

## STAKEHOLDERS AND MATERIAL SUSTAINABILITY TOPICS

### STAKEHOLDER IDENTIFICATION

Pursuant to the AA1000 Stakeholder Engagement Standards, the TWSE employs the five principles, i.e. Responsibility, Influence, Tension, Diverse Perspectives, and Dependency, in the identification and ordering of stakeholder significance. The TWSE evaluates the mutual impact between stakeholders and the company through an assessment questionnaire, which was filled out by 15 department heads. The results were then sorted by level of significance.

The 2024 results were categorized into the following eight groups of stakeholders for the TWSE: (1) competent authority; (2) employees; (3) customers; (4) shareholders; (5) intermediaries; (6) suppliers/contractors; (7) media; and (8) listed companies. The results were reported to the Sustainable Development Committee on December 24, 2024. The Committee assessed “investors” as important stakeholders of the TWSE and added the group, making nine groups of stakeholders deemed priority communication targets for 2024.

• Stakeholder Engagement

Stakeholder	What do stakeholders mean to the TWSE?	Main Engagement Channel/Frequency	Engagement Results
Competent Authority	The TWSE is supervised by the regulatory authorities, and strictly complies with their regulations and orders, to build a robust securities market.	<ul style="list-style-type: none"> <li>• Correspondence (daily)</li> <li>• Appearance at legislature meetings as a guest for answering to interpolation (as needed)</li> <li>• Meetings, publicity events, public hearings (as needed)</li> <li>• Phone calls, faxes, and emails (as needed)</li> <li>• Consolidation and reporting of major business statistics (as needed)</li> </ul>	<ul style="list-style-type: none"> <li>• Participated in four FSC meetings regarding the financial market’s Office Document Exchange Center (ODXC).</li> <li>• Attended 21 legislature meetings as a guest for responding to open enquiry.</li> <li>• Participated in six meetings at the Securities and Futures Bureau (SFB) on measures to respond to the securities and futures market.</li> <li>• Participated in one meeting at the SFB on applications of the big data platform.</li> <li>• Participated in the FSC’s “Policy and Industry Summit on Building an Asian Asset Management Center.”</li> <li>• Participated in the FSC’s project meeting for the Asian Asset Management Center policy.</li> <li>• Invited the FSC to participate in the inaugural meeting of the Capital Market Service Group.</li> </ul>
Employees	Employees are the most important asset and key to TWSE core competitiveness.	<ul style="list-style-type: none"> <li>• Reporting or complaint channels (immediately)</li> <li>• Phone calls and emails (immediately)</li> <li>• Labor-management meetings (monthly)</li> <li>• Occupational Safety and Health meetings (quarterly)</li> <li>• Employee Welfare Committee meetings (quarterly)</li> <li>• Meetings of the supervisory committee of the Labor Retirement Reserve Fund (quarterly)</li> <li>• Performance evaluation interviews (twice a year)</li> <li>• Collective bargaining agreement meetings (every three years)</li> <li>• On-site visits (aperiodically)</li> <li>• Performance evaluation and follow-up (aperiodically)</li> </ul>	<ul style="list-style-type: none"> <li>• Convened 11 labor-management meetings.</li> <li>• Held four occupational Safety and Health meetings.</li> <li>• Held four Employee Welfare Committee meetings.</li> <li>• Held four meetings of the supervisory committee of the Labor Retirement Reserve Fund.</li> <li>• Two employees applied for parental leave; both the return-to-work rate following a period of parental leave and retention rate were 100%.</li> </ul>

Stakeholder	What do stakeholders mean to the TWSE?	Main Engagement Channel/Frequency	Engagement Results
Customers	Data vendors, securities investment trust enterprises, and securities firms are TWSE partners that provide economic benefits, recognize the TWSE for its services, and grow together with the TWSE.	<ul style="list-style-type: none"> <li>• Correspondence (daily)</li> <li>• Site visits (annually)</li> <li>• Seminars (annually)</li> <li>• Business conferences (aperiodically)</li> <li>• Service satisfaction surveys (aperiodically)</li> <li>• Phone calls and emails (aperiodically)</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted 12 sessions of the Training Program of the Standard Directions for Internal Control Systems in Securities Firms.</li> <li>• Conducted three sessions of the Environmental, Social, and Governance Seminar for Securities Firms.</li> <li>• Conducted 18 sessions of the Professional Courses of Securities Regulations and Business Practice.</li> <li>• Conducted two sessions of the Cyber Security Seminar for Securities Firms.</li> <li>• Conducted one session of the Securities Brokers and Dealers Senior Executive Seminar.</li> <li>• Conducted one session of the Forum for Responsible Persons for Securities Firms.</li> <li>• Conducted two seminars on the new rule allowing foreign investors to appoint more than one custodian institution.</li> <li>• Conducted eight seminars on clearing and settlement, auction and IPO allotment process, and reporting of default or out-trade.</li> <li>• Conducted three seminars on the amended rules allowing the inclusion of odd lots in settlement-driven securities borrowing and lending (SBL).</li> <li>• Conducted one seminar on the new standards for securities firms to increase their additional contributions to the Clearing and Settlement Fund under the Monthly Tracking Mechanism.</li> <li>• Conducted three seminars on SBL and financing services for securities firms.</li> <li>• Paid 17 on-site visits to ETF issuers; conducted four sessions of ETF seminars for the Securities Investment Trust and Consulting Association (SITCA).</li> <li>• Conducted one seminar for investment trust personnel.</li> <li>• Paid on-site visits to nine domestic data vendors.</li> </ul>
Shareholders	Shareholders are a vital part of a company. In addition to having ownership in a company and the right to participate in corporate decision-making, shareholders must also assume corresponding responsibilities and play an active role in corporate governance.	<ul style="list-style-type: none"> <li>• Financial report (every six months)</li> <li>• Annual general meeting of shareholders (AGM) (annually)</li> <li>• Phone calls, emails, and correspondence (aperiodically)</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly convene shareholders' meetings for in-person communication (shareholder services are handled by professional shareholder services agency).</li> <li>• Established channels for corporate shareholders to aperiodically review the company's financial information to promote information transparency.</li> </ul>
Intermediaries	Intermediaries drive company listings, strengthen the capital market, and facilitate communication between listed companies and the TWSE.	<ul style="list-style-type: none"> <li>• Phone calls and emails (immediately)</li> <li>• Correspondence (weekly)</li> <li>• Meetings and publicity events (monthly)</li> </ul>	<ul style="list-style-type: none"> <li>• Participated in KPMG's conference on the biomedical industry.</li> <li>• Worked with CPA firms to convene four sessions of the "Forum for Promoting IPO of Fine-Quality Enterprises."</li> <li>• Held five sessions of the "Forum for Promoting IPO of Fine-Quality Enterprises" with underwriters KGI, Fubon, Taishin, Grand Fortune Securities, and Yuanta Securities.</li> <li>• Held six seminars for securities underwriting businesses.</li> </ul>

Stakeholder	What do stakeholders mean to the TWSE?	Main Engagement Channel/Frequency	Engagement Results
<b>Suppliers</b> <b>Contractors</b>	Suppliers are long-term TWSE partners that jointly aim to achieve corporate sustainability and create a culture of integrity governance.	<ul style="list-style-type: none"> <li>• Price negotiation and price comparison meetings (aperiodically)</li> <li>• Phone calls and emails (aperiodically)</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted 327 price negotiation meetings.</li> <li>• Conducted 40 price comparison meetings.</li> </ul>
<b>Media</b>	The media quickly disseminates valuable information and serves as a vital communication platform for financial literacy, while improving the international visibility of Taiwan's stock market.	<ul style="list-style-type: none"> <li>• Briefings on material information (immediately)</li> <li>• Press conferences after board meetings (monthly)</li> <li>• Themed investor conferences (quarterly)</li> <li>• Corporate ESG report (annually)</li> <li>• Market announcements and press releases (as needed)</li> <li>• Media interviews (as needed)</li> <li>• Phone calls and emails (as needed)</li> <li>• Financial forums and seminars (aperiodically)</li> <li>• Updates on the official website, MOPS, and social media (as needed)</li> </ul>	<ul style="list-style-type: none"> <li>• The TWSE Chairman was interviewed by local media and institutions (Business Today, Wealth Magazine, and Commonwealth) and foreign outlets (Yahoo Finance, Korea Economic TV) on issues ranging from TIB, ETFs, ESG, TCX developments, results of capital introduction events, and the future of the capital market.</li> <li>• Conducted four themed investor conferences in January, April, August, and November on TIB, biotechnology and medical industry, AI supply chain, and automotive electronics and components industry.</li> <li>• Held numerous press conferences on the "Strengthening the Capital Market and Enhancing Market Value" plan, to convey the company's latest policies and future development.</li> <li>• Produced the 2024 annual corporate ESG report jointly with Economic Daily News.</li> </ul>
<b>Listed Companies</b>	Listed companies are indispensable TWSE partners for achieving sustainable governance, co-existence, and co-prosperity.	<ul style="list-style-type: none"> <li>• Seminar on corporate governance evaluation (annually)</li> <li>• Correspondence (aperiodically)</li> <li>• Talent development programs (aperiodically)</li> <li>• Meetings and publicity events (aperiodically)</li> <li>• Service satisfaction surveys (aperiodically)</li> <li>• Phone calls, faxes, and emails (aperiodically)</li> <li>• Reporting or complaint mechanisms – not limited to "Conduct Watch" (aperiodically)</li> </ul>	<ul style="list-style-type: none"> <li>• Held online seminars on corporate governance evaluations.</li> <li>• Conducted Business Seminars for Listed Companies.</li> <li>• Held four advocacy meetings on the "Internal Control System for Sustainability Information Management."</li> <li>• Held five sessions of the "Greenhouse Gas Inventory Workshop."</li> <li>• Held two sessions of seminars to assist in the adoption of IFRS Sustainability Disclosure Standards for phase-one companies.</li> <li>• Held two sessions of the "Sustainable Development Committee and Chief Sustainability Officer Forum."</li> <li>• Held six sessions of the "Sustainability Report Preparation and Production Function Advocacy Meeting for TWSE and TPEX Listed Companies."</li> </ul>
<b>Investors</b>	Individual and institutional investors can supervise listed companies and invigorate the capital market.	<ul style="list-style-type: none"> <li>• Facebook fan page (immediately)</li> <li>• Investor service hotline (immediately)</li> <li>• Feedback Mailbox on the TWSE website (immediately)</li> <li>• TWSE "Conduct Watch" for Unlawful Activities (immediately)</li> <li>• Investment and wealth management seminars (as needed)</li> <li>• TWSE "Learning at Home Network" (as needed)</li> <li>• Investor Knowledge Network (as needed)</li> <li>• Domestic and overseas capital introduction events (as needed)</li> </ul>	<ul style="list-style-type: none"> <li>• Held the "Institutional Investor Stewardship Code and Evaluation Process Seminar" with a total of 270 online video views.</li> <li>• Conducted capital investment events in Europe, Singapore, and the Middle East, as well as online and in-person events in Taiwan, holding 39 investor meetings.</li> <li>• The investor service hotline received 21,548 calls, with satisfaction reaching 98.81%.</li> <li>• The TWSE Facebook fan page has over 63,000 followers.</li> <li>• The TWSE "Learning at Home Network" has over 22,000 members and 1.14 million views.</li> <li>• The Investor Knowledge Network has over 27,000 members and 1.85 million views.</li> <li>• Conducted 50 community college seminars on investment and wealth management, with 3,615 participants and a satisfaction rate of 96%.</li> </ul>