase the number of mobile insurance's partner insurance companies, promote paperless insurance process, and practice low-carbon operations.
	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 conference is mainly based on Google meet conferencing system, which reduces carbon footprint and improves operational efficiency.
Physical risk	Immediate risk	③ Abnormal climate (such as heavy rain, typhoon, etc.)	Employees are unable to work, which affects business partners' willingness to do business and leads to reduced profits.	- 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. - The cost of ongoing maintenance of electrical equipment in 2024 was NT\$22,000.
	Long-term risk	④ Abnormal climate (increase in average temperature)	- A rise in average temperature increases use of air conditioning, resulting in higher electricity expenses. - Buildings in low-lying areas may flood in the event of heavy rain or typhoon, which could increase repair and maintenance costs.	- TABC serviced its air conditioning equipment, made use of LED lights, and set up virtual servers in 2024 to more effectively control the temperature and duration of air conditioning. These adjustments saved approximately 22,797 kWh of power in total. - The cost of maintaining and replacing LED lamps in 2024 was NT\$237,500.

Climate-related opportunities and financial impacts

Category	Climate-related opportunities	Corresponding climate opportunities	Potential financial impacts	Response and action
Resource efficiency	- Recycling and reuse of paper and waste - Transition to more efficient office equipment - Reduce water use and wastage	① Improve the efficiency of energy resource utilization	- Reduce the amount of consumables purchased. - Reduce power usage and carbon emissions. - Reduce cost of water usage.	- In 2024, 174 energy-efficient LED panel lights were replaced, reducing annual electricity consumption by 19,293 kWh and carbon emissions by 9.14 tonCO₂e. - Adopt video conferencing and promote paperless policies. - Continue promotion of the e-correspondence and e-report system to reduce paper usage. - Promote water conservation awareness and inspect faucets, pipes, and ceiling/wall pipelines regularly for leakage.
Products and services	- Launch of low-carbon products - Digital financial services	② Expand 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.	- To enhance energy resource efficiency, a mobile insurance platform was promoted. In 2024, mobile insurance policies for life insurance accounted for 37.87% of total policies, representing a 35.71% increase compared to 2023. - With the rising frequency of extreme weather events, market demand for risk management and insurance protection continues to grow. In 2024, due to climate-related factors, Taiming Assurance Broker saw an increase of approximately 48 policies, driving premium growth of around NT\$400,000. - As climate change increasingly impacts agriculture and the food supply chain, food safety risks have become a key concern for both businesses and consumers. In response to food safety incidents, Taiming Assurance Broker issued 439 related policies in 2024, resulting in premium growth reaching NT\$1.67 million.
Market	Implementation of responsible investment	③ Invest in low-carbon emission related businesses	- Adherence of the current trends helps improve corporate image, sales, and profits. - Increase diversity of financial assets.	We implement responsible investment, exclude investments in high-carbon emission companies/assets, and increase investment in green energy and sustainable industries to meet the trend of low-carbon transition.
Resilience	Climate change risks and solutions test on Company's responses	④ Improve the ability to withstand 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*

To mitigate the risks of climate change, Taiming has comprehensively reviewed its own operational activities and promoted low-carbon transition in all links of the value chain, implementing "green purchase", "green operation" and "green service" to reduce the impact on the environment and energy resources.

In the upstream, Taiming gives priority to purchasing products and services that meet environmentally friendly certifications to reduce the carbon footprint of supply chain. In the midstream, carbon emissions from operations are reduced by improving the energy efficiency of office equipment, promoting paperless office and strengthening energy-saving management. In the downstream, we actively promote digital finance and mobile insurance, significantly reduce the use of paper documents, improve customer service efficiency, and reduce environmental burden.

In the future, Taiming will continue to optimize its low-carbon operation strategy and enhance cooperation with suppliers, customers and the community to jointly promote sustainable development and contribute long-term value to environmental protection.

+ TABC's low-carbon value chain +



TABC's three low-carbon strategies



Green purchasing

- Purchase of FSC-certified tissues
- Purchase of PEFC-certified paper
- Procurement of eco-friendly products



Green operations

- Digitalization of administrative operations
- Implement remote meetings and courses
- Reduce waste
- Control of temperature and timing of air conditioning
- One-hour lights off at noon
- Lights-off awareness



Green services

- Promote mobile insurance and remote insurance
- Promote digital tools
- Implement digital and paperless services

» **Paperless business**

Taiming adheres to the "4R Principles" of circular economy (Reduce, Reuse, Recycle, Recovery) and actively implements resource conservation and environmentally friendly measures. We will reduce paper usage through information systems, build video conferencing systems to reduce carbon emissions from business travel, and strengthen wireless projection equipment in conference rooms across the country to promote paperless meetings. In addition, the use of recyclable envelopes for delivering documents is also encouraged internally to reduce the waste of disposable resources. In the future, Taiming will continue to promote mobile insurance platform and expand its cooperating insurance companies, aiming to achieve paperless insurance documents and reduce the impact of business operations on the environment.

Since the launch of mobile insurance platform in 2019, Taiming has successfully integrated policy management to improve document accuracy and insurance efficiency. In 2024, a total of 31,860 sheets of paper were reduced through this platform, equivalent to a carbon reduction of 229.39 kgCO₂e. At the same time, internal photocopy paper and toilet paper are all PEFC and FSC certified products to ensure that the procurement process meets environmental protection standards. In the future, Taiming will continue to deepen the application of paperless and resource recycling, such as increasing the utilization rate of electronic documents and electronic form systems, and encouraging double-sided printing or reuse of the back of paper. In 2024, the use of electronic document and form systems reduced paper consumption by 19,591 sheets, equivalent to a carbon reduction of 141.06kgCO₂e. The total paper savings for the year reached 51,451 sheets, with an estimated carbon reduction of approximately 370.45 kgCO₂e, demonstrating the Company's proactive efforts in environmental protection and digital transformation.

└ **Enforcement of paperless processes in 2024** ┘

Measures	Methods	Outcomes
Promote mobile insurance and remote insurance	Digitalization of insurance applications	Connections were established with 12 insurance companies in 2024. The annual conversion action saved approximately 31,860 sheets of A4 paper and reduced carbon emissions by approximately 229.39 kgCO ₂ e.
Paperless process	Digitalization of application forms at head office	In 2024, there were 2,078 electronic forms, which averaged out to 2 sheets of paper, saving approximately 4,156 sheets of paper.
	Digital sign-off for internal circulars and correspondences	In 2024, there were 3,087 applications, which averaged out to 5 sheets of paper, saving approximately 15,435 sheets of paper.
	Promotion of electronic voting for shareholders' meetings ^{Note}	A total of 195 people voted electronically at the 2024 shareholders' meeting, an increase of 16.08% from the previous year and a growth of 191.04% compared to 2017.

Note: The first electronic voting at shareholders' meeting was conducted in 2017.



» ***Towards low-carbon sustainable management***

In the face of global climate change challenges and international carbon reduction trends, Taiming Assurance Broker is determined to officially introduce greenhouse gas inventory mechanism in 2025 to establish the foundation of corporate carbon management and use this as an important milestone for sustainable development. With the assistance of professional consulting companies, we will ensure the accuracy and compliance of inventory process in accordance with domestic and international regulations and standards (such as ISO 14064 or the Greenhouse Gas Inventory Protocol).

We will conduct a carbon inventory of our parent company and clearly define the boundaries of greenhouse gas emissions, including direct emissions (Scope 1), indirect emissions (Scope 2), and gradually evaluate other indirect emissions (Scope 3). In addition, through data-based management and quantification of emission sources, we will establish a transparent and traceable carbon inventory mechanism to lay a solid foundation for future carbon reduction strategies.

Greenhouse gas inventory is not only a key step in corporate environmental management, but also an important action for us to fulfill our ESG commitments. Starting from 2026, we will include the inventory results in our annual report, official website and ESG platform to ensure that information is open and transparent, and use this to promote energy-saving and carbon-reduction projects, such as optimizing energy efficiency, introducing green procurement mechanisms, and even evaluating the feasibility of carbon neutrality in the future.

Through the 2025 inventory action, Taiming Assurance Broker accumulates practical experience and uses it as the basis for future carbon reduction strategies. We will continue to improve our carbon management capabilities, strengthen internal employees' awareness of climate issues, and work with supply chain partners to jointly create a low-carbon business model to ensure that the Company moves forward steadily on the path of sustainable development.



» Energy and greenhouse gases

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 298,929.60 MJ of energy consumption and 39.36 tonCO₂e of GHG emission for 2024; both of which were lower than the base year (2019).

TABC undertook the following measures in 2024 to reduce energy consumption and carbon emission within the internal operating environment:

1. Continued virtualization of IT servers and set up 4 new virtualized servers to lower energy consumption and carbon emission
2. Replaced 174 LED flat panel lights with energy-saving labels to reduce electricity consumption by 19,293 kWh and carbon emissions by 9.144 tonCO₂e
3. Signage is no longer lit at the head office
4. Air ventilators used to operate twice a day at the head office, and now operate once a day
5. Water fountains at the head office were replaced with environment-certified alternatives
6. 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
7. Three additional variable-frequency air conditioners were installed and the equipment in the photocopy room was isolated to protect the health of our employees.

— TABC's energy and GHG statistics —

Item	Unit	2022	2023	2024
Standalone revenues	in multiples of NT\$100 million	5.40	5.67	6.13
Energy consumption	MJ	326,282.40	306,914.40	298,929.60
Energy intensity	MJ/NT\$100 million of revenue	60,422.67	54,129.52	48,765.02
GHG emission	tonCO ₂ e	44.86	42.12	39.36
GHG emissions intensity	tonCO ₂ e/NT\$100 million of revenue	8.31	7.43	6.42

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. The carbon emission coefficients of electricity in the last three years were 0.495 kgCO₂e/kWh in 2022, 0.494 kgCO₂e/kWh in 2023, and 0.474 kgCO₂e/kWh in 2024, respectively.
4. Energy intensity = Energy consumption ÷ Standalone revenues.
5. GHG emission intensity = GHG emission ÷ Standalone revenues.
6. Greenhouse gas emissions are based on the base year of 2019, with energy consumption totaling 287,348.4 MJ and greenhouse gas emissions amounting to 40.63 tonCO₂e.

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. Taiming Assurance Broker calculates its water consumption based on the proportion of space it occupies in its headquarters building, as determined by the building management committee. In 2024, water withdrawal totaled 1.069 million liters, representing a 2.46% reduction compared to the base year of 2018. In the future, the Company will continue to promote water conservation, replace outdated equipment, prioritize water-saving devices with official conservation labels, and regularly inspect water pumps, tanks, faucets, pipe joints, ceilings, walls, and underground piping systems.

Water usage in the last 3 years

Measurement/year	Unit	2022	2023	2024
Standalone revenues	in multiples of NT\$100 million	5.40	5.67	6.13
Water withdrawal	million liters	0.799	0.891	1.069
Water intensity	million liters/NT\$100 million	0.148	0.157	0.174
Carbon emission volume	tonCO ₂ e	0.044	0.049	0.059

Note:

1. Water intensity = Water consumption (million liters) ÷ Standalone revenues (in multiples of NT\$100 million).
2. The approximate amount of CO₂ equivalent emitted per kilowatt-hour of water was based on data from Taipei Water Company: 0.0544 kgCO₂/kWh in 2022 and 0.0555 kgCO₂/kWh in 2023-2024. As official data for 2024 has not yet been released, the coefficient for 2023 is used for calculation.
3. Information recompilation: Based on 2023 data from the Taipei City Government's data platform, the carbon emissions for 2023 have been recompiled accordingly.
4. 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.



| **H**appy Enterprise

Since its establishment, Taiming Assurance Broker has pursued the goal of "sustainable management with a sense of happiness", placing "people" at the center of its considerations and committing to the creation of a safe and friendly workplace environment.

- **Diversity and equality, friendly workplace**

Human resource analysis

New recruits and resignees

Recruitment assistant: Digital transformation x Efficient recruitment x Environmental sustainability

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

- **Promotion system transparent and fair**

TABC is where dreams happen

- Commendation for top sales performers of the year
- Summit Ascent in Germany and Switzerland: A Journey of Legacy and a Feast of Luminaries
- Annual visit by the association chairperson – 2024
- Top-performing sales partners – 2024



— Performance highlights —

27.9
hours

Back-office staff
Average training hours



Diversity and equality, friendly workplace

» Human resource analysis

Taiming Assurance Broker has always placed “people” at its core. We welcome passionate individuals who embrace challenges and enjoy interacting with others to join the Taiming family. Whether as a field agent or an office staff member, everyone can find a stage to showcase their strengths. As of the end of 2024, TABC had a total of 58 permanent back-office staff and 3,053 sales partners. Back-office staff are an important pillar of a company's daily operations. They are not only a strong backing for business partners, but also the core driving force for the overall development of the Company. In 2024, Taiming Assurance Broker's back-office team included 10 managers and 48 general staff, of which 15 were males, accounting for 25.86%, and 43 were females, accounting for 74.14%. These partners each perform their respective duties and work together to promote Taiming's operational stability and growth.

On the other hand, 3,053 field contractors are the backbone of Taiming's business expansion. Among them, male employees account for 32.17% and female employees account for 67.83%; senior female business managers account for as high as 69.20%, which fully demonstrates Taiming's efforts to support the growth of female partners and also highlights our persistence in diverse and equal employment.

Change of workforce size in the last 3 years

unit: persons

Worker category	2022	2023	2024
Employees	58	57	58
Non-employees	5	5	9
Total	63	62	67

Note:

1. Calculated based on figures as of December 31, 2024.
2. Non-employee workers are counted as cleaning staff at each operating location.



Employees by category - 2024

unit: persons

Employee category		Male	Female	Total
By contract	Permanent employees (undefined contract)	15	43	58
	Contract employees (defined contract)	0	0	0
By work hours	Full-time employees (permanent)	15	43	58
	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	5	6
	Southern area	1	6	7
Employee gender totals		15	43	58

Note:

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

— 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	6	4	0	0	3	7
	Percentage	10.34%	6.90%	0	0	5.17%	12.07%
General staff	Participant count	9	39	2	13	23	10
	Percentage	15.52%	67.24%	3.45%	22.41%	39.66%	17.24%
Headcount of other categories		15	43	2	13	26	17
As a percentage of total employees		25.86%	74.14%	3.45%	22.41%	44.83%	29.31%

Note: Description of employee job categories: Managers are employees at the level of assistant manager (or above) or persons with signature authority.

» New recruits and resignees

Taiming Assurance Broker upholds the concept of innovation and vitality, and reinterprets human resource management. Different from traditional methods, the Company designed and launched the official LINE tool "Recruitment Assistant" to attract outstanding talents in a smart way. The tool integrates 36 functions including the institutional advantages of Taiming, a starting learning map, product introductions and profit sharing, to provide comprehensive support during the recruitment process. In 2024, the Company welcomed a total of 9 new office employees, including 2 males and 7 females, with a new recruitment rate of 15.52%; at the same time, a total of 8 employees resigned, with a turnover rate of 13.79%.

In the future, Taiming will continue to enhance talent cultivation, assist employees in balancing work and life, improve their professional capabilities, provide comprehensive development opportunities and sound benefits, create a high-quality environment to attract and retain talents, and inject momentum for the Company's continued growth.

— 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	1.72%	1	1.72%	2	3.45%
	Age 31-40	1	1.72%	12	20.69%	13	22.41%

Primary category	Secondary category	Male		Female		Subtotal	
		Participant count	Percentage	Participant count	Percentage	Participant count	Percentage
Permanent employees	Age 41-50	7	12.07%	19	32.76%	26	44.83%
	Age 51 and above	6	10.34%	11	18.97%	17	29.31%
Subtotal of permanent employees		15	25.86%	43	74.14%	58	100.00%
New recruits	Age 21-30	0	0.00%	1	100.00%	1	50.00%
	Age 31-40	0	0.00%	2	16.67%	2	15.38%
	Age 41-50	2	28.57%	2	10.53%	4	15.38%
	Age 51 and above	0	0.00%	2	18.18%	2	11.76%
Subtotal of new recruits		2	13.33%	7	16.28%	9	15.52%
Resignees	Age 21-30	0	0.00%	1	100.00%	1	50.00%
	Age 31-40	0	0.00%	1	8.33%	1	7.69%
	Age 41-50	1	14.29%	3	15.79%	4	15.38%
	Age 51 and above	1	16.67%	1	9.09%	2	11.76%
Subtotal of resignees		2	13.33%	6	13.95%	8	13.79%

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.



» **Recruitment assistant: Digital transformation x Efficient recruitment x Environmental sustainability**

With the development of digitalization in the insurance industry, Taiming Assurance Broker continues to optimize the recruitment and marketing tools of salesperson, and developed the "Recruitment Assistant" at the end of 2024 to improve recruitment efficiency with digital technology and reduce the use of traditional paper folders. The 36 functions of 6 main topics not only enhance the salesperson's conversation topics and make it easier for new employees to understand the advantages of the insurance system, but also reduce the use of paper and plastic consumables and implement the Company's sustainable development goals.

— **Five core features of Recruitment Assistant** —

Digital recruitment reduces paper and plastic consumables	In the past, business marketing and recruitment relied heavily on paper folders, resulting in the use of large amounts of paper and plastic tools. Taiming Assurance Broker actively promotes digital transformation and developed "Recruitment Assistant" to replace traditional recruitment folders. This tool enables agents to communicate with potential recruits electronically, achieving dual goals of environmental sustainability and improved efficiency.
Intelligence and convenience	The starting point for the design of "Recruitment Assistant" function is based on salesperson's previous habits and needs when recruiting. The purpose is to enhance the convenience of the salesperson when recruiting, and at the same time it can quickly help the salesperson solve problems encountered in recruitment.
Focus on business system advantages to enhance recruitment attractiveness	Faced with the challenge of gradually increasing average age of salesperson, Taiming Assurance Broker will use "Recruitment Assistant" as an important tool to recruit new salesperson in 2025. The advantages and features of built-in business system allow newcomers to quickly understand and join, while helping sales staff conduct recruitment conversations more systematically.
Interactive content helps new users get started faster	Recruitment assistant has built-in Q&A analysis, income calculator and learning map, allowing new employees to understand their own development opportunities through interactive methods, reduce information gaps and increase recruitment success rates.
Social media integration to expand influence	In order to enhance brand exposure and promotion, recruitment assistant is seamlessly integrated with Taiming Assurance Broker's social media platforms such as YouTube, Facebook, and Instagram to help sales staff conduct more effective recruitment and promotion on social media.



As the average age of salesperson increases, the inheritance and rejuvenation of insurance business becomes important. Through its digital transformation efforts, Taiming uses "Recruitment Assistant" as the starting point for engaging new recruits. Leveraging technology to enhance recruitment efficiency, the Company showcases the potential of insurance industry to young talent and brings fresh energy to its sales team to build a stable, competitive future.

» Human rights protection

Taiming is committed to upholding various human rights initiatives, including the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the UN Global Compact, and the core labor standards set forth in the Fundamental Conventions of the International Labour Organization. In line with these principles, Taiming actively manages human rights issues by formulating internal codes and management guidelines. In addition to adhering to international human rights conventions, the Company also complies with domestic regulations such as the Labor Standards Act, the Act of Gender Equality in Employment, and the Occupational Safety and Health Act, to ensure that the rights of employees, non-employees, and customers are safeguarded. Taiming's insurance company suppliers have all published human rights-related policies, ensuring that both upstream and downstream partners adhere to the same standards.

On human rights matters, Taiming integrates its professional expertise, beginning with long-term care as a foundation for human rights advocacy to support both insurance-related and workplace human rights protections. In terms of its core insurance business, the Company focuses on long-term care and gradually expands to address issues concerning the elderly and people with physical and mental disabilities. By combining professional knowledge with social responsibility, it deepens its concern for the rights of the elderly. For workplace human rights, the Company has enacted a Sexual Harassment Prevention Policy to rigorously prevent incidents of harassment. The Company has also established an Internal Staff Evaluation Committee and a dedicated employee complaint email to ensure smooth communication channels and timely responses.

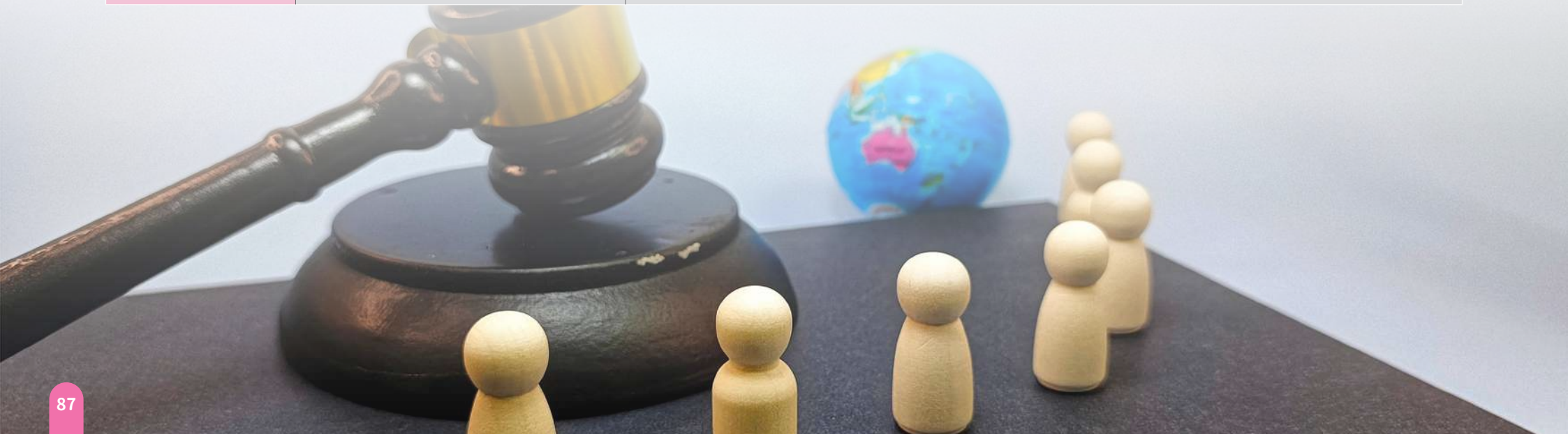
Although no labor union has been formed, Taiming complies with the Labor Standards Act by establishing a Labor-Management Committee, which convenes regular quarterly meetings and additional extraordinary meetings when necessary to facilitate two-way communication on topics such as labor-management cooperation, conflict resolution, working conditions, and employee benefits planning. To ensure smooth communication, the Company has also set up a dedicated employee feedback mailbox (Labor@tabc.com.tw) and actively responds to employee feedback. 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.

In 2024, no incidents of discrimination, complaints, child labor, or forced labor were reported. There were also no violations of freedom of association or labor disputes. Taiming continues to strengthen its human rights protection measures to ensure that both internal and external stakeholders are properly protected.

└ TABC's human rights protection actions ┘

Human rights Issues	Policy	Actions
Non-discrimination	1. Eliminate illegal discrimination and ensure fair work opportunities 2. Comply with Convention against Discrimination in Education and encourage diverse learning 3. Comply with Convention on the Elimination of All Forms of Discrimination against Women, and protect female employees' rights to work	1. 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. 2. Annual training subsidies are granted to encourage and foster diverse learning for employees. 3. 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.

Human rights Issues	Policy	Actions
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	1. 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. 2. Regular health checkups are organized for back-office staff. 3. 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.
Workplace Safe	Comply with the government's labor regulations; provide a safe work environment	1. Fire safety inspections and equipment checks are performed regularly to keep workplace facilities safe. 2. Office area has been equipped with air purifiers and alcohol-based sanitizers for the health of the work environment and its employees.
Gender Equality	Compliance with the Act of Gender Equality in Employment	The "Measures for Prevention, Complaint, and Disciplinary Action Regarding Workplace Sexual Harassment" was formulated in 2013 and updated in 2024, which specified the complaint channels and complaint committee to protect complainants and maintain gender equality in the workplace.
Privacy	Implement privacy protection; issue statements on personal data management policy and cybersecurity policy	TABC has introduced a personal data management system and a cybersecurity 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

Taiming is willing to create a diverse and complete learning and growth environment to promote professional training for back-office staff and business partners. In terms of course design, we combine physical teaching with online learning platforms, and make good use of digital technology to optimize learning efficiency. In 2024, a total of 329 physical and digital courses were offered to business partners, with a total cumulative training time of 720 hours and 19,417 people completed the training. The courses cover areas such as product marketing, regulatory compliance, tax knowledge, retirement planning, claims practice, customer management, coaching and training, organizational management and self-growth. Through an all-round learning approach, we continuously improve the professional skills and functional development of employees. In terms of professional training for back-office staff, Taiming uses a dual-track model of internal and external training to systematically strengthen insurance knowledge and functional development. In 2024, each back-office staff received an average of 27.9 hours of internal and external training, of which male employees received an average of 34.3 training hours and female employees received an average of 25.7 training hours. This difference is mainly due to the fact that most company managers are male, and because they are responsible for corporate governance, compliance, auditing and signing duties, they need to increase the number of job-related training hours in accordance with legal regulations. However, Taiming adheres to the principle of gender equality and has no gender differences in training opportunities and content design, ensuring that employees are treated fairly in their professional development. The dual-track training pipeline is described as follows:

- **Internal training:** Combining physical and online courses, professional functional training (such as information security, insurance regulations, and promotion of laws and regulations by competent authorities)
- **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	2022	2023	2024
Overall		Total employee count at end of reporting period	58	57	58
		Total training hours	1,247	1,636	1,619.5
		Average training hours per employee	21.5	28.7	27.9
Gender	Male	Total male employee count at end of reporting period	14	15	15
		Total training hours	373	571.5	514.5
		Average training hours per male employee	26.7	38.1	34.3
	Female	Total female employee count at end of reporting period	44	42	43
		Total training hours	874	1,064.5	1,105
		Average training hours per female employee	19.9	25.3	25.7
Category	Managers	Total manager counts at end of reporting period	10	10	10
		Total training hours	430.5	360.5	512
		Average training hours per manager	43.1	36.05	51.2
	Non-manual staff	Total non-manual staff at end of reporting period	48	47	48
		Total training hours	816.5	1,275.5	1,107.5
		Average training hours per non-manual staff member	17.0	27.14	23.1



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.

In 2024, Taiming continued to promote professional training by collaborating with legal experts to offer exclusive courses. Through its digital learning platform, it also provided real-time education on topics such as anti-money laundering and counter-terrorism financing, ethical business practices, fair customer treatment, information security, personal data protection, regulatory compliance, self-defense fire drills, emergency medical reporting, prevention of workplace sexual harassment, and the promotion of human rights education. These initiatives aim to create a comprehensive learning platform for partners and further enhance the various capabilities of top-performing business supervisors.

》 Complete training for greater professionalism

Taiming established four major training academies: Marketing, Management, Finance and Economics, and Education, to provide comprehensive training in policy marketing and management skills for business partners.

Courses are delivered through both in-person and digital platforms, allowing business partners to continuously enhance their professional knowledge at any time.

In addition, the weekly publication "Taiming Weekly Highlights" delivers timely updates on product information, service guidelines, and regulatory news to ensure that business partners stay informed of the latest developments.



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

- Academy of Marketing: Mainly teaches professional knowledge and marketing skills of property and casualty insurance policies to enhance the sales and communication capabilities of business partners.
- Academy of Management: Provides training for senior business partners and supervisors to strengthen management skills and team management. The core value of the course is to strengthen organizational development and assist business managers in building professional skills in recruiting, selecting, coaching and training.
- Academy of Finance and Economics: "Cultivating expertise and integrating expertise" is the core value of the School of Finance and Economics. We invite professionals from industry, government and academia to share and provide lecture from time to time, so as to help senior business partners move towards the role of all-round consultants for policyholder families.
- 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	9,542	214	405	14,763
		Total training hours	14,639	734	2,083	35,535
		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	2,863	64	122	4,429
		Total training hours	4,392	220	625	10,661
		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	6,680	150	284	10,334
		Total training hours	10,247	514	1,458	24,875
		Average training hours per female sales partner per session	2	3	5	2

» Employee performance assessment

In order to help office staff achieve self-fulfillment and improve overall performance, Taiming regularly conducts performance evaluations for supervisors and back-office staff. The evaluation of supervisors focuses on five aspects: leadership, planning ability, sense of responsibility, communication and coordination, integrity and ethical behavior. The evaluation of back-office staff focuses on seven aspects: work attitude and sense of responsibility, professional knowledge, initiative and dedication, teamwork, service spirit, discipline and professional attitude, integrity and ethical behavior. Through a transparent and fair promotion system, we not only improve the overall capabilities of employees but also assist them in career planning. By 2024, all back-office staff received regular performance and career development reviews, which achieved 100% coverage.

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	6	4	10
	(B1) Number of employees receiving regular performance evaluation and career review	6	4	10
	Percentage of (B1/A1)	100%	100%	100%
Non-manual staff	(A2) Total employee count at end of reporting period	9	39	48
	(B2) Number of employees receiving regular performance evaluation and career review	9	39	48
	Percentage of (B2/A2)	100%	100%	100%
Total	(A1+A2) Total employee count at end of reporting period	15	43	58
	(B1+B2) Number of employees receiving regular performance evaluation and career review	15	43	58
	Percentage of (B1+B2/A1+A2)	100%	100%	100%



Complete welfare protection

» Welfare system

Taiming always treats its employees as family members and does its best to create a warm and comprehensive welfare system. In addition to basic benefits including labor insurance, health insurance, special leave, maternity leave and parental leave, flexible leave is also provided to allow employees to balance work and life. In the professional field of insurance, we deeply understand that family is the most solid support, so we provide life, medical, disability insurance and pensions to give employees and their families peace of mind. In addition, there is emergency relief, marriage and childbirth allowances, and funeral condolence funds to accompany employees through every stage of life.

— 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
	Childbirth allowance	Childbirth allowance provided to back-office staff
	Bereavement benefit	Bereavement benefit provided to back-office staff

— Employee welfare expenses in the last three years —

unit: NTD thousands

Employee welfare expense	2022	2023	2024
Salary expenses	51,049	51,135	52,288
Labor/health insurance premiums	4,837	4,977	5,119
Pension expenses	2,321	2,389	2,435
Directors' compensation	3,879	3,432	3,429
Other employee welfare expenses	2,251	1,743	2,801
Total	64,337	63,676	66,072

Note: In the past three years, the proportion of employee welfare expenses to revenue was 8.7% in 2022, 8.1% in 2023, and 7.8% in 2024, respectively, which maintained a stable level.

» Fair compensation

Taiming uses a competitive salary system to attract and retain the talents needed for operations. In 2024, the average overall remuneration for non-supervisory employees was NT\$630,000, the median salary was NT\$565,000, and remuneration was paid regardless of gender. The salary structure consists of two parts: fixed and variable. Fixed salary is paid monthly, with reference to industry standards and labor market data, and adjusted in a timely manner according to position, professional ability and market demand; variable salary includes year-end bonuses, employee dividends and performance bonuses, so that remuneration is closely linked to operational performance.

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

Measurement/year	Unit	2022	2023	2024	Difference from the previous year
No. of non-managerial full-time employees	Participant count	46	47	45	-2
Mean salary	NTD thousands	599	598	630	32
Median salary	NTD thousands	535	546	565	19

» Retirement system

Taiming has established a retirement system in accordance with the Labor Standards Act and the Labor Pension Act, and allocates funds to the labor pension reserve fund, which is deposited in the Bank of Taiwan. An actuary performs actuarial calculations at the end of each year to ensure adequate funding. For those eligible for the new pension scheme, the Company contributes 6% of their monthly salary to their personal pension account at the Bureau of Labor Insurance. Employees may also contribute an additional 0% to 6% of their monthly salary to their personal pension account voluntarily. For details on the post-retirement benefit plan, please refer to page 35 of the Company's "2024 Consolidated Financial Statements and Independent Auditor's Report".

In addition, for employees whose careers end due to "retirement" or "termination of employment", Taiming encourages them to utilize employment services or allowance plans offered by the Workforce Development Agency, Ministry of Labor, and will provide application assistance. For those who leave involuntarily from the Company, we will terminate the employment contract in accordance with the Labor Standards Act and provide job-seeking leave and severance pay to assist employees with their transition.



Healthy workplace

The workplace is the second "home" in employees' daily lives. Taiming constantly reviews and adjusts both internal and external workplace conditions to ensure a safe and healthy work environment for our employees. Taiming has established the "Workplace Management Regulations" to formulate regulations for disaster prevention and access control safety, and conduct fire drills regularly to ensure that workplace safety awareness is deeply rooted in every employee's hearts.

The Company promotes workplace safety awareness among its headquarters staff through annual administrative meetings. Each department also conducts inspections and maintenance of its own offices and common areas every year. In addition, to further improve the workplace environment for our field partners, the "Workplace 2.0" project was launched in 2020 to upgrade the outdated and rigid workspaces to a more comfortable and high-quality atmosphere. In addition to re-planning the space layout and creating a comfortable atmosphere, energy-saving and carbon-reducing facilities have been introduced, including the use of green building materials, replacing energy-saving lights and appliances with power-saving appliances, installing circulation fans and heat-insulating window films, to maximize sustainable performance.

In 2024, we will focus on optimizing the workplace in Chiayi and Kaohsiung business locations by introducing energy-saving air conditioning equipment and high-efficiency energy-saving lamps. We hope to reduce carbon emissions and electricity costs while improving the comfort of the working environment. We believe that through continuous innovation and upgrades, "Workplace 2.0" not only fosters a warm work environment for our employees but also attaches the concept of sustainability into every aspect of our operations, achieving shared prosperity and development for both the enterprise and the environment.



| "Workplace 2.0" Project in Chiayi |



| Kaohsiung Workplace Optimization Project |



| Document photocopy room of headquarters |

» Health promotion

To promote the physical and mental health of employees, Taiming has subscribed to a health magazine since 2022. Each time a new issue is released, key topics are selected and promoted via email to increase employee interest in reading and awareness of health issues, encouraging them to pay more attention to their own well-being, such as regular exercise, a balanced diet, and stress management. In addition to the health checkups required by law every two years, the Company also arranges comprehensive health examinations for all employees. These examinations include general and specific checkups, such as metabolic screenings, thyroid ultrasound, and cancer detection. 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 2024, no suspected work-related illnesses were detected among the Company's employees.

Taiming has adopted a plan to conduct health checks every two years. Therefore, no special employee health check-ups were arranged in 2024, but the Company continued to convey health management knowledge to ensure that employees can still gain health management awareness in non-health check-up years and ensure uninterrupted health protection in the workplace.

In order to maintain a healthy environment, in addition to purchasing air purifiers to purify the ambient air, the headquarters also planned a document photocopy room with an external exhaust fan installed inside. All office machines, printing equipment and shredders are placed in this space to prevent office employees from inhaling too much dust and endangering their health. At the same time, in order to improve the ventilation efficiency in the workplace, the exhaust fan is started every day to deliver fresh air, and it runs for 1 hour each time. At the same time, various data of workplace air (including HCHO, TVOC, PM2.5, PM10, CO, CO2) are continuously observed, and environmental improvements are made in a timely manner according to the test results to ensure that employees can work with peace of mind in a healthy and safe working space.



» Maternity health protection

Taiming has long been actively advocating and implementing the sustainable development goal of gender equality in SDGs Goal 5, strictly abides by the "Gender Equality in the Workplace Act", supports employees' rights to have children, and protects the rights of employees to stay with their children. 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. During the period of parental leave, employees can continue to participate in the original social insurance, allowing employees to balance work and family life without worries.

Statistics on unpaid parental leave in 2024

Item	Male	Female	Total
(a) No. of employees qualified to apply for unpaid parental leave in 2024	0	2	2
(b) No. of employees applying for unpaid parental leave in 2024	0	1	1
Unpaid parental leave application rate (b/a)	0%	50%	50%
(c) No. of employees expected to be reinstated from unpaid parental leave in 2024	0	1	1
(d) No. of employees reinstated from unpaid parental leave in 2024	0	1	1
Reinstatement rate of parental leave (d/c)	0%	100%	100%
(e) No. of employees reinstated from unpaid parental leave in 2023	0	2	2
(f) No. of employees reinstated from unpaid parental leave in 2023 and who have worked continuously for one year	0	1	1
Retention rate of unpaid parental leave (f/e)	0%	50%	50%

Note:

- (a) Estimate is based on the number of employees having applied for maternity leave or paternity in the last three years (2022–2024)
- (b) Date of unpaid parental leave falling within 2024
- (c) Expected reinstatement date falling within 2024
- (d) Number of employees with expected reinstatement date falling within 2024 that were actually reinstated
- (e) Actual reinstatement date in 2023
- (f) Employees reinstated in 2023 who worked continuously for one year afterwards (who remained employed in 2024)

Transparent and fair promotion system



Taiming has specially designed a tiered management system for evaluating and training the marketing capabilities of its external contracted business partners. Through a systematic approach to advanced learning and a step-by-step promotion mechanism, the program aims to achieve the organization's sustainable development goals. When a partner is promoted to the position of District Manager or above, following the philosophy of "Partners as Shareholders", Taiming Assurance Broker offers them a share of the organization's pre-tax operating profit as a performance bonus, based on their annual performance contribution. This allows every partner to share in the fruits of the organization's growth.

To comprehensively enhance business performance, Taiming holds its "Business Operation Strategy Conference" every year at mid-year and year-end, gathering supervisors at all levels for mutual exchange and learning. These conferences focus on strengthening professional knowledge, refining management skills, and cultivating leadership. Through experience sharing and strategic discussions, Taiming is building a management team with outstanding business capabilities. In this collaborative atmosphere, the team aligns on shared goals and jointly plans future directions, continuously enhancing the use of organizational resources and developing roles, ultimately achieving annual targets and creating a brighter future together.



— Promotion of sales partners - 2024 —

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	12 people	14	16 people	12 people	2 people	0 people	1 person	0

Taiming adheres to the principle of "giving back to society what is taken from society" by actively providing assistance and resources to all sectors of society. It aims to carry forward the original mission of insurance business by offering timely support and aid to those in need, reducing social risk costs, and jointly creating a prosperous and sustainable society.

- **Promotion of education**
Sponsoring scholarships at Chihlee University of Technology for 20 consecutive years
- **Support for the underprivileged**
Let Life Shine
Delivering warmth to elderly people in remote areas
Care for rural children
Shihu rice warms the heart and loves in remote areas
- **Environmental protection**
Love in rice to protect leopard cat and its homeland
The rebirth of love changes the fate of furry kids
- **Health promotion**
Supporting the blood donation drive with love bags



— Performance highlights —

NT\$ **560,000**

Social engagement activities
Total investment amount was



2,800

people

Total number of
beneficiaries Over



5

5 action responses
Sustainable Development
Goals SDGs



Based on the United Nations Sustainable Development Goals (SDGs), Taiming Assurance Broker has long been committed to diversified social engagement activities, upholding our original intention as an insurance company, we hope to reduce social risk costs through timely support and resource allocation to help disadvantaged groups.

Taiming has invested a lot of manpower, material resources and resources in the following SDGs goals, including donations, scholarships and materials, to improve social welfare:

1. **SDGs 1 - No poverty:** Support disadvantaged groups and provide basic living security.
2. **SDGs 2 - No Hunger:** Contribute to food security and reduce hunger.
3. **SDGs 3 - Health and Well-being:** Improve community health and and well-being.
4. **SDGs 4 - Quality Education:** Support education and talent development for students in remote areas.
5. **SDGs 15 - Land Ecology:** Dedicated to the conservation and protection of natural ecosystems.

Highlights of Social Engagement

1. Provided long-term support to elderly people living alone in the local community and provided them with living resources and care.
2. Donated scholarships to Chihlee University of Technology for 20 consecutive years to encourage young students to pursue excellence.
3. Supported children in rural areas by providing the necessary resources to improve their educational conditions.

In 2024, Taiming's investment in social engagement activities reached NT\$560,000. In the future, the Company will continue to deepen its social responsibility and collaborate with the public to jointly create a sustainable development and mutually beneficial society.



— List of social engagement efforts - 2024 —

Engagement aspect	Corresponding SDGs	Social engagement efforts	Benefits
Promotion of education		Donated scholarships to Chihlee University of Technology for 20 consecutive years, providing each student with a scholarship of \$5,000	Beneficiaries: 10 people
Support for the underprivileged	 	1. Assisted in the organization of "Let Life Shine" charity garden party for 5 consecutive years and donated NT\$60,000 to Development Center for the Spinal Cord Injury 2. Donated Shihu rice to Pingtung Yue Ai Care Association 3. Donated NT\$160,000 to Huashan Social Welfare Foundation's "Hualien Rural Station Center" project 4. Donated NT\$100,000 to Taiwan Hope in Love Children's Care Association	Number of people reached 1,791
Health promotion		Donated 1,000 empty blood bags to blood donation centers in Taipei, Taichung, Hsinchu, and Kaohsiung	Number of beneficiaries 1,000
Environmental protection		1. Purchased 120 packs of Shihu rice grown using eco-friendly farming practices 2. Donated NT\$50,000 to the New Taipei City Stray Cats and Dogs Protection Association	Benefited 58 cats and dogs



Promotion of education

Donated scholarships to Chihlee University of Technology for 20 consecutive years

Since 2005, Taiming and Chihlee University of Technology have been actively engaged in industry-academia collaboration to develop students' practical skills in insurance. At the same time, the "Taiming Assurance Broker Scholarship" has been established to support students with excellent academic performance and poor family backgrounds to complete their studies. The scholarship system has been in place for 20 years, awarding NT\$5,000 scholarships to 5 students each semester. A total of 200 students have benefited from the system, and we hope it continues to ease the financial burden on students' families, allowing them to focus on their studies and pursue their dreams without worry.

In 2024, a total of 10 outstanding students received scholarships totaling NT\$50,000 in recognition of their diligence and excellent performance. During the presentation ceremony, the Company shared insights on the financial environment and insurance concepts with the students. Through real-life case studies, students gained a deeper understanding of how insurance provides crucial protection during unexpected events and supports stable development at every stage of life. This helped them appreciate the importance of financial management and the key role insurance plays in life planning. Additionally, the General Manager encouraged the students to seize opportunities and pursue a brighter future with courage and diligence.



Support for the underprivileged

Let Life Shine

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 Injury also uses the proceeds from the garden party to fund its "self-sustainable life rebuild and training" programs, helping individuals with spinal cord injuries rebuild their lives and reintegrate into society.

Taiming Assurance Broker's insurance business has been promoting long-term care insurance, disability insurance, and critical illness insurance products for a long time. We are aware that insurance can help customers transfer part of the risk, but it cannot help policyholders who are disabled to rebuild their lives and receive community living training. Therefore, in response to social welfare and care for the disabled, Taiming has supported the activities of the Development Center for the Spinal Cord Injury for 5 consecutive years, and served as the co-organizer of "Let Life Shine" charity garden party. Taiming donated NT\$60,000 to support charity, with a total of 1,500 people participating in the event. Taiming hopes to help more people with disabilities and their families to enjoy the beauty of life together.



Delivering warmth to elderly people in remote areas

Since 2018, Taiming has supported the Huashan Social Welfare Foundation through annual donations to care for the elderly. In addition to funding care packages for the three major holidays, Taiming also regularly assists the foundation in distributing New Year meals and actively participates in other charitable activities to spread warmth. Taiming has been honored with the “Guardian Archangel” award from the Huashan Social Welfare Foundation for five consecutive years, symbolizing its selfless love and support.

In the remote Zhuoxi Township of Hualien, there is a group of elderly residents living in isolated communities. Due to poor transportation and scarce resources, many of them live alone and face long-term difficulties in receiving timely assistance. The Huashan Social Welfare Foundation established an “Angel Station” to support 91 elderly individuals in the area, but due to funding shortages, the station was shut down in 2021, leaving the elderly once again in a vulnerable situation.

In 2024, Hualien was severely affected by natural disasters, worsening the plight of its elderly living alone. To provide better services for these individuals, the Huashan Social Welfare Foundation launched “Rebuilding of Hualien Remote Area Station” project to reestablish Angel Station. In support of this initiative, Taiming donated NT\$160,000 to help the foundation rebuild the station in Zhuoxi Township, enabling the elderly to once again feel the care and warmth of society.



Environmental protection

Love in rice to protect leopard cat and its homeland

Taiming purchased 120 bags of Shihu rice and donated them to Pingtung Yue Ai Care Association to support friendly agriculture and social welfare. Farmers in Tongxiao and Miaoli uphold the concept of being earth-friendly. The production process of Shihu rice follows the principle of organic cultivation without pesticides or chemical fertilizers to protect the soil and ecology and reduce the burden on the environment. Taiming's subscription not only helps disadvantaged families obtain the supplies they need, but also silently protects the leopard cats and their habitats, allowing love to continue in every grain of rice.



The rebirth of love changes the fate of furry kids

Taiming Assurance Broker is well aware of the importance of promoting the concept of life education and has been committed to supporting stray animal groups. In 2024, the Company donated NT\$50,000 to the "New Taipei City Stray Dog and Cat Rehabilitation Protection Association" (Mother Chang's Stray Animal Shelter). The donation was used to provide one month's feed for 30 stray animals and pay for the medical expenses of 28 stray animals. The association not only provides shelter services, but also promotes adoption programs and community education to ensure that every adopted animal receives the necessary medical care.

Through the substantial support of Taiming, the association is able to continue its life-saving work. This love not only helps stray dogs that are in urgent need of finding a home, but also arouses more people's attention to animal protection. Taiming believes that through such actions, we can work together to change the fate of these animals and ensure that every life can receive the respect and love it deserves.

日期: 2024/12/20		收據號: M20241220-000001
姓名/抬頭	台名保險經紀人股份有限公司	組織簽章
身分證字號/統一編號	80287239	
收入用途/類別	一般捐款	
繳費方式	銀行匯款	
金額 (大寫) 新台幣	伍萬元整	
金額 (小寫)	NT\$ 50,000 元整	經辦人: 方美心
社團法人新北市流浪貓狗再生保護協會 電話: 0976591097 統編: 41115651 協會地址: 新北市新店區安祥路102巷42弄103號 立案字號: 台內農字第1030659486號		備註說明 依所得稅法第十七條及第三十六條規定; 捐贈者如屬個人者, 得憑本據列入所得額中扣除額; 如營業事業單位者, 可憑本據列為費用或損失。

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

Health promotion

Supporting the blood donation drive with love bags

Taiming donated 1,000 empty blood bags in 2024 to blood donation centers in Taipei, Hsinchu, Taichung, and Kaohsiung, with each center receiving 250 bags. The public often focuses on blood donation, but empty blood bags are also an indispensable material in the blood donation process. The donation by Taiming is intended to assist blood donation efforts, provide important material support, and help with blood storage and management. This donation not only takes care of the needs of the blood donation process, but also brings more warmth and care between blood donors and recipients. A total of 1,000 people benefited, and Taiming's charity actions continue to inject positive energy into the society.

醫療財團法人台灣血液基金會捐贈收據

日期: 113/11/15 收據號碼: 4-2024-0073
捐贈人/單位: 台基保險經紀人股份有限公司 統一編號: 01010553
地址: 台北市中正區南海路3號3樓

捐贈項目	捐贈內容	金額	備註
現金	指定購買血袋	20250	

合計新台幣: 貳萬陸仟貳佰伍拾 元 整

1. 醫療財團法人台灣血液基金會設立許可證: 行政院衛生署79年3月5日衛署字第861192號函。
2. 本捐贈收據可申報綜合所得稅列舉扣除額。
3. 依照印花稅法第5條第14款規定如為捐贈免繳印花稅。
4. 此收據請妥善保管, 遺失恕不補發。
5. 本收據若經塗改或重複經辦人簽章無效。

醫療財團法人台灣血液基金會
台中捐血中心 經辦人: [Signature]

醫療財團法人台灣血液基金會捐贈收據

日期: 113/11/15 收據號碼: 2-2024-0040
捐贈人/單位: 台基保險經紀人股份有限公司 統一編號: 01010553
地址: 台北市中正區南海路3號3樓

捐贈項目	捐贈內容	金額	備註
現金	指定購買血袋	20250	

合計新台幣: 貳萬陸仟貳佰伍拾 元 整

1. 醫療財團法人台灣血液基金會設立許可證: 行政院衛生署79年3月5日衛署字第861192號函。
2. 本捐贈收據可申報綜合所得稅列舉扣除額。
3. 依照印花稅法第5條第14款規定如為捐贈免繳印花稅。
4. 此收據請妥善保管, 遺失恕不補發。
5. 本收據若經塗改或重複經辦人簽章無效。

醫療財團法人台灣血液基金會
台北捐血中心 經辦人: [Signature]

醫療財團法人台灣血液基金會捐贈收據

日期: 113/11/15 收據號碼: 7-2024-2225
捐贈人/單位: 台基保險經紀人股份有限公司 統一編號: 01010553
地址: 台北市中正區館前路49號11樓

捐贈項目	捐贈內容	金額	備註
現金	指定購買血袋	20250	

合計新台幣: 貳萬陸仟貳佰伍拾 元 整

1. 醫療財團法人台灣血液基金會設立許可證: 行政院衛生署79年3月5日衛署字第861192號函。
2. 本捐贈收據可申報綜合所得稅列舉扣除額。
3. 依照印花稅法第5條第14款規定如為捐贈免繳印花稅。
4. 此收據請妥善保管, 遺失恕不補發。
5. 本收據若經塗改或重複經辦人簽章無效。

醫療財團法人台灣血液基金會
高雄捐血中心 經辦人: [Signature]

醫療財團法人台灣血液基金會捐贈收據

日期: 113/11/15 收據號碼: 3-2024-0206
捐贈人/單位: 台基保險經紀人股份有限公司 統一編號: 01010553
地址: 台北市中正區館前路49號11樓

捐贈項目	捐贈內容	金額	備註
現金	指定購買血袋	20250	

合計新台幣: 貳萬陸仟貳佰伍拾 元 整

1. 醫療財團法人台灣血液基金會設立許可證: 行政院衛生署79年3月5日衛署字第861192號函。
2. 本捐贈收據可申報綜合所得稅列舉扣除額。
3. 依照印花稅法第5條第14款規定如為捐贈免繳印花稅。
4. 此收據請妥善保管, 遺失恕不補發。
5. 本收據若經塗改或重複經辦人簽章無效。

醫療財團法人台灣血液基金會
新竹捐血中心 經辦人: [Signature]



| Appendix

- **About the report**
- **GRI index**
 - General disclosures
 - Disclosure of material topics
 - Disclosure of non-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 2024 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 2024 report is the 10th iteration of the Sustainability Report; the previous issue was published in September 2024, and the current year’s report is expected to be published in August 2025. Each annual report can be downloaded from the ESG Corporate Sustainability Section of Taiming Assurance Broker’s official website.

The reporting period of this report is from January 1, 2024 to December 31, 2024. The content covers sustainable development-related information such as Taiwan’s economic, social and environmental policies and performance. For some content, the data is not limited to 2024 due to the principle of comparability. The scope of disclosure covers TABC, which includes the head office and 11 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, 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 2024 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 1: Taiming Assurance Broker reported content in accordance with the GRI guidelines between January 1, 2024 and December 31, 2024.			
GRI 2: General Disclosures 2021			
GRI code	Disclosures	Corresponding chapter	Page
GRI 2-1	Organizational details	TABC's background	P18
GRI 2-2	Entities included in the organization's sustainability reporting	TABC's background	P19
GRI 2-3	Reporting period, frequency and contact point	About the report	P110
GRI 2-4	Restatements of information	Water resource management,business performance.	P.79 P.21
GRI 2-5	External assurance	About the report,external assurance	P110 P111
GRI 2-6	Activities, value chain and other business relationships	Sustainable supply chain	P.23
GRI 2-7	Employees	Human resource analysis	P.82
GRI 2-8	Non-employee workers	Human resource analysis	P.82
GRI 2-9	Governance structure and composition	Governance units,functional committees.	P.30 P.34
GRI 2-10	Nomination and selection of the highest governance body	Nomination and election of board of directors	P.31
GRI 2-11	Chair of the highest governance body	Nomination and election of board of directors	P.31
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Functional committees	P.34
GRI 2-13	Delegation of responsibility for managing impacts	Functional committees	P.34
GRI 2-14	Role of the highest governance body in sustainability reporting	About the report; Quality management and assurance	P110

GRI code	Disclosures	Corresponding chapter	Page
GRI 2-15	Conflicts of interest	Nomination and election of board of directors	P.31
GRI 2-16	Communication of critical concerns	Governance body	P.30
GRI 2-17	Collective knowledge of the highest governance body	Directors' education	P.32
GRI 2-18	Evaluation of the performance of the highest governance body	Performance evaluation and compensation policy	P.32
GRI 2-19	Compensation policy	Performance evaluation and compensation policy	P.32
GRI 2-20	Process to determine remuneration	Performance evaluation and compensation policy	P.32
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.29
GRI 2-24	Policy commitments	Governance policy	P.29
GRI 2-25	Processes to remediate negative impacts	Business integrity	P.44
GRI 2-26	Mechanisms for seeking advice and raising concerns	Business integrity	P.44
GRI 2-27	Legal compliance	Legal compliance	P.46
GRI 2-28	Membership of associations	TABC's background	P.18
GRI 2-29	Approach to stakeholder engagement	Stakeholder engagement	P.8
GRI 2-30	Collective bargaining agreements	Not applicable	

└ 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.7
GRI 3-2	Materiality analysis of issues of concern	Materiality analysis of issues of concern	P.11
GRI code	Disclosures	Corresponding chapter	Page
I. Operating performance			
GRI 3-3	Management of material topics	Operating performance	P.21
GRI 201-1	Direct economic value generated and distributed	Operating performance	P.21
GRI 201-3	Defined benefit plan obligations and other retirement plans	Retirement system	P.94
GRI 201-4	Financial subsidies received from the government	Financial subsidies received from the government	P.22
II. Corporate Governance and Ethical Corporate Management			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P.25
GRI 205-1	Operations assessed for risks related to corruption	Business integrity	P.44
GRI 205-2	Communication and training related to anti-corruption policies and procedures	Business integrity	P.44
GRI 205-3	Confirmed incidents of corruption and actions taken	Business integrity	P.44
III. Information Security			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P.25
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information security protection, legal compliance.	P.39 P.46
IV. Legal Compliance			
GRI 3-3	Management of material topics	Chapter 2 Integrity governance	P.25

GRI code	Disclosures	Corresponding chapter	Page
V. Digital Finance			
GRI 3-3	Management of material topics	Chapter 3 Sustainable finance	P.47
	Self-defined topic	Digital insurance	P.56
VI. Customer Service and Care			
GRI 3-3	Management of material topics	Chapter 3 Sustainable finance	P.47
	Self-defined topic	Customer service	P.63
VII. Fair Treatment			
GRI 3-3	Management of material topics	Chapter 3 Sustainable finance	P.47
	Self-defined topic	Fair treatment of customers	P.60
VIII. Energy Saving and Carbon Reduction			
GRI 3-3	Management of material topics	Chapter 4 Environmental sustainability	P.65
GRI 302-1	Energy consumption within the organization	Energy and GHG statistics	P.78
GRI 302-3	Energy intensity		
GRI 302-4	Reduce energy consumption		
GRI 305-2	Energy indirect (Scope 2) GHG emissions		
GRI 305-4	GHG emissions intensity		
GRI 305-5	Reduction of greenhouse gas emissions		

— Disclosure of non-material topics —

GRI code	Disclosures	Corresponding chapter	Page
GRI 201: Economic Performance 2016			
GRI 201-2	Financial impacts and other risks and opportunities arising from climate change	Risks and opportunities of climate change	P.69
GRI 203: Indirect Economic Impacts 2016			
GRI 203-1	Infrastructure investments and services supported	Chapter 6 Social inclusion	P.99
GRI 207: Taxation 2019			
GRI 207-1	Approach to tax	Chapter 2 Integrity governance	P.25
GRI 303: Water and Effluents 2018			
GRI 303-3	Water withdrawal	Water resource management	P.79
GRI 402: Labor/Management Relations 2016			
GRI 402-1	Minimum notice period for operational changes	Human rights protection	P.86
GRI 404: Education and Training 2016			
GRI 404-1	Average hours of training per year per employee	Diversified training channels	P.88
GRI 404-2	Program for upgrading employee skills and transition assistance	Retirement system	P.94
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Employee performance assessment	P.92
GRI 405: Employee Diversity and Equal Opportunity 2016			
GRI 405-1	Diversity of governance bodies and employees	Governance unit, diversity and equality, friendly workplace	P.30 P.82
GRI 406: Non-discrimination 2016			
GRI 406-1	Incidents of discrimination and corrective actions taken	Human rights protection	P.86

GRI code	Disclosures	Corresponding chapter	Page
GRI 407: Freedom of association and collective bargaining			
GRI 407-1	Operations or suppliers susceptible to risks concerning freedom of association and collective bargaining	Human rights protection	P.86
GRI 408: Child labor 2016			
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	Human rights protection	P.86
GRI 409: Forced or compulsory labor 2016			
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human rights protection	P.86

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 2024: 0
FN-IN-270a.2	Complaints-to-claims ratio	P.60 Fair treatment of customers	No claim-related appeal was raised in 2024, and claim-related complaints accounted for 0% of total complaints.
FN-IN-270a.3	Customer retention rate	P.22 Persistency	13th month persistency was 97.45% 25th month persistency was 95.89%
FN-IN-270a.4	Description of approach to informing customers about products	P.63 Customer service	Policy coverage and risks are explained through multiple channels (such as physical services, toll-free customer service hotline, official website, social interaction, regular care calls, and seminars), and a feedback mechanism is set up to promote two-way communication.
FN-IN-410a Incorporation of Environmental, Social, and Governance			
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	P.52 Responsible investment	As of the end of 2024, Taiming Assurance Broker held corporate bonds of several financial institutions with ESG concepts, including Cathay Life Insurance, KGI Life Insurance, Shin Kong Life Insurance and Taichung Bank.
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.55 Inclusive finance	We encourage policyholders to actively develop regular exercise and healthy lifestyle. If policyholders meet the spillover effects, they can enjoy "premium discounts" or other feedback forms; thereby reducing the claim rate, morbidity rate and premium expenditure.
Activity indicators			
FN-IN-000.A	Number of active policies, separated into the following segments: (1) Non-life and accident insurance (2) Life insurance (3) Reinsurance assumed	P.23 Sustainable supply chain	The total number of policies insured in 2024 was 105,990 (including 10,276 new life insurance contracts and 95,714 property and casualty 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.39 Information security protection	TABC assembled a "Cybersecurity Management Committee" and introduced ISMS to review cybersecurity governance policies, monitor cybersecurity management practices, and regularly assess cybersecurity risks for all business locations
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	P.39 Information security protection	Please refer to the Company's "Implementation Focus of Information Security and Personal Data Protection for the Year" for details 2024 Annual Report of Shareholders' Meeting.
SV-PS-230a.3	(1) Number of data breaches (2) The percentage of incidents involving confidential business information of customers and personal data leakage (3) Number of affected customers and individuals.	P.39 Information security protection	In 2024, there was one data breach resulting from supply chain attack, in which the general information of approximately 59,000 customers was leaked. This incident did not involve any confidential commercial information of customers; it was 100% a personal data leak incident.
SV-PS-330a Workforce diversity and engagement			
SV-PS-330a.1	Percentage representation of gender and race or ethnicity among executives, non-executives, and all other employees	P.82 Human resource structure analysis	Among the 58 back-office employees in 2024, there were 8 senior managers, 9 non-senior managers, and 41 general staff; among them, 15 were male, accounting for 25.86%, and 43 were female, accounting for 74.14%, all of whom are local employees.
SV-PS-330a.2	(1) Voluntary employee turnover rate; (2) Involuntary employee turnover rate	P.83 New recruits and resignations.	In 2024, 8 employees resigned, with a turnover rate of 13.79%. Involuntary turnover rate was 0%.
SV-PS-330a.3	Employee engagement as a percentage	P.92 Employee Performance Evaluation	100% of back-office staff received regular performance and career development reviews in 2024
SV-PS-510a. Professional integrity			
SV-PS-510a.1	Description of approach to ensuring professional integrity	P.44 Ethical corporate management	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.

Indicator code	Disclosures	Chapter/page	Remarks/description
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	P.44 Ethical corporate management	NT\$0
Activity indicators			
SV-PS-000.A	(1) Full-time and part-time employees (2) Temporary employees (3) Contract employees	P.82 Human resource structure analysis	As of the end of 2024, the total number of full-time office staff at Taiming Assurance Broker was 58. There was no temporary or contract employee.
SV-PS-000.B	Employee hours worked, percentage billable		Working hours of employees: 116,000 hours Percentage billable: 100%

Note:

1. The definition of senior executives in SV-PS-330a.1 includes CEO, general manager/deputy general manager; non-senior executives include heads of departments (assistants, managers, special assistants, etc.)
2. The working hours of SV-PS-000.B6 are calculated based on 250 working days in 2024 and 8 standard working hours (a total of 2,000 hours)

Financial Industry Sustainability Index

Financial industry sustainability indicators disclosed for 2024 in accordance with Appendix 1-3, Article 4 of "Rules Governing the Preparation and Filing of Sustainability Reports by TPEX Listed Companies" |

Serial No.	Indicator	Indicator category	Disclosures for the year	Chapter/page
1	Number of information leaks; percentage of information leaks involving personal data; number of customers affected by data leak incidents	Quantitative	In 2024, there was one information leakage incident; the proportion of information leakage incidents was 100%; the number of affected customers was approximately 59,000. For details, please refer to Ch2 Information Security Incidents and Handling Results	P.39 Information security protection
2	Number and balance of loans granted for small business and community development	Quantitative	The Company does not provide lending services	Not applicable
3	Number of participants in financial educations arranged for underprivileged persons that lack access to banking services	Quantitative	TABC delivered speeches on financial environment and insurance for students of Chihlee University of Technology Department of Finance in 2024 to a total participant size of 47	P.103 Education promotion
4	Products and services designed to create environmental or social benefits through various business activities	Qualitative description	385 life insurance policies were issued, including small-amount whole life insurance, preferred risk insurance policies, pre-existing conditions insurance policies, and spillover insurance policies, with a total premium of NT\$5,611,121	P.54 Inclusive finance

CPA's opinion on the financial industry sustainability indicators disclosed by Taiming Assurance Broker in 2024



國富浩華聯合會計師事務所
Crowe (TW) CPAs
105405 台北市中山區
民生北路122號4樓
8F, No. 122, Dunhua N. Rd.,
Songshan Dist.,
Taipei City 105405, Taiwan
Tel +886 2 87705181
Fax +886 2 87705193
www.crowe.tw

會計師有確信報告

台名保險經紀人股份有限公司 公鑒：

本會計師接受台名保險經紀人股份有限公司（以下簡稱台名保險）之委託，對其民國 112 年度（2023 年度）永續報告書（以下簡稱本報告書）中所選定之永續績效資訊執行確信程序並出具有限確信報告。有關台名保險所選定之標的資訊及其適用基準，詳附件一。

管理階層之責任

管理階層依據財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」及全球永續性報告協會（Global Reporting Initiatives, GRI）發布之 GRI 準則（GRI Standards）編製永續報告書，並應設計、執行及維護與報告編製相關之內部控制，以蒐集並揭露本報告書內容，且確保本報告書所報導之特定績效指標未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師係依照確信準則 3000 號「非屬歷史性財務資訊查核或相關之確信案件」之要求規劃並執行有限確信工作，對上開永續報告書所選定之標的資訊是否存在重大不實表達出具有限確信報告。另，有限確信案件所執行程序之性質及時間與適用合理確信案件不同，其範圍相對較小，故有限確信程序明顯較合理確信為低。

確信工作

本會計師針對上開永續報告書所述之確信標的資訊依專業判斷執行有限確信程序，以獲取相關標的資訊之有限確信證據，且任何內部控制均受有先天限制，因此未必能查出所有業已存在之重大不實表達，本會計師主要執行之確信程序包括：

- 取得台名保險民國 112 年度（2023 年度）永續報告書，並閱讀其內容；
- 與台名保險之管理階層及後勤員工進行訪談，以瞭解台名保險編製永續報告書有關之政策及程序；
- 針對報告中所選定之確信標的資訊進行分析性程序；必要時抽選樣本核對相關文件，以獲取足夠及適切之有限確信證據。

品質管制與獨立性

本會計師及所隸屬之事務所遵循品質管理準則公報第一號「會計師事務所之品質管制」之規範，建立並維護完備之品質管制制度，包含遵循職業道德規範、專業準則及所適用法令相關之書面政策及程序，亦遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及盡專業上應有之注意，保密及專業態度。

先天限制

因永續報告書中所涉及之非財務資訊，相較於財務資訊之確信存在更多先天性之限制，對於該資訊之揭露內容可能涉及台名保險管理階層之重大判斷、假設及解釋，故不同利害關係人可能對於該等資訊有不同之解讀。

有限確信結論

依據本會計師執行之確信程序及所獲取之證據，並未發現台名保險民國 112 年度（2023 年度）永續報告書中所選定之確信標的資訊在所有重大方面有未遵循其適用基準編製而須作修正之情事。

其他事項

台名保險網站之維護係管理階層之責任，對於確信報告於台名保險網站公告後任何標的資訊或適用基準之變更，本會計師不負就該等資訊重新執行確信工作之責任。

國富浩華聯合會計師事務所

會計師：林 品 現

中華民國 113 年 6 月 28 日



附件一

確信項目彙總表

編號	確信項目	指標敘述	對應章節	衡量基準
一	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之三編號一	資訊外洩事件數量、與個資相關的資訊外洩事件占比、因資訊外洩事件而受影響的顧客數。	資訊安全	資訊外洩事件數量、與個資相關的資訊外洩事件占比、因資訊外洩事件而受影響的顧客數。
二	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之三編號二	對促進小型企業及社區發展的貸款件數及貸款餘額。	上櫃公司編製與申報永續報告書作業辦法指標索引表	2023 年無經營貸放業務。
三	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之三編號三	對缺少銀行服務之弱勢族群提供金融教育參與人數。	教育推廣	對政理科技大學進行金融環境及保險理念演講之參與人數。
四	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之三編號四	各經營業務為創造環境效益或社會效益所設計之產品與服務。	普惠金融	推廣銷售小額終身壽險、優待壽險、弱體保單及外溢保單等愛心保險，投保件數及保費。

Climate-related information for TPEX listed companies

Climate-related information disclosed for 2024 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.69 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	See the following chart

Greenhouse gas survey and assurance for TABC - 2024

Basic Information of Taiming Assurance Broker A TPEX listed company with paid-up capital below NT\$5 billion	According to the "Sustainable Development Roadmap for Listed and OTC Companies", the following milestones are scheduled: completion of individual company inventory by 2025; disclosure of individual company data and completion of consolidated company inventory in the 2026 annual report; disclosure of 2026 consolidated company data in the 2027 annual report; disclosure of 2027 consolidated company data and completion of individual company assurance in the 2028 annual report, and disclosure of 2028 consolidated company data and completion of consolidated company assurance in the 2029 annual report.
---	---

Scope 1	Total emission (tons CO ₂ e)	Intensity (tons CO ₂ e/NTD 100 million)	Assurer	Assurance
No available statistics				
Scope 2	Total emission (tons CO ₂ e)	Intensity (tons CO ₂ e/NTD 100 million)	Assurer	Assurance
Parent company	39.36	6.42	-	Taiming Assurance Broker will complete the assurance work in 2028 in accordance with the regulations
Subsidiaries	No available statistics			
Total	39.36	6.42		
Scope 3 (voluntary disclosure)	No available statistics			

Independent Assurance Statement on Sustainability Report



Independent Assurance Statement

Taiming Assurance Broker Co., Ltd. 2024 Sustainability Report

The 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 assurance 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 ASIA LTD. (hereinafter referred to as AFNOR ASIA) and Taiming Assurance Broker Co., Ltd. (hereinafter referred to as TABC) are independent entities. Except for the contents described in this independent assurance statement, AFNOR ASIA is not involved in the preparation process of the sustainability report of TABC.

RESPONSIBILITIES

TABC is responsible for reporting its economic, environmental, and social operating activities and performance in Taiwan operating locations in its sustainability report (hereinafter referred to as "the Report") in accordance with the declared sustainability reporting standards.

AFNOR ASIA is responsible for providing an independent assurance statement to TABC and its stakeholders in accordance with the described scope and method. This statement is for TABC use only and is not responsible for any other purpose.

SCOPE AND CRITERIA

The assurance scope of the agreement between TABC and AFNOR ASIA includes:

- The scope of assurance operation is consistent with the scope disclosed in the 「Taiming Assurance Broker Co., Ltd. 2024 Sustainability Report」.
- AFNOR ASIA performs assurance operation according to the Type 1 assurance of the AA1000 assurance standard (v3), reviewing and evaluating TABC's compliance with the AA1000 AccountAbility Principles (2018).
- The assurance operation includes reviewing and evaluating TABC's relevant processes, systems and controls and available performance information, as well as compliance with the following reporting criteria:
 - GRI Standards.

METHODOLOGY

- The Report is reported in accordance with the GRI Standards, and the content of the Report is





reviewed for compliance with the GRI Guidelines for general disclosure and specific topic disclosure.

- The verification team interviewed relevant personnel to confirm the communication and response mechanism for stakeholders and the decision-making process for material topics, but did not directly contact external stakeholders.
- All documents, data and information related to the preparation of the Report were verified by the verification team through interviews with relevant personnel.
- The process of reviewing organizational outputs, collecting and managing qualitative and quantitative data disclosed in reports based on a sampling plan.
- By interviewing the responsible personnel of each group, examining and reviewing the relevant documents, materials and information, the verification team evaluated the reasonableness of the sources of supporting materials and evidence for the contents of the Report.

CONCLUSION

◆ AA1000 Accountability Principles

Inclusivity

TABC has established a diverse and extensive stakeholder consultation mechanism to identify and understand the important issues of concern to stakeholders and to include opinions from all parties, demonstrating the organization's concrete practice of inclusivity. In the future, the stakeholder identification process can be regularly implemented and feedback from all parties on the Report can be collected.

Materiality

TABC has established a process to collect, analyze and identify issues related to its sustainable development. The Report has shown the results of the planned and implemented materiality analysis and decision-making, and used it to rank and respond to various material topics. In the future, the organization can continue to improve its decision-making process to make reasonable and balanced decisions and management on material topics.

Responsiveness

TABC has disclosed economic, governance, environmental and social information in its Reports, allowing stakeholders to understand the company's governance and management performance. In the future, it can continue to identify and understand the relevant reporting requirements as an internal management project to respond to them by more fully disclosing relevant operating conditions and management performance.





Impact

TABC has provided the necessary resources to monitor and measure the impact of its operations on the overall environment. The identified impacts and management measures have been disclosed in the Report. In the future, it can continue to strengthen the quantification and performance management of impacts to demonstrate its positive actions to sustain and improve impacts.

◆ Global Reporting Initiative Sustainability Reporting Standards

Based on the results of the review, it is confirmed that the general disclosures, specific topic disclosures, and material topics management disclosures in the Report have complied with the requirements of the GRI Standards. In the future, the organization can combine other international reporting requirements to continuously compile and disclose the operational performance of each operating location and provide sufficient sustainability information to stakeholders.

ASSURANCE OPINION

AFNOR ASIA 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 indicators in TABC in 2024 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.

For and on behalf of AFNOR :



Dr. August Tsai
The Director for Certification and Assessment
Jun.29.2025



AA1000
Licensed Report
000-84/V3-DN99W

Verification team: Jheng-Hao Jhan (Lead Verifier), Wen Yi Yen (Verifier), Chung Pen Chen (Verifier).

AFNOR Asia Ltd.—20F, No. 102, Chung Ping Rd., Taoyuan, Taiwan
Tel : +886 3 2208080, Fax : +886 3 2204866
<https://international.afnor.com/en/>



