

Taiwan SECOM

2024 SUSTAINABILITY REPORT

# 2024 SUSTAINABILITY REPORT



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# Taiwan Secom

## 2024 Sustainability Report

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# 2024 Sustainability Performance



## Environment

### Environmental Protection

**2024 VS 2020**  
(Baseline Year)

Number of customers increased by

**105.4%** ↑

Number of dispatches decreased to

**95.3%** ↓

Reduced carbon emissions from service dispatches

**43** tons ↓

Amount invested in green purchasing in 2024

**NT\$48.05** million

Obtained awards from several counties and cities as a [Green Purchasing Excellence] enterprise

## Social

### Social Responsibility

**Taiwan Secom Social Welfare Foundation**

Elderly care visits  
A headcount of

**88,900** people

Successful emergency rescue  
A headcount of

**1,912** people

**Foundation Development Program**

Total amount invested  
**NT\$33,341,231**

Number of beneficiaries

**60,999** people

## Governance

### Corporate Governance

Operating revenue

**NT\$7.846** billion

The Group's consolidated revenue

**NT\$17.859** billion

Total market value of Taiwan Secom in 2024 was approximately

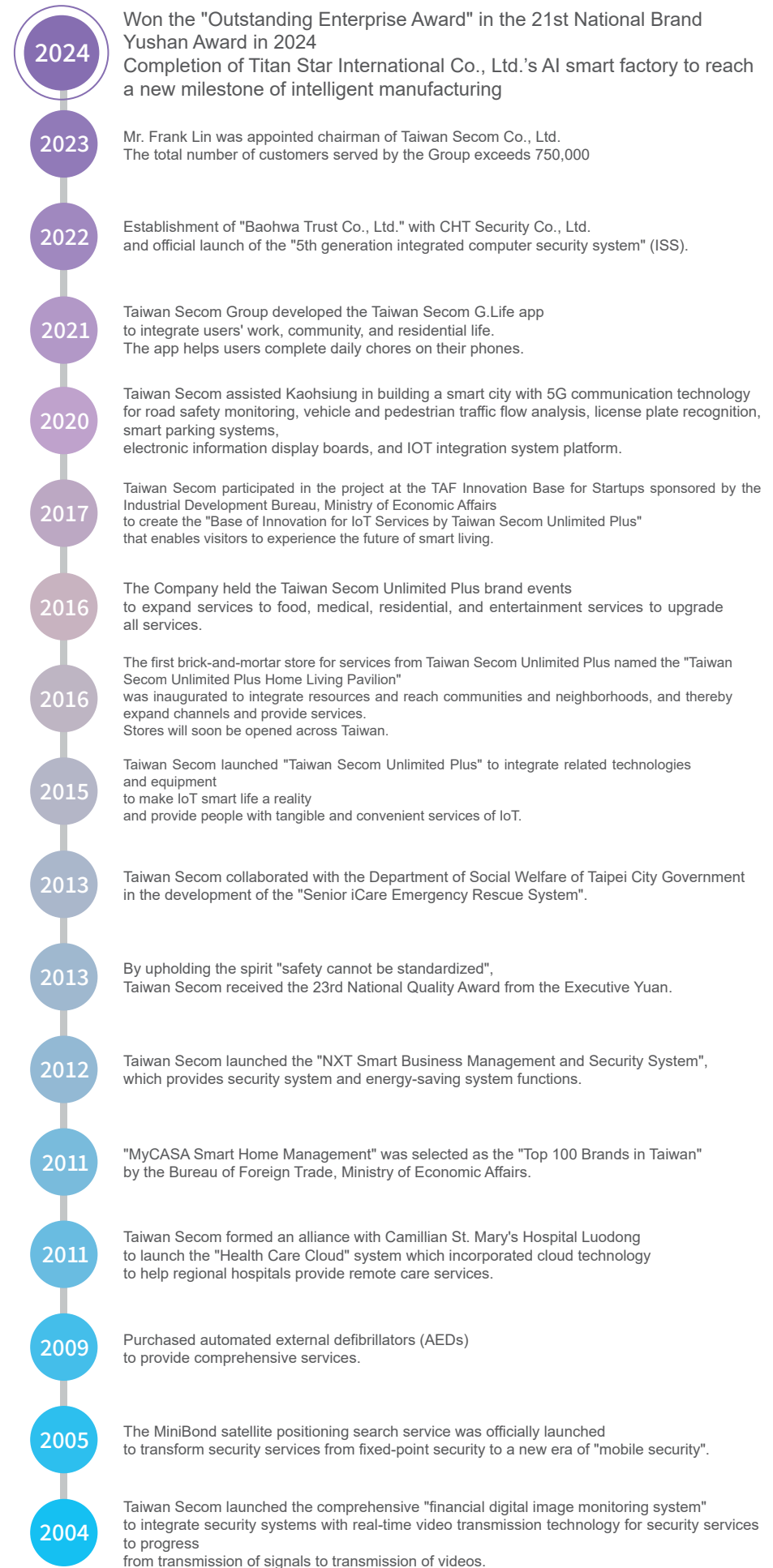
**NT\$55.723** billion

Individual after-tax earnings: NT\$2.845 billion  
Earnings per share: NT\$6.42

ROA 10.87%  
ROE 21.80%

New patent applications in 2024: 30 patents

Obtained **30** new patents





## About this Report



No. 1 Brand in Taiwan's Security Services Industry!

Name of Company: **Taiwan Secom Co., Ltd.**

Date of Establishment: **November 1977**

Core Values: **Secure, Reliable, Convenience**

Head Office: **No. 139, Zhengzhou Rd., Taipei City**

Capital: **NT\$4,512,000,000**

### Report Date

The Company has issued a Corporate Social Responsibility Report each year for 12 consecutive years since 2013. The report discloses the performance of Taiwan Secom Co., Ltd. (hereinafter referred to as "Taiwan Secom", the "Company") in economic, social, and environmental aspects in 2024 (from January 1 to December 31).

### Scope of Reporting

The scope of the Report covers the operating activities and services of Taiwan Secom in Taiwan and includes the activities of Taiwan Secom Cultural and Educational Foundation, Lin Teng Cultural and Educational Foundation, and Lin Hsiao-Hsin Cultural Foundation. Affiliated enterprises of Taiwan Secom were not included. With regard to electricity consumption, the information is compiled from the Company's self-developed energy platform, covering the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. The statistics for fuel consumption of vehicles are based on the company vehicles of all units.

### Principles of this Report

The Corporate Sustainability Report released by Taiwan Secom on an annual basis reports the Company's response to corporate governance, community involvement, employee care, environmental protection, and innovative service issues to stakeholders, and examines the concrete results of the Company's implementation of CSR.

The Report is prepared in accordance with the core concepts of the GRI Standards published by the Global Sustainability Standards Board (GSSB) in 2021. It also takes into account the stakeholder inclusiveness, sustainability context, materiality, and completeness, and provides the GRI content index for reference. The Report is also prepared in accordance with the industry standards for "Professional & Commercial Services" published by the Sustainable Accounting Standards Board (SASB), with reference to the Climate-Related Financial Information Disclosure (TCFD) Recommendations published by the Financial Stability Board (FSB). In addition, the preparation and filing of the Report also complies with laws and regulations such as the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies" and "Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies" of Taiwan Stock Exchange Corporation.

The information and statistical data disclosed in the Report are the statistics compiled by Taiwan Secom, Taiwan Secom Cultural and Educational Foundation, Lin Teng Cultural and Educational Foundation, and Lin Hsiao-Hsin Cultural Foundation. Partial financial data are based on the public information certified by accountants, and some data are based on the public data of government agencies. All data presentations are based on the usual numerical presentation methods. Data that required conversion are specified at a suitable location in the Report.

### Report Verification

The information disclosed in the Report and the contents were reviewed and verified by the main members of the "Sustainable Development Committee" and the Report is issued after the approval of the Chairman. To ensure the reliability and of the information disclosed in the Report, the Company appointed an independent and credible auditor, EY Taiwan, to conduct a limited assurance review in accordance with the Assurance Standards Bulletin No. 1 "Assurance Engagements other than Audits or Reviews of Historical Financial Information" issued by the Accounting Research and Development Foundation of the 2024 Sustainability Report prepared by Taiwan Secom based on the core option of GRI standards. Upon the completion of the assurance review, relevant results have been fully communicated with the governance unit. Please refer to the Independent Assurance Statement in the Attachment of this Report for details of the scope of assurance and conclusion.

### Contact Information

Advertising and Publicity Department,  
General Management Office, Taiwan Secom Co., Ltd.  
Address: 10F, No. 139, Zhengzhou Rd., Taipei City 103

Tel: 02-2557-5050  
Email: [service@secom.com.tw](mailto:service@secom.com.tw)

## A Message from the President

Taiwan Secom Chairman

**Lin Chien-Han**



Due to increased attention given to global climate change, social responsibility, and corporate governance issues, ESG (environmental, social, and corporate governance) is no longer an additional option for enterprises, but an important indicator for sustainable operation and competitiveness. From the EU's "Corporate Sustainability Reporting Directive (CSRD)" to the climate disclosure regulations promoted by the United States Securities and Exchange Commission (SEC), the global capital market has regarded ESG as the core basis for investment decision-making. Bloomberg estimates that the global ESG asset size will exceed US\$50 trillion by 2025. ESG is not only an ethical responsibility, but also an important threshold for corporate development and brand trust. As a leading brand in Taiwan's high-tech security industry, Taiwan Secom is deeply aware that only by integrating the spirit of ESG into the Company's core strategies can we keep abreast with the world and achieve a steady growth.

### ESG Practices and Vision of Taiwan Secom Group

#### 1. Environmental (E): Energy conservation, carbon reduction and green technology

Taiwan Secom continues to leverage specific technologies to implement carbon reduction, utilize the Service Dispatch Efficiency Integration Platform to reduce ineffective attendance, minimize carbon emissions, and conduct GHG inventory in offices to present more comprehensive carbon emission data. Old fuel vehicles have also been replaced for service vehicles. From energy conservation, carbon reduction, and green procurement, to supply chain management and public welfare participation, ESG has long been integrated into daily operations of the Company.

With respect to product R&D and service innovation, we also actively cooperate with the government's net-zero policy. With AI image integration services as the main focus, Taiwan Secom introduced AI smart inspection and drone platforms to reduce labor consumption and carbon footprint, striving to reduce the impact on the environment in active response to social needs.

Goldsun Express & Logistics, a subsidiary of the Group, was awarded the Gold Award in the 3rd ESG Logistics Sustainability Awards for its innovative "Smart Cloud Dispatch and Carbon Efficiency Management" solution featuring "Paperless Operation", "Smart Dispatch Management", and "Real-time Messaging". In addition, the launch of the G-Talk smart communication system not only eliminates the need for wall digging and wiring, but also obviates the need for additional power and network, which can solve the cost and environmental protection issues of the system reconstruction of old buildings. The smart parking plan not only improves the efficiency and convenience of parking through AI technology and cloud integration, but also responds to the paperless and cashless policies promoted by the government. These are the positive actions of Taiwan Secom Group to actively cooperate with the government in net-zero emissions and carbon reduction.

#### 2. Social (S): Ensuring safety, caring for employees and society

The essence of high-tech security is to "leverage technology to ensure the safety of people and society". We are deeply committed to developing smart cities and leveraging AI technology to provide integrated solutions, from safety monitoring to disaster prevention and response, in an attempt to assist governments and enterprises in building efficient and safe smart governance systems. At the same time, the Company attaches great importance to employee training and career development, promotes a diverse and inclusive workplace, and has been selected as a "Happy Enterprise" for many years. In respect of social welfare, through the three major foundations, we promote education, culture, and social welfare, and continue to demonstrate our long-term care for society and the environment.

#### 3. Governance (G): Legal governance and transparency to create an excellent business environment

In terms of corporate governance, the Company has achieved revenue growth for 7 consecutive years, showing the steady and solid development of Taiwan Secom. In 2024, the consolidated revenue reached a record high of NT\$17.859 billion, and the individual revenue of Taiwan Secom amounted to NT\$7.846 billion. The consolidated net profit after tax was NT\$2.893 billion, and earnings per share (EPS) was NT\$6.42. In addition to pursuing business growth, Taiwan Secom also fulfills the goal of corporate governance and transparency in terms of information security, compliance, and Board diversity, and continues to create a high-quality business environment to create greater value for shareholders and lay a solid foundation for corporate sustainability.

The mission of Taiwan Secom is to protect society with technology, and sustainable management is an extension of this mission. We will continue to strengthen ESG governance and transparently disclose results, hoping to lead the high-tech security industry toward higher standards and the goal of net zero and social co-prosperity.

TAIWAN SECOM'S SERVICES DEVELOPMENT TIMELINE

# Evolution of Taiwan Secom Group Services

Taiwan Secom Group has always been a pioneer in AI smart city and security service technology since it was founded in 1977.

We have progressed from labor-intensive traditional security guard services to mobile security with satellite positioning and search assistance systems.

We launched smart integration and IoT in 2016

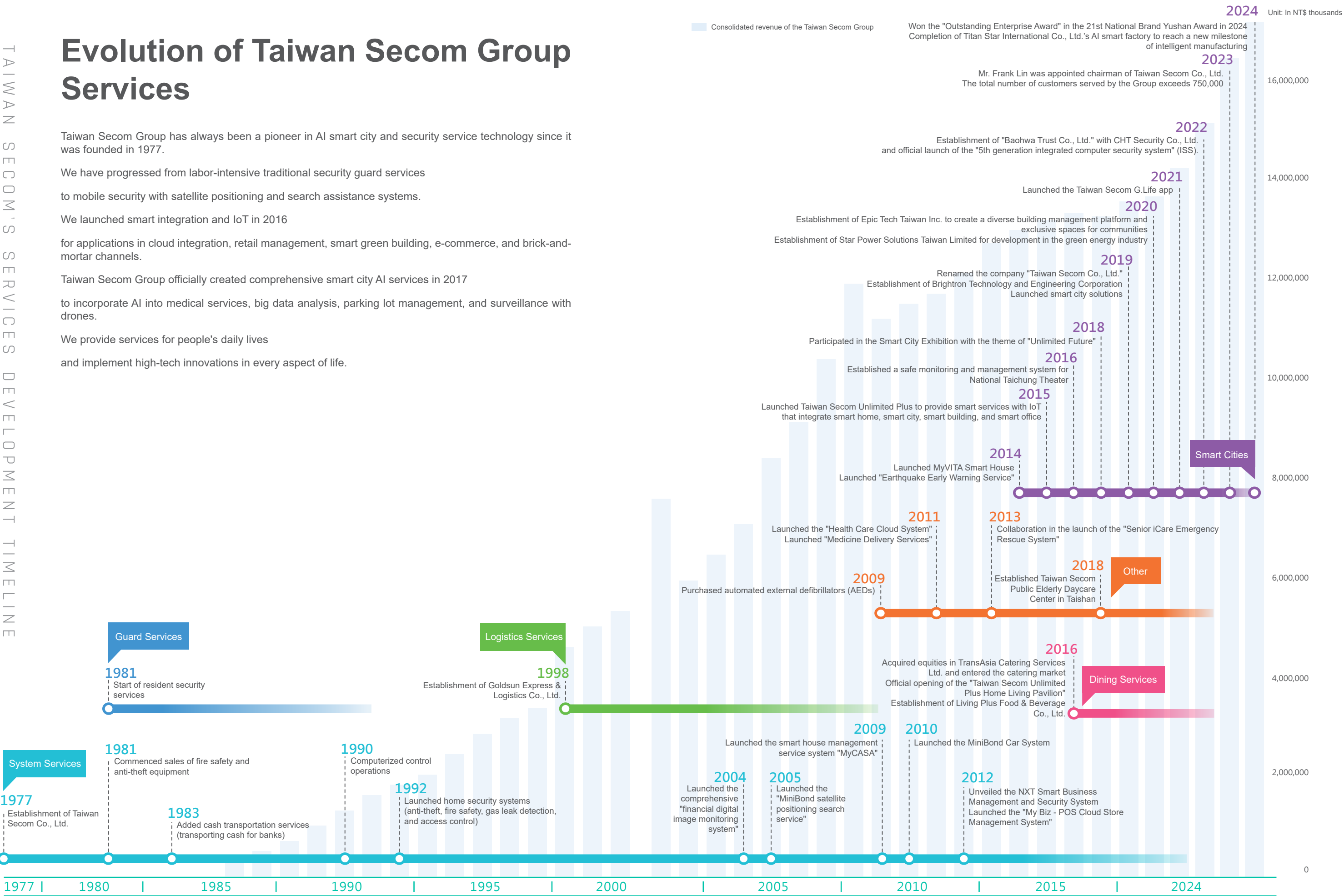
for applications in cloud integration, retail management, smart green building, e-commerce, and brick-and-mortar channels.

Taiwan Secom Group officially created comprehensive smart city AI services in 2017

to incorporate AI into medical services, big data analysis, parking lot management, and surveillance with drones.

We provide services for people's daily lives

and implement high-tech innovations in every aspect of life.





# Structure of Sustainable Governance

On May 12, 2023, Taiwan Secom merged the “Corporate Governance Committee” with the “Sustainable Development Integration Team” established in 2013. The Board of Directors formally approved and established the “Sustainable Development Committee” (the “Sustainability Committee”) and continued to promote the three major areas of "operations management", "social care", and "low-carbon innovation", which are divided into the five major aspects of "corporate governance", "community involvement", "employee care", "green energy & environmental protection", and "innovative services" to show stakeholders the positive actions undertaken for sustainable development.

The Sustainability Committee is chaired by Chairman (and CEO) Lin Chien-Han, with senior executives serving as leaders of various task forces under the committee, jointly managing the annual goals and action plans of corporate social responsibility, and regularly reviewing the implementation results. The Sustainability Committee convenes 4 integration meetings each year to set goals, implement control, and review performance of various sustainability tasks. The meeting results are submitted to the President and Chairman. The implementation results are summarized annually and submitted to the Board of Directors. The results for 2024 had been submitted to the Board of Directors in August.

## Organization of Taiwan Secom Sustainable Development Committee





# Stakeholder Communication

The Sustainability 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 supervise the attainment of targets, the Sustainability Committee regularly convenes meetings to discuss material economic, social, and environmental issues, track the progress of goal attainment and future direction of each unit, summarizes related results, and submits them to the Board of Directors each year for report and confirmation.

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                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Government                               | <ul style="list-style-type: none"><li>Employee Rights and Benefits</li><li>Labor Relations</li><li>Occupational Safety and Health</li></ul>           | <ul style="list-style-type: none"><li>Comply with supervision and inspections by competent authorities</li><li>Convene regular meetings of the Intellectual Property Management Committee</li><li>Regular participation in the organization and cooperation of professional trade associations</li></ul>                                                                                                                                                                      | <ul style="list-style-type: none"><li>Conducted 40 routine checks in accordance with the Private Security Service Act in 2024.</li><li>Responded to 23 questionnaires of competent authorities in 2024.</li></ul>                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Ms. Lin, Accounting Department linchungiu@secom.com.tw</li><li>Ms. Chan, Business Planning Office candychan@secom.com.tw</li><li>Mr. Li, Operations Headquarters a805530@seco.com.tw</li></ul> |
| <br>Employees                                | <ul style="list-style-type: none"><li>Employee Rights and Benefits</li><li>Labor Relations</li><li>Employee Education and Training</li></ul>          | <ul style="list-style-type: none"><li>Intranets or internal email announcements: Announcements of employee benefits and information of the Employee Welfare Committee</li><li>Workplace "on-site health service"</li><li>Regular awareness campaigns and training courses for the Personal Data Protection Act</li><li>Regular training programs for employees in different stages and levels</li></ul>                                                                       | <ul style="list-style-type: none"><li>The employee assistance and care programs included the 2024 "on-site health service" for 2,688 employees as well as the four major programs regarding ergonomic design, overloading, workplace violence, and maternity health protection.</li><li>Training hours in 2024 totaled 66,093 hours.</li></ul>                                                                                                                                                                  | <ul style="list-style-type: none"><li>Ms. Chen, Human Resources Department kay0625@secom.com.tw</li></ul>                                                                                                                            |
| <br>Shareholders and investors               | <ul style="list-style-type: none"><li>Corporate Governance</li><li>Labor Relations</li><li>Social Welfare</li></ul>                                   | <ul style="list-style-type: none"><li>Regular institutional investors' conference and visits</li><li>Appointment of contact person for stock affairs and establishment of communication mechanisms</li><li>Annual shareholders' meeting and publication of annual reports</li><li>Regular risk assessments</li><li>Regular publication of business performance information and allowing downloads of financial statements and monthly operating revenue information</li></ul> | <ul style="list-style-type: none"><li>Organized 5 institutional investors' conferences</li><li>Received 6 visits by domestic and foreign analysts and responded to more than 8 investor inquiries</li><li>Published 32 pieces of material information and 12 announcements</li><li>Held 1 shareholders' meeting</li></ul>                                                                                                                                                                                       | <ul style="list-style-type: none"><li>Director Chang, Advertising and Publicity Department kikiya123@secom.com.tw</li></ul>                                                                                                          |
| <br>Customers                               | <ul style="list-style-type: none"><li>Customer Service Quality</li><li>Employee Rights and Benefits</li><li>Employee Education and Training</li></ul> | <ul style="list-style-type: none"><li>Monthly customer satisfaction surveys for new customers</li><li>Established the Customer Service Center to instantly respond to customer needs</li></ul>                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"><li>Taiwan Secom established a comprehensive system with 15 major categories, 36 codes for instructions, and 1,592 sub-items for instructions to ensure zero loss of information and respond appropriately to customers' complaints.</li><li>Received ISO 27001 certification</li><li>72 burglaries arrested in 2024</li><li>340 burglaries prevented in 2024</li><li>326 customer commendations in 2024</li><li>52 missing elderly/children/vehicles found in 2024</li></ul> | <ul style="list-style-type: none"><li>Ms. Wang, Customer Service Department service@secom.com.tw</li><li>Ms. Chen, Sales Planning Office gina@secom.com.tw</li></ul>                                                                 |
| <br>Suppliers                              | <ul style="list-style-type: none"><li>Information Security</li><li>Customer Service Quality</li><li>Ethics and Integrity</li></ul>                    | <ul style="list-style-type: none"><li>Established supplier regulations and measures in accordance with international standards</li><li>Invited suppliers to commit and sign the Corporate Social Responsibility Commitment</li><li>Supplier communication meetings when necessary</li></ul>                                                                                                                                                                                   | <ul style="list-style-type: none"><li>Among suppliers that signed the Corporate Social Responsibility Commitment (281 suppliers), 76% of new suppliers signed and 78% of existing suppliers signed.</li></ul>                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>Mr. Yu, Business Planning Office howardyu@secom.com.tw</li></ul>                                                                                                                               |
| <br>Community groups and community members | <ul style="list-style-type: none"><li>Ethics and Integrity</li><li>Customer Service Quality</li><li>Regulatory Compliance</li></ul>                   | <ul style="list-style-type: none"><li>Establish the "Community Care Class for Potential Development" for children from disadvantaged families</li><li>Set up a 24-hour protection center to provide full support services</li><li>Develop the "Health Care Cloud Platform" to provide remote health care services</li><li>Support the development of art and cultural activities to improve the quality of life for people</li></ul>                                          | <ul style="list-style-type: none"><li>Number of telephone support calls: 407,024</li><li>Number of care visits: 72,111</li><li>Number of emergency rescue services: 2,469</li><li>Number of health consultation and resource explanation: 10,331</li></ul>                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>Ms. Fang, Taiwan Secom Cultural and Educational Foundation nicofang@secom.com.tw</li></ul>                                                                                                     |

## 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.

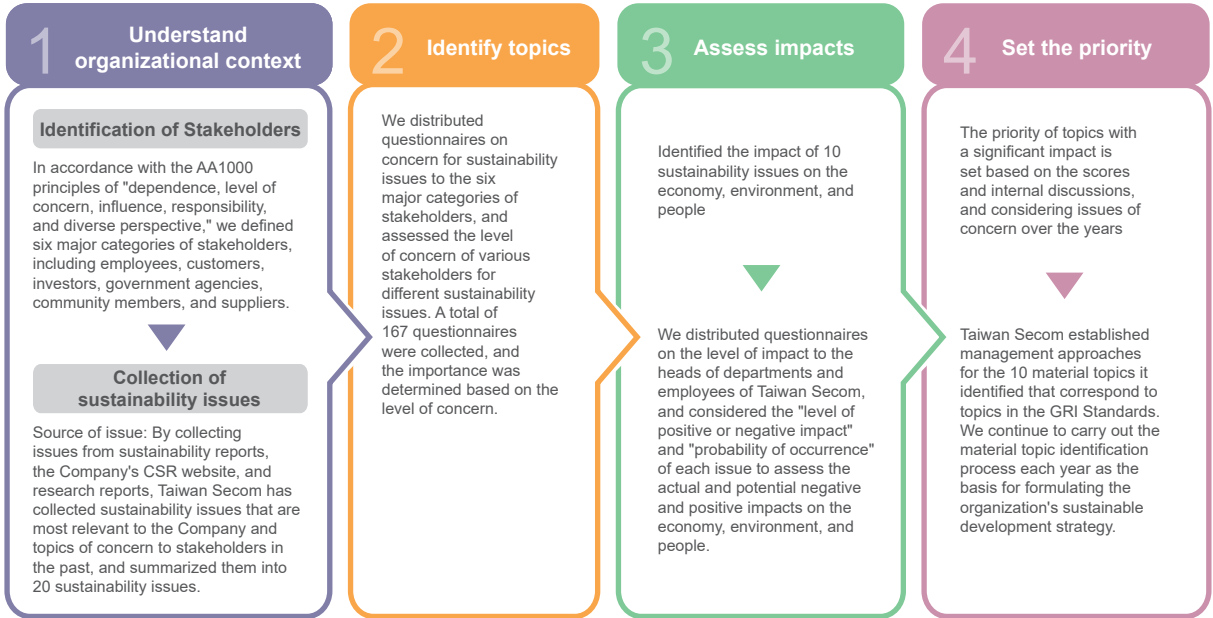
The Company's Audit Office incorporated insider trading prevention into the annual audit plan to ensure the continuous effectiveness of the management system. The release of the Company's material information is processed in accordance with the "Taiwan Stock Exchange Corporation Procedures for Verification and Disclosure of Material Information of Companies with Listed Securities". A total of 32 material information public disclosures were made in 2024.

As the Company expands operations, it continues to meet its targets for strengthening the rule of law and transparency in corporate governance for the purpose of maximizing value creation for shareholders to lay a solid foundation for corporate sustainability. The Company set up the "Investors" section on the official website ([http://www.secom.com.tw/investor/investor\\_01\\_a-1.aspx](http://www.secom.com.tw/investor/investor_01_a-1.aspx)) to provide investors with real-time inquiries as well as downloads of the Company's financial statements, annual reports, and other financial information. The Investors section also provides information on Board meetings and shareholders' meeting. The Company has also appointed contact persons to facilitate immediate communication with investors via e-mail.

## Identification of Material Issues

In accordance with the GRI Standards, Taiwan Secom identifies the Company's material sustainability issues through four major steps. In addition to responding to topics of concern to internal and external stakeholders, we also develop the Company's sustainability strategies and actions accordingly.

### Impact assessment results of material topics

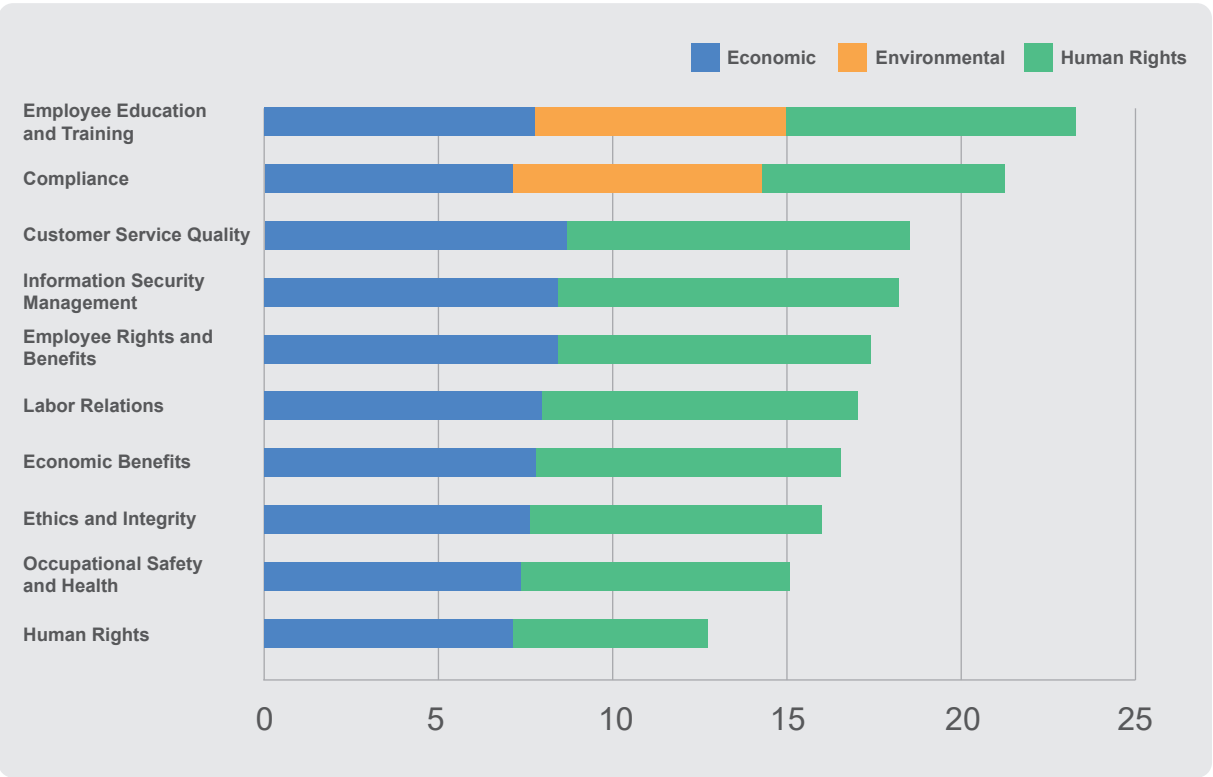


Taiwan Secom distributed questionnaires on the level of concern for 20 sustainability issues to internal and external stakeholders. A total of 139 effective questionnaires were collected, and 10 material sustainability issues based on the level of concern of stakeholders were identified. We further assessed the impact of 10 material sustainability issues on the economy, environment, and people (human rights). Taiwan Secom conducted a comprehensive assessment of the actual/potential, positive/negative impact and the likelihood of occurrence, and compiled the results in the following order: employee education and training, compliance, customer service quality, information security management, employee rights and benefits, labor relations, economic performance, ethics and integrity, occupational safety and health, and human rights.

### Changes in material sustainability issues in 2024

| Prioritization | Sustainability issues in 2024   | Comparison | Sustainability issues in 2023   |
|----------------|---------------------------------|------------|---------------------------------|
| 01             | Employee Education and Training | ↑7         | Employee Rights and Benefits    |
| 02             | Compliance                      | ↑4         | Customer Service Quality        |
| 03             | Customer Service Quality        | ↓1         | Labor Relations                 |
| 04             | Information Security Management | --         | Information Security Management |
| 05             | Employee Rights and Benefits    | ↓4         | Product Services and Innovation |
| 06             | Labor Relations                 | ↓3         | Compliance                      |
| 07             | Economic Performance            | New issues | Ethics and Integrity            |
| 08             | Ethics and Integrity            | ↓1         | Employee Education and Training |
| 09             | Occupational Safety and Health  | --         | Occupational Safety and Health  |
| 10             | Human Rights                    | --         | Human Rights                    |

### Quantitative results of impact significance for material issues in 2024



### Boundaries of Impact for the Material Issues

| Material Issue                  | Corresponding GRI Material Topics                                                         | Boundaries of Impact |           |           |            |           |                   | Corresponding Chapters                        |
|---------------------------------|-------------------------------------------------------------------------------------------|----------------------|-----------|-----------|------------|-----------|-------------------|-----------------------------------------------|
|                                 |                                                                                           | Taiwan Secom         | Suppliers | Investors | Government | Customers | Local Communities |                                               |
| Employee Education and Training | Training and Education                                                                    | ●                    |           |           |            | ●         |                   | Comprehensive Training Resources              |
| Compliance                      | General Disclosures                                                                       | ●                    |           |           | ●          |           |                   | Compliance                                    |
| Customer Service Quality        | General Disclosures                                                                       | ●                    |           |           | ●          | ●         | ●                 | Customer Service Quality                      |
| Information Security Management | Customer Privacy                                                                          | ●                    | ●         | ●         |            |           |                   | Information Security Management               |
| Employee Rights and Benefits    | Labor Relations, Diversity and Equal Opportunities                                        | ●                    |           |           | ●          |           | ●                 | Labor Relations, Employee Rights and Benefits |
| Labor Relations                 | Labor Relations                                                                           | ●                    |           |           |            |           |                   | Labor Relations, Employee Rights and Benefits |
| Economic Performance            | Economic Performance                                                                      | ●                    | ●         | ●         | ●          |           |                   | Financial Performance                         |
| Ethics and Integrity            | Anti-corruption and Anti-competitive Behavior                                             | ●                    | ●         | ●         |            | ●         |                   | Ethics and Integrity                          |
| Occupational Safety and Health  | Occupational Safety and Health                                                            | ●                    | ●         |           |            |           | ●                 | Occupational Safety and Health                |
| Human Rights                    | Employees diversity and equal opportunity, non-discrimination, forced or compulsory labor | ●                    | ●         |           |            |           |                   | Human Rights                                  |

Impact of material topics

| Prioritization | Material Topics                 | Topic Boundaries                        | Description of Impact                                                                                                                                                                                                                                                                                                                                                                                                                                   | Related Policies and Commitments of Taiwan Secom                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Actions Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Follow up on Action Effectiveness Indicators                                                                                                                                                                                                                                                                                                                                                                                           | Corresponding Chapter                         |
|----------------|---------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1              | Employee Education and Training | Inside the organization                 | Taiwan Secom has transitioned from a traditional security service company to a company that provides comprehensive, secure, and convenient high-tech services. The Company has focused on the development of general services with Artificial Intelligence of Things (AIoT) in recent years, which highlights the importance of training during this period of transition to ensure that all employees can keep abreast with the Company's development. | <ul style="list-style-type: none"><li>Our policies: Review the necessary competencies of all employees and establish a comprehensive training system with seven major programs.</li><li>Our commitments: Provide appropriate competency goals and training courses based on the employee's seniority and work content.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>Continue to enhance the seven major programs and regularly update the renew the course contents. Implement course evaluations to ensure that the training results meet targets.</li><li>Provide diverse learning resources, combine physical and digital environments, use external online learning resources (e.g., Manager Today and Dada Master), and hire professional external instructors.</li><li>Amend the "Skill Certification Regulations" and use evaluations to enhance the skills of business and service personnel to increase service efficiency and customer satisfaction.</li></ul> | <ul style="list-style-type: none"><li>A total of 2,688 people received 66,093 hours of training throughout the year.</li><li>Completed 3 senior management training courses with 300 participants.</li><li>Completed the annual sales/service personnel professional skills test. In 2024, a total of 127 sales personnel passed the test, and a total of 454 service personnel passed the test.</li></ul>                             | Complete training                             |
| 2              | Compliance                      | Inside the organization                 | Taiwan Secom reviews all operating procedures based on the highest standards, monitors the latest development in laws, and adjusts the internal management measures in a timely manner.                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"><li>Management of measures for preventing insider trading.</li><li>Ethical Corporate Management Best Practice Principles.</li><li>Whistleblower System Implementation Regulations.</li><li>Personal Data Security Plan and methods for processing personal data after termination of business.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>Establishment of reporting regulations and procedures.</li><li>Design administrative procedures to reduce the risks of violations.</li><li>The administrative management system for contracts requires suppliers to strictly comply with and sign relevant ethical corporate management documents.</li></ul>                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"><li>Inclusion of specific items in the annual audit plan.</li><li>The responsible management unit takes charge of tracking the implementation results.</li><li>Reports are processed and implemented by dedicated units.</li><li>There were no violations of related regulations and policies at the Company in 2024.</li></ul>                                                                      | Compliance                                    |
| 3              | Customer Service Quality        | Inside and outside the organization/all | The quality of services is critical to the corporate brand and operations of Taiwan Secom. It directly affects the customer experience, revenue, brand reputation, and market competitiveness. Established the service quality improvement framework and management procedures to satisfy customer needs.                                                                                                                                               | <ul style="list-style-type: none"><li>Our commitments: "Serving Before Being Asked and Caring Beyond Basic Human Needs" and "there is only better service and no best service".</li><li>Process every customer call with the aim of improving the customer experience, and adjust product strategies and service policies accordingly.</li><li>We fully understand customer needs, innovate applications and technologies, and continue to make improvements so that we can meet customer expectations.</li></ul>                                                                                                                                                                                                                                 | <ul style="list-style-type: none"><li>Use satisfaction surveys to implement quality management and collection of opinions for current services. Process valuable customer feedback with the PDCA improvement cycle and provide thoughtful services beyond customer expectations.</li><li>Continue to improve customer services and set a medium-term goal of "changing the future lifestyle model and becoming a leader in smart living".</li><li>Set up seven major centers and carry out cross-organizational relationship management with industry/government/research organizations to maintain technological lead.</li></ul>          | <ul style="list-style-type: none"><li>The target service satisfaction of new customers should be over 95% and the actual rate was 95.8%.</li><li>The target service satisfaction rate of telephone interviews of residential customers should be over 90% and the actual rate was 95.0%.</li><li>The target case closure satisfaction rate of customers receiving services should be over 90% and the actual rate was 96.7%.</li></ul> | Customer Service Quality                      |
| 4              | Information Security Management | Inside and outside the organization/all | Information system may be compromised due to natural disasters, software and hardware failure, or sabotage (such as hacking and virus attacks), resulting in the leakage of customer data and damage to the confidentiality, availability and integrity of data, which may in turn jeopardize the operation of the information system and exert an impact on the Company's business operations.                                                         | <ul style="list-style-type: none"><li>Implement the PDCA management cycle to continuously improve information security.</li><li>Implement information security policies.</li><li>Implement the Personal Information Protection and Management Regulations and establish the personal information protection and management organization.</li><li>Strict compliance with regulations and standards.</li></ul>                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>Data backup and remote backup setup.</li><li>24-hour personnel security surveillance.</li><li>Continuous operations of the Information Security Management System (ISMS) and maintenance of the ISO 27001 Information Security certification.</li><li>Promotion of information security training for employees for implementation in day-to-day operations.</li></ul>                                                                                                                                                                                                                                | <ul style="list-style-type: none"><li>Service standards of critical information systems.</li><li>99.0% or higher of all shifts in the year.</li><li>No major information security incidents occurred in 2024 and there were no customer complaints of privacy violation or leaks of confidential information.</li></ul>                                                                                                                | Information Security Management               |
| 5              | Employee Rights and Benefits    | Inside the organization/all             | Taiwan Secom upholds its commitment to profit sharing to attract, retain, and develop talent, and it provides a diverse and competitive salary system. We emphasize ethical management, customer satisfaction, quality awareness, teamwork, self-management, and experience sharing to create an environment where employees and the Company can grow together.                                                                                         | <ul style="list-style-type: none"><li>We convene employer-employee meetings on a regular basis in accordance with internal documents. Relevant issues on labor relations are fully negotiated and communicated to effectively reduce material disputes.</li><li>Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email.</li><li>Provide employees with comprehensive coverage in all stages: Menstruation leave, pregnancy disability leave, maternity leave, parental leave, family care leave, child care subsidies, employee dormitory, employee group insurance, reinstatement after unpaid parental leave, retirement system and planning, and club subsidies.</li></ul> | <ul style="list-style-type: none"><li>Human Resources Department, branch managers, Employee Welfare Committee, and Occupational Safety and Health Committee.</li><li>External systems: Labor Standards Act, Employment Service Act, Occupational Safety and Health Act, and Act of Gender Equality in Employment.</li><li>Internal systems: Employer-employee meetings, Employee Work Rules, Retirement Management Regulations, Salary Management Regulations, Safety and Health Work Rules, Annual Safety and Health Management Plans, and other human resource regulations.</li></ul>                                                    | <ul style="list-style-type: none"><li>40% reinstatement rate after unpaid parental leave in 2024.</li><li>Breastfeeding room used 196 times in 2024.</li></ul>                                                                                                                                                                                                                                                                         | Labor Relations, Employee Rights and Benefits |

| Prioritization | Material Topics                | Topic Boundaries                            | Description of Impact                                                                                                                                                                                                                                                                                                                                                                                                                                          | Related Policies and Commitments of Taiwan Secom                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Actions Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Follow up on Action Effectiveness Indicators                                                                                                                                                                                                                                                                                                     | Corresponding Chapter                         |
|----------------|--------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 6              | Labor Relations                | Inside the organization/all                 | Taiwan Secom upholds the values of "gratitude" and "accountability" as well as the service motto of "respect human dignity, serve the public, and create value" as the guiding principles of its human resource policy. We are committed to creating a stable work environment to realize the potential of talent, drive sustainable growth of the Company, and facilitate the Company's transition from a security service company to an IoT service company. | <ul style="list-style-type: none"><li>We convene employer-employee meetings on a regular basis in accordance with internal documents. Relevant issues on labor relations are fully negotiated and communicated to effectively reduce material disputes.</li><li>Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email.</li><li>Provide employees with comprehensive coverage in all stages: Menstruation leave, pregnancy disability leave, maternity leave, parental leave, family care leave, child care subsidies, employee dormitory, employee group insurance, reinstatement after unpaid parental leave, retirement system and planning, and club subsidies.</li></ul> | <ul style="list-style-type: none"><li>Human Resources Department, branch managers, Employee Welfare Committee, and Occupational Safety and Health Committee.</li><li>External systems: Labor Standards Act, Employment Service Act, Occupational Safety and Health Act, and Act of Gender Equality in Employment.</li><li>Internal systems: Employer-employee meetings, Employee Work Rules, Retirement Management Regulations, Salary Management Regulations, Safety and Health Work Rules, Annual Safety and Health Management Plans, and other human resource regulations.</li></ul>                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>Compliance with the Labor Standards Act in hiring employees.</li><li>No risks of forced or compulsory labor in 2024.</li><li>No cases of violation of discrimination in 2024.</li></ul>                                                                                                                    | Labor Relations, Employee Rights and Benefits |
| 7              | Economic Performance           | Inside and outside the organization/all     | Taiwan Secom's economic performance exerts an direct impact on shareholders, employees, suppliers, customers, and society as a whole. Stable revenue and profitability contribute to corporate sustainability and enhance the positive impact on society, and vice versa. Taiwan Secom also provides 24-hour monitoring services for households and merchants, becoming an important support for stabilizing the social environment and business operations.   | <ul style="list-style-type: none"><li>In accordance with the "Sustainable Development Best Practice Principles", Taiwan Secom is committed to paying attention to environmental, social, and corporate governance factors while pursuing sustainable operations and profits, and incorporating them into the Company's management approach and business activities.</li></ul>                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>Continue to distribute stable dividends to maintain a high cash dividend payout ratio over the long term to enhance investor confidence and long-term capital stability.</li><li>Strengthen sustainable supply chain management, establish a supplier evaluation system, introduce ESG principles, and require suppliers to provide environmental and social responsibility statements. Encourage suppliers to implement local procurement, energy-saving equipment and green transportation solutions.</li><li>Review market development strategies to track performance and keep abreast of market changes on a daily basis. Hold regular weekly/monthly business management meetings to analyze market development results and implement risk control.</li></ul> | <ul style="list-style-type: none"><li>Annual consolidated revenue growth rate</li><li>Net profit after tax</li><li>Earnings per share (EPS)</li><li>Dividend payout ratio and dividend yield</li></ul>                                                                                                                                           | Financial Performance                         |
| 8              | Ethics and Integrity           | Upstream/downstream inside the organization | Taiwan Secom actively prevents unethical conduct and communicates related regulations to enhance and implement the concept of ethical corporate management.                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"><li>Management of measures for preventing insider trading.</li><li>Ethical Corporate Management Best Practice Principles.</li><li>Whistleblower System Implementation Regulations.</li><li>Personal Data Security Plan and methods for processing personal data after termination of business.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>Education and training.</li><li>Compliance awareness campaigns.</li><li>Whistleblowing system and whistleblower protection.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Annual self-inspections and regular audits.</li><li>There were no penalties for violating laws and regulations related to ethical corporate management in 2024.</li></ul>                                                                                                                                  | Ethics and Integrity                          |
| 9              | Occupational Safety and Health | Inside the organization/all                 | Taiwan Secom established an Occupational Safety and Health Committee to ensure the achievement of safety and health management goals through planning, implementation, evaluation, and improvement measures.                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>Occupational Safety and Health Committee: Establish the safety and health unit and personnel and use planning, implementation, evaluation, improvement measures, and other management functions to meet safety and health management targets and increase the safety and health management standards.</li><li>Establish the Occupational Safety and Health Management Plan.</li><li>Convene regular meetings of the Occupational Safety and Health Committee.</li><li>Review the safety and health training implementation plans.</li></ul>                                                                                                                                                                 | <ul style="list-style-type: none"><li>Provide new and current employees with comprehensive occupational safety training.</li><li>Implement preventive awareness campaigns against workplace bullying.</li><li>Organize health management, occupational disease prevention, and health promotion activities.</li><li>Review occupational accident investigation reports.</li><li>Investigations, processing, and statistical analysis of occupational accidents, near misses, and incidents that affect physical and mental health.</li></ul>                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"><li>There were 0 incidents of disabling injuries in 2024.</li></ul>                                                                                                                                                                                                                                            | A Happy Workplace                             |
| 10             | Human Rights                   | Inside the organization/all                 | Taiwan Secom's commitment to human rights issues are as follows: 1. Eliminate unlawful discrimination 2. Ban on forced labor and use of child labor. Formulate human rights and labor policies to ensure that employees are not discriminated based on gender, race, religion, and color to improve workplace diversity, and provide equal opportunities for everyone.                                                                                         | <ul style="list-style-type: none"><li>Comply with the government's labor-related laws, adhere to the policy of decent work, and formulate relevant human rights and labor policies.</li><li>Commit to supporting international human rights standards and regulations. Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email.</li></ul>                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>Eliminate unlawful discrimination to ensure equal employment opportunities.</li><li>Ban on forced labor and use of child labor.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"><li>Take post-incident improvement measures for infringement incidents, prevent recurrence of impacts, and provide material and psychological counseling and compensatory measures.</li><li>No risks of forced or compulsory labor in 2024.</li><li>No cases of violation of discrimination in 2024.</li></ul> | Human Rights                                  |



# CH1 Sustainable Development

## 1.1 Company Overview

The business scope of Taiwan Secom Group (hereinafter referred to as "the Group") includes food, medical, residential, and transportation services. The Group's consolidated revenue totaled over NT\$17.8 billion in 2024 with growth in revenue in seven consecutive years and a record high this year. In particular, within the Group, the Company continues to achieve a steady growth in pursuit of constant reforms and upgrades with outstanding performance despite the difficulties in the economy in recent years.

Looking towards 2025, the Group's key development blueprints are as follows:



## "IoT Practitioner" - Information and communication security control system

### I. Commercial System

#### 1. Multi-area Security System

Designed specifically for security in schools, large-scale business locations, and independent buildings, the system can be set up with 30 groups of individual security management areas for small commercial buildings, factories, and research units, and can be connected to the Company's Control Center 24 hours a day. In an event of any abnormality, the Control Center will dispatch service engineers to the scene according to the situation.

#### 2. "Taiwan Secom Unlimited Plus" Smart Commercial Management System

It is a commercial management system that integrates diverse value-added services. In addition to basic security protection, it expands various functions such as smart image monitoring, energy-saving management, smart disaster prevention, smart control, and multi-area security protection mechanisms. The system is combined with electronic locks and transfers the operation interface to the app on smart devices to provide diversified service solutions and meet different business needs in one go. To simplify equipment on premises and reduce the risk of theft or sabotage, it has been designed toward the concept of cloud-based services, such as image off-site backup cloud, cloud-based monitoring and management platforms, etc., making it a good help in the management of commercial customers.

#### 3. "Taiwan Secom Unlimited Plus" AI Smart Image Protection System

According to market observations, small and medium-sized stores have weak anti-theft demand due to the simple equipment and devices in the subject property and the low amount of commodities. However, their demand for surveillance is significant. In this regard, we launched the "AI Smart Image Protection System" to meet the needs of this type of customers who are mostly concerned about the costs. This system has a price advantage over other commercial systems, and can detect abnormalities through images in combination of 24-hour counter monitoring services to develop potential markets.

### II. Home System

#### 1. "Taiwan Secom Unlimited Plus" Smart Home System

In order to make smart home security services available to families, a new generation smart home system has been designed specifically for the needs of home life and security. It integrates multiple functions such as disaster prevention and environmental control, energy conservation management, earthquake early warning, security and theft, and family member protection, and is equipped with wireless transmission technology to demonstrate a high degree of customization and scalability. For example, through the connection between electronic locks and the APP on smart devices, residents can easily operate electronic locks or wireless intercom, and remotely control overhead doors and other household devices, enabling easy completion of home management simply through handheld devices, thereby creating a more convenient smart living experience.

In addition, the system is newly equipped with the remote security setting function of Apple Watch to provide residents with a more intuitive and convenient operating experience. The Smart Home System is committed to providing simple, intuitive, and efficient security solutions, so that every family can enjoy the peace of mind and smart life brought about by technology.

#### 2. "Taiwan Secom Unlimited Plus" Family Protection System

Due to social changes, modern people are busy with work and living at an accelerated pace. Living apart from parents has become a common phenomenon. Such a routine not only brings a distance between family members, but also highlights concerns about the health and safety of the elderly at home. In this regard, the family protection service has been developed, which utilize advanced sensor technology to detect the activities of families on the premise of privacy protection. Once any abnormalities are discovered, the system will notify family members through the APP of Taiwan Secom Unlimited Plus to ensure that they are aware of the conditions of their families.

For further care, the service is equipped with a protection button. Family members can contact the care center, ask questions about long-term care or social welfare, and receive immediate assistance and guidance by pressing the button. In addition, the care center makes monthly phone calls to check on the family members and ensure that they receive adequate care and support in life.

The family protection service in the smart home service not only combines advanced technology to provide comprehensive safety care, but also attaches importance to the emotional connection between family members, creating a warm and caring home environment.

III. Financial Institutions

1. ATM Hotline System

The system provides professional services such as anti-theft and sabotage detection for automatic service areas or ATMs affiliated with banks, achieving complete and safe protection for unmanned banks 24 hours a day.

IV. Computer Lottery Retailers

1. Lottery Retailer Security Control System

The security system is carefully planned and customized according to the security needs of computer lottery retailers. In addition to the Company's professional and 24-hour security protection, we also offer special prices and interest-free installment discounts for the purchase of monitoring systems and safes to provide care and protection for the hard-working lottery retailers.

2. Access Control System Value-added Service

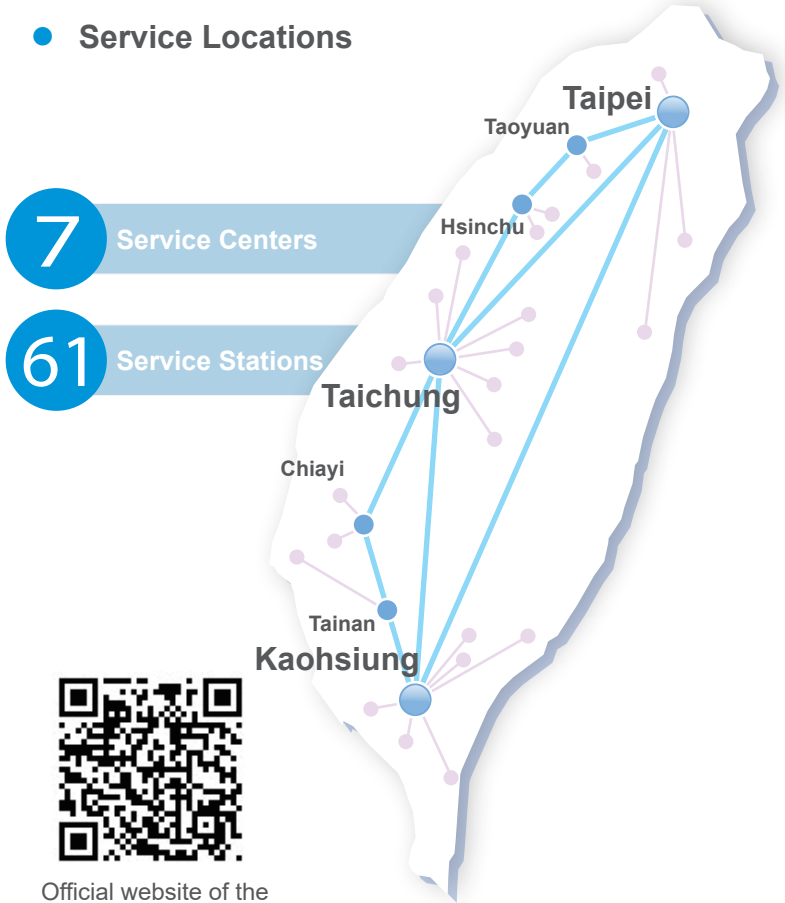
We provide system customers with more convenient and safe protection, combine access control equipment to eliminate trespassing, and offer a card reader that can be set up with "password + swipe" function, so that customers do not have to worry about the unauthorized use of their lost cards. At the same time, access can also be controlled through access cards.

1.2 Operation Organization

Taiwan Secom provides services in Taiwan with seven major service centers including the Information Center, Neihu Technology R&D Center, Tamsui Education and Training Center and Yilan Yuanshan Education and Training Center, Computer Control Center, Cloud Data Center, Customer Service Center, and Production Manufacturing Center as well as 61 service stations across Taiwan.

With the rise of cloud computing and IoT that have created a new wave of industrial revolution, the intelligence-based development has not only expanded beyond technological advancements, but also created a profound impact on individuals, families, businesses, buildings, and cities. In response to these developments, the Group has upheld its core service motto of "safety and trust" and consolidated professional teams from various fields in the Group for "smart city" developments, striving to create a more secure and convenient environment and better lives for users.

Service Locations



1.3 Financial Performance

The total market value of Taiwan Secom in 2024 was approximately NT\$55.723 billion. The individual operating revenue was NT\$7.846 billion; the individual net income after tax was NT\$2.845 billion; the earnings per share was NT\$6.42; the return on assets (ROA) and return on equity (ROE) were 10.87% and 21.80%, respectively. The Group's consolidated revenue was NT\$17.859 billion.

| Material Issue                 | Economic Benefits                                                                                                                                                                                                                                                                                                                              |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Develop comprehensive smart services based on AI image integration services, and strive to reduce the impact on the environment in active response to social needs.<br>I. AI smart security, comprehensive smart-based upgrade<br>II. Move towards a comprehensive deployment of smart manufacturing, information security, and sustainability |
| Responsibilities and Resources | ● Regularly disclose financial statements audited and certified by CPAs<br>● Hold regular meetings to review overall operational results                                                                                                                                                                                                       |
| Action Plans                   | Maintained in the top 21-35% of all listed companies in the Corporate Governance Evaluation for three consecutive years, and in the top 21% in the non-financial electronics category with a market value of more than NT\$10 billion                                                                                                          |
| Implementation Results in 2024 | In 2024, the consolidated revenue reached NT\$17.859 billion; the consolidated net profit after tax reached NT\$2.893 billion; the earnings per share reached NT\$6.42                                                                                                                                                                         |

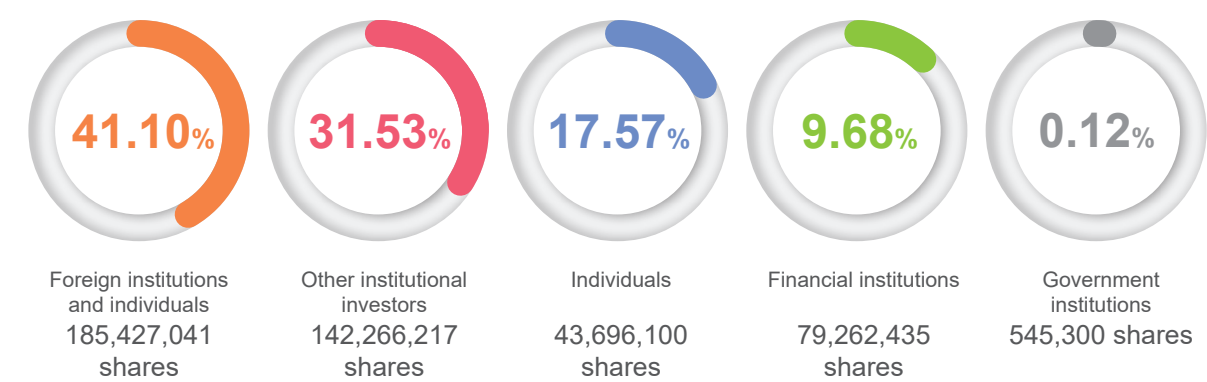
Unit: In NT\$ thousands, %

| Item                                                                | 2022       | 2023       | 2024       |
|---------------------------------------------------------------------|------------|------------|------------|
| Capital stock                                                       | 4,511,971  | 4,511,971  | 4,511,971  |
| Total market value of capital stock -year-end total                 | 45,119,709 | 52,790,060 | 55,722,841 |
| Retained earnings                                                   | 6,977,205  | 7,302,039  | 7,761,031  |
| Earnings per share                                                  | 5.85       | 5.85       | 6.42       |
| P/E ratio                                                           | 17.09      | 20         | 19.24      |
| Dividend allotment                                                  |            |            |            |
| Cash dividend (NT\$/share)                                          | 5          | 5.2        | 5.2        |
| Stock dividend (NT\$/share)                                         | -          | -          | -          |
| Return on assets (ROA)                                              | 10.76%     | 10.28%     | 10.87%     |
| Return on equity (ROE)                                              | 21.25%     | 20.49%     | 21.80%     |
| Direct economic value generated and distributed by the organization |            |            |            |
| Direct economic value generated                                     |            |            |            |
| Individual revenue of Taiwan Secom (Note 1)                         | 8,731,049  | 9,086,577  | 9,481,996  |
| Economic value distributed                                          |            |            |            |
| Operating costs                                                     | 2,630,785  | 2,771,960  | 2,804,767  |
| Employee salaries and benefits                                      | 2,488,438  | 2,567,335  | 2,718,838  |
| Total dividends distributed                                         | 2,255,985  | 2,346,225  | 2,346,225  |
| Payment of income tax                                               | 289,362    | 291,129    | 286,895    |
| Donations                                                           | 10,961     | 11,032     | 12,967     |
| Economic value retained                                             | 1,055,518  | 1,098,896  | 1,312,304  |
| The Group's consolidated revenue                                    | 15,357,445 | 17,073,977 | 17,859,305 |

Note 1: Revenue includes the net operating revenues and non-operating revenues

### 1.4 Equity Structure

Taiwan Secom's main shareholders include Taiwanese and international legal entities and individuals, with foreign institutions and foreign persons, other legal entities and individuals holding the highest percentage of shares. According to the statistical data as of June 25, 2024, the percentages of shares held by foreign institutions and foreign nationals, other legal entities, and individuals were 41.10%, 31.53%, and 17.57%, respectively.



Note: The shareholding ratio of Chinese capital is 0%

### 1.5 Product Services and Innovation

Taiwan Secom continues to invest in independent R&D and innovation, integrate advanced technologies and products, and apply them to the Company's management, dispatch, and service platform. This is not only a key step in achieving the mission of "providing safe and secure products and services", but also an important cornerstone for improving the Company's competitiveness and sustainable operations.

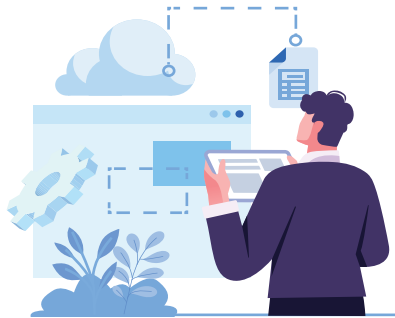
The Company's product and services and innovation policy emphasize establishing software, hardware, firmware, project, and quality management R&D teams, and continue to invest in R&D and integration of new technologies and products. At the same time, we are actively applying for patents to protect intellectual property rights and enhance overall competitiveness.

| Material Issue | Product Services and Innovation                                                                                           |                                           |        |           |                 |
|----------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------|-----------|-----------------|
| Target         | <div>Patent target</div> <div>25 new patent applications and 15 new patent acquisitions each year</div>                   | Patents                                   | 2024   |           |                 |
|                |                                                                                                                           |                                           | Target | Actual    | Completion rate |
|                |                                                                                                                           |                                           |        |           | 2025            |
|                | <div>R&amp;D investment target</div> <div>Invest 1.5% of the total annual revenue in R&amp;D expenditures each year</div> | New patent applications                   | 25     | 120%      | 120%            |
|                |                                                                                                                           | New patent acquisitions                   | 15     | 200%      | 200%            |
|                |                                                                                                                           |                                           |        |           | 2025            |
| Target         | <div>R&amp;D investment target</div> <div>Invest 1.5% of the total annual revenue in R&amp;D expenditures each year</div> | R&D investment (NT\$ thousands; %)        | 2024   |           |                 |
|                |                                                                                                                           |                                           | Target | Actual    | Completion rate |
|                |                                                                                                                           |                                           |        |           | 2025            |
|                |                                                                                                                           | R&D expenditures                          | NA     | 110,850   | NA              |
|                |                                                                                                                           | Annual revenue                            | NA     | 7,846,366 | NA              |
|                |                                                                                                                           | Proportion of R&D expenditures in revenue | 1.5%   | 1.41%     | 94%             |

To enhance R&D innovation and strengthen intellectual property protection, the Company applied for 30 new patents and acquired 30 new patents in 2024.

R&D results this year include:

| Material Issue      | Product Services and Innovation                                                                                                                           |                                                                                                                                                                                                                                                                                  |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results             | Home care                                                                                                                                                 | Analyze the living behaviors of residents through meter information and conduct behavioral analysis of the elderly to enhance the effectiveness of home care.                                                                                                                    |
|                     | Motor vehicle monitoring                                                                                                                                  | If the GPS signal is poor or the number of satellites is less than a specific number for a certain period of time, the system will automatically push notification and remind customers to avoid the failure to receive construction payment due to the absence of a trajectory. |
|                     | Smart safe                                                                                                                                                | It can be connected to the host of Unlimited Plus and enhance property safety protection through sensors, sound, and image technologies.                                                                                                                                         |
| Patents applied for | 1. Abnormal electricity consumption behavior analysis system and its methods<br>2. Trajectory monitoring vehicle devices and its system<br>3. Smart safe. |                                                                                                                                                                                                                                                                                  |

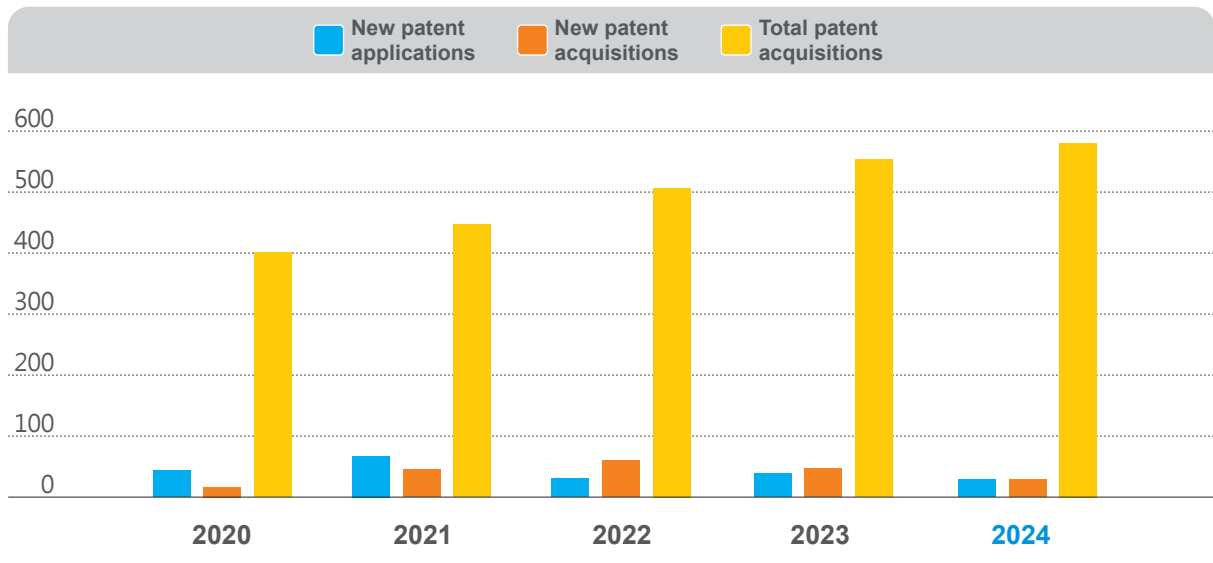


#### Number of patents of Taiwan Secom in the past 5 years

Calculation period: As of December 31, 2024

| Item/Year                 | 2020 | 2021 | 2022 | 2023 | 2024 |
|---------------------------|------|------|------|------|------|
| New patent applications   | 43   | 67   | 29   | 40   | 30   |
| New patent acquisitions   | 16   | 46   | 55   | 46   | 30   |
| Total patent acquisitions | 398  | 444  | 499  | 552  | 582  |

● Number of patents of Taiwan Secom in the past 5 years



Product innovation in 2024

I. Development of fire protection services for electric vehicles

Driven by the government's subsidy policies and green energy initiatives, the popularization of electric vehicles in Taiwan is growing at an impressive speed. The number of electric vehicle registrations has increased year by year. Electric vehicles are frequently seen in major parking lots, residential areas, and public places. However, due to the increase in the risk of battery fires, the need for safety equipment has become an urgent issue.

The lithium batteries used in electric vehicles are characterized by high energy density. Once a malfunction or thermal runaway occurs, it may cause a sustained high-temperature combustion or even an explosion. Therefore, how to quickly control fire, prevent the spread of fire, and protect personnel safety has become the focus of concern for major management units and the government.

The “electric vehicle fire blanket” of Taiwan Secom is an efficient and user-friendly emergency response tool, which is gradually gaining market attention with a continuous growth in demand. The fire blanket features high temperature tolerance, oxygen isolation, and can reduce the spread of smoke and toxic gases, effectively addressing electric vehicle fires and becoming a key solution for the market. Please refer to <https://www.secom.com.tw/news/detail.html?id=217> for information about the fire blanket for firefighting.

The Company combines the “electric vehicle fire blanket” with advanced security systems to provide comprehensive and smart fire protection solutions. Specifically, we ensure real-time monitoring and rapid response for electric vehicle fires with difficulty controlling high temperatures and rapid fire spread, thereby effectively reducing the risk of personnel and property losses.

The service content of Taiwan Secom’s connected fire blanket is detailed as follows:

Real-time monitoring of fire blanket and security system connection

Through the 24-hour monitoring mechanism, the Company can monitor the use of fire blanket in real time, assist on-site personnel in preliminary fire response, and simultaneously contact the fire department to ensure the rapid commencement of subsequent rescue operations. This real-time reporting mechanism effectively shortens the time from fire discovery to handling and prevents further expansion of the fire.

Product status management and abnormality notification

The Company's security system is not only responsible for prompt notifications on the use of fire blanket, but also monitors the status of the fire blanket equipment. In an event of any abnormality (e.g., unauthorized opening of the storage area, damage to or displacement of equipment), the system will actively send a warning message to the management side, and simultaneously notify the Control Center for contingency handling, in order to prevent equipment malfunction or human error from affecting disaster prevention efficiency.

Combination with on-site video monitoring

When the fire blanket is activated, the Company can synchronize the video screen to quickly determine the scope and condition of the fire, and assist in guiding on-site personnel in correct operation of the fire blanket to reduce the risk of fire.

II. Development of fire response connection service function

Acceleration of urbanization has led to high density of buildings in Taiwan, especially a gradual increase in the number of high-rise buildings and underground spaces (e.g., parking lots and MRT stations), which have increased the risk of fire accidents. According to statistics from the National Fire Agency, Ministry of the Interior, among thousands of fires each year, there is a high proportion of fires caused by short circuits of electrical equipment, improper cooking, and gas leakage.

Due to continuous improvement in regulations, such as the requirements of the Building Technical Regulations and the Fire Services Act, more and more public places and enterprises are required to be equipped with basic firefighting equipment, with fire blankets and smoke masks now a must. Many businesses and households have also taken the initiative to purchase them to increase the level of safety protection.

Fire blankets and smoke masks are not only applicable to families, but also widely used in schools, hospitals, hotels, office buildings, factories, and public transportation facilities. In these occasions, strict requirements on fire prevention equipment are imposed, resulting in a continuous growth in market demand.

Taiwan Secom's smart disaster prevention solutions are based on a connected disaster prevention box with built-in fire blankets and smoke masks, providing efficient and integrated emergency response services, which are applicable to families, enterprises, and public places to comprehensively improve safety protection capabilities, including:

- Immediate activation and alerts: When the fire blanket is used, the system will immediately notify the Company and the user to promptly respond to the initial stage of a fire.
- Location and usage records: This service can record the time and location of fire blankets for follow-up tracking and management.
- Remote support: The Company can swiftly activate fire safety support procedures based on the alert to improve fire extinguishing efficiency and minimize losses.

A connected disaster prevention box with built-in fire blankets and smoke masks with smart management functions:

- Equipment status monitoring: Real-time monitoring of the status of fire blankets and smoke masks to ensure that the equipment is in good condition.
- Flashing lights and sound instructions: In case of a fire, the disaster prevention box will flash lights and emit sounds to indicate the location of the disaster prevention box in order to facilitate rapid access by users.
- Centralized management: Multiple disaster prevention boxes in enterprises or public places can be managed centrally through the system, and the Control Center can keep track of the usage status and location of each disaster prevention box at any time.

Taiwan Secom's connected disaster prevention box with built-in fire blankets and smoke masks integrates multi-functional emergency equipment with smart systems to provide comprehensive response and management services. It not only effectively reduces the loss of life and property caused by fires, but also provides users with a smart, safe, and reliable living and working environment, making it the best choice for modern disaster prevention solutions.



All items for corporate and commercial use



All items for individual and household use

# CH2 Corporate Governance

## 2.1 Governance Structure

### ● Composition of the Board of Directors

The Board of Directors of Taiwan Secom has 12 members elected by all shareholders, including 8 directors and 4 independent directors. It consists of 10 male members and 2 female members, and the average age of the Board members is 68. Their extensive experience in the industry and management expertise help improve the corporate operation system and protect the interests of investors.

### ● Board attendance

Board meetings are held at least once every quarter. A total of 4 meetings were held in 2024 and the average attendance rate was 96%.

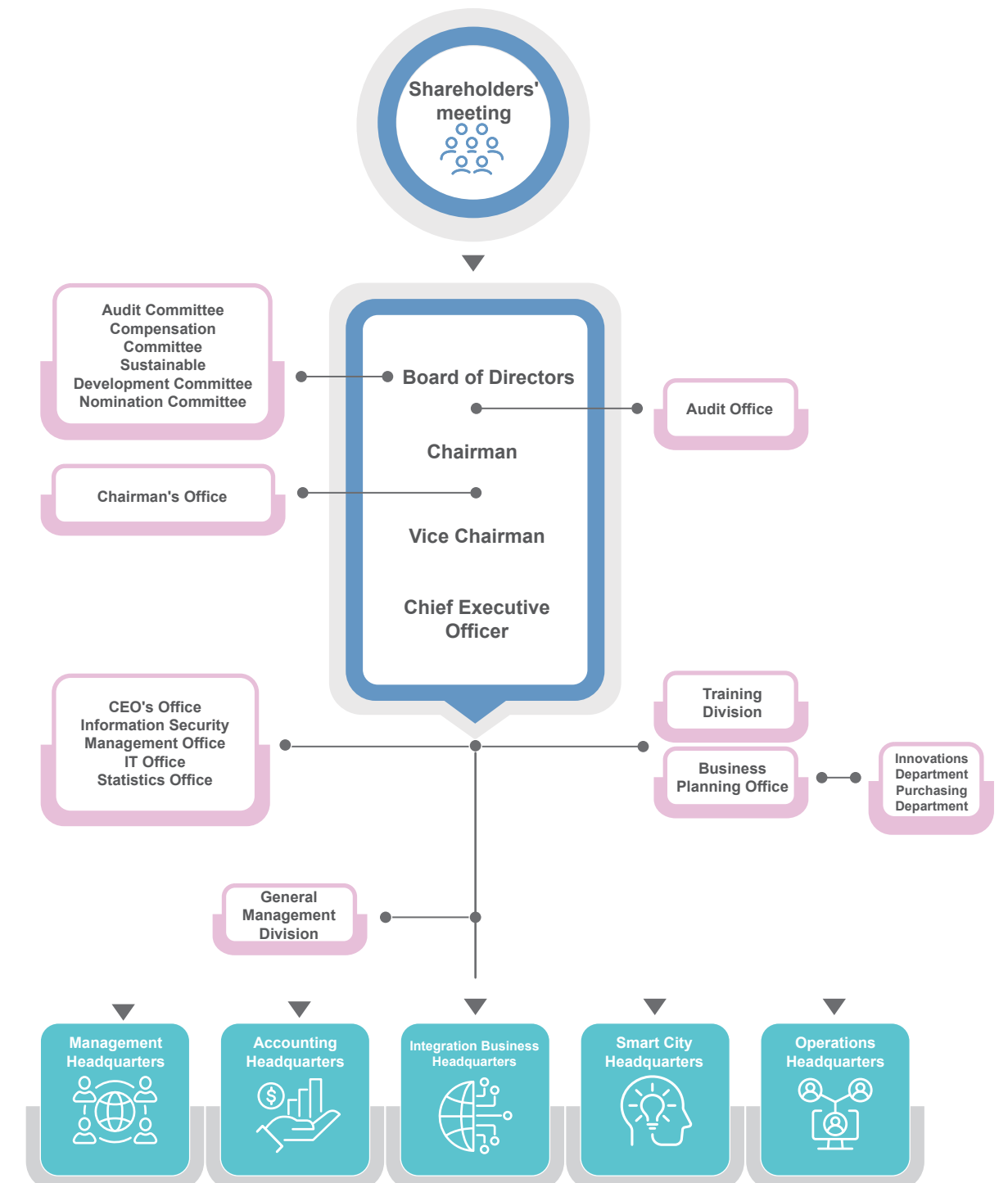
In 2024, the important issues communicated with the Board of Directors, the highest governance body, included ethical corporate management, operation performance, internal control, energy and greenhouse gas, and sustainable development. A sustainability report is submitted to the Board of Directors for approval on an annual basis.

### ● Election of directors

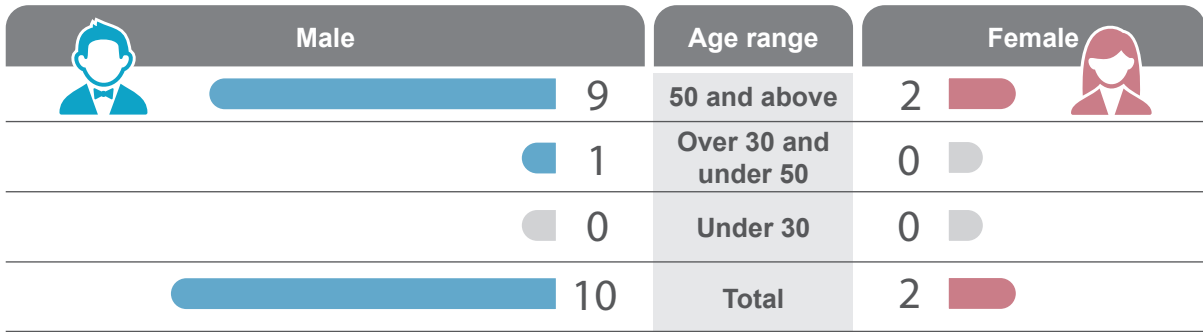
The composition of the Board of Directors is characterized by independence and diversity. Nominations are conducted through rigorous selection procedures using the candidate nomination system and are voted on at the shareholders' meeting, with shareholders fully exercising their selection rights.

The Board of Directors is composed of members with rich experience in industry operations with knowledge and professional experience in different fields. It is comprised of elites from different generations and fields to lead the Company in continuous innovation and diversification.

- 75% of the independent directors have not served for more than 3 terms.
- We will continue to increase the participation of female directors in the future.



Gender Ratio of the Board of Directors of Taiwan Secom



Members of the Board of Directors of Taiwan Secom

Taiwan Secom established the "Audit Committee", "Compensation Committee", "Sustainable Development Committee", and "Nomination Committee" under the management of the Board to ensure that the Board performs its governance responsibilities and enhance the functions of the Board. We will continue to enhance the functions of the Board, implement the Company's Regulations Governing Procedure for Board of Directors Meetings, and enhance information transparency of the Board to maximize Board functions.

| Diverse core         |                  | Professional knowledge and skills    |                                |              |                  |                        |                     |                        | Qualified competencies and experience |                           |                     |                                |                              |                 |
|----------------------|------------------|--------------------------------------|--------------------------------|--------------|------------------|------------------------|---------------------|------------------------|---------------------------------------|---------------------------|---------------------|--------------------------------|------------------------------|-----------------|
|                      |                  | Concurrent employment in the Company | Tenure as independent director |              | Legal profession | Finance and accounting | Technology industry | Finance and investment | Marketing                             | Knowledge of the industry | Business management | Leadership and decision-making | Environmental sustainability | Risk management |
|                      |                  |                                      | Under 3 years                  | 6 to 9 years |                  |                        |                     |                        |                                       |                           |                     |                                |                              |                 |
| Director             | Lin Chien-Han    | ●                                    |                                |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Lin Ming-Sheng   | ●                                    |                                |              | ●                | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Sadahiro Sato    |                                      |                                |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Matsui Hiromichi |                                      |                                |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   |                                | ●                            | ●               |
|                      | Kanzaki Junichi  | ●                                    |                                |              | ●                |                        | ●                   | ●                      | ●                                     | ●                         | ●                   |                                | ●                            | ●               |
|                      | Liu Yun-Fang     | ●                                    |                                |              |                  |                        | ●                   |                        | ●                                     | ●                         | ●                   |                                | ●                            | ●               |
|                      | Hsu Lan-Ying     | ●                                    |                                |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Du Heng-Yi       |                                      |                                |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
| Independent director | Chen Tian-Wen    |                                      |                                | ●            |                  | ●                      | ●                   | ●                      | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Jiang Yong-Zheng |                                      |                                | ●            | ●                |                        | ●                   |                        | ●                                     | ●                         | ●                   |                                | ●                            | ●               |
|                      | Chiang Kuang-Tze |                                      | ●                              |              |                  | ●                      | ●                   |                        | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |
|                      | Wei Chi-Lin      |                                      | ●                              |              |                  | ●                      | ●                   | ●                      | ●                                     | ●                         | ●                   | ●                              | ●                            | ●               |

Operations and Responsibilities of Functional Committees

| Functional Committees             |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                              | Composition/Participation                                                                                                                                                                                                                                                                                                            | Main Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Audit Committee                   | <ul style="list-style-type: none"><li>The committee is composed of 4 independent directors, and Mr. Chen Tian-Wen serves as the convener.</li><li>In 2024, 4 Audit Committee meetings were held with an attendance rate of 100% (including actual attendance of 88% and attendance by proxy of 12%).</li></ul>                       | Supervise the proper presentation of the financial statements of Taiwan Secom, the appointment (dismissal) as well as independence and performance of CPAs, and assist the Board of Directors in performing supervisory duties, such as compliance with relevant laws and regulations and control of existing or potential risks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Compensation Committee            | <ul style="list-style-type: none"><li>The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tian-Wen serves as the convener.</li><li>In 2024, 2 Compensation Committee meetings were held with an attendance rate of 100% (including actual attendance of 83% and attendance by proxy of 17%).</li></ul> | Responsible for formulating and reviewing the performance evaluation and remuneration policies, systems, standards, structure, and individual remuneration of directors and managers, and evaluating the remuneration of directors and managers to maximize the long-term benefits of the Board of Directors and ensure that remuneration of managers is closely linked to sustainable performance (economic, environmental, and social).                                                                                                                                                                                                                                                                                                                                                                                          |
| Sustainable Development Committee | <ul style="list-style-type: none"><li>The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tian-Wen serves as the convener.</li><li>In 2024, 1 Sustainable Development Committee meeting was held with an attendance rate of 100%.</li></ul>                                                            | <ul style="list-style-type: none"><li>Formulate corporate sustainability policies and related management approaches.</li><li>Formulate short, medium, and long-term sustainable development strategies and goals.</li><li>Review, track, and revise the implementation status and effectiveness of the Company's sustainable development.</li><li>Regularly report the implementation results of the committee to the Board of Directors each year.</li></ul>                                                                                                                                                                                                                                                                                                                                                                      |
| Nomination Committee              | <ul style="list-style-type: none"><li>The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tian-Wen serves as the convener.</li><li>In 2024, 1 Nomination Committee meeting was held with an attendance rate of 100%.</li></ul>                                                                         | <ul style="list-style-type: none"><li>Establish criteria for the diversity of backgrounds in terms of expertise, skills, experience and gender and independence required for Board members and executive officers, and seek, review, and nominate candidates for directors and executive officers accordingly.</li><li>Establish and develop the organizational structure of the Board of Directors and its committees, conduct performance evaluation for the Board of Directors, committees, directors and executive officers, and assess the independence of independent directors.</li><li>Establish and regularly review continuing training programs for directors as well as succession plans of directors and executive officers.</li><li>Establish the Company's Corporate Governance Best Practice Principles.</li></ul> |

Senior Manager Remuneration System

The remuneration of the chairman, CEO, president, and vice presidents (senior executives) includes fixed remuneration and variable remuneration. Fixed remuneration is determined by the Compensation Committee based on senior executives' position, scope of responsibilities, contribution to the Company's business goals, the Company's annual business performance, future risks and the industry standard for similar positions. Variable remuneration, which is linked to the organizational goals and performance for which the senior executives are responsible, is determined primarily on the basis of financial indicators, such as the Company's revenue, achievement rate of pre-tax net profit, the achievement of the Company's performance indicators at the end of the year, and other necessary management-related conditions. It is mainly paid in the form of employee remuneration and special bonuses for Chinese New Year. The remuneration plan is proposed by the Remuneration Office, and the Board of Directors authorizes the head of the Administration Division to approve the plan.

Senior managers' remuneration and ESG-related performance evaluation

The connection between incentives system and sustainable performance:  
To encourage senior managers, outstanding key professionals, and all employees to attach importance to long-term comprehensive performance and achieve sustainable development, Taiwan Secom has linked the six sustainable development strategies and goals to the short-term and long-term incentives and remuneration of the CEO of the Group and CEO, senior managers, and heads of headquarters.

1. CEO of the Group and CEO:  
Performance indicators - sustainable development performance (15%)  
implementation method (weight) - green product innovation (4%), low-carbon manufacturing transformation (4%), occupational safety and health (2%), and others (5%)

2. Senior managers (one of the managers responsible for the six sustainable development strategies):  
Performance indicators - sustainable development performance (6%)  
implementation method (weight) - sustainable responsible procurement (6%)

3. Heads of headquarters (one of the managers responsible for the six sustainable development strategies):  
Performance indicators - sustainable development performance (5%)  
implementation method (weighted) - circular economy (5%)

| Subjects                                                                                                  | Performance Indicators                    | Implementation Plan (weight)                                                                                                        |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| CEO of the Group and CEO                                                                                  | Financial performance (30%)               |                                                                                                                                     |
|                                                                                                           | Market and customers (25%)                |                                                                                                                                     |
|                                                                                                           | Internal procedures (10%)                 |                                                                                                                                     |
|                                                                                                           | Sustainable development performance (15%) | Green product innovation (4%)<br>Low-carbon manufacturing transformation (4%)<br>Occupational safety and health (2%)<br>Others (5%) |
|                                                                                                           | Learning and growth (20%)                 |                                                                                                                                     |
| Senior managers<br>(One of the managers responsible for the six sustainable development strategies)       | Sustainable development performance (6%)  | Sustainable responsible procurement (6%)                                                                                            |
| Heads of headquarters<br>(One of the managers responsible for the six sustainable development strategies) | Sustainable development performance (5%)  | Environmental regeneration economy (5%)                                                                                             |

Equal pay

The Company has a "Compensation Committee" to provide employees with competitive remuneration, and adopts a transparent and equal remuneration policy to give back the Company's business performance to employees.

For entry level personnel in the same position, all hired personnel receive the same treatment. For candidates with relevant professional and work experience, the remuneration is determined based on their educational backgrounds, experience, professional skills, and certifications, and will not differ based on gender or ethnic group.

| Equal pay indicator                           |  Male |  Female |
|-----------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Ratio of the "average" wages of men and women | 1.0713                                                                                   | 1                                                                                           |
| Ratio of the "median" wages of men and women  | 1.1185                                                                                   | 1                                                                                           |

Annual total compensation ratio

The ratio of the Company's highest annual income of individuals to the median annual income of all employees is 12.217 times. The percentage of increase in the annual remuneration of the highest paid employees is 0% (no salary adjustment in 2024). Therefore, the percentage of the highest annual income of individuals to the median annual income of all employees in the country (excluding the highest annual income of individuals) is 10.245 times.

Ratio of the highest paid individual to the median of others

| Equal pay indicator                                            | Highest paid individual | Others |
|----------------------------------------------------------------|-------------------------|--------|
| Ratio of the highest paid individual to the "median" of others | 12.217                  | 1      |

Female-to-male annual salary ratio (female: male)

| Position                                        | Total salary | Monthly salary | Variable salary |
|-------------------------------------------------|--------------|----------------|-----------------|
| Senior executives<br>(Vice President and above) | 1:1.012      | 1:1.003        | 1:1.024         |
| Mid-level and entry-level managers              | 1:1.137      | 1:1.065        | 1:1.344         |
| General employees                               | 1:1.098      | 1:1.041        | 1:1.225         |

Note:  
(I) The statistics are based on those who have worked for more than one year as of December 31, 2024.  
(II) The Company's business relationships are dominated by men.  
(III) The salary structure of business positions is mainly based on variable salary (bonuses for the three festivals, various bonuses, and overtime pay).The salary structure of staff positions is characterized by a higher proportion of fixed salary (basic salary, allowances).

Please refer to the [Company's](#) annual report for information on the management of conflicts of interest of the highest governance body, the arrangement and actual implementation of education and training courses for the highest governance body, and the evaluation of the performance of the highest governance body.

2.2 Ethics and Integrity

To achieve corporate sustainability and avoid legal liability and damage to goodwill caused by unethical conduct, Taiwan Secom incorporates integrity and ethics into its management strategies, adheres to the principles of fairness, integrity, trustworthiness, and transparency, promotes the concept of ethical corporate management, and makes it part of the corporate culture. To implement the ethical corporate management policy and prevent unethical conduct, we formulate the following regulations to instruct employees on matters that they need to pay attention to when performing their duties:

- (1) Management of measures for preventing insider trading
- (2) Ethical Corporate Management Best Practice Principles
- (3) Ethical Corporate Management Operating Procedures and Code of Conduct
- (4) Procedures for Handling Material Inside Information
- (5) Whistleblower System Implementation Regulations
- (6) Supplier Commitment Statement

| Material Issue                 | Ethics and Integrity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Taiwan Secom abides by related regulations and prevents incidents of corruption to create an ethical corporate management culture.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Responsibilities and Resources | The Company's personnel (including directors, managers, employees, appointees, and persons with substantial control over the Company and the Group's businesses and organizations) shall fulfill their duties as prudent managers to prevent unethical conduct, review implementation results of policies at all times, and continue to make improvements to ensure the integrity governance policy is implemented.<br><div>1. Business Planning Office: The Business Planning Office is the special unit responsible for revising, implementing, explaining, consulting, and registering report contents and other operations, as well as supervising the implementation of the Ethical Corporate Management Operating Procedures and Code of Conduct. It reports the relevant matters to the Board of Directors at regular intervals.</div> <div>2. Legal Affairs Office: The Legal Affairs Office is the special unit charged with formulating and implementing procedures for the management, preservation, and maintenance of the trade secrets, trademarks, patents, works, and other intellectual properties and it shall regularly review the results of implementation to ensure their continuous effectiveness.</div> <div>3. Human Resources Department: If an employee's unethical conduct is proven, appropriate disciplinary actions will be taken in accordance with related laws and regulations or the Company's regulations for rewards and penalties, including dismissal or termination of employment.</div> <div>4. Audit Office: Investigation of violations of the Company's integrity policy and related laws and regulations or reported cases.</div> |
| Complaint Channels             | The Company has set up the website service mailbox floatbird@secom.com.tw and the service line 02-25575050#869 as complaint channels. It compiles lists of anonymous reports at regular intervals and mails them to Independent Directors. It also cooperates with requests to access information.<br>Mailing address: Legal Affairs Office, 8F, No. 139, Zhengzhou Rd., Taipei City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Action Plans                   | The Company established the "Ethical Corporate Management Best Practice Principles" and "Ethical Corporate Management Operating Procedures and Code of Conduct" and announced that employees are enrolled under the "employee integrity insurance" in group reports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Implementation Results in 2024 | The Company implemented the Corporate Management Policy and did not receive penalties due to violations of related laws for ethical corporate management in 2024.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

I. The Business Planning Office is the special unit responsible for ethical corporate management. It assists the Board of Directors and management in formulating and supervising the implementation of the Ethical Corporate Management Policy and Code of Conduct, and ensuring the implementation of the Ethical Corporate Management Best Practice Principles. It reports the implementation status to the Board of Directors in August every year.

II. The Company abides by the Ethical Corporate Management Policy and the implementation status in 2024 is as follows:

**1. Education and training:**

The Company plans courses on regulations and audits, and provides regular training on laws, service guidelines, and code of conduct in order to manage and prevent unethical conduct. The Company implements online self-assessment for all employees each year and the scope covers ethical corporate management and the Code of Conduct, etc.

**2. Compliance awareness campaigns:**

The Company uses the employee database and the reporting website to communicate legal requirements, Code of Conduct, Ethical Corporate Management Best Practice Principles, and other related regulations.

**3. Regular audits:**

The Legal Affairs Office is responsible for formulating and implementing procedures for the management, preservation, and maintenance of the Company's trade secrets, trademarks, patents, and other intellectual properties, and regularly reviews the results of implementation.

**4. Whistleblowing system and whistleblower protection:**

The Company has established the whistleblowing system to actively prevent unethical conduct and encourage internal and external personnel to report unethical conduct. It is committed to protecting whistleblowers from inappropriate disciplinary actions due to their whistleblowing.

In addition, if an employee's unethical conduct is proven in the investigations conducted by the Human Resources Department, disciplinary actions will be taken in accordance with related laws and regulations or the Company's regulations for rewards and penalties, including dismissal or termination of employment. The Audit Office is responsible for auditing reported cases such as violations of the Ethical Corporate Management Policy and related laws and regulations.

1. According to Article 13 of the Rules of Procedure of Board of Directors' Meetings, if a director has a conflict of interest in a resolution proposed at the meeting, he/she shall make an explanation at the current Board meeting. If such interest is likely to be detrimental to the Company's interests, he/she may present his/her opinion and answer questions, but shall not join the discussion and voting, shall recuse himself/herself from the discussion and voting, and shall not exercise his/her voting rights on behalf of other directors.
2. The internal auditors regularly report the results of audits to the Board of Directors.
3. The Company reminds employees of the ethical corporate management regulations during orientation training and provides related channels for enquiries to ensure that employees can access ethical corporate management information at any time.

## 2.3 Compliance

Compliance is an important foundation for steady growth and sustainable development. Taiwan Secom has designated units to manage and comply with regulations and assigned the audit units to conduct audits on compliance matters. The Company also established management regulations, including the "Corporate Social Responsibility Best Practice Principles," "Ethical Corporate Management Best Practice Principles," "Ethical Corporate Management Operating Procedures and Code of Conduct," "Corporate Governance Best Practice Principles," "Procedures for Handling Material Inside Information," "Personal Information Protection and Management Regulations," "Personal Information Security and Physical Environment Management Regulations," and "Branch Company Personal Information Management Guidelines." We implement the compliance policy to ensure that the Company is not affected by violations of laws or fines, and achieve the goal of "ensuring compliance and establishment of regulations" to prevent corruption.

| Material Issue                 | Compliance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | The Company complies the laws and regulations of the competent authority to prevent material violations of related regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Responsibilities and Resources | <p>The Company assigns relevant units to process the compliance with laws and regulations and management</p> <ol style="list-style-type: none"><li>1. Service Center Headquarters: Process the training, management, and inspections of security personnel in accordance with the regulations of the Private Security Service Act. Process the establishment, management, training, and implementation of systems in accordance with the Personal Data Protection Act</li><li>2. Human Resources Department: Compliance with the Labor Standards Act and the communication, management matters for the Occupational Safety and Health Act, and processing employees' complaints</li><li>3. Business Planning Office: Compliance with the Company Act and Securities and Exchange Act and the establishment and management of the systems of a public company</li><li>4. Legal Affairs Office: Compliance with regulations for patents, trademarks, copyright, and trade secrets, establishment and implementation of the management system, and consultation on other laws and regulations</li><li>5. General Affairs Department: Compliance with government energy management regulations and environmental protection regulations</li><li>6. Audit Office: Audit of compliance with laws and regulations</li></ol> |
| Complaint Channels             | The Company has set up the website service mailbox <a href="mailto:service@secom.com.tw">service@secom.com.tw</a> and the 24-hour service telephone 0800-22-11-95 to set up complaint mechanisms and channels.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Implementation Results in 2024 | Taiwan Secom ensures the implementation and management of the Company's Compliance Policy of all units. In 2024, the Company committed no material violations of laws or regulations or other penalties in terms of environmental or social matters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## 2.4 Risk Management

The Company complies with Article 44 of the "Regulations Governing Establishment of Internal Control Systems by Public Companies," and is committed to improving corporate governance, implementing operational risk management, and ensuring the completeness of the Company's risk system. The Company adopts a proactive and cost-effective approach to integrate the material risks in the business activities, including but not limited to governance risks, strategy risks, operation risks, financial risks, and compliance risks.

● **Organizational Structure**



### Scope of Risk Management

With respect to risk management practices at all levels, the Company adopts a proactive and cost-effective approach to integrate the material risks in the business activities, including but not limited to governance risks, strategy risks, operation risks, financial risks, and compliance risks.

● **Responsible Authority for Risk Management**



Risk Management Operations

The Company regularly reports business strategies, products, and business risks to the Sustainability Committee every year. Each department considers risk factors in the scope of its business when formulating systems and regulations to conduct risk assessments and determine the risks arising from the implementation of various policies. The Audit Office assists each department in conducting risk assessments each year. Risks are assessed based on their likelihood of occurrence and materiality and are classified into four risks levels: highest, high, moderate, and low. The Audit Office compiles the assessments results and responses of each department and provides management recommendations for operations with a risk rating higher than moderate. The Audit Office also carefully assesses the business risks for the audit plan of the following year or project audits based on the materiality of business risks to fulfill risk assessment and management. The Audit Office regularly reports the business items and implementation status of risk management by the units charged with risk management to the Board of Directors.

In 2024, the Audit Office compiled the risk assessments results of each department and identified 4 high-risk items and 13 moderate-risk items. They were included in the key audits of the business management units, tracked in routine performance management, or included in the 2025 audit plan of the Audit Office.

Internal Control

The Company formulated the "Internal Control System" and "Internal Audit Implementation Rules" in accordance with the "Regulations Governing Establishment of Internal Control Systems by Public Companies" of the Financial Supervisory Commission, Executive Yuan. The internal control system includes 8 major operational cycles (operating revenue and collection cycle, purchasing and warehousing cycle, personnel payroll cycle, financing cycle, property, plant and equipment cycle, investment cycle, research and development cycle, and information operations) and other internal management systems to control of operational risks, ensure the safety of assets, protect the rights and interests of shareholders, and comply with relevant regulations.

The Audit Office reports to the Board of Directors and assists the Board of Directors and the management in overseeing the Company's systems and processes to ensure the effective operations of the Company's internal control system and to provide timely recommendations. The Audit Office prepares an internal control system scorecard before the end of November each year, and sends it to each unit for self-assessments based on the assessment criteria. Each unit conducts internal control self-assessments based on the items in the scorecard before the end of December each year and provides samples as evidence. The Audit Office then reviews and samples the results of the annual audit report and the internal control, compiles the self-assessment report and the "overall assessment of internal control", and submits them to the Chairman and the CEOs of each headquarters for review as the basis for determining the effectiveness of the implementation of the overall internal control system.

Implementation Results of the Audit Office in 2024

In response to the request of independent directors to conduct in-depth audits, it was found in the project audit that invoices were voided and reissued frequently, resulting in continuous deferral of accounts receivable, thus leading to pressure on the return of funds and operational loans. Following the resolution of the summit, the Company has been actively collecting accounts receivable. In the 2024 consolidated interim financial report, the number of changes from January to June in 2024 was verified by the CPAs as negative (cash inflow), indicating that the pressure on funds has been gradually relieved. The Company has established an account tracking system for monitoring.

Introduction to Internal Control on the Management of Sustainability Information

In accordance with the requirements of the "Regulations Governing Establishment of Internal Control Systems by Public Companies", Taiwan Secom plans to gradually revise the eight major cycles (including information operations) of the existing internal control system and the content of sustainability information management in relevant management regulations.

Taiwan Secom's Internal Control System

Note: The summit is held once a month and attended by the highest-ranking supervisors of the headquarters of the head office to discuss work content and performance.

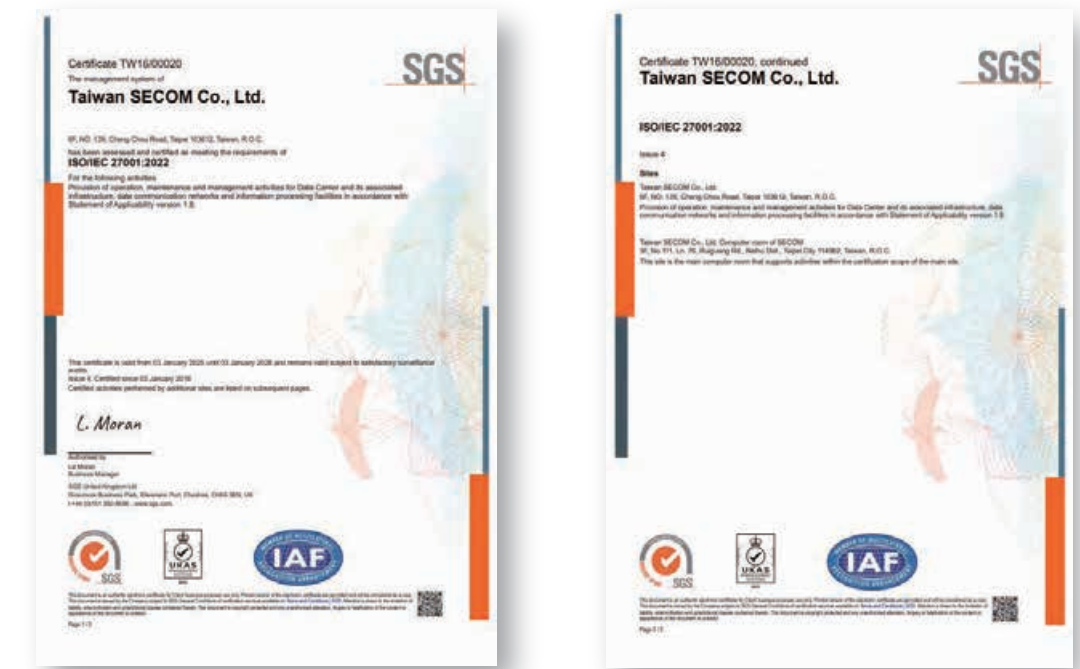


2.5 Information Security Management

| Material Issue                 | Information Security Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Short term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Comply with the requirements of laws and regulations without violations.</li><li>Strengthen personal management with training programs and education campaigns to enhance information security concepts and personal data protection awareness.</li></ul>                                                                                                                                                                                                                          |
|                                | Medium and long term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>Continue to maintain zero privacy and information security violations, implement the company-wide privacy and information security certification system.</li><li>Cultivate information security talent, strengthen the internal information security team and customer privacy, and improve employees' information security concepts.</li><li>Implement the zero trust framework and focus on identifying, isolating, and preventing threats from destroying identities.</li></ul> |
| Responsibilities and Resources | <p>Build an information security protection system, evaluate new protection technologies, and integrate them into the system whenever necessary to ensure the security of the protection system and customers' personal information. Establish an "Information Security Committee," appoint an information security officer and form a management system implementation team, business process improvement team, information security incident management team, information security audit team, and affiliated enterprise promotion team to be responsible for information security.</p> <ul style="list-style-type: none"><li>Management System Implementation Team: Responsible for carrying out various information security operations.</li><li>Business Process Improvement Team: Responsible for carrying out business-level information security operations.</li><li>Information Security Incident Management Team: Responsible for handling information security incidents.</li><li>Information Security Audit Team: Responsible for regular annual audits of the overall information security cycles.</li><li>Affiliated Enterprise Promotion Team: Responsible for verifying the compliance of affiliated enterprises with the "Security Policies for Documents Involving Personal Information."</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Action Plans                   | <ul style="list-style-type: none"><li>Appoint dedicated information security personnel to be responsible for formulation, management, and implementation of the information security policy. Also appoint a professional institution to serve as an information security management consultant, and provide guidance and advice on the information security management system. The Information Security Team convenes quarterly meetings to review information security policies, enhance management, and improve service quality.</li><li>Introduce EDR protection software for real-time monitoring, endpoint data collection, and advanced cross-correlation analysis to detect and respond to suspicious activities on host and endpoint connections. Regular meetings are held to review incidents triggered on a monthly basis.</li><li>Establish appropriate backup or monitoring mechanisms for critical information systems or equipment, and conduct regular drills to ensure their availability and personnel's proficiency in system operations as well as disaster prevention and recovery.</li><li>Install information security equipment, including firewalls, anti-virus software, UTM, and website application firewalls, to prevent hacking. Establish a response mechanism and reporting procedures for information security incidents, and immediately handle information security incidents to prevent further damage.</li><li>Regularly perform website vulnerability scanning and penetration testing, and conduct patching, retesting, and tracking to reduce the risk value to an acceptable range.</li><li>Conduct monthly information security awareness campaigns (via emails and bulletin boards) and organize social engineering drills once every six months to raise employees' awareness of information security; arrange information security training courses through the online training platform every year.</li><li>Actively invest in information security and apply for the government's "credit on investment in smart machinery or 5G systems and information security products or services" to optimize resource utilization, improve operational efficiency, and strengthen information security.</li><li>Join TWCERT/CC and participate in joint defense organizations and threat intelligence collection. Purchase information security insurance to transfer the risk of information security incidents, avoid losses from business interruptions, and improve risk management.</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Implementation Results in 2024 | <ul style="list-style-type: none"><li>In 2024, a total of 3,338 people participated in information security-related courses and 18 information security meetings were held.</li><li>No major information security incidents occurred in 2024 and there were no customer complaints of privacy violation of leaks of confidential information.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

The Company established the "Information Security Management Office" to be responsible for information security management and planning, establishing and maintaining an information security management system, and coordinating the formulation, implementation, risk management, and compliance audits of relevant policies. Taiwan Secom implements security management of customers' personal information to prevent attacks by hackers and viruses and to ensure the normal operation of information systems, equipment, and networks. The Company introduced network protection security measures to provide real-time monitoring through 24/7 round-the-clock maintenance to detect and identify information security incidents before they occur and provide safe and secure services. We continue to verify and maintain the validity of the ISO/IEC 27001 certification, and obtained the new ISO/IEC 27001:2022 certification by the end of 2024.

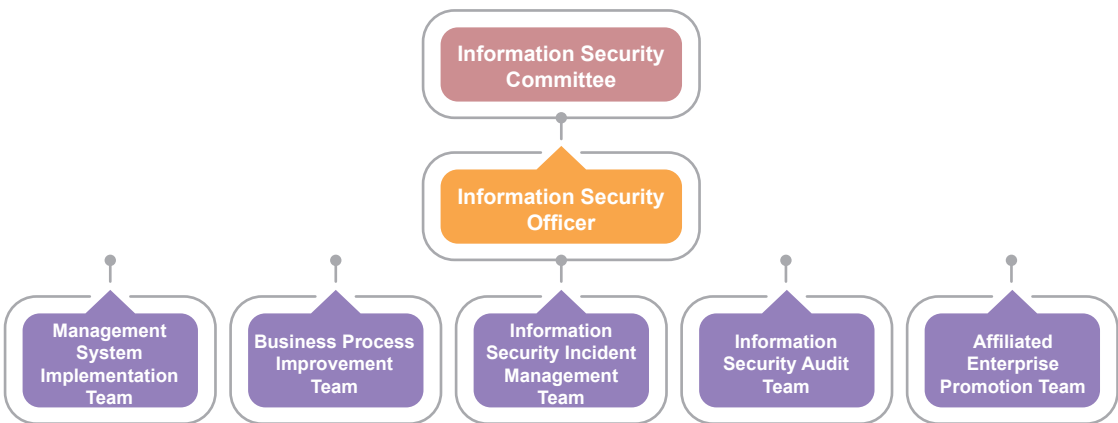
● ISO 27001 certificate



I. Information security risk management framework

1. The chief information security officer established a cross-departmental Information Security Committee. The management system implementation team is responsible for the implementation of the system, and related business units cooperate with implementation to verify the effectiveness of information security management.
2. The Information Security Committee is responsible for formulating the information security management policy, and reviewing and revising the policy at least once a year.
3. The Information Security Committee holds regular information security meetings to review the implementation status and ensure the effectiveness of information security management measures. The committee reports the implementation results to the Board of Directors each year.

● The organizational roles and functions are as follows:



II. Information security policies

In March 2024, the Company promulgated the information security management policy and regulations applicable to the entire organization, and implemented a complete Information Security Management System (ISMS) to reduce information security threats of the Company from systems, technologies, and procedures. We aim to maintain the confidentiality (C), integrity (I), and availability (A) of the Company's information assets, and protect the privacy and security of user information.

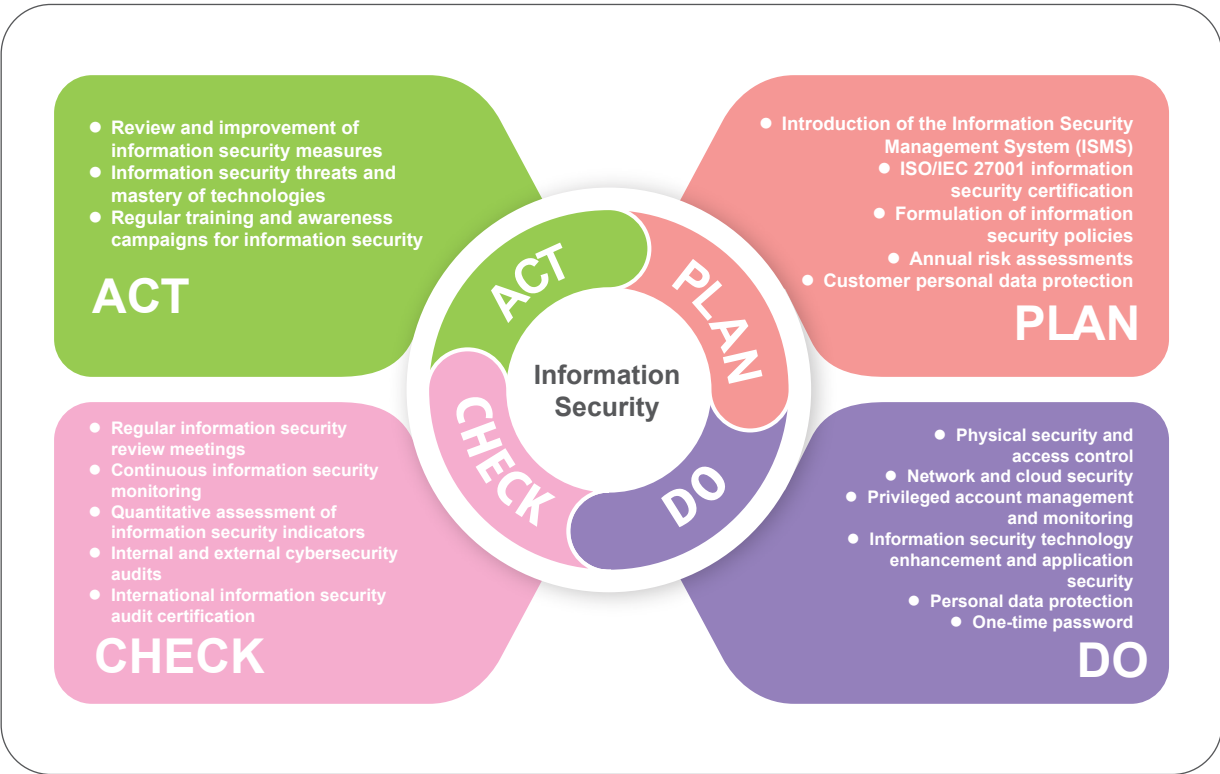
The goals achieved through the joint efforts of all employees as follows:

1. Ensure the security of business services, and access to information is restricted to authorized personnel to ensure confidentiality.
2. Prevent unauthorized modifications and ensure the accuracy and completeness of information.
3. Establish a business continuity plan for information security to maintain the continuous operation of business services.
4. Ensure that business information services comply with the requirements of relevant laws and regulations of the government.

The Company implements its protection mechanism when it collects information from customers, and regards information security and customers' personal information as important issues in its operation, ensuring the confidentiality, integrity, and availability of information assets protected by the Company, and complying with regulatory requirements to support the Company's sustainable development.

The Company established the Personal Information Protection and Management Regulation and the personal information protection and management organization, and conducts simulation drills on personal data leakage every year to strengthen response measures and management methods. We adopt the Plan-Do-Check-Act (PDCA) cycle to continuously review the effectiveness of our management procedures:

● Information Security PDCA



III. Signing of the Memorandum of Understanding on National Cyber Security Joint Defense and Intelligence Sharing

The Company has been focusing on the development of AI and smart city application services. In response to the government's efforts to upgrade the information security to national security level, we are committed to protecting Taiwan's digital environment and promoting the information security joint defense ecosystem. On December 4, 2024, we formally signed the “Memorandum of Understanding on National Cyber Security Joint Defense and Intelligence Sharing” with the Ministry of Justice Investigation Bureau to enhance the expertise and protection capabilities of information security joint defense.

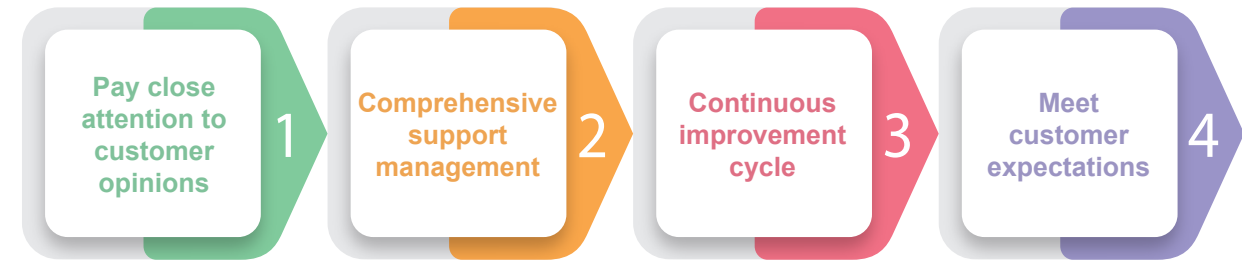


2.6 Customer Service Quality

Customer service quality is the core value of the corporate brand and operations of Taiwan Secom. It directly affects the customer experience, revenue, brand reputation, and market competitiveness. The Company thus established the service quality improvement framework and related management procedures to satisfy customer needs.

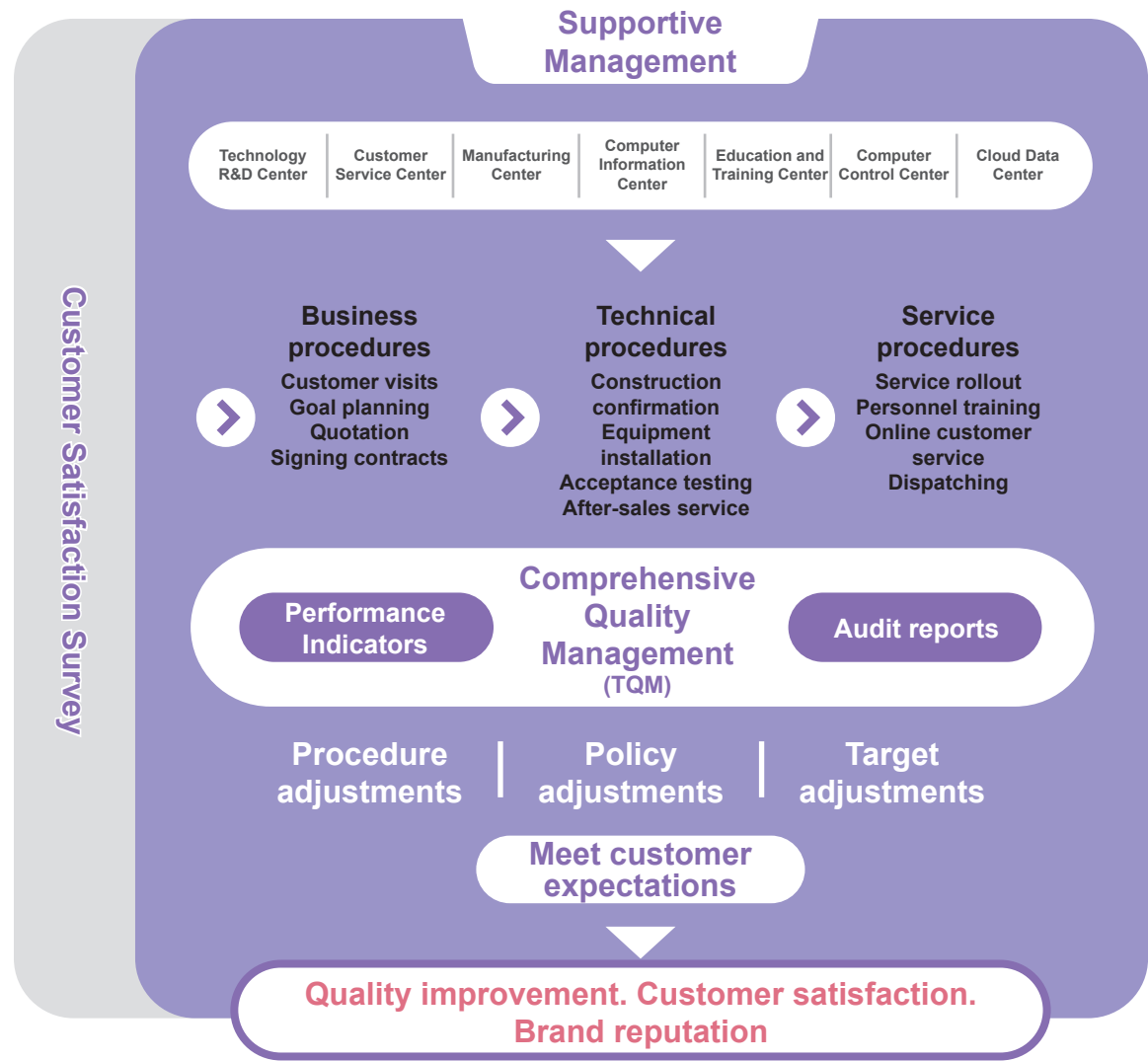
| Material Issue                 | Customer Service Quality                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | <div>Short term</div> Use satisfaction surveys to implement quality management and collection of opinions for current services. Process valuable customer feedback with the PDCA improvement cycle and provide thoughtful services beyond customer expectations.                                                                                                                   |
|                                | <div>Medium and long term</div> Continue to improve customer services and set a medium-term goal of “changing the future lifestyle model and becoming a leader in smart living”.                                                                                                                                                                                                   |
| Responsibilities and Resources | We took the initiative of setting up seven major centers and managing relations with industry/ government/research organizations to maintain technological leadership.                                                                                                                                                                                                             |
| Action Plans                   | 1. Customer satisfaction surveys for new customers<br>2. Satisfaction rate of telephone interviews of residential customers<br>3. Case closure satisfaction rate of customers receiving services                                                                                                                                                                                   |
| Implementation Results in 2024 | 1. The target service satisfaction of new customers should be over 95% and the actual rate was 95.8%<br>2. The target service satisfaction rate of telephone interviews of residential customers should be over 90% and the actual rate was 95.0%<br>3. The target case closure satisfaction rate of customers receiving services should be over 90% and the actual rate was 96.7% |

Service quality management policies



Taiwan Secom is committed to improving service quality, establishing a solid internal support system, and developing standardized action plans and procedures. Through questionnaire surveys during the service process and satisfaction surveys after service completion, we accurately capture market trends and consumer needs. We utilize performance indicators and audit mechanisms to comprehensively strengthen the efficiency of key process management, flexibly adjust service models, continue to optimize service quality, and provide customers with consistently high-quality user experience.

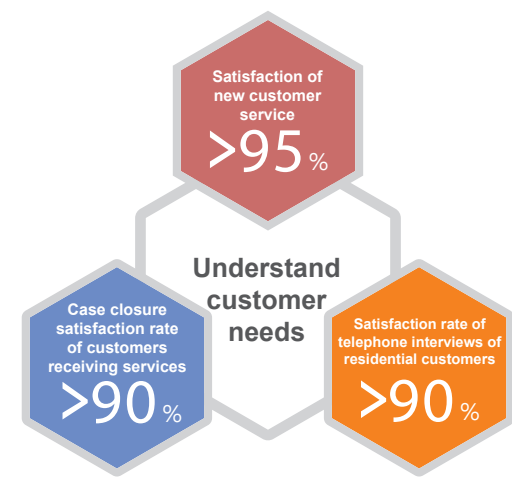
Service Quality Improvement Framework and Management Procedures



Understand Customer Needs:  
Customer Satisfaction Survey

The Company values customer feedback. We adjust our product and service strategies based on customer experience, aiming to provide thoughtful services beyond customer expectations. The Customer Service Center regularly conducts consumer satisfaction surveys, establishes performance benchmarks and targets, and tracks and manages service quality to ensure that all departments meet customer expectations.

Customer Satisfaction Survey  
Items and Targets



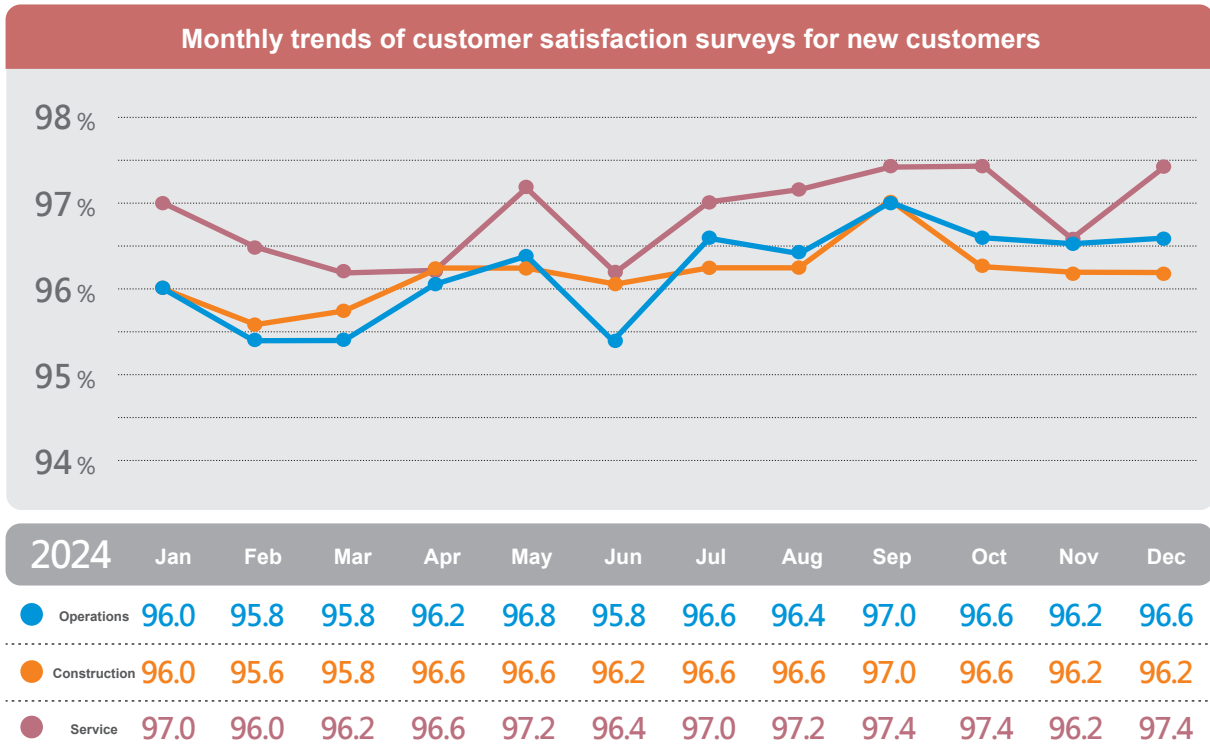
The Company developed and introduced the [Smart Audio Customer Service System] in hopes of improving the quality of telephone services through smart technologies in the future. The development includes [incoming] and [outgoing] calls totaling five items. The outgoing calls include [Customer Satisfaction Survey on New Cases] and [Customer Satisfaction Survey on Cases Handled and Concluded During Service].

Consumer satisfaction survey and targets in 2024:

I. Customer satisfaction surveys for new customers Target >95%

We conducted a survey of new customers on operations, construction, and security. After calculating the score, we announced the rankings. Units that fail to meet the standards must propose improvement measures at the monthly business management meeting. The actual satisfaction of new customer service reached 95.8% in 2024.

New customer satisfaction rate survey trends and analysis (2024)



In 2024, we recovered 13,382 valid questionnaires (74.2%); 241 customers declined to be interviewed (1.3%); we recovered 4,425 invalid questionnaires (24.5%). A total of 18,048 telephone interviews were carried out.

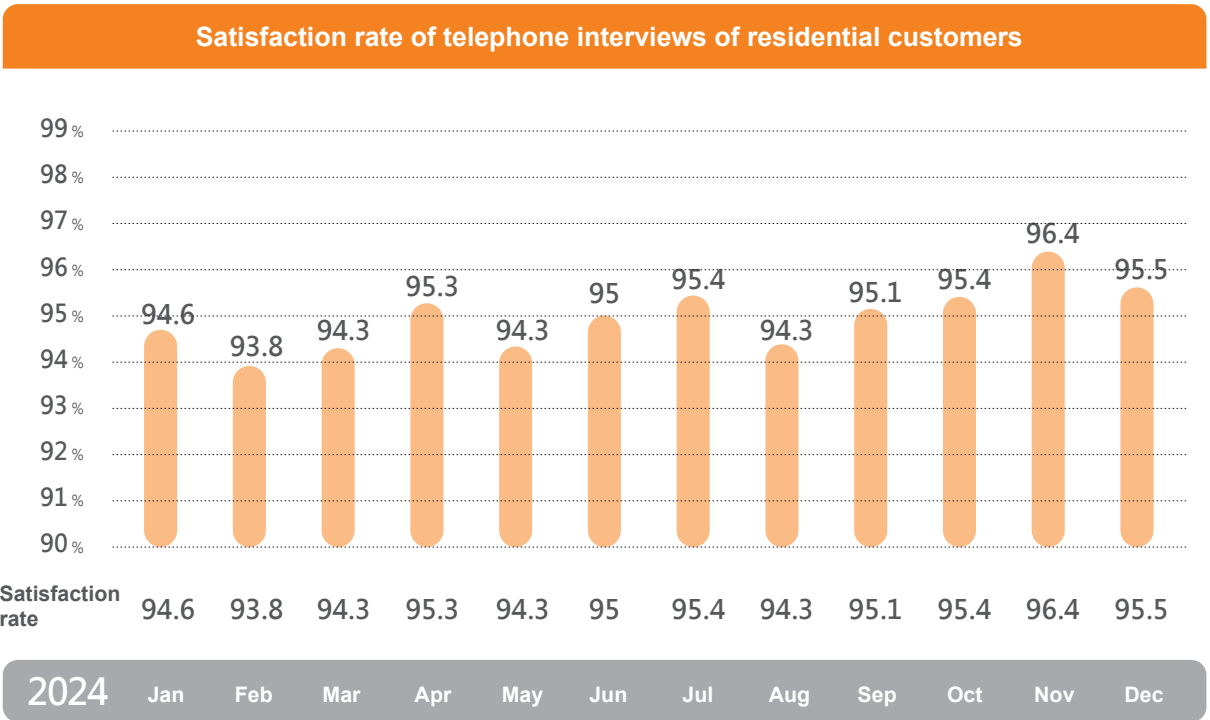
The Company treats customer feedback as valuable assets. For new cases with customer satisfaction below standards, the Company instructs the technical supervisor of the branch to conduct another onsite visits to understand the situation and make improvements. If there is a major deficiency, the branch manager will visit the site to obtain more information. At the same time, the Company also requires branches to compile case studies and send them to the head office for the responsible department to convene project meetings to conduct a review and make an improvement. The technical department corrects the technical/construction operating procedures and updates regulations. The Education and Training Center enhances training and testing to ensure consistent standards and increase the construction satisfaction rate of new customers to a stable level.

II. Satisfaction rate of telephone interviews of residential customers  
Target >90%

The Customer Center implements the residential customer telephone interview to improve the user experience and meet the true needs of residential customers. It defined the 14 telephone interview questions and the key points of the telephone interview are as follows:

1. Is the customer satisfied with the system functions? Does the customer need additional functions or adjustments of certain functions?
2. Help customers use the automated services in the app or LINE@ to increase convenience.
3. Identify issues early and assign supervisors to visit the customer.
4. Explore customer needs and recommend new products of the Company to create business opportunities for value-added services.

Telephone interviews of residential customers (2024)



In 2024, the Company planned to carry out 21,313 surveys. After deducting the 8,349 cases involving customer privacy, 12,964 cases were implemented.10,362 telephone interviews were completed (79.93%) and 9,845 customers expressed satisfaction with the user interface (95.0%). The telephone interviews identified 168 issues for which supervisors were assigned to visit customers. 44 customers expressed their intent to use value-added services.

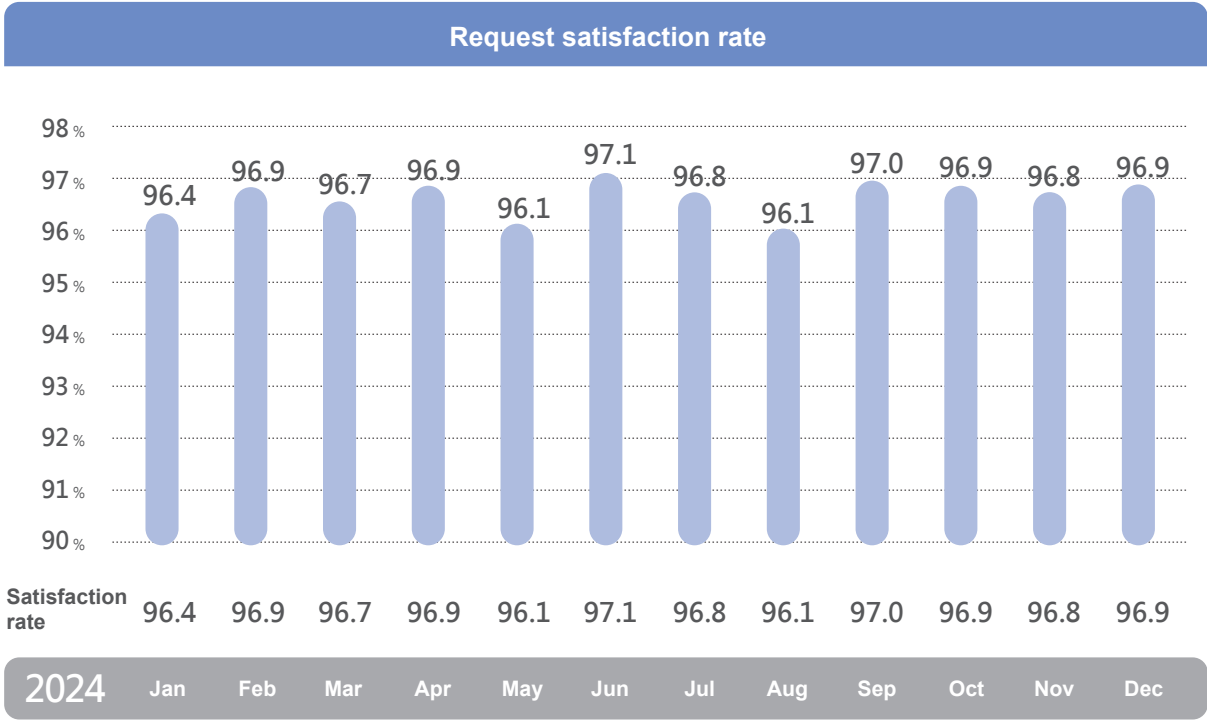
III. Case closure satisfaction rate of customers receiving services Target >90%

The Company established a system with 15 major categories, 36 codes for instructions, and 1,592 sub-items for instructions to ensure zero loss of information and accurately respond to customers' complaints.

After the Customer Service Center receives a customer complaint, it specifies the case type and needs based on customer needs. The system automatically assigns personnel and records complete case history in the "Service Requests Management Platform". After the completion of services, the service provider is required to ask the customer to sign on the "Customer Service Visit Table" before closing the case.

To further enhance case closure quality, Taiwan Secom treats the 40 sub-codes as key audit items. Once a case is closed, the request status becomes "issue addressed and awaiting confirmation". The Customer Service Center will perform a telephone interview for the "customer request satisfaction survey". The key points of the telephone interview include: Did the staff provide service onsite? Was the situation properly handled? Please rate the service of the staff. The head office announces the performance rankings of the branches each week based on the results, and rewards top-performing units and excellent service cases. In 2024, the actual annual satisfaction rate of case closure reached 96.7%.

Customer Service Center Request Satisfaction Rate Entire company (2024)



The Company focuses on customer needs and combines their needs with marketing strategy and product design. It implements a diverse range of market surveys to monitor the service quality and continuously improve quality. The Company uses incentives and warnings to encourage employees, ensure service quality, and enhance brand value.



Comprehensive Support Management: Taiwan Secom's 7 Major Centers

The Company continues to invest significant resources in the creation of the 7 major centers (Computer Information Center, Computer Control Center, Technology R&D Center, Education and Training Center, Customer Service Center, Manufacturing Center, and Cloud Data Center) to provide comprehensive supportive management.

Description of Taiwan Secom's 7 Major Centers



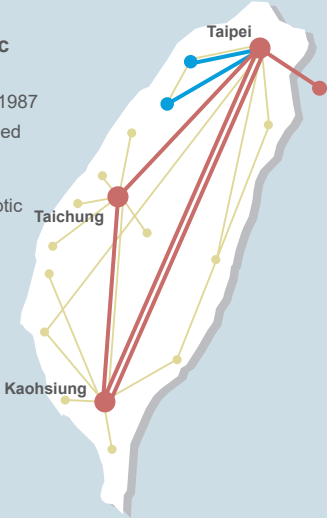
01

The Digital Giant of High-Tech Security | Computer Information Center

- Network structure with fiber optics as the backbone to connect 94 branches and over 200,000 customers in Taiwan
- Independent development of the necessary software and extensive industry experience to create operation and management systems with high confidentiality
- Value-added network platform for comprehensive planning and rollout of the Group's digital transformation

**High-speed fiber optic ring network**

- Computerization since 1987
- Completed T1 high-speed network for throughout Taiwan in 1992
- Upgraded to T3 fiber optic ring network in 1998



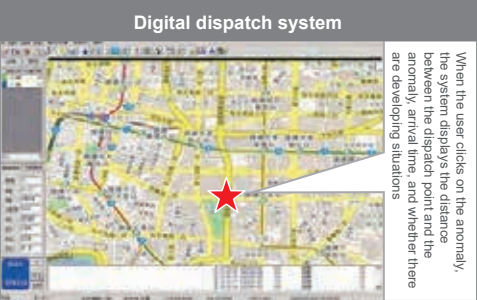


02

The Planning and Operation Hub | Computer Control Center

- Two control centers in Taipei and Kaohsiung work around the clock to ensure information security for more than 200,000 users in Taiwan
- It launched the advanced Integrated Security System (ISS) from Japan to monitor user security updates with precision

**Digital dispatch system**



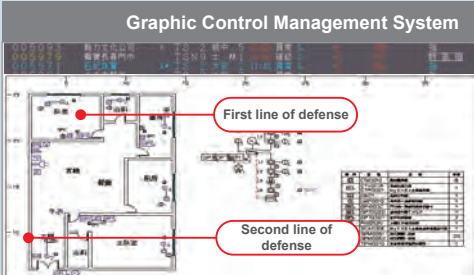
When the user clicks on the anomaly, the system displays the distance between the dispatch point and the anomaly, arrival time, and whether there are developing situations

**AMS mobile dispatch system**

Taiwan Secom independently developed the app platform (AMS mobile dispatch system) for the complete tracking and dispatching of front-line security service personnel by the Control Center while ensuring customer information privacy



**Graphic Control Management System**



The system automatically displays the layout and infiltration route in the event of an anomaly

03

Heroes Behind-the-Scenes | Technology R&D Center

- More than 200 software and hardware developers develop and improve systems based on market demand in Taiwan
- It integrates foreign security technologies to take the lead in the security industry in Taiwan
- It connects and integrates the industry technologies of affiliates to develop unique and thoughtful services
- It uses services as the core and technologies as the backbone to provide competitive advantages in the industry and expand the Company's competitiveness





04

High-quality service personnel development base | Education and Training Center

- Comprehensive talent development training with professional equipment in training facilities and training centers (Tamsui and Yuanshan) in Taiwan to train professional talents
- Diverse competency training with strict assessments to provide entry-level employees and mid-level to senior executives with comprehensive training programs
- The professional certification system incorporates promotions and incentives to enhance employees' professional competencies
- Cultivation of high-quality talent to drive industry-leading number of patent applications





05

Listening to Customers and Services

Customer Service Center



- 24-hour year-round customer service to answer customer questions, troubleshoot, and provide services
- Customer service representatives have professional experience for satisfying customer needs within the shortest time possible
- Multilingual customer service personnel to provide users of different nationalities with comprehensive services
- Rigorously implement case follow-up and regular satisfaction surveys



06

Rigorous Equipment and Facility Quality Control

Manufacturing Center



- The Company produces the most critical equipment and facilities
- Comprehensive quality management throughout the process from production, assembly, and testing to after-sales service and recycling
- Rigorous testing from production to quality management to improve product stability and reliability
- Obtained ISO 9001:2015 Quality Management System and ISO 14001:2015 Environmental Management System certifications  
(Titan Star International Co., Ltd. is a subsidiary of Taiwan Secom Group and it specializes in producing security and surveillance equipment for Taiwan Secom) to implement strict management of products



07

Smart Life with Analytics and Improvements

Cloud Data Center



- Establish a big data analysis platform as the infrastructure for data analyses and applications.
- Use data analysis results to improve service quality and customer satisfaction.
- Rigorously implement the information security policy and appoint impartial third parties to audit the setup and implementation of information security measures to ensure data security.



Taiwan Secom is committed to using technologies and strengthening information management to verify the quality of services in terms of R&D, production, and services, and implement quick corrections through listening and actions. The 7 major centers facilitates precise exchange of information and coordination, as well as flexible adjustments of internal resources and strategies.

For detailed explanation, please go to Governance Structure - Taiwan Secom | Sustainable Development ([secom.com.tw](http://secom.com.tw)) or <https://esg.secom.com.tw/home/service>



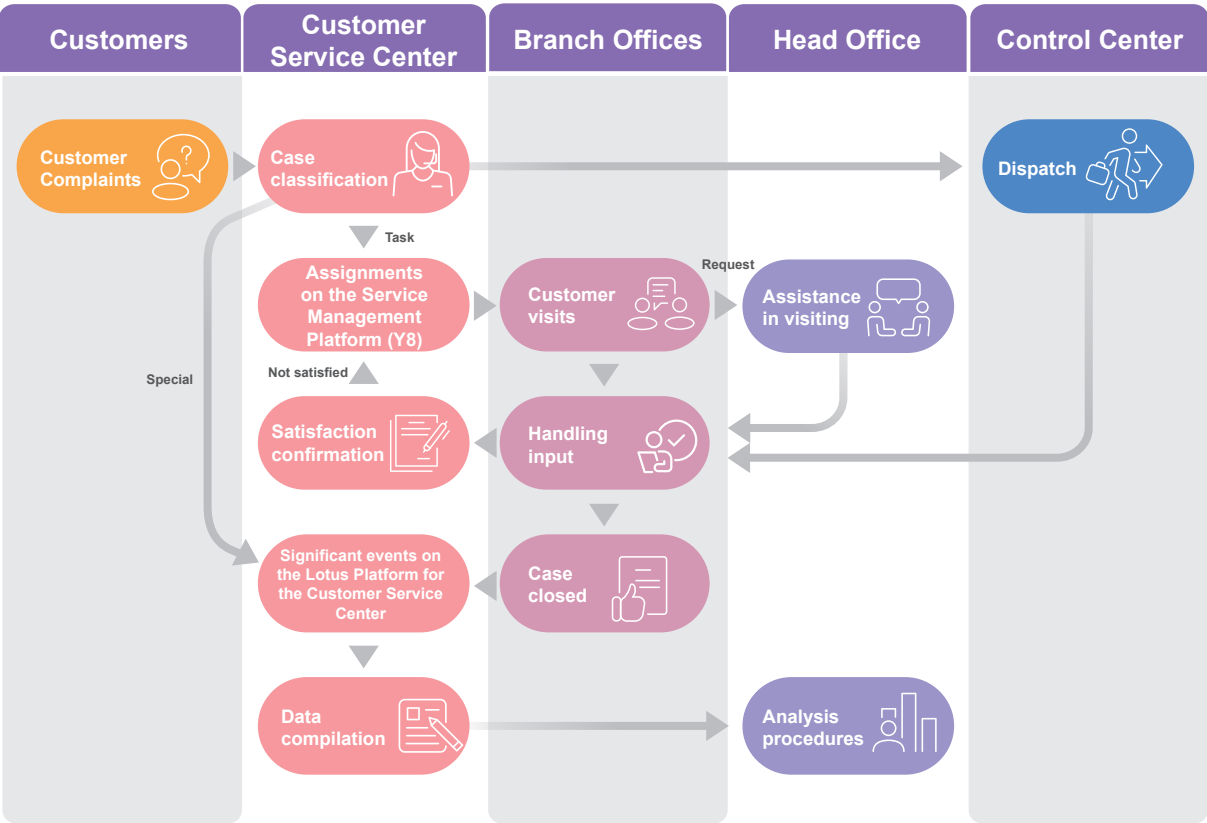
Continuous Improvement Cycle and Valuing Each Incoming Call

Taiwan Secom values each incoming call from customers and upholds the spirit of customer service from the time of accepting customer complaints. The Company converts customers' views of its products and services into quantitative data for PDCA review and improvements. It also tracks and manages service quality issues to ensure that all departments meet customer expectations.

Customer Service Improvement Cycle



Handling Customer Feedback



When a customer submits a complaint to the Customer Service Center, the handling personnel enter the service management and handover system according to the case category, and the case is handed over to the customer's branch. For urgent cases, employees are immediately dispatched to the site. For special cases, the handling personnel shall report the cases to the unit manager on the telephone and register results on the Lotus Platform for disclosure during the morning briefings. The handling personnel take corresponding measures based on the specific situation of the case. Where necessary, the department supervisor or branch manager shall visit the customer in person. If a case cannot be adequately handled by the branch office, it may seek assistance from relevant departments of the head office.

After a customer complaint is appropriately processed, the case shall be closed after the customer signs the document. For special cases disclosed in morning briefings on the Lotus Platform, the onsite manager shall track the progress, and record the review of responsibilities and improvement measures after the case is processed. The onsite manager shall review and register the response in the morning briefing. The case is then transferred to the Customer Service Center for follow-up and case closure.

For special cases, the responsible department of the head office shall convene project meetings to review and improve the items and swiftly adjust internal procedures. The technical department corrects the technical/ construction operating procedures and updates regulations. The Education and Training Center enhances training and testing to ensure consistent standards.

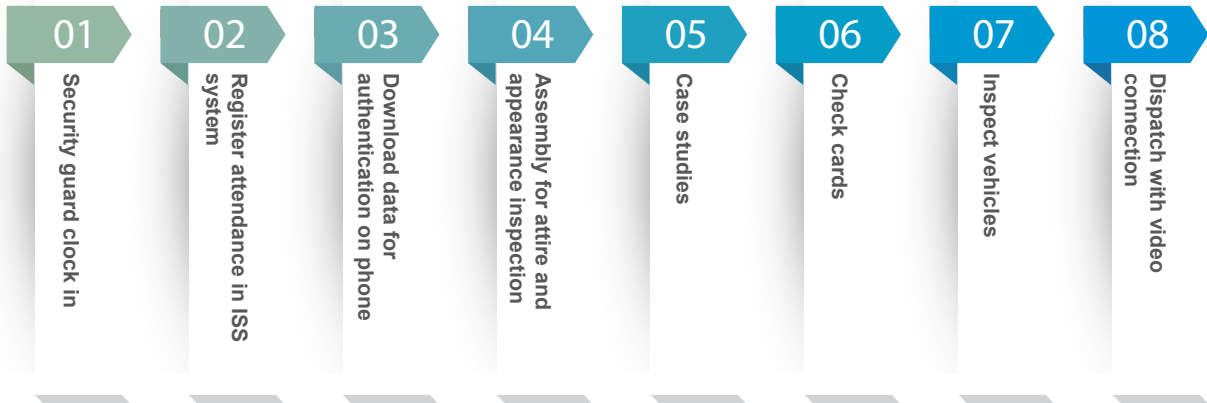
Rigorous Procedures

Taiwan Secom actively learns about customer needs, continues to improve operation cycles, refines sales, technical, and service procedures, and provides excellent services.

As an example, the "pre-duty inspection and training" requires officers to conduct alcohol tests in accordance with standard operating procedures before employees start work to ensure traffic safety. The officer assembles employees to inspect their attire and appearance to protect the image of the brand. Equipment is inspected to ensure service quality. The Company organizes baton training to improve self-defense skills and ensure employees work at their best.



Pre-duty training procedures



Taiwan Secom's 2024 Service Performance and Contributions

72 burglars arrested in 2024



340 burglaries prevented in 2024

326 customer commendations in 2024



52 missing elderly/ children found in 2024



The Company collects market information from different sources and accurately monitors consumer needs and feedback to create an internal support system, implement inter-organization management, and continue to launch innovative smart services. We formulate various action plans and practices, use questionnaire surveys in the service process, and survey the satisfaction rate after completing services. We adopt the performance indicators and audit mechanisms to comprehensively enhance the efficiency of key process management in order to continuously improve service quality.

2.7 Sustainable Supply Chain

Sustainability Commitment and Digital Promotion

Taiwan Secom regards sustainability as its core commitment. It not only ensures legal compliance, but also drives suppliers to jointly build a common understanding and consensus on sustainability issues through digital transformation.

The "Supplier Management and Product Procurement System Platform" (hereinafter referred to as the "Platform") was launched in 2022. In 2024, we successfully facilitated a total of 281 suppliers to sign the Platform Procurement Contract, Taiwan SECOM Responsible Business Alliance Code of Conduct, Supplier Social Responsibility Commitment, and Supplier Commitment to Ethical Conduct.

The Platform not only strengthens the foundation of trust in supply chain cooperation, but also enables the Company to guide small and medium-sized suppliers to fulfill ESG practices through systematic management. To assist suppliers in sustainable development, Taiwan Secom uses the supplier self-assessment questionnaire (SAQ) to gain an in-depth understanding of the ESG status of 281 suppliers, covering labor, health and safety, environment, and ethics, and provides necessary assistance and support based on the assessment results.

Focusing on Information Security and Supply Chain Resilience

Due to the widespread use of smart and AI technologies, security services have entered a stage full digitalization, and information security has become one of the key issues in supply chain management.

In 2024, Taiwan Secom strengthened the dual protection of information security and supply chain resilience in its sustainable supply chain practices:

- Information security capability assessment: Conducted comprehensive information security capability assessments for all cooperating IoT suppliers through questionnaires to establish a risk baseline.
- Product information security specification requirements: Established supplier information security and personal data regulations and included them in contracts to ensure product and service security.
- Information security risk classification: Classified risks based on assessment results and assisted key suppliers in establishing information security incident reporting and response mechanisms.
- Enhancement of protection capability: For high-risk suppliers, we engaged a third-party consulting company to audit or referred them to Baohwa Trust Co., Ltd. for professional guidance in order to strengthen information security.

Suppliers Data

| Supplier cooperation                                                        | Type of suppliers         | Type of data           | Attained in 2022                              | 2022 Target | Attained in 2023 | 2023 Target | Attained in 2024 | 2024 Target |
|-----------------------------------------------------------------------------|---------------------------|------------------------|-----------------------------------------------|-------------|------------------|-------------|------------------|-------------|
| Signing of the "Code of Conduct" and the "Commitment"                       | Existing suppliers        | Number that signed     | 204                                           | -           | 187              | -           | 217              |             |
|                                                                             |                           | Percentage that signed | 73%                                           | 100%        | 92%              | 100%        | 78%              | 100%        |
|                                                                             | New suppliers             | Number that signed     | The supplier platform was established in 2022 |             | 92               | -           | 64               |             |
|                                                                             |                           | Percentage that signed |                                               |             | 84%              | 100%        | 76%              | 100%        |
| Recovery rate of supplier sustainability risk self-assessment questionnaire | Total number of suppliers | Recovery rate          | The collection of SAQs began in 2022          |             | 72%              | 100%        | 99%              |             |

| Review data based on supplier SAQ results                      |          |                          |             |                |
|----------------------------------------------------------------|----------|--------------------------|-------------|----------------|
| Total number of questionnaires submitted by 281 suppliers: 279 |          |                          |             |                |
|                                                                | Laborers | Healthy and safe society | Environment | Code of ethics |
| Total number of suppliers selected                             | 279      | 279                      | 279         | 279            |
| Number of suppliers with negative impact identified            | 0        | 2                        | 32          | 1              |

| Review data based on the supplier information security classification self-assessment questionnaire |                                                           |                          |                               |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------|-------------------------------|
| Total number of questionnaires submitted by IoT equipment suppliers among 281 suppliers: 122        |                                                           |                          |                               |
|                                                                                                     | Information security maturity and analysis of maintenance | System security analysis | Equipment management analysis |
| Total number of suppliers selected                                                                  | 122                                                       | 76                       | 115                           |
| Number of low-risk suppliers                                                                        | 25                                                        | 34                       | 102                           |
| Number of medium-risk suppliers                                                                     | 21                                                        | 23                       | 5                             |
| Number of high-risk suppliers                                                                       | 76                                                        | 19                       | 8                             |

| Supplier low/medium/high sustainability risk identification    |     |        |      |        |        |      |      |        |      |
|----------------------------------------------------------------|-----|--------|------|--------|--------|------|------|--------|------|
| Total number of questionnaires submitted by 281 suppliers: 279 |     |        |      |        |        |      |      |        |      |
| ESG vulnerability level                                        | Low |        |      | Medium |        |      | High |        |      |
| Security threat level                                          | Low | Medium | High | Low    | Medium | High | Low  | Medium | High |
| Number of small suppliers                                      | 106 | 63     | 8    | 9      | 4      | 1    | 0    | 0      | 0    |
| Number of general suppliers                                    | 34  | 26     | 2    | 7      | 0      | 0    | 0    | 0      | 0    |
| Number of key suppliers                                        | 8   | 8      | 3    | 0      | 0      | 0    | 0    | 0      | 0    |

Percentage of domestic purchases by Taiwan Secom

Unit: In NT\$ thousands (pre-tax)

| Year of procurement | Total purchase amount | Domestic purchase amount | Percentage of domestic purchase amount (%) |
|---------------------|-----------------------|--------------------------|--------------------------------------------|
| 2022                | 918,240               | 910,250                  | 99                                         |
| 2023                | 869,258               | 862,605                  | 99                                         |
| 2024                | 936,378               | 907,958                  | 97                                         |



## CH3 Social Responsibility

### 3.1 Human Rights

#### Human Rights Policy and Management

Taiwan Secom attaches great importance to the value of basic human rights, prohibits any infringement, respects and upholds internationally recognized human rights standards, and will never get involved in any behavior that disregards or violates human rights. It complies with the National Human Rights Action Plan to promote a friendly workplace environment and continue to commit to supporting the following international human rights standards and regulations:

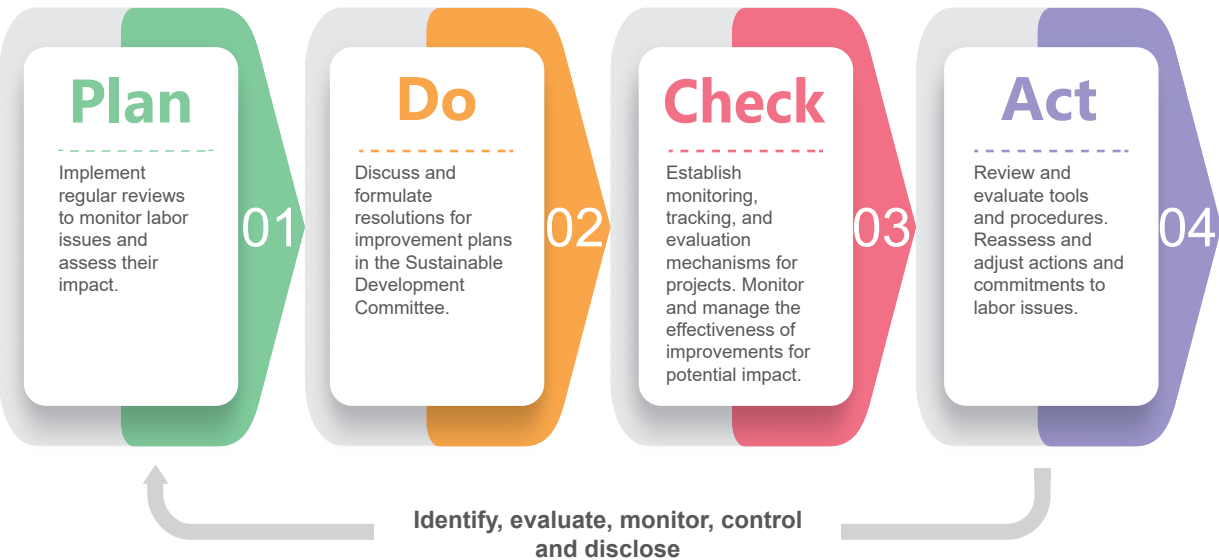
United Nations Universal Declaration of Human Rights (UDHR)

- United Nations Global Compact (UNGC)
- "International Covenant on Civil and Political Rights" and "International Covenant on Economic, Social and Cultural Rights" (ICCPR & ICESCR)
- International Convention on the Elimination of All Forms of Racial Discrimination (ICERD)
- Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)
- Convention on the Rights of the Child (CRC)
- ILO Convention No. 182 - Convention on Worst Forms of Child Labor
- Convention on the Rights of Persons with Disabilities (CRDP)
- ILO Convention No. 29 - Forced Labor Convention
- ILO Convention No. 155 - Occupational Safety and Health Convention



| Material Issue                 | Human Rights                                                                                                                                                                  |                                                                                                                                                                                   |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Short term                                                                                                                                                                    | Continue to promote the physical and mental health of employees, commit to supporting and complying with national human rights regulations, and formulating human rights policies |
|                                | Medium and long term                                                                                                                                                          | Continue to track the implementation and performance of human rights plans, while enhancing communication to ensure the effectiveness of human rights management                  |
| Responsibilities and Resources | Management units of the Company                                                                                                                                               |                                                                                                                                                                                   |
| Action Plans                   | Provide education and training, organize courses on labor law issues, and actively participate in labor relations negotiations                                                |                                                                                                                                                                                   |
| Implementation Results in 2024 | Take post-incident improvement measures for infringement incidents, prevent recurrence of impacts, and provide compensatory measures on material and psychological counseling |                                                                                                                                                                                   |

Human Rights Management Projects and Procedures



Implementation of Human Rights Risk Mitigation Measures

I. Key Issues and Practices

| Item                | Safety and Health Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Eliminate discrimination to ensure equal employment opportunities                                                                                                                                                                                                                                                                                                                                                                 | Ban on the use of child labor                                                                                                                                                                                                                 | Ban on forced labor                                                                                                                                                                                  | Work-life balance                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Targets and Actions | Establish a healthy workplace, provide fair and favorable working conditions, ensure a safe and healthy work environment, and promote the physical and mental health of employees.                                                                                                                                                                                                                                                                                                                                                                  | Committed to safeguarding the equal labor rights of all groups, and do not discriminate on the basis of nationality, race, class, language, ideology, religion, party affiliation, place of origin, gender, sexual orientation, age, marital status, appearance, facial features, and disabilities to ensure equal job opportunities such as recruitment and promotion.                                                           | Protect the mental and physical development of children and implement the Company's Human Rights Policy. Only applicants who are at least 18 years of age are eligible. The Company checks hired employees to ensure there are no negligence. | Comply with government labor regulations and the Company's Human Rights Policy, and eliminate all forms of forced labor.                                                                             | 1. Encourage employees to organize clubs and arrange diverse competitions.<br>2. Provide childcare subsidies to help resolve childcare needs.<br>3. Arrange occupational medicine specialists to provide on-site health services and provide professional medical guidance and consultation.<br>4. Promote employee assistance programs to help resolve work, daily life, and health issues. |
| Risk Assessment     | Record occupational diseases caused by the following factors:<br>1. Ergonomic hazards: Work-related (musculoskeletal injuries and diseases)<br>2. Biological hazards: Serious special infectious diseases caused by occupational factors<br>3. Other risk factors: Overwork - occupational induced cerebrovascular and heart diseases (except those caused by trauma)<br>Compile statistics on the voluntary participation rate of non-legally required health programs to evaluate the effectiveness of the Company's support for employee health. |                                                                                                                                                                                                                                                                                                                                                                                                                                   | Applicants must provide the required identification documents (e.g., national ID card, driver's license, academic certification) to verify that they are over 18 years of age.                                                                | In addition to the work hour management in the internal system, the Company also offers complaint channels and implements regular awareness campaigns and reviews.                                   | Review the participation rate, childcare subsidy applications, and number of health care visits.                                                                                                                                                                                                                                                                                             |
| Mitigation Measures | 1. On-site physician interviews: For employees who are suspected to be at risk or determined to be at risk, assist in verifying the risk factor and refer them to relevant medical institutions when necessary.<br>2. The Company provides venue or funding and offers employees with free health examinations.<br>3. Stress relief massage during working hours.<br>4. Organize "sexual harassment prevention" courses to eliminate workplace violence.                                                                                            | Comply with Article 6, Paragraph 1 of the International Covenant on Economic, Social and Cultural Rights to ensure that everyone has the right to freely choose or accept work and take appropriate measures to protect the right. The Company implements lawful hiring procedures starting from recruitment to eliminate all forms of discrimination, and avoid the request for private information not required for employment. | The Company implements lawful hiring procedures starting from recruitment to eliminate the use of child labor.                                                                                                                                | The Company implements monthly work hour reviews and management in the attendance and overtime work application system.                                                                              | Unit managers work together to promote, encourage, and participate in activities.                                                                                                                                                                                                                                                                                                            |
| Remedies            | 1. Health management: Participate in the Company's regular health examinations.<br>2. Health monitoring: Blood pressure measurement.                                                                                                                                                                                                                                                                                                                                                                                                                | No such concerns.                                                                                                                                                                                                                                                                                                                                                                                                                 | No such concerns.                                                                                                                                                                                                                             | If cases of forced labor are found, the Company adopts necessary improvement measures with the managers and restore the rights of employees.                                                         | Provide employees with diverse options for suitable and reputable childcare facilities.                                                                                                                                                                                                                                                                                                      |
| Complaint Channels  | 1. Occupational Safety and Health Committee.<br>2. Human Resources Department.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | The Company has set up diversified and smooth complaint channels, such as employee feedback e-mail, complaint telephone, and complaint fax to ensure that employees can report problems at any time.                                                                                                                                                                                                                              | The Company has set up diversified and smooth complaint channels, such as employee feedback e-mail, complaint telephone, and complaint fax to ensure that employees can report problems at any time.                                          | The Company has set up diversified and smooth complaint channels, such as employee feedback e-mail, complaint telephone, and complaint fax to ensure that employees can report problems at any time. | The Company has set up diversified and smooth complaint channels, such as employee feedback e-mail, complaint telephone, and complaint fax to ensure that employees can report problems at any time.                                                                                                                                                                                         |

II. Human Rights Protection Training Practices

1. Provide education and training and on-the-job courses for new and current employees
- The contents include: Ban on forced labor and use of child labor, anti-discrimination, anti-harassment, etc.
  - Provide comprehensive occupational safety training: Health promotion, fire safety training, labor safety and health and fire safety training, first aid personnel training, etc. to create a healthy and safe work environment.
2. Preventive awareness campaigns against workplace bullying and harassment
- Use awareness campaigns, public statements, and posters on the “Prohibition of Sexual Harassment” to emphasize “zero tolerance” for unlawful infringement and sexual harassment in the workplace, help employees understand workplace bullying and sexual harassment, and set up a complaint hotline, in order to create a friendly work environment with zero workplace bullying and sexual harassment.
3. Establish effective training programs for skills development for employees
- Use internal and external training and employee education subsidies to build effective training programs for skills development for employees. Appropriately reflect the business performance of the Company in the employee remuneration policy to ensure the recruitment, retention, and motivation of human resources and achieve sustainable development goals.
4. Ban on the use of child labor
- Strictly prohibit the use of child labor under the statutory minimum age of employment, and conduct age identification during the recruitment process to ensure compliance with statutory standards.

III. Human Rights Policy Management Indicators

| Item                           | Contents                                                                                                                                                       | Target                                                 | Actual Performance in 2023                                                                       | Actual Performance in 2024                                                                                                                                                                                           |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Non-discrimination             | Total number of discrimination disputes                                                                                                                        | No discrimination incident                             | No discrimination incident                                                                       | No discrimination incident                                                                                                                                                                                           |
| Freedom of association         | Operations identified has having significant risks to the freedom of association and collective bargaining rights                                              | No ban on freedom of association                       | No ban on freedom of association                                                                 | No ban on freedom of association                                                                                                                                                                                     |
| Child labor                    | Operations identified has having significant risks of child labor disputes and actions that help eliminate child labor                                         | No use of child labor                                  | No use of child labor                                                                            | No use of child labor                                                                                                                                                                                                |
| Forced labor                   | Operations identified has having significant risks of forced or compulsory labor and actions that help eliminate forced or compulsory labor                    | No forced or compulsory labor                          | No forced or compulsory labor                                                                    | No forced or compulsory labor                                                                                                                                                                                        |
| Work hours, breaks, and leaves | Operations identified has having significant risks to employees' work hours, breaks, and leaves and actions that help ensure compliance with labor regulations | No violation of labor laws on working hours and breaks | No fines imposed by the competent authority for violation of labor laws working hours and breaks | In 2024, there were a total of 3 cases of labor-related penalties, 2 of which were successfully appealed, and 1 of which was properly handled and closed through the improvement process in accordance with the law. |

3.2 A Happy Workplace

Taiwan Secom regards employees as its most important partners and creators of corporate value. Upholding the core value of creating a people-oriented culture, we endeavor to build a safe, fair, respectful, diverse, and dignified work environment to eliminate any discrimination, harassment, or unfair treatment. Recruitment, remuneration, and promotion do not differ based on gender, religion, politics, or marital status. The Company protects employees' rights, abides by labor laws, strives to achieve mutual benefit between employees' work and family resources, creates a balance between family and work, and endeavors to maximize benefits for employees. Taiwan Secom was awarded the 2024 Happy Enterprise by 1111 Job Bank, and will conduct an employee satisfaction survey in 2025.

Workplace diversity data (Unit: person)

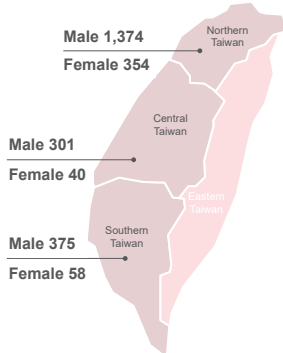
| Year                                                                                                                  | 2022                                                                                       |            | 2023             |            | 2024             |            |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------|------------------|------------|------------------|------------|
| Category                                                                                                              | Number of people                                                                           | Percentage | Number of people | Percentage | Number of people | Percentage |
| Permanent contract employees  Male | 2,008                                                                                      | 81.59%     | 2,025            | 81.13%     | 2,050            | 81.93%     |
|                                                                                                                       |  Female | 453        | 18.41%           | 471        | 18.87%           | 452        |
| Workers who are not employees                                                                                         | 0                                                                                          | 0%         | 0                | 0%         | 0                | 0%         |
| Total (number of people)                                                                                              | 2,461                                                                                      | 100%       | 2,496            | 100%       | 2,502            | 100%       |

By job category (Unit: person)

| 2,502 employees | Operations | Service | Management | Technical | R&D | Others | Total |
|-----------------|------------|---------|------------|-----------|-----|--------|-------|
| Male            | 73         | 6       | 5          | 18        | 13  | 337    | 2,050 |
| Female          | 376        | 819     | 77         | 576       | 66  | 136    | 452   |

By region (Unit: person)

| 2,502 employees | Northern Taiwan | Central Taiwan | Southern Taiwan | Total |
|-----------------|-----------------|----------------|-----------------|-------|
| Male            | 1,374           | 301            | 375             | 2,050 |
| Female          | 354             | 40             | 58              | 452   |

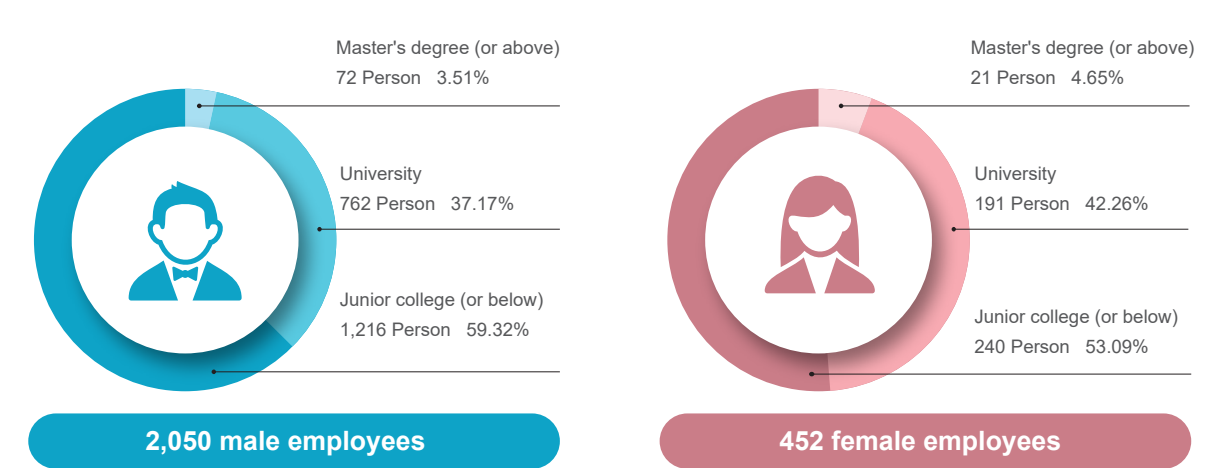


● Age distribution

(Unit: person)

| 2,502 employees                                                                          | 50 and above | Over 30 and under 50 | Under 30 | Total |
|------------------------------------------------------------------------------------------|--------------|----------------------|----------|-------|
|  Male   | 422          | 1,392                | 236      | 2,050 |
|  Female | 162          | 241                  | 49       | 452   |

● Academic qualifications



● Managers

(Unit: person)

| Item/Year                                                                                  | 2022  | 2023   | 2024   |
|--------------------------------------------------------------------------------------------|-------|--------|--------|
|  Male   | 204   | 203    | 226    |
|  Female | 29    | 35     | 32     |
| Number of employees as of the end of the year                                              | 2,461 | 2,496  | 2,502  |
| Ratio of managers                                                                          | 9.47% | 10.62% | 10.31% |

Note: Managers refer to executives ranked deputy managers (or above)

● Other diversity indicators

(Unit: person)

| Item/Year                 | 2022 | 2023 | 2024 |
|---------------------------|------|------|------|
| Persons with disabilities | 23   | 21   | 30   |
| Indigenous peoples        | 35   | 34   | 38   |
| Foreigners                | 5    | 2    | 9    |

Workplace Equality

Taiwan Secom promotes gender equality in the workplace and creates a friendly workplace with diversity, equality, and inclusion. We follow the human resource management approach of "selection, education, employment, and retention" to reduce possible employment discrimination.



● Female diversity indicators

| Year                                                | 2022   | 2023   | 2024   |
|-----------------------------------------------------|--------|--------|--------|
| Ratio of female employees among all employees (%)   | 18.41% | 18.87% | 18.07% |
| Ratio of female executives among all employees (%)  | 1.18%  | 1.4%   | 1.28%  |
| Ratio of female executives among all executives (%) | 12.45% | 13.2%  | 12.40% |

Ratio of female employees by age (%)

|                      |        |        |       |
|----------------------|--------|--------|-------|
| Under 30             | 2.44%  | 2.28%  | 1.96% |
| Over 30 and under 50 | 10.69% | 10.50% | 9.63% |
| 50 and above         | 5.28%  | 6.09%  | 6.47% |

Note: Managers refer to executives ranked deputy managers (or above)

A Stable Work Environment

● Diverse workplace value

The Company's remuneration does not vary by gender or sexual orientation. Annual bonuses are provided during Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival. Annual earnings are allocated to employees based on the Company's operating performance, and employee remuneration or annual salary adjustments are made to improve employee stability and reduce the turnover rate.

Information on full-time employees who are not in a management position

(Unit: In NT\$ thousands)

| Item/Year               | 2023 | 2024 | Change from the previous year (remarks) |
|-------------------------|------|------|-----------------------------------------|
| Average employee salary | 789  | 718  | 4.18%                                   |
| Median employee salary  | 822  | 781  | 8.77%                                   |

Note: Change from the previous year is calculated as: (Data for the year - data from the previous year) / Data from the previous year.

Talent Recruitment and Retention

Under a fair, just, and open mechanism, the promotion process for employees is conducted in accordance with the "Taiwan Secom Group Regulation on Routine Employee Promotion" to meet the needs of the Group's business development. We comply with labor laws and regulations, adjust employees' positions and service regions, provide diverse opportunities, and arrange outstanding executives to work at different business locations to enhance their operation and management capabilities. In 2024, the Company promoted 224 employees and transferred 905 employees.

(Unit: person)

| Item/Year                 | 2022  |            | 2023  |            | 2024  |            |
|---------------------------|-------|------------|-------|------------|-------|------------|
| Total number of employees | 2,461 | Percentage | 2,543 | Percentage | 2,502 | Percentage |
| Promotion                 | 587   | 23.85%     | 342   | 13.45%     | 224   | 8.95%      |
| Transfer                  | 652   | 26.49%     | 838   | 32.95%     | 905   | 36.17%     |

Diversified talent recruitment

The Company's talent recruitment channels include the human resources website, human resources management company, employment service center media, regional employment fairs, recruitment advertisements published on print media, employee recommendations, and campus recruitment to maintain a stable number of employees. We have promoted an aptitude test system exclusive for the Company's culture, established an internal database of outstanding talent, provided employees with introduction bonuses, and formulated measures for outstanding employees who have resigned and returned to their positions, so as to attract more outstanding talent. As of the end of 2024, Taiwan Secom had a total of 2,502 employees in Taiwan.

Employee Talent Referrals

Talent referrals by region

| By region       | Number of people |
|-----------------|------------------|
| Northern Taiwan | 54               |
| Central Taiwan  | 27               |
| Southern Taiwan | 29               |
| Total           | 110              |

Talent referrals by age

| By employee age group | Number of people |
|-----------------------|------------------|
| 50 and above          | 1                |
| Over 30 and under 50  | 61               |
| Under 30              | 48               |
| Total                 | 110              |

Employee Talent Referrals

Employee reinstatement by region

| Reinstatement by region | Number of people |
|-------------------------|------------------|
| Northern Taiwan         | 56               |
| Central Taiwan          | 7                |
| Southern Taiwan         | 11               |
| Total                   | 74               |

Employee reinstatement by age

| Employee reinstatement by age group | Number of people |
|-------------------------------------|------------------|
| 50 and above                        | 12               |
| Over 30 and under 50                | 49               |
| Under 30                            | 13               |
| Total                               | 74               |

Analysis of the Number of New Employees

Number of employees and annual new recruitment trends

(Unit: person)

| Year                                                                                       | 2022   | 2023   | 2024   |
|--------------------------------------------------------------------------------------------|--------|--------|--------|
|  Male   | 606    | 548    | 556    |
|  Female | 116    | 119    | 109    |
| Number of new recruits                                                                     | 722    | 667    | 665    |
| Number of employees as of the end of the year                                              | 2,461  | 2,496  | 2,502  |
| Percentage of new recruits in the current year                                             | 29.34% | 26.72% | 26.58% |

Note 1: Non-fixed term contract employees and fixed-term contract employees are included.

Note 2: The percentage of new recruits in the current year = number of new recruits / number of employees at the end of the year.

New employees by age

(Unit: person)

| Year                                           |                 | 2022   |        | 2023   |        | 2024   |        |
|------------------------------------------------|-----------------|--------|--------|--------|--------|--------|--------|
| Age group                                      | Gender          | Male   | Female | Male   | Female | Male   | Female |
|                                                | Under 30        | 262    | 38     | 212    | 38     | 212    | 38     |
|                                                | 30-50 years old | 333    | 71     | 324    | 69     | 329    | 63     |
|                                                | 50 and above    | 11     | 8      | 12     | 12     | 16     | 8      |
| Number of people at the end of the year        |                 | 2,008  | 453    | 2,025  | 471    | 2,050  | 452    |
| Percentage of new recruits in the current year |                 | 30.18% | 25.83% | 27.06% | 25.27% | 27.12% | 24.12% |

Note 1: Non-fixed term contract employees and fixed-term contract employees are included

Note 2: The percentage of new recruits in the current year = number of employees at the end of the year

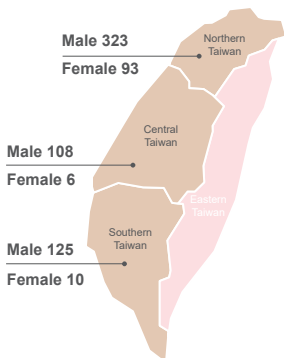
New employees by job category

(Unit: person)

| 665 employees                                                                                | Operations | Service | Management | Technical | R&D | Others | Total |
|----------------------------------------------------------------------------------------------|------------|---------|------------|-----------|-----|--------|-------|
|  Male   | 121        | 347     | 0          | 50        | 11  | 27     | 556   |
|  Female | 24         | 16      | 0          | 4         | 5   | 60     | 109   |

New employees by region

| 665 new employees |                 |                |                 |       |
|-------------------|-----------------|----------------|-----------------|-------|
|                   | Northern Taiwan | Central Taiwan | Southern Taiwan | Total |
| Male              | 323             | 108            | 125             | 556   |
| Female            | 93              | 6              | 10              | 109   |



Turnover and Harmonious Workplace Interactions

The Company determines salary based on education, experience, and professional knowledge, and focuses on personal characteristics and expertise to attract and retain outstanding talent. In addition, the Company encourages employees to continuously improve their abilities through promotion, salary adjustment, and subsidies for external training courses. We also establish employee assistance programs and a smooth communication platform. Middle and senior managers are also entitled to medical subsidies for health examinations. As of the end of 2024, the Company's turnover rate was 26.26%.

Turnover statistics (Non-fixed term contract employees and fixed-term contract employees are included)

| Year                                           | 2022   | 2023   | 2024   |
|------------------------------------------------|--------|--------|--------|
| Male                                           | 537    | 506    | 527    |
| Female                                         | 109    | 101    | 130    |
| Number of resigned employees                   | 646    | 607    | 657    |
| Number of employees as of the end of the year  | 2,461  | 2,496  | 2,502  |
| Percentage of new recruits in the current year | 26.25% | 24.32% | 26.26% |

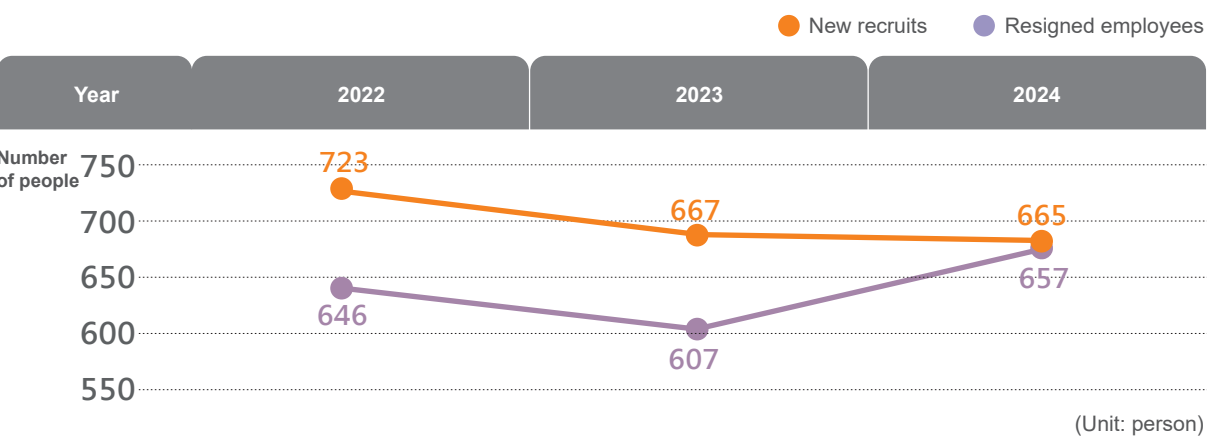
Note: The main reason for the year-on-year increase in the turnover rate is job burnout.

Resigned employees by age

| Year                                    |                 | 2022   |        | 2023   |        | 2024   |        |
|-----------------------------------------|-----------------|--------|--------|--------|--------|--------|--------|
| Age group                               | Gender          | Male   | Female | Male   | Female | Male   | Female |
|                                         | Under 30        | 192    | 29     | 152    | 24     | 151    | 38     |
|                                         | 30-50 years old | 313    | 66     | 320    | 71     | 337    | 77     |
|                                         | 50 and above    | 32     | 14     | 34     | 6      | 39     | 15     |
| Number of people at the end of the year |                 | 2,008  | 453    | 2,025  | 471    | 2,050  | 452    |
| Annual turnover rate                    |                 | 26.74% | 24.06% | 26.98% | 21.44% | 25.71% | 28.76% |

Note 1: Annual turnover = number of resigned employees / number of employees at the end of the year. Note 2: Non-fixed term contract employees and retired employees are included.

Number of new employees / resigned employees in past years



Promotion of Plans on Sustainable Health and Safety in the Workplace

- 01

Implement a preventive workplace

Raise awareness of preventing workplace bullying and coordinate the handling of incidents.
- 02

Provide sexual harassment prevention and complaint channels

Understand the concept of sexual harassment, its prevention, and the Company's approach to sexual harassment incidents.
- 03

Provide comprehensive occupational safety training

Provide different types of security training for employees in different job roles such as fire safety training, emergency response training, first aid personnel training, and occupational safety and health training.
- 04

Provide related compliance training in orientation training

Content includes prohibition of forced labor, prohibition of child labor, anti-discrimination, anti-harassment, management of working hours, and guarantee of humane treatment.

Complaint Channels

The Company has established the "Employee Workplace Complaint Hotline", as well as specified internal and external whistleblowing channels and response procedures, to implement the Code of Ethics and Ethical Corporate Management Best Practice and protect the legal rights of the whistleblower and related personnel. The Company also established the "Rules for Prevention, Complaint, and Discipline of Sexual Harassment" and organizes related awareness campaigns to strictly prohibit sexual harassment, sexual discrimination, or verbal coercion. Taiwan Secom shall provide comprehensive protection for whistleblowers, persons involved in investigations and the information they provide, so as to protect them from unfair treatment or retribution.

Report in person

Face-to-face communication

Complaint telephone number

02-7737-1306

Complaint fax number

02-2557-1703

Written complaint

shr@secom.com.tw  
10F, No. 139, Zhengzhou Rd.,  
Datong Dist.,  
Taipei City 10341  
Human Resources  
Department, General  
Management Division

Note 1: Annual turnover = number of resigned employees / number of employees at the end of the year. Note 2: Non-fixed term contract employees and retired employees are included.

3.3 Occupational Safety and Health

| Material Issue                 | Occupational Safety and Health                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Taiwan Secom will continue to prevent and reduce occupational hazards and implement awareness campaigns on unlawful infringement and harassment in the workplace.                                                                                                                                                                                                                                                                                                   |
| Responsibilities and Resources | Add or update equipment to reduce occupational safety and health risks.                                                                                                                                                                                                                                                                                                                                                                                             |
| Action Plan                    | Obtain statistics for "number of disabling injuries" and "failure rate in health examination results" each year and propose a review report to the management in the annual management review meeting. Review the performance in the previous year to propose improvement measures and review the effectiveness of the improvement measures. Evaluate the number of disabling injuries and the failure rates in health examination results in the past three years. |
| Implementation Results in 2024 | There were 0 disabling injuries in Taiwan Secom in 2024 and the target was attained.                                                                                                                                                                                                                                                                                                                                                                                |

● Policies and goals

Taiwan Secom's Occupational Safety and Health Policy is the Company's overall goal. We continue to promote safety and health promotion projects.

- Establish qualifications and measures for labor health service medical personnel and related personnel in accordance with the “Labor Health Protection Rules” and the “Occupational Safety and Health Education and Training Rules”.
- Annual safety and health education and training and on-the-job training are planned to implement the safety and health management of business units.

● Specific measures for occupational safety

The Company has integrated the environmental management system and occupational health and safety system according to international trends. The implementation strategies are as follows:

- Implement risk management and continuous improvement of safety, health, environmental protection, and disaster prevention through institutionalized PDCA management cycles, and pay close attention to the physical and mental health of employees and disease prevention.
- Use the best available technologies and management for sorting and preserving resources and protecting the health and safety of employees and contractors.
- Implement continuous employee training, communication, and consultation to encourage full employee participation and enhance communication with contractors and customers so that they fully understand the Company's relevant policies.

Labor and Management Co-create Safe and Healthy Work Environment

The Company has an "Occupational Safety and Health Committee" that holds regular meetings every quarter to compile the "Occupational Safety and Health Management Report" and carry out relevant improvement matters in accordance with meeting resolutions, in order to implement occupational safety and health management.

The “on-site health service” was provided to 625 employees in 2024. We implemented the four major programs regarding ergonomic design, overloading, workplace violence, and maternity health protection. Moreover, the Company organized health examinations and distributed questionnaires to grade employees' health conditions, interviewed employees with medium to high health risks, and provided suggestions. The Company continues to provide support for employees who qualify for the maternity health protection program.

According to the evaluations in 2024, the high-risk items were prevention of high blood pressure, high blood sugar, and high cholesterol and traffic accidents. The main reasons for such risks include long hours of sedentary work due to industry nature, lack of exercise habits, and multiple irregular field services.

Occupational injuries

Traffic accidents accounted for the highest proportion of occupational accidents with 30 accidents (57%). They are generally caused by employees' lack of safety awareness or negligence of hazardous factors. In order to reduce the incidence of occupational accidents, the Company has proposed preventive countermeasures against the relevant risks, which include strengthening employee safety and health training, organizing safety and health awareness campaigns, implementing pre-work hazard identification, and implementing measures for safety and health for the operational environment, main equipment, maintenance, and autonomous management.

● Occupational injury statistics in 2024

| Item                                           | 2024      |
|------------------------------------------------|-----------|
| Number of deaths due to occupational injuries  | 0         |
| Occupational injury death rate                 | 0         |
| Number of disabling injuries                   | 0         |
| Number of severe occupational injuries         | 3         |
| Percentage of severe occupational injuries     | 0.483     |
| Number of recordable occupational injuries     | 22        |
| Percentage of recordable occupational injuries | 3.543     |
| Work hours                                     | 6,210,000 |

Note 1: The main types of occupational injuries include: Hits, cuts, falls, slips, commuting accidents  
Note 2: Occupational injury death rate = Number of deaths caused by occupational injuries × 106/Total hours worked  
Note 3: Percentage of severe occupational injuries (excluding deaths) = Number of severe occupational injuries (excluding deaths) × 106/Total hours worked  
Note 4: A severe occupational injury refers to an occupational injury that causes disability for more than 180 days.  
Note 5: Percentage of recordable occupational injuries = Number of recordable occupational injuries × 106/Total hours worked  
Note 6: A recordable occupational injury refers to an occupational injury that must be reported to the Occupational Safety and Health Administration in accordance with the law  
Note 7: The total number of actual work hours of all employees is the same as the statistics reported to the Ministry of Labor.

Occupational Hazard Identification and Risk Assessment

The Company continues to improve employee safety and health management to prevent occupational hazards and strengthen labor health protection in the workplace. We conduct hazard identification and risk assessment for employees' occupational hazards, and strictly monitor and manage hazard factors in the workplace to ensure that potential risks can be effectively controlled and minimize the impact on employees.

Occupational accident prevention

Safety hazard prevention

| Type of disaster              | Preventive measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hit, smashed, crushed, buried | <ul style="list-style-type: none"><li>● Pay attention to normal moving objects, put up a sign and lock it in place to avoid accidentally starting and moving objects.</li><li>● Ensure that materials are stacked securely to prevent objects from falling and collapsing.</li><li>● Construct soil retaining supports in excavation areas, implement area control for lifting operations, and pay attention to the load of objects being lifted and that the hooks are stable.</li><li>● Implement 5S management to prevent stacking with protruding materials.</li></ul> |
| Clamping, coiling             | <ul style="list-style-type: none"><li>● Place protective covers on operating machinery or protective fence around conveyor belt equipment.</li><li>● Turn off the power, put up a sign, and lock machinery when performing maintenance, and install an emergency stop button and pull ropes for mechanical equipment.</li></ul>                                                                                                                                                                                                                                            |
| Cutting injuries              | <ul style="list-style-type: none"><li>● Use protective cover and protective fence for mechanical equipment, equip circular saws with safety protection devices.</li><li>● Turn off the power, put up a sign, and lock machinery when performing maintenance, put up hazard signs (gloves are not allowed for rotating cutting tools).</li><li>● Disassembly and modification of protective measures are strictly prohibited.</li></ul>                                                                                                                                     |
| Falling, slipping             | <ul style="list-style-type: none"><li>● Pay attention to the on-site environment and wear safety shoes or anti-slip shoes.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Electric shock                | <ul style="list-style-type: none"><li>● Set up hazard signs and notices for electrical equipment.</li><li>● Install earth leakage circuit breakers.</li><li>● Strictly prohibit line operations.</li></ul>                                                                                                                                                                                                                                                                                                                                                                 |
| Falling                       | <ul style="list-style-type: none"><li>● Use qualified ladders and conduct regular inspections.</li><li>● Wear safety protective equipment (hard hats, seat belts), and carry out hazard identification and installation of guardrails and protective covers at openings.</li><li>● Carry out safety and health training for aerial work vehicles.</li></ul>                                                                                                                                                                                                                |
| Hypoxia                       | <ul style="list-style-type: none"><li>● Strengthen safety awareness training for confined space operations, and implement environmental monitoring during confined space operations (add note to the yellow duty card)</li></ul>                                                                                                                                                                                                                                                                                                                                           |
| Commute-related accidents     | <ul style="list-style-type: none"><li>● Strengthen traffic safety promotion and implement defensive driving training</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |



Occupational disease prevention

We reference the following health management methods and health hazard prevention measures during implementation, in order to reduce risks prevent occupational diseases and occupational disasters from occurring. New employees are required to receive health examinations in medical institutions for labor physical examination and health examination approved by government agencies before they report for duties. We commission a qualified large-scale hospital to provide employees with health examinations every three years to protect their physical health. We also report the examination results to competent authorities for reference as necessary. We provide health education, repeated health examinations, tracking, and treatments based on the results of the examinations, health rating, and physicians' recommendations, or transfer employees to other work sites.

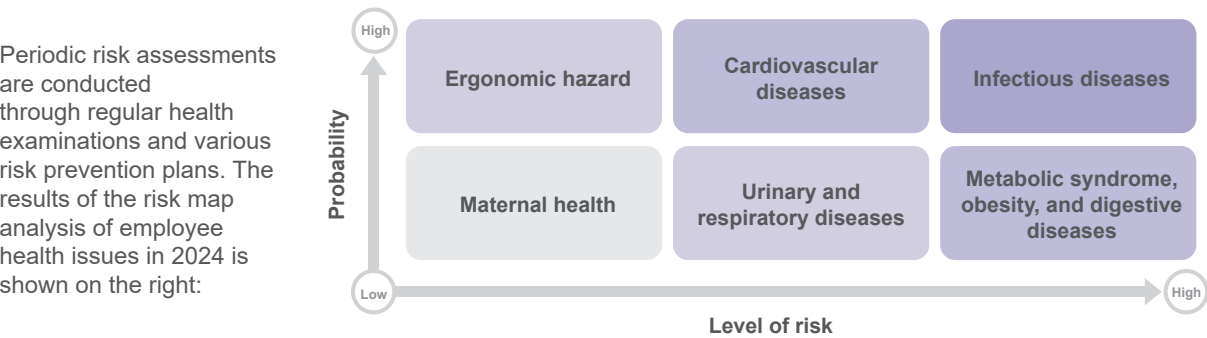
| Care method                   | Number of times |
|-------------------------------|-----------------|
| Total number of services      | 63              |
| Total number of people served | 625             |



Health Risk Map

The Company identifies health risks with higher incidence among employees based on indicators, such as employee work patterns, working environment, age and gender distribution. Based on the health risk matrix, cardiovascular diseases, metabolic syndrome, obesity, and digestive diseases are rated as high risk factors for employee health. Remaining health risk factors are all medium and low risk. The Company formulates different mitigation measures based on the level of risk, and implements mechanisms such as independent management and active tracking to help employees stay away from workplace health hazards.

The four major programs for workplace health protection have been fully implemented, prioritizing high-risk groups to be provided with on-site physician services, followed by employees who received their health examination reports or had health issues recently.



3.4 Labor Relations, Employee Rights and Benefits

Taiwan Secom values employee well-being and work-life balance, ensuring that employees have access to resources and support systems that promote physical and mental health. Through the provision of wellness programs and mental health initiatives, we enhance the physical and mental health of employees to increase productivity.

| Material Issue                 | Labor Relations, Employee Rights and Benefits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Strive to eliminate inequality, promote decent work, and share the results of business success.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Responsibilities and Resources | <ul style="list-style-type: none"><li>● Human Resources Department, branch managers, Employee Welfare Committee, and Occupational Safety and Health Committee.</li><li>● External systems: Labor Standards Act, Employment Service Act, Occupational Safety and Health Act, and Act of Gender Equality in Employment.</li><li>● Internal systems: Employer-employee meetings, Employee Work Rules, Retirement Management Regulations, Salary Management Regulations, Safety and Health Work Rules, Annual Safety and Health Management Plans, and other human resource regulations.</li></ul>                                                                                                                                                                       |
| Action Plan                    | <p>(I) We convene employer-employee meetings in accordance with related internal documents. All topics regarding labor relations are processed by means of comprehensive negotiations between the employer and employees to effectively reduce material disputes.</p> <p>(II) Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email.</p> <p>(III) Provide employees with comprehensive coverage in all stages: Menstruation leave, pregnancy disability leave, maternity leave, parental leave, family care leave, child care subsidies, employee dormitory, employee group insurance, reinstatement rate after unpaid parental leave, retirement system and planning, and club subsidies.</p> |
| Implementation Results in 2024 | <ul style="list-style-type: none"><li>● Compliance with the Labor Standards Act in hiring employees.</li><li>● No risks of forced or compulsory labor in 2024.</li><li>● No cases of violation of discrimination in 2024.</li><li>● 40% reinstatement rate after unpaid parental leave in 2024.</li><li>● Breastfeeding room used 196 times in 2024.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                      |

Maternal and Child Health Protection

Taiwan Secom provides a complete and diverse benefits system. In addition to providing leave and ensuring the performance appraisal and benefits of employees in accordance with the Labor Standards Act, Regulations of Leave-Taking of Workers, and Act of Gender Equality in Employment, we also protect the rights of promotion of employees who take unpaid leave. Moreover, the Company also provides a more flexible period of unpaid parental leave (not limited to 6 months). Employees may apply for extension or early reinstatement based on personal needs. During the period, employees can still be enrolled in labor insurance and National Health Insurance with the Company. The Company aims to create a friendly workplace and support employees' childcare needs.

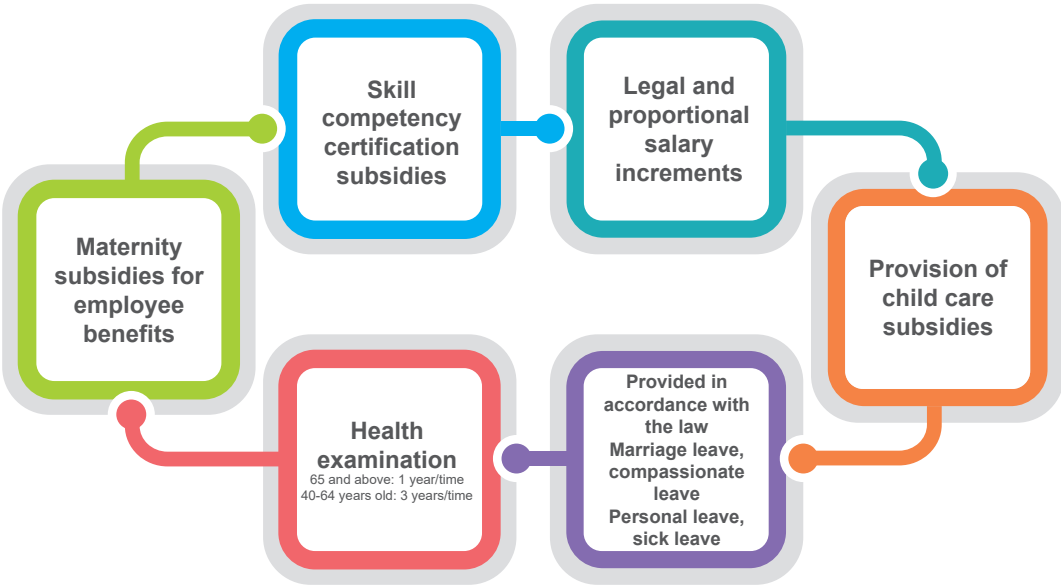
For female employees with breastfeeding needs, the Company established a breastfeeding room. We also cooperate with well-known childcare institutions to provide employees with childcare services at a discount. In 2024, a total of 21 employees applied for unpaid parental leave, and all applications were approved, with an average reinstatement rate of 40%.

| Item                                                                                                                                      | Number of Men | Number of Women | Total |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------|-------|
| Total number of employees who actually used parental leave in 2024                                                                        | 14            | 7               | 21    |
| Total number of employees reinstated from parental leave in 2024 (A)                                                                      | 7             | 3               | 10    |
| Total number of employees reinstated during the reporting period after taking parental leave in 2024 (B)                                  | 4             | 0               | 4     |
| Total number of employees reinstated during the reporting period after taking parental leave in 2023 (C)                                  | 6             | 9               | 15    |
| Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2023 (D) | 3             | 4               | 7     |
| Reinstatement rate (B/A)                                                                                                                  | 57%           | 0%              | 40%   |
| Retention rate (D/C)                                                                                                                      | 50%           | 44%             | 47%   |

Note: The decrease in reinstatement rate after unpaid parental leave in 2024 was attributed to the fact that employees would like to engage in more flexible and shorter working hours due to family factors.

Salary System and Benefits

The Company upholds its commitment to profit sharing with employees to attract, retain, and develop talent. It also provides a diverse and competitive salary system. Salary packages are adjusted based on the profitability and price index. All new employees receive a salary higher than the statutory minimum wage. Other allowances may vary based on their positions, education, and experience. The Company distributes annual year-end bonuses based on the performance of employees and the business operations of the Company without any gender discrimination.

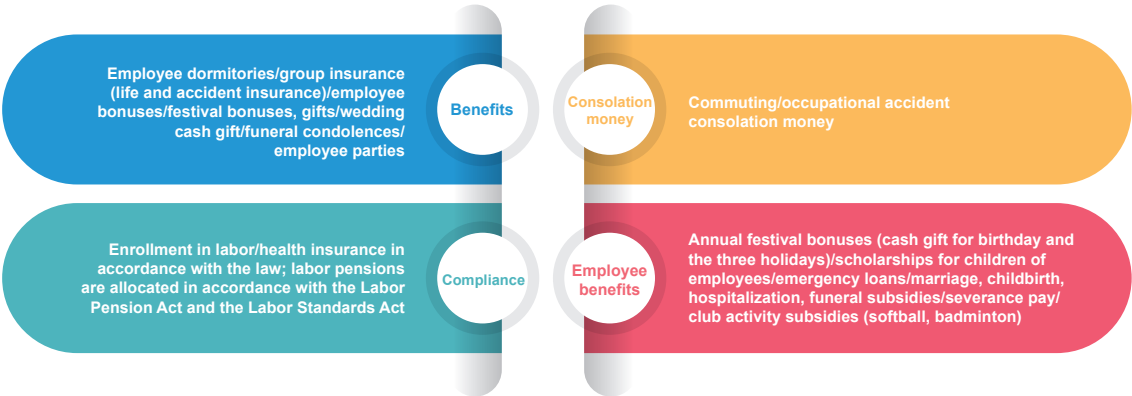


Complete Retirement Care and Plan

For employees who are subject to the new pension scheme under the Labor Pension Act, the Company contributes 6% to the new individual labor pension accounts in accordance with the law. For employees who are subject to the old pension scheme under the Labor Standards Act, the Company also contributes the pension funds to the special account of the Supervisory Committee of Business Entities' Labor Retirement Reserve for storage and disbursement on a monthly basis. In 2024, 41 employees retired and withdrew pension from the Company's Labor Pension reserve account.

Employee Benefits

- In addition to establishing an Employee Welfare Committee (EWC) in accordance with the "Employee Welfare Fund Act", the Company also allocates 0.15% of its monthly revenue to the "Employee Welfare Committee" for its activities. We also sign contracts with contractors to provide employees with diverse benefits and discounts.
- In order to respond to food safety risks and provide employees with a safe diet, the Company cooperates with TransAsia Catering Services Co., Ltd. and distributes the "Taiwan Secom Food Box" to employees every quarter to ensure food safety and enable employees to experience the Group's diverse resources.
- The Company plans group comprehensive insurance and continues to refine related measures to maintain harmonious labor relations over the long term.



● Applications Filed in 2024

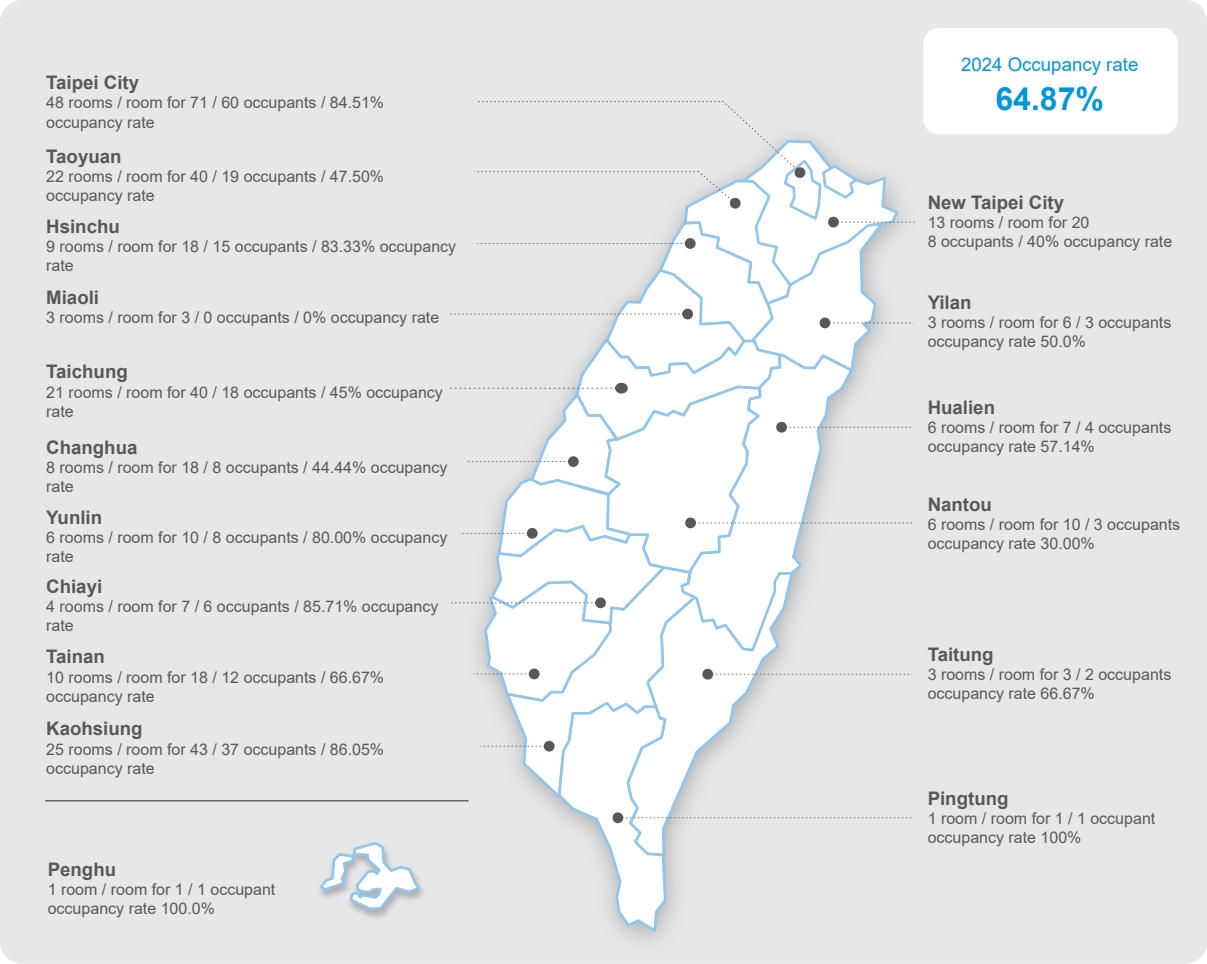
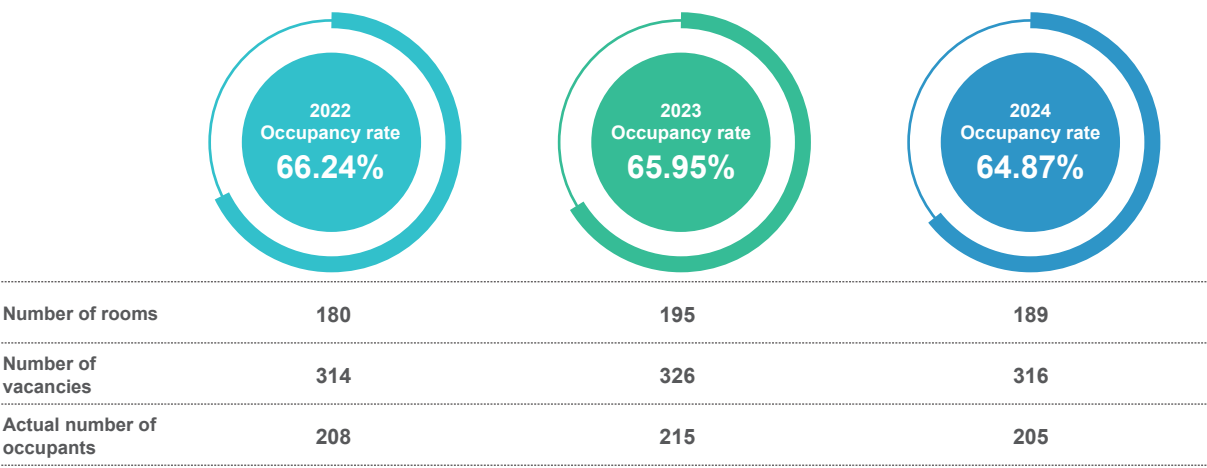
| Item                               | Children's scholarships | Year-end, birthday, and three festival bonuses | Marriage, hospitalization, funeral subsidies, severance and retirement subsidies | Club subsidies | Employee benefits and health insurance |
|------------------------------------|-------------------------|------------------------------------------------|----------------------------------------------------------------------------------|----------------|----------------------------------------|
| Total number of applicants         | 1,112                   | 14,455                                         | 175                                                                              | 2              | 386                                    |
| Total value of applications (NT\$) | 1,851,000               | 10,281,156                                     | 3,187,475                                                                        | 30,000         | 7,218,484                              |

Excellent Employee Dormitories for Non-local Employees

To recruit and retain talent, the Company provides employees with free dormitories with no additional water, electricity, or Internet fees for employees seeking work or assigned to work outside their hometown. Employee dormitories are equipped with air-conditioning, washing machines, kitchenware, and furniture, and there are supermarkets or convenience stores within walking distance. Anyone who meets the application qualifications can apply for the dormitories, providing employees with a comfortable and safe living space. The Company also established the "Employee Dormitory Management Regulations" and a system of accountability of dormitory management units and supervision of the head office to ensure the quality of employee dormitories. The employee dormitory occupancy rate was 64.87% in 2024.



● Employee dormitory statistics in past years



Intellectual Property Rights Incentives

To motivate employees to innovate, the Company continues to promote patent development and applications through the "Patent Reward Regulations", "Contest Reward Regulations", and "Professional Certification Allowance Regulations", in order to expand the market and create business opportunities.

● Overview of Patent Reward Regulations

Unit: NT\$

| Patent category / phase                                                       | Invention                | Utility model | Design         |
|-------------------------------------------------------------------------------|--------------------------|---------------|----------------|
| Phase 1<br>-Patent application-                                               | 5,000                    | 1,000         | 1,000          |
| Phase 2<br>-Patent collection-                                                | 30,000 +<br>announcement | 0             | 3,000          |
| Others<br>-All new utility model patent reports meet<br>novelty requirements- | Not applicable           | 5,000         | Not applicable |

● Professional Certification Allowance Regulations

Unit: NT\$

| Qualifications                                              | Occupational Safety and<br>Health Management Personnel | Occupational Safety and<br>Health Management Officer |
|-------------------------------------------------------------|--------------------------------------------------------|------------------------------------------------------|
| Obtaining new qualifications                                | 3,000                                                  | 5,000                                                |
| Registered as the Company's<br>internal dedicated personnel | 3,000                                                  | 5,000                                                |

● Encouraging Employees to Form Clubs and Attend Welfare Activities

Employees can form various leisure clubs according to the Company's Clubs and Society Subsidies Regulation, which currently include the badminton club and softball club, allowing employees to relieve stress from work, achieve physical, mental, and spiritual balance, and strengthen employee engagement.



3.5 Comprehensive Training Resources

| Material Issue                 | Employee Education and Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Target                         | Provide suitable competency training targets and training courses based on the number of years of service at the Company of all employees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Responsibilities and Resources | <div>Main responsibilities of the Training Division</div> <ul style="list-style-type: none"><li>● Learning environment: There are two major training centers (Yilan and Tamsui) and a total of 6 training classrooms across Taiwan.</li><li>● Professional lecturers: In addition to training experienced employees and employees with certificates to serve as full-time lecturers, the Training Division also provides centralized training or teaching in regional units, and hires external lecturers in professional fields according to course needs.</li><li>● Training platform: In addition to classroom courses, Taiwan Secom Elite Academy has also introduced a training platform and established a complete KM learning knowledge base so that employees can learn conveniently anytime and anywhere.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Complaint Channels             | Training Division                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Action Plan                    | <ul style="list-style-type: none"><li>● Senior manager training courses: Offered 3 senior manager training courses, including "Information and Personal Information Security", "Next Generation AI" and "Corporate Governance Regulations", and invited professional lecturers to share the latest technology and legal regulations.</li><li>● Disaster prevention seed instructor (certification) training: Offered disaster prevention certification courses, hired professional disaster prevention consultants to train disaster prevention seed instructors, and cultivated a professional service planning team for Taiwan Secom's disaster prevention services.</li><li>● CRM courses: Introduced Salesforce system courses together with the CRM Office, focusing on how to make good use of CRM, integrating it into sales, and enhancing service diversity and application integrity.</li><li>● Elite cultivation project: Provided guidance to outstanding supervisors to continue their studies, strengthened their management competencies, and provided subsidy policies.</li><li>● Trending Topic - AI Application Open Course: Offered the course "Utilize AI for Effective Presentations", and invited professional lecturers to teach how to apply AI to create eye-catching presentations.</li></ul>                                             |
| Implementation Results in 2024 | <ol style="list-style-type: none"><li>1. A total of 2,688 people received 66,093 hours of training in 2024.</li><li>2. Completed 3 senior management training courses with 300 participants.</li><li>3. Completed a total of 6 management training courses with 184 participants. Special topic training had been provided to supervisors and entry level employees, for example, a total of 3 batches of disaster prevention seed courses were offered with 97 participants.</li><li>4. Completed the course "Utilize AI for Effective Presentations", which was attended by a total of 35 participants from 21 departments, including the IT Office, General Affairs Division, Business Planning Office, Sales Division, Customer Service Department, Sales Planning Office, and affiliated enterprises.</li><li>5. In response to the trend of drone aerial photography for disaster relief and drone patrol in recent years, the Company has trained dedicated personnel to apply for drone licenses and obtained 31 different levels of drone pilot licenses during the year.</li><li>6. Completed the annual sales/service personnel professional skills test. In 2024, a total of 127 sales personnel passed the test, and a total of 454 service personnel passed the test. The Company will continue to maintain the Unlimited Plus talent pool.</li></ol> |

The training framework mainly includes seven major training programs based on skill requirements. The training format includes "concentrated training" and "regional training". The former is based at the head office and provides skill training for a longer period of time, while the latter is provided locally to enhance professional competencies for new roles and enhance skills after concentrated training to build consensus in teams and provide work skills. The Company passes its values for "self-development training" and "group philosophy". The seven major training programs are planned based on the needs of different roles, including the "Operation Program" for business personnel, "Service Program" for service personnel, "Enhanced OJT Program" for administrative personnel, "Management Program" for officers, "Special Field Program" for products of specific professional fields, "Innovation Program" for the development of new ideas, and the "Elite Training Program" for officers. The Company has trained approximately 130 outstanding internal lecturers and seed instructors.

The Company has established a complete education and training system for new employees. With respect to the Service Program and Operation Program, a one-year period is planned to acquire professional knowledge. Corresponding tests are designed according to the course content to evaluate the learning results in the professional fields, while enhancing employees' competitiveness. In addition, we also assign regional counselors in each region to provide one-on-one counseling to help newcomers adapt to the workplace environment more quickly and achieve the career goals of common development with the Company.

| Schedule          | Employment within one week      | Employment within one month     | Employment within two to three months | Employment within six months | Employment within one year |
|-------------------|---------------------------------|---------------------------------|---------------------------------------|------------------------------|----------------------------|
| Operation Program | Foundations for sales           | Foundational sales training 1   | Foundational sales training 2         | Advanced training            | Growth training            |
| Tests             | Regional courses                | Centralized training courses    |                                       |                              |                            |
| Service Program   | Customer service fundamentals 1 | Customer service fundamentals 2 | Advanced customer services 1          | Advanced customer services 2 | Growth training            |
| Tests             | Regional courses                | Centralized training courses    | Regional courses                      | Centralized training courses |                            |
|                   |                                 | Level 1 test                    |                                       | Level 2 test                 | Level 3 test               |

In terms of human resource development, the Company attaches great importance to talent training and talent reserve, upholds the concept of "lifelong learning" and continues to move towards the vision of establishing the "Taiwan Secom Elite Academy" with professionalism, technology, and innovation. In addition to solid courses, a variety of marketing and management video courses are provided on the Taiwan Secom Elite Learning Platform, so that employees can learn anytime and anywhere.

| Training Type        | Training Hours |        | Number of Trainees |        |
|----------------------|----------------|--------|--------------------|--------|
|                      | Male           | Female | Male               | Female |
| Business personnel   | 13,062         | 2,320  | 462                | 91     |
| Service personnel    | 29,613         | 467    | 1,007              | 10     |
| Management personnel | 672            | 5      | 74                 | 2      |
| Technical personnel  | 11,121         | 155    | 565                | 16     |
| R&D personnel        | 202            | 110    | 34                 | 11     |
| Others               | 2,250          | 6,116  | 101                | 315    |
| Total                | 56,920         | 9,173  | 2,243              | 445    |

Course Design and Planning for the Seven Major Programs

|                           |                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New Job Operation Program | Train new recruits in gaining the required knowledge, skills, and attitude for operations, enhance the professional competencies of operations personnel, and broaden their horizons, in order to strengthen their customer development capabilities and increase the market share.                                                                         |
| New Job Service Program   | Cultivate the professional technical skills of new service engineers in the attendance, repairs, and equipment setup operations and improve their service and technical competencies. The Company establishes skill evaluation criteria based on the need for professional skills of each job level and incorporates the evaluation items into the courses. |
| Special Field Program     | Create market segmentation with high quality, enhance knowledge of products in professional fields, improve the reliability of customers, and implement the concept of comprehensive services.                                                                                                                                                              |
| Management Program        | Enhance the professionalism and team management and leadership skills of officers at all levels to strengthen management performance and competitiveness.                                                                                                                                                                                                   |
| Elite Training Program    | Officer human resource development for cultivating future officers and instructors.                                                                                                                                                                                                                                                                         |
| Enhanced OJT Program      | Continue to enhance the skills and motivation of current employees, improve the professionalism of all departments, as well as adhere to the value of trustworthiness and the concept of comprehensive services.                                                                                                                                            |
| Innovation Program        | Adopt a new training model and provide a diverse range of training resources to fully enhance the competencies of employees, create a comprehensive social system industry; promote innovation of the business service model, expand technology advantages, fulfill corporate social responsibility, and align with international standards.                |



To support the Company's transition from a security service provider to an AIoT lifestyle service provider, we created the Unlimited Plus "Planner Skill" Management System to review employees' professional competencies for planning in "Taiwan Secom Unlimited Plus" and creating a talent pool of "Unlimited Plus" planners. We thus train new operation personnel with independent sales capabilities to enhance their adaptability in the workplace.

| Planner level               | Skill target                                                    | Certification contents (remarks)                                                                                                                                      | Training courses                  | Personnel to be certified                                        | Number of people certified in 2024 |
|-----------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------------------------------|------------------------------------|
| Level 1                     | Able to independently complete sales process                    | (1) Unlimited Plus planning capabilities (small-scale projects)<br>(2) System, service, procedures, and product knowledge (functions)                                 | Fundamentals 1<br>Fundamentals 2  | Basis for official hiring of service operators (within 3 months) | 71                                 |
| Level 2                     | Attain performance targets and enhance professional skills      | (1) Project planning capabilities (medium-scale projects)<br>(2) System, service, procedures, and product knowledge (applications)                                    | Advanced training<br>OJT training | Specialist promotion criteria                                    | 27                                 |
| Level 3<br>Re-test included | Attain team performance targets and enhance professional skills | (1) System integration planning capabilities (medium and large-scale projects)<br>(2) System, service, procedures, and product knowledge (applications & integration) | Growth training<br>OJT training   | Deputy manager appointment criteria                              | 29                                 |

To enhance the results of skill certification, the Company verifies whether SE service personnel retain the capabilities for professional skills and customer management response capabilities for the corresponding level based on the tests of different categories of skills, and formulated the skill certification level and the corresponding competency target and training courses as follows:

| Skill certification level          | Level 1                                                                                       | Level 2                                                                                                     | Level 3                                                                                                                       | Level 4                                                                                                                            | Level A                                                                                                                                                         |
|------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amount                             | NT\$1,000                                                                                     | NT\$1,000                                                                                                   | NT\$2,000                                                                                                                     | NT\$1,000                                                                                                                          | NT\$1,000                                                                                                                                                       |
| Skill target                       | Basic SE capabilities (night shift training)<br>Basic checks, repairs, and on-duty procedures | Advanced SE capabilities (I) (day shift training)<br>Independent troubleshooting / execution of assignments | Advanced SE capabilities (II) (skill training)<br>AI monitoring system / professional troubleshooting / important assignments | Professional SE capabilities (I) (integration and planning)<br>Advanced cloud system applications / important customer assignments | Professional SE capabilities (II) (integration and application)<br>Application of various integrated systems / technical seeds / important customer assignments |
| Training courses                   | Customer service fundamentals 2                                                               | Advanced customer services 2                                                                                | Service growth                                                                                                                | Skills refresher courses                                                                                                           | Skills refresher courses                                                                                                                                        |
| Length of service                  | 1 month                                                                                       | 6 months                                                                                                    | 12 months                                                                                                                     | 2-3 years                                                                                                                          | 3-4 years or more                                                                                                                                               |
| Number of people certified in 2024 | 183                                                                                           | 119                                                                                                         | 84                                                                                                                            | (Not yet organized)                                                                                                                | 68                                                                                                                                                              |

In response to the trend of AI, the Company organizes relevant education and training to help employees conduct continuous learning and improve skills in the era of emerging technologies to meet the needs of personal growth and career development.

We offered the course "Utilize AI for Effective Presentations", and invited professional lecturers to teach how to apply AI to create eye-catching presentations. The course was attended by a total of 35 participants from 21 departments, including the IT Office, General Affairs Division, Business Planning Office, Sales Division, Customer Service Department, Sales Planning Office, and affiliated enterprises, aiming to enhance the AI application skills of the Company's employees.

In response to the trend of drone aerial photography for disaster relief and drone patrol in recent years, the Company has trained dedicated personnel to apply for drone licenses. This year, we increased the number of practice sessions in the form of small-scale training, guided a total of 16 people, and obtained 31 different levels of drone pilot licenses to enhance the capabilities of employees in drone aerial photography for disaster relief and drone patrol in future.

● Photos of Training Activities in 2024



3.6 Social Care

At Taiwan Secom Group, social care has always been the core of our Code of Conduct. We show our deep concern for society through in-depth education and young talent cultivation in order to create a virtuous cycle.

The Group has established three major foundations, namely, Taiwan Secom Cultural and Educational Foundation, Lin Teng Cultural and Educational Foundation, and Lin Hsiao-Hsin Cultural Foundation, which have long focused on education and dedicated their efforts to the Rural Talent Cultivation Project. To date, the foundations have invested over NT\$100 million in Yilan to expand various education projects, and have been recognized by the Ministry of Education with the Crystal Award, Gold Award, and Silver Award. We aim to empower schools to discover and cultivate more specialists, and enable them to bring glory to their hometowns in domestic and international competitions.

Social care investment by the three major foundations of Taiwan Secom Group in 2024

| Total investment amount (NT\$) | Number of beneficiaries (persons) |
|--------------------------------|-----------------------------------|
| 33,341,231                     | 60,999                            |

Taiwan Secom Cultural and Educational Foundation

Taiwan Secom Cultural and Educational Foundation was established in 1996. It has organized the after-school class of Ms. Chuang Su-Chu from Taiwan Secom to provide tutoring services for schools targeting disadvantaged students who are lagging behind in learning progress in Yuanshan Township, Yilan over the years. The students range from first grade to ninth grade of elementary schools. This also indirectly prompted Yilan County Government to successively set up after-school tutoring classes in each school, becoming an integral part of basic education.



Taiwan Secom's after-school tutoring class provides children with remedial teaching after school, and also connects with high school education teams every year to hold various camps during winter and summer vacations, which not only allows children to broaden their horizons and grow happily in a rich learning environment, but also passes on the spirit to deepen the connection of communities.

For English proficiency and information technology to take root, we have focused on promoting bilingual education and IT education in recent years to expand the scope of after-school tutoring classes. We invested millions of dollars to build two interactive English classrooms in Yuanshan Elementary School, and planned a full set of advanced multimedia equipment to provide situational teaching, so that children in rural areas can enjoy excellent English learning environment. It has obtained star certification from Yilan County Government. This forward-looking investment in education not only closes the educational gap between urban and rural areas, but also opens the door to unlimited possibilities for children in rural areas.



Yuanshan Elementary School has promoted bilingual education. Taiwan Secom Cultural and Educational Foundation not only assisted in introducing foreign teachers, but also invested more than NT\$2 million to build two English interactive classrooms to enhance teaching capacity.

Furthermore, the Foundation also organizes Christmas celebration dinners every year, inviting students from the after-school tutoring classes to spend the holidays together. This year, Lin Chien-Han, Chairman of Taiwan Secom, attended the event as a special guest. Mr. Lin participated in the event for the first time as the "Chairman of Taiwan Secom Cultural and Educational Foundation" to spend a pleasant Christmas with the children and bring them more warmth and joy.

Through these activities, Taiwan Secom Cultural and Educational Foundation not only provided students with academic support, but also let children feel the care and support of society, both emotionally and culturally, further motivating them to pursue a better future in an active manner.



Students from after-school tutoring classes made cards and mini-Christmas trees for the guests to express their gratitude.

## Original intentions of the Foundation: Protecting children's future through art

Due to the rapid advancement of AI and the lowering of technological thresholds, there is an even greater need to protect people's hearts with art, and accompany children in Taiwan with theater to embrace future together. The Foundation has always adhered to the core value of culture, art, education, and social welfare, and has long been committed to cultivating local communities. It strives to cultivate the character and perspective of young people, and continues to promote the core value of "Love for the Land" and "Co-Prosperity".

The collaboration with the PaperWindmill Theatre was not only a collaboration between art and education, but also a practice of ideals and beliefs. We firmly believe that theatre is not only a performance, but also an educational force that can reach people's hearts. The PaperWindmill Theatre has been traveling throughout Taiwan for many years, bringing art to campuses and communities, and touching countless children with sincerity and creativity, which is in line with the mission of the Foundation.

We hope that such cooperation can inspire young people, and learn to respect and empathize with others while enjoying theater, thereby building sound values and laying a stronger and more solid foundation for their future. This is not only a promotion of art, but also a spiritual irrigation and social contribution.



## Lin Teng Cultural and Educational Foundation

Lin Teng Cultural and Educational Foundation was established in 1989. It focuses on cultivating core competitiveness and provides young students with profound education. The Foundation provides high scholarships to high (vocational) schools in Yilan County every semester, and established the "Lantern Star Cultivation Program," "Expertise Potential Cultivation Program," and "Yilan Youth Elite Cultivation Program". It has invested a large amount of funds and resources to strengthen the local digital education ecosystem in Yilan, systematically cultivate language and ICT talent, and build strong soft power.

The Foundation has invested millions of dollars in the "Lantern Star Cultivation Program". It has worked with National Yilan Senior High School, National Lan-Yang Girls' Senior High School, National Lotong Industrial Vocational High School, and National I-Lan Commercial Vocational Senior High School to establish resource centers, and organized training camps related to programming, English proficiency certification, and ICT, allowing students to enjoy world-class teaching resources in their hometowns, obtain professional certificates, including General English Proficiency Test (GEPT), TOEIC, and Advanced Placement Computer Science (APCS), as well as acquiring practical skills on AI robot and information network cabling. Since its implementation, more than a thousand students in Yilan have benefited and won awards in various competitions, which has also enhanced Yilan's international competitiveness and laid a solid foundation for the development of local education.

To deepen talent cultivation and promote education, the Foundation collaborated with National Yilan Senior High School to establish the "Science Experimental Class" and organized the "Lin Teng Cup Science Ability Competition" for junior high school students in third grade to discover talent with mathematical and scientific potential. Over the years, the program has trained a number of national-level contestants who have achieved excellent results in both internal and external competitions, and represented Taiwan in international competitions, fully demonstrating the Foundation's commitment to stimulating students' potential and enhancing their academic achievements.



▲ Lin Teng Cultural and Educational Foundation co-organized the "Lin Teng Cup AI Ironman Trials" with National Lo-Tung Senior High School to create a paradise for children to achieve their heroic dreams.



▲ Information Network Cabling Training Center

English is an important tool to keep abreast with the world. Since 2020, the Foundation has been committed to promoting the English proficiency of students in Yilan, and has established the "Lin Teng English Education Resource Center" in National Lan-Yang Girls' Senior High School, in order to promote the "English Expression Improvement Program" and the "After-school English Speaking Class". It organizes the "Lin Teng Cup National High (Vocational) School English Expression Competition" and the "Lantern Star English Proficiency Training Program" every year to comprehensively strengthen students' language skills and international competitiveness. The center also launched the "Small Business Mentor Forum" to improve students' speaking ability through full English interactions, while learning career planning and workplace experience from corporate leaders. The Foundation and the English Center will continue to optimize teaching resources to create a richer learning experience.



▲ In order to optimize English education, Lin Teng English Education Resource Center has organized corporate forums since the year before last to enhance students' English expression skills through practical exchanges, while learning career planning and workplace experience from corporate leaders.



▲ Junior High School and High (Vocational) School "Lin Teng Cup English Expression Competition" in Yilan County.

The "Yilan Youth Expertise Potential Cultivation Program" was implemented to encourage students' adaptive and diverse development, and has opened up the opportunity to adopt the National Yilan Senior High School Basketball Team, National Lotong Industrial Vocational High School Baseball Team, and National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team. It assists in meeting needs for player training, and helps players obtain professional certifications and develop second expertise to become student athletes.



▲ National Lotong Industrial Vocational High School Baseball Team, which was formed five years ago, has continuously set records in team history and has now become a highly regarded team from Yilan in the youth baseball world. This year, many students have successfully obtained certificates and are moving towards the goal of being student athletes.



▲ **National Yilan Senior High School Basketball Team** The National Yilan Senior High School Basketball Team has successively entered the top 12 in the HBL. The team has rapidly improved its skill level and successfully achieved many brilliant records. It is now an outstanding team ranked top 10 in the country.



▲ **National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team** National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team, which was formed only six years ago, has set a brilliant record of reaching the top eight in the HVL for four consecutive years. With solid training, every player has the ability to become a starter, creating many stories about the legend of the "Northeast Volleyball Team."

### Lin Teng Literature Award

To deeply cultivate the literature of Yilan and encourage young people's literary and artistic creation, the "Lin Teng Literature Award" is held every year to provide a stage for young writers to show their literary talents and creativity, and the winning works are collected into a volume and published as "Yuanshan Yinwang," which is available and can be purchased at the "Lantern Space" in the youth cultivation center sponsored by the foundation.



▲ Lin Teng Cultural and Educational Foundation organized the award ceremony of the Yilan High (Vocational) School Scholarship and the Lin Teng Literature Award to recognize extraordinary academic and literary achievements of outstanding students.

### Yilan County Lin Hsiao-Hsin Cultural Foundation

Since its establishment, Lin Hsiao-Hsin Cultural Foundation has fully promoted cultural and artistic activities, provided rewards for cultural and academic undertakings, and cultivated cultural and artistic talent.

In terms of music education, the Foundation organized a cappella concerts on campuses for students to experience the charm of the human voice. It has also cooperated with National Yilan Senior High School, National Lan-Yang Girls' Senior High School, National Lotong Industrial Vocational High School, and National I-Lan Commercial Vocational Senior High School to form the "a cappella club". To date, it has selected and formed four outstanding a cappella groups, and provided professional guidance and resources to demonstrate their strength in competitions and stand on the international stage, laying the foundation for Yilan to become a "music capital".



▲ Lin Hsiao-Hsin Cultural Foundation is committed to promoting cultural and artistic activities, and its first task is to bring a cappella, which features the charm of the human voice, into campuses.

Furthermore, the Foundation has cooperated with well-known music groups such as Taipei Philharmonic and Taiwan Choral Music Center (TCMC), inviting renowned international groups to Yilan for exchanges, and holding masterclasses to improve the music literacy of local students. It also provides local residents in Yilan with more opportunities to listen to great performances by international orchestras and enrich the cultural life of the area.

In addition, in order to support the development of local music talent, the Foundation also sponsors local music groups such as "Sonar Chamber Choir" and "A Root" in an attempt to assist in improving the performance quality and participate in music activities, thus creating more opportunities for performances and international exchanges. At the same time, to bring Yilan's music culture to new heights and contribute to local music development, the first "Lantern Jazz Orchestra" in Yilan was established last year, opening a new chapter in the music development of Lanyang Area.



▲ In addition to music education, the Foundation also invited well-known domestic and international music groups to Yilan for exchanges.



▲ At present, the Foundation has selected and trained 4 outstanding a cappella groups to make students shine in competitions.

▲ Lin Hsiao-Hsin Cultural Foundation established the first "Lantern Jazz Orchestra" in Yilan, opening a new chapter in the music development of Lanyang Area.

Taiwan Secom Group supports domestic cultural development and collaborated with Taiwan Creative Content Agency to establish "My Story Entertainment" to distribute domestic movies, drama series, and IP.

The Company actively participates in cultural and creative investments, striving to drive the development of the overall cultural and creative industry. In 2023, My Story Entertainment Co., Ltd., a subsidiary of the Company, specially participated in the Ministry of Culture's "Implementation Plan for Strengthening Investment in Cultural and Creative Industries - Cultural Content Investment Project" and invested a total of NT\$200 million in exhibition and performance facilities, movies, TV series, and stage plays. The Company actively cooperates with government policies and jointly assists in pushing Taiwan's cultural and creative industry onto the international stage.

In order to create and operate Taiwan's original film and television comprehensive entertainment culture IP, the cumulative investment amount has reached NT\$34,897 thousand since 2023. The productions invested and launched in 2024 were recognized by the audience and honored with the awards at the film festivals, including Born for the Spotlight and Dead Talents. It is expected that the films "Organ Child", "Kung Fu" and stage plays "Tears on Fire" and "Born for the Spotlight" will be successively released by 2025.

Taiwan Secom's Cultural and Creative Investments in 2024

Unit: NT\$

| Item                                                                         | Investments |
|------------------------------------------------------------------------------|-------------|
| Sponsorship of music group exchanges in music education                      | 3,600,000   |
| Taiwan's original film and television comprehensive entertainment culture IP | 13,119,000  |

Creation of the Group Volunteer Service Team

The volunteers of Taiwan Secom Cultural and Educational Foundation continue to participate in blood donation activities. We worked with Taipei Blood Center in setting up a blood donation bus in front of the head office every four months. Last year, we expanded blood donation stations in northern, central, and southern Taiwan, enabling more employees from branches and community residents to participate in the event. To date, we have organized 71 sessions with more than 5,200 participants, and donated 7,481 bags with a total of 1,870,250 cc of blood. This not only provides medical institutions in urgent need of blood with resources, but also encourages employees to pay attention to their health condition and fulfills the Company's corporate social responsibility.



Protecting the Elderly with Technology and Love

Taiwan will become a super-aged society in 2025, which will lead to an escalating demand for healthcare and long-term care resources, posing a great challenge to the demand for healthcare systems and living quality of the elderly living alone. The "Health Care Business Division" of Taiwan Secom Group focuses on the care needs of the elderly. It leverages advanced technologies such as NCC-certified emergency notification hosts and smart sensors, and cooperates with professionals such as nurses and social workers to provide 24/7 care services. In addition, we also cooperate with local governments to establish physical and community-based day care centers, and install the Company's proprietary technology and equipment to create a comfortable care environment for the elderly. These efforts aim to realize the government's smart healthcare policy, achieve aging in place, and establish a complete care system that integrates online and offline services through the combination of technology and human care, so as to enhance the quality of life and care needs of the elderly.

Emergency Notification and Rescue

In response to aging, the Company has developed innovative products such as wireless IoT devices, smart sensors, thermogenic fall detectors, and positioning watches targeting the problem of falling for the elderly to improve their safety. The emergency notification and rescue system is widely recognized. We have cooperated with several county and city governments to provide emergency rescue and cloud health services for the elderly living alone and persons with disabilities. The scope of services covers 11 counties and cities including Keelung City, Taipei City, New Taipei City, Taoyuan City, Hsinchu City (County), Taichung City, Chiayi City (County), Kaohsiung City (County), as well as the Veterans Affairs Council, rare disease institutions, etc. There have been many successful rescue cases over the years.

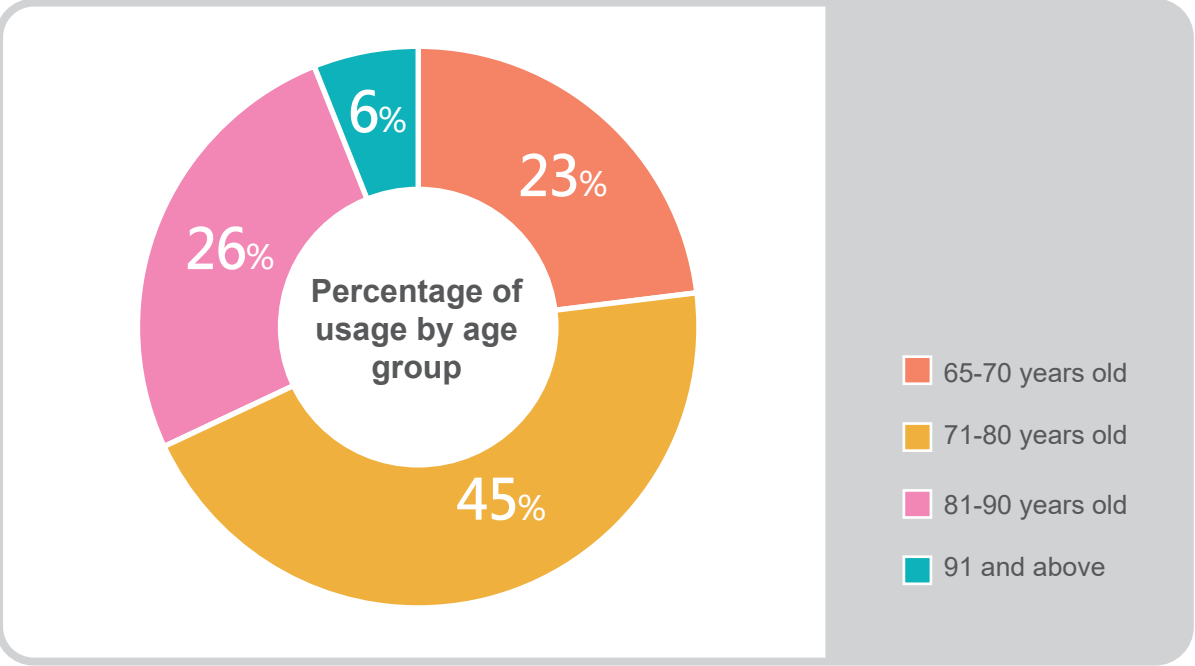
Smart care host



Client and Number of People Served

| Service Item (Unit: persons)                        | 2022    | 2023    | 2024    |
|-----------------------------------------------------|---------|---------|---------|
| Number of service cases (cases)                     | 7,053   | 9,802   | 12,100  |
| Number of successful rescues                        | 1,798   | 1,529   | 1,912   |
| Number of telephone support calls                   | 591,203 | 634,388 | 982,870 |
| Number of care visits                               | 46,283  | 58,905  | 88,900  |
| Number of health consultation and resource referral | 8,382   | 10,321  | 129,870 |
| Supplies sponsorship                                | >2,000  | >1,700  | >2,000  |

● Age distribution of emergency rescue services used in each region



● Recognized and Trusted by the Elderly Who Live Alone

[Special Column 1]

Li, Ping-Hui, a 75-year-old blind singer, is well-known for his song Wandering to Tamsui. Due to the outbreak of COVID-19 pandemic in 2020, he is now in a much worse financial situation, relying mainly on the subsidies from the massage parlor in Tamsui and the income from performances at food markets to make ends meet. However, what worries Li, Ping-Hui more is the health of his wife, Ya Hui.

Ya Hui has frequently suffered from heart disease, the three highs, Parkinson's disease, and diabetes in recent years, and even collapsed several times at home due to illness. During an unexpected fallout incident, Li, Ping-Hui found Ya Hui in time and found her lying on the ground by groping. He then rushed to seek help from an ambulance. The couple thus realized the importance of emergency services.

In order to ensure Ya Hui's living condition, Li, Ping-Hui's families applied for the emergency rescue and long-term care services provided by Taiwan Secom, commissioned by the Department of Social Welfare, New Taipei City Government, and received home care support twice a week, including daily assistance such as bathing and cleaning. Ya Hui expressed her gratitude that "With these services, I am no longer as helpless as before". In addition, the Company also sends social workers to visit them every month to help with blood pressure measurement and provide supplies and care.



[Special Column 2]

Grandpa Ma has been in Taiwan for more than 30 years, living in the Greater Taipei Area for the early years of his life, and then returning to Shanghai to live with his son for a short while. In early 2024, Grandpa Ma missed his life in Taiwan after a severe illness. In May 2024, he settled in Taichung City with the help of the Veterans Service Office. Grandpa Ma and his 95-year-old wife used the emergency rescue services before and trusted the services. Immediately after arriving in Taichung, Grandpa Ma contacted the emergency rescue personnel of Taichung City through the Veterans Service Office to reinstall the emergency rescue services at home.

Grandpa Ma said that he could finally "put his mind at ease" after the installation of the safety machine. Whenever a stranger comes to the door, he immediately calls the home visitor to confirm the identity of the visitor to prevent fraud syndicates from entering the door, which gives him a sense of peace of mind. He even laughed and said that "The home visitors are like granddaughters to us. From time to time, they care about us and talk to us, making me and my wife feel that we are not alone in Taichung".

With the support of emergency rescue services, social welfare organizations such as Huashan Social Welfare Foundation also takes the initiative to provide more care and companionship. Grandpa Ma was touched and said that "With the help of emergency rescue services and Huashan Social Welfare Foundation, we no longer feel helpless. It is like having two more granddaughters around us".

● Actual performance of providing services to the elderly living alone



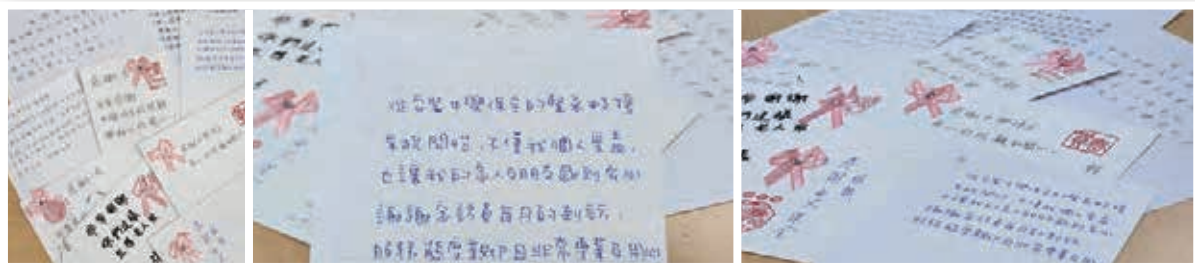
▲ Birthday parties for the elderly



▲ Provide immediate care and love, and donate emergency supplies to the disadvantaged and the elderly



▲ Support the Embrace the Elderly, Love Never Ends initiative for materials purchasing

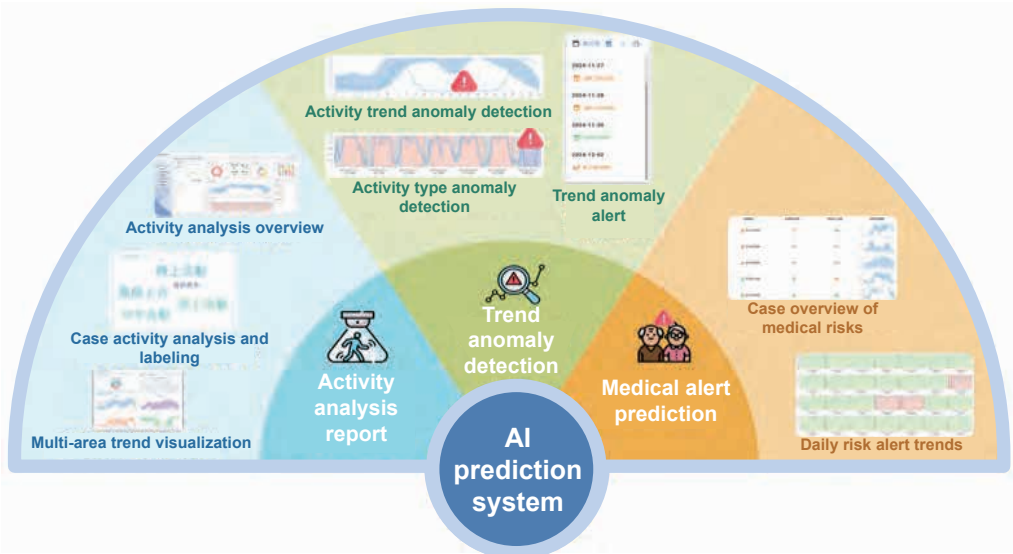


▲ Expression of gratitude from cases to the services and teams

● **AI innovation - Case activity information and medical alert frequency analysis**

- 1. Actively respond to the development of AI, and predict future risks based on the number of activities of the elderly, home visits, and abnormality records.
- 2. Learn and automatically update case information to remind personnel to provide enhanced care and individual notifications.

**AI innovation - Case risk predictions and reminders**



The Company leverages technological innovation and AI to analyze the activity trends of individual cases over the past week, conduct risk prediction for cases with medical alert records, analyze risk events on the day and the next 3, 5, 7, and 14 days, and carry out quantitative and qualitative analysis, so that every senior citizen can enjoy a safe, convenient, and dignified life.

● **From home to community - uninterrupted services**

The Company provides community-based and long-term care institution (daily care centers) services to reduce the pressure of family caregivers. We also collaborated with Japan's SECOM to develop home emergency rescue and remote care technology. With reference to the experience of community care in Japan, we began working with New Taipei City Government in 2018 to establish a smart elderly care center, and subsequently cooperated with Taoyuan City Government and Taipei City Government. Currently, we have established a total of five day care centers in three counties and cities.

The day care centers provide the elderly with day-to-day care and activity guidance to delay functional deterioration, focusing on the five cognitive functions of observation, memory, responsiveness, integration, and thinking, stimulating brain activity, increasing responsiveness and muscle endurance, and encouraging interactions with peers. At the same time, smart care system equipment is installed according to the needs of individual cases to provide family members with services during holidays or nights.

**Assessment of physical fitness functions**

Muscle strength test

**Professional evaluation plan and its formulation**

Ingestion function - weight management

**Understanding problematic behaviors**

Care and sense of belonging

**Elderly care and stress relief**

Family day - stress test



## CH4 Sustainable Development of the Environment

In recent years, extreme weather has exerted a drastic impact on the life and the global environment, and the emphasis on environmental sustainability and net-zero carbon reduction has gradually become a trend. Environmental regulations at home and abroad have affected the economic activities and operations of enterprises. While pursuing profits, Taiwan Secom has also begun to consider how to integrate the Company's internal and external resources, formulated energy conservation and carbon reduction measures and actions, and facilitated green transformation step by step.

**Sustainable Environment Strategy**

- Regularly conduct GHG inventory, review energy usage at each business location, and make adjustments on a rolling basis.
- Designate personnel to periodically update and learn about the latest environmental trends at home and abroad.
- Inspect equipment and resources, and replace old and energy-intensive equipment.
- Prioritize the purchase of green products or equipment with high efficiency and low energy consumption.
- Assign employees to improve energy-saving technologies and develop environmentally sustainable products and services.
- Integrate and redesign the use of workplaces and idle assets of similar nature.
- Regularly organize environmental sustainability-related activities and training to raise employees' awareness of environmental sustainability.

4.1 Climate Change

Taiwan Secom considers the risks and opportunities facing the Company in the event of an extreme climate through the four major aspects: governance, strategy, risk management, and metrics and targets according to the recommendations of the Taskforce on Climate-Related Financial Disclosure (TCFD), formulates corresponding measures and metrics and targets, and invests resources in a timely manner to minimize the impacts and capture the opportunities.

Governance

The Company has established the “Sustainable Development Committee” and “GHG Inventory Committee” to evaluate environmental sustainability and climate change risks, formulate response measures and strategies, and make continuous adjustments and corrections. The committees report the implementation status to the Board of Directors on a regular basis to implement climate governance and management.

I. Duties and operations of the committees:

- (1) Sustainable Development Committee: The committee holds regular meetings every year, with the CEO serving as the chairperson. It discusses environmental sustainability and climate change issues, draws up annual environmental sustainability action guidelines and goals, and formulates response measures based on risks and opportunities, which are submitted to the Board of Directors after resolution.
- (2) GHG Inventory Committee: The committee, with the Chairman serving as the chairperson, formulates targets and strategies at each stage, promotes GHG inventory, collects various information and data, calculates emissions, and prepares an inventory report, which are submitted to the Board of Directors every year. Meetings are convened from time to time based on the situation and needs to review and adjust the progress of the goals. In addition to inventory and reduction targets, it also organizes environmental sustainability activities and education and training to promote the concepts of environmental sustainability and climate change to all employees.

II. Supervision and execution of sustainability issues:

The Company established the Sustainable Development Best Practice Principles in 2014 to regulate and promote the Group's overall sustainable development practices. The contents were revised in 2023 according to the current situation.

The Board of Directors meets twice a year. Each committee reports the implementation results of environmental sustainability issues in the current year at the meeting. The Board of Directors resolves whether to make adjustments or corrections. Each committee then conducts research and discussion based on the resolution, and re-establishes sustainable development directions and goals, related management approaches, and specific promotion plans.

In August 2024, the Sustainability Committee reported to the Board of Directors on the implementation status of the sustainable development policy in the current year. The GHG Inventory Committee reported on the implementation status of GHG inventory, the progress of verification, and the subsequent GHG inventory schedule of the Group in 2024.

III. Education and training on sustainability issues:

| Name                                                        | Time                            | Target                                                                                | Organizer                               | Course description                                                                                                                                                                                    |
|-------------------------------------------------------------|---------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How Enterprises Should Respond to the Era of Carbon Pricing | August 2024                     | Corporate Governance Officer                                                          | Taiwan Corporate Governance Association | Understand how enterprises should respond to the development of carbon pricing in advance and plan relevant policies.                                                                                 |
| GHG Inventory Education and Training                        | February, June, and August 2024 | Administration Supervisors of Branches                                                | General Affairs Division                | Understand how to perform GHG inventory. Course were offered both online and in person.                                                                                                               |
| Administrative manager training                             | June and July 2024              | Administration Supervisors of Branches                                                | General Affairs Division                | Understand the basic concepts of ESG and environmental sustainability issues and strengthen employees' environmental awareness.                                                                       |
| GHG Inventory Internal Verification Education and Training  | August 2024                     | Audit Office                                                                          | General Affairs Division                | Understand how to implement internal verification of GHG inventory.                                                                                                                                   |
| Seminar on "New Mindset in the Era of Low Carbon Economy"   | December 2024                   | Strategic Planning Office, General Affairs Division, and Corporate Governance Officer | PwC Legal, Taiwan                       | Discuss with experts, scholars and industry pioneers on the operation mechanism of the carbon trading market under the current policy and the challenges that enterprises may face in implementation. |



▲ GHG Inventory Education and Training Course

Strategy

Taiwan Secom is in a special industry. Employees are directly affected by extreme weather conditions when performing duties, and equipment failure may occur. Therefore, the Company explains the potential impacts of short, medium, and long-term risks, and proposes preventive measures for risks to minimize possible impacts and hazards, ensuring the normal operation of services and equipment, and maintaining the quality of existing services. This is the primary direction of evaluation for Taiwan Secom when formulating climate change-related response strategies.

With reference to the TCFD framework, the Company identifies physical risks and transition risks, further assess possible financial impacts, and plans preventive strategies and response measures. In addition, the costs after evaluation are included in the annual budget, and the businesses that may be affected are included in the business sustainability strategies to ensure the ability to respond to risks.

I. Environmental risk response strategies

Failure to formulate response measures or strategies related to environmental risks in advance may lead to significant losses. Therefore, the Company has formulated the following four strategies in an attempt to minimize risks and hazards:

- (1) Establish relevant committees to supervise policy implementation and track results
- In order to cope with the risks arising from the impacts of climate change on our operations, the Company has established the Sustainable Development Committee, which formulates policies related to environmental sustainability and tracks the effectiveness of these policies on an annual basis. In addition, the GHG Inventory Committee was established to conduct GHG inventory for the Group and formulate carbon reduction policies accordingly.
- (2) Plan risk losses and countermeasures in advance and make adjustments on a rolling basis
- To avoid damage caused by extreme weather conditions in the Company's operations, the Company identifies short, medium, and long-term risks based on the TCFD framework to plan countermeasures and assess potential losses. Adjustments and revisions on a rolling basis are made as appropriate.
- (3) The audit unit plans and formulates an annual internal audit plan
- The Company's audit unit plans an annual internal audit plan every year to review compliance with various environmental regulations by the Company, and conducts audits on the compliance of each operation process with the current regulations.
- (4) Require product manufacturers to pass international standard certification to ensure compliance of processes
- In order to ensure that product manufacturing processes are in compliance with regulations and meet environmentally friendly standards, the Company requires all subsidiaries to pass ISO9001: 2015 and ISO14001: 2015 certification to ensure that no hazards to the environment occur during product manufacturing.

II. Climate change adaptation and mitigation strategies

The Company proposes the following adaptation strategies for climate change risks. We continue to evaluate potential impacts and risks every year, formulate response strategies for implementation, regularly review and supervise the effectiveness of implementation, and make adjustments and revisions on a rolling basis.

| Climate Risks/<br>Opportunities | Risk description                                                                                                                                                                                                                                                            | Adaptation and mitigation strategies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High temperature                | <ul style="list-style-type: none"><li>● Employees are susceptible to heat stroke or heat exhaustion when performing duties in summer</li></ul>                                                                                                                              | <ol style="list-style-type: none"><li>1. Regularly promote the importance of drinking water while on duty, and encourage employees to protect themselves from the sun.</li><li>2. Regularly educate employees to seek immediate medical attention if they are not feeling well.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                 | <ul style="list-style-type: none"><li>● Excessive burden on power supply leads to increased power outages and signal interruptions of the equipment</li><li>● Equipment damage due to overheating caused by continuous high temperatures and exposure to sunlight</li></ul> | <ol style="list-style-type: none"><li>1. Regularly inspect and maintain emergency power supply equipment at business locations to ensure effective and normal operation of the equipment.</li><li>2. Regularly back up and save company data, and develop the habit of saving data at any time to minimize the possibility of data loss after power recovery.</li><li>3. Establish SOP for power and signal interruptions for the Company and customers.</li><li>4. Provide customers with UPS or power storage systems to maintain normal operation of the equipment during power outages.</li><li>5. Provide special customers with a dual-module backup signal.</li><li>6. Regularly check whether the inventory is sufficient to ensure that equipment can be replaced at any time in the event of damage to maintain normal services.</li><li>7. Increase equipment protection measures depending on the actual situations of customer sites.</li><li>8. Develop and design high-temperature resistant equipment that meets the standards, and strengthen pre-market inspection and testing.</li></ol> |
| Flooding                        | <ul style="list-style-type: none"><li>● Traffic accidents of employees while commuting or performing duties during typhoon season</li><li>● Emergencies caused by force majeure such as typhoons</li></ul>                                                                  | <ol style="list-style-type: none"><li>1. Regularly promote the importance of safety while commuting and performing duties during typhoons or rainy seasons.</li><li>2. Develop emergency response plans, establish SOPs, and require employees to conduct regular drills.</li><li>3. The unit supervisors follow the government's guidelines and make adjustments based on the actual situation of the sites.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                 | <ul style="list-style-type: none"><li>● Equipment damage caused by flooding</li></ul>                                                                                                                                                                                       | <ol style="list-style-type: none"><li>1. Establish equipment installation regulations and require employees to strictly comply with the regulations when installing the equipment.</li><li>2. Increase equipment protection measures, such as installing waterproof boxes or raising the height of the equipment, depending on the actual situations of customer sites.</li><li>3. Regularly inventory and manage the spare parts in the warehouse of each business location to ensure that they can be used and are not damaged.</li><li>4. Develop and design durable equipment that meets the standards for extreme climate, and strengthen pre-market inspection and testing.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                 |

The Company not only formulates internal climate change strategies, but also requires external suppliers to sign the Supplier Corporate Social Responsibility Commitment, comply with the relevant regulations on sustainable operation, and fulfill corporate social responsibility. Please refer to section 2.7 Sustainable Supply Chain for details.

III. Establishment of digital service dispatch carbon reduction strategies to reduce unnecessary fuel consumption



The Control Center uses an efficiency integrated platform for dispatch adjustments. When an anomaly signal is sent from the customer's site, the Center can use the online video system for real-time monitoring, and use the electronic map of the digital dispatch system to verify whether there are ongoing missions and view the distance between service personnel and the target. Finally, the distance of each point is ranked in order for the Control Center to dispatch personnel. The onsite layout is shown in the Graphic Control Management System of the Control Center and the alert route is marked in red to remind security personnel of the location of the alert and matters of note. When there is no safety concern and the customer confirms and agrees to cancel the dispatch, the Control Center immediately notifies the service vehicle to abort the mission and return to the original standby location. The Control Center fully monitors the dispatch of security personnel and effectively reduces unnecessary fuel consumption due to unnecessary dispatches.

Climate-related risk and opportunity management

The Company assesses and reviews climate-related physical and transition risks, identifies relevant opportunities, measures and monitors the effectiveness of implementation on a regular basis, and makes adjustments on a rolling basis to avoid any impact on the Company's operations due to failure to adjust strategies in a timely manner.

| Climate Risks/<br>Opportunities |                      | Potential Financial Impact                                                                                                                                                                                                                                                                             | Affected Area     | Response Measures in 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transition Risk                 | Policies/regulations | The government promotes carbon fees and carbon trading systems, resulting in an increase in GHG emissions costs, or suppliers transferring costs to enterprises, thereby increasing operating costs.                                                                                                   | Short/Medium      | Implement GHG inventory to understand the Company's current GHG emissions, and formulate relevant policies based on the results to move towards annual reduction goals.                                                                                                                                                                                                                                                                                                                                                                                      |
|                                 |                      | In line with the carbon reduction targets and policies set by the government, the government requires enterprises to report and disclose GHG inventory results as well as related carbon reduction measures, which will increase operating costs at the initial stage of promotion and implementation. | Short/Medium      | Design and establish a complete set of mechanisms for recording data to systematically retain data and procedures, and conduct regular training for personnel to avoid additional costs due to the personnel's lack of familiarity with operating procedures.                                                                                                                                                                                                                                                                                                |
|                                 |                      | A lack of familiarity with the formulation and changes of relevant policies and regulations may increase the risk of climate litigation and penalties, and directly or indirectly increase the costs of products and services.                                                                         | Short/Medium      | 1. Collect information on the latest domestic and international sustainability trends and changes in government environmental regulations.<br>2. Regularly organize promotion events and training related to regulations to cultivate employees' professional competencies in environmental laws and regulations.                                                                                                                                                                                                                                            |
|                                 | Technical            | Increase in R&D and training costs due to the R&D of low-carbon products.                                                                                                                                                                                                                              | Short/Medium/Long | 1. Continue to evaluate and research low-carbon markets and technologies to find the most suitable production model for the Group's products or services.<br>2. Implement a life cycle management model when developing new types of products or services.<br>3. Develop products with low carbon emissions or products made from environmentally friendly renewable materials to increase market acceptance and incorporate the concept of circular economy to extend the life cycle of products.<br>4. Adjust the operating method or equipment functions. |
|                                 |                      | New types of products and technologies exert an impact on existing products and services.                                                                                                                                                                                                              | Short/Medium/Long | 1. Develop new products, while considering the adjustment of production volume of existing products, in order to reduce the impact of inventoried assets.<br>2. Optimize technical processes for existing products or services to reduce resource wastage and costs.                                                                                                                                                                                                                                                                                         |
|                                 | Market               | The international situation may lead to unstable energy supply and rising prices, which will increase operating costs.                                                                                                                                                                                 | Short/Long        | Increase the efficiency of energy use, maximize equipment efficiency, and actively promote turning off non-essential electrical equipment.                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                 |                      | Higher environmental sustainability awareness causes changes in customer preferences, leading to a decrease in demand for products or services.                                                                                                                                                        | Central Taiwan    | 1. Increase the investment of resources for maintaining a sustainable environment and set environmentally friendly targets based on product characteristics.<br>2. Continue to increase corporate brand value to maintain customer trust and dependency.                                                                                                                                                                                                                                                                                                     |
|                                 |                      | Changes in the cost of investments (cost of energy and materials) and demand for output (disposal of various types of waste) cause the production cost to deviate significantly from original estimates.                                                                                               | Medium/Long       | Prior to engaging in new fields, conduct risk assessments for the entire company and set stop-loss points.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                 |                      | Assets such as real estate or chattels may be re-priced due to climate change risks.                                                                                                                                                                                                                   | Medium/Long       | Conduct proper assessment before purchasing assets to understand the content of related regulations in detail to reduce the possibility of re-pricing.                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                 |                      | Services or products provided fail to meet customers' requirements for environmental sustainability.                                                                                                                                                                                                   | Medium/Long       | Continue to invest in the research of low-carbon products in combination of AI tools to actively carry out R&D of products that meet customer requirements.                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                 | Goodwill             | If a supplier engages in actions that pollute the environment or damage the ecosystem, it may reduce the customer's trust in the Company and reduce demand.                                                                                                                                            | Medium/Long       | 1. Require cooperating suppliers to implement ESG operations, provide relevant supporting information for assessment of cooperation, and regularly review their relevant actions.<br>2. Pay close attention to ESG and sustainability actions and actively plan and implement policies and strategies.                                                                                                                                                                                                                                                       |
|                                 |                      | Failure to implement sustainable environment actions will reduce the willingness to invest and confidence of investors and reduce corporate capital.                                                                                                                                                   | Medium/Long       | 1. Focus on environmental and climate risk assessments and strengthen response strategies accordingly.<br>2. Regularly update and pay attention to environmental issues and international trends, and regularly review the effectiveness of corporate policies.<br>3. Regularly review the formulation and implementation status of sustainability strategies, maintain contact with stakeholders at all times, and value their feedback.                                                                                                                    |

| Climate Risks/<br>Opportunities |                                                                                                                                                                        | Potential Financial Impact                                                                                                                                                                                                | Affected Area                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response Measures in 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Physical Risks                  | Immediate Risks                                                                                                                                                        | Force majeure factors such as typhoons may cause an emergency and affect employee services and attendance, indirectly affecting the Company's productivity and revenue and increasing other operating costs and expenses. | Short                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1. Develop emergency response plans, and conduct regular drills.<br>2. Pay attention to the information of natural disasters and adjust the contingency measures by unit supervisors based on the actual situation of the site.<br>3. For duty performance, suspend work based on the announcements of the central government except for the necessary employees to reduce the risks of losses of human lives and property.<br>4. Regularly assess the work environment and carry out early maintenance, repairs, and enhancements at sites that may be affected by natural disasters. |
|                                 |                                                                                                                                                                        | Operation sites may be damaged due to climate disasters and failure to immediately rectify such damage will affect operations and lead to the write-off or early scrapping of existing assets.                            | Short                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1. Increase the financial reserve for emergency expenditures.<br>2. Evaluate the existing assets located in low-lying areas of the sea, and avoid high-risk areas for future purchases of assets.<br>3. Set up energy storage or power generation equipment for sites that require 24-hour electricity supply to maintain normal operations.                                                                                                                                                                                                                                           |
|                                 |                                                                                                                                                                        | Suppliers' inability to provide equipment in a timely manner affects customer rights and interests.                                                                                                                       | Short/Medium                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Disperse the storage areas for inventories to reduce the likelihood of major losses in a single disaster.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                 | Long-term Risks                                                                                                                                                        | The rise of average temperature increases electricity consumption and causes a continuous increase in electricity fees.                                                                                                   | Long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Switch off the air-conditioning equipment for sites that are not used by people and do not require a constant room temperature.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                 |                                                                                                                                                                        | Heavy rain and typhoons may cause flooding of operations and increase the cost of maintenance and repairs.                                                                                                                | Long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Prudently review related information and take preventive actions when announcing information on natural disasters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                 |                                                                                                                                                                        | Reduced global winds may lead to water shortage due to increased east winds and spring rainfall.                                                                                                                          | Long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Set up water conservation facilities to reduce water consumption and distribute or supply cleaning equipment for areas with water shortages.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                 |                                                                                                                                                                        | It affects sanitation and health and increases the likelihood of communicable diseases, which affects employees' health and increases operational risks.                                                                  | Long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Periodically promote and establish a complete cleaning process and require employees to follow the process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                 |                                                                                                                                                                        | Climate change has led to the frequent occurrence of extreme weather disasters and increased commercial insurance premiums.                                                                                               | Long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Increase the financial reserve for emergency expenditures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Opportunities                   | Install rooftops and equipment for renewable energy; provide customers with diversified energy services to reduce electricity costs and create business opportunities. | Medium/Long                                                                                                                                                                                                               | 1. In 2023, the Group planned to build a solar photovoltaic power generation system in the Taiwan Secom Cloud Building, which was completed and inaugurated in the fourth quarter of 2024. As of December 31, 2024, the actual power generation was 1,148.77 kWh, which is currently provided for the use of electricity in the public area of the Cloud Building.<br>2. Titan Star International Co., Ltd., a subsidiary of the Group, planned to install a solar photovoltaic system in the new factory in 2023, and relocated the system to the factory in the fourth quarter of 2024. The generated electricity will be used by Titan Star International Co., Ltd. to reduce the cost of electricity procurement.<br>3. The Group's affiliates provide a variety of services such as green power generation, environmental energy monitoring management system, and smart green buildings. Through commercial systems such as remote monitoring, operation and testing, we help customers manage energy-consuming equipment, monitor equipment wear and tear, reduce unnecessary energy use, and help customers reduce GHG emissions through innovative R&D technologies and services. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                 | Choose green buildings in office areas to reduce the environmental burden, achieving long-term energy conservation results.                                            | Medium/Long                                                                                                                                                                                                               | The Company plans to relocate the headquarters building in 2025. Therefore, in 2024, we actively searched for suitable locations for future headquarters buildings. When searching for locations, buildings with green building labels are the primary consideration for selection.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                 | Design and develop innovative products and services to provide customers with diverse choices and create business opportunities.                                       | Medium/Long                                                                                                                                                                                                               | Due to the widespread use of electric vehicles, safety becomes a major concern. The Company has developed fire blankets for electric vehicles and electric scooters as emergency response measures in the event of accidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                 | Provide diverse products and services through cross-industry cooperation to consolidate existing customers and develop new customers.                                  | Medium/Long                                                                                                                                                                                                               | Collaborate with other companies to continuously innovate, develop and optimize existing products and services to enhance the Group's operational resilience. For example, upgrade smart buildings, combine safety management, mechanical equipment, energy monitoring, and smart technology, and manage and integrate them through the cloud platform.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

Metrics and Targets

The Company has planned the GHG inventory of the parent company and branches, and will introduce energy management systems in the future to monitor and reduce energy consumption and GHG emissions through system management. When setting climate-related indicators and targets, we set targets for annual electricity consumption, water consumption, vehicle energy consumption, GHG emissions, and waste recycling. The targets are set out as follows:

| Item             | Energy and green purchasing management targets                                                                                                                                                                                                                                                                                                                                                                                | Measures to achieve energy and green purchasing targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchased energy | <ul style="list-style-type: none"><li>The baseline year is 2020 (the electricity consumption was 9,570,879 kWh).</li><li>Electricity consumption is expected to be reduced to 95% of the electricity consumption in the baseline year (less than 9,070,959 kWh) by 2025.</li><li>Electricity consumption is expected to be reduced to 90% of the electricity consumption in 2020 (less than 8,593,540 kWh) by 2030.</li></ul> | <ul style="list-style-type: none"><li>Regularly evaluate the equipment status of offices and business locations, and replace old and energy-consuming air conditioning or lighting fixtures.</li><li>Prioritize products with high energy efficiency when purchasing products or equipment and comply with energy-related regulations.</li><li>Establish an energy platform to manage energy usage data such as water, electricity, natural gas, gas, and fuel, and store bills and certificates in electronic files to reduce the risk of data loss, which can also be used as a basis for comparing data in the same period and making management decisions.</li><li>Plan the introduction of energy management systems and implement energy management through comprehensive systems and ISO certifications.</li><li>Organize energy conservation competitions at business locations to compare energy consumption in the previous and following years, implement energy conservation and carbon reduction, evaluate the difference in energy consumption, and formulate relevant conservation policies.</li><li>Promote energy conservation publicity and education, gradually change employees' water and electricity consumption habits, and reduce resource waste.</li><li>Regularly conduct GHG inventory, review energy usage, and gradually reduce GHG emissions.</li></ul> |
| Fuel             | <ul style="list-style-type: none"><li>The baseline year is 2020 (carbon emissions from fuel per million kilometers is 303.04 metric tons).</li><li>Carbon emissions target from fuel per million kilometers is expected to be 275 metric tons before 2025.</li><li>Carbon emissions target from fuel per million kilometers is expected to be 200 metric tons before 2030.</li></ul>                                          | <ul style="list-style-type: none"><li>Purchase hybrid vehicles for service vehicles, gradually reduce the number of gasoline vehicles and scooters, and reduce fuel costs and emissions.</li><li>Regularly perform vehicle maintenance and inspection, and review fuel consumption. Advise employees not to idle service vehicles unless necessary to avoid vehicle wear and tear.</li><li>Encourage employees to take public transportation or share rides on business trips to reduce the use of service vehicles.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Green purchasing | <ul style="list-style-type: none"><li>Gradually expand the purchase of green products each year.</li><li>Purchase hybrid vehicles or electric vehicles as service vehicles and company vehicles.</li></ul>                                                                                                                                                                                                                    | <ul style="list-style-type: none"><li>Prioritize the procurement of hybrid vehicles when replacing vehicles.</li><li>Prioritize the procurement of products with energy-saving labels and green products.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

Electricity and Water Consumption Statistics Table

(1) Electricity consumption statistics in 2022-2024

The Company has built its own energy platform system to enable employees to enter information on the use of energy at each location into the platform, improving the convenience of data collection and reducing the difficulty of keeping physical statements. Branches can also monitor the energy usage status of each location by entering bill information for each period. Any abnormalities can be directly monitored and handled.

| Year                                | 2022      | 2023          | 2024          |
|-------------------------------------|-----------|---------------|---------------|
| Total electricity consumption (kWh) | 8,856,602 | 10,407,249.91 | 10,388,667.09 |
| Total number of employees           | 2,461     | 2,496         | 2,502         |
| Power consumption per capita        | 3,598.78  | 4,169.57      | 4,152.15      |

Note: The electricity consumption information is compiled from the Company's self-developed energy platform, covering the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. Source of information: Taiwan Secom energy usage platform/data collection time: January 6, 2025

According to the table above, compared to the baseline year of 2020, the total electricity consumption and total number of employees in 2024 showed a trend of increase. The estimated reasons for the increase in total electricity consumption this year are as follows. The Company's idle assets were transferred to dormitories for use by employees, resulting in an increase in electricity consumption. Another main reason was the gradual and precise implementation of GHG inventory operations, which brought the electricity consumption status closer to the actual usage, resulting in an increase in the overall electricity consumption in 2024.

(2) Water consumption statistics in 2022-2024

The Company's main business is service-oriented and does not require a large amount of water. Water is mainly used for air-conditioning, drinking water and cleaning, and is used by employees, vendors and visitors. Based on the importance we place on water resources, the Company has begun to plan water reduction targets and water-saving policies, regularly conducts water resource management reviews, and continues to promote water-saving plans. At the same time, water resource education is planned to raise employees' awareness of water resource issues, and water-saving slogans and notices are posted in pantries, restrooms, and public areas. At the same time, we purchase products or equipment with water-saving labels, and ensure that there are no leaks in equipment through daily management and inspections, in order to avoid waste of water resources.

The increase in total water consumption in 2024 as compared to 2022 and 2023 is presumed to be due to the Company's recent planning of idle assets for use as employee dormitories and the precise implementation of GHG inventory operations, which resulted in more comprehensive data collection than in the past, showing an increase in water consumption closer to the actual situation.

| Year                         | 2022   | 2023   | 2024      |
|------------------------------|--------|--------|-----------|
| Total water consumption (M³) | 49,166 | 50,279 | 56,873.20 |
| Total number of employees    | 2,461  | 2,496  | 2,502     |
| Water consumption per capita | 19.96  | 20.14  | 22.73     |

Note: The water consumption information is compiled from the Company's self-developed energy platform, covering the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. Source of information: Taiwan Secom energy usage platform Data collection time: January 6, 2025

(3) Taiwan Secom GHG inventory in 2022-2024

The Company is primarily engaged in the provision of security services. The main energy used includes electricity and vehicle fuel in various business locations. In 2024, a total of 1,364,954.11 liters of gasoline and diesel were used, and electricity consumption was 10,388,667.09 kWh. The consolidated unit carbon emissions from energy products (ton-CO2e) in 2024 was 8,243.17 metric tons.

| GHG inventory                                                                     |                   | 2022         | 2023          | 2024          |
|-----------------------------------------------------------------------------------|-------------------|--------------|---------------|---------------|
| Scope 1 (Direct emissions)                                                        | Gasoline (L)      | 1,402,250.06 | 1,343,531.04  | 1,300,376.02  |
|                                                                                   | Diesel (L)        | 54,330.83    | 59,981.78     | 64,578.09     |
| Scope 2 (Indirect emissions)                                                      | Electricity (KWh) | 8,856,602.00 | 10,407,249.91 | 10,388,667.09 |
| Scope 1 + Scope 2 (ton-CO2e)                                                      |                   | 7,813.27     | 8,338.04      | 8,243.17      |
| Emission intensity = total carbon emissions / net revenue (ton-CO2e/NT\$ million) |                   | 1.07         | 1.00          | 1.05          |

Description of Taiwan Secom's GHG inventory in 2022-2024  
(1) The inventory boundary includes the parent company and branches, the offices, dormitories, and wiring rooms of all business locations, and all company vehicles and service vehicles.  
(2) The inventory items only include the electricity consumption and fuel consumption of service vehicles at each location.  
(3) Emission coefficient: 2.2631 kg CO2/L for gasoline and 2.6060 kg CO2/L for diesel. Electricity emission coefficient: The 0.509kg CO2e/kWh of 2021 was used in 2022; the 0.495 kg CO2e/kWh of 2022 was used in 2023; the 0.494 kg CO2e/kWh of 2023 was used in 2024. Source of emission coefficient: GHG Emission Factor Management Table Version 6.0.4 of the Environmental Protection Administration, electricity emission coefficient of the Bureau of Energy, Ministry of Economic Affairs.  
(4) Emission intensity = total carbon emissions / net revenue (ton-CO2e/NTD million).  
(5) The statistics in the table are all retrieved from the Company's internal energy platform. The data was collected in 2023 and was retrieved on January 6, 2025.

From the above table, it can be seen that there was a significant increase in the Company's electricity consumption over the past two years was, which was mainly attributed to the precise implementation of GHG inventory operations, strict re-examination of the actual electricity consumption at each location, increase in the calculation of public electricity consumption, and the conversion of idle areas into staff dormitories, resulting in an increase in electricity consumption. The decrease in fuel consumption compared to the previous two years is attributed to the gradual replacement of old vehicles with low fuel-consuming hybrid vehicles. The increase in diesel consumption may be due to the recent increase in cargo loads. In order to attain the 2030 energy management goals, we will formulate corresponding policies in the future, and require employees to comply with and implement them.

● GHG inventory of the business locations of the parent company and branches across Taiwan in 2023 and 2024<sup>3</sup>

(1) Description of GHG inventory

Since 2023, the Company has appointed an external consultant to provide guidance on the GHG inventory of the six major business locations of the parent company. In 2024 and 2025, the Company completed the GHG inventory of its parent company, branches and other business locations. In accordance with the FSC's "Roadmap for the Sustainable Development of Listed Companies" as a guiding principle, the Company followed the ISO 14064-1: 2018 standard for the GHG inventory, issued an inventory list and an inventory report, and commissioned an external assurance unit for assurance.

The GHG inventory identified the GHG emissions related to operating activities in accordance with the Control Law, including: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), and hydrofluorocarbons (HFCs). It also included direct emissions (fixed combustion, mobile combustion, fugitive emissions), indirect emissions (purchased energy). The refrigerants used in some equipment are not included in the scope of quantification as they are not a designated item under the ISO 14064-1 standard. In addition, some of the data were not available due to the lack of complete activity data. Therefore, only the upstream carbon emission coefficients of energy sources (e.g., electricity, automotive gasoline, diesel, natural gas, and liquefied petroleum gas) provided by the "Carbon Footprint Information Platform" of the Ministry of the Environment could be used to calculate the indirect GHG emissions generated by these energy sources, and derive sum total. In 2023, the total Scopes 1 and 2 GHG emissions amounted to 8,834.8913 metric tons CO<sub>2</sub>e, and the total Scopes 1 and 2 GHG emissions in 2024 amounted to 8350.8615 metric tons CO<sub>2</sub>e. Scopes 1 and 2 GHG emissions in 2024 were lower than the 2023 emissions, demonstrating the effectiveness of the Company's policies on GHG emissions reduction. The GHG emissions of each category are shown in the table below.

Unit: ton-CO<sub>2</sub>e

| GHG inventory | 2023 <sup>4</sup>                          | 2024 <sup>5</sup>                          |
|---------------|--------------------------------------------|--------------------------------------------|
| Category 1    | 3,693.7098                                 | 3,426.6333                                 |
| Category 2    | 5,141.1815                                 | 4,924.2282                                 |
| Category 3    | Non-significant emissions, not inventoried | Non-significant emissions, not inventoried |
| Category 4    | 1,867.4219                                 | Non-significant emissions, not inventoried |
| Category 5    | Non-significant emissions, not inventoried | Non-significant emissions, not inventoried |
| Category 6    | Non-significant emissions, not inventoried | Non-significant emissions, not inventoried |

GHG inventory of the business locations of the head office and branches in 2023 and 2024

(1) The boundaries of the inventory include the head office (Headquarters Building, Neihs Technology Building, Cloud Data Building, Vehicle Management Department, Material Department, Tamsui Training Center, Yuanshan Training Center), Taipei Management Division, Northern Management Division, Taoyuan and Hsinchu Management Division, Central Management Division, Chiayi and Tainan Management Division, and Southern Management Division, its branches, employee dormitories, wiring rooms, and official vehicles and service vehicles used at all business locations.

(2) The inventory items include direct GHG emissions and indirect GHG emissions of all operating locations of Taiwan Secom, including fixed combustion, mobile combustion, fugitive emissions, mobile refrigerants, and electricity consumption of each location.

(3) The GHG inventory data is from the 2023 GHG inventory report of Taiwan Secom and the 2024 GHG inventory list of Taiwan Secom. The data collection period is 2023 and 2024.

(4) Emission coefficient in 2023: 2.2631 kg CO<sub>2</sub>/L for gasoline and 2.6060 kg CO<sub>2</sub>/L for diesel. Electricity emission coefficient: 0.494 kg CO<sub>2</sub>e/kWh. Source of emission coefficient: GHG Emission Factor Management Table Version 6.0.4 of the Environmental Protection Administration, electricity emission coefficient of the Bureau of Energy, Ministry of Economic Affairs. Category 1 and Category 2 data in 2023 underwent third-party assurance by Ernst & Young, Taiwan, and Category 4 data has not been assured.

(5) Emission coefficient in 2024: 2.2606 kg CO<sub>2</sub>/L for gasoline and 2.6900 kg CO<sub>2</sub>/L for diesel. Electricity emission coefficient: 0.474 kg CO<sub>2</sub>e/kWh. Source of emission coefficient: GHG Emission Factor Management Table Version 6.0.4 of the Environmental Protection Administration, electricity emission coefficient of the Bureau of Energy, Ministry of Economic Affairs. No third-party assurance has been conducted for the data in 2024.

In the future, we will continue to conduct GHG inventory and external assurance operations for all business locations of the parent company, conduct inventory and external assurance of subsidiaries, and provide education and training on GHG inventory for subsidiaries of the Group. The overall schedule is expected to be one to two years ahead of the sustainable development roadmap proposed by the FSC.

(2) GHG reduction management policy

- Regularly evaluate the replacement of old and high power-consuming equipment in office areas.
- Regularly review the electricity consumption of offices and implement energy-saving operations.
- Prioritize the purchase of energy-efficient equipment.
- Encourage employees to conserve electricity through competitions.
- Expand the procurement of hybrid vehicles as service and company vehicles.



● Progress to date

(1) Purchased electricity

In 2023, we were ahead of schedule to achieve a 6.596% reduction in total electricity consumption compared to 2020. However, the electricity consumption increased due to the recent re-planning of buildings and strict re-examination of the electricity consumption at each location and public electricity consumption. We continue to formulate related policy measures for management, and expect to reach the target of 90% (lower than 8,593,540 kWh) of electricity consumption in 2020 by 2030.

(2) Fuel

In 2024, the carbon emissions of fuel per million kilometers was 300.49 metric tons, and the target of reducing to 275 metric tons by 2025 has not yet been achieved, indicating that there is still room for improvement in fuel management. To reduce the carbon emissions from fuel, we have gradually expanded the procurement of hybrid vehicles as service vehicles. Currently, we have 1 pure hybrid vehicle, 72 hybrid vehicles, and 30 electric scooters. Through vehicle replacement and management strategies, we are able to achieve our carbon reduction goal.

(3) Green purchasing

We prioritize procurement of products with energy-saving trademarks and green products. In the past three years, the amount of green procurement has exceeded NT\$35,000,000, reaching NT\$48,051,440 in 2024. We have been honored by many counties and municipalities as an outstanding enterprise in green purchasing.

Unit: ton-CO<sub>2</sub>e

| Year of procurement                                                        | 2022       | 2023       | 2024       |
|----------------------------------------------------------------------------|------------|------------|------------|
| Procurement amount of hybrid vehicles                                      | -          | 32,799,400 | 43,001,000 |
| Procurement amount of energy-saving lighting fixtures                      | -          | 137,340    | 252,150    |
| Total green procurement amount                                             | 38,462,240 | 39,375,586 | 48,051,440 |
| Lighting fixtures and hybrid vehicles as a percentage of green procurement | -          | 84%        | 90%        |
| Purchased electricity usage compared to baseline year <sup>1</sup>         | -7.499%    | -6.596%    | +5.329%    |

Note 1: The baseline year was 2020, and total energy usage was 9,570,879kWh.

(4) Activation of solar photovoltaic power generation systems

In response to the government's green energy policy, in 2023, the Taiwan Secom Cloud Building invested in and built a solar photovoltaic power generation system, which was commissioned in the fourth quarter of 2024. As of the end of 2024, the actual power generation was 1,148.77 kWh.

● Highlights of departmental environmental sustainability activities

(1) Environmental sustainability activities

In the second half of 2024, two environmental sustainability-related craft activities were held, namely mosaic moon lamps made from recycled marine waste and potted succulent made from recycled oyster shell powder. External lecturers were invited to give talks on the environment in conjunction with craft activities to add interest to the events.

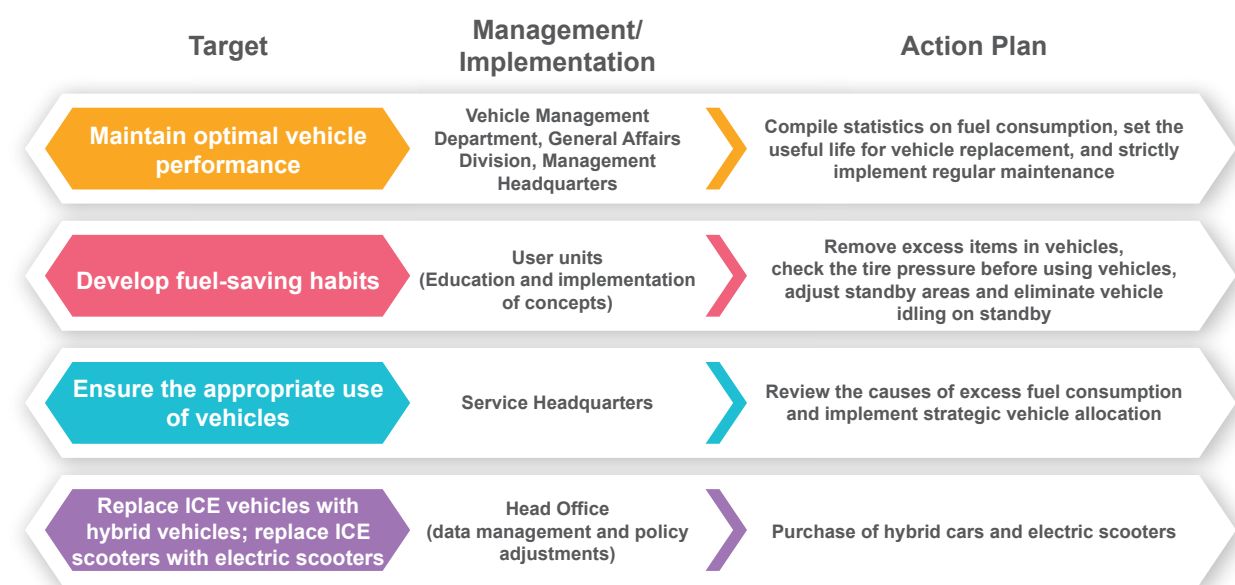
In 2025, we plan to promote environmental sustainability activities to six major management offices and branches across Taiwan. We also plan to collaborate with the Taiwan Secom Cultural and Educational Foundation to plan a series of environmental protection activities, so that employees can have more diverse experiences in environmental protection, while raising sustainability awareness.



Vehicle fuel consumption management

In the business scope of Taiwan Secom, the energy consumption and fuel efficiency of vehicles exert a significant impact on the environment. We have established clear guidelines and management measures for fuel consumption data of self-use vehicles, and achieved predetermined goals through various action plans.

Taiwan Secom Vehicle Fuel Consumption Management Policy



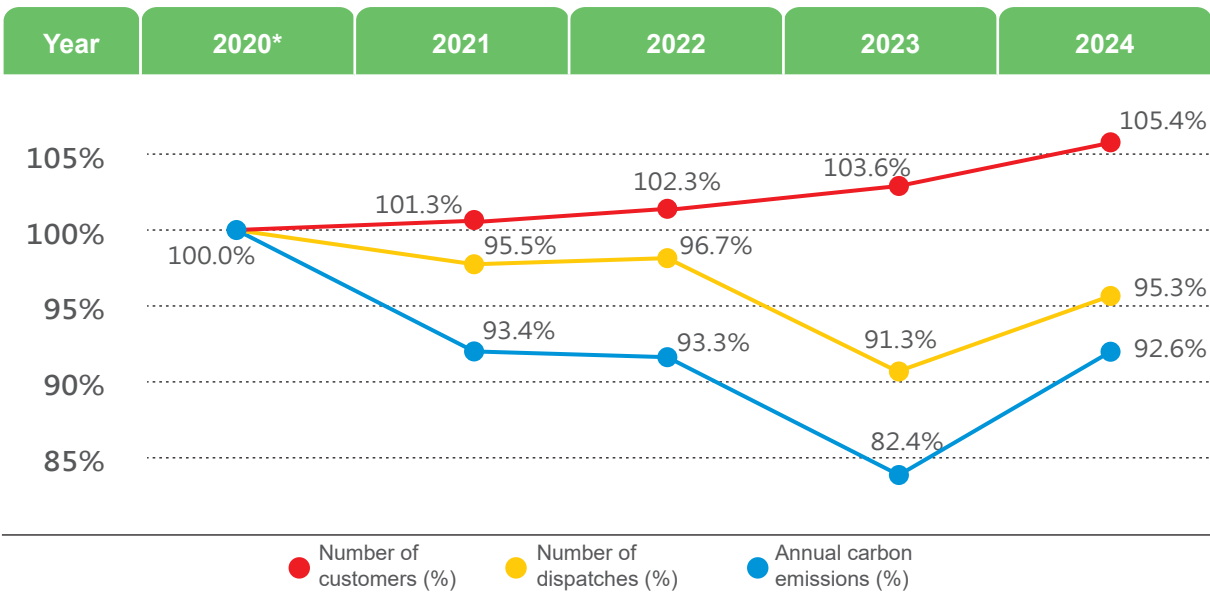
The Company analyzed in detail ways to save fuel and required units to develop good habits in vehicle fuel management. For example, user units are required to remove excess items in vehicles when they hand over vehicles and reduce the load of non-essential items in vehicles. They should also check the tire pressure before using vehicles and develop good energy-saving habits. The standby locations of on-duty personnel are adjusted to the locations of branches, affiliates, customers' security posts, or nearby convenience stores for the purpose of reducing unnecessary idling of vehicles to reduce fuel consumption and prevent accumulation of carbon from affecting the vehicle's performance and increasing fuel consumption. We have purchased new hybrid vehicles starting in 2022.

Energy consumption of all vehicles in 2022-2024

| Year | Fuel type         | Number of vehicles | Fuel consumption (L) | GHG emissions (ton-CO2e) | Number of kilometers traveled (km) | Carbon emissions per million kilometers (ton-CO2e) |
|------|-------------------|--------------------|----------------------|--------------------------|------------------------------------|----------------------------------------------------|
| 2022 | Gasoline          | 525                | 1,402,250.06         | 3,163.67                 | 11,286,416                         | 296.44                                             |
|      | Diesel            | 16                 | 54,330.83            | 141.59                   |                                    |                                                    |
| 2023 | Electric vehicles | 25                 | 0.00                 | 0.00                     | 11,418,716                         | 279.97                                             |
|      | Gasoline          | 516                | 1,343,531.04         | 3,040.55                 |                                    |                                                    |
|      | Diesel            | 17                 | 59,981.78            | 156.31                   |                                    |                                                    |
| 2024 | Electric vehicles | 29                 | 0.00                 | 0.00                     | 10,353,643                         | 300.49                                             |
|      | Gasoline          | 529                | 1,300,376.02         | 2,942.88                 |                                    |                                                    |
|      | Diesel            | 17                 | 64,578.09            | 168.29                   |                                    |                                                    |

The Company monitors emissions hotspots through the GHG inventory. In addition to controlling the fuel consumption of vehicles, we also adjust service processes and systems to improve the normal work cycle. We have expanded the procurement of hybrid vehicles and replaced old vehicles since 2023 to reduce energy consumption. With respect to electricity management, we organize competitions and conduct GHG inventory, inviting employees to save energy and reduce carbon emissions through competitions.

Service Dispatch Efficiency Integration Platform



As shown in the figure, the control center uses the service dispatch efficiency integration platform to effectively control the number of dispatches. The number of customers increased by 105.4% in 2024 compared to 2020 (the baseline year). Combined with clear management approaches, the number of dispatches decreased to 95.3% of the original number. Total carbon emissions (kgCO2e/km) in 2024 was reduced by 43 metric tons compared to 2020 (the baseline year).

Carbon Reduction Data of the Efficiency Integration Platform

| Year                        | 2020* | 2021   | 2022   | 2023   | 2024   |
|-----------------------------|-------|--------|--------|--------|--------|
| Number of customers (%)     | 100%  | 101.3% | 102.3% | 103.6% | 105.4% |
| Number of dispatches (%)    | 100%  | 95.5%  | 96.7%  | 91.3%  | 95.3%  |
| Annual carbon emissions (%) | 100%  | 93.4%  | 93.3%  | 82.4%  | 92.6%  |

Note:  
1. The average baseline distance per dispatch is 3.5km.Distance traveled = number of dispatches \* average baseline distance.  
2. 2020 is the baseline year.



4.2 Waste Management

Sources of Waste

The main sources of waste for the Company are R&D materials, scrapped finished products, plastic packaging materials, and other general waste. We reduce the environmental impact by implementing rigorous classification and management mechanisms. The Company classifies waste into the following categories based on the standards of the Environmental Protection Administration:

- 1. General industrial waste: Waste that harms human health or pollute the environment. Example: used plastic products and used batteries.
- 2. Recycled waste: Waste that can be recycled and reused such as cardboard boxes and plastic packaging materials.
- 3. Other industrial waste: domestic waste.

Waste Management Procedures

To ensure the effective and legal treatment of waste, we implement the following management measures:

- 1. The Company effectively monitors its internal waste disposal operations in accordance with the "Waste Disposal Act" announced by the Environmental Protection Administration.
- 2. According to the environmental management system regulations, the management and control of the scrapping process is as follows:



- 3. Utilize the internal quality control and back-end technology repair procedures to strictly control and monitor the verification before scrapping electronic products, and increase the reutilization rate of scrapped electronic products.
- 4. Host discussions on equipment refurbishment and technologies with suppliers to increase the recyclability of recycled waste.

Waste Treatment Methods

- 1. According to the "Resource Recycling Act" promulgated by the Environmental Protection Administration, waste shall mainly be processed by recycling and reuse. Waste that cannot be reused shall be processed with methods other than burial.
- 2. The Company commissions long-term and legal recyclers to process waste by incineration and reduce environmental pollution.

For example, when a customer terminates the service contract, the Company transports all products/materials/ cables of the security system removed (returned) from the customer's site to the Hukou Production Center for classification. If the recycled resource is deemed as reusable, the Production Center refurbishes and redistributes them after implementing test procedures to ensure the efficient reuse of resources. For general hazardous industrial waste that cannot be reused (e.g., used plastic products and used batteries), Taiwan Secom outsources the waste disposal to a legal and reputable recycling service provider to continuously reduce waste and the burden of the environment.

Quantity of Outsourced Processing of General Hazardous Industrial Waste

Unit: kg

| Type/Year                                   | 2022    | 2023    | 2024    |
|---------------------------------------------|---------|---------|---------|
| Quantity of batteries recycled              | 5529.6  | 4616.3  | 5299.7  |
| Quantity of miscellaneous hardware recycled | 14911.5 | 27962.3 | 24954.2 |

Note 1: Miscellaneous hardware includes security devices, equipment components, and plastic.  
Note 2: Miscellaneous hardware includes security devices, equipment components, and plastic. The reasons for the annual increase in the quantity of miscellaneous hardware are described below:  
(1) Monthly recycling/replacement of Unlimited Plus equipment  
(2) Expiry of the amortization period of old security devices which are not in use  
(3) Security-related equipment that cannot be repaired and other waste  
(4) Replacement of 3C/computer equipment

Appendix 1. Participation in Professional Associations

Taiwan Secom's Participation in Trade Associations

| No. | Organization Name and Participation (Position Held in the Association)                         |                    | No. | Organization Name and Participation (Position Held in the Association) |              |
|-----|------------------------------------------------------------------------------------------------|--------------------|-----|------------------------------------------------------------------------|--------------|
| 1   | The Security Industry Association of R.O.C.                                                    | Member             | 26  | Telecare Industry Association Taiwan                                   | Director     |
| 2   | Chinese Security Association                                                                   | Director           | 27  | Taiwan Smart Energy Industry Association                               | Director     |
| 3   | Taipei Security Commercial Association                                                         | Executive Director | 28  | Formerly known as Taiwan Energy Industry Information Association       | Member       |
| 4   | Association of Security Companies of New Taipei City                                           | Member             | 29  | Taiwan Association of Disaster Prevention Industry                     | Group Member |
| 5   | Taoyuan Security Commercial Association                                                        | Member             | 30  | Taiwan Green Building Council                                          | Director     |
| 6   | Taichung Security Commercial Association                                                       | Member             | 31  | Taiwan Fire Safety Association of Building Materials                   | Member       |
| 7   | Kaohsiung Security Companies Association                                                       | Member             | 32  | Taiwan Smart City Solutions Alliance                                   | Member       |
| 8   | Taiwan Advertisers' Association                                                                | Member             | 33  | Chinese Association of Fire Protection and Disaster Relief             | Consultant   |
| 9   | The Audit Bureau of Certification, R.O.C.                                                      | Member             | 34  | Taiwan Wellness Building Association                                   | Group Member |
| 10  | Taiwan Automation Intelligence and Robotics Association                                        | Member             | 35  | Taiwan Chain Stores and Franchise Association                          | Member       |
| 11  | Taiwan Electrical and Electronic Manufacturers' Association - Communications Industry Alliance | Member             | 36  | Taiwan Smart City Association                                          | Member       |
| 12  | Taiwan Electrical and Electronic Manufacturers' Association                                    | Member             | 37  | Taipei Association of Interior Designers                               | Member       |
| 13  | Taiwan Safety and Security Industry Association                                                | Director           | 38  | Taoyuan Association of Interior Design & Decoration                    | Member       |
| 14  | Cloud Computing & IoT Association in Taiwan                                                    | Member             | 39  | Tainan Interior Designers Association                                  | Member       |
| 15  | Zero Energy Building Technology Alliance                                                       | Member             | 40  | Kaohsiung Association of Interior Design & Decoration                  | Member       |
| 16  | Taiwan Intelligent Building Association                                                        | Member             | 41  | Hsin-Chu Association of Interior Design & Decoration                   | Member       |
| 17  | Intelligent Living Space Alliance                                                              | Member             | 42  | Hsin Chu Association of Interior Design & Decoration                   | Member       |
| 18  | Taiwan Intelligent Aerropolis Association                                                      | Member             | 43  | Keelung Association of Interior Design & Decoration                    | Member       |
| 19  | Association of Chain and Franchise Promotion, Taiwan                                           | Member             | 44  | Chia-Yi City Association of Interior Design & Decoration               | Member       |
| 20  | Taipei Electrical Commerce Association                                                         | Member             | 45  | Taipei Computer Association                                            | Member       |
| 21  | New Taipei Electrical Commerce Association                                                     | Member             | 46  | Chinese Society of Interior Design (CSID)                              | Member       |
| 22  | Taipei City Fire Safety Equipment Industry Association                                         | Executive Director | 47  | Chinese Non-Store Retailer Association                                 | Member       |
| 23  | Taipei City Fire Safety Association                                                            | Director           | 48  | International Advertising Association (IAA) Taipei Chapter             | Member       |
| 24  | Chinese Association of Fire Protection                                                         | Director           | 49  | Social Impact Institute of Taiwan                                      | Member       |
| 25  | National Association of Fire Engineering Equipment                                             | Director           |     |                                                                        |              |

Appendix 2. Comparison Table for GRI Standards

GRI Content Index

|                 |                                                                                                                                                      |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Usage Statement | The Taiwan Secom Report is compiled in accordance with GRI Standards and the information disclosure period is 2024 (January 1 to December 31, 2024). |
| GRI 1 used      | GRI 1: Foundation 2021                                                                                                                               |

GRI 2: General Disclosures 2021

| GRI Indicators | Disclosure Item                                                             | Chapter                                                                                                                                     | Page      |
|----------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2-1            | Organizational details                                                      | About this Report                                                                                                                           | 5         |
| 2-2            | Entities included in the organization's sustainability reporting            | About this Report                                                                                                                           | 5         |
| 2-3            | Reporting period, frequency and contact point                               | About this Report                                                                                                                           | 5         |
| 2-4            | Restatements of information                                                 | No restatements of information this year                                                                                                    | --        |
| 2-5            | External assurance                                                          | Appendix 4. Assurance Report                                                                                                                | 110-116   |
| 2-6            | Activities, value chain and other business relationships                    | 1.1 Company Overview                                                                                                                        | 18        |
| 2-7            | Employees                                                                   | 3.2 A Happy Workplace                                                                                                                       | 65        |
| 2-8            | Workers who are not employees                                               | Taiwan Secom did not have workers who are not employees in 2024 or previous years. All workers at Taiwan Secom are employed by the Company. | --        |
| 2-9            | Governance structure and composition                                        | 2.1 Governance Structure 2024 Annual Report                                                                                                 | 29<br>11  |
| 2-10           | Nomination and selection of the highest governance body                     | 2.1 Governance Structure 2024 Annual Report                                                                                                 | 24-26     |
| 2-11           | Chair of the highest governance body                                        | 2024 Annual Report                                                                                                                          | 11        |
| 2-12           | Role of the highest governance body in overseeing the management of impacts | 2024 Annual Report                                                                                                                          | 24-26     |
| 2-13           | Delegation of responsibility for managing impacts                           | Structure of Sustainable Governance                                                                                                         | 10-11     |
| 2-14           | Role of the highest governance body in sustainability reporting             | Structure of Sustainable Governance                                                                                                         | 10-11     |
| 2-15           | Conflicts of interest                                                       | 2024 Annual Report                                                                                                                          | 11-15     |
| 2-16           | Communication of critical concerns                                          | Structure of Sustainable Governance 2024 Annual Report                                                                                      | 24-26     |
| 2-17           | Collective knowledge of the highest governance body                         | 2024 Annual Report                                                                                                                          | 13-14, 46 |
| 2-18           | Evaluating the highest governance body's performance                        | 2024 Annual Report                                                                                                                          | 27-28     |
| 2-19           | Remuneration policies                                                       | 2.1 Governance Structure 2024 Annual Report                                                                                                 | 22-23     |
| 2-20           | Process to determine remuneration                                           | 2.1 Governance Structure 2024 Annual Report                                                                                                 | 23        |
| 2-21           | Annual total compensation ratio                                             | The highest annual total compensation constitutes confidential information of the organization                                              | --        |
| 2-22           | Statement on sustainable development strategy                               | A Message from the President                                                                                                                | 6-7       |
| 2-23           | Policy commitments                                                          | 2.6 Sustainable Supply Chain<br>3.1 Human Rights                                                                                            | 54<br>58  |
| 2-24           | Embedding policy commitments                                                | 2.6 Sustainable Supply Chain<br>3.1 Human Rights                                                                                            | 54<br>58  |
| 2-25           | Processes to remediate negative impacts                                     | Stakeholder Communication                                                                                                                   | 12-13     |
| 2-26           | Mechanisms for seeking advice and raising concerns                          | Stakeholder Communication 2.2 Ethics and Integrity                                                                                          | 32-33     |
| 2-27           | Regulatory Compliance                                                       | 2.2 Ethics and Integrity                                                                                                                    | 33-34     |

| GRI Indicators | Disclosure Item                    | Chapter                                                                                                                                                                                                                                                              | Page    |
|----------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 2-28           | Membership of associations         | Appendix 1. Participation in Professional Associations                                                                                                                                                                                                               | 101     |
| 2-29           | Approach to stakeholder engagement | Stakeholder Communication                                                                                                                                                                                                                                            | 12 - 14 |
| 2-30           | Collective bargaining agreements   | Taiwan Secom has not yet established a union but actively responds to the requests of employees to ensure seamless communication between the employees and the employer. Please refer to the section on "Labor Relations, Employee Rights and Benefits" for details. | 67      |

GRI 3: Material Topics 2021

| GRI Indicators | Disclosure Item                      | Chapter                           | Page    |
|----------------|--------------------------------------|-----------------------------------|---------|
| 3-1            | Process to determine material topics | Stakeholder Communication         | 14      |
| 3-2            | List of Material Topics              | Identification of Material Topics | 14 - 15 |
| 3-3            | Management of Material Topics        | Identification of Material Topics | 16 - 17 |

Topic-specific Disclosures

| Category/topic                                                 | GRI Number | GRI Indicators                                                                               | Corresponding Chapters                              | Page          |
|----------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------|
| Economic                                                       |            |                                                                                              |                                                     |               |
| Corresponding material issues: Customer Service Quality*       |            |                                                                                              |                                                     |               |
| Material Topics 2021                                           | 3-3        | Management of Material Topics                                                                | ● Identification of Material Topics                 | 16 - 17<br>38 |
| Corresponding material issues: Information Security Management |            |                                                                                              |                                                     |               |
| Material Topics 2021                                           | 3-3        | Management of Material Topics                                                                | ● Identification of Material Topics                 | 16 - 17<br>35 |
| Customer Privacy 2016                                          | 418-1      | Substantiated complaints concerning breaches of customer privacy and losses of customer data | ● 2.4 Information Security Management               | 35            |
| Corresponding material issues: Ethics and Integrity            |            |                                                                                              |                                                     |               |
| Material Topics 2021                                           | 3-3        | Management of Material Topics                                                                | ● Identification of Material Topics                 | 16 - 17<br>31 |
| Anti-corruption: 2016                                          | 205-1      | Operations assessed for risks related to corruption                                          | ● 2.3 Risk Management                               | 31 - 32       |
|                                                                | 205-3      | Confirmed corruption and adopted measures                                                    | No such occurrences this year                       | 32            |
| Anti-competitive behavior: 2016                                | 206-1      | Legal actions of anti-competitive behavior, antitrust and monopoly practices                 | No such occurrences this year                       | 32            |
| Corresponding material issues: Compliance                      |            |                                                                                              |                                                     |               |
| Material Topics 2021                                           | 3-3        | Management of Material Topics                                                                | ● Identification of Material Topics                 | 16 - 17<br>32 |
| Corresponding material issues: Compliance                      |            |                                                                                              |                                                     |               |
| Material Topics 2021                                           | 3-3        | Management of Material Topics                                                                | ● Identification of Material Topics                 | 16 - 17<br>21 |
| Economic Benefits 2016                                         | 201-3      | Direct economic value generated and distributed by the organization                          | ● 1.3 Financial Performance                         | 21            |
|                                                                | 201-1      | Defined benefit plan obligations and other retirement plans                                  | ● 3.4 Labor Relations, Employee Rights and Benefits | 67            |

| Category/topic                          | GRI Number                                                                   | GRI Indicators                                                                                                | Corresponding Chapters                                                                                                | Page          |
|-----------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------|
| Environmental                           |                                                                              |                                                                                                               |                                                                                                                       |               |
| Emissions 2016                          | 305-1                                                                        | Direct (Scope 1) GHG emissions                                                                                | ● 4.1 Climate Change                                                                                                  | 95 - 96       |
|                                         | 305-2                                                                        | Energy indirect (Scope 2) GHG emissions                                                                       | ● 4.1 Climate Change                                                                                                  | 95 - 96       |
| Energy 2016                             | 302-1                                                                        | Energy consumption within the organization                                                                    | ● 4.1 Climate Change                                                                                                  | 98            |
|                                         | 302-5                                                                        | Reductions in energy requirements of products and services                                                    | ● 4.1 Climate Change                                                                                                  | 99            |
| Supplier environmental assessments 2016 | 308-1                                                                        | New suppliers that were screened using environmental criteria                                                 | ● 2.6 Sustainable Supply Chain                                                                                        | 51-52         |
| Social                                  |                                                                              |                                                                                                               |                                                                                                                       |               |
| Labor/Management Relations 2016         | Corresponding material issues: Labor Relations, Employee Rights and Benefits |                                                                                                               |                                                                                                                       |               |
|                                         | 3-3                                                                          | Management of Material Topics                                                                                 | ● Identification of Material Topics                                                                                   | 67<br>16 - 17 |
|                                         | 401-1                                                                        | New employee hires and employee turnover                                                                      | ● 3.2 A Happy Workplace                                                                                               | 61 - 63       |
|                                         | 401-2                                                                        | Benefits provided to full-time employees that are not provided to temporary or part-time employees            | ● 3.3 Labor Relations, Employee Rights and Benefits                                                                   | 67 - 71       |
|                                         | 401-3                                                                        | Parental leave                                                                                                | ● 3.3 Labor Relations, Employee Rights and Benefits                                                                   | 68            |
| Diversity and equal opportunity 2016    | 405-1                                                                        | Diversity of governance bodies and employees                                                                  | ● 3.2 A Happy Workplace                                                                                               | 57-59<br>28   |
|                                         | 405-2                                                                        | Ratio of basic salary and remuneration of women to men                                                        | ● 2.1 Governance Structure                                                                                            | 31            |
| Occupational Health and Safety 2018     | Corresponding material issues: Occupational Health and Safety                |                                                                                                               |                                                                                                                       |               |
|                                         | 3-3                                                                          | Management of Material Topics                                                                                 | ● Identification of Material Topics                                                                                   | 64<br>16 - 17 |
|                                         | 403-1                                                                        | Occupational Safety and Health Management System                                                              | ● 3.2 A Happy Workplace                                                                                               | 64            |
|                                         | 403-2                                                                        | Hazard identification, risk assessment, and incident investigation                                            | ● 3.2 A Happy Workplace                                                                                               | 65 - 66       |
|                                         | 403-4                                                                        | Worker participation, counseling and communication in occupational health and safety                          | ● 3.2 A Happy Workplace                                                                                               | 64            |
|                                         | 403-7                                                                        | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | ● 3.2 A Happy Workplace                                                                                               | 66 - 67       |
|                                         | 403-9                                                                        | Work-related injuries                                                                                         | ● 3.2 A Happy Workplace                                                                                               | 65            |
| Training and Education 2016             | Corresponding material issues: Employee education and training, human rights |                                                                                                               |                                                                                                                       |               |
|                                         | 3-3                                                                          | Management of Material Topics                                                                                 | ● Identification of Material Topics                                                                                   | 16 - 17<br>54 |
|                                         | 404-1                                                                        | Average hours of training per year per employee                                                               | ● 3.5 Comprehensive Training Resources                                                                                | 73            |
| Non-discrimination 2016                 | 406-1                                                                        | Incidents of discrimination and corrective actions taken                                                      | ● 3.1 Human Rights                                                                                                    | 55            |
| Diversity and equal opportunity 2016    | 405-1                                                                        | Diversity of governance bodies and employees                                                                  | ● 3.1 Human Rights                                                                                                    | 28<br>57-59   |
| Forced or compulsory labor 2016         | 409-1                                                                        | Operations and suppliers at significant risk for incidents of forced or compulsory labor                      | No such incidents found this year. The Company also organized human rights training as provided in "3.1 Human Rights" | 52, 56        |
| Supplier social assessment 2016         | 414-1                                                                        | New suppliers that were screened using social criteria                                                        | ● 2.7 Sustainable Supply Chain                                                                                        | 51 - 52       |
|                                         | 414-2                                                                        | Negative social impact within the supply chain and countermeasures                                            | ● 2.7 Sustainable Supply Chain                                                                                        | 52            |

## Appendix 3. Sustainability Accounting Standards Board (SASB) Indicator

### Professional Commercial Services

| Topic                              | Indicator                                                                                                                                                                 | Code         | Corresponding Chapters                | Page    |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------------|---------|
| Information Security               | Description of approach to identifying and addressing data security risks                                                                                                 | SV-PS-230a.1 | ● 2.4 Information Security Management | 35 - 37 |
|                                    | Description of policies and practices relating to collection, usage, and retention of customer information                                                                | SV-PS-230a.2 | ● 2.4 Information Security Management | 37      |
|                                    | (1) Number of data breaches;(2) Percentage involving customers' confidential business information or personally identifiable information;(3) Number of customers affected | SV-PS-230a.3 | ● 2.4 Information Security Management | 35      |
| Workforce Diversity and Engagement | Percentage of gender and racial/ethnic group representation among (1) senior management and (2) all other employees                                                       | SV-PS-330a.1 | ● 3.2 A Happy Workplace               | 57 - 59 |
|                                    | (1) Voluntary and (2) involuntary turnover rate of employees                                                                                                              | SV-PS-330a.2 | ● 3.2 A Happy Workplace               | 62 - 63 |
| Professional integrity             | Description of approach to ensuring professional integrity                                                                                                                | SV-PS-510a.1 | ● 2.2 Ethics and Integrity            | 31 - 32 |
|                                    | Total amount of monetary losses as a result of legal proceedings associated with professional integrity                                                                   | SV-PS-510a.2 | ● 2.2 Ethics and Integrity            | 31      |
| Activity Metrics                   | Number of (1) full-time and part-time, (2) temporary, and (3) contract employees                                                                                          | SV-PS-000.A  | ● 3.2 A Happy Workplace               | 57      |

Appendix 4. Assurance Report



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CPA's Limited Assurance Report

To Taiwan Secom Co., Ltd.:

Assurance Scope

The CPA was engaged by Taiwan Secom Co., Ltd. (hereinafter referred to as Taiwan Secom) to perform assurance procedures on the selected sustainability performance information identified by the Company and reported in the 2024 Sustainability Report and to issue a limited assurance report based on the criteria for "limited assurance cases" published by the Accounting Research and Development Foundation.

Information and applicable standards

The information and applicable standards selected by Taiwan Secom are provided in Attachment 1.

Responsibility of the Management

It is the responsibility of the management of Taiwan Secom to follow the regulations in the Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies" of Taiwan Stock Exchange Corporation and reference suitable standards, including the GRI Standards 2021 published by the Global Reporting Initiatives, to prepare the information. The management of Taiwan Secom shall be responsible for the baseline it selected and the appropriateness of the subject information in all major respects. This responsibility includes establishing and maintaining internal controls relevant to the compilation of the subject information, maintaining adequate records, and making relevant estimates to ensure that the subject information is free from material misstatement, whether due to fraud or error.

Responsibility of the CPA

The responsibility of the CPA is to form conclusions regarding the subject information based the evidence obtained by the CPA.

The CPA planned and conducted assurance tasks on the information in this report in accordance with the TWSAE3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the Accounting Research and Development Foundation to identify whether the subject information needs to be revised in any material aspect in accordance with the applicable standards, and issued a limited assurance report. The CPA determines the nature, time, and scope of the assurance procedures based on professional judgments, including the assessment of the risks of material misstatement due to fraud or error.

The CPA believes that sufficient and appropriate evidence has been obtained to provide a basis for the conclusions of the limited assurance.

Appendix 4. Assurance Report



Independence and Quality Management of the CPA

The CPA and the CPA firm have followed the Code of Ethics for Professional Accountants regarding the independence and other ethical requirements. The basic principles of the regulations are to maintain integrity, fairness, objectivity, expertise, and comply with requirements for professional attention, confidentiality, and professional conduct.

The CPA firm complies with TWSQC1 "Quality Control for Public Accounting Firms" which outlines the organizational design, implementation, and quality management system including policies and procedures to ensure compliance with professional ethics, professional regulations, and applicable laws.

Description of Implementation Procedures

The nature and timing of implementation procedures in limited assurance cases are different from and less extensive than those applicable to reasonable assurance cases. Therefore, the degree of certainty obtained in limited assurance cases are significantly lower than that obtained in reasonable assurance cases. The CPA designed the procedures to obtain limited assurance and to reach conclusions based on the assurance without providing all of the evidence necessary for reasonable assurance.

Although the CPA considered the effectiveness of the internal control of Taiwan Secom when deciding the nature and scope of assurance procedures, the assurance is not an opinion on the effectiveness of Taiwan Secom's internal control system. The procedures implemented by the CPA do not include tests on the control or implementation or the review of the compilation or calculation procedures of data in the information technology (IT) system.

Limited assurance cases included inquiries which mainly consisted of interviews of personnel responsible for preparing the subject information and related information, and the use of analyses and other suitable procedures.

The procedures implemented by the CPA include:

- The CPA conducts interviews of the management and employees of Taiwan Secom to learn about the overall conditions of Taiwan Secom's performance of corporate social responsibility, and the reporting procedures;
- The CPA uses interviews and document reviews to learn about the expectations and needs of the main stakeholders of Taiwan Secom, the communication channels between the Company and stakeholders, and how Taiwan Secom responds to such expectations and needs.
- The CPA conducts analysis procedures for the sustainability performance information selected in the Report. The CPA collects and evaluates other supporting evidence and the management statements obtained. Where necessary, the CPA conducts sampling tests.
- The CPA reads the Sustainability Report of Taiwan Secom to verify its consistency with the information on the overall corporate social responsibility performance obtained by the CPA firm.



Inherent Limitations

As non-financial information contained in the Sustainability Report is subject to uncertainties in measurement, the selection of different measurement methods could result in material differences in the performance measurement. As the assurance process is conducted based on sampling and as there are inherent limitations in any internal control, it may not be possible to identify all existing material misstatements, whether due to fraud or error.

Conclusion

According to the procedures implemented and evidence obtained, the CPA has not found any matter in the subject information that is not prepared based on applicable standards and requires material correction.

Ernst & Young, Taiwan

CPA: Hui-Yuan Liu

June 17, 2025



Attachment 1:

| No. | Title                                      | Subject Information                                                                                                                                                                                                                                                                                                                                                                                                                                          | Application Criteria                                                                                                                                                                                                |
|-----|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Assurance of compliance                    | The 2024 Sustainability Report disclosed by Taiwan Secom is prepared based on the Core Option of the GRI Standards published by the Global Sustainability Standards Board.                                                                                                                                                                                                                                                                                   | GRI Standards                                                                                                                                                                                                       |
| 2   | Financial performance and equity structure | The total market value of Taiwan Secom in 2024 was approximately NT\$55.723 billion. The operating revenue was NT\$7.846 billion; the net income after tax was NT\$2.845 billion; the earnings per share was NT\$6.42; the return on assets (ROA) and return on equity (ROE) were 10.87% and 21.80%, respectively. The Group’s consolidated revenue was NT\$17.859 billion.                                                                                  | 2024 Individual and Consolidated Financial Report and information on the Market Observation Post System                                                                                                             |
|     |                                            | Taiwan Secom's main shareholders include Taiwanese and international legal entities and individuals, with foreign institutions and foreign persons, other legal entities and individuals holding the highest percentage of shares. According to the statistical data as of June 25, 2024, the percentages of shares held by foreign institutions and foreign nationals, other legal entities, and individuals were 41.10%, 31.53%, and 17.57%, respectively. |                                                                                                                                                                                                                     |
| 3   | Supply chain management                    | Taiwan Secom provides separate management regulations for service providers based on the operations of the supply chain system. Its purchases in 2024 totaled NT\$936,378 thousand, including NT\$907,958 thousand in domestic purchases with a domestic purchase ratio of approximately 97%.                                                                                                                                                                | The ratio of domestic purchase amount divided by the total amount of domestic and foreign purchases                                                                                                                 |
| 4   | Service quality management                 | In 2024, we recovered 13,382 valid questionnaires (74.2%); 241 customers declined to be interviewed (1.3%); we recovered 4,425 invalid questionnaires (24.5%). A total of 18,048 telephone interviews were carried out. The customer satisfaction for new customers in 2024 was consistently higher than 95%.                                                                                                                                                | The ratio of valid satisfaction survey questionnaires, number of customers declined to be interviewed, and number of invalid questionnaires each divided by the total number of questionnaire surveys in each month |
|     |                                            | In 2024, the Company planned to carry out 21,313 surveys. After deducting the 8,349 cases involving customer privacy, 12,964 cases were implemented.10,362 telephone interviews were completed (79.93%) and 9,845 customers expressed satisfaction with the user interface (95.0%). The telephone interviews identified 168 issues for which supervisors were assigned to visit customers. 43 customers expressed their intent to use value-added services.  | The number of telephone interviews required for residential customers deducted by those marked as having privacy concerns for continuous telephone interviews                                                       |
| 5   | Information Security Management            | Taiwan Secom uses multi-layer management mechanisms to rigorously protect customer privacy and prevent any potential harm. There were no complaints regarding breaches of customer privacy and losses of customer data in 2024.                                                                                                                                                                                                                              | No complaints of breaches of customer privacy were found in the review of customer service records                                                                                                                  |

| No.                                                                                                                                       | Title                            | Subject Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Application Criteria                                                                                                                                                                                                                              |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------|--------------------|--------------------------|------------------------------------|-----------------------------------------|-----------------------------------------|------|-------------------|--------------------|--------|-------|---------|----|-------------------|--------|--------------|----------|------------|----------------------|--------|----|-----------|--------|---------------------|--------|-----|-----|----|---------------|-----|-----|----|----|--------|-------|-------|-----|-----|-------|--------|-------|-------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6                                                                                                                                         | Energy Management                | Energy consumption of vehicles in 2024:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Based on the consumption of gasoline and diesel and the GHG emissions of all official and service vehicles of the Company.                                                                                                                        |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | <table><tr><th>Year</th><th>Fuel type</th><th>Number of vehicles</th><th>Fuel consumption</th><th>GHG emissions (ton-CO2e)</th><th>Number of kilometers traveled (km)</th><th>Carbon emissions per million kilometers</th></tr><tr><td rowspan="3">2024</td><td>Electric vehicles</td><td>29</td><td>0</td><td>0</td><td>204,787</td><td>0</td></tr><tr><td>Automobile</td><td>529</td><td>1,300,376.02</td><td>2,942.88</td><td rowspan="2">10,353.643</td><td rowspan="2">300.49</td></tr><tr><td>Diesel</td><td>17</td><td>64,578.09</td><td>168.29</td></tr></table>                                                                                                                                                                                                                |                                                                                                                                                                                                                                                   | Year              | Fuel type          | Number of vehicles | Fuel consumption         | GHG emissions (ton-CO2e)           | Number of kilometers traveled (km)      | Carbon emissions per million kilometers | 2024 | Electric vehicles | 29                 | 0      | 0     | 204,787 | 0  | Automobile        | 529    | 1,300,376.02 | 2,942.88 | 10,353.643 | 300.49               | Diesel | 17 | 64,578.09 | 168.29 |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                   | Fuel type         | Number of vehicles | Fuel consumption   | GHG emissions (ton-CO2e) | Number of kilometers traveled (km) | Carbon emissions per million kilometers |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                   | Electric vehicles | 29                 | 0                  | 0                        | 204,787                            | 0                                       |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Automobile                                                                                                                                                                                                                                        | 529               | 1,300,376.02       | 2,942.88           | 10,353.643               | 300.49                             |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Diesel                                                                                                                                                                                                                                            | 17                | 64,578.09          | 168.29             |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Statistics on GHG emissions and emission intensity in 2024:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                   |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | GHG inventory                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                   | 2022              | 2023               | 2024               |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Scope 1 (Direct emissions)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Gasoline (L)                                                                                                                                                                                                                                      | 1,402,250.06      | 1,343,531.04       | 1,300,376.02       |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Diesel (L)                                                                                                                                                                                                                                        | 54,330.83         | 59,981.78          | 64,578.09          |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| Scope 2 (Indirect emissions)                                                                                                              | Electricity (KWh)                | 8,856,602.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 10,407,249.91                                                                                                                                                                                                                                     | 10,388,667.09     |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| Scope 1 + Scope 2 (ton CO2e)                                                                                                              |                                  | 7,813.27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 8,338.04                                                                                                                                                                                                                                          | 8,243.17          |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| Emission intensity = total carbon emissions / net revenue (ton-CO2e/NT\$ million)                                                         |                                  | 1.07                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1.00                                                                                                                                                                                                                                              | 1.05              |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| (Emission coefficient: 2.2606 kg CO2/L for gasoline and 2.6900 kg CO2/L for diesel. Electricity emission coefficient: 0.474 kg CO2e/kWh.) |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                   |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| 7                                                                                                                                         | Waste Management                 | The quantity of outsourced processing of general hazardous industrial waste in 2024 included 5,299.7 kilograms of batteries and 24,954.2 kilograms of miscellaneous hardware.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | The quantity of miscellaneous hardware recycled can be determined based on the amount on the quotations for batteries and miscellaneous hardware divided by the amount for the recycling of each kilogram of batteries and miscellaneous hardware |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                   |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
| 8                                                                                                                                         | Comprehensive Training Resources | <table><tr><td></td><td colspan="2">Training hours</td><td colspan="2">Number of trainees</td></tr><tr><td></td><td>Male</td><td>Female</td><td>Male</td><td>Female</td></tr><tr><td>Business personnel</td><td>13,062</td><td>2,320</td><td>462</td><td>91</td></tr><tr><td>Service personnel</td><td>29,613</td><td>467</td><td>1,007</td><td>10</td></tr><tr><td>Management personnel</td><td>672</td><td>5</td><td>74</td><td>2</td></tr><tr><td>Technical personnel</td><td>11,121</td><td>155</td><td>565</td><td>16</td></tr><tr><td>R&amp;D personnel</td><td>202</td><td>110</td><td>34</td><td>11</td></tr><tr><td>Others</td><td>2,250</td><td>6,116</td><td>101</td><td>315</td></tr><tr><td>Total</td><td>56,920</td><td>9,173</td><td>2,243</td><td>445</td></tr></table> |                                                                                                                                                                                                                                                   | Training hours    |                    | Number of trainees |                          |                                    | Male                                    | Female                                  | Male | Female            | Business personnel | 13,062 | 2,320 | 462     | 91 | Service personnel | 29,613 | 467          | 1,007    | 10         | Management personnel | 672    | 5  | 74        | 2      | Technical personnel | 11,121 | 155 | 565 | 16 | R&D personnel | 202 | 110 | 34 | 11 | Others | 2,250 | 6,116 | 101 | 315 | Total | 56,920 | 9,173 | 2,243 | 445 | The average training hours of male and female employees in each department was calculated by dividing the total training hours per capita for male and female employees in each department by the number of male and female employees in each department |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Training hours                                                                                                                                                                                                                                    |                   | Number of trainees |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Male                                                                                                                                                                                                                                              | Female            | Male               | Female             |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Business personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 13,062                                                                                                                                                                                                                                            | 2,320             | 462                | 91                 |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Service personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 29,613                                                                                                                                                                                                                                            | 467               | 1,007              | 10                 |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Management personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 672                                                                                                                                                                                                                                               | 5                 | 74                 | 2                  |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Technical personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 11,121                                                                                                                                                                                                                                            | 155               | 565                | 16                 |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | R&D personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 202                                                                                                                                                                                                                                               | 110               | 34                 | 11                 |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Others                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2,250                                                                                                                                                                                                                                             | 6,116             | 101                | 315                |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  | Total                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 56,920                                                                                                                                                                                                                                            | 9,173             | 2,243              | 445                |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |
|                                                                                                                                           |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                   |                   |                    |                    |                          |                                    |                                         |                                         |      |                   |                    |        |       |         |    |                   |        |              |          |            |                      |        |    |           |        |                     |        |     |     |    |               |     |     |    |    |        |       |       |     |     |       |        |       |       |     |                                                                                                                                                                                                                                                          |

| No.                                                                                                                                                                                                                                                                                         | Title            | Subject Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Application Criteria                                                                                                                                                                                                                                                                                                                                                                                                            |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|--------|--------------------|-----------|--------|-------------------|--------|----------|----------------------|-----|-----------------|---------------------|----|--------------|---------------|----|-----------------------------------------|--------|-------|-----|------------------------------------------------|-----|--------|--------|
| 9                                                                                                                                                                                                                                                                                           | Work Environment | As of the end of 2024, Taiwan Secom had a total of 2,502 employees in Taiwan.<br>Among the new employees in 2024 were 556 men and 109 women. The number of new employees totaled 665 and the annual new hire rate was 26.58%. The age groups, job categories, and work regions are shown below:                                                                                                                                                                                                                                   | The overall new hire rate is calculated by dividing the number of employees in the head office and branch offices by the total number of employees at the end of the reporting period<br><br>The analysis of the number of new employees is conducted based on the age group, job category, and region. They are sorted based on the age, job category, and service region of employees of the head office in 2024, and gender. |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | <b>New recruits</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | <b>By age group</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | <table><tr><th colspan="2">Year</th><th colspan="2">2024</th></tr><tr><td rowspan="4">Age group</td><td>Gender</td><td>Male</td><td>Female</td></tr><tr><td>Under 30</td><td>211</td><td>38</td></tr><tr><td>30-50 years old</td><td>329</td><td>63</td></tr><tr><td>50 and above</td><td>16</td><td>8</td></tr><tr><td colspan="2">Number of people at the end of the year</td><td>2,050</td><td>452</td></tr><tr><td colspan="2">Percentage of new recruits in the current year</td><td>27.12%</td><td>24.12%</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Year            |        | 2024   |                    | Age group | Gender | Male              | Female | Under 30 | 211                  | 38  | 30-50 years old | 329                 | 63 | 50 and above | 16            | 8  | Number of people at the end of the year |        | 2,050 | 452 | Percentage of new recruits in the current year |     | 27.12% | 24.12% |
|                                                                                                                                                                                                                                                                                             |                  | Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2024            |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Age group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Gender          | Male   | Female |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Under 30        | 211    | 38     |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 30-50 years old | 329    | 63     |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 50 and above    | 16     | 8      |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Number of people at the end of the year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2,050           | 452    |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Percentage of new recruits in the current year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 27.12%          | 24.12% |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | <table><tr><th>By job category</th><th>Male</th><th>Female</th></tr><tr><td>Business personnel</td><td>121</td><td>24</td></tr><tr><td>Service personnel</td><td>347</td><td>16</td></tr><tr><td>Management personnel</td><td>0</td><td>0</td></tr><tr><td>Technical personnel</td><td>50</td><td>4</td></tr><tr><td>R&amp;D personnel</td><td>11</td><td>5</td></tr><tr><td>Others</td><td>27</td><td>60</td></tr><tr><td>Total</td><td>556</td><td>109</td></tr></table>                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                 | By job category | Male   | Female | Business personnel | 121       | 24     | Service personnel | 347    | 16       | Management personnel | 0   | 0               | Technical personnel | 50 | 4            | R&D personnel | 11 | 5                                       | Others | 27    | 60  | Total                                          | 556 | 109    |        |
|                                                                                                                                                                                                                                                                                             |                  | By job category                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Male            | Female |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Business personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 121             | 24     |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Service personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 347             | 16     |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Management personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0               | 0      |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Technical personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 50              | 4      |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | R&D personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 11              | 5      |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  | Others                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                 | 27              | 60     |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| Total                                                                                                                                                                                                                                                                                       | 556              | 109                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| <table><tr><th>By region</th><th>Male</th><th>Female</th></tr><tr><td>Northern Taiwan</td><td>323</td><td>93</td></tr><tr><td>Central Taiwan</td><td>108</td><td>6</td></tr><tr><td>Southern Taiwan</td><td>125</td><td>10</td></tr><tr><td>Total</td><td>556</td><td>109</td></tr></table> | By region        | Male                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Female                                                                                                                                                                                                                                                                                                                                                                                                                          | Northern Taiwan | 323    | 93     | Central Taiwan     | 108       | 6      | Southern Taiwan   | 125    | 10       | Total                | 556 | 109             |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| By region                                                                                                                                                                                                                                                                                   | Male             | Female                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| Northern Taiwan                                                                                                                                                                                                                                                                             | 323              | 93                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| Central Taiwan                                                                                                                                                                                                                                                                              | 108              | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| Southern Taiwan                                                                                                                                                                                                                                                                             | 125              | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
| Total                                                                                                                                                                                                                                                                                       | 556              | 109                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |
|                                                                                                                                                                                                                                                                                             |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |        |        |                    |           |        |                   |        |          |                      |     |                 |                     |    |              |               |    |                                         |        |       |     |                                                |     |        |        |

| No.                         | Title                         | Subject Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Application Criteria                                                                                                                                                                                              |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|-----------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------|-------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------|--------------|-------------------------------------|----------------------------------------------------------------------|-----|------------------|----------------------------|----------------------------------------------------------------------------------------------------------|--------|--------------|----|----------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------|------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------|--------|--------------------------|-----|----|-----|----------------------|-----|-----|-----|
| 9                           | Work Environment              | Among the resigned employees in 2024 were 527 men and 130 women. The number of resigned employees totaled 657 and the annual turnover rate was 26.26%. The distribution by age is as follows:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The overall turnover rate is calculated by dividing the number of employees in the head office and branch offices by the total number of employees at the end of the reporting period                             |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | <table><tr><th colspan="2">Year</th><th colspan="2">2024</th></tr><tr><td rowspan="4">Age group</td><td>Gender</td><td>Male</td><td>Female</td></tr><tr><td>Under 30</td><td>151</td><td>38</td></tr><tr><td>30-50 years old</td><td>337</td><td>77</td></tr><tr><td>50 and above</td><td>37</td><td>15</td></tr><tr><td colspan="2">Number of people at the end of the year</td><td>2,050</td><td>452</td></tr><tr><td colspan="2">Annual turnover rate</td><td>25.71%</td><td>28.76%</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                   | Year            |                                     | 2024                    |                                                                                  | Age group                                                          | Gender            | Male         | Female                              | Under 30                                                             | 151 | 38               | 30-50 years old            | 337                                                                                                      | 77     | 50 and above | 37 | 15                                                                                                       | Number of people at the end of the year |           | 2,050      | 452                                                                                                                                       | Annual turnover rate |           | 25.71% | 28.76%                   |     |    |     |                      |     |     |     |
|                             |                               | Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   | 2024            |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Age group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                   | Gender          | Male                                | Female                  |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   | Under 30        | 151                                 | 38                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   | 30-50 years old | 337                                 | 77                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   | 50 and above    | 37                                  | 15                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Number of people at the end of the year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                   | 2,050           | 452                                 |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Annual turnover rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   | 25.71%          | 28.76%                              |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
| 10                          | Gender equality in employment | 21 employees applied for unpaid parental leave in 2024 (all applications were approved) and the average reinstatement rate was 40%.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | The number of male and female employees of the head office reinstated from unpaid parental leave in 2024 divided by the number of employees that are expected to be reinstated by the end of the reporting period |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | <table><tr><th>Item</th><th>Number of men</th><th>Number of women</th><th>Total</th></tr><tr><td>Total number of employees who actually used parental leave in 2024</td><td>14</td><td>7</td><td>21</td></tr><tr><td>Total number of employees reinstated from parental leave in 2024 (A)</td><td>7</td><td>3</td><td>10</td></tr><tr><td>Total number of employees reinstated during the reporting period after taking parental leave in 2024 (B)</td><td>4</td><td>0</td><td>4</td></tr><tr><td>Total number of employees reinstated during the reporting period after taking parental leave in 2023 (C)</td><td>6</td><td>9</td><td>15</td></tr><tr><td>Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2023 (D)</td><td>3</td><td>4</td><td>7</td></tr><tr><td>Reinstatement rate (B/A)</td><td>57%</td><td>0%</td><td>40%</td></tr><tr><td>Retention rate (D/C)</td><td>50%</td><td>44%</td><td>47%</td></tr></table> |                                                                                                                                                                                                                   | Item            | Number of men                       | Number of women         | Total                                                                            | Total number of employees who actually used parental leave in 2024 | 14                | 7            | 21                                  | Total number of employees reinstated from parental leave in 2024 (A) | 7   | 3                | 10                         | Total number of employees reinstated during the reporting period after taking parental leave in 2024 (B) | 4      | 0            | 4  | Total number of employees reinstated during the reporting period after taking parental leave in 2023 (C) | 6                                       | 9         | 15         | Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2023 (D) | 3                    | 4         | 7      | Reinstatement rate (B/A) | 57% | 0% | 40% | Retention rate (D/C) | 50% | 44% | 47% |
|                             |                               | Item                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   | Number of men   | Number of women                     | Total                   |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of employees who actually used parental leave in 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                   | 14              | 7                                   | 21                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of employees reinstated from parental leave in 2024 (A)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   | 7               | 3                                   | 10                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of employees reinstated during the reporting period after taking parental leave in 2024 (B)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                   | 4               | 0                                   | 4                       |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of employees reinstated during the reporting period after taking parental leave in 2023 (C)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                   | 6               | 9                                   | 15                      |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2023 (D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                   | 3               | 4                                   | 7                       |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Reinstatement rate (B/A)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                   | 57%             | 0%                                  | 40%                     |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
| Retention rate (D/C)        | 50%                           | 44%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 47%                                                                                                                                                                                                               |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
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| 11                          | Protection of benefits        | Taiwan Secom is committed to creating a safe, harmonious, and joyful workplace environment. The Company established the Employee Welfare Committee in accordance with the "Employee Welfare Fund Act" to provide all employees with subsidies. We also invite employees from all departments to discuss employee welfare issues. We have maintained long-term harmonious labor relations by implementing continuous improvements for various measures. The applications for employee benefits in 2024 were as follows:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Children’s scholarships, bonuses for festivals, severance pay and pension, employee benefits and health insurance, and other benefits                                                                             |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Applications Filed in 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                   |                 |                                     |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | <table><tr><th rowspan="2">Item</th><th>Children's education</th><th>Annual festival bonuses</th><th>Marriage, hospitalization, funeral subsidies, severance and retirement subsidies</th><th>Club subsidies</th><th>Employee benefits</th></tr><tr><th>Scholarships</th><th>Birthday and three festival bonuses</th><th></th><th></th><th>Health insurance</th></tr><tr><td>Total number of applicants</td><td>1,112</td><td>14,455</td><td>175</td><td>2</td><td>386</td></tr><tr><td>Total value of applications</td><td>1,851,000</td><td>10,281,156</td><td>3,187,475</td><td>30,000</td><td>7,218,484</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                   | Item            | Children's education                | Annual festival bonuses | Marriage, hospitalization, funeral subsidies, severance and retirement subsidies | Club subsidies                                                     | Employee benefits | Scholarships | Birthday and three festival bonuses |                                                                      |     | Health insurance | Total number of applicants | 1,112                                                                                                    | 14,455 | 175          | 2  | 386                                                                                                      | Total value of applications             | 1,851,000 | 10,281,156 | 3,187,475                                                                                                                                 | 30,000               | 7,218,484 |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Item                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   |                 | Children's education                | Annual festival bonuses | Marriage, hospitalization, funeral subsidies, severance and retirement subsidies | Club subsidies                                                     | Employee benefits |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                   | Scholarships    | Birthday and three festival bonuses |                         |                                                                                  | Health insurance                                                   |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
|                             |                               | Total number of applicants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                   | 1,112           | 14,455                              | 175                     | 2                                                                                | 386                                                                |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
| Total value of applications | 1,851,000                     | 10,281,156                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 3,187,475                                                                                                                                                                                                         | 30,000          | 7,218,484                           |                         |                                                                                  |                                                                    |                   |              |                                     |                                                                      |     |                  |                            |                                                                                                          |        |              |    |                                                                                                          |                                         |           |            |                                                                                                                                           |                      |           |        |                          |     |    |     |                      |     |     |     |
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