



Taishin Financial Holding Co., Ltd.

Statement on Human Rights

I. Purposes

Taishin Financial Holding Co., Ltd. (the Company) is dedicated to upholding human rights. The Company shares the value of international human rights rules including Universal Declaration of Human Rights, The UN Guiding Principles on Business & Human Rights, UN Global Compact, International Labor Conventions, Principles for Responsible Investment, Equator Principles, Social Accountability 8000, Code of Conduct-Responsible Business Alliance(RBA), and ISO 27001-Information Security System requirements pertaining to financial industries. Taishin hereby declares that it will adhere to the above international principles regarding protection of labor and human rights.

II. Scope and Applicability

This statement applies to all operations of the Company and its subsidiaries. The Company shall also formulate individual policies, statements, or guidelines to prevent any infringement or violation of human rights and ensure that Taishin's business operations (employees, products, and services), procurement (suppliers and contractors), and business partners (financial consumers, corporate customers, investees) receive fair treatment and respect based on human rights.

A. Employees

The Company is committed to creating a safe and healthy workplace. Pursuant to the laws of Taiwan and internationally accepted practices, Taishin has stipulated rules, such as "Employee Code of Conduct", "Sexual Harassment Prevention, Reporting and Disciplinary Policy", "Sexual Harassment Prevention, Reporting and Investigation Guidelines", "Health Check Implementation Guidelines", "Labor Health Service Plan", "Abnormal Workload-induced Disease Prevention Program", "Ergonomic Hazard Prevention Program", "Maternity Protection Program", and "Prevention of Illegal Infringement at Work" to fulfill labor and human rights protection.

1. Labor Rights

Protect the rights of all workers and enforce rules regarding work hours, break time, leave of absence, salary and benefits; and prohibit all forms of forced labor

during working. Comply with local labor regulations and set reasonable work terms to protect the rights of local employees.

2. Equal Treatment in the Workplace

All employees are treated equally in recruitment, compensation, job offering, reward and any working process. Cultural diversity and individual differences should be respected and equality and human dignity be upheld in the workplace. Discrimination or unfair treatment on the basis of color, race, class, language, ideology, religion, political affiliation, ethnic origin, birthplace, gender, sexual orientation, age, marital status, physical appearance, facial characteristics, physical or mental disability, horoscope, blood type, or any other characteristic or identity as stated by the law are prohibited.

For preventing sexual harassment/ non-sexual harassment and encouraging gender equality in the workplace, it is prohibited for employees to engage in any of insulting, degrading or discriminating attitude and behavior based solely on gender difference or any inappropriate, unpleasant, or offensive sex related language, physical contact or sexual request etc. Have extensive knowledge of the laws and regulations of all business locations as well as sensitive issues regarding human rights; and adapt by integrating business practices and local cultures as needed to avoid causing offense.

3. Occupational Health and Safety

Value the growth of its employees, take steps to ensure suitable working/living conditions for workers and a work-life balance, and implement measures to protect child and female workers. Uphold health and safety in the workplace and invest in promoting a healthy workplace. Invest in employee development and place equal emphasis on physical and mental health and performance.

4. Freedom of assembly and association

The Company values every employee's right to express his/her opinions and respect the freedom of association. Taishin holds regular elections of labor representatives for labor-management meetings in accordance with the Labor Standards Act and the Regulations for Implementing Labor-Management Meeting. Representatives from both the labor and the management sides meet every quarter to discuss issues in relation to employee management and benefits, and pass resolutions upon mutual agreement to facilitate labor and management cooperation.

B. Suppliers and contractors

The Company believes that corporate social responsibility is the foundation of corporate sustainability so that "Supplier Management Regulations" and "Supplier Commitment Statement" has been established to ensure that our suppliers comply with and fulfill corporate social responsibilities to the benefit of the stakeholders.

1. Labor Rights

When selecting suppliers, the Company shall evaluate labor-related issues, such as against child labor, against forced labor, working hours and remuneration, non-discrimination, health and safety.

2. Corporate Social Responsibilities

"Supplier Commitment Statement" must be signed whenever a contract is renewed or newly established. The statement outlines suppliers' commitment to CSR issues, such as corporate ethics and integrity, risk management, labor and human rights, public welfare and environmental protection.

C. Financial consumers, corporate clients and invested companies

The Company has established the "Fair Customer Treatment Principle Policy", "Fair Treatment of Customers Policy Strategy", "Privacy Protection Statement", "Personal Information Management Policy", and "Customer Data Confidentiality Measures" to protect human rights in operations, provide guidance for employees in the protection of customers' rights and interests, and fulfill obligations for protecting financial consumers.

The Company also established the "Green Finance Principles", "Environmental and Social Risk Management Sector Guidelines", and the "Stewardship Principles for Institutional Investors" to support the development of sustainable finance and implement sustainable development in strategies and business activities. These measures help the Company meets sustainable development trends and improves sustainable development.

1. Fair Treatment of Customers

To ensure customer rights, the design, advertisement, sale, contract fulfillment, consultation to complaints of product and service must be in accordance with the "Fair Treatment of Customers Policy". Incorporate the "Fair Treatment of Customers Policy" into its internal control and audit systems.

2. Personal Information Protection and Management

Taishin has a personal information protection policy in place to ensure legitimate collection and use of customers' and employees' personal data. This policy is constantly reviewed and revised in line with changes in regulation.

3. Responsible Loan and Investment

Identify major environmental and social risk items in accordance with industry characteristics, and provide best management practices to evaluate the structures. By understanding the appropriateness of our partner's management of major environmental and social issues to improve our decision-making foundation, we look forward to minimizing the loan and investment transaction risk, maximizing the efficacy of sustainable finance and stating our human rights protection requirements toward the counterparties in transaction activities and financial product business.

Adhere to the PRI and continue to pay attention to our invested companies, including through monitoring environmental protection actions, social responsibility, labor rights and the corporate governance issues. We pursue appropriate dialogue and interactions with the invested companies through various channels to ensure that they comply with Taishin's human rights protection principles.

In order to enable effective management of related human right risks, the Company will enhance communicating human right risks, such as prohibition of child labor, anti-forced labor, non-discrimination, freedom of association and Collective bargaining, establishment of health and safety-related regulations, and compliance of labor working hours and remuneration with related laws and regulations. We will take it into the consideration when pushing ahead with our business activities.

Meanwhile, in order to enable effective management and help to mitigate the environmental impacts caused by operation, the Company will enhance communicating the green principles, such as reduction of resources, energy consumption and carbon emission, perfect disposal of waste and enhancement of recyclability and reusability, adoption of products substantially benefiting the environmental protection, enhancement of performance of financial products and services, and upgrading the efficiency of water usage. Above principles are taken into account by the Company when pushing ahead with our business activities for promoting environmental human rights in the community.

III. Management and Actions

The Company actively enforces human rights protection for employees. Not only has the Company made a series of public announcements over its intranet and Internet websites about protection of workers' human rights and prohibition against

workplace sexual harassment/ non-sexual harassment, we have also included worker and human rights-related issues as part of the ethics training for new employees. The announcements and training form part of our ethics foundation. The Company enforces human rights protection measures from daily operations to business activities. Moreover, human rights risk surveys are conducted on a regular basis to determine the level of risk exposure and explore mitigation measures.

In order to strengthen the management of supplier human rights, the Company conducts human rights surveys on all suppliers. The supplier human rights risk assessment includes human rights policy, information protection, health and safety, human rights management system and practices, workplace diversity and management performance. Meanwhile, we will remain training through supplier conferences where we will exchange experience with suppliers and convey our attention to human rights issues in greater depth, and invite them to join our cause. If a supplier fails to pass related performance evaluations, the Company shall refuse its participation in bidding or disqualify the supplier.

Regarding the protection of personal information of financial customers, the Company not only conducts regular inspections on the security of personal information but also assesses possible personal information risks and uses the findings to establish proper management practices, responses, reporting channels and preventions for information security incidents, and thereby enforces the personal information protection system of the organization. Taishin continues to execute training programs that are aimed at raising employees' awareness and respect towards personal information and promoting thorough understanding of relevant legal requirements, responsibilities, systems, procedures.

Regarding ESG risk management (including human rights and environmental issues) for corporate clients and invested companies, the Company should monitor them on an ongoing basis, and review them at times deemed appropriate to determine whether they have fulfilled their duty to environmental protection, ethical corporate management best practice and social responsibility. Should any concern arise with regards to sustainable development, actions must be taken to determine whether the business in question has improvement plans in place and to follow up on subsequent improvements and to evaluate whether continuing business relationship.

IV. Grievance Mechanisms and Reporting

To support a corporate culture of integrity and transparency, the Company has implemented a whistleblower system and established "Taishin FHC reporting



system". Employee, customer, or the general public who discovers crime, fraud or violation is entitled to report misconduct through various channels, including physical mail/ e-mail(whistling@taishinholding.com.tw), and hotline (886-2-2325-6076).

Maintain open channels for employees to report illegal conduct or infringement of rights. Protect the safety of plaintiffs and informants and confidentiality of their personal information against unfair treatment and retaliation.