








# Communication Channels and Frequency of Stakeholders

Stakeholders	Significance to Taishin	Communication Channels	Main Concerned Topics	Corresponding Contents	Communication Results
 Customers	Builds productive relationship and earns trust; accomplishing success as customers' smart partner	<ul style="list-style-type: none"> <li>Immediately: Customer service hotline/email/fax, branch service opinion forms, VOC platform, website, and banking apps</li> <li>Quarterly: Branch service telephone surveys</li> <li>Annually: Customer satisfaction and loyalty surveys COVID-19</li> <li>Ad hoc: email, message, App, ATM, events and seminars</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance and Business Integrity</li> <li>Green Operation Management</li> <li>Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>Plans to improve digital forensics capacity over the next 3 years and construct a security operation center.</li> <li>Implement "Management Regulations on Personal Information Misuse Incidents" and received no penalty from the authority for violation of personal information in 2021.</li> <li>Implement "Ethical Corporate Management Best Practice Principles" and "Employee Code of Conduct" to supports integrity and culture of the organization.</li> </ul>	Customer satisfaction rate: <b>86%</b>
 Employees	Having a stable and competitive work force is key to success in a highly competitive business; employees are also an important capital to the company	<ul style="list-style-type: none"> <li>Immediately: Employee relation mailbox and phone, HR Representatives</li> <li>Quarterly: Taishin Morning Meetings, labor-management meetings</li> <li>Annually: Employee opinion surveys for certain divisions</li> <li>Biennially: Employee opinion surveys</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance and Business Integrity</li> <li>Green Operation Management</li> <li>Remuneration Benefits &amp; Employee Care</li> </ul>	<ul style="list-style-type: none"> <li>Conducts market-wide salary surveys and reviews employees' compensation on a yearly basis. Taishin has been a composition of "Taiwan High Compensation 100 Index" for 9 consecutive years since 2014.</li> <li>Established a diverse range of communication channels for employees.</li> <li>Organize health promotion events for high-risk groups and increase the participation.</li> </ul>	Engagement rate: <b>80%</b>
 Shareholders / Investors / Rating agencies/ Analysts	Investors' / shareholders' trust and support provide the foundation for the business survival and growth, which Taishin returns with exceptional governance	<ul style="list-style-type: none"> <li>Immediately: IR email/hotline, website</li> <li>Monthly: Market Observation Post System</li> <li>Quarterly: Investor seminars, Roadshow/IR Conference</li> <li>Annually: Shareholders meeting</li> <li>Ad hoc: Physical mail and replies</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance and Business Integrity</li> <li>Climate Change Strategy</li> <li>Remuneration Benefits &amp; Employee Care</li> </ul>	<ul style="list-style-type: none"> <li>Recorded a net after-tax profit of NT\$ 14.9 billion in 2022, after-tax earnings per share of NT\$1.09, a return on shareholders' equity of 8.34%, and a net share value of NT\$13.01 at the end of the year.</li> <li>Plans to improve its digital forensics capacity over the next 3 years and construct a security operation center</li> <li>Reviews the Risk Management Policy, risk appetite, limit transfer, and the integrated risk management report.</li> </ul>	Inclusion in Both Dow Jones Sustainability Indices (DJSI) World and DJSI Emerging Markets for <b>5</b> consecutive years since 2018.

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 <p>Competent authorities</p>	Government policy and supervisory intensity directly affect the ways business operate and grow; Taishin adopts the principle of delivering top-notch performance under strict compliance with relevant laws	<ul style="list-style-type: none"> <li>Immediately: phone, e-mail or physical mail and reply</li> <li>Ad hoc: policy seminars and conferences, supervision and inspection exercises</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management and Internal Control</li> <li>Green Operation Management</li> <li>Labor-Management Relations</li> </ul>	<ul style="list-style-type: none"> <li>All existing directors have met the requirements of "Directions for the Implementation of Continuing Education for Directors and Supervisors of TWSE Listed and TPEX Listed Companies."</li> <li>Has zero tolerance to employees who commit major violation against work ethics, and report incident and assist the competent authority in various investigations.</li> <li>Reviews the Risk Management Policy, risk appetite, limit transfer, and the integrated risk management report.</li> </ul>	The internal evaluation result of the board of directors and functional committees in 2022 is "exceeding the target" (the external evaluation is performed every three years, and the latest external evaluation has been completed in 2021).
 <p>Suppliers</p>	High-quality materials, equipment and stable working relationships are helpful for maintaining business operations and building a sustainable supply chain	<ul style="list-style-type: none"> <li>Immediately (contract renewed or newly): Supplier Commitment Statement</li> <li>Annually: human rights risk assessment and education, supplier self-assessment</li> <li>Ad hoc: business seminars, price negotiation meetings</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance and Business Integrity</li> <li>Green Operation Management</li> <li>Human Rights and Gender Equality</li> </ul>	<ul style="list-style-type: none"> <li>Implement "Ethical Corporate Management Best Practice Principles".</li> <li>Recorded a net after-tax profit of NT\$14.9 billion in 2022.</li> <li>Implement the mechanism of supplier management and organize supplier conferences regularly.</li> </ul>	In 2022, Taishin adopted "From Zero to Hero: Conscientiousness and Sustainability for Net Zero Emissions" as the theme of the supplier conference to discuss how companies respond to net zero emissions and share Taishin's energy conservation measures for the net zero target.
 <p>Community</p>	Opinions of the community and general public provide businesses with the motivation to direct attention towards public interest and cater for the benefits of the community and local residents	<ul style="list-style-type: none"> <li>Twice a week: Friday Noon Concerts</li> <li>Monthly: e-newsletter of Taishin Charity Foundation</li> <li>Annually: Christmas / Lunar new year festivals, Taishin Art Award, Power of Love campaign</li> <li>Ad hoc: community investment seminars, financial education camps, Taishin Volunteer events, activities related to charity/ arts/ sports/ academic etc.</li> </ul>	<ul style="list-style-type: none"> <li>Information and Transaction Security</li> <li>Green Operation Management</li> <li>Financial Inclusion</li> </ul>	<ul style="list-style-type: none"> <li>Focus on charity and welfare, arts and culture, sports sponsorship and academic exchange.</li> <li>Implement "Ethical Corporate Management Best Practice Principles".</li> <li>Actively build the cross-industry alliances to support core businesses and cooperate with FinTech.</li> </ul>	Brand preference and recognition: <b>91%</b>
 <p>Media</p>	Conveying correct information to the general public helps maintain positive corporate image	<ul style="list-style-type: none"> <li>Immediately: press conference or seminar, spokesperson policy</li> <li>Ad hoc: media gathering</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance and Business Integrity</li> <li>Green Operation Management</li> <li>Remuneration Benefits &amp; Employee Care</li> </ul>	<ul style="list-style-type: none"> <li>Publishes press releases or statements on major issues.</li> </ul>	Communicates important information in a timely manner, reducing damage to the Company because of incorrect information.