

State of the Implementation of Sustainable Development

Item	Implementation		
	Yes	No	Summary
1. Has the Bank established a governance structure and a dedicated (adjunct) unit to promote sustainable development and has the Board of Directors authorized the senior management, supervised by the Board, to handle matters?	✓		<p>The Bank, a subsidiary of Yuanta FHC, has established a “Green Product Working Group” in February 2021 to hold quarterly meetings in response to the current sustainable finance initiatives. Further, in response to the amendments by the Bankers Association of the Republic of China to Article 29-2 of the “Corporate Governance Best Practice Principles for Banking Industry” about the implementation of the board of directors’ sustainable development responsibility, the Bank passed its “Regulations Governing Establishment of Sustainable Development Committee” upon approval of the Board of Directors on January 16, 2023 to promote the original group to be a committee.</p> <ol style="list-style-type: none"> 1. Pursuant to the “Regulations Governing the Establishment of the Sustainable Development Committee” approved by the Board of Directors, the President serves as the convener of the Committee and holds meetings on a quarterly basis. 2. The committee consists of the (1) Corporate Governance Working Group; (2) Sustainable Finance Working Group; (3) Climate Change Management Working Group; (4) Customer Care Working Group; (5) Employee Care Working Group; (6) Environmental Sustainability Working Group; (7) Social Engagement Working Group and other seven functional working groups, which hold monthly meetings. <p>Each functional group reports to the Sustainable Development Committee at quarterly meetings. Four meetings were held in 2023 (January 18, April 20, June 20, and October 19) , and the outcomes of committee meetings have been submitted to the Board of Directors for reporting.</p>
2. Does the Bank conduct risk assessments on the environment, society and corporate governance related to the company’s operations and formulate relevant risk management policies or strategies based on the materiality principle? (Note 3)	✓		<ol style="list-style-type: none"> (1) Per the FSC’s requirement, financial institutions value the risk caused by climate changes to the financial industry. The climate change risk management also becomes one of the elements of sustainability. The Bank has established the “Climate Change Risk Management Task force” to continue the four general standards including governance, strategy, risk management and indicators & targets, research and analyze the impact to be posed to the Bank’s operations, and consider the inclusion of climate risk into the strategic adjustment. Meanwhile, in order to establish Yuanta Bank’s climate change risk management standards and ensure the adequacy, validity and reasonableness of the climate change risk management, the Board of Directors authorizes the “Climate Change Risk Management Regulations” as the basis to be followed. (2) The Bank has established a risk management mechanism for effective identification, measurement, evaluation, supervision, and control, and has verified the effectiveness of the Bank on relevant major issues through external professional institutions, ensuring to minimize the impact of relevant risks. The explanations are as follows :

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			<p>14061-1 Greenhouse Gas Part 1 : Specification with Guidance has been introduced since 2017 to find out the greenhouse gas emissions of operating sites. Also, the Bank has replaced old energy-saving equipment and purchased renewable energy certificates and green power to achieve the goal of carbon reduction.</p> <p>6. To make proper use of water resources, ISO 14046 Water Footprint was introduced in 2020, and a large number of water conservation mark products were used to establish a good water management system.</p> <p>7. To avoid the physical risks on operating sites caused by climate change, the Bank takes flooding, soil liquefaction, and sustainable buildings into consideration for the site selection evaluation form of operating locations.</p> <p>8. The coping strategies and action plans for relevant environmental risk indicators are based on the annual internal audit plan of the ISO management system to ensure the related implementation. The internal audit process for this year has all met the requirements.</p> <p>9. Yuanta Bank will demand that all suppliers should comply with the "Yuanta Group Supplier Sustainable</p>

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			<p>regulations, and there are three lines of defense to protect the rights and interests of customers.</p> <p>2. To improve service quality, the Bank continued to acquire the international certification of ISO 27001 Information Security Management System, BS 10012 Data Protection – Specification for a Personal Information Management System, and ISO 10002 Complaint Handling Management System Certification and continued to conduct service quality training. In 2023, customer satisfaction has reached beyond 99%.</p> <p>3. The Bank has set up the Treating Customers Fairly Promotion Committee to implement and track the performance of each unit following the principles of treating customers fairly to improve the Bank’s various services.</p>
			<p>1. The Bank has formulated Corporate Governance Guidelines, Organizational Charter, Division of Powers and Responsibilities, Authorization Chart, and other relevant norms, which clearly define the powers and responsibilities of the Board of Directors, senior executives, and personnel at all levels.</p>
			<p>Meanwhile, there is a General Audit and a head of Compliance in the head office to</p>

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			<p>ensure the effective implementation of the Bank's internal control system.</p> <p>2. The Bank continued to participate in CG6013(2021) Corporate Governance System Assessment, conducted by Taiwan Corporate Governance Association, and, on December 29th, 2022, was honorably certified as Outstanding.</p> <p>Strengthen the Functions of the Board</p> <p>The Bank has established relevant regulations such as Rules and Procedure of Board Meetings, Scope of Duties for Directors, Board and Functional Committees Evaluation Procedures, and conducts the annual performance evaluation, outsourced to professional independent institutes, of the Board of Directors and functional committees.</p> <p>Stakeholder Communication</p> <p>The Bank has a spokesperson and deputy spokesperson system and has set up a stakeholder tab on the Bank's official website. The Bank's customers, vendors, etc., and other stakeholders can file complaint or suggestion to the Bank through the website, business locations, telephone, email, fax, or written letter.</p>
<p>3. Environmental issues</p> <p>(1) Does the Bank establish appropriate environmental managements system based on its industrial characteristics?</p>	✓		<p>(1) Regarding the establishment of environmental management systems (including water conservation, energy saving and carbon reduction, greenhouse gas reduction and other related environmental protection management measures) :</p> <p>A. In line with the requirements of external laws and regulations as well as self-management, the Bank has introduced relevant ISO environmental management systems (e.g., ISO 14001, ISO 14064, ISO 14046, and ISO 50001) to establish environmental policies, management systems and performance targets for water conservation,</p>

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(2) Is the Bank committed to improving various resource use efficiency and using recycled materials with low impact on the environmental load?	✓		<p>energy saving and carbon reduction and greenhouse gas reduction, and has implemented various action plans for improvement.</p> <p>B. The Bank has introduced a smart energy monitoring system as the basis for data tracking of the environmental management system.</p> <p>C. Yuanta Bank created the “Environmental Sustainability Indicator System” to integrate the data about the ISO-related management systems throughout Yuanta Bank, e.g. the information about various indicators including water and electricity consumption, waste, energy equipment specifications, business travels & commuting, and transfer of personnel. The information about GHG emissions may be accessed subject to the category and scope. A warning notice will be sent subject to each unit’s emission status.</p> <p>(2) All practices are in accordance with the policies and regulations of Yuanta Financial Holding, the parent company. The circumstances related to the improvement of the utilization efficiency of various resources and the use of recycled materials are as follows :</p> <p>A. Recycle and reuse energy-intensive products, including promoting and ad Recycling and reuse of energy-consuming products, including promotion of paper recycling, use of recycled paper and resource recovery, and implementation of the electronic signature system.</p> <p>B. Proper disposal of waste, including promotion of waste sorting and reduction, and waste water treatment.</p> <p>C. The Bank uses green, energy-saving office supplies and equipment, and has been recognized by the Taipei City Government and the Environmental Protection Administration as a green procurement enterprise every year since 2011.</p> <p>D. All types of office furniture are utilized to the fullest to avoid waste, and the waste disposal process is handled in accordance with the resource recycling method.</p>
(3) Does the Bank assess the potential risks and opportunities of climate change for the company now and in the future, and take response measures to address related issues?	✓		<p>(3) The Bank remains committed to environmental sustainability and climate change issues. Although it does not belong to the manufacturing industry, it still focuses on energy conservation and carbon reduction, hoping to contribute to efforts in mitigating climate change. The Bank continues to implement the ISO 50001 energy management system and smart energy monitoring system, and introduced the ISO 14064-1 greenhouse gas inventory system to have a better grasp of the environmental impact of internal activities of the enterprise. Use TCFD and SBT and other evaluation tools to grasp the high-risk issues of climate change and to consider them as the basis for related investment and financing. Responding to the Group’s renewable energy utilization development strategy, the Bank has completed the establishment of 100% renewable energy usage for two branches including the Business Department and Taichung Branch in 2021, and four branches in Yongkang, Kaohsiung, Jinhua, and Shalu in 2023, for a total of six branches. Usage of 100% renewable energy will gradually be expanded to other headquarters and business units in the future.</p>
(4) Does the Bank calculate the	✓		<p>(4) The Bank is in the financial services industry, not like the</p>

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greenhouse gas emissions, water consumption and total weight of waste in the past two years, and formulate policies for energy saving, carbon reduction, greenhouse gas reduction, water use reduction or other waste management?			<p>manufacturing industry which produces a lot of greenhouse gas emissions. The Bank's sources of greenhouse gas emissions are mainly electricity and water consumption and transportation oil. In order to pay attention to the changes of greenhouse gases, the Bank started to apply for various ISO environmental management systems in 2017, as follows :</p> <p>A. ISO 14064-1 (Continuous inventory every year) The Bank started to implement ISO14061-1 in 2017 to conduct GHG inventory and monitor its greenhouse gas emissions. The certified locations covered 147 branches in 2019, and became 151 branches in 2023. The coverage rates were both 100%. Meanwhile, Yuanta Bank has received the BSI certification. The data verified by the inventory are as follows: The total CO₂ emissions for the year 2021 were 11,932ton- CO₂ e/year. The total CO₂ emissions for the year 2022 were 10,857ton- CO₂ e/year. The total CO₂ emissions for the year 2023 were 10,685ton- CO₂ e/year.</p> <p>B. ISO 5001 : 2018 Energy Management Systems (Certification date : July 9th, 2016 and Expiration date : July 18th, 2022) In 2016, Yuanta Bank started to apply for the ISO 50001 energy management certification (Chengde Building). It continued to add the certification locations, including (Yuanta FHC Building) in 2017, (Yongkang Building and Fucheng Building) in 2018, (Kaohsiung Building and Mingcheng Building) in 2019, and (Taichung Building) in 2020, in order to review the power consumption by equipment comprehensively. Meanwhile, it implements the following energy-conservation and carbon-reduction strategies : (a) T5 lamps, LEDs, cold cathode tubes and other low-energy lamps are used in those newly branches to reduce electricity costs and energy consumption. (b) It replaces the lamps with energy-conservation lamps at the lobby of each business location year by year.</p> <p>C. In 2023, Yuanta Bank gathered the statistics about classification, recycling and reuse of waste via the "Environmental Sustainability Indicator System" and collected evidence. The statistics are specified as follows :</p> <p style="text-align: right;">Unit : 1 tonne</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Domestic waste</th> <th style="width: 25%;">Recycling (aluminum, copper, iron, glass, and PET bottles are combined to calculate)</th> <th style="width: 25%;">Paper</th> <th style="width: 25%;">Leftovers</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">158,121</td> <td style="text-align: center;">16,630</td> <td style="text-align: center;">76,107</td> <td style="text-align: center;">18,877</td> </tr> </tbody> </table>	Domestic waste	Recycling (aluminum, copper, iron, glass, and PET bottles are combined to calculate)	Paper	Leftovers	158,121	16,630	76,107	18,877
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			<p>Total renovation waste in 2022 : 97.36 metric tons Total water consumption in 2022 : 129.5 metric tons The annual water consumption and expenses are detailed in the following table :</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Expenses (\$NTD)</th> <th>consumption(m³)</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>1,085,460</td> <td>63,843</td> </tr> <tr> <td>2022</td> <td>1,034,211</td> <td>61,511</td> </tr> <tr> <td>2023</td> <td>823,356</td> <td>58,148</td> </tr> </tbody> </table>	Year	Expenses (\$NTD)	consumption(m ³)	2021	1,085,460	63,843	2022	1,034,211	61,511	2023	823,356	58,148
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<p>4. Social issues</p> <p>(1) Did the Bank develop management policies and procedures according to regulations and International Bill of Human Rights?</p>	✓		<p>(1) A. In order to maintain and protect basic human rights, Yuanta Bank, according to the labor laws, and together with the parent company, Yuanta FHC, in accordance with the basic human right protection principles disclosed by the international human right convention including the “Universal Declaration of Human Rights” and “ILO Convention,” set forth the work rules and related personnel management regulations prohibiting discriminating against job applicants or employees due to the factors including race, thought, religion, party affiliation, place of origin, place of birth, gender, sexual orientation, age and marriage, in order to create an equal employment environment, advocate diversity and equality, practice the equal pay for equal work, and provide a healthy and safe workplace. Meanwhile, Yuanta Bank convenes the labor-management meeting periodically to research employees’ rights and welfare, protect employees’ interests and rights, facilitate the labor-management harmony and build the vision for mutual benefit and win-win situation.</p> <p>B. In order to practice the human rights policy, Yuanta Bank, together with the parent company, Yuanta FHC, conduct the due diligence investigation on human rights of the employees each year to assess the risk assessment with respect to the potential human rights risk issues to be dealt with by the employees. At the same time, the Bank covers the core international labor standards disclosed by the International Labour Organization (ILO), and sets forth and adjust the following management, mitigation, compensation and correction policies based on the assessment results, in order to solidify the Bank’s human rights protection policies.</p> <p>C. Yuanta Bank organizes the “Peaceful Workplace : Human Rights, Laborers’ Interests and Rights, and Prevention of Sexual Harassment” training courses each year, in order to promote to and train all employees about the human rights concept, and the human rights knowledge including the contents of Yuanta Bank’s human rights policy, statutory laborers’ interests and rights and personnel rules, prevention of sexual harassment, occupational infringement, and channels of feedback, in order to raise all employees’ awareness toward human rights protection and work with them to build a peaceful workplace jointly.</p>												
<p>(2) Does the Bank establish and implement reasonable</p>	✓		<p>(2) A. Yuanta Bank offers a competitive and reasonable remuneration system, and pays remuneration under multiple</p>												

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employee welfare measures (including compensation, leaves and other benefits etc.), and appropriately reflect the operating performance or results in employee compensation?			<p>packages, including basic pay, allowances, bonuses, festival bonus, employee compensation, and shareholding trust. In order to encourage employees to exert their work performance, Yuanta Bank establishes the regulations governing performance and remuneration to link Yuanta Bank's overall operating targets and business plans through the perfect performance management system. The performance assessment results may serve as the basis for payment of remuneration and promotion. Subject to the business performance and earnings, Yuanta Bank provides the group performance bonus each year, and reflects the employees' personal performance to the entire employees' remuneration adequately to encourage the contribution made by employees and drive the organization's positive development. According to the Articles of Incorporation, 0.01%~5% of the balance of the earnings retained by Yuanta Bank at the year's final accounting (the earnings before tax prior to deduction of remuneration to employees), if any, less the accumulated losses shall be allocated as the remuneration to employees</p> <p>Information on employee compensation is disclosed in the "Corporate Governance - Articles of Incorporation" of the "About Yuanta" section on the Bank's official website.</p> <p>B. The starting salary offered to Yuanta Bank's new employees is higher than the statutory base pay. The salary is authorized per the personnel's educational background, working experience, expertise, managerial functions and positions. The salary will not vary depending on gender, based on the philosophy of gender equality in employment.</p> <p>C. Yuanta Bank provides the employee benefits including (but not limited to) employees' meal allowance, three major festivals, birthday gift money, marriage subsidy, childbirth subsidy, funeral subsidy, emergency relief fund, employee child scholarship, group insurance, employees' health checkup, diversified club activities, employee deposits with preferential interest rate, employee house loans, employee housing repair loans, employee consumer loans and employee assistance programs (EAPs), and establishes the Employee Benefits Committee dedicated to help employees balance their work and life, and create a friendly workplace.</p> <p>D. Yuanta Bank sets forth the employee retirement regulations requiring the contribution of the pension reserve to the exclusive account at Bank of Taiwan pursuant to laws on a monthly basis. Meanwhile, it established the Labor Pension Supervisory Committee responsible for auditing contribution, deposit and disbursement of the pension reserve and payment of pension fund. Following promulgation of the Labor Pension Act on July 1, 2005, Yuanta Bank has contributed monthly payments into the employee's personal labor pension account pursuant to laws. Further, Yuanta Bank provides the employee group annuity policies to help employees reserve the pension fund, and creates the employee shareholding trusts to allow the employees to hold Yuanta Bank's stocks and share business results with Yuanta Bank, improve the protection of their life after retirement or resignation and also build a team</p>

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(3) Did the Bank offer employees the safe and healthy workplace and conduct safety and health education for employees periodically?	✓		<p>E. Yuanta Bank provides employees with various leave types and statutory leave days pursuant to laws, in order to help employees relax physically and mentally. Meanwhile, it also sets forth the maternity protection policies (e.g. paternity (prenatal checkup) leave and maternity leave) superior to those provided under the labor laws, fulfills the corporate social responsibility and provides employees with the volunteer leave for specific hours.</p> <p>(3) To promote the safety and health of all employees, the Bank established the Occupational Safety and Health Committee in 2018 with 11 members, including 4 labor representatives, who review occupational safety and health policies and occupational health promotion plans on a quarterly basis; To improve the quality of safety and health management, the Bank has continuously passed the Occupational Health and Safety Management System (ISO45001) verified by the British Standards Institute, actively engaged in employee care, and demonstrated its ability to systematically analyze and implement workplace safety and health promotion activities. To protect the safety and health of employees and customers, the Bank continues to promote workplace environmental safety protection, and in accordance with the Occupational Safety and Health Act and related sub-laws, formulates Occupational Safety and Health Work Guidelines, Occupational Safety and Health Management Plan, Automatic Inspection Plan, Directions for Working Environment Monitoring, and Occupational Safety and Health Education and Training Rules, and they have been announced for implementation. In addition, the Operation Unit Safety Maintenance Procedures is formulated to establish a safe maintenance mechanism for the premises :</p> <p>A. Strict entrance guard and security check measures to fully protect the safety of our employees at work and in everyday life.</p> <p>B. Regular safety inspections of drinking water, carbon dioxide and illumination brightness.</p> <p>C. Regular report and inspected fire and public safety equipments.</p> <p>D. Regular maintained and inspect the generator, uninterruptable power supply and the elevators.</p> <p>E. Regular disinfection and sanitation of the environment.</p> <p>F. Confirming that office surveillance systems at all business locations function normally.</p> <p>G. Organize the physical and online training courses and disaster prevention drill for the occupational safety and health training and four major programs for occupational safety and health, with respect to new and current employees, pursuant to laws each year.</p> <p>H. Regularly arrange occupational safety and health administrators of all business units, occupational safety and health managers of branches, first aid personnel and fire safety management personnel to receive relevant training.</p> <p>I. Arrange three on-site health services by physicians each month. Contracted physicians and designated nurses provide occupational injury and disease prevention, medical care, and health consultation services. Environmental safety</p>

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(4) Did the Bank develop training programs on effective career and capability development for employees?	✓		<p>and health inspections are also conducted to effectively control risks, prevent and mitigate disasters from the possibility of occurrence, in order to achieve the purpose of sustainable operation.</p> <p>J. Actively promote health promotion activities, promote occupational disease prevention measures, health management of three highs and maternal health protection, and organize health seminars, technology physical fitness testing, healthy physical fitness, mental health, and workplace smoking cessation activities.</p> <p>K. Coping with statutory communicable diseases, the “Workplace Care Program for Persons Recovered from COVID-19” is implemented to provide traditional Chinese and western medicine consultation services in the workplace to improve the health of workers.</p> <p>L. Test the carbon dioxide concentration and light intensity of the office premises every six months, and obtain the “Air Quality Autonomy Management Mark.”</p> <p>M. We incorporate occupational safety and health provisions and hazard notification requirements into our procurement process and construction contracts to ensure compliance with occupational safety and workplace safety regulations.</p> <p>N. Continued to obtain the certification of the “Safe Workplace” by the Ministry of Health and Welfare and the “Superior Quality Breastfeeding Room” certification from the Department of Health, Taipei City Government.</p> <p>O. The Bank has set up the “Sexual Harassment Prevention Section” in the statutory disclosures section on the Bank’s official website to ensure the employees’ personal safety and working environment.</p> <p>P. Pay attention to the health protection of middle-aged and elderly employees, and promote the “work fitness management plan for the middle-aged and the elderly.” The results are outstanding. In 2023, the Bank was awarded the first “Taipei City Elderly and Elderly Friendly Enterprise Certification.”</p> <p>Q. There were no fire incidents during the year. The head office and branches conduct regular disaster prevention drills and make statutory fire declarations.</p> <p>(4) Yuanta Bank upholds the sustainable development philosophy, builds Yuanta’s enterprise culture, insists on the management philosophy and aligns the business development strategies. Yuanta Bank values talent training and development, and helps employees develop diversified functions, improve their competitiveness, train them to learn the expertise needed by their future functions, and grow with Yuanta Bank together, subject to the different career development roadmaps for management talents and financial talents, through the management function training, financial courses and general education, online and physical, and project assignment and job rotation.</p> <p>Yuanta Bank reports the annual training development plan and budget to the Board of Directors, in addition to the implementation status of successors’ and employees’ training, periodically each year.</p> <p>In 2023, in response to the FinTech development and Yuanta</p>

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(5) Does the Bank comply with relevant regulations and international standards for customers' health, safety, and privacy, as well as marketing and labeling of products and other services, and formulate relevant consumer or client protection policies and grievances procedures?	✓		<p>Bank's annual business focus planning for execution of related training programs, Yuanta Bank has organized a total of 1,506 sessions for the programs, attended by 233,677 trainees in total and for a total of 353,665 hours. The total training expenses are NT\$25.03 million. The training hours are 78 hours per person, and training expenses NT\$5,529 per person.</p> <table border="1"> <thead> <tr> <th colspan="3">Talent Cultivation and Training in 2023</th> </tr> <tr> <th>Type of training</th> <th>Number of trainees</th> <th>Number of training hour</th> </tr> </thead> <tbody> <tr> <td>Management of talent cultivation</td> <td>745</td> <td>5,030</td> </tr> <tr> <td>Orientation training</td> <td>5,641</td> <td>41,088</td> </tr> <tr> <td>Financial talent cultivation</td> <td>227,291</td> <td>307,547</td> </tr> <tr> <td>Total</td> <td>233,677</td> <td>353,665</td> </tr> </tbody> </table>	Talent Cultivation and Training in 2023			Type of training	Number of trainees	Number of training hour	Management of talent cultivation	745	5,030	Orientation training	5,641	41,088	Financial talent cultivation	227,291	307,547	Total	233,677	353,665
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Financial talent cultivation	227,291	307,547																			
Total	233,677	353,665																			
<p>(5) A. Yuanta Bank has complied with applicable laws in the marketing and labeling of its products and services; fully disclose and clearly state the rewards, fees, methods of collection, and standardized contracts and fees before entering into contracts with customers. Standards are also announced on the official website.</p> <p>B. To fulfill the duty of confidentiality of customers' personal information, the "Consumer Protection Principles," "Personal Information Protection Policy" and "Key Points of Personal Information Management" have been formulated, and the international certification of "BS 10012 Personal Information Management" has been continuously obtained. We also disclose the privacy protection statement and customer data confidentiality measures on the Bank's website, and implement the financial holding group's customer data confidentiality measures to maintain customer privacy and enhance the security of personal data.</p> <p>C. Yuanta Bank identifies the fair dealing policy as the core enterprise culture. The Board of Directors is the supreme unit dedicated to supervising the promotion of the fair dealing policy. It establishes the "Fair Dealing Policy," "Fair Dealing Strategy" and "Regulations Governing Establishment of Fair Dealing Promotion Committee" as the bases to be followed. Yuanta Bank's President serves as the convener of the "Fair Dealing Promotion Committee" to direct the promotion of various fair dealing principles, holding regular meetings for reporting to the board on the status of implementation, in order to comply with the fair dealing principles, protect customers' interests and rights, and provide customers with more fine-quality financial services.</p> <p>D. Yuanta Bank has formulated the "Guidelines for Handling Consumer Disputes," "Guidelines for Handling Customer Complaints," and "ISO 10002 Complaint Handling Management System Certification." In case of incidents, the Bank not only immediately notifies the relevant units to keep track of the processing progress, but also consults with consumers for opinions after the processing unit is</p>																					

Item	Implementation		
	Yes	No	Summary
(6) Does the Bank formulate supplier management policies that require suppliers to comply with relevant regulations on environmental protection, occupational safety and health or labor human rights, and their implementation?	✓		<p>completed.</p> <p>E. The Bank currently provides multiple channels to handle consumer complaint as follows :</p> <ul style="list-style-type: none"> a. Each business unit hall has set up a customer feedback form b. Customer service hotline c. Customer service area on the bank’s website and mobile banking system d. E-mail : e. Fax or mail letter. f. AI customer service <p>(6) Yuanta Group established the directions for suppliers’ management of Yuanta FHC and its subsidiaries in 2019. The directions demand that suppliers should comply with the requirements on human right and environment issues (e.g. execution of the “Supplier’s Letter of Undertaking for Safety and Health”), and complete the suppliers’ evaluation pursuant to the directions. Meanwhile, in 2020, Yuanta Group implemented the ISO 20400 sustainable procurement and established the Yuanta Group Supplier Sustainable Procurement Guidelines and Guidance thereof, demanding that suppliers should comply with related requirements, including ethical management, and should engage in business activities based on the principles of fairness, honest, integrity and transparency, practice the ethical management policy, prevent unethical conducts proactively, and establish corporate governance and ethical management best practice principles.</p>
5. Does the Bank take reference to international reporting standards or guidelines to prepare reports such as CSR report, etc., that disclose the Bank’s non-financial information? Has the aforementioned report obtained the confirmation or assurance opinion of a third-party certification unit?	✓		<p>Yuanta FHC releases the non-financial information report periodically each year. In June 2023, Yuanta FHC released the “Yuanta FHC 2022 Sustainability Report” (hereinafter referred to as the Report), and the relevant public notice was posted in the “Sustainability” section on Yuanta FHC’ website, in Chinese and English languages. It covers the Group’s performance in economy, society and environment in 2022 (from January 1, 2022 to December 31, 2022), and management policies and responsive measures against important topics. The Report set the organization bound based on the principles of consolidated statements, covering Yuanta FHC and its eight subsidiaries. The scope of disclosure focused on the operating activities in Taiwan. The Report was prepared primarily based on the “core” requirements under the GRI, Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, International Integrated Reporting Framework and SDGs, and also added the SASB-Investment Banking & Brokerage Guidelines, commercial bank guidelines, and TCFD. The financial data were prepared based on International Financial Reporting Standards and Regulations Governing the Preparation of Financial Reports by Financial Holding Companies. In respect of environment, the ISO 14001, ISO 14046, ISO 14064-1, ISO 20400 and ISO 50001 were followed. In respect of society, ISO 45001, ISO 26000, ISO 27001 and ISO 45005 were followed. The Report was investigated by BSI, Taiwan Branch based on AA1000 AS v3 and GRI. Upon investigation, the Report was held satisfying the “core” requirements under GRI and AA1000 Type II guarantee. Meanwhile, subject to the indicators under the SASB-Investment Banking & Brokerage Guidelines, PwC Taiwan provided the</p>

Item	Implementation		
	Yes	No	Summary
			limited assurance on the specific SASB key performance information in accordance with the Statement of Taiwan Standards on Assurance Engagements (TWSAE) No. 1, “Other than Audits or Reviews of Historical Financial Information.”
6.	<p>If the Bank has established corporate Sustainable Development Principles based on “Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies”, please describe any discrepancy between the principles and their implementation :</p> <p>The Bank is a member of Yuanta FHC. The Bank adheres to Yuanta FHC’s “Sustainable Development Best-Practice Principles” and “Sustainable Development Policy and Management Principles” of Yuanta FHC. There is no discrepancy in its operations..</p>		
7.	<p>Other important information to facilitate better understanding of the Company’s corporate Sustainable Development Practices :</p> <p>For further details, please view our corporate and parent company Yuanta Financial Holdings website.</p>		

Note1 : If check "Yes" in the execution situation, please specifically explain the important policies, strategies, measures adopted and the implementation; if check "No" in the execution situation, please explain the differences and reasons in “the differences from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and reasons segment“, and explain the plans of the relevant policies, strategies, and measures to be adopted in the future.

Note2 : For non-listed banks, there is no need to fill in “the differences from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and reasons.”

Note3 : The principle of materiality refers to those have material impacts on the company’s investors and other stakeholders in relation to environmental, social and corporate governance issues.

Note4 : For disclosure methods, please refer to the Best Practice Reference Examples on the website of the Corporate Governance Center of the Taiwan Stock Exchange.