



E.SUN FHC SUSTAINABILITY REPORT 2024



Respect the Divine and Love People,
Striving for Sustainable Future



About the Report

GRI: 2-1, 2-2, 2-3, 2-4, 2-5

E.SUN Financial Holding Company Limited (E.SUN FHC) has been committed to the promotion and enhancement of Environmental, Social, and Governance (ESG) practices. We welcome you to read the 14th Sustainability Report of E.SUN FHC (formerly known as CSR Report until 2020). This report is prepared in accordance with the 2021 version of the GRI Sustainability Reporting Standards, and references the United Nations Sustainable Development Goals (SDGs), the Corporate Sustainability Best Practice Principles for TWSE/TPEX Listed Companies, ISO 26000 Social Responsibility Guidelines, the United Nations Global Compact, the Sustainability Accounting Standards Board (SASB) industry standards, and the Operational Guidelines for the Preparation and Submission of Sustainability Reports by Listed Companies. E.SUN FHC annually publishes reports in both Chinese and English versions and discloses the electronic version on the official website under the “Sustainability” section to address the concerns of global stakeholders regarding sustainability issues relevant to E.SUN FHC. Through transparent and open information disclosure, We wish to learn and grow with you together, continuously striving towards sustainable development.

Period of report

The report is published every year since 2011. This year's report covers performance in economic, social and environmental indicators in 2024 (from January 1 to December 31, 2024). In order to present a more comprehensive picture of various projects and campaigns undertaken by E.SUN FHC, the report also discloses activities that occurred prior to January 1, 2024 and after December 31, 2024. The last version was published in June 2024.

Scope of report

The scope of disclosure focuses on operating activities and services of E.SUN FHC and its subsidiaries (E.SUN Bank, E.SUN Securities, E.SUN Venture Capital, and E.SUN Investment Consulting) in Taiwan, which accounts for 99.8% of E.SUN FHC's net revenue (not including E.SUN Bank's subsidiary, Bank Pro). Statistics in this sustainability report have been presented in a manner consistent with common international standards, and cover the performance of some of E.SUN FHC's overseas units. Disclosures on social welfare and charity cover the two non-profit foundations (namely E.SUN Volunteer and Social Welfare Foundation and E.SUN Culture and Education Foundation) and subsidiaries; whereas disclosures concerning environmental protection (e.g. use of water, electricity, petrol etc) cover E.SUN's Taipei Headquarter Building, Second Headquarter Building, Summit Campus, Hope Campus, Technology Building, Boai Building, and overseas and domestic branches and subsidiaries. Any special meanings pertaining to the above quantitative indicators are explained in separate footnotes.

Reporting Basis

Organization	Principle
The Global Reporting Initiative, GRI	GRI Standards 2021
Taiwan Stock Exchange, TWSE	Sustainable Development Best Practice Principles for TWSE/GTSM Listed Companies
	Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies
United Nations, UN	Sustainable Development Goals, SDGs
	Summary of Global Compact Disclosure
International Organization for Standardization, ISO	ISO 26000 Social Responsibility Guidance
Sustainability Accounting Standards Board, SASB	Commercial bank, Consumer Finance, Mortgage Finance, Asset Management
TCFD	Recommendations of the Task Force on Climate related Financial Disclosures

Standard of Information

Data category	Standard	Certifying Organization
Sustainability data	AA1000 Assurance Standards v3 (Type 2 high-level assurance)	BSI Taiwan
	Statement of Assurance Engagements Standards 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" in the Republic of China"	PwC Taiwan
Financial data	Annual financial report	Deloitte
Financial data	ISO 14064-1: 2018 Greenhouse Gas Inventory	SGS Taiwan
	ISO 14046: 2014 Organizational Water Inventory	
	Statement of Assurance Engagements Standards 3410: Case of Assurance on Greenhouse Gas Statement (Scope 3 Investment and Financing Portfolio Financial Carbon Emissions)	PwC Taiwan

Note: This report is based on the principles of accuracy, balance, clarity, comparability, reliability and timeliness of the GRI Sustainability Reporting Guidelines. The data sources are provided after review by senior executives from each unit and published upon approval by the Board of Directors.



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Message from the Chairman and the President

GRI: 2-22



Chairman

Joseph Huang

President

Joe

Harmony and Sustainability

Guided by the principle of innovation and sustainability, E.SUN is committed to becoming Asia's most distinctive benchmark bank. As Kyocera founder Kazuo Inamori said, "All things begin with the heart." As E.SUN FHC enters its fourth decade, we uphold the spirit of "reverence for nature and humanity" and "altruism", boldly pursuing our vision and letting the world see Taiwan.

Technology x Sustainability

As part of its sustainability journey, E.SUN integrates finance with digital technology, using cloud-native architecture to accelerate business growth and improve resource efficiency. We launched the Carbon Accounting Account, enabling consumers to view the carbon emissions of their card spending via the E.SUN Wallet App, encouraging daily support for low-carbon merchants. By the end of 2024, over 190,000 Carbon Accounting Accounts had been opened. By embedding technology and sustainability into traditional financial services, E.SUN continues to implement its twin strategy of innovation and sustainability—fostering a virtuous cycle for both the economy and the environment.

To combat fraud, E.SUN Bank partnered with the National Police Agency to implement three key initiatives: fraud awareness, blocking, and prevention. Surveillance cameras are installed at ATMs nationwide, and a real-time alert system for suspected fraudulent domestic financial accounts was introduced to strengthen anti-fraud measures at the counter. The E-SHIELD Anti-Fraud Blueprint expanded to communities, hospitals, rural areas, and campuses, with more than 30 outreach events held in 2024, engaging over 5,000 participants. Through close collaboration between the police and financial institutions, financial protection is strengthened, jointly building a solid line of defense for social security.

With a customer-centric approach and distinctive creativity, E.SUN demonstrates tangible action in both advancing sustainable finance applications and establishing the E-SHIELD Anti-Fraud Blueprint, highlighting its commitment to sustainability and asset protection. Driven by technology, embedded in communities, and empowered by cross-sector collaboration, E.SUN continues to break traditional boundaries, creating innovative services and partnership models while steadfastly moving forward to deliver long-term value.

Staying True to Our Purpose and Advancing Transition Finance

With unwavering determination in the face of sustainability challenges, E.SUN demonstrates its commitment as a sustainability leader. Despite external pressures such as climate change and global instability, we remain true to our purpose—advancing a dual transformation in sustainability and digitalization. Grounded in data, we implement internal carbon pricing and decarbonization strategies across Scope 1, 2, and 3 emissions. From pledges to concrete action, we steadily advance the path toward sustainability.

The 29th United Nations Climate Change Conference (COP29) was held in Baku, Azerbaijan. Despite unfamiliarity with the region, E.SUN's team overcame challenges to attend in person and actively participate in global climate policy discussions. The conference theme, "In Solidarity for a Green World," called for global collaboration. Representing Taiwan's financial industry, E.SUN delivered a keynote at the World Climate Summit (WCS) under the theme "Beyond Boundaries – Unity Driving Climate Finance." We shared the collaborative model and achievements of Taiwan's Movers and Shakers for Sustainable Finance, showcasing the public-private synergy of Taiwan's financial industry in driving the low-carbon transition.

E.SUN has proactively reduced Scope 1 and 2 emissions by 48.6%, achieving its 2030 Science-Based Target ahead of schedule. A cross-functional task force was formed, and a financed emissions system was introduced to enhance data transparency and move toward standardized and automated carbon management. At the industry level, E.SUN chaired the 2024 term of the Movers and Shakers for Sustainable Finance and led the Policy and Guidelines group under Taiwan's Net-Zero Platform, completing a key Reference Guide for Evaluating Transition Lending to support the financial sector's net-zero path.

Uniting for a Sustainable Future

Sustainable development is a long and enduring journey—but never a solitary one. With global consensus, governmental policies, market forces, and corporate and individual action all aligned, transformation takes place across energy, industry, lifestyle, and society. The challenges of net-zero become the momentum and opportunity for long-term business growth.

In 2021, E.SUN FHC launched the 'E.SUN ESG Sustainable Advocacy Action,' rallying like-minded corporate partners to advance the United Nations Sustainable Development Goals (SDGs). Through innovative technology and carbon reduction efforts, the initiative drives industry-wide sustainable transition. Now in its fourth year, the 2024 campaign brought together over 160 enterprises and healthcare institutions, including leading brands, hidden champions, overseas Taiwanese businesses, and global corporations. As Vice President Hsiao Bi-khim stated at the event: "Thanks to these dedicated enterprises, we can stand firmly on the global stage and shine with a light that is uniquely Taiwan."

E.SUN extends its sustainability efforts to regional revitalization and sustainable food systems by offering Regional Revitalization Loans and Farm to Table Loans. These initiatives support young entrepreneurs returning to rural areas and promote eco-friendly farming. By the end of 2024, 74 businesses had received support. Beyond funding, E.SUN collaborates with the Agriculture and Food Agency, Corporate Synergy Development Center, and Tse-Xin Organic Foundation to integrate advisory, capital, and promotion resources. This holistic approach connects all parts of the sustainable food value chain and encourages participation in certification systems, empowering local communities with sustainable vitality.

A Spirit of Collective Goodness Protecting Our Shared Home

E.SUN FHC has long been committed to addressing climate change and promoting Nature Positive development on the path to net zero by 2050. Since 2014, the E.SUN Malawi Project has worked with local and nonprofit partners to assist Nan'an Tribe in transitioning to organic farming, reaching 17 hectares by 2024. Using Nature-Based Solutions, the project restored farmland ecosystems, successfully bringing back endangered species like Kikuchi's minnow, unique to Taiwan.

The land that nurtures us is our home. E.SUN not only leads various community care and environmental efforts in Taiwan but also extends this mission across Asia. This includes employees in Myanmar donating supplies to orphanages, the Dong Nai Branch supporting a local school for the hearing impaired, and the China subsidiary providing donations to remote elementary schools in Inner Mongolia.

We are grateful to every participating customer and partner for sharing the same goodwill and commitment. Malawi! Together we can do great things! Let's join forces and shape a brighter future. 🌱

Honors and Recognitions



Economy

- Total assets have exceeded **NT\$4 trillion**.
- Market value ranks in the **top 20** of all listed companies in Taiwan.
- Moody's has upgraded the credit ratings of E.SUN FHC and E.SUN Bank to **A2** and **A1**, respectively.
- Ranked **No. 1** among private banks in Taiwan for SME lending for 18 consecutive years.



Environmental

- In 2024, Scope 1 and Scope 2 absolute carbon emissions decreased by **48.6%** compared to 2020, with renewable energy usage at domestic sites reaching **61.2%**.
- The carbon intensity of the investment and loan portfolio in 2024 met the Science-Based Targets (SBT) annual reduction goals.
- For **four consecutive years**, we have organized ESG sustainability advocacy initiatives, collaborating with professional consultants through a sustainability transformation platform to support corporate net-zero transitions.



Social

- Established **190** E.SUN Libraries.
- Scholarship to a total of **321** key talents in each field for 20 consecutive years.
- Over **14** years, the E.SUN Academic Award has honored **18** professors.
- The Child Care Program has assisted over 130,000 children across **13** consecutive years.





Overall Performance



Forbes
Ranked 1st in Taiwan's
banking industry in
the "World's Best Banks"
(2021-2024)



Euromoney
Best Bank for
SMEs in Taiwan
(2024)



**Corporate
Governance Asia**
Asia's Best CSR
(2020-2024)



Enterprise Asia
Responsible Business
Leadership
(2018-2024)



**S&M Enterprise Credit
Guarantee Fund of Taiwan**
Ranked 1st in the Financial
Institution Division of the
Credit Guarantee Golden
Quality Award
(2006-2024)



**Industrial Development
Administration, Ministry of
Economic Affairs**
National Quality Award
(2001, 2002, 2008, 2018, 2024)



Financial Innovation



The Banker
Best Home Loan/
Mortgage Product in
Taiwan



The Asset
Best Retail
Digital Payment
Experience
(2024)



Wealth Magazine
Gold Award for Best
FinTech Bank in the FinTech
Innovative Application
Award
(2016-2024)



Business Next
Best Management
Innovation Award



BusinessToday
Ranked 1st for Best bank of
wealth management
(2022-2024)



Harvard Business Review
Model Award for
Innovative Business Model
Transformation



Sustainable Development



DJSI
Constituent stock of DJSI
(2014-2024)



MSCI
MSCI ESG Ratings AAA
(2022-2024)



FTSE4Good
Listed in Emerging Index
(2017-2024)



CommonWealth Magazine
Ranked 1st in Large
enterprise of Financial
Industry of Corporate
Citizen Award
(2022-2024)



TCSA
Ranked 1st in Top 10
Exemplary Sustainable
Enterprise of Taiwan,
(2015-2024)

Cover Story

Establishing Net Positive Model

International Gurus Forum, Lighten up the sustainable management path for Taiwanese enterprises

Since 2012, E.SUN has collaborated with CommonWealth Magazine to jointly host the "International Masters Forum," annually inviting world-renowned management masters to share forward-looking strategic thinking, management knowledge, and innovative strategies. Through keynote speeches and panels, the forum provides a platform for Taiwanese business owners and international-level experts to exchange ideas, helping corporate managers inspire innovative thinking, explore new growth momentum into sustainable business management.

Creating a Net Positive Model, driving Significant Change Together with Partners

In recent years, key global issues such as climate change, drastic biodiversity loss, and increasing social inequality have intensified challenges for business operations worldwide. Therefore, the 11th International Masters Forum in 2024 invited Paul Polman, former CEO of Unilever and current Vice Chair of the United Nations Global Compact, to Taiwan. He

focused on the urgent issues of global sustainable transformation and shared the management philosophy of the Net Positive model.

The so-called "Net Positive model" means that while pursuing profits, companies should actively improve the well-being of all stakeholders and create positive value for them, rather than merely offsetting the negative impacts generated by business operations.

During his tenure as Unilever's CEO, Paul Polman deeply embedded the Net Positive concept into the company's DNA and initiated the ten-year "Unilever Sustainable Living Plan." This initiative not only successfully drove a substantial revenue increase—achieving nearly 300% shareholder returns—but also connected employees, communities, supply chains, governments and NGOs in a multi-stakeholder alliance. This successful transformation established Unilever as a competitively viable, profitable, and responsible sustainable enterprise, which earned the global sustainability leadership title for eleven consecutive years.

Exerting Positive Influence to Build a Flourishing Sustainable Future

Paul Polman's Net Positive model advocates that companies take the lead in actively advancing sustainability transformation while serving as a bridge and platform to embrace diverse partnerships and exert positive influence. Since 1992, E.SUN set the vision of "becoming a world-class corporate citizen," committed to becoming the best in comprehensive performance and the most respected corporation, as well as the favored choice of employees, customers, and the land.

Entering its fourth decade, with ESG sustainable development as a strategic core, E.SUN continues to align with the highest international standards such as DJSI, SBTi, TCFD, and TNFD, continuously improving internal management systems. By collaborating with external consultants, we offer customers personal carbon payment accounts and enterprise sustainability transformation platforms. Through financial

influence, we aim to elevate public sustainability awareness and assist more Taiwanese SMEs in low-carbon transitions. In 2024, E.SUN also serves as the Chair of the Sustainable Finance Pioneer Alliance and convener of the "Policy and Guidance Group" for the Net-Zero Task Force. Together with industry peers and regulatory authorities, we accelerate foundational efforts to reduce carbon emissions in the financial sector, guiding funds to support sustainable infrastructure and low-carbon technology development, contributing to Taiwan's 2050 net-zero goal.

Although the journey toward Net Positive contains countless challenges, it also holds infinite business opportunities and potentials. E.SUN believes: "The more we do, the more we can do." By joining hands with like-minded partners and combining the strengths of the public sector, private enterprises, and civil society, we are certain to strengthen Taiwan's sustainable competitiveness and help the world move toward a future of prosperity. 🌱



Cover Story

Promotes Climate Finance through Cross-sector Collaboration, Letting the World See Taiwan

Malavi, Together we can do great things!

Voicing for Taiwan's Financial Industry for 3 years

The 29th United Nations Climate Change Conference (COP29) was held in Baku, Azerbaijan, with around 50,000 participants from government, industry, and academia worldwide. Despite visa restrictions creating difficulties for Taiwan's attendance, E.SUN Financial Holding Chairman Joseph N.C. Huang overcame them and led his team for the third consecutive year to represent Taiwan's financial sector at this major climate summit, bringing valuable first-hand insights back to Taiwan.

Additionally, Chairman Huang was again invited to speak at the World Climate Summit (WCS), a key COP side event. This year, E.SUN's theme was "Transcending Boundaries—Uniting for Climate Finance," sharing successful cross-sector and cross-disciplinary collaboration advancing Taiwan's climate finance. The speech concluded with Chairman Huang and the audience chanting "Malavi," a Bunun phrase meaning "Let's do it together," calling for cross-governmental, industrial, and disciplinary cooperation. This moment received enthusiastic responses, resonated deeply with attendees, and amplified the voice of Taiwan's indigenous peoples globally.

Chairman Huang urged Taiwan's government, businesses, and financial institutions to re-evaluate fund allocation in future climate actions—including mitigation, adaptation, green finance, and transition finance—offering new perspectives for efficient resource use, integration, and global partnerships. E.SUN noted growing discussions on "Enabling COP," emphasizing transforming financial market frameworks and cash flow mechanisms beyond funding amounts. This approach enables commercial banks to balance risk and capital stability while promoting diverse funding sources—including government subsidies, international organizations (e.g., World Bank, Asian Development Bank), and private financial institutions—to meet funding needs of climate-vulnerable countries or sectors, ensuring fairness and effectiveness in global climate action.

"Malavi! Together we can do great things!" Facing escalating global climate challenges, E.SUN is committed to transcending traditional financial frameworks, breaking boundaries, and joining hands with governments, industry leaders, and NGOs to drive systemic change. Upholding the spirit of "Taiwan Can Help," E.SUN aims to elevate Taiwan's international standing and influence, letting the world truly see Taiwan.

Sharing "Malavi Project" in New York Climate Week

In recent years, international attention has increasingly focused on nature-based solutions, emphasizing biodiversity and positive environmental growth. E.SUN Financial Holding's Chief Sustainability Officer, Lun-Yu Chang, was invited for the second consecutive year to New York Climate Week, delivering a speech titled "Connecting Indigenous Communities, Co-Creating Nature-Based Solutions" at the World Biodiversity Summit (WBS). The presentation, featuring a video of E.SUN's Malavi Project, highlighted collaboration with government, local communities, and NGOs to generate positive economic, cultural, and environmental impacts. It also showed how E.SUN leverages core financial expertise to connect upstream, midstream, and downstream sustainable agriculture, supporting transformation of the food and agriculture industry. The compelling presentation sparked lively discussion and enthusiastic responses.

Chief Sustainability Officer Chang stated that E.SUN is committed to integrating local wisdom and collaborating with partners to develop nature-based solutions aiming for net-positive impacts on the economy, society, and environment. Since 2014, the Malavi Project has supported indigenous farmers transitioning to organic farming. After more than a decade, it

has developed 18 hectares of organic fields, establishing Malavi as a proud local brand. Organic rice and traditional Bunun grains have been included in local school lunch programs, preserving indigenous cultural heritage. With government support, local farmers documented farmland ecosystems and created ecological habitats, becoming key contributors to ecological restoration. Over the past decade, the Malavi fields have thrived, becoming the largest wild habitat for Taiwan's endemic and protected species, *Aphyocypris kikuchii*. Building on this, E.SUN launched the "Farm to Table" blueprint, combining financial expertise and consulting services to support transformation of the entire food and agriculture value chain—from upstream production to midstream processing and downstream consumption—encouraging wider participation in sustainable food and agriculture.

"A robust ESG strategy is a robust business development strategy." Climate issues and net-zero emissions are clear global trends, while preserving Earth's biodiversity richness is the next collective challenge. As a pioneer in sustainable finance, E.SUN will steadfastly continue its journey, partnering with like-minded collaborators to pursue a future of greater climate resilience, harmony with nature, and net-positive impacts. 🌱



Cover Story



ESG Sustainable Advocacy Actions

Unite for Sustainability

E.SUN Bank hosted its 'E.SUN ESG Sustainable Advocacy Action' for the fourth consecutive year, featuring the presence of Vice President Bi-khim Louise Hsiao, Executive Yuan Vice Premier Li-chun Cheng, Financial Supervisory Commission Chairman Jin-lung Peng, and Minister of the Environment Chi-ming Peng who provided encouragement to the participants. Furthermore, representatives of the offices of Poland, the United Kingdom, Canada, the India Taipei Association, and the Japan-Taiwan Exchange Association were present in support, highlighting a rare example of concrete multinational, cross-sector, and interdisciplinary sustainable initiatives in the country.

The initiative aims to partner with businesses to commit to and implement tangible actions aimed at mitigating impacts on the environment and nature. In 2024, participation expanded to over a hundred companies, including industry leaders, hidden champions, and overseas Taiwanese businesses, as

well as 27 medical institutions and large international enterprises from Denmark, Greece, Japan, Singapore and the United States.

During the event, Vice President Hsiao emphasized how collaborative efforts from industry, government, academia, and research in realizing sustainable development, showcase Taiwan's sustainable competitiveness to the world. She particularly expressed her gratitude to E.SUN and like-minded partners through her message 'Illuminate Taiwan, Sustainable Future', written on a wish lantern.

Net Positive international expert Paul Polman and former Climate Risk Leader of the United Nations Environment Programme Finance Initiative (UNEP FI) David Carlin also acknowledged E.SUN's initiative through recorded messages, encouraging participants to embrace innovation and seize the opportunity to align with the international standards of sustainable transition.

The event also featured a panel

discussion with experts, including Allianz's Director of Global Sustainability and Impact Investing Matt Christensen, Chairman of the Industrial Technology Research Institute Tsung-tsung Wu, and Chairman of the Taiwan External Trade Development Council Fang-huang Chih. They shared insights on key topics such as international trends, policy directions, and net-zero technologies, engaging in collaborative discussions on climate solutions.

The initiative has proven to be impactful as E.SUN Bank created a 'Sustainable Transition Platform' to integrate resources from academia, industry, and research to enhance and assist the sustainable resilience of companies facing challenges with their transition to net-zero.

E.SUN Bank also supports the financial sector's net-zero transition by actively developing green finance, nurturing financial talent, supporting digital transformation, and improving

government cybersecurity measures to enhance financial security.

Embarking on the journey to net-zero transition requires to reshape ourselves, and by working together with sustainable thinking, we can make Taiwan shine for generations.

E.SUN Financial Holding Chairman Joseph Huang stated, 'A good ESG strategy is a good corporate development strategy.' Undeniably, ESG has become an indispensable driver in business operations as transitioning, along with climate, environmental, and social issues are globally valued. E.SUN remains committed to aligning with international standards, leveraging financial power combined with the resources of industry, government, and academia to accelerate the promotion of climate and environmental action. The company aims to provide integrated financial and sustainability solutions, working together toward a new future of net-zero transformation. 🌱





01 Our Story

Named after the highest mountain in Taiwan, we represent our determination to run the best business become customers' favorite brand.

[1.1 Vision](#) [1.2 Business Performance](#) [1.3 Sustainable Governance](#) [1.4 Material Issues](#)

6,049 thousand
Number of deposit accounts

4 trillion
Total asset

26.1 billion
Net profit after tax

1.1 Vision GRI: 2-1, 2-6

The Highest Mountain; the Best Bank

In 1992, Chairman and founder Yung-Jen Huang brought together a dedicated team of like-minded professionals to create a "banker's bank," with the mission of "operating the best bank" and establish a system managed by expertise.

The benchmark in banking and service

The only bank operated by professional managers with no links to the government nor ties to family consortiums. Improve the quality of customer services, and create a good customer experience

E.SUN employees strive to be first-class citizens of the world; E.SUN endeavors to become a first-rate global corporate citizen

The volunteer spirit of "one simple act of love can inspire others to love"
Focus on our core business and formulate CSR-minded business strategies

Taiwan's E.SUN, the World's E.SUN

Local development, Asia expansion, and international connection

The fourth decade

Become the most distinctive and exemplary bank in Asia

■ Business Philosophy

Named after the highest mountain in Taiwan, we are determined to be the best bank in Taiwan. We aspire to be the best-performing, and most respected financial institution in Taiwan. Since it was founded, E.SUN has made establishment of institutional systems, cultivation of talents, and development of information technology the three pillars of its quest for long-term sustainability, and upholds a business philosophy of "expertise, service, and business." Following continuous.



A Professional Team; Priceless Trust

In 1992, when the regulations in Taiwan were loosened to allow new banks from the private sector to be established, E.SUN was the only new bank that was not affiliated with any financial group or the government. E.SUN's foundations were built by a team of professional and diverse Board of Directors and outstanding banking professionals, thus creating a true "banker's bank."



Warm Smiles and Memorable Services

We believe heartwarming service always begins with a smile. Additionally, we listen to customers' needs and strive to exceed their expectations, hence giving customers an unparalleled banking experience. We hope to serve customers with impressive service and win their loyalty. The ultimate goal is to make E.SUN the leading financial brand in Taiwan.



Corporate Responsibility is Our Eternal Commitment

E.SUN engages in its stakeholders in a variety of ways. For employees, E.SUN focuses on cultivating professional talent and building a happy team. For customers, E.SUN provides outstanding quality services to bring more value for customers. For shareholders, E.SUN continues to create outstanding overall performance through the bank's integrity and professionalism. For society, E.SUN makes positive impacts to the community and environment, and moves towards sustainable development.

Value Proposition

"Pure as Jade, Sturdy as Mountain"

We offer warm and attentive services with sincerity, and have become customers' first choice in financial services. We serve with unwavering commitment the pursuit of business with integrity and high quality, bringing our clients greater benefits and values.

High-quality financial service:

E.SUN invests in talent cultivation to provide services with high quality and professionalism to satisfy customers' needs.

Friendly user experience:

E.SUN focuses on financial innovation and continues to innovate in order to enhance customer experience.

A trusted professional team:

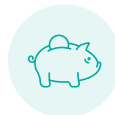
We promise to bring value and earn the trust from customers.

E.SUN FHC overview

Establishment Date	2002-01-28
Headquarters	Taiwan (14F, No. 117 and 1F, No. 115, Sec. 3, Minsheng E. Rd., Songshan District, Taipei City)
Paid-in Capital	NT\$159,958 million
Total assets	NT\$4,068,238 million
Number of employees	9,268 persons
Subsidiaries	E.SUN Commercial Bank Co., Ltd. · Union Commercial Bank Plc. · E.SUN Commercial Bank (China) · BankPro E-Service Technology Co., Ltd. E.SUN Securities Co., Ltd. · E.SUN Investment Consulting Co., Ltd. E.SUN Ventures Ltd. E.SUN Foundation E.SUN Volunteers Social Welfare and Charity Foundation
Industry	Financial
TWSE stock code	TWSE: 2884

E.SUN Financial Eco System

SASB: FN-AC-000.A, FN-AC-000.B, FN-CB-000.A, FN-MF-000.B



Deposit services

	Number of deposit accounts (thousand)	Total amount of deposits (NT\$M)
Personal	6,049.5	1,613,259
Small Business	206.8 ^{Note1}	198,168
Corporate Customer	84.5	1,062,507
Total	6,345.9	2,900,329

Note: Small business: defined as corporate customers with registered capital below NT\$10 million and loan business



Loans

	Number of deposit accounts (thousand)	Total amount of deposits (NT\$M)
Personal	397.1	1,192,046
Small Business	20.2	125,077
Corporate Customer	8.3	732,198
Total	425.6	2,049,321



Wealth management service

	Assets under management (NT\$B)	Assets in custody (NT\$B)
Wealth Management	37,271	12,895

Note: Assets managed is the total AuM of E.SUN FHC's. Assets in custody is the amount held under the custody of E.SUN Bank



Foreign exchange business

	Average daily transaction	Average daily trading volume (NT\$M)
Average daily number of transactions	14,994	155

Note: Including foreign exchange and import and export transactions



Credit card business

	Issued cards (million)	Transaction amount (NT\$B)
Credit Card	750	6,179

Note: In Taiwan and Cambodia market



Digital service

	Digital Active Customer (thousand)	Digital transaction %
Digital Active Customer	317.6	72.9%

Note: Active users refer to the number of customers who have used the Mobile Banking App, E.SUN Wallet, or Online Banking within the past 90 days.

E.SUN FHC Value Chain

**Competent authority, suppliers,
and business partners**

Government / Competent authority

Industrial associations

Suppliers

Securities investment trust
company/Insurance company

Strategic partners

NGOs

Law firm/Accounting firm

Consulting company

Media

**E.SUN FHC**

E.SUN Bank

E.SUN Bank (China)

Union Commercial Bank (UCB)

BankPro E-Service Technology

E.SUN Securities

E.SUN Investment Consulting

E.SUN Venture Capital

Operational supportOperations supervision, product and service
supply, and business cooperation**Customers and financial
transaction counterparties**

Individual customer

Corporate

Financial industry

Investee

Investor

Financial transactions

Financial services provision, investment, and lending





Hong Kong Branch

- The best international financial platform in greater China
- Treasury and wealth management center for Taiwanese companies



Singapore Branch

- Capital management hub in the Asia Pacific
- Asset management center in Southeast Asia



Vietnam Dong-Nai Branch

- Complete deployment in north and south Vietnam, capturing local opportunities
- The first choice for southbound investment and Vietnam offshore financing

Overseas and Domestic Service Network

As of December 2024, E.SUN Financial Holding and its subsidiaries have established service locations across Taiwan. In terms of physical channels, this includes 139 E.SUN Bank branches and 17 E.SUN Securities branches. On the digital front, multiple channels are integrated, such as internet banking, mobile banking, the official website, customer service centers, and automated service equipment. E.SUN offers customers online-to-offline (O2O), seamless virtual and physical integration, and warm financial services, working together with customers to build a better life. Entering its fourth decade, E.SUN will focus on Asia as the core, constructing a cross-border integrated Asian financial platform. It aims to expand its overseas scale and develop localized specialty businesses to meet customers' multi-region and multi-currency financial needs. E.SUN has 33 overseas business locations across 11 countries and regions, primarily in Asia-Pacific financial centers and ASEAN. Through a multi-point cross-border layout and integrated financial platform, E.SUN provides uninterrupted cross-border financial services to Taiwanese businesses and local customers.

Taiwan	Overseas	Virtual channel	Services and Products
<ul style="list-style-type: none"> • 139 branches • 17 security branches • 12 corporate banking regional centers • 8 consumer banking regional centers • 1,350 ATMs 	<ul style="list-style-type: none"> • China: subsidiary E.SUN Bank (China) with 5 operating sites • Cambodia : subsidiary UCB with 14 operating sites and 43 ATMs • United States : Los Angeles Branch, Dallas Representative Office (In Preparation) • Hong Kong : Hong Kong Branch • Singapore : Singapore Branch • Vietnam : Dong Nai Branch, Hanoi City Representative Office, Ho Chi Minh Representative Office • Australia : Sydney Branch, Brisbane Branch • Myanmar : Yangon Branch • Japan : Tokyo Branch, Fukuoka Branch, Kumamoto Sub-branch • Thailand : Bangkok Representative Office • Malaysia: Kuala Lumpur Representative Office • Canada: Toronto Branch (In Preparation) • India: Mumbai Branch (In Preparation) 	<ul style="list-style-type: none"> • E.SUN e-Services, including 24-hour customer service hotline, smart customer service, Internet phone and Online visitor message board. • Personal internet banking • E.SUN Corporate Online Banking • E.SUN Mobile Financial Advisor • Mobile Banking APP • E.SUN Wallet • WebATM • E.SUN Securities A+ mobile services 	<p>Banking Consumer financing, corporate financing, wealth management, trust services, financial products, online banking, mobile financing, and other banking services.</p> <p>Securities Brokerage, derivative financial products, credit transactions, fixed revenue products, e-commerce, and other securities services</p> <p>Venture capital Services provided for companies at the startup stage and expansion stage, and secondarily for companies at the mezzanine stage.</p>

1.2 Business Performance

GRI: 201-1, 415-1

E.SUN is committed to professional management and long-term enhancement of stakeholders' value. We value the opinions of shareholders and investors and combine a culture of discipline with an innovative spirit to enhance tangible and intangible performance for the benefit of stakeholders. We also share our business achievements with all shareholders.

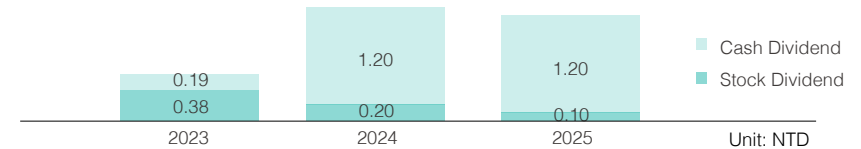
Financial Performance

E.SUN FHC's overall profit after tax in 2024 reached NT\$26.08 billion. The EPS, ROE, and ROA were NT\$1.63, 10.66% and 0.68%, respectively. The overall business maintained steady growth. In 2024, the growth rates of total loans and total deposit were 12.1% and 10.5%, respectively. In terms of asset quality, E.SUN has consistently maintained an excellent standard, with a non-performing loan ratio of 0.14% and a non-performing loan coverage ratio of 868.9%.

Unit: NTD thousands

Item		2022	2023	2024
Management capabilities	Total assets	3,479,560,474	3,638,497,500	4,068,237,577
	Book value	197,090,954	236,423,847	253,474,357
	Net revenue (A)	54,805,919	66,695,571	76,144,545
	Net profit attributable to parent company	15,759,000	21,726,249	26,127,505
Profitability	ROA (%)	0.47%	0.61%	0.68%
	ROE (%)	8.06%	10.05%	10.66%
	EPS (NTD)	1.10	1.41	1.63
Economic value distributed (B)	Employee salaries and benefits	14,310,631	16,544,257	17,155,146
	Dividend to shareholder	8,565,020	21,934,800	20,796,960
	Tax	6,128,365	7,207,400	9,458,119
	Investment in social inclusion	360,526	427,981	411,644
	Contributions & spending in financial or trade associations	18,663	36,616	19,555
	Lobbying, interest representation/ Political campaigns / Other	0	0	0
Economic value retained	(A) - (B)	25,422,714	20,544,517	28,303,121

Dividend Distribution



Note: Dividends are calculated to two digits after the decimal. Dividends distributed in 2025 is the retained earnings of 2024.

Credit Rating

E.SUN FHC has obtained a long-term credit rating of A2 from Moody's. For E.SUN Bank, Moody's long-term credit rating is A1, and Standard & Poor's maintains a long-term credit rating of A. Credit rating agencies analyze that E.SUN's experienced management team and strategic planning have helped the company successfully establish a solid brand image and a stable, highly loyal customer base. Key indicators such as profitability, asset quality, liquidity, and capital levels have all demonstrated strong performance.

E.SUN Financial Holding Company

Credit rating institutions	International long-term	International short-term	Domestic long-term	Domestic short-term	Outlook	Effective Date
Moody's	A2	P-1	-	-	Stable	2025.3
Standard and Poor	-	-	twAA-	twA-1+	Stable	2023.7
S&P	BBB	A-2	-	-	Stable	2023.7

E.SUN Bank

Credit rating institutions	International long-term	International short-term	Domestic long-term	Domestic short-term	Outlook	Effective Date
Moody's	A1	P-1	-	-	Stable	2025.3
Standard and Poor	-	-	twAA+	twA-1+	Stable	2023.7
S&P	A	A-1	-	-	Stable	2023.7

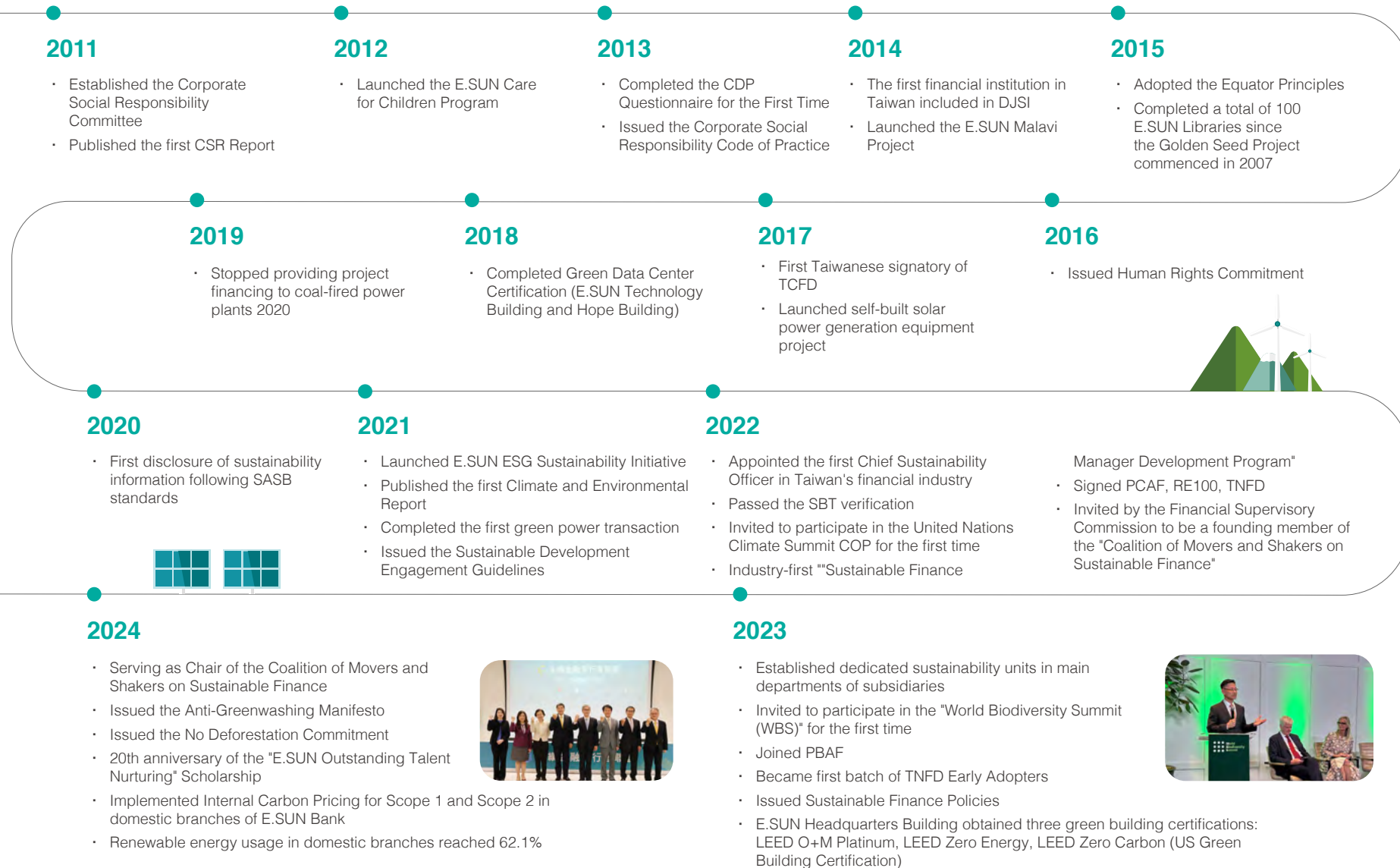
E.SUN Securities

Credit rating institutions	Domestic long-term	Domestic short-term	Outlook	Effective Date
Fitch	AA (twn)	F1+ (twn)	Stable	2025.1

1.3 Sustainable Governance

GRI: 2-13, 2-14, 2-16, 2-22

■ Sustainability Milestones



■ Comprehensive Sustainable Governance Organization

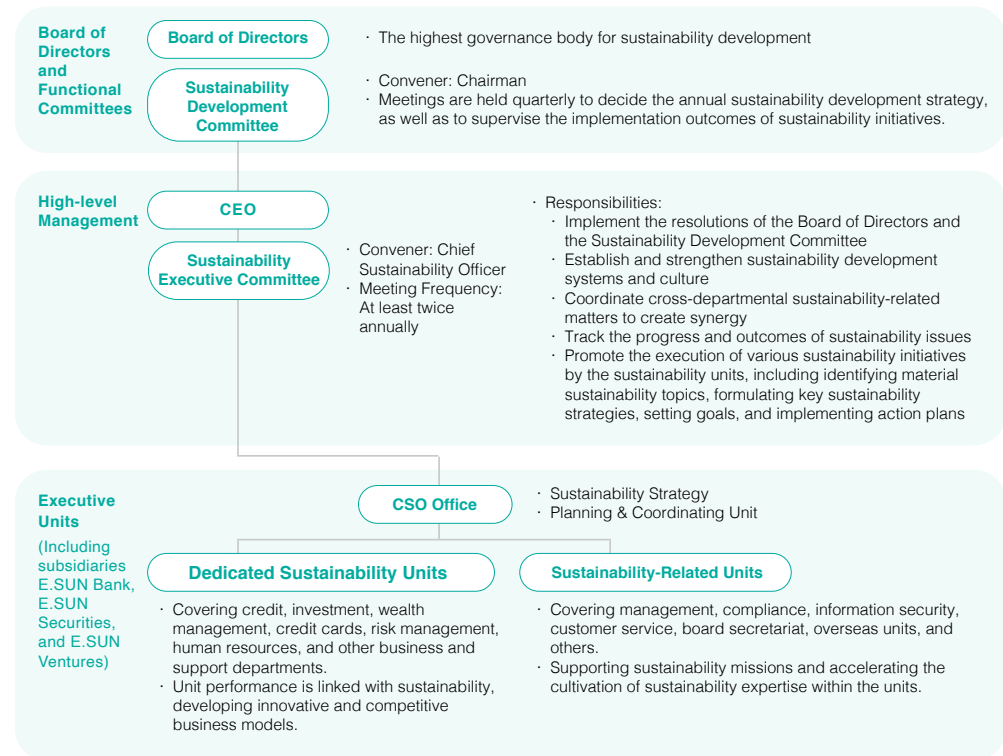
The "E.SUN FHC Sustainable Development Best Practice Principles" approved by the Board of Directors, is the highest ESG guiding principle across the entire company. The Board has established a Sustainability Development Committee as the highest overseeing body for the company's sustainability efforts. The committee is convened by the Chairman and is composed entirely of board members, including three independent directors.

According to the Sustainability Development Committee's organizational regulations, the committee shall meet at least twice annually and may convene additional meetings as necessary. In 2024, the committee plans to hold at least one meeting per quarter. Since 2022, E.SUN has appointed a Sustainability Executive Committee, and the Sustainability Development Committee assigns this officer to coordinate all sustainability-related departments.

Among the nine board meetings held annually, ESG/sustainability matters are included in the agenda for five meetings. The agenda items include: (1) Implementation status of sustainable development; (2) Employee feedback and communication; (3) Sustainability report; (4) Sustainability-related policies and regulations; (5) Financial carbon emission management system; (6) IFRS sustainability disclosure standard implementation plan; (7) Identification process and confirmation of E.SUN's material issues. (8) Action Plan for Sustainable Development. During meetings, the Board discusses and provides questions or suggestions on these agenda items. After thorough discussion, the directors review and supervise the progress and implementation of the plans, and when appropriate, urge the management team to make timely adjustments.

■ Board Oversight Enhances Sustainable Governance

The Board of Directors serves as the highest authority for E.SUN's sustainable governance, overseeing the establishment of concrete measures in risk management, regulatory compliance, and internal audits to promote long-term, stable growth.



2024 Board ESG Oversight Highlights

Category	Agenda Item	Rationale & Key Progress
Regulatory Compliance & Risk Management	2023 Sustainability Report	Designed to mitigate greenwashing risks and improve disclosure quality, was approved by the Board before public release. The report adheres to international frameworks such as GRI Standards, UN SDGs, SASB, and benchmarks against leading domestic and global peers. Data and content have been externally reviewed by BSI and PwC for accuracy and compliance.
Regulatory Compliance & Internal Audit	IFRS Sustainability Disclosure Standards and Internal Control System Implementation Plan for Sustainability Information Management	In alignment with the Financial Supervisory Commission's roadmap for IFRS Sustainability Disclosure Standards, E.SUN began implementation in 2026. A cross-departmental task force was established with a detailed rollout plan, reporting quarterly to the Board since 2025 to ensure compliance and timely disclosure of sustainability information under IFRS standards by 2027.
Risk Management	Revision of E.SUN's Sustainable Finance Policy	The Sustainable Finance Policy was updated to reflect international trends and enhance risk and opportunity management. The revision includes stricter oversight on high-risk sectors such as coal-fired power, tobacco, gambling, leather processing, and mining to better manage potential business impacts.
Risk Management	Material ESG Topics for 2024	To strengthen Board supervision, E.SUN identified 12 key sustainability topics out of 21 evaluated, based on GRI and AA1000 standards and the 2021 GRI Universal Standards. These topics guide strategic sustainability planning and disclosure focus in the 2024 Sustainability Report (see ch.1.4 for details).

■ Sustainable Development Blueprint

In the 4th decade, E.SUN aims to become a distinctive benchmark bank in Asia, targeting to be the sustainable development benchmark in Asia, the best sustainable partner for enterprises and customers by 2030, and achieving net-zero emissions by 2050. The sustainable development blueprint includes cultural and talent, system and risk management as two foundations, followed by three major strategies: meeting international standards, creating value through transformation for sustainability, and exercising influence in key matters.

Asia's Benchmark for Sustainable Development

Net zero emissions by 2050, support the sustainability of enterprises by 2030, customers' best partner

Meet international standards, maintain leadership

Start from own operations and adopt best practices

PCAF	SBTi	RE100
TCFD/TNFD	PRB	SASB/ IFRS S1 S2
DJSI	SDGs	EPs
GRI	MSCI ESG	CDP

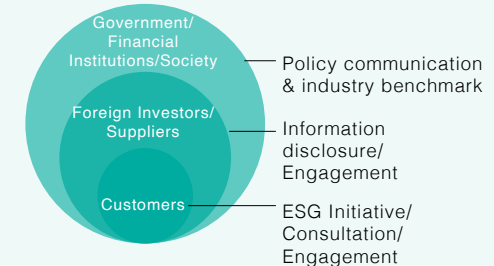
Transformation for sustainability, creating value

Continued innovation to improve sustainable financial services

Services	Green finance	Inclusive finance	Sustainability consulting
Products	Responsible lending	Responsible investment	Responsible products
Foundations	Carbon cost management	Sustainability rating	Digital Technology

Exercising influence in key matters

Value chain communication



System and risks

- Emphasize corporate governance
- Establish a sustainable governance organization

Climate change, operational resilience, FinTech, information security, human rights protection

Culture and talent

- E.SUN employees strive to be first-class citizens of the world
- E.SUN endeavors to become a first-rate global corporate citizen

Honesty and integrity, volunteer spirit, talent cultivation, employee care, Diversity and Inclusion

1.4 Material Issues

GRI: 2-12, 2-29, 3-1, 3-2, 3-3

E.SUN identify material issues at-least annually by latest GRI Universal Standards 2021 and AA1000 Account Ability Principle Standard, including the principles of materiality, inclusiveness, responsiveness, and impact, to identify material issues. We further assessed the impact of each material issues on the economy, environment, and society(human rights). These materiality is the basis for planning our sustainable development strategy, and also the basis for information disclosures.

■ Implementation Steps

1. Confirming Organizational Connection

Determine organizational connections based on E.SUN's operating scope and business scope.

2. Focus on sustainability issues 21 sustainability issues

Referencing international sustainability standards and guidelines (GRI Standards, SASB, SDGs, GRI Financial Services Sector Supplement, ISO 26000, TCFD), sustainability investment ratings (DJSI, CDP, MSCI), domestic and foreign financial industry cases, and stakeholder communication processes, the office of CSO has compiled and listed 21 sustainability issues.

3. Identify stakeholders 7 major stakeholder groups

Following the five dimensions of the AA1000SES Stakeholder Engagement Principle (AA1000 Stakeholder Engagement Standard): influence, attention, responsibility, dependency, and diversity, 20 internal units were sent stakeholder identification questionnaires. The results were compiled and approved by the office of CSO, and classified into 7 stakeholder groups: employees, customers, shareholders/investors, government agencies, media (including rating agencies), communities (surrounding communities, public welfare and environmental partners), and suppliers.

4. Analyze economic, environmental, and social impacts

The 'Economic, Environmental, and Social Impact Assessment Form' was sent to the 15 relevant units for the 21 sustainability issues, asking them to evaluate the positive or negative impacts on the economy, environment, and people caused or received by E.SUN's business activities/products/services, etc. The evaluation results were compiled by the office of CSO.

5. Assessing impact significance

The office of CSO comprehensively considers the results of Step 4 economic, environmental, and social impacts, setting impact significance thresholds.

6. Confirming material Issues 12 material Issues and GRI themes

Based on the significance threshold of impacts, the Office of Sustainability has selected 12 topics out of 21 sustainable issues as the major themes for 2024. These themes have been submitted to the Sustainable Development Committee and signed off by the Board of Directors. According to the reporting requirements of GRI, this report elaborates on the strategies, short-term, medium-term, and long-term objectives, achievements, and management policies related to the major themes. The 12 major themes for 2024 correspond to a total of 14 GRI topics, including 13 GRI standard topics and 1 general disclosure topic.

■ Identification of stakeholders

E.SUN understands issues that stakeholders are concerned about through diverse communication channels, and formulates management policies and implementation plans on this basis, in order to respond to stakeholders' needs and expectations. The Office of Sustainability has reported to the Board of Directors on the results of stakeholder identification and communication, which have been compiled and summarized.



Employees

Talent and innovation are the most crucial to building a company's core competitiveness, and also the most important foundation for achieving sustainable development.



Customers

E.SUN values customer input and focuses on providing an optimal customer experience with the customers at the center and creating value for customers.



Shareholders and investor

The long term support from shareholders and investors brings more strength to sustain growth of E.SUN.



Government

The financial sector is under high level supervision. We strictly abide by government laws and cooperate with government policies.



Media¹

E.SUN has established a good relationship with the media, enabling journalists to report on our operational updates to the general public through real-time communication channels.



Community²

We believe that one simple act of love can inspire others to love, and have thus combined the capabilities of charity and environmental protection organizations to jointly protect our planet.



Suppliers³

Suppliers are E.SUN's partners in sustainability and growth.

Note:

1. Media includes credit rating institutions and initiative organizations.

2. Communities include neighborhoods around the branches and partners in charity work and environmental causes.

3. Suppliers include contractors and suppliers. Please see 2.5.2 Supplier Management for the types of suppliers.

1.4.1 Stakeholder Communication



Employees

Talent and innovation are the most important keys to the core competitiveness of an enterprise structure. Continuous and good communication helps to improve employee motivation and company recognition.

Communication frequency / mode

- Daily: Morning meetings
- Weekly, Monthly: Video conferences, work week reports, legal compliance announcements
- Quarterly: Labor-management meeting, Occupational Safety Committee
- Annually: Employee opinion exchange questionnaires, knowledge sharing seminars
- Irregularly: e-HR E.SUN Human Park platform, e-learning + digital learning platform, various opinion response mailboxes, such as the Learning Sister mailbox, HR Manager mailbox, etc.
- Irregularly: Two-way communication, EIP website, Professional training courses and development classes
- Contact Information: Human Resources Division
E-Mail: hrd@esunbank.com.tw
Hotline: (02) 2175-1313 #8701

Communication Performance	Focus Issues	Focus Content
<ul style="list-style-type: none"> • 5 Employee Communication Meetings • 16 CHRO Mailbox • 246 Employee Opinion Communication Cases Handled • 7,959 Employee Opinion Exchange Questionnaires 	<ul style="list-style-type: none"> • Talent cultivation and development • Talent attraction and retention • Healthy, safe, and friendly workplace 	<ul style="list-style-type: none"> • Compensation and benefits system • Performance evaluation and promotion assessment • Work-life balance

E.SUN's Response

- E.SUN's overall compensation system is based on factors such as profitability, development strategies, individual job responsibilities, and overall performance, while continuously benchmarking against external conditions for ongoing improvement and adjustment. The company continues to expand the proportion of performance-based salary adjustments, aligning with promotion assessments at all levels, conducting performance-based salary reviews simultaneously. Appropriate salary adjustments are granted according to job position, performance, and market salary levels.
- To support E.SUN employees in caring for their parents and children and to provide family planning and prenatal preparation, the company has introduced 1 day of fully paid "Family Care Leave" and "Prenatal Health Check Leave," continuously offering more comprehensive family care measures.

Stakeholder Response (Case)

Currently, domestic and foreign competitors offer higher salary increases to outstanding talents to counter high inflation. Compensation for internationally capable talents should be aligned more closely with industry peers. Developing talents first, then growing the business—only with international-level talents can international-level businesses be developed. (Technology Unit)

It is recommended that welfare measures be enhanced from a "fertility assistance" perspective by adding reproductive support benefits (such as artificial insemination, IVF) or related measures to help increase the birthrate. (Sales Unit)



Customer

Understand market trends and motivations, improve personal service, create tangible and intangible value for customers, and continuously strengthen E.SUN's competitiveness.

Communication frequency / mode

- Daily: E.SUN e-customer service (24-hour customer service hotline, intelligent text customer service, online telephone, website visitor message board)
- Daily: Customer opinion complaint hotline and customer opinion QR code, E.SUN i mobile financial customer inquiry
- Weekly: Customer satisfaction survey, Line official account, Facebook E.SUN Lucky Cat fan group, E.SUN digital life, health fan group
- Every 2 months: Smile E.SUN bimonthly magazine
- Quarterly: Sunrise E.SUN quarterly magazine
- Twice a year: Corporate customer satisfaction survey
- Irregular: Personal visits, telephone contact
- Contact method: E.SUN customer service center 24-hour service hotline (02)2182-1313 / 0800-30-1313

Communication Performance	Focus Issues	Focus Content
<ul style="list-style-type: none"> • 3,275 customer service center customer suggestions • 108,107 official website visitor message board messages • 93,826 customer satisfaction survey questionnaires • 26,633 customer opinion QR codes • A total of 665 corporate customer satisfaction questionnaires were issued 	<ul style="list-style-type: none"> • Customer experience and fair treatment • Fintech and AI applications • Inclusive finance • Cybersecurity and personal data protection • Responsible finance 	<ul style="list-style-type: none"> • Teller service quality, professionalism, and efficiency • Enhancing transaction security and customer experience through AI and fintech • Providing thoughtful services to financially inclusive customer groups • Transaction security and fraud prevention • Sustainable development trends, corporate response strategies, and sustainable financial services

E.SUN's Response

- Each credit card transaction is scored using an AI model, with the results used to classify risk levels. High-risk transactions undergo card controls, while medium-risk transactions trigger SMS notifications and push alerts for transaction confirmation with customers. AI, systems, and the app work together to enhance card security and customer experience.
- A cross-departmental anti-fraud team is established to prevent customer fraud through staff anti-fraud training, development of abnormal transaction monitoring models, collaboration with the National Police Agency to implement three-way calling, and planning of an immediate fraud-blocking platform.
- An internal dedicated team engages in ESG communication with corporate clients, providing sustainability recommendations such as net-zero transition guidance, and designs appropriate sustainable financial solutions based on customer needs.

Stakeholder Response (Case)

I am very grateful that the staff arranged for an additional person to assist me with the account opening issue. As a person with a disability, I have some equipment that needs charging and cannot wait too long, but as soon as the staff saw me, they came to help right away! (Luzhou Branch, Mr. Wang)

The teller at the branch was absolutely helpful to someone like me who does not understand the banking process in Taiwan. She was so patient with me to go through the whole ordeal with me on the hottest day of the year. (Xingshu Branch / Mr. Chen)



Shareholders / Investors

Assist in understanding E.SUN's performance and strategic direction, strengthen their confidence in E.SUN, and encourage their willingness to provide support.

Communication frequency / mode

- Monthly: Announce operating performance, Open information observation station
- Quarterly: Chinese and English legal person briefings, quarterly financial reports, Board of Directors, functional committees
- Annually: Shareholders' meeting, Annual report, sustainability report
- Irregularly: Visits and teleconferences, announce credit ratings and outlooks
- Irregularly: Domestic and foreign roadshows,

domestic and foreign investment institutions research meetings, investment forums, material information announcements

- Contact method: Investor Relations E-Mail: ir@esunbank.com

Communication Performance

Focus Issues

Focus Content

- 8 Chinese and English legal person briefings
- 9 investment forums or roadshows attended
- 71 investor and analyst meetings

- Corporate governance
- Risk management
- Climate change

- Board re-election and shaping a banker's bank corporate culture, fostering and building employee cohesion
- Management of interest rates, market, and credit risks related to major market monetary policies, along with strategies to address emerging risks
- Financial net-zero transition projects and formulation of net-zero policies

E.SUN's Response

- Communicate E.SUN's three founding visions and the three long-term development pillars as core management philosophies.
- Disclose the management framework for various risk issues and provide regular reports to the board of directors.
- Actively align with international ESG sustainability benchmarks by participating in ESG evaluations and engaging with customers through financial products and services.

Stakeholder Response (Case)

E.SUN is a very unique company that focuses on long-term management and corporate culture while demonstrating solid operational performance. It is hard to find a similar company in Taiwan. (UK Asset Management Group)

E.SUN was an early adopter of international standards in CSR and ESG, successfully integrating ESG into its business. It is a distinct bank. (Singapore Asset Management Group)

E.SUN's efforts in the field of climate change set the industry benchmark, and it continues to maintain a leading position in this area. (Renowned Sovereign Wealth Fund)



Government agencies

Understand the latest trends and dynamics of regulatory supervision, support government policies, and Taiwan's sustainable development.

Communication frequency / mode

- Annual: Government agency evaluation
- Irregular: Policy research meetings, seminars, public hearings
- Irregular: Official documents, meetings, phone calls, emails, and public information
- Irregular: Financial inspections, special project meetings

Communication Performance

Focus Issues

Focus Content

- Respond promptly to inquiries from supervisory authorities
- Proactively participate in relevant meetings and courses

- Financial technology and AI applications
- Climate change response
- Customer experience and fair treatment
- Inclusive finance
- Fraud prevention

- Mitigate climate change and achieve sustainable development
- Utilize technological innovation to enhance financial service efficiency while balancing risk and security
- Protect customer rights with a fair, transparent, and professional attitude

E.SUN's Response

- Served as the rotating chair of the 2024 Coalition of Movers and Shakers on Sustainable Finance. During the alliance's quarterly meetings, engaged in two-way discussions on important policies such as the "Reference Guidelines for Financial Institutions on Anti-Greenwashing," the "Energy Service Company (ESCO) Project Loan Promotion," and the "Green and Transition Finance Action Plan," providing practical recommendations to regulatory authorities for policy formulation.
- The Board of Directors participates in promoting the Fair Treatment of Customers principle, including activities such as the "2024 Fair Treatment and Service Quality Exchange Seminar" and the Dementia-Friendly Finance Program. Analyses and improvements of relevant customer complaint cases, as well as customer satisfaction and NPS survey reports, are submitted to the Board for discussion and actively supervised by Board members.

Stakeholder Response (Case)

Received recognition in the top 25% of the banking industry at the "Sustainable Finance Evaluation" award ceremony, demonstrating E.SUN's deep commitment and achievements in the field of sustainable finance

E.SUN, with customer service and consumer protection as its core values, has implemented concrete and innovative measures, earning continuous recognition for three consecutive years in the top 25% of banks in the Financial Supervisory Commission's Fair Treatment of Customers assessment.



Media

Strengthen E.SUN's communication with the public through media channels, gather the latest topics and trends in society and internationally.

Communication frequency / mode

- Immediate: Dedicated PR unit responsible for media communications of the financial holding company and its subsidiaries, providing timely responses to journalists' inquiries
- Semi-annually: Operational performance press conferences with Q&A sessions for journalists
- Irregularly: Media interviews, press conferences, crisis event briefings
- Irregularly: Press releases, statements, announcement of self-declared earnings
- Irregularly: News section on the financial holding company's official website
- Contact: Public Relations Department
E-Mail: pr@esunfhc.com
Phone: (02) 2175-1335, 2175-1313#8191

Communication Performance

Focus Issues

Focus Content

- The dedicated PR unit responded promptly to 4,620 journalist inquiries
- operational performance press conferences held
- 38 media interviews and press conference events
- 171 press releases issued
- 171 news posts in the financial holding company's official website news section

- Integrity management
- Talent cultivation and development
- Financial technology and AI applications

- Gain insights into domestic and international political and economic trends, proactively plan operational strategies, and create excellent synergies.
- Address the challenges of cross-generational human resources by formulating workforce planning and employee training strategies.
- In response to the wave of generative AI, develop fintech AI strategies and application advancements.

E.SUN's Response

- E.SUN is committed to becoming "the best in comprehensive performance and the most respected enterprise," continuously creating value for customers and shareholders as we move together toward a better future.
- Adhering to the belief that "talent is both a leading and key indicator," E.SUN systematically cultivates a cross-generational leadership pipeline and maintains a robust talent pool, ensuring the company's enduring success.
- Embracing the new era of artificial intelligence, E.SUN leverages forward-looking innovative thinking and leading technologies to realize human-centered AI application development.

Stakeholder Response (Case)

E.SUN Financial Holding's self-reported after-tax net profit for 2024 is NT\$0, with a year-on-year growth rate of 20.1%, and earnings per share (EPS) after tax is US\$0; subsidiary E.SUN Bank reported an after-tax net profit of CHF 0, growing 25.4% year-on-year, while E.SUN Securities posted a net profit of AUD 0, up 68.8% year-on-year, all achieving record high profits. (Central News Agency)

E.SUN Financial Holding places great emphasis on talent development and invests substantial resources; it has consistently been a model across Taiwan in talent investment and growth, talent composition, diversity, equity, and inclusion, earning recognition as Taiwan's best sustainable talent enterprise. (CommonWealth Magazine)

E.SUN Financial Holding is not only a pioneer in Taiwan's financial industry in embracing generative AI but within less than two years has developed a GenAI platform that can be integrated into various applications and internal systems via API, making generative AI easier to apply across multiple workflows. (ithome)



Community

(public welfare, environmental protection, and industry academic cooperation)

Join hands with various sectors to create a shared, harmonious new living circle, making Taiwan a better place.

Communication frequency / mode

- Weekly: Neighborhood environmental cleaning and local financial community services
- Annually: Organizing charity events; sponsoring arts exhibitions, musical performances, sports events, academic education, ecological conservation, and more
- Irregularly: Cross-industry collaborations and visits; hosting cultural and art lectures
- Contact information:
- E.SUN Volunteer Foundation:
(02) 2175-1313 ext. 9300

- E-Mail: Volunteer@esunbank.com
- E.SUN Cultural and Educational Foundation:
(02) 2175-1313 ext. 9305
- E-Mail: Esunfoundation@esunbank.com

Communication Performance

Focus Issues

Focus Content

- Beneficiaries exceeded 255,309 individuals
- Number of partner organizations for charity events surpassed 1,632

- Climate change
- Academic education
- Social welfare
- Humanities and arts

- Investment in charitable activities
- Environmental conservation issues
- Implementation of responsible finance
- Reading programs for students, English and aesthetics education in remote areas

E.SUN's Response

- Energy saving and carbon reduction: Actively participating in the Summer Solstice light-off event, Earth Hour, Beautiful Taiwan Smile E.SUN campaign, beach and mountain clean-up activities
- Charity activities: Charity sales for love donations, blood donation drives, overseas medical clinics, and donation of medical equipment
- Organizing domestic and international arts exhibitions and performances, sponsoring sports events, cultivating outstanding talent scholarships, and the E.SUN Academic Awards
- Hosting financial literacy lectures, Storytelling promotion at E.SUN libraries, anti-drug awareness tours, and English education programs in remote areas

Stakeholder Response (Case)

We sincerely appreciate E.SUN's long-term support for the coastal forest planting project, which has facilitated the swift implementation of government environmental policies and encouraged more enterprises and organizations to participate. This time, the adoption of the coastal protection forest located in Jinshan District, New Taipei City—serving as the second line of coastal forest protection—involves planting native coastal seedlings such as Sea Trumpet Tree, Taiwan Gordonia, and Wright's Ternstroemia to enhance its function of preventing drifting sand and other protective roles. (Lin Hongming, Director, Yilan Branch, Forestry and Nature Conservation Agency)

Reading is a bridge to diverse learning, and libraries are a crucial foundation of these bridges. We thank E.SUN for establishing E.SUN Libraries across schools nationwide, creating quality reading environments. Reading is the wings that carry us toward our dreams, and we hope students can joyfully and healthily grow through reading, exploring directions and goals for their life development, becoming responsible and refined individuals. (Fang Nanfang, Principal, Wen ao Elementary School)



Supplier

Suppliers are partners in E.SUN's sustainable development and growth. Through procurement actions, suppliers are encouraged to implement responsible consumption and production practices. We strive to achieve energy efficiency, carbon reduction, and cost savings while promoting the concept of sustainable business operations.

Communication frequency / mode

- Weekly: Pricing meetings
- Bimonthly: Email communications
- Irregular: Public disclosures on website, supplier visits, supplier conferences

Communication Performance

- Over 610 pricing meetings held
- Bimonthly: Exchange of self-assessment forms with 314 suppliers
- Irregular: Visits to 12 suppliers
- Hosting supplier conferences

Focus Issues

- Sustainable operating environment
- Human rights protection
- Information security and personal data protection

Focus Content

- Implement circular economy
- Listen to employee voices
- Promote data security protection programs

E.SUN's Response

- Responding to the circular economy by promoting the priority selection of products or services that are recyclable and conducive to resource recycling.
- Talent is both a leading and key indicator; suppliers are encouraged to support sound employee development and value employee feedback.
- To comply with cybersecurity regulatory requirements and protect sensitive data from leakage, suppliers are encouraged to establish their own cybersecurity management mechanisms to reduce cybersecurity risks within the supply chain.

Stakeholder Response (Case)

The frequency of employee opinion surveys has been adjusted from biennial to annual to better understand employee concerns. Additionally, through monthly all-staff communication meetings with Q&A sessions, the company gains timely insights into various aspects of the organization and implements necessary improvements. (Taiwan Mobile)

Fully implementing information security management to protect intellectual property as well as customer and employee data. This year, we promoted an information security enhancement plan and achieved ISO27001 and ISO27701 certifications. (ENG SOUND TECHNICAL ENTERPRISE)

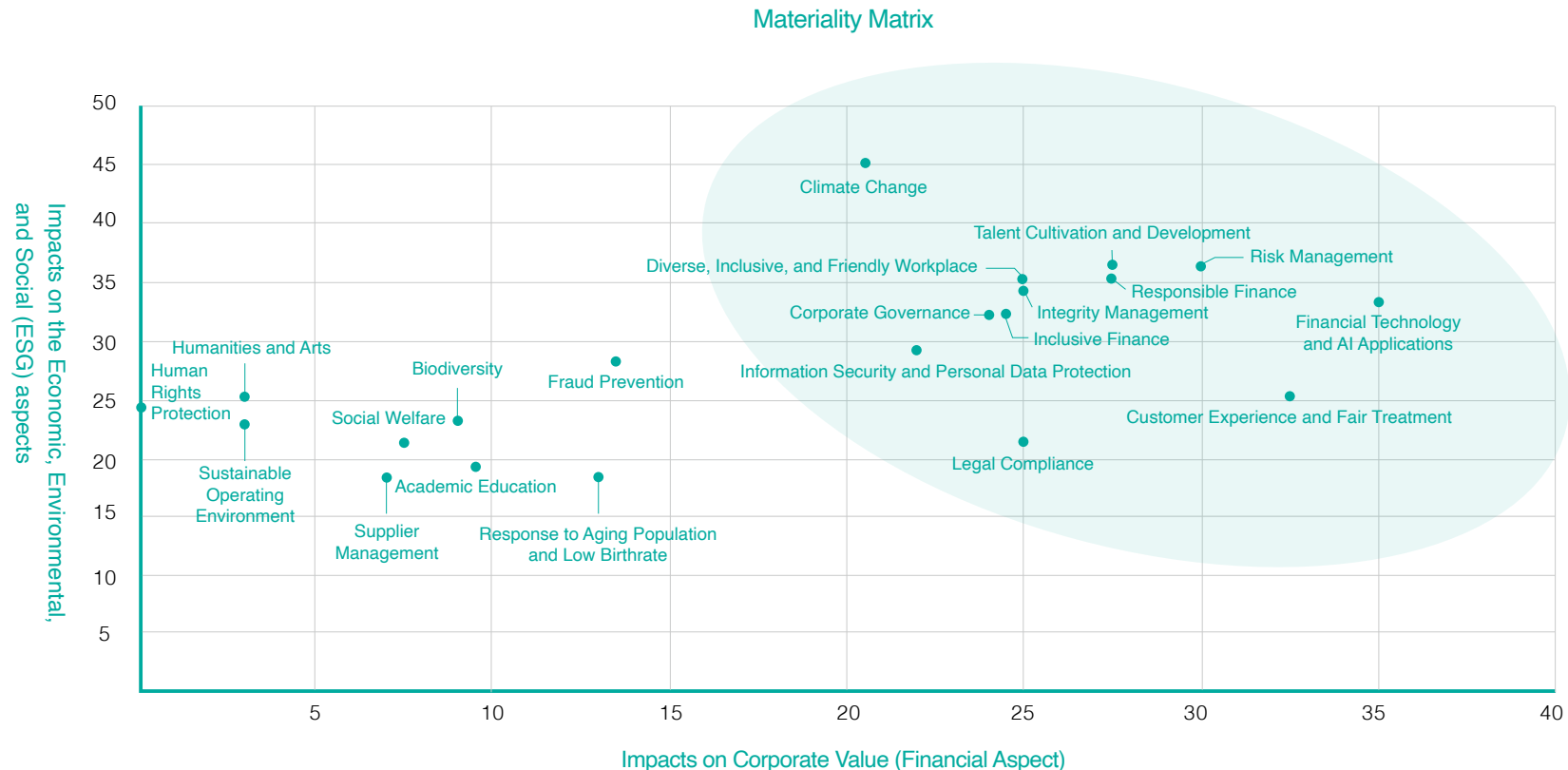


1.4.2 Assessment and Explanation of material issues Impacts

The Sustainability Office evaluated 21 sustainability topics based on their impacts on the economic, environmental, and social (including human rights) aspects. A comprehensive assessment was conducted considering the actual/potential, positive/negative impact levels, and likelihood of occurrence, while also referencing the double materiality principle. The preliminary results were compiled and, after recommendations from the management team, E.SUN's material topics for 2024 were prioritized according to their impact levels. Subsequently, management mechanisms will be developed for these material topics, including setting related objectives, integrating them into the overall Enterprise Risk Management (ERM), and linking them to senior management compensation.

Impact Assessment Method

The impact levels and likelihood of occurrence of material topics on the economic, environmental, and social (including human rights) aspects are each rated on a scale from 1 to 5 by relevant departments. The scale is rated by the respective departments, and the CSO Office consolidates and calculates the quantified impact results of 21 significant topics. After comprehensive consideration of the management team's recommendations, the "Materiality matrix" shown below is obtained.



Impact explanation

Material Issues	Positive (actual/potential)		Negative (actual/potential)	
Financial Technology and AI Applications	Economy	When the company is committed to developing financial technology and AI applications, it has the potential to promote capital circulation and improve resource allocation efficiency. On an individual level, this helps bring more convenient services to the general public; on a corporate level, it enables faster financial support for enterprise growth, positively impacting the economy.	Economy	If the company cannot effectively manage information technology and AI applications, AI may generate incorrect information or even cause financial system collapse or manipulation, triggering financial crises that cause economic losses to the public.
	Environment	When the company develops financial technology and AI applications, it has the opportunity to reduce physical paper consumption by presenting information through technological or digital means, thereby positively impacting the environment.	Environment	Inefficient use of information technology and AI may consume excessive computing power or cause unnecessary equipment replacement, resulting in higher carbon emissions or increased reliance on traditional energy, negatively impacting the environment.
	People (including Human Rights)	When the company expands financial inclusion through financial technology and AI applications, it has the opportunity to help more people gain access to basic financial services, improving the quality of life and positively affecting people and human rights.	People (including Human Rights)	Poor management of financial technology and AI may cause biased or incorrect information, negatively affecting people and human rights.
Climate Change	Economy	When the company has effective climate change response strategies, it can assist customers in strengthening operational resilience and may create new business opportunities and markets, such as in renewable energy, energy efficiency, and green technologies, creating new jobs and positively impacting the overall economy.	Economy	Poor climate change response may directly or indirectly cause ineffective greenhouse gas emission reduction, exacerbating climate impacts and thereby negatively affecting overall company operations and economic performance. The physical risks of climate change and transition risks may impact E.SUN's investment and business operations, further affecting the risk profile of E.SUN's asset portfolio. E.SUN's investment portfolio represents the distribution of industries invested in, indirectly affecting the local environmental ecology.
	Environment	When the company has effective climate change response strategies, it can effectively assist customers or implement its own greenhouse gas reduction efforts, thereby generating positive impacts on the environment.	Environment	Physical risks: Extreme weather events such as typhoons or floods may result in operational disruptions and asset damages for E.SUN's business locations, leading to financial losses and impacting profitability.
	People (including Human Rights)	When the company has effective climate change response strategies and helps customers reduce greenhouse gas emissions, it has the opportunity to mitigate physical risks and bring positive impacts to people and human rights threatened by climate change.	People (including Human Rights)	Transition risks: Associated with carbon emission costs, if E.SUN fails to effectively manage the carbon emissions of its investment or loan portfolio, it may affect its reputation and market competitiveness. Poor climate change response may worsen environmental damage. Poor climate change response may cause insufficient greenhouse gas reduction, intensifying climate threats and negatively impacting people and human rights.
Risk Management	Economy	When the company implements risk management, it helps optimize the use of financial resources and improve operational efficiency, reducing unexpected losses and assisting enterprise development, generating positive impacts on the overall economy and society.	Economy	Failure to implement risk management may lead to resource misallocation, increasing economic uncertainty and negatively affecting overall economic development.
	Environment	When the company has a sound risk management mechanism, it can quantitatively and comprehensively assess climate and environmental risks, protecting the environment from negative impacts caused by high-polluting or sensitive industries.	Environment	Without good risk management mechanisms, financial resources may flow into environmentally harmful industries, negatively impacting the environment.
	People (including Human Rights)	When the company implements risk management, it helps avoid supporting business activities sensitive to human rights issues in the use of financial resources, thereby helping reduce negative impacts on people and human rights.	People (including Human Rights)	Failure to implement risk management may cause financial resources to support business activities sensitive to human rights, negatively affecting people and human rights.
Talent Cultivation and Development	Economy	When the company has good talent cultivation and development policies or systems, it can improve employee professionalism and productivity. High-quality talent enhances corporate competitiveness. As the enterprise continues to grow and develop, more job opportunities will be created, benefiting overall industry development and promoting positive economic cycles.	Economy	Lack of good talent cultivation and development policies or systems may make it difficult to retain talent, causing talent loss or insufficient professional skills, which hinders company operations and strategy implementation, and results in negative economic impacts on shareholders, customers, and society.
	Environment	When the company has good talent cultivation and development policies or systems, training also covers topics such as climate change, resource management, ecological protection, and energy-saving awareness, enabling employees to take more sustainable actions in their daily work, thus positively impacting the environment.	Environment	Lack of good talent development policies may lead to training without practical effectiveness, causing employees to lack proper understanding and execution of sustainability, negatively impacting the environment.
	People (including Human Rights)	When the company has good talent cultivation and development policies or systems, it helps ensure employees receive appropriate support and training, protects employee rights, provides good working conditions, and enhances employee engagement, positively influencing people and human rights.	People (including Human Rights)	Lack of good talent development policies may cause workplace inequality and discrimination, harming stakeholder rights and negatively affecting people and human rights.

Material Issues	Positive (actual/potential)		Negative (actual/potential)	
Responsible Finance	Economy	Attract more ESG investors and expand capital market financing channels. Establish ESG investment indicators compliant with international standards to enhance Taiwan's market competitiveness. Promote low-carbon technology R&D and green industry development, driving growth across upstream and downstream industrial chains. Accelerate enterprise transformation and upgrading by developing green products and services, assisting customers' transformation, and expanding new business opportunities. Improve energy usage efficiency, reduce energy dependence, and strengthen overall economic resilience.	Economy	Short-term implementation of ESG regulations may increase overall operational and management costs. Investment and financing restrictions on traditional high-yield but high ESG risk industries may cause higher volatility in business volume and revenues. Frequent regulatory changes require internal policies to be constantly adjusted, increasing operational uncertainties. Inconsistent ESG evaluation standards across countries may affect cross-border investment and financing, impacting international competitiveness.
	Environment	Through responsible financial services, support client companies to actively invest resources, set sustainability goals, promote green energy, and support sustainability-related industries, generating positive environmental feedback loops.	Environment	Rapid changes in environmental technologies and standards may cause assessment gaps, leading to fund allocation to projects with less-than-expected environmental benefits.
	People (including Human Rights)	Implement responsible finance policies to avoid funding exploitative labor industries, reduce harm to vulnerable groups, ensure reasonable working conditions, and improve the quality of life and social security of vulnerable populations.	People (including Human Rights)	Inadequate assessment of operational or human rights impacts of investment/financing targets on local communities may indirectly involve community rights violations or improper labor conditions, triggering social disputes and reputational risks.
Diverse, Inclusive, and Friendly Workplace	Economy	Recruiting talents from diverse backgrounds into the team can generate momentum for innovation and progress, thereby enhancing the competitiveness of the enterprise. Establishing a diverse and inclusive corporate culture can reduce internal friction caused by gender or cultural discrimination, improving employee performance and productivity.	Economy	Poorly implemented diversity and inclusion strategies may cause communication breakdowns and internal conflicts, damaging teamwork and weakening collaboration in environmental sustainability projects, ultimately harming the environment.
	Environment	Diverse teams can think about sustainable development strategies from multiple perspectives, aiding development of products that reduce resource consumption and environmental impact.	Environment	Failure to implement equal pay and fair performance appraisal policies may cause public criticism; excessive protection of certain groups may create privileges or "reverse discrimination," damaging human rights protections.
	People (including Human Rights)	Provide a fair workplace environment and foster a diverse and inclusive culture, protecting minorities and vulnerable groups from discrimination and rights violations, ensuring labor rights, promoting workplace integration, increasing employee confidence and retention.	People (including Human Rights)	Employees unfairly benefiting specific suppliers may damage fair competition and overall corporate competitiveness, causing economic downturns.
Integrity Management	Economy	Good business ethics support commercial development, promote healthy enterprise competition, and drive sound growth of the financial industry and many SMEs.	Economy	Employees unfairly benefiting specific suppliers may damage fair competition and overall corporate competitiveness, causing economic downturns.
	Environment	Integrity management encourages enterprises to assume environmental responsibilities, promote sustainable development and environmental protection measures, bringing positive environmental impacts.	Environment	Lack of integrity in environmental compliance may lead to pollution, increase societal resource burdens, and harm the environment.
	People (including Human Rights)	Emphasizing business ethics reflects long-term sound corporate management, values communication and impact on internal and external stakeholders, continuously increasing stakeholder trust and improving their rights and welfare.	People (including Human Rights)	Cultures ignoring professional ethics may neglect customer commitments and employee care, thereby damaging internal team trust and customer experience.
Customer Experience and Fair Treatment	Economy	Good customer experience increases willingness to use financial services. Implementing fair treatment deepens customer trust in financial institutions, encourages repeat business and word-of-mouth promotion, driving economic growth.	Economy	If financial inclusion participants lack sufficient financial knowledge, they may face personal or small business financial difficulties, shaking overall economic stability.
	People (including Human Rights)	Implementing customer experience and fair treatment helps protect the rights of various groups (e.g., financially vulnerable and other disadvantaged populations), promoting social fairness and justice.	People (including Human Rights)	Improper promotion of financial inclusion may channel funds into environmentally unfriendly industries, leading to environmental degradation, conflicting with sustainability goals. Lack of proper regulation and ethical standards in financial inclusion institutions may result in usury, deprivation of basic economic rights, social injustice, and harm to vulnerable groups.

Material Issues	Positive (actual/potential)		Negative (actual/potential)	
Inclusive Finance	Economy	Inclusive finance fosters entrepreneurship and innovation, enabling individuals and SMEs to start and expand businesses, thus creating more jobs and driving overall economic growth.	Economy	If financial inclusion participants lack adequate financial knowledge, they may face financial difficulties, shaking economic stability.
	Environment	Supporting sustainable projects via inclusive finance, such as green technologies and environmentally friendly companies, enhances social recognition of ecological protection, advancing environmental protection and sustainability goals.	Environment	Improper promotion may direct funds into environmentally unfriendly industries, harming sustainability goals.
	People (including Human Rights)	Inclusive finance enhances social financial inclusion, guaranteeing basic economic rights and opportunities for all individuals, improving the living standards of vulnerable groups, helping reduce wealth gaps, and promoting social justice.	People (including Human Rights)	Lacking proper regulation and ethical standards, inclusive finance institutions may cause usury, deprivation of basic economic rights, social injustice, and harm to vulnerable groups.
Corporate Governance	Economy	Effective corporate governance promotes capital market stability and efficiency, enhances investor confidence, attracts more capital inflows, and reduces capital costs, facilitating efficient resource allocation.	Economy	Poor corporate governance may cause market distrust, reduce investor confidence, impact capital inflows and innovation, and short-term management behaviors may harm long-term enterprise development, damaging competitiveness.
	Environment	Corporate governance emphasizes environmental responsibility, integrating sustainability into business strategies. Good governance improves resource efficiency, reduces negative environmental impacts, and supports environmental protection and ecological balance.	Environment	Insufficient governance may lead to poor environmental management, lack of environmental policies/actions, resource overuse (e.g., water and electricity), causing ongoing negative impacts on natural resources and ecosystems.
	People (including Human Rights)	Good corporate governance promotes respect and protection of human rights in business operations, especially in supply chain management, labor conditions, and diversity and inclusion. Transparent governance and codes of conduct foster social responsibility and protect employees' and related communities' basic rights, enhancing overall social welfare.	People (including Human Rights)	Poor governance may fail to monitor supply chains and labor conditions properly, leading to labor exploitation, human rights violations, and failure to ensure diversity and inclusion.
Information Security and Personal Data Protection	Economy	Implementing information security and personal data protection reduces potential risks, enhances customer trust, supports financial market development, and positively impacts the economy.	Economy	Poor information security management risks losses from security incidents, decreases market confidence and customer retention, and exposes businesses to compliance fines and sanctions, affecting operations and economic environment negatively.
	Environment	Strengthened security and data protection allow companies to confidently advance digitization and automation, increasing efficiency and reducing demand for paper and other physical resources, indirectly benefiting the environment.	Environment	Inadequate security may lead to excessive capacity management and procurement of surplus hardware to meet security and availability needs, increasing electronic waste and associated disposal problems, which burdens the environment.
	People (including Human Rights)	Emphasizing data security and privacy protection reflects respect for personal privacy and human rights, improves social trust in companies, promotes social harmony, and positively impacts people and human rights.	People (including Human Rights)	Improper data protection seriously threatens privacy and data security, risking information misuse or unauthorized access, damaging the customer rights.
Legal Compliance	Economy	Effective legal compliance supports market stability, strengthens investor confidence, promotes economic growth and innovation, and benefits economic development.	Economy	Employees unfairly benefiting specific suppliers may damage fair competition, harm corporate competitiveness, and cause economic downturn.
	Environment	Compliance with environmental laws and policies reduces environmental negative impacts, e.g., through proper waste management and resource use, lowering carbon emissions, promoting ecological protection and resource utilization.	Environment	Lack of integrity in environmental compliance may cause pollution, add burdens to social resources, and negatively impact the environment.
	People (including Human Rights)	Complying with local labor and human rights laws ensures reasonable working conditions and treatment, protects employees' basic rights, and improves satisfaction and loyalty.	People (including Human Rights)	Corporate cultures ignoring professional ethics may neglect customer commitments and employee care, damaging internal team trust and customer experience.

1.4.3 Management Objectives for material issues



Financial Technology and AI Applications

Strategy 1	Management Team / compensation linked to material issue	Strategy 2	Management Team / compensation linked to material issue																										
Optimize digital experience and operations, accelerate comprehensive technology adoption, integrate technology and sustainability into financial services, and continuously advance dual-axis transformation.	<div><div></div><div><ul style="list-style-type: none">Chief Digital Officer, E.SUN bank / 20%Head of Digital Finance Division, E.SUN Securities / 10%</div></div>	Develop and utilize trustworthy artificial intelligence (AI), investing in technological innovation to enhance service efficiency, quality, and competitiveness.	<div><div></div><div><ul style="list-style-type: none">Chief Technology Officer / 75%</div></div>																										
Key Performance Indicator (KPI)		Key Performance Indicator (KPI)																											
1. Percentage of active customers on digital channels of bank (of overall active customers).		Promote the full integration of intelligent technologies and financial services.																											
<table><tr><td>2024</td><td>Target</td><td>58%</td><td>Achievement Status</td><td>62.21%</td></tr><tr><td>2025 Target</td><td>64%</td><td></td><td></td><td></td></tr><tr><td>2030 Target</td><td>70%*</td><td></td><td></td><td></td></tr></table>		2024	Target	58%	Achievement Status	62.21%	2025 Target	64%				2030 Target	70%*				<table><tr><td rowspan="4">2024</td><td>Target</td><td>Achievement Status</td></tr><tr><td><div><div></div><div><ul style="list-style-type: none">Promote the development of Generative AI (GAI)Drive business through AI and dataCultivate AI talentPrepare for the establishment of relevant committees</div></div></td><td><div><div></div><div><ul style="list-style-type: none">Complete GENIE 2.0 and RAG application case "E.SUN New Employee AI Assistant"Implement intelligent technologies in various business applications, such as intelligent IVR systems, intelligent fraud prevention, visualized bank-wide relationship networks, financial assessment models, and the GRACE asset allocation service systemConduct AI training programs, E.SUN AI Open Challenges, and industry-academia collaborationsAI Management Committee trial operation starting December 19</div></div></td></tr><tr><td rowspan="3">2025 Target</td><td><div><div></div><div><ul style="list-style-type: none">Promote the practical implementation of GAI applicationsDrive business through AI and dataEnhance enterprise-level AI personal assistant featuresEstablish AI governance frameworks</div></div></td><td></td></tr><tr><td rowspan="2">2030 Target</td><td>Establish the company as a benchmark Asian bank through AI: expand and mature AI applications across parent and subsidiary companies as well as overseas branches.</td><td></td></tr></table>		2024	Target	Achievement Status	<div><div></div><div><ul style="list-style-type: none">Promote the development of Generative AI (GAI)Drive business through AI and dataCultivate AI talentPrepare for the establishment of relevant committees</div></div>	<div><div></div><div><ul style="list-style-type: none">Complete GENIE 2.0 and RAG application case "E.SUN New Employee AI Assistant"Implement intelligent technologies in various business applications, such as intelligent IVR systems, intelligent fraud prevention, visualized bank-wide relationship networks, financial assessment models, and the GRACE asset allocation service systemConduct AI training programs, E.SUN AI Open Challenges, and industry-academia collaborationsAI Management Committee trial operation starting December 19</div></div>	2025 Target	<div><div></div><div><ul style="list-style-type: none">Promote the practical implementation of GAI applicationsDrive business through AI and dataEnhance enterprise-level AI personal assistant featuresEstablish AI governance frameworks</div></div>		2030 Target	Establish the company as a benchmark Asian bank through AI: expand and mature AI applications across parent and subsidiary companies as well as overseas branches.	
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2. Digital applications as a proportion of total of bank.																													
<table><tr><td>2024</td><td>Target</td><td>69%</td><td>Achievement Status</td><td>72.92%</td></tr><tr><td>2025 Target</td><td>74%</td><td></td><td></td><td></td></tr><tr><td>2030 Target</td><td>77%*</td><td></td><td></td><td></td></tr></table>		2024	Target	69%	Achievement Status	72.92%	2025 Target	74%				2030 Target	77%*																
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Note: 1. The scope of digital application services includes deposits, credit cards, personal loans, and funds; 2. Based on the growth rate over the past four years, the original 2030 targets are expected to be achieved by 2026. Therefore, the 2030 targets have been adjusted as follows: the proportion of digitally active customers is revised from the original target of 65% to 70%, and the proportion of digital applications is revised from the original target of 75% to 77%.																													
3. Proportion of Online Securities Account Openings																													
<table><tr><td>2024</td><td>Target</td><td>82%</td><td>Achievement Status</td><td>Maintained at 81%</td></tr><tr><td>2025 Target</td><td>82%</td><td></td><td></td><td></td></tr><tr><td>2030 Target</td><td>95%</td><td></td><td></td><td></td></tr></table>		2024	Target	82%	Achievement Status	Maintained at 81%	2025 Target	82%				2030 Target	95%																
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4. Proportion of Electronic Securities Orders																													
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Climate Change

Strategy 1	Management Team / compensation linked to material issue		Strategy 2	Management Team / compensation linked to material issue		Strategy 3	Management Team / compensation linked to material issue	
Establish evaluation mechanisms and appropriate risk management measures to address potential risks caused by climate change, while strengthening management and response capabilities.	<ul style="list-style-type: none"> Chief Sustainability Officer / 30% Chief Risk Officer / 10% 		Establish an environmental and energy-saving culture and implement related measures to reduce operating costs.	<ul style="list-style-type: none"> Head of Management Division, E.SUN Bank / 30% 		Enhance operational resilience by increasing the proportion of renewable energy usage through methods such as power purchase agreements, self-built solar power, and the purchase of renewable energy certificates	<ul style="list-style-type: none"> Head of Management Division, E.SUN Bank / 30% 	
Key Performance Indicator (KPI)			Key Performance Indicator (KPI)			Key Performance Indicator (KPI)		
<ul style="list-style-type: none"> Implementation of IFRS S1/S2. CDP performance. Achievement status of carbon reduction targets. Establishment of financial carbon footprint management system for investment and financing. 			<ul style="list-style-type: none"> Control operational environmental indicators, including carbon emissions, water usage, and waste management. 			<ul style="list-style-type: none"> Review the proportion of renewable energy usage based on the amount of renewable energy consumed and total electricity consumption 		
	Target	Achievement Status	Target	Achievement Status		Target	Achievement Status	
2024	<ul style="list-style-type: none"> Scope 1, 2, and 3 carbon emissions comply with SBT (Science Based Targets) Maintain a CDP climate change score of A- or above Establish a financial carbon inventory system for investment and financing activities 	<ul style="list-style-type: none"> Scope 1, 2, and 3 carbon emissions show no significant deviation from the SBT (Science Based Targets) pathway Maintain a CDP climate change score at the A-level Complete the establishment of the financial carbon inventory system for investment and financing activities 	<ul style="list-style-type: none"> Scope 1 and 2 carbon emissions are reduced by 16.8% based on the 2020 baseline year. Water consumption per unit of revenue is reduced by 12% based on the 2020 baseline year. Waste generation per unit of revenue is reduced by 44.6% based on the 2016 baseline year. 	<ul style="list-style-type: none"> Scope 1 and 2 carbon emissions are reduced by 48.6% based on the 2020 baseline year. Water consumption per unit of revenue is reduced by 31.1% based on the 2020 baseline year. Waste generation per unit of revenue is reduced by 48.7% based on the 2016 baseline year. 		<ul style="list-style-type: none"> Achieve a 40% renewable energy usage ratio at domestic sites. 	<ul style="list-style-type: none"> The proportion of renewable energy usage at domestic sites reached 62.1%. 	
2025 Target	<ul style="list-style-type: none"> Scope 1, 2, and 3 carbon emissions compliant with SBT Enhanced low carbon transformation plan Implemented IFRS S2, piloting the preparation of a dedicated sustainability section in the annual report Achieved leadership level in CDP Climate Change performance Completed the implementation of investment and financing financial carbon footprint assessments for all E.SUN Bank subsidiaries 		<ul style="list-style-type: none"> Following the SBT pathway, Scope 1 and 2 carbon emissions are reduced by 21% based on the 2020 baseline year. Water consumption per unit of revenue is reduced by 15% based on the 2020 baseline year. Waste generation per unit of revenue is reduced by 50.1% based on the 2016 baseline year. 				<ul style="list-style-type: none"> The proportion of renewable energy usage at domestic sites reached 50%. 	
2030 Target	<ul style="list-style-type: none"> Achieved milestone carbon reduction targets for SBTi Scope 1, 2, and 3 emissions Completed carbon footprint inventories of all financial emission positions in accordance with the PCAF methodology 		<ul style="list-style-type: none"> Following the SBT pathway, Scope 1 and 2 carbon emissions are reduced by 42% based on the 2020 baseline year. Water consumption per unit of revenue is reduced by 30% based on the 2020 baseline year. Waste generation per unit of revenue is reduced by 78% based on the 2016 baseline year. 				<ul style="list-style-type: none"> Achieve 100% renewable energy usage ratio at domestic sites. 	



Risk Management

Strategy

Utilize information technology and scientific data analytics tools to strengthen early warning and response capabilities in risk management, thereby enhancing the efficiency of risk control.

Management Team / compensation linked to material issue

- Chief Risk Officer / 60%

Key Performance Indicator (KPI)

- Management mechanisms for the impact of interest rate risk changes on assets and liabilities.
- Enhancement of operational risk management tools.
- Utilize intelligent technologies to improve anti-money laundering effectiveness.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Completion rate of new market risk capital allocation method implementation: 100% Operational risk database quality calibration achieved: 100% Completion of new customer anti-money laundering (AML) and counter-terrorism financing (CTF) risk rating model development 	<ul style="list-style-type: none"> Achieved 100% implementation of the new market risk capital allocation method Completed 100% quality calibration of the operational risk database Established new customer anti-money laundering and risk rating models, scheduled for transition in 2025
2025 Target	<ul style="list-style-type: none"> Optimize the interest rate risk management mechanism across the entire bank (including overseas branches) Establish key issue monitoring functions to enhance the efficiency of critical risk management topics to 100% Develop a shared customer due diligence platform system for the Singapore branch 	
2030 Target	<ul style="list-style-type: none"> Improved market risk control system and risk sensitivity analysis efficiency by 50% Enhanced cross-module management effectiveness by 80% Achieved 60% systemization of domestic and international due diligence operations 	



Talent Cultivation and Development

Strategy

Talent-oriented performance management, combined with long-term strategies and training, cultivates the talent needed by the organization through diverse development approaches such as professional training and job rotation.

Management Team / compensation linked to material issue

- Chief Human Resource Officer / 30%
- Head of Human Resources Division, E.SUN Bank / 30%
- Head of Human Resources Division, E.SUN Securities / 30%

Key Performance Indicator (KPI)

1. Average number of training hours per employee

	Target	Achievement Status
2024	The average training hours per employee remain above 50 hours.	Average training hours per employee: 69.13 hours.
2025 Target	The average training hours per employee remain above 50 hours.	
2030 Target	The average training hours per employee remain above 50 hours.	

2. Number of employees certified in digital literacy

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Incorporated digital-related courses into professional training programs for all job categories, ensuring continuous technology-focused training across the entire organization. 45% of domestic employees have obtained certifications in digital literacy, AI, and digital operations. 	Assist professional training across various job categories by using digital materials to support blended learning, and continuously promote the E.SUN Digital Capability Learning Program, achieving a 52% coverage rate of employees participating in related competency training.
2025 Target	Integrated digital-related courses into professional training programs across all job categories and continuously promoted the E.SUN Digital Literacy Learning Program, achieving a 50% coverage rate of digital competency training within the year.	
2030 Target	Integrated digital-related courses into professional training programs across all job categories and continuously advanced the E.SUN Digital Literacy Learning Program, achieving an 80% coverage rate of digital competency training within the year.	



Responsible Finance

Strategy 1

Management Team /
compensation linked to material issue

Support lending to borrowers who have positive environmental and social impacts, including providing green loans and assisting enterprises in setting clear ESG development targets through sustainability-linked loans, thereby accelerating corporate transformation.

· Executive Officer of Corporate Finance / 10%

Key Performance Indicator (KPI)

1. Green credit balance

2024	Target	Achievement Status
2024	100 billion NTD	107.2 billion NTD
2025 Target	124 billion NTD	
2030 Target	130 billion NTD*	

2. Sustainable linked loan balance

2024	Target	Achievement Status
2024	66 billion NTD	76.8 billion NTD
2025 Target	80 billion NTD	
2030 Target	Occupying 13% of the total authorized balance of corporate finance loans	

Strategy 2

Management Team /
compensation linked to material issue

Implement sustainable investment by increasing holdings in sustainable development bonds (sustainable development bonds refer to recognized green bonds, social responsibility bonds, and sustainability bonds).

· Chief Financial Officer / 15%

Key Performance Indicator (KPI)

Sustainable development bond investment balance

2024	Target	Achievement Status
2024	35 billion NTD	43 billion NTD
2025 Target	48 billion NTD	
2030 Target	55 billion NTD	

Note: The original 2023 target for the green credit balance was set to reach NT\$130 billion by 2030. Future adjustments will be made dynamically based on the achievement status of the 2025 target.



Diverse, Inclusive, and Friendly Workplace

Strategy

Management Team /
compensation linked to material issue

With the goal of creating a better employee experience, we strive to build a workplace that supports work-life balance and becomes "E.SUN employees' happy second home."

· Chief Human Resource Officer / 30%
· Head of Human Resources Division, E.SUN Bank / 30%
· Head of Human Resources Division, E.SUN Securities / 30%

Key Performance Indicator (KPI)

1. Employee Engagement

2024	Target	Achievement Status
2024	Maintain employee engagement above 90%	84.9%
2025 Target	Maintain employee engagement above 85%*	
2030 Target	Maintain employee engagement above 85%	

2. Talent Retention Rate

2024	Target	Achievement Status
2024	Talent Retention Rate Maintains Above 90%	90.8%
2025 Target	Talent Retention Rate Maintains Above 90%	
2030 Target	Talent Retention Rate Maintains Above 90%	

3. Percentage of female managers

2024	Target	Achievement Status
2024	Maintain the percentage of female managers at 42% and above	41.29%*
2025 Target	Maintain the percentage of female managers at 43% and above	
2030 Target	Maintain the percentage of female managers at 45% and above	

Note: E.SUN encourages employees to openly express their feelings and opinions. New hires tend to have more diverse views regarding workplace satisfaction. We will continue to improve employee relations and care to enhance employee loyalty and engagement.



Integrity Management

Strategy

Internalize the value of integrity and honesty into the corporate culture to foster trustful relationships with customers.

Management Team / compensation linked to material issue

- Chief Compliance Officer / 20%

Key Performance Indicator (KPI)

1. Implementation of training and testing

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Continue to implement education, training, and awareness programs. Maintain 100% employee participation rate. 	<ul style="list-style-type: none"> Promote integrity management education through courses in various training sessions. Conduct risk education and training on dishonest practices during domestic compliance supervisory meetings. Provide all board members with promotional materials on "Integrity Management and Handling of Material Internal Information." Implement online education and testing on integrity management with 100% employee participation.
2025 Target	<ul style="list-style-type: none"> Continuously implement education, training, and awareness initiatives. Maintain a 100% employee participation rate. 	
2030 Target	<ul style="list-style-type: none"> Continuously implement education, training, and awareness initiatives. Maintain a 100% employee participation rate. 	

2. Risk assessment mechanism for dishonest business practices

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Establish a dynamic dashboard for assessing risks related to dishonest behavior. Complete the formulation of internal regulations and related documents for various accountability systems by the end of June 2024; submit them to the E.SUN Accountability Committee and Board of Directors in September; and aim to have all senior management sign the statement of responsibility by the end of November, in accordance with the "Banking Industry Self-Regulatory Code for Implementing the Accountability Map System". 	<ul style="list-style-type: none"> Use the risk assessment mechanism for dishonest business practices to understand the distribution of risk assessment results and identify risk hotspots within the bank. Establish an accountability system that clearly defines the scope and responsibilities of senior management, stipulates procedures for assignment of duties, accountability, and investigation, and holds training sessions for senior management personnel.
2025 Target	<ul style="list-style-type: none"> Establish preventive control mechanisms based on the results of dishonest behavior risk assessments. Convene the E.SUN Accountability Committee annually to review the operation of the accountability system. 	
2030 Target	<ul style="list-style-type: none"> Continuously optimize the risk assessment mechanism for integrity management behaviors. 	



Customer Experience and Fair Treatment

Strategy

Centering on customer experience, establish a culture of fair treatment to ensure service quality.

Management Team / compensation linked to material issue

- Chief Compliance Officer / 20%
- Head Customer Service Division, E.SUN Bank / 80%
- Heads of Sustainability Development Department and General Planning Department, E.SUN Securities / 30%

Key Performance Indicator (KPI)

1. NPS (Net Promoter Score)

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Maintain a physical channel NPS of 60 or higher. Maintain a digital channel NPS of 55 or higher. Maintain a customer service channel NPS of 50 or higher. 	<ul style="list-style-type: none"> Physical channels: 69.1 Digital channels: 66.6 Customer service channels: 58.2
2025 Target	<ul style="list-style-type: none"> Maintain an NPS of 60 or above for physical channels. Maintain an NPS of 55 or above for digital channels. Maintain an NPS of 50 or above for customer service channels. 	
2030 Target	Maintain an NPS of 60 or above across all channels.	

2. Customer satisfaction

	Target	Achievement Status
2024	Satisfaction rates for E.SUN Bank <ul style="list-style-type: none"> physical and digital channels: above 90% customer service channels: above 85%. Satisfaction rate for E.SUN Securities <ul style="list-style-type: none"> customer service channels : above 90%. 	Satisfaction rates for E.SUN Bank <ul style="list-style-type: none"> physical channels: 93.3% digital channels: 95.2% customer service channels: 90.2%. Satisfaction rates for E.SUN Securities <ul style="list-style-type: none"> customer service channels: 95.8%.
2025 Target	<ul style="list-style-type: none"> Satisfaction rates for E.SUN Bank's physical and digital channels are maintained above 90%; customer service channels maintained above 85%. Satisfaction rate for E.SUN Securities customer service channels is maintained above 90%. 	
2030 Target	<ul style="list-style-type: none"> Satisfaction rates for all E.SUN Bank channels are maintained above 90%. Satisfaction rate for E.SUN Securities customer service channels is maintained above 90%. 	

3. Implement the principle of fair treatment for customers

	Target	Achievement Status
2024	E.SUN Bank received recognition with the FSC Fair Customer Treatment Award.	E.SUN Bank was recognized as a top 25% performer in the Financial Supervisory Commission's 2024 Fair Treatment of Customers Assessment.
2025 Target	E.SUN Bank and E.SUN Securities received recognition with the FSC Fair Customer Treatment Award.	
2030 Target	E.SUN Bank and E.SUN Securities received recognition with the FSC Fair Customer Treatment Award.	

Note: According to the evaluation mechanism, E.SUN Bank is assessed annually, while E.SUN Securities is assessed every two years. E.SUN Securities is not among the evaluated entities for the 2024 assessment.



Inclusive Finance

Strategy

Promote inclusive finance policies to ensure that individuals and businesses from diverse backgrounds can access suitable and diverse financial services based on openness, equality, and diversity. In the process, foster social employment and economic development, eliminate inequality, and advance financial inclusion.

Management Team /
compensation linked to material issue

- Executive Officer of Retail Banking / 20%
- Director of Securities Digital Finance Division / 30%

Key Performance Indicator (KPI)

1. Resolve financing challenges faced by small enterprises with revenues below NT\$50 million, and assist individuals and businesses with positive social and local community impact in their development.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> · 4,300 new loan accounts for small businesses. · 1,650 new loan accounts for startups, local revitalization projects, social enterprises, and youth entrepreneurship seed funds. 	<ul style="list-style-type: none"> · 5,282 new loan accounts for small businesses. · 1,688 new loan accounts for startups, local revitalization projects, social enterprises, and youth entrepreneurship seed funds.
2025 Target	<ul style="list-style-type: none"> · 5,500 new loan accounts for small enterprises. · 1,730 new loan accounts for startups, local revitalization projects, social enterprises, and youth entrepreneurship seed funding. 	
2030 Target	<ul style="list-style-type: none"> · 6,000 new loan accounts for small businesses. · 1,800 new loan accounts for startups, local revitalization projects, social enterprises, and youth entrepreneurship seed funds. 	

2. Provide innovative and user-friendly financial services to vulnerable groups, people with disabilities, and elderly customers through digital and accessible financial solutions.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> · Installed 150 additional voice-enabled ATMs for visually impaired users, reaching a total of 404 such ATMs. · Continuously improve the number of branches offering friendly services, with a 2024 target of cumulatively achieving 18 branches at Grade A and 70 branches at Grade B. · Optimized self-service information on the official website to facilitate customers' access to financial services. 	<ul style="list-style-type: none"> · Installed 151 additional voice-enabled ATMs for the visually impaired, bringing the total to 405 such ATMs, with the addition of a new deposit function for the visually impaired. · The friendly financial branch grading has cumulatively achieved 75 Grade A branches and 43 Grade B branches, totaling 118 branches across both grades. · The entire official website has obtained the Accessibility Grade A certification; under "Friendly Services," sign language and Taiwanese/English appointment options for account opening have been added; additionally, customers can apply for personal loans online.
2025 Target	<ul style="list-style-type: none"> · Installed 50 additional voice-enabled ATMs for the visually impaired, bringing the total to 455 such ATMs. · Continue to enhance the number of friendly service branches, aiming to achieve a cumulative total of 121 Grade A and B branches by 2025. · Optimize self-service information on the official website to facilitate customers' access to financial services. 	
2030 Target	<ul style="list-style-type: none"> · Converted all domestic ATMs to voice-enabled ATMs for the visually impaired. · Completed 40 barrier-free Grade A branches and 97 Grade B branches. · Continuously optimize digital channels to provide accessible financial services. 	

3. Assist young investors in establishing financial habits through stock e-platforms with fixed-amount periodic investments or small savings plans.

2024	Target 35,000 accounts	Achievement Status 49,961 accounts
2025 Target	40,000 accounts	
2030 Target	60,000 accounts	



Corporate Governance

Strategy

Continuously strengthen the functions of the Board of Directors, enhance leadership and management capabilities of the executive team, and prioritize the protection of shareholders' rights and the accuracy and transparency of information.

Management Team /
compensation linked to material issue

- Corporate Governance Officer / 100%

Key Performance Indicator (KPI)

- Strengthening Board functions.
- Ensuring information transparency.
- Promoting shareholder participation.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> · Voluntarily engage a professional third-party organization to conduct corporate governance certification. · Add internal regulations requiring that transactions involving acquisition or disposal of assets with related parties be reported to the shareholders' meeting. · Continuously improve the corporate governance section on the official website. 	<ul style="list-style-type: none"> · Assist professional organizations in evaluating the company's corporate governance system through open questionnaires and on-site assessments; the related recommendations are incorporated into the company's prioritized corporate governance improvement plans. · Passed the revision of the company's "Procedures for the Acquisition or Disposal of Assets," stipulating that transactions involving acquisition or disposal of assets with related parties must be reported to the shareholders' meeting, thereby strengthening the management of related-party transactions. · Continuously enhance the transparency of corporate governance information on the official website and regularly update the relevant information.
2025 Target	<ul style="list-style-type: none"> · In accordance with regulatory policies, share business performance results with employees to promote sustainable development; internal regulations have been updated to include provisions on the allocation ratio of remuneration for middle and junior level employees. · To align with the International Financial Reporting Standards (IFRS) sustainability disclosure requirements, a phased schedule for sustainability information disclosure has been pre-planned. · Conducted preparatory work in advance for the planning and diversification of the next board of directors' composition. 	
2030 Target	<ul style="list-style-type: none"> · Based on the company's phased sustainable development strategies, consolidate and formulate advanced plans to further enhance corporate governance. · Continuously optimize corporate governance culture in accordance with regulatory policies, and review the corporate governance framework by referencing domestic and international best principles and practices; progressively revise relevant regulations and adjust disclosure information. 	



Information Security and Personal Data Protection

Strategy

- Continuously obtain international professional certifications to implement information security, personal data protection, and business continuity, aligning with international standards.
- Establish comprehensive governance systems, cultivate employees' strong information security awareness, identify cybersecurity risks and vulnerabilities, and carry out effective enhancements.
- Build a complete cybersecurity protection framework to improve high availability of information services, demonstrate cybersecurity resilience, and enhance the maturity of cybersecurity governance.

Management Team / compensation linked to material issue

- Chief Information Security Officer / 100%

Key Performance Indicator (KPI)

- Improve and enhance E.SUN's personal data protection system.
- Number of successful cybersecurity breach incidents.
- Expand the scope of international professional certifications.
- Deepen and broaden the zero trust architecture.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Strengthen personal data management systems and organizational operations to ensure consistency in data protection mechanisms. Zero successful cybersecurity breaches caused by hacker intrusions. E.SUN Bank obtained ISO 27001:2022 certification for the revised international information security management standard. Established cloud security guidelines for cloud-based operational systems and completed the implementation of cybersecurity monitoring for the cloud environment. 	<ul style="list-style-type: none"> The roles and responsibilities (R&R) framework for personal data management and related regulations have been established. No successful hacker intrusion cybersecurity incidents occurred throughout 2024. E.SUN Bank completed the ISO 27001:2022 Information Security Management System recertification in May 2024. E.SUN Bank finalized the cloud security guidelines and cybersecurity monitoring implementation in December 2024.
2025 Target	<ul style="list-style-type: none"> Zero successful cybersecurity breach incidents. Expand the scope of ISO 27001 Information Security Management System certification. Enhance the personal data operations organizational development plan and assess personal data capabilities of overseas branches. Deepen and broaden the zero trust architecture. 	
2030 Target	<ul style="list-style-type: none"> The number of cybersecurity incidents caused by successful hacker intrusions remains at zero. E.SUN Bank and E.SUN Securities continue to obtain ISO 27001:2022 Information Security Management System certification. Establish a consistent personal data management system across E.SUN Financial Holding and its subsidiaries, continuously improve supplier risk management systems, and implement a zero-trust architecture. 	



Legal Compliance

Strategy

- Instill compliance awareness deeply among supervisors and colleagues, emphasizing that all business activities must never override risk considerations and that all services must not exceed regulatory boundaries, thereby achieving zero trust in operational processes and zero tolerance for risk discipline.

Management Team / compensation linked to material issue

- Chief Compliance Officer / 80%

Key Performance Indicator (KPI)

- Implementation status of education and training.
- Participation rate in compliance tests.
- Updating and execution of self-assessment items.
- Timeliness, implementation, and thoroughness of compliance tracking units.

	Target	Achievement Status
2024	<ul style="list-style-type: none"> Continuously implement compliance education and training, as well as company-wide compliance testing. Maintain ongoing one-on-one in-person or online exchanges with overseas units. Continuously collect user feedback on the compliance management system, complete key improvements to enhance compliance management resilience and efficiency, thereby empowering sustainable governance. 	<ul style="list-style-type: none"> Compliance training materials are provided monthly for education and training. The execution status of compliance self-assessment items, conducted semi-annually, is explained and included in the scope of the next year's online compliance tests. The results of these tests are also used as a basis for performance evaluations within units. This year, on-site compliance visits were conducted at the Dong Nai branch and the Cambodia subsidiary, while other overseas branches and subsidiaries were visited online to understand the implementation status of compliance. Suggestions from users of the compliance management system were collected and submitted to the IT department to assist in system improvement processes. The system testing was completed and the updated system was launched in March 2025.
2025 Target	<ul style="list-style-type: none"> In response to the "Reference Guidelines for anti-greenwashing for Financial Institutions," the bank has established an anti-greenwashing management mechanism to ensure that financial products, disclosures on the official website, marketing materials, and press releases are all truthful and accurate. Following the issuance of the "Guidelines for the Use of Artificial Intelligence (AI) in the Financial Industry," the compliance supervisor serves as a member of the AI Management Committee to assist in overseeing the establishment of the bank's AI governance standards. To avoid overlap between audit questions and internal control operations such as self-audits and risk control self-assessments conducted by various units, or when audit items have become outdated, a compliance self-assessment enhancement project will be launched in 2025 to strive to reduce manual operational costs. 	
2030 Target	<ul style="list-style-type: none"> Continuously cultivate a proactive risk culture through education and testing, deepening compliance awareness among all supervisors and employees. Utilize the compliance management system and regulatory management system as tools to enhance management effectiveness and ensure regulatory compliance. Maintain ongoing anti-greenwashing management mechanisms to ensure the authenticity and accuracy of externally disclosed sustainability information. 	



02 Towards Net-zero and Nature Positive

E.SUN is turning its commitment into action by steadily increasing its green assets. This includes supporting renewable energy projects, phasing out of coal-related companies, offering green building loans, and implementing internal carbon pricing. We remain dedicated to achieving net-zero emissions by 2050.

[2.1 Climate & Nature Governance Structure](#) [2.2 Climate & Nature Risks and Opportunities](#) [2.3 Opportunity Identification and Management](#)
[2.4 Risk Identification and Management](#) [2.5 Sustainable Operating Environment](#) [2.6 E.SUN's Emissions Structure](#)
[2.7 Nature and Biodiversity Preservation](#)

48.6 %

reduction in Scope 1 & 2
emissions compared to baseline

First FI

in Taiwan to receive the highest
level TNFD conformity from BSI

\$ 646 Million

in green procurements

Cover Story

A Decade of Dedication

E.SUN Malavi Project 10th Anniversary

E.SUN initiated the "E.SUN Malavi Project" in 2014 out of our love for the beauty of this land. This project is grounded in the United Nations Sustainable Development Goals (SDGs) and has further expanded into the realms of net-zero sustainability, ecological conservation, and sustainable procurement. This project promotes the transition to organic farming in Namuan Village, Hualien County, advocating for the use of nature-based solutions and integrates traditional knowledge from the local aboriginal Bunun people to protect the environment and enhance biodiversity of the area, aiming to achieve the vision of "Living in harmony with nature" as outlined in the United Nations Convention on Biological Diversity. The E.SUN Malavi Project not only achieves the goal of organic transition but also unites the efforts of businesses, government, and academia gradually restoring the biodiversity of Namuan.

The project is named "Malavi", the Bunun word meaning "come along" or "go together," in hopes of promoting harmony

between humanity and nature through the collaboration of corporate and public support. The project introduces public-private partnerships (PPP) and collaborates with various stakeholders, with E.SUN providing funding support, Yushan National Park Management Office inviting Tse-Xin Foundation for guidance, and Yin-Chuan Organic Farm for purchasing and marketing the rice. The project creates a positive impact on the local environment, aligning closely with the goals of the Forestry and Nature Conservation Agency. By encouraging local farmers to transition to organic-friendly farming and maintain ecological habitats, biodiversity in the Namuan farming area has gradually recovered, with species such as pangolins, the Chinese box turtle, and the endangered fish species Kikuchi's Minnow returning, in addition to helping farmers improve rice quality. Conservation fields and a community seed bank have also been established in Namuan to help preserve traditional crops, including the collection of various traditional Bunun beans and

grains, to preserve climate resilient crops for the future.

In the summer of 2024, E.SUN returned to Namuan to hold a harvest festival with the group of organic pioneers, commemorating the fruitful outcomes of a decade of hard work. The Chairman, together with E.SUN founder Mr. Yung-Jen Huang, led E.SUN's leadership team and volunteers back to the fields they pledged to protect so many years ago, experiencing the joy of harvesting rice firsthand. The golden stalks of rice contrast beautifully with the green field ridges, creating a stunning backdrop for the celebration. Farmers happily pointed out all the flora and fauna to the community children, passing on their knowledge of the land to the next generation.

With everyone's support over the

years, sustainable agriculture has successfully taken root in Namuan.

E.SUN continues to showcase our ESG spirit through the promotion of the Malavi Project, sharing this invaluable experience domestically and taking it to the international stage. At the World Biodiversity Summit during New York Climate Week in 2024, we presented Taiwan's beauty and achievements to the world. To further promote sustainability to other agricultural areas, E.SUN leverages the successful experiences from the Malavi Project to develop a series of financial products under the "Leopard Cat Loan Project." E.SUN hopes that through continuous cooperation, the Malavi Project can not only progress into the next decade but also lead Taiwanese agriculture toward a bright and sustainable future. 🌱



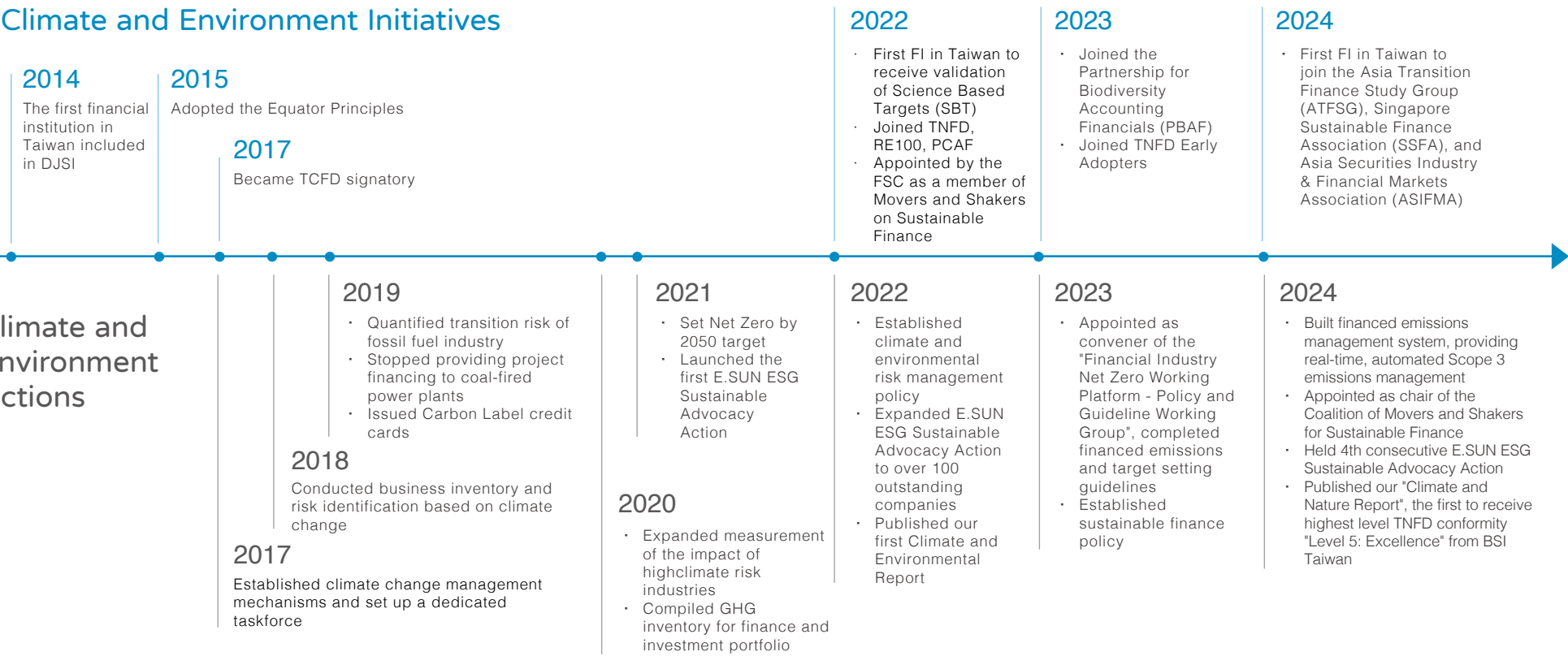
E.SUN Climate Transition Actions

■ Our Vision for Climate and Nature

E.SUN adheres to the TNFD disclosure framework, which encompasses four major areas: Governance, Strategy, Risk and Impact Management, and Metrics and Targets. We have established a vision of achieving nature-positive growth by 2030 and the goal of reaching net zero by 2050. Through scientific methodologies and robust risk management, we are making steady progress toward net-zero emissions and fostering harmonious coexistence with nature. E.SUN has made a promise of becoming a world-class corporate citizen since its founding. We are determined to become the best-performing and most respected company.



Climate and Environment Initiatives



■ International Climate and Nature Advocacy

Organization	E.SUN's Actions	Organization	E.SUN's Actions
The Equator Principles	E.SUN adopted the Equator Principles in 2015 for project finance risk classification, carefully assessing whether projects fulfill environmental and social responsibilities and setting monitoring and improvement plans. Each financing case is reviewed for key issues like climate risks, pollution, and biodiversity.	PCAF	In 2020, E.SUN FHC performed greenhouse gas (GHG) accounting for major investments using the PCAF standard, based on investee reports and CDP data, and joined PCAF officially in 2022.
TCFD	E.SUN FHC is Taiwan's first company to sign the Task Force on Climate-related Financial Disclosures (TCFD). We have established a climate governance system based on governance, strategy, risk management, and metrics.	RE100	E.SUN FHC joined RE100 in July 2022 as Taiwan's first financial institution approved as a "low electricity-consuming enterprise." We aim to use 100% renewable energy at all sites domestically and abroad by 2040.
SBTi	In 2021, E.SUN FHC set carbon reduction targets and by February 2022 became Taiwan's first and Asia's second financial institution validated by the Science Based Targets initiative (SBTi). This guides us toward limiting global warming to 1.5° C by 2050.	TNFD	In 2022, E.SUN FHC joined the Taskforce on Nature-related Financial Disclosures (TNFD) and published our first report combining TCFD and TNFD frameworks. The report was praised by TNFD and highlighted as a financial sector example. In 2024, E.SUN FHC joined TNFD Early Adopters and released Taiwan's first Climate and Nature Report to pass BSI's TNFD review, featured on the TNFD website.

■ Contributions & Expenditures for Climate Change & Biodiversity

Topic	Description of Lobbying Activities	Total contributions for FY2024 (\$NTD)
Climate Change	<ul style="list-style-type: none"> Serve as the convener of the "Financial Industry Net Zero Working Platform - Policy and Guidelines Working Group" of Taiwan Financial Services Roundtable (TFSR), as well as the convener of the "Banking Industry Financing and Investment Portfolio Carbon Emission Practice Manual" project team of the Banking Association. We collaborate with both public and private sectors to discuss and develop policies and regulations for the financial industry in Taiwan, including the "Financial Industry Financial Carbon Emission (Scope 3) Calculation Guidelines", the "Financial Industry Carbon Reduction Target Setting and Strategy Planning Guidelines," and the "Reference Guide for Transition Lending Review " to ensure their alignment with the Paris Agreement. Support and participate in climate-related forums and events organized by industry associations and NGOs to share experiences with leaders across sectors. 	\$6,490,392
Biodiversity	<ul style="list-style-type: none"> Support and participate in events such as the World Biodiversity Summit, collaborating closely with government, business, financial institutions, and civil society leaders worldwide to address critical issues like biodiversity loss, restoration, and investment in nature-based solutions, aiming to achieve the Global Biodiversity Framework and the Paris Agreement. Partner with the Taiwan Wild Bird Federation to promote citizen science and biodiversity, supporting long-term monitoring of bird populations, habitat changes, and the effectiveness of conservation strategies. Collaborate with Yushan National Park Headquarters, the Tse-Xin Organic Agriculture Foundation (TOAF), and Yin-Chuan Sustainable Farm to advance the "E.SUN Malavi Project," enhancing habitat creation and ecological conservation through nature-based solutions to boost biodiversity and improve the environment of Nan'an rice fields. 	\$2,902,945

2.1 Climate & Nature Governance Structure

E.SUN established a top-down management mechanism, establishing a tight-knit governance structure from the Board of Directors through high-level management to executive units. The Board evaluates and supervises policies related to climate and environmental risks, while the Sustainable Development Committee is responsible for overseeing and formulating strategic directions related to sustainability. The Risk Management Committee manages and measures the associated risks. High-level management is closely linked to sustainability performance, and executive units carry out actions and risk management to ensure that targets are achieved. Regular and ad-hoc reports are made to management to maintain transparency in strategy execution.

Board of Directors and Functional Committees

Board of Directors

- Approve climate-related and environmental risk management policy, major decision making, and supervision of climate risk
- Approve action plans and ensuring effective operation of climate-related and environmental risk management

Sustainable Development Committee

Guide and supervise climate management policies, formulate annual plans and strategic direction, track and review the effectiveness of project and activity plans. Meetings are held at least twice a year.

Audit and Risk Management Committee

In charge of risk management, risk measurement, risk supervision, deliberating on risk management and execution, tracking compliance with risk management policies, and promoting risk management culture

High-level Management

Chief Executive Officer (President)

Strategic development incentive link (20%): Includes developing E.SUN's long-term leading strategy and establishing E.SUN as the preferred brand for sustainable development. Climate-related targets include annual SBT targets, annual RE100 targets, and selfcommitted Scope 1 and 2 reduction targets among others

Chief Sustainability Officer

- Outline sustainable development strategies, oversee the progress of various projects and goals by dedicated sustainability units. Ensure overall sustainable development compliance with laws and regulations and further managing long-term risks
- Incentive link (30%): Scope 1, 2, and 3 reduction Implementation of IFRS S1/S2, expanding E.SUN's positive influence

Chief Risk Officer

- Integrate planning for risk management, supervise the promotion and execution of risk management related work, and handle overall risk-bearing capacity and risk status.
- Incentive link (10%): CDP performance, Assist in IFRS S2 implementation

Executive Units

Dedicated Sustainability Teams

- Measure the impacts of physical risks and transition risks on the business and further developing management mechanisms for mitigation and adaptation.
- Seize opportunities for the transition to a net-zero economy and develop financial products to meet

Risk Management Division

- Plan and implement climate risk management mechanisms, evaluate and consolidate climate risk management information, and report to the board of directors.
- Assist in the development of data, methodologies, and management tools to effectively identify and assess climate risks for relevant units.

First Line of Defense

- Identify business risks
- Assess and measure business risks
- Manage risks generated by business

Second Line of Defense

- Plan and implement risk management mechanisms
- Consolidate risk management information and report to the board of directors and risk management committee
- Assist in developing data, methodologies, and management tools

Third Line of Defense

- Perform independent audits on climate related risks

■ Policy and Culture Building

To better integrate climate and nature sustainability considerations into organizational decision-making, management, and business operations, E.SUN FHC starts from the governance level, committing to put our climate and environmental culture into practice, formulating a long-term sustainability blueprint, and embedding it into our daily operations. We emphasize nurturing talent and align our development strategies to support our climate and nature vision. E.SUN supports the Universal Declaration of Human Rights and the UN Declaration on the Rights of Indigenous Peoples. Human rights issues are incorporated into our governance policies to ensure communication and participation with Indigenous peoples, local communities, and affected stakeholders, creating a just and sustainable society for the future.



Establish a Climate & Nature Management Culture

- Established the Sustainable Development Committee with the Chairman as convener.
- Established climate and environment-related policies and procedures, and regularly report on progress¹.
- Arrange external climate and nature education training for the Board and Senior Management annually, such as the transformation of the world economy driven by environmental challenges and sustainable finance, discussions on sustainable risk trends and response strategies, trends in sustainable development and governance, and sustainable finance management certifications².

Governance Unit	No. of members with competence on nature-related issues	Total
Strategy Committee	12	12
Sustainable Development Committee	9	10
Board Risk Management Committee	5	5



Cultivate Climate & Nature Finance Talent

- Collaborated with TAISE to hold the "Sustainable Finance Manager Development Program" to enhance ESG and climate-related skills, with a total of 237 participants across three years.
- Internal education and training integrate ESG-related topics by introducing climate and environment risk management courses in a hierarchical training program that covers senior managers, mid-level managers, specialists in all divisions, and new employees. Additionally, environmental consensus is fostered through online courses and monthly educational materials.
- Members of relevant project teams have accumulated international certifications such as SCR, CFA ESG, ISO 14064-1,2,3, ISO 14067, PAS 2060, etc.³



Enhance Climate & Nature Risk Assessment Capability

- Collaborate with external consultants to establish nature-related risk assessment methodologies, evaluating dependencies and impacts through quantitative and qualitative measures, and building a nature-related scenario analysis to explore financial impacts from declines in nature
- Establish an internal financed emissions management system, automating data processing according to PCAF methodology and providing real-time management capabilities.

Note 1: For information on climate-related government results for the Board and senior management, please see E.SUN FHC 2024 Annual Report pg.35-43.

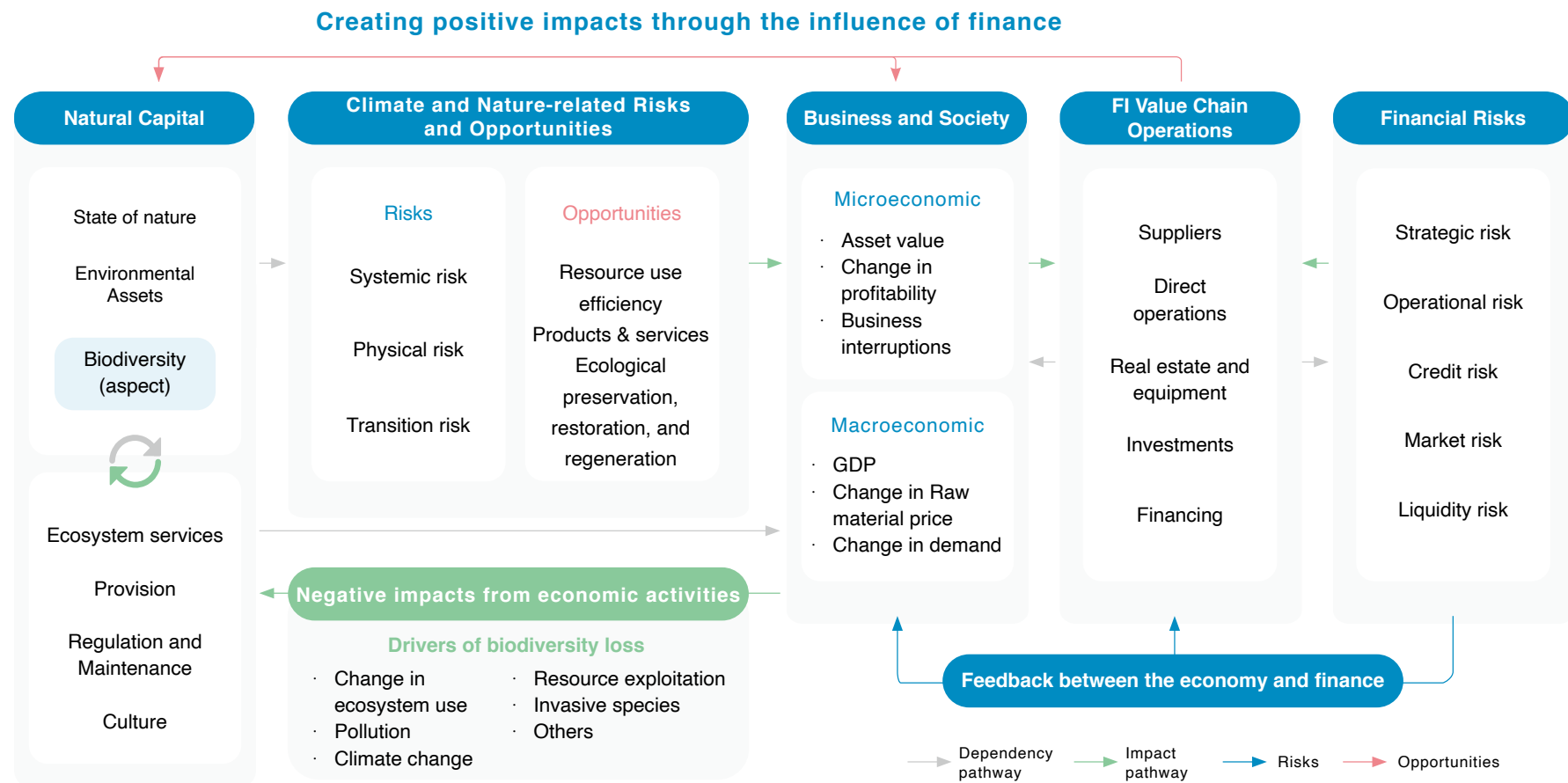
Note 2: For information on climate-related education training for the Board and high-level management, please see E.SUN FHC 2024 Annual Report pg.73-80.

Note 3: SCR*, Sustainability and Climate Risk. CFA ESG*, Certificate in ESG Investing.

2.2 Climate & Nature Risks and Opportunities

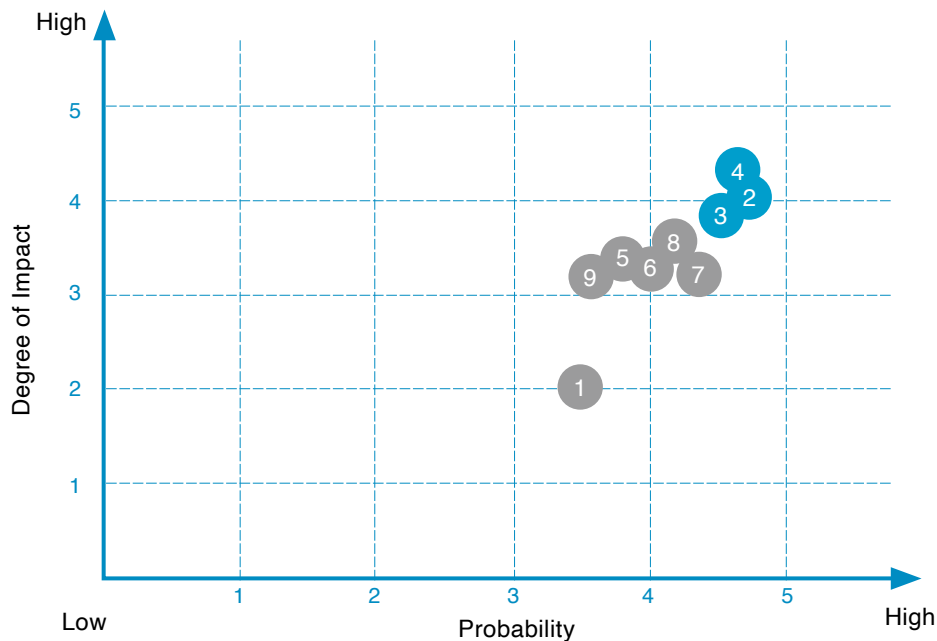
■ Dependency, Impact, Risk, and Opportunity Transmissions Pathways

The business activities of companies depend on and impact natural capital and ecosystem services, encompassing the entire value chain from procurement to investment and financing. Financial institutions, in addition to their own commercial activities, also participate in the activities of customers and their value chains through investments and loans. Therefore, E.SUN needs to understand its customers' dependencies on and impacts regarding natural capital and ecosystem services, enabling the management of the climate and nature-related risks that arise. There exists a complex interaction between climate change and the natural environment. E.SUN aspires to approach environmental issues with a broader perspective, addressing risks while also seizing opportunities for sustainable transition and green finance.



2.3 Opportunity Identification and Management

In addition to addressing climate and environmental risks, E.SUN actively seeks opportunities for climate transition. These climate-related opportunities encompass multiple aspects, including resource use efficiency, products and services, market expansion, and operational resilience. As a key driver of market forces, the financial industry must exert a positive influence to establish a virtuous cycle within the sustainable finance ecosystem. E.SUN is committed to collaborating with the government and enterprises to jointly promote net-zero transformation. We strive to guide private capital flows toward economic activities that benefit the environment and society, advance the development of sustainable infrastructure as well as low-carbon industries and technologies, assist customers in their net-zero transition, and enhance resilience against ESG-related risks to ensure sustainable growth potential in the face of future challenges.



Note: ● are items considered to be more material

	Opportunities	Potential financial impact(s)	Impact Period
Resource use efficiency	1 Green, low-carbon operation	Green buildings and environmentally friendly measures save water, conserve energy, minimize waste, and reduce operating costs.	Medium
	2 Process digitalization	Digitalization of processes enhances operational efficiency, reduces the consumption of natural resources, and minimizes environmental impacts.	Short
Products and Services	3 Green products and services	Develop green financial products and services to direct funds into sustainable sectors, assist clients in transition, and create business opportunities.	Medium
	4 Digitalized customer service	Digitalized financial services reduce paper use, increase customer satisfaction, and lower service costs.	Medium
Market	5 Expand sustainable client base	Expand the client base through innovative green financial products, engagement, and assistance in low-carbon transition, such as helping businesses adopt circular economy models.	Medium
	6 Capital market participation	Diversify financial assets (such as green loans, sustainability-linked loans, and sustainability bonds) and identify related investment and capital acquisition opportunities.	Medium
Operation Resilience	7 Enhance influence of finance	Establish systems to enhance ESG performance, meet stakeholder expectations, promote environmental sustainability, and improve reputation and long-term performance.	
	8 Cultivate sustainability talent	Cultivate sustainable finance talent to enhance climate and environmental change response capacity	Long
	9 Operation resilience management	Strengthen supply chain management, increase sustainable procurement, and establish climate disaster response measures to enhance operational resilience.	

Note 1: Time period definitions: less than 1 year is considered short-term, up to 2030 is medium-term, and up to 2050 is long term.

Note 2: Assessment of opportunity materiality includes ratio of sustainability assets, decreased operational costs, and the percentage of affected employees, among other factors, that exhibit higher levels of impact and probability

Note 3: Credit products are categorized as follows: short-term (maturity of less than 1 year), medium-term (more than 1 year but less than 7 years), and long-term (more than 7 years). Mortgage loans typically have a maturity period of 30 years, while corporate banking provides suitable products based on customers' needs. The product strategy operates on a 5 to 10-year cycle, with annual management reviews and adjustments made depending on management needs.

2.3.1 Opportunity Response Strategy

E.SUN has developed strategies and action plans for operations, products, and financial planning by identifying significant climate- and nature-related opportunities. These efforts align with both domestic and international policies, including the Paris Agreement, Taiwan's 2050 Net-Zero Emissions Pathway, and the TCFD framework. Additionally, we have set financial performance targets for climate- and nature-related products (see [page 46](#) for details), along with environmental targets for our direct operations. Resources are being actively allocated to support a green and low-carbon future.

Opportunities	Internal strategies and targets		Current actions
	Medium Term(5-10 Years)	Long Term (10+ Years)	
1. Green, low-carbon operation	<ul style="list-style-type: none"> Reduce Scope 1 and 2 emissions 42% by 2030 from a 2020 baseline Reduce water usage 30 % by 2030 from a 2020 baseline Reduce waste generation 78% by 2030 from a 2016 baseline 	<ul style="list-style-type: none"> 100% renewable energy use at all of E.SUN's operating locations by 2040 	Resource allocation <ul style="list-style-type: none"> Install rainwater recycling and water-saving devices, and promote the concept of correct water usage to conserve water resources. Implement waste sorting and recycling management, and promote a paperless environment. Replace high-energy consumption air conditioning and lighting equipment. Implement ISO 50001 standard to strengthen energy management. Purchase green energy and install solar panels on E.SUN-owned buildings to increase the proportion of renewable energy use. E.SUN's direct operational expenditures for energy-saving and carbon reduction measures in 2024 totaled NT\$126 million.
2. Process digitalization			
3. Green products and services	<ul style="list-style-type: none"> E.SUN aims to be the choice sustainability partner for enterprises and other customers by 2030 	<ul style="list-style-type: none"> Continue to deepen scope and scale of green products in line with Taiwan's 2050 net-zero emissions pathway and strategies. 	Capacity Utilization <ul style="list-style-type: none"> Support customers that have a positive impact on the environment and society, including green projects such as renewable energy, as well as enterprises with clear ESG development goals. Deepen connections with customers and sustainable partners through engagement, ESG sustainable initiatives, and consulting services.
4. Digitalized customer service	<ul style="list-style-type: none"> Target NT\$130 billion in green loans by 2030 		
5. Expand sustainable client base	<ul style="list-style-type: none"> Target Sustainability Linked Loans account for 13% of all corporate loans by 2030. 		
6. Capital market participation			
7. Enhance influence of finance	<ul style="list-style-type: none"> Actively participate in government and international organizations' sustainability and climate and nature related initiatives to strengthen response capabilities Collaborate with TAISE to establish a Sustainable Finance Manager certification to enhance ESG and climate-related skills Internal education and training incorporates ESG related issues, and climate risk management training is introduced into the orientation program 	<ul style="list-style-type: none"> Benchmark international standards (such as CDP, DJSI, etc.) and continuously improve, reaching net-zero emissions by 2050 	Resource allocation <ul style="list-style-type: none"> Establish a financed carbon emissions management system to enhance management capability. Build a physical risk database to improve physical risk identification and management capabilities of real estate collateral. Achieve green building certification through new construction and improvements to existing buildings. Cultivate internal talent in sustainability and climate change, and plan support for related certifications.
8. Cultivate sustainability talent	<ul style="list-style-type: none"> Establish internal management systems to strengthen risk and opportunity management 		Capacity Utilization <ul style="list-style-type: none"> Establish mechanism to revise internal management climate and environment-related regulations, integrating them into daily operations and business development, enhancing risk and opportunity management. Participate in climate-related projects with regulatory bodies and associations to help establish relevant standards. Collaborate with NTU on "E.SUN-NTU ESG Centenary Project", setting a goal to plant 100,000 trees over 10 years. Develop a no-net-deforestation commitment, promoting and encouraging suppliers and customers to participate in biodiversity and forest conservation.
9. Operation resilience management			

Note 1: For latest achievements towards our targets, please see [CH2.5 Sustainable Operating Environment](#)

2.3.2 Climate & Environment related Products and Services

Personal Finance

Carbon Footprint Labeling Credit Cards

- E.SUN Bank's entire range of credit cards have received "Carbon Footprint Labeling Certificate"
- 7.47 million cards have been issued cumulatively

Innovative Inclusive Financial Services

- E.SUN promotes going paperless and reducing GHG emissions by switching to online platforms and electronic bills/ statements

Low-carbon and Energy Saving Series Loans

- Individuals who purchase energy-saving home appliances, electric vehicles, and install green energy power generation equipment, etc., are offered financial service discounts
- For mortgage collaterals that have the Green Building Mark issued by the Taiwan Architecture and Building Center, interest rates or fees are discounted. A total of 1,411 loans with a balance of approximately NT\$21.98 billion have received these incentives. The target for average annual growth rate of disbursed funds is 8% over 3 years

Corporate Finance

Green Loans

- Assisting in the development of green projects, such as renewable energy, energy storage, green buildings, and energy-saving equipment; total balance reached NT\$107.2 billion at the end of 2024
- Target balance NT\$130 billion by 2030

Sustainability Linked Loans

- Encouraging companies to establish and achieve ESG development goals by providing financial service incentives; total balance reached NT\$76.8 billion at the end of 2024
- Target to reach 13% of total corporate loans by 2030

Sustainability Advocacy

- Inviting like-minded corporate partners to focus on sustainability and jointly reduce carbon emissions, building a sustainable ecosystem through practical action
- From 2021 to 2024, the "E.SUN ESG Sustainability Initiative" was held with 379 companies joining the initiative

Sustainability Consulting Services

- Combining internal expert teams with external professional consultants to provide advisory services that assist corporate clients in ESG development
- As of 2024, engaged with a total of 260 companies on sustainability and climate-related issues, including recommending steps for carbon reduction and connecting clients with external consultants to conduct GHG inventories

Medium and Large Enterprises / Financial Institutions

Sustainable investments

- Investments in certified green bonds, social bonds, and sustainability bonds; total balance reached NT\$43 billion at the end of 2024
- The target balance is NT\$45 billion by 2025

Sustainable Development Bond Issuance

- Channeling funds to environmentally and socially friendly industries
- E.SUN Bank's total issuance reached NT\$26.3 billion

Sustainable Development Bond Underwriting

- Supporting companies in raising funds for sustainability causes and assisting them in issuing sustainability bonds.
- E.SUN Bank's total underwriting balance reached NT\$27.2 billion at the end of 2024

Sustainability-related Bond Underwriting

- In 2024, E.SUN Securities acted as a co-underwriter for 3 cases, with a total underwriting amount of NT\$103 million

Hedging and Consultation Services for Sustainability-related Projects

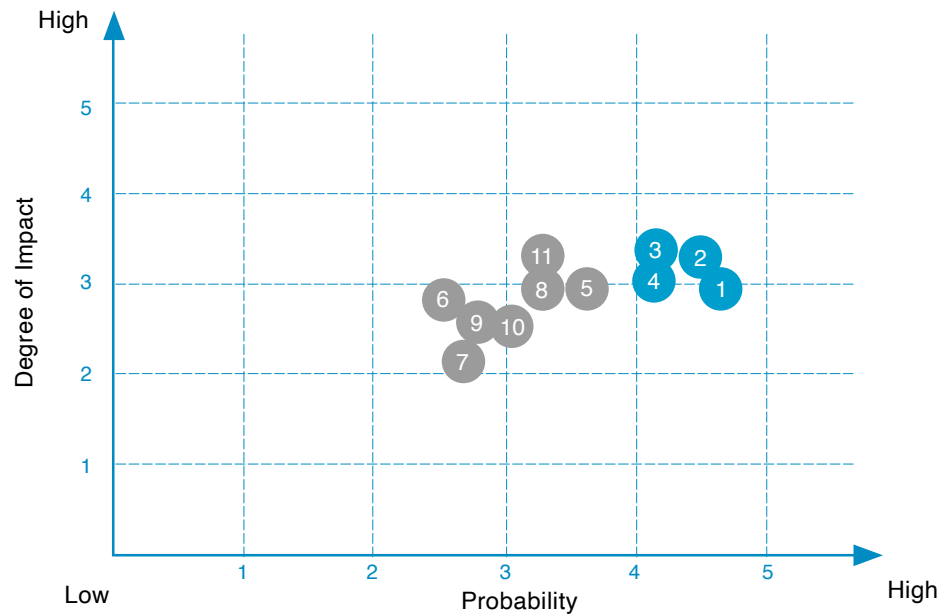
- Supporting environmentally friendly projects by providing hedging and consultation services for sustainability-related projects, such as offshore wind power projects and solar power projects.
- Encourage clients to implement sustainable development principles through ESG-linked financing and hedging transactions.
- The hedging services provided amounted to NT\$23.6 billion at the end of 2024

Financial Opportunities from Climate Change

E.SUN FHC estimates that our financial opportunities arising from climate change amount to approximately NT\$3.24 billion annually. This estimate is derived from the current outstanding balances of our climate and environment-related products and services, adjusted by our Net Interest Margin. The costs to realize these opportunities are projected to be around NT\$15 million per year, primarily reflecting anticipated increased management personnel expenses.

2.4 Risk Identification and Management

The 2025 World Economic Forum (WEF) Global Risks Report indicates that climate and environmental risks are expected to intensify significantly over the next decade, with an increasing frequency of extreme weather events and worsening environmental pollution issues. Climate and environmental risks not only impact E.SUN's own operations but also pose greater challenges to investment and financing. For example, customers' operations may be affected by climate change-related risks, leading to the deterioration of E.SUN's asset credit quality or price volatility. As climate change and societal low-carbon transitions progress, different degrees of credit risk, market risk, and operational risk may arise at various times, which could ultimately impact economic stability in the long term. Taking into account practical business management mechanisms and product life cycles, E.SUN conducts climate change-related risk assessments for the short, medium, and long term. These assessments are integrated into the existing risk management framework, with regular reviews and response plans developed accordingly.



Note: ● are items considered to be more material

	Risks	Potential financial impact(s)	Impact Period
Policy and Regulation	1 Carbon tax / Fee	Financial impacts on the company and clients from carbon taxes and fees.	Short
	2 Stricter climate and nature regulations	Environmental regulations and supervision become more stringent, increasing compliance and production costs.	Short
Technology	3 Climate and nature sensitive assets	Replacement of existing products and services with low carbon and environmentally friendly products may increase the uncertainty of operations and investment and financing assets	Medium
Market	4 Raw material prices	Rising prices of water, electricity, and raw materials, which rely on natural capital, increase costs.	Medium
	5 Changing consumer preference	Changes in consumer preferences requires consideration of climate and nature impact factors in business decisions, in response to climate and environmental issues	Medium
Reputation	6 Negative news / Litigation risk	Negative behaviors related to its direct operations or those of customers may generate negative news and even pose litigation risks	Medium
Liability	7 Penalty risk	Tightening anti-greenwashing and environmental regulations increases compliance costs and the risk of penalties.	Short
Acute	8 Natural disasters	Natural disasters such as typhoons, floods, and earthquakes can cause operational disruptions, leading to impairments in value	Medium
	9 Depletion and deterioration of natural capital	The depletion or deterioration of natural resources relied upon, such as water, forests, and biodiversity impacts operations	Long
Chronic	10 Deterioration of climate and natural environment	Climate change and the loss of biodiversity impact the economy, affecting the operations of the company and its customers, resulting in costly asset impairments or premature replacement	Long
Systemic	11 Irreversible degradation of the climate and environment	Global warming exceeding 1.5 or 2°C leads to irreversible degradation of nature, causing significant larger-scale impacts on the economy, resulting in systemic risks	Long

Note 1: Time period definitions: less than 1 year is considered short-term, up to 2030 is medium-term, and up to 2050 is long-term.

Note 2: Assessment of risk materiality includes potential losses or cost increases, revenue growth margins, and the percentage of affected employees, among other factors, that exhibit higher levels of impact and probability

Note 3: Credit products are categorized as follows: short-term (maturity of less than 1 year), medium-term (more than 1 year but less than 7 years), and long-term (more than 7 years). Mortgage loans typically have a maturity period of 30 years, while corporate banking provides suitable products based on customers' needs. The product strategy operates on a 5 to 10-year cycle, with annual management reviews and adjustments made depending on management needs.

2.4.1 Risk Assessment

■ Correlation between Physical Risks and Traditional risks

Business Category	Primary Risk Category	Impact Description	Risk Impact Level		
			Short-term	Medium-term	Long-term
Investment and financing products and services	Credit risk	<ul style="list-style-type: none"> Climate change or natural environmental factors (such as typhoons, heavy rain, landslides, and water stress), leading to impairments in the value of collateral or disruptions in the supply chain that impact customer operations. 	Low	Moderate	Moderate
	Market risk	<ul style="list-style-type: none"> The degradation of climate and natural resources affects macroeconomic factors (such as GDP, unemployment rate, and shortages of natural resources) or physical risk events, which can result in adverse impacts on investment targets (such as revenue decline, additional operational costs, and supply interruptions), causing price volatility in the investment portfolio 			
Direct Operations	Operational risk	<ul style="list-style-type: none"> Operational locations affected by extreme weather and natural resource factors (such as typhoons, heavy rain, and water stress), leading to damage to facilities and equipment, or negative impacts on operations. 	Low	Low	Moderate
Suppliers	Operational risk	<ul style="list-style-type: none"> Natural disasters and environmental factors may affect the operation of infrastructure (such as electricity and internet), potentially impacting service delivery. 	Low	Low	Moderate

■ Correlation between Transition Risks and Traditional risks

Business Category	Primary Risk Category	Impact Description	Risk Impact Level		
			Short-term	Medium-term	Long-term
Investment and financing products and services	Credit risk	<ul style="list-style-type: none"> The imposition of carbon taxes/fees and carbon tariffs negatively impacts the finances of high-carbon industries, companies unable to reduce carbon emissions, and their related supply chains. Environmental assessment factors may affect the development or operation of production sites, or companies may face boycotts. 	Low	Moderate	Moderate
	Market risk	<ul style="list-style-type: none"> Environmental assessment and land use regulations may restrict the development and operation of facilities near sensitive areas, increasing costs associated with the use of natural resources and waste processing. Nature related Regulations and policies, such as the EUDR and the Nature Restoration Law, may increase operational costs for companies or expose them to penalties, impacting finances, and potentially affecting the reputation of investment and financing institutions 			
Direct Operations	Operational risk	<ul style="list-style-type: none"> The imposition of carbon-related costs and increase in investments for energy conservation and carbon reduction will require greater resource allocation. Stricter energy efficiency standards may apply to residential and commercial buildings, including mandatory disclosure obligations for carbon emissions. When assessing policy and regulatory risks, it is essential not only to consider the potential direct impacts on operations but also to further evaluate the indirect impacts on the supply chain. Reputation risk is closely related to customers' or the general public's perception of whether a company is committed to low-carbon transition and its environmental sustainability commitments. If a company fails to fulfill its commitments, it may affect perceptions of the company, leading to impacts on reputation, which could result in losing support from customers, consumers, or suppliers, and may even affect the company's ability to secure funding or recruit and retain employees. 	Low	Low	Moderate
Suppliers	Operational risk	<ul style="list-style-type: none"> Vendors may pass on the investment and carbon-related costs arising from their low-carbon transition, or may need to adjust their service models due to regulatory restrictions, resulting in increased costs 	Low	Low	Low

Note:

Low Risk: The risk causes a slight decrease in net income or a slight increase in costs/expenses, with minimal overall financial impact.

Moderate Risk: The risk leads to a decrease in net income or an increase in costs/expenses, affecting revenue growth.

High Risk: The risk results in a significant decrease in net income or a substantial increase in costs/expenses that severely impact overall operations, causing revenue decline.

2.4.2 Risk Management Measures

To mitigate the potential impacts caused by climate and environmental risks and to enhance the organization's operational resilience in responding to climate and natural resource changes, a summary of key management measures and resource investments has been formulated based on the comprehensive assessment results of climate and environmental risks, as well as climate change and natural environment scenario analyses. The key points are summarized in the table below.

Scope	Material Risks	Risk Factors	Management Measures
Low-carbon Transition	1. Carbon tax / fee 3. Climate and nature sensitive assets	Reduce operation and portfolio related carbon emissions	Resource allocation <ul style="list-style-type: none"> Inventory Scope 1 and 2 carbon emissions, and plan mitigation measures (such as installing solar panels, using renewable energy, etc.). Follow the PCAF methodology for carbon inventory of investment and financing activities. Set targets and reduce carbon emissions according to the SBTi.
Investing	5. Changing consumer preference 11. Irreversible degradation of the climate and environment	Bond and equity investments	Capacity utilization <ul style="list-style-type: none"> Fulfill responsibility as asset owners or managers by considering the ESG performance of investees. Avoid investing in companies with direct or potential environmental and social impacts, such as coal companies, and implement responsible investment. Promote or assist companies in raising sustainability awareness and implementing ESG actions through engagement.
Financing	1. Carbon tax / fee 2. Stricter climate and nature regulations 3. Climate and nature sensitive assets 9. Depletion and deterioration of natural capital	Corporate loans	Capacity utilization <ul style="list-style-type: none"> Support companies in transitioning and responding to climate risks by providing green financing for renewable energy projects, green buildings, and other sustainable expenditures. Link loan terms to performance in ESG or sustainability indices to encourage companies to invest in sustainability. Resource allocation <ul style="list-style-type: none"> Refer to the guidance of the Banker Association's Equator Principles 4.0 for corporate credit approval process. Include ESG considerations in the credit approval process to prevent funds from flowing into high-carbon emitters such as coal-fired power projects. The estimated annual cost of managing financial risks from regulatory changes is NT\$9 million over 25 years (total is NT\$225 million), covering management personnel expenses.
	3. Climate and nature sensitive assets 8. Natural disasters 10. Deterioration of climate and natural environment	Real estate collateral loans	Capacity utilization <ul style="list-style-type: none"> Regularly assess and monitor the potential risk of real estate value impairment caused by climate change and continuously improve the database of physical risks, analysis methods, and scenario testing. Incorporate flood risk factors - hazards (e.g., heavy rainfall, increased typhoon frequency) and vulnerability (e.g., whether the area is prone to flooding) into the real estate collateral zoning standards and set lending limits and LTV ratios according to the zoning to control risks. Regularly manage specially tagged high flood risk cases and thoroughly assess collateral located in high climate risk areas with high LTV ratios. Strengthen processes and conditions for collateral on high-risk slope land. Refuse collateral labeled as pollution-related sites or those announced by government agencies as subject to the "Soil and Groundwater Pollution Remediation Act." The estimated cost of managing physical climate risks for real estate collateral is NT\$119.5 million, covering management personnel expenses, physical risk training, and database maintenance.
Direct Operations	8. Natural disasters 10. Deterioration of climate and natural environment	Disaster response	Resource allocation <ul style="list-style-type: none"> E.SUN utilizes the third-generation flood risk map from the Water Resources Agency to analyze potential flood depths. To prevent disruption due to flooding, waterproof barriers have been installed at branches where potential flood depths exceed 0.5 meters. The expected cost for future flood prevention measures is estimated to be NT\$1.37 million. Implement sustainable procurement standards for supplier management. The provision of green-related financial products and services is guided by the "Guidelines for Financial Institutions to Prevent Greenwashing," which outlines design and measures to avoid greenwashing, as well as establishes internal mechanisms for effective management.
	4. Raw material prices 8. Natural disasters	Supplier management	
	2. Stricter climate and nature regulations 6. Negative news / Litigation risk 7. Penalty risk	Compliance and reputation	Capacity utilization <ul style="list-style-type: none"> Develop the "Emergency Response and Crisis Management Measures" based on the "Financial Institution Disaster Emergency Response Measures Manual Template" and operational overview to ensure operational continuity and organizational resilience. The "Continuous Information Service Management Regulation" takes into consideration power supply interruption and regional flooding recovery.

2.4.3 Climate Scenario Analysis

Scenario analysis identifies and assesses potential future impacts, including climate-related risks, through quantitative and qualitative methods like stress testing and sensitivity analysis. These insights inform governance and risk management. Climate and environmental changes affect not only physical and transition risks but also ecosystem resilience. This process enhances risk management and disclosure transparency, enabling better evaluation of climate and nature-related risks and opportunities.

■ Assessment Structure and Scenario Settings

Upstream: Suppliers

Source of Risk	Transition risks (Carbon tax / Carbon fee)		Physical risks (Flooding and Heavy rain)
	Short term	Medium-long term	Long term
Assessment period	2025	<ul style="list-style-type: none"> • 2030 • 2050 	<ul style="list-style-type: none"> • 2030 • 2050 • 2090
Scenario Setting	Domestic carbon fee imposed under the Climate Change Response Act	<ul style="list-style-type: none"> • IEA- Net Zero 2050 • NGFS-Net Zero 2050 	<ul style="list-style-type: none"> • IPCC SSP1-2.6 • IPCC SSP2-4.5 • IPCC SSP5-8.5
Response strategies	The assessment indicates that physical risks have a relatively low impact on the upstream supply chain. E.SUN will continue engaging with upstream suppliers through site visits and supplier meetings, and will establish secondary procurement sources when necessary to mitigate the impacts of climate change.		

Midstream: Direct Operations

Source of Risk	Physical risks (Flooding and Heavy rain)	
	Long term	
Assessment period	<ul style="list-style-type: none"> • 2030 • 2050 • 2090 	
Scenario Setting	<ul style="list-style-type: none"> • IPCC SSP1-2.6 • IPCC SSP2-4.5 • IPCC SSP5-8.5 	
Response strategies	In response to extreme climate changes, E.SUN uses internal systems to alert all staff to remain vigilant against risks such as typhoon-induced flooding, power outages, and falling objects.	

Downstream: Domestic and international corporate credit, domestic and international bonds, equity investments, and personal loans

Source of Risk	Transition risks (Carbon tax / Carbon fee)		Physical risks (Flooding, Heavy rain, Drought, Landslides, Heat waves)	
	Short term	Long term	Short term	Long term
Assessment period	Upcoming year	<ul style="list-style-type: none"> • 2030 • 2050 	Upcoming year	<ul style="list-style-type: none"> • 2030 • 2050
Scenario Setting	Assuming Taiwan imposes carbon fees across all sectors (NTD\$1,000/tCO ₂ e)	<ul style="list-style-type: none"> • NGFS-Net Zero 2050 • NGFS- Delayed Transition • NGFS- Fragmented World 	Assuming a 2°C temperature rise, and historical Typhoon Morakot event reoccurs with increased intensity.	<ul style="list-style-type: none"> • IPCC SSP1-1.9 • IPCC SSP2-2.6 • IPCC SSP5-4.5
Response strategies	A financial carbon emission management system has been established to enhance the identification of transition risks in investment and financing portfolios. Efforts are made to increase the proportion and revenue of green finance assets, thereby strengthening portfolio resilience. Through engagement, we raise customers' climate and environmental awareness, assisting their transition and reducing risks.		A physical risk database has been developed and integrated with Geographic Information System (GIS) technology to improve physical risk identification and management, strengthening the management of physical risks related to real estate collateral loans.	

Value Chain Scenario Analysis

1. Supplier Climate Scenario Analysis

To quantitatively assess the impact of supplier climate risks on E.SUN, we analyzed both transition and physical risks. The transition risk assessment shows that if suppliers fully pass carbon costs to E.SUN, the increase in procurement costs is highest under the NGFS Net Zero 2050 scenario, with carbon costs accounting for about 1.89% of procurement expenditure. The physical risk assessment indicates that domestic suppliers face low to low-medium risk levels across all scenarios in 2030. E.SUN will continue to promote awareness and communication through engagement and training, encouraging suppliers to establish early response strategies to reduce costs and drive mutual sustainable development.

Analysis Process

	Climate Scenarios	Impact Pathway	Potential Financial Impacts
Transition Risk	<ul style="list-style-type: none"> Short-term Scenario (Carbon Fee) NGFS Net Zero 2050 IEA Net Zero 2050 	Suppliers transfer additional carbon costs	Increased procurement costs
Physical Risk	<ul style="list-style-type: none"> IPCC SSP1-2.6 IPCC SSP2-4.5 IPCC SSP5-8.5 	<ul style="list-style-type: none"> Extreme rain probability increase Flood depth increase 	Suppliers flood risk increase

Analysis Results

Domestic suppliers transition risk analysis results

Unit: \$NTD thousands

Scenario Setting	Short term	NGFS Net Zero		IEA Net Zero	
		2030	2050	2030	2050
Other Manufacturing	844	17,730	45,772	12,919	23,069
Services (finance, service, real estate)	1,247	26,179	67,583	19,075	34,062
Construction	24	495	1,277	360	644
Total	2,114	44,404	114,632	32,354	57,774
Carbon cost ratio of total procurement expenditure	0.03%	0.73%	1.89%	0.53%	0.95%

Domestic suppliers physical risk analysis results

Units: Percentage of suppliers (%)

Scenario Setting	SSP1-2.6		SSP2-4.5		SSP5-8.5	
	2030	2050	2030	2050	2030	2050
High risk	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Medium-high risk	0.00%	0.69%	0.69%	0.69%	0.00%	1.39%
Medium risk	1.39%	2.08%	0.69%	0.69%	1.39%	1.39%
Medium-low risk	2.78%	1.39%	2.78%	2.78%	2.78%	1.39%
Low risk	95.83%	95.83%	95.83%	95.83%	95.83%	95.83%

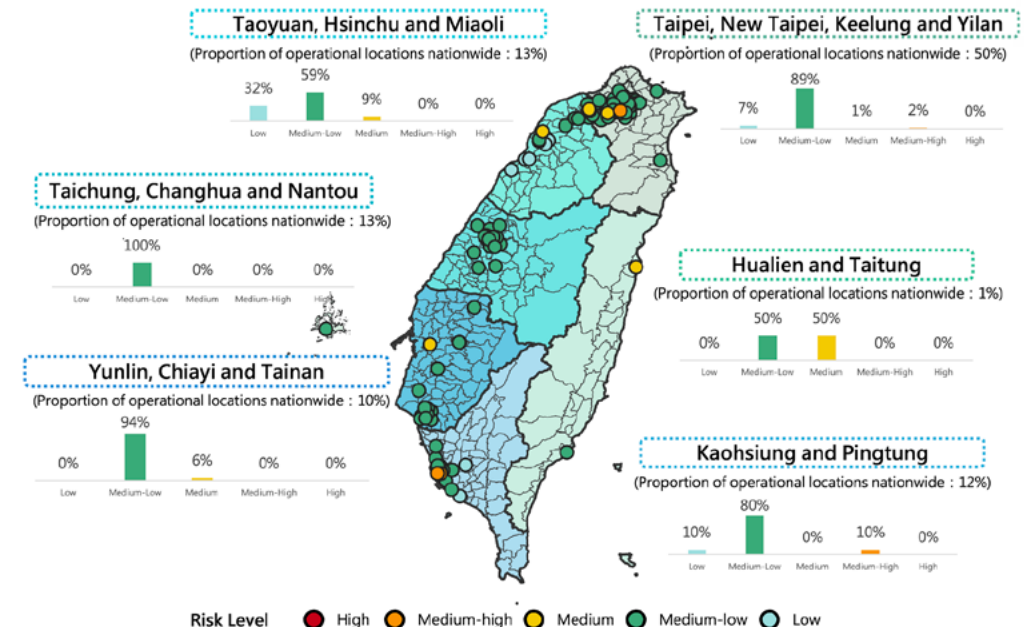
2 Direct Operations Scenario Analysis

Based on the severity, vulnerability, and exposure of physical risks, and referencing the IPCC Sixth Assessment Report (AR6) scenarios SSP1-2.6, SSP2-4.5, and SSP5-8.5, E.SUN assessed the flood hazard risk levels of its own operating sites at the target years 2030, 2050, and 2090. The analysis shows that under all scenarios for 2030 and 2050, there are no high-risk sites. However, under the 2090 SSP5-8.5 scenario, 2.98% of operating sites are classified at a higher flood risk level.

Analysis Process

	Climate Scenarios	Impact Pathway	Potential Financial Impacts
Physical Risk	<ul style="list-style-type: none"> IPCC SSP1-2.6 IPCC SSP2-4.5 IPCC SSP5-8.5 	<ul style="list-style-type: none"> Extreme rain probability increase Flood depth increase 	Impacts on operational stability, customer service and revenue

Analysis Results



■ Investment and Financing Portfolio Scenario Analysis

Our climate change scenario analysis is based on the FSC's "Domestic Bank's Application of Climate Change Scenario Analysis" guidelines and methodology. We conduct separate analyses for our subsidiaries, E.SUN Bank and E.SUN Securities, focusing on domestic and international corporate credit, domestic and international bonds, equity investments, and personal loans. The analysis employs advanced methodologies to assess the spatial potential impacts of climate-related risks based on the geographical coordinates of the investment and financing portfolios, allowing for a more accurate identification of the potential financial impacts of climate change.

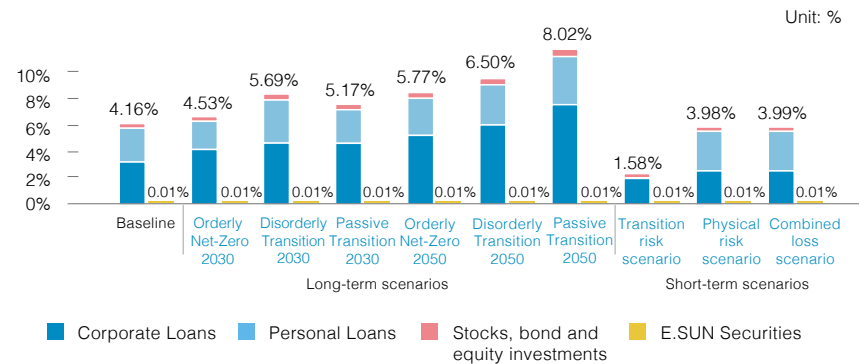
Analysis Methods

Risk Source	· Transition Risk (Carbon tax/fee)	· Physical Risk (flooding, heavy rain, drought, landslide, heatwave)
Affected Targets	· Corporate credit · Bonds and equity investments	· Personal credit
Scenario Analysis Models	· Long-term scenarios (Orderly Net-Zero, Disorderly Transition, Passive Transition) · Short-term scenarios (Physical risk scenario, Transition risk scenario, Combined loss scenario)	
Assessment Items	· Impact on borrowers' revenue · Borrowers' credit ratings	· Collateral coverage of secured loans
Risk Component Evaluation	· Probability of Default (PD) of borrowers	· Loss Given Default (LGD) of borrowers

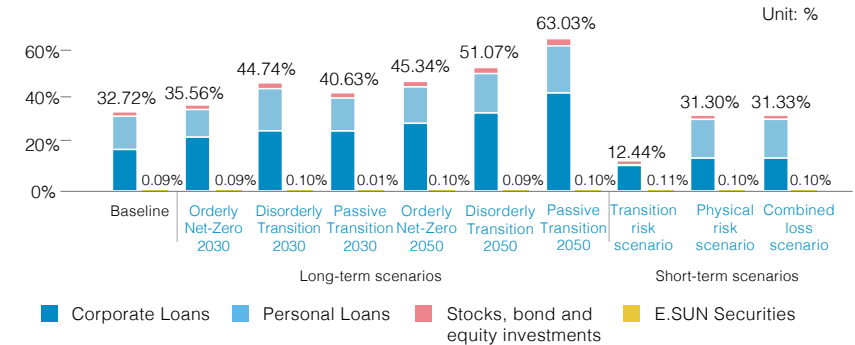
Analysis Results

The analysis shows that the largest expected losses for E.SUN Bank and E.SUN Securities occur under the 2050 Passive Transition scenario, with E.SUN Bank's expected loss totaling NT\$20.3 billion and E.SUN Securities' expected loss amounting to NT\$35.96 million, accounting for approximately 8.02% and 0.01% of E.SUN FHC's baseline net worth in 2024, respectively. Among these, E.SUN Bank represents about 96.64% of E.SUN FHC's assets, while E.SUN Securities accounts for approximately 0.85%.

Expected loss as percentage of FHC net value



Expected loss as percentage of FHC pre-tax income



1. High energy consumption and high carbon emission industries analysis

The Ministry of Economic Affairs identifies six major energy-intensive and high carbon-emission industries—semiconductors, electronics, steel, cement, textiles, and paper—based on the Energy Administration Act and the Directorate-General of Budget, Accounting and Statistics classification. With global targets for Net Zero by 2050 and various carbon reduction policies, these industries face significant operational and revenue impacts, increasing default risks. Analysis results of credit exposures of domestic and international enterprises are summarized in the table below. 11.10% of E.SUN FHC's portfolio is in these sectors, with electronics accounting for 8.04%. Under different scenarios, the highest expected loss relative to E.SUN FHC's 2024 baseline net value is 0.65% in the 2050 Passive Transition scenario.

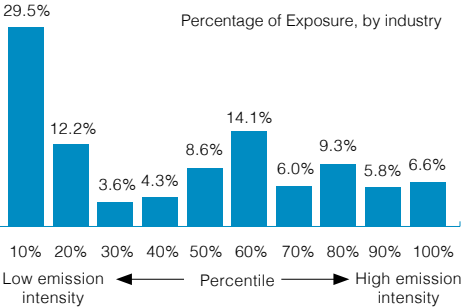
Six Major Energy-consuming Industries

Unit: Percentage (%)											
Industries	Exposure percentage	Expected loss as percentage of FHC net value									
		Base-line	Long-term scenarios-2030			Long-term scenarios-2050			Short-term scenarios		
			Orderly Net-Zero	Disorderly Transition	Passive Transition	Orderly Net-Zero	Disorderly Transition	Passive Transition	Transition risk scenario	Physical risk scenario	Combined loss scenario
Petrochemicals	0.78	0.02	0.02	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02
Electronics	8.04	0.29	0.35	0.41	0.35	0.41	0.45	0.48	0.17	0.17	0.17
Steel	0.76	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.02
Cement	0.09	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.01
Textiles	0.61	0.01	0.01	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01
Paper making	0.82	0.01	0.03	0.02	0.03	0.03	0.06	0.08	0.01	0.01	0.01
Total	11.1	0.35	0.43	0.49	0.45	0.5	0.57	0.65	0.22	0.23	0.23

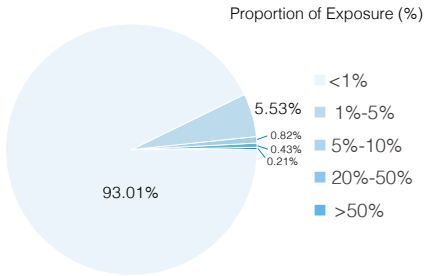
2. Transition Risk Financial Impact Analysis

Transition risk is mainly influenced by the carbon emission intensity of investment and financing targets, their industry sectors, and the decarbonization policies of their respective countries. E.SUN utilized the Advanced Approach using actual carbon intensity data of the targets to assess the financial impacts of transition risks on investment and financing portfolios. The analysis results are shown below. We estimate the financial impact to be NT\$14.03 billion. Nearly 30% of E.SUN's domestic investment and financing exposures fall within the low carbon intensity category (below the 10th percentile). Under various scenarios considering carbon tax implementation and industry decarbonization, the 2050 Orderly Net-Zero scenario shows the most significant impact on corporate revenue, with impact ratios exceeding 50% for about 0.21% of exposures. However, the majority of exposures experience minor effects, with approximately 93% of them seeing revenue impacts below 1%.

Distribution of Carbon Emission Intensity in Domestic Loans and Investments



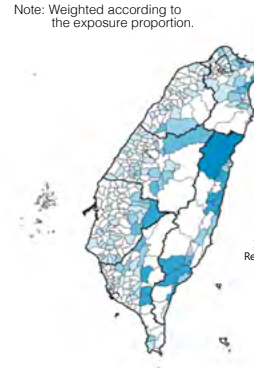
Distribution of carbon price impact as percentage of revenue



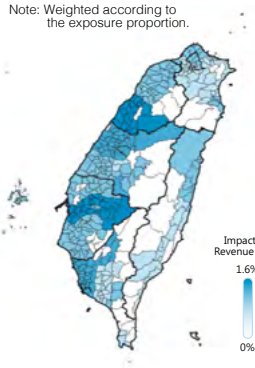
3. Physical Risk Financial Impact Analysis

Physical risk mainly evaluates whether the operating locations of investee companies and the locations of collateral are in high climate-risk areas, analyzing the potential impacts of extreme weather events on operational continuity and asset value. The analysis results are shown below, with darker colors indicating higher risk levels and larger exposure ratios. We estimate the financial impact to be NT\$2.64 billion. Under the highest expected loss 2050 Passive Transition scenario, the impact of flooding and landslides on corporate revenue is more pronounced in the Hualien-Taitung region, with losses reaching up to 55%. The effects of heavy rain and drought are generally lower, with the highest impact on corporate revenue around 1.6%, notably in Miaoli and Chiayi. For real estate collateral, the assessment of physical risks on collateral depreciation shows the northern region is more significantly affected, mainly due to higher exposure in that area.

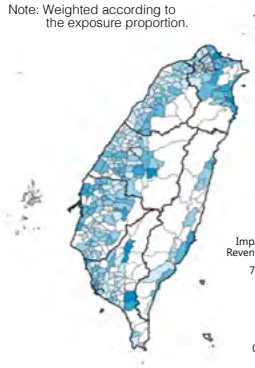
Impacts on Domestic Corporate Loan Clients from Flood and Landslide



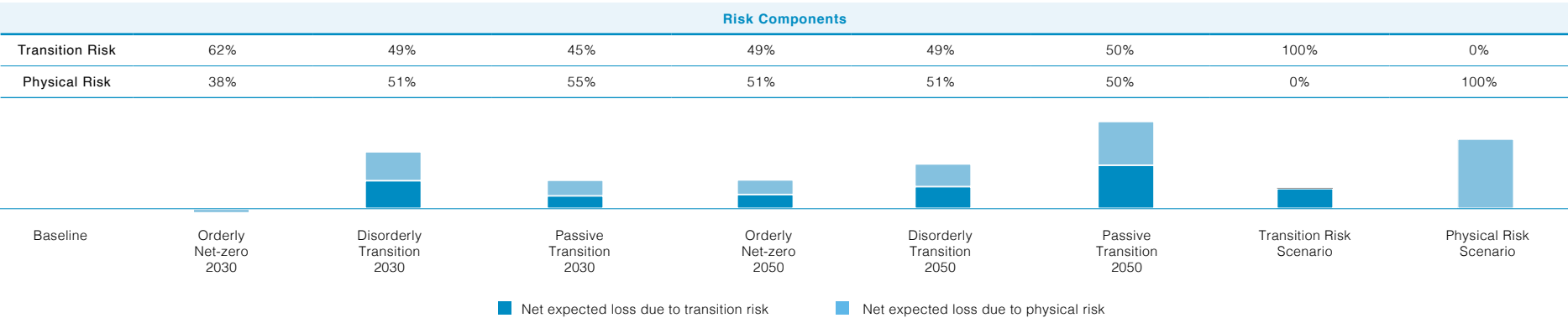
Impacts on Domestic Corporate Loan Clients from Heavy Rain and Drought



Collateral Value Impacted By Flood



Note: the evaluation includes domestic corporate loans, stocks, bonds, and equity investments.



2.4.4 Risk Management Procedure

1. Identify

- Regularly monitor relevant laws, guidelines, and publications to enhance the integrity of identifying climate-related risks that may impact business and operations.
- Establish the materiality of climate and environmental risks and opportunities through the indicators recommended by TCFD and TNFD, relevant laws, guidelines, literature, and internal experts.
- Incorporate climate change-related risks and opportunities into the management and decision-making processes for investment and underwriting, and enhance identification of enterprises with high climate and nature risks in lending.

4. Report and Response

- Present climate and environmental risk reports to the board of directors at least every six months and conduct regular risk reporting for senior management to assess the exposure and management of climate and natural environment-related risks.
- If climate and environmental risk impacts threaten overall operations or business conditions, take appropriate management actions immediately and report to the board of directors.
- Follow regulatory authorities' climate change-related guidelines for information disclosure.
- Introduce IFRS S2 standards, and report progress to the board regularly.
- Respond to identified risks, establish or adjust internal policies, business strategies, and set climate-related metrics and targets to reach E.SUN's climate vision.



3. Monitor

- Establish indicators that connect climate and nature factors and monitor.
- Implement Science-Based Targets (SBT).
- Adopt risk-based and differentiated management measures based on the results of climate and nature related risk assessments.

2. Measure

- Inventory greenhouse gas emissions of investments and financing activities.
- Assess the proportion and potential impacts of climate and nature-sensitive assets.
- Regularly conduct scenario analysis and stress tests on physical risks, transition risks and systemic risks to inform strategy development and risk management.

2.4.5 Climate Sensitive Assets

E.SUN refers to relevant domestic and international risk management guidelines, such as UNEP-FI and SASB, and aligning with the industry classifications of the Directorate-General of Budget, Accounting and Statistics, we have identified 108 industries that are more susceptible to climate change impacts. Based on industry characteristics, these are categorized into eight major climate-sensitive asset classes suggested by the TCFD: fossil fuels, power facilities and utilities, transportation, petrochemicals/chemicals, metal manufacturing/smeltering, cement and glass, agriculture and animal husbandry, and paper making. As of the end of 2024, the proportion of climate-sensitive industries and exposures is shown in the table below, with climate-sensitive industries accounting for 5.71%. E.SUN is committed to ambitious sustainability goals, including a complete phase-out of coal by 2035 and achieving net-zero emissions by 2050.

Climate-sensitive Assets

Classification		Percentage of Investment and Financing
Energy and Utilities	Fossil Fuels	0.22%
	Power Facilities and Utilities	1.30%
Transportation Industry	Transportation	1.24%
Materials and Construction	Petrochemical/ Chemicals	2.01%
	Metal Manufacturing/ Smelting	0.39%
	Cement and Glass	0.11%
Agriculture, Food, and Forestry Products	Agriculture, Forestry, Fishing, and Animal Husbandry	0.16%
	Paper making	0.28%
Climate-sensitive assets		5.71%
Non-climate-sensitive assets		94.29%
Total		100%

Note: Climate-sensitive asset positions include that of E.SUN Bank, Securities, and Venture Capital.

2.4.6 Differentiated Management

E.SUN prioritizes material locations and industries with high environmental sensitivity or natural dependence, adopting differentiated management strategies, as summarized in the table below. E.SUN actively manages the carbon emissions of financial assets, increases green assets, and reduces gray assets within its portfolios. E.SUN will continue to improve its differentiated management based on spatial characteristics.



Management Measures	Description
Avoid	<ul style="list-style-type: none"> According to "E.SUN Financial Holding Co., Ltd. Sustainable Finance Policy," companies involved in illegal logging, harming endangered wildlife, developing coal mines, or setting up new coal-fired power projects should be avoided. According to "Guidelines for the Phase-Out of Coal and Unconventional Oil & Gas of E.SUN Financial Holding Company," enhance management and set plans to phase-out of high GHG emitting coal companies and unconventional oil & gas companies. Real estate collateral listed in the "Soil and Groundwater Pollution Remediation Act" should be avoided.
Enhanced Management	<ul style="list-style-type: none"> Companies involved in tobacco, gambling, mining, and leather and fur-related activities should be carefully evaluated and regularly monitored. E.SUN has signed the Equator Principles, and according to Equator Principles 4.0, climate change has been designated as a necessary item for project financing assessments. For project financing tied to power, oil and gas, petrochemicals, and infrastructure projects above a certain scale, implement risk classification management under the Equator Principles, carefully assessing whether project development processes are fulfilling social responsibilities and properly establishing monitoring and improvement plans for environmental and social impacts. Analyze climate-related physical and transition risks, environmental pollution, biodiversity, and other material issues for each project financing case. Develop specific differentiated measures in enhanced due diligence process to address industry-specific climate and environmental risks, including carbon emissions, climate risks, biodiversity, toxic substance management, and water resources. Incorporate the hazard and vulnerability of climate risk factors into real estate collateral zoning standards to manage credit business climate risks within jurisdiction divisions. Strengthen the review process for cases in areas with high landslide risk. Establish mechanisms to encourage customers with environmental pollution penalties to address their issues.
Actively Support	<ul style="list-style-type: none"> Support social innovation and local economic revitalization industries by providing customized financial services, financial counseling, and marketing resources, thereby enhancing the drive towards SDGs in Taiwan. Increase investment and financing in forward-looking economic activities aligned with the key strategies outlined in the National Development and Reform Commission's 2050 net-zero emission pathway. This includes sectors such as renewable energy, hydrogen energy, power systems and energy storage, energy conservation, carbon capture utilization and storage, vehicle electrification and decarbonization, resource recycling and zero waste, and natural carbon sinks.

2.5 Sustainable Operating Environment

GRI: 302-1, 302-3, 305-1, 305-2, 305-3, 305-4

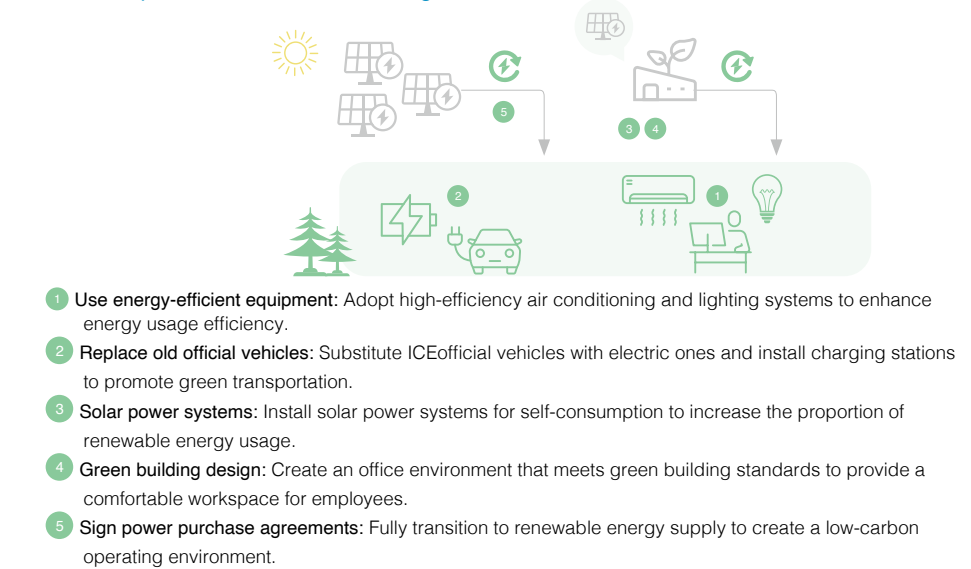
2.5.1 Self-Operation Management

Faced with the urgent crisis of climate change, governments and businesses around the world are actively formulating relevant climate adaptation strategies. E.SUN is also proactively promoting its own carbon reduction, water conservation, and waste reduction initiatives. Internally, in addition to promoting environmental conservation and energy-saving policies, advocating for environmental education, establishing a culture of environmental conservation and energy efficiency, and implementing energy-saving measures, E.SUN has also set medium- and long-term goals for various environmental aspects externally.


■ Sustainable Operating Environment Targets

- Based on the 2020 baseline, E.SUN aims to reduce its Scope 1 and 2 carbon emissions by 42% by the year 2030.
- Based on the 2020 baseline, E.SUN aims to reduce its Scope 3 carbon emissions from fuel- and energy-related activities by 42% by the year 2030.
- Based on the 2020 baseline, E.SUN aims to achieve 100% utilization of renewable energy for domestic locations by the year 2030.
- Based on the 2020 baseline, E.SUN aims to reduce its water usage for revenue generation by 30% by the year 2030.
- Based on the 2016 baseline, E.SUN aims to reduce its waste generation for revenue generation by 78% by the year 2030.

Green Operations Framework Diagram




Solar power systems



Commit to installing solar panels on all owned buildings domestically by 2025, with 31 locations completed in 2024, achieving a completion rate of 89%.

Green building (EEWH & LEED)



Commit to transforming all owned buildings domestically into green buildings by 2027, with 27 locations completed in 2024, achieving a completion rate of 77%.

Achieve green building certification in 2024

Objective	Project	Project Features
KAOHSIUNG OFFICE	LEED v4.1 ID+C PLATINUM	The entire office building has been remodeled through the introduction of green building principles to obtain LEED ID+C Platinum certification.
QIXIAN BRANCH	LEED v4.1 O+M PLATINUM	The building, which is over 50 years old, has achieved LEED O+M Platinum certification through energy-efficient improvements.
DONGGANG BRANCH	LEED v4.1 O+M PLATINUM	
PINGTUNG BRAN	LEED v4.1 O+M PLATINUM	It is a significant milestone for E.SUN as the 10th location to achieve LEED Platinum certification.

■ Carbon reduction measures

GRI: 302-1, 302-3, 305-1, 305-2, 305-3, 305-4

Governments and enterprises worldwide are increasingly focusing on the issue of carbon emissions. With the advent of an era where carbon emissions have monetary value, reducing carbon emissions is no longer just a slogan. The European Union and other countries have introduced carbon tax mechanisms. The EU plans to officially implement the Carbon Border Adjustment Mechanism (CBAM) in 2026, while the UK's carbon border tax is scheduled to start in 2027. Taiwan's Ministry of Environment will, uniquely in the world, begin imposing a carbon fee in 2025, encouraging people globally to take responsibility for their own carbon emissions through this levy.

Implement Scope 1 & Scope 2 internal carbon pricing

In response to Taiwan's 2050 net-zero transition governance framework and to accelerate energy saving and carbon reduction efforts, E.SUN Bank began planning and implementing internal carbon pricing for Scope 1 and Scope 2 emissions in 2023. The initial step was setting a carbon fee price, integrating the concept of carbon fees into the cost-effectiveness of energy-saving measures. Through greenhouse gas inventories, the bank analyzed carbon emissions and carbon fee data across different units. In 2024, internal carbon pricing was promoted at all domestic locations, incorporating the cost of carbon emissions into daily operations. This approach aims to raise awareness among departments that carbon emissions should be treated as a cost, thereby guiding them to establish carbon management practices.



Replace energy-consuming equipment

E.SUN primarily aims to reduce its operational carbon emissions by lowering energy consumption. In the fourth quarter of 2023, E.SUN bank launched the "Plan to Completely Replace All Lighting Fixtures at Domestic Bank Operation Sites with LED Lamps by 2025." The plan is being proactively advanced to replace all lighting fixtures across the bank's locations with LED lamps in 2024. It is estimated that this initiative will save approximately 4.87 million kWh of electricity annually, accounting for about 10.4% of the bank's total electricity consumption.

Actively promote renewable energy

E.SUN is committed to using 100% renewable energy at all its domestic and international locations by 2040. In addition to continuously installing solar photovoltaic systems for self-generation on the rooftops of its own buildings, the company has been signing renewable energy power purchase agreements (PPAs) since 2021. As of the end of 2024, the total purchasing volume reached 34.15 million kWh, with a coverage rate of 72.9%. The renewable energy usage ratio for 2024 reached 56.4%. Furthermore, starting from January 2025, E.SUN Securities will fully adopt green electricity across its headquarters, 17 branches throughout Taiwan, and its subsidiary E.SUN Investment Trust, demonstrating its full commitment to achieving the 2050 net-zero carbon emission goal.

Ahead of the 2030 target

2024 Target

Reduce Scope1 and 2 carbon emissions by **16.8** %
 Reduce Scope3 carbon emissions from fuel-and-energy-related activities by 16.8 %
 Renewable energy procurement ratio reaches 40%

2024 Outcome

Reduce Scope1 and 2 carbon emissions by **48.6** %
 Reduce Scope3 carbon emissions from fuel-and-energy-related activities by 53 %
 Renewable energy procurement ratio reaches 61.2%

2025 Target

Reduce Scope1 and 2 carbon emissions by **21** %
 Reduce Scope3 carbon emissions from fuel-and-energy-related activities by 21 %
 Renewable energy procurement ratio reaches 50%

2030 Target

Reduce Scope1 and 2 carbon emissions by **42** %
 Reduce Scope3 carbon emissions from fuel-and-energy-related activities by 42 %
 Renewable energy procurement ratio reaches 100%

Note 1: In 2020, the carbon emissions for Scope 1& 2 amounted to 24,698 metric tons, serving as the baseline.

Note 2: For detailed information on E.SUN's greenhouse gas emissions, please refer to Appendix 12 - Greenhouse Gas Emissions Summary Table.

■ Water Usage Reduction

GRI: 303-1, 303-3

E.SUN Financial Holding and its subsidiaries source all operational water from the water supply company, which is categorized as domestic water, ensuring that it does not negatively impact water resources. Furthermore, all discharged water is household wastewater, and its treatment complies with relevant regulations, including the Water Pollution Control Act.

Expanding the Implementation Scope of ISO 46001 Certification

E.SUN Bank implemented the ISO 46001 Water Resources Efficiency Management System in 2021, conducting a thorough review of water improvement measures at its locations under the framework of water footprint assessment. In 2023, the scope of assessment was expanded to include 15 locations, increasing the implementation ratio to 28%. This includes both operational sites and office buildings. Moving forward, E.SUN will continue to expand its management boundaries and implement various water use and wastewater reduction measures. The bank promotes awareness of proper water usage and encourages employees to establish good personal habits to minimize unnecessary daily waste. Monthly water usage analyses are conducted to manage and track any abnormal consumption, while also encouraging branches to provide creative input and showcase their achievements. In addition, rainwater harvesting systems have been installed at key office buildings—E.SUN Hope Campus, Human Resources Development Center, and the Second Headquarters Building. The first step involves using permeable paving to increase soil water retention, while the remaining rainwater and surface runoff are collected through drainage pipes installed along the surrounding gutters. The collected rainwater is treated through sedimentation and filtration systems for recycling, primarily used for landscape irrigation to achieve water conservation benefits. In 2024, a total of 7.82 kilotonnes (megaliters) of rainwater will be collected and utilized. Furthermore, rain sensors have been installed to detect current rainfall levels, ensuring that irrigation does not occur during rainfall. Old water fixtures are also being replaced with water-saving appliances that carry water-saving labels.



2024 Target

Reduce water usage per unit revenue by **12** %



2024 Outcome

Reduce water usage per unit revenue by **34** %



2025 Target

Reduce water usage per unit revenue by **15** %



2030 Target

Reduce water usage per unit revenue by **30** %

Note: In 2020, water usage per unit revenue was 4.71 metric tons/NT\$ million, and this is used as the baseline.

■ Waste reduction

GRI: 306-3

Implement a circular economy by recycling employee uniforms to produce fuel rods

In response to the international trend toward the ultimate goal of "Zero Waste," E.SUN continues to innovate. E.SUN not only aims to avoid the use of water resources and chemicals during the garment manufacturing process to reduce environmental harm, but also implements initial waste reduction measures through "resource sharing." This involves recycling uniforms that are ill-fitting, replaced, or no longer needed by employees. Usable items are processed and made available for other employees to apply for redistribution or converted into shared public uniforms for reuse. Currently, public uniforms are available at our Headquarters, Hope Campus, Technology Building, and Bo'ai Building for lending to employees who have not received their official uniforms.

In 2022, considering the long hours employees spend in their uniforms and to enhance their comfort, E.SUN initiated a uniform style replacement across the organization. Approximately 13 tons of uniforms were collected, sorted, and categorized for the first trial of fuel rod production. The company partnered with a solid recovered fuel plant for professional processing, converting fabric scraps and cotton into waste fuel rods to replace coal and carbon as fuel for industrial boilers. By 2024, a total of 2,580 kilograms of old uniforms will have been collected and 100% converted into fuel rods.

In 2024, in accordance with the "Recycling Procurement Guidelines for Textile Wear of Government and Public Units" issued by the Environmental Protection Administration, E.SUN is actively negotiating with vendors. In the future, after collecting and sorting the clothing, the company will determine whether the materials are recyclable, proceeding with either regranulation and filament manufacturing or recycling into fuel rods.



2024 Target

Reduce waste per unit revenue by **44.6** %



2024 Outcome

Reduce waste per unit revenue by **48.7** %



2025 Target

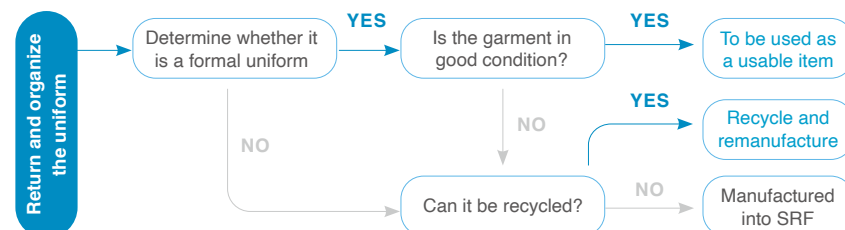
Reduce waste per unit revenue by **50.1** %



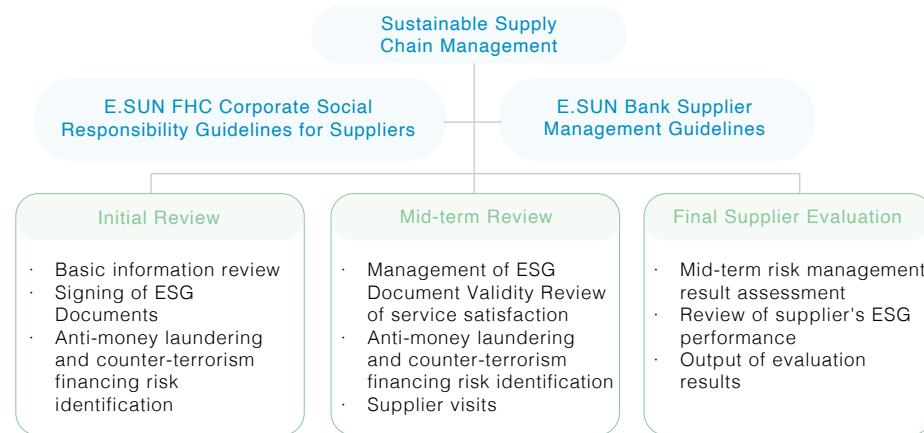
2030 Target

Reduce waste per unit revenue by **78** %

Note: In 2016, waste per unit revenue was 13.39 kg/NT\$ million, and this is used as the baseline.



2.5.2 Supply Chain Management



E.SUN carefully selects suppliers that meet standards and requires suppliers with cumulative transaction amounts exceeding a certain threshold^{Note 1} to complete the "Supplier Corporate Social Responsibility Self-Assessment Form" and sign the "Statement of Commitment to Human Rights and Environmental Sustainability." In 2024, the response rate of suppliers required to sign is expected to reach 100%. The evaluation will clearly outline E.SUN's requirements and expectations of suppliers in areas such as corporate operations, safety and hygiene, environmental protection, and human rights and labor standards. In terms of human rights and labor requirements, we also verified that there is no instances of child labor employment among our suppliers. We also adhere to the principle of equal pay for equal work, safeguarding employees' fundamental labor rights, including ensuring that wages can maintain a decent living standard in compliance with labor regulations. These regulations include measures to pay a living wage, avoiding or reducing overtime or excessive working hours, setting maximum working hours, equal remuneration for men and women, paying workers for annual leave, and setting minimum consultation or notice periods before mass terminations. For suppliers found to be in violation of labor regulations, we will arrange for on-site inspections. Additionally, to monitor potential risks among suppliers, we will implement a review mechanism at each stage of the transaction process. The relevant outcomes are shown in the table below:

Unit: Number of supplier

Item	2024	2023	2022
Number of suppliers attended supplier conference	46	47	36
Number of suppliers visited	12	15	39
Number of suppliers discussed in supplier evaluation meetings	73	11	NA ^{Note2}
Number of suppliers that signed the Supplier Corporate Social	427	248	415

Note 1: The threshold amount is NTD 0.5 million. In 2024, among new suppliers, 30% meet the aforementioned criteria.
Note 2: This is a new system implemented in 2023, so there is no data for 2022.

Sustainable Procurement

In order to establish a supply chain that safeguards the environment, human rights, and safety while promoting sustainable development, E.SUN continues to implement the ISO 20400 Sustainable Procurement Standards. This involves adhering to both common procurement guidelines and specific regulations, as well as conducting regular assessments of suppliers based on various qualitative and quantitative performance indicators. We have also developed related action plans that include transitioning from green procurement to circular procurement, expanding our sustainable social impact, and replacing conventional lighting with energy-efficient alternatives. These initiatives are aimed at creating a sustainable influence, which is evaluated through external audits to ensure compliance with standard requirements.

Responsible Procurement

Prioritizing local suppliers aligns with the Sustainable Development Goals (SDGs) and emphasizes the commitment to local vendors in all procurement activities. In 2024, the procurement ratio from local suppliers reached 94.5%. To achieve SDG 12, "Responsible Consumption and Production," E.SUN actively participates in government-led initiatives promoting green lifestyles and consumption, adhering to principles of sustainable consumption and environmentally friendly purchasing. We continue to engage in the "Green Procurement Implementation Plan for Private Enterprises and Organizations" promoted by the Ministry of the Environment, having been recognized for 14 consecutive years with the "Outstanding Benchmark for Green Procurement" award. In 2024, the reported amount for green procurement was approximately 0.64 billion, with a cumulative total procurement amount exceeding 2.9 billion. We aim to influence supply through procurement demands, facilitate the formation of a green supply chain, and leverage our impact to create sustainable development opportunities alongside our supplier partners. In response to government policies promoting circular economy and the procurement of socially innovative products and services, we have incorporated the principles of circular procurement into our purchasing regulations, assessing product lifecycle opportunities. We received the first prize and the Diversity Response Award of The Buying Power - Social Innovation Products and Services Procurement Award, with a cumulative transaction amount of nearly 6.5 billion.

Sustainable Supply Chain Engagement

In 2024, we continued to hold supplier conferences to leverage our influence, inviting energy management experts to share insights on corporate sustainable supply chain evaluations. We aim to guide suppliers in reflecting on evaluation aspects and collaborating with E.SUN to make contributions to sustainability. Additionally, we will explain the mechanisms for circular procurement and the components of green procurement, jointly creating sustainable value with our suppliers. To promote responsible production and facilitate responsible consumption, we will utilize advisory support mechanisms in 2024 to successfully assist suppliers in joining social innovation organizations, thereby helping them implement sustainability practices.



2.6 Carbon Emissions Structure

The primary source of emissions in the financial industry is investment and financing activities. E.SUN's carbon emissions from investment and financing are audited based on the second edition of the guidelines issued by the Partnership for Carbon Accounting Financials (PCAF). A financial carbon emission calculation system has been established and was officially launched in July 2024. The frequency of inventory was increased from once a year to once a month, allowing for real-time monitoring of monthly carbon emissions. Additionally, the automated calculation mechanism of the system helps reduce errors and time associated with manual operations. Simultaneously, E.SUN has formulated inventory management guidelines to ensure consistent calculation logic, clear division of labor, and effective management. The methodology and data are documented to enhance overall audit consistency. The inventory results are independently verified (see Appendix 18). By systematizing carbon emissions information, E.SUN closely monitors changes in the carbon-related indicators of its assets and continues to work toward its mission of achieving Net Zero.

GHG Emissions Timeline

Unit: t-CO₂e

	2021	2022	2023	2024	Third Party Verification
Scope 1	1,857	1,844	2,161	2,403	SGS Taiwan
Scope 2	22,105	20,294	17,959	10,291	
Scope 3: Financed Emissions	3,672,612	4,945,550	5,355,042	5,508,602	PwC Taiwan
Scope 3: Others	49,475	56,015	46,436	37,495	SGS Taiwan
Total (t-CO₂e)	3,746,049	5,023,703	5,421,598	5,558,791	

Note 1: Scope 2 emissions are calculated using the market-based method
 Note 2: For detailed emissions breakdown please see Appendix 12 and 13

Scope 3 Portfolio Emissions Inventory

E.SUN FHC

Unit: t-CO₂e

	2021	2022	2023	2024
Financed Emissions (t-CO ₂ e)	3,672,612	4,945,550	5,355,042	5,508,602
Carbon Footprint (t-CO ₂ e/\$M)	1.73	2.10	2.14	1.99
Weighted Average Carbon Intensity (t-CO ₂ e/NT\$1M)	6.23	4.77	5.09	5.03
Inventory Coverage (%)	75.27%	76.53%	77.62%	78.61%

Subsidiaries

Unit: t-CO₂e

	Bank	Securities	Venture Capital
Financed Emissions (t-CO ₂ e)	5,501,355	3,226	4,021
Carbon Footprint (t-CO ₂ e/\$M)	1.99	1.17	1.66
Weighted Average Carbon Intensity (t-CO ₂ e/\$M)	5.04	2.62	3.04

Note 1: Emissions from investment and financing activities for 2024 have been estimated based on the changes in our total assets reported in our financial statements.

Note 2: Carbon Footprint = GHG emissions from investment and financing companies / inventoried balance of investment and financing companies

Note 3: The Weighted Average Carbon Intensity is calculated based on the carbon emissions per unit of revenue from the financed and invested entities, accounting for the proportion of E.SUN's financing and investment.

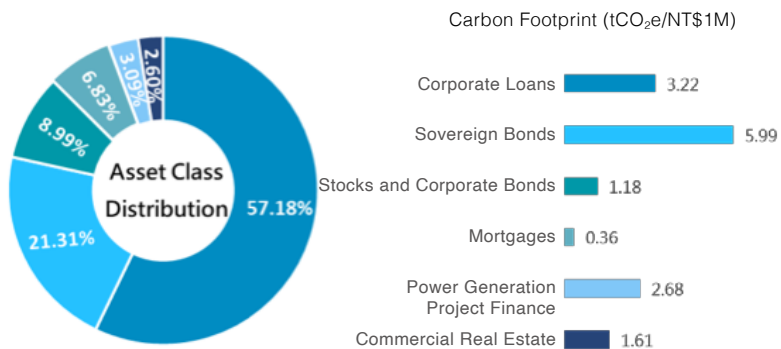
Note 4: Inventory Coverage = inventoried balance of investment and financing companies / sum of FVPL, FVOCI, AC, loans, and discounted items.

Note 5: Inventory coverage refers to the proportion of investment and financing activities that have been assessed in accordance with the PCAF methodology, relative to the total investment and financing portfolio. For 2024, E.SUN FHC's proportion of relevant investment and financing activities aligned with the PCAF methodology is 100%.

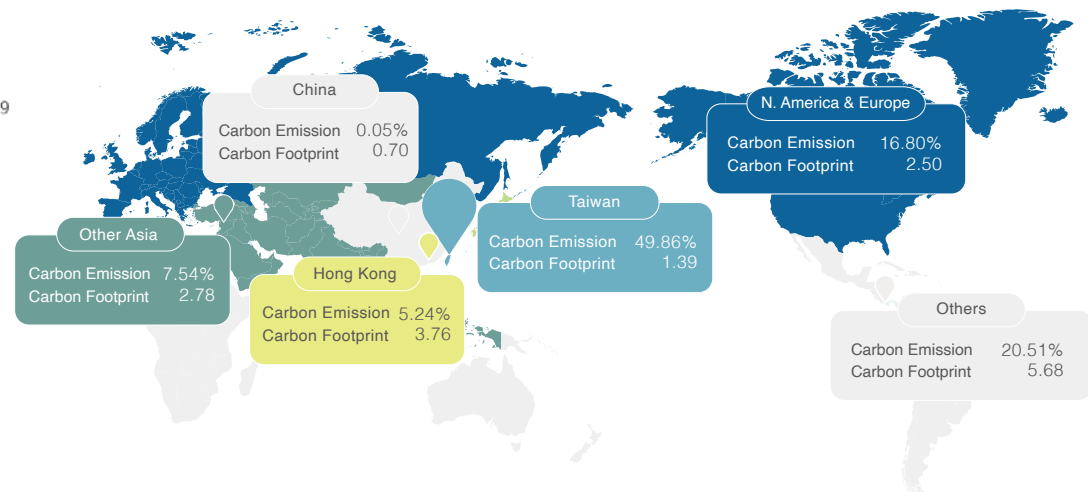
2.6.1 Financed Emissions Analysis

E.SUN analyzes the greenhouse gas emissions of its investment and financing portfolio by asset class, region, and industry. The results are shown in the following chart. The carbon emissions of each asset class are primarily from corporate loans, accounting for 57.18% of the total carbon emissions. The carbon footprint is highest for sovereign debt investments. Since Taiwan is the main region for investment and financing, it accounts for nearly half of the carbon emissions. In terms of industry, manufacturing and transportation are the main sources of carbon emissions, ranked by carbon emission proportion. The carbon footprint is significantly highest in the cement and glass industries, indicating the high emission characteristics of these sectors. Based on the Science Based Targets (SBT), E.SUN sets carbon reduction targets for different asset classes, plans control mechanisms for high-carbon industries, and engages with customers.

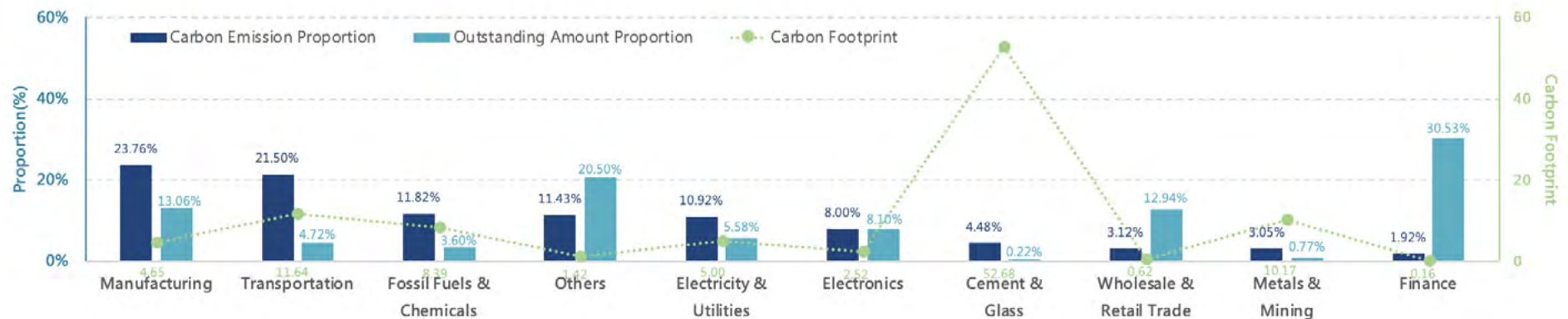
Asset Class Distribution



Geographical Distribution



Industry Distribution

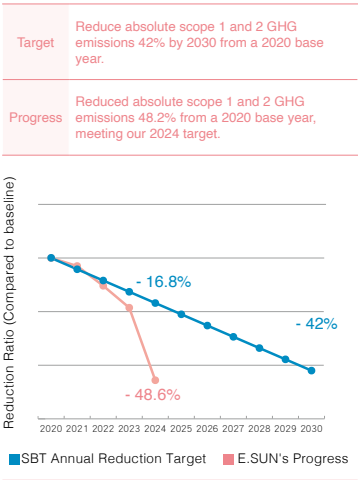


Note: Unit of Carbon Footprint: tCO₂e/NT\$1M

2.6.2 Science Based Targets (SBT) 2024 Progress

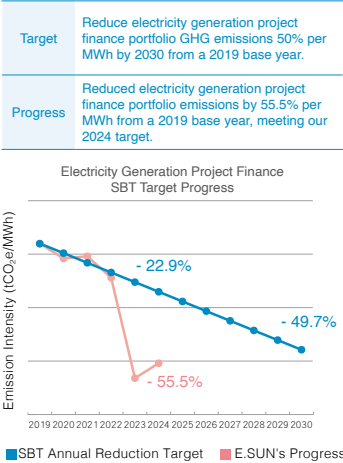
E.SUN FHC announced its "Net Zero Emissions 2050" target and publicly committed to seek validation to the NetZero target by SBTi in 2021. We formally set our science-based carbon reduction targets (SBTs) which passed official review in 2022. Our Scope 1&2 SBT uses 2019 as the base year, with a target coverage rate of 100%; Our Scope 3 portfolio SBT uses 2019 as the base year, with a target coverage rate of 11% of the total portfolio. E.SUN has set carbon reduction strategies to drive disciplined transition actions and regularly reviews progress towards our SBTs, with progress towards 2024 SBTs set out below:

Direct Operation (Scope 1&2)

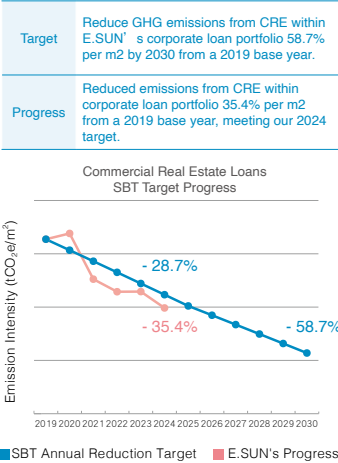


Investment & Financing Portfolio (Scope 3)

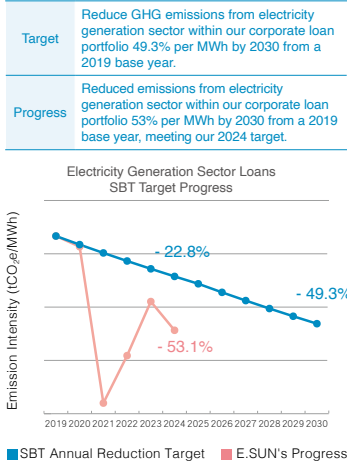
1. Power Generation Project Finance



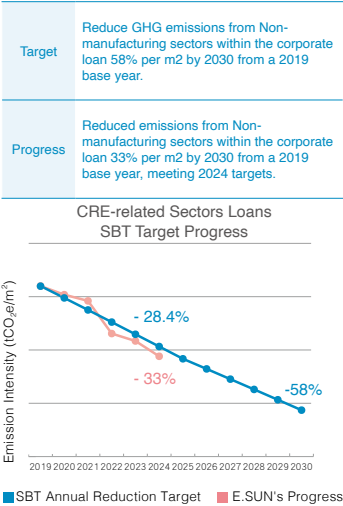
2. Commercial Real Estate (CRE) Loans



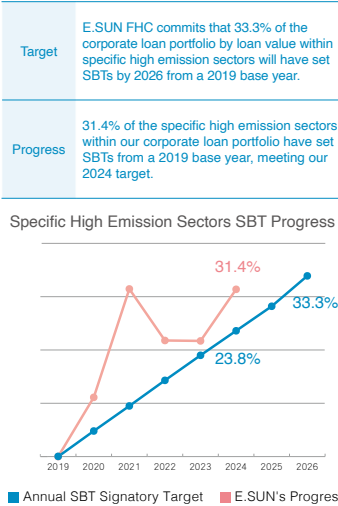
3. Power Generation Sector Loans



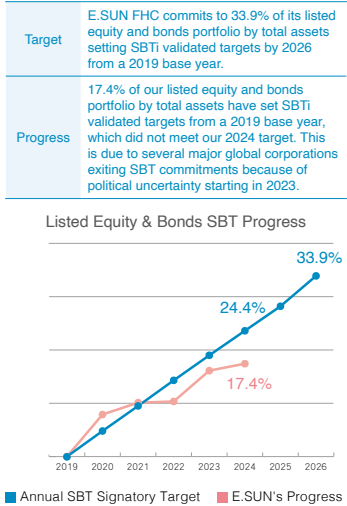
4. Non-manufacturing Sector¹ Loans



5. Specific High Emission Sectors² Loans



6. Listed Equity & Bonds Investment



- Transition Actions**
- Join SBT in 2021 and set 1.5°C aligned Scope 1 & 2 carbon reduction targets.
 - Install solar power on 100% of domestic owned buildings by 2025.
 - 100% green building certification for all owned buildings. Replace old lighting and AC equipment with energy efficient products.
 - 100% renewable energy use for domestic locations by 2030, 100% for global locations by 2040. Purchase renewable energy certificates in cooperation with government policy.
 - Officially implemented Scope 1&2 internal carbon pricing in 2024.

Note 1: Finance, retail, service, food and lodging, real estate development sectors
Note 2: Fossil fuel, electrical & electronic equipment, iron and steel, pulp and paper and cement sectors. The target covers 100% fossil fuel corporate loans.

Transition Actions

- Committed to no longer supporting financing for coal-fired power generation projects since July 2019, and has had no related balances since 2021.
- Announced in 2022 a gradual phase-out of coal-related and unconventional oil & gas extraction-related business activities. By the end of 2023, we have completely phased out of unconventional oil & gas-related investments and financing, and will no longer provide support in the future. No new coal-fired power generation and related coal mining exposures will be added. Existing exposures within OECD countries will be phased out by 2030, with the complete phase out of all positions by 2040.

Unit: TWD million

Portfolio Exposure	2023	2024
Coal-related	15,505	13,374
Unconventional Oil & Gas-related	0	0

- Since 2022, an internal carbon pricing mechanism has been introduced in the credit process, referencing international carbon prices to serves as a reference basis for business development.
- Continuously supports the development of renewable energies, and assists companies in low-carbon transition through advocacy, sustainable consulting services, and diverse sustainable financial products such as green loans and sustainability-linked loans.

2.7 Nature and Biodiversity Preservation

2.7.1 In Harmony with Nature

E.SUN supports global biodiversity conservation and is committed to Nature Positive growth by 2030 and Net Zero emissions by 2050. As a financial services provider, our biodiversity impact mainly comes through client investments and loans; our operations do not involve access and benefit-sharing regulations. Recognizing ecology's key role in climate mitigation, we embed environmental protection in our policies and governance to contribute responsibly to the planet.

■ Policies to halt and reverse biodiversity loss

Biodiversity-related policies and commitments	Description / Scope
E.SUN FHC Biodiversity & No Deforestation Commitment	E.SUN values biodiversity and forest conservation, committing to ecological restoration and achieving No Net Loss through our operations and investments.
E.SUN FHC Sustainable Development Best Practice Principles	E.SUN promotes sustainability by adhering to environmental laws, improving energy use, utilizing renewables, and assessing climate risks throughout our operations. Our environmental management system and education efforts aim to minimize impacts on nature and biodiversity.
E.SUN FHC Climate-Related and Environmental Risk Management Policy	E.SUN emphasizes protecting natural environments and biodiversity by implementing risk management to address climate change effects on ecosystems, reducing systemic risks, and ensuring sustainable development.

■ Identification of biodiversity impacts

E.SUN applies the TNFD-LEAP framework and references international guidelines such as PBAF and ENCORE, integrating domestic natural data to systematically assess dependencies, impacts, risks, and opportunities related to nature within our supply chain and operations. We identify whether our activities and economic engagements are near ecologically sensitive areas or involve products and services with actual or potential negative impacts on biodiversity. Due to data availability and quality limitations, our analysis currently focuses on our main area of operation within Taiwan.

Locate	Interface with Nature <ul style="list-style-type: none"> Collect geographic and industry data of E.SUN's suppliers, operations, and investee companies. Define priority areas and conduct spatial overlay analysis.
Evaluate	Dependencies and Impacts <ul style="list-style-type: none"> Gather data from international public databases, company disclosures, and open platforms. Analyze indicators using geospatial metrics (e.g., Key Biodiversity Areas1 and Freshwater Resource Areas2) and industry operational characteristics. Identify dependencies and impacts using localized data to determine if companies operate in ecologically sensitive areas in Taiwan.
Assess	Material Risks and Opportunities <ul style="list-style-type: none"> Assess significant risks and opportunities through scenario analysis and stress testing. Develop long-term transition plans based on findings.
Prepare	Response and Reporting <ul style="list-style-type: none"> Internally: Enhance information disclosure, improve training, and strengthen assessment capabilities. Externally: Raise awareness among customers and society through products, advocacy, and engagement.

Note 1: "Key Biodiversity Areas" is defined using national ecological focus areas, significant wildlife habitats, and biodiversity hotspots
Note 2: "Freshwater Resource Areas" is defined as the regions covered by the national primary regulated groundwater areas, reservoir catchment areas, and river zone maps.
Note 3: For a more detailed LEAP analysis of E.SUN's value chain, please see our "2023 Climate and Nature Report"

■ Overview of E.SUN's Natural Environment Initiatives

E.SUN is committed to supporting the global Convention on Biological Diversity and advancing sustainable ecological development in alignment with the United Nations Sustainable Development Goals (SDG 13: Climate Action; SDG 14: Life Below Water; SDG 15: Life on Land). Our natural environment and biodiversity strategy is centered on three core pillars: species conservation, habitat preservation, and environmental sustainability. Taking initiative from within, we proactively respond to both international and domestic environmental sustainability advocacies.

In 2022, we voluntarily joined the Taskforce on Nature-related Financial Disclosures (TNFD) and, in 2023, joined the TNFD Early Adopters. In November 2024, E.SUN released the "2023 Climate and Nature Report", which is the first report in Taiwan to achieve the highest grade of "Level 5: Excellence" from the British Standards Institute (BSI) for TNFD conformity, demonstrating our continued progress toward realizing the vision of living in harmony with nature.



Key Achievements in 2024:

"Formosan Black Bear Conservation Project"

95 events held over **13 consecutive years** in partnership with Taipei Zoo.



"Beautiful Taiwan, Smile E.SUN "Environmental and Beach Cleanup Activities"

In central Taiwan, events were held at locations including Holiday Forest in Miaoli County and Wenliao Fishing Port in Taichung City, with **over 400 participants**.

"Polar Bear Environmental Education Project"

events held with **over 5,000 participants** since project began.

"E.SUN-NTU EG Centenary Project"

Cultivated and planted **30,000** Taiwan endemic native cypresses.

"Adopting trails in Yushan National Park"

For **16 consecutive years**, we have dedicated efforts to maintaining approximately 260 kilometers of hiking trail facilities and ensuring environmental cleanliness.

"Beautiful Taiwan, Smile E.SUN "Environmental and Beach Cleanup Activities"

In southern Taiwan, events were held at Guanshi Platform in Tainan and Qijin Seaside Park in Kaohsiung, with over **1,100 participants**.



"Sea Turtle Conservation Project"

Nursed **86 turtles** to health and released **13 turtles** back to the wild in total since project began.

"Plant a tree, Plant a life"

A cumulative total of over **60,000 native Taiwanese tree** seedlings have been planted.

"Beautiful Taiwan, Smile E.SUN "Environmental and Beach Cleanup Activities"

In northern Taiwan, events were held at locations including Shallow Water Bay and Feicui Bay in New Taipei City, as well as Zhuwei Fishing Port in Taoyuan City, attracting over **2,500 participants**.

"E.SUN Malavi Rice"

Assisting in organic transformation and local revitalization while safeguarding biodiversity, we have converted **18 hectares** of farmland and cumulatively procured **420,000 kilograms** of rice.



"Beautiful Taiwan, Smile E.SUN "Environmental and Beach Cleanup Activities"

In eastern Taiwan, events were held at the beach beside Huoshui Lake in Taitung City, Beibin Coast in Hualien City, and Yongzhen Seaside in Zhuangwei Township, with over **100 participants**.

- Northern Taiwan
- Central Taiwan
- Eastern Taiwan
- Southern Taiwan

■ Nature and Biodiversity Mitigation Hierarchy

E.SUN's strategy for the natural environment and biodiversity development focuses on four main pillars: Species Conservation, Habitat Preservation, Environmental Sustainability, and Employee Participation. We also reference the AR3T1 corporate nature action framework proposed by SBTN to align our activities accordingly. Together with like-minded partners, we strive to contribute to the beautiful nature of Taiwan.

Positive Impacts on Nature	Avoid	Reduce	Restore	Regenerate ²
Sea Turtle Conservation & Education Project			√	
Polar Bear Environmental Education Project	√	√		
Formosan Black Bear Conservation Project	√		√	
E.SUN–NTU ESG Centenary Project	√	√	√	
Plant a tree, Plant a life Tree Planting Project			√	
E.SUN Malawi Project	√	√	√	
Millet Cultivation Revival Plan	√		√	
Beautiful Taiwan, Smiling E.SUN Environment Cleanup	√		√	
Adopting trails in Yushan National Park	√		√	
Earth Hour / 130 Days Lights Out	√	√		

Note 1: The AR3T framework, proposed by SBTN, aims to achieve transformation through four levels: Avoid, Reduce, Restore, and Regenerate.

Note 2: Since Regenerate involves complex elements that typically require multi-faceted collaboration and long-term commitment, E.SUN's biodiversity initiatives currently focus on Avoiding, Reducing, and Restoring negative impacts on the natural environment, laying the groundwork for future Regenerate efforts.

2.7.2 Species Conservation

■ Sea Turtle Conservation Project

We collaborated with the National Museum of Marine Biology and Aquarium (NMMBA) for six consecutive years on the "Sea Turtle Conservation Project." A total of 86 turtles were treated and 13 turtles were released back into the wild over the course of the project as well. Wildlife Released Turtles in the past six years:

	Year					
Turtle Species	2019	2020	2021	2022	2023	2024
Green turtle	3	1	1	2	1	-
Hawksbill turtle	1	-	-	-	-	-
Olive ridley sea turtle	2	-	-	-	-	2
Total	6	1	1	2	1	2



Lead the students to visit the Sea Turtle Rescue and Medical Center and introduce the man-made objects found in the bodies of sea turtles.



Participants had the opportunity to closely observe the care and rehabilitation of injured sea turtles within the facilities of the rescue center.



During the sea turtle rescue course, veterinarians provided participants with detailed instructions on how to respond appropriately when encountering stranded or injured sea turtles.



Conducted a sea turtle release event at the conservation beach in Houbihu.

■ Polar Bear Environmental Education Project

Every year on February 27th, which is International Polar Bear Day, E.SUN collaborates with the National Museum of Natural Science to launch a series of polar bear conservation activities. Over the past 5 years, we have organized a total of 43 events, with nearly 5,000 people participating. The activities in 2024 include the "Mission to Save Polar Bears" seminar, the interactive "Polar Bears and friends fun challenge", and guided tours of the National Museum of Natural Science. Through these events, we aim to encourage public reflection, foster environmental awareness, and promote proactive actions to mitigate global warming.



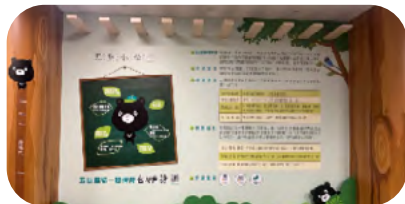
We invited Bai Hsin-Yi, a natural ecology program producer and host, to serve as the speaker for the "Mission to Save Polar Bears" seminar, where she shared her experiences filming polar bears in the Arctic.



We invited teachers and students from E.SUN Seed School at Qiaorong Elementary School in Taichung City to visit the National Museum of Natural Science. Through observing polar bear specimens, the program aimed to guide students in understanding the environmental impacts of climate change.

■ Formosan Black Bear Conservation Project

The Formosan black bear is Taiwan's sole native bear species. The preservation of this species in Taiwan not only means their survival, but also implies protecting the integrity of Taiwan's forest ecosystems and overall biodiversity. Since 2012, E.SUN FHC has been working with Taipei Zoo to promote a series of black bear conservation activities. In 2014 we launched the Black Bear Affinity Card and invited our customers to support the conservation of Taiwan's native species. E.SUN Bank's Hualien Branch utilizes the first animal conservation specialty branch in Taiwan "Black Bear Branch" dedicates its efforts to promoting animal conservation and biodiversity.



The lobby of E.SUN Bank's Hualien Branch features the Black Bear Learning Corner, providing customers with access to conservation knowledge while they conduct their financial transactions.

2.7.3 Habitat Conservation

■ "E.SUN-NTU ESG Centenary Project"

In collaboration with NTU, we will plant native conifers such as the Taiwan Red Cypress, Formosan Hinoki, Cryptomeria-like Taiwania, Taiwan Incense Cedar, and Formosan China-fir in the Yushan mountain range. 100,000 trees are expected to be planted within 10 years beginning in 2022, totaling 50 hectares in area. The forest is expected to absorb 242,000 tons of CO₂ over the course of a century. After selective thinning, 25,000 trees will be kept to grow over a century, laying the foundation for soil and water conservation, with carbon sequestration and circular economy benefits. In 2024, a total of 15,925 saplings of native tree species were planted.



■ "Plant a tree, Plant a life" E.SUN plant trees project

E.SUN has been jointly promoting the "Plant a tree, Plant a life" for 6 consecutive years in collaboration with the Ministry of Agriculture. In 2024, we adopted 4.58 hectares of national and coastal forests and planted 10,050 native tree saplings, such as Formosan Ash, Formosan Sweet Gum, Formosa Acacia, and Taiwan Gordonia etc.

"E.SUN Visa Signature," Taiwan's first charitable card with an emphasis on environmental awareness

E.SUN introduced the first charitable credit card with an emphasis on environmental awareness, the E.SUN Visa Signature card. We continue to invite cardholders to participate in the "Plant a tree, Plant a life" project, and give back to this land through tree planting. We encourage Visa card members to apply for electronic bills or mobile bills, and donate 0.2% of each transaction amount to tree planting programs, resulting in a total of over 60,000 trees being planted through this project.



■ E.SUN Malawi Rice

E.SUN has been supporting the "E.SUN Malawi Rice project" for 11 consecutive years along with Yushan National Park Services, Yinchuan Sustainable Farm and Tse-Xin Organic Agriculture Foundation, encouraging local farmers to adopt organic agriculture for sustainable food production and protect biodiversity, which saw the endangered native fish species "Kikuchii's Minnow" return to the paddies. E.SUN has transformed 18 hectares of farmland into certified organic fields and has acquired 420,000 kg of Malawi Rice in total.

■ Millet Revitalization Project

In collaboration with National Taiwan University, we jointly initiated the three-year "Millet Revitalization Project," aimed at the restoration of 28 local millet varieties. The project involves establishing millet cultivation demonstration zones, producing illustrated storybooks about millet, organizing millet planting promotion activities, and partnering with Jiumei Elementary School on the "Millet Conservation Land" project. This initiative provides agricultural and cultural education to students through millet-related rituals and planting activities on campus. The project aspires to convey the significance of species preservation, education, cultural heritage, and the promotion of millet cultivation.



■ "Beautiful Taiwan, Smile E.SUN "Environmental and Beach Cleanup Activities"

For 15 consecutive years, we have organized the "Beautiful Taiwan Smile E.SUN" environmental cleanup and beach cleanup activities. In response to World Cleanup Day in 2024, over 7,790 E.SUN volunteers and their families participated across 147 business locations and 15 coastal areas throughout Taiwan. Through these concrete actions, we actively contribute to plastic and waste reduction and safeguard our beautiful homeland.

■ Adopting trails in Yushan National Park

We have adopted and maintained 260 km of trails in Yushan National Park trail for 16 consecutive years. We use this opportunity to promote conservation and environmental education, and encourage E.SUN employees to participate and work together to protect the environment.

■ Taiwan New Year Bird Count

For two consecutive years, we have participated in the "Taiwan New Year Bird Count," jointly organized by the Chinese Wild Bird Federation, Taipei Wild Bird Association, Kaohsiung Wild Bird Association, and the Biodiversity Research Institute of the Ministry of Agriculture. This event serves as a critical data source for monitoring changes in Taiwan's winter migratory bird populations, to which we are committed to contributing for ecological documentation.

2.7.4 Environmental Sustainability

GRI G4 Financial Services Sector: FS4

■ Earth Hour

For 13 consecutive years, we have participated in Earth Hour, the world's largest international carbon reduction campaign. Voluntarily extending the lights-off duration, from March 22 to 24, we turned off all signage and exterior lighting at 170 domestic and overseas business locations for three consecutive nights.

■ 130 Days Lights Out

For the past 8 years, we've turned off our lights during peak energy hours in summer. From June 5st to October 13th, 2024, all 139 branches across Taiwan shut down their signage lights, exterior wall lights, and television displays for the entire day. Over the past 8 years, a total of 560,018 kWh has been saved, equivalent to reducing 276.6 metric tons of carbon emissions.



■ Resource Circulation and Charity Auction

For 13 years in a row, we have held the "Resource Circulation Charity Auction," which amassed 10,000 donated second-hand and brand new items in 2024. This year, over 5,200 colleagues participated, raising over NT\$10 million in proceeds that were all donated to the "E.SUN Care for Schoolchildren Program." The program supports economically disadvantaged families and children facing sudden setbacks by alleviating the financial burden of education by assisting in the purchase of stationery, books, and participation in activities. ensuring that all children can learn happily and participate in both school and extracurricular activities.



■ 13-Book Lovers: Magazine circulation day

In order to realize E.SUN's environmental protection spirit, the "13-Book Lovers: Magazine circulation day activity" has been held at E.SUN Headquarter buildings. In order to effectively achieve the goal of resource sharing, we collected magazines that various departments had subscribed to (or had received as donations), along with employees' own books, magazines, CDs, and DVDs, which were made freely available to all employees. We collected a total of 3,322 items in 2024, and circulated 1,845 items, for a circulation rate of 55.54%.

■ "E.SUN Environment and Energy Saving Education Day"

On the 13th of every month Environmental volunteers of each department promotes knowledge of environmental protection on the 13th of every month and educational material is regularly displayed on our e-Learning platform. Also, the 13th is also cleaning day, where employees would clean the office environment to put the 4R concept- Reduce, Reuse, Recycle, and Refuse into practice.

Month	2024 ESG Education Topics
January	COP28 Makes First-Ever Resolution to Reduce Methane Emissions
February	Conveying Sustainability to the Silent World
March	Mine Resurgence
April	Planet vs. Plastics
May	Energy storage
June	World Environment Day
July	The Greatest Challenge for the Financial Industry in Achieving Net Zero: Financial Carbon Emissions
August	World Humanitarian Day
September	10 years endeavors of the Malawi Project
October	World Architecture Day
November	UN Conference of the Parties to the Convention on Biological Diversity
December	COP29



COP29
Baku
Azerbaijan

03 Banking for Better

Finance is not only E.SUN's core business, but also a key driving force in the global sustainable transition. Through innovative financial services, E.SUN continues to accompany customers on their sustainability journey, creating both financial and sustainable value.

[3.1 Sustainable Finance](#)

[3.2 Inclusive Finance](#)

[3.3 Fair Customer Treatment and Customer Experience](#)

[3.4 FinTech and Innovation](#)

37 %

Sustainable Loans to
Total Corporate Loans

63.9 %

Sustainability Bonds to
Total E.SUN Bond Issuance

6.5 million

Fraud Blocked

Cover Story

Leading the Charge

Innovate, Invest, Impact for 2050!

Net-zero emissions by 2050 is a shared global vision and a vital goal for Taiwan's sustainable transition. Invited by the Financial Supervisory Commission (FSC), E.SUN FHC joined forces with Yuanta, CTBC, First, Cathay, and Mega Financial Holdings to form the Movers and Shakers for Sustainable Finance, committing to proactive actions in five core areas: green procurement, investment and financing engagement, climate-related disclosure, sustainability advocacy, and global alignment. The alliance aims to lead climate action by steering industries toward green supply chains and accelerating investments in net-zero technologies. Like fingers forming a fist through unity, our joint efforts—though challenging—will eventually achieve net-zero.

In 2024, E.SUN FHC serves as the rotating chair of the alliance's second term, with Mega FHC joining as a new member, strengthening the alliance's collective

financial influence. In green procurement, members achieved a combined NT\$2.9 billion in 2023, representing nearly 65% year-over-year growth. Regarding disclosures and engagement, members mapped investments linked to 13.87 million tons of CO₂e, spanning manufacturing, cement, raw materials, power, and semiconductors. By end-2023, an average 92% engagement rate was achieved, and 64% of targeted companies set 2050 decarbonization goals. A total of 12 sustainable tools were developed in 2023, including E.SUN's Climate and Biodiversity Sustainability-Linked Loan, Cathay's Green Benefit STO, CTBC's ESG info portal, Yuanta's financial literacy site, and First's Carbon Footprint Tracker. In 2024, 9 new tools are in the pipeline, focusing on green financial products, applications, and carbon reduction services.



As a key policy consultation platform between the government and financial institutions, the movers and shakers alliance facilitated two-way discussions during its 2024 quarterly meeting on major policies, including the Guidelines for Financial Institutions on Greenwashing Prevention, promotion of project lending for Energy Service Companies (ESCOs), and the Green and Transition Finance Action Plan. These dialogues enable regulators to gather practical insights from the financial sector while also helping institutions better understand regulatory directions. Together, they promote net-zero transition by aligning financial resources with sustainable infrastructure and low-carbon technologies. In addition, E.SUN serves as the convener of the Financial Industry Net-Zero Working Platform-Policy and Guidelines Taskforce, which coordinated the development of key foundational documents in 2023, including the "Guidelines for Financial Emissions Accounting" and the "Guidelines for Target Setting and Strategic Planning." These frameworks laid a strong foundation for Taiwan's financial industry in its net-zero transition. In 2024, the taskforce further introduced the "Reference Guide for Evaluating Transition Lending," which

supports financial institutions in assessing the feasibility and credibility of corporate transition plans—enhancing climate policy influence and driving continuous progress in the sector's decarbonization.

Mr. Mao-Chin Chen, President of E.SUN FHC, stated, "At a COP29 side event, E.SUN shared with the international community the collaborative model and sustainability actions of Taiwan's Movers and Shakers for Sustainable Finance. Through the joint efforts of the Financial Supervisory Commission, financial industry associations, and institutions, we are accelerating the foundational transformation toward decarbonization in Taiwan's financial sector. This also echoes the theme of COP29, 'In Solidarity for a Green World,' demonstrating Taiwan's public-private unity in addressing the climate crisis and showcasing Taiwan's leadership on the global stage." The Movers and Shakers alliance will continue to serve as an important coordinator, fostering dialogue among stakeholders, supporting regulators in crafting forward-looking and market-relevant policies, and helping the financial industry take firm steps toward achieving the 2050 net-zero goal. 🌱



3.1 Sustainable Finance

GRI: 2-29

3.1.1 Sustainable Finance Management and Policies

GRI : 2-23 、 2-24

E.SUN FHC follows Taiwan's relevant regulations and international standards, including the FSC's Green Finance Action Plan 3.0, the National Development Council's "2050 Net-Zero Emissions Pathway and Strategy," the Equator Principles (EP), the Principles for Responsible Banking (PRB), the Principles for Responsible Investment (PRI), and the International Capital Market Association (ICMA). E.SUN has established its sustainable finance management guidelines, while subsidiaries also set related regulations in alignment with the group's policies to develop sustainable financial products and services. Through a comprehensive management mechanism, E.SUN effectively identifies and controls economic, environmental, and social risks, thereby promoting long-term and stable development.

■ Sustainable Finance Management Guidelines of E.SUN FHC and Major Subsidiaries

Guidelines	E.SUN FHC	E.SUN Bank	E.SUN Securities
Policy	<ol style="list-style-type: none"> 1. Sustainable Development Best Practice Principles 2. Subsidiaries Greenwashing Prevention Guideline 3. Biodiversity Conservation and No Deforestation Commitment 4. Sustainable Finance Policy 5. Statement on Lobbying and Policy Engagement 6. Financial Inclusion Commitment 7. Guidelines for the Phase-Out of Coal and Unconventional Oil & Gas 8. Sustainable Development Engagement Guidelines 9. Sustainable Development Voting Guidelines 	<ol style="list-style-type: none"> 1. Management Guidelines for Corporate Banking's Handling of Green Loan 2. Management Guidelines for Corporate Banking's Handling of ESG Linked Loans 3. Operating Guidelines for Corporate Banking Engaging in Equator Principles Compliant Project Financing 4. Guidelines for Friendly Financial Services Operations 5. Sustainable Deposits Guidelines 6. Securities Sustainable Investment Management Principles 7. Stewardship Principles for Institutional Investors 8. Management Guidelines for Corporate Banking's Handling of Social Loan 	<ol style="list-style-type: none"> 1. Sustainable Development Policy 2. Securities Sustainable Investment Management Principles 3. Stewardship Principles for Institutional Investors
Information Disclosure	<ol style="list-style-type: none"> 1. Sustainability Report 2. Climate and Nature Report 	<ol style="list-style-type: none"> 1. Stewardship Report 2. Shareholders' Meeting Voting Records 3. Engagement Records 4. TCFD Report 	<ol style="list-style-type: none"> 1. Investor Stewardship Section 2. Sustainability Report 3. TCFD Report

■ International Sustainability Initiatives

E.SUN FHC actively participates in international sustainability initiatives, aligns with global standards, and continuously improves to ensure its business strategies evolve in line with international trends. By signing, complying with, or implementing various global sustainability frameworks and principles, E.SUN deepens its corporate responsibility and influence. Below is an overview of E.SUN's new international sustainability initiatives in 2024:

Name	Abbreviation	Year Joined
Asia Securities Industry & Financial Markets Association	ASIFMA	2024
Asia Transition Finance Study Group	ATFSG	2024
Singapore Sustainable Finance Association	SSFA	2024

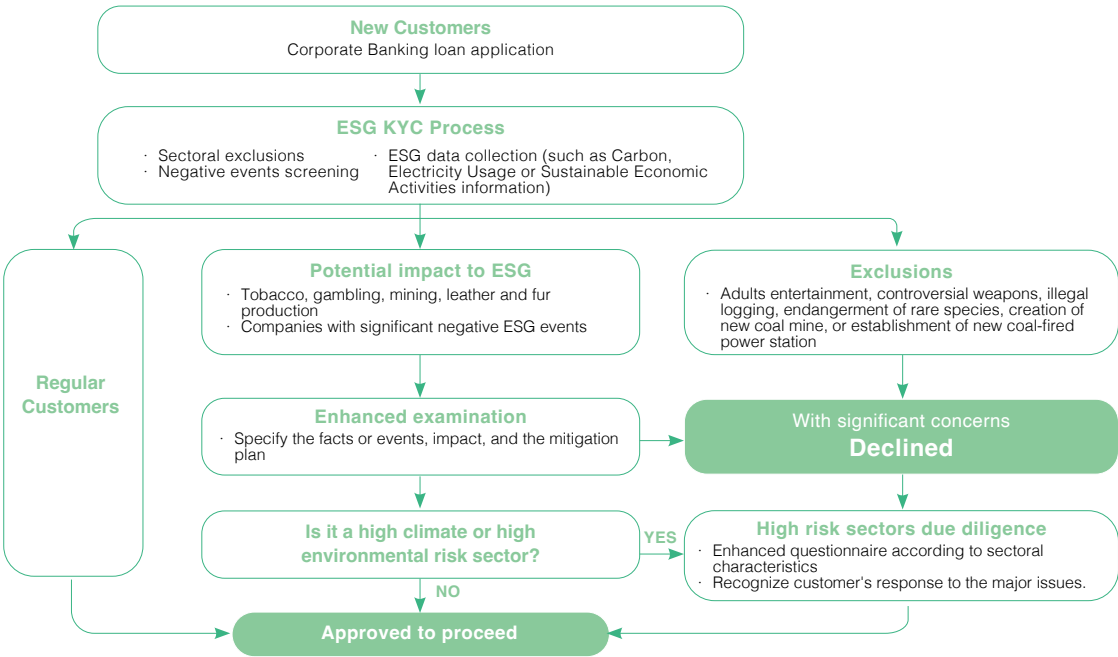
3.1.2 Responsible Lending

SASB: FN-CB-410a.1, FN-CB-410a.2

■ Exercising Internal and External Influence

ESG Risk Management in Credit Process

E.SUN Bank has developed a responsible lending business process and "E.SUN Bank Credit Policy" to evaluate the implementation and investment of borrowers in environmental and social initiatives. Each new credit application must undergo ESG assessment, including sensitivity industry checks, major environmental/social negative event evaluations, and collection of sustainability-related information based on different sectoral characteristics. If the counterparty is involved with arms production, pornography, illegal logging, harmful endangered wildlife, coal-fired power generation, or coal mining, the deal should be avoided. For companies related to tobacco, gambling, or those with significant past environmental and social negative events, enhanced explanations are required. Additionally, E.SUN Bank also has mechanisms for climate risk and environmental risk checks in the credit process. For borrowing enterprises operating in industries with significant environmental or climate risks, detailed explanations tailored to the specific characteristics of the industry are needed to better understand how the company respond to such challenges.



Collection of Corporate ESG Data

Using the credit system's 'Corporate ESG Assessment Form,' E.SUN Bank continues to collect corporate sustainability information, reinforcing the assessment of sustainable processes in credit evaluations. In terms of risk management, pertinent situations of borrowing enterprises are disclosed on a case-by-case basis, considering sustainability-related policies set by the financial holding company, such as the divestment guidelines for coal and non-traditional oil and gas. In response to the regulatory authorities' 'Green Finance Action Plan,' E.SUN Bank also encourages the evaluation of sustainable economic activities during the credit process.

Corporate ESG Evaluation Form

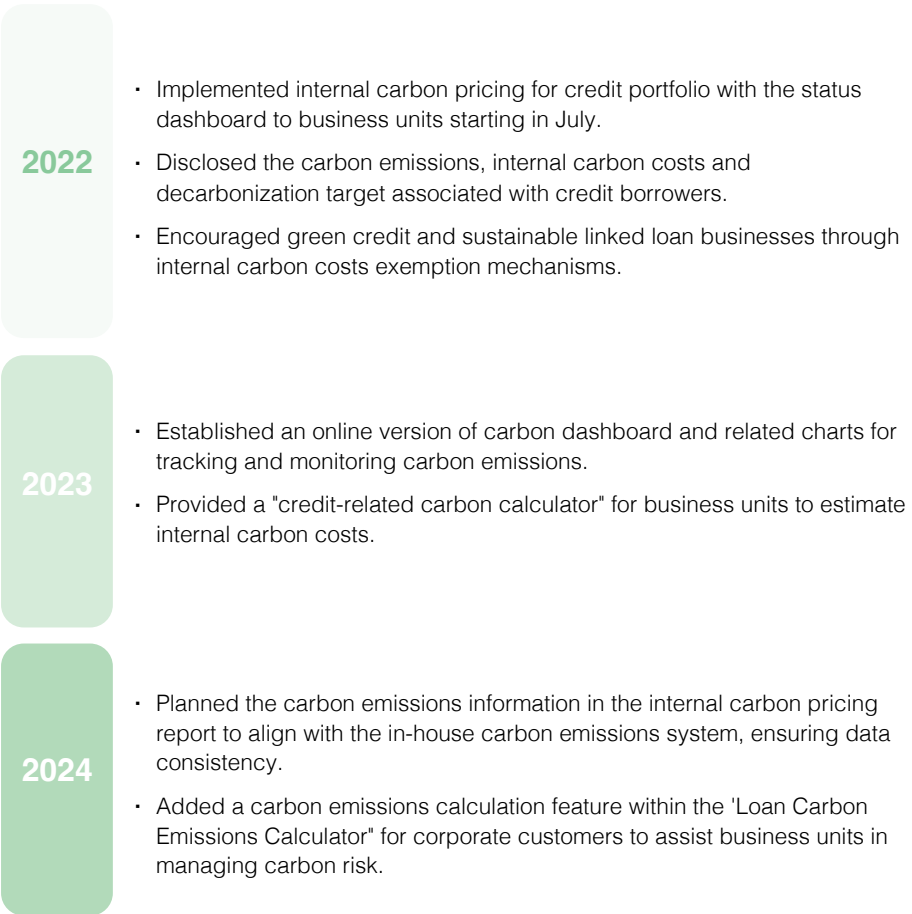
1. Financial data
2. Negative ESG event scanning
3. ESG data
4. Sustainable economic activities
5. High risk sectors checklist



Internal Carbon Pricing

Since 2022, E.SUN Bank implemented internal carbon pricing in its loan portfolio. This pricing mechanism refers to international carbon trading mechanisms, taking into account the weighted average price in the global carbon trading market provided by the World Bank, as well as international decarbonization pathways. The annual carbon reduction targets are set for each business unit following the decarbonization pathway, aiming to guide business units to consider the transformation risks faced by credit companies and the impact of international carbon prices.

Execution for the past 3 years



Equator Principles

In accordance with the 4th edition of the Equator Principles framework, each project financing case is systematically assessed on the environmental and social risks – such as climate change, human rights, and biodiversity—may be confronted to or generate during the project timeline. The objective is to enhance our capabilities in managing those risks, and to continuously improve the control and monitoring processes, as well as strengthen post-loan management in our effort to more responsible lending.

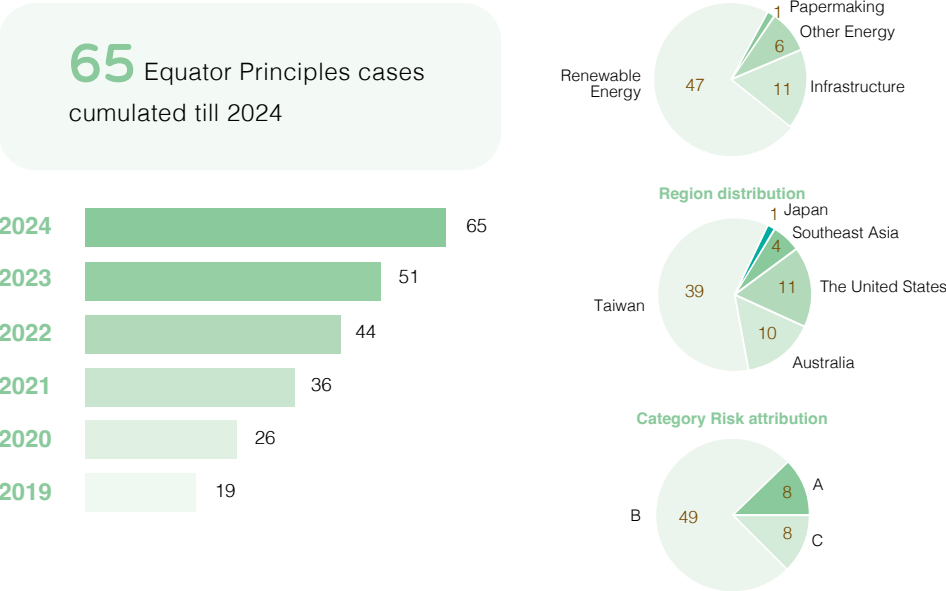
Our development progress during 2024 is as followed

- 1

We actively participated in Equator Principles conferences, and attended the Training and technical workshops in Bangkok, Thailand. This permitted us to have in-depth knowledge about specific topics, especially on social and biodiversity issues, and to engage as an Asian-Pacific EPFI in discussions on improvement and future guidance.
- 2

In our operations, we pursued improvement in our biodiversity and social risks scanning, and mapping aptitudes to cross-check different databases within internal reporting. We also assertively engage with borrowers to understand how projects can address those concerns.
- 3

In 2024, a total of 14 financing project cases were signed following the Equator Principles; 3 cases were declined, making a total of 17 cases assessed.



Note: According to the EPs, the risk level is divided into categories A, B and C.

■ Sustainable Lending Business

E.SUN Bank has a long-standing commitment to environmental sustainability and responds to international trends and domestic policies. We continuously support the sustainable transformation of corporate clients through green lending, sustainability-linked loans, and lending to ESG-friendly industries. By taking tangible actions, we aim to facilitate corporate clients in their journey toward achieving their net-zero emissions goal.

Balance unit: NT\$ million

Sustainable lending	Balance as of 2023	Balance as of 2024
Green loans	80,926	107,189
Sustainability-Linked Loans	60,062	76,846
SME-Tailored Sustainability Loan**	-	37,204
Total value of sustainable lending	140,988	221,239
Total value of corporate lending	904,244	1,005,515
Percentage over total corporate lending	15.59%	22.00%

*The overlapped amount has been deducted when calculating the total value.

**SME-Tailored Sustainability Loan refers to the "Assistance for SMEs Low-Carbon and Smart Transformation Development and Regulated Factory Infrastructure Optimization Project Loan," which is a government specialized credit guarantee fund designed to support SMEs.



Loans to ESG-friendly Industries

E.SUN Bank continues to allocate resources to environmentally and socially friendly industries, supporting green energy, energy storage, circular economy, healthcare, and education sectors.

Balance unit: NT\$ million

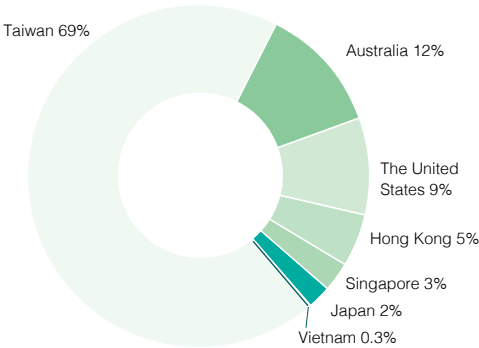
Lending to ESG-friendly industries	Industry categories	Balance as of 2023	Balance as of 2024
Environmental-friendly Industries	Solar power	1,114	1,597
	Bicycles	5,128	5,168
	LED	887	735
	Batteries	3,014	5,928
	Electric vehicles	92	15
	Circular economy	4,241	4,445
Social-friendly Industries	Medical care	25,728	30,841
	Education	5,688	6,278
	Sports & Fitness	3,440	3,362
	Telecommunications	4,994	5,583
	Network communication equipment	6,005	5,857
Innovative Industries*	Industrial robots	48	100
	5+2 Innovative Industries and supply chains	215,532	227,130
Total value of loans to ESG-friendly industries		275,912	297,039

* Based on the definition of the government's 5+2 Innovative Industries, while excluding the national defense sector and sub-industries with higher sustainability risks in the related supply chain (such as cement, plastic, steel, etc.). Overlapped lending has been excluded.

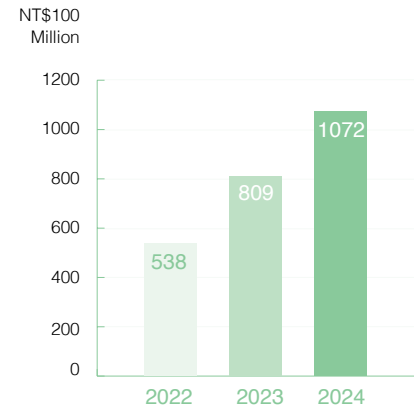
Green Loan

In order to support the sustainable development of businesses, we provide green credit to assist businesses in financing green energy projects, energy storage systems, green buildings, energy-saving equipment, and other projects specifically used for green initiatives. In 2022, E.SUN Bank adopted the Green Loan Principles of the Loan Market Association (LMA) and formulated relevant regulations and operating procedures. As of the end of 2024, the balance of green credit totaled NT\$107.2 billion, with an annual growth rate of approximately 32%.

Proportion of Green loans by region
(based on the balance in 2024)



Green Loans' balance for the past three years



(1) Green Project Financing

E.SUN Bank supports the development of domestic and international enterprises, as well as the renewable energy industry by providing ongoing support for Taiwan's solar power sector, spanning from rooftop, ground-mounted, and floating solar installations, along with the government's dual land-use policy with fishery-solar projects. Through initiatives that offer refinancing options for operational solar assets, E.SUN Bank enables green energy developers to reinvest their capital into further development and construction, thus creating a positive cycle of green investment and financing. Additionally, E.SUN Bank engages in international financing for key wind, solar, and energy storage projects through our green energy expert team. Our regional involvement extends to countries including Australia, the United States, China, Japan, and Vietnam. As of the end of 2024, E.SUN Bank's balance of financing related to renewable energy and energy storage reached a total of NT\$76 billion, marking a YOY growth of 48% compared to 2023.

Important Milestones

2021

- Fully committed to developing project finance for renewable energy and diversifying our portfolio to domestic fishery-solar and overseas geothermal energy projects.

2022

- Launched a financing campaign for solar projects that have already reached commercial operation.
- Led a syndicated loan for a large-scale domestic solar photovoltaic asset pool.
- Financed 1st solar photovoltaic project in Vietnam.

2023

- Financed 1st solar photovoltaic project in the United States.
- Became the only financial institution in Taiwan to respond to The Global Renewables Alliance's 3xRenewables initiative.

2024

- Financed 1st solar photovoltaic project in Japan.
- Financed 1st energy storage project in Australia and the United States .

The Global Renewables Alliance launched the '3x Renewables Initiative' in 2023, aiming to coordinate private sector organizations worldwide to collectively achieve the goal of tripling renewable energy and doubling energy efficiency by 2030. E.SUN Financial Holdings is among the first to respond to this initiative, with our 2024 renewable energy financing balance reaching 2.23 times the baseline year of 2022.

2022 Renewable Energy Financing Balance	Growth multiples compared to 2022 base year	2023 Renewable Energy Financing Balance	Growth multiples compared to 2022 base year	2024 Renewable Energy Financing Balance	Growth multiples compared to 2022 base year
TWD 33,956 million	-	TWD 51,413 million	1.51 times	TWD 75,870 million	2.23 times

Carbon Social Cost refers to the long-term economic losses caused by global warming and climate change due to greenhouse gas emissions. As of 2024, E.SUN Bank has participated in wind and solar power installations with cumulative capacities of 802 MW and 1,417 MW, respectively, which corresponds to avoiding a total carbon social cost of US\$288 million. This reflects E.SUN Bank's commitment and dedication to environmental sustainability.

2024	Total capacity installed	Growth rate	Estimated carbon reduction	Avoided Carbon Social Cost
Wind Energy	802 MW	+ 80%	830,000 tons	US\$158 million
Solar Energy	1,417 MW	+ 37%	690,000 tons	US\$130 million

- * Installed capacity: Starting from 2022, the disclosure method was adjusted to recognize E.SUN Bank's project capacity based on the participation ratio of the credit limit per case (i.e., allocated quota / total project capacity). Calculations are made accordingly.
- * Expected carbon reduction: Calculated based on participated project capacity (including projects under construction) x 80% (financing ratio) x 8,760 (hours) x wind power capacity factor of 30% (or 14% for solar photovoltaic capacity) x 0.494 (electricity carbon emission factor).
- * Calculated based on the electricity carbon emission factor of 0.494 kilograms per kilowatt-hour, as published by the Energy Administration of Taiwan.
- * The social cost of carbon is calculated based on \$190 per metric ton, as listed in the "Report on the Social Cost of Greenhouse Gases," published by the US Environmental Protection Agency (EPA) in November 2023.

Collaborating with international investors to create green energy innovations that provide both environmental and social protection

In 2024, E.SUN Bank served as a joint Mandated Lead Arranger (MLA) and Green Loan Coordinator for the 149 MW solar power and 20 MW/80 MWh energy storage project developed by the international investor, K Group. The project site is located in the intertidal zone of Taiwan's central region, an area recently developed through land reclamation. This project is not only one of the few floating solar installations in Taiwan, but it is also the first project that combines solar power with a battery energy storage system. Since the site is located in a natural waterway and is also a fishing and oyster farming area for fishermen, the development process has fully taken into account the opinions of stakeholders. Agreements were reached with local fishery organizations to preserve part of the natural waterway, allowing for the coexistence of renewable energy development and local ecology.

Responding to local policies, participating in the largest clean energy project in U.S. history

The government of California has committed to achieving Net-Zero carbon emissions target by 2045. In 2024, E.SUN Bank participated in the financing of a 3.5 GW onshore wind power project and associated transmission facilities project in New Mexico, which will interconnect to the California grid upon commercial operation. The estimated annual electricity generation would reach 13.2 billion kilowatt-hours, contributing to approximately 5% of California's annual electricity supply, sufficient to meet the electricity needs of 1.22 million households. This project is the largest onshore wind and transmission project in U.S. history and has also been awarded the title of Best Renewable Energy Asset Financing Deal of the Year. E.SUN Bank collaborates with international investors and financial institutions to promote energy transition and realize a sustainable future of Net-Zero emissions.

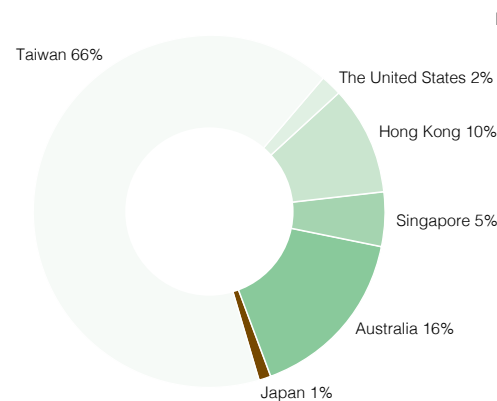
(2) Green Buildings and Energy-saving Equipment

E.SUN Bank responds to Taiwan's 2050 Net-Zero Emissions Strategy by not only assisting businesses in their 'energy transition' but also supporting the promotion of 'industrial transformation.' This includes guiding enterprises to invest in green buildings, eco-friendly offices, energy-saving equipment, and more to reduce their energy consumption and consequently decrease their operational carbon emissions. By 2024, the balance for green buildings has increased to NT\$26.1 billion (NT\$23.5 billion in 2023), with a growth rate of 11%. Energy-saving equipment (and others) have increased to NT\$13.4 billion, with a remarkable growth rate of 49%.

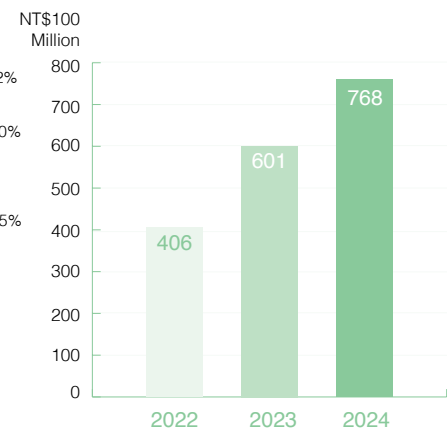
Sustainability Linked Loan

To encourage businesses to establish and achieve their ESG development goals and continue investing in sustainability, E.SUN Bank has referred to the Sustainability Linked Loan Principles (SLLP) of the Loan Market Association (LMA) to formulate relevant regulations and operating procedures. We evaluate the company's actual investment in ESG, set sustainable development goals through joint discussions with companies, and provide financial service benefits if the company achieves those goals. As of the end of 2024, the balance was NT\$76.8 billion (NT\$60.1 billion in 2023). The balance of sustainability linked loans accounts for 6.80% of total corporate lending. Additionally, E.SUN Bank incorporates the sustainability linked loans into the annual performance evaluations to business units, using reward mechanisms to guide business units in understanding customer sustainability development processes and enhance their impact on the environment and society.

Proportion of Sustainability Linked loans by region (based on the balance in 2024)



Sustainability Linked loans' balance for the past three years



■ Supporting SMEs' Sustainability Development

E.SUN Bank has long been committed to supporting small and medium-sized enterprises (SMEs) by providing a range of measures, including sustainable-related credit, consulting services, and guarantee funds, aimed at assisting SME customers in achieving sustainable operations.

In 2024, E.SUN Bank assisted small and medium-sized enterprises (SMEs) in various sustainable developments, such as renewable energy, green buildings, and energy-efficient equipment. As of the end of 2024, the balance of sustainable-related credit for SMEs (including green credit and sustainability-linked loans) reached TWD88.2 billion (58 billion in 2023), accounting for 13.59% of the total SME loan balance (10.36% in 2023).

Balance unit: NT\$ million

	Balance as of 2024
Sustainable SME loans	82,240
SME-Tailored Sustainability Loan	37,204
Total value of SME lending	605,250
% over total SME lending	20%

E.SUN Bank has long supported the development of small and medium-sized enterprises (SMEs), with the loan balance for SMEs accounting for approximately 53.6% of the total corporate credit balance. The BANK also assists SMEs through guarantee funds and has been honored with the highest accolade of a performance excellence award for guarantee funds for 20 consecutive years. Additionally, it has secured first place for six consecutive years in the 'Outstanding Financial Institutions and Credit Managers in SME Credit Guarantee Financing Business' awards, achieving the best record in the entrepreneurial sector.

E.SUN Bank continues to engage in sustainable exchanges and on-site visits with small and medium-sized enterprises (SMEs) and hidden champions through its dedicated ESG team. The BANK assists these enterprises in understanding industry trends and the supply chain's ESG requirements. Additionally, by collaborating with sustainability transformation platform consultants and connecting with relevant governmental incentive resources, E.SUN Bank actively supports SMEs in their journey toward sustainability.



■ Overseas Achievements in Sustainable Finance

Hong Kong Branch

The Hong Kong branch received four awards in the "HKQAA Hong Kong Green and Sustainable Finance Awards 2024" from the Hong Kong Quality Assurance Agency (HKQAA), highlighting recognition of E.SUN's performance in green and sustainable development by local institutions. In addition to continuously expanding sustainable loans, the Hong Kong branch also innovatively linked ESG with financial derivatives by completing an ESG-linked Interest Rate Swap (IRS) transaction. ESG metrics were embedded into the IRS hedge mechanism, with rate adjustments based on the achievement of green indicators during each pricing period. This enriched the features of sustainable-linked products, fulfilled both financing and hedging needs, and encouraged clients to partner with E.SUN in advancing ESG practices.

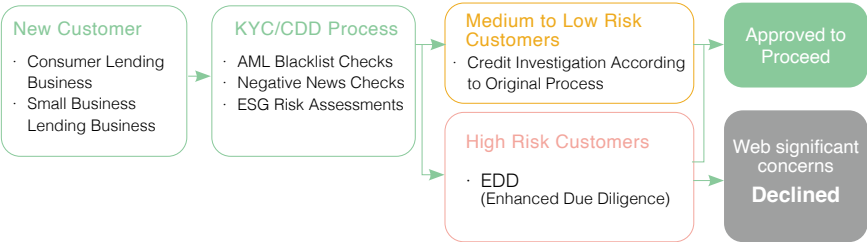
China Subsidiary

The China subsidiary received the "Green Finance Governance Model Award" from the Shenzhen Green Finance Association, becoming the first foreign bank to earn this honor. The subsidiary has actively promoted green finance to assist enterprises in transitioning toward sustainability and has responded to China's dual-carbon goals, exerting financial influence. It completed three innovative cases: (1) the first carbon emission allowance pledge loan, using carbon allowances as collateral and integrating carbon asset valuation into credit management; (2) the first "solar-storage integration" project financing, using revenue streams from solar power and storage systems as both collateral and repayment sources; (3) the first "fishing-solar complementarity" project financing, achieving a win-win for ecology and economy.



■ Retail Banking Lending

ESG Risk Management in Credit Approval Process



E.SUN Bank conducts automatic checks on consumers and small businesses against the AML (Anti-Money Laundering) blacklist and negative news during the lending process for new credit cases. This ensures that all cases adhere to rigorous KYC (Know Your Customer) and CDD (Customer Due Diligence) procedures. If a customer is identified as a high-risk customer or belongs to a high-risk industry (such as gambling or arms), enhanced due diligence (EDD) will be further executed. In 2024, a total of 143,344 cases underwent CDD review, where approximately 11.1% of the cases resulted in EDD reviews. After verification, those found to have substantial concerns will have their loan applications declined to mitigate potential negative impacts on society.

E.SUN also proactively investigates the potential ESG (Environmental, Social, and Governance) risks of customers when processing credit applications. If a small business has previously been involved in environmental or social violations or penalties, the customer will be asked to provide reasonable explanations and submit relevant improvement measures. Credit approval will only be granted after confirming that the customer has made the necessary improvements, thereby encouraging customers to pay attention to environmental and social issues. In 2024, 7,440 cases underwent ESG risk assessment, and 38 cases were declined due to violations of ESG principles, such as environmental pollution and labor laws.

Regarding climate risk management of collateral, E.SUN has integrated its valuation system with an internal physical risk database, identifying flood risk levels for each case. This assists appraisers in evaluating the impact of climate risks and making adjustments in property valuation. In the post-lending management process, new management measures for high-flood-risk collateral have been implemented. As of 2024, approximately 0.196% of the collateral is located in high flood-risk areas. Additionally, high-risk marks have been added to collateral that is situated in flood-prone areas and has a higher loan-to-value ratio, allowing for regular assessment and monitoring of potential risks to property value due to climate change.

Sustainable Lending Business

E.SUN consistently launches diversified sustainable loan projects, including "green building mortgage," "electric vehicle loan," "reconstruction of urban unsafe and old building loan," and other loans to meet customers' needs. As of the end of 2024, E.SUN has assisted 13,801 customers in realizing their sustainable ideals. The balance of sustainable loans reached NT\$163.5 billion, accounting for 13.94% of the total individual customers' loan balance^{Note 1}.

Dimensions	Projects	As of the end of 2024	
		Number of Cases	Loan Balance
Environmental	Green Building Mortgage Encourages the purchase certified green buildings	1,403	21,830
	Rooftop Solar Loan Assists individual households, or small business in installing rooftop solar power generation equipment	15	28
	Electric Vehicle Loan Encourages the purchase of electric vehicles	144	214
Total number of cases and loan balance		1,562	22,072
Social	Care-free Mortgage Assists young individuals, low- to middle-income families, or customers facing economic challenges in realizing their dream of homeownership with affordable housing solutions	12,697	140,685
	Reconstruction of Urban Unsafe and Old Building Loan In response to the government's policy, assists customers in rebuilding unsafe or old buildings to improve living safety	45	768
Total number of cases and loan balance		12,742	141,453
Total number of cases and loan balance		13,801	163,524

Note 1: As of the end of 2024, the total loan balance amounted to NT\$1,173,174 million.

Green Loans

E.SUN accompanies individual customers in practicing a green lifestyle by planning green credit in accordance with the Loan Market Association (LMA) and the Green Loan Principles. E.SUN encourages customers to adopt renewable energy and clean transportation methods in their daily lives, and to choose environmentally friendly green buildings when purchasing homes. As of 2024, the remaining balance of individual green credit reached 27.5 million USD, accounting for 1.05% of the personal financial loan balance.

3.1.3 Responsible Investment

SASB: FN-IB-410a.3

■ ESG Investment and Decision-Making Process

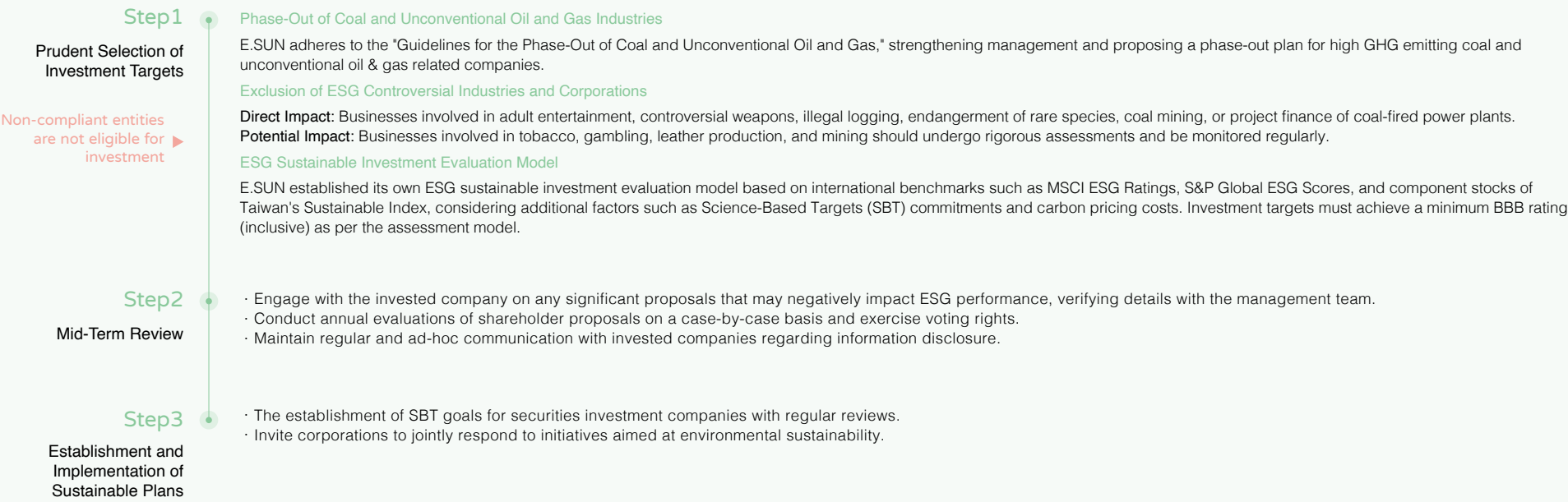
Referencing the Principles for Responsible Investment (PRI), E.SUN FHC follows "Sustainable Finance Policy" that integrates environmental, social, and governance (ESG) issues into the decision-making processes and management procedures for both equity and fixed income investments as well as underwriting activities. As of 2024, E.SUN Bank's bond investments have a 97.56% allocation in the low-to-medium risk category for ESG, while equity investments stand at 95.75%, demonstrating our commitment to sustainable development.

	Negative Screening	Norms-Based Exclusions	Internal Evaluation Model ¹	High-risk Businesses Management ²	Asset Class and Sector Specific Guidelines	Engagement and Shareholder Activism	Outcome Identification & Measurement
Listed Equity ³	V	V	V	V	V	V	V
Fixed Income ³	V	V	V	V	V		V

Note:

- E.SUN incorporates ESG indicators from reputable institutions such as MSCI ESG rating, S&P Global ESG score into the internal investing evaluation model, as well as companies' SBT commitments and carbon price costs.
- E.SUN sets up a management mechanism for high ESG risk enterprises that have direct or potential negative impact on the environment or the society.
- The investing activities of E.SUN include active investments and externally managed assets. E.SUN has no passive investments. The "Sustainable Finance Policy" covers all AuM.

Investment Analysis and Decision-Making Process



■ Sustainable Bond Issuance and Advisory Services

Sustainable Bond Issuance

E.SUN continues to allocate funds towards environmentally and socially friendly projects. Following the issuance of Taiwan's first green bond in 2017 with a total issuance amount of approximately NT\$26 billion, making it the largest issuer of sustainable bonds among local banks. Funds raised are directed towards green investment projects related to renewable energy, greenhouse gas reduction, and water resource conservation, as well as social impact investment projects supporting basic service needs, affordable housing, socio-economic development, and rights protection, fostering long-term sustainable value and social impact.

On April 10, 2024, E.SUN Bank issued its first sustainable bond focusing on renewable energy, biodiversity, and forestry conservation, allocating raised funds to renewable energy development, resource conservation, and biodiversity maintenance projects, integrating biodiversity issues within the investment plans of bond proceeds while promoting sustainable investments through concurrent conservation and restoration efforts.

2024 Sustainable Bond Issuance Volume		AUM
Sustainable Bond Issuance Volume	TWD	2,700,000,000
Sustainability Bond	TWD	2,700,000,000
Bond Issuance Volume	TWD	4,437,650,000
Percentage over Total Bond Issuance		63.91%

Sustainable Bond Underwriting

E.SUN also collaborates with clients interested in sustainability topics to assist in raising funds for sustainable development goals. By the end of 2024, E.SUN Bank had acted as an underwriter for 27 green bonds, 12 sustainable bonds, 2 social bonds , and 1 sustainability-linked bond with a total amount exceeding NT\$27 billion.

2024 Sustainable Bond Underwriting Volume		AUM
Sustainable Bond Underwriting Volume	TWD	1,183,700,000
Green Bond	TWD	200,000,000
Sustainability Bond	USD	30,000,000
Total Value of Advisory	TWD	23,988,860,000
Percentage of Sustainable Revenues over Total Revenue		4.93%

100 % of fixed income products verified

E.SUN continues to support sustainable-themed investment and financing as well as project hedging advisory services, leveraging financial support for environmentally friendly project. In 2024, E.SUN added 8 new cases, totaling NT\$12 billion in interest rate swap (IRS) hedging services for offshore wind power, onshore wind power, and solar energy investment projects. By the end of 2024, the accumulated amount is approximately NT\$42 billion. E.SUN will continue to exert its financial influence to assist enterprises in advancing environmentally friendly projects and building a sustainable finance ecosystem.

■ Proprietary Sustainable Investment Products

Investment Approaches		AUM
Total Sustainable AuM	TWD	7,889,746,086
Best-in-Class Screening	TWD	5,189,746,086
Thematic Investing	TWD	2,700,000,000
Total AuM	TWD	13,948,320,423
Percentage of Sustainable AuM over Total AuM		56.56%

Note:

- Best-in-Class Screening: Invest in the company with positive ESG performance relative to industry peers.
- Thematic Investing: Invest in certain environmental or social issues, such as energy transition, climate change, promotion of equality, and so on.

■ Impact Investing Results

To maximize its financial impact, E.SUN actively expands its impact investment portfolio using the United Nations Sustainable Development Goals (SDGs) contribution as the evaluation criterion. Funds are allocated to enterprises that address specific social or environmental challenges positively and whose contributions or impacts can be quantitatively measured. In 2024, E.SUN Venture Capital completed two investments in the green industry sector. The first investment is in a company engaged in the production and sales of functional fabrics. This enterprise utilizes oyster shell powder, derived from recycled and calcined oyster shells, combined with PET from discarded plastic bottles to produce yarn, fabric, and insulation cotton. The products are marketed globally under the company's proprietary brand and have obtained Bluesign® environmental certification. Recently, the company has actively expanded the application of its products to fields such as notebook computer casings, stone-plastic flooring, and automotive parts. The second investment targets a company dedicated to the design and manufacturing of zero-carbon emission vessels. The company's propulsion systems leverage renewable energy sources including solar, wind, and hydrogen power, achieving net-zero carbon emissions to support marine sustainability goals.

Sustainable Stewardship

Engagement and Voting Assessment Methods and Processes

- E.SUN FHC thoroughly considers ESG sustainability factors and adheres to the principles of responsible investment. Since signing and declaring adherence to the "Stewardship Principles for Institutional Investors" in 2018, E.SUN has regularly disclosed its annual due diligence governance reports. Following the "Sustainable Development Engagement Guidelines," E.SUN engages in active shareholder actions, communicates with invested companies through participation in shareholder meetings or roadshows, and exercises voting rights, collaborating with like-minded enterprises to join the cause.

Definition of criteria for ESG resolutions

E.SUN follows "Sustainable Development Voting Guidelines" and supports ESG resolutions that can promote the investee companies' performance in environment, society, and corporate governance, such as resolutions addressing climate change, biodiversity and gender equality. In 2024, E.SUN Bank voted for 233 shareholder resolutions and supported 99.57% of the ESG resolutions.

- Engagement Process and Progress Tracking: The evaluation process and progress tracking for equity and bond investments are conducted in accordance with the "Sustainable Development Engagement Guidelines" and the "Securities Sustainable Investment Management Principles." The steps include:
 - (1)Setting Engagement Themes: Assess whether the ESG quantitative indicators of the invested company meet the rating set by E.SUN Bank, primarily based on the self-constructed model, supplemented by ESG ratings from MSCI and Sustainalytics ESG indicators. If no quantitative indicators are available, a review of the last six months' ESG-related negative news will serve as a basis for engagement judgment.
 - (2)Selection of Engagement Companies: During quarterly reviews, compare the quantitative indicators at the time of investment; engage with those companies that have lowered their ratings by two tiers. Review shareholder meeting minutes and financial reports, seeking clarification and engagement when doubts arise.
 - (3)Assessment of Engagement Effectiveness and Behavioral Tracking: The engagement period is set at five years. During this time, no new exposure to the engaged companies will be added, and every quarter, assessments will be conducted to determine if the engaged companies are showing positive development or lack clear progress regarding engagement demands. At the end of the five-year observation period, an evaluation will be made to determine whether the engagement was successfully concluded or not.
 - (4)Post-Engagement Potential Actions/Influence on Future Investment Decisions: Possible actions may include adjusting investment limits, not adding new positions, reducing holdings, or placing the company on an exclusion list.
- Stewardship objectives: Share insights on international sustainable development trends while encouraging invested companies to actively participate in relevant initiatives and carbon reduction commitments. Enhance the transparency of relevant information disclosures and third-party certifications .

Engagement Results

1. Individual Engagement

Engaged Entity	Asset Class	Engagement Content	Engagement Process and Responses	Outcomes and Impact on Investment Decisions
A Company, invested by E.SUN Bank, engagement at the shareholder meeting	Equity	1. SBT Carbon Reduction Pathway 2. Biodiversity Disclosure	<ol style="list-style-type: none">The company established a target to reduce carbon emissions by 40% by 2030 based on a 2020 baseline, incorporating renewable energy and carbon capture technologies, with a carbon neutrality goal by 2050. The company committed to join SBTi in March 2023 and expects to complete the process within two years. The company's TCFD and sustainability reports disclose information on biodiversity. The company's commitment to low-carbon transformation and transparency will enhance stakeholders' perception and trust, including shareholders/investors, suppliers, customers, and the community.	<ol style="list-style-type: none">The company's disclosures in 2023 TCFD and sustainability reports were deemed sufficient. Maintain investment.

B Company, invested by E.SUN Securities, engagement at the shareholder meeting	Equity	1. Biodiversity Disclosure	<ol style="list-style-type: none">The company committed to actively plan for biodiversity information disclosure.	<ol style="list-style-type: none">The company subsequently published a commitment to on its website and released a TNFD report. Acknowledged the company's actions and increased investment position.
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2. Collaborative Engagement

Engaged Entity	Asset Class	Engagement Content	Engagement Process and Responses	Outcomes and Impact on Investment Decisions
C Company, invested and engaged jointly by E.SUN Bank and E.SUN Securities	Equity	<ol style="list-style-type: none">A domestic telecommunications company expressed high recognition and responded positively to E.SUN Bank's letter regarding the "Joining Hands for Net Zero Transformation" theme sent at year-end, and arranged a visit for feedback. E.SUN Bank collaborated with E.SUN Securities, a fellow institutional investor, to engage with the company on carbon reduction and sustainability transformation issues.	<ol style="list-style-type: none">Both parties signed an MOU focusing on biodiversity, forestry resource conservation, digital empowerment for community coexistence, integrating telecom and finance to combat fraud, jointly promoting dual transformation for SMEs, and advancing green finance. The company's investment in biodiversity will elevate stakeholders' perception and trust, including shareholders/investors, suppliers, customers, and the community.	<ol style="list-style-type: none">Continued tracking of the effectiveness of the collaboration. Maintain investment.

3.1.4Personal Green Lifestyle

■ What is Personal Green Lifestyle?

Personal green lifestyle refers to a series of environmentally friendly behaviors and choices undertaken by individuals in their daily lives, aimed at reducing negative impacts on the environment and promoting sustainable development. This lifestyle emphasizes the integration of eco-consciousness into consumption and financial decision-making, encouraging the use of responsible products. Furthermore, customers can incorporate environmental principles during financial transactions, progressing towards a low-carbon lifestyle. The personal green lifestyle encourages continuous improvement of one's habits through the adoption of eco-friendly products and responsible consumption behaviors. The ultimate goal is to protect the environment and foster sustainable development. Through these concrete actions, individuals can not only reduce their carbon footprint but also actively disseminate green concepts within society, inspiring more people to engage in environmental initiatives.

■ Responsible Products

1.Carbon-Labeled Credit Cards

Since the launch in 2019, a comprehensive series of credit cards has been certified with carbon footprint labels. By the end of 2024, the issuance of "Carbon-Labeled Credit Cards" is expected to exceed 7.47 million. Please see the table below for the ESG-related credit cards:

Category	ESG Credit Card	Content	2024Number of Cards in Force	Proportion of the whole	Donation Amount (Thousand NTD)
Social Contribution	World Card	As 0.3% of general domestic consumption is allocated to build E.SUN Libraries, cardholders can participate in these activities while consuming. This initiative contributes to the "E.SUN Golden Seed Project," which aims to create reading environments for elementary schools in remote areas.	755 thousand cards	10%	61,809
	Nan Shan Life insurance Co-Branded Card	Provide 0.1% of general expenses other than Nan Shan premiums to support the Nan Shan Life Charitable Foundation Medical Care Program.			
	Tsing Hua Affinity Card	Donates an initial gift and allocates 0.2% of general consumption to the "Sunrise Program" at Tsing Hua University, aiding economically disadvantaged students in accessing education.			
	Charity Card	Allocates 0.2% of general consumption to charity funds for blood donation events.			
Environmental Conservation	Unicard	The Top 100 Merchant Benefits Program now includes ESG-related consumption categories such as charitable donations via the E.Sun Wallet, support for Chen Xiaoming, Gogoro battery fee plans, and YouBike 2.0. Additionally, the cards are manufactured using environmentally friendly PETG materials.	819 thousand cards	11%	1,443
	Digital e-Card (included Digital Insurance Card)	The first-ever virtual credit card that reduces carbon emissions by approximately 1.1 kilograms per card produced.			
	Signature Card	When customers opt for e-billing service, 0.2% of general consumption amount will be donated to "One Life, One Tree – E.SUN Tree Planting" program.			
	Black Bear Affinity Card	Allocates 0.2% of general consumption to the Taipei Zoo's Animal Conservation Fund.			
	Co-branded EasyCard	When spending reaches NT\$3,000 in a month, cardholders enjoy the next 30 minutes free for each trip with Youbike in the following month.			
	Infinite Card	With any purchase amount, cardholders can enjoy an additional 1 hour of free use for each Youbike ride in the following month.			
	Kumamon Card	The first in the industry to use "stone paper" for card production, combined with PETG eco-friendly material.			
total			1.57 million cards	21%	63,252

Note: As of the end of 2024, the total number of card in force is 7.47 million, with an active credit card count of 4.96 million.

2. Carbon Accounting Account

To encourage cardholders to practice carbon reduction in their daily lives, E.SUN introduced the "Carbon Accounting Account" service in 2023. Customers can activate it through the E.SUN Wallet App and use credit or debit cards with EasyCard function while commuting via designated public transportation (e.g., MRT, buses, Youbike, etc.) to track their transportation-related carbon reduction achievements. In 2024, the launch of the "Consumption Carbon Footprint Calculator" will make E.SUN the first financial institution in Taiwan to build its own consumption footprint calculator, assisting cardholders in understanding the carbon footprint of each purchase, thereby raising the carbon reduction awareness into daily life and guiding low-carbon consumption actions.



3. Charitable Donations Service

To unite cardholders in charitable efforts and bridge the gap in the M-shaped society, E.SUN launched the "E.SUN Wallet Charitable Donation Service" in April 2024. The service enables points to be transformed into contributions, aligning with the Sustainable Development Goals (SDGs). Cardholders can use points to donate to designated charitable organizations, covering areas such as women's and children's care, elderly care, youth welfare, and animal protection, with up to 100% of the donation amount redeemable.

E.SUN assesses various charitable organizations based on internal evaluation mechanisms, including information, financial transparency, organizational reputation, and their connection to SDGs indicators. To date, E.SUN has collaborated with 16 charitable organizations, promoting 42 projects, resulting in 3,023 donations with 1,506 participants, amounting to TWD 2.80 million in donations.

4. Carbon Footprint Label ATM

E.SUN is committed to establishing a sustainable ESG environment and actively promotes carbon footprint management. Our ATM services have obtained the ISO 14067 and the PAS 2060. In July 2024, we also received the CFP-Reduction Label from Ministry of Environment, making us the first financial institution in Taiwan to achieve this recognition for ATM services. This carbon label certification signifies that E.SUN's ATM services have met both international standards and the requirements set by Ministry of Environment in terms of carbon footprint management. We comprehensively document the carbon footprint of our ATM services across the entire life cycle (Cradle-to-Grave), including all stages such as raw materials, production, service, and disposal. To further reduce carbon emissions, we continue to develop various self-service features, such as cardless withdrawal via QR code, financial card activation, and online banking password unlocking. These initiatives not only minimize the use of paper forms at counters but also significantly reduce overall carbon emissions and environmental impact. By using our ATM services, customers can actively participate in ESG topics, contributing to a greener financial experience and fulfilling our responsibility and commitment to the planet.

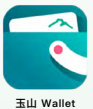
5. Digital and E-PAY Account Opening Services

(1) Actively Reducing Carbon to Achieve Sustainable Financial Vision

Account opening is the starting point for customers to access financial services, enabling further financial activities such as transfers, loans, and investments. E.SUN conducts a thorough review of the entire product service lifecycle, evaluating processes such as online applications, account reviews, raw material procurement, and waste disposal, to perform rigorous carbon footprint assessments. In 2024, E.SUN successfully obtained ISO 14067 carbon footprint certification for its digital and e-pay account opening services, leading the market and demonstrating a concrete commitment to practicing green finance.

(2) "One-Stop Service" Enhancing Customer Experience

E.SUN has developed a next-generation Unified Application which includes digital accounts and integrates multiple financial services (such as NTD accounts, foreign currency accounts, credit cards, personal loans, mortgages, securities, and agency transactions). This allows customers to fill out their information just once and simultaneously apply for various services online, significantly simplifying the traditionally cumbersome application process and reducing paper usage, thereby providing a more convenient and seamless digital financial experience.



■ Sustainable Communication and Engagement

1.Promoting Sustainable Acquiring and Collaborating with Merchants to Support Sustainable Actions

200 Sustainable Acquiring Merchants | Transaction Amount NT\$ **1.40** billion | Participation of **30** thousand People
(By the End of 2024)

E.SUN actively responds to the Ministry of Environment's Net Zero Green Living Action Guidelines. In 2023, we launched a Sustainable Merchant Acquiring Program that provides dedicated services to merchants who have obtained relevant government certifications related to environmental or social efforts, such as the Ministry of Environment's Eco-friendly Restaurant and Green Tourism certifications, the Ministry of Economic Affairs' Industrial Development Administration Green Factory Label, and fundraising groups approved by the Ministry of Health and Welfare. This initiative encourages merchants to jointly promote green living awareness among the public. In 2024, the scope will be expanded to include Certified Agricultural Villages recognized by the Ministry of Agriculture, further promoting sustainable merchant acquiring services.

2. Earth Day Activities, Encouraging Customers to Practice a Low-Carbon Lifestyle

Website Reached **270** thousand Visits | Actual Participation Reached **5,168** Individuals
(2024/04-2024/06)

E.SUN invites customers to respond to Earth Day, launching green consumption and energy-saving mortgage activities based on an eco-friendly guidelines encompassing food, clothing, housing, transportation, education, and entertainment, in conjunction with e-financial services (e-billing, digital accounts, etc.). Through interactive mechanisms, customers are encouraged to complete designated green actions, enabling them to practice sustainable green lifestyle and inspiring more communities to contribute to a brighter future for Taiwan.

3.Official Website / Social Media Disclosure

(1)Redesign of E.SUN Financial Holding's Official Website

Prioritizing a mobile-first approach, we aim to create a consistent experience across all devices. The key highlights of the redesign include:

- ✓

The homepage has been enhanced to highlight our specific achievements in Environmental, Social, and Governance (ESG) initiatives, with new content focusing on "Exerting Financial Influence" and "Sustainable Development," thereby strengthening our communication with stakeholders.

The sections on "Corporate Governance" and "Sustainability" provide direct links to the corresponding pages in the sustainability report, facilitating a structured understanding of net-zero carbon emissions for the public and enterprises.
- ✓

The "Unite for Sustainability" section has been expanded to include a "Sustainable Transformation Platform," featuring expert teams and solutions aimed at enhancing the resilience of the sustainable ecosystem and assisting companies in navigating the challenges of achieving net-zero transformation.

A new "Carbon Labeling for Financial Instruments" page has been added to showcase the results of carbon footprint certification and promote awareness of carbon labeling. This initiative encourages individual customers to engage in sustainable practices through their everyday consumption and investment decisions.

(2)E.SUN's ESG Column on Social Media

Shared over **26** posts | Reached approximately **447,000** people (Cumulative to the End of 2024)

In response to sustainable development initiatives, E.SUN has established an ESG column on social media platforms. The content encompasses various aspects including climate finance, biodiversity, sustainable healthcare, and green living. Among the features offered are the carbon footprint calculator for E.SUN Wallet users and the charitable donation function, which enables individuals to foster a culture of giving, thus collaborating with partners and customers to collectively advance towards a sustainable future.

4.Sustainable Deposits

Since August 2022, E.SUN has invited **379** entities, including 27 medical institutions, 21 professional consulting firms, and private banking enterprises, etc., to participate in the ESG Sustainability Initiative. A total of **36** companies have participated in the sustainable deposits project, with a cumulative balance of approximately NT\$**4.361** billion. Among them, 18 companies participated in 2024, with a balance of NT\$2.406 billion.

5.Physical Activities

Generated total sales figures of NT\$ **330** thousand | Actual Participation Reached approximately **450** Individuals (in 2024)

E.SUN's Retail Banking Department organized a Regional Revitalization Fair in 2024, selecting 11 local specialty products from Taiwan, with E.SUN internal staff serving as ambassadors for regional revitalization promotion. On the day of the event, the Ministry of Agriculture's mascot, A-Hu, was specially invited to kick off the festivities. With the support of various business units, the event generated sales of approximately NT\$330 thousand. More importantly, the event provided an opportunity for Every staff in E.SUN to gain a deeper understanding of local brand stories, the conservation of leopard cats, and environmentally friendly farming.

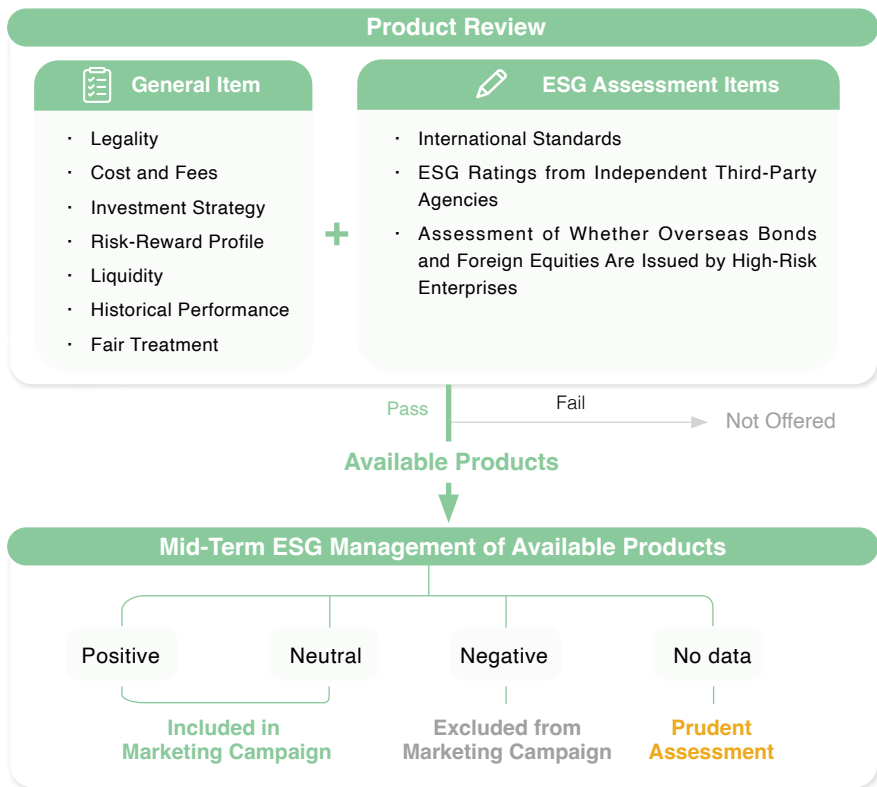


3.1.5 Wealth Management

■ Wealth Management Products

1.Wealth Management Product ESG Rating Management

- (1)**Incorporation of ESG Factors in Product Review:** E.SUN integrates ESG ratings from third-party agencies (such as MSCI, DJSI, Bloomberg, MorningStar, etc.) into the selection process for onshore and offshore mutual funds, offshore bonds, ETFs, and equities.
- (2)**Mid-Term ESG Management of Products:** In addition to the initial ESG review, E.SUN conducts quarterly assessments of the ESG ratings for the wealth management products currently offered. Should there be any changes in these ratings, the promotional intensity of the respective products will be adjusted accordingly.



2.Sustainable Wealth Management Product

Sustainable AuM reaches **60.2billion** ,and percentage of sustainable AuM over total AuM reaches **14.00%** Unit: NT\$M

Investment Approaches	Asset under Management (AuM)		
	E.SUN Bank	E.SUN Securities	Total
ESG Integration	4,775	0	4,775
Best-in-Class Screening	26,168	25,686	51,854
Thematic Investing	1,258	932	2,190
Impact Investing	552	0	552
Other	839	0	839
Total Sustainable AuM	33,593	26,617	60,210
Total AuM	345,205	84,977	430,182

- Note 1: Wealth management products include mutual funds, offshore bonds, offshore ETFs, and offshore stocks.
- Note 2: Sustainable wealth management products:
- (1) Mutual funds: Funds meet the ESG requirements of Financial Supervisory Commission and are listed on ESG Fund Area of Fundclear. The investment approaches include ESG integration, best-in-class screening, impact investing, EU SFDR Article 8, EU SFDR Article 9, and so on.
 - (2) Offshore bonds: Include sustainability bonds and bonds in the top 25% of ESG scores by MSCI, which are categorized as "Best-in-Class Screening" or "Thematic Investing".
 - (3) Offshore ETFs: Products in the top 25% of ESG scores by MSCI, which are categorized as "Best-in-Class Screening".
 - (4) Offshore Stocks: Products in the top 25% of ESG scores by MSCI, which are categorized as "Best-in-Class Screening".
- Note 3: Investment Approaches:
- (1) ESG Integration: Consider ESG factors into the process of investment decision.
 - (2) Best-in-Class Screening: Invest in the company with positive ESG performance relative to industry peers.
 - (3) Thematic Investing: Invest in certain environmental or social issues, such as energy transition, climate change, promotion of equality, and so on.
 - (4) Impact Investing: The investment strategy will bring positive impact on environment and society.
 - (5) Other: Funds promoting environmental or social characteristics or with a sustainable investment objective, which include but not limited to EU SFDR Article 8 or EU SFDR Article 9.
- Note 4: Asset under management (AuM) of wealth management products is calculated at present value.

3. Business Partner Management

- (1) E.SUN conducts regular reviews of the ESG implementation status of its partners, assessing any significant negative controversies related to ESG and prudently considering the depth of business interactions.
- (2) All insurance companies and onshore fund companies collaborating with E.SUN in wealth management have signed the "Stewardship Principles for Institutional Investors", and all offshore fund companies have signed the "Principles for Responsible Investment (PRI)."
- (3) E.SUN is committed to promoting sustainable development and has collectively signed the "Sustainable Development Commitment of E.SUN Bank Wealth Management Business Partner" with its wealth management partners. As of the end of 2024, E.SUN has successfully completed agreements with 25 partners and will continue to expand its collaborative scope, inviting more partners to join. E.SUN aims to promote ESG-related financial products jointly with its partners, integrating sustainable development principles into financial services through tangible actions to achieve sustainable development goals.

4. Wealth Management Consulting Services

- (1) E.SUN combines insights from its investment research team and product experts to perform a multi-dimensional analysis of customers' investment holdings in the "Global Rebalance Advisory Core Engine (GRACE)" system. ESG factors are incorporated into the analysis parameters to prioritize the selection of investment targets that meet customer needs and align with ESG criteria. Additionally, ESG product labels are added to the recommended targets and the product list of the customer's holdings, with detailed definitions of ESG products in the explanation section, creating customized investment solutions for customers.
- (2) **New ESG Fund Screening Function in Fund Product Inquiry Service**
The fund product inquiry page has added an ESG fund screening function, allowing customers to filter ESG funds based on their requirements. Customers can also confirm whether a product is an ESG fund in the product list column.

5. Wealth Management Customer Due Diligence (CDD)

- (1) When E.SUN establishes new business relationships with wealth management customers, identity verification and due diligence procedures are strictly implemented. Evaluation factors include customer background, industry type, socio-economic activity characteristics, geographic location, wealth and source of funds, and organizational type and structure for non-personal accounts, to identify money laundering and terrorism financing risks. If a customer is suspected of applying for services for illegal purposes, the establishment of a business relationship will be declined.
- (2) The membership application processes for private banking includes ESG evaluation factors, such as violations of environmental regulations and lack of honest operations or social responsibility, with the aim of guiding customers to pay attention to ESG issues through due diligence governance, thereby continuously exerting a positive social impact.



■ Trust Services

📌 Providing Diverse Trust Services with Creative Thinking

1. Enhancing Organizational Levels to Improve Overall Performance

The trust department was upgraded to a trust office in 2024, and based on the business characteristics and product advantages of trust services, the product project management (PM) team was expanded to meet the diverse needs of various customer segments.

2.Continuously Strengthening Talent Cultivation to Improve Trust Professionalism

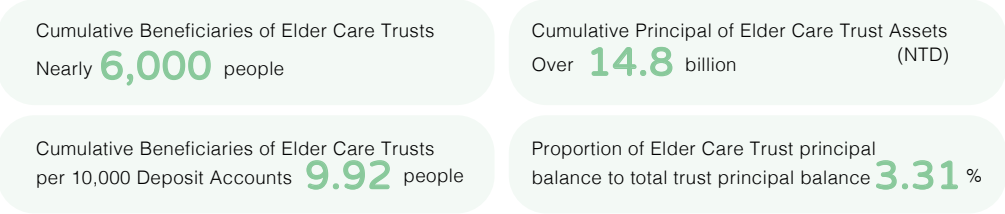
E.SUN values talent development and provides pathways for cross-disciplinary professionals to receive trust training and further education, such as arranging for colleagues to participate in consultant training courses on eldercare financial planning and family trust planning. This aims to address different customer needs and provide suitable trust services. E.SUN also collaborates with various industries to enhance service scope and continuously improve employee professionalism, including partnerships with leasing and management companies, medical institutions, law firms, and accounting firms.

3. Meeting Customer Needs and Providing Heartwarming Services

To help customers clearly assess their situations, E.SUN pioneered the "Elder Care Trust KYC Form" and established an online version in 2024. It also designed diverse trust products, including early termination trusts that allow grantors to retain control over their assets, spilt-over caring trusts combined with the concept of overflow, and elder care trusts with modules for designated guardians and conditional decision rights, etc.

2024 Achievements

1. E.SUN ranked first among private banks in cumulative elderly care trust assets and cumulative beneficiaries in 2024.



Note: The principal balance of trust assets includes monetary trusts (excluding securities investment trusts and futures trust fund custody), real estate trusts, and securities trusts.

2.Usage of Elderly Care Trust Related Services

- (1)Online Elder Care Trust KYC Form: Over 4,000 users within 4 months of launch.
- (2)Trust Service Network - Personal Trust Online Inquiry: The personal trust online inquiry function was launched on the official website in 2024, assisting customers in easily accessing required information, and shortening operational time for business units to provide a quality service experience.

📌 Promotional Activities

1.Cross-Industry Collaboration

E.SUN collaborated with law firms to hold seminars on trust themes and advance directives, and worked with leasing and management companies to plan for real estate management services that combine leasing and management services with trust.

2.Trust Seminars

In addition to ongoing trust advocacy activities at the New Taipei City Elderly University, E.SUN Bank also launched the Trust 2.0 village trust advocacy action plan, conducting a series of elderly care trust seminars in rural and island regions of Taiwan, engaging closely with elderly individuals to promote how to utilize trust systems to "protect assets, prevent fraud, and ensure care."

3.Healthy Ageing Tech Show

E.SUN participated in the largest healthy ageing tech show in Taiwan with the theme of "Exploring the New World of Aging," showcasing various financial products and services to meet the needs of aging individuals, and presenting the "Elder Care Trust KYC Form" to help customers protect their retirement assets in advance.



3.2 Inclusive Finance

GRI: 203-1, 203-2, 413-1
SASB: FN-CB-240a.1, FN-CB-240a.3

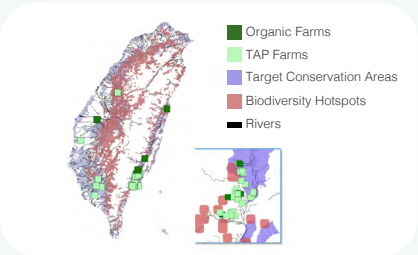
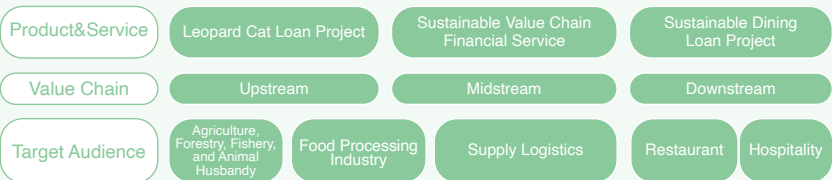
Farm to Table Sustainable Food Value Chain

"Promoting mutual prosperity for industry and the environment to support the sustainable food value chain through financial assistance."

E.SUN has collaborated with the Ministry of Agriculture, industry consultants, and other partners to develop the "Farm to Table sustainable food value chain". This program provides innovative financial services to assist in the development of the upstream, midstream, and downstream sectors. It integrates advisory support, funding, and promotional resources to comprehensively promote sustainable agri-food development. Since 2023, E.SUN has been supporting sustainable agriculture by collaborating with the Agriculture and Food Agency and the Corporate Synergy Development Center to launch the "Traceability Agricultural Product Loan Project". The project integrates advisory and funding resources to support agricultural producers in their sustainable transformation. In 2024, E.SUN further expanded its sustainable services by incorporating organic and green conservation certifications into the existing "TAP Loan Project," upgrading the initiative to the "Leopard Cat Loan Project." This project aims to encourage more agricultural producers to participate in the sustainable transformation effort. It is named after Taiwan's only native cat species, the leopard cat, symbolizing our commitment to protecting native biodiversity. Additionally, the pronunciation of leopard cat in Taiwanese is similar to "Eat Well," which reflects E.SUN's support for agricultural producers in providing consumers with safe and traceable sustainable ingredients. On the consumer side, a financial service for sustainable dining is offered to encourage the hospitality and restaurant industries to use organic, green conservation, and traceable food ingredients. In addition, recognizing the importance of the midstream side, E.SUN has collaborated

with its subsidiary, BANKPRO e-Service Technology, to assist organic logistics providers in establishing a digital platform that integrates information and financial flows. This project aims to construct a comprehensive value chain service model and has received consecutive awards from the Agricultural and Food Agency over the past two years. E.SUN has further analyzed the positive impact of the "Leopard Cat Loan Project" on the natural environment. The results show that approximately 93.35% of the financed clients are located in biodiversity-rich areas, indicating that promoting nature-based farming methods can effectively contribute to maintaining local biodiversity. During the implementation of the project, we also engaged with the Ministry of Agriculture to incorporate the eligibility criteria into the sustainable taxonomy for agriculture and forestry. In terms of promotion, E.SUN invited colleagues to participate in an internal fair that showcased and sold a variety of environmentally friendly food products. We also invited the leopard cat mascot from the Ministry of Agriculture to join us in supporting sustainable agricultural products while gaining insights into ecological issues such as sustainable farming practices and leopard cat conservation. To enhance the exposure of high-quality agricultural brands, E.SUN invited clients of the loan program to participate in the Agricultural and Food Agency's market activities, enabling more consumers to recognize and choose these sustainable products, thereby promoting public awareness of sustainability. In addition, E.SUN actively participates in domestic and international forum activities. At the 2024 Asia-Pacific Forum & Exposition for Sustainability and the New York Biodiversity Summit, we shared innovative solutions for "Farm to Table" and showcased Taiwan's sustainable practices.

The framework of the "Farm to Table Sustainable Food Value Chain"



Around 93.35% of Leopard Cat Loan Project client farmland are located within National Forestry and Nature Conservation areas.



E.SUN invited clients to participate in market activities organized by the Agricultural and Food Agency to help promote sustainable brands.

3.2.1Enhancing Usability of Financial Services

FN-CB-240a.1, FN-CB-240a.3

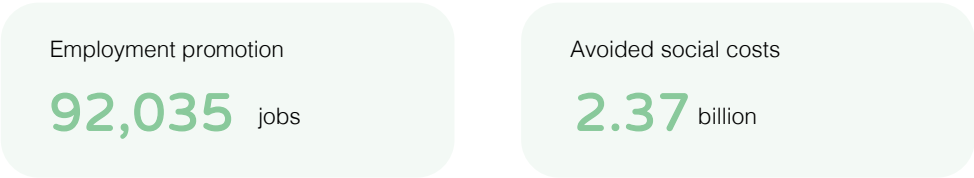
■ Inclusive Financial Products

In response to the United Nations' promotion of inclusive finance, E.SUN provides affordable financial products (including loans, insurance, and trusts) for microbusinesses, poor and/or low-income individuals, the elderly, youth and individuals with health condition or impairments. This reduces wealth disparity, promotes social fairness, and enables inclusive growth. E.SUN also considers the suitability for various age groups before offering financial products or services. For example, it raises the responsibility of credit investigation for individuals aged 18 to 30 to prevent younger customers from falling into debt traps due to inadequate considerations. In addition, guidelines on fair treatment of customers aged 65 and above have been established for consumer loan operations and wealth management services, to ensure appropriate financial services in the credit and investment management processes for seniors.

Product Type	Target Customers	Product Description	In 2024		
			Number of Customers	Transaction Volume	Loan Balance
Loan	Microbusinesses <small>Note 1</small>	To address the challenge of "Microbusinesses" many face in obtaining financing from traditional banks, E.SUN provides financing services specifically for microbusinesses with up to 10 employees, or less than NT\$3 million in assets, or a maximum of NT\$3 in annual sales.	16,189	21,609	98,070
	Poor and / or Low-income Individuals	Provides "housing subsidies" for low-to-middle-income families for home repairs or purchases, and offers dedicated "debt negotiation and repayment plans" and "post-earthquake reconstruction" loans for customers facing income reduction due to unforeseen circumstances, to help them rebuild their homes and enhance their financial resilience.	3,043	3,416	2,191
Total			19,232	25,025	100,261

Note 1: Microbusinesses are included within small businesses (defined as those with annual revenue of less than 50 million NT dollars). In 2024, the total number of small business loan customers is 18,407, with a combined loan balance of 124,348 million NT dollars.

Impact Valuation



Note: The reduced social cost is calculated as the number of total customers of small business loan x average number of small business employees x unemployment benefits for each unemployed person.



Premium Amount Unit: NT\$

Product Type	Target Customer	Product Description	In 2024		
			Number of Customers	Transaction volume	Premium Amount
Insurance	Economically Disadvantaged	Microinsurance: Since 2022, E.SUN Bank has consistently collaborated with insurance partners and local governments to provide fundamental protection for vulnerable elders, low-income and lower-middle-income households, and individuals with disabilities and their families. In 2024, in addition to continuing to expand the microinsurance safety net by partnering with the Tainan City Government and Nan Shan Life Insurance, and the Yunlin County Government and KGI Life Insurance, we have broadened the scope of protection from personal insurance to property insurance. Through a collaboration with the Changhua County Government and Nan Shan General Insurance, we donated the industry's first microinsurance policy for property – Fire Inconvenience Expense Insurance – taking concrete action to help over 60,000 vulnerable individuals obtain basic protection.	4	4	1,034
	Persons with Disabilities				
	Elderly	The Small Amount Whole Life Insurance: In response to the demographic trend of an aging population, E.SUN offers the small amount whole life insurance characterized by "low entry threshold," "low premiums," and "lifetime coverage." This initiative enables senior citizens who may be ineligible for traditional life insurance due to age, health conditions, or other factors to secure fundamental insurance protection.	36	36	641,239
	Health-Conscious Individuals	Spillover-effect Insurance: E.SUN Bank provides spillover-effect insurance products that incorporate self-management health mechanisms, encouraging customers to effectively manage their health, prevent diseases early, and enjoy benefits such as premium discounts as health promotion incentives.	34	35	30,344,987

Product Type	Target Customer	Product Description	2024 Subscription Count	Percentage of Mobile Banking Transactions in 2024
Offshore Bond	Beginner Bond Investors	Small-Denomination Bonds ^{Note} : In alignment with the principles of financial inclusion and to lower the barrier to entry for financial investments, thereby offering novice bond investors a more diversified selection of financial products, E.SUN Bank has meticulously curated a range of "Small-Denomination Bonds" across diverse industries. The minimum subscription amount is set at USD 1,000 or AUD 1,000. Furthermore, through E.SUN Bank's "Overseas Bond Digital Trading Service" available on mobile banking, transactions are no longer constrained by time or geographical limitations, enabling investors to readily participate in the bond offerings of globally renowned enterprises.	223	61.26%

Note: " Small-Denomination " refers to transactions denominated in USD 1,000 or AUD 1,000.

Principal Amount: NT\$ Million

Product Type	Target Customer	Product Description	2024 Headcount ^{Note1}	Principal Balance as of 2024 ^{Note2}
Trust	Elderly	Pre-Open Elder Care Trust: To safeguard the later years of our target customer, E.SUN Bank has introduced the Pre-Open Elder Care Trust. This offering employs standardized contracts to assist customers in establishing dedicated trust accounts in advance. Furthermore, it incorporates an automatic renewal mechanism upon maturity, ensuring the continuity of the customer's trust protection. This trust structure also allows for the planned disbursement of medical expenses or nursing home fees from the trust account in the customer's advanced years, thereby mitigating potential asset management challenges arising from diminished physical or mental well-being.	1,641	2,808

Note 1: The number of beneficiaries with Simplified Elder Care Trust agreements signed in the fiscal year 2024 has been consolidated, with cases terminated in 2024 excluded.

Note 2: The principal of trust assets for 2024.

Product Type	Target Customer	Product Description	Number of Customers in 2024	Number of transactions in 2024
Securities	Petite bourgeoisie	e-Click Smart Stock Saving: E.SUN Securities has launched the new version of "e-Click Smart Stock Saving, the "Intelligent Stock Savings System" to meet the demands for diversified stock-saving strategies. It helps investors control costs by using the patented "Technical Stock Saving" feature, which automatically buys targets at relatively low points based on technical indicators. This enables the allocation of a diversified investment portfolio, creating a personalized and diversified stock-saving strategy.	49,961	1,113,754

3.2.2 Expanding Financial Accessibility

■ Inclusive Financial Services

E.SUN provides convenient and caring financial services for the elderly, youth, residents in remote areas, foreigner or Taiwanese new immigrants, and people with disabilities, through physical and digital channels.

Elderly People (including Dementia Patients)

Physical Channels	<ul style="list-style-type: none"> · Senior-Friendly Lectures: In 2024, E.SUN Bank jointly organized 20 senior-friendly lectures in Northern, Central, and Southern Taiwan with the National Police Agency and various large medical institutions (totaling 657 participants). New locations included Penghu, Yilan, Hualien, Pingtung, and Nantou. The lectures covered topics on dementia and fraud prevention, aimed at enhancing elderly customers' financial awareness and health consciousness, while also promoting "Trust Services for the Elderly" to safeguard their asset security. · Dementia-Friendly Financial Program: In response to the aging society, we are collaborating with Taipei City Hospital, National Taiwan University Hospital Hsinchu Branch, Chiayi Sheng-Chen Hospital, Tainan Chi Mei Medical Center, and Kaohsiung Veterans General Hospital. Through training all branch staff and conducting simulated exercises, we aim to assist our colleagues in identifying the signs of dementia and providing empathetic financial services. We have also applied to various county and city health bureaus for "Dementia-Friendly Organization Certification." By 2024, we have successfully completed applications for 14 branches to become certified as dementia-friendly organizations.
Digital Channels	<ul style="list-style-type: none"> · E.SUN Mobile Banking Offers Online Caring Trust Services: To safeguard the assets of our senior customers and enhance their quality of life, E.SUN Bank provides a variety of caring trust services. Customers can access their trust accounts online, facilitating immediate deposits in both NT dollars and foreign currencies, as well as scheduling regular deposits to meet their comprehensive needs. · Official Domain Recognition Service on Official Website: In April 2024, we introduced an anti-fraud identification tool on our official website. Customers can enter any URL to instantaneously verify whether it is a legitimate E.SUN domain, significantly reducing the likelihood of senior customers inadvertently clicking on counterfeit websites. Following the launch, official website traffic exceeded 100,000 page views, marking a 30% increase compared to before the launch, with over 10,000 uses of the "Identification" service. This tool promptly addresses customers' concerns regarding potential fraud, thereby enhancing the security of every digital interaction.



Physical Channels Residents in Remote Areas

Physical Channels	<ul style="list-style-type: none"> · ATMs: To improve access to financial services and ensure that residents in remote areas receive high-quality support, E. Sun Bank have set up 19 ATMs in underserved areas, in line the "financial institutions to establish presence in underserved areas" announced by the FSC. These ATMs are strategically located in places like FamilyMart convenience stores in Xiulin Township, Hualien County, and Yuanshan Township, Yilan County.
Digital Channels	<ul style="list-style-type: none"> · Expansion of Embedded Financial Services: E.SUN Bank strategically leverages embedded financial technology to digitize the most frequently utilized financial services, connecting with preferred partners such as convenience stores, local communities, and retail chains. This integration embeds banking services into everyday customer scenarios, through platforms such as iPASS, PLUSPay, PXPAY Plus, and Smart Daily, thus linking customers' daily lives and providing the industry's broadest array of one-stop financial service applications. This initiative enables rural communities to access financial services within their daily environments without the need to visit a physical branch. · E.SUN Mobile Banking QR Code Cardless Withdrawal Service: Customers can book a cardless withdrawal in NT dollars online and utilize any ATM across Taiwan that supports this feature, enabling quick cash withdrawals without the need for a physical card. · Online Insurance Purchase via E.SUN Mobile Banking: Customers can independently purchase travel comprehensive insurance through the E.SUN Mobile Banking, available 24/7. This service allows for a seamless registration and purchase process for multiple coverage options, including travel inconvenience insurance and overseas emergency medical coverage.

Physical Channels Foreigners and/ or Migrant Workers

Physical Channels	<ul style="list-style-type: none"> · Multilingual ATMs: To provide convenient financial services to foreigners, migrant workers, and new immigrants, E.Sun Bank 1,350 ATMs interfaces support Indonesian, Vietnamese, Thai, in addition to Chinese and English. · Implementation of Bilingual Branch Policy: E.SUN Bank responds to the "Bilingual 2030 policy" and the "FSC Bilingual Nation Promotion Plan (Summary)." By the end of 2024, more than 80% of our branches have become bilingual branches (with 114 bilingual branches established). Within business lobby and convenient banking areas, we have installed bilingual queuing machines, multilingual ATMs, bilingual service signs, bilingual counters, and bilingualization of commonly used forms. We aim to provide foreign nationals with one-stop financial services and create a friendly international financial service environment.
Digital Channels	<ul style="list-style-type: none"> · Diverse Online Services: Customers can consult various financial services through E.SUN Mobile Banking online calls, telephone customer service, message boards, intelligent customer service, and text-based support agents. To continuously expand our bilingual service offerings, our official website, E.SUN Personal Internet Banking, and E.SUN Mobile Banking all provide bilingual versions. Additionally, foreign nationals holding residency permits can now apply for personal loan online (a newly introduced feature in 2024). We also offer the option to schedule account openings at designated branches and provide dedicated English-speaking telephone customer service, as well as bilingual real-time responses through intelligent customer service, enhancing accessibility for foreign customers utilizing E.SUN's digital services. · New Currency Exchange Rate Alerts: To facilitate customer foreign currency transactions, we have expanded our existing exchange rate alerts beyond the US dollar, Japanese yen, Chinese yuan, Hong Kong dollar, and euro to include alerts for Australian dollar, Canadian dollar, British pound, and South African rand. Customers can subscribe to receive alerts for these nine currencies through the E.SUN Mobile Banking or the official E.SUN LINE account, enabling them to seize the right opportunities for currency exchange transactions according to their needs.

Physical Channels Individuals with Health Condition or Impairments

Physical Channels	<ul style="list-style-type: none"> · Accessible ATMs: ATMs with a maximum height of 120 cm have been installed to ensure accessibility, offering voice instructions, warning alerts, and flashing lights for enhanced communication. Additionally, a QR code linked to a Chatbot has been placed on the ATM homepage, enabling customers with hearing or speech impairments to scan and access online text-based customer service for immediate assistance. An accessible area has also been established, allowing customers to perform cardless withdrawals and common deposit and transfer transactions. The operational interface features corresponding physical numeric keypads for user selection, enhancing usability and reducing the need to frequently reach for the touchscreen. · ATM interbank withdrawal fee waiver: Customers with disabilities can apply for 3 free ATM interbank withdrawals handling fees monthly, limited to one account per person. As of the end of 2024, the total number of applicants is 1,645, with a total of 7,700 interbank withdrawal transactions. · Visually Impaired Customers: Responding to the policies of the authority, talking ATMs have been installed in public places such as Taiwan Railway stations, government agencies, universities and large medical institutions. By 2024, talking ATMs have been extended to all E.SUN Bank branches, with a total of 405 talking ATMs. In addition, a deposit function for visually impaired customers has been developed, which provides audio guidance through headphones, allowing the visually impaired community to deposit money at ATMs independently. Before launching, Taipei Parents' Association o for Visually Impaired was invited to conduct actual testing to better meet user needs. · Wheelchair accessibility: In 2024, 139 branches all have been equipped with accessible counters, accompanied by various communication tools such as communication boards, writing pads, live text-based customer service, and Braille stickers. Additionally, 124 accessible restrooms have been constructed, and 1,350 wheelchair accessible ATMs have been installed. · Hearing-impaired customer accessibility: In line with Treating Customers Fairly Principles, E.Sun Bank offers online application services and multiple notification methods (such as SMS, email, etc.) . Collaborating with C.N.A.D, webcams, microphones, and speakers has been installed on computer of each branch, providing real-time sign language translation services, enabling hearing-impaired customers to communicate with clerks in their familiar sign language through conference calls, meeting their financial service needs.
Digital Channels	<ul style="list-style-type: none"> · Accessible Financial Services: ESUN Bank's personal digital platforms have all received accessibility certifications, including the official website, which achieved the conformance level A across all pages in October 2024, the user-friendly E.SUN Personal Internet Banking, which renewed its conformance level AA in June 2024, and the E.SUN Friendly WebATM, which has also obtained the conformance level A. Additionally, we have created an accessible section within the E.SUN Mobile Banking and a friendly version of E.SUN Wallet. The official website also provides easily searchable accessibility information, such as the availability of accessible facilities at our branches. · Friendly Account Opening Services: We offer customers the option to select languages such as Taiwanese, sign language, or English when scheduling an account opening appointment, thereby enhancing our inclusive financial services. · Easy-to-Read Services: In collaboration with the Taiwan Foundation for the Blind, we have launched an easy-to-read and audio version of the debit card. Furthermore, we have shared easy-to-read formats for account opening, counters, and ATMs with the Bankers Association, which are available for download on our official website. This initiative employs visual aids to make financial services more comprehensible for all customers.

3.2.3 Enhance Financial Literacy

FN-CB-240a.4

■ Financial Education and Promotion

Little Financial Experts

To link the two ends of an M-shaped society, E.SUN x PaGamO use digital platforms as the medium to teach students in elementary school and junior high school financial knowledge. Instead of using the traditional teaching method, gamified learning method allows students to think and find answers independently while solving problems, thereby enhancing their learning interest and motivation. A total of 450,302 participants have taken part in 2024.

Hualien Urban Regeneration Conference

To assist the residents of Hualien in rebuilding their communities following the strong earthquake on April 3rd, E.SUN Bank partnered with the Hualien County Architects Association to host the conference in June 2024 in Hualien. The conference focused on regulations related to urban regeneration and financial services, providing attendees with information on the application processes for reconstruction and financing, as well as the tax benefits associated with rebuilding. Additionally, financial consulting services would have been available at the conference, aimed at enhancing housing safety and creating a friendly environment.



Financial Knowledge Section

To continuously enhance the impact of sustainable finance and implement inclusive finance, E.SUN Securities has established a dedicated financial education section on our official website. This platform provides easily digestible articles designed to help young individuals and novice investors from all backgrounds rapidly develop fundamental investment and operational knowledge. The topics covered include an introduction to stocks, fundamental analysis, ETF explanations, financial terminology introductions, investment strategies, and risk management, among others. By employing straightforward language complemented by clear and comprehensible charts, we aim to enable the general public to absorb diverse financial knowledge more efficiently. This initiative reduces the need for extensive searches and the verification of other online articles' authenticity, while also overcoming time and space constraints that may hinder knowledge acquisition. Our goal is to lower the barriers to investment learning and bridge the information gap between professional institutions and the general public. In 2024, the number of visitors to this section reached 1,314,977.

Investment Seminars for Universities

E.SUN Securities adheres to its social responsibility and is committed to promoting financial literacy and awareness of trading risks. In collaboration with our subsidiary E.SUN Investment Consulting, we partnered with university clubs and academic societies to participate in an investment seminar organized by the National Taiwan University Investment Research Club in 2024. This seminar was designed to provide students with an early understanding of stock market-related knowledge. In addition to enhancing the visibility of E.SUN Securities and E.SUN Investment Consulting, the seminar aims to cultivate students' financial management competencies, nurturing future finance professionals. Furthermore, to mitigate the default and settlement risks faced by young investors, E.SUN Securities has incorporated a basic knowledge questionnaire into the account opening process. This initiative enables novice investors to comprehend the operational mechanisms of the stock market and its associated regulations. Additionally, we have developed a knowledge assessment on "Day Trading" to enhance the young clientele's awareness of the risks associated with this trading strategy.

E.SUN Financial Education for Kids

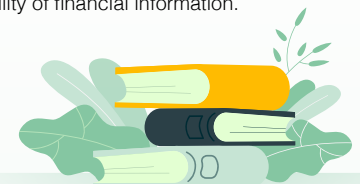
E.SUN Financial Education for Kids is jointly promoted by E.SUN FHC, E.SUN Educational and Cultural Foundation, and The Commonwealth Education Innovation Hub. The program recruits seed teachers from various regions across Taiwan to incorporate financial education into teaching activities and encourages E.SUN volunteers to engage with schools to promote financial literacy courses.

This program is specially designed for elementary school students in grades 3 to 6, featuring two sets of modules and three major thematic courses, which include saving, investing, and preventing fraud. Seed teachers and volunteers can select suitable course content based on the students' age and prior knowledge. The curriculum encompasses everything from building concepts to interactive participation, combined with engaging and practical activities such as "Accounting Little Experts," "Deposit Interest Rate Cards," "Stock Simulation," and "Fraud Prevention Little Guardians." Through enjoyable and educational methods, the program aims to cultivate correct values and financial knowledge among students. The first wave of implementation consists of 5 sessions, with approximately 300 students participating.



Financial Knowledge on Social Media Platforms

E.SUN shares financial concepts and product features on social media platforms, including Facebook, Instagram and YouTube, aiming to lower the threshold for customers to access financial knowledge and improve the readability of financial information.



■ Business Management Tools or Trainings

Online Store and Digital Services Guidance Conference

E.SUN Bank, in collaboration with BankPro eService Co., Ltd. and the Taiwan Local Creation Foundation, is hosting an 'Online Store and Digital Services Guidance Seminar.' This seminar combines Jinfaitong's smart carbon reduction and e-commerce services with E.SUN's exclusive financing solutions and green payment processing financial services, collectively assisting local creation teams in their ESG digital transformation.

"Empowering Young Rural Entrepreneurs: Creating a New Chapter Together" – Rural Revitalization Engagement Forum

E.SUN Bank participated in the Rural Revitalization Engagement Forum, organized by the Rural Development and Soil and Water Conservation Agency. During the event, E.SUN provided accessible and practical financial suggestions to support rural enterprises in identifying financial risks within their business operations. E.SUN also shared relevant financial concepts with these participants, helping them build strong credit scores and enhance their long-term financial sustainability.



■ Incentives to Establish Saving Accounts

Bonuses of Digital Saving Account

E.SUN Bank provides online account opening services for residents in remote areas, eliminating the need for them to visit a physical branch. Customers are required to fill out their information only once and can simultaneously apply for multiple products and services online, leading the industry in Taiwan. This includes offerings such as foreign currency deposits, New Taiwan Dollar securities settlement accounts, credit cards (including automatic deduction), personal loans, mortgage, securities accounts, securities agency services, and intra-bank agreed transfers under the same account name. To encourage saving habits, customers are granted preferential annual interest rates on time deposits and reduced fees for systematic investment plans. New users who open digital accounts in both NT Dollars and foreign currencies can also enjoy promotional benefits such as cashback rewards, e.Fingo points, and waived fees for interbank transfers and withdrawals.



Bonus of Digital Foreign Exchange Transaction

Through the official E.SUN Bank LINE account, we provide notifications for special foreign exchange purchase days and offer rate alerts through E.SUN Mobile Banking. Coupled with foreign currency average cost calculations, these tools assist customers in making informed decisions regarding optimal buying and selling timing. Customers can purchase foreign currencies at favorable rates and subsequently engage in advantageous foreign currency time deposits. Additionally, we introduce exclusive limited-time offers for new foreign currency deposit funds, which can be accessed through E.SUN Mobile Banking after receiving tailored discounts. This initiative aims to establish an effective savings mechanism for our customers.

Inclusive Finance: Establishing Financial Literacy

		Targeted Customers	2024 Quantitative Social Impact KPI
Financial Education and Promotion	Little Financial Experts	Young People	450,302 Participants
	Hualien Urban Regeneration Conference	Individuals in Rural or Hard-to-reach Areas	53 Participants
	Financial Knowledge Section	Young People	1,314,977 Participants
	Investment Seminars for Universities	Young People	30 Participants
	E.SUN Financial Literacy Pilot Program	Young People	300 Participants
	Financial Knowledge on Social Media Platforms	Young People, Elderly People and Individuals in Rural or Hard-to-reach Areas	480,000 Participants
		Total	2,245,662 Participants
Business Management Tools or Trainings	Online Store and Digital Services Guidance Conference	Microbusinesses	16 Participants
	Rural Revitalization Engagement Forum	Microbusinesses	131 Participants
		Total	147 Participants
Incentives to Establish Saving Accounts	Bonuses of Digital Saving Account	Individuals in Rural or Hard-to-reach Areas	307,982 Applicants

3.3 Fair Customer Treatment and Customer Experience

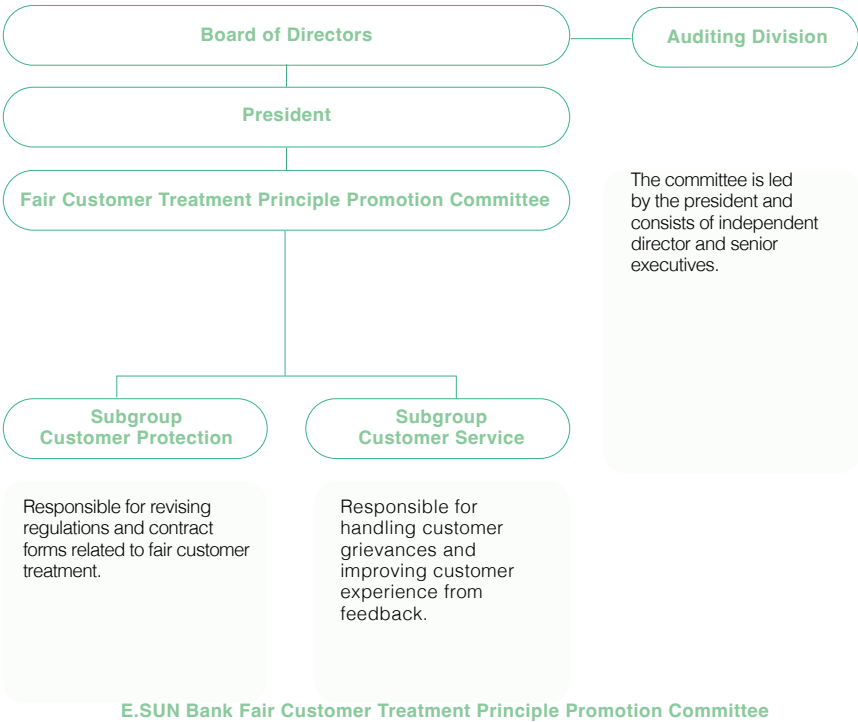
GRI: 417-1, 417-2, 417-3

The continuous evolution of product offerings and service models in the financial industry has underscored the growing importance of customer rights protection and customer experience. E.SUN FHC dedicated to its original service philosophy by continuously establishing a culture and management system based on the principle of fair customer treatment. E.SUN FHC aims to place customer experience as core value, ensuring service quality, implementing customer protection, enhancing customer communication, and providing customer-centric financial services.

■ Implementation of Fair Customer Treatment

E.SUN established a corporate culture that emphasizes customer protection. Approved by the Board of Directors, stipulate the "E.SUN Bank Fair Customer Treatment Policies and Strategies" and the "E.SUN Securities Fair Customer Treatment Policies and Strategies" to serve as a shared value system and code of conduct for business development. In addition, a dedicated team appointed by the board of directors of E.SUN Bank - the "Fair Customer Treatment Principle Promotion Committee" - oversees the implementation and supervision of each department of E.SUN Bank. E.SUN Securities also builds a "Fair Customer Treatment Promotion Committee", which holds quarterly meetings to review the implementation of customer experience optimization, process improvement, innovative services, customer rights protection and legal compliance, and internal control implementation.

To continuously establish a culture of fair customer treatment, E.SUN FHC builds the "E.SUN Bank Fair Customer Treatment Training Program" to provide relevant training to directors and senior executives, general staff, and frontline employees. In 2024, E.SUN FHC's entire staff accumulated a total of 49,764 participants in fair customer treatment-related training, with a total training time of 157,779.5 hours. Key courses include an analysis of the Financial Consumer Protection Act and the Convention on the Rights of Persons with Disabilities (CRPD), the accumulated number of participants in key courses is 9,053, accounting for approximately 97.7% of employees with total training hours of 36,212.



Case

The Board of Directors Promotes Fair Customer Treatment from Top to Bottom

- Invite board members to participate in external courses and obtain certificates.
- Regularly report financial consumer protection progress to the board.
- Invite E.SUN Bank's president and independent directors to participate in the "2024 Fair Customer Treatment and Service Quality Enhancement Seminar" to interact with frontline employees.

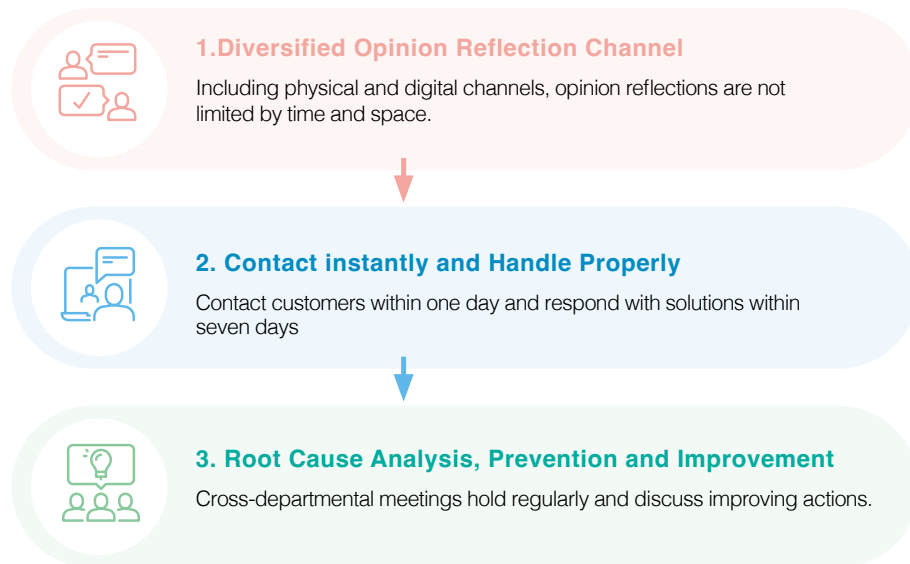


2024 Fair Customer Treatment and Service Quality Enhancement Seminar

■ Customer Grievance Procedure and Rights Protection

To protect customer rights, all E.SUN FHC's business documents follow the "E.SUN FHC Business Document Assessment Rule" and "E.SUN FHC Subsidiaries Greenwashing Prevention Guideline" fully revealing the product information, fee calculation, and campaign terms. All of the important terms and the usage of personal data are marked in clear fonts. Additionally, all marketing activities must be carefully planned and implemented before launch, including the activity rules, service procedures, customer rights, and dispute resolution mechanisms. In 2024, E.SUN FHC completed 308 assessments with a 100% assessment rate, and no violations of unclear or wrong document labeling found in assessment materials.

E.SUN places great importance on the proper handling of customer grievances and subsequent improvement, with established guidelines such as "E.SUN Bank Customer Dispute Resolution Principles" and "E.SUN Securities Customer Dispute Handling Procedure" to clearly define the responsibilities of the relevant departments in the three lines of defense. Since 2021, E.SUN Bank has obtained the ISO 10002 customer grievance management system certification for four consecutive years, establishing a disciplined customer grievance management system.



E.SUN FHC Customer Grievance Procedure

		2022		2023		2024	
		Bank	Securities	Bank	Securities	Bank	Securities
Customer Grievance Feedback (cases)		762	81	909	50	1,152	155
Forwarded by the Authority (cases) (Including Financial Supervisory Commission grievances, telephone calls, and Financial Ombudsman Institution cases of dispute and mediation)		505	33	699	23	1,004	38
Financial Negotiation	Number of Cases	12	0	24	1	9	0
	%	1.6	0.0	2.6	2.0	0.8	0.0
Case Not Closed at Year-End	Number of Cases	18	0	40	0	39	9
	%	2.4	0.0	4.4	0.0	3.4	5.8
Number of Grievances Solved	Number of Cases	744	81	869	50	1,113	146
	%	97.6	100.0	95.6	100.0	96.6	94.2

■ Fraud Prevention and Actions

With continuously evolving tactics in fraud methods, fraud incidents and the amounts involved are reaching new heights. E.SUN Bank demonstrates its commitment to social corporate responsibility by formulating the "E-SHIELD Anti-Fraud Blueprint." The term "E-SHIELD" draws inspiration from the Japanese talisman "omamori," symbolizing the creation of a comprehensive fraud prevention mechanism to maintain financial order and uphold social justice. This initiative is based on the corporate ESG culture to generate the right strategies, integrate organizational resources, and cultivate fraud prevention employees that move towards sustainable development.

In addition to forming an anti-fraud task force, E.SUN Bank established a permanent anti-fraud organization in Q4 2024, supervised by executives at the vice president level and above. This organization will implement a robust control mechanism that emphasizes prevention, detection, and monitoring. Meanwhile, E.SUN Bank is actively collaborating with external institutions, such as hosting a total of 34 fraud prevention awareness events and senior-friendly seminars on campus and communities, along with 48 internal fraud questionnaire promotions and 240 internal training sessions. In 2024, E.SUN Bank successfully intercepted 836 fraud attempts, resulting in fraud prevention of 652 million New Taiwan Dollars. E.SUN Bank has demonstrated significant effectiveness in preventing fraud cases, minimizing financial losses, and improving awareness of fraud prevention, which exerts a positive financial influence and contributes to society.

Prevented Amount of Fraud

Unit: NT\$ Million



Prevention

- The "Abnormal Account Database" provides real-time prevention of abnormal cash flows, enhancing control over the number of transactions to designated payee accounts. The effective date for designated payee accounts is adjusted, and the system immediately blocks transfers to/from watch-listed/abnormal accounts, strengthening control over online banking transfers.
- Utilize rule-based monitoring to identify new warning patterns, employing Graph technology and Tableau dashboards to detect abnormal accounts.
- Establish Customer care inquiry process that focuses on suspicious or specific transactions. Branches use a "Care Inquiry Template" along with multi-layered questioning techniques, successfully intercepting 836 fraud cases in 2024.

Detection

- The "E.SUN Sentinel Model" utilizes machine learning technology to detect abnormal account cash flows daily, automating the management of monitoring lists.
- The "E.SUN Intelligent Fraud Prevention System (IEFPS)" real-time detects, calculates, and returns fraud probability results to prevent credit card fraudulent transactions.
- In 2024, E.SUN Bank established a "Customer Behavior Risk Prevention Platform" that integrates information across various product lines, streamlining account management processes, reducing redundant operations, and leveraging systematic information collection to record comprehensively.

Monitoring

- Enhance anti-money laundering monitoring with a focus on investigating suspected mule accounts or abnormal cash flows associated with fraud.
- In 2024, 1,366 employees received rewards as part of the anti-fraud action, and the number of watch-listed accounts will be incorporated into branch performance evaluations.

External Collaboration

- Collaborate with the National Police Agency and the Hawk Eye Fraud Detection Alliance to enhance the detection and prevention of financial fraud transaction.
- Collaborate with the National Police Agency to establish the "Three-Way Call Instant Fraud Prevention" mechanism and install outward-facing surveillance cameras across branches.
- Submit a blacklist through the "Financial Telecommunications Anti-Fraud Platform" to support the National Police Agency's 165 Anti-Fraud Hotline case analysis.

Fraud Prevention Awareness

- In collaboration with the regulatory authorities, E.SUN Bank hosted the "Fraud Prevention Vanguard: Youth Avoiding Pitfalls" campus fraud prevention outreach activities at designated institutes including Jenteh Junior College of Nursing and Chihlee University of Technology as a total of 2 sessions with approximately 142 attendees.
- E.SUN Bank also organized campus financial safety seminars at National Taiwan University, National Taipei University, National Pingtung University, and National Chengkung University as a total of 4 sessions with approximately 580 attendees.
- For the professional basketball games, E.SUN Bank partnered with the Kaohsiung Aquas to host a Fraud Prevention Theme Day, inviting the National Police Agency to participate in fraud prevention outreach. E.SUN Bank also set up a fraud prevention mini-game at the venue to raise awareness among the approximately 3,000 spectators attending the event.
- E.SUN Bank conducted senior-friendly lectures in collaboration with various county and city police departments to promote fraud prevention among its elderly VIP customers. E.SUN Bank introduced elderly caring trust services as a fraud prevention measure, holding a total of 20 sessions and inviting 653 customers to attend. (There is a significant increase from 213 attendees in 2023 to 653 in 2024, representing a growth of 306%.)
- E.SUN Bank was invited to host financial fraud prevention seminars at four locations: a training session for teachers from high and elementary schools in Yilan County, Yumin Hospital, Chiayi Veterans Hospital, and Taipei Truth Lutheran Church, with a total of 272 attendees.



■ Scientific Customer Experience Management

Creating Warm Customer Service

"Cultivating the most professional talents and providing the best service to customers" is E.SUN's business philosophy. E.SUN is committed to providing exceptional customer experiences through various mechanisms, including mystery shopper inspection, customer service officers, and the selection of "Best Customer Service Employee" to enhance service quality management.

Mysterio Inspection

- Invite certified mysterio to conduct inspection on telephone customer service and branch services.

Customer Service Officers

- Establish "customer service officers" to enhance service standards at branch level.
- Engage external experts to deliver service quality training workshops, incorporating case studies and team-building activities.

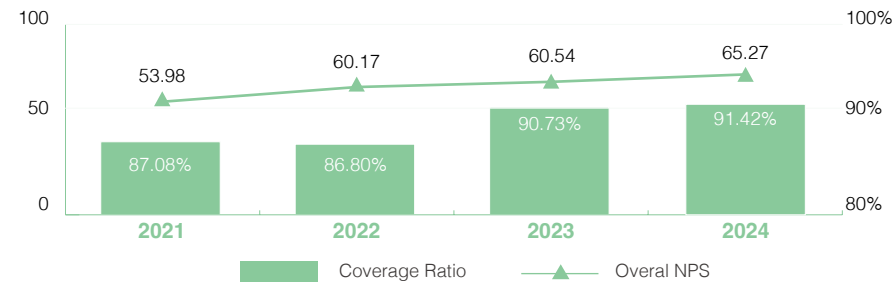
Best Customer Service Employees

- Hold an annual Best Customer Service Employees Award event to consolidate the companywide service consensus. In 2024, a total of 166 Best Customer Service Employees were selected.

Measuring Customer Experience and Creating a Positive Cycle

E.SUN places a high priority on customer rights and customer experience and listens attentively to customers' voices. E.SUN Bank has conducted satisfaction and NPS surveys across physical branches, digital channels, and call centers since 2021. In 2024, the overall satisfaction rate reached 93.44%, with a coverage ratio of 91.42%. The NPS score reached 65.27, showing a growth trend for three consecutive years.

Overall NPS & Coverage Ratio

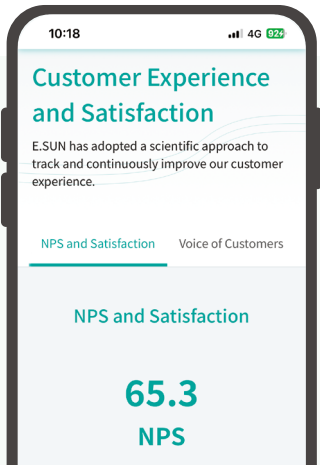


Note1: Coverage ratio = Number of customers reached through the satisfaction survey /Total number of customers in E.SUN Bank.

The satisfaction and NPS survey results serve not only as key performance evaluation items but also as important reference information for service optimization. E.SUN Bank effectively manages, refines, and regularly tracks the effectiveness of customer feedback processing through the "VOC (Voice of Customer) Proposal System" and customer experience management, creating a positive cycle of service experiences.

E.SUN Bank Website - Customer Experience and Satisfaction Column

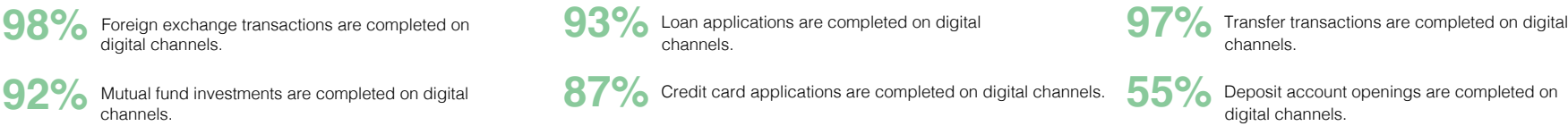
E.SUN Bank has established a two-way channel for customer communication. In addition to providing various channels for feedback collecting, E.SUN Bank also set up a "Customer Experience and Satisfaction" column on its website to respond to customers with actual results. The content includes NPS and satisfaction survey results and shares the new services launched by E.SUN originated from customer feedback.



3.4 FinTech and Innovation

GRI: 203-1

Sustainability and digital transformation are key to corporate development. E.SUN Bank has integrated ESG principles into domestic and international business expansion, high-end customer engagement, fintech initiatives, and the management of three lines of defense, establishing itself as a human-centered digital financial leader. E.SUN Bank boasts a technology team of over one thousand professionals responsible for comprehensive digital development, intelligent applications, information research and development, and cybersecurity management. Through five major AI applications encompassing research and development services, marketing, processes, risk management, and empowerment, we leverage financial intelligence as a core competitive advantage. In the global movement towards net zero and the adoption of AI technologies, E.SUN Bank upholds the vision of "Every staff in E.SUN becoming world-class citizens and E.SUN becoming a world-class corporate citizen." We actively harness our financial influence to assist society in achieving dual transformation in sustainability and digitalization. In the realm of digital finance, E.SUN Bank is committed to promoting inclusive finance, intelligent finance, and scenario-based finance. During the year 2024, we achieved significant performance in our digital channels, with specific outcomes detailed as follows:



■ Services Supported

Digital foundation Through the optimization of generative AI platforms, enhancement of cloud backup, and improvement of resource utilization efficiency, we are actively promoting digital transformation to ensure information security and service resilience while enhancing innovative service capabilities. The outcomes for 2024 are as follows:

Topics	Strategy Directions
AI Technology	Optimize the usage of the generative AI platform - GENIE for our staff, integrating E.SUN's unique knowledge base, adding image and audio recognition capabilities, and expanding the user base while ensuring information security, regulatory compliance, and budget management.
	E.SUN Bank is proactively developing Retrieval-Augmented Generation (RAG) technology, with its initial application case being the "E.SUN New Employee AI Assistant," which supports new employees in asking foundational financial knowledge questions before, during, and after training sessions, receiving generative responses. This serves as a pocket assistant for frontline staff, enhancing their learning and work efficiency.
Operational Resilience	To maintain the minimum service level in extreme scenarios, critical business data has been backed up to the cloud since 2024. Continuing to leverage cloud advantages in 2025, we are planning to migrate core system backups to the cloud. This will ensure the preservation of vital business data and the provision of basic financial services during extreme situations, thereby safeguarding customer rights.
	In order to enhance the availability of overseas information systems and reduce the impact on services in overseas branches, we continue to plan and promote the migration of servers to the public cloud in other overseas branches. In 2024, we had completed the migration of servers in our Singapore, Japan, USA overseas branches to the public cloud.
Resource efficiency	To enhance resource utilization and implement a resource reclamation mechanism for virtualized environments, we adopt regular analysis and reclamation to achieve optimal resource allocation.
	In order to increase productivity, we implement the collaboration platforms and digital tools in the development process and optimize workflows through AI tools.
	Intelligent Banking Division will audit and upgrade third-party Python packages, establishing a unified package version management system. Over the course of six months, the number of package versions were reduced from 16,000 to approximately 500, significantly lowering the maintenance costs.
Agility and Resilience	E.SUN's overseas branches have fully implemented an SD-WAN (Software-Defined Networking in a Wide Area Network) design to enhance the integrated utilization of existing leased lines. We will further refine the architecture to reduce line costs in the future.
	Continuing to expand the usage of container platforms will enable rapid application delivery, automated deployment and operations. Container technology also allows for automated scaling to enhance system reliability, ensuring uninterrupted application services.
	Cloud Service has the diversity and high availability, and complement with on-premises services, more information service requests will be achieved by using both cloud and on-premises service. At the same time, the security of using cloud services is ensured through a security management framework.
Cybersecurity Monitoring	E.SUN Bank has designed cybersecurity anomaly monitoring scenarios based on cloud characteristics and has implemented cloud personal data scanning and monitoring management mechanisms to ensure the security of cloud service usage.

Protecting Patented Technology

E.SUN adopted the Taiwan Intellectual Property Management System (TIPS) in 2020, and passed the TIPS A-Level verification. Through measures such as intellectual property risk assessment, patent proposal review mechanisms, education and advocacy related to intellectual property, we have implemented intelligent services and leveraged our technological advantages. In 2024, we commissioned a patent firm to construct a patent map for E.SUN Bank, which will aid in understanding the current distribution of our technologies and competitive dynamics with peers, as well as assist various departments within the bank in planning future patent application directions, thereby enhancing patent management efficiency. E.SUN Securities has obtained patents in areas including digital services and AI applications for business.

Patents Granted in E.SUN

223 patents

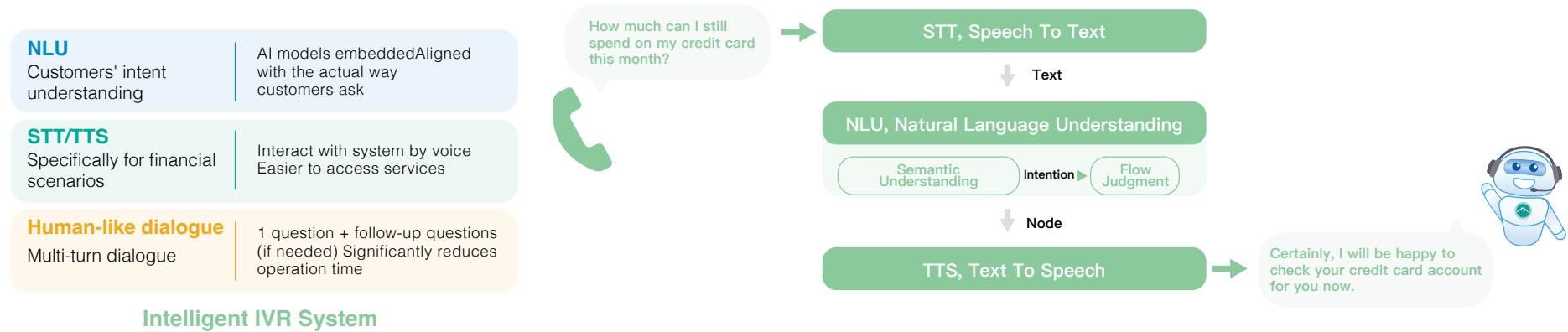
	Invention patents		Utility patents		Design patents	
	Bank	Securities	Bank	Securities	Bank	Securities
Announced in 2024	15	1	10	1	3	2
As of the end of 2024	80	6	101	3	29	4

Financial Innovation Applications

Optimization of Digital Services to Enhance Customer Experience

Intelligent IVR System	In the second quarter of 2024, we added a new feature of "Intelligent Customer Service System", with 24-hour real-time response capabilities to address common inquiries, employing a "human-machine collaboration" model to enhance service experience. By 2024, E.SUN Bank ensured that all customer service positions are fully operational, achieving a total of 1.68 million service interactions annually.
E.SUN Artificial Intelligent Platform	<p>Focusing on a customer-centric approach, we have developed "E.SUN Artificial Intelligent Platform" to achieve innovations in financial applications. We offer four key solutions characterized by being "Variety, Speedy, Quality, and Stability," and have secured multiple patents for technologies such as interactive voice response and intelligent product recommendations. In 2024, we were honored with the Excellent Award in the Best Digital Finance category at the Taiwan Banking and Finance Best Practice Awards:</p> <p>(1) Variety Product Applications: The "Integrated Application Module" addresses the issue of customers having to repeatedly fill out application information. With a diverse range of product combinations, we facilitate approximately 400,000 financial service applications annually for E.SUN Bank.</p> <p>(2) Speedy Application Journey: By leveraging "Process AI" for data recognition and enhancing it with our proprietary income recognition and risk assessment models, we have increased service application speed by 50%.</p> <p>(3) Quality Experience & Interaction: The introduction of "Service AI" incorporates technologies such as Speech-to-Text (STT), Natural Language Understanding (NLU), and Text-to-Speech (TTS), which results in a 60% reduction in customer service waiting times.</p> <p>(4) Stability Risk Management: Utilizing "Risk Control AI," we can detect anomalous transactions, providing real-time protection for customer assets within 0.1 seconds.</p>
Mobile Banking	<p>ESUN Mobile Banking integrates banking, securities, and insurance services, offering a one-stop financial solution. In 2024, we will continue to focus on enhancing customer experience by providing diverse services:</p> <p>(1) Convenient Self-Service Options: We have expanded our self-service offerings to include new features such as passbook, issuance, time deposit services, loss reporting for seals, financial card management, balance confirmation for deposits, online NTD account closure, and QR code-based cardless withdrawals. Additionally, we aim to broaden our user base by providing instant account data connectivity for sole proprietors, enhancing the convenience of our digital services.</p> <p>(2) Integration of Securities and Insurance Products:</p> <ul style="list-style-type: none">· The E.SUN Mobile Banking now includes an IPO payment feature for E.SUN Securities ETF, which automatically populates payment information and provides seamless transaction services. We have also introduced an entry point for "Stock Saving" and functionality for stock account inquiries on the Taiwan Stock Exchange. This encourages customers to agree to data sharing, allowing them to view total market capitalization, overall inventory gains and losses, and total return rates of E.SUN Securities. Furthermore, users can easily navigate to the E.SUN Securities app to complete transactions.· Our 24-hour mobile banking service allows customers to purchase travel comprehensive insurance, offering flexible choices among various plans, such as travel inconvenience insurance and overseas medical coverage, thus providing convenient and expedited insurance services.
Digital Saving Account	In order to enhance customer experience and service efficiency, we are introducing an integrated digital deposit account service in September 2024, which will significantly upgrade the account opening process. Customers will be able to complete their account application online and subsequently verify their identity at a bank branch. This improvement is expected to increase branch efficiency by reducing processing time by over 50%. Additionally, we will offer services such as passbook issuance and online enhancements for non-designated transfer limits as part of our standard account offerings. Existing digital account customers will also have the opportunity to upgrade their accounts after completing video verification through the E.SUN Mobile Banking, enabling them to enhance their account benefits without needing to visit a branch. This initiative aims to provide a more comprehensive digital service experience.

Find needed services in **17s**,
Accuracy rate over **85%+**



Intelligent Fraud Prevention, Enhancing Fraud Risk Management

Anomalous Account Detection	E.SUN Bank established the "E.SUN Sentinel Model" for anomalous account detection in 2018, becoming the first financial institution in Taiwan to transform the complex logic of internal alert management reports into model factors. In 2024, accounts that triggered warnings by the Sentinel Model constituted approximately 60% of the watch-listed accounts at E.SUN Bank, resulting in a reduction of approximately 53.6 personnel for detection each year and saving around 325 hours of manual processing time daily. Through the ongoing control of the model, a total of 4,571 accounts have been monitored, preventing the further dissemination of funds amounting to NT\$71.82 million.
Credit Card Fraud Detection	E.SUN Bank employs expert experience and AI models, having launched the "Intelligent E.SUN Fraud Prevention System (IEFPS)" in 2019. This system accurately and swiftly detects and comprehensively prevents unauthorized transactions through human-robot collaboration (HRC). In response to rapidly changing market risks, the model updates have increased from a monthly to a weekly cadence. For instance, in 2024, the system effectively prevented losses due to fraud amounting to NT\$885 million (an average of NT\$73 million per month).
ATM Image PoC	E.SUN Bank, in collaboration with the National Police Agency, Ministry of the Interior (NPA), has planned to install external surveillance cameras in ATMs throughout Taiwan. In 2024, we introduced a real-time alert mechanism for "suspected fraudulent domestic financial accounts," strengthening anti-fraud measures at branches and safeguarding financial order and public asset security. Within less than one month of launching the system, multiple suspicious accounts were identified, totaling amounts exceeding NT\$7 million.
External Cross-Domain Collaboration	<ul style="list-style-type: none"> Since 2022, E.SUN Bank has partnered with NPA's 165 system platform. This collaboration allows customers to report suspicious calls, messages, or websites to the customer service center. The police then coordinate with telecom operators to suspend services and block keywords. As of the end of 2024, 6,588 entries of blacklisted data have been provided through this platform. Starting in 2023, E.SUN Bank signed an anti-fraud agreement titled "Unite Now to Combat Fraud," with the NPA. When customers suspect fraud and call E.SUN Bank for confirmation, a three-way connection with the 165 anti-fraud hotline is established. This reduces the time for case handling from 30 minutes to 10 minutes. By the end of 2024, over 230,000 calls related to the 165 hotline and related fraud consultations have been received, with 203 calls for real-time online fund interception occurring within 24 hours, accumulating a total amount of about NT\$6.94 million in secured funds. In the first half of 2024, E.SUN Bank initiated a five-month pilot project on "Cross-Financial Industry Joint Learning for Anti-Fraud Technology," focusing on compliance and data confidentiality to better understand diverse patterns of financial fraud. This initiative aims to enhance detection accuracy and upgrade fraud prevention capabilities.

Data-Driven Business Development and Growth

Visualization of Institutional Relationship Networks	E.SUN Bank extracts relational information from its data and implements Neo4j graph database technology and graph algorithms. By constructing a data structure consisting of "nodes" and "links," we creates a comprehensive relationship network of E.SUN Bank that elucidates existing risks and opportunities between nodes. This tool is applied to establish personal and corporate relationship mappings. In 2024, this technology was used for corporate management and AML due diligence, while also planning risk control mappings for high-end customers. This allows for a simpler, faster, and more stable method to explore relational information, enabling a broad understanding of customer data through multiple channels.
E.SUN Platform of Interactive Communication	The next-generation E.SUN Bank Platform of Interaction Communication is designed to enhance the quality of customer engagement through intelligent recommendations and customer insights. This platform facilitates targeted marketing communications throughout the customer journey, thereby supporting marketing efforts and community management. By utilizing a drag-and-drop interface, the platform captures customer behavior and generates lists based on specific triggering conditions, thus enhancing data application capabilities and effectively seizing business opportunities. Additionally, it optimizes diverse customer journeys and communication channels, further promoting the sustainable development of innovations in financial applications.
Intelligent Real Estate Collateral Valuation	E.SUN Bank is committed to continuously optimizing the digital customer journey. In June 2024, we launch a new "Real Estate Collateral Valuation " feature, allowing customers to estimate property prices and potential loan amounts online. This feature will also provide information on nearby schools, transportation facilities, and hospitals, as well as actual transaction data for similar properties. This comprehensive offering enhances the digital experience for customers from the home purchasing process to loan application.
e-Personal loan	<ul style="list-style-type: none"> In August 2024, E.SUN Bank became the first bank in Taiwan to receive approval from the Financial Supervisory Commission (FSC) to pilot the use of a "Financial Assessment Model" to replace physical documentation for unsecured lending. This model is estimated to be applicable to 47% of the employed population, approximately 4 million people in Taiwan. User Experience: 33% of loan applications can be completed within 24 hours, and 47% receive results within 48 hours. After signing, funds can be disbursed within as little as 3 hours. Operational Effectiveness: The Net Promoter Score (NPS) has significantly improved from 68.3 in 2023 to 75.4 in 2024. The digital loan experience is now widely accessible, with over 97% of personal loans completed online. Loan approvals in 2024 surpassed NT\$100 billion, representing an increase of approximately NT\$16.8 billion compared to 2023. Additionally, E.SUN Bank has broadened its reach to service a wider customer base, processing over 150,000 applications by October 2024, compared to 135,000 in 2023.
GRACE Asset Allocation Service System	E.SUN Bank has developed and patented the "GRACE" intelligent financial management service system, which allows for real-time assessment of customer investment portfolios. The system provides product adjustment recommendations based on customer needs and conducts comprehensive evaluations of asset allocation situations, ensuring effective risk management. By combining technology with attentive service, we assist customers in planning appropriate trust services.

Talent Development and Promotion of AI Advancements

Staff AI Education Training	E.SUN Bank provides tailored AI education and training suitable for various positions. In 2024, a total of 158 staff participated, contributing 150 hours to AI education and promotion. In addition to incorporating AI-related financial technology content into foundational training, we also introduced AI advanced managerial courses, AI leader training programs, and Business Unit trainee seed programs, all aimed at cultivating excellent staff with professional AI literacy. We also organized numerous external and overseas exchange activities, GENIE Workshops, and encourage staff participation in courses offered by Taiwan Academy of Banking and Finance.
E.SUN AI Open Challenge	E.SUN Bank is committed to fintech innovation and has successfully hosted 10 AI challenges, attracting 7,200 teams and over 11,980 participants. In 2024, in collaboration with the Ministry of Education and National Tsinghua University (THU), E.SUN Bank established a regular exchange platform through these challenges, allowing talented individuals interested in entering the AI field to access resources for practice and challenge at any time, thereby nurturing more AI talent for Taiwan.
Industry-Academia Collaboration	Since 2018, E.SUN Bank has collaborated with numerous universities and colleges across six major departments, involving over 60 key professors and 350 students in artificial intelligence technology research and development. This collaboration has yielded over 110 research outcomes, published 13 papers, and hosted 12 result presentation conferences, bringing together the strengths of academia and industry to spur fintech innovation.



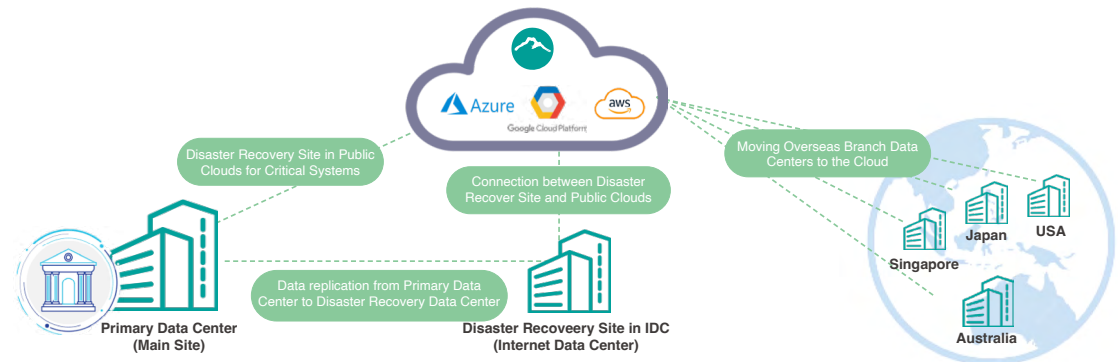
E.SUN AI Open Challenge

Examples of Cloud and Carbon Reduction

- Using hybrid-cloud architecture, we enhance computing efficiency and resource reuse to support carbon reduction and better governance.
- In 2024, we conducted data center architecture adjustments, including relocation of the Disaster Recovery Site and migrating the server rooms of overseas branches (Singapore, Japan, and USA) to the cloud.
- In 2025, we are going to migrate the Australian branch's server room to the cloud and decommission the domestic legacy server room.

FinTech Industry Alliance

The FinTech Industry Alliance was jointly established by the FSC and the Bankers Association. E.SUN FHC leads one of the four working groups on digital finance practices, focusing on data integration and fintech infrastructure to build a secure, inclusive, and trusted financial environment.



The Big Picture of E.SUN Hybrid Cloud Management

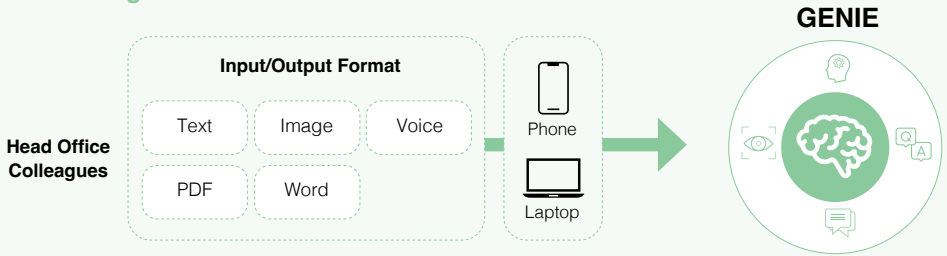
AI Governance Framework

In alignment with the regulatory authority's release of the "Guidelines for Artificial Intelligence (AI) Applications in the Financial Industry," along with its six main chapters, E.SUN Bank has adjusted its organizational structure to establish an Artificial Intelligence Management Committee. We are actively drafting internal regulations for E.SUN FHC and E.SUN Bank while meticulously planning risk assessment and management processes for the use of AI. Our commitment lies in providing a secure information security environment for both staff and customers, along with a user-friendly AI interface that balances simplicity with usability.

E.SUN Bank General-purpose GAI Platform
GENIE 2.0

- A multimodal generative AI platform for staff use, which has seen a 238% increase in usage and a 72.8% rise in conversation frequency following its upgrade from version 1.0 to 2.0.
- In 2024, we introduced a new mobile device version, implement image/document/audio recognition features, and enhance the intelligent meeting notes system with expanded user applications.
- Uploaded files in image or PDF format will undergo optical character recognition (OCR), while audio files will be processed for speech-to-text conversion. Users can also edit the recognition results accordingly.

GENIE Usage Process



GENIE Application Scenarios

text/image generation	programming instruction	translation	audio/video data extraction
meeting minutes generation	classification/analysis	data analysis and instruction	direct meeting minutes output
summary	comparison of regulatory documents	customer sentiment analysis	more accurate code generation



99%

255 million

0 case

[4.1 Corporate Governance](#) [4.2 Integrity in Operations](#) [4.3 Risk Management](#) [4.4 Anti-Money Laundering and Combating the Financing of Terrorism](#)
[4.5 Business Continuity Plan](#) [4.6 Information Security and Personal Information Protection Management](#)
[4.7 Tax Governance](#) [4.8 Human Rights Protection](#)

封面故事

Embedding the Internal Ratings-Based (IRB) Approach

*Building a scientific risk management framework
through credit rating models*

Facing the rapidly changing global financial markets, E.SUN Bank has consistently upheld the vision of being "Taiwan's E.SUN, the World's E.SUN." On the path to becoming an internationally recognized bank, we continuously align with global standards and benchmark against leading financial institutions. The Internal Ratings-Based Approach (IRB) is an advanced risk management mechanism. E.SUN has long been committed to developing an internal rating system to accurately quantify credit risk, strengthen corporate governance, and enhance risk management resilience.

To implement the IRB-related mechanisms, the Board of Directors is designated as the highest governing and decision-making body. By integrating active top-down oversight with diligent bottom-up processes and fostering close collaboration across the Three Lines of Defense, E.SUN has built a comprehensive IRB governance framework and robust management system that ensures effective implementation and reporting.

Since 2006, E.SUN has implemented internal rating models covering both

corporate and retail sectors. These models are developed based on the distinct characteristics of various lending and credit card products and have been fully integrated into risk assessment, credit approval, credit line evaluation, interest rate pricing, post-lending management, and risk appetite control. This enables more precise risk management across business operations. Through the IRB mechanism, E.SUN effectively identifies and assesses diverse risks, embedding risk management into daily operations to ensure sound capital management.

Data accuracy, completeness, and security remains foundational to the continuous operation of credit rating models and the expansion of their business applications. Since the development of the data warehouse system in 1998, E.SUN has progressively implemented analytical platforms, data dictionaries, and classification mechanisms to enhance data governance and operational efficiency. In 2022, the establishment of the Data Management Committee further expanded data governance scope, laying a critical foundation for scientific risk management.

Beyond regulatory requirements, E.SUN develops IRB stress testing methodologies. By applying hypothetical stress scenarios—such as a contraction in Taiwan's real estate market due to an economic downturn—E.SUN forecasts risk fluctuations and accurately identifies potential exposures, effectively preparing for possible significant market changes.

Talent cultivation and development remains E.SUN's core competitive advantage and a key driver of sustainability. Through regular training programs and cultivation internal IRB instructors, E.SUN has developed over 100 specialists proficient in credit risk identification and model quantification.

Supervisors at all levels actively promote the scientific risk management and the IRB responsibility map, deeply embedding risk management awareness and capabilities throughout the organization.

Moving forward, the operation and enhancement of E.SUN's IRB framework will continue to be driven by strong corporate governance, organization-wide commitment, and further practical applications. This ongoing evolution will foster a robust internal risk culture, bolster international competitiveness, and advance the vision of "Taiwan's E.SUN, the World's E.SUN," creating greater value for customers and society. 🌱



2024 Broad member's training program



IRB training workshops

4.1 Corporate Governance

GRI: 2-9, 2-11, 2-12, 2-13, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20, 2-21, 2-28, 3-3, 405-1

4.1.1 Corporate Governance Structure

To ensure an effective Board of Directors and refine the quality of board decisions, various functional committees are created by authority and function under the Board of Directors and are responsible for deliberating proposals and major issues in the economy, the environment, the society and risks. The functional committees are composed or participated by independent directors, so that the committee's decision-making and recommendations are forward-looking, objective and comprehensive, effectively implement the mechanism of independent supervision and checks and balances, and ensure that all resolutions and actions of the board of directors are put forward. All important proposals of the functional committees are reported to and discussed in the Board of Directors meetings. Directors ask questions and provide suggestions regarding the aforementioned proposals during the meetings. In addition to full discussion, the directors also inspected and supervised the implementation of the plan from the perspective of various implementation progress, and urged the management team to make adjustments in due course. The director who have an interest in himself or the legal person he represents should recuse himself from the discussion. Some important proposals are also submitted to the shareholders' meeting for report and discussion to ensure the best interest of the interested party. Additionally, in response to the development of digital finance and to strengthen professional support for the Board of Directors, a Technology Advisory Board was newly established as a general committee of the Board of Directors in June 2023.



2024 Board of Directors and Functional Committees Meeting Status:

Name	Times	Average Attendance Rate (%)	Members	Independent directors	Frequency
Board of Directors	9	99.07	12	5	Be held at least quarterly
Audit Committee	7	100	5	5	Be held at least quarterly
Corporate Governance and Nomination Committee	4	100	7	5	Be held at least twice a year
Remuneration Committee	3	100	5	5	Be held at least twice a year
Board Strategy Development Committee	2	100	10	5	Be held at least a year
Sustainable Development Committee	4	100	5	3	Be held at least twice a year
Risk Management Committee	5	100	5	3	Be held at least quarterly

Note: 1.To enhance the operational efficiency of the Board of Directors, on June 23, 2025, the Board approved the merger of the Risk Management Committee into the Audit Committee, renaming it the "Audit and Risk Management Committee," with all members being independent directors.

2.Article 34-1 of the E.SUN Financial Holdings Corporate Governance Best Practice Principles stipulates that each of the director should personally attend 80% or more routine board meetings.

4.1.2 Composition and Operation of the Board of Directors

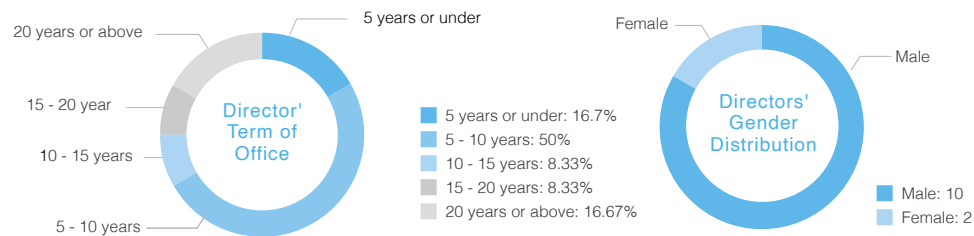
■ Diverse Board Members

E.SUN FHC has a complete director selection system. Based on the company's industrial characteristics and future development strategies, it carefully considers the configuration and diversification standards of the board of directors. The board of directors is composed of financial industry, industry circles, scholars and experts. All 5 independent directors with different professional backgrounds are equipped with the knowledge, skills, literacy, and skill sets necessary to perform their duties. The level of female involvement in decision-making will be increased in accordance with the principle of diversity in the future.



Please refer to page 15-16 of the annual report for the information.
QR code

Diverse backgrounds of directors (Please refer to the annual report for detailed information):



Note: Average term of office is 9.17years.

📌 The director selection system

Procedure	Explanation
Nomination of directors	<ul style="list-style-type: none"> Candidates nomination system. Corporate Governance and Nominating Committee nomination. Shareholders with more than 1% of shares nominated.
List review	<ul style="list-style-type: none"> Nominees listed be approved by the Board of Directors. Comply with diversity standards such as gender, age, culture and nationality. Possess professional background, professional skills or industry experience, etc.
Shareholders vote	<ul style="list-style-type: none"> The Shareholders' Meeting adopts the cumulative voting system for electing directors. An electronic voting system has been introduced.
Job Execution and Evaluation	<ul style="list-style-type: none"> Prepare a directors' handbook for reference by directors. Regularly arrange multiple internal and external courses to enhance the professional functions of directors. The Board of Directors, functional committees and directors are regularly evaluated every year.

■ Professional Guidance and Operational Participation

Depending on the expertise of the directors, they are invited to participate in the discussion and guidance of specific issues.

- To discuss the strategic issues regarding the overall development of the Company every year to ensure that the strategy is comprehensive.
- To participate in the principles of fair treatment of customers promotion committee to help promote the principles of fair treatment of customers and the culture of valuing financial consumer protection.
- To participate in IRB working group meetings to provide guidance on the application of model evaluation in business, in order to facilitate the monitoring of IRB (Internal Ratings-Based Approach) in corporate governance, as a result to align with international standards and enhance the risk control culture.
- Participate in the data management committee, assist data governance work, and shape data governance culture.
- To actively direct the "customer experience improvement project" to help improve customer experience and develop innovative services.
- To assist in planning and serving as a lecturer for supervisors and new employees training courses.
- Participate in ESG sustainability initiatives and exert positive influence.
- Participate in knowledge sharing seminars to convey vision and mission.

■ Independence of Directors

E.SUN FHC currently has 5 independent directors, accounting for approximately 41.67% of the Board of Directors. To facilitate business development and to take into account of business needs, 2 directors also serve as managers of the Company and its subsidiaries. In addition, all of the outside directors comply with the independence standard. E.SUN drafted "Rules Governing the Scope of Powers of Independent Directors," that above not only help independent directors dedicate to their duties but also effectively enhance the function of the Board and the overall performance of the Company.

Rules Governing the Scope of Powers of Independent Directors as follows:

- If an independent director objects to or expresses reservations about the matter, it shall be recorded in the board meeting minutes.
- The Company or any Board member shall not interrupt, refuse or circumvent the independent directors from carrying out their duties.
- The independent directors, when carrying out their duties, may request the Board to appoint relevant personnel or professional specialists for assistance as they deem necessary.

■ Conflicts of Interest Prevention for Director

To ensure fairness, the "Stakeholder Transaction Policy" has been created as a means to regulate security of transactions conducted between the Company and subsidiaries with stakeholders. The policy requires all transactions to be conducted in confidentiality, fairness, and utmost full faith in the best interest of the Company. Furthermore, measures must be taken to prevent conflict of interest and exploitation of illicit gains.

According to E.SUN FHC's Board of Directors Conference Rules and Audit Committee Charter: if a director or committee member and the corporate entity that the director or member represents, is considered a stakeholder to the discussed agenda, the director or member shall immediately explain the important content of such stakes and disassociate from all discussions and voting. In which case, the director or member may not exercise voting rights on behalf of other directors or members.

In the annual report, E.SUN FHC fully discloses the concurrent positions of the directors, the top ten shareholders and related party transactions (including donations). For details, please refer to P.6~9 of the annual report and appendix financial report P.76.



Please refer to
page 6-9 of the
annual report for the
information.
QR code

■ Protection of Shareholders' rights and interests

The 2024 shareholders' general meeting will be held physically and assisted by video, providing shareholders with multiple channels for exercising their rights. In addition to continuing to proactively report proposals such as "specific promotion plan for sustainable development", "communication between the Audit Committee and the head of internal audit", amended "the regulation of Asset Acquisition or Disposal Procedures" to require that related-party transactions for acquiring or disposing of assets be reported to the shareholders' meeting, in order to strengthen the management of related-party transactions. In order to protect the rights and interests of shareholders and implement equal treatment of shareholders, insiders are expressly prohibited from using undisclosed internal material information to buy and sell securities, and insiders and directors who are informed of financial reports or performance contents are not allowed to trade their stocks during the closed period, and the relevant controls on stock trading are indeed established. Management measures and inspection and confirmation mechanism.

■ Board Effectiveness

Internal evaluation

The Company completed the 2024 board and functional committee performance evaluation. The results are presented below:

1. The board actively partakes in the Company's operations; fully support the company's sustainable development and regularly review the sustainability implementation, fulfills its duties to instruct and supervise the Company's strategies, major business activities, and risk management practice, and establishes suitable internal control system. According to the evaluation result, 49

- items were rated "excellent", total scoring rate of 100%.
2. The overall performance of the functional committees was in line with corporate governance principles.
The functional committees served their purposes as intended, effectively making the board more effective. The Company presented the results of the 2024 director performance evaluation on February 14, 2025, based on self-assessments conducted by the directors themselves and peer reviews
 - Self-assessment score: 99.73%.
 - Overall self-assessment score: 99.80%.

External evaluation by professional institutions

The Company has been devoted to planting corporate governance culture in the company system and daily operation. The Company has commissioned external professional organizations to conduct performance evaluation on the board every three years and to execute corporate governance evaluation certification every two years. In 2018, 2020, 2022 and 2024, the Company was awarded the CG6011 (2017), CG6012 (2019), CG6013 (2021) and CG6014 (2023) the corporate governance system evaluation, "exceptional" certification, and the relevant recommendations were listed as priority corporate governance improvement plans.

■ Training for Directors

In 2024, each director will receive an average of 10.92 hours of training, which is higher than the legal recommendation. E.SUN annually plans the educational topics for the board of directors' training programs by referencing changes in internal and external environmental conditions and development needs. For example, in 2024, the focus will be on gender equality education and prevention of sexual harassment to further enhance the board's awareness of gender issues, thereby fostering a gender-friendly workplace environment. Additionally, we periodically provide directors with information about diverse course offerings from training institutions, assessing their professional backgrounds and needs to increase course arrangements. This is to fulfill the fiduciary duty of diligent business execution and good management, thereby maximizing operational decision-making and leadership oversight functions.



Please refer to
page 73-74 of the
annual report for the
information.
QR code

Courses Organized by E.SUN in 2024

Training course	Training hour
Impact of the Internal Ratings-Based Approach of the Basel Accord on Capital Management	2
Trends and Developments in Anti-Money Laundering Supervision at Domestic and Foreign	3
AI and Treat Clients Fairly	3
Technological Governance and Sustainable Development	3

4.1.3 Remuneration Policy

■ Remuneration of Directors

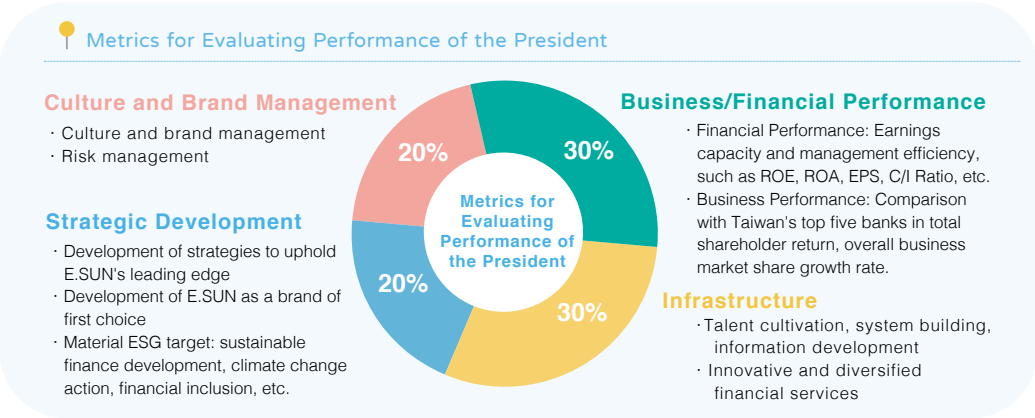
In accordance with the Company's Rules for Remuneration of Directors, director remuneration is subject to deliberations of the Remuneration Committee and approval of the Board of Directors. Linking director remuneration to business performance in tandem with related policy, the Company takes an overall look at the total amount of such remuneration, way of payment, and future risks. The growth rate in director remuneration for any given year is capped at that recorded a year earlier in the event of a substantial net profit decline. To establish a mechanism for better linking director remuneration to personal performance and the Company's future risks, specific ratios are set for a number of "personal performance" indicators that weigh on director remuneration. Also clearly spelled out is the provision that the Board of Directors may resolve to cut back or recover director remuneration if any director is determined to have been involved in a moral hazard event or otherwise undermined the Company's public image and reputation. On January 22, 2021, the Company decided that director remuneration shall be withheld if any director concurrently holds E.SUN's managerial positions; this was put into force from the distribution of director remuneration for 2020. Relevant policies were reported at the shareholders' meeting of year 2024.

■ Remuneration and Performance of Managers

E.SUN has established a performance management system. The evaluation results serve as a reference for salary, incentives, promotions, and talent development. In addition, E.SUN has remuneration system motivates managers and takes into account the internal risk management metrics. The compensation structure consists of fixed and variable components. Fixed compensation includes base salary, various allowances, determined by the managers' professional experience and referencing prevailing market rates. Variable compensation, such as bonuses and incentives, is determined based on the company's overall operational results, departmental performance, individual contributions, and consideration of future risk factors. Long-term incentive awards are linked to company stock and are deferred for five years, with the final payout calculated based on the future stock price. This design ensures that managerial compensation is closely aligned with the company's long-term performance and sustainability goals.

All policies, systems, standards, and structures related to managerial compensation are reviewed by the Remuneration Committee and submitted to the Board of Directors for approval.

Should any significant risk event occurs—such as incidents affecting the company's reputation, internal management failures, or employee misconduct—the payment of bonuses to managers may be reduced, withheld, or, if necessary, previously granted bonuses and virtual shares (including those within the five-year deferral period) may be reclaimed. These measures are in place to ensure effective risk control and uphold responsible management practices.



■ Incentive Reward

To encourage executive managers, key professional talent, and all employees to pursue long-term, comprehensive performance, E.SUN has developed a systematic long-term incentive program. This program takes into account a diverse set of indicators—including financial outcome, business operation, brand value, ESG, talent cultivation, employee retention and risk management—to ensure that incentives are closely aligned with the company's sustainable growth objectives and overall strategic direction.

Subject	Implementation
CEO/President	<ul style="list-style-type: none">Variable compensation consists of both short-term and long-term incentives. For the CEO, 30% of the short-term bonus is paid through a deferred, equity-based method, while 100% of the long-term bonus is granted in the form of stock awards with a five-year vesting period.Short-term incentives are determined based on performance metrics evaluated over the most recent five-year period.With Year T as the starting point, long-term remuneration is distributed on a deferred basis, with payments made in proportion to the achievement of goals in Years T+3, T+4, and T+5.In the event of a major risk incident that adversely affects the company's business reputation, or due to internal management failures or personal misconduct within a five-year period, a portion of the remuneration already paid may be reduced, withheld, delayed, or clawed back. These measures are designed to strengthen risk control and ensure a strong alignment with E.SUN's long-term overall performance.
Key talents	<ul style="list-style-type: none">Phantom shares are granted with a five-year deferral period. E.SUN reserves the right to withdraw these awards—whether through reduction, withholding, or clawback—if any breach of the code of conduct attributable to the recipient occurs during this period.The value of phantom shares are linked to the company's future stock price, aligning the interests of key talent with long-term company performance and incentivizing sustained contributions.
Applied to all employees	<ul style="list-style-type: none">Employees who achieve an "excellent" rating for two consecutive years are eligible for early promotion.Employees who achieve an "excellent" rating for three consecutive years are eligible for increased variable compensation and additional training/development opportunities.
Long-term incentive practice for department performance	<ul style="list-style-type: none">The Summit Award and an increased bonus are granted to departments that demonstrate superior performance for two consecutive years.The Laurel Prize and an increased bonus are awarded to departments that achieve superior performance for four consecutive years.The E.SUN Outstanding Contribution Award was established to inspire all departments to consistently exceed their goals and make significant contributions over the long term.

■ Management Ownership Requirements

According to the "E.SUN FHC Executives Election Rule," all executive managements must have E.SUN shares with a market value at least 5 times to their annual base salary. CEO must have E.SUN shares with a market value at least 10 times to his annual base salary.



■ Remuneration of Executives

12.31.2024 Unit: NT\$ thousand

Title	Name	Remuneration of Directors	Remuneration of Employees			Total
		Cash	Salary	Incentive Pay		
			Cash	Short-term (cash+stock)	Long-term (stock)	
Chairman of E.SUN FHC/E.SUN Bank	Joseph N.C. Huang	29,395	0	0	0	29,395
CEO/ President of E.SUN FHC	Mao-Chin Chen	0	8,737	18,930	3,424	31,091
President of E.SUN Bank	L. C. Lin	0	7,923	16,556	2,739	27,218
Senior Executive Vice Presidents ^{Note 2}	(see below for the list)		56,006	64,209	1,096	121,311

Note 1: Above remuneration amount is through accrual basis of accounting.

Note 2: List of Senior Executive Vice Presidents: J. C. Wang, Oliver Hsieh, Wan-Li Hsieh, Jyh-Shing Roger Jang, Louis Chang, Fion Ouyang (Retired on 2024.9.5), James Chen (Assumed office on 2024.8.16), Huai Tsung Liu, Jung Chun Chen, Jeff Liu, Jung-Hua Lin, Cathy Kuo, Wu-Ming Hsieh (Retired on 2024.7.1), Tsun-Jen Ko (Assumed office on 2024.1.25), Mei-Li Sheu (Assumed office on 2024.1.25), Danny Tang.

Note 3: CEO / President Mao-Chin Chen holds 6,126,000 shares of E.SUN FHC stock, with market value being 19.2 times of his salary. E.SUN FHC senior executive vice presidents hold 30,132,000 shares in total, and the average market value per person is 14.74 times more than their salary. Shares held by the presidents and senior executive vice presidents including those from spouse, minor children and Employee Stock Ownership Plan; they're without pledge and aren't linked to financial derivatives. The market value, 27.39, comes from the average value per share of the last 30 business days in 2024.

Note 4: CEO / President Mao-Chin Chen's salary and bonus received in 2024 was 20.6 times more than the mean compensation of employees, and 23.8 times more than the median compensation of employees.

Note 5: The percentage increase in the highest individual total annual remuneration is 2.16 times the percentage increase in the median total remuneration for all employees.

4.2 Integrity in Operations

GRI: 2-23, 2-24, 2-25, 2-26, 2-27, 3-3, 205-2, 205-3, 206-1
SASB: FN-CB-510a.1, FN-AC-510a.1, FN-CB-510a.2, FN-AC-510a.2

4.2.1 Integrity in Operations Policy and Implementation

E.SUN places great importance on integrity in operations, establishing guidelines for every staff in E.SUN to follow. The dedicated unit for integrity management is the Corporate Governance and Nomination Committee, which is responsible for assisting the Board of Directors and management in developing and supervising the execution of integrity policies and prevention programs, and regularly reporting to the Board. Each director and senior manager of E.SUN has signed a Declaration of Compliance with the Principles of Integrity in Operations, affirming that they conduct business in accordance with these principles and actively assist the Board in implementing commitments to integrity and overseeing the company's internal management and business activities to ensure compliance with these principles. Every staff in E.SUN is also required to sign the "Code of Conduct and Behavioral Standards for Every Staff in E.SUN." By linking employee performance with compensation, integrity is incorporated into performance evaluation criteria and human resources policies, and a clear and effective disciplinary system is established to uphold high standards of self-expectation in practicing integrity in operations. The relevant guidelines are as follows:

Policy Name	Policy Description	Applicable Persons
Ethical Corporate Management Practice Principles Procedures for Ethical Management and Guidelines for Conduct	Establishes a sound corporate governance and risk management framework, clearly stipulating that directors, managers, employees, appointees, or those with substantial control should adhere to Company Act, Securities Exchange Act, Commercial Accounting Act, Political Donations Act, Anti-Corruption Act, Government Procurement Act, Public Servants Conflict of Interest Avoidance Act, relevant laws and regulations of listed companies, and other commercial conduct or laws applicable to the organization's operating location, in order to implement integrity in operations. In 2024, there were 1,060 signatories to the declaration and service commitment, with a signing rate of 100%.	Directors, Managers, Employees, Appointees, and those with substantial control in E.SUN FHC and its subsidiaries
Code of Ethical Conduct for Directors	Directors shall comply with laws, avoid conflicts of interest and self-serving actions, maintain confidentiality and due diligence obligations, prohibit unfair and insider trading, and are responsible for protecting and appropriately using company assets, with full support for related advocacy to all directors. The participation rate was 100%.	Directors, Independent directors, and Supervisors of E.SUN FHC and its subsidiaries
Anti-Corruption, Anti-Bribery, and Anti-Competition Commitment	When engaging in commercial transactions, E.SUN first assesses the legality of the counterparties, sufficiently understands their integrity in operations and compliance with corporate social responsibility policies, and explicitly rejects the direct or indirect provision, promise, request, or acceptance of any improper benefits in any form or name. Contracts explicitly stipulate adherence to integrity in operations and corporate social responsibility. E.SUN adopts a zero-tolerance approach to corruption and bribery, committing that no form of corruption or bribery will occur in global business activities.	Directors, Managers, Employees, Appointees, and those with substantial control, Suppliers, and Business partners of E.SUN FHC and its subsidiaries
Fair Customer Treatment Principles Policy and Strategy	Extends the corporate culture of professionalism, service, and responsibility, as well as the spirit of integrity to all subsidiaries to create a healthy financial market and environment by implementing fair, reasonable, equitable, reciprocal, and integrity principles. It values and safeguards the rights and interests of financial consumers and establishes the "Fair Customer Treatment Principles Promotion Committee" to promote and supervise the implementation of fair treatment matters across departments, regularly compiling and reporting on the progress of financial consumer protection to the Board.	All personnel of E.SUN FHC and its subsidiaries
Management Regulations for Concurrent Positions	Implements management of concurrent duties held by directors and managers, defining principles for concurrent positions, where holders should maintain confidentiality and loyalty obligations and prevent conflicts of interest.	Directors and Managers of E.SUN FHC and its subsidiaries
Guidelines for the Accountability Directions for Senior Management Personnel	Establishes a clear organizational structure and departmental responsibilities, clearly defining the scope and responsibilities of senior management, executing responsibility map systems supervised by the Board, and setting up an accountability committee, while promoting responsibility map operations to enhance the accountability of senior managers and implement an accountability culture. In 2024, procedures for assigning responsibility, accountability, and liability were added, expanding the scope of conflict of interest avoidance, and holding two training sessions for senior managers while publicizing responsibility map documents to promote accountability systems within the organization.	Senior Management
Whistleblower Case Handling Regulations	Establishes a whistleblowing channel on the official website and internal website, detailing handling procedures and ensuring the legal rights of whistleblowers and related persons. The company ensures confidentiality and protection for whistleblowers against unfair treatment or retaliation. In 2024, there were no cases reported concerning insider trading, anti-competitive conduct, monopolistic practices, or unethical behavior.	All personnel of E.SUN FHC and its subsidiaries
Integrity Risk Assessment Mechanism	To implement the principles of integrity in operations, the subsidiary E.SUN Bank refers to relevant domestic regulations and international standards concerning integrity, commissioning a project team from KPMG to assist in establishing methodologies for integrity risk assessment and behavior risk assessment mechanisms. It regularly analyzes and evaluates business activities with high integrity behavior risks, devising risk mitigation plans for activities that exceed risk tolerance targets, effectively managing the distribution and control of integrity behavior risks. In 2024, the residual risk of integrity behavior risk in the banking subsidiary was assessed as low risk; among those, activities related to insider trading, unfair competition practices, infringement of customer personal data privacy or data breaches, harm to stakeholders' interests through products or services, and failure to avoid interests were assessed as medium-low risk, while other risk types were rated as low risk, all within risk appetite limits.	Overall Operations of E.SUN FHC and its subsidiaries.

Note: For information regarding the company's human rights policies and commitments, please refer to section [4.8 Human Rights Protection](#). For human resource management policies, see section [5.2 Talent Attraction and Retention](#).

■ Training System

Training Session: Various training sessions (e.g., new employee training programs, Engineering Aspiration Program, and various industry-specific professional training programs) cover the legal knowledge required for financial industry practitioners, the Code of Conduct and Behavioral Standards for Every Staff in E.SUN, fair treatment promotion, ESG management, and practices, among other topics, to educate on risk, discipline, and processes. In 2024, E.SUN FHC and its subsidiaries conducted a total of 422.4 hours of physical and online courses, with 89,550 participants, amounting to 149,142.9 hours.

Compliance Promotion: The Compliance Department promotes compliance education and training for all employees. In 2024, the "Code of Integrity in Operations and Standard Procedures and Behavioral Guidelines" was the main theme, consolidating integrity guidelines and important internal information handling regulations. Through videos and case studies, it communicates necessary considerations for all colleagues during business operations, with a participation rate of 100%. The company also provides all directors with "Integrity in Operations and Internal Major Information Handling Education and Training" promotional materials during July and August each year, also achieving a 100% participation rate.

Annual Testing: The company and its subsidiaries conduct online testing for 100% of employees annually, covering the E.SUN FHC Code of Integrity in Operations, Operations Procedures, and Code of Conduct Guidelines. In 2024, the test focused on integrity in business operations, prohibition of unethical conduct damaging stakeholder interests, regulations on personal data protection, and important new regulations for financial-friendly services, with a participation rate of 100%.

■ Integrity Violation Events SASB: FN-CB-510a.1, FN-AC-510a.1

In 2024, E.SUN did not engage in any acts of corruption, bribery, conflicts of interest, money laundering, or insider trading, with a total of zero related legal lawsuits, penalties, or whistleblower cases; there were no cases of discrimination or harassment. E.SUN Securities, a subsidiary, faced one penalty from the Financial Supervisory Commission due to a violation of business regulations, which does not constitute a violation of integrity in operations.

Integrity Violation Events	2020	2021	2022	2023	2024
Collected via whistleblowing channels	1	4	0	0	0
Collected via other channels (e.g., self-examinations, inspections)	5	0	0	0	0
Total Integrity Violation Cases	6	4	0	0	0

Note: Cases that are non-major violations of internal regulations, consumer disputes, or unrelated to banking operations are not included in the count of "integrity violation events."

■ Whistleblower System and Whistleblower Protection

SASB: FN-CB-510a.2, FN-AC-510a.2

To establish a culture of integrity and transparency and promote sound operations, E.SUN has formulated "Whistleblower Case Handling Regulations" applicable to subsidiaries and other organizations with substantive controlling powers. The Compliance Division is responsible for managing the whistleblowing system. These regulations specify the timelines for acceptance and investigation, and establish dedicated acceptance units and independent investigation units. Whistleblower hotlines and email addresses, as well as mailing addresses for reporting, have been publicly disclosed on both the official and internal websitesaccessible to employees and external parties. The identity of whistleblowers is kept confidential, and adverse personnel measures against whistleblowers within the company are strictly prohibited. Anonymous whistleblowing is encouraged to proactively prevent dishonest, fraudulent, or criminal acts. In 2024, a total of 92 cases were accepted through both whistleblower and non-whistleblower channels, with zero cases related to integrity violations; all cases turned out to be non-major violations of internal regulations, consumer disputes, or unrelated incidents to banking operations. Upon receipt of a whistleblower report, it is immediately handled by the Compliance Department and assigned by the General Manager to an appropriate investigation unit, ensuring the confidentiality of the whistleblower's identity. The investigation results are reported to the General Manager and communicated to the supervisor of the reported party. The relevant execution results are then reported to the Corporate Governance and Nomination Committee and the Board.

Case Numbers	2020	2021	2022	2023	2024
Total Cases Accepted	28	49	33	48	92
Cases Confirmed as Integrity Violations	1	4	0	0	0

Note: All cases in 2024 were closed within the year.

4.2.2 Legal Compliance SASB: FN-CB-510a.1, FN-AC-510a.1

E.SUN FHC has been paying long-term attention to domestic and international financial policies and regulatory changes. While actively expanding its business, it strictly adheres to relevant laws and regulations. The mid-term goal is to establish a group-wide risk-based approach for identifying, assessing, controlling, measuring, monitoring, and independently reporting compliance risks, in order to comprehensively control, supervise, and support domestic and overseas departments, branches, and subsidiaries in their respective businesses, cross-departmental and cross-border compliance matters. The long-term goal is to cultivate a compliance culture so that all employees voluntarily comply with laws, regulations, and business rules, uphold integrity and discipline, and implement the principle that "no business shall override the risk and all services shall not exceed the regulatory boundary. " In 2023 and 2024, E.SUN had no penalty cases for violations of labor, social human rights, or environmental protection-related regulations.

■ 2024 E.SUN Financial Holdings Compliance Training Hours



Compliance Personnel Professional Training

- A total of **38** sessions were held in 2024
- Accumulating **5,425** training hours.



Sustainable/ ESG Related Courses

- A total of **14** sessions were held in 2024,
- Accumulating **132** training hours.



General Law Compliance Course

- A total of **502** sessions were held in 2024
- Accumulating **72,598** training hours.



Self Directed Compliance Training Course

- A total of **87** sessions were held in 2024
- Accumulating **42,823** training hours.

Action Plan

Execution instructions

Compliance management mechanism

- Regularly conduct compliance self-assessments and compliance tests, incorporating the test results into the annual compliance evaluation; carry out the annual Compliance Risk Assessment, with this year's evaluation results from each unit assessed as effectively controlled.
- Hold regular compliance management meetings to communicate important compliance policies, discuss and coordinate issues across subsidiaries, and ensure alignment within the group.
- Report compliance implementation status to the Board of Directors and the Audit Committee semi-annually, enabling senior management to monitor the progress of compliance matters.
- In 2024, complete 19 online and on-site compliance inspections domestically and internationally, enhancing interaction and mutual communication to improve the compliance performance of each unit.

Key Points of Compliance Execution

- To ensure that our sustainability-related external disclosures and the financial products and services offered by E.SUN FHC do not involve greenwashing practices, we have established a greenwashing prevention management mechanism in accordance with the "Guidelines for Financial Institutions to Prevent Greenwashing." This includes the formulation of the "E.SUN FHC and Subsidiaries Greenwashing Prevention Management Guidelines" and the "E.SUN Bank Greenwashing Prevention Management Guidelines." We are committed to ensuring that all external statements, including financial products, disclosures on our official website, marketing materials, and press releases, are truthful and accurate.
- In response to the release of the "Guidelines for the Use of Artificial Intelligence (AI) in the Financial Industry", the Compliance Officer serves as one of the members of the AI Management Committee to assist in supervising the Bank AI Establishment of governance norms.

Education and Training

- E.SUN has a rich and technologically advanced legal compliance training program, which includes courses on preventing fraud and financial crimes, preventing money laundering and combating terrorism, principles of fair hospitality and elderly friendliness, and sustainable finance to strengthen employees' awareness of the rule of law.

4.3 Risk Management

4.3.1 An Inherent Risk Management Culture

E.SUN's risk management vision is to protect assets, enhance client service quality, and increase shareholder value by managing risks within acceptable limits. We aim for a balanced approach between risk and return while ensuring sufficient capital for sustainable growth. To effectively identify, assess, monitor, and control all types of risks, E.SUN follows the philosophy that "Risk shall be considered above all products and services." This principle guides our efforts to balance risk management with performance evaluation. Consequently, risk management is an integral part of our performance appraisal process, guided by core principles: prioritizing safety and liquidity, followed by profitability and growth, all while maintaining a strong commitment to the public.



■ Integration of risk assessment in product and service development

Subsidiaries are required to establish management guidelines for new products or services, detailing risk assessment processes, risk control mechanisms, accounting, and operational procedures. All risk management units must conduct compliance and risk assessments before launching new products, services, or businesses.

■ Risk awareness embedded through training

To build risk awareness and systematically enhance risk perspectives, all staff in E.SUN learns about the core concepts of risk, discipline, and processes from their first day. Risk management training is provided according to business lines and staff career development. Regular risk management education are provided for all non-executive directors.

2024 Risk Management Related Training

	Attendance	Number of Courses	Total Hours
Board Members	12 members	4	51
General Staff	81,893 (cul.)	208	110,022

■ Risk management financial incentives

Performance evaluations of every staff in E.SUN balance performance and risk management, covering three major aspects. The "Core and Management Competency Practice" includes daily operational risk control and assesses staff awareness of risk management and the Three Lines of Defense. Risk management is a mandatory component in high-level management's performance reviews. Incentive programs encourage managers and key talents to continuously improve risk management capabilities and promote a deeper risk culture and awareness.

■ Risk reporting mechanisms and communication channels

To promptly monitor risk control effectiveness, E.SUN has established multiple reporting mechanisms and communication channels. Staff are encouraged to proactively report risk incidents or potential concerns to their supervisors. Each unit conducts quarterly self-assessments of risk management and internal controls. The Risk Management Division reviews these assessments, identifies key risk patterns and cases for 2024, and presents findings at the annual business meeting. At year-end, a comprehensive survey gathers feedback from supervisors and staff, informing improvement plans. The results are reported to the CEO and senior management and discussed in video conferences to facilitate two-way communication.

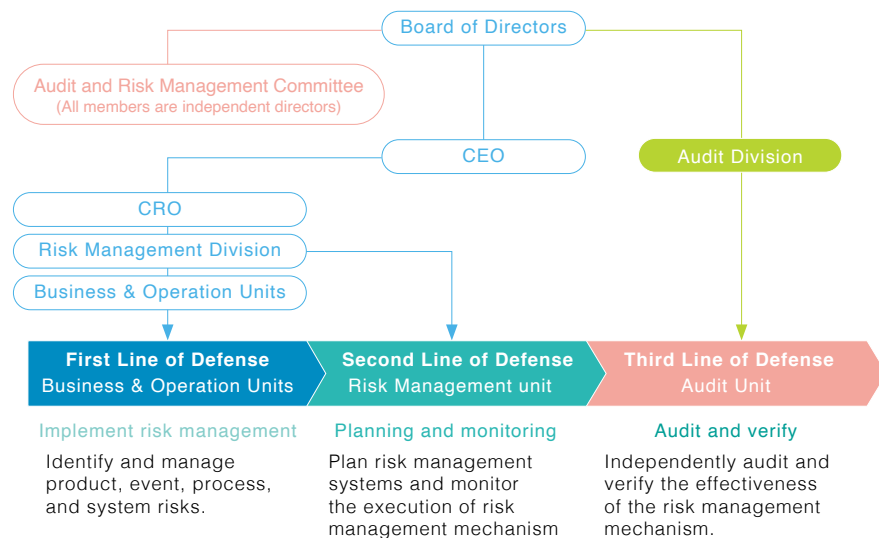
Feedback Channel	Quantity	Outcome
Risk Management & Internal Control Self-Assessment	7,002	7 Key Risk Patterns
Year-End Comprehensive Questionnaire	7,959	129 Concrete Suggestions

4.3.2 Risk management structure

The E.SUN FHC Board of Directors is the highest authority in risk management, approving policies and key decisions aligned with business strategies and bearing ultimate responsibility. To enhance oversight and communication, the Board established the Board Risk Management Committee, which held five meetings in 2024 (1/17, 3/13, 5/8, 8/14, 11/6) to review policies, supervise risk mechanisms, and evaluate risk reports, appetite, and limits. To improve Board efficiency, on June 23, 2025, the Board merged the Risk Management Committee into the Audit Committee, renaming it the "Audit and Risk Management Committee," where all members are independent directors.

The Risk Management Division implements Board-approved policies and frameworks, maintaining an independent system to assess and monitor the company's overall risk capacity, develop response strategies, and track execution. It regularly reports to the Board and Committee to ensure effectiveness. The Chief Risk Officer (CRO) leads risk management at the executive level.

Risk units across the organization identify and manage risks within their domains, set risk appetite limits, monitor indicators, establish procedures, and provide risk reports. In major risk events, units assess potential impacts on E.SUN's overall operations and develop management policies to mitigate risks and support sustainable growth



4.3.3 Risk Management Process and Mechanisms

1. Identification

- Collect historical and trend data to identify risk types and characteristics of business/products
- Annually assess potential impact of material sustainability issues by each unit; formulate management policies for sustainability goals

2. Measurement

- Measure risks' potential operational, financial, and reputational impacts using quantitative or qualitative methods

3. Monitoring

- Monitor risk changes quarterly and control effectiveness to ensure risks remain within acceptable limits

4. Reporting & Response

- Responsible units regularly submit risk reports according to business
- Regularly report risk management implementation to the Board and Board Risk Management Committee to ensure effective operation
- Immediately act and report to the Board on any material exposure endangering financial, operational, or regulatory compliance conditions.

5. Internal/External Audits

- **Internal Audit:** Nine audits annually for E.SUN FHC and subsidiaries, assisting the Board and management in ensuring continuous effectiveness of internal controls & risk management, and providing timely improvement suggestions
- **External Audit:** The Financial Supervisory Commission conducts general inspections every two years and ad hoc special audits

■ Credit, Market, Operational, and Liquidity Risk Management

Credit Risk Risks of loss due to borrowers, debtors, or counterparties in on- and off-balance sheet positions failing contracts due to financial deterioration or other reasons.

Risk Appetite Determination Process/Framework	Mitigation and Management Procedures	2024 Risk Management Enhancements
<ul style="list-style-type: none"> E.SUN FHC and subsidiaries have risk appetite policies setting limits per risk category, which are reported to the Board and Risk Management Committee quarterly, and reviewed and approved annually Since 2006, E.SUN Bank has developed internal rating systems, integrated Internal Ratings-Based (IRB) models for pre- and post-credit management, regular with monitoring and risk reporting. 	<ul style="list-style-type: none"> Risk appetite balances risk management and business needs by setting threshold limits for each product's potential risk with ongoing monitoring. Limits are set by country, industry, and group based on capital adequacy, stress tests, default probability, loss given default, loss exposure, credit rating agency data, and macroeconomic factors, with annual reviews 	<ul style="list-style-type: none"> In 2024, E.SUN Bank formally applied to regulatory authorities for the IRB credit risk approach, which was approved to enter the pilot phase. Due to rising real estate transactions and mortgage growth, concentration risk is rising; stress tests on property concentration were executed, with response measures developed. Eight reports on rating model management were submitted to the Board and Board Risk Management Committee for oversight and professional guidance; additional BASEL training was provided as needed.

Operational Risk Risks of loss due to internal processes, personnel, system failures, or external events.

Risk Appetite Determination Process/Framework	Mitigation and Management Procedures	2024 Risk Management Enhancements
<ul style="list-style-type: none"> Potential operational risks from business growth are estimated via scenario analysis: potential loss, actual loss, and increased regulatory stress scenarios, results are monitored monthly. 	<ul style="list-style-type: none"> Utilize operational risk tools: Risk Control Self-Assessment, Key Risk Indicators, Operational Risk Event Reporting; conduct business process analyses to identify, assess, respond to, and monitor risks. Address and improve high-risk areas to continuously control operational risk. 	<ul style="list-style-type: none"> New operational risk standards apply officially in 2025; data quality validation was completed in 2024, with data verification protocols aligned to international standards. Established quantitative risk assessment and materiality confirmation for outsourcing per supervisory requirements in 2024; risk levels dictate review and audit, capturing overall outsourcing risk profiles.

Market Risk Potential losses from market price changes (interest rates, exchange rates, equities, commodities, etc.) in on- and off-balance sheet positions.

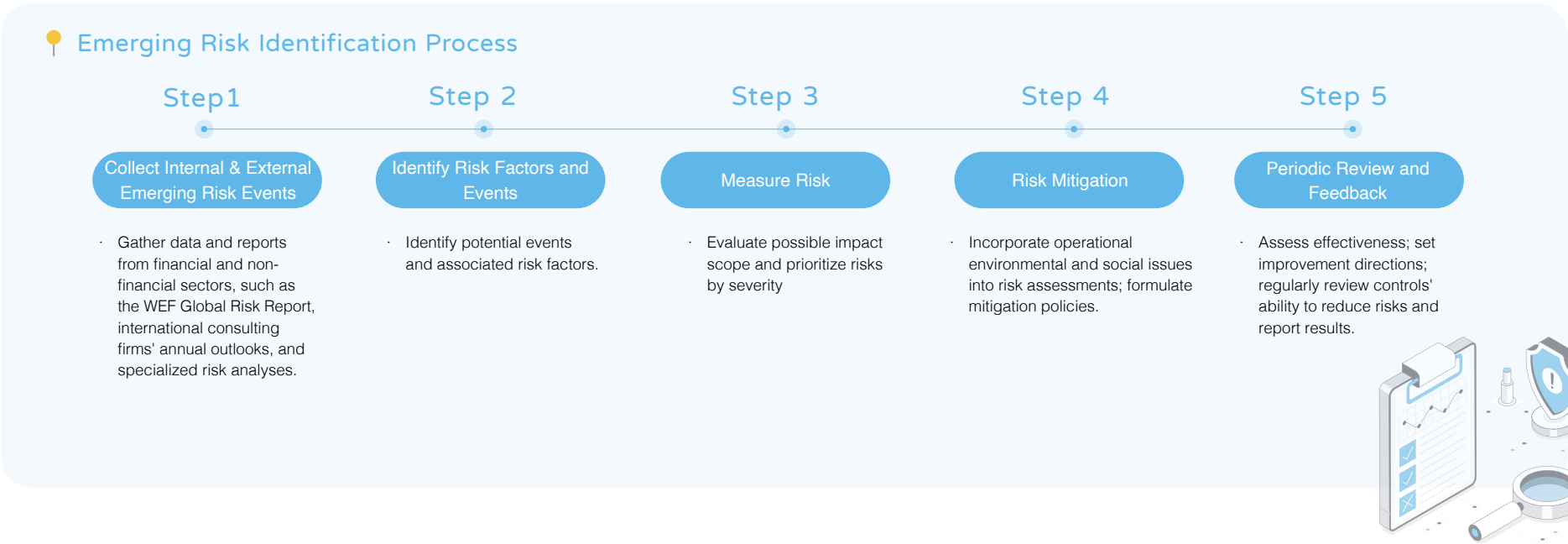
Risk Appetite Determination Process/Framework	Mitigation and Management Procedures	2024 Risk Management Enhancements
<ul style="list-style-type: none"> E.SUN's market risk limits consider overall strategy and risk tolerance, ensuring that E.SUN can withstand extreme market conditions. Adjustments are made annually based on strategy, market environment, and prevailing risks. 	<ul style="list-style-type: none"> E.SUN FHC has set market risk management guidelines; the company and its subsidiaries set limits, approval levels, and breach procedures per management needs, including position limits, sensitivity limits, stop-loss limits, VaR, and stress limits etc. Risk management units of the company and subsidiaries identify risk factors for all financial products. They incorporate this info into the valuation system, considering correlations among multiple risks. The appropriateness of market risk management is assessed, reports are provided to management for decision-making, and regular reports are submitted to the Risk Management Committee and the Board. 	<ul style="list-style-type: none"> In response to loosened regulations on high-asset clients, E.SUN Bank built its OneView Trading module in 2024, enhancing valuation complexity and model flexibility to offer diverse products and improve bond market risk early warning and timeliness.

Liquidity Risk The risk of not securing timely, adequate funds at acceptable costs to meet obligations that have arisen or are about to arise. This can lead to selling assets below market value or borrowing at high costs, harming profitability and solvency.

Risk Appetite Determination Process/Framework	Mitigation and Management Procedures	2024 Risk Management Enhancements
<ul style="list-style-type: none"> E.SUN FHC and its subsidiaries maintain a strong liquidity risk management system based on business scale, asset-liability structure, capital strategies, and funding diversification. It ensures sufficient liquidity for normal and stressed conditions and includes monitoring social media sentiment and online transfer alerts to address liquidity demands promptly. 	<ul style="list-style-type: none"> The Company and its subsidiaries maintain conservative fund management strategies, dispersing sources and maturities to secure stable and reliable funding. Assets available for collateral support are managed by lien status and transfer restrictions; liquidity value and financing ratios are assessed to ensure repayment capability. 	<ul style="list-style-type: none"> E.SUN FHC supervised E.SUN Bank's liquidity improvements in 2024, including capital contingency plan drills and revising liquidity stress test parameters. Overseas liquidity management mechanisms were refined by analyzing and organizing diverse offshore funding channels to meet liquidity demands.

4.3.4 Emerging Risks Management

According to the 2025 World Economic Forum Global Risks Report, increasing geopolitical, environmental, social, economic, and technological tensions are causing declining optimism about the future. Increasing instability and challenges are expected. Geopolitical and geoeconomic tensions remain critical risks, emphasizing national security concerns. Additionally, the widespread adoption of generative AI and information technologies poses technology risks that may threaten personal privacy and social trust. E.SUN has identified two key emerging risks and developed mitigation measures and response policies accordingly.



■ 2025 Emerging Risk Identification Results

Risk Factor	Description	Potential Impacts on Operations	Mitigation Measures/Response Strategies
Critical Change to Earth Systems	Critical changes in global environmental systems accelerate warming, increase extreme weather and disasters, and risk ecosystem collapse. Climate risks threaten supply chains, investees, customers, infrastructure, and ecology, negatively affecting all industries and reducing real estate values, increasing potential credit risk and operational disruptions.	<ol style="list-style-type: none"> Collateral Value Depreciation: Climate change reduces collateral values; ecosystem industry supply chain disruptions increase potential credit risk and loan defaults, lowering asset quality. Transition Risk: Suppliers must meet decarbonization requirements; non-transitioning firms risk lost orders, jeopardizing repayment ability, adversely impacting lending asset quality. Liquidity Risk: Climate and environmental changes can disrupt global economy, leading to liquidity risk or losses in investments. System Operation Interruptions: Infrastructure damage from force majeure causes operational disruptions with costly recovery. 	<ol style="list-style-type: none"> Internal Carbon Pricing Mechanism: Carbon management reporting helps business units track credit carbon emissions and implicit carbon costs, increasing green credit and sustainable loan ratios to support corporate decarbonization. Sustainable Transition Platform: Assist industries to identify sustainability issues by building a platform offering customized financial services and expert advisory for climate transition. Investment Concentration and Post-loan Management: Hedge strategies for high-exposure assets; regular review of environmental and credit risks; periodic assessments of climate change impact on real estate values with enhanced monitoring for high-risk loans. Operational Impact Analysis: Annual impact and risk assessments; formulate recovery plans and system backup drills; core business systems backed up to cloud to strengthen system resilience in extreme scenarios.
Adverse Outcomes of AI Technologies	AI technologies can increase the generation and spread of misinformation, disrupting business and misleading customers unknowingly, affecting decision-making. Generative AI may produce false personal and financial data, misleading financial institutions and raising risks of ghost clients and fraudulent loans. Data security and privacy concerns increase; improper management increases the risk of customer data breaches and violations of customer rights	<ol style="list-style-type: none"> Internal Management Failures: Improper use of generative AI may disseminate unaudited information or mislead customers with false products, damaging E.SUN's reputation, lowering loyalty and sales. Data Leakage Risk: False information or spoofed emails may trick employees or customers into revealing sensitive data, increasing litigation and complaints. False Data Exposure: Generated false personal and financial info risks inaccurate lending decisions, raising business risks. Increased Compliance Costs: Growing AI adoption heightens litigation and fines for non-compliance, increasing costs. Customer complaints may require more support staffing and higher operating costs. 	<ol style="list-style-type: none"> AI Management Committee: Established by FinTech Division, IT Divisions, and related units to plan AI development, form teams for AI governance, enhance tech capability, and manage information security risks. Internal GAI Application Management: Developed proprietary AI platform "GENIE" with data leakage protection for internal use only. Users receive training to enhance security awareness and prevent misinformation. Intensified cybersecurity training improves sensitivity to spoof websites/emails for corporate and customer safety. Proactive Monitoring Mechanism: Digital channel surveillance detects and removes fake websites/apps promptly, cooperates with police to respond quickly and share intelligence; monitors and reviews misinformation sources to reduce impacts. Data Security and Risk Management: Links government My Data, Joint Credit Information Center, and certified third parties to verify customer data authenticity; strengthen data protection and drills to prevent leaks and hacks. Our website provides URL verification tools helping customers confirm authentic messages.

4.4 Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT)

GRI: 2-23, 2-24, 2-2

AML/CFT is a shared direction and goal internationally. In order to cooperate with the competent authorities in improving the possibility of prosecution of money laundering, to establish transparent cash flow traces, to enhance relevant systems and to strengthen international collaboration, E.SUN continually implements the AML/CFT mechanisms, including regularly reviewing AML/CFT policies and procedures of domestic and overseas affiliates, refining customer due diligence (CDD) and control measures, optimizing AML monitoring and watch list filtering systems, and providing comprehensive training as well as exchanges to strengthen the expertise of domestic and overseas AML personnel.

4.4.1 AML/CFT Organizational Structure and Managing System

To integrate and promote the establishment and operation of overall risk management mechanism, E.SUN has set up its Risk Management Department, which is responsible for formulating risk management policies and procedures, supervising the implementation of each subsidiary, and regularly reporting to the Board of Directors, Audit Committee, and Board of Directors Risk Management Committee.

The AML/CFT management mechanism and structure of E.SUN's subsidiaries are as follows:

- (1) A dedicated supervisor is appointed to be responsible for promoting, coordinating, and supervising the implementation of various AML/CFT matters and report regularly to senior management.
- (2) The dedicated unit and personnel are responsible for formulating AML/CFT policies as well as operation standards. They are also responsible for the management of overall transaction monitoring, suspicious transaction reporting, sanctions compliance, group-wide training sessions, as well as managing AML-related matters in overseas branches. The current status and performance are reported to the dedicated supervisor and parent company on regular and irregular basis.
- (3) AML/CFT supervisory officers are appointed in risk management or compliance departments under each domestic business units as well as overseas branches. They are responsible for supervising the implementation of AML/CFT-related matters in their subordinate units.
- (4) The audit department formulates audit items in accordance with relevant internal control regulations and conducts regular audits.

4.4.2 AML/CFT Management Program and Enhancement

E.SUN continually realizes internal and external regulations and treats AML/CFT compliance tasks as its long-term mission; continues to promote matters for strengthening AML/CFT; benchmarks with international AML laws and regulations; review regularly on AML policies and procedures of domestic and overseas affiliates; refines due diligence customer review and control measures, and constantly develops global AML monitoring systems, all for the benefit of better AML/CFT in the overall financial environment. In terms of international regulatory trends, guidelines issued by organizations such as the Financial Action Task Force on Money Laundering (FATF) are closely followed, as well as international trends in money laundering, emerging technologies and frauds, covering environmental crime, medical crime, terrorism financing, arms proliferation, trade-based money laundering, digitalization, virtual assets, and dummy accounts, etc. E.SUN FHC complies with the regulations of competent authorities, and strengthens various AML/CFT mechanisms of its subsidiaries in line with FATF's "Forty Recommendations". The implemented AML/CFT management mechanisms can be divided into six dimensions, including policies and procedures, customer due diligence, watch list filtering, suspicious transaction reporting, technology application, and annual independent assessment, with specific actions and achievements illustrated as follows.

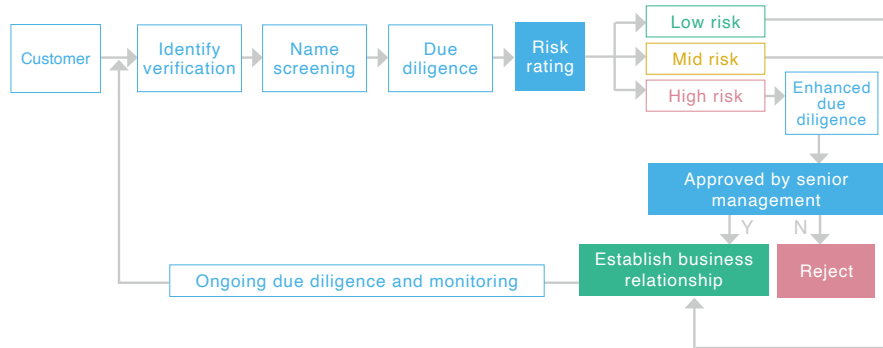
■ Policies and Procedures

E.SUN FHC and its subsidiaries have established AML/CFT policies and procedures with regard to aspects such as due diligence, name screenings (watch list filtering), transaction monitoring, employee management, and record keeping. The key achievements in 2024 as follows:

E.SUN FHC	Completed periodic review of AML/CFT regulations and implemented group-wide information-sharing mechanism
	Held AML/CFT business exchange meetings with subsidiaries
	Continuously supervised the execution of AML/CFT in subsidiaries and monitored key indicators on the risk dashboard
E.SUN Bank	In response to geopolitical developments and recent international sanctions against Russia, the Bank has established the "Guidelines for Compliance with International Sanctions Regulations" to manage sanction-related risks
	Revised the "Customer Risk Assessment Methodology" and related regulations to align with the reprimand lists.
	Updated the "Customer Identification and Due Diligence Operation Guidelines" and "Ongoing Customer Identification Review Procedures" in response to online-triggered reviews
E.SUN Securities	Revised the "AML/CFT Precautionary Measures" and "Suspicious ML/TF/PF Transaction Patterns" based on industry association's attention point templates
	Established related operational precautions and forms in accordance with the reprimand lists.

■ Customer Due Diligence

E.SUN's due diligence procedures are as follows:



E.SUN continuously develops its IT systems, optimizes operational processes, and integrates customer information to improve CDD/EDD operations. Subsidiary E.SUN Bank has launched its self-developed CDD/EDD system, "Customer Due Diligence Platform (CAML)". CAML provides one-stop service for various CDD scenarios, covering onboarding stage, ongoing stage and trigger events, with a view to increase the mastery of customers' identification. The platform allows employees to access up-to-date customer information as well as retained documents, and provides online submission services for natural person customers during CDD. Subsidiary E.SUN Securities has also launched its self-developed "Account Review Platform" to complete account review operations and access up-to-date customer information and retained documents.

Senior Management Approval and Sign Off

When assessing customer risk, various factors such as background, industry, socioeconomic activity characteristics, region, organization type, and structure of non-natural person customers must be considered. For customers identified as high risk or possessing specific high-risk factors, enhanced due diligence will be executed, including verification on the source of funds and wealth. The aforementioned customer transactions can only be undertaken with the approval of senior management. Moreover, transactions involving extremely high-risk jurisdictions such as Iran and DPRK are prohibited.

Non-Face-to-Face Due Diligence

For due diligence measures of customers from "non-face-to-face" channels, E.SUN has applied confirmation procedures equivalent to those for face-to-face customers and adopted adequate measures to mitigate risk. E.SUN Bank and E.SUN Securities provide specific, clear instructions for applying for digital bank accounts and online securities accounts on their official websites, including the required documents, application qualifications, and inquiry instructions on approval progress and supplementary document. Furthermore, both subsidiaries continually encourage customers to use online banking, mobile banking, or the "Personal Basic Information Update Platform (eKYC)" for online data updates to assist customers in completing account reviews.

■ Watch List Filtering

E.SUN improves its watch list filtering operations through the continuous development of IT systems. E.SUN Bank has launched its self-developed "Name Screening System (SAML)". SAML enhances the update frequency of important sanction lists by directly connecting to relevant official websites and prevents duplicate case reviews. The parameter setting and adopted watch lists are also continuously checked to ensure accuracy and efficiency. E.SUN Securities strengthens its efficiency and effectiveness of watch list filtering by utilizing the AML/CFT query system established by the Taiwan Depository & Clearing Corporation with the aid of Dow Jones Risk & Compliance database.

Combating the Financing of Terrorism and Countering Proliferation Financing

For establishing business relationship or providing new services, E.SUN conducts real-time checks on customer names and those of their associates, as well as daily batch screening and name list updates. When conducting specific transactions, the related parties, such as remitters and beneficiaries, are also checked. The lists adopted by E.SUN include, but are not limited to, the Taiwan Ministry of Justice (MOJ) Sanctions List, the United Nations Security Council (UNSC) Comprehensive Sanctions List, the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC) Specially Designated Nationals List (SDN-List), and lists published by the local regulatory authorities of overseas branches. In response to the recent international sanctions against Russia, subsidiary E.SUN Bank has announced relevant information on the [official website](#), reminding customers to be cautious of whether their counter parties and goods are involved with sanctions regimes in order to ensure the transactions are clear of sanctions.

PEP / RCA (Politically Exposed Person / Relative and Close Associate)

To verify whether customers and the corresponding ultimate beneficial owner belong to PEP/RCA, identifications are conducted via IT systems with name list databases during specific events, including the establishment of business relationships, the addition of new relationships, regular reviews, and trigger event reviews. If confirmed as PEP/RCA, enhanced due diligence and strengthened transaction monitoring will be conducted. Verification on source of funds and wealth along with senior management approval are also required before proceeding. Moreover, high-risk PEP/RCA customers must undergo annual reviews, and related transactions will be subject to enhanced monitoring.

■ Suspicious Transaction Reporting (STR)

In terms of suspicious transaction monitoring, E.SUN refers to typologies published by regulatory authorities, and conducts transaction monitoring for all transactions through system assistance and manual processes, covering customers, employees, and financial institutions involved with E.SUN. Alerts generated by the system are investigated by dedicated personnel to verify the reasonableness of customer occupation/industry, source of funds, purposes of transactions, and whether transaction activities are consistent with past patterns, while also retaining investigation records. Suspicious transactions discovered by branch staffs and relevant information are reported to dedicated units via internal reporting mechanism, and further investigations will be conducted by dedicated personnel. If deemed suspicious, the transactions will be reported to the Financial Intelligence Center (FIU). The entire reporting processes are conducted through a dedicated computer with

all portable devices blocked. All personnel in dedicated units are obliged to confidentiality agreements with a view to ensure reporting information cannot be leaked to unrelated third parties. In 2024, subsidiary E.SUN Bank has kicked-off the rebuild project on its transaction monitoring system with completion expected in 2025, in order to enhance its transaction monitoring and reporting mechanisms.

■ Technology Application

In order to enhance operational efficiency and reduce the risk of manual error, E.SUN has self-developed Robotic Process Automation (RPA) programs to handle highly repetitive, routine tasks through automation or semi-automation. Machine learning models and platforms are also applied in practical scenarios, including adverse media collection, watch list filtering,

and abnormal transaction detection, combined with business logic or manual operations to improve case review efficiency. Moreover, subsidiary E.SUN Bank as self-developed its visualization module for transaction monitoring, enabling interactive cash flow visualization to assist in the identification of abnormal transactions.

■ Record Keeping

E.SUN maintains records and files related to the implementation of AML/CTF, as well as records and vouchers of customer transactions, for at least five years after the end of customer business relationships or temporary transactions. This is done to facilitate future inspections and inquiries, and to provide evidence of efforts in AML/CTF.

■ Annual Independent Assessment

Item	Description	
Overall Assessment	Internal Control System Statement and Independent Assurance Report	Each subsidiary issues a statement on the internal control system for AML/CTF, jointly signed by the chairman, general manager, chief auditor, and the dedicated AML/CTF supervisor. The statement is filed on the website of supervisory authorities and on the company's official website. In 2024, subsidiary E.SUN Bank continues to commission PricewaterhouseCoopers (PwC) to conduct auditing of the AML/CTF internal control system, and the assurance report is issued with opinion of fair presentation in material aspects.
	Institutional Risk Assessment (IRA)	In 2024, E.SUN continues to improve its risk assessment methodology by strengthening the analysis of quantitative data and control effectiveness. In response to recent trend of crimes and financial regulatory requirements, new control points are added for the evaluation of control effectiveness. The methodology enables a holistic understanding to the money laundering and terrorist financing risk faced by E.SUN. The results are reported to the board of directors and filed with the supervisory authorities. Additionally, the "Risk Appetite Declaration for Money Laundering and Financing of Terrorism" clarifies the acceptable minimum control measures and maximum residual risk levels for the institution's AML/CTF risk assessment, further enhancing the overall risk assessment framework.
Various control mechanism effectiveness verification	Transaction Monitoring	To ensure the appropriateness of the transaction monitoring system, the dedicated unit assesses the consistency, accuracy, and rationality of transaction monitoring data under the guidance of external consultant's methodology. Through analyzing the statistical distribution of customer transaction data, the reasonableness of threshold settings is examined to evaluate whether the transaction detection logic is effective and meets the needs of E.SUN.
	Watch List Filtering	E.SUN continues to engage with independent third-party, the Society for Worldwide Interbank Financial Telecommunication (SWIFT), to verify the effectiveness of its watch list filtering system. The major testing aspects include prewise matching and fuzzy matching, with a view to evaluate the system performance in customer and transaction scanning, ensuring that the requirements on system effectiveness are met.

■ Reinforcement through Training

To enhance the professional depth and breadth of employees as well as cultivate AML/CTF awareness and culture, E.SUN provides annual education and training sessions for all employees (including new recruits), dedicated units, supervisory officers, and frontline staffs, based on their business nature. During 2024, E.SUN held a series of video conference training with topics on practical business operations and current events, such as digital frauds, emerging financial crimes, trends of VASP regulations, sanctions against Russia, etc. Experienced government officials are also invited to give training courses. E.SUN has also joined the Association of Certified Anti-Money Laundering Specialists (ACAMS) as a corporate member, utilizing its online courses and global AML/CTF news database to enrich both domestic and international training materials. At the same time, the head office shares its experience on transaction investigations with overseas branches by business attributes, and provides directions for investigation during video conferences.

E.SUN continuously promotes obtaining domestic and international AML certifications, encouraging employees to enhance their professionalism and international perspectives. As of the end of 2024, 100% of AML/CTF supervisory officers at subsidiary E.SUN Bank are AML/CTF certification holders.

■ Disclosure of AML/CTF Related Information

E.SUN FHC discloses its AML/CTF policies, risk appetite, and AML questionnaires (Wolfsberg CBDDQ Questionnaire) on its [official website](#), while subsidiary [E.SUN Bank](#) and [E.SUN Securities](#) also disclose internal control statements for AML/CTF on their official websites to enhance transparency.

Group-wide AML/CFT Training

Educational training methods	2024	
	Number of participants	Total course hours (hours)
Annual Online Training and Exam	8,796	17,592
Group-wide Compliance Training (AML/CFT relevant topics)	8,521	2,234

Group-wide AML/CFT Certification in 2022-2024

Certification Name	2022	2023	2024
Domestic AML/CFT Certification	1,631	1,887	2,033
Certified Anti-Money Laundering Specialist (CAMS)	337	333	329
Certified Global Sanctions Specialist (CGSS)	11	16	17
Certified Transaction Monitoring Analyst (CTMA)	3	13	16
Certified Know Your Customer Associate (CKYCA)	-	2	1

4.5 Business Continuity Plan

GRI: 2-23, 2-24, 2-25, 3-3

E.SUN has established Business Continuity Plan to provide customers with secure and uninterrupted services. By conducting periodical business impact analysis and drills, we assure adequate responses to disasters and ensure the minimization of business impact. Also, when the IT services encounter sudden disasters, we will recovery key services as soon as possible to reduce the business impact and protect customer rights. Furthermore, to maintain a minimum service level in extreme scenarios, critical business data was backed up to the cloud in 2024. In 2025, we will continue to leverage the advantages of the cloud by planning the backup of core systems to the cloud. This will ensure the preservation of vital business data and the provision of basic financial services in the face of extreme situations, thereby protecting customer rights.

■ Routine Drills (Once a year)

	Information system disaster recovery and recovery drill	Distributed Denial-of-Service Protection Program Walkthrough
Implementation modalities	The recovery drill is conducted by tabletop exercise, and formal system recovery, which involves writing scripts, centralized management, and unified distribution for execution, are conducted to initiate and verify offsite backup services.	E.SUN Bank has delegated a professional third-party information security consultant to carry out the penetration test, simulating a hacker launching a DDoS attack on E.SUN. The test sought to check how effective our defense and response systems to function normally in the event of an attack.
Drills result	E.SUN Bank and E.SUN Securities have completed drills for 106 (including the Taiwan's credit card system which successfully switched to a backup environment and performed external transaction authentications) and 22 business systems	Incident reporting and emergency response could be completed within 30 minutes at each stage of the attack, showing that the E.SUN's defense systems are effective.

■ Customer Service Quality

In order to ensure continuous delivery of quality service to our customers, we classify scenarios that may cause disruptions in the operations of our bank branches and establish relevant plans and measures to address potential service impacts.

Category	Plan Details
Human Resource Deployment Mechanism	To prevent insufficient manpower at branch locations from affecting service quality, each of our regional centers coordinates manpower deployment to maintain service levels at branches and provide customers with a satisfactory service experience.
Branch Security Protection Drills	<ul style="list-style-type: none"> Safety drill items cover more than 10 different types to address various scenarios, such as earthquakes, typhoons, power outages, fires, etc. Preventive measures are established for unexpected events, including unlawful activities (such as robbery, fraud, intimidation, suspicious individuals) and demonstrations.

4.6 Information Security and Personal Information Protection Management

SASB: FN-CF-220a.1, FN-CF-220a.1, FN-CB-230a.1, FN-CF-230a.1, FN-CB-230a.2, FN-CF-230a.2

4.6.1 Information Security Governance System

■ Information Security Governance System, Objectives, and Strategies

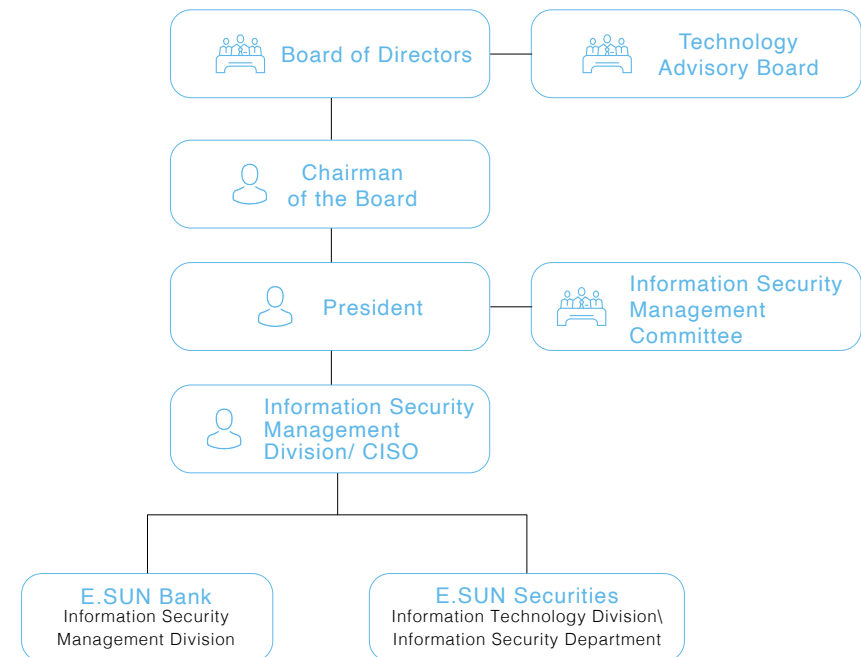
E.SUN FHC. has established an "Information Security Policy," which is overseen by the Board of Directors responsible for reviewing and making decisions on significant information security issues and supervising the execution of information security by each subsidiary. The Board includes members with information security backgrounds, and both the Board and senior management carry out comprehensive governance oversight. The company has appointed a Chief Information Security Officer (CISO) and an Information Security Management Division, which are responsible for the highest level of oversight in information security operations and the effectiveness of security risk management mechanisms. They regularly report to the Risk Management Committee of the FHC's Board on the overall implementation and effectiveness of information security. In response to the development of digital technology, the FHC has established a "Technology Advisory Board" under the Board, convened by the Chairman of the Board. This committee recruits top experts and scholars from fields such as artificial intelligence, e-commerce, and information security to serve as external members, continuously enhancing competitiveness in digital development, intelligent applications, information research and development, and information security management.

To enhance information security governance, E.SUN FHC has established the "Information Security Management Committee" (ISMC) to oversee the promotion of information security governance and to implement a system of information security executives within the information technology units, facilitating the promotion and execution of information security operations. The Information Security Management Committee is responsible for reviewing the "E.SUN Financial Holding Co., Ltd. Information Security Policy" and supervising the overall operations of information security management at E.SUN, as well as deliberating on significant issues related to information security, with the aim of continuously improving information security systems and strengthening protective capabilities.

■ Information Security Management Certification

All domestic and international information systems of E.SUN Bank and E.SUN Securities have obtained the "ISO 27001 Information Security Management System Certification" (ISMS). Additionally, E.SUN Bank has also received certifications for "ISO 27701 Privacy Information Management System" (PIMS) and "ISO 22301 Business Continuity Management System" (BCMS). The credit card acquiring system continues to maintain certification under the "Payment Card Industry Data Security Standard" (PCI DSS). E.SUN continuously ensures the effectiveness of its information security management through regular self-assessments and project evaluations, utilizing the PDCA (Plan-Do-Check-Act) cycle.

Information Security Management Organization:



■ Resources Invested in Information Security

For 2024, the investment in information security is approximately NT\$255 million, accounting for about 7% of the total IT budget. Resource allocation includes the enhancement of both institutional and technological infrastructure, strengthening cybersecurity defense equipment, intelligence monitoring and analysis, incident response, and attack-defense drills and training, all aimed at comprehensively improving information security governance capabilities and refining security protection mechanisms.

4.6.2 Information Security Management Measures

■ Information Security Protection and Detection Analysis

In response to the ever-changing external attack methods, E.SUN utilizes a multi-layered defense architecture in its security measures. This includes the deployment of firewalls, antivirus software, spam filters, intrusion detection and prevention systems, and web behavior management systems. Various attack and defense drills are conducted to assess the effectiveness of E.SUN's defenses and its incident response capabilities.

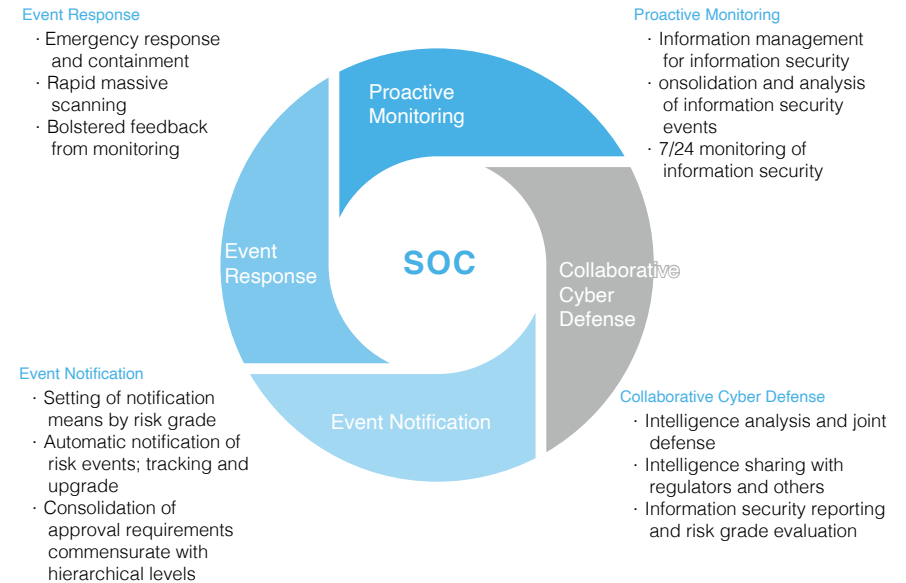
E.SUN conducts regular security assessments during system development and maintenance, in accordance with regulations, to evaluate compliance, information architecture, network activities, and information device security settings. Professional cybersecurity firms are engaged to perform penetration testing and application security assessments. Following a comprehensive review of all security testing, no significant risks have been identified. E.SUN remains proactive in identifying and mitigating cybersecurity threats and vulnerabilities to reduce the exposure risk of external services, ensuring the stability and security of its information systems.

In 2024, E.SUN Bank engaged professional ethical hackers to conduct realistic attack drills, incorporating scenarios of Bring Your Own Device (BYOD) and cloud services to evaluate the effectiveness of its security protection and detection. By employing real hacker techniques, potential risks and technical vulnerabilities of business systems were uncovered. Based on the results of these drills, comprehensive security protection recommendations were made to ensure continuous operations and security management while complying with the requirements of domestic and international regulatory authorities.

■ Information Security Monitoring, Joint Defense, and Intelligence Analysis

To establish a dedicated team that actively monitors, detects, analyzes, and defends against cybersecurity threats, and to support the Financial Supervisory Commission's financial intelligence exchange initiatives, E.SUN has independently set up a security operations center (SOC) and continues to enhance its cybersecurity monitoring capabilities. In 2024, an automated connection for the detection and removal of spoofing incidents was completed, improving the timeliness of incident handling and reducing the risk of exposure to counterfeit websites. In the area of cloud security, mechanisms for managing cybersecurity incidents and alarm rules were established, enhancing the protection strength of cloud services.

To grasp the overall cybersecurity situation and trends within the financial sector, E.SUN continues to collaborate with the Financial Information Sharing and Analysis Center (F-ISAC) and participates in the F-SOC cross-domain joint defense program. In 2024, E.SUN shared a total of five threat intelligence reports and 114 monitoring intelligence reports, enabling financial peers to respond to risk threats proactively and improve overall defense capabilities.



In light of domestic and international cybersecurity incidents, network system vulnerabilities, ransomware attacks, malicious programs, and other major threats, E.SUN has established standard operating procedures for intelligence collection and processing. In 2024, a total of 324 threat intelligence analyses were completed, and preventive response measures were formulated for high-risk or critical issues, with 13 cybersecurity alerts sent to the information technology units of various subsidiaries under the FHC, ensuring consistent overall cybersecurity defense across the group.

■ Information Security Training

E.SUN FHC conducts quarterly information security training sessions and annual information security awareness training. In 2024, the company achieved a 100% participation rate for the training tests. For technology personnel, a total of 12,340 hours of internal and external cybersecurity professional courses were planned, with 95.8% of training being internal and 4.2% external. As of the end of 2024, E.SUN FHC has obtained a total of 263 information security protection certificates (237 for E.SUN Bank and 26 for E.SUN Securities).

In 2024, E.SUN held 11 cybersecurity incident response drills, with scenarios covering personal data breaches, DDoS attacks, ATM incidents, and Red Team attack-defense drills. These drills enhanced collaboration among organizational members and the appropriateness of response procedures, thereby reducing the risks and losses caused by cyberattacks. A total of 255,924 social engineering test emails were sent in 2024. 99.5% of employees demonstrating awareness of the social engineering threats.

■ Information Security Incidents

E.SUN FHC has established the "E.SUN FHC and its Subsidiaries' Response to Hacker Attack Incidents Guideline " and set up a "CSIRT (Computer Security Incident Response Team)." This aims to enhance the cross-departmental communication, resource coordination, and collaborative support capabilities between the company and its subsidiaries to leverage the joint defense mechanism of the FHC. E.SUN has also established clear information security reporting and handling procedures. When employees discover information security incidents, system vulnerabilities, or suspicious activities, the designated information unit is responsible for recording these issues and classifying the incident levels. In the case of significant cybersecurity incidents, the information unit will report to the FHC 's Information Security Management Division and the "Major Incident Reporting Window of the FHC/Head Office." The information unit must resolve and address the cybersecurity incidents within the targeted response time, and after the incident has been handled, conduct a root cause analysis and implement corrective measures to prevent recurrence. Statistics show that in 2024, there were no information security incidents that caused losses to the company or its customers, and it has been confirmed that the company's monitoring alerts and related control measures effectively defended against threats.

A- Information Security Incidents	2022	2023	2024
Total number of information security incidents	0	0	0
Customer data loss due to information security incidents	0	0	0
Number of customers or employees affected by information security incidents	0	0	0
Financial losses due to information security incidents	0	0	0

Note: The information security incidents referenced in this table pertain to computer hacker attacks or computer virus attacks.

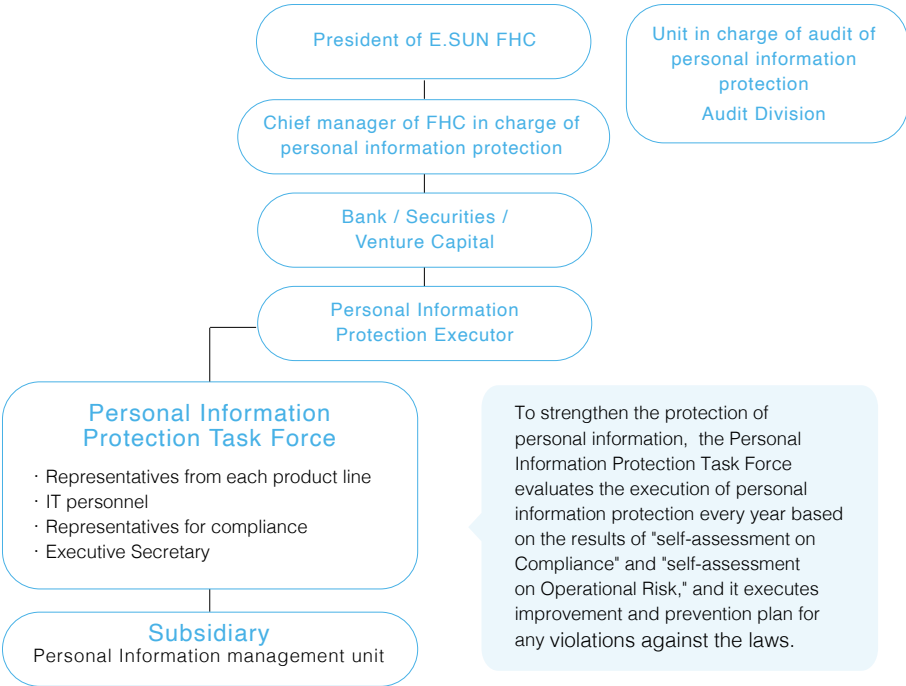
B-Information Breach Incidents	2022	2023	2024
Total number of information breach incidents	0	1	0
Percentage of information breach incidents related to personal data	0%	100%	0%
Number of customers affected by information breaches	0	15	0

4.6.3 Personal Data Protection Governance Structure

■ Personal Data Protection Management Objectives and Strategies

To fulfill our responsibility in protecting customers' personal data, E.SUN has established a "Personal Information Protection Task Force" tasked with developing personal data protection regulations, including management measures for the collection, processing, and use of personal data. In accordance with the "E.SUN Financial Holding Co. Ltd. and Subsidiaries Personal Information Management Organization Foundation Principles," we promote personal data protection initiatives through cross-departmental collaboration.

We will continue to enhance our personal data management responsibilities, strengthen the implementation of personal data management operations, and evaluate the existing personal data management framework. By integrating internal resources, we aim to optimize E.SUN's principles for protecting personal data and establish a solid foundation for personal data protection management within the FHC and its subsidiaries.



■ Personal Data Protection Management System

To ensure continuous implementation of E.SUN's sustainable business strategy and adhere to the principles of fair treatment, we obtained certification for the "ISO 27701 Privacy Information Management International Standard" in 2023. As of 2024, E.SUN has successfully passed the international standard verification of "BS 10012:2017 Personal Information Management System" for seven consecutive years.

We are committed to honoring our promise of customer data confidentiality. E.SUN has publicly announced the "Customer Data Confidentiality Measures Statement" and the "Personal Data Management Policy of E.SUN FHC and its Subsidiaries" on our official website, ensuring that we legally collect, process, and utilize customer data while protecting their personal data security. To respect individuals' rights to their personal data, we have established the "Privacy Protection Measures," which clearly outlines rights related to inquiries, reading, copying, supplementing, correcting, deleting, and ceasing collection, processing, and use of personal data. Through compliance self-assessments, internal audits, and regular training for all employees, we ensure the implementation of personal data protection.

4.6.4 Personal Data Protection Management Measures

■ Personal Data Protection Incidents

E.SUN places great importance on personal data protection, allowing customers to raise inquiries or complaints through various channels. We actively respond to customer complaints, and if the investigation confirms violations of personal data regulations, E.SUN adopts a zero-tolerance principle and will impose penalties on relevant employees in accordance with internal reward and punishment regulations. Furthermore, we will address the root causes of complaints and propose concrete improvements to prevent similar issues from recurring.

In 2024, there were a total of 9 complaints regarding personal data; 6 came from competent authorities, and 3 were complaints from customers via E.SUN's feedback channels and internal data collection. After clarification, all were understood by the customers, and it was confirmed that there were no incidents of customer data leakage.

Personal Data Related Cases	Competent Authorities	E.SUN's Internal Collection	Total
Deposit and Withdrawal Business	1	1	2
Personal Loan Business	1	1	2
Wealth Management Business	1	1	2
Credit Card Business	1	0	1
Corporate Loan Business	0	0	0
Others	2	0	2
Total	6	3	9

In 2024, an independent auditing department conducted checks that included reviewing the status of personal data retention. The results indicated that there were no significant deficiencies in the use of customer data. E.SUN will continue to diligently protect customer data and enhance personnel training to improve service quality.

Year	2022	2023	2024
Findings in Personal Data Usage Audits	0	0	0

■ Secondary Use of Customer Data

E.SUN fully monitors the use of customer personal data and will not share basic data other than names and addresses, transaction data, and other relevant information for co-marketing purposes, disclosure, referral, or mutual use without obtaining customers' consent. If customers' consent is acquired, a thorough assessment will be conducted to ensure the compatibility of the secondary use process before proceeding.

Unit: Million, %

Personal Data Related Cases	2022	2023	2024
Number of secondary use of Customer Data	5.78	6.82	6.91
Percentage of Overall Customer Base	72.6%	83.5%	82.5%

■ Personal Data Protection Education and Training

To enhance employees' awareness of personal data protection, we continually promote education and training in this area, enabling employees to understand relevant legal requirements and gain a deeper understanding of responsibilities, operational mechanisms, processes, and specific measures related to personal data protection. All employees of E.SUN are required to complete one hour of personal data protection training each year and must pass an examination after the training, with a passing rate of 100%.

Target Groups	Course
New Employees	· Online Courses and Case Studies on Personal Data Protection Promotion
General Employees	· Personal Data Protection Promotion Courses · Personal Data Breach Incident Response Drills (Assigning representatives from relevant stakeholder units based on scenarios) · Case Studies on Penalties for Personal Data Protection Violations
Personal Data Protection Representatives from Each Unit	· Personal Data Protection Promotion Courses · Personal Data Breach Incident Response Drills (Assigning representatives from relevant stakeholder units based on scenarios)
Personal Data Protection Implementation Units	· Personal Data Protection Promotion Courses · Personal Data Breach Incident Response Drills · Case Studies on Penalties for Personal Data Protection Violations

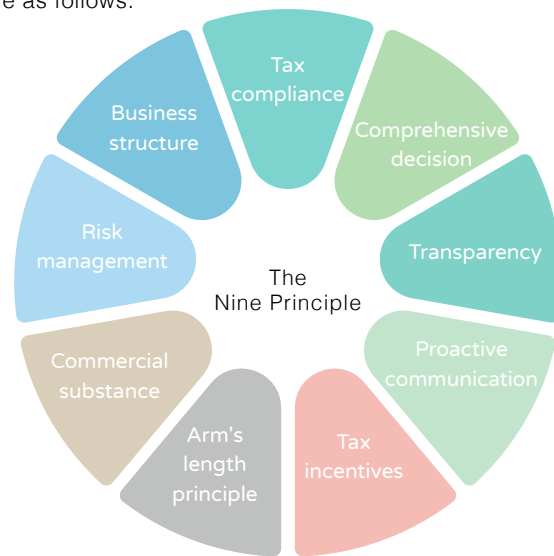
4.7 Tax Governance

GRI: 207-1, 207-2, 207-3, 207-4

■ Approach to tax

E.SUN FHC commits to not using tax havens or low-tax jurisdictions for tax avoidance, and refuses to transfer profits through special structures arrangement which is not in accord with arm's length principle. We have established tax governance and transfer pricing policies as guiding principles for E.SUN FHC and its subsidiaries. We comply with the letter and spirit of the tax laws, realize tax transparency and afford reasonable tax to fulfill sustainable development.

The nine principles of tax governance and transfer pricing policy are as follows:



■ Tax Governance and Risk Control Mechanism

The Board, as the highest governance body for tax matters at E.SUN FHC, reviews the status of domestic and international tax compliance as well as the latest tax developments every 6 months. The ongoing oversight enables the Board to manage tax risks and stay informed about global tax trends. Below are the cases under the mechanism

Item	Case Description
Compliance and planning	In response to the implementation of the Global Minimum Tax (GMT) in 2024, E.SUN FHC engaged with accounting firm to assess the impact of GMT on the group's tax burden, financial reporting disclosures and then made appropriate strategy.
Risk management	The Board of E.SUN FHC manages the frequency and amount of tax disputes to maintain them at a low-risk level by using risks identification and a three lines of defense mechanism to oversee tax matters. Additionally, hotlines and mailboxes have been established internally and externally to report illegal or unethical tax-related matters.
Succession planning	E.SUN FHC and its subsidiaries employ qualified and trained tax professionals with the appropriate levels of expertise. We share tax experience through regular internal meetings and participate in seminar to enhance our skills in tax. Tax knowledge is well passed down through working papers and workflow chart.
Performance appraisal	E.SUN FHC and its subsidiaries prohibit tax personnel from using aggressive tax avoidance measures to achieve high ratings. Annual tax work goals are established and evaluated based on specific principles and we develop annual tax work schedule accordingly.

■ Stakeholder engagement and management of concerns related to tax

To reinforce public trust, we proactively contact stakeholders to discuss tax issues and engage in public policy advocacy on tax to support the improvement of tax environment.

Item	Case Description
Tax authorities	E.SUN FHC and its subsidiaries maintain open and honest communication with tax authorities. In 2024, when the Ministry of Finance of Taiwan proposed a draft tax amendment for increasing the income basic tax, we proactively provided industry insights on the public policy online participation network platform to build a fair tax environment with the government.
Public tax advocacy -NGO	E.SUN FHC actively participates in peer review organized by the international tax advocacy organization, The B Team. We exchanged tax experience with Fortune 500 multinational mining companies during the evaluation process. E.SUN got outstanding results across 7 different evaluation aspects in 2024, showing the effectiveness of our commitment to responsible tax practices.
Peers and Banker Association	To ensure that the tax principles for recognizing financial holding company expenses keep pace with the times, E.SUN FHC participated in a tax project led by the Bankers Association with domestic peers in 2024. We did legislative discussions with the Financial Supervisory Commission and the National Taxation Bureau proactively.
Independent Directors and Investors	E.SUN FHC publicly discloses tax information and the reasons for changes in the effective tax rate on our official website each year. Additionally, our independent directors specialized in accounting and tax review financial statements each quarter to understand tax costs and risks.

Income tax information-2024 & 2023

The reported tax rate of E.SUN FHC in 2024 is 18.94% which is slightly lower than the statutory tax rate (20%) and the global average banking effective tax rate (21.29%) from CSA handbook 2024 due to the tax-exempt income from offshore banking unit. The year-over-year tax rate difference is minor because the operations continue to be stable, and there have been no significant changes in revenue sources.

Unit: millions NTD/ %

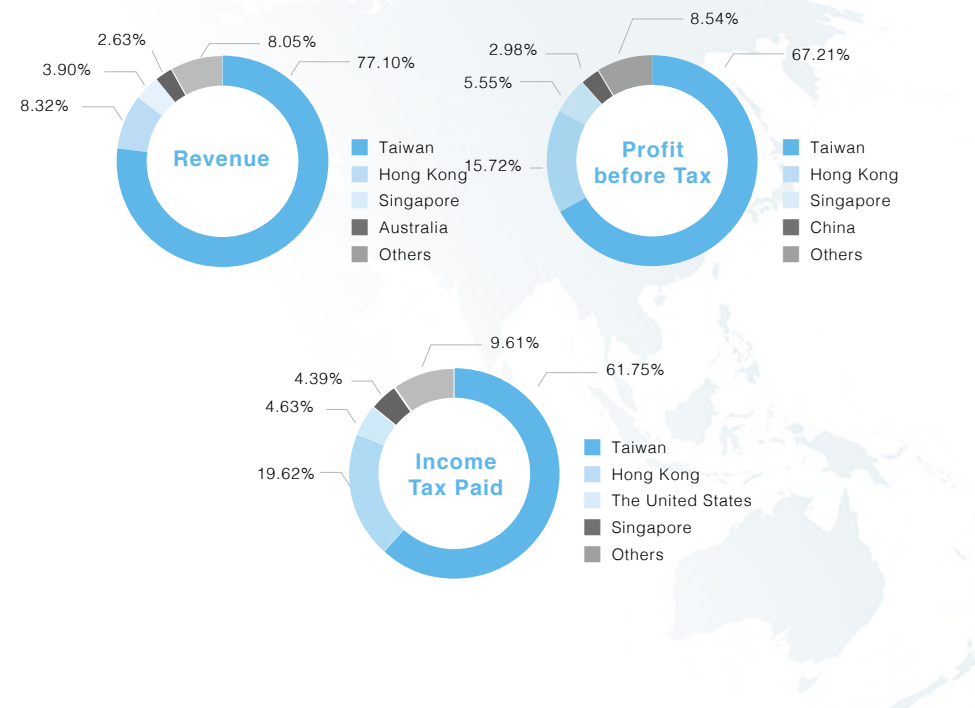
	2024	2023	Calculated averages
Profit before tax (A)	32,259	26,512	29,385
Reported taxes (B)	6,111	4,764	5,437
Reported tax rate (B)/(A)	18.94%	17.97%	18.51%
Adjustments (C)	Timing difference	181	(19)
	Major issue	160	136
	Tax-exempt income	873	819
Effective tax rate (B+C)/(A)	22.71%	20.75%	21.82%
Income tax paid (D)	6,022	4,330	5,176
Cash tax rate (D)/(A)	18.67%	16.33%	17.61%

2024 country-by-country reporting

E.SUN has operating sites in different tax jurisdictions. Most of the offices are located in Asia Pacific financial center, Taiwan, China, Hong Kong and ASEAN. Below is the tax information in each tax jurisdiction.

Unit: million NTD / person

Tax jurisdictions	Revenues from unrelated party	Revenue	Profit before tax	Income tax paid	Current income tax expense	Revenues from related party – cross jurisdiction	Number of employees	Tangible assets
Taiwan	113,675	118,673	21,683	3,718	4,262	4,537	8,901-9,000	31,721
Cambodia	1,833	1,853	352	28	46	-	401-500	1,070
China	3,884	3,907	961	86	62	23	301-400	2,593
The United States	3,290	3,290	927	279	273	-	1-100	7
Hong Kong	8,390	12,812	5,070	1,181	829	4,423	201-300	73
Singapore	5,815	5,998	1,789	265	302	182	1-100	79
Vietnam	543	797	438	82	88	253	1-100	5
Australia	4,039	4,050	538	234	203	12	1-100	30
Myanmar	161	509	297	60	67	348	1-100	34
Japan	2,035	2,039	204	89	158	4	1-100	139



4.8 Human Rights Protection

GRI: 2-8, 2-23, 2-24, 3-3, 408-1, 409-1, 412-1, 412-3, GRI G4: FS9

E.SUN aims to create a friendly workplace environment. The Human Rights Protection Team of E.SUN Sustainable Development Committee holds meetings periodically and has formulated E.SUN human rights policies with due reference to laws and regulations and human rights development trends. Every year, the team reviews the E.SUN Declaration of Human Rights and E.SUN FHC Human Rights Due Diligence Investigation Procedures regularly, and works with all partners to continuously strengthen and improve the management of issues related to human rights.

E.SUN's inclusion in the list for the Bloomberg

Gender-Equality Index demonstrates the considerable progress we have taken in advancing gender equality. This acknowledgment reflects our commitment to aspects such as female leadership, equal remuneration, inclusive culture, anti-sexual harassment policies, and a pro-women brand. Aligning closely with the United Nations Sustainable Development Goal, E.SUN has proactively pursued initiatives to support these objectives. E.SUN has demonstrated its commitment to fostering a happiness and well-being environment, and by safeguarding labor rights and nurturing a workplace, E.SUN embodies our vision to become a leading global corporate citizen.

■ Human Rights Due Diligence Process

The Human Rights Protection Team formulates the human rights due diligence process, and regularly identifies, assesses, and evaluates potential human rights issues and risks in its operations, value chains, new business activities (such as mergers, joint ventures), and other related activities through social engagement, data monitoring, and surveys. A risk matrix for human rights issues is established, and control plans are drawn up based on potential risks, with continuous supervision and improvement of the implementation results to fulfill the human rights policy.

📌 Human Rights Due Diligence Process



Impact identification

Regularly review our operations, value chain, new business relations (such as mergers, acquisitions or joint ventures) and other activities to identify groups at risk and potential human rights issues.



Assess risk

Identify E.SUN FHC stakeholders in groups at risk and evaluate the possibility and impact of potential risk to establish human rights risk matrix.



Establish plans

Protection task force proposes mitigation and remediation measures to formulate a plan for human rights issues; the scope 100% covers all of E.SUN FHC's operating sites in Taiwan and the 33 operating sites in 11 overseas regions



Monitor and implement

Established mechanisms to supervise, track, and evaluate improvement plans. Monitor the effectiveness of improvements made to potential impacts.



Review and improve

Review the evaluation tools and processes and reexamine and adjust practices and commitments related to human rights issues.



■ Impact identification

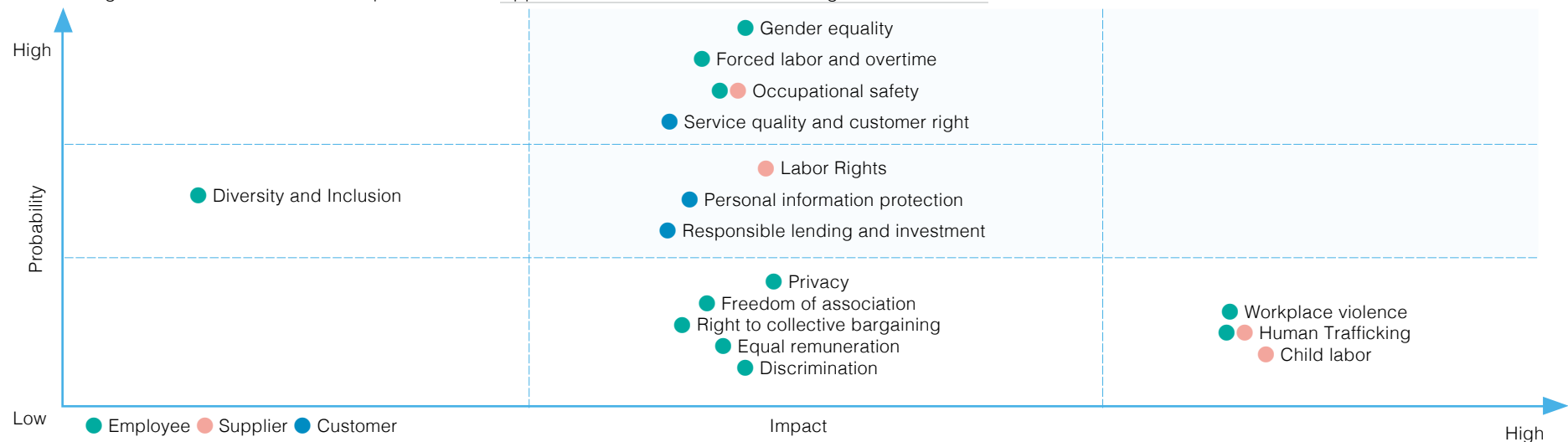
E.SUN strictly scrutinizes potential human rights risks in various aspects and implements its commitment and responsibility for human rights with relevant units following specific guidelines. For employees, we ensure that human resources policies do not jeopardize labor rights; for suppliers or partners, we evaluate the sustainable development and human rights issues through public information and self-assessment forms to avoid dealing with high-risk parties; for customers, we enhance the protection of rights and personal privacy, and carefully selects credit or investment targets. The impact identification is as follows:

	E.SUN	Value chain		New business relations (mergers, Acquisition, joint ventures)
		Supplier/Partner/Other	Customer	
Groups exposed to human rights risks	<div>Employee</div> <div>Women</div> <div>Indigenous people</div> <div>People with disabilities</div> <div>Dispatched labor</div> <div>Migrant workers</div> <div>Non-employee workers</div>	<div>Women</div> <div>Children</div> <div>Indigenous people</div> <div>People with disabilities</div> <div>Dispatched labor</div> <div>Migrant workers</div> <div>Non-employee workers</div> <div>Community residents</div>	<div>Customers in minority groups</div>	<div>Women</div> <div>Children</div> <div>Indigenous people</div> <div>People with disabilities</div> <div>Dispatched labor</div> <div>Migrant workers</div> <div>Non-employee workers</div>
Potential human rights risks	<div>Diversity and inclusion</div> <div>Gender equality</div> <div>Forced labor and overtime</div> <div>Discrimination</div> <div>Occupational safety</div> <div>Workplace violence</div> <div>Privacy</div> <div>Freedom of association</div> <div>Right to collective bargaining</div> <div>Equal remuneration</div>	<div>Labor Rights</div> <div>Occupational safety</div> <div>Child labor</div>	<div>Service quality and customer right</div> <div>Personal information protection</div> <div>Responsible lending and investment</div>	<div>Forced labor and overtime</div> <div>Gender equality</div> <div>Occupational safety</div> <div>Child labor</div> <div>Freedom of association</div> <div>Right to collective bargaining</div> <div>Human trafficking</div> <div>Equal remuneration</div> <div>Discrimination</div>

Note: Non-employee workers are those other than E.SUN's employees, including interns, temporary workers, and contractors' employees.

■ Human rights risk matrix

In response to potential human rights risks for employees, suppliers and customers (including investment and credit subjects), we established a human rights risk matrix as follows. The mitigation and remediation actions please refer to [Appendix 15 - Human Resource Management Indicators](#).





05 Our People

"Develop talent first, then manage the business." Talent is the most important foundation for E.Sun's development. We are dedicated to nurturing talent, establishing diverse welfare measures, and striving to create a happy second home for our employees.

5.1 [Talent Cultivation and Development](#)

5.2 [Talent Attraction and Retention](#)

5.3 [Healthy and Safe Friendly Workplace](#)

90.37%

Internal Employee Job-Filling Rate

84.9%

Employee engagement rate

89.58%

Return rate after childcare leave

Cover Story

Talent is a leading indicator and a key metric. E.SUN Financial Holding has established a comprehensive career development system, nurturing employees from onboarding to succession planning, to create a learning-oriented organization.

Four-time winner of The Elite Awards for Taiwan Banking Excellence - Excellence Award in the Best Human Resource Development category.

Building the Three Pillars of E.SUN's Sustainability

Since its establishment in 1992, E.SUN has set up three important pillars: "Establishing Systems, Cultivating Talent, and Developing Information." With a human-centered approach, at E.SUN, individuals can 'decide their own future with their own hands.' Through expert guidance and a strategic layout that combines the macro perspectives of three generations, we ensure clear strategic communication and craft precise strategies, resolutely committing to doing the right things. By operating with integrity, professionalism, and a fresh approach, we exhibit exceptional execution capabilities and harness scientific power to build a dream team.

Human-Centered Human Resource System

E.SUN integrates corporate culture and core values into its human resource system, focusing on selection, utilization, cultivation, and retention to identify succession plans for key positions. We place the right people in the right positions, combining strategy and goals with development and training. We provide a comprehensive and diverse career development path, complemented by performance development, compensation

and benefits, and promotion systems. This approach allows us to identify key talents with potential in the organization, enabling great individuals to become even better.

2004 Second Elite Awards Excellence

E.SUN Mid-Level Manager (We refer to it as the Hope Engineer) Training Program

E.SUN systematically trains mid-level managers with clear goals and methods. The Hope Training Program not only emphasizes the development of leadership and management skills but also incorporates additional elements such as team building, ESG sustainability, and international perspectives. It aims to cultivate qualities in participants that enable them to lead by example, effectively manage teams, and exert a positive influence.

2006 Third Elite Awards Excellence

E.SUN New Milestone - E.SUN New Employee Talent Development Project

E.SUN's training program for new employees not only focuses on imparting financial expertise but also employs diverse and engaging courses to help new colleagues establish a value for teamwork. Participants gain a deeper understanding of E.SUN from various professional perspectives, allowing them to appreciate the company's earnest expectations for fresh talent.

2020 Tenth Elite Awards Excellence

E.SUN Technology Team AI Talent Development Program

In response to the trend of digital transformation, E.SUN has developed a comprehensive Technology Team Training Program. Through robust competency development and a culture of innovative experimentation, we integrate technology with business to cultivate financial talent equipped with technological capabilities. At the same time, we nurture the ability to discern trends and forecast the market, merging creativity with technology to become exceptional talents who are both stable and agile.

2024 Twelfth Elite Awards Excellence

Limited Life of an Entrepreneur, Infinite Life of an Enterprise - E.SUN Builds a Sustainable Leadership Pipeline with the 'LEAD Program'

E.SUN establishes a comprehensive system for cultivating sustainable business talent through a long-term vision and development strategy. LEAD focuses on four main pillars: leadership development, strategic thinking and management, technological innovation and sustainability, and international business and growth. This program nurtures the current and future leadership pipeline in collaboration with top universities domestically and abroad, along with outstanding entrepreneurs from various fields and world-class consultants, enhancing managers' perspectives and capabilities for continuous innovation and sustainable development. 🌱



5.1Talent Cultivation and Development

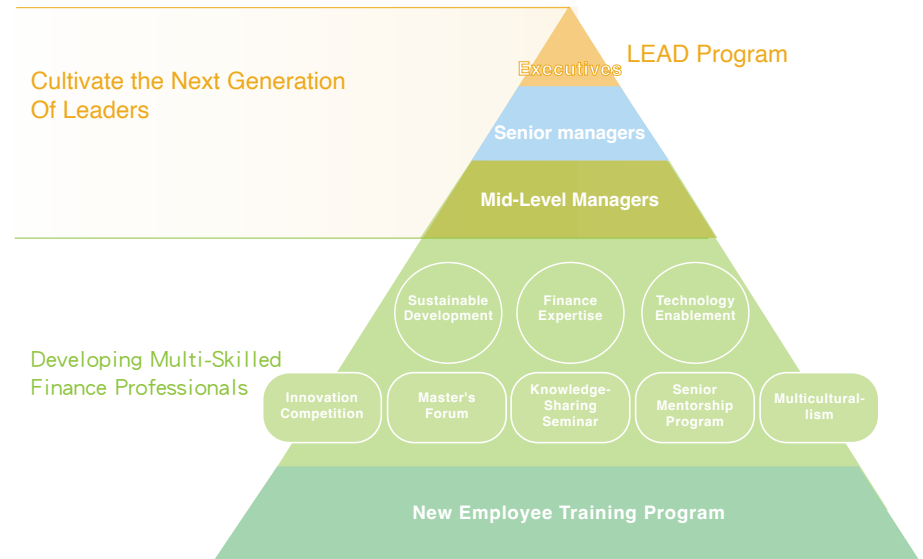
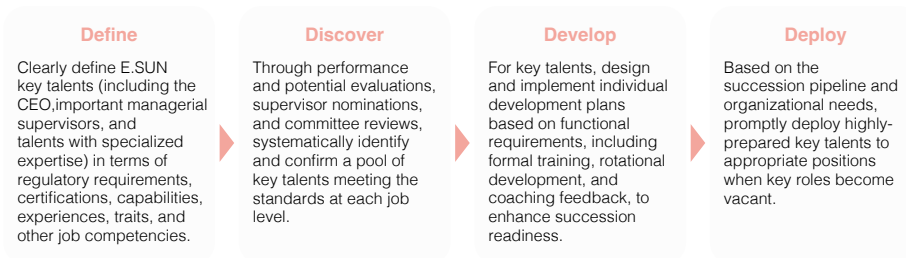
GRI: 402-1, 404-1, 404-2

■ Talent Development Strategy

Nurture Talents First, then Manage the Business

We believe that "Nurturing the most professional talent and providing the best service to our customers is our responsibility. The company firmly believes that talent is the cornerstone of sustainable development. As we enter the fourth decade, E.SUN's talent development strategy focuses on "cultivating the next generation of leaders" and "developing multi-skilled finance professionals." This strategy aims to preserve E.SUN 's core values and the continuation of its leadership, while also addressing the rapidly changing financial landscape and the increasingly important issues of sustainable development. A comprehensive career-training system-covering management practice, cultural education, and financial expertise-ensures the transmission of core values, continuity of leadership, and the cultivation of versatile professionals able to tackle industry change and sustainability challenges. All training program targets include all employees and also covers contractual or part time employees in company's own workforce. With a forward-looking vision, E.SUN is dedicated to building a key talent pool capable of meeting future challenges and seizing new opportunities.

Succession Plan for Key Talent



2024 Training Outcomes

Category	2024		2023	
	Male	Female	Male	Female
Training hours-Management level ^{note 1}	40,526	16,009	60,030	20,304
Average training hour-Management level	90.5	106.7	142.6	151.5
Training hours-Non-management	238,969	335,565	218,859	286,884
Average training hours-Non-management	67.5	65.4	61.7	57.2
Total training hours	631,069		586,077	
Average hours per employee	68.09		64.3	
Average training cost (NT\$)	42,195		49,727	
Training cost as % of revenue	0.56%		0.75%	
Return on human capital ^{note 2}	312%		276%	

Note 1: Management level = manager grade and above.

Note 2: Return on human capital = [Net income – (Total operating expense – Total employee-related expense)] ÷ Total employee-related expense.

■ Cultivate the Next-Generation of leaders

"Learning is a never-ending journey, and excellence is an unending challenge." Continuing from the "4th Phase E.SUN LEAD Pipeline Program," E.SUN is offering two programs in 2024 for managers at different levels: the "E.SUN LEAD Program Leadership Development Program" and the "Management Practice Workshop," with the aim of cultivating the next generation of leaders.

Leadership Development Program (E.SUN FHC)

Training Objective	A Leadership development program designed for future leaders, strengthening leadership and management capabilities of newly promoted managers.
Training Participants	Associate Manager Level Supervisors
Curriculum	<ul style="list-style-type: none">• Four modular tracks: "Strategic Thinking & Management", "Technological Innovation & Sustainable Transformation", "Global Vision & Local Execution", "Leadership & Growth; all delivered by renowned experts".• Benchmark Visits: On-site learning at leading Taiwanese companies to learn about their innovation practices.• Action-Learning Project (ALP): Managers diagnose organizational problems, analyzing strategically actions to be taken. In the process, coaching and mentorship are provided to help managers.
Outcomes	<ul style="list-style-type: none">• 52 participants completed the program.• 8 Action-Learning Projects that improved efficiency and enhanced integration across front, middle and back offices.• E.SUN FHC reported a net income after tax of NT\$ 26.08 billion, up 20.1% from last year.



Management Practice Workshop (E.SUN Bank)

Training Objective	Empower mid-level managers with hands-on management skills.
Training Participants	Mid-level Supervisors
Curriculum	<ul style="list-style-type: none">• Practical Management Skills: Courses include strategic analyzing and planning, people management, and Lean management not only enhance teamwork but also improve overall performance.• Peer-Group Learning: Small-group discussions by business units to focus on shared issues, encouraging interactions between teams and networks.• Lean Management Proposals: 33 optimization proposals generated.
Outcomes	<ul style="list-style-type: none">• ~100 managers completed the program.• 33 optimization proposals generated in 2 workshops.• E.SUN Bank's operating expense ratio was 51%, down 5 percentage points from last year, indicating improved overall operating expense efficiency.



■ Developing Multi-Skilled Finance Professionals

Financial expertise is fundamental, but as the times evolve, financial professionals must increasingly focus on reshaping their capabilities.

Corporate Banking Talent Program (E.SUN Bank)

Comprehensive Corporate Banking Development Modules

E.SUN Bank is the best brand for serving small and medium-sized enterprises (SMEs). Through modular courses, we systematically cultivate corporate banking professionals, enabling them to progressively enhance their relevant knowledge and skills starting from the ARM stage. The content covers core areas such as credit report writing, financial statement analysis, and risk management. Concurrently, utilizing a blended learning approach, participants are encouraged to actively engage in self-directed learning before and during classes to effectively enhance training effectiveness.



- Training Participants: All Employees (Including Mid-to-Senior Level Managers)
- Training Participants: 553
- Total Training Hours: 10,572
- Corporate Loan Growth Rate: 11.5%
- SME Loan Growth Rate: 8.2%

RM Team



Brokerage Professional Program (E.SUN Securities)

Systematically Development in Brokerage Expertise and Client Management

E.SUN Securities systematically cultivates potential talent through modularized educational training, passing on professional knowledge and client management skills to jointly create a synergistic effect on capabilities and performance. The training content covers consulting abilities, presentation skills, and digital literacy, assisting sales personnel to become professional VIP client managers. Sales personnel are continuously encouraged to proactively deepen client relationships, establish long-term partnerships, and emphasize internal experience sharing to enhance overall service quality, ultimately becoming financial advisors trusted by clients.

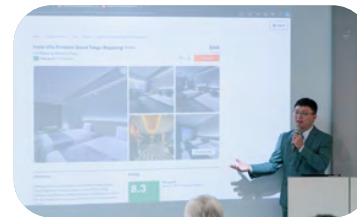


- Training Participants: Securities Investment Specialist
- Training Participants: 216
- Total Training Hours: 1,050
- Brokerage Fee Income Growth Rate: 51%

Digital Transformation Talent Development Program (E.SUN FHC)

Driving Digital Transformation from Top to Bottom

In response to the digital transformation wave in the financial industry, E.SUN FHC is determined to adopt a "comprehensive top-down approach" and strengthens the organization's digital capabilities through the "Digital Transformation Talent Development Program." The program continues to drive diverse learning initiatives, including the introduction of digital learning for RPA and other tools, to enhance the digital application skills of its staff. Particularly to reinforce the digital transformation mindset and capabilities among senior leaders, E.SUN FHC collaborates with "AIA Taiwan AI Academy" to offer the "AI Senior Executive Class" and the "AI Manager Training Class," laying a crucial foundation for the top-down transformation. Furthermore, through guidance from professional Mentors and peer learning within the teams and networks, the program enhances practical application and fosters a collaborative learning environment. E.SUN FHC also offers incentives, including certification subsidies, and continues to promote learning related to digital transformation, comprehensively enhancing the competitiveness of its talent pool to collectively navigate the new era of finance.



- Training Participants: All Employees (Including Mid-to-Senior Level Managers)
- Training Participants: 153
- Total Training Hours: 7,456
- Digital Capabilities Learning Coverage: 52% (Includes digital skills, AI certification, information security, etc.)

Sustainable Transformation Talent Development Program (E.SUN FHC)

From Enhancing Sustainability Mindset to Cultivating Expert Teams

To build sustainable competitive advantage, E.SUN Financial Holding incorporates sustainability-related courses into various training modules for employees at all levels, from frontline staff to senior executives. Through talent development, the company strengthens employees' ESG mindset and guides them to integrate sustainability concepts with financial expertise, fostering a positive cycle between sustainability and business performance, mitigating negative effects of industrial or climate transition changes. In addition, employees are encouraged to participate in diverse volunteer activities to put sustainability principles into practice, enhancing ESG awareness across the entire bank and jointly moving towards a sustainable future. E.SUN adopts a step-by-step approach, from cultivating sustainability literacy to building professional teams, progressively realizing its vision for sustainable development.



- Training Participants: All Employees (Including Mid-to-Senior Level Managers)
- Satisfaction rate for sustainability-related courses: 95%
- Completion rate of 3-hour sustainability training: 100%
- Number of people holding the Sustainable Financial Manager certification: 237
- Number of people holding the foundational sustainable development certification: 46
- Proportion of Sustainability-Related Basic Certifications: 3%
- Sustainable General Education Training Participants: 8,818
- Volunteer Activity Participants: 18,759
- Sustainable Lending Growth Rate: 13.6%

■ Diverse Talent-Development Activities

"Sharing knowledge is sharing happiness." Therefore, beyond merely offering training courses, E.SUN is dedicated to creating a diverse learning environment. Through innovation competitions, international expert forums, knowledge sharing seminars, mentorship programs, and more, we fully stimulate the intrinsic learning motivation and innovation potential of E.SUN employees.



Innovation Competition

E.SUN FHC hosts an annual "Innovation Competition" to encourage the younger generation to stimulate innovative thinking and identify innovation opportunities in their work. In 2024, the competition focused on "Innovation and Entrepreneurship" and "Process Innovation." Through cross-departmental collaboration, employees' ideas were transformed into market-oriented, highly feasible innovative products and services, thereby enhancing E.SUN's overall competitiveness.



Master's Forum

E.SUN FHC co-hosts the "International Master Forum" with "CommonWealth Magazine." Serving as a learning platform, it annually invites global management experts to share their insights. In 2024, the forum featured a special invitation to Paul Polman, a champion of SDGs, who elaborated on how to transform companies into "positive impact businesses" to address climate change and social inequality. The dedicated E.SUN session featured exchanges among three generations of E.SUN staff, showcasing E.SUN's corporate culture of continuous learning, maintaining flexibility, and adapting agilely.



Knowledge-Sharing Seminar

E.SUN FHC values internal knowledge exchange and annually hosts the "Knowledge Sharing Seminar" before the Lunar New Year, facilitating employees' cross-departmental learning and growth. During the seminar, the Chairman and President outline the annual strategies and goals and provide in-depth analysis of the financial environment, future development, and sustainability trends. Through various interactive sessions, the seminar effectively boosts morale, strengthens team cohesion, and collectively prepares for the year's challenges.

■ Cultural Diversity Development and Exchange

To achieve the vision of "E.SUN in Asia," Diversity and Inclusion (D&I) is a crucial cornerstone. To this end, E.SUN actively builds platforms for cross-regional exchange and collaboration. This is achieved by facilitating bidirectional talent mobility, including sending staff overseas for training and bringing overseas local talent to Taiwan for exchange and training. Furthermore, by strengthening the ties between headquarters and our global branches/offices, we foster multicultural exchange and mutual growth, collectively realizing the vision of "E.SUN in Asia."



Overseas Talent Development Program

In response to the development of overseas business and cultural diversity and inclusion, E.SUN FHC is actively promoting the Overseas Talent Development Program. Through rigorous selection and systematic training, E.SUN FHC continues to develop talent with expertise in the financial field, aspiration for overseas careers, and a global mindset. Successful participants will be included in the overseas talent pool, serving as a core driving force for connecting global operations and fostering local diversity and inclusion.



Local Talent Business Exchange

To continuously build platforms for cross-regional exchange and collaboration, E.SUN FHC actively organizes regular business exchange activities and ad-hoc project exchange meetings, aiming to strengthen the collaboration between headquarters and overseas units. Furthermore, it enables Local Talent at different locations to truly experience the parent company's attention and care, thereby encouraging them to experience E.SUN culture, foster a sense of belonging overseas, and fully demonstrate E.SUN's firm commitment to international expansion.



Multilingual Learning

Language is a vehicle of culture and, moreover, a bridge that connects the world. For E.SUN employees preparing for overseas assignments, E.SUN provides language learning subsidies for languages like Japanese, Thai, and Vietnamese. This helps them acquire foundational local language skills before expatriation, effectively enhancing communication with local partners. These staff members become key liaisons between headquarters and overseas units, accelerating local integration, facilitating overseas business development, and fostering diversity and inclusion.

■ Senior Mentorship Program

At E.SUN, we assign mid-level managers to act as mentors (often referred to informally using terms like "senior") to provide newcomers proactive care, coaching or mentorship. The core role of these mentors is to help newcomers quickly acclimate to the work environment, get acquainted with colleagues, understand departmental operations, and gain a deep appreciation for E.SUN's corporate culture and core values.

I. Comprehensive Support for On-Boarding Adaptation

Coach and mentors offer more than just patient instruction on job tasks, internal processes, and system operations; they also share practical experience and promptly answer questions to shorten the learning curve. Crucially, their support extends beyond the immediate workplace. They provide guidance on navigating the company environment, utilizing internal resources, and even offer advice on adjusting to local life, ensuring newcomers genuinely feel the team's warmth and support.

II. Inheriting Culture through Guidance

Through the dedicated guidance and example set by mentors, newcomers not only learn practical knowledge and skills efficiently but also internalize the core values E.SUN emphasizes, such as integrity, professionalism, and teamwork. This system also significantly helps new hires rapidly build their internal network, reduces feelings of unfamiliarity, and enhances their sense of belonging. It stands as a vital practice at E.SUN for transmitting experience and cultivating strong team spirit.



■ Job Rotation Programs Aiming for Development

E.SUN's Job Rotation Programs place the right people in the right roles, broaden skill-sets, and let employees design their own career paths-nurturing the key talent E.SUN needs for the future.

1. Rotation Training and Internal Recruitment

Item		2024	2023	2022
Internal Hire Rate		90.37%	85.53%	70.25%

2024 Internal Hire Rate	Gender		Age Group			Management Level		Total
	Male	Female	Below 30	30-50	Above 50	Managers	Non-Managers	
Number of employees	351	334	167	461	57	288	397	685

2. Proper Arrangement of Job Rotation

To protect employee rights and interests, job rotations for career development or organizational needs will be handled according to the *5 Principles of Rotation* stipulated by law, providing employees with approximately two weeks for business transition and preparation in the new environment. In addition, if circumstances occur under Articles 11, 13, and 16 of the Labor Standards Act, the notice periods are as follows:

- For those who have worked continuously for more than three months but less than one year, a 10-day advance notice is required.
- For those who have worked continuously for more than one year but less than three years, a 20-day advance notice is required.
- For those who have worked continuously for more than three years, a 30-day advance



5.2 Talent Attraction and Retention

GRI: 2-30, 201-3, 202-1, 401-2, 404-2, 404-3, 405-2, 406-1

"Talents are both a leading indicator and a key indicator". E.SUN embraces talents from diverse fields in order to find the right partners. Through talent development-oriented performance management, competitive compensation system, and comprehensive welfare measures, the bank continuously improves various human resource policies and establish multiple communication channels so as to enhance talents' sense of belonging, making E.SUN the happy second home for employees.

■ Recruiting a Diverse Pool of Professionals and International Talents

Countries, industries and enterprises all need outstanding talents to generate momentum for innovation and progress. E.SUN has been deeply committed to nurturing Taiwan's financial, technological and cross-border professionals, and has actively dedicated to ESG field and cultivating international talents by collaborating with industrial partners, governments, academia, and research institutions. Leveraging financial influence to work toward the goal of being the international finance-leader.

Collaboration with Industries and Academia

Category	Item	Description	2024 Effectiveness
Industries	E.SUN AI Open Challenge	Upholding the idea of "enterprise members name the issues and participants solve the problems", since 2019, E.SUN ha been holding the Artificial Intelligence Open Challenge, at which invited AI professionals to solve real financial problems with AI, thereby finding a better solution to sophisticated fin-tech decision-making.	Numbers of Participants This competitions participated by a total of 487 teams of 987 professionals. So far, we have hosted 10 competitions, which were participated by more than 11,980 AI professionals from 7,200 teams.
	E.SUN International Talent Cultivating Program	E.SUN signed a memorandum of understanding with the International Cooperation and Development Fund in Q4, 2021 to nurture diversifiable international talents. The bank promoted diverse finance courses and internship opportunities for foreign students.	There were 1 international students participating in this internship. The program had attracted 16 students from 9 countries since 2021.
Governments	College of Global Banking and Finance	E.SUN collaborated with governments to nurture excellent international finance talents by becoming one of joint contributions of National Chengchi University and National Sun Yat-Sen University.	Numbers of Participants and Sponsorship In 2024, E.SUN has sponsored NT\$10million for National Chengchi University, and National Sun Yat-Sen University, benefited 213 students in participating in this curriculum.

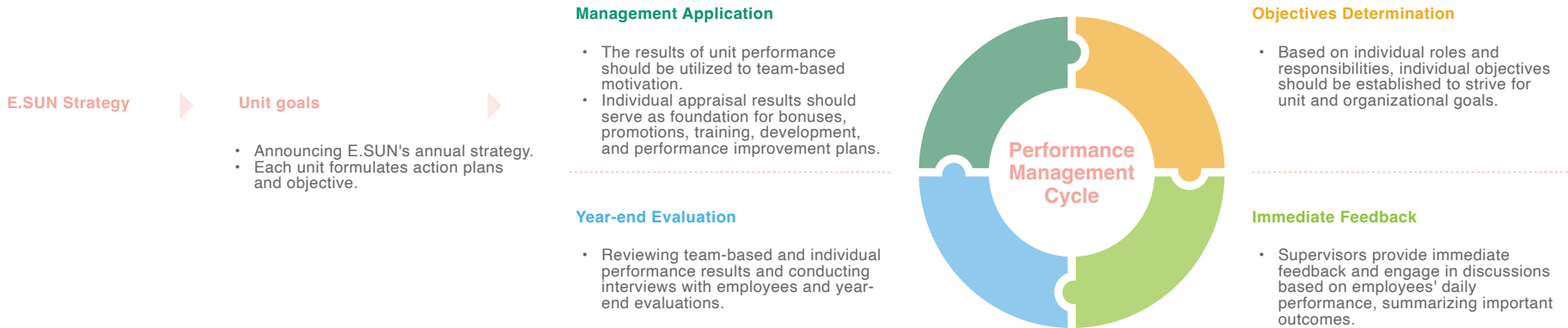
Category	Item	Description	2024 Effectiveness
Academia	Internship programs	E.SUN provided students aspiring to work in the financial industry with internship programs during each semester and summer/winter vacations to help them establish the right work attitude and improve their adaptability and competitiveness. Interns are divided into part time internships and general internships, and undergo 2-3 days of educational training before starting their positions."	Interns of financial profession They include interns at the sections of financial services, wealth management, and corporate banking; there were 289 students, and 1,434 interns have been accumulated since 2014. Summer Internship program There were 34 students including 3 foreign students participated in this program, and 317 interns have been accumulated since 2011.
	Scholarships	Cultivating talents in financial, technological, humanity, and nursing fields, and those from countries of ASEAN, through sponsoring on campus activities, financial courses and scholarship, and in so doing leave a nice impression on the staff and students of the academia.	Grants Annual sponsorship close to NT\$650 thousand to students from National Taiwan University, National Chengchi University, and National Sun Yat-Sen University, etc. Scholarships We awarded E.SUN Talents Scholarship to 40 students. - Nurturing outstanding management personnel Scholarship to 21 students (Management: 7 students; Technology: 4 students; Humanities: 7 students; Inspirational role model: 3 students) - Nursing Talent Scholarship to 11 students. - E.SUN Bank ASEAN Scholarship to 8 students and 321 recipients have been awarded scholarships since 2005.
Research	E.SUN AI and FinTech R&D Center	E.SUN has been committed to applying AI technology to various scenarios. Through the close collaboration between academia and the industry, results of research were successfully put to practical use and have thus enabled us to provide great financial services in fields such as risk control, operations, and marketing.	R&D Center The bank established E.SUN AI and FinTech R&D Center with National Yang Ming Chiao Tung University in 2018 and National Taiwan University in 2019. The bank also worked on projects under the name of Academia Sinica X E.SUN AI R&D Center with Academia Sinica in 2020. Since 2018, the bank has collaborated with the Academia Sinica and multiple universities spanning across 6 major departments, accumulated over 60 distinguished professors and 350 students for AI technology research and development.

International Talents' Attraction and Cultivation

Item	Description	Effectiveness
E.SUN International Talent Cultivating Program (ITCP)	Selecting foreign students studying in Taiwan to participate in English finance lectures designed by E.SUN so as to enable those students to understand the ecosystem and development of Taiwan banking industry.	Numbers of participants 16 international students joined this program, including students from Vietnam, Indonesia, Malaysia, Thailand, Spain, Honduras, Haiti, Saint Lucia, Peru, etc.
E.SUN Bank ASEAN Scholarship	Encouraging outstanding ASEAN talents to study in Taiwan, and cultivating them with international expertise and capabilities. Inviting those scholarship winners to join in E.SUN charity events.	Numbers of participants E.SUN has cultivated 46 students who are from Vietnam, Thailand, Myanmar, Cambodia, Malaysia, etc. since 2018.
Staffing of international talents	In response to the wave of internationalization, E.SUN has increased the hiring number of international talents since 2022 to strengthen the bilingual financial service in the banking system in Taiwan.	Numbers of participants Since 2020, E.SUN has recruited 25 foreign talents from Germany, France, Czech Republic, Malaysia, Myanmar, Thailand Cambodia, Vietnam, Ukraine, Hong Kong, United States, etc.

■ Performance Management

E.SUN performance management system, in line with the company development strategy, establishes specific directions and goals for individual units based on personal roles and responsibility (R&R), and assists units in achieving their objectives. Each year, all employees participating in the performance management cycle adhere to the policy, through two-way communication and one-on-one performance reviews, in order to collectively achieve organizational goals. Moreover, irregular interactions between supervisors and employees inspire motivation, cultivate professional capabilities, and enable them to face challenges and grow together. Regarding team performance, E.SUN implements an annual unit-based performance evaluation system to execute business strategies. This system links objectives and key results to strategy development and organizational performance indicators, thereby enhances business value and overall profitability in the pursuit of excellence.



Evaluation Mechanism	Frequency	Execution
Team-based performance appraisal	Once a year	OKR indicators for the Headquarters, including business performance, infrastructure projects, and core management, are directly linked to organizational goals to facilitate strategic development. Business units formulate objectives and action plans that align with these organizational goals to support strategy implementation. Each unit establishes corresponding team performance goals and allocates individual goals based on these. To ensure the achievement of team goals, performance evaluations from team to individual will include results of team-based performance appraisal as a bonus factor. Additionally, individual to team assessments will include behavioral indicators of teamwork, such as the ability to share resources with team members, assist in building team consensus, and leverage personal expertise or skills to help the team overcome challenges.
Management by objectives (MBO)	Once a year	Supervisors and employees collaboratively establish team and individual objectives through interviews, based on unit and organizational goals.
360-Degree Feedback System	Once a year	By providing feedback from various dimensions, E.SUN helps supervisors achieve self-awareness regarding their strengths and weaknesses in order to improve their leadership and management capabilities. E.SUN offers guidance in both Chinese and English on digital learning platform, which includes explanations of management competencies and development courses, assisting both domestic and international supervisors in their self-improvement.
Immediate feedback	Ongoing	By leveraging real-time feedback, we ensure effective day-to-day management and performance assessments. Additionally, we conduct mid-year performance reviews, dynamically evaluating the execution status of goals and making timely adjustments as necessary. Furthermore, we initiate performance improvement plans based on situational needs.
Performance improvement Plan	Once a year	A performance improvement plan will be implemented for underperforming employees to assist them in setting goals. Supervisors will provide guidance and development plans to continuously improve the performance of the employees and the team, thereby achieving the overall organizational goals.

Competitive Compensation System

E.SUN's compensation policy is structured around position-based salaries and performance-based incentives. Starting salaries for all positions exceed the minimum wage required by law. E.SUN is committed to providing employees with compensation that supports the local standard of living wage. At E.SUN's main operating location in Taiwan, the average monthly salary for both male and female general employees is twice the statutory minimum wage. The minimum wage itself is determined annually based on indicators such as national economic conditions, per capita income, consumer prices, and the minimum cost of living.

We participate in an annual market salary survey to review and maintain competitive and reasonable compensation levels. The base salary includes the principal salary and various allowances, determined by job duties, professional skills, and market standards. Variable pay comprises bonuses, remuneration, and diverse retention plans, including long-term incentives. Additionally, deferred and clawback mechanisms are incorporated to enhance motivation and retention, continually improving business performance and ensuring sustainable development. While upholding both internal and external equity and the principle of equal remuneration for men and women. In 2024, there were no significant differences in the female-to-male remuneration ratio among employees at each position level in Taiwan. We routinely monitor the gender pay gap to ensure that employees can realize their potential in a fair environment and enjoy equal opportunities for career development and remuneration. Moreover, E.SUN has been continuously selected as a constituent stock of the TWSE RAFIR Taiwan High Compensation 100 Index since 2018.

Salary of full-time employees in non-supervisory positions

Item	2022	2023	2024	Growth compared to the previous year
Number of employees	7,775	7,667	7,634	-0.43%
Average salary (NT\$ thousand)	1,210	1,283	1,366	6.47%
Median salary (NT\$ thousand)	1,113	1,156	1,229	6.31%

Note: The above statistics were compiled in accordance with the guidelines for reporting the salaries of full-time employees in non-supervisory positions, issued by the Taiwan Stock Exchange (TWSE).

Female / male remuneration ratio in Taiwan in 2024 (Female:Male)

Position level	Base salary	Annual remuneration
Executive	101:100	101:100
Management level	98:100	102:100
Non-management	97:100	98:100

Note:1. The female / male remuneration ratio may differ slightly due to employees' structure and personal performance.

2. Subjects included in this salary statistics table are full-time employees in Taiwan who have worked in E.SUN for no less than 1 year.

Diverse Long-term Incentives

Incentive	Plan
Employee Stock Ownership Program	The company provides incentive bonuses three times a year, maintaining a participation rate that has exceeded 90% for three consecutive years. In 2024, it allocated over NT\$270 million for these incentive bonuses.
Profit-sharing for Employees' Compensation	Profit-sharing is distributed to employees in the form of shares.
Deferred Bonus	According to our Long-term Incentive Reward System, we provide talented employees with E.SUN Phantom Shares which will be granted after five years, so as to encourage their long-term performance.
Seniority Rewards	Seniority rewards are designed to honor long-serving employees for their valuable contributions. Employees with ten years of service tenure will receive a plaque and a bonus via credit card payments. In 2024, a total allocation exceeding NT\$15 million will be distributed as rewards.

Inclusive Labor-Management Relations

E.SUN upholds fairness and respect in the implementation of labor policies and their underlying principles, fostering a culture of equality, inclusion, and open communication. We strive to create a work environment that safeguards human rights and ensures these values are fully integrated into our employees' daily work and the company's corporate culture.

Working Hours Management	Recognizing that excessive overtime negatively impacts productivity and valuing employee well-being, E.SUN enforces a clear working hours management policy. The company establishes a maximum working hours policy and complies with regulations stipulating that standard working hours must not exceed 40 hours per week, and overtime does not exceed 46 hours per month. Employees are required to have at least one day off each week, and consecutive working days cannot exceed six. E.SUN conducts self-audits to ensure that employees are accurately and fully paid for their overtime work.
Paid Annual Leave	E.SUN's annual leave policy is more generous than that stipulated by the Labor Standards Act. Employees with over three months of service are entitled to a proportional number of paid annual leave days. To encourage work-life balance and well-being, employees with 10 or more days of annual leave are advised to take at least one break of three consecutive days; those with 15 or more days are encouraged to take at least one break of five consecutive days. Supervisors can utilize Tableau to review employees' annual leave usage and gain a comprehensive understanding of the team's overall leave status. These leave days do not affect their wages or social protection benefits.
Insurance and healthcare	Apart from purchasing labor and health insurance for employees in accordance with applicable laws and regulations, E.SUN also provides employees with group insurance, including accident insurance, life insurance, major illness insurance, cancer insurance, and hospitalization and accident medical insurance. E.SUN also provides employees with subsidized access to health check-ups more generous than legally prescribed. Proactively committed to creating a quality workplace, we take the initiative to care for our employees.
Labor-management Agreements	The Company and its subsidiaries preserve the rights and interests of labor and management in accordance with applicable laws and regulations, regularly hold labor-management conferences and establish communication channels for employees' feedback. We will set minimum consultation or notice periods before mass terminations. Communication channels are easily accessible and employees' views are taken seriously to keep labor-management relations harmonious.

■ Employee Support Measures

E.SUN Bank firmly believes that "satisfied employees lead to satisfied customers." By promoting a friendly workplace, maternal protection, health promotion, and family involvement, we aim to create better employee support measures.



Friendly Workplace

Flexible Work	<ul style="list-style-type: none"> Flexible Work Hours: Employees can apply for flexible working hours based on their personal needs and business requirements. Working-from-home: A comprehensive remote or work-from-home model is established under cybersecurity and risk assessments.
Support for Diversity	<ul style="list-style-type: none"> Support for gender equality and the provision of ceremonial leave for individuals with disabilities and indigenous peoples. (2 days)
Family-Friendly	<ul style="list-style-type: none"> In response to the trends of an aging society and declining birth rates, we offer up to 8 days of family care leave, with 1 day being fully paid family care leave.
Employee Well-being	<ul style="list-style-type: none"> Comprehensive Mentorship System. A safe, comfortable, and aesthetically pleasing office environment enhanced by smart technology. Each building provides employee cafeterias, fitness centers/ gymnasiums, and parking facilities.
Overseas Protection	<ul style="list-style-type: none"> Strengthening Safety for Overseas Employees (SOS)



Health Promotion

Psychological Resilience	<ul style="list-style-type: none"> Employee Assistance Program (EAP) providing psychological counseling services. Regular mental health seminars. Annual stress relief workshops.
Physical Health	<ul style="list-style-type: none"> On-site services provided by physicians from National Taiwan University Hospital. Annual group or individual health check-ups with subsidies provided. Health wellness classes, health management courses, and various themed health seminars. Yushan Climbing activities, cycling around the island, and sports activities (such as table tennis, badminton, basketball, tennis, softball, and aerobics).



Maternal Care

Pre-Pregnancy	<ul style="list-style-type: none"> Fully Paid Prenatal Health Check Leave (1 day)
Pregnancy	<ul style="list-style-type: none"> Fully Paid "Prenatal Check Leave" and "Accompaniment Leave for Prenatal Check and Childbirth" (8 days), exceeding legal requirements. Organizing maternal care seminars, maternal protection programs, and physician consultation services. Providing the "E.SUN Prenatal Handbook" and comfortable, convenient maternity clothing for expectant mothers.
Childbirth	<ul style="list-style-type: none"> Fully Paid "Maternity Leave" (63 days), exceeding legal requirements. E. SUN Baby Development Fund with a benefit of NT\$100,000 per child. Fertility subsidies provided by the welfare committee. Offering full premium coverage for group insurance for children.
Breast-feeding	<ul style="list-style-type: none"> All branches nationwide are equipped with simple breast-feeding rooms, and five office buildings have received Excellent Breastfeeding Room Level Certification - Outstanding Breastfeeding rooms are equipped with bottle sterilizers, breast milk refrigerators, bottle cleansers, access control systems, and dedicated maintenance personnel for increased safety.
Childcare	<ul style="list-style-type: none"> E.SUN provides employees with parental leave benefits that exceed legal requirements. Employees raising two or more children are entitled to a leave period of up to three years, regardless of gender. Additionally, both primary and non-primary caregivers may each apply for six months of paid parental leave. Including paid maternity leave, prenatal checkup leave, paternity checkup leave, and paternity leave, the primary caregiver is entitled to 34 weeks, while the non-primary caregiver is entitled to 25 weeks. Educational subsidies for children (elementary, junior high, senior high, and higher education). Establishment of the E.SUN Outstanding Children Award. Childcare services and special discounts for children's foreign language programs.



Family Involvement

Festival Care	<ul style="list-style-type: none"> Gratitude bonuses and cards for Father's Day and Mother's Day. E.SUN Choir and concerts dedicated to mothers.
Educational Support	<ul style="list-style-type: none"> Educational subsidies for children, Outstanding Children Award, and family care initiatives.
Childcare Support	<ul style="list-style-type: none"> Childcare services and special discounts for children's foreign language programs.
Employee Care	<ul style="list-style-type: none"> Spring Festival accommodation for employees and their dependents. Friendly unpaid leave policies and employee discount loans.
Team Cohesion	<ul style="list-style-type: none"> Musical events, cultural activities, and volunteer activities (such as beach clean-ups and mountain cleaning). Year-End Banquets and recreational travel activities.

■ Comprehensive Retirement Planning

- E.SUN Bank provides comprehensive retirement benefits, establishing an employee savings and stock trust. In 2024, the employee participation rate is 94%. Employees can plan their own contribution amounts, and the company allocates additional bonus savings three times a year. In 2024, the company issued reward savings of over NT\$270 million.
- We offer a special eldercare trust project for E.SUN employees, encouraging colleagues to plan their asset allocation early to secure their retirement living.
- For outstanding performers or those with special contributions, in addition to statutory retirement funds, retirement bonus payments are provided.
- Employees subject to the Labor Standards Act have 2%-15% of their monthly salary allocated to a retirement preparation account, with full contributions made.
- Those who commenced employment on or after July 1, 2005, or choose to be governed by the Labor Pension Act, will have 6% of their monthly salary contributed to their retirement pension as required by law.
- Overseas employees have retirement contributions made in accordance with local laws in their respective countries.

■ Workplace Equality and Sexual Harassment Prevention Measures

E.SUN Bank values the practice and importance of workplace equality and gender equality. For same-sex marriage employees, we provide marriage subsidies and other benefits to implement Taiwan's national policy on gender equality. We actively promote the prevention of sexual harassment through long-term efforts, including annual gender mainstreaming seminars and workplace gender equality and illegal violation prevention courses, raising awareness of gender equality. In 2024, a total of 7,839 individuals participated in these activities.

Regarding the handling of sexual harassment complaints, we have established the "E.SUN Financial Holding Co. and Subsidiaries Gender Equality Committee Guidelines" and "E.SUN Financial Holding Co. and Subsidiaries Sexual Harassment Prevention Complaint and Disciplinary Procedures." We have set up dedicated channels for reporting sexual harassment, specifying the principles for investigation and adjudication, thereby providing clear institutional protection for whistleblowers. E.SUN has established a Sexual Harassment Complaint Review Committee, chaired by individuals at the vice general manager level or above, and composed of nine members, with female representation exceeding half. It is stipulated that investigations should be concluded within two months from the date of receiving a sexual harassment complaint. In 2024, E.SUN Financial Holding Co. did not experience any discrimination cases, and the number of sexual harassment cases was zero. The Complaint Review Committee adheres to principles of objectivity, fairness, and professionalism to investigate and understand the events, offering necessary

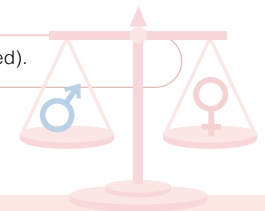
assistance to victims and providing assistance programs and counseling services, fulfilling the corporate social responsibility of caring for employees.

In addition, we offer multiple channels for feedback and consultation services to provide necessary assistance to employees when needed:

- Establish the "E.SUN Bank Workplace Bullying Complaint Handling Guidelines." upon receiving a complaint, a dedicated personnel will be assigned to start the investigation within 7 business days, complete the investigation within one month, and submit the report to the General Manager for approval.
- Dedicated channels for reporting sexual harassment, including a hotline, fax line, and dedicated email address.
- The Sexual Harassment Complaint Review Committee operates under the principles of objectivity, fairness, and professionalism during investigations and imposes appropriate penalties based on the findings.
- The Employee Assistance Program provides counseling services.

Sexual Harassment Complaint Process

1. The complainant verbally or in writing submits the complaint, or the company becomes aware of the situation.
2. Submit the complaint to the Sexual Harassment Complaint Review Committee.
3. Investigations shall be concluded within two months from the day following the receipt of the sexual harassment complaint (an extension of one month may be granted depending on the circumstances).
4. The committee shall convene to make a decision, which requires the agreement of more than half of the attending members. If the parties involved are dissatisfied with the outcome, they may file a complaint with the local competent authority in accordance with the Gender Equality in Employment Act.
5. Appropriate penalties may be imposed on the perpetrator or the complainant if the complaint is found to be false, depending on the circumstances.
6. The complaint is concluded (the same case may not be refiled).



■ Diverse Communication Channels

E.SUN We encourage employees to join the union to safeguard their freedom of association, with the union membership rate reaching 14% in 2024. To foster a positive labor-management relationship, we hold regular labor-management meetings every quarter. In 2024, we conducted four meetings, discussing ten topics, including attendance based on the official calendar announced by the authorities, workdays and holidays, special leave regulations, overtime procedures, and the implementation of flexible working hours based on operational needs. These labor-management agreements apply to all employees (100%). Since the union has not requested collective bargaining agreements, no such agreements have been signed to date. E.SUN 's internal system includes various communication channels such as the " CHRO Mailbox," "Employee Feedback Zone," and the " E.SUN Community Bulletin Board," which encourage colleagues to voice their opinions. These channels are managed by dedicated personnel for timely and appropriate handling, creating a psychologically safe environment that allows employees to feel secure and confident.

Results of Diverse Communication Channels

Communication Channels	Number of Cases/Requests
CHRO mailbox	16 cases/requests.
Employee Feedback Section (Including Mentorship Email, Reporting Email, Gender Equality, and Workplace Bullying Complaint Email)	19 cases/requests.
E.SUN Community Message Board	246 comments/requests.

■ Employee Engagement in 2024

Target Group	All Employees
Objectives	Understanding the diverse voices of employees regarding their long-term development, we will plan subsequent improvement measures based on significant suggestions and trends.
Topic	Dimensions such as organizational commitment, career development, compensation and benefits, performance evaluation, satisfaction with human resource systems, happiness, and adaptation to work stress.
Response Rate	92.4%
Engagement Level	84.9%
Survey Results	E.SUN communicates its organizational development strategies with employees through knowledge-sharing meetings. After these meetings, anonymous feedback questionnaires are sent out to assess employees' job satisfaction, organizational identification, and suggestions for ongoing improvement of evaluation and compensation systems. Managers actively engage in discussions with employees, consolidating feedback reflected in the employee engagement survey results. Based on this, E.SUN establishes improvement directions and holds company-wide feedback exchange meetings to directly address employee concerns.
Improvement Measures	<ul style="list-style-type: none">Strengthening the link between evaluation results and business performance achievements, optimizing evaluation categories and performance ratios, and utilizing One-on-One Meetings to understand employee expectations and help them gain a better understanding of themselves.Benchmarking against external market standards to improve the compensation system, continuously expanding differentiated variable bonus distributions, and implementing performance-based salary adjustments.

Historical Employee Engagement Levels

	2024	2023	2022	2021
Managers	92.0%	94.0%	92.3%	95.4%
Non-Managers	81.7%	87.0%	81.5%	90.0%
Overall Engagement Level ^{Note}	84.9%	88.1%	85.0%	91.6%
Response Rate of the Questionnaire	92.4%	89.0%	88.7%	83.9%

Note: The overall employee engagement includes employees of E.SUN Financial Holding Co., Ltd.'s domestic and overseas branches, securities, and venture capital teams.

5.3 Healthy and Safe Friendly Workplace

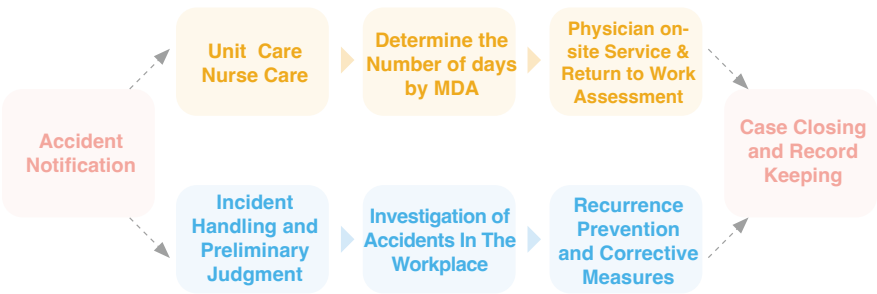
GRI: 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8

E.SUN endeavors to continuously optimizing employee health care and workplace safety measures, The company has established the "E.SUN FHC Occupational Safety and Health Policy," which emphasizes workplace safety and implements hazard identification and risk assessment to reduce potential hazardous incidents and concerns. Meanwhile, we provide diverse health promotion activities, and maintain the health of employees, unite the cohesion of employees and their families, and become the backbone of colleagues' careers.

Occupational health and safety management system

E.SUN Bank obtains ISO 45001 certification, which applied to all employees and contractors. The bank conducts annual third-party audits to ensure the continuous effective operation of the system within the validity period of the certification in 2018,. The system recertification process has been completed for 2024. Hazards identification and risk assessment are discussed and implemented jointly by occupational safety and health affair managers and the representative of each department every year. When we experiences a non-traffic occupational accident, the occupational safety and health affair managers gathers relevant personnel to conduct an investigation and propose improvement and prevention measures. By introducing systems and implementing the PDCA method, workplace safety is continuously optimized. Over the past two years, there have been no fatalities, and the number of occupational accidents during working hours in 2024 has significantly decreased. This clearly shows that improvement measures have a positive effect on employee safety.

Occupational Injury Processing Flow



Note: The Medical Disability Advisor: Workplace Guidelines for Disability Duration (MDA).

	2023	2024
Total work hours (hour)	18,084,160	18,362,968
Number of deaths from occupational accidents (people)	0	0
Number of people suffering from serious occupational accidents (people)	0	0
Total employees with disabling injuries (people)	32	22
Total lost work days due to disabling injury (day)	48.8	88.3
Disabling Frequency Rate	1.05	0.81
Disabling Severity Rate	2	4

Note: 1.The values of Disabling Frequency Rate and Disabling Severity Rate are calculated according to the method announced by the Occupational Safety and Health Administration.
2.In 2024, the majority of work-related injuries were commuting accidents occurring during the commute to and from work, which do not fall under the occupational accidents defined by the Occupational Safety and Health Act; therefore, they are not included in the calculations.
3.The types of non-commuting occupational injuries in 2024 included slips and falls, improper movements, and collision injuries, all of which were classified as minor injuries for the employees involved.
4.In 2024, there were no occupational accidents involving "non-employees whose work and/or work locations are under the control of the organization."

■ Occupational Safety and Health Committee / Consultive Organization Meeting

In accordance with the "Occupational Safety and Health Act", "Regulations Governing Occupational Safety and Health", and other relevant regulations, E.SUN Bank has set up a dedicated occupational safety unit responsible for formulating and planning safety and health matters. The president of E.SUN is the chairman of the Occupational Safety and Health Committee, and the committee is composed of 10 members. The committee holds one meeting every quarter to communicate and coordinate the various safety and health issues, and to review the progress and effectiveness of occupational safety actions. Major issues should be reported to the Board of Directors. The Board of Directors should supervise the overall effectiveness of the promotion of occupational health and safety. In 2024, an enhanced training program for new employees was implemented, requiring them to complete a 2-hour video course on the competent authority's website before their onboarding. On the onboarding day, the unit supervisor conducts a 1-hour training session for the new employees, encouraging independent learning before their start date to increase safety awareness. An annual Occupational Safety and Health Management Plan is established, and occupational safety targets are embedded in performance appraisal of managers. e.g. health check rate. The E.SUN unit responsible for a project irregularly convenes a consultive organization meeting with contractors and informs them of E.SUN's occupational safety and health regulations as well as the potential hazards hidden in the contracted work; contractors may also submit suggestions respecting safety and health at the meeting. The contracts with cooperating catering vendors also specify the occupational safety and health standards required by the company.

■ Occupational Safety and Health Training

To familiarize every E.SUN employee with our safety and health management mechanism and occupational safety laws and regulations, we held the 1-hour long occupational safety and health education and training through the e-Learning+ platform this year. All operating bases of E.SUN have at least one licensed occupational safety and health affair manager, one licensed emergency medical technician, and one licensed fire fighting management personnel, overseeing personnel certifications through a systematic control process. These personnel regularly participate in retraining courses to continuously improve their occupational safety knowledge and perception, and strengthen each unit's awareness of and attention to occupational safety. In 2024, E.SUN Bank conducted 27 CPR + AED training sessions, with a total participation of 2,464 individuals and a satisfaction rate of 97.4%. Currently, all of our owned office buildings have received the "AED Safe Location Certification" from the Ministry of Health and Welfare.

License name	Number of holder of valid license
Occupational safety and health affair managers	259
Fire fighting management personnel	300
First-aid personnel	330
Total	889

■ Creating a Healthy Workplace

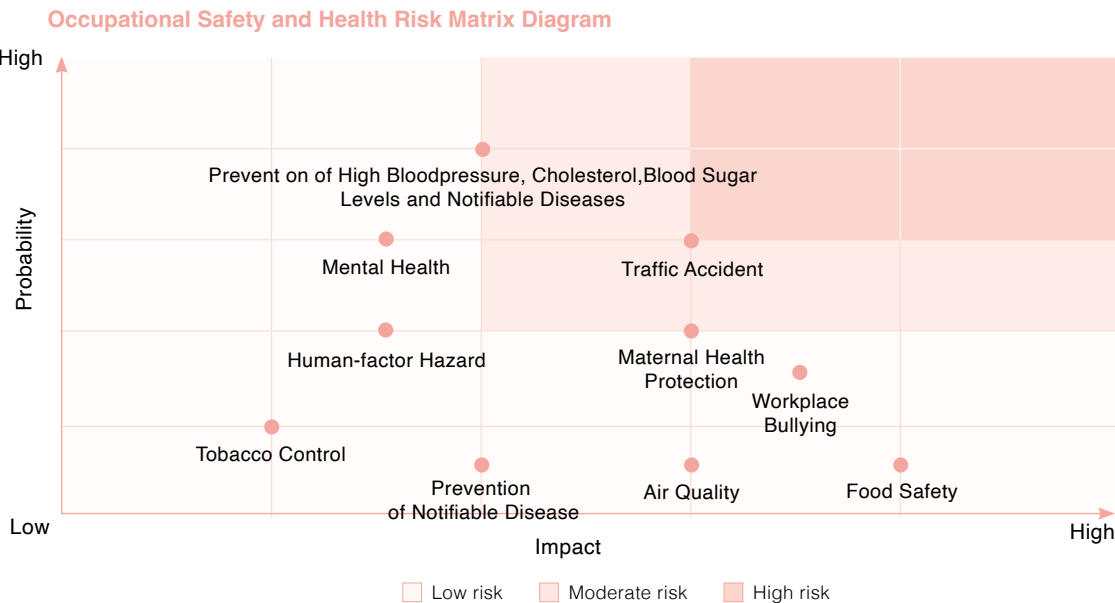
Each year, based on the analysis of employee health check abnormalities, health management effectiveness and epidemiology and questionnaire feedback, and we formulate annual health management plan and plan various health promotion activities. After performing the health examination, for colleagues with abnormal health examination reports or potential risks, we will conduct hierarchical management and tracking of abnormal health examination results, including providing re-examination leave, follow-up care by nurses, and on-site service consultation with doctors, etc. After conducting health lectures and health promotion activities, analyze and collect statistics on their effectiveness and satisfaction, and conduct review and improvement. The PDCA circular management structure is used to continuously improve health management plan and employee health care measures, and create a healthy and friendly workplace.

E.SUN care about the health of our employees, and also attaches great importance to mental health and stress management. We cooperate with the Taiwan Institute of Psychotherapy to provide Employee Assistance Program (EAP) psychological counseling services. In 2024, a total of 38 individuals accessed psychological counseling services, and various mental health activities were organized, including oil-slicked vase hand-making and fragrance brick hand-making courses. A total of 61 people participated in two sessions, providing a positive stress relief channel and understanding how to deal with stress.



■ Occupational Safety and Health Risk Assessment Map

To effectively identify occupational risks, improve workplace safety, and promote health, E.SUN adopts questionnaires, self-inspection methods, and multidimensional communication channels in compliance with occupational safety laws and PDCA management practices to analyze the health risk matrix based on key indicators, including the results of four major protection plans, job type analysis, operating environment on-site visits, and health impacts. This map is aligned with the timelines of various activities and control measures and is integrated with quantitative objectives. For events categorized as medium risk or higher, with significant impacts and high probabilities of occurrence, corresponding control measures and quantified action goals are established. The control measures for health issues classified as medium to high risk are outlined below, while low-risk items are incorporated into daily management for continuous monitoring. When risk levels change, adjustments are made in a timely manner to continually optimize workplace safety and health.



Note 1: Degree of Impact: High: Unable to work or even death; Moderate: Illness causing partial work burden; Low: Can return to normal work after recovery.

Note 2: Probability Categories: High Risk: Most situations will occur within a year; Moderate Risk: Some situations may occur within a year; Low Risk: Only a few situations will occur within a year.

■ Measure for Workplace Safety and Health Risk Issue

Impact	Risk issues	control measures	Implementation results in 2024
High risk	Traffic Accident	<div>1. E.SUN provides traffic safety courses for all employees</div> <div>2. E.SUN reduces non-essential field activities and offers full transportation fare subsidies.</div> <div>3. Establish an internal reporting mechanism and collaborate with the Occupational Medicine Department of National Taiwan University Hospital to implement the "Medical Disability Advisor: Guidelines for Disability Duration" to evaluate the optimal rest days policy, as well as conduct return-to-work assessments based on individual cases and provide regular follow-ups.</div>	<div>1. Traffic safety education and training are provided as compulsory courses, with 7,367 people completing them.</div> <div>2. The amount of transportation subsidies provided is NT\$176,117,831.</div> <div>3. The telephone care rate for traffic injury cases was 100%, and 12 colleagues were assisted to complete return-to-work assessments. The health status of the cases was regularly tracked, and return visits and rehabilitation dates were recorded.</div>

Impact	Risk issues	Control measures	Implementation results in 2024
Medium risk	Prevention of high blood pressure, high cholesterol, and high blood sugar, and abnormal workload	<ol style="list-style-type: none"> Better than legal health inspection system Classified management of health examination results Providing paid leave for follow-up medical appointments On-site consultation services provided by National Taiwan University Hospital physicians Hosting various health promotion lectures and activities Host health-related events Various sports clubs Implement a disease prevention program triggered by abnormal work load. 	<ol style="list-style-type: none"> E.SUN offers better health check allowances and leave than legally required, with 2,615 health check completions in 2024, and a total subsidy amount of TWD18,859,880. Health check-ups that show high-risk abnormalities will require a follow-up examination as assessed by National Taiwan University physician, with public leave provided for this purpose. Nurses will continuously track the follow-up examination status. National Taiwan University physician on-site consultation services for 3 hours per session. In 2024, a total of 96 on-site physician services will be provided, with a total of 837 participants. Consultations will be offered through multiple formats, including "telephone interviews," "video calls," and "in-person" consultations. A total of 15 multi-themed health lectures were held, including courses on healthy eating, office exercises, cardiovascular preventive care, and more. Healthy Weight Loss Program were held 3 times, with a total of 100 supervisors participating. Nutritionists and sports coaches were invited to plan healthy eating and exercise courses every week. The six-week course helped colleagues establish correct eating concepts and good exercise habits, resulting in an average weight loss of 2.09 kilograms and a decrease of 1.06% in body fat for each person. An employee walking activity was organized, with a total of 570 supervisors participating. Over ten weeks, they took a total of 50,816,220 steps, resulting in a reduction of 7.22 tons of carbon emissions, which is equivalent to the carbon absorption of 602 trees in one year. Continuously organize the Yushan Climbing Activity and the Cycling Around the Island Activity. Subsidize multiple sports clubs, such as table tennis clubs, badminton clubs, tennis clubs, basketball clubs, yoga clubs, and rhythm clubs. For colleagues identified as high risk due to shift work, night work, long working hours, and health abnormalities, a disease prevention questionnaire related to abnormal work load was distributed. In 2024, a total of 185 questionnaires were distributed, with 18 individuals interviewed and management enhanced for 1 person.
	Maternal Health Protection	<ol style="list-style-type: none"> Implementing the "Maternal Health Protection Plan", and provide on-site consultation services by National Taiwan University physician. Holding maternal health lectures. Providing maternity clothes. Better than legal maternity leave, prenatal leave, paternity leave, paternity check-up and paternity leave. Providing a breastfeeding-friendly environment and equipment. Providing re-employment assistance measures. 	<ol style="list-style-type: none"> Distribute maternal health protection questionnaires to pregnant employees, those who have been pregnant for less than one year, and those who continue breastfeeding for more than one year. In 2024, 231 questionnaires were distributed, with content analyzed by National Taiwan University physicians. One employee received a job adjustment, and the rest were determined to have no relevant risks. Invite internationally certified lactation consultants to conduct a seminar on "Prenatal Care and Developing a Breastfeeding Plan During Pregnancy." In 2024, there were 306 maternity leave applications, 293 prenatal leave applications, and 155 paternity check-up and paternity leave applicants. Five self-owned office buildings in the north have passed the "Excellent Breastfeeding Room Level Certification - Outstanding" of the Department of Health, Taipei City Government. Breastfeeding rooms are equipped with bottle sterilizers, breast milk refrigerators, bottle cleansers, access control systems, and dedicated maintenance personnel for increased safety. The return rate after childcare leave in 2024 is 89.43%.



06 Seeking Common Good

GRI: 203-1, 203-2, 413-1

The land that nurtures us is as warm and beautiful as a mother.

We are committed to taking responsibility from within, uniting Every staff in E.SUN, customers, partners, and the broader community to collectively safeguard and cherish this precious land.

6.1 [Social Inclusion](#)

6.2 [Academic Education](#)

6.3 [Social Participation](#)

6.4 [Humanities and Arts](#)

6.5 [Sports Development](#)

190

E.SUN Libraries

Over **10,000** participants

E.SUN Artificial Intelligence Open Challenge

42

kilograms

A cumulative purchase volume of E.SUN Malawi Rice

Cover Story

Changing the future with love E.SUN's care program for disadvantaged children and adolescents

Let's be the ones to break through our own limitations

Children represent the hope of the nation's future. Their joyful learning and healthy growth are shared aspirations of every parent and every staff in E.SUN. However, in recent years, the emergence of increasingly disguised new psychoactive substances and the decreasing age of illegal drug users have made preventing drug infiltration into schools an urgent priority. Adolescents often use drugs out of curiosity, social interaction, or for recreational purposes, which not only jeopardizes the health of the next generation and disrupts family stability but also leads to juvenile delinquency and broader social issues. Within society, many children face family dysfunction and adverse experiences. These challenges frequently result in legal issues that cause them to enter correctional schools.

In response to these concerns, E.SUN established the "Anti-Drug Education and Care Project for Children and Adolescents," dedicating resources not only to drug prevention and literacy education but also to providing in-depth care for youth in adversity. The project aims to help these children develop sound values and

rediscover hope for their future through counseling and educational support.

E.SUN supports the Ministry of Health and Welfare's pilot "Family Support Program for Youth in Adversity," which offers social worker home visits and family counseling immediately when children enter correctional schools. This program accompanies families to meet with their children at school, repairing family relationships, fostering trust, and facilitating positive behavioral change. Currently, the government has allocated formal funding to implement this Family Support Program for children and adolescents in adverse situations.

Additionally, E.SUN has progressively established new counseling and guidance rooms at Chengzheng Junior High School in Hsinchu and Dunpin Junior High School in Taoyuan. Counseling and educational support are critical components of the restructured juvenile nursing and school systems. By integrating the expertise of teachers, guidance counselors, special education teachers, psychologists, and social workers, these multidisciplinary teams collaboratively support children

navigating turbulent circumstances. To facilitate this work, E.SUN has invested resources to develop these counseling spaces. Following in-depth consultations with school administrators, teachers, and students to understand their needs, the design of the rooms—including color schemes, style, furniture, and layouts—has been tailored to different usage scenarios, creating a warm and comfortable environment.

Since the improvements, utilization rates of the counseling rooms have significantly increased, and satisfaction among staff and students has dramatically improved. The private, secure setting enables students to relax and lower their guard, allowing them to engage more attentively and comfortably in counseling sessions. These enhancements have demonstrably boosted the effectiveness of guidance, empowering students with greater inner stability.

As a long-term advocate for social engagement, E.SUN recognizes that to build a prosperous nation and foster a benevolent society, education is one of the most vital investments. Education requires

patience, persistence, and heartfelt care. By empathetically supporting children in adversity, helping them regain confidence and hope, we contribute to a brighter future for Taiwan. 🌱

Sharing from Teachers and Students:

Student A

Being in this space feels like returning to my childhood. It's very comfortable, relaxing, and wonderful!

Student B

It feels like I'm at home. Talking here makes me very relaxed. I really love this space.

Student C

Thank you, teacher. I feel I am changing. My wish is to earn money after leaving and take my mother and grandmother on a world tour.

Teacher A

We appreciate E.SUN for providing such an excellent space, more professional than other counseling rooms. Many students like to hug the pillows, which helps them feel more at ease and relaxed. The use of assistive teaching tools has significantly improved the effectiveness of counseling conversations.

Teacher B

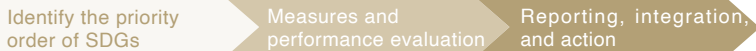
Students really enjoy it and often ask, "Teacher, can we go to the new counseling room?" Every time slot is fully booked, and we need to compete for space. Each room is used at least five times a day.



6.1 Social Inclusion

"E.SUN people become world-class citizens; E.SUN Bank becomes a world-class corporate citizen"

E.SUN Financial Holding Company responds to the United Nations Sustainable Development Goals (SDGs) and the National Sustainable Development Committee of the Executive Yuan's 'Taiwan Sustainable Development Goals' by identifying, prioritizing, selecting appropriate goals, and initiating actions. E.SUN starts from corporate strategic direction and core business operations, identifying the highest relevance, including 'Quality Education' and other 9 items. Furthermore, according to the 'Taiwan Sustainable Development Goals', E.SUN discloses relevant results based on corresponding goals, supporting national sustainable development and actively practicing corporate social responsibility. (Appendix 9)



Key Response Targets	Business Drive	Stakeholder Engagement
<div>4 優質教育</div> <div>4 Quality Education</div>	Talent is a leading indicator and a key indicator. E.SUN believes that if a company wants to achieve sustainable operation and a country's future to be filled with competitiveness, the most important thing is talent cultivation. From rural primary schools, higher education, to corporate learning, E.SUN FHC supported the improvement of education quality through practical actions. We launched the Golden Seed Project to build libraries for resource-poor primary schools, improving reading environments; through industry-academia cooperation, campus competitions, and cultivating outstanding talent scholarships, we support key talents in various fields in Taiwan, enriching the nation's intellectual capital; by combining the strength of top universities in Taiwan, we issue the E.SUN Academic Award, affirming professors' research achievements published in top academic journals, and cultivating more outstanding scholars and excellent students; organizing international master forums, introducing international top strategic, marketing, and management knowledge, and jointly stimulating innovative thinking with Taiwanese enterprises, finding new paths for growth and enhancing Taiwan's competitiveness.	Since there were no large-scale library renovation projects for rural schools by private enterprises in Taiwan before this project, E.SUN did not have references to follow. However, the determination to create libraries for rural primary schools was so strong that we discussed with children's reading education experts, school teachers and principals, and design companies to create a suitable library structure for children. After the completion of the E.SUN Library, E.SUN continues to exchange opinions with schools, regularly visit the site for understanding, maintenance, repair, and renewal, allowing teachers and students to make better use of the library, and making every new library better in the future.
<div>8 經濟持續增長</div> <div>8 Create Decent Work and Economic Growth</div>	Banking is not only a credit business for managing financial risks, a service business for meeting customer needs, but also an innovative business leading social development and a public business pursuing economic benefits. E.SUN FHC actively develops financial technology, assists small and medium-sized enterprises in obtaining capital and transformation, and brings new momentum to economic growth. While pursuing external development, we also focus on internal stability. E.SUN values employee training and protection. We believe that employees are the most important assets of a company. With a comprehensive career blueprint and welfare system, we create a good working environment and hope to become a second home where employees are happy and united.	E.SUN FHC has long-term cooperation with government resources, vigorously promoting the 'SME Credit Guarantee Fund' guarantee financing business, and also working with government agencies to develop policies, assisting SMEs in obtaining crucial operating funds. In addition, E.SUN actively explores high-quality potential enterprises, through interviews, in-depth investigations, and sharing successful experiences, guiding enterprises to participate in national-level awards, improving the quality of enterprise operations, and assisting in growth transformation.
<div>3 健康福祉</div> <div>3 Good health and well-being</div>	Health is the foundation of happiness and the key to the sustainable operation of nations and enterprises. With the aging trend in Taiwan, the demand for medical resources is growing, and medical personnel are beginning to face a shortage of manpower. E.SUN FHC not only donates medical supplies and initiates blood donation activities but also collaborates with academic institutions to cultivate the nursing talents needed by society, enhancing Taiwan's social health care capacity. At the same time, E.SUN FHC also leverages its experience in developing financial technology to assist hospitals in digital transformation and provide customer service courses, making it easier for the public to access high-quality medical services and resources. On the other hand, E.SUN FHC regularly cooperates with hospitals to hold free medical consultation activities and home medical services, helping more patients with mobility difficulties or living in remote areas to receive proper medical care and maintain a healthy life. E.SUN continues to invest in the health and medical fields, combining more cross-border forces, hoping to create a healthier and better society together.	In the home dental care service project, E.SUN FHC cooperates with the National Association of Dentists of the Republic of China, actively communicates with dentists, and assists in providing resources needed for remote consultation, home medical services, etc. At the same time, through remote schools and patient feedback, more volunteer manpower is mobilized, and suitable equipment is donated to help dentists go deep into remote areas, improve mobile medical capabilities, and allow remote residents to receive better oral care and health.

6.2 Academic Education

E.SUN Golden Seeds Project

To improve the reading environment for children in Taiwan's rural areas, the E.SUN Volunteer initiated the "E.SUN Golden Seeds Project" in 2007. This initiative leverages the collective strength of E.SUN FHC, every staff in E.SUN, and its customers. By launching Asia's first premium credit card integrated with charitable causes—the E.SUN World Card—it bridges the socio-economic divide of a polarized society. This allows VIP customers to enjoy superior financial services from E.SUN Bank while simultaneously giving back to society and sowing seeds of hope. As of 2024, the project has successfully established 190 E.SUN Libraries in remote or under-resourced areas across Taiwan, donated over 460,000 books, and benefited more than 150,000 students. Additionally, over 200,000 E.SUN World Card holders have actively supported the initiative. Beyond library construction, the E.SUN Volunteer also proactively assists schools in promoting diverse reading activities. Examples include implementing the "English Hand in Hand" after-school English tutoring program for rural areas, and partnering with the E.SUN Foundation to organize performing arts and cultural experience events at the National Theaters and Concert Halls. These efforts aim to enrich children's cultural literacy and establish E.SUN Libraries as multifaceted learning platforms for both schools and local communities.

English Hand-in-Hand Project

In response to globalization and the government's 2030 bilingual national policy, the "E.SUN English Hand-in-Hand Project" launched in 2019 introduces high-quality bilingual children's picture books, purchases English books, provides digital online reading devices and resources, and cultivates E.SUN volunteers who visit E.SUN libraries to tell stories and accompany children in learning English. In cooperation with CAVESEDUCATION Group, we recruit professional and passionate angel teachers to teach English in rural areas, aiming to change children's worlds through English and reading, immerse them in reading environments, develop English skills, and improve the future competitiveness of disadvantaged students. To date, the project has benefited over 4,200 children across 35 schools in eight counties. Annually, in Children's Day, E.SUN volunteers visit schools to deliver children's wished-for gifts and hand-written cards. Volunteers also prepare English mini-challenges during events, such as naming favorite colors and animals, reciting English quotations, and introducing international celebrities and mottos. Children feel thrilled receiving gifts and gain confidence speaking English actively and fluently.



Item	Description	Results
E.SUN Academic Award	To encourage top-notch academic research and promote domestic management research and international connections, E.SUN Bank and the E.SUN Foundation jointly established the E.SUN Academic Award in 2010, rewarding professors who have published papers in the TOP3 international leading journals in different management fields.	<ul style="list-style-type: none"> · In collaboration with 11 benchmark universities' business schools, 83 professors awarded cumulatively.
Climb a Story Mountain Reading Promotion Project	Since 2019, to cultivate more reading promoters who enjoy storytelling, the "Climb a Story Mountain" reading promotion project has been launched by E.SUN Foundation, including publishing "Taiwan Original Picture Book Stories," Recording Podcast "Travel with Stories" Program," " organizing "Storytelling Volunteer Training Courses," and 'Storytelling Reading Promotion Services - Visiting E.SUN Libraries'.	<ul style="list-style-type: none"> · In 2024, 2 new Taiwan original picture book stories were published, with 3,000 copies printed, and 5 episodes of the Podcast "Travel with Stories" were recorded. · Cumulatively published 22 original Taiwanese picture books, printed 21,000 copies, 24 episodes of the Podcast recorded, held 441 storytelling workshops, picture book travel box workshops, and reading activities, benefiting 13,597 participants.
Picture Book Creation Workshop	Since 2017, E.SUN Foundation has encouraged students to create picture books, promoting the continuation of picture book education. E.SUN Foundation supports the National Public Information Library's 'Dream Picture Book Database', collecting student-created picture books and organizing 'Picture Book Creation Workshops' to inspire and facilitate communication.	<ul style="list-style-type: none"> · In 2024, 61 new original picture books were collected, with 80 teachers and the public participating in the picture book creation workshops. · Cumulatively collected 1,458 original picture books, with 709 teachers and the public participating in the picture book creation workshops.
Kehua Online Digital Reading Research Competition	To cultivate students' digital reading, collaborative learning, and research skills, E.SUN Foundation has supported the Taiwan Reading Culture Foundation's "Kehua Online Digital Reading Research Competition" since 2020, encouraging students from grades 4 to 9 in public and private schools across Taiwan to participate and achieve selfdirected learning goals.	<ul style="list-style-type: none"> · In 2024, 996 student teams from elementary and junior high schools across Taiwan participated, with 3,671 students registering. · Cumulatively, 3,576 student teams from elementary and junior high schools across Taiwan participated, with 12,718 students registering.
E.SUN Artificial Intelligence Open Challenge	E.SUN Bank is dedicated to financial technology innovation and has hosted the AI Talent Competition since 2019 to nurture outstanding individuals interested in the AI domain. Through regular competitions and exchange platforms, the initiative fosters the development of more AI talent in Taiwan. In 2024, in collaboration with the Ministry of Education, the competition will focus on the trending Large Language Models (LLM) and Retrieval-Augmented Generation (RAG) technologies. Participants are required to design effective retrieval mechanisms tailored to financial datasets, aiming to enhance the accuracy of knowledge retrieval outcomes in the broad and diverse context of financial question-and-answer applications.	<ul style="list-style-type: none"> · In the 2024, 487 teams with a total of 987 participants have registered. · A total, a total of 10 AI Open Challenges have been held, attracting over 7,000 teams and over 10,000 participants.

6.3 Social Participation

Love Delivery to Cambodia ~ International Medical Outreach

Since 2016, E.SUN Financial Holding, Mackay Memorial Hospital, and local associations have conducted medical outreaches in Cambodia and Myanmar. In 2024, the 6th "Love Delivery to Cambodia ~ International Medical Outreach" was held, providing medical consultations, health checks, and health care in cardiology, pediatrics, ENT, and emergency specialties by Mackay Memorial Hospital. The local Angkor Rotary Club assisted with planning and coordination. Volunteers from E.SUN Bank and Cambodia UCB branch formed child welfare volunteer and translation teams, easing children's moods and providing Khmer translation. Over three days, nearly 600 consultations were completed. E.SUN Bank and volunteers also distributed 6,000 kg of rice and over 300 packages of daily necessities and clothing to rural poor households, helping Cambodian rural families. To date, the program has benefited over 13,000 rural villagers and children. Upholding the spirit that "one act of love can inspire more love," E.SUN continues meaningful international medical outreaches, embracing the philosophy of love without borders and caring for life, conveying the love and warmth of the Taiwanese people through these activities.

Love Delivery to Cambodia ~ International Medical Outreach Promoting a Sustainable Healthcare Ecosystem through Cross-Industry Partnerships

E.SUN Bank has provided integrated financial and tech innovation services to medical institutions for a long time. From 2023, the company further promotes a sustainable healthcare ecosystem by signing memorandums of understanding (MOUs) on sustainable healthcare cooperation with hospitals. E.SUN shares ESG experience, international sustainability assessment highlights and principles, sustainable trends in the medical industry, and best practices from outstanding hospitals to assist hospitals in sustainable management and future sustainability strategy planning. Combining strengths, both sides jointly advance social inclusion and environmental sustainability goals. Cumulative to 2024, E.SUN Bank has signed MOUs with 12 hospitals, collaboratively planning sustainable development strategies and offering expert consulting through the "Sustainable Transformation Platform" including carbon audits, energy health checks, and sustainability report preparation. E.SUN also shares its years of ESG implementation experience. Moving forward, it aims to expand new models of ESG collaboration between the financial sector and medical industry to create positive impacts and advance sustainable transformation, concretely fulfilling environmental and social sustainability missions.



Item	Description	Results
E.SUN Cultivating Outstanding Talent Scholarship	Since 2005, E.SUN Volunteer and E.SUN Foundation has successively established the "E.SUN Outstanding Talents Scholarship," "E.SUN ASEAN Talents Scholarship," and "E.SUN Nursing Talents Scholarship" to cultivate Taiwan's critical future talents through concrete actions.	<ul style="list-style-type: none"> · In 2024, 40 students from different fields were awarded scholarships, including 21 outstanding talents, 8 ASEAN talents, and 11nursing talents. · A total of 281 students have been awarded scholarships.
Caring for Students Project	The Caring for Students Project was launched by E.SUN Volunteer in 2012, providing longterm assistance to students facing economic difficulties or sudden changes in their lives. It allows them to focus on their studies without worrying about financial burdens, and alleviates the pressure on their families' educational expenses. Each student in primary school receives 2,000 TWD per semester, which can be used for tuition fees, textbooks, extracurricular education, after-school tutoring, or other related expenses.	<ul style="list-style-type: none"> · Assisted 135,130 student instances, with a total donation of 270 million.
E.SUN Malavi Rice Project	Since 2014, E.SUN Bank has continuously supported the 'E.SUN Malavi Rice' project for 11 years, starting from the first paddy field at the foot of Mt.Jade. The project encourages local farmers to engage in sustainable farming practices while protecting biodiversity.	<ul style="list-style-type: none"> · In 2024, acquired 40,000 kg of rice, a total of 420,000 kg of rice has been purchased. · Not only is "E.SUN Malavi Rice" shared with employees and important customers, but employees can also enjoy healthy and non-toxic Malavi rice in the company's cafeteria.
Spreading Love through Generosity- Blood Donation	To help alleviate blood shortages and assist more people in need, E.SUN and E.SUN Volunteers Foundation have jointly organized blood donation events for 25 consecutive years. These events are held annually during the peak blood shortage period in the winter and summer vacation time.	<ul style="list-style-type: none"> · In 2024, blood donation events were jointly organized with doctors, dentists, Chinese medicine practitioners, architects, accountants, and lawyers professional associations, as well as the Nan Shan Life Insurance Company and Px Mart. A total of 7,937 blood donors and volunteers participated, collecting 11,815 bags of blood.
Changing the future with love - E.SUN's care program for disadvantaged children and adolescents	To cultivate children's correct values and care for the growth of young people, E.SUN Bank and E.SUN Volunteer invests in anti-drug education and child care, ranging from grassroot education to convey anti-drug knowledge, support for disadvantaged youth families, rectification of school counseling rooms. By combining the efforts of E.SUN and external partners, we jointly protect the future of the next generation.	<ul style="list-style-type: none"> · In collaboration with K-12 Education Administration and the Kaohsiung City Education Bureau,we launched the "Anti-Drug Education Mobile Vehicle" and trained E.SUN volunteers as antidrug education advocates. · We supported the Ministry of Health and Welfare in promoting the "Support Services for Adolescents from Adversity" program, and established two E.SUN Counseling and Guidance Rooms for Children and Adolescents from Adversity at Cheng Cheng High School and DunPin High School. These facilities significantly enhanced our counseling capacity.



6.4 Humanities and Arts

E.SUN FHC Honored with the Ministry of Culture's Public Art Award

In 2024, E.SUN FHC was awarded the "Artistic Practice Award" at the 9th Public Art Awards hosted by the Ministry of Culture, recognizing its commitment to revitalizing urban spaces through the public art installation project at the E.SUN Bank Second Headquarters.

On the left side of the site, the installation features White Deer (Taipei) by renowned Japanese artist Kohei Nawa. This elegantly sculpted white deer gazes upward alongside the verdant Dunbei Avenue, bringing tranquility and serenity to the bustling city environment. On the right side, the work Rising Sun by New York-based artist Jonathan Prince presents a geometric circular form symbolizing the sun rising gently above the mountain ranges, illuminating the earth and conveying a message of positive warmth and energy. At the southern site, the sculpture Seeds of Hope by Mexican artist Yvonne Domenge adds vibrant greenery and vitality to the urban landscape.

The public art installation initiative thoughtfully integrates architectural design, natural surroundings, and cultural elements. By collaborating with internationally acclaimed artists and incorporating diverse aesthetic perspectives, the project brings art into everyday life, evokes a sense of greenery and vitality, and communicates a hopeful vision for sustainability and the future.

"Standing on E.SUN, Embracing Art" Cultural Lecture Series

Enriching Life through Art and Nurturing the Soul with Aesthetics, the E.SUN Foundation will host four sessions of the "Standing with E.SUN, Embracing Art" cultural lecture series in 2024. The program covers diverse themes, including "Youth's Artistic Journey and Railways," "Architectural Art in Taiwanese Paintings," "Our Era, Our Songs," and "Transforming Renaissance Art into Aesthetic Travel." Esteemed experts from the arts and cultural sectors will share insights on the evolution of aesthetics, architecture, and music from historical to contemporary perspectives. Professor Mei-Ming Wang, former Director of the National Taiwan Museum of Fine Arts, will serve as the keynote speaker, guiding participants to explore Taiwan through multifaceted viewpoints and to appreciate the vibrant artistic vitality of the island.



White Deer (Taipei) / Kohei Nawa



Item	Description	Results in 2024
Light and Easy Theater	<p>E.SUN Foundation has partnered with the National Performing Arts Center Taipei to implement the "Art Without Distance" initiative and promote the inclusive service program "Comfortably Yours" since 2015. By fostering an accepting and inclusive environment for art appreciation and offering performances in a relaxed format, these programs aim to provide audiences with greater opportunities to experience performing arts and enrich their artistic engagement.</p> <p>Scheduled performances include:</p> <p>April 5: Organ Promotion Concert – "Multiverse Organ Family Party"</p> <p>August 10: National Performing Arts Center Summer Jazz – "Awakening Taiwanese Jazz"</p> <p>September 10: Taiwan Connection Music Festival International Chamber Music – "Reigniting Greatness"</p> <p>December 23: Organ Promotion Concert – "Winter Rhapsody"</p>	3,206 participants
Art Into the Theater	<p>E.SUN Foundation collaborates with Taichung National Theater to present the annual "Art Together in Theater" program since 2019, which features performing arts ensembles from various disciplines. The program showcases diverse performance genres, including drama, dance, puppetry, contemporary circus, and traditional narrative arts. Tailored educational materials, pre-performance workshops, post-performance discussions, and teacher workshops are developed according to the nature of each production, enabling educators and students to engage with performing arts through multifaceted approaches.</p> <p>Scheduled performances include:</p> <p>May 2: Dance Program – Timor Gusang Dance Company's bulabulay mun?</p> <p>October 16: Traditional Opera Program – National Taiwan College of Performing Arts' Picking Up the Jade Bracelet</p> <p>December 4: Open Door Project – Bavarian Radio Symphony Orchestra</p>	680 participants
Taiwanese Composer Series	<p>E.SUN Foundation Collaborates with Weiwuying National Kaohsiung Center for the Arts and National Center for Traditional Arts Taiwan Music Hall to Present the "Taiwanese Composers" Series since 2020.</p> <p>Harnessing the profound power of musical culture, this series aims to rebuild Taiwanese people's recognition of their own musical heritage and pass on the memory of Taiwan's musical culture to future generations. In 2024, the program will focus on Master Lin Hong-ming, composer of the iconic Mandarin folk song "The Olive Tree." The series will feature the Lin Hong-ming: Dreamland Ten-Year Farewell Commemorative Exhibition, showcasing the maestro's life achievements and musical contributions, thereby conveying the rich cultural foundation and artistic cultivation of Taiwan.</p>	10,928 attendees at the exhibition, 1,371 at commemorative concerts
Play ARTs Children's Workshop	<p>Since 2018, E.SUN Foundation has been organizing the Play ARTs Children's Workshop. In 2024, E.SUN Foundation invited six E.SUN Library member schools to visit the Tainan Art Museum. The itinerary included guided tours of current special exhibitions and opportunities to appreciate distinguished works by both pioneering and contemporary artists from Tainan. Utilizing educational worksheets, students were encouraged to explore the museum's architecture, focusing on the historical significance and unique features of Building One, a designated heritage site. Through collaborative team efforts, students creatively reimagined adaptive reuse concepts for the historic structure through drawing activities. This initiative aims to inspire students' awareness and appreciation of Taiwan's local history and cultural heritage.</p>	450 participants
Artful Beauty Education Program for Children	<p>Since 2023, the E.SUN Foundation has collaborated with the National Taiwan Museum of Fine Arts to Develop a Child-Centric Interactive Curriculum. The program integrates four core elements: interactive tours tailored for children, picture books, a dedicated children's art base, and hands-on activities. Leveraging the museum's current exhibitions, carefully selected artworks serve as the foundation for diverse multidisciplinary approaches, including painting, installation, theatre, video, games, and role-playing. This methodology aims to inspire children to explore the multifaceted possibilities of art, cultivate an appreciation for various artistic expressions, and experience aesthetics through playful engagement. Participants are also encouraged to document their personal journey at the National Taiwan Museum of Fine Arts, thereby creating their own unique artistic memories.</p>	250 participants

6.5 Sports Development



Taiwan's Only U18 National Team Selection Tournament ~ E.SUN Cup National Youth Baseball Championship

Youth baseball is a crucial stage in the development of the sport. E.SUN Bank believes that systematic improvement is essential, therefore promotes the E.SUN Cup Youth Baseball Development Series of public welfare activities. Starting with sponsorship of basic equipment and protective gear, extending to the enhancement of players' skills and the promotion of proper safety knowledge, the ultimate goal is to provide youth baseball players with a platform to showcase their achievements through the E.SUN Cup National Youth Baseball Championship-the highest stage in youth baseball-making the E.SUN Cup the starting point for the dreams of the Chinese Taipei team.

The E.SUN Cup National Youth Baseball Championship is ranked alongside Japan's Koshien and Korea's Golden Dragon Flag as one of Asia's top three youth baseball tournaments. It is also Taiwan's only U18 youth baseball national team selection tournament. Over the course of 18 years, including Taiwan's championship win at the 2024 U18 Asian Baseball Championship, Taiwan has won a total of 4 gold, 5 silver, and 3 bronze medals. Furthermore, in the WBSC Premier12 tournament, Taiwan has consecutively defeated strong teams such as Japan and the United States, securing the country's first-ever world championship. Among the 28 players on the Taiwanese representative team, 24—including Lin Yumin, Pan Jiekai, and Jiang Kunyu—have competed in the E.SUN Cup and now continue to shine in professional baseball. These impressive achievements have allowed Taiwan's youth baseball to gain international recognition and demonstrate its soft power.



Promoting E.SUN Ju-Guang Cup to boost Taiwanese volleyball

In 2022, E.SUN Bank partnered with the Chinese Taipei Volleyball Association to jointly promote the "E.SUN Ju-guang Cup" National Volleyball Tournament. The E.SUN Ju-guang Cup is the only national youth and junior volleyball selection tournament for male and female national team members. Each year, nearly 50 schools and over 1,000 athletes participate. After the competition, 18 to 24 outstanding male and female players are selected for training to represent Taiwan in international competitions from U16 to U20 levels. Furthermore, during the tournament each year, E.SUN Bank provides every participating athlete with personalized protective gear to reduce the risk of sports injuries. E.SUN bank also establishes special individual awards to recognize and encourage the best and most promising players on the court, giving athletes tangible affirmation and motivation.

In 2023, Taiwan's national teams participated U16 Men's and Women's Asian Volleyball Championships. The men's and women's teams defeated Pakistan and Thailand, winning bronze medals in the first U16 tournament, securing Taiwan's qualification for the 2024 U17 World Championship. Taiwan also achieved impressive results by winning third and fourth places in the Men's and Women's U17 World Volleyball Championships, respectively, as well as the bronze medal in the Women's U18 Asian Volleyball Championship. These successes let Taiwan to participate the 2025 U19 World Volleyball Championship, with achievements improving year by year, reflecting the ongoing progress of Taiwanese volleyball.



E.SUN Archery National Athlete Selection Tournament: Aiming for the World No. 1 Position

Taiwan's archery sport has demonstrated remarkable progress in recent years. Our national team has consistently achieved outstanding results in various international competitions. Notably, at the 2020 Tokyo Olympic Games, athletes such as Tang Zhi jun and his team secured a silver medal in the men's team event, underscoring Taiwan's established competence in archery. Moreover, archery is a key sport prioritized by asian countries. Confronted with intense global competition, the development of Taiwan's archery demands sustained investment and proactive cultivation of emerging talents.

In 2024, E.SUN Bank and Chinese Taipei Archery Association will organize the "E.SUN Archery National Athlete Selection Tournament," the nation's sole selection event dedicated to youth and junior archery athletes. Outstanding participants selected from this tournament will form the Chinese Taipei National Team to represent Taiwan at the 2024 "Asian Youth and Junior Archery Championships" and the "World School Sports Games." At the Asian Championships, the Taiwanese delegation achieved a remarkable tally of 21 medals-10 gold, 6 silver, and 5 bronze-ranking first among all participating countries. Furthermore, at the World School Sports Games, the team secured gold medals in all five archery categories contested. Many of these emerging athletes earned their inaugural medals at world-class competitions, highlighting the significant potential of Taiwan's archery program.

Looking ahead, we will continue to collaborate closely with the Association to expand our support initiatives, including providing archery equipment subsidies to under-resourced schools and organizing technical training camps. These efforts aim to further deepen grassroots development and foster the sustained growth and excellence of archery in Taiwan.

■ Collaborating with Like-minded Partners to Support Taiwanese Sports Together

In addition to its long-term commitment to youth baseball, volleyball, and other sports, E.SUN FHC actively collaborates with like-minded partners and corporations to further invest in Taiwanese sports. Not only nurturing more athletes, but also we aspire to foster greater public attention and support for sports in Taiwan. Regarding professional competitions, from 2021 to 2024, E.SUN FHC has consecutively supported "Kaohsiung Aquas" along with Hanshin Group and FamilyMart. In the inaugural year of the T1 League, "Kaohsiung Aquas" clinched the championship, garnering significant attention from basketball fans across Taiwan. In addition to promoting basketball, E.SUN has organized dedicated financial seminars and planning sessions for the players. Together with Kaohsiung Aquas, we have also jointly promoted blood donation activities, extending the impact of sports into the realm of social welfare. Furthermore, since 2023, E.SUN has partnered with Kingwhale Corporation to sponsor "Kingwhale Taipei." Through event promotion, this collaboration aims to attract more national interest in volleyball and rally support for Taiwanese volleyball.

Beyond professional leagues, E.SUN FHC actively supports internationally convened events held in Taiwan, endeavoring to showcase Taiwan to the world. E.SUN has sponsored the XTERRA Asia-Pacific Off-Road Triathlon for five consecutive years and supported the LAVA Xtrail Off-Road Festival in Fulong. These events annually attract elite off-road athletes from over 40 countries to Taiwan. We joint planning ensure athletes' nutrition and health needs are met, allowing both participants and spectators to appreciate Taiwan's natural beauty through sports. Moreover, through broadcasting, these events provide global visibility and recognition for Taiwan. E.SUN FHC has consistently championed various sports activities in Taiwan and has been honored with the Sports Promotion Award for seven consecutive years since 2018. In 2023 and 2024, we were further distinguished with consecutive Gold Awards in the Sponsorship category. Looking forward, we are committed to fulfilling our corporate social responsibility by deepening our engagement in Taiwanese sports, cultivating outstanding athletes, and integrating sports with public welfare, thereby elevating Taiwan's presence on the global sports stage.

Item	International Competition Achievements	Number of Participants
E.SUN Cup Youth Baseball Development Public Welfare Series	4 gold, 5 silver, and 3 bronze medals U18 Baseball World Cup: 2023 silver medal, 2021 silver medal, 2019 gold medal, 2012 bronze medal, 2010 gold medal U18 Asian Baseball Championship: 2024 gold medal, 2018 silver medal, 2016 silver medal, 2014 bronze medal, 2011 bronze medal, 2009 silver medal, 2007 gold medal	2007-2024 10,200 participants in E.SUN Youth Baseball Championship 42 schools supported with sports equipment 3,600 participants in training camps and protection camps
E.SUN Ju-Guang Cup	2023 U16 Men's Asian Volleyball Championships bronze medal U16 Women's Asian Volleyball Championships bronze medal 2024 U17 Men's World Volleyball Championships bronze medal U17 Women's World Volleyball Championships fourth place U18 Women's Asian Volleyball Championships bronze medal	2022-2024 3,000 participants in E.SUN Ju-Guang Cup
E.SUN Archery National Team Selection Tournament	2024 Asian Archery Championships: 10 gold medal, 6 silver medal, 5 bronze medal 2024 World School Sports Games: 5 gold medal	2024 3,000 participants in E.SUN Archery National Athlete Selection Tournament

Appendix 1 - GRI Content Index

Statement of use	E.SUN FHC's report is prepared in accordance with GRI standards. The disclosure period of this report is the fiscal year 2024 (January 1, 2024 to December 31, 2024).
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	G4 Financial Services Sector Disclosure

GRI 2: General Disclosures 2021

GRI Standards	Disclosure Items	Chapter	Page Number	Omission/Note
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2-9	Governance structure and composition	4.1.1 Corporate Governance Structure	106	
2-10	Nomination and selection of the highest governance body	4.1.2 Composition and Operation of the Board of Directors	107	
2-11	Chair of the highest governing body	4.1.2 Composition and Operation of the Board of Directors	107	
2-12	Role of the highest governing body in overseeing risk management	4.1.2 Composition and Operation of the Board of Directors	107	
2-13	Delegation of responsibility for managing impacts	1.3 Sustainable Governance 4.1.2 Composition and Operation of the Board of Directors	18 107	
2-14	The role of the highest governance body in sustainability reporting	1.3 Sustainable Governance	18	
2-15	Benefit breakthrough	4.1.2 Composition and Operation of the Board of Directors	107	
2-16	Communication of key significant events	4.1.2 Composition and Operation of the Board of Directors	107	
2-17	Collective intelligence of the highest governance body	4.1.2 Composition and Operation of the Board of Directors	107	

GRI Standards	Disclosure Items	Chapter	Page Number	Omission/Note
2-18	Performance Evaluation of the Highest Governance Body	4.1.2 Composition and Operation of the Board of Directors	107	
2-19	Compensation Policy	4.1.3 Remuneration Policy	109	
2-20	Compensation Determination Process	4.1.3 Remuneration Policy	109	
2-21	Annual salary ratio	4.1.3 Remuneration Policy	109	
2-22	Statement on sustainable development strategy	Message from the Chairman and the President 1.3 Sustainable Governance	5 18	
2-23	Policy commitment	3.1.1 Sustainable Finance Management and Policies 4.2.1 Integrity in Operations Policy and Implementation 4.8 Human Rights Protection	71 111 129	
2-24	Incorporation of policy commitments	3.1.1 Sustainable Finance Management and Policies 4.2.1 Integrity in Operations Policy and Implementation 4.8 Human Rights Protection	71 111 129	
2-25	Negative impact compensation process	4.8 Human Rights Protection	129	
2-26	Mechanism for soliciting suggestions and proposing relevant matters	4.2.1 Integrity in Operations Policy and Implementation	111	
2-27	Compliance with regulations	4.2.2 Legal Compliance	112	
2-28	Qualifications of cooperative members	Appendix 16 Policy Influence	187	
2-29	Stakeholder negotiation methods	1.4.1 Stakeholder Communication 3.1 Sustainable Finance	22 71	
2-30	Group Agreement	5.2 Talent Attraction and Retention	138	

GRI 3: Major Theme Disclosure Items

GRI Standards	Disclosure Items	Chapter	Page Number	Omission/Note
3-1	Major Theme Decision Process			
3-2	Major Theme Checklist	1.4 Material Issues	21	
3-3	Major Theme Management			

Major Theme	Disclosure Items	Chapter	Page Number	Omission/Note
FinTech and AI Applications				
GRI 203 Indirect Economic Impacts	GRI 203-1 Development and impact of infrastructure investments and support services	3.4 FinTech and Innovation	99	
Risk Management				
Customized Topics	-	4.3 Risk Management	114	
Climate Change Response				
GRI 201 Economic Performance	201-2 Financial implications and other risks and opportunities due to climate change	2.3 Opportunity Identification and Management 2.4 Risk Identification and Management	44 47	
Talent Cultivation and Development				
GRI 404 Training and Education	404-1 Average hours of training per employee per year	5.1 Talent Cultivation and Development Appendix 15 Human Resources Management Indicators	133 180	
	404-2 Enhancing employee competency and transitional assistance programs	5.2 Talent Attraction and Retention	138	
	404-3 Percentage of employees receiving regular performance and career development reviews	5.2 Talent Attraction and Retention	138	
Responsible Finance				
Customized Topics	-	3.1 Sustainable Finance	71	
Diversity, Equity, and Inclusive Workplace				
GRI 202 Market Position	202-1 Ratio of standard entry-level wage by gender compared to local minimum wage	5.2 Talent Attraction and Retention	138	
GRI 401 Employment-related	401-1 New employees and employee turnover	Appendix 15 Human Resources Management Indicators	180	
	401-2 Benefits provided to full-time employees	5.2 Talent Attraction and Retention	138	
	401-3 Parental leave	Appendix 15 Human Resources Management Indicators	180	

Major Theme	Disclosure Items	Chapter	Page Number	Omission/Note
GRI 403 Occupational Safety and Health	403-1 Occupational Safety and Health Management System	5.3 Healthy and Safe Friendly Workplace	145	
	403-2 Hazard Identification, Risk Assessment, and Incident Investigation	5.3 Healthy and Safe Friendly Workplace	145	
	403-3 Occupational Health Services	5.3 Healthy and Safe Friendly Workplace	145	
	403-4 Worker Participation, Consultation, and Communication on Occupational Safety and Health	5.3 Healthy and Safe Friendly Workplace	145	
	403-5 Training on occupational safety and health for workers	5.3 Healthy and Safe Friendly Workplace	145	
	403-6 Promotion of worker health	5.3 Healthy and Safe Friendly Workplace	145	
	403-7 Prevention and mitigation of direct work-related occupational safety and health impacts	5.3 Healthy and Safe Friendly Workplace	145	
	403-8 Workers covered by the occupational safety and health management system	5.3 Healthy and Safe Friendly Workplace	145	
GRI 405 Employee diversity and equal opportunity	405-2 Ratio of female to male basic salary and remuneration	5.2 Talent Attraction and Retention	138	
GRI 406 Non-discrimination	406-1 Incidents of discrimination and improvement actions taken by the organization	5.2 Talent Attraction and Retention	138	
Integrity in Operations				
GRI 205 Anti-corruption	205-2 Communication and training on anti-corruption policies and procedures	4.2 Integrity in Operations	111	
	205-3 Confirmed corruption incidents and actions taken	4.2 Integrity in Operations	111	
GRI 206 Anti-competitive behavior	206-1 Legal actions involving anti-competitive behavior, anti-trust, and monopoly practices	4.2 Integrity in Operations	111	
Customer Experience and Fair Customer Treatment				
GRI 417 Marketing and Labeling	417-1 Requirements for product and service information and labeling	3.3 Fair Customer Treatment and Customer Experience	95	
	417-2 Incidents of non-compliance with regulations regarding product and service information and labeling	3.3 Fair Customer Treatment and Customer Experience	95	
	417-3 Incidents of non-compliance with marketing regulations	3.3 Fair Customer Treatment and Customer Experience	95	
Inclusive Finance				
GRI 203 Indirect Economic Impacts	203-1 Development and impact of infrastructure investments and support services	3.2 Inclusive Finance	88	
	203-2 Significant indirect economic impacts	3.2 Inclusive Finance	88	
GRI 413 Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	3.2 Inclusive Finance	88	
Corporate Governance				
Customized Topics	-	4.1 Corporate Governance	106	
Information Security and Personal Information Protection				
GRI 418 Customer Privacy	418-1 Complaints regarding breaches of customer privacy or loss of customer data	4.6 Information Security and Personal Information Protection Management	123	
Legal Compliance				
Customized Topics	-	4.2 Integrity in Operations	111	

Appendix 2 - GRI Specific Theme Index

GRI 200: Economic Series

Series	Disclosure	Description	Corresponding Chapter	Page Number	Omission/Notes
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed by the organization	1.2 Business Performance	17	
	201-2	Financial implications and other risks and opportunities due to climate change	2.3 Opportunity Identification and Management 2.4 Risk Identification and Management	44 47	
	201-3	Defined benefit plan obligations and other retirement plans	5.2 Talent Attraction and Retention	138	
GRI 202: Market Position 2016	202-1	Ratio of standard entry-level wage by gender compared to local minimum wage	5.2 Talent Attraction and Retention	138	
GRI 203: Indirect Economic Impacts 2016	203-1	Development and impact of infrastructure investments and support services	3.2 Inclusive Finance 3.4 FinTech and Innovation 6 Seeking Common Good	88 99 149	
	203-2	Significant indirect economic impacts	3.2 Inclusive Finance 6 Seeking Common Good	88 149	
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	2.5.2 Supply Chain Management	59	
GRI 205: Anti-corruption 2016	205-2	Communication and training on anti-corruption policies and procedures	2.5.2 Supply Chain Management 4.2.1 Integrity in Operations Policy and Implementation	59 111	
	205-3	Confirmed corruption incidents and actions taken	4.2.1 Integrity in Operations Policy and Implementation	111	
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions involving anti-competitive behavior, anti-trust, and monopoly practices	4.2.1 Integrity in Operations Policy and Implementation	111	
GRI 207: Tax 2019	207-1	Tax policy	4.7 Tax Governance	127	
	207-2	Tax governance, control, and risk management	4.7 Tax Governance	127	
	207-3	Stakeholder engagement and management on tax-related issues	4.7 Tax Governance	127	
	207-4	Country Report	4.7 Tax Governance	127	

GRI 300: Environmental Series 2016

Series	Disclosure	Description	Corresponding Chapter	Page Number	Omission/Notes
GRI 302: Energy 2016	302-1	Energy consumption within the organization	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
	302-3	Energy intensity	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
GRI 303: Water 2018	303-1	Interactions and impacts on shared water resources	2.5 Sustainable Operating Environment	56	
	303-3	Water withdrawal	2.5 Sustainable Operating Environment	56	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) greenhouse gas emissions	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
	305-2	Energy Indirect (Scope 2) Greenhouse Gas Emissions	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
	305-3	Other Indirect (Scope 3) Greenhouse Gas Emissions	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
	305-4	Greenhouse gas emission intensity	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
GRI 306 Wastewater and Waste 2020	306-3	Generation of waste	2.5 Sustainable Operating Environment Appendix 14 - Operational Environmental Management Indicators	56 179	
GRI 308: Supplier Environmental Assessment 2016	308-1	Adopting environmental standards for selecting new suppliers	2.5.2 Supply Chain Management	59	

GRI 400: Social Series

Series	Disclosure	Description	Corresponding Chapter	Page Number	Omission/Notes
GRI 401: Employment-related 2016	401-1	New employees and employee turnover	Appendix 15 - Human Resources Management Indicators	180	
	401-2	Benefits provided to full-time employees (excluding temporary or part-time employees)	5.2 Talent Attraction and Retention	138	
	401-3	Parental leave	Appendix 15 - Human Resources Management Indicators	180	
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice period for operational changes	5.1 Talent Cultivation and Development	133	
GRI 403: Occupational Safety and Health 2018	403-1	Occupational Safety and Health Management System	5.3 Healthy and Safe friendly workplace	145	
	403-2	Hazard Identification, Risk Assessment, and Incident Investigation	5.3 Healthy and Safe friendly workplace	145	
	403-3	Occupational Health Services	5.3 Healthy and Safe friendly workplace	145	
	403-4	Worker Participation, Consultation, and Communication on Occupational Safety and Health	5.3 Healthy and Safe friendly workplace	145	
	403-5	Training on occupational safety and health for workers	5.3 Healthy and Safe friendly workplace	145	
	403-6	Promotion of worker health	5.3 Healthy and Safe friendly workplace	145	
	403-7	Prevention and mitigation of direct work-related occupational safety and health impacts	2.5.2 Supply Chain Management 5.3 Healthy and Safe friendly workplace	59 145	
	403-8	Workers covered by the occupational safety and health management system	5.3 Healthy and Safe friendly workplace	145	

Series	Disclosure	Description	Corresponding Chapter	Page Number	Omission/Notes
GRI 404: Training and Education 2016	404-1	Average hours of training per employee per year	<u>5.1 Talent Cultivation and Development</u> <u>Appendix 15 - Human Resources Management Indicators</u>	<u>133</u> <u>180</u>	
	404-2	Enhancing employee competency and transitional	<u>5.1 Talent Cultivation and Development</u> <u>5.2 Talent Attraction and Retention</u>	<u>133</u> <u>138</u>	
	404-3	assistance programs	<u>5.2 Talent Attraction and Retention</u>	<u>138</u>	
GRI 405: Employee diversity and equal opportunity 2016	405-1	Percentage of employees receiving regular performance and career development reviews	<u>4.1.2 Composition and Operation of the Board of Directors</u> <u>Appendix 15 - Human Resources Management Indicators</u>	<u>107</u> <u>180</u>	
	405-2	Diversity of management units and employees	<u>5.2 Talent Attraction and Retention</u> <u>Appendix 15 - Human Resources Management Indicators</u>	<u>138</u> <u>180</u>	
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and improvement actions taken by the organization	<u>4.8 Human Rights Protection</u> <u>5.2 Talent Attraction and Retention</u>	<u>129</u> <u>138</u>	
GRI 408: Child Labor 2016	408-1	Significant risk of child labor in operations and suppliers	<u>2.5.2 Supply Chain Management</u> <u>4.8 Human Rights Protection</u>	<u>59</u> <u>129</u>	
GRI 409: Forced or Compulsory Labor 2016	409-1	Significant risk of forced and compulsory labor incidents in operations and suppliers	<u>2.5.2 Supply Chain Management</u> <u>4.8 Human Rights Protection</u>	<u>59</u> <u>129</u>	
GRI 411: Indigenous Rights 2016	411-1	Incidents involving infringement of indigenous rights	<u>4.8 Human Rights Protection</u>	<u>129</u>	
GRI 413: Local Community 2016	413-1	Operations with local community engagement, impact assessments, and development programs	<u>3.2 Inclusive Finance</u> <u>6 Seeking Common Good</u>	<u>88</u> <u>149</u>	
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers screened using social criteria	<u>2.5.2 Supply Chain Management</u>	<u>59</u>	
GRI 415: Public Policy 2016	415-1	Political contributions	<u>1.2 Business Performance</u>	<u>17</u>	
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	<u>3.3 Fair Customer Treatment and Customer Experience</u>	<u>95</u>	
	417-2	Incidents of non-compliance with regulations regarding product and service information and labeling	<u>3.3 Fair Customer Treatment and Customer Experience</u>	<u>95</u>	No such incidents
	417-3	Incidents of non-compliance with marketing regulations	<u>3.3 Fair Customer Treatment and Customer Experience</u>	<u>95</u>	No such incidents
GRI 418: Customer Privacy 2016	418-1	Complaints regarding breaches of customer privacy or loss of customer data	<u>4.6.4 Personal Data Protection Management Measures</u>	<u>126</u>	
GRI 419: Social Compliance with Economic Regulations 2016	419-1	Violations of laws and regulations in social and economic domains	<u>4.2.1 Integrity in Operations Policy and Implementation</u>	<u>111</u>	
Customized Major Theme			Corresponding Chapter	Page Number	Omission/Notes
Climate Change Response	-	-	<u>2.3 Opportunity Identification and Management</u>	<u>44</u>	
			<u>2.4 Risk Identification and Management</u>	<u>47</u>	

Appendix 3 - Material Issues

A-1 Difference between material issues in 2024 and 2023

Material Issues(Ranked)	Annual Differences	Adjustment Explanation
Financial Technology and AI Applications	Name adjustment	Considering technological advancements, the topic ' Financial technology and innovation' has been revised to 'Financial Technology and AI Applications.'
Responsible Finance	Name adjustment	Considering the broader scope of information covered, 'Green Finance' has been revised to 'Responsible Finance.'
Diverse, Inclusive, and Friendly Workplace	Name adjustment	Considering the broader scope of information, the topic 'Talent Attraction and Retention' has been adjusted to 'Diverse, Inclusive, and Friendly Workplace'.

A-2 Explanation of involvement in the value chain

Material Issues	Value Chain Impact Boundary and Involvement Explanation				
	Upstream			E.SUN	Downstream
	supplier	cooperative partner	government	FHC and subsidiaries	client
1 Financial Technology and AI Applications	Business Relations	Business Relations	Indirect	Direct	Direct
2 Risk Management	Business Relations	Indirect	Direct	Direct	Business Relations
3 Climate Change Response	Business Relations	Indirect	Direct	Direct	Business Relations
4 Talent Cultivation and Development	Business Relations	Indirect	Indirect	Direct	Indirect
5 Responsible Finance	Business Relations	Indirect	Indirect	Direct	Business Relations
6 Diverse, Inclusive, and Friendly Workplace	Business Relations	Indirect	Indirect	Direct	Indirect
7 Integrity Management			Direct	Direct	Direct
8 Customer Experience and Fair Treatment	Business Relations		Direct	Direct	Direct
9 Inclusive Finance	Business Relations	Business Relations	Indirect	Direct	Business Relations
10 Corporate Governance	Indirect	Indirect	Direct	Direct	Direct
11 Information Security and Personal Data Protection	Business Relations	Business Relations	Indirect	Direct	Direct
12 Legal Compliance			Direct	Direct	Direct

Appendix4 - Status of Commitments for Coalition of Movers and Shakers on Sustainable Finance

Commitment	Description	2024 Achievement Status of E.SUN																											
Green Procurement-1	Consistently selected as an outstanding private enterprise/ organization for promoting green procurement in the most recent year, as announced by the Ministry of Environment.	Selected for 14 consecutive years. In 2024, green procurement amounted to NT\$646 million, with total purchases amounting to NT\$6.6 billion, making green procurement account for 9.8% of the total. Key green procurement items include servers, storage devices, computer equipment, renewable energy, construction materials, and office supplies.																											
Green Procurement-2	By the end of 2025, promoting circular procurement into the green procurement items.	The circular procurement approach has been incorporated into our company's "Procurement Operation Guidelines" and was officially issued after approval by the General Manager on July 23, 2024. The main items covered under circular procurement include office supplies, electrical appliances, electromechanical equipment, air conditioning systems, surveillance equipment, and sanitary fixtures.																											
Data Disclosure-1	For statistical data or items related to environmental issues in 2024 ESG Report or the TCFD report, third-party verification or assurance should be obtained.	Please refer to Appendices 19 and 20, which include the 2024 greenhouse gas emissions from investment and financing activities, the application and declined cases of project financing under the Equator Principles, outstanding balances of sustainability-linked loans, green credit balances, number of sustainability deposit accounts and their balances, afforestation volume, energy consumption, waste volume, number of merchants with sustainability acquiring services, and greenhouse gas emissions.																											
Data Disclosure-2	By the end of 2025, publicly disclose the total carbon emissions and corresponding industry categories of major domestic high-carbon investment and financing positions, in accordance with the "Financial Sector Scope 3 Financial Carbon Emission Calculation Guidelines."	<table> <tr> <th>Year</th><th>Sectors</th><th>Carbon Emissions (Unit: tCO₂e)</th></tr> <tr> <td rowspan="10">2024</td><td>1.Manufacturing</td><td>1. 244,289 tons</td></tr> <tr> <td>2.Oil, gas, and petrochemical</td><td>2. 206,731 tons</td></tr> <tr> <td>3.Electronics</td><td>3. 159,142 tons</td></tr> <tr> <td>4.Other</td><td>4. 133,057 tons</td></tr> <tr> <td>5.Cement and glass</td><td>5. 111,850 tons</td></tr> <tr> <td>6.Power and utilities</td><td>6. 105,643 tons</td></tr> <tr> <td>7.Metal and mining</td><td>7. 79,701 tons</td></tr> <tr> <td>8.Transportation</td><td>8. 60,777 tons</td></tr> <tr> <td>9.Financial and sovereign</td><td>9. 52,607 tons</td></tr> <tr> <td>10.Wholesale and retail</td><td>10. 25,938 tons</td></tr> <tr> <td colspan="2"></td><td>Total: 1,179,735 tons</td></tr> </table>	Year	Sectors	Carbon Emissions (Unit: tCO ₂ e)	2024	1.Manufacturing	1. 244,289 tons	2.Oil, gas, and petrochemical	2. 206,731 tons	3.Electronics	3. 159,142 tons	4.Other	4. 133,057 tons	5.Cement and glass	5. 111,850 tons	6.Power and utilities	6. 105,643 tons	7.Metal and mining	7. 79,701 tons	8.Transportation	8. 60,777 tons	9.Financial and sovereign	9. 52,607 tons	10.Wholesale and retail	10. 25,938 tons			Total: 1,179,735 tons
Year	Sectors	Carbon Emissions (Unit: tCO ₂ e)																											
2024	1.Manufacturing	1. 244,289 tons																											
	2.Oil, gas, and petrochemical	2. 206,731 tons																											
	3.Electronics	3. 159,142 tons																											
	4.Other	4. 133,057 tons																											
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	9.Financial and sovereign	9. 52,607 tons																											
	10.Wholesale and retail	10. 25,938 tons																											
		Total: 1,179,735 tons																											
Data Disclosure-3	In accordance with the "Guidelines for Setting Carbon Reduction Targets and Strategic Planning in the Financial Sector," disclose the carbon reduction targets and strategies for Scope 1, 2, and 3 by the end of 2025.	E.SUN obtained verification from the Science Based Targets initiative (SBTi) in 2022 for its Scope 1, 2, and 3 carbon reduction targets. For detailed information on the carbon reduction targets and strategies, please refer to Chapter 2.6.2 .																											

Commitment	Description	2024 Achievement Status of E.SUN	
Investment, Financing and Engagement-1	By the end of 2025, more than half of the high carbon-emitting enterprises identified within major domestic investment and financing activities will be engaged in discussions. Efforts will be made to encourage these entities to set net-zero emissions targets by 2050.	Engagement Status in 2024	
		Unit: Number of entities; %	
		Number of high carbon-emitting enterprises (A)	171
		Number of selected engaged enterprises (B)	86
		Number of completed engaged enterprises by 2024 (C)	84
		Number of completed engaged enterprises by 2024 that have set carbon reduction targets for 2050 (D)	38
		Percentage of completed engagements (C/B)	97.67%
		Percentage of engaged companies that have set carbon reduction targets for 2050 (D/C)	45.24%
The main methods of engagement include convening ESG engagement meetings and exchanging correspondence with the invested or financed companies.			
Investment, Financing and Engagement-2	Investment and financing amounts allocated to supportive economic activities or industries involved in the National Development Council's 2050 Net-Zero Emissions Pathway's key strategic sectors should increase compared to the previous year and achieve the set targets.	Unit: (NTD) Million	
		Year	Goal
		2024	109,038
		2025	114,161
Investment, Financing and Engagement-3	By the end of 2025, for projects eligible under the Equator Principles project finance, identify their nature-related financial risks based on the guidance provided by the Taskforce on Nature-related Financial Disclosures (TNFD).	Year	Identification of nature-related financial risks for project finance targets
		2024	For more details, please refer to Ch.3.1.2 (p.73)
		Disclosed in 2024 TCFD Report	
Assistance and promotion-1	By the end of 2025, provide at least one sustainable application or analytical tool that is beneficial to the market or the general public.	Year	Description
		2024	1. Consumer Carbon Footprint Calculator. For detailed information, please refer to Ch.3.1.4 (p.83). 2. E.SUN Wallet Charity Donation Service. For detailed information, please refer to Ch.3.1.4 (p.83).
Assistance and promotion-2	By the end of 2025, host or participate in at least two panel discussions or knowledge-sharing seminars focused on the financial industry.	Year	Description
		2024	• Date: 6/7 • Seminar Topic and Content: Participated in the "ESG Evaluation and Sustainable Investment and Financing" seminar organized by the Accounting Research and Development Foundation, where E.SUN Financial Holding's Chief Sustainability Officer gave a panel discussion titled "Corporate Value and Risk Assessment under Green Finance." • Audience: Enterprises and experts from the financial sector, industry, and academia. • Attendance: A total of 489 participants attended both online and offline.
		2023	• Date: 8/2 • Seminar Topic and Content: Participated in the "Green and Sustainable Finance Talent Training Program" seminar organized by the Securities and Futures Market Development Foundation, where a senior executive from E.SUN shared insights on "Sustainable Investment and Financing Guidelines and Practical Case Studies in the Financial Industry." • Audience: Mid-to-senior level executives or representatives from government agencies, securities and futures-related organizations, securities, futures, and investment trust firms, as well as other relevant financial institutions. • Attendance: 36 participants.

Commitment	Description	2024 Achievement Status of E.SUN			
Assistance and promotion-3	By the end of 2025, conduct at least one employee awareness survey or assessment related to knowledge on net-zero transition and industry development trends.	2024	Year	Status	
			2024	Period: 2024/01/01-2024/12/31	
				Survey/Assessment	Target Audience
				Sustainable Finance Training and Employee Awareness Assessment	All employees of E.SUN Financial Holding and its subsidiaries
				Sustainable Finance Professional Certification Exam	Supervisors and staff of sustainability-related departments
				Midterm exam questions for new officers and assistant officers (including ESG-related questions)	New officers and new assistant officers
				Global Corporate banking Elite Program Test (Including Green Finance)	Colleagues in GCEP
				Total	9,703
				Based on the assessment results, the following actions will be taken: (1) Continuously provide sustainability education and training across all levels and job categories. (2) Arrange an annual 3-hour ESG course and conduct employee awareness assessments. (3) Incorporate ESG-related questions into the E.SUN Financial Knowledge Certification Exam. (4) Starting in 2025, continue offering sustainability course resources to all employees through the online learning platform.	
International Alignment	From January 1, 2024, to the end of 2025, be selected for (including continued selection) one international sustainability rating, or newly join one major international initiative, or collaborate with an international initiative organization on one advocacy activity.	2024	Year	Item	Reference
			2024	Be selected for international sustainability ratings	p.8
				Newly join major international initiatives	Ch.2 (p.39)
				Collaborate with international initiative organization on advocacy activities	p.10

Appendix 5 - Sustainability Ratio of Investment and Lending Activities in the Financial Industry

Purpose

To leverage the influence of the financial market and guide enterprises toward decarbonization and sustainable transition, the Financial Supervisory Commission (FSC) encourages financial institutions to proactively carry out investment and lending in the field of sustainable development, while maintaining sound risk management. This aims to foster a capital market that supports corporate decarbonization efforts. E.SUN FHC conducts investment and lending assessments with reference to the "Taiwan Sustainable Taxonomy 2.0", jointly announced in December 2024 (Year 113) by the FSC, Ministry of Environment, Ministry of Economic Affairs, Ministry of Transportation and Communications, Ministry of the Interior, and Ministry of Agriculture. The Company promotes disclosure by investees and borrowers, and calculates the sustainability ratio based on its applicable lending and investment activities.

Sustainability Ratio of Lending Activities

	Taxonomy-eligible Ratio	Taxonomy-aligned Ratio	Taxonomy-aligned/ Taxonomy-eligible Ratio
Corporate Finance	28.5%	10.2%	35.7%
Consumer Finance	89.0%	1.03%	1.15%

Sustainability Ratio of Investment Activities

Taxonomy-eligible Ratio (%)	Taxonomy-aligned Ratio (%)	Taxonomy-aligned/ Taxonomy-eligible Ratio (%)
2.1%	0.1%	4.7%

Appendix 6 - Sustainable Development Best Practice Principles for TWSE/GTSM Listed Companies

	Content	Corresponding Chapter	Page Number
Article 3	The Sustainability Report shall encompass assessments of risks related to environmental, social, and corporate governance aspects, and establish relevant performance indicators to manage the identified material issues.	1.4 Material Issues	21
Article 4-1	Climate-related information shall be disclosed in a dedicated section.	2 Towards Net-zero and Nature Positive	37
Appendix 1-3 of Article 4	Number of information leakage incidents, proportion of information leakage incidents related to personal data, and number of customers affected by information leakage incidents.	4.6 Information Security and Personal Information Protection Management	123
Appendix 1-3 of Article 4	Number of loans and outstanding loan balances dedicated to promoting the development of small enterprises and communities.	3.2.1 Enhancing Usability of Financial Services	89
Appendix 1-3 of Article 4	Number of participants receiving financial education provided to underserved and vulnerable groups lacking access to banking services.	3.3 Fair Customer Treatment and Customer Experience	95
Appendix 1-3 of Article 4	Products and services designed by each business operation to create environmental or social benefits.	3.1.2 Responsible Lending / 3.1.4 Personal Green Lifestyle	72/82




Appendix 7 - ISO26000 Index

Category	Corresponding Chapter	Page Number
Organizational Governance	1.3 Sustainable Governance / 4.1 Corporate Governance	18/106
Human rights	4.8 Human Rights Protection / 5 Our People	129/131
Labor Practices	4.8 Human Rights Protection / 5 Our People	129/131
Environment	2 Towards Net-zero and Nature Positive	37
Fair operating practices	Value Proposition / 4.2 Integrity in Operations	15/111
Consumer issues	3.3 Fair Customer Treatment and Customer Experience	95
Community involvement and development	5.1 Talent Cultivation and Development / 6 Seeking Common Good	133/149

Appendix 8 - UN Global Compact Index

Category	Issue	Corresponding Chapter	Page Number
Human Rights	Businesses should support and respect the protection of internationally proclaimed human rights	4.8 Human Rights Protection	129
	Make sure that we are not complicit in human rights abuses	2.5.2 Supply Chain Management	59
Labour	Uphold the freedom of association and the effective recognition of the right to collective bargaining		
	The elimination of all forms of forced and compulsory labour	4.8 Human Rights Protection	129
	The effective abolition of child labour		
	The elimination of discrimination in respect of employment and occupation	5.2 Talent Attraction and Retention	138
Environment	Should support a precautionary approach to environmental challenges	2 Towards Net-zero and Nature Positive	37
	Undertake initiatives to promote greater environmental responsibility		
	Encourage the development and diffusion of environmentally friendly technologies	3.1 Sustainable Finance	71
Anti-Corruption	Work against corruption in all its forms, including extortion and bribery	4.2 Integrity in Operations	111




Appendix 9 - SDGs Indicators

SDGs	Sub-target	Action
 4 Quality Education	4.3 Ensure equal and affordable access to education for both men and women (U)	(S) Established 190 E.SUN Libraries. (S) Caring for Students Project, helping 35,615 people in 3 years. (S) Rural Elementary School English Hand-in-Hand Program, with a total of 277 classes and benefiting over 4,200 rural students.
	4.5 Ensure access to education for vulnerable groups (U) 4.7 Ensure learners acquire knowledge and skills that promote sustainable development, including education for sustainable development, cultural diversity appreciation, etc. (U) 4.4 Enhance youth access to information and communication technology (ICT) skills (T)	(S) E.SUN Talent Cultivation Scholarship, awarded to a total of 321 students. (S) E.SUN Academic Award, awarded to a total of 83 professors. (S) Rural children's experiential activities such as two-courtyard self-contained field, theater arts experience, walking through E.SUN Library, digital reading exploration contest, etc., benefiting 3,206 people in 2024. (S) In cooperation with the Ministry of Education and Kaohsiung City Education Bureau, E.SUN has established the "'Anti-Drug Education Action Car.'" By 2024, more than 3,000 students will benefit from this program, with a cumulative total of over 11,000 students benefiting. (C) Premium credit card account for 29.39% of the total. (C) Cumulatively held 10 AI Talent Open Challenges, with a total of 7,200 teams participating.
 8 Sustainable Business and Economic Growth	8.2 Enhance economic productivity through diversification, technological upgrading, and innovation (U)	(S) The average salary of full-time employees in non-supervisory positions is 1.366 million NTD.
	8.3 Provide financial services to encourage the growth of micro, small, and medium-sized enterprises (U) 8.8 Promote safe working environments and protect labor rights, especially for female workers (U) 8.10 Provide convenient, diverse, and accessible financial services (U) 8.13 Encourage the development of renewable energy (T)	(S) Assisted 25,764 small and medium-sized enterprise customers in obtaining crucial operating funds. (C) The outstanding loan balance for small and medium-sized enterprises is 605.25 billion NTD. (C) Invested 540 million NTD in research and development, holding 210 related patents (80 inventions, 101 new types, and 29 designs). (C) E.SUN Bank's mobile banking, internet banking, and E.SUN Wallet serve 3.176 million active customers. (C) Digital transactions account for 72.9% of the overall ratio.
 3 Health and Wellbeing	3.8 Achieve universal health coverage (U)	(S) Collaborate with doctors to provide home medical services, serving a total of 4,068 vulnerable groups and residents in remote areas in 2024.
	3.c Increase health financing and support for health workforce in developing countries (U)	(S) Distribute E.SUN Nursing Talent Scholarships, supporting a total of 46 students. (S) Partner with Taiwan Blood Services Foundation to organize blood donation events, recruiting 7,018 volunteer blood donors and collecting 10,273 bags of blood. (S) Fixed dental treatment chairs have been installed in rural areas. In 2024, 36 physicians were stationed on-site, providing services to over 5,690 people. (S) 2,615 people completed health examinations, with total subsidies amounting to NT\$18,859,880 in 2024. (C) 66,300 medical professional credit cards in circulation.

Note 1: (U) United Nations; (T) National Goals

Note 2: (S) Social Goals; (C) Commercial Goals




Note 3: The calculations related to water consumption reduction and general waste reduction are all based on 2016 as the base year, carbon emission reduction based on 2020.

SDGs	Sub-target	Action
 13 Climate Actions	13.2 Integrating climate change mitigation measures into strategic planning (U) 13.3 Enhancing the capacity of institutions and employees to respond to climate change (U) 13.3.2 Promoting behavioral change among the public and implementing lowcarbon local actions (T)	(S) Wind power generation participation and capacity of 802MW, reducing 830 thousand tons of carbon emissions. (S) Solar power generation participation and capacity of 1,417MW, reducing 690 thousand tons of carbon emissions. (S) No longer providing financing for new coal-fired power plant projects, and not renewing contracts for existing projects after their term. (S) Reduce total amount of carbon emissions by 48.6%. (S) E.SUN Bank's co-branded cardholders ride YouBike approximately 4.37 million times in 2024. (C+S) 65 equator principle projects. (C) Green loans amount \$107.1 billion NTD, ESG industries \$290 billion NTD, and sustainable linked loans \$76.8 billion NTD.
 16 Peace and Justice Institutions	16.4 Reduce illicit financial flows and combat all forms of organized crime (U) 16.6 Establish effective, accountable, and transparent systems (U) 16.7 Ensure responsive, inclusive, participatory, and representative decision-making (U)	(S) Successfully assisted in thwarting 836 fraud cases, amounting to approximately NTD 652 million in 2024. (including foreign currency). (C) A total of 329 employees have obtained the internationally recognized Certified Anti-Money Laundering Specialist (CAMS) certification. (C) A total of 2,033 employees have obtained the 'Anti-Money Laundering and Counter-Terrorist Financing Specialist Examination' certification. (C) 17 employees have obtained the Certified Global Sanctions Specialist (CGSS) certification. (C) 16 employees have obtained the Certified Transaction Monitoring Analyst (CTMA) certification. (C) 1 employees have obtained the Certified Know Your Customer Associate (CKYCA) certification.
 12 Responsible Consumption and Production	12.5 Reduce waste generation, promote resource recovery and reuse (U) 12.6 Encourage companies to adopt sustainable practices and disclose sustainability information (U) 12.7 Promote green procurement (U)	(S) Waste reduction per unit of revenue decreased by 48.7%. (S) Water consumption per unit of revenue decreased by 34%. (C) Green procurement accumulated to 29 billion NTD, with 48 procurement items meeting recycling characteristics. (C) Over 7.47 million carbon Label credit cards issued.

Note 1: (U) United Nations; (T) National Goals

Note 2: (S) Social Goals; (C) Commercial Goals

Note 3: The calculations related to water consumption reduction and general waste reduction are all based on 2016 as the base year, carbon emission reduction based on 2020.

SDGs	Sub-target	Action
 <p>15 Terrestrial Biodiversity</p>	<p>15.2 Implement sustainable forest management (U)</p> <p>15.4 Ensure the conservation of mountain ecosystems (U)</p> <p>15.5 Protect and prevent the extinction of endangered species (U)</p>	<p>(S) Tree planting project has planted a total of approximately 100,000 native Taiwanese trees.</p> <p>(S) Donated a total of 12 million NTD to Taipei Zoo.</p> <p>(S) Since 2009, E.SUN has continuously sponsored the Yushan National Park trail for 16 years.</p> <p>(S) For 15 consecutive years, E.SUN has organized the 'Beautiful Taiwan Smile Yushan' environmental cleanup and beach cleaning event, with over 7,790 participants in 2024.</p> <p>(S) Collaborating with National Taiwan University to promote the restoration of 28 native species in Nantou that were previously considered extinct. Supporting the development of a native rice product line in indigenous villages.</p> <p>(C) A total of 39,900 Taiwan Black Bear co-branded cards and Imperial Sword cards have been circulated(a portion of the proceeds is donated to black bear conservation and tree planting projects).</p>
 <p>5 Gender Equality</p>	<p>5.1 Ending discrimination against women (U)</p> <p>5.4 Valuing the care and domestic work of women (U)</p> <p>5.5 Ensuring women have equal opportunities to participate in decision-making at all levels (U)</p>	<p>(S) Provides maternity leave (63 days), paternity leave (8 days), pregnancy checkup accompaniment and paternity leave (8 days), and child-rearing leave system (3 years) that are better than legal requirements.</p> <p>(S) The return-to-work rate after child-rearing is 89.58%.</p> <p>(C) 41.29% of managers are female.</p> <p>(C) The average annual remuneration for general employees, with women at 97% of men's salary.</p>
 <p>17 Global partners</p>	<p>17.3 Provides financial support to developing countries (U)</p> <p>17.3 Offers Taiwan scholarships to outstanding students from developing countries for studying in Taiwan (T)</p>	<p>(S) E.SUN has provided scholarships to outstanding students from Vietnam, the Philippines, and Indonesia, supporting a total of 46 students.</p> <p>(S) E.SUN has designed an all-English financial course to cultivate foreign students studying in Taiwan (including those from Vietnam, Indonesia, Malaysia, Thailand, Honduras, Palestine, and St. Lucia), with a total of 16 students trained since 2022.</p> <p>(C) E.SUN has provided housing loans totaling USD 269 million in the Philippines.</p>

Note 1: (U) United Nations; (T) National Goals

Note 2: (S) Social Goals; (C) Commercial Goals

Note 3: The calculations related to water consumption reduction and general waste reduction are all based on 2016 as the base year, carbon emission reduction based on 2020.

Appendix 10 -Activities to enhance stakeholders' understanding of the SDGs

SDGs	Activity Name	Number of Sessions Held	Stakeholders	Participation ^{Note}	Corresponding Chapter	Page Number
SDGs1: No Poverty	E.SUN Financial Education for Kids	5	Community	300 Students	3.2.3 Enhance Financial Literacy	93
SDGs3: Good Health and Well-being	Trust Themes and Advance Directives Seminars	1	Customers	30 Participants	3.1.5 Wealth Management	87
	Elderly Care Trust Seminars	7	Customers	194 Participants	3.1.5 Wealth Management	87
	Multi-Themed Health Lectures	15	Employees	1,445 Participants	5.3 Healthy and Safe Friendly Workplace	148
	Healthy Weight Loss Program	3	Employees	100 Participants	5.3 Healthy and Safe Friendly Workplace	148
	Employee Walking Activity	1	Employees	570 Participants	5.3 Healthy and Safe Friendly Workplace	148
	Yushan Climbing Activity and Cycling Around the Island Activity	2	Employees	63 Participants	5.3 Healthy and Safe Friendly Workplace	148
	Maternal Health Lectures	1	Employees	24 Participants	5.3 Healthy and Safe Friendly Workplace	148
	"Sending love to Cambodia- International Medical Charity Event"	1	Community	600 Patients	6.3 Social Participation	154
SDGs4: Quality Education	International Masters Forum – Net Positive Model	2	Community and Employees	2,250 Participants	1 Our Story	9
SDGs5: Gender Equality	Gender Mainstreaming Seminars	3	Employees	7,839 Participants	5.2 Talent Attraction and Retention	143
SDGs8: Decent Work and Economic Growth	Healthy Ageing Tech Show	1	Community	About 60,000 Participants	3.1.5 Wealth Management	87
	Online Store and Digital Services Guidance Conference	1	Customers	16 Participants	3.2.3 Enhance Financial Literacy	94
	Rural Revitalization Engagement Forum	1	Community	131 Participants	3.2.3 Enhance Financial Literacy	94
SDGs9: Industry, Innovation, and Infrastructure	E.SUN AI Open Challenge	1	Community	987 Participants	3.4 FinTech and Innovation	102
SDGs11: Sustainable Cities and Communities	Regional Revitalization Fair	1	Employees	450 Participants	3.1.4 Personal Green Lifestyle	84
	Market Activities Organized by the Agricultural and Food Agency	1	Community	About 10,000 Participants	3.2 Inclusive Finance	88
	Hualien Urban Regeneration Conference	1	Customers	53 Participants	3.2.3 Enhance Financial Literacy	93
SDGs12: Responsible Consumption and Production	Supplier Conference	1	Suppliers	46 Suppliers	2.5.2 Supply Chain Management	59
SDGs13: Climate Action	Climate Action Workshop	7	Employees	771 Participants	The course shows how COP meetings work.	-
SDGs14: Life Below Water	"Beautiful Taiwan, Smiling E.SUN" Environmental Cleanup Activity	18	Employees	7,790 Participants	2.7 Nature and Biodiversity Preservation	67
SDGs15: Life on Land	E.SUN-NTU ESG Centenary Project	1	Community	38 Participants	2.7 Nature and Biodiversity Preservation	67
	"Plant a tree, Plant a life E.SUN plant trees project"	2	Community	80 Participants	2.7 Nature and Biodiversity Preservation	67
	Polar Bear Environmental Education Project	13	Community	About 2,000 Participants	2.7 Nature and Biodiversity Preservation	66
	Taiwan New Year Bird Count	1	Community	11 Participants	2.7 Nature and Biodiversity Preservation	67
	Senior-Friendly Lectures	20	Customers	653 Participants	3.3 Fair Customer Treatment and Customer Experience	97
SDGs16: Peace, Justice, and Strong Institutions	Internal Fraud Training Sessions	240	Employees	About 8000 Participants	3.3 Fair Customer Treatment and Customer Experience	97
	"Fraud Prevention Vanguard: Youth Avoiding Pitfalls"	2	Community	142 Participants	3.3 Fair Customer Treatment and Customer Experience	97
	Campus Financial Safety Seminars	4	Community	580 Participants	3.3 Fair Customer Treatment and Customer Experience	97
	Fraud Prevention Theme Day at Professional Basketball Games	1	Community	About 3,000 Spectators	3.3 Fair Customer Treatment and Customer Experience	97
	Financial Fraud Prevention Seminars	4	Community	272 Participants	3.3 Fair Customer Treatment and Customer Experience	97
SDGs17: Partnerships for the Goals	E.SUN ESG Sustainable Advocacy Action'	1	Customers	160 Companies	Cover Story	11
	ESG Seminar Topic and Content	2	Government and Industry Peers	525 Participants	Appendix4 - Status of Commitments for Coalition of Movers and Shakers on Sustainable Finance	169

Note: Participation figures are calculated based on publicly available information from the organizer or internal statistical data.

Appendix 11 - TCFD Disclosure Recommendations

Recommended Disclosures		Chapters
Governance	Describe the board's oversight of climate-related risks and opportunities.	2.1 Climate & Nature Governance Structure / 2.4.4 Risk Management Procedure
	Describe management's role in assessing and managing climate-related risks and opportunities.	2.1 Climate & Nature Governance Structure / 2.4.4 Risk Management Procedure
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	2.2 Climate & Nature Risks and Opportunities / 2.3 Opportunity Identification and Management / 2.3.1 Opportunity Response Strategy / 2.4 Risk Identification and Management
	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	2.3.1 Opportunity Response Strategy / 2.3.2 Climate & Environment related Products and Services / 2.4.1 Risk Assessment
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2o C or lower scenario.	2.3.1 Opportunity Response Strategy / 2.4.3 Climate Scenario Analysis / 2.5.2 Supply Chain Management
Risk Management	Describe the organization's processes for identifying and assessing climate-related risks.	2.4.1 Risk Assessment / 2.4.4 Risk Management Procedure
	Describe the organization's processes for managing climate-related risks.	2.4.4 Risk Management Procedure / 2.4.5 Climate Sensitive Assets / 2.5.2 Supply Chain Management / 3.1.2 Responsible Lending / 3.1.3 Responsible Investment
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	2.4.4 Risk Management Procedure / 2.4.6 Differentiated Management / 3.1.2 Responsible Lending / 3.1.3 Responsible Investment
Metrics and Targets	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	2.3.1 Opportunity Response Strategy / 2.3.2 Climate & Environment related Products and Services / 2.4.5 Climate Sensitive Assets / 2.5.1 Self-Operation Management / 2.5.2 Supply Chain Management / 3.1.2 Responsible Lending / 3.1.3 Responsible Investment
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	2.6 Carbon Emissions Structure / 2.6.1 Financed Emissions Analysis / 2.6.2 Our Path to Net-Zero
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	2.3.1 Opportunity Response Strategy / 2.3.2 Climate & Environment related Products and Services / 2.5.1 Self-Operation Management / 2.6.2 Our Path to Net-Zero / 3.1.2 Responsible Lending / 3.1.3 Responsible Investment

Appendix 12 - Greenhouse Gas Emissions Summary Table

Greenhouse Gas Emissions (Scope 1, Scope 2, Scope 3):

Category	Item	2020	2021	2022	2023	2024
Scope 1	Carbon emission (ton)	2,399	1,857	1,844	2,161	2,403
	Target of carbon emission (ton)	-	2,298	2,197	2,097	1,996
Scope 2	Carbon emission Location-based (ton)	22,640	22,656	24,403	24,339	23,369
	Target of carbon emission Location-based (ton)	-	23,070	21,618	26,039	29,421
	Carbon emission Market-based (ton)	22,299	22,105	20,294	17,959	10,291
	Target of carbon emission Market-based (ton)	-	21,362	20,426	19,489	18,552
Scope 1+2	Total Carbon emission (ton)	24,698	23,962	22,139	20,120	12,694
	Per capita (ton/person)	2.6308	2.5669	2.4304	2.2073	1.3697
	Carbon emission per unit of revenue (ton/NT\$M)	0.4391	0.4139	0.4039	0.3017	0.1667
	Data coverage ratio	100%	100%	100%	100%	100%
Scope 3	1 Purchased Goods and Services	5,708	4,589	154	39	38
	2 Capital Goods	47,033	43,921	50,422	37,005	28,705
	3 Fuel-and-energy-related-activities (not included in Scope 1 or 2)	5,340	-	4,497	3,944	2,484
	The carbon emission target for fuel-and-energy-related-activities	-	5,116	4,891	4,667	4,443
	4 Upstream transportation and distribution	-	-	-	-	-
	5 Waste generated in operations	120	158	175	179	181
	6 Business travel	29	43	60	280	314
	7 Employee commuting	-	-	-	3,169	3,645
	8 Upstream leased assets	-	-	-	-	-
	9 Downstream transportation and distribution	-	-	-	0.18	0.21
	10 Processing of sold products	-	-	-	324	380
	11 Use of sold products	1,178	382	624	1,320	1,543
	12 End of life treatment of sold products	211	382	83	175	205
	13 Downstream leased assets	-	-	-	-	-
	14 Franchises	-	-	-	-	-
	15 Investments	4,710,269	3,672,612	4,945,550	5,355,042	5,508,602
	Other upstream	-	-	-	-	-
	Other downstream	-	-	-	-	-
	Total indirect GHG emissions (Scope 3)	4,769,887	3,722,087	5,001,565	5,401,478	5,546,097
	Total Carbon emission (ton)	4,794,585	3,746,049	5,023,703	5,421,598	5,558,791

Note: 1. E.SUN Bank set a science-based carbon reduction target through SBT in 2021, aiming to reduce carbon emissions by 4.2% annually based on the 2020 baseline. Therefore, the target for Scope 1 and Scope 2 emissions in 2024 is 20,548 tons.

2. Scope 1 emission mainly includes car fuel, diesel for power generator and natural gas; scope 2 emission mainly includes electricity; and scope 3 emission mainly includes employee travel, waste, product procurement emissions, capital commodity emissions, and product usage emissions.

3. Scope 1, Scope 2 and Scope 3 air travel includes all branches in Taiwan and overseas. Scope 3 waste and land travel inventory includes all branches in Taiwan.

4. The values for petroleum and diesel emissions are in accordance with the Greenhouse Gas Index Management Solution (version 6.0.4) published by the Environmental Protection Administration.

5. Electricity parameter is 0.494 kg CO₂e/kWh by Energy Bureau, MOEA 2024.

6. According to ISO 14064-1 Greenhouse gases Part 1: Specification with guidance, emission = activities*emission parameter*GWP.

7. The Global Warming Potential (GWP) of refrigerants to the IPCC 2024 Sixth Assessment Report.

8. The target setting method for location-based carbon emissions is based on the 2020 baseline, with a yearly reduction of 1% in emissions per unit of revenue.

9. The target setting method for market-based carbon emissions is based on the 2020 baseline, with a yearly reduction of 4.2% in total emissions.

10. Scope 3 includes newly added fuel and energy-related activities carbon reduction targets, with 2020 as the base year when emissions were 5,340 tons. The carbon emissions will be reduced by 4.2% annually to achieve a 42% reduction by 2030.

Appendix 13 - 2024 Financed Emissions Structure

Asset Class Distribution

Asset Class Distribution			Financed Emissions(tCO ₂ e)	Carbon Footprint (tCO ₂ e/NT\$1M)	WACI(tCO ₂ e/ NT\$1M)	Physical Emission Intensity ²	Physical Emission Intensity Units ²	Data Quality	Inventory Coverage
Investment	Stocks and Corporate Bonds ¹		495,295	1.18	4.00			3.17	50.68%
	Sovereign Bonds	Excluding LULUCF	1,174,097	6.60	6.60			1.00	
		Including LULUCF	1,064,381	5.99	5.99			1.00	
Crediting	Corporate Loans		3,149,685	3.22	5.19			3.79	92.70%
	Power Generation Project Finance		169,954	2.68		0.08	tCO ₂ e/Power Generated(MWh)	2.98	
	Commercial Real Estate Loans		143,237	1.61		0.10	tCO ₂ e/Floor Area(m ²)	4.00	
	Mortgages		376,334	0.36		0.03	tCO ₂ e/Floor Area(m ²)	4.00	
	Motor Vehicle Loans		0	0	0	0	tCO ₂ e/km	-	
Total	Excluding LULUCF		5,508,602	1.99	5.03			3.58	78.61%
	Including LULUCF		5,398,886	1.95	4.96			3.58	

Geographical Distribution

Geographical Distribution	Financed Emissions (tCO ₂ e)			Carbon Footprint (tCO ₂ e/NT\$1M)			WACI (tCO ₂ e/NT\$1M)		
	Bank	Securities	Venture Capital	Bank	Securities	Venture Capital	Bank	Securities	Venture Capital
Taiwan	2,740,701	2,376	3,405	1.40	1.24	0.97	2.15	3.27	3.23
N. America & Europe	924,708	848	-	2.50	1.13	0.00	2.18	1.33	1.07
Other Asia	288,739	-	4	3.76	-	0.98	4.49	-	1.96
Others	1,129,320	3	611	5.73	0.02	0.41	10.32	0.02	2.62
Hong Kong	415,379	-	-	2.78	-	-	3.32	-	-
China	2,508	-	-	0.70	-	-	1.09	-	-
Total	5,501,355	3,227	4,021	1.99	1.17	0.80	5.04	2.62	3.04

Note 1: Due to PCAF 2nd Edition not yet having set guidelines for calculating Scope 3 GHG for sustainable bonds, such as green bonds, sustainability bonds, and social bonds, the carbon emissions from these types of bonds have been excluded from the investments in stocks and corporate bonds. The excluded emissions amount to 31,727 tCO₂e. If the elements above are included, the overall inventory coverage will increase to 79.39%.

Note 2: Physical Emissions Intensity refers to the efficiency of total carbon emissions from specific activities within an industry per unit of output.

Industry Distribution

Industry Distribution	Financed Emissions (tCO ₂ e)			Carbon Footprint (tCO ₂ e/NT\$1M)			WACI (tCO ₂ e/NT\$1M)		
	Bank	Securities	Venture Capital	Bank	Securities	Venture Capital	Bank	Securities	Venture Capital
Manufacturing	938,269	197	2,015	4.69	0.54	1.06	5.04	3.55	3.51
Electricity and Utilities	432,290	-	-	5.00	-	-	51.71	-	-
Fossil Fuels and Chemical	467,725	16	46	8.40	1.65	0.80	13.43	6.42	1.70
Transportation	850,324	833	20	11.76	1.23	0.14	18.99	3.62	7.30
Electronics	313,929	1,181	1,405	2.53	1.71	1.77	3.47	3.16	4.34
Others	451,975	47	415	1.43	0.43	0.22	3.05	1.18	1.97
Cement and Glass	177,210	-	-	52.68	-	-	148.94	-	-
Metals and Mining	120,793	-	-	10.17	-	-	11.67	-	-
Wholesale and Retail Trade	123,204	141	119	0.62	0.55	0.91	0.35	1.13	1.78
Finance	76,006	10	1	0.16	0.02	0.01	0.50	0.07	0.65
Total	3,951,725	2,426	4,021	2.56	0.91	0.80	4.85	2.41	3.04

Appendix 14 - Operational Environmental Management Indicators

GRI: 302-1, 302-3, 305-1, 305-2, 305-3, 305-4, 306-3

Energy

Item	2021	2022	2023	2024
Total consumption (MWh)	50,669	53,309	52,705	50,827
Total consumption (GJ)	182,408	191,913	189,737	182,977
Total non-renewable energy consumption (MWh)	49,570	45,313	40,676	24,374
Total non-renewable energy consumption target (MWh)	48,899	46,755	44,611	42,468
Total renewable energy consumption (MWh)	1,099	7,996	12,029	26,453
Per capita (GJ/Person)	19.54	21.07	20.82	19.74
Per unit of revenue (KWh/NT\$ thousand)	0.88	0.97	0.79	0.67
Per unit of revenue (GJ/NT\$M)	3.15	3.50	2.84	2.40
Data coverage	100%	100%	100%	100%

Note: 1 GJ = 277.778 kWh

Waste

Item	2021	2022	2023	2024
Total waste generated (ton)	698	692	692	703
Total waste reused / recycled (ton)	210	203	174	180
Total waste disposed (ton)	488	489	518	523
Total waste disposed target (ton)	559	489	545	565
Waste (kg/person)	52.3	53.7	56.8	56.5
Waste per unit of revenue (kg/NT\$M)	8.43	8.93	7.77	6.87
Waste per unit of revenue target (kg/NT\$M)	9.66	8.92	8.17	7.42
Data coverage	100%	100%	100%	100%

Note: 1.E.SUN Bank's revenue general waste reduction target is based on the year 2016, aiming to reduce waste generation by 5.57% annually, with a total reduction of 78% by 2030. The revenue general waste in 2016 was 13.39 kg/NT\$M.
2.The data inventory and estimation ratio for waste by year are 95% and 5%, respectively.
3.General waste is disposed of through incineration.

Water

Item	2021	2022	2023	2024
Total water withdrawal (ton)	238,715	248,609	242,972	236,648
Total water withdrawal target (ton)	270,944	254,832	308,115	349,482
Total water withdrawal (megaliter)	239	249	243	237
Water discharge (ton)	214,844	223,748	218,675	212,983
Water consumption (ton)	23,872	24,861	24,297	23,665
Water consumption target (ton)	27,094	25,483	30,811	34,948
Per capita (ton/person)	25.57	27.29	26.66	25.53
Per unit of revenue (ton/NT\$M)	4.12	4.54	3.64	3.11
Per unit of revenue target (ton/NT\$M)	4.68	4.65	4.62	4.59
Data coverage	100%	100%	100%	100%

Note: 1.E.SUN Bank's revenue water consumption reduction target is based on the year 2020, aiming to reduce water consumption by 3% annually, with a total reduction of 30% by 2030. The revenue water consumption in 2020 was 4.71 ton/NT\$M.

2.The water consumption of E.SUN Bank is entirely sourced from third-party water suppliers defined by GRI, namely Taiwan Water Corporation and Taipei Water Department. It does not include water from surface water, groundwater, seawater, or recycled water sources.

Appendix 15 - Human Resources Management Indicators

GRI: 2-7, 2-8, 401-1, 401-3, 404-1, 405-1, 405-2

SASB: FN-AC-330a.1

A-1. Employeeworkers and Non-employeeworkers

Year	Employeeworkers	Non-employeeworkers
2022	9,109	694
2023	9,115	1,332
2024	9,268	1,231

Note: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment, excluding employees who take leave without pay.

3. Non-employee workers are those other than E-SUN's employees, including temporary workers and contractors' employees, providing services such as information, security, and cleaning.

A-2. Employee Gender Distribution

Year	Item	Male	Female	Total
2022	Number	4,007	5,102	9,109
	Proportion of all employees	43.99%	56.01%	100%
2023	Number	3,968	5,147	9,115
	Proportion of all employees	43.53%	56.47%	100%
2024	Number	3,986	5,282	9,268
	Proportion of all employees	43.01%	56.99%	100%

Note: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment, excluding employees who take leave without pay.

A-3. Employee Age Distribution

Year	Item	Under29	30-50	Over51	Total
2022	Number	2,995	5,592	522	9,109
	Proportion of all employees	32.88%	61.39%	5.73%	100%
2023	Number	2,869	5,667	579	9,115
	Proportion of all employees	31.48%	62.17%	6.35%	100%
2024	Number	2,936	5,678	654	9,268
	Proportion of all employees	31.68%	61.26%	7.06%	100%

Note: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment, excluding employees who take leave without pay.

A-4. Employee Educational Level Distribution

Year	Item	Master and above	Bachelor	Junior college	High school and under	Total
2022	Number	2,457	6,249	362	41	9,109
	Proportion of all employees	26.97%	68.60%	3.97%	0.45%	100%
2023	Number	2,539	6,189	348	39	9,115
	Proportion of all employees	27.86%	67.90%	3.82%	0.43%	100%
2024	Number	2,634	6,260	335	39	9,268
	Proportion of all employees	28.42%	67.54%	3.61%	0.42%	100%

Note: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment, excluding employees who take leave without pay.

A-5. Employee Position Distribution

Year	Item	Managerial employees	Non-managerial employees	Total
2022	Number	2,906	6,203	9,109
	Proportion of all employees	31.90%	68.10%	100%
2023	Number	2,951	6,164	9,115
	Proportion of all employees	32.38%	67.62%	100%
2024	Number	2,911	6,357	9,268
	Proportion of all employees	31.41%	68.59%	100%

Notes: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment, excluding employees who take leave without pay.

3. Managerial employees refer to those marked as managerial employees or above in our human resources system.

A-6. Employee National Distribution

Year	Item	Taiwan	Hong Kong	Macao	Vietnam	Cambodia	Thailand	Singapore	Myanmar	USA	China	Australia	Malaysia	Japan	South Korea	Czech Republic	French	Brunei	New Zealand	Total
2022	Number	8800	132	1	47	1	1	38	30	19	18	8	10	3	1	0	0	0	0	9109
	Proportion of all employees	96.61%	1.45%	0.01%	0.52%	0.01%	0.01%	0.42%	0.33%	0.21%	0.20%	0.09%	0.11%	0.03%	0.01%	0.00%	0.00%	0.00%	0.00%	100%
2023	Number	8761	139	1	55	0	2	44	30	21	24	6	22	6	1	1	1	1	0	9115
	Proportion of all employees	96.12%	1.52%	0.01%	0.60%	0.00%	0.02%	0.48%	0.33%	0.23%	0.26%	0.07%	0.24%	0.07%	0.01%	0.01%	0.01%	0.01%	0.00%	100%
2024	Number	8864	151	1	67	0	2	56	30	21	34	7	22	7	1	1	1	1	2	9268
	Proportion of all employees	95.64%	1.63%	0.01%	0.72%	0.00%	0.02%	0.60%	0.32%	0.23%	0.37%	0.08%	0.24%	0.08%	0.01%	0.01%	0.01%	0.01%	0.02%	100%

Notes: 1. The total number of employee includes employees work in overseas branches.

2. All employees are permanent and full-time employment.

3. The numbers are decided based on the employees' nationality.

A-7. Managerial Employees Nationality Distribution

Item	2021	2022	2023	2024
	Proportion of all managerial employees	Proportion of all managerial employees	Proportion of all managerial employees	Proportion of all managerial employees
Taiwan	97.98%	97.94%	97.49%	96.84%
Hong Kong	0.90%	0.89%	1.02%	1.13%
USA	0.29%	0.28%	0.27%	0.34%
Vietnam	0.22%	0.24%	0.27%	0.45%
Singapore	0.18%	0.24%	0.34%	0.55%
Australia	0.14%	0.14%	0.10%	0.14%
China	0.11%	0.10%	0.17%	0.21%
Myanmar	0.11%	0.10%	0.20%	0.17%
Japan	0.07%	0.07%	0.10%	0.10%
Malaysia	0.00%	0.00%	0.03%	0.07%
Total	100%	100%	100%	100%

Note: 1.The total number of employee includes employees work in oversea branches.
2.All employees are permanent and full-time employment.
3.The numbers are decided based on the employees' nationality.

B. Distribution in Regard to Minorities

Year	Item	People with disability	LGBTQI+	Indigenous People
2022	Number	43	1	37
	Proportion of all employees	0.47%	0.01%	0.41%
2023	Number	41	3	37
	Proportion of all employees	0.45%	0.03%	0.41%
2024	Number	40	3	37
	Proportion of all employees	0.43%	0.03%	0.40%

Note:1.The total number of employee includes employees work in oversea branches.
2.All employees are permanent and full-time employment, excluding employees who take leave without pay.
3.LGBTQI+ refers to homosexual, bisexual, transgender, queer, and intersex; the number in each column is calculated through dividing the total number of married people by the number of people in same-sex marriage.

C. Female Employee Position Distribution

Item	2021	2022	2023	2024
STEM-related positions	30.67%	31.49%	33.01%	32.66%
All management positions	39.39%	40.85%	41.48%	41.29%
Junior management positions	43.20%	45.03%	45.49%	45.48%
Top management positions	21.56%	22.08%	24.14%	25.08%
Management positions in revenue-generating functions	40.72%	41.20%	42.41%	41.30%

Note: 1.Junior management employees refer to those marked as managerial employees(managers and above are not included) in our human resources system.
2.Top management employees refer those marked as managerial employees(managers and above) in our human resources system.
3.Revenue-generating function employees refer to everyone taking the lower-managerial positions and above of each product line's sales business.
4.STEM-related positions employees refer to employees working in fintech-related departments.
5. E.SUN set specific goals by 2025: the share of women in total workforce is 55% and above, all management positions reaches 43%, junior management positions reaches 47%,Top management positions reaches 25%.

D-1. New Recruits Gender Distribution

Year	Item	Male	Female
2021	Number	339	377
	New Employee Ratio	8.16%	7.38%
2022	Number	377	585
	New Employee Ratio	9.41%	11.47%
2023	Number	400	582
	New Employee Ratio	10.08%	11.31%
2024	Number	388	624
	New Employee Ratio	9.73%	11.81%

Note: 1. The new employee ratio is [(the number of new employees in the year according to each category)/(the total number of employees at end of year according to each category)]*100%.
2. Average hiring cost per person:NTD\$31,978 in 2021, NTD\$26,389 in 2022,NTD\$17,727 in 2023, NTD\$19,088 in 2024.

D-2. New Recruits Age Distribution

Year	Item	Under 29	30-50	Over 51
2021	Number	646	70	0
	New Employee Ratio	19.63%	1.26%	0.00%
2022	Number	863	98	1
	New Employee Ratio	28.81%	1.75%	0.19%
2023	Number	861	118	3
	New Employee Ratio	30.01%	2.08%	0.52%
2024	Number	868	137	7
	New Employee Ratio	29.56%	2.41%	1.07%

Note: The new employee ratio is [(the number of new employees in the year according to each category)/(the total number of employees at end of year)]*100%.

D-3. New Recruits Position Distribution

Year	Item	Managerial employees	Non-managerial employees
2021	Number	17	699
	New Employee Ratio	0.61%	10.76%
2022	Number	32	930
	New Employee Ratio	1.10%	14.99%
2023	Number	41	941
	New Employee Ratio	1.39%	15.27%
2024	Number	36	976
	New Employee Ratio	1.24%	15.35%

Note: 1.The new employee ratio is [(the number of new employees in the year according to each category)/(the total number of employees at end of year.)*100%.
2.Managerial employees refer to those marked as managerial employees or above in our human resources system.

D-4. New Recruits National Distribution

Year	Item	Taiwan	Hong Kong	Singapore	USA	Vietnam	Myanmar	China	Malaysia	Australia	Japan	French	Cambodia	Czech Republic	Brunei	Thailand	Germany	New Zealand
2021	Number	647	35	12	5	5	5	4	2	1	0	0	0	0	0	0	0	0
	Proportion of all employees	7.20%	27.34%	36.36%	16.67%	13.16%	16.67%	26.67%	28.57%	12.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2022	Number	829	71	20	2	16	5	8	6	0	1	0	1	0	0	1	0	0
	Proportion of all employees	9.42%	53.79%	52.36%	10.53%	34.04%	16.67%	44.44%	60.00%	0.00%	33.33%	0.00%	100%	0.00%	0.00%	100%	0.00%	0.00%
2023	Number	883	33	14	5	12	2	13	13	0	3	1	0	1	1	1	0	0
	Proportion of all employees	10.08%	23.74%	31.82%	23.81%	21.82%	6.67%	54.17%	59.09%	0.00%	50.00%	100%	0.00%	100%	100%	50.00%	0.00%	0.00%
2024	Number	919	22	18	2	19	5	15	7	1	2	0	0	0	0	0	0	2
	Proportion of all employees	10.37%	14.57%	32.14%	9.52%	28.36%	16.67%	44.12%	31.82%	14.29%	28.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%

Notes: 1.The total number of employee includes employees work in oversea branches.
2. All employees are permanent and full-time employment.
3. The numbers are decided based on the employees' nationality.

E. Turnover Rate

Item	2021	2022	2023	2024
Turnover rate	8.67%	10.33%	10.61%	9.16%
Voluntary turnover rate	8.11%	9.28%	9.34%	8.20%
Data coverage (% of employee)	100%	100%	100%	100%

Note: 1.The turnover rate is calculated with all leaves due to voluntary termination, dismissal/severance, retirement, or death taken into consideration.
2.The voluntary turnover rate for 2024 was calculated by excluding 2 death, 44 dismissal/severance, and 43 retirement cases.

E-2. Turnover Rate Age Distribution

Year	Item	Under 29	30-50	Over 51
2021	Number	439	332	32
	Turnover rate	13.34%	5.99%	7.42%
2022	Number	499	404	38
	Turnover rate	16.66%	7.22%	7.28%
2023	Number	483	434	50
	Turnover rate	16.84%	7.66%	8.64%
2024	Number	408	392	49
	Turnover rate	13.90%	6.90%	7.49%

Note: The turnover rate is [(the number of total employees resigned in the year according to each category)/(the total number of employees at end of year according to each category)]*100%.

E-1. Turnover Rate Gender Distribution

Year	Item	Male	Female
2021	Number	370	433
	Turnover rate	8.91%	8.47%
2022	Number	450	491
	Turnover rate	11.23%	9.62%
2023	Number	431	536
	Turnover rate	11.65%	10.41%
2024	Number	361	488
	Turnover rate	9.06%	9.24%

Note: The turnover rate is [(the number of total employees resigned in the year according to each category)/(the total number of employees at end of year according to each category)]*100%.

E-3. Turnover Rate Position Distribution

Year	Item	Managerial employees	Non-managerial employees
2021	Number	128	675
	Turnover rate	4.63%	10.39%
2022	Number	176	765
	Turnover rate	6.06%	12.33%
2023	Number	150	817
	Turnover rate	5.08%	13.25%
2024	Number	127	722
	Turnover rate	4.36%	11.36%

Note: 1.The turnover rate is [(the number of total employees resigned in the year according to each category)/(the total number of employees at end of year according to each category)]*100%.
2. Managerial employees refer to those marked as managerial employees or above in our human resources system.

E-4. Turnover Rate Nationality Distribution

Year	Item	Taiwan	Hong Kong	Singapore	Myanmar	China	Malaysia	Vietnam	Japan	French	USA	Germany	Cambodia	Australia	Ukraine
2021	Number	748	20	10	10	7	2	2	1	1	1	1	0	0	0
	Turnover rate	8.33%	15.63%	30.30%	33.33%	46.67%	28.57%	5.26%	33.33%	100%	5.00%	100%	0.00%	0.00%	0.00%
2022	Number	859	51	12	4	6	2	3	1	0	3	0	0	0	0
	Turnover rate	9.76%	38.64%	31.58%	13.33%	33.33%	20.00%	6.38%	33.33%	0.00%	15.79%	0.00%	0.00%	0.00%	0.00%
2023	Number	913	23	8	2	9	1	5	0	0	3	0	1	2	0
	Turnover rate	10.42%	16.55%	18.18%	6.67%	37.50%	4.55%	9.09%	0.00%	0.00%	14.29%	0.00%	100%	33.33%	0.00%
2024	Number	810	11	5	3	5	7	6	1	0	0	0	0	0	1
	Turnover rate	9.14%	7.28%	8.93%	10.00%	14.71%	31.82%	8.96%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	100%

Note: 1.The total number of employee includes employees work in oversea branches.

2.All employees are permanent and full-time employment.

3.The numbers are decided based on the employees' nationality.

F. Managerial and Non-Managerial Employees Age/Gender Distribution

Item	Under 29	Percentage	30-50	Percentage	Over 51	Percentage	Total	Percentage
Managerial employees								
Male	0	0.00%	240	53.57%	208	46.43%	448	74.92%
Female	0	0.00%	91	60.67%	59	39.33%	150	25.08%
Total	0	0.00%	331	55.35%	267	44.65%	598	100%
Non-managerial employees								
Male	1,048	29.62%	2,313	65.38%	177	5.00%	3,538	40.81%
Female	1,888	36.79%	3,034	59.12%	210	4.09%	5,132	59.19%
Total	2,936	33.86%	5,347	61.67%	387	4.46%	8,670	100%

Note: Managerial employees refer to managers and above.

G. Statistics of Unpaid Parental Leaves And Reinstatements

Item	Male	Female	Total
(1) Number of employees that applied for parental leave in 2023	16	201	217
(2) Number of employees granted parental leave in 2023	373	544	917
(3) Number of employees whose parental leave ended in 2023 (A)	16	176	192
(4) Number of employees that returned from parental leave in 2023(B)	12	155	172
(5) Return rate (B/A)	75.00%	88.07%	89.58%
(6) Number of employees that returned from parental leave in 2022 (C)	13	139	152
(7) Number of employees that have been in service for a year after returning from parental leave in 2022(D)	9	123	132
(8) Retention rate (D/C)	69.23%	88.49%	86.84%

Note: 1. Employees not returning from parental leave did so due to personal reasons.

2. According to Article 16 of Act of Gender Equality in Employment and Article 36 of E.SUN Employee Handbook, employees who have been in service for 6 months may apply for unpaid parental leave before their children reach the age of three years old. All employees are qualified for parental leave.

3. The number of employees whose parental leave ended in 2023 exclude those who have left the company before 2024, and the proposal is to extend the number of employees on leave.

H. Occupational Sick Leave

Item	Number of employees that applied for occupational sick leave	Number of days that employees applied for occupational sick leave	Occupational sick leave rate	Number of employees that applied for sick leave	Number of days that employees applied for sick leave	Total working days	Absentee rate	Absentee rate Number of lost workday
Male	35	158.1	1.89	560	2,390.6	996,500	0.26%	8.5
Female	94	321.9	5.07	1,133	6,876.8	1,320,500	0.55%	17.4
Total	129	480.0	6.96	1,693	9,267.4	2,317,000	-	25.9

Note: 1. Total working hours = 18,536,000 (Total number of employees *Daily working hours *Total working days in a year).

2. Total working days = 2,317,000 (Total number of employees *Total working days in a year).

3. Lost workday is calculated based on GRI's 1-million-hour standard. Lost workday rate = Number of occupational sick leave *1,000,000 / Total working hours.

4. The total number of employees involved in incidence of occupational diseases and the number in death or disability incurred at work are both zero.

5. No overseas employee took any occupational sick leave.

6. Occupational sick leave rate = (Number of employees on occupational sick leave *1,000,000 / Total working hours)

7. Absentee rate in male employees = (Number of occupational sick leaves taken by male employees + sick leaves taken by male employees) / Total working days for male.

8. Absentee rate in female employees = (Number of occupational sick leaves taken by female employees + sick leaves taken by female employees) / Total working days for female.

I. Absentee Rate

Item	2021	2022	2023	2024
Absentee rate (%)	0.32	0.34	0.43	0.42
Data coverage (% of employee)	100%	100%	100%	100%

Note: 1. Absentee rate = (Number of days that employees applied for occupational sick leave + Number of employees that applied for sick leave) / Total working days. Excluding employees who take leave without pay and those who resign.

2. Target of Absentee rate for 2024 and 2025 is set at below 0.7%.

J. Employee Benefits More Favorable Than Statutory Requirements

Item	2022		2023		2024	
	Number of employees	Amount (NT\$)	Number of employees	Amount (NT\$)	Number of employees	Amount (NT\$)
Outstanding Children Award	148	\$1,571,800	173	\$1,549,000	186	\$1,509,000
Family care	7	-	9	-	10	-
Marriage subsidies	322	\$3,035,000	310	\$2,938,000	266	\$2,493,000
Birth subsidies	334	\$1,032,000	359	\$1,092,000	321	\$990,000
E.SUN Baby Development Fund	318 (328 children)	\$32,800,000	331 (338 children)	\$33,800,000	304 (312 children)	\$31,200,000
Education subsidies for employees' children	3,420	\$7,685,000	3,683	\$8,271,000	3,919	\$8,879,000
Medical subsidies for employees, their spouses and children	1,760	\$33,325,158	1,871	\$37,843,781	1,957	\$34,664,667

K. Human Rights Issue Control Plan and Execution Results

Stakeholder	Issue	Risk Identification Ratio	Total	Risk mitigation measures	Possibility of Impact	Total	Impact compensation measures	Implementation Ratio of Compensation Measures
Employee	Gender equality	3.98%	14.76%	<ol style="list-style-type: none"> Established the "Guidelines for the Establishment of Gender Equality Committee for E.SUN FHC and its Subsidiaries," the "Rules and Procedures for Sexual Harassment Prevention, Complaint and Punishment of E.SUN FHC and Its Subsidiaries," and the "Plans for Preventing Unlawful Infringement While Performing Duties at Work." Included SDG "gender equality" as a specific target. Included the promotion of gender equality and friendly workplace in mandatory training programs. Held seminars on gender equality and prevention of workplace harassment across the organization. Enhanced discussions on gender equality and bullying through case studies in each department's supervisory training courses. 	0.00%	0.24%	<ol style="list-style-type: none"> Set up sexual harassment complaint channels, including hotlines, fax, and gender equality and workplace bullying complaint mailboxes. The Sexual Harassment Complaints Review Committee upholds the principles of objectivity, fairness, and professionalism when conducting investigations, and imposes punishments as deemed appropriate based on the review results. Provided consulting services under the Employee Assistance Program (EAP) 	100%
	Forced labor and overtime	9.02%		<ol style="list-style-type: none"> Formulated leave and overtime related regulations according to the Labor Standards Act. Implemented a system of flexible working hours. Added reminder function to the attendance system. Promoted the "annual leave" program to encourage employees to plan more adequate vacations so as to enhance their physical and mental health and promote work-life balance. 	0.00%		<ol style="list-style-type: none"> Provided employees with adequate overtime pay. Where supervisors undergo personnel evaluation, their respective departments may not receive an excellent performance rating. 	
	Occupational safety	1.76%		<ol style="list-style-type: none"> Specialized occupational safety and health unit that employs dedicated nurses and safety personnel responsible for formulating and planning safety and health matters. Four major protective plans are implemented, and questionnaires are distributed to different groups. Based on the answers, doctors from NTUH analyze and conduct follow-up interviews, and the plan contents are incorporated into educational training courses. Included "Traffic safety promotion" as a mandatory course in the educational training program, and employees involved in accidents are required to receive traffic safety education training again. Monitored the operation environment of carbon dioxide and illumination twice a year. Provided bright lighting equipment, added reminder slogans, installed electronic surveillance equipment or provided 24-hour security in specific areas such as parking lots, entrances and exits. 	0.24%		<ol style="list-style-type: none"> Adopted internal occupational hazard reporting process and set up a dedicated unit to implement care and follow-up. Actively provided information on group insurance and labor insurance and assistance with applying for related subsidies. Hired health professionals to conduct reinstatement assessments and provide suitable work adjustments and arrangements. Provided consulting services under the Employee Assistance Program (EAP) 	
Supplier	Labor rights	3.22%	3.22%	<ol style="list-style-type: none"> Suppliers are required to sign the "Statement of Commitment to Human Rights and Environmental Sustainability" and regularly review the human rights and environmental sustainability clauses and penalty announcements. Used the "Corporate Social Responsibility Self-Assessment Form for Suppliers" to determine the risk of suppliers with respect to labor rights, occupational safety, and environmental protection, and irregularly visit suppliers according to the "Supplier Visit Questionnaire." Formulated the "E.SUN FHC Sustainable Procurement Policy" in accordance with the Sustainable Procurement Guidance (ISO 20400), taking into account the social, economic and environmental impacts caused by procurement practices, and requiring suppliers to jointly abide by international human rights policies. Conducted supplier evaluation meetings to manage and mitigate risks. 	3.00%	3.00%	<ol style="list-style-type: none"> Held supplier communication meetings to raise awareness of corporate social responsibility. Periodically visited suppliers of potential risk to review their improvement status. Adjusted the amount of materials purchased from suppliers or terminated contractual relations, depending on the sanction imposed on a supplier. 	
	Occupational safety	0.00%			0.00%			

Stakeholder	Issue	Risk Identification Ratio	Total	Risk mitigation measures	Possibility of Impact	Total	Impact compensation measures	Implementation Ratio of Compensation Measures
Customer	Service quality and customer rights	6.56%		<ol style="list-style-type: none"> 1. Established the "Total Quality Management Committee" and upgraded the "Fair Customer Treatment Task Force" to the "Fair Customer Treatment Promotion Committee" to oversee the planning of E.SUN's Fair Customer Treatment Principles. 2. The "Operating Guidelines for Compliance with Laws and Risk Assessment of New Products (Services)" ensures that E.SUN Bank's introduction of various products and services complies with laws and internal regulations, prudently managing potential risks associated with business activities. 3. The "Management Guidelines for Marketing Collateral in Advertising, Business Solicitation, and Sales Activities by Subsidiaries" ensured the appropriateness and legality of all marketing materials produced for promotional activities. 4. Included service quality and customer complaint management in annual performance evaluation of business units to raise the overall service awareness of various units. 5. E.SUN values customer feedback and regularly holds "VOC Proposal Meetings" to improve customer experience based on common customer feedback. 6. All employees participated in training on fair customer treatment, customer service, fraud prevention, and information security protection. 	0.00%		<ol style="list-style-type: none"> 1. Set up a fair customer treatment section on the official website to fully disclose the variety of complaint channels available to customers. 2. The "Consumer Dispute Resolution Principles" was approved by the board of directors, specifying dispute handling procedures, timeline, and follow-up methods. 3. Implemented the "Domestic Branch Consumer Dispute Handling Guidelines" to enhance frontline staff's awareness of preventing customer complaints and appropriately addressing customer feedback. 4. Analyze the root cause of customer complaints, discuss improvement plans and track improvements, and periodically summarize customer complaints for the Board of Directors. 5. Promoted fraud prevention through various channels such as its official website, mobile banking, social media platforms, and email. Strengthened transaction verification in common fraud scenarios to protect customer assets. 6. Monitored abnormal transactions and provided mobile push notifications through the E.SUN Mobile Banking APP. 	
	Personal information protection	1.92%	15.17%	<ol style="list-style-type: none"> 1. Established the "Personal Information Protection Task Force" responsible for establishing personal information protection regulations, which include management measures for collection, handling, and use of personal information, and also established the "E.SUN Financial Holding Co., Ltd. and Subsidiaries Principles on Gathering, Processing and Use of Personal Information." 2. Announced the "Statement on Customer Information Confidentiality," and "E.SUN Financial Holding Co., Ltd. and Subsidiaries Personal Information Management Policy," on the official website. 3. Established the E.SUN FHC Information Security Management Committee to supervise information security management and review material issues related to information security throughout the group. 4. The information security management system (ISMS) obtained ISO 27001 certification, and the credit card acquiring system obtained PCI DSS certification. 5. Established the "SOC Proactive Cybersecurity Monitoring Center" in 2021 and began to link cybersecurity defense equipment, automate threat intelligence, and cultivate SOC team members' incident response and investigation skills in 2022 to continuously optimize the SOC security monitoring center. This will enhance the efficiency of handling cybersecurity incidents and the ability to manage cybersecurity threats, achieving the goal of collaborative defense in financial cybersecurity monitoring. 6. Established a Data Loss Prevention (DLP) system to address potential data leakage channels such as email, internet browsing, and USB usage, effectively preventing unauthorized disclosure of personal information. 	0.00%	0.07%	<ol style="list-style-type: none"> 1. Established the "E.SUN Financial Holding Co. Ltd. And Subsidiaries emergency Response Rules for Personal Information Incidents." 2. Established an Emergency Response and Crisis Management Team to handle compensation measures when a major personal information infringement incident occurs. 3. Periodically organize education, training, and promotion, and conduct information system disaster backup drills. 4. Continued to purchase information security insurance 2024 to reduce losses and impact of business suspension. 	100%
	Responsible lending and investment	6.69%		<p>[Responsible Lending]</p> <ol style="list-style-type: none"> 1. Each loan application must be subject to ESG audits on the applicant and anti money laundering investigations. 2. Adopt the fourth edition of the Equator Principles (EP IV) framework to assess the climate change, human rights, and biodiversity risks associated with project financing, and strengthen environmental and social risk management abilities. <p>[Responsible investment]</p> <ol style="list-style-type: none"> 1. Adopt ESG indicators of domestic and overseas impartial institutions as investment review standards, and give priority to enterprises with low or medium ESG risks. 2. Establish "Guidelines for Managing Sustainable Investments in Negotiable Securities," establish management mechanisms for companies with high ESG risk, and avoid doing business with companies that direct impact the environment or society. For companies that may potentially impact the environment and society, we require due diligence and careful evaluation when they submit an investment application, and may only approve the application after determining there is no material negative impact on ESG and sustainability. 	0.07%		<p>[Responsible lending]</p> <ol style="list-style-type: none"> 1. Regarding credit extension targets on which severe penalties were imposed due to human right issues, direct/indirect credit check is conducted to understand the impact of the reported matter on corporate operations, and improvement is requested. 2. Credit extended to such targets is adjusted based on the degree of influence. In severe cases, these targets are asked to settle their debt in advance and are blacklisted. <p>[Responsible investment]</p> <ol style="list-style-type: none"> 1. In accordance with the "Guidelines for Managing Sustainable Investments in Negotiable Securities," if the invested company undergoes a significant change in its business policy and there is a possibility of significant proposals that violate governance, environmental, and social concerns, the investor should verify the issue with the company or interact with the management team to decide on an appropriate response. 2. Based on the "Sustainable Finance Policy" and "Guidelines for Managing Sustainable Investments in Negotiable Securities," the equity and fixed income investment positions of listed and OTC securities are regularly reviewed. If there is a violation of ESG risks that makes the investment position not compliant with relevant investment regulations and without a clear improvement plan, the investment position will gradually be reduced. 3. Investment cases with potential controversial issues are periodically reviewed. If significant abnormal issues are discovered, the investor will examine and interact with the invested company, carefully evaluate the investment position, and regularly monitor it. 	

Appendix 16 - Policy Influence

GRI: 2-28

Unit: NTD

A. Contributions & Other Spending

Items	2021	2022	2023	2024
Lobbying, interest representation or similar	\$0	\$0	\$6,459,466	\$8,583,352
Local, regional or national political campaigns / organizations / candidates	\$0	\$0	\$0	\$0
Trade associations or tax-exempt groups (e.g. think tanks)	\$16,876,343	\$18,663,138	\$14,430,000	\$19,680,714
Total	\$16,876,343	\$18,663,138	\$20,889,466	\$28,264,066

B. Lobbying and Trade Associations - Climate Alignment

Unit: NTD

Organization	Type	Climate Position	Climate-Related Activities	E.SUN's Expenditures for the Organization in 2024
The Bankers Association of the Republic of China	Trade Association	In line with the Paris Agreement	Established The "Bank Industry Practical Handbook on Financial Carbon Emissions of Investment and Financing Portfolio" for all banks in Taiwan to calculate their financial carbon emissions, serving as a critical foundation for the implementation of the Paris Agreement.	\$14,901,936
World Climate Foundation(WCF)	Lobbying Organization	In line with the Paris Agreement	Committed to expanding the private sector's voice, connecting with public actors in the global climate sphere, and promoting cross-sectoral partnerships to advance the implementation of the Paris Agreement, while integrating biodiversity into the dialogue.	\$4,337,500
Trust Association of R.O.C.	Trade Association	In line with the Paris Agreement	Encourage trust companies to prioritize environmentally friendly, low-energy consumption, and green building certified products. This includes utilizing recycled paper envelopes for sending transaction reports, statements, or trust contracts. Furthermore, promote electronic transactions and paperless billing to reduce negative environmental impact.	\$3,526,420
Tse-Xin Organic Agriculture Foundation (TOAF)	Lobbying Organization	In line with the Paris Agreement	Organize training, seminars, and promotion activities to raise awareness of organic farming techniques and sustainable agriculture among farmers and consumers. Provide funding for organic agriculture research and practice, participate in policy-making to promote organic farming, and advocate for government support and subsidies.	\$1,000,000
Partnership for Carbon Accounting Financials (PCAF)	Lobbying Organization	In line with the Paris Agreement	Recognizing the crucial role of financial institutions in global transition, PCAF has established a greenhouse gas accounting methodology applicable to any financial institution. Collaborating with banks and investors (pension funds, asset owners, and managers) worldwide, PCAF encourages investors to join the initiative and commit to assessing and disclosing greenhouse gas emissions associated with their investment portfolios.	\$985,625
Taiwan Institute for Sustainable Energy(TAISE)	Lobbying Organization	In line with the Paris Agreement	Organize forums and expert seminars to foster collaboration among industry, government, and academia. Leverage the association's influence to unite companies committed to climate action and carbon neutrality by 2050, promoting solutions to achieve Taiwan's net-zero transition.	\$899,200
The Insurance Agents Association of the Republic of China	Trade Association	In line with the Paris Agreement	Support insurance companies in following the "Insurance Industry Climate-Related Financial Disclosure Guidelines" to improve the quality and transparency of ESG information disclosure. This will drive the insurance industry to assess and address their risks and capabilities in relation to climate change.	\$580,950
The Equator Principles Association	Lobbying Organization	In line with the Paris Agreement	Continuously cultivate financial institutions to expand the positive impact of their capital on climate, people, and biodiversity. Provide tools and support to association members, require members to disclose quality, and strengthen the association's governance and accountability processes.	\$348,425
RE100	Lobbying Organization	In line with the Paris Agreement	Calling on businesses around the world to work together to protect the natural environment by adopting 100% renewable energy production, reducing carbon emissions and environmental pollution, and addressing issues such as future fuel shortages and climate change.	\$263,900
R.O.C. Bills Finance Association	Trade Association	In line with the Paris Agreement	Develop and implement a certification and issuance mechanism for green bonds, aiming to leverage the power of the market and financial resources for ESG development. Harnessing the financial sector's influence, we strive to drive sustainability and promote positive change in environmental and social practices.	\$250,000
Taiwan Securities Association	Trade Association	In line with the Paris Agreement	The establishment of a "Securities Firms ESG Sustainable Transformation Zone" to disclose the implementation of sustainable development by each member company of securities firms. The formulation of the "Securities Firms Climate Change Information Disclosure Guidelines" and the "Securities Firms Climate Change Scenario Analysis Guidelines" lay an important foundation for the Taiwan securities industry to practice the Paris Agreement.	\$215,408
Taiwan Wild Bird Federation	Lobbying Organization	In line with the Paris Agreement	Bringing together passionate individuals from around the world who care about the natural environment, we are dedicated to conserving Taiwan's environment and ecology through research and conservation of wild birds and their habitats, education, outreach, establishment and management of protected areas, publication of wild bird research reports, hosting international bird conferences, and other means.	\$200,000
Asia Securities Industry & Financial Markets Association(ASIFMA)	Lobbying Organization	In line with the Paris Agreement	Acting as a bridge between Asia's capital markets and regulatory bodies, its Sustainable Finance Committee comprises three working groups focusing on sustainable finance taxonomy, carbon markets, and natural risk consultation. It continuously advocates for globally consistent sustainable finance policies and standards, supports the development and scaling of sustainable finance in the Asia-Pacific region, enhances regional consistency and interoperability in climate risk management, and provides an Asian perspective to the rest of the world.	\$154,353
Global Views ESG Alliance	Lobbying Organization	In line with the Paris Agreement	Bringing together businesses from different industries as members, assisting in the matching of ESG consultants in various fields, organizing sustainable trend reading clubs, publishing sustainable special publications, organizing visits to benchmark enterprises, etc., to learn across industries, inspire new sustainable thinking and new solutions.	\$150,000
Taipei Computer Association	Trade Association	In line with the Paris Agreement	Organize influential technology exhibitions, such as the Smart City and Net-Zero City Expos, to promote digitalization and smart applications across Taiwanese society and industries, facilitate talent development and startup incubation, and maintain ongoing communication among member companies, the government, and society. Focus areas include cybersecurity and ethics, narrowing the urban-rural digital divide, and supporting Taiwan's development into a high-quality, sustainable tech-humanistic society.	\$126,000
CDP	Lobbying Organization	In line with the Paris Agreement	Advocate for companies to respond to CDP disclosure requests, promoting greater transparency in climate change, deforestation, and water security.	\$124,349
CommonWealth Sustainability CWS	Lobbying Organization	In line with the Paris Agreement	Addressing the current business needs and pain points of enterprises, the organization plays a bridge between industry and government by organizing sustainable empowerment workshops, annual member conferences, benchmark enterprise visits, and publishing corporate sustainability white papers. It creates a comprehensive platform for entrepreneurs to exchange, share, and learn together.	\$120,000
Securities Investment Trust & Consulting Association of the R.O.C.(SITCA)	Lobbying Organization	In line with the Paris Agreement	Assist the fund management industry in aligning with international standards. The association has formulated eight key sustainability transition strategies, including phased disclosure of carbon inventory information based on company size. Additionally, forums are held inviting domestic and international experts to analyze and share insights on sustainability topics, helping local asset managers grasp trends and opportunities in sustainable development and industry innovation.	\$80,000
Total				\$28,264,066

Appendix 17 - Sustainability Accounting Standards Board

Commercial Banks Standard 2023

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Code	Chapter	Page
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CB-230a.1	4.6 Information Security and Personal Information Protection Management	<u>125</u>
	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	4.6 Information Security and Personal Information Protection Management	<u>123</u>
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding that qualify for programmes designed to promote small business and community development	FN-CB-240a.1	3.2.1 Enhancing Usability of Financial Services	<u>89</u>
	(1) Number and (2) amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	FN-CB-240a.2	The information related to the Non-Performing Loan (NPL) ratios is disclosed in the appendix of the 2024 Annual Report. The NPL data which SASB requires for small enterprises is planned to be disclosed in the future.	-
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	No disclosure, this product is currently not available.	-
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	3.2.3 Enhance Financial Literacy	<u>94</u>
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	FN-CB-410a.2	3.1.2 Responsible Lending	<u>72</u>
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-CB-410b.1	2.6 Carbon Emissions Structure	<u>60</u>
	Gross exposure for each industry by asset class	FN-CB-410b.2	2.6.1 Financed Emissions Analysis	<u>61</u>
	Percentage of gross exposure included in the financed emissions calculation	FN-CB-410b.3	2.4.4 Risk Management Procedure 2.6 Carbon Emissions Structure	<u>54</u> <u>60</u>
	Description of the methodology used to calculate financed emissions	FN-CB-410b.4	2.6 Carbon Emissions Structure	<u>60</u>
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	4.2 Integrity in Operations	<u>112</u>
	Description of whistleblower policies and procedures	FN-CB-510a.2	4.2 Integrity in Operations	<u>112</u>
Systemic Risk Management	Capital adequacy policy and management	FN-CB-550a.2	Capital Adequacy Management is disclosed in the appendix of the 2024 Annual Report p. 116-117	-

Table 2. Activity Metrics

Metric	Code	Chapter	Page
(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	1.1 Vision "E.SUN Financial Eco System"	<u>14</u>
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate6	FN-CB-000.B	1.1 Vision "E.SUN Financial Eco System"	<u>14</u>

Consumer Finance Standard 2023

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Code	Chapter	Page
Customer Privacy	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	4.6 Information Security and Personal Information Protection Management	126
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2		125
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CF-230a.1	3.3 Fair Customer Treatment and Customer Experience	125
	Information Security Protection and Risk Identification Methods	FN-CF-230a.2		124
	Description of approach to identifying and addressing data security risks	FN-CF-230a.3		124
Selling Practices	Regulatory aggregated statistics of (1) number of customer complaints, (2) proportion of cases provided with negotiation, (3) proportion of customer disputes, and (4) proportion of cases subject to further investigation by regulatory authorities	FN-CF-270a.4		96

Table 2. Activity Metrics

Metric	Code	Chapter	Page
Number of Card In Force with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.A	3.1.4 Personal Green Lifestyle	82
Number of Active Cards with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.B		82

Investment Banking and Brokerage Standard 2023

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Code	Chapter	Page
Incorporation of Environmental, Social, and Governance Factors in Investment Banking & Brokerage Activities	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment banking and brokerage activities	FN-IB-410a.3	3.1.2 Responsible Lending	79

Asset Management and Custody Activities Sstandard 2023

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Code	Chapter	Page
Employee Diversity & Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) professionals, and (d) all other employees	FN-AC-330a.1	Appendix 14 - Operational Environmental Management Indicators	180 181
Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory	Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing and (3) screening	FN-AC-410a.1	3.1.4 Personal Green Lifestyle	80
	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment or wealth management processes and strategies	FN-AC-410a.2		79
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	FN-AC-510a.1	4.2 Integrity in Operations	112
	Description of whistleblower policies and procedures	FN-AC-510a.2		112

Table 2. Activity Metrics

Metric	Code	Chapter	Page
Total assets under management (AUM)	FN-AC-000.A	1.1 Vision "E.SUN Financial Eco System"	14
Total assets under custody and supervision	FN-AC-000.B		14

Mortgage Finance Standard 2023

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Code	Chapter	Page
Environmental Risk to Mortgaged Properties	(1) Number and (2) value of mortgage loans in 100-year flood zones	FN-MF-450a.1	2.4.3 Climate Scenario Analys	50
	(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and elinquency because of weather-related natural catastrophes, by geographical region	FN-MF-450a.2	2.4.3 Climate Scenario Analys	53
	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	FN-MF-450a.3	3.1.2 Responsible Lending	78

Appendix 18 - Independent Assurance Opinion Statement



INDEPENDENT ASSURANCE OPINION STATEMENT

2024 E. SUN FHC Sustainability Report

The British Standards Institution is independent to E. SUN Financial Holding Co., Ltd. (hereafter referred to as E. SUN FHC in this statement) and has no financial interest in the operation of E. SUN FHC other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of E. SUN FHC only for the purposes of assuring its statements relating to its sustainability report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by E. SUN FHC. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to E. SUN FHC only.

Scope

The scope of engagement agreed upon with E. SUN FHC includes the followings:

1. The assurance scope is consistent with the description of 2024 E. SUN FHC Sustainability Report.
2. The evaluation of the nature and extent of the E. SUN FHC's adherence to AA1000 AccountAbility Principles (2018) and the reliability of specified sustainability performance information in this report as conducted in accordance with type 2 of AA1000AS v3 sustainability assurance engagement.

This statement was prepared in English and translated into Chinese for reference only.

Opinion Statement

We conclude that the 2024 E. SUN FHC Sustainability Report provides a fair view of the E. SUN FHC sustainability programmes and performances during 2024. The sustainability report subject to assurance is materially correct without voluntary omissions based upon testing within the limitations of the scope of the assurance, the information and data provided by the E. SUN FHC and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are correctly represented. The sustainability performance information disclosed in the report demonstrate E. SUN FHC's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assessors in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that E. SUN FHC's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a top level review of issues raised by external parties that could be relevant to E. SUN FHC's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on E. SUN FHC's approach to stakeholder engagement. Moreover, we had sampled 2 external stakeholders to conduct interview.
- interview with 48 staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of materiality assessment process.
- review of key organizational developments.
- review of the extent and maturity of the relevant accounting systems for financial and non-financial reports.
- review of the findings of internal audits.
- the verification of performance data and claims made in the report through meeting with managers responsible for gathering data.
- review of the processes for gathering and ensuring the accuracy of data, followed data trails to initial aggregated source and checked sample data to greater depth during site visits.
- the consolidated financial data are based on audited financial data, we checked that this data was consistently reproduced.
- review of supporting evidence for claims made in the reports.

— an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000AP (2018).

Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness, and Impact of AA1000AP (2018) and sustainability performance information as well as GRI Standards is set out below:

Inclusivity

In this report, it reflects that E. SUN FHC has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the E. SUN FHC's inclusivity issues and has demonstrated sustainable conduct supported by top management and implemented in all levels among organization.

Materiality

The E. SUN FHC publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of E. SUN FHC and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the E. SUN FHC's management and performance. In our professional opinion the report covers the E. SUN FHC's materiality assessment process and material issues.

Responsiveness

E. SUN FHC has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for the E. SUN FHC is developed and continually provides the opportunity to further enhance E. SUN FHC's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the E. SUN FHC's responsiveness issues.

Impact

E. SUN FHC has identified and fairly represented impacts that were measured and disclosed in probably balanced and effective way. E. SUN FHC has established processes to monitor, measure, evaluate, and manage impacts that lead to more effective decision-making and results-based management within an organization. In our professional opinion the report covers the E. SUN FHC's impact issues.

Performance information

Based on our work described in this statement and with no conflict of interest with the E. SUN FHC in relation to providing the assurance of ESG performance information, which has been assured, specified sustainability performance information such as GRI Standards disclosures disclosed in this report, E. SUN FHC and BSI have agreed upon to include in the scope. In our view, the data and information contained within 2024 E. SUN FHC Sustainability Report are reliable.

GRI Sustainability Reporting Standards (GRI Standards)

E. SUN FHC provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, including the disclosures of applicable economic, environmental, and social information, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported, or omitted. In our professional opinion the self-declaration covers the E. SUN FHC's sustainability topics.

Assurance level

The high level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

Responsibility

This sustainability report is the responsibility of the E. SUN FHC's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence

The assurance team was composed of auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064, and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.



Statement No: SRA-TW-805238
2025-05-24





For and on behalf of:

Peter Pu, Managing Director BSI Taiwan

Taiwan Headquarters: 2nd Floor, No. 37, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
A Member of the BSI Group of Companies.

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Appendix 19 - Independent Auditors' Limited Assurance Report

<div><p>資誠</p></div> <div><p>Independent Limited Assurance Report</p><p>PWC24000811</p><p>To E.SUN Financial Holding Co., Ltd.</p><p>We have been engaged by E.SUN Financial Holding Co., Ltd. (the "Company") to perform assurance procedures in respect of the key performance indicators identified by the Company and reported in the 2024 Sustainability Report (hereinafter referred to as the "Identified Key Performance Indicators") and have issued a limited assurance report based on the result of our work performed.</p><p>Subject Matter Information and Applicable Criteria</p><p>The subject matter information is the Identified Key Performance Indicators of the Company. The Identified Key Performance Indicators and the respective applicable criteria are stated in the "Summary of Subject Matter Assured" on page 192-193 of the Sustainability Report. The scope of the aforementioned Identified Key Performance Indicators is set out in the "Scope of report" on page 3 of the Sustainability Report.</p><p>The respective applicable criteria referred to above are the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports and FAQ issued by TWISE Listed Companies and related laws and regulations, the latest edition of the GRI Sustainability Reporting Standards (the "GRI Standards") and the GRI Sector Disclosures published by the Global Reporting Initiative (the "GRI"), the Company's financed emissions calculation criteria, which are based on the Global GHG Accounting and Reporting Standard for the Financial Industry, published by the Partnership for Carbon Accounting Financials (the "PCAF"), and the other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported (hereinafter referred to as the "Applicable Criteria").</p><p>Management's Responsibility</p><p>The Management of the Company is responsible for the preparation of the Identified Key Performance Indicators disclosed in the Sustainability Report in accordance with the respective applicable criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Identified Key Performance Indicators that are free from material misstatement, whether due to fraud or error.</p><p>普華永道會計師事務所 PricewaterhouseCoopers, Taiwan 110208 臺北中山南路101號一樓333室27樓 27F, No. 333, Sec. 1, Keelung Rd., Xinyi Dist., Taipei 110208, Taiwan T: +886 (2) 2729 6666, F: +886 (2) 2729 6686, www.pwc.tw</p></div>	<div><p>資誠</p></div> <div><p>Inherent Limitations</p><p>Certain subject matter information assured involves non-financial data which is subject to more inherent limitations than financial data. Qualitative interpretations of the relevance, materiality and the accuracy of data are more dependent on individual assumptions and judgments.</p><p>The quantification of the Financed Emissions data (hereinafter referred to as the "Financed Emissions") underlying the Financed Emissions is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases, resulting in significant limitations in the availability and quality of GHG emissions data from third parties that the Company used. The absence of a commonly used generally accepted reporting framework and legislative requirements or regulation prescribing the preparation, disclosure and verification of the Company's financed emissions, the Financed Emissions needs to be read and understood together with the financed emissions calculation criteria designed by the Company.</p><p>Compliance of Independence and Quality Management Requirement</p><p>We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.</p><p>Our firm applies the Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.</p><p>Our Responsibility</p><p>Our responsibility is to express a limited assurance conclusion on the Identified Key Performance Indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" and the Standard on Assurance Engagements 3410, "Assurance Engagements on Greenhouse Gas Statements" of the Republic of China. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Key Performance Indicators are free from material misstatement.</p><p>Under the requirements of the aforementioned standards, our limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Key Performance Indicators, assessing the risks of material misstatement of</p></div>	<div><p>資誠</p></div> <div><p>the Identified Key Performance Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Key Performance Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.</p><p>The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods, and agreeing or reconciling with underlying records.</p><p>Given the circumstances of the engagement, in performing the procedures listed above, we:</p><p>1.1 Financed Emissions</p><ul style="list-style-type: none">Evaluated the suitability in the circumstances of the Company's use of the respective applicable criteria as the basis for preparing the Financed Emissions;Made inquiries of the persons responsible for the Financed Emissions to understand the processes and the information system, and the relevant internal controls relating to the preparation of the aforementioned information to identify the areas where there may be risks of material misstatement;Evaluated whether the Company's methods for developing estimates are appropriate and had been consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates to evaluate the Company's estimates;Reconciled the Financed Emissions data back to the underlying records on a sample basis to obtain evidence for limited assurance. However, our procedures did not include corroborating the accuracy and completeness of the underlying greenhouse gas emissions and financial data from third parties; andConsidered the presentation and Disclosure of the Financed Emissions and the quality score, including the categorization of data by asset class, but excluding the coverage rate of greenhouse gas emission data.<p>1.2 Other Subject Matter Information</p><ul style="list-style-type: none">Made inquiries of the persons responsible for the Identified Key Performance Indicators to</div>	<div><p>資誠</p></div> <div><p>obtain an understanding of the processes, information systems, and the relevant internal controls relating to the preparation of the aforementioned information to identify the areas where there may be risks of material misstatement; and</p><ul style="list-style-type: none">Based on the above understanding and the areas identified, performed selective testing on the Identified Key Performance Indicators to obtain evidence for limited assurance.<p>The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Key Performance Indicators have been prepared, in all material respects, in accordance with the respective applicable criteria.</p><p>We also do not provide any assurance on the Sustainability Report as a whole or on the design or operating effectiveness of the relevant internal controls. Furthermore, our assurance does not extend to information marked with ✓ in Summary of Subject Matter Assured for the period ended December 31, 2023 or prior periods.</p><p>Limited Assurance Conclusion</p><p>Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Key Performance Indicators in the Sustainability Report are not prepared, in all material respects, in accordance with the applicable criteria.</p><p>Other Matter</p><p>The Management of the Company is responsible for maintaining the Company's website. We have no responsibility to re-perform any procedures regarding the Identified Key Performance Indicators after the date of our assurance report, even if the Identified Key Performance Indicators or the applicable criteria have been subsequently modified.</p><p>Chao, Yung-Chieh CHAO, YUNG-CHEIH For and on behalf of PricewaterhouseCoopers, Taiwan July 11, 2025</p></div>
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Summary of Subject Matter Assured

No.	Item	Page	Corresponding Chapter	Applicable Criteria	The rules*														
1	<p>Total financed emissions from stocks and corporate bonds investment portfolios in 2024 was 495,295 tCO₂e and the data quality score was 3.17.</p> <p>Total financed emissions from sovereign bonds investment (excluding LULUCF) portfolios in 2024 was 1,174,097 tCO₂e and the data quality score was 1.00.</p> <p>Total financed emissions from sovereign bonds investment (including LULUCF) portfolios in 2024 was 1,064,381 tCO₂e and the data quality score was 1.00.</p> <p>Total financed emissions from corporate loans portfolios in 2024 was 3,149,685 tCO₂e and the data quality score was 3.79.</p> <p>Total financed emissions from power generation project finance in 2024 was 169,954 tCO₂e and the data quality score was 2.98.</p> <p>Total financed emissions from commercial real estate loans in 2024 was 143,237 tCO₂e and the data quality score was 4.00.</p> <p>Total financed emissions from mortgages in 2024 was 376,334 tCO₂e and the data quality score was 4.00.</p>	178	Appendix 13 - 2024 Financed Emissions Structure	<p>E.SUN FHC and its subsidiaries (the "E.SUN") referred to PCAF to design its financed emissions calculation criteria and to compile and disclose financed emissions and data quality scores by asset class.</p> <p>Total financed emissions for investment and financing assets: The Scope 1 and Scope 2 carbon emissions in metric tons of CO₂ equivalent (tCO₂e) related to the investment and financing assets held by E.SUN. E.SUN strives to use the "latest obtainable Scope 1 and Scope 2 emissions or estimated data":</p> <p>1.The sources for the most recent obtainable Scope 1 and Scope 2 emissions data include emissions figures directly acquired by E.SUN from investment companies, or obtained from the US EPA, Bloomberg, external consulting agencies, official websites of state-owned enterprises, government-announced national carbon emissions, or third-party public statistical data.</p> <p>2.Estimated data is based on the methodology recommended by PCAF, including emissions data estimated from electricity consumption per unit area of floor (EUI) by building type, physical and economic activities, or industry-specific emissions factors from analysis of Bloomberg' s emissions by industry; and attribute factors calculated from financial data of the closest financial year or book value.</p> <p>The scope of financed emissions for investment assets: stocks, corporate bonds, and sovereign bonds held by E.Sun Bank, E.Sun Securities, and E.Sun Venture Capital Company as of December 31, 2024. The assets fall into three accounting accounts: Financial Assets at Fair Value Through Profit or Loss (FVTPL), Financial Assets at Fair Value Through Other Comprehensive Income (FVTOCI), and Financial Assets at Amortized Cost (AC)</p> <p>The scope of financed emissions for credits: As of December 31, 2024, electricity generation project finance, commercial real estate mortgage, and corporate loans provided by E.SUN Bank and its overseas branches.</p> <p>Referred to PCAF data quality score hierarchy to calculate the weighted average data quality score of financed emissions of finance assets:</p> <table><tr><th>Assets class</th><th>Data quality score referred to PCAF</th></tr><tr><td>Stocks and bonds</td><td>Table 5-3 (the data quality score table for listed equity and corporate bonds) and Table 5-7(the data quality score table for business loans and unlisted equity)</td></tr><tr><td>Sovereign bonds</td><td>Table 5-26 (the data quality score table for Sovereign Debt)</td></tr><tr><td>Corporate loans</td><td>Table 5-7 (the data quality score table for business loans and unlisted equity)</td></tr><tr><td>Power generation project finance</td><td>Table 5-10 (the data quality score table for project finance)</td></tr><tr><td>Commercial real estate loans</td><td>Table 5-14 (the data quality score table for CRE)</td></tr><tr><td>Mortgages</td><td>Table 5-15 (the data quality score table for mortgages)</td></tr></table>	Assets class	Data quality score referred to PCAF	Stocks and bonds	Table 5-3 (the data quality score table for listed equity and corporate bonds) and Table 5-7(the data quality score table for business loans and unlisted equity)	Sovereign bonds	Table 5-26 (the data quality score table for Sovereign Debt)	Corporate loans	Table 5-7 (the data quality score table for business loans and unlisted equity)	Power generation project finance	Table 5-10 (the data quality score table for project finance)	Commercial real estate loans	Table 5-14 (the data quality score table for CRE)	Mortgages	Table 5-15 (the data quality score table for mortgages)	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
Assets class	Data quality score referred to PCAF																		
Stocks and bonds	Table 5-3 (the data quality score table for listed equity and corporate bonds) and Table 5-7(the data quality score table for business loans and unlisted equity)																		
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Commercial real estate loans	Table 5-14 (the data quality score table for CRE)																		
Mortgages	Table 5-15 (the data quality score table for mortgages)																		
2	Table "B-Information Breach Incidents", total number of information breach incidents was 0 in 2024.	125	4.6.2 Information Security Management Measures	<p>Total number of information breach incidents of E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital in 2024.</p> <p>Note:</p> <p>The total number of information breach incidents that occurred in 2024 is defined as the total number of notifiable incidents, based on the definitions provided in the "Directions for Information Security Incident" of E.SUN FHC and its subsidiaries, and the "Regulations on the Notification and Response of Cyber Security Incident".</p> <p>Total number of notifiable information breach incidents of E.SUN Securities and E.SUN Investment Consulting that occurred in 2024 were calculated on the basis of the data breach definition in "Precautions for contingency operations for noticing information security incidents in the securities and futures market".</p>	Subparagraph 3 Item 1														
3	Table "B-Information Breach Incidents", percentage of information breach incidents related to personal data was 0% in 2024.	125	4.6.2 Information Security Management Measures	<p>The percentage of information breach incidents related to personal data of E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital in 2024.</p> <p>Note:</p> <p>Based on the definitions stipulated in the "Regulations on the Notification and Response of Cyber Security Incident", as well as the "Directions for Information Security Incident" and "Regulation for the Implementation of the Personal Data Infringement Emergency Response" of E.SUN FHC and its subsidiaries, the percentage of information breach incidents related to personal data caused by notifiable information breach incidents in 2024 was calculated.</p> <p>Numerator: The total number of information breach incidents related to personal data that occurred in 2024 was calculated based on the penalty cases announced by the competent authority in 2024.</p> <p>Denominator: The total number of information breach incidents that occurred in 2024 was calculated based on the number of cases announced by the competent authority.</p> <p>The total number of notifiable data breach incidents of E.SUN Securities and E.SUN Investment Consulting that occurred in 2024 were calculated on the basis of the information breach incidents definition in "Precautions for contingency operations for noticing information security incidents in the securities and futures market".</p>	Subparagraph 3 Item 1														
4	Table "B-Information breach Incidents", number of customers affected by information breaches was 0 in 2024	125	4.6.2 Information Security Management Measures	<p>Total number of customers affected by information breaches in E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital in 2024.</p> <p>Note:</p> <p>The total number of customers affected by information breaches in 2024 is defined as the total number of customers affected by notifiable information breaches, based on the definitions provided in the "Directions for Information Security Incident" of E.SUN FHC and its subsidiaries, and the "Regulations on the Notification and Response of Cyber Security Incident".</p> <p>The total number of customers affected by notifiable information breaches of E.SUN Securities, and E.SUN Investment Consulting that occurred in 2024 was counted according to the information breach incidents definition in "Precautions for contingency operations for noticing information security incidents in the securities and futures market".</p> <p>The number of customers is defined as the total number of unique account holders. If there are multiple accounts for one ID, only one account will be counted.</p>	Subparagraph 3 Item 1														
5	In 2024, the total number of small business loan customers is 18,407, with a combined loan balance of 124,348 million NT dollars.	89	3.2.1 Enhancing Usability of Financial Services	<p>The number and amount of small business loans of E.SUN Bank at the end of 2024.</p> <p>Note:</p> <p>Small businesses are defined in "Directions for loan business to small business" by E.SUN Bank.</p> <p>The number and value of accounts exclude customers of overseas branches and subsidiaries. The number of accounts is calculated based on the total number of unique customers and unique customers are defined as accounts with the same ID number.</p> <p>The number of loans includes loans with zero balance at the end of 2024.</p> <p>The purposes of loans for small businesses include revolving credit loans and procurement of manufacturing facilities.</p>	Subparagraph 3 Item 2														
6	In 2024, Senior-Friendly Lectures were held 20 times (totaling 657 participants).	91	3.2.2 Expanding Financial Accessibility	E.SUN Senior-Friendly Lectures are hosted by various branches of E.SUN Bank. In 2024, the number of participants was cross-checked by comparing the total number of people in the list of participants from twenty lectures with the participant numbers presented in the sustainability report.	Subparagraph 3 Item 3														
7	In 2024, a total of 14 financing project cases were signed following the Equator Principles; 3 cases were declined.	73	3.1.2 Responsible Lending	In 2024, the total number of financing project cases approved and declined by E.SUN Bank to which the Equator Principles apply according to "E.SUN Bank Project Financing for Equator Principles".	Subparagraph 3 Item 4														
8	As of the end of 2024, the balance of Sustainability Linked loans was NT\$76.8 billion.	76	3.1.2 Responsible Lending	<p>The total outstanding balance of sustainability linked loans approved by E.SUN Bank at the end of 2024.</p> <p>Note:</p> <p>Based on the "E.SUN Bank's Guidelines for Offering Corporate Banking Sustainability Linked Loans", the company applying for the sustainability-linked loans shall present a corporate sustainability report certified or verified by a third part at a designated point of time, ensuring company's commitment to reach specific sustainability-related performance indicators.</p>	Subparagraph 3 Item 4														

No.	Item	Page	Corresponding Chapter	Applicable Criteria	The rules*
9	As of the end of 2024, the balance of green credit totaled NT\$107.2 billion	75	3.1.2 Responsible Lending	The outstanding balance of green loans of E.SUN Bank at the end of 2024. Note: Based on the "E.SUN Bank's Guidelines for Offering Corporate Banking Green Loans", the company applying for the green loans shall present a green project investment report, ensuring the company's commitment to reach specific sustainability-related performance indicators.	Subparagraph 3 Item 4
10	In 2024, 18 companies participated in the "Sustainable Deposits" project, with a balance of NT\$2.406 billion.	84	3.1.4 Personal Green Lifestyle	The number of business participants and the total balance of "Sustainable Deposits" project conducted by E.SUN Bank in 2024. Note: Sustainable Deposits: In accordance with the "E.SUN Bank Sustainable Deposits Guidelines", the number of businesses participating in sustainable deposits and the balance of sustainable deposits handled by E.SUN Bank are designated for use in green and ESG sustainable credit and investment projects.	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
11	Table "Female/Male remuneration ratio in Taiwan in 2024", the female/male remuneration ratio of base salary and annual remuneration by position level in 2024.	141	5.2 Talent Attraction and Retention	The female/male remuneration ratio of E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital employees in Taiwan in 2024. The definition of objective: Number of employees include E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital employees in Taiwan but exclude workers and employees for overseas branches and employees leave without pay. The definition of position level: Management: Managerial employees and above in the human resource system. Middle management: Supervisor positions in the human resource system. General staff (Note): All other employees not included in the management or middle management level and exclude interns, business assistants and drivers. Base salary: In monthly salary details, the amount that should be paid each month less the overtime pay. Annual remuneration: Monthly base salary, year-end bonus, compensation of employees(estimated compensation- the salary in April next year + supervisory differential pay) and long-term incentive bonus. The annual compensation ratio of male to female refers to the ratio calculated based on the average annual compensation of men as 100 versus the equivalent level for female, for example, 100:98 (that is, 100 for men and 98 for women). Note: General staff does not include interns, business assistants and drivers, because the salary structure of interns, business assistants and drivers is different from other full-time employees.	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
12	Table "1 - Absentee Rate", the absentee rate and data coverage rate in 2024.	184	Appendix 15 - Human Resources Management Indicators	The absentee rate of E.SUN FHC, E.SUN Bank, E.SUN Securities, E.SUN Investment Consulting and E.SUN Venture Capital in 2024, and the respective data coverage rates. Note: · Absentee rate = (Number of days of occupational sickness Leave + sick leave) taken by employees / Total working days. · Total working days = Number of employees at the end of year * Total working days in 2024 announced by the Central Personnel Administration, Executive Yuan, less Labor Day holiday. · Number of employees include employees of overseas branches but exclude those of overseas subsidiaries. · The data coverage rate is based on the calculation that the number of employees of each subsidiary at the end of year divided by the number of employees of the group at the end of year. · The total number of employees includes employees working in oversea branches. · All employees are permanent and full-time employment, excluding employees who take leave without pay.	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
13	1.E.SUN collaborated with NTU in the "E.SUN-NTU ESG Centenary Project" and planted 15,925 saplings of native tree species in 2024. 2.E.SUN collaborated with the Ministry of Agriculture to promote the "Plant a tree, Plant a life" E.SUN plant trees project and planted 10,050 native tree saplings in 2024.	67	2.7.3 Habitat Conservation	Number of saplings planted in 2024 by projects donated by E.SUN Bank. The Projects are conducted by The Experimental Forest, College of Bio-Resources and Agriculture, National Taiwan University and the Yilan Branch, Forestry and Nature Conservation Agency.	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
14	In 2024, total non-renewable energy consumption was 24,374 MWh; total renewable energy consumption was 26,453 MWh.	179	Appendix 14 - Operational Environmental Management Indicators	Total energy consumption (in megawatt-hours, MWh) by E.SUN (including overseas branches and subsidiaries of E.SUN Bank) in 2024, including the use of fuel and purchased energy. Usage of non-renewable fuels within the organization in 2024, including natural gas, diesel, and gasoline; energy purchased and used in 2024, including purchased electricity. The data source for natural gas is the gas company bill. The data source for diesel is meter readings. The data source for gasoline is the annual gas fee of E.SUN Bank (including overseas branches and subsidiaries) and E.SUN Securities divided by the unit price. The data source for purchased electricity is the Taiwan Power Company bill and the electricity bill provided by renewable energy transfer units. The conversion of energy calorific values references the conversion units published by the International Bureau of Weights and Measures and the values announced in the "2022 Energy Statistics Handbook – Energy Product Unit Calorific Values Table" by the Bureau of Energy, Ministry of Economic Affairs. Calculations are based on the following values: gasoline at 7,800 kcal/L, natural gas at 6,635 kcal/L, and diesel at 8,400 kcal/L. The conversion units used are 4.1868 kJ/kcal and 0.277778 MWh/GJ.	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
15 ✓	In the "Waste" table, the total waste generated in 2024 was 703 tons, comprising 180 tons of waste reused/recycled and 523 tons of waste disposed.	179	Appendix 14 - Operational Environmental Management Indicators	Total waste generated and processed by E.SUN in 2024, including its overseas branches and subsidiaries of E.SUN Bank, comprises both reused/ recycled and general waste. Waste generated at Taiwan branches and subsidiaries is primarily based on weighing data. If weighing data is unavailable, estimates rely on the loading conditions of wheelie bins. If the loading condition data for the wheelie bins is also unavailable, estimates are extrapolated from waste and employee numbers at other Taiwan branches and subsidiaries. Waste generated at overseas branches and subsidiaries is extrapolated from the total waste at Taiwan branches and subsidiaries, considering the proportion of overseas employees to the total workforce (5%).	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
16	E.SUN FHC has the "Ethical Corporate Management Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct" to establish a sound corporate governance and risk management framework. In 2024, E.SUN FHC has implemented the internal operations in accordance with the aforementioned regulations. In 2024, E.SUN did not engage in any acts of corruption, bribery, conflicts of interest, money laundering, or insider trading, with a total of zero related legal lawsuits, penalties, or whistleblower cases; there were no cases of discrimination or harassment.	111, 112	4.2.1 Integrity in Operations Policy and Implementation	E.SUN FHC has the "Ethical Corporate Management Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct" relevant terms and compliance conditions, please refer to the contents of 4.2 Integrity in Operations in the Sustainability Report. According to E.SUN FHC "Procedure For Handling Whistleblowing Reports" and "E.SUN Financial Holding Co., Ltd. and Its Subsidiaries Compliance Evaluation Instructions" measures are in place to prevent unlawful activities and promote sound management within the E.SUN. These procedures verify whether any of the following has occurred: 1. Corruption and bribery incidents 2. Conflict of interest incidents 3. Money laundering or insider trading incidents 4. Litigations and enforcement actions 5. Customer privacy data breach 6. Harassment or discrimination incidents	The other criteria referred to or designed by the Company based on the Company's industry characteristics and sustainability performance information reported.
17 ✓	By the end of 2024, there were 200 sustainable acquiring merchants.	84	3.1.4 Personal Green Lifestyle	As of December 31, 2024, a total number of merchants have been approved by E.SUN FHC for sustainable acquiring services. Sustainable acquiring merchants include accommodations, tourist attractions, dining establishments, and social welfare organizations. These merchants are required to be officially recognized by the government for their environmental or social initiatives, including being recognized as Eco-friendly Restaurants by the Ministry of Environment, Eco-friendly Hotels by the Ministry of Environment, Green Attractions by the Ministry of Environment, Green Factories by the Industrial Development Administration of the Ministry of Economic Affairs, and fundraising groups by the Ministry of Health and Welfare. Note 1: Eco-friendly Restaurants, Eco-friendly Hotels, and Green Attractions originate from the green tourism introduction webpage of the Green Lifestyle website by the Ministry of Environment. Note 2: Green Factories originate from the Green Factory Label Information Network website by the Industrial Development Administration of the Ministry of Economic Affairs. Note 3: Fundraising groups originate from the Charity Donations Destined For Social Welfare Funds Management Information System website by the Ministry of Health and Welfare.	Subparagraph 3 Item 4

Note: Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies (hereinafter referred to as the "Rules") Article 4, Emphasized Disclosures and Summary of Subject Matter Assured.

Appendix 20 - Greenhouse Gas Verification Statement



Opinion TW25/00175GG

Greenhouse Gas Verification Opinion


The inventory of Greenhouse Gas emissions in year 2024 of
E.SUN Financial Holding Co., LTD.

No. 115 & 117, Sec. 3, Minsheng E. Rd., Songshan Dist.,
 Taipei City 105402, Taiwan

has been verified in accordance with ISO 14064-3:2019 as meeting the requirements of
ISO 14064-1:2018
 Opinion Type: Modified


Direct emissions
2,402.8730 tonnes of CO₂e
 Indirect emissions
60,864.1233 tonnes of CO₂e
 Direct emissions and indirect emissions
63,266.996 tonnes of CO₂e

Authorized by



Stephen Pao
 Business Assurance Director
 Date: 06 May 2025
 Version 1

TGP56B-15-1 2501
 SGS Taiwan Ltd.
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This Opinion is not valid without the full verification scope, objectives, criteria and findings available on the Opinion.

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Appendix 21 - Participation in Appraisal and Initiatives on Sustainable Development Themes

A. Participation Status in International Sustainability Initiatives (by Year of Joining)

Name of Initiatives		Participation Status
GRI	Global Reporting Initiative	Since 2011, we have prepared and published our first Corporate Responsibility Report based on the GRI framework.
SDGs	Sustainable Development Goals	Since 2015, we have disclosed our actions responding to the SDGs in Sustainability Report.
EP	Equator Principles	In 2015, we signed and committed, as required, to undertake large-scale project financing cases and publicly disclose the handling status.
TCFD	Task Force on Climate-related Financial Disclosures	In 2017, we signed and began disclosing relevant information according to the TCFD guidance in the Sustainability Report.
ICMA	International Capital Market Association	In 2017, we issued our first green bond in accordance with ICMA rules; subsequent bond issuances have all been green or sustainability bonds.
PRB	Principles for Responsible Banking	Since 2019, we have voluntarily complied with and incorporated the provisions of the Sustainable Development Practice Code.
PRI	Principles for Responsible Investment	Since 2019, we have voluntarily complied with and incorporated the provisions of the Sustainable Development Practice Code.
SASB	Sustainability Accounting Standards Board	In 2020, we joined the PRI and began disclosing related indicators according to the guidelines in the Sustainability Report.
SBTi	Science Based Targets initiative	In 2021, we committed to SBT and passed the target review in 2022.
PCAF	Partnership for Carbon Accounting Financials	In 2022, we joined PCAF and started disclosing financed carbon emissions according to its methodology.
RE100	Renewable Energy 100%	In 2022, we joined RE100 and pledged to use 100% renewable energy at all sites by 2040.
TNFD	Taskforce on Nature-related Financial Disclosures	In 2022, we signed TNFD and prepared a climate and nature report based on the framework; we become an Early Adopter in 2024.
PBAF	Partnership for Biodiversity Accounting Financials	In 2023, we joined PBAF and began participating in meetings.
ASIFMA	Asia Securities Industry & Financial Markets Association	In 2024, we joined ASIFMA and began participating in meetings.
ATFSG	Asia Transition Finance Study Group	In 2024, we joined ATFSG and began participating in meetings.
SSFA	Singapore Sustainable Finance Association	In 2024, we joined SSFA and began participating in meetings.

B. Participation Status in International Sustainability Ratings and Assessments

Name of Sustainability rating and assessment	2024 scoring
DJSI	Banking Industry: 89 points
S&P Global Sustainability Yearbook	Top 5%
MSCI ESG Rating	AAA
Sustainalytics	16.8 (Low Risk)
CDP	A-
FTSE4Good	Selected for Emerging Markets Index



心清如玉。義重如山。