

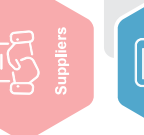


Stakeholder Communication



The Sustainable Development Committee identifies stakeholders and collects information on issues of concern to stakeholders in accordance with the "P-D-C-A" (plan-do-check-act) management model. To ensure the implementation of material topics and examine the attainment of targets, the Sustainable Development Committee regularly convenes meetings to discuss material economic, social, and environmental issues, track the progress of goal attainment and future direction of each unit, and summarizes related results and reports them to the Board of Directors each year.

Taiwan Secom established an ESG website to facilitate effective communication with stakeholders and disclosed its ESG spirit, philosophy, and performance on the official website to respond to stakeholders' issues of concern. The Company used Q&A, responses on the website, and the toll-free service line to maintain positive interactions. The communication channels and issues of concern for different types of stakeholders are as follows:

Category	Issues of Concern	Communication Channel	Stakeholder Communication Records	Contact Person
 Government	- Regulatory - Compliance - Corporate Governance - Risk Management - Communication with the competent authority	- Comply with supervision and inspections by competent authorities - Convene regular meetings of the External Property Management Committee - Regular participation in the organization and cooperation of professional trade associations	- The Company conducted 2 routine checks in accordance with the Private Security Service Act in 2023 - Responded to 24 questionnaires of competent authorities in 2023.	- Ms. Lin, Accounting Department linchung@secom.com.tw - Ms. Chen, Business Planning canykchen@secom.com.tw - Mr. Li, Operations Headquarters ab05550@secom.com.tw
 Employees	- Labor Relations - Employee rights and benefits - Occupational Safety and Health	- Intranets or internal email announcements. Announcements of the Employee Welfare Committee - Workplace "on-site health service" - Regular awareness campaigns and Data Protection Act - Regular training programs for employees in different stages and levels	- The employee assistance and care programs included the 2023 "on-site health service" for employees, providing them with four major programs regarding ergonomic design, overloading, workplace violence, and maternity health protection. - Training hours in 2023 totaled 50,964 hours.	Ms. Chen, Human Resources Department kay052@secom.com.tw
 Shareholders and investors	- Corporate Governance - Sustainable Development Strategy - Risk Management - Shareholder participation - Business performance	- Regular institutional investors' conference and visits - Investor service center for services and establishment of communication mechanisms - Annual shareholder meeting and annual shareholder awards - Regular risk assessments - Regular publication of business performance reports and financial statements and monthly operating revenue information	- Organized 6 institutional investors' conferences - Received 14 visits by domestic and foreign analysts and responded to more than 35 investor inquiries - Completed 41 material information disclosure documents - Held 3 shareholders' meeting	- Vice President Chang, Publicity Office 723@secom.com.tw - Ms. Chen, Business Planning Office yusan@secom.com.tw
 Customers	- Customer Service - Quality - Customer protection and communication - Information Security	- Monthly customer satisfaction surveys for new customers - Established the Customer Service Center to instantly respond to customer needs	- Taiwan Secom established a Customer Service Center, under categories, 26 codes for instructions and 1,572 sub-items for instructions to ensure zero loss of information and respond promptly to customers' complaints. - Received ISO 27001 certification - Completed 10 information security audits 364 burglaries prevented in 2023 236 customer commendations in 2023 46 missing identity children found in 2023	- Ms. Meng, Customer Service Department service@secom.com.tw - Ms. Chen, Sales Planning Office gina@secom.com.tw
 Suppliers	- Sustainable Development Strategy - Information transparency - Supplier Management - Information Security	- Invited suppliers to sign the Corporate Social Responsibility Commitment - Regular supplier communication meetings - Regularly organize lectures (or discussions) on supplier safety for labor service suppliers	Among suppliers that signed the Corporate Social Responsibility Commitment in 2023, 84% of new suppliers signed and 92% of existing suppliers signed.	Mr. Yu, Business Planning howardyu@secom.com.tw
 Community groups and members	- Community Involvement - Community Care - Corporate image	- Establish the "Community Care Center" for children from disadvantaged families - Set up a 24-hour protection center to provide full support services - Establish the "Health Care Club" to provide remote health care services - Support the development of art and cultural activities to improve the quality of life for people	- Number of telephone support calls: 634,388 - Number of care visits: 58,905 - Number of emergency rescue services: 525 - Number of health consultation and resource explanation: 10,321 - Number of recipients of resources exceeded 2,000	Ms. Fang, Taiwan Secom Cultural and Educational Foundation michang@secom.com.tw

Information Disclosure

Taiwan Secom is committed to maintaining investor relations and complies with relevant laws and regulations in setting up the Investors section. It also discloses related information through public channels to help investors understand the status of the Company's operations.

The Company has established sound mechanisms for handling and disclosing material insider information, and implements the "Procedures for Handling Material Inside Information" to prevent inappropriate leaks of information and insider trading and ensure the accuracy, openness, and transparency of information disclosure.