聯邦銀行
UNION BANK OF TAIWAN

2025
SUSTAINABILITY REPORT
UNION BANK OF TAIWAN

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Sustainable Development
Stakeholder Engagement and Materiality Communication
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About the Report

Union Bank of Taiwan Co., Ltd. (hereinafter referred to as "UBOT") is devoted to providing substantial assistance at environmental, social and corporate governance and generating the maximum positive influence based on our own resource conditions and core competencies while taking both the internal conditions and external demands into consideration. To effectively advance sustainable development initiatives, the Bank has established the Sustainable Development Committee (hereinafter referred to as the "Committee") as a functional committee under the Board of Directors. In accordance with its purpose, the Committee gathered relevant management units of the Head Office to think about how to provide substantial assistance regarding the international social and livelihood economic topics at present, and drafted a set of systematic ESG strategic planning with clear objectives of UBOT, to make use of unique resources and specialties of enterprises and input in related ESG topics with emphasis, which could not only strengthen enterprises' competitiveness, but also increase social well-being and generate maximum social benefits, and paying attention to combination of sustainable development and operation strategy can create more business opportunities and social feedback.

Scope and Data of the Report

UBOT issues a sustainability report annually. This report was discussed and approved by the Board of Directors on August 31, 2026. The information disclosure period for this report is the fiscal year 2025 (January 1, 2025, to December 31, 2025). The content encompasses the performance and achievements of the Bank from the environmental, social, and corporate governance aspects, with some information including comparative analysis against historical data.

The scope of non-financial information disclosed in this Sustainability Report primarily covers domestic operating activities and services, including Union Bank of Taiwan and its subsidiaries: Union Leasing Co., Ltd. ("Union Leasing"), Union Securities Investment Trust Co., Ltd. ("USITC"), Union Information Technology Corp. ("Union Information"), and Union Venture Capital Co., Ltd. ("Union Venture Capital"). The disclosure scope accounts for 99.27% of the consolidated net revenue. The scope of financial data disclosure is consistent with the consolidated financial statements and has been certified by CPA. All financial figures presented in this report are denominated in New Taiwan Dollars (NTD).

Basis of Preparation

UBOT's Sustainability Report 2023 was prepared in accordance with the Global Reporting Initiative (GRI) Standards published by the Global Reporting Initiative (GRI) in 2021. The orientation of information disclosure in the report also follows various laws and regulations, including the Sustainable Development Best Practice Principles for TWSE/TPEx Listed Companies, the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, and the Guidelines on Climate-related Financial Disclosures for Banks in Taiwan, and corresponds to the United Nations Sustainable Development Goals (SDGs) and the Sustainability Accounting Standards Board (SASB) standards. The content of this report is published on the official website of Bank (the Sustainable Development section), and the relevant files are provided for downloading and further reading.

External Assurance

Information Category	Compliance standards	Issuing organization
Sustainable Information	Standard on Assurance Engagements 3000: Assurance Engagements Other than Audits or Reviews of Historical Financial Information	EY Taiwan
Financial Information	Annual Financial Report	Deloitte Taiwan
Social Information	ISO 27001 International Information Security	British Standards Institution (BSI Taiwan)
	ISO 27701 Privacy Information Management	
	ISO 45001 Occupational Health and Safety Management System	Taiwan Inspection Technology Co., Ltd. (SGS Taiwan)
	ISO 10002 Customer Complaint Quality Management System	
Environmental Information	ISO 14001 Environmental Management Systems	
	ISO 50001 Energy Management Systems	
	ISO 14064 Greenhouse Gas Inventory	PwC Business Advisory Services Taiwan Ltd.

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Website: www.ubot.com.tw (welcome to leave your precious opinions under "Customer Service Center/I Want to Give My Comments")

Date of issue: August, 2026 (previous date of issue: August , 2025)

UBOT's Sustainable Development section

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A Message from the Chairman

Amid a rapidly evolving external environment, Union Bank of Taiwan continues to uphold its development strategy of "Prudent Operations and Innovation-Driven Growth." On the one hand, the Bank has strengthened its core financial businesses and accelerated digital transformation initiatives; on the other hand, it has actively expanded diversified financial services, including the promotion of Wealth Management 2.0 services and pilot virtual asset custody services.In response to the government's "Asian Asset Management Center" policy and to address the diversified and internationalized wealth management needs of high-net-worth clients, the Bank established a new Asian Asset Management Branch in January 2026. Through the pilot programs, the Branch provides diversified financial solutions and introduces international private banking-level financial instruments, including premium financing, secured lending against trust assets, and Lombard Lending based on financial asset portfolios, as well as exclusive wealth management and asset allocation services. These initiatives aim to enhance capital utilization efficiency and asset allocation flexibility for high-net-worth clients.In addition, the Bank has obtained approval from the Financial Supervisory Commission to establish a Tokyo Branch, steadily expanding its international presence and further strengthening overall operational resilience.

Environmental Sustainability (E)

The Bank adheres to Taiwan's 2050 Net-Zero Emissions Policy and continues to expand its carbon reduction initiatives. In addition to significantly increasing the proportion of renewable electricity procurement — reaching 2.16 million kWh of green electricity purchased in 2025, representing nearly a tenfold increase compared to the previous year — the Bank also took the lead in introducing a corporate carbon reduction platform to encourage employees' low-carbon commuting practices, thereby embedding sustainability principles into daily operations. Meanwhile, the Bank successfully obtained validation from the Science Based Targets initiative (SBTi) in April 2026, demonstrating its commitment to aligning with international standards and implementing climate actions, while progressively advancing toward its net-zero goals.

Corporate Social Responsibility (S)

The Bank has long been committed to youth talent cultivation and financial education. In April 2026, the Bank was invited to participate in the Taoyuan City Government's "2026 Taoyuan Youth Career Development Program." Leveraging its outstanding financial expertise and long-term dedication to youth empowerment, the Bank received recognition from the Taoyuan Youth Affairs Bureau and was the only banking institution honored under the program. At a critical time marked by rapid changes in the financial environment and the acceleration of sustainable transformation, the Bank will continue to deepen collaboration among industry, government, and academia, and pragmatically and steadily assist younger generations in taking their first steps toward career development. Going forward, the Bank will continue to leverage its financial expertise as a core driving force to fulfill corporate social responsibility through concrete actions and contribute to building a sustainable future for the financial industry.

Society and Governance (G)

The Bank continues to leverage the positive influence of financial institutions by enhancing its sustainable finance policies, expanding the scope of ESG management in its lending and investment activities, and directing capital toward the development of sustainable industries through the issuance of sustainability bonds. In addition, the Bank has further strengthened its human rights governance mechanisms and enhanced its human rights due diligence processes by integrating human rights risk management into the core of operational decision-making, thereby reinforcing supply chain responsibility and corporate resilience.

In 2025, the Bank achieved outstanding results in the Corporate Governance Evaluation, Sustainable Finance Evaluation, and the S&P Corporate Sustainability Assessment (CSA), with significant improvements in its overall rankings. The Bank received the highest distinction in the Corporate Governance Evaluation, ranking within the top 5% among listed companies and the top 10% among financial and insurance companies. Furthermore, the Financial Supervisory Commission formally recognized the Bank's strong performance in the Sustainable Finance Evaluation. In the S&P CSA international sustainability assessment, the Bank also achieved the qualification threshold for inclusion in the Sustainability Yearbook. These accomplishments clearly demonstrate the Bank's active commitment to promoting sustainable finance, ESG practices, and climate-related risk management, as well as the tangible outcomes of its related strategies and implementation efforts.

In an era characterized by heightened global geopolitical and economic uncertainty, coupled with escalating climate risks, corporate management has evolved from focusing solely on short-term performance toward balancing long-term resilience and sustainable value creation. The Bank firmly recognizes that ESG is not only a corporate responsibility, but also a core driver of future competitiveness and growth momentum. Sustainable performance directly influences market positioning and capital allocation capabilities. Going forward, the Bank will continue integrating the three ESG dimensions into its core financial businesses while supporting enterprises in achieving stable growth and creating new sustainable value.

Chairman

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Sustainable Development

• Sustainable Governance

To enable the Bank to fulfill its corporate social responsibilities and promote improvements in the economy, environment, and society in order to achieve the goals of sustainable development, the Bank responded to the UN's Sustainable Development Goals (SDGs) by gradually implementing 17 goals via corporate citizenship commitment. This increases contributions to the national economy, improves the quality of life of staff, the community and society, and promotes competitive advantages based on sustainable development, conforming to international development trends. When pursuing sustainable operation and profit, UBOT not only attaches great importance to stakeholders' rights and interests, but also places great emphasis on environmental, social and corporate governance factors, and includes them in our management approaches and operating activities while establishing a sustainable development philosophy in which our goals and vision are rooted in economic development, social justice, and environmental protection.

The Bank's Sustainable Development Committee is a functional committee under the Board of Directors and serves as the highest-level decision-making body for sustainable development. In 2015, the Board approved the "Corporate Social Responsibility Committee Establishment Guidelines," under which the Union Bank of Taiwan Corporate Social Responsibility Committee (CSR Committee) was established to align with international development trends and fulfill sustainable development objectives. In 2022, the Board further approved amendments to the "Sustainable Development Committee Organizational Charter," officially renaming the "Corporate Social Responsibility Committee" as the "Sustainable Development Committee." In addition, the Bank has established the Union Bank of Taiwan Sustainable Development Best Practice Principles to manage the economic, environmental, and social risks and impacts associated with its operations.

The Bank's Sustainable Development Committee is responsible for overseeing and coordinating sustainable development policies, management approaches, and specific implementation plans. To ensure sound supervisory functions and strengthen management effectiveness, the Committee is composed of the Chairman, one Director, one Independent Director, and several senior executives from the Head Office, with the Chairman serving as the Chairperson and convener of the Committee. All members possess professional knowledge and competencies related to sustainability. Information regarding the Committee members and their qualifications has been disclosed on the Bank's official website under the Sustainable Development section, as well as on the Market Observation Post System (MOPS).

The duties and responsibilities of the Sustainable Development Committee include the review, approval, or acknowledgement of the following matters: 1 Review and approval of annual targets for various sustainable development aspects; 2 Review, approval, or acknowledgement of implementation plans related to sustainable development initiatives; 3 Monitoring the execution status of sustainable development initiatives and reviewing implementation effectiveness; 4 Review and approval of the standards for preparing the Sustainability Report; 5 Other sustainability-related matters.

• Sustainable Development Operations

The Sustainable Development Committee convenes at least once every quarter to review, approve, or acknowledge sustainability-related matters, and reports to the Board of Directors on proposed sustainable development policies and the implementation results of sustainability initiatives. In 2025, meetings were held on March 24, June 23, September 30, and December 22, respectively.

2025 Operations of the Sustainable Development Committee and Board Oversight

Key Matters of the Proposal	Date Reported to the Board of Directors
⇨ Implementation status of the IFRS Sustainability Disclosure Standards adoption plan ⇨ ESG engagement records ⇨ Results of the Sustainable Finance Evaluation and improvement measures ⇨ Progress of inclusive finance initiatives ⇨ Results and management objectives of material sustainability topics	⇨ The minutes of the Committee meeting were submitted to the Executive Board Meeting on April 16, 2025, and were duly approved.
⇨ Implementation status of climate-related metrics and targets ⇨ Results of the DJSI CSA assessment and improvement measures ⇨ Results of the Corporate Governance Evaluation ⇨ Implementation status of the issuance of sustainability-linked financial bonds ⇨ Review of the 2024 Sustainability Report (Chinese Version) ⇨ Implementation status of the IFRS Sustainability Disclosure Standards adoption plan	⇨ The minutes of the Committee meeting were submitted to the Executive Board Meeting on July 2, 2025, and were duly approved. ⇨ The proposal was submitted to the Board of Directors on August 25, 2025, and was duly approved.
⇨ Implementation status in compliance with the "Reference Guidelines for Anti-Greenwashing by Financial Institutions" ⇨ Review and approval of amendments to the "Sustainable Finance Policy" ⇨ Implementation status of climate-related metrics and targets ⇨ Implementation status of major carbon reduction measures ⇨ Implementation status of the issuance of sustainability-linked financial bonds ⇨ Human rights due diligence projects and timeline planning ⇨ Implementation status of the IFRS Sustainability Disclosure Standards adoption plan	⇨ The minutes of the Committee meeting were submitted to the Executive Board Meeting on October 15, 2025, and were duly approved.
⇨ Implementation status of energy saving and carbon reduction initiatives ⇨ Carbon reduction targets, strategies, and specific action plans of the Bank (including subsidiaries) ⇨ The Group's "Policy Influence Statement" ⇨ Implementation status of climate-related metrics and targets ⇨ Implementation status of the "Human Rights Due Diligence" project ⇨ Review of double materiality topics related to sustainable development ⇨ Review of incentive measures for sustainable finance certifications ⇨ Review of incentive regulations for promoting financial education in rural and underserved areas ⇨ Implementation status of the IFRS Sustainability Disclosure Standards adoption plan	⇨ The minutes of the Committee meeting were submitted to the Executive Board Meeting on January 7, 2026, and were duly approved.

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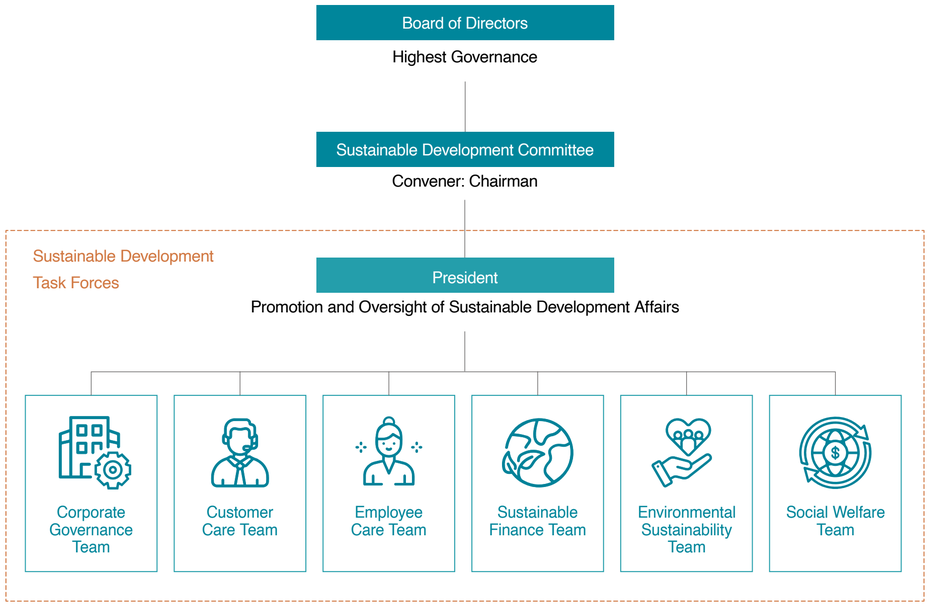
• Sustainable Development Governance Framework

Under the Sustainable Development Committee, six task forces have been established, covering Corporate Governance, Customer Care, Employee Care, Sustainable Finance, Environmental Sustainability, and Social Welfare. Each task force is responsible for formulating proposals regarding sustainable development implementation plans or matters instructed by the Committee, which are then submitted to the Committee for review, approval, or acknowledgement. The Business Management Department serves as the administrative unit of the Sustainable Development Committee and, under the direction of the Chairperson, is responsible for convening meetings, arranging meeting agendas, compiling relevant materials, preparing meeting minutes, and tracking the implementation status of resolutions and assigned matters. All dedicated personnel and supervisors of the aforementioned task forces have obtained certifications in fundamental sustainable finance competencies, while more than half have also acquired advanced sustainable finance certifications. This demonstrates the Bank's active commitment to cultivating sustainable finance talent and continuously enhancing the professional expertise of task force members in the field of sustainable finance.



• SDGs Achievements

To enhance stakeholders' understanding of the United Nations Sustainable Development Goals (SDGs) and Taiwan's sustainable development policies, the Bank has focused on SDGs 3, 4, 5, 8, 10, 12, 13, and 16, and has organized various initiatives and activities to promote the achievement of these SDGs, as outlined below:

Target participants	Activity name	Number of sessions	Participation details
Customers	Online Forum on ESG and Low-Carbon Transition Strategies	1	360 organizations
	Wealth Management and Investment Seminar	74	1,656 people
	iPASS Green Point Promotion Campaign	2	More than 80,000 participants, with over 940,000 public transportation rides recorded
Employees	Health Seminar	54	1,514 people
	Professional Physician Health Consultation Services	28	129 people
	Occupational Safety and Health Education and Training	106	8,640 people
	Blood Pressure Awareness Month and Chronic Disease Prevention Campaign	13	8,452 people
	Educational Training	808	82,995 people
	Business Meetings	25	1,368 people
	Low-Carbon Commuting Action Plan	1	Nearly 4,000 people
Community/General public	"Singing in Glory with Puzangalan Children's Choir" Concert	1	110 people
	Industry-Academia Collaboration Briefings and Career Fairs	10	4,710 people
	Anti-Fraud Awareness Campaigns	245	6,275 people
	Union Art Award Competition	1	57 people
	Union Art Touring Exhibition	11	More than 8,000 people
	Trust Seminars for Elderly Care and Persons with Disabilities	4	137 people
	Trust Campus Outreach Program	6	183 people
	Co-organized "Financial Management Column" Monthly Publication with Liberty Times	12 issues	Print edition: 500,000 copies issued per edition Online platform: a total of 56 million page view
	Local Arts and Cultural Activities Series	24	More than 5.8 million people
	Public Welfare Activities Series	21	More than 5,000 people
	Festival Celebration Activities	3	More than 4,000 people
Investors/ Shareholders	Online Institutional Investor Conference	2	40 people
	Shareholders' Meeting	1	3,122 people
Suppliers/Partners	Supplier Awareness Seminar	36	57 people

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• Honors and Achievements

Awarded the highest distinction in the **"12th Corporate Governance Evaluation (2025)," ranking among the Top 5% of TWSE-listed companies and Top 10% of the Financial and Insurance Industry, achieving placement in the highest tier**

金融監督管理委員會 Financial Supervisory Commission R.O.C. (Taiwan)

Recognized by the Financial Supervisory Commission (FSC) for being an **institution demonstrating significant overall improvement in the "3rd Sustainable Finance Evaluation (2025)"**

TCSA 台灣企業永續獎

Won the Silver Award in the **Financial and Insurance Industry Category during the 18th Taiwan Corporate Sustainability Awards**

MUSE DESIGN AWARDS

Union Bank M Card received the **Platinum Award in the Product Design category at the U.S. MUSE Design Awards**

Received the **"SDGs Partnership Excellence Award"** from the National Park Service

Awarded the **"Golden Award – Credit Card Data Category" by the Joint Credit Information Center (JCIC)** for the fifth consecutive time in recognition of outstanding performance

Re-certified as a Middle-aged and Elderly Friendly Enterprise by the Taipei City Government

Taipei 臺北市政府環境保護局 Department of Environmental Protection Taipei City Government

Awarded again with the Certificate of Appreciation for **"Green Procurement by Private Enterprises and Organizations"** by the Department of Environmental Protection, Taipei City Government

行政院環境保護署 Environmental Protection Administration Executive Yuan, R.O.C. (Taiwan)

Awarded the Certificate of Appreciation for **"Green Procurement by Private Enterprises and Organizations"** by the Ministry of Environment, Executive Yuan

Union Infrastructure Equity Income Fund received **the 2026 Lipper Fund Taiwan Awards**

USITC was honored with the Mixed Asset Group Award at **the 2026 Lipper Fund Taiwan Awards**

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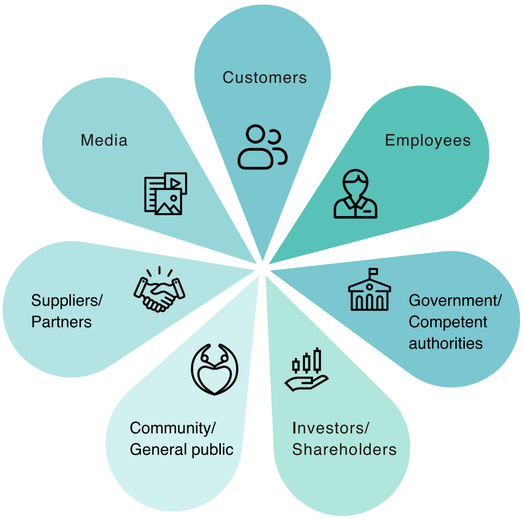
Stakeholder Engagement and Materiality Communication

As UBOT assumes considerable responsibility for our stakeholders, UBOT not only engages in two-way communication via various channels and means to learn about stakeholders' needs and their expectations of UBOT, but also develops a sustainable business model that is mutually beneficial to society and fosters harmony and progress as an important consideration for implementing corporate sustainability and related plans, in combination with "vision," "core competitiveness," and "strategy," with a view to creating shared value (CSV) and thus building a better home together.

After communicating with stakeholders through various channels, UBOT compiles the topics of concern and determines the major stakeholders and materiality considerations according to sustainability context, materiality, integrity, and stakeholder inclusiveness.



• Stakeholder Identification

Referencing the five major principles of the international standard AA1000 SES (Stakeholder Engagement Standards): dependency, responsibility, tension/concern, influence, and diverse perspectives, the Bank identifies its primary stakeholders. The primary stakeholders of the Bank are determined based on the identification and scoring results, including shareholders/ investors, customers, employees, partners/suppliers, the community/general public, government/regulatory authorities, and the media. The opinions and needs of these primary stakeholders are given priority consideration.

• Channels of Communication with Stakeholders

Regarding the above stakeholders, members of the various functional groups under Sustainable Development Committee were responsible for making interaction, collecting opinions and making communication with the social public and stakeholders via various channels and platforms, including a dedicated section on UBOT's corporate website in both Chinese and English, visitor message, annual report, shareholders' meetings, 24-hour customer service hotline and service mailbox, text customer service app, customer suggestion box, community seminars, and various social welfare activities, etc. In addition, UBOT reports the status of communication with stakeholders to the Board of Directors on a regular basis each year. The communication methods, channels, and situations between the Bank and stakeholders are summarized in the table below.

Stakeholders	Priority issues	Frequency of communication	Methods and channels of communication	Communication with Stakeholders in 2025
Customers	▪ Financial innovation ▪ Inclusive finance ▪ Customer relationship management	Daily	▪ Provide customers with convenient complaint channels: 1. 24-hour round-the-clock complaint hotline 2. Official website comments, consumer dispute complaint section 3. Online real-person text-based customer service 4. Customer suggestion mailboxes at various branches ▪ Actively settle disputes in an effective manner to safeguard consumer rights: 1. The "Consumer Dispute Settlement System" has been established to safeguard consumer rights. 2. The "Key Points for Handling Customer Complaints" has been instituted to ensure the effective resolution of customer complaints and enhance service quality. 3. The "Consumer Dispute Settlement Team" has been set up to actively settle consumer disputes.	✓ The Union Mobile Banking App launched an English-language interface, fostering a bilingual financial service environment. ✓ A total of 239 complaint and inquiry cases were received during the year, representing a decrease of 124 cases compared to 363 cases in the previous year. ✓ The Consumer Dispute Resolution Section on the Bank's official website achieved a complaint-handling efficiency KPI of over 90%, exceeding the target and effectively reducing the occurrence of customer complaint cases. ✓ To enhance customer care, a total of 3,640 courtesy calls were made to customers aged 18–20 and those aged 65 and above who applied for or reset e-banking services through online channels. ✓ Obtained ISO 10002 Certification for the Customer Complaint Quality Management System and will continue to refine complaint-handling processes to further enhance service quality. ✓ A total of 10 seminars on Elderly Care Trusts and Trust Education Outreach Programs were conducted, with 320 participants in total. ✓ A total of 74 financial planning seminars were held, attracting 1,656 participants. ✓ In collaboration with law enforcement agencies and through self-organized initiatives, a total of 154 anti-fraud seminars and educational activities were conducted, with 3,400 participants in total. ✓ Five Children's Financial Literacy Camps were organized. Participants included indigenous students from rural areas and students with disabilities. The programs integrated financial literacy education with environmental awareness topics such as beach cleanups and mountain cleanups, attracting a total of 176 participants. ✓ The "Union Bank ESG and Low-Carbon Transition Strategy Online Forum" was held, with participation from 360 enterprises.
		From time to time	▪ Organize financial management seminars or customer briefings on wealth management on an ongoing basis. ▪ Provide digital financial services while establishing online banking and mobile banking	

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Stakeholders	Priority issues	Frequency of communication	Methods and channels of communication	Communication with Stakeholders in 2025
Employees	▪ Talent attraction and retention ▪ Labor relations ▪ Workplace health and safety	Daily	▪ Set up an employee complaint system and the "Employee Corner" domain ▪ Establish place sexual harassment complaint channels and set up the Sexual Harassment Review Committee	✓ A human rights due diligence assessment was conducted, resulting in the collection of 1,990 valid stakeholder survey responses. ✓ A total of 221 employee welfare subsidy applications were approved, with total subsidies amounting to approximately NT$1.59 million. ✓ To provide employees with reliable and conveniently located childcare resources, the Bank established partnerships with a cumulative total of 13 childcare service providers. ✓ UBOT implemented a total of 470 job rotations based on employees' career planning or the company's business and talent development needs. ✓ As UBOT implements promotions and salary adjustments to boost employee morale, a total of 509 employees received a promotion and 2,605 employees received a salary adjustment, representing an average salary adjustment rate of 3.39%. ✓ Four labor-management meetings were convened during the year, and the election of new committee members was completed, comprising nine management representatives and nine employee representatives. ✓ A total of 13 online and in-person training sessions were conducted on the physical and mental abuse at work, abnormal workload, human-related hazards, maternal health protection, and sexual harassment prevention, attracting 4,353 participants in total. ✓ UBOT held 28 sessions of on-site health consultation services provided by professional doctors. ✓ Employee health care and wellness support services were provided to 1,756 employees. ✓ A bank-wide musculoskeletal disorder symptom survey was conducted, collecting 4,476 responses, and 54 health promotion seminars were organized. ✓ Preferential group insurance coverage was offered to employees' family members, with a total of 7,575 individuals insured.
		Monthly	▪ Designate a dedicated unit in charge of formulating an occupational safety and health management plan.	
		Quarterly	▪ Convene labor-management meetings on a regular basis. ▪ Establish a bonus and reward system and carry out performance appraisal.	
		Every three years	▪ Engage professional medical examination institutions to conduct health examinations for employees.	
		From time to time	▪ Establish a reward and punishment system. ▪ Organize various business lectures and seminars, as well as send employees to undergo professional training.	
Investors/ Shareholders	▪ Operation performance ▪ Corporate governance ▪ Risk Management	Daily	▪ Set up a corporate website in both Chinese and English. ▪ Set up a 24-hour customer service hotline and an online message board. ▪ Set up contact channels for investor relations to handle shareholders' proposals, inquiries, and disputes.	✓ UBOT's cumulative revenue grew 4.75% compared to the previous year. ✓ UBOT convened one in-person shareholders' meeting. ✓ UBOT conducted two online investor conferences. ✓ UBOT made 55 major announcements on MOPS. ✓ Published financial reports, annual reports, and sustainability reports, and provided live video and audio coverage of shareholders' meetings.
		Monthly	▪ Publish operating performance and disclose major announcements on our corporate website and MOPS for reference.	
		Quarterly	▪ Prepare financial statements.	
		Semi-annually/ Annually	▪ Hold investor conferences, prepare and publish annual reports, and convene shareholders' meetings to provide smooth two-way communication channels. ▪ Regularly evaluate our credit ratings and provide objective assessments issued by independent and neutral credit rating agencies.	

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Stakeholders	Priority issues	Frequency of communication	Methods and channels of communication	Communication with Stakeholders in 2025
Community/ General public	▪ Social welfare ▪ Natural ecological conservation	Annually	▪ Engage in education outreach activities, such as organizing environmental-themed drawing competitions for children and summer camps on money management for children, as well as adopt protected species in Taiwan. ▪ Participate in art and cultural activities, including promoting the art of traditional oil painting in Taiwan with the Union Culture Foundation, and sponsoring various art and cultural events organized by county and municipal governments in Taiwan.	✓ UBOT organized social welfare and ecological conservation initiatives, with total investments exceeding NT$25 million.
		From time to time	▪ Engage in social care activities, support local industries and farmers, adopt communities, and sponsoring various activities and events aimed at giving back to society across various counties and municipalities. ▪ Participate in charities over the long term by making donations to social welfare organizations and disadvantaged groups, setting up a donation platform in collaboration with the Union Culture Foundation to raise funds for social welfare organizations focusing on disadvantaged groups, and participating in social emergency relief programs.	
Suppliers/ Partners	▪ Supply Management ▪ Ethical management ▪ Workplace health and safety ▪ Sustainable operating environment	From time to time	▪ Establish communication and understanding through interviews, product launches, and exhibitions in addition to providing written self-assessment forms, emails or samples. ▪ Determine whether manufacturing processes, production management, and working environments for suppliers' products are in compliance with environmental protection as well as occupational safety and health requirements through on-site inspections or construction process conducted on suppliers. ▪ Determine whether the products or services provided by suppliers are in compliance with environmental protection and energy conservation requirements through communication of user feedback and opinions. ▪ Require contract manufacturers to recycle and reuse waste resources. ▪ Through supplier engagement and contractual agreements, the Company requires suppliers to sign a Sustainability Commitment Letter, jointly committing to compliance with labor standards, environmental protection requirements, ethical management policy, and applicable laws and regulations. ▪ Require major suppliers to fill out the Supplier Sustainability Self-Assessment Form in order to learn about the status of CSR implementation among them and use it as a reference for UBOT's dealings with them.	✓ Conducted 36 awareness and engagement sessions on the United Nations Sustainable Development Goals (SDGs) for suppliers. ✓ A total of 219 Sustainability Commitment Letters were signed by suppliers during the reporting period. ✓ A total of 66 Supplier Sustainability Self-Assessment Form were completed and submitted. ✓ Suppliers are required to complete a Workplace Safety Hazard Notification Form prior to commencing any work.
Government/ Competent authorities	▪ Operation performance ▪ Corporate governance ▪ Ethical management	Annually	▪ Actively participated in regulatory assessments and incentive programs, including evaluations related to corporate governance, fair customer treatment, sustainable finance, and trust business development, as well as various lending incentive initiatives.	✓ In the Corporate Governance Evaluation conducted by the Taiwan Stock Exchange (TWSE), the Bank was ranked among the top 5% of listed companies. ✓ Participated in seven meetings and forums organized by the Financial Supervisory Commission, including the Domestic Banks' General Manager Business Coordination Meeting, Internal Audit Forum, Chief Information Security Officer (CISO) Liaison Meeting, Kaohsiung Asset Management Hub Pilot Program Communication Meeting, and Taiwan Week – Asia Asset Management Center (AAMC) Forum, etc. ✓ Regulatory examinations, including both routine and special inspections conducted by the competent authorities, identified no material deficiencies in the Bank's operations.
		From time to time	▪ Participate in policy seminars and symposiums hosted by the government and competent authorities. ▪ Set up a contact point for supervision and inspection by competition authorities to provide relevant information.	
Media	▪ Financial innovation ▪ Social welfare	From time to time	▪ Appoint a spokesperson to issue statements to the public in a standardized manner. ▪ Conduct press conferences and issue press releases. ▪ Arrange media interviews. ▪ Disclose UBOT's corporate governance practices, operating performance, diverse range of financial products and services, and participation in social welfare activities through mass media.	✓ Appoint a spokesperson to issue statements to the public in a standardized manner. ✓ Conduct press conferences and issue press releases. ✓ Arrange media interviews. ✓ Disclose UBOT's corporate governance practices, operating performance, diverse range of financial products and services, and participation in social welfare activities through mass media.

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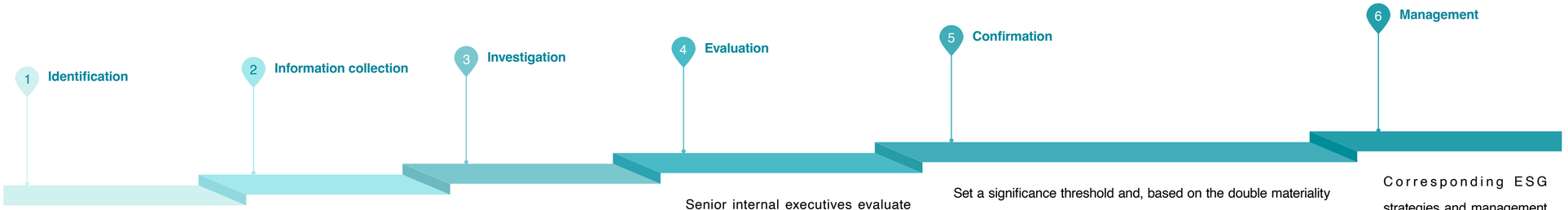
• Process of Identifying Material Topics

An identification of material topics is conducted annually according to GRI 3: Material Topics. For material topics with higher impact levels, corresponding ESG strategies and management objectives were formulated in response to stakeholders' expectations. The verification procedures for the 2025 fiscal year have obtained assurance from the independent third party, Ernst & Young; please refer to the appendix for the assurance report.



1 Identification

According to the five main principles of AA1000 SES: dependency, responsibility, interest/concern, influence, and diversity, identify a total of seven categories of the Bank's stakeholders

2 Information collection

Inventory and collect sustainability issues, referencing international sustainable development trends, domestic and international evaluations, industry trends, and the status of financial peers

3 Investigation

Distribute external questionnaires conducted biennially, or more frequently in response to emerging trends to survey stakeholders' level of concern regarding sustainability issues and to define key topics

4 Evaluation

Senior internal executives evaluate the key topics identified in the aforementioned steps, assessing the extent of their positive and negative impacts on the economy, environment, and people (human rights), as well as the impact on the company's operations and finances

5 Confirmation

Set a significance threshold and, based on the double materiality principle, consider the internal impact of sustainability issues on business operations as well as its impact on society and the environment. From 22 sustainability issues, 11 material topics were selected. The evaluation results of these material topics are incorporated into the consideration of internal and external risks that finance-related businesses may face, and are submitted to the Sustainability Development Committee and the Board of Directors for review in order to implement enterprise risk management (ERM).

6 Management

Corresponding ESG strategies and management objectives are established to respond to stakeholders' expectations.

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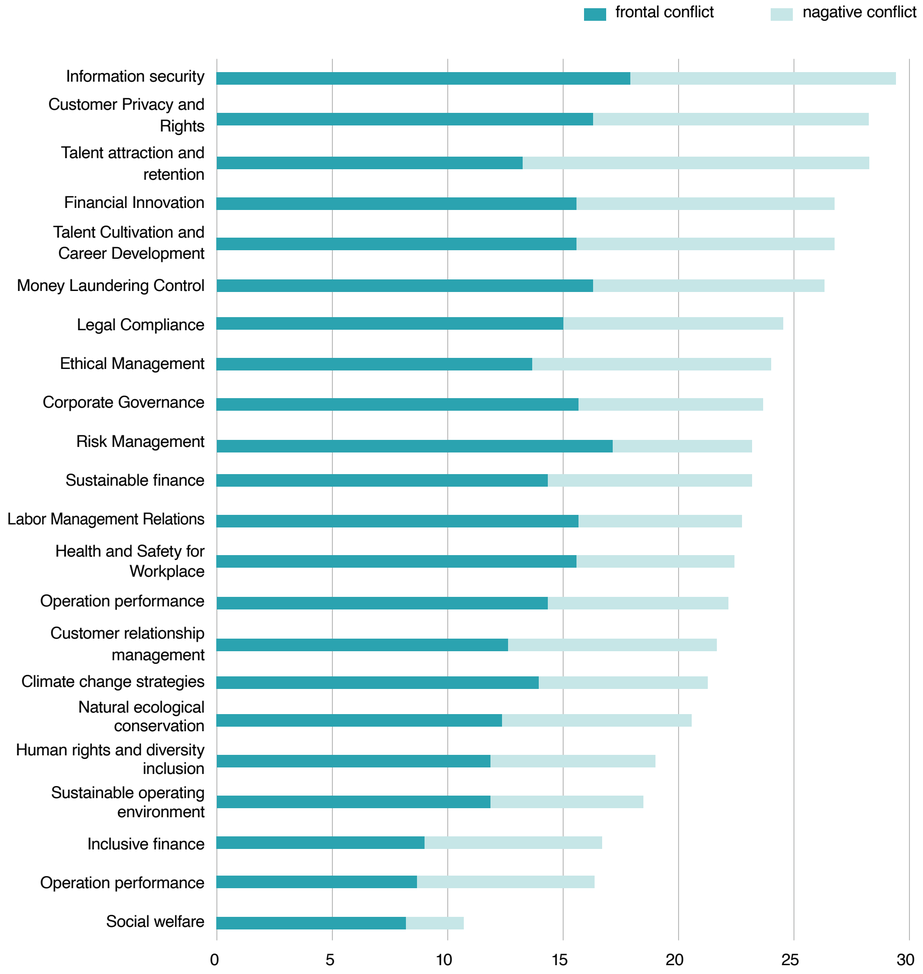
• Confirmation of Material Topics

Analysis of Impact Materiality

Distribute external questionnaires to survey stakeholders' level of concern regarding sustainability issues. After defining the key issues, senior executives of the Bank were invited to assess the positive and negative impacts of sustainability issues on the economy, environment, and people (human rights). The evaluation results were ranked as shown in the following chart, with the impact levels arranged from highest to lowest.



Double Materiality Analysis

Through the Assessment of Financial Materiality Questionnaire, senior executives of the Bank were asked to assist in evaluating the financial materiality of sustainability issues (i.e., the impact on the company's operations and degree of financial impact). By integrating the "Sustainability Impact Level" and the "Operational and Financial Impact Level," a dual materiality matrix was produced to identify topics with dual materiality that have significant impacts on both the company's financial operations and external influences. According to the analysis results, a total of 11 double materiality topics were identified in 2025, consistent with the previous year, with changes only in their relative ranking.

Dual materiality impacts

Note: Based on the questionnaire survey results, the top three sustainability topics of greatest concern to stakeholders were Information Security, Customer Privacy and Rights, and Talent Attraction and Retention. The top three material topics identified through the materiality assessment were Information Security, Talent Attraction and Retention, and Customer Privacy and Rights.

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• Impact and Boundaries of Material Topics

■ Direct cause ⊡ Indirect cause ▨ Impact caused by UBOT's business relationships

Major topics	SDGs	GRI Material topic	Description of Impacts of Risks and Opportunities on the Economy, Environment, and People (Human Rights)		Degree of Financial Materiality	Corresponding chapter	Boundary					
			Positive	Negative			Employees	Investors	Customers	Government	Media	Supplier
Corporate governance		GRI 3-3	A sound internal supervision and information disclosure mechanism increases governance transparency and stakeholder trust, which helps reduce compliance risks, increase decision-making efficiency, and stabilize operations. This, in turn, attracts long-term investors, lowers capital costs, and improves the company's overall financial performance.	If directors and senior executives fail to adequately fulfill their supervisory responsibilities, this may lead to internal control deficiencies and regulatory violations. This could further result in fines, litigation, or reputational damage, thereby increasing operational risks and compliance costs, and affecting capital liquidity and the company's financial performance.	Moderate	Corporate governance	■	⊡	▨	■		▨
Ethical management		GRI 205	Strengthening ethical management and anti-corruption governance mechanisms helps reduce legal and operational risks, increasing the quality of corporate governance and investor confidence, thereby attracting capital, increasing market value, and improving long-term competitiveness.	If internal employees or senior executives are involved in dishonest or corrupt behavior, it will result in damage to the company's reputation, loss of customers, or regulatory sanctions, increasing legal costs and impacting financial performance.	High		■	⊡	▨	■		▨
Legal Compliance		GRI 3-3 GRI 2-27	Ensuring that all business operations comply with legal regulations helps reduce compliance risks, avoid potential penalties, and strengthen corporate image and external trust, thereby stabilizing operations and increasing capital acquisition efficiency.	Failure to comply with legal regulations may result in significant fines or litigation, leading to financial losses and operational disruptions, as well as severely damaging the company's reputation and investor confidence.	High		■	⊡	▨	■	⊡	
Information security		GRI 3-3	Implementing information security management and system enhancement helps to prevent information security risks, ensure the stable operation of core systems, maintain business continuity and customer trust, and reduce potential losses and compliance costs.	If information security management is inadequate and results in personal data leakage or system interruptions, it will cause operational disruptions, fines, and reputational damage, increasing risk management costs and impacting financial performance.	High		■		■	⊡		▨
Money laundering prevention		GRI 2-27 GRI 3-3	The Bank implements anti-money laundering and countering the financing of terrorism through system establishment and employee training, effectively reducing compliance risks, protecting customer rights, and maintaining operational stability.	Failure to comply with procedures for anti-money laundering and fraud prevention will result in significant penalties and reputational damage, adversely affecting customer rights, trust, and company performance.	High		■	⊡	▨	■	⊡	
Risk Management		GRI 3-3	Establish management policies covering market, credit, and operational risks. Strengthen risk tolerance through capital management and stress testing mechanisms to ensure operational stability.	If operational risks and crisis events are not properly managed, it will lead to business interruptions and capital insufficiency, thereby affecting the bank's long-term stable development.	High		■	■	▨	■		▨

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• Impact and Boundaries of Material Topics

■ Direct cause ⊡ Indirect cause ▨ Impact caused by UBOT's business relationships

Major topics	SDGs	GRI Material topic	Description of Impacts of Risks and Opportunities on the Economy, Environment, and People (Human Rights)		Degree of Financial Materiality	Corresponding chapter	Boundary					
			Positive	Negative			Employees	Investors	Customers	Government	Media	Supplier
Customer privacy and rights	16	GRI 418	Conduct personal data protection training and drills to enhance employee awareness and management procedures, ensure the security of personal data and transparency in complaint handling, increase customer trust and satisfaction, and boost operational performance and effectiveness.	If internal controls are insufficient and result in personal data leakage, the company will face penalties from competent authorities as well as customer complaints, damaging the company's reputation and customer relationships, which in turn will increase operating costs and reduce revenue.	High	Sustainable finance	■		▨			▨
Talent attraction and retention	5	GRI 401 GRI 405	Provide a market-competitive compensation system and diverse welfare measures to attract and retain core talent, thereby stabilizing organizational operations and human resource allocation.	If compensation and benefits are lower than those of industry peers, it will result in the loss of key talent, increase turnover rates, and raise costs associated with the replacement and training of human resources.	High	Employee care	■					
Talent cultivation and career development	4	GRI 404	Plan competency-oriented education, training, and promotion systems to assist employees in strengthening their professional skills and career development, thereby enhancing work performance and loyalty.	The absence of talent development and promotion mechanisms will adversely affect employee growth momentum and the organization's long-term operational effectiveness.	High		■					
Financial innovation	8 9	GRI 3-3	Integrate digital technology with financial services to promote online and automated processes, increase transaction efficiency, reduce paper-based carbon emissions, and expand the digital customer base.	If traditional services fail to undergo digital transformation, they will be replaced by technology platforms and face operational challenges including increased information security risks and higher compliance costs.	High	Sustainable finance	■	⊡	▨	⊡	⊡	▨
Sustainable finance	7 9 13	GRI 3-3	Incorporate ESG factors into credit evaluation and product design, promote green finance and sustainability-linked loans, create sustainable business opportunities and reputational value, and increase the Bank's operational performance.	If ESG is not integrated into core financial operations, green business opportunities and market competitiveness will be lost, affecting external evaluations and brand image.	High	Sustainable finance Environmental Sustainability	■	⊡	▨	⊡	⊡	▨

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• Strategies, Objectives, and Achievement Status of Material Topics

The results of the double materiality assessment serve as a key input to the Bank's business strategy, supporting the establishment of performance indicators and short-, medium-, and long-term targets. In accordance with the Bank's risk management policy and the Three Lines of Defense framework, material sustainability topics are incorporated into the Enterprise Risk Management (ERM) system and integrated into the daily management practices of relevant departments. The Sustainability Development Committee provides regular oversight.

Topic	Management strategies	Performance indicators	2025 Targets/Implementation Status	2025 Achievements	Short-term targets (~2027)	Medium- to long-term targets (2028 to 2032/2032 ~)
Corporate governance	To enhance the supervisory effectiveness and corporate governance of the Board of Directors, The Bank has implemented a Board of Directors performance evaluation system and a member diversity policy, and established a post-meeting review mechanism for the Board of Directors to improve decision-making quality and shareholder participation transparency.	⇨ Board of Directors performance evaluation ⇨ Corporate Governance Evaluation	▪ The performance evaluation results of the Board of Directors and the functional committees both "exceed standards" ▪ In the 12th "Corporate Governance Appraisal", the Bank was named in the top 5% among public listed companies.	✓ Achieved	▪ Conduct individual evaluations of directors, the Board of Directors, and the performance assessments of internal and external directors of functional committees. ▪ Increase corporate governance performance	▪ Continuously conduct performance evaluations and implement improvements and enhancements based on the results and recommendations of the performance evaluations. ▪ Increase corporate governance performance.
Ethical management	To reduce the risk of employees engaging in dishonest behavior, the Bank has not only established ethical management but also implemented regular training programs and a whistleblowing mechanism. Additionally, a dedicated unit has been set up to handle violation cases, thereby strengthening the culture of integrity and self-discipline.	⇨ Senior Management Responsibility Statement ⇨ Responsible Mapping System ⇨ Whistleblowing system	▪ 100% signing rate ▪ Strengthen the education and training promotion of legal education and ethical management.	✓ 100% signing rate ✓ The Bank revised the Union Bank of Taiwan Responsibility Mapping Framework in response to business development needs and organizational restructuring. ✓ No cases involving corruption or bribery were identified.	▪ 100% signing rate ▪ Strengthen the education and training promotion of legal education and ethical management.	▪ 100% signing rate ▪ Strengthen the education and training promotion of legal education and ethical management.
Legal Compliance	To strengthen compliance risk management in the financial industry, the Bank has established a legal compliance system integrated with the three-defense-line structure. This system encompasses the identification of regulatory obligations in advance, self-audit during events, and post-event audit verification, aiming to effectively prevent violations and maintain operational stability and regulatory credibility.	⇨ Update and implementation of compliance self-assessment and sample review procedures. ⇨ Training rate for on-the-job training of compliance officers of the Legal Compliance Department ⇨ Compliance risk assessment activities (new indicator introduced this year)	▪ Conduct biannual self-assessment operations on legal compliance for all departments across the Bank, as well as one random inspection operation each year. ▪ Training participation rate: 100%	✓ The Bank completed institution-wide compliance self-assessments, and conducted compliance testing and sample reviews. The self-assessment scope was expanded to include the Reference Guidelines for Anti-Greenwashing Practices in Financial Institutions and the Guidelines for Carbon Reduction Target Setting and Strategic Planning for the Financial Industry. No deficiencies were identified during the assessments and reviews. ✓ 100% training completion rate, with a total of 2,010 training hours. ✓ Established a bank-wide compliance risk management and oversight framework, defining its governing principles, structure, roles, and responsibilities to ensure the effectiveness of the compliance management system and foster a strong culture of integrity throughout the Bank. (Currently under development)	▪ Conduct biannual self-assessment operations on legal compliance for all departments across the Bank, as well as one random inspection operation each year. ▪ Training participation rate: 100% ▪ Conduct the first Compliance Risk Assessment in October 2026, followed by annual assessments thereafter.	▪ Conduct bank-wide Compliance Self-Assessments across all business units twice annually and perform one compliance review on a sampling basis each year. Based on the self-assessment results and communication with other second-line-of-defense functions, develop remediation plans to address identified weaknesses and revise internal policies and procedures, as appropriate. ▪ Maintain a 100% training completion rate and continuously strengthen employees' compliance awareness through ongoing compliance training and educational programs. ▪ Conduct an annual Compliance Risk Assessment.

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Topic	Management strategies	Performance indicators	2025 Targets/Implementation Status	2025 Achievements	Short-term targets (~2027)	Medium- to long-term targets (2028 to 2032/2032 ~)
Information security	To reduce information security risks and protect customer data security, the Bank promotes international information security management systems such as ISO 27001 and 27701. The Bank also incorporates Secure Software Development Life Cycle (SSDLC) practices into its system development processes, implements a zero-trust architecture, and continuously maintains certification validity to ensure uninterrupted operations and compliance with information security regulations.	⇨ ISO 27001 and ISO 27701 ⇨ Cyber security incidents classified as "material incidents"	▪ Successfully pass the annual ISO 27001 surveillance audit to maintain the validity of the certification. ▪ No cyber security incidents classified as "material incidents" occurred.	✓ Successfully passed the annual surveillance audit. ✓ No material information security incidents occurred during the reporting year.	▪ In 2026, the Company will undergo the ISO 27001 annual surveillance audit and prepare for the three-year recertification audit scheduled for 2027 to ensure the continued validity of the certification. ▪ In 2026, the Company will complete the implementation of the ISO 27701 Privacy Information Management System (PIMS) and obtain certification upon successfully passing the certification audit. ▪ Gradually implement the zero-trust architecture ▪ Promote a Shift-Left Security approach by integrating security requirements into the design phase and implementing secure software development, testing, and deployment processes through a CI/CD pipeline. ▪ Establish software supply chain transparency and implement vulnerability tracking and management mechanisms.	▪ Continue to maintain and enhance the versions and validity of the certifications of ISO 27001 and ISO 27701 information security management and privacy information management. ▪ Introduce mechanisms related to the zero-trust architecture ▪ Plan and prepare for the migration to Post-Quantum Cryptography (PQC)
Money laundering prevention	To address money laundering and terrorist financing risks, the Bank and its subsidiaries maintain consistent policies and standards across the Group. The Bank continuously strengthens its training programs and internal control framework to enhance employees' professional knowledge and awareness of anti-money laundering (AML), fraud prevention, and counter-terrorist financing (CTF). Through the effective implementation of AML measures and regulatory compliance requirements, the Bank is committed to safeguarding the integrity and stability of the financial system.	⇨ No significant deficiencies in anti-money laundering controls were identified ⇨ Degree of consistency of anti-money laundering and counter-terrorism financing policies between the Bank and its subsidiaries ⇨ Training completion rate of directors, general managers, dedicated supervisors and personnel, and unit supervisors for anti-money laundering and counter-terrorism financing, and business personnel for anti-money laundering, fraud prevention, and counter-terrorism education.	▪ No major penalties. ▪ 100% policy synchronization rate ▪ 100% employee training completion rate	✓ There were no major penalties imposed during the current fiscal year. ✓ 100% policy synchronization rate ✓ 100% training completion rate, with a total of 16,584 training hours.	▪ No major penalties. ▪ 100% policy synchronization rate ▪ 100% employee training completion rate	▪ No major penalties. ▪ 100% policy synchronization rate ▪ 100% employee training completion rate

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Topic	Management strategies	Performance indicators	2025 Targets/Implementation Status	2025 Achievements	Short-term targets (~2027)	Medium- to long-term targets (2028 to 2032/2032 ~)
Risk Management	To enhance risk resilience and financial stability, the Bank focuses on capital adequacy, strengthening Tier 1 capital ratio and common equity ratio to ensure sufficient loss absorption capacity when facing operational risks.	⇨ Tier 1 capital ratio ⇨ Common equity ratio ⇨ Capital adequacy ratio	▪ 10% ▪ 11.5% ▪ 13.5%	✓ 11.66% ✓ 13.97% ✓ 15.35%	▪ 10% ▪ 11.5% ▪ 13.5%	▪ Continue to increase the common equity ratio, tier 1 ratio, and capital adequacy ratio of the Bank.
Customer privacy and rights	The Bank has established a fair hospitality system and a personal data protection audit mechanism to enhance the protection of customer privacy and the transparency of complaint handling, thereby strengthening customer trust and maintaining the quality of financial services and customer loyalty.	⇨ Customer Satisfaction ⇨ Engage an accountant to conduct a personal data protection project audit to verify the appropriateness of personal data management procedures and measures. ⇨ Regularly convene the Fair Hospitality Management Committee and report to the Board of Directors ⇨ Fair hospitality training	▪ More than 80% ▪ Conduct an annual special audit by CPAs on personal data protection to address deficiencies identified in the previous audit. ▪ Regularly convene the Fair Hospitality Management Committee, report to the Board of Directors, and continue to refine relevant measures. ▪ Training participation rate: 100%	✓ 80% ✓ A total of 13 head office units and 3 business units. The audit results did not reveal any significant abnormalities. ✓ Convene the Fair Hospitality Management Committee quarterly and report to the Board of Directors. ✓ 100% training completion rate, with a total of 43,167 training hours.	▪ More than 90% ▪ Conduct an annual special audit by CPAs on personal data protection to address deficiencies identified in the previous audit. ▪ Regularly convene the Fair Hospitality Management Committee, report to the Board of Directors, and continue to refine relevant measures. ▪ Training participation rate: 100%	▪ Maintain above 90% ▪ Conduct an annual special audit by CPAs on personal data protection. ▪ Regularly convene the Fair Hospitality Management Committee, report to the Board of Directors, and continue to refine relevant measures. ▪ Training participation rate: 100%
Talent attraction and retention	To stabilize the talent structure and strengthen employee cohesion, the Bank has implemented a retention incentive system, staff shareholding trust, and a job satisfaction survey to enhance workforce stability and organizational performance.	⇨ Job satisfaction survey ⇨ Retention rate ⇨ Participation rate in shareholding trusts	▪ More than 90% ▪ More than 80% Note 1 ▪ More than 80%	✓ 97.3% ✓ 85% ✓ 83.7%	▪ Maintain above 90% ▪ Maintain above 80% ▪ Maintain above 80%	▪ Maintain above 90% ▪ Maintain above 80% ▪ Maintain above 80%
Talent cultivation and career development	To strengthen employee professionalism and talent retention mechanisms, the Bank promotes training courses and certification systems, and encourages participation in external competency training and sustainability professional certification, aiming to cultivate dual-track talents in finance and sustainability.	⇨ Acquisition rate of insurance/trust/internal control licenses ⇨ Average training hours among employees	▪ Maintain a professional certification attainment rate of above 70%. ▪ More than 50 hours	✓ [Life Insurance] 75%, [Trust] 74%, [Internal Control] 76% ✓ Reached 66 hours	▪ Maintain a professional certification attainment rate of above 70%. ▪ The average training hours remained at more than 50 hours. ▪ Encourage employees to obtain the "Sustainable Development Basic Competency Test" certification.	▪ Maintain a professional certification attainment rate of above 70%. ▪ The average training hours remained at more than 50 hours.

Note 1: The 2024 employee retention rate was previously misstated as 99%. Accordingly, the original 2025 target has been revised from 90% to 80%.

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Topic	Management strategies	Performance indicators	2025 Targets/Implementation Status	2025 Achievements	Short-term targets (~2027)	Medium- to long-term targets (2028 to 2032/2032 ~)
Financial innovation	The Bank is developing digital financial service platforms, such as New New Bank and personal/mobile banking, continuously enhancing user experience and digital penetration, thereby creating new revenue streams and operational efficiency.	⇨ Number of new New New Bank accounts ⇨ Number of new accounts with e-banking features ⇨ Number of accounts applying for personal online/mobile banking	▪ at least 45,000 accounts Note 2 ▪ at least 1,000 accounts Note 2 ▪ at least 100,000 accounts	✓ 50,913 accounts ✓ 1,639 accounts ✓ 126,712 accounts	▪ at least 48,000 accounts Note 2 ▪ at least 1,200 accounts Note 2 ▪ at least 110,000 accounts	▪ Continuous optimization of overall digital financial services to enhance operational volume, digital innovation, and customer satisfaction with the digital experience.
Sustainable finance	To promote the industry's net-zero transition, the Bank guides enterprises and individuals to invest in low-carbon development through green credit and sustainability-linked loans, thereby expanding the scope of sustainable finance business.	⇨ Corporate green credit balance ⇨ Individual green credit balance ⇨ Number of sustainability-linked loans	▪ Outstanding balance of green-related corporate loans: NT$23.42 billion (including NT$7.2 billion from Union Leasing) ▪ Individual green credit balance: NT$2.73 billion Note 3 [Green Building] NT$0.93 billion [Electric Vehicles] NT$1.80 billion ▪ A cumulative total of 2 cases were handled.	✓ Outstanding balance of green-related corporate loans: NT$25.005 billion (including NT$8.29 billion from Union Leasing) ✓ Individual green credit balance: NT$3.5 billion [Green Building] NT$1.17 billion (up 24% year-on-year) [Electric Vehicles] NT$2.33 billion (up 39% year-on-year) ✓ A cumulative total of 13 cases were handled.	▪ Outstanding balance of green-related corporate loans increased to NT$26.1 billion (including NT$7.5 billion from Union Leasing) ▪ Individual green credit balance increased to NT$4.02 billion. Note 3 [Green Building] increased to NT$1.57 billion. [Electric Vehicles] increased to NT$2.45 billion. ▪ A cumulative total of 19 cases were handled.	▪ Outstanding balance of green-related corporate loans increased to NT$31.8 billion (including NT$7.8 billion from Union Leasing) ▪ Individual green credit balance increased to NT$5.33 billion. Note 3 [Green Building] increased to NT$2.57 billion. [Electric Vehicles] increased to NT$2.76 billion. ▪ A cumulative total of 24 cases were handled.
Social welfare	The Bank integrates financial expertise with local culture and public welfare initiatives, conducting financial education, arts sponsorship, and support for disadvantaged groups. This approach fulfills corporate social responsibility and strengthens brand image and social trust.	⇨ Project sessions	▪ Financial Education: At least 200 initiatives. ▪ Cultural and Artistic Sponsorship: At least 6 initiatives. ▪ Social Care: At least 8 initiatives. ▪ Charitable Donation: At least 6 initiatives. ▪ Green Initiatives: At least 4 initiatives.	✓ Financial Education: 254initiatives. ✓ Cultural and Artistic Engagement: Conducted 22 initiatives, including sponsorship of 11 art award events and traveling art exhibitions organized by the Union Cultural and Educational Foundation. ✓ Social Care: Conducted 25 initiatives. ✓ Charitable Donation: Conducted 10 initiatives. ✓ Green Initiatives: Conducted 8 initiatives.	▪ Financial Education: At least 200 initiatives. ▪ Cultural and Artistic Sponsorship: Conduct at least 15 initiatives, including sponsorship of 11 art award events and traveling art exhibitions organized by the Union Cultural and Educational Foundation. ▪ Social Care: At least 15 initiatives. ▪ Charitable Donation: At least 8 initiatives. ▪ Green Initiatives: At least 5 initiatives.	▪ Continue promoting local culture, financial literacy, cultural and artistic education, and public knowledge initiatives. Continue to sponsor social welfare organizations or underprivileged groups, and donate microinsurance in line with government policies.

Note 2: The 2025 targets for new account openings of New New Bank and newly activated e-Platform account service users have been adjusted in response to Taiwan’s anti-fraud policies and enhanced application review and verification procedures.

Note 3: The original target for electric vehicle (EV) financing balances included hybrid electric vehicles (HEVs). The scope has been revised to cover pure battery electric vehicles (BEVs) only. Accordingly, the 2025 performance results, as well as the short-term targets (through 2027) and medium- to long-term targets (through 2032), have been updated.

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1 ABOUT UBOT

Enterprise Overview

Union Bank of Taiwan Co., Ltd. (As of December 31, 2025)

Date of Establishment	December 31, 1991
Chairman	Lin, Hung-Lien
Address of Head Office	No. 109, Sec. 3, Minsheng E. Rd., Songshan Dist., Taipei City
Capital	NT$45,405,518 thousand
Total assets	NT$1,057,688,027 thousand
Total number of staff	4,304 (including staff of subsidiaries)
Bank operation bases	Domestic: 90 branch offices Overseas: 2 representative offices
Stock code	2838

Union Bank of Taiwan officially commenced operations on January 21, 1992, with sustainable operation as its founding mission. The Bank upholds the core management principles of "Passion," "Prudence," "Efficiency," and "Innovation."
The brand logo, "UB," was designed based on the abbreviation of the Company's English name, "Union Bank."

- Blue——The spirit of being traditional and prudent
- Red——Represents the enthusiasm for service
- Jade green——Highlights both efficiency and innovation

With Union Bank of Taiwan as its core business entity, the Group comprises five subsidiaries, including Union Leasing, USITC, Union Information, Union Venture Capital, and Union Securities (newly established on May 4, 2026). The Group has also established the Union Cultural and Educational Foundation (the "Union Foundation").

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Major Business Operations of the Group

UBOT	Provision of financial services, including deposits, loans, foreign exchange, trust services, wealth management, bills finance, investment services, credit cards, international banking, and insurance agency services.
Union Leasing	Trading and leasing businesses relating to real estate, transportation equipment, and machinery.
Union Securities Investment Trust Co., Ltd.	Securities investment trust services and discretionary investment management services.
Union Information	System and software development, website design, and e-commerce services.
Union Venture Capital	Investments in domestic and international enterprises, with a focus on the government's "5+2 Innovative Industries" initiative.
Union Securities	Securities brokerage and futures trading auxiliary services.
Union Culture and Education Foundation	Dedicated to promoting cultural, educational, and public welfare initiatives, including organizing the "Union Art Rookie Award" and the "Union Art Impression Award," as well as establishing the "Together for Happiness" online charity fundraising platform to support disadvantaged communities.

Deposit Business (Unit: NT$ 1000)

item	User number	Total deposits
Individual	2,957,118	543,360,289
Small enterprise	108,878	192,628,238
Corporate customer	11,070	55,222,395
Others	2,326	43,846,249
Total	3,079,392	835,057,171

Credit Business (Unit: NT$ 1000)

item	User number	Total deposits
Individual	144,625	449,306,247
Small enterprise	14,243	158,627,470
Corporate customer	196	35,402,645
Total	159,064	643,336,362

Note: Small enterprises refer to the small and medium-sized enterprises recognized by the Ministry of Economy based on the "Identification Criteria of Small and Medium-sized Enterprises".

Operation Performance

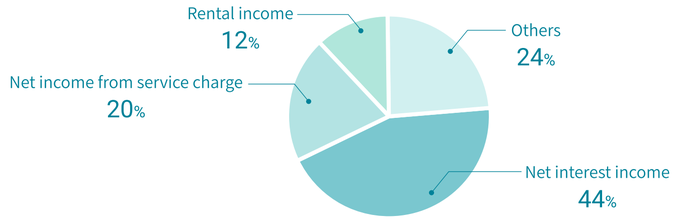
Operational Performance (Unit: NT$ 1000)

item	2023	2024	2025
Total assets	939,147,045	995,457,466	1,057,688,027
Average income of staff	4,145	4,540	4,814
Average profit of staff	999	1,196	1,413

Profitability (Unit: NT$ 1000 /NT$ / %)

item	2023	2024	2025
Shareholders' equity	70,642,455	79,452,598	87,326,496
Net Income	17,934,627	19,826,869	20,718,738
Net profit after tax	4,320,680	5,222,513	6,082,397
Earnings per share after tax	0.95	1.09	1.29
Return on assets	0.47	0.54	0.59
Return on shareholders' equity	6.75	7.23	7.57

Consolidated net income revenue structure



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Credit rating of the latest period

Rating Company	Latest rating date	Rating result		Other rating information
		Long-term	Short-term	
Taiwan Ratings Corporation (TRC)	December 23, 2025	twA+	twA-1	Rating Outlook: Stable
Standard & Poor's Corp.	January 20, 2026	BBB	A-2	Outlook：Stable

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Tax Policy

In response to the international trends in tax governance and to implement corporate sustainability, as well as to enforce compliance with tax laws, the Board of Directors has approved the establishment of the "UBOT Tax Governance Policy." This policy clearly stipulates that the Board of Directors serves as the highest decision-making and supervisory body for tax management. According to the overall operational strategy and business environment, the Board approves the comprehensive tax governance policy, oversees the execution of the bank-wide tax risk management mechanism, and ensures the effective operation of the tax management system.

The Business Management Department serves as the tax management unit, formulating tax governance policies, establishing the tax management framework, and overseeing the Bank's various operational activities to ensure compliance with the aforementioned principles. Cases involving tax administrative relief shall be reported according to the standards of authority and responsibility division. Other related matters shall be reported to the Board of Directors periodically or as needed by the highest executive of the business management department, depending on the significance of the issue. In response to changes in international and government regulations, this policy shall be reviewed and revised in a timely manner. Any matters not covered herein shall be handled in accordance with the relevant regulations of the competent authorities and the Bank.

Legal Compliance	Comply with tax regulations of each country, pay the appropriate taxes according to the law, and fulfill the social responsibilities of a taxpayer.
Economic Substance	Use legal and transparent tax incentives, avoid using tax structures to evade tax obligations, and refrain from shifting profits to low-tax jurisdictions or using tax havens for the purpose of tax avoidance.
Risk Management	Assess relevant risks and implement appropriate strategies when formulating and implementing tax decisions.
Information Transparency	Regularly disclose tax information in accordance with financial reporting standards and regulatory requirements.
Honest Communication	Maintain open and honest communication with tax authorities to contribute to the improvement of the tax environment and system.
Routine Transactions	Transactions with related parties shall adhere to the arm's length principle. The pricing and terms of such transactions shall be comparable to those of similar transactions conducted with non-related parties and shall comply with applicable transfer pricing regulations.
Talent Development	Enhance quality and professional capabilities of tax personnel through continuous education and training, elevating their level of tax expertise.

2025 Net Income, Pre-tax Earnings, and Income Tax Payment Status of Union Bank Group (Unit: NT$ 10,000)

Tax Jurisdiction	Number of employees	Net Income		Pre-tax earnings		Current Income Tax		Cash income tax paid	
		Amount	Ratio %	Amount	Ratio %	Amount	Ratio %	Amount	Ratio %
Taiwan	4,304	2,056,827	99.27%	714,531	98.60%	15,412	99.10%	97,766	98.85%
Japan	2	12,544	0.61%	7,766	1.07%	677	0.58%	680	0.69%
Singapore	0	2,503	0.12%	2,403	0.33%	372	0.32%	456	0.46%
Total	4,306	2,071,874	100.00%	724,700	100.00%	116,461	100.00%	98,902	100.00%

Income Analysis (Unit: NT$ 10,000)

item	2023	2024	2025
Pre-tax net profit (A)	523,540	616,710	724,700
Income tax expense (B)	91,472	94,459	116,461
Effective Tax Rate (B)/(A)	17.47%	15.32%	16.07%
Cash income tax paid (C)	137,470	94,286	98,902
Effective Tax Rate (C)/(A)	26.26%	15.29%	13.65%

▪ **Income Tax Information for the Two Reporting Years**

Union Bank's effective tax rates for 2025 and 2024 were 16.07% and 15.32%, respectively, both lower than the global banking industry average effective tax rate of 21.29% disclosed in the S&P Global CSA Handbook 2026. This was primarily attributable to the Bank's principal operating jurisdiction, Taiwan, where the statutory corporate income tax rate is 20%, together with the application of statutory tax exemptions and withholding tax exemptions applicable to certain financial businesses, such as Offshore Banking Unit (OBU) operations. In addition, the Bank has not adopted any cross-border tax planning strategies or Base Erosion and Profit Shifting (BEPS)-related arrangements. Variations in tax expenses solely reflect ordinary fluctuations arising from deductible items and temporary differences. Accordingly, the Bank's comparatively lower effective tax rate is entirely attributable to the existing tax regime and its stable operating model, representing a compliant and institutionalized tax outcome rather than the result of any aggressive tax avoidance practices.

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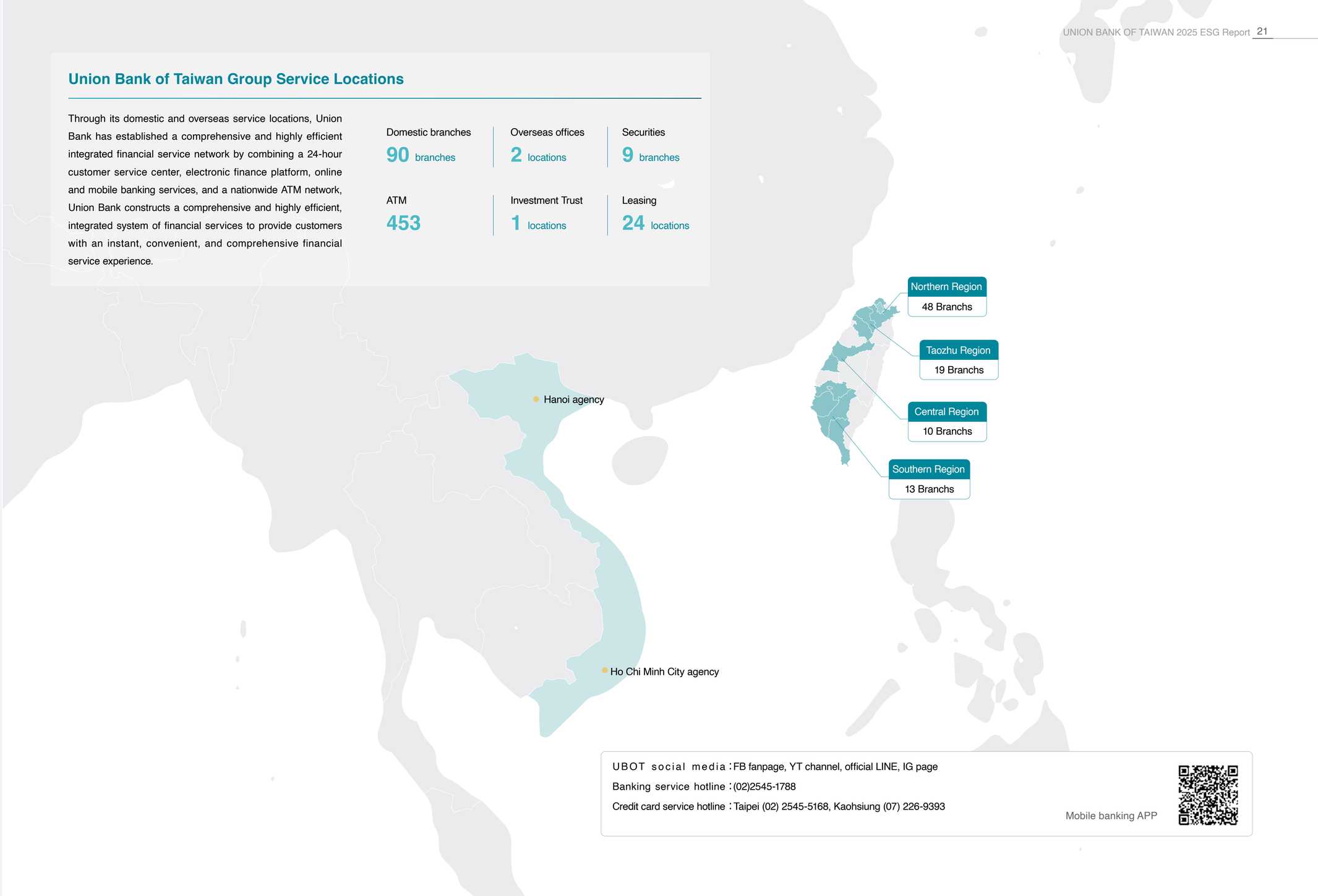
Union Bank of Taiwan Group Service Locations

Through its domestic and overseas service locations, Union Bank has established a comprehensive and highly efficient integrated financial service network by combining a 24-hour customer service center, electronic finance platform, online and mobile banking services, and a nationwide ATM network, Union Bank constructs a comprehensive and highly efficient, integrated system of financial services to provide customers with an instant, convenient, and comprehensive financial service experience.

Domestic branches	Overseas offices	Securities
90 branches	2 locations	9 branches
ATM	**Investment Trust**	**Leasing**
453	1 locations	24 locations



UBOT social media：FB fanpage, YT channel, official LINE, IG page
Banking service hotline：(02)2545-1788
Credit card service hotline：Taipei (02) 2545-5168, Kaohsiung (07) 226-9393

Mobile banking APP

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Participate in Various Associations and Organizations

To promote domestic financial industrial development, the Bank actively participates in various associations and organizations, holding key positions in some organizations, and provides suggestions for practical operations of the financial industry as well as sustainability management research appropriately, making its own contribution to improving the overall industrial environment and sustainable development in the country.

Name of Associations and Organizations			
The Bankers Association of the Republic of China	Taiwan Securities Association	Securities Investment Trust & Consulting Association of the R.O.C.	Taipei Leasing Association, R.O.C.
Trust Association of the Republic of China	R.O.C. Bills Finance Association	Small & Medium Enterprise Credit Guarantee Funds of Taiwan	Taipei Construction Machinery Association
The Insurance Agency Association of the Republic of China	Taiwan Clearing House	Joint Credit Information Center	Financial Information Sharing and Analysis Center (F-ISAC)
Chinese National Futures Association	Society for Worldwide Interbank Financial Telecommunication (SWIFT)	Finance Information Service Co., Ltd.	

The Bank and its subsidiaries actively participate in various organizational projects and committees, engage in information exchange and business cooperation with industry peers, and assist the government in implementing financial policies. The total amount of expenses for supporting or participating in policy research and advocacy related to the financial industry by public associations in 2025 was approximately NT$11.05 million. The top three public associations by investment amount were as follows: The Bankers Association of the Republic of China (an investment of NT$1.34 million); Securities Investment Trust & Consulting Associati

Participation and investment amounts in public relations over past four years (Unit: New Taiwan Dollar)

item	2022	2023	2024	2025
Lobbyists/Organizations, Interest Groups	0	0	0	0
Political Organizations, Candidates	0	0	0	0
Industry Associations or Think Tanks	9,343,319	9,811,574	9,743,661	11,048,158
Others: Expenses related to elections and referendums	0	0	0	0
Total	9,343,319	9,811,574	9,743,661	11,048,158
Coverage Rate	100%	100%	100%	100%

Note: The data boundary includes all departments of the Union Bank and its five subsidiaries

Organizations participating in policy-influential activities in 2025

Organization/Unit	Participation Topics	Participation Methods	Investment amount
The Bankers Association of the Republic of China	Promotion of Financial Policies and Related Operations	Serving as a director of the Bankers Association, participating in meetings, assisting the government in implementing financial policies, promoting economic development, and enhancing the common interests of industry peers; additionally, supervisors from various banking business management units participate in the operations of committees under the association, providing opinions or directions on discussion topics to facilitate the development of banking and financial services.	NT$1.34 million
Securities Investment Trust & Consulting Association of the R.O.C.	Promotion of Competent Authority Policies and Related Operations	The General Manager of USITC serves as a Director of the Association and actively participates in various meetings and activities of the Investment Trust and Consulting Association, assists regulatory authorities in implementing policies, promotes vigorous industry development, and enhances the common interests of industry peers. Furthermore, he diligently fulfills the duty of care expected of a prudent manager and strives to safeguard the rights and interests of investors.	NT$1.18 million

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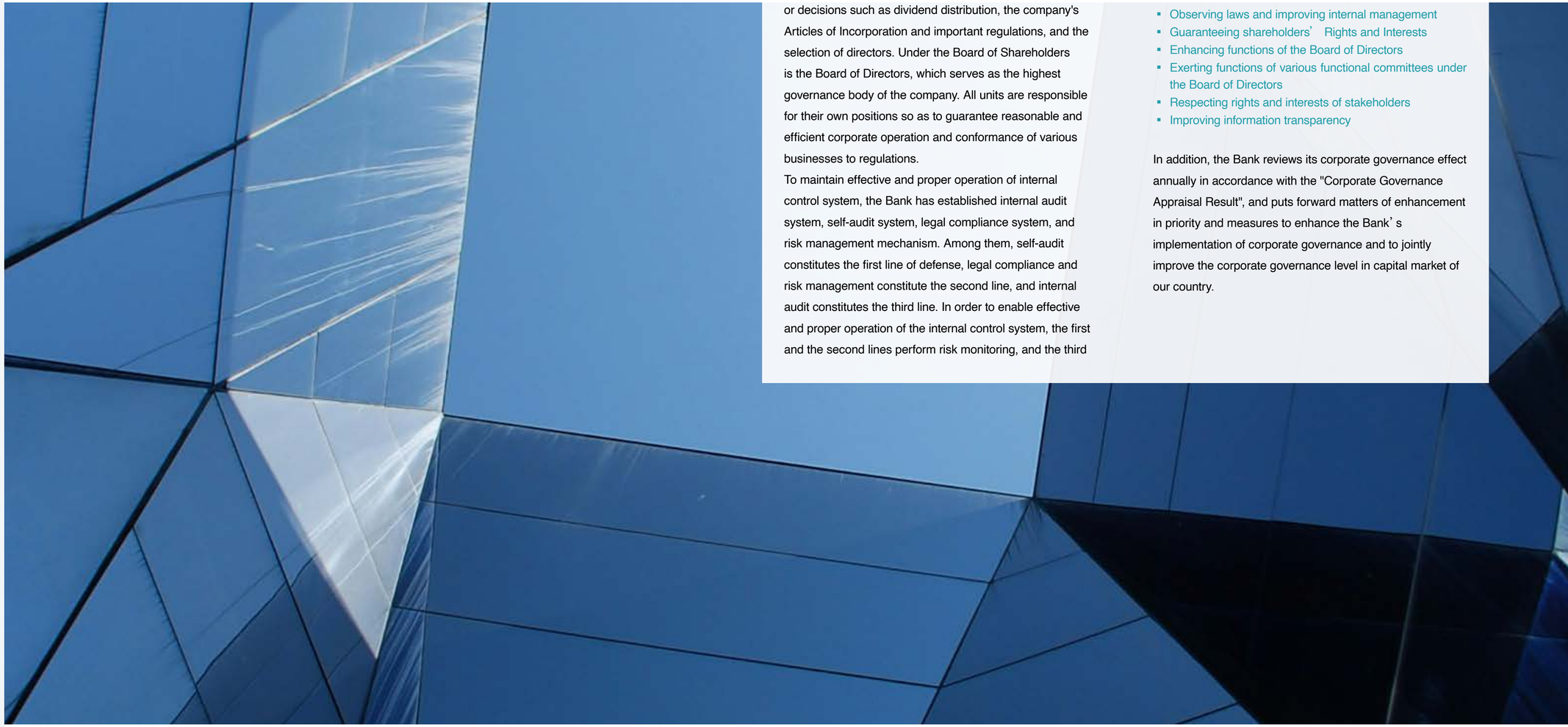
2 Corporate governance



The Bank takes sustainable management as the principle of establishment, while a good corporate governance is the foundation for sustainable management of a company. The Bank has a sound corporate governance system. The Board of Shareholders is responsible for deliberating major matters or decisions such as dividend distribution, the company's Articles of Incorporation and important regulations, and the selection of directors. Under the Board of Shareholders is the Board of Directors, which serves as the highest governance body of the company. All units are responsible for their own positions so as to guarantee reasonable and efficient corporate operation and conformance of various businesses to regulations.

To maintain effective and proper operation of internal control system, the Bank has established internal audit system, self-audit system, legal compliance system, and risk management mechanism. Among them, self-audit constitutes the first line of defense, legal compliance and risk management constitute the second line, and internal audit constitutes the third line. In order to enable effective and proper operation of the internal control system, the first and the second lines perform risk monitoring, and the third line performs independent monitoring so the three lines of defense perform their own functions.

In addition to complying with governmental orders and regulations, the "Code of Practice on Corporate Governance" was formulated and the following principles observed:

- Observing laws and improving internal management
- Guaranteeing shareholders' Rights and Interests
- Enhancing functions of the Board of Directors
- Exerting functions of various functional committees under the Board of Directors
- Respecting rights and interests of stakeholders
- Improving information transparency

In addition, the Bank reviews its corporate governance effect annually in accordance with the "Corporate Governance Appraisal Result", and puts forward matters of enhancement in priority and measures to enhance the Bank's implementation of corporate governance and to jointly improve the corporate governance level in capital market of our country.

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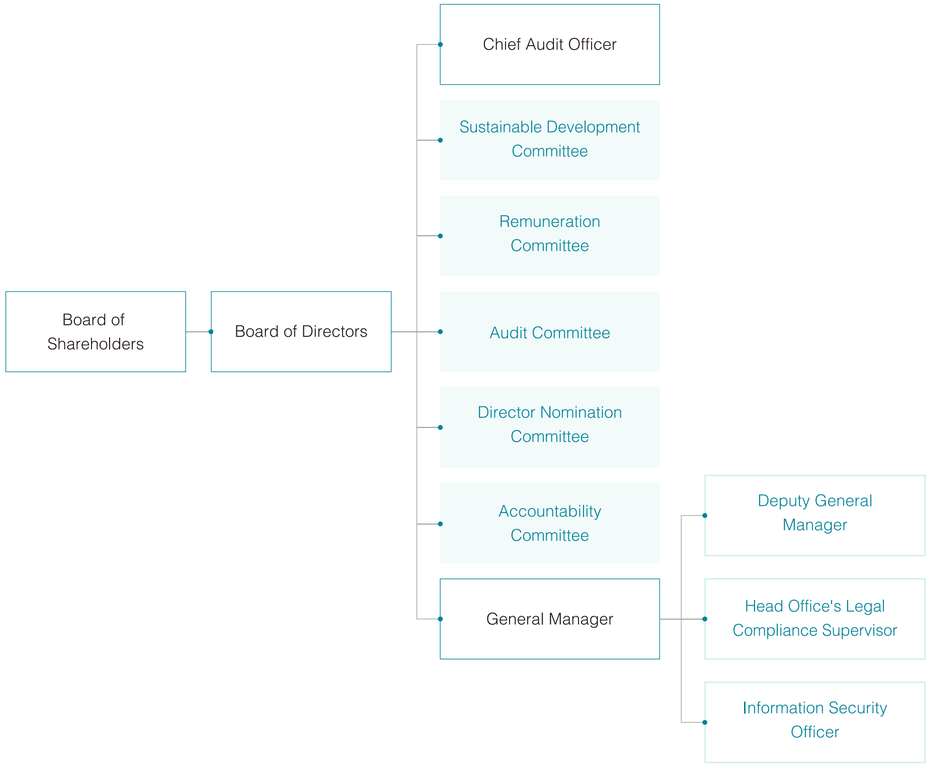
Governance Structure

1. Board of Directors Appointment

Union Bank of Taiwan's highest governing body is the Board of Directors, comprised of nine Directors, each of whom serves a three-year term and is eligible for re-election. The Bank's nomination and selection of the Board of Directors were performed as stipulated in the Articles of Association, using candidate nomination. In addition to assess educational background and experience qualifications of the candidates, it also made reference to the stakeholders' opinions and complied with the "Procedures for Election of Directors" and "Code of Practice on Corporate Governance" to guarantee diversification and independence of the directors. To enhance the effectiveness of the Board of Directors and strengthen the Bank's governance mechanisms, the Board of Directors approved the establishment of a Nomination Committee in November 2020.

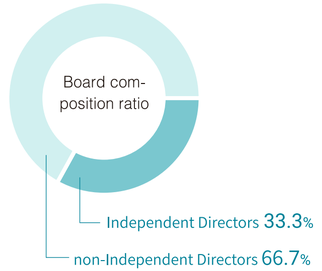


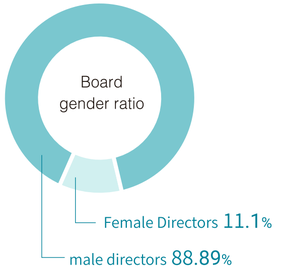
Procedures for Election of Directors

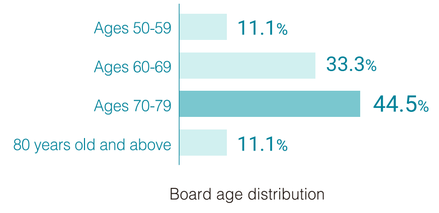
Nomination	Review	Selection	Evaluation
Director candidates are nominated in accordance with the candidate nomination system stipulated in the Articles of Incorporation	The Director Nomination Committee evaluates the education and experience qualifications of each candidate to ensure diversity and independence among Board members	Adopt open voting and electronic voting methods	Conduct regular performance evaluations of the Board and serve as reference for future nominations

2. Board of Directors Diversity

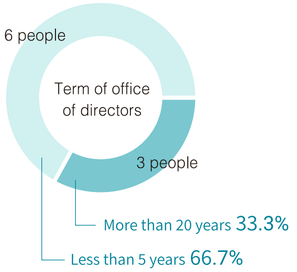
In order to strengthen efficiency of the Board of Directors and consider that members of the Board of Directors should be equipped with different backgrounds, international experience, forward looking, leadership and communication ability, the Bank's Board of Directors included the criterion for diversification of members of the Board of Directors into the Bank's Code of Practice on Corporate Governance in addition to gender equality. The diversification of directors is as follows:







Board age distribution



- The average term of office is 13.69 years.

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Members of the Board of Directors of the Bank have different professional knowledge and capacities. As shown in the table above, for any of the professional abilities listed in the table, at least three members of the Board of Directors possess them. Some board members even have at least four of the seven competencies listed in the table above. Therefore, at present, for the members of the Board of Directors, it has achieved the objectives of the diversification policy.

The dimensions, complementarity, and implementation of director diversification: in the future, the diversification policy will be revised and supplemented based on the Board of Directors' operation, business model, and development needs. This includes, but is not limited to, standards in two major aspects: basic qualifications and values, as well as professional knowledge and skills, to ensure that members of the Board of Directors generally possess the necessary knowledge, skills, and qualities to perform their duties.

3. Enhancing the directors' independence and fully exert responsibilities of independent directors.

Based on the characteristics of independent directors performing their duties in a neutral manner, the Bank has stipulated in the Articles of Incorporation that the number of independent directors shall not be less than one-third of the total board seats. Additionally, the Corporate Governance Best Practice Principles specify that independent directors shall not exceed three consecutive terms to prevent a decline in their independence due to prolonged service. Currently, two incumbent independent directors have been reappointed for two terms, and one independent director was newly appointed in June 2024. None of the independent directors have served more than nine years. The Bank places great emphasis on the independence of its directors. The positions of Chairman and General Manager are not held by the same individual, nor are they spouses or first-degree relatives. Additionally, there are no spousal or second-degree kinship relationships among the directors. The independent directors possess independence as specified by the competent authority, do not concurrently serve as independent directors of other publicly listed companies, and fully comply with the Bank's Guidelines on Areas of Responsibility for Independent Directors.

Important decision matters of the Board of Directors in 2025

Title	Name of Director	Gender	Length of Service	Diversified Core Projects Note 1	Independence of External Directors	Work Background According to GICS	Work Experience
Chairman	Lin, Hung-Lien	Male	34	Operation Judgment, Operation Management, Accounting and Finance, Industry Knowledge, International Market View, Leadership Decision, Risk Management	✓	Finance	Director of Union Bank Deputy General Manager of Union Bank General Manager of Union Bank
Managing Director	Chiang, Chen-Hsiung	Male	34	Operation Judgment, Operation Management, Industry Knowledge, International Market View, Leadership Decision	✓	Healthcare	Physician Council Chairman of Rotary International, Taipei 7th Branch Supervisor of Union Bills Finance Corporation Managing Director of Union Optronics Corp.
Independent Managing Director	Li Yao-Hsien	Male	1.6	Operation Judgment, Operation Management, Accounting and Finance, Industry Knowledge, International Market View, Leadership Decision, Risk Management	✓	Finance	Manager of Union Bills Finance Corporation Manager of UBOT Bills Finance Department
Independent Director	Li, Tsung-Han	Male	4.5	Operation Judgment, Industry Knowledge, International Market View, Leadership Decision	✓	Information Technology	Examiners' Committee Member of Examination Yuan Visiting Scholar to University of Manchester Professor, Department of Mechanical and Mechatronic Engineering, Tamkang University
Independent Director	Fan, Ling-Yu	Female	4.5	Operation Judgment, Operation Management, Industry Knowledge, International Market View, Leadership Decision, Risk Management	✓	Finance	Deputy General Manager of Fuhwa Securities Executive Chairman of Jin Fu-Hwa Securities Investment Trust Stationed Director of Union Insurance Co., Ltd. General Manager of Union Securities Investment Trust
Director	Hsieh Ho-ming	Male	1.6	Operation Judgment, Operation Management, Industry Knowledge, International Market View, Leadership Decision, Risk Management	✓	Information Technology	Chairman of Union Optronics Corp. General Manager of Union Optronics Corp. Director of Union Optronics Corp. Executive Director of the Taiwan Technology Laser Application Association
Director	Lin, Ssu-Yung	Male	34	Operation Judgment, Operation Management, Accounting and Finance, Accounting Industry, Accounting and Finance, International Market View, Leadership Decision	✓	Real Estate	Director of Hon Bung Construction Enterprise Co., Ltd. Director of Union Optronics Corp
Director	Li, Wen-Ming	Male	4.5	Operation Judgment, Operation Management, Industry Knowledge, International Market View, Leadership Decision	✓	Raw Materials	Specialist at Formosa Chemicals & Fibre Corporation Senior Specialist at Union Enterprise Construction Co., Ltd. Managing Director of Cosmos Foreign Exchange Intl. Co., Ltd.
Director	Director	Male	4.5	Operation Judgment, Operation Management, Accounting and Finance, Industry Knowledge, International Market View, Leadership Decision, Risk Management	✓	Finance	Deputy General Manager of Union Bank Senior Deputy General Manager of Union Bank Director of Union Securities Investment Trust Co., Ltd. Supervisor of Union International Leasing Co., Ltd.

Note 1: The diversified core projects comprise the following: Operation Judgment, Operation Management, Accounting and Finance, Industry Knowledge, International Market View, Leadership Decision, and Risk Management.

Note 2: For detailed biographies, professional qualifications, and independence status of each Director, please refer to pagess 9-22 of UBOT's annual report

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4. Director professionalism and continuing training

In order to enhance professional functions of the directors, and improve operation of the company organization, the Bank would arrange the directors to participate in lectures, further study courses, etc. regularly every year to assist them in understanding the current related laws and regulations and information, etc., and disclose their further study condition in the Market Observation Post System and the Bank's annual report. During the reporting year, directors were arranged to participate in corporate governance training programs organized by the Financial Examination Bureau of the Financial Supervisory Commission (FSC) or the Taiwan Academy of Banking and Finance (TABF). These programs included the "Corporate Governance Forum: Future Trends and Opportunities under Sustainability Issues" and the "Corporate Governance Forum: Artificial Intelligence (AI) and Fair Customer Treatment (Including Financial Inclusion and Sexual Harassment Prevention)", with a total training duration of 3–6 hours. In addition, in alignment with the Financial Cybersecurity Action Plan 2.0, directors received 5 hours of information security awareness training to enhance their understanding of the cybersecurity landscape and enable them to incorporate cybersecurity risks into business decision-making processes. Furthermore, to promote accessible and inclusive financial services, the Bank provided 1.5 hours of financial inclusion training for directors in accordance with the "Banking Industry Financial Friendly Service Guidelines" and the "Banking Industry Self-Regulatory Principles for Fair Treatment of Senior Customers." The training covered services for persons with disabilities and senior customers, with the aim of enhancing directors' understanding of and awareness regarding services for individuals with disabilities.

5. Operation condition of the Board of Directors

In order to establish a good governance system of the Board of Directors, improve the monitoring function and enhance the management function, the Bank formulated "Rules of Procedures for the Board of Directors" to be observed by the council group. It also clearly specified in the Rules that the attending directors should make voluntary refusal if involving their own interest, and they shall neither make voting nor exercise voting right on behalf of other directors, and that the Bank's directors shall abide by such Rules in deed. The Bank has set a target of over 80% for the actual average attendance rate of the entire Board of Directors and the actual attendance rate of individual directors at Board meetings. In 2025, the Bank held seven board meetings with an average attendance rate of all directors reaching 92%, fulfilling their supervisory responsibilities diligently.

For information on Board meeting attendance and Directors' recusal of interest-related proposals, please refer to pages 29-30 of the Bank's Annual Report

6. Performance evaluation and remuneration of Board of Directors

The Bank's Board of Directors has established the "Board of Directors' Performance Evaluation Procedures", and it shall conduct an internal performance evaluation of the Board of Directors, the overall operation of functional committees and individual Board members at least once a year; and an evaluation of the Board of Directors' performance by an external professional and independent organization or a team of external experts and academics shall be executed at least once every three years. The results of the internal performance evaluation of the Board of Directors shall be completed and reported to the Board of Directors by the end of the first quarter of the following year.

Board of Directors Performance Evaluation Results Internal

Board of Directors Performance Evaluation Results External

7. Remuneration and performance of the managers

Remuneration of the managers was submitted to the Board of Directors for determination upon review by the Remuneration Committee in accordance with their individual professional qualification, participation degree and contribution to the Company's operation and in reference to the industrial salary standard. The procedures were all formulated according to existing rules and regulations of the Bank. In addition to pay the fixed basic salary and allowance every month, the Bank also distributes year-end performance bonus in accordance with the overall operation results and individual performance, and allocates remuneration for the staff within 1%-5% of profit as stipulated by the Articles of Association so as to make the managers' remuneration closely related with the Company's operation performance. In case of major risk events sufficient to impact the Company's goodwill, and once there were improper internal management, personnel malpractice and other risk events, the ward of bonus for such related personnel would be affected, and the Bank's Risk Management Department would submit the risk control overview and risk exposure degree to the Board of Directors regularly every quarter.

When the Bank's managers take leave or the positions are vacant, they appoint the Deputy General Manager or other suitable candidates as acting officers in accordance with the Bank's "Implementation Guidelines for Duty Proxy System During Employee Leave." Managers also complete the leave-taking handover checklist and duty proxy work report as required to ensure the normal operation of business and achieve internal control objectives.

The annual total remuneration of the highest paid individual at the Bank is 9.41 times the median annual total remuneration of all employees (excluding the highest paid individual). The increase rate of annual total remuneration of the highest paid individual is 7.07 times the median increase rate of all employees (excluding the highest paid individual).

The annual total remuneration for the Bank's General Manager is NT$5,765 thousand; the General Manager's annual total compensation is 6.31 times the median annual total compensation of all employees (excluding the General Manager); the General Manager's annual total compensation is 5.6 times the average annual total compensation of all employees (excluding the General Manager).

The proposal for the 2024 distribution of managerial remuneration, paid in 2025, was calculated based on the number of shares issued multiplied by the closing price on the day before the Board of Directors' resolution on remuneration distribution, divided by salary to determine the equivalent salary multiple. The General Manager's multiple is 0.73, while the average for other managers is 0.67.

⇨ **Remuneration policy for General Manager and Deputy General Manager**

The Bank's General Manager and Deputy General Manager have their fixed salaries determined according to the managerial salary scale. To ensure the sustainable operation and development of the company, a variable compensation linked closely to various performance indicators of the company's management has been established. Variable compensation is divided into short-term and long-term incentives. Short-term incentives are paid in cash, while long-term incentives are granted in the form of stock linked 100% to performance.

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Short-term incentive compensation

Item	Indicators for calculation	Weight
Annual performance bonus	Financial indicators (net profit after tax, earnings per share after tax, return on assets, net profit margin)	40%
	Compliance and internal control indicators	25%
	Material topic indicators (Top three material topics of the current year; if overlapping with other indicators, defer to the next in sequence)	15%
	Risk management indicators (credit risk, market risk, climate change and environmental sustainability risk)	10%
	Financial sustainability implementation status indicators	10%

Note 1: Climate Change and Environmental Sustainability Risks include:
1.Proportion of credit granted to corporate customers in green-related industries to the total balance of credit (excluding government agency credit) granted to corporate customers.
2.Proportion of green credit granted to individual customers to the total balance of credit granted to individual customers
3.Proportion of credit granted to corporate customers in sustainability-linked industries to the total balance of credit (excluding government agency credit) granted to corporate customers
4.Total amount of investment in New Taiwan dollars and foreign currency-denominated green, social, and sustainability bonds
5.Number of Union Green Cards issued into circulation by UBOT
6.Number of ESG-related products already launched by UBOT
7.Promoting digital finance

Note 2: Indicators for evaluating the implementation of sustainable finance include:
1.Percentage of Energy Saving and Carbon Reduction Targets Achieved
2.Corporate Governance Evaluation Score
3.Sustainable Finance Evaluation Score
4.DJSI Assessment Score
5.Number of ESG-Related Regulatory Sanctions

Note 3: Calculations adjusted based on individual performance

Long-term incentive compensation

Item	Indicators for calculation
Distribution of employee stock bonuses	Pre-tax earnings
	Performance appraisal results from past two years

The Bank's policy stipulates that the General Manager and Deputy General Manager should hold shares in the Bank valued at more than twice their fixed annual salary within five years of assuming office. However, this requirement applies within five years after the first announcement of the policy.

8. List of Functional Committees of the Board of Directors in 2025

To strengthen corporate governance and enhance the effectiveness of the Board of Directors, the Bank has established the following functional committees. These committees are accountable to the Board and submit their proposals and recommendations to the Board of Directors for deliberation and resolution.

Committee Name	Audit Committee	Remuneration Committee	Director Nomination Committee	Sustainable Development Committee	Accountability Committee
Year Established	2016	2011	2021	2015	2025
Number of Meetings Convened in 2025	7	2	1	4	1
Average Attendance Rate	100%	100%	100%	96%	100%
Independent Director Seats	3	3	2	1	3
Responsibilities	Oversee the quality and integrity of the Bank's accounting, auditing, financial reporting processes, and internal financial controls.	Establish and periodically review the policies, systems, standards, and structures for the performance evaluation and remuneration of directors and managerial officers.	Nominate candidates for directors of the Bank, review their qualifications, assess the independence of independent directors, and formulate director continuing education plans.	Oversee and coordinate the Bank's sustainability policies, management approaches, and specific implementation plans.	1. Be responsible for accountability matters and oversee the implementation of the Responsible Mapping System. 2. Conduct accountability procedures for material misconduct events, identify accountable parties based on the Responsibility Map, and determine whether accountability measures should be imposed.

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Ethical Management

1. Development of the enterprise culture of ethical management

Following the operation principle in "Ethical Corporate Management Best Practice Principles for TWSE/TPEx Listed Companies", the Bank has established robust corporate governance, internal control and risk control mechanisms, and designated relevant units to oversee business operations. All directors and senior management have signed off on the compliance with ethical management policies. Furthermore, the Board of Directors has exercised high self-discipline, abstaining from discussions or votes on proposals where they are stakeholders, ensuring no improper interests harm the rights of the Bank's customers and shareholders.

The Bank adopts a zero-tolerance policy toward violations of ethical management, including anti-corruption and anti-bribery requirements. Any employee found to have engaged in unethical conduct, including acts of corruption or bribery, shall be subject to disciplinary actions in accordance with applicable laws and regulations or the Employee Reward and Punishment Case Handling Method. The Personnel Review Committee may be convened as necessary to review reward and disciplinary cases. Depending on the severity of the violation, disciplinary measures may include reductions in performance bonuses and restrictions on performance appraisal ratings. These measures are intended to establish a fair performance evaluation and reward-and-discipline system, safeguard employees' rights and interests, and maintain overall organizational discipline.

2. Establishment of ethical management policy and communication

In view of stipulations in Article 12 of the United Nations Convention Against Corruption, all countries should take measures in accordance with basic principles of their laws to prevent enterprises from corruption, and guarantee that all enterprises implement internal control mechanism good for preventing and discovering corruption. The Bank established its Code of Ethical Management and Behavioral Guidelines, which was then implemented upon resolution by the Board of Directors and reported to the Board of Shareholders. The Code applies to both the Bank and its subsidiaries. In addition, the Corporate Governance Group was responsible for supervising execution condition of the Bank's ethical management policy and prevention scheme, and making report to the Board of Directors regularly to establish a good business operation structure, build the Bank's enterprise culture of integrity management, improve the operation and cooperate with development of international anti-corruption and wrongdoing-prevention topics.

Staff's Code of Conduct	The Bank has specified the basic norms for staff's conduct clearly in the "Working Rules for Union Bank of Taiwan", including professional ethics, laws and regulations, staff relationship, company assets and reputation protection and other matters ought to be observed by the staff. In addition, the Bank also formulated "Key Points for Handling Staff's Receiving Gifts" and "Measures for Sexual Harassment Prevention and Complaints and Disciplinary Measures", specifying the staff's gift and reception so as to avoid bribery and prevent sexual harassment to guarantee staff's rights and interests, and to establish a friendly working environment free from sexual harassment.
Code of Conduct of Directors and Managers	To guide the directors and managers to act in conformance to moral standards, the Bank has formulated Code of Ethics of Directors and Managers in accordance with the "Guidelines for the Adoption of Codes of Ethical Conduct for TWSE/TPEx Listed Companies" issued by the Financial Supervisory Commission, which was implemented upon resolution of the Board of Directors and was reported to the Board of Shareholders.
Protection of Intellectual Property	To respect use of intellectual property right, and in accordance with the Bank's "Measures for Management of Computer Assets", it is required that all units should verify use condition of various computer software and copyright every half year, and if involving use of others' or other companies' files, copyright or software, it must guarantee that relevant use objects have obtained legal authorization without infringement of others' copyright. In addition, to enhance the development basis of the Bank's various digital financial services in the future, and in response to subsequent intellectual property risks in the financial industry, in November 2020, the Bank's Board of Directors passed formulation of "Union Bank's Intellectual Property Management Plan", and reported the implementation condition and results of the intellectual property management plan to the Board of Directors regularly.
Prevention of Insider Trading	It is required that directors, managers, staff and other insiders familiar with significant information stock market price should stop stock exchange within statutory period to prevent various interest conflict behaviors with the Company, to avoid the colleagues from the moral risks of violating fiduciary duty and causing interest conflicts, and to promote soundness of the Company's decision-making and maintain proper utilization of information property.

3. Establishment of whistleblowing channel

The Bank has established the Regulations Governing the Whistleblowing System, the Whistleblowing Mechanism, and the Whistleblower Guidelines. In addition, the Bank's Personnel Management Regulations and Work Rules set forth operational procedures, codes of conduct, disciplinary measures for violations, and grievance mechanisms. The Bank continues to provide annual legal compliance and whistleblowing-related training to employees. In 2025, a total of 3,680 employees completed the training, with an aggregate of 5,888 training hours delivered. Stakeholders may report dishonest, unethical, or non-compliant conduct through various channels, including mail, telephone, and the Bank's website. In 2025, the Bank received a total of 10 whistleblowing cases, all of which were investigated and concluded in accordance with the Regulations Governing the Whistleblowing System. Among the reported cases, one case was substantiated through investigation, confirming violations of internal and external regulations, and was subsequently addressed by the Bank's Personnel Evaluation Committee in accordance with relevant disciplinary procedures. Two cases were determined to involve no unlawful conduct following investigation. Six cases were found to fall outside the scope or definition of whistleblowing matters. One case involved criminal proceedings and remains under ongoing monitoring pending the outcome of subsequent litigation.

Written Reports | Legal Affairs and Compliance Department, Union Bank of Taiwan10F., No. 109, Sec. 3, Minsheng E. Rd., Songshan Dist., Taipei City 105
Special telephone line | (02)2712-1055、(02)2712-1050
E-mail | whistleblower@ubot.com

Note 1: When the reported objects are personnel not from the Regulations and Legal Compliance Department, it shall be accepted by the Head Office's Legal Compliance Supervisor; when the reported objects are personnel from the Regulations and Legal Compliance Department, it shall be accepted by the Chief Audit Officer.

Note 2: Those dealing with the whistle-blowing cases have provided written statement that they would keep the identity of the whistle-blowers and the contents of their reports confidential. In addition, the Bank is committed to protecting whistleblowers from improper treatment as a result of their whistleblowing, and some types of whistleblowing could also adopt the anonymous form.

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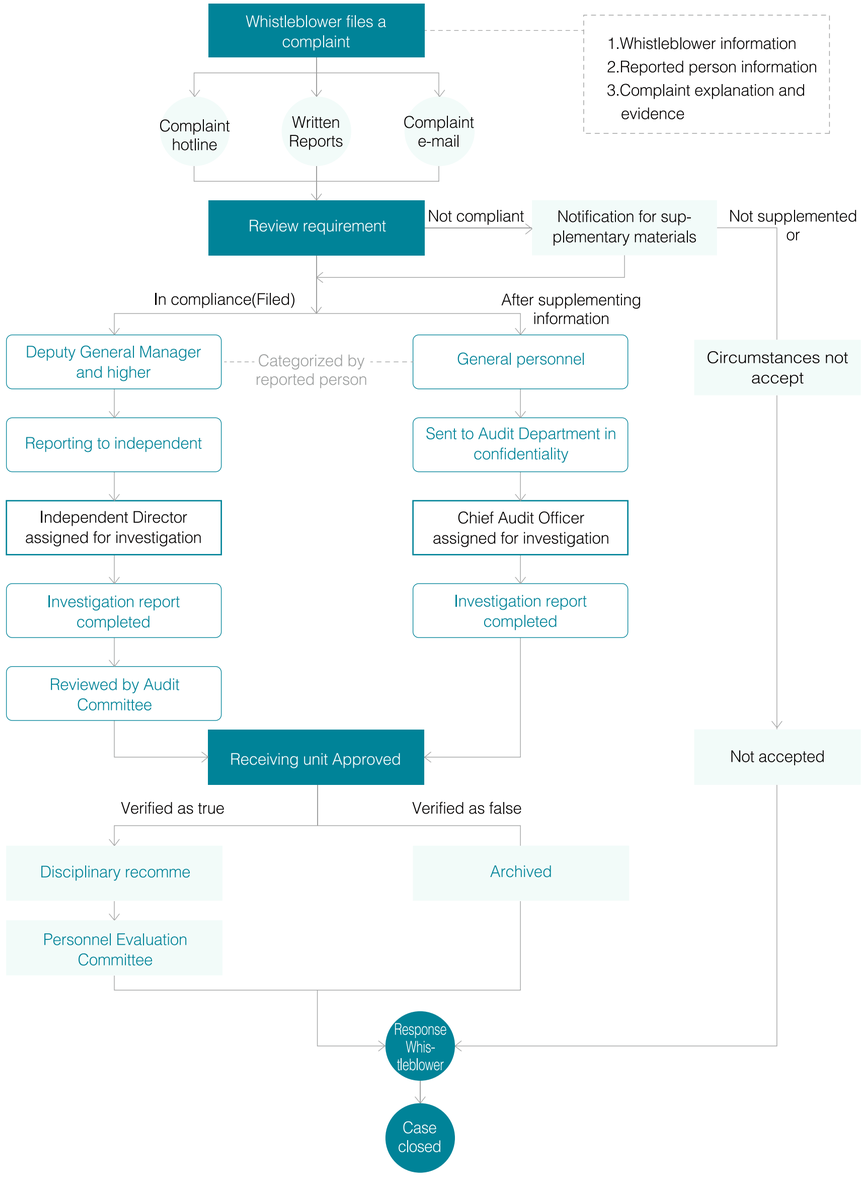
Whistleblowing Process Flowchart



4. Implementation of ethical management

The Bank's accounting system has been established in accordance with generally accepted accounting principles (GAAP), supplemented by detailed operational guidelines governing various categories of expenditures. In accordance with the Union Bank of Taiwan Code of Ethical Management and Behavioral Guidelines, the Bank has explicitly prohibited improper charitable donations, sponsorships, and other forms of unethical conduct as part of its efforts to prevent integrity-related risks. Relevant expenditures are incorporated into the scope of integrity risk assessment and management to prevent false reporting, misrepresentation of purposes, or the improper transfer of benefits.

In addition, the Bank's internal control system has been established in compliance with the Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries. Through systematic review and control mechanisms, the Bank ensures the legitimacy and transparency of expenditures related to charitable donations and sponsorships, thereby upholding the principles of ethical management, promoting sound business operations, and ensuring operational effectiveness and efficiency, the reliability of financial reporting, and compliance with applicable laws and regulations.

In 2025, the Bank conducted an integrity risk assessment, and the overall implementation was considered appropriate and effective. In accordance with the requirements set forth in the Code of Ethical Management and Behavioral Guidelines, the internal audit function strengthened audit activities across the Bank and its subsidiaries based on the results of integrity risk assessments to prevent misconduct and irregularities. The effectiveness of the design and implementation of the internal control system was also evaluated through both the internal audit mechanism and the self-assessment process.

The Bank conducts regular internal promotions to emphasize the significance of ethical conduct and anti-corruption to directors, employees, and trustees. In 2025, 107 education and training sessions on integrity management were conducted, totaling 3,463 attendances.

Statistics on Internal Violations and Disciplinary Cases

Category	Number of violations in 2025		
	Number of cases	Processing	Completed
Corruption or bribery	0	0	0
Discrimination or harassment	1	0	1
Customer privacy	1	0	1
Conflicts of interest	0	0	0
Money laundering or insider trading	0	0	0

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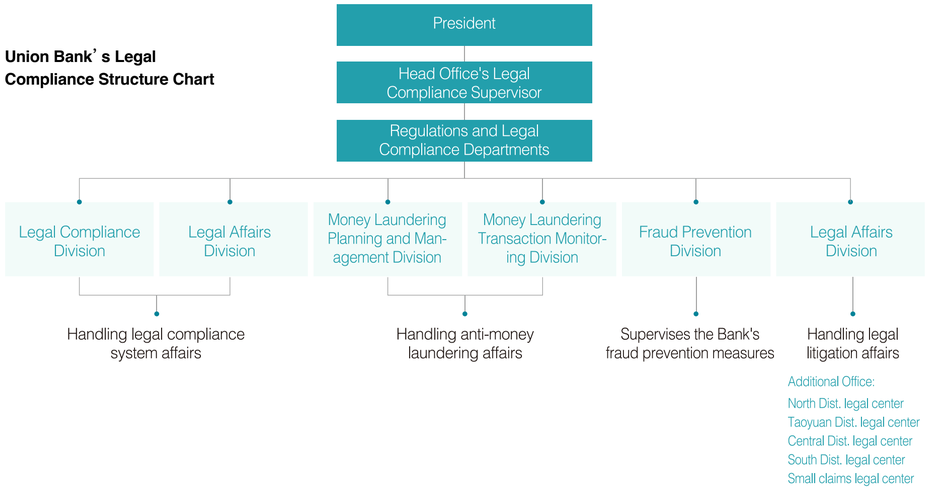
Legal Compliance

• System and Structure

1. The Bank has established a legal compliance system to form three defense lines together with self-audit, risk management and internal audit, and maintained effective and proper operation of the internal control system via pre-event planning, in-process monitoring and post-event verification.
2. The Bank's Legal Affair & Compliance Department, which reports directly to the General Manager, serves as the Head Office's legal compliance unit. It is subdivided into the Legal Affairs Division, Legal Compliance Division, Money Laundering Planning and Management Division, Money Laundering Transaction Monitoring Division, Fraud Prevention Division, and Legal Affairs Division. The Legal Affairs Division also has several legal centers and small claims legal centers. The Head Office assigned one senior supervisor to act as the Head Office' s Legal Compliance Supervisor to be responsible for legal compliance affairs of the whole bank, and for issuing opinions conforming to laws and internal regulations. This supervisor leads the personnel of the Legal Compliance Division in jointly managing, planning, and executing the Bank's compliance system. This supervisor also concurrently holds the positions of Chief Legal Officer, Anti-Money Laundering and Counter-Terrorism Financing Officer, and Fraud Prevention Officer. Prior to the Bank launching various new goods, services and applying to the competent authority for handling new businesses, this officer affixes their signature as the responsible person.
3. The Head Office' s legal compliance units and each domestic unit assigned a total of 112 personnel conforming to legal qualifications to act as their legal compliance supervisor and to be responsible for executing legal compliance matters. They also set a total of 204 assistant legal compliance supervisors in various units (including the Head Office' s branches and various business centers stationed in the branches) to assist the legal compliance supervisors in handing legal compliance matters so as to convey and advocate laws effectively.
4. The legal compliance policies verified by the Board of Directors were the bank-wide supreme guidelines of the Bank' s legal compliance system, and the Board of Directors would make review annually to monitor effectiveness of legal compliance functions. They also grasp implementation condition of the Bank' s legal compliance function via annual legal compliance plan and report on implementation of legal compliance affairs of the whole bank every half year. In 2025, the legal compliance unit submitted amendments to the legal compliance policy and proposed a legal compliance plan for the new year to the Board of Directors once. Additionally, it reported on the implementation of compliance matters twice to both the Board of Directors and the Audit Committee, ensuring that management effectively and promptly addresses compliance issues with the assistance of compliance measures.

Union Bank' s Legal Compliance Structure Chart



• Overview and operation condition of legal compliance

1. **Drafting and promotion of the legal compliance system**

(1) The existing legal compliance policy was designed in accordance with supervising and guidance of the competent authority. These regulations are implemented to formulate the Bank's legal compliance system, which includes risk control mechanisms for customer, transaction, and personnel aspects. The Bank has strengthened due diligence on customers, utilizes financial technology to analyze and provide early warning of abnormal transactions, and establishes a mechanism for checking conflicts of interest among personnel. Based on internal and external audit results, the Bank also reviews the appropriateness and effectiveness of control measures in a timely manner, thereby establishing an effective risk management mechanism.

(2) The legal compliance unit, in addition to conveying current or newly revised regulations to all bank personnel through prior training and promotion, reviews whether internal management standards comply with the newly revised regulations. It also references deficiencies and improvement suggestions identified by the internal audit units during subsequent compliance inspections, taking appropriate measures to ensure the effective and proper operation of the legal compliance system.

2. **The Bank followed up the latest legal dynamics, and revised its internal regulations appropriately.**

(1) The legal compliance units would collect the latest legal regulations on finance every week, and then convey to various units effectively upon summary and arrangement so as to enable the staff to figure out their doubts toward the laws and regulations quickly. They would also assist with various departments in confirming that all operation and management regulations are updated appropriately in cooperation with relevant laws, and supervise the implementation, establishment, and enforcement of internal regulations by legal compliance officers of each unit, thus making the Bank' s operation activities conform to legal regulations and strengthening the legal understanding of Bank personnel.

(2) In addition to including external regulatory documents applicable to various business operations of the Bank, the financial regulations database also contains internal rules and electronic official documents established by the Bank's head office units. The content of the financial regulations database is regularly updated for use by all bank employees, thereby strengthening the Bank's legal compliance function through legal compliance technology.

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3. **Review of new products, services, and business types**

(1) Before launching new products, services, and business types, the legal compliance units assists in reviewing the new business and new financial product planning reports, operational regulations, and related agreements submitted by the product planning unit. This review focuses on compliance with laws and regulations, as well as risks related to money laundering and terrorist financing, providing opinions on their legality, conformity with regulatory systems, and related interests.

(2) For existing businesses, if changes in commodity structure, risk degree, service form, target customer and other factors may lead to changes in different legal compliance risks, guarantee of consumers' rights and interests, internal control or risk management systems, it would cooperate with legal compliance units, so as to confirm that all business activities of the Bank comply with laws and decrees. In 2024, the legal compliance units reviewed applications for seven new products, services, and business types through the Bank's joint approval system procedure to ensure their compliance with laws and internal regulations.

4. **Legal Compliance Appraisal System and Self-assessment, Spot Inspection and Appraisal System**

(1) Based on the scope of the previous audit items, the latest revised laws and regulations, laws involved in litigation or major customer complaint disputes, opinions or suggestions from competent authorities or internal and external units, and items recommended or designated by the compliance unit were referenced. A risk-based approach was used to assess legal risks, and necessary audit measures were taken for higher-risk areas. A self-assessment of legal compliance is conducted every six months, and the compliance unit performs annual spot checks on legal compliance to promptly monitor the Bank's legal risk. The compliance status of each unit is evaluated, and the appraisal results are reported to the Board of Directors and the Audit Committee.

(2) In 2025, the entire bank conducted two self-assessment operations on regulatory compliance, reviewing 24 head office units and 90 business units to verify whether their operations complied with regulations and to supervise the completion of necessary improvements. Additionally, one annual regulatory compliance spot check was carried out, which included spot checks of 3 head office units and 90 business units, to examine the regulatory compliance status of the units under inspection.

(3) To ensure the effective implementation of its sustainable development policies, the Bank continuously monitors and reviews sustainability-related regulatory compliance. In 2025, sustainability-related topics were incorporated into the Bank's compliance self-assessment program, including the Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies, the Sustainable Development Action Plan for Listed Companies, the Reference Guidelines for Anti-Greenwashing Practices by Financial Institutions, and the Guidelines for Carbon Reduction Target Setting and Strategic Planning for the Financial Industry. Compliance reviews were conducted accordingly, and no deficiencies were identified.

5. **Complete legal compliance training and education**

(1) The Bank's Head Office's legal compliance supervisor, members of the Head Office's legal compliance units and various domestic units' legal compliance supervisors have obtained legal qualifications before taking post. Besides, they should also participate in on-the-job education and training courses on legal compliance held by the competent authority, its designated institution or the Bank itself for at least 15 hours every years to guarantee that they are equipped with the ability to perform the legal compliance mechanism, thus assisting with the senior supervisors in managing the Bank's legal compliance risks. In 2025, 134 people completed the training for a total of 2,010 training hours.

(2) In 2025, regarding new staff, on-the-job staff, senior supervisors and the above-mentioned legal compliance supervisors and staff, the Bank introduced the following legal compliance courses and communicated and promoted any updates or amendments to regulations at all times, so as to enable all units to grasp the latest standards and comply with regulations:

a. In accordance with Article 14, Paragraph 3 of the Regulations Governing the Management of Foreign Exchange Business by Banking Enterprises, the Chief Compliance Officer of the Bank's head office and personnel of the compliance function participated in the Derivatives Trading Practice Program and the Workshop on Regulations and Product Analysis of Derivative Financial Products, completing a total of 12 training hours. The training covered derivatives trading practices, relevant regulatory requirements, and common compliance deficiencies. A total of 22 employees completed the training, with an aggregate of 258 training hours recorded.

b. All newly hired employees with less than one year of service completed the Introductory Compliance Training Program through either in-person or online training formats. The program covered the laws and regulations applicable to various banking operations, as well as other mandatory training required by applicable regulations. Participants were required to complete an assessment upon completion of the course. A total of 371 employees completed the training, with an aggregate of 2,966 training hours recorded.

c. Four online on-the-job training courses on legal compliance were conducted for all employees, focusing on the following topics: personal data protection, employee legal education and the whistleblowing system, the principle of fair hospitality, and common deficiencies in business operations and amendments to relevant laws and regulations. Upon completion of the courses, an online test was administered to confirm employees' understanding of laws and regulations. A total of 14,825 employees completed the training, accumulating a total of 40,42 training hours.

(3) To strengthen employees' compliance with service regulations and enhance the correct understanding of legal concepts among employees at all levels, in addition to focusing on promoting risk awareness regarding ethical conduct for senior personnel during manager meetings, the aforementioned physical and online educational courses for newly recruited employees were also incorporated, as well as an online educational course for on-the-job training in legal compliance. A total of 4,051 participants attended these courses, accumulating a total of 8,854 training hours.

6. **Establishing a Reporting and Control Mechanism for Material Non-compliance Violations**

(1) If any Compliance Officer of the Bank's respective units identifies any violation of financial laws and regulations, or if the Bank is subject to corrective actions, orders for improvement within a prescribed period, monetary penalties, or any other disciplinary measures imposed by the Financial Supervisory Commission (FSC), or sanctions imposed by financial industry-related organizations, or where significant compliance deficiencies recur or involve systemic or institutional shortcomings, such matters shall be reported immediately to the Compliance Unit, with copies provided to the Audit Department, Risk Management Department, and the business unit responsible for the relevant matter.

(2) When the legal compliance unit proactively discovers or becomes aware of the aforementioned situations, it also analyzes the causes and potential impacts of each case individually, proposes legal compliance improvement recommendations, supervises and tracks the improvement schedule, and reports the analysis results to the Board of Directors and the Audit Committee.

(3) During 2025, no material regulatory sanctions were imposed in connection with the Bank's compliance activities across its respective units. Nevertheless, the Bank was requested by the regulatory authorities to implement improvements and strengthen regulatory compliance in relation to certain matters, including a customer's online purchase of Renminbi exceeding the regulatory limit of RMB 20,000 and deficiencies identified in a branch teller's handling of a customer's over-the-counter withdrawal of a large cash amount. In addition, the Joint Credit Information Center (JCIC) imposed a suspension of inquiry privileges in connection with an incident involving a branch's erroneous inquiry into the credit information of a guarantor's employer of a credit customer. Furthermore, the Taiwan Stock Exchange (TWSE) imposed a contractual penalty on the Bank for the delayed convening of a material information press conference regarding the acquisition of a right-of-use asset from a related party. Compliance recommendations have been provided for all of the aforementioned matters, which have also been incorporated into the scope of the compliance reports regularly submitted to the Board of Directors and the Audit Committee.

• Adjudicated and punished cases and matters and their improvement conditions

The Bank did not incur any regulatory reprimands or sanctions imposed by the competent authorities in 2025.

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Risk Management

• Risk Management Policy and Procedure

1. The Bank formulated its Risk Management Policy in August 2005, which was irregularly revised. The most recent revision was passed by the 12th Board of Directors in the 2nd board meeting on July 8, 2024 to serve as the highest management principle for the Bank's risk management.
2. In addition, regarding credit, market, operation, liquidity and interest rate risk, etc., the bank formulated "Principle for Capital Adequacy Management", "Principle for Credit Risk Management", "Principle for Operation Risk Management", "Principle for Market Risk Management", "Policy for Liquidity Risk Management" and "Policy for Interest Rate Risk in the Banking Book Management" passed by the Board of Directors to serve as the management basis.
3. In accordance with decrees of the competent authority and our business status, risk management procedures were formulated and appropriate risk report mechanisms were established. Various business units of the Bank shall report correct risk management statements to appropriate management level as stipulated to serve as reference for their decision-making, and the Risk Management Department shall report to the Asset and Liability Management & Risk Management Committee, the Audit Committee, and the Board of Directors regularly.

• Scope and Process of Risk Management

1. Risk management covers "credit risk", "operation risk", "market risk", "legal compliance risk", "liquidity risk", "interest rate risk", "human resources risk", "disaster emergency accident crisis" and "climatic change and environmental sustainability risk" and other major risks.
2. It has been stipulated that there should be effective identification, measurement and monitoring of various risks for engaging in various businesses, and the responsible units should establish appropriate risk management mechanism and various management specifications per the nature of their business, set risk limit, set trading or authorization permission of risk management, and evaluate various risk parts regularly to control potential risks within acceptable range so as to effectively manage risks and achieve the goal of reasonable risks and remuneration.
3. The risk management process includes the following steps:

Risk identification 1
Analyze to identify the types of risks associated with each business.

Risk measurement 2
Assess the characteristics or types of risks that may lead to potential losses or adverse impacts, in order to evaluate the degree of risk in an appropriate manner.

Risk monitoring 3
After assessing the impact of climate-related risks, each responsible unit formulates or develops relevant management measures and carries out monitoring on an ongoing basis, as well as implements response measures (such as control, mitigation, and recusal).

Risk reporting 4
Each responsible unit is required to submit risk management-related information to the appropriate supervisor. The Risk Management Department submits risk management reports to the Audit Committee and Board of Directors quarterly.

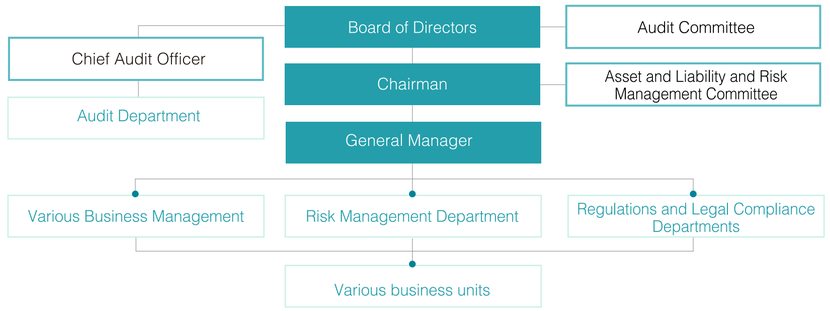
4. Relevant risk limits have been set based on risk tolerance, with different limits established for the same individual, related parties/companies, by industry, group, country, and specific collateral categories. Furthermore, regular assessments are conducted on investments in financial products to evaluate potential gains and losses. Depending on the nature of each product, there are also limits on positions, stop-losses, and interest rate sensitivity.
5. To address operational risk management, the "Operation Risk Data Collection Guidelines" were developed and an internal reporting system implemented to consolidate relevant risks. In addition, the Bank has also established the "Operation Risk Control Self-Assessment Guidelines" and regulated regular self-assessment across the organization. Furthermore, the "Operation Risk Indicator Monitoring Guidelines" have also been established to raise awareness on warning criteria and effectively manage and regularly monitor various aspects.

• Risk Management Organization Structure

Authority and responsibilities:

Board of Directors	his is the supreme decision-making unit of the Bank's risk management policy, being responsible for reviewing and verifying various risks policies, organization structure and attribution of rights and responsibilities, etc.
Audit Committee	esponsible for assisting the Board of Directors in reviewing the Bank's risk management policies, examining risk control-related reports, and supervising the implementation of risk management.
Asset and Liability and Risk Management Committee	With the Chairman as its Convener, the Committee is responsible for reviewing and inspecting management reports or information proposed by various business management units and the Risk Management Department.
Risk Management Department	It is responsible for inspecting the risk management mechanism formulated by various business management units and their control conditions, preparing risk control reports to be submitted to the Board of Directors, and planning and establishing various risk control tools.
Various business management units	They are responsible for formulating and supervising the business units to implement various management regulations, processes and control mechanisms.
Various business units	They are responsible for making daily management in accordance with the management regulations and control mechanisms formulated by the Bank's various management units.

Risk Management Framework Diagram



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• Major Risk Management

The Bank uses the proportion of risk-weighted assets as a reference for prioritizing the significance of risk scales and probabilities. Taking the end of 2025 as the base period, major risks are ranked as follows: credit risk (accounting for 89.2%) and market risk (accounting for 5.5%). The Bank sets risk appetite levels based on the degree of risk exposure it can bear for each business line and implements mitigation measures and response strategies to manage these risks.

Risk items	Credit risk	Market risk
Risk appetite/risk tolerance (Limits and Early Warning Thresholds)	Each responsible unit of the Bank establishes a risk appetite limit based on acceptable levels of risk tolerance. Limits are set for the same individual, the same corporate group, the same industry, and by country, in order to control concentration risk. Additionally, the credit business has established limits specifically for the concentration of real estate loans (such as real estate collateral loans and real estate industry categories) and types of collateral (such as listed stocks) in order to manage credit risk.	The Bank's respective responsible units establish risk tolerance levels based on the degree of risk deemed acceptable. To effectively manage operational risk, the Bank has developed operational risk indicators covering various dimensions, including personnel, systems, operational processes, and external events, and has established corresponding early warning thresholds for monitoring and control purposes.The Bank's respective responsible units establish risk tolerance levels based on the degree of risk deemed acceptable. To effectively manage operational risk, the Bank has developed operational risk indicators covering various dimensions, including personnel, systems, operational processes, and external events, and has established corresponding early warning thresholds for monitoring and control purposes.
Mitigation measures/ response strategies	1. The Bank has established the "Principle for Credit Risk Management," which include the organizational structure and risk management processes (comprising risk identification, measurement, monitoring, reporting, and offsetting). 2. Regarding concentration limits, regularly or irregularly review and revise various limits, and periodically monitor control conditions. 3. Established regulations concerning collateral specify the types of collateral to be collected, valuation methods, and the procedures for setting up pledge/mortgage rights, to ensure that the Bank can effectively recover funds in the event of borrower default; alternatively, risk can be fully or partially transferred or offset through measures such as transferring to the Credit Guarantee Fund for guarantees and establishing deposit offset agreements. 4. In the event of exceeding the limit, the Risk Management Department will submit an over-limit report and concurrently notify the relevant business units to propose countermeasures for approval by the General Manager. 5. The Risk Management Department reports quarterly to the Audit Committee and the Board of Directors on the business volume, overdue status, concentration overview, and implementation of control measures for each credit business category.	1. The Bank has established the "Principle for Market Risk Management," which include the organizational structure and risk management processes (comprising risk identification, measurement, monitoring, reporting, and offsetting). 2. The Bank has established the "Market Risk Management Guidelines" to govern the responsibilities of relevant units, indicator formulation and revision, monitoring and reporting procedures, and data retention periods. 3. In the event that any indicator exceeds its prescribed early warning threshold, the relevant business management unit shall implement the corresponding corrective measures and provide the Risk Management Department with updates on the subsequent follow-up actions. 4. The Risk Management Department consolidates the monitoring results of all risk indicators on a monthly basis and submits them for review and approval by the head of the responsible unit. On a quarterly basis, the Department reports the status of indicator monitoring and control to the Asset and Liability Management and Risk Management Committee, the Audit Committee, and the Board of Directors, and communicates the results to the Audit Department.

• Emerging Risk Management

In response to the continuously changing global environment, uncertainties in social and economic development, and ongoing technological innovations, emerging issues that may pose potential impacts are becoming increasingly important. In addition to existing major risks, two emerging risk issues of concern have been identified by referencing external reports. An analysis of their potential impact on the Bank's operations has been conducted, and mitigation measures or response strategies have been implemented to manage these risks:

Emerging risk issues	Misinformation and disinformation	Regional conflicts and confrontations
Type of risk	Technological risk	Geopolitical risk
Impact period	More than 3 years	More than 3 years
Description	When illicit organizations use generative AI to produce large-scale false or misleading content, it makes it increasingly difficult for recipients to discern accurate information. This will lead to the spread of misinformation, resulting in more financial crime issues and information security threats, as well as causing losses to corporate and customer assets.	The world is currently facing escalating geopolitical tensions, with increased competition and conflicts among major powers. A competitive advantage can be gained by adopting strategies such as restricting technology, goods, or capital flows. This includes market volatility arising from the ongoing Russia–Ukraine war and the conflict involving the United States, Israel, and Iran.

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Emerging risk issues	Misinformation and disinformation	Regional conflicts and confrontations
Type of risk	Technological risk	Geopolitical risk
Impact period	More than 3 years	More than 3 years
Potential operational impact	The maturation of Artificial Intelligence (AI) and Machine Learning (ML) technologies has accelerated the development of deepfake technology. When employed to generate and disseminate false information, this complicates the identification and prevention of phishing emails, counterfeit websites, fraudulent transactions, and scam techniques. Failure to promptly detect and intercept such activities may lead internal personnel or customers to use and spread them, resulting in the theft of personal data, leakage of sensitive internal company information, financial losses, and an increased likelihood of potential customer complaints. This could pose risks to the company's business operations, financial standing, or reputation.	Geopolitical conflicts may lead to volatility in financial markets and increased risk exposure in overseas positions. Additionally, various industries face rising operational costs, which impact customer operations and profitability, thereby increasing default risk.
Mitigation measures/ response strategies	1. Continuously deepen information security advocacy to strengthen employees' cybersecurity awareness and prevent the dissemination of erroneous messages and false information. 2. Regularly conduct email social engineering drills to increase employees' awareness of email security; and provide personal data protection education and training to prevent the occurrence of personal data leakage. 3. Establish digital channel monitoring, removal, and alert mechanisms, including counterfeit websites, counterfeit applications, and counterfeit social media. 4. Implement an information security management system and establish an information security monitoring center. Additionally, introduce emerging information security protection technologies to enhance the information security defense mechanisms and strengthen personal data protection management. 5. Continue to participate in exchanges with the Financial Information Sharing and Analysis Center (F-ISAC) to share industry intelligence and deepen the financial cybersecurity joint defense system. 6. By establishing communication and complaint channels, we continuously monitor the information provided by customers to safeguard their rights and protect the company's critical operational information.	Monitor changes in the global political and economic landscape, establish national risk limits categorized by credit ratings, set industry-specific limits and single enterprise limits, and regularly monitor changes in risk exposure. In response to fluctuations in the financial market, changes in the holdings of invested financial products are regularly monitored. Stop-loss limits are established, and investment positions are adjusted in a timely manner.

• Shaping a Culture of Risk Management

The Bank conveys the importance of implementing risk management through education and training, risk reporting and self-assessment, business and product risk management, as well as internal management evaluation mechanisms, thereby establishing a culture that values risk management:

1. **Educational Training**

To strengthen sound corporate governance, sustainable operations, and risk management, and to enhance directors' and senior executives' awareness of the importance of risk management to the prudent operation of financial institutions, the Bank has established risk management policies and provides relevant training to all directors on an annual basis. In 2025, the Bank conducted two sustainability-related training programs for directors, supervisors, and senior executives, entitled "Future Trends and Opportunities under Sustainability Issues" and "Artificial Intelligence (AI) and Fair Customer Treatment (including Financial Inclusion and Sexual Harassment Prevention)." A total of 51 participants successfully completed the training programs. To establish a systematic and comprehensive training framework for employees, an annual "Employee Training Plan" is formulated each year. Based on different job positions and seniority, various internal and external training courses are planned and conducted as follows, promoting an effective risk culture through diversified educational training:

In addition, to increase understanding of laws and regulations related to anti-money laundering and combating the financing of terrorism, as well as to strengthen and improve employees' awareness of information security risks, we continuously promote policies and conduct annual online information security training sessions to establish an overall culture of risk management.

1 New Employees

Arrange general education and training on common banking regulations and management rules.

2 Professional Competencies

The curriculum includes corporate credit assessment, financial product trading, foreign exchange, deposit and remittance, wealth management, financial legal affairs, and regulatory compliance, among others, to enhance the professional knowledge of bank employees.

3 Management Functions

Different training programs are planned for supervisors at various levels, such as the Financial Operations Supervisor Training Course, Deposit and Remittance Operations Supervisor Training Course, and the Union Bank Academy Advanced Management Talent Program.

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2. **Risk Reporting and Self-Assessment**

(1) The bank has established a reporting procedure for material incidents. When a material incident occurs, each unit should immediately notify the relevant business units, report to the Audit Department, and, in accordance with the operational risk incident reporting procedure, report to the Risk Management Department. This is to ensure the timeliness of significant risk reporting and facilitate the implementation of appropriate response measures.

(2) The Bank has established the "Operational Risk Data Collection Guidelines," which clearly define the reporting process for operational risk incidents. A database has been created for online reporting by each unit, detailing the incidents and subsequent handling or improvement measures. The Risk Management Department regularly reports to the Asset and Liability and Risk Management Committee, the Audit Committee, and the Board of Directors. Additionally, an annual compilation of relevant operational risk cases is provided for reference by all units, aiming to comprehensively enhance the operational risk management capabilities of all employees from top to bottom.

(3) The Bank conducts an annual Risk and Control Self-Assessment (RCSA). Each management unit at the Head Office selects the risk scenarios to be self-assessed, confirms the control measures, and evaluates the inherent risk (likelihood of occurrence and impact severity). Senior personnel familiar with the business in each unit then assess the residual risk after controls and provide relevant explanations or recommendations. For risk scenarios assessed as having higher risk, each management unit, referencing the explanations or recommendations from the assessment units, formulates corresponding action plans to strengthen management of the related risks.

3. **Business and Product Risk Management**

(1) The Bank has established regulations on evaluation and key points of operation for handling new business and new financial goods, which stipulates that before introducing new business types and financial products, the Bank shall, in accordance with risk control principles, establish corresponding risk management measures.

(2) The Wealth Management Business has established the Product Review Committee Operational Guidelines to review and discuss key aspects of proposed products for listing. These aspects include the financial and operational soundness of the issuing or guaranteeing institutions, product attributes and risk classification, risk-return and reasonableness, accuracy of manual content, and adequacy of information disclosure. The purpose is to prudently assess the soundness and reasonableness of the products and to protect consumer rights.

4. **Internal Management Evaluation Mechanism and Links to Compensation**

The Bank has established internal management evaluation measures for its business units. Evaluation items are set according to different business groups, and these items include risk-related evaluation indicators (such as credit business credit application management, non-performing credit management, compliance system management, and anti-money laundering and counter-terrorism financing management operations, etc.). In the event of fraud cases or significant unexpected incidents, the Audit Department may deduct evaluation scores based on the actual circumstances. Based on the evaluation results, the annual performance bonuses of outstanding and underperforming units are affected, thereby aiming to encourage business units to actively implement risk management measures.

• 2025 Operation condition of risk management

1. The Bank would submit quarterly risk control reports to the Board of Directors and the Audit Committee, which include the Bank's capital adequacy overview, credit, operation, market, small bank interest rate and liquidity risk management. Among them, the first quarter report would cover monitoring results for operation risks, and the second quarter report would cover related financial disclosures.
2. Operation risks monitored by the Bank included: indicator changes, and inspected and confirmed whether relevant internal regulations conform to requirements of the competent authority for detection management level and key detection points.
3. On a quarterly basis, the Bank reports to the Sustainable Development Committee on the implementation status of business indicators and targets relating to green financing, sustainability-linked lending, investments in green, social and sustainability bonds, the Union Green Card, green (sustainability-related) treasury products, and the promotion of digital finance.
4. In compliance with the "Guidelines for Climate Financial Disclosure for Domestic Banks" issued by the Financial Supervisory Commission, climate-related financial disclosures (TCFD) have been prepared and incorporated into UBOT's sustainability report. The report encompasses governance, strategy, risk management, indicators, and targets. Additionally, the Bank has evaluated the financial implications of three climate scenarios outlined in the "Operational Plan for Climate Change Scenario Analysis for Domestic Banks" published by competent authorities.
5. The Bank revised the "Sustainable Lending and Investment Policy" and renamed it the "Sustainable Finance Policy" to expand its scope of application to include passive investments, third-party managed asset investments, asset management, and wealth management businesses. The definition of "non-conventional oil and gas-related industries" was also revised.
6. In response to the competent authority's requirement to assess the impact of significant changes in economic and financial conditions on the Bank, the Bank conducted the 2025 Supervisory Stress Test. Based on the prescribed testing methodology, designated stress scenarios, and updated default rate data, the Bank assessed the impact of stress scenarios on its capital adequacy ratios and leverage ratio.
7. The Bank established its carbon reduction targets, strategies, and specific action plans in accordance with the standards of the Science Based Targets initiative (SBTi). These targets and plans were approved by the Board of Directors and subsequently validated through the SBTi review and verification process.
8. The Bank signed the "Policy Influence Statement," publicly committing to align with the Paris Agreement and support Taiwan's 2050 Net-Zero Emissions Policy. The statement applies to both the Bank and its subsidiaries and requires that, when participating in business associations, industry associations, or lobbying activities, consideration be given to whether the relevant climate positions or lobbying topics are consistent with the principles of the Paris Agreement. Where inconsistencies are identified, the Bank will provide recommendations, actively engage with the relevant parties, or refrain from participating in such activities. The Bank also commits to regularly disclosing its participation in business associations and climate-related lobbying activities.

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• Internal Control System

1. The Bank established three-defense-line structure of the internal control system, and clearly specified the range of authorities and responsibilities of the three defense lines to make various units understood their own roles and functions in overall risk and control structure within the Bank, and to enhance communication and coordination of the works related to risk management and internal control with the three defense lines performing their own duties each.

First line of defense	Second line of defense	Third line of defense
Each unit within the Bank, according to its functions and business scope, assumes the risks arising from its daily operations and serves as the first line of defense. It is responsible for identifying and managing risks, and for designing and implementing effective internal control procedures tailored to the characteristics of those risks to cover all related operational activities.	Departments including Business Management, Legal Compliance, Risk Management, and Information Security. The function of the second line of defense is to establish overall policies and management systems, assist and supervise the first line of defense in managing risks and conducting self-assessments, identify and measure risks, define risk management roles and responsibilities, provide a risk management framework, and regularly report risk management outcomes to senior management.	The internal audit unit is subordinate to the Board of Directors and has established a chief audit officer system to oversee audit operations. It executes audit tasks with an independent and objective spirit, assisting the Board of Directors (or Supervisors) and senior management in auditing and evaluating the effectiveness of risk management and internal control systems. This includes assessing the effectiveness of the first and second lines of defense in conducting risk monitoring, and providing timely improvement recommendations to reasonably ensure the continuous and effective implementation of internal control systems, as well as serving as a basis for reviewing and revising internal control systems.

2. Internal Audit Work and Implementation:

Internal Audits and Self-Assessments

Category	Subject / Item	Regular Audit Frequency	Project Audit Frequency
Audits Conducted by the Audit Department	Domestic business, finance, asset custody, and information units	At least once annually	At least once annually
	Risk management and other administrative units	—	At least once annually
Self-Inspections Conducted by Units	All operating units	At least once every six months	At least once monthly Note

Note: If a regular audit conducted by the Audit Department, an examination by the financial supervisory authority, or a self-assessment performed by the Compliance Function has already been carried out during the same month, the special self-assessment may be waived.

Reporting, Communication, and Training Framework

Reporting to Senior Management
(every six months)

Presenter: Chief Auditor
Recipients: Board of Directors and Audit Committee
Purpose: To facilitate understanding of the effectiveness and operation of the internal control system.

Communication with Independent Directors
(every six months)

Format: Internal Control System Review Forum
Participants: Independent Directors and Internal Auditors
Content: Discussions and reviews of internal control deficiencies are conducted, and meeting minutes are documented accordingly.

Personnel Training
(once a year)

Target Participants: Self-Assessment Personnel
Content: Professional audit training programs are conducted on a regular basis.

Flowchart

▪ **Audit Department**

▪ **All Units**

The Bank has established a sound internal control system and implemented risk management practices in accordance with the Regulations Governing the Implementation of Internal Control and Audit Systems for Financial Holding Companies and Banking Industries. An independent Audit Department is responsible for conducting internal audits, and the audit results are regularly reported to the Board of Directors and the Audit Committee.

3. After implementing the risk-oriented audit system, the risk-based approach (RBA) is planned for introduction as the standard. Audit frequency will be determined based on the results of risk assessments, with increased audit frequency for high-risk items.
4. The Bank has established an internal control system and implemented risk management practices in strict compliance with the Regulations Governing the Implementation of Internal Control and Audit Systems for Financial Holding Companies and Banking Industries. Internal audits are conducted by the Audit Department, and the effectiveness of the internal control system is reviewed annually. In addition, independent reviews are performed by third-party auditors to assess the adequacy of the system design and the effectiveness of its implementation. To further ensure the sound operation of the internal control system, the Bank prepares an Internal Control System Statement, which is approved by the Board of Directors. In accordance with applicable regulations, the Statement is disclosed on the Bank's website and the Market Observation Post System (MOPS).
5. In addition to conducting risk assessments related to environmental, social, and corporate governance issues associated with operations, the Audit Department established relevant risk management policies and strategies, and included the management of sustainability information as a key audit focus, including green lending, cybersecurity incident response mechanisms, and information system continuity management. Relevant operating procedures have been established and implemented accordingly. Based on audit findings, recommendations are provided to the responsible business units, and corrective actions are tracked to mitigate operational risks.
6. The Anti-Money Laundering (AML) system is subject to independent validation by external CPAs and examinations conducted by third-party institutions to ensure objectivity and impartiality. Follow-up actions are taken to address audit findings and recommendations, with continuous monitoring of improvement progress.
7. In 2025, the Internal Audit Department conducted a total of 242 audit engagements, including 106 general audits and 136 special audits. The Bank also cooperated with external audits and regulatory examinations, including the regular examinations conducted by the Financial Supervisory Commission (FSC) every two years and ad hoc special examinations. During the reporting year, one regular examination was completed, and continuous improvements were implemented based on the examination findings and recommendations. In addition, the Bank engages qualified external CPAs annually to perform agreed-upon procedures on internal control systems and audits of anti-money laundering operations, thereby strengthening overall operational effectiveness and enhancing risk management quality.

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Business Continuity Plan

1. **Abnormal Incident Reporting and Response Mechanism**

To enhance the Bank's operational risk management system and strengthen our capability for immediate response to abnormal events or emergencies, the Bank has established comprehensive reporting procedures and handling protocols. In the event that any unit encounters operational abnormalities, information security incidents, disasters, or other emergencies, they shall promptly report them according to the "Abnormal Incident Reporting Procedure." The Head Office shall coordinate and manage the response in accordance with the "Abnormal Incident Handling Operational Guidelines."

The Bank's handling mechanism encompasses cross-departmental collaboration, real-time risk assessment, reporting level, and subsequent follow-up management to ensure that incidents are promptly isolated and effectively controlled. This minimizes the impact on operational disruption, customer interests, and reputational risk.

2. **Disaster Response Management and Operation Crisis Response Mechanism**

To strengthen the Bank's disaster prevention and response capabilities and to establish a sound business continuity management system, the Bank has formulated the "Key Points for Disaster Emergency Response Operation" in accordance with the regulations set forth in the "Disaster Emergency Response Manual of Financial Institutions" issued by the Ministry of Finance. Additionally, a Crisis Management Team and an emergency contact and reporting mechanism have been established. Through a proactive approach and institutionalized management, we increase our preparedness capabilities for disaster prevention, response, and financial resource mobilization. In the event of a major disaster, the goal is to provide rapid support to affected households, stabilize financial operations, and assist in the swift restoration of social and economic order. Due to the unique characteristics of financial operations, separate "Operation Crisis Response Measures" were established, creating standardized procedures to address sudden operational risk events, thereby protecting the rights of depositors and maintaining market order.

3. **Security Maintenance Management Mechanism**

To strengthen the overall security maintenance operations of the entire bank, the Bank has established a "Security Maintenance and Supervision Group," chaired by the Deputy General Manager, to coordinate and oversee the implementation and enforcement of security management measures. The team holds quarterly "Safety Maintenance Meetings" to deliberate on directions for work, review implementation status, promptly propose suggestions for improvement, and submit results to the Board of Directors. Each business unit, in accordance with the "Code for Security Maintenance Operation" and the "Implementation Plan of Security Prevention and Drilling," continuously conducts educational training, on-site drills, and regular inspections of safety equipment (at least twice annually) to ensure the proper functioning of all facilities.

4. **Information Backup and Resilient Infrastructure of Systems**

To ensure uninterrupted operation of the information system, the Bank has established a second data center at a location separate from the main server room to serve as an off-site backup center. Off-site backup drills are regularly conducted to enhance the Bank's operational continuity capabilities in the event of major cybersecurity incidents or facility damage.

Anti-Money Laundering and Countering the Financing of Terrorism

• System and Structure

1. The Bank recognizes the importance of compliance with laws related to anti-money laundering and combating the financing of terrorism. We are committed to preventing our institution from becoming a source of money laundering and terrorist financing. Accordingly, we have established internal regulations including the "Precautions of Union Bank for Money Laundering Control and Combating Terrorist Financing," "Union Bank's Evaluation of Money Laundering and Terrorist Financing Risks and Formulation of Prevention Plan Policy," and the "Union Bank Comprehensive Risk Assessment and Management Measures for Money Laundering and Terrorist Financing." These measures aim to establish a comprehensive anti-money laundering system to prevent the misuse of money laundering and terrorist financing activities.
2. The Bank allocates adequate personnel and resources dedicated to anti-money laundering and counter-terrorism financing according to its scale and risk profile. Under the Head Office's legal compliance unit, independent specialized units have been established, including the Money Laundering Planning and Management Division, the Money Laundering Transaction Monitoring Division, and the Fraud Prevention Division. The Head Office's Legal Compliance Supervisor serves as the dedicated supervisor, vested with full authority to coordinate and oversee anti-money laundering and counter-terrorism financing efforts.
3. Internal control and internal audit regulations for compliance with anti-money laundering laws

1

The business units and the Head Office business management

units serve as the first line of defense in anti-money laundering efforts, specifically implementing controls related to anti-money laundering and combating the financing of terrorism. Senior management personnel should be appointed as supervisory officers, responsible for overseeing the execution of anti-money laundering and counter-terrorism financing measures within their respective units, as well as managing the self-evaluation process.

2

The primary responsibilities of the dedicated

unit are to supervise the prevention of money laundering and the combatting of terrorist financing, to identify and assess the risks of money laundering and terrorist financing, and to monitor the planning and implementation of policies and procedures.

3

The Audit unit

conducts inspections of management systems and execution deficiencies in accordance with the "Implementation Rules of Internal Audit and Internal Control System of Financial Holding Companies and Banking Industries." It also regularly reports to the Chief Auditor and the Deputy Director responsible for anti-money laundering and counter-terrorism financing.

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• Work Overview, Operational Status, and Concrete Achievements

1. **Customer Due Diligence**

In addition to conducting identity verification, name checks, and risk assessments through the business unit's customer relationship establishment procedures, customer data is also subjected to daily batch scanning via the Anti-Money Laundering (AML) system. Furthermore, relevant regulations have been established to enhance the accuracy of manual verification.

(1) Name Verification:

a. During the implementation of the Anti-Money Laundering - Know Your Customer (AML-KYC) system for customer data registration, the system scans customer names by linking to external vendor databases. Additionally, the system's control mechanisms ensure that all customers, including their related accounts, undergo name verification.

b. The Name Verification and Matching System utilizes the anti-money laundering system (AML system) provided by the external vendor Tun Yang. The name verification database sources include Dow Jones and lists collected daily by dedicated personnel of the Bank through publicly available information. A specialized unit monitors and verifies the status of list updates on a daily basis.

c. Assign designated personnel to conduct regular audits of cases identified by each unit as politically exposed persons (PEPs), and promptly correct any units that have made identification errors to ensure accurate assessment of customer risk.

(2) Beneficial Owner: The "Union Bank Guidelines for Identifying and Verifying Beneficial Owners" have been established. These guidelines regulate that business units handling the opening of Taiwan Dollar or foreign currency accounts for corporate clients with more than one layer of shareholding must refer the case to a dedicated unit to assist in identifying the beneficial owner.

(3) Customer Identity Verification and Data Validation: The dedicated unit cooperates with regulations to periodically optimize the Bank's Anti-Money Laundering - Know Your Customer (AML-KYC System). Verification and matching operations are conducted based on the contact information retained by customers, such as email matching and verification functions, and mobile phone matching and verification functions. These processes not only confirm the validity of customer data but also provide business units with judgment support through the identification of anomalies or verification failures, thereby enhancing vigilance toward abnormal customers.

(4) List Database Verification:

a. To comply with the competent authority's requirement to monitor the watchlist, the Bank completed the establishment of the "Watchlist Customer Database". Enhanced review or rejection procedures are conducted when applying for specific business operations.

b. Compiled lists accounts requiring attention from both internal and external sources to establish a "Risk Account Database." Implement alerts, care measures, or corresponding control operations when executing specific transactions.

(5) In addition to conducting enhanced due diligence based on customer risk levels, performing periodic due diligence at frequencies set according to risk levels, and executing trigger event due diligence upon specific triggering conditions, the Bank has also designed measures for customers in certain high-risk money laundering industries. The Bank has established clear regulations defining identification and verification methods, as well as the enhanced due diligence measures to be implemented. Furthermore, it is stipulated that business units must obtain approval from the head office management unit before establishing business relationships, initiating new transactions, or opening additional accounts with such customers.

2. **Suspicious Transactions Monitoring**

Regarding transaction monitoring for existing customers, an Anti-Money Laundering (AML) system has been implemented. This system is utilized to detect abnormal transactions involving customers and accounts. Monitoring effectiveness and intensity have been enhanced through strengthened regulations and the integration of technological applications.

(1) Standards have been established based on the characteristics of each business sector of the Bank or in accordance with the latest external suspected money laundering or terrorist financing patterns, developing monitoring scenarios tailored to the Bank's own operations. Additionally, the consistency, accuracy, and appropriateness of the system's detection results are regularly reviewed.

(2) Implemented the Robotic Process Automation (RPA) to conduct customer and transaction data searches, replacing manual repetitive query operations. After integrating the files, the information will be provided for review by dedicated personnel to enhance the efficiency and accuracy of data retrieval and record retention.

3. **Reporting of Large-value and Suspicious Transactions**

In response to alert cases generated by the AI early warning system and suspicious abnormal transaction behaviors identified by business units in customers suspected of money laundering, the Bank's suspicious transaction reporting operations have been fully centralized. Dedicated personnel are responsible for conducting customer background investigations, confirming abnormal behaviors, and reporting cases, with the aim of improving the quality of reported cases and reducing omissions in reporting:

(1) Reporting Large-value Transactions: Currency transactions exceeding a specific amount are reported according to the format prescribed by the Ministry of Justice Investigation Bureau, using media methods. Relevant records are maintained, and dedicated personnel verify the accuracy of the reported data on a daily basis.

(2) Reporting Suspicious Transactions: When dedicated personnel investigate cases, they verify the customer's background, the source and purpose of funds, the reasonableness of the transaction's objective, and whether the transaction pattern deviates from past behavior in order to determine whether the transaction activity is suspicious. In cases deemed suspicious, the relevant information shall be uploaded to the Ministry of Justice Investigation Bureau via media. In addition to adhering to confidentiality principles, the execution process shall be documented and preserved for the prescribed retention period.

(3) In 2025, the suspicious transaction cases reported to the Ministry of Justice Investigation Bureau achieved a utilization rate of 54.3%.

4. **Fraud Prevention**

(1) In response to the increasing emphasis placed by regulatory authorities on anti-fraud measures within financial institutions, the Bank established a cross-functional Fraud Detection Task Force in 2024, convened by the General Manager. Dedicated project meetings on fraud detection, fraud prevention, and process optimization have been held on a weekly basis. In addition to continuously monitoring the progress of various improvement initiatives, the Task Force regularly reviews and adjusts fraud prevention measures to enhance the effectiveness of suspicious account monitoring and alert mechanisms, as well as the accuracy of fraud interdiction efforts. Furthermore, to support the prevention and suppression of fraud-related crimes through a professional, systematic, and institutionalized approach, the Bank established the Fraud Prevention Division under the Legal Affairs and Compliance Department in the first quarter of 2025. The Division is responsible for formulating the Bank’s fraud prevention policies, coordinating cross-departmental initiatives, and overseeing the implementation of fraud prevention measures across the Bank. Concurrently, the task force was renamed the “Union Bank of Taiwan Anti-Fraud Task Force” to further strengthen the Bank’s governance framework and operational effectiveness in combating financial fraud.

(2) The task force is primarily composed of members from the Bank's Fraud Prevention Division (dedicated unit) and business units related to fraud prevention operations. The task force convenes weekly meetings to oversee and manage the Bank's fraud crime prevention measures, track the progress of projects related to fraud crime prevention, and coordinate the responsibilities of various units concerning fraud crime prevention operations. The agenda topics include:

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- ✓ Continued optimization of the Fraud Early Warning (FEW) system model;
- ✓ Rolling reviews and adjustments to the effectiveness of control measures for account opening;
- ✓ Continued monitoring of abnormal account cash flows;
- ✓ Analysis of abnormal patterns in warning accounts, alert accounts, or other watchlist categories;
- ✓ Discussion of abnormal cases.

(3)The Bank continues to enhance its anti-fraud systems and data analytics capabilities. Through internal transaction monitoring reports and AI-powered fraud detection models, the Bank proactively identifies high-risk accounts potentially involved in fraudulent activities and implements preemptive transaction control measures before such accounts are officially reported as alert accounts. These measures enable the timely interception of fraud-related fund flows and strengthen the management of abnormal account activities. Following the launch of the AI fraud detection model in May 2024, the number of alert accounts at the Bank has shown a year-on-year decline. In 2025, the number of alert accounts decreased by approximately 25% compared with 2024.

• Educational Training

Regarding the training and education of personnel in anti-money laundering and counter-terrorism financing, the Bank continues to enhance employees' professional knowledge in anti-money laundering, fraud prevention, and counter-terrorism financing. The specific implementation results for 2025 are as follows:

1. The Head Office management unit plans for a 100% training completion rate in the annual anti-money laundering education courses for its affiliated business personnel.
2. The dedicated personnel and managers responsible for money laundering prevention, with the consent of the dedicated supervisors, participated in on-the-job education and training provided by external training units for a total of 12 hours. The training attendance rate was 100%.
3. The attendance rate for the "Anti-Money Laundering and Counter-Terrorism Financing On-the-Job Training Course" conducted for directors and senior management was 100%.
4. The dedicated unit conducts a quarterly "Anti-Money Laundering - Know Your Customer" workshop. The course content includes explanations of various customer due diligence procedures, name verification, and methods for identifying and verifying beneficial owners and Politically Exposed Persons (PEPs). In 2025, a total of ten in-person courses were held across the northern, central, and southern regions, with a total of 298 participants attending.
5. The Bank enhanced the professional knowledge of all employees through online courses in regulations related to anti-money laundering and anti-fraud measures, as well as the improvement of identified deficiencies. In 2025, a total of 3,741 employees completed the training.

Cyber Security Management

• Cyber Security Risk Management Structure

Enterprise Information Security Governance Organization

The Bank's Board of Directors is responsible for verifying the Company's "Information Security Policy", and deciding major information security related topics. It contains director members with information technology background, and the Board of Directors and senior management are responsible for improving the supervision and governance.

The Bank has established the "Information Security Management Section" to serve as dedicated unit for information security and to be responsible for governance, planning, supervision and promotion of implementation of information security; a Vice President has also been appointed as Chief Information Security Officer and is responsible for the promotion of information security policy, as well as resource scheduling matters. The Bank would entrust third-party professional institution with inspecting overall execution condition of information security, inspecting the Bank's overall execution condition of various information security management operations for planning, monitoring and execution, and issuing relevant reports according to the evaluation results every year. In addition, the Bank would incorporate the overall execution condition of information security into the Internal Control System Statement. Then after the Bank submits such report to the Audit Committee and the Board of Directors for review and approval in the next year, the Chairman, General Manager, Chief Audit Officer, Head Office's Legal Compliance Supervisor and Information Security Officer shall issue, disclose and announce the declaration jointly.

The Bank has established an Information Security Management Committee in accordance with the "Regulations for Organizational Information Security Implementation and Management"; it is responsible for making decisions and convening management review meetings regarding the information security management system, with the Chief Information Security Officer serving as the convener. The committee has established three teams to manage different aspects of information security. In particular, the Information Security Team is responsible for planning and implementing various information security operations; the Emergency Response Team handles emergency response to major information security incidents, and the Audit Team conducts internal audits of the information security management system.

Enterprise Information Security Organization Structure

The information security internal control executed the management structure of three defense lines: for the first defense line, the Information Technology Department and each units of the whole bank are responsible for performing information security work; for the second defense line, the information security unit is responsible for planning, monitoring and execution of information security system and policy, the legal compliance units are responsible for implementing legal compliance management, and the risk management unit is responsible for information security risk management; the third defense line refers to audit and inspection by the Audit Department.

To grasp the security of use in cyber equipment and system, the Bank has formulated the "Cyber Security Emergency Response Plan", as well as "Cyber Security Handling Group" to be responsible for supervising various units in executing information security prevention, crisis alerting, and emergency response handling.

Personal Data Protection Committee

The Bank has an established "Personal Data Management Committee" with the General Manager as the convener, with committee members coming from specific business units, the Legal Affair & Compliance Department, Information Technology Department, and Risk Management Department. At least one independent director and Chief Audit Officer are invited to attend without voting rights. The Committee's functions included: Supervising and managing the personal data protection system; tracing deficiency and improvement of personal data protection; reviewing the inspection and improvement of personal data security accidents; supervising and managing other personal data protection projects.

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• Information Security Policy

The Bank established three-defense-line structure of the internal control system, and clearly specified the range of authorities and Its purpose is to enhance the Bank's information security and guarantee data, system, equipment and network security. Overall objective of policy implementation is to guarantee confidentiality, completeness and availability of the Bank's information application, and to prevent the Bank's operation from impact of information security events to reduce possible operation risks. All staff, data, application system, hardware, machine room, network facilities, and information services, shall abide by this policy.

The Bank has established the Information Security Management Guidelines for Information Operations Personnel and workplace information security management rules to reinforce all personnel's commitment to and compliance with information security requirements. These measures are intended to reduce information security incidents arising from malicious actions, negligence, or insufficient information security awareness. The requirements apply throughout the employee lifecycle, including pre-employment, employment, termination, and job transfer processes.

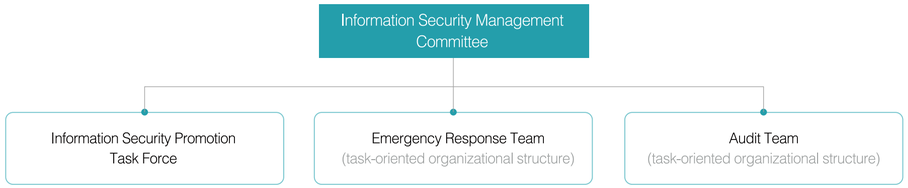
All Bank personnel, business partners and their employees, as well as temporary staff engaged by the Bank, are required to remain vigilant at all times when information security incidents occur, vulnerabilities in information systems or services are identified, violations of information security policies or related regulations are detected, or external threats are encountered. Such events must be reported in accordance with the procedures set forth in the Information Security Incident Management Guidelines.

To enhance information security awareness and incident response capabilities across the organization, the Bank has established clear information security training programs and minimum training-hour requirements tailored to different job functions and operational scenarios. Participants are required to complete assessments and successfully pass the relevant evaluations.

1. **Information Security Management Strategy**

(1) Implementation of International Information Security Management System

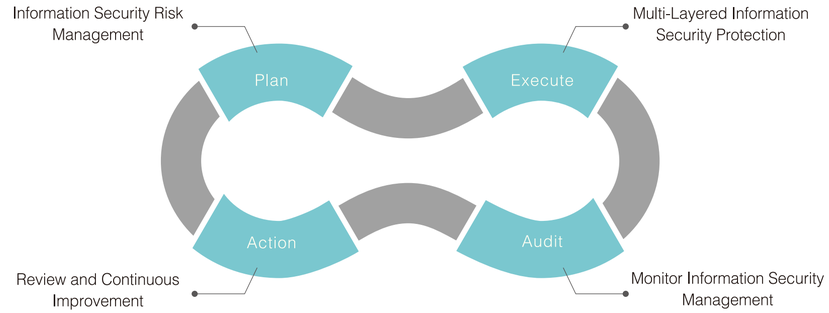
The Bank has implemented an Information Security Management System (ISMS) and obtained ISO/IEC 27001:2022 certification. To ensure effective implementation of internationally recognized information security standards, the Bank has established the following information security governance structure in accordance with the Regulations for Organizational Information Security Implementation and Management.



(2) Implementation of Information Security Management System

According to the "Information Security Policy" and the "ISMS Information Security Management System," a comprehensive protection environment for information and communication systems and network security was planned and established. This includes secure organizational structure and responsibilities, asset classification and control, personnel security management, physical and environmental security management, communication and operational security management, secure access control of information resources, system development and maintenance, disaster recovery management, and compliance with relevant laws and regulations. Additionally, information security management standards and related measures were formulated. Regular implementation of security audits, network monitoring, and personnel security management mechanisms are conducted to enhance the overall information security protection capability and reduce security threats and disaster losses. To effectively implement information security management, the Bank inspected applicability and the protection measures of the information security policy in accordance with the management circulation mechanism of planning, execution, audit and action.

2. **Information security risk management and continuous improvement circulation management**



3. **Specific Cyber security management plan**

(1) Information security management operation

In accordance with "Rules for Information Operation Management", "Information Hazard Response Plan", and "Cyber Security Emergency Response Plan", planned and established overall protection environment of cyber system and network security, formulated information security management policy and system, and implemented security audit, network monitoring, personnel security management and other mechanisms regularly to enhance overall protection ability of cyber security.

(2) Management and monitoring of cyber system

Real-time detection and defense, monitoring, management and early warning, etc., are executed, and a 24h information security monitoring mechanism to enhance in-depth protection of information security, thus guaranteeing network and data security. It also uses an information security event management platform to enhance analysis of information security warning information as well as notice and respond to information security events.

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(3) Application management of information on cyber security

In accordance with the Cyber Threat Intelligence Management Guidelines, the Bank processes and responds to threat intelligence notifications provided by professional cybersecurity intelligence organizations, including the Financial Information Sharing and Analysis Center (F-ISAC) and the Financial Cybersecurity Operations Center (F-SOC). These activities enable the Bank to obtain timely cybersecurity alerts and early-warning information. Based on the intelligence received, including its content, potential impact, risk level, and recommended mitigation measures, the Bank conducts risk assessments and implements appropriate response actions. In 2025, the Bank completed the analysis of 298 cybersecurity intelligence alerts involving threat and risk assessments.

(4) Trading security management and data protection

In terms of trading security protection, the Bank enhanced the security design of information' s privacy, integrity, source identification, non-repeatability and non-repudiation, etc. By means of network segment, access control, vulnerability management and other security design and protection strategies, the Bank continued to improve trading reliability of the system.

(5) Performance of information security test and drilling

Relevant defense mechanisms have been deployed, external professional institutions entrusted in performing tests and drilling jointly to inspect the defense efficiency and event response ability, and made vulnerability detection and repair measures to guarantee use security of the system.

Various information security drills are conducted every year, including social engineering drills, vulnerability scanning, penetration testing, personal data breach incident response exercises, emergency response education training, information operation failure response management exercises, incident communication and response exercises, distributed denial of service attack drills, and computer system information security assessments. In 2025, two social engineering drills were conducted, involving a total of 3,715 accounts. Following the drills, educational courses on social engineering were provided to personnel who did not pass the drills. Specifically, 53 individuals completed the courses and 34 individuals passed the tests. As a result, 99% of employees have developed security awareness regarding social engineering emails.

(6) Performance of education and training on information security

In 2025, all information security personnel have completed over 15 hours of professional information security courses or training sessions, totaling 476 hours for 8 individuals. Moreover, all employees are required to participate in a 3-hour online information security awareness course and pass the test, totaling 3,785 participants. However, due to various reasons, 24 individuals were unable to attend or complete the training or left the Company, resulting in a total of 3,761 individuals completing the training. Furthermore, to enhance the management security of IoT devices, an educational training course for IoT device management personnel was conducted, with 199 people from various units completing the course. This year, the entire company achieved a 100% participation and pass rate in the information security assessment.

(7) Cyber system or outsourced service management

When outsourcing information and communication systems or services, the Bank complies with the Regulations Governing the Internal Operations Outsourced by Financial Institutions and carefully selects service providers in accordance with the Union Bank of Taiwan Guidelines for the Selection of Outsourced Service Providers.

With respect to supplier governance structures and management responsibilities, the Bank follows the Risk Management Guidelines for Financial Institutions' Information Systems and Service Supply Chains issued by the Bankers Association, as well as the Bank' s internal policies, including the Supplier Management Policy, Outsourcing Management Guidelines for Internal Operations, and External Information Service Provider Management Guidelines. Outsourced service providers are required to establish internal audit mechanisms and maintain business continuity and contingency plans for outsourced services, as well as transition arrangements in the event of contract termination. Contracts must clearly specify confidentiality obligations, personal data protection requirements, Service Level Agreements (SLAs), incident notification timeframes, termination provisions, and subcontracting restrictions. In addition, suppliers are required to sign an Information Security Commitment Letter. Where personal data processing is involved, suppliers must implement appropriate encryption, secure transmission, and data retention safeguards in accordance with applicable requirements.

(8) Management of response to Cyber security events

When a cybersecurity incident occurs, relevant departments report to supervisors according to the "Cyber Security Emergency Response Plan", fill out a cybersecurity incident report form, report the facts or request support from the information security management division of the IT Department, and complete the internal notification process. In accordance with the accident condition notified, its impact, acceptable risk value, etc., the "Information Security Team" and the "Emergency Response Team" should decide appropriate response method and adjust the control measures of Cyber Security Maintenance Plan, and perform processing procedures of relevant subsequent treatments.

(9) Measures to Support the Implementation of the Financial Cybersecurity Action Plan

To align with the FSC's initiative to advance financial cybersecurity, the Bank actively participates in and implements execution measures outlined in the action plan for financial institutions. This effort aims to establish an organizational culture that prioritizes cybersecurity throughout the bank, enhance cybersecurity governance capabilities and standards, ensure continuous system operation and data security, and thereby improve operational continuity management capacity.

(10) Implementing International Standards for Information Security

The Information Department of the Bank has completed the implementation of the ISO/IEC 27001 Information Security Management System and obtained ISO/IEC 27001 certification. Subsequently, the scope was expanded to include insurance agency business verification. The validity period of the certificate is from June 7, 2024, to June 6, 2027. Additionally, the insurance agency business has implemented the ISO/IEC 27701 Privacy Information Management System and regularly obtains ISO/IEC 27701 certification. The current certificate is valid from January 20, 2025 to January 19, 2028.

4. **Effectiveness evaluation of Cyber Security**

Every year, audit and information security experts from professional institutions are invited to perform network and information security appraisal regularly, and then make risk analysis in accordance with objective results and threat information from the third-party verification to enhance the information security management system.

In 2025, the Bank recorded zero information leakage incidents. Accordingly, the proportion of incidents involving personal data breaches was 0%, and no customers were affected by information leakage incidents. In addition, information security audits identified no material deficiencies.

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3 Sustainable finance

Union Bank and its subsidiaries are committed to promoting sustainable development. We actively integrate Environmental, Social, and Governance (ESG) concepts into our financial business operations and risk assessment processes, leveraging financial influence to achieve the goal of sustainable management.

In practical operations, ESG principles are incorporated into business decision-making and process evaluation factors, with reference to relevant domestic and international regulations and guidelines. These include the Principles for Responsible Banking (PRB), the Equator Principles (EPs), the Task Force on Climate-related Financial Disclosures (TCFD), the Taskforce on Nature-related Financial Disclosures (TNFD), the Credit Guidelines of the Bankers Association, and the "Reference Guidelines for the Identification of Sustainable Economic Activities." These serve as important bases for promoting sustainable finance. Simultaneously, the Bank actively promotes inclusive finance by enhancing the accessibility of financial services, popularizing digital finance, and designing diverse products. This approach assists different groups in obtaining financial resources and reduces social financial disparities. Furthermore, the protection of customer rights is integrated into daily operations as a core principle to create a safe, trustworthy, and inclusive financial environment.

The Bank adheres to the principles of ethical management, transparency, and regulatory compliance. Through a diverse stakeholder communication mechanism, we ensure the quality and completeness of ESG information disclosure. We actively fulfill our corporate social responsibility and steadily advance toward the vision of sustainable financial development.

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Responsible Credit

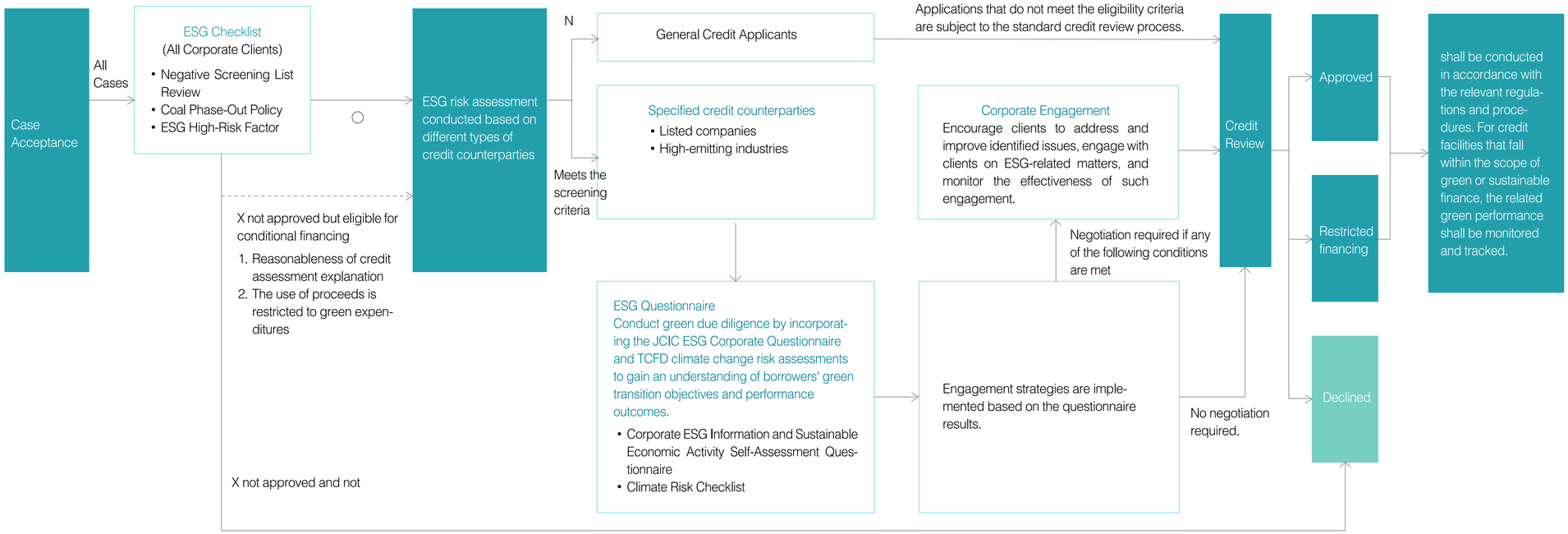
• Integration of ESG Risk Management into the Credit Approval Process

ESG Due Diligence

During the credit assessment process, the Bank conducts due diligence on customers' environmental, social, and governance (ESG) factors as a reference for credit decision-making. In accordance with the Bank' s credit review principles, including borrower profile, purpose of financing, source of repayment, collateral protection, and credit outlook, the Bank performs a comprehensive assessment of the risk profile of both corporate and individual borrowers.

In alignment with international frameworks and standards, including the Principles for Responsible Banking (PRB), the Task Force on Climate-related Financial Disclosures (TCFD), the Sustainability Accounting Standards Board (SASB) Standards, and the Bank' s Sustainable Finance Policy, ESG considerations are incorporated into both credit approval and post-lending management processes. All corporate borrowers are subject to assessment using the Bank' s ESG Checklist, which covers negative screening criteria, coal phase-out policies, and ESG high-risk factors. In addition, enhanced ESG due diligence is conducted for listed companies, large corporate clients, and designated high-risk industries. Through on-site visits and customer interviews, credit officers evaluate the borrower' s assets, production processes, supply chain resilience, financial capacity, and adaptation capabilities. At the same time, the assessment also considers carbon emissions performance, compliance with environmental regulations, decarbonization targets, and future plans to better understand borrowers' preparedness for climate change and potential future operational risks. Based on the assessment results, the Bank actively engages with customers to support their green transition efforts and assist them in addressing challenges associated with decarbonization and business transformation. The Bank further promotes sustainable development by providing sustainable finance solutions, including green financing and sustainability-linked loans, to facilitate the transition toward a low-carbon economy. Where customers are unable to demonstrate meaningful improvement over an extended period, the Bank will prudently evaluate the appropriateness of maintaining the business relationship.

Review Process



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Preliminary review	To fulfill its responsibility as a financial institution in promoting environmental protection, the Bank conducts ESG due diligence as part of its credit review and approval process for corporate lending applications. This assessment evaluates whether prospective borrowers have fulfilled their environmental responsibilities, examines whether their business operations comply with environmental sustainability principles, and identifies any records of environmental violations or regulatory penalties related to pollution. The results of the assessment serve as an important reference in the Bank's credit approval decisions: 1. Engagement with industries or countries with high ESG risks is prohibited. 2. Strengthen control over the coal and unconventional oil and gas-related industries, and cease accepting new cases. 3. Focus on enterprises with high pollution levels that do not comply with environmental regulations (through Joint Credit Information Center (JCIC) inquiries as having been subject to material environmental pollution penalties or sanctions) ▪ Communicate and negotiate with clients, propose recommended measures, and encourage clients to improve issues. ▪ Provide sustainable products such as green credit and sustainability-linked loans as positive financial guidance. ▪ Require the submission of an improvement plan at the time of credit limit application, and review the progress of improvements during credit limit renewal.
Post-loan management	To effectively control credit risk, after the approval of credit cases, cases shall be handled in accordance with the Bank's post-loan management regulations. 1. Regularly review whether credit customers have committed significant environmental violations. If there are major changes involving credit customers, a comprehensive assessment shall be conducted regarding the impact on the Bank's claims and subsequent corrective actions. Depending on the severity of the situation, credit terms will be adjusted as necessary. 2. If the environmental pollution issues related to credit customers cannot be improved over the long term, a prudent assessment should be made regarding whether to continue business relations, in order to fulfill the financial industry's social responsibility.

The Bank has established a review mechanism for borrowers involved in environmental pollution violations or regulatory penalties. An example is provided below:

Target audience	OO Energy Technology Co., Ltd.
Violation and Penalty Details	1. Regulatory Violation: Violation of Article 24, Paragraph 2 of the Air Pollution Control Act. Accordingly, a penalty was imposed pursuant to the latter part of Article 63 of the Air Pollution Control Act. 2. Facts of the Case: The ** Plant was engaged in thermal medium heating operations and was classified as a stationary pollution source subject to installation, modification, and operating permit requirements under the first batch of Category I designated stationary pollution sources announced by the Environmental Protection Administration. However, the facility commenced operations without obtaining the required stationary source operating permit.
Review Process	During the credit assessment process, the Bank identified through the Joint Credit Information Center (JCIC) R09 Corporate Material Environmental Penalty Information inquiry that OO Energy Technology Co., Ltd. had previously been subject to a material environmental penalty. Following an on-site review and investigation conducted by the Bank's credit officers, it was confirmed that the penalty had been fully settled and that the non-compliant condition no longer existed and approved the credit application.

Although the Bank did not provide any financing in 2025 for projects related to the Ministry of Environment's approved Voluntary Reduction Programs, Independent Reduction Plans, or Offset Project Programs, relevant financing procedures and assessment mechanisms have been established. Where loan proceeds are intended to support such projects, the Bank requires borrowers to provide supporting documentation, including project proposals and approval letters issued by the competent authority, as part of the credit assessment process and the evaluation of financing terms and conditions. In addition, during post-lending reviews and ongoing monitoring, the Bank assesses the implementation status of the relevant project and verifies compliance with the approved financing conditions. Where project execution or performance does not meet expectations, the Bank will enhance its monitoring frequency and work with borrowers to implement corrective actions and improvements.

• Engagement Methods and Effectiveness

To further leverage financial influence and encourage or assist clients in prioritizing ESG issues, initiating ESG actions, undertaking low-carbon transitions, setting net-zero emission targets before 2050, and establishing carbon reduction pathways to enhance sustainability performance, the Bank has established a negotiation mechanism with enterprises. This mechanism aims to drive industries toward sustainable development collectively. The approaches include, but are not limited to, in-person visits, telephone interviews, emails, and surveys; participation in or organization of physical/online interviews, meetings, lectures, training sessions; and attending shareholders' meetings or investor conferences of negotiation targets to speak or exercise voting rights.

Results of Negotiations with Corporate Credit Customers in 2025:

ESG dimensions	Engagement Methods	Target audience	Number of companies	Description
Environmental Protection (E)	Online forum	High-carbon-emitting and transition-sensitive enterprises, including companies in the transportation, automobile and motorcycle manufacturing, and real estate sectors, as well as publicly listed companies.	360	On December 11, 2025, the Bank will host an online forum titled "Sustainable Development Trends for Enabling Activities and Key Strategic Industries." The event will invite the Bank's high-carbon-emitting and transition-sensitive corporate borrowers, as well as publicly listed and OTC-listed corporate clients, to engage in broad discussions on ESG-related topics. 1. Encourage high-carbon-emitting industries to assess their operational characteristics and proactively develop decarbonization and transition plans. 2. In alignment with the Taiwanese government's promotion of Enabling Activities and Key Strategic Industries, provide insights into future industry trends and development opportunities. 3. Encourage clients to focus on biodiversity and natural resource management issues and to adopt the recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD) framework in disclosing their nature conservation strategies, actions, and outcomes. 4. Encourage clients to participate in sustainability initiatives, establish Science-Based Targets (SBTs), and obtain validation of their emissions reduction targets through the Science Based Targets initiative (SBTi). 5. Share practical case studies and best practices relating to sustainable transformation. 6. Introduce the Bank's ESG-related financing solutions and loan products.
Environmental Protection (E)	Individual engagement	Publicly listed and OTC-listed companies, as well as other large enterprises	10	During the loan application process, the Bank conducts pre-lending engagement and customized assessments with clients. The Bank appropriately links financing terms and conditions to improvements in ESG performance indicators, encouraging clients to progressively achieve sustainability-linked financing targets and strengthen their sustainability performance.

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Engagement Examples:

Negotiation target	OO Aluminum Co., Ltd.
Negotiation dimensions	Environment
Reason for negotiation	The borrower operates in the metal manufacturing industry, where aluminum smelting and rolling processes are highly electricity-intensive. The borrower's annual greenhouse gas (GHG) emissions exceed 25,000 metric tons, making it subject to Taiwan's carbon fee regulations. Accordingly, the Bank engaged with the client and encouraged the development and implementation of decarbonization initiatives.
Engagement Methods	The borrower has implemented a range of direct decarbonization measures, including enhancing the energy efficiency of natural gas-fired production equipment, upgrading to high-efficiency motors, and promoting circular economy practices through the development of recycled aluminum products. By increasing the use of recycled aluminum, the borrower aims to reduce the carbon footprint of its products. Through ongoing engagement with the client, the Bank facilitated a sustainability-linked loan and worked with the borrower to establish sustainability-linked indicators and targets. Target: Reduce water use or greenhouse gas emissions.

• Response to the Reference Guidelines for the Identification of Sustainable Economic Activities

1. On December 31, 2024, the relevant authorities in Taiwan jointly released the second edition of the Reference Guidelines for Sustainable Economic Activities (the "Guidelines"). The Guidelines aim to encourage financial institutions to direct capital toward sustainable economic activities, promote sustainable corporate development and an orderly low-carbon transition, and assist both enterprises and financial institutions in identifying sustainable economic activities.
2. In alignment with the government's promotion of the Green Finance Action Plan 3.0, enterprises are encouraged to complete the "Corporate ESG Information and Sustainable Economic Activity Self-Assessment Questionnaire" when applying for loans. The questionnaire is designed to help enterprises better understand their current status regarding sustainable economic activities and facilitate sustainable development and decarbonization efforts. The questionnaire includes corporate ESG data, such as basic corporate information, greenhouse gas emissions over the past year, energy management, environmental protection, social responsibility, and corporate governance status. It also includes a self-assessment by the enterprise on whether their "operational economic activities" or "individual project items" are applicable to or comply with the recognition criteria for sustainable economic activities.
3. In 2025, the proportion of completed Corporate ESG Information and Sustainable Economic Activities Self-Assessment Questionnaires relative to the total number of new and renewed corporate credit relationships was 4.17%.
4. Disclosure of the Sustainability Ratio at the End of 2025

(1) Based on the Reference Guidelines, the sustainability ratio of the lending business as of the end of 2025 was calculated. The eligibility ratio and the applicable ratio are presented in the table below:

Target audience	Applicable Ratio	Qualifying Ratio	Qualifying-to-Applicable Ratio
Corporate	18.28%	2.89%	15.78%
Individual	68.90%	0.52%	0.75%

(2) For corporate customers whose economic activities fall within the scope of the Reference Guidelines but have not yet met the qualifying criteria, or whose activities are currently classified as non-applicable, the Bank actively engages with and supports such customers in progressively meeting the relevant requirements. The Bank also encourages customers to formulate climate change response and transition plans. Examples of such engagement initiatives are provided below:

Negotiation target	OO Enterprise Co., Ltd.
Negotiation dimensions	Environment
Reason for negotiation	The customer is a leading company in the agriculture and food sector, engaged in feed production, livestock farming and slaughtering, as well as meat processing. To support the customer in addressing the impacts of extreme climate events on the food supply chain and to strengthen its leadership in sustainable agriculture through financial incentives, the Bank actively engages with the customer on climate-related issues. Given that the customer's annual greenhouse gas emissions exceed 25,000 metric tons, making it subject to Taiwan's carbon fee scheme, the Bank has encouraged the customer to initiate decarbonization measures.
Engagement Methods	The borrower continues to enhance its wastewater treatment processes to maintain the stability of the water environment and actively explores opportunities for waste recycling and reuse. By adopting resource recovery and circular utilization of waste as a key strategy, the borrower aims to achieve its waste reduction and management objectives. Through process optimization, the implementation of monitoring systems, equipment upgrades and replacements, as well as regular maintenance and servicing, the borrower has pursued energy conservation and reductions in waste generation. Following engagement discussions with the customer, the Bank extended a Sustainability-Linked Loan (SLL) facility and established sustainability-linked performance indicators and targets. Target: 1. Reduce water consumption and the volume of waste generated. 2. Maintain annual environmental protection investments above a specified threshold.

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Responsible Investment

• Integration of ESG Risk Management into the Investment Process

The Bank has incorporated the ESG scores of investment targets into the investment decision evaluation factors. Furthermore, based on different ESG score ranges, we adjust the maximum investment limits to ensure that capital flows toward targets with potential sustainable value. After the investment, regular tracking and reviewing of ESG score changes are continuously conducted as a basis for subsequent holding or adjustment of positions, thereby implementing dynamic management.

For high-emitting industries, the Bank has established a position limit management mechanism to control the level of carbon risk exposure. Additionally, we have set an annual growth target for ESG investments to gradually increase the proportion of sustainable investment assets.

In terms of equity investment, the consideration of "increasing positive social or environmental impact" has been incorporated into investment decision-making and the selection of investment targets. An ESG due diligence checklist was adopted, pre-investment evaluations are conducted in accordance with the Bank's "Union Bank Securities Investment Project Team Investment Guidelines." Monitoring and negotiation were conducted, and the evaluation procedure is as follows:

ESG evaluation method	Selection criteria	Information source
1. **Whether the target has been rated by an external agency**	ESG scores are used as a reference indicator, and investment targets must satisfy at least one of the following criteria: 1. A Sustainalytics ESG Risk Rating of 50% (inclusive) or below; 2. A ranking within the top 50% (inclusive) of the Taiwan Corporate Governance Evaluation; 3. A rating of BB (inclusive) or above in the Taiwan Sustainability Rating. Based on the accounting classification of the investment, where none of the above assessment indicators are available, or where the investment target fails to meet the specified threshold, the aggregate investment cost of non-trading investments shall not exceed 30% of the total carrying cost of the Bank's investment portfolio. For investments held for trading purposes, the aggregate investment cost shall not exceed 30% of the approved investment authorization limit.	Corporate Investor Relations Platform (ESG IR Platform)
2. **Whether the target has sustainability-related initiatives and carbon reduction plans**	1. Whether TCFD was disclosed, participation in the Science Based Targets initiative (SBTi), establishment of specific carbon reduction targets, formulation of a low-carbon transition plan, disclosure of sustainable economic activities, and link to Sustainable Development Goals (SDGs) 2. Based on the aforementioned investigation results, negotiations will be conducted with the investee company with continued follow-up after. If negotiations fail, the position will be evaluated for reduction or investment will be withheld.	Sustainability reports, company annual reports, and the official SBTi website of the investee companies
3. **Whether the investment target belongs to a high-risk industry identified by the Bank**	In accordance with the Bank's Sustainable Finance Policy, exclusion lists have been established for industries and countries with elevated ESG risks. The Bank does not engage in business relationships. 1. Those engaged in the illegal manufacturing and trading of weapons, the pornography industry, and the drug industry. 2. Sanctioned countries and regions on UBOT's list of high-risk countries/regions for money laundering and terrorist financing.	Business Registration Public Information System of the Ministry of Economic Affairs
4. **Whether the target involves disputes and penalty records related to Environmental, Social, and Corporate Governance (ESG) issues**	For investee companies involved in significant controversial incidents and penalties, if no concrete improvements are made, the position will be evaluated for reduction or investment will be withheld.	Information Disclosure Platforms of the Ministry of Environment and the Ministry of Labor

In terms of fund investment, a higher investment limit is set for funds with ESG certification. The investment limit for a single ESG fund is 10% of the statutory limit, which is double that of regular funds, demonstrating concrete actions to support sustainable asset allocation.

As of the end of 2025, the Bank held NT$1.0 billion in green bond investments, representing an increase of NT$200 million compared with the previous year. In addition, investments in ESG-certified funds totaled US$1.75 million, accounting for 27% of the Bank's total fund investment balance. The Bank's ESG fund holdings increased by approximately 34% year-on-year, while their share of the overall fund investment portfolio increased by approximately 8 percentage points compared with the previous year. These results demonstrate the Bank's commitment to incorporating positive social and environmental impacts into its investment decision-making process. By continuously increasing the proportion of sustainable investments, the Bank seeks to advance its long-term objectives of prudent growth, responsible finance, and sustainable value creation.

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• Reference Guidelines for the Identification of Sustainable Economic Activities

Disclosure of the Sustainability Ratio at the End of 2025

1. Based on the Reference Guidelines, the sustainability ratio of the investment position as of the end of 2025 was calculated. The eligibility ratio and the applicable ratio are presented in the table below:

Item	Applicable Ratio	Qualifying Ratio	Qualifying-to-Applicable Ratio
Investment Position	18.90%	18.62%	98.52%

2. Based on the Reference Guidelines, the qualifying-to-applicable ratio of the Bank's equity investment portfolio in sustainable economic activities as of year-end 2025 is summarized in the table below. For investee companies that have not yet qualified under the relevant criteria or whose activities are currently classified as non-applicable under the Reference Guidelines, the Bank conducts ongoing engagement and encourages the formulation of climate change-related matters.

Target audience	Qualifying / Disclosed	Applicable / Not Disclosed	Not applicable
Investee Company	38%	39%	23%

• Engagement Methods and Effectiveness

For its equity and bond investments, the Bank reviewed the ESG due diligence results of investee companies in 2025 and conducted engagement activities with 25 long-term portfolio companies through various communication channels, including written correspondence and investor conferences. Engagement topics included, but were not limited to, the disclosure of sustainable economic activities, validation of Science Based Targets initiative (SBTi) targets, and contributions to the United Nations Sustainable Development Goals (SDGs). The Bank also maintained ongoing follow-up after the engagement process to monitor progress and support continuous improvement. Through collaborative engagement with investee companies, the Bank seeks to advance sustainable development across industries and contribute to the further development and resilience of Taiwan's sustainable finance ecosystem.

Setting the Main Focus of Engagement	In line with international sustainability initiatives and competent authorities policies, including the Sustainable Economic Activities Guidelines, SBTi, and TNFD, the Bank has established key ESG engagement themes encompassing climate change, biodiversity, and sustainable transition as the basis for promoting the sustainable development of invested companies.
Engagement Company Screening	The Bank primarily targets long-term holdings within its equity and bond investment portfolios for engagement, with priority given to companies exhibiting significant ESG risks or strong transition potential.
Tiered Assessment of Engagement Effectiveness/ Tracking Behavior	The Bank has established a tiered engagement management mechanism to continuously monitor engagement progress across various stages, including issue identification, enterprise response, strategy formulation, and implementation of actions. Engagement effectiveness is evaluated through a quantitative assessment approach.
Post-engagement Actions and Implications for Investment Decisions	The Bank continuously monitors the improvement progress of investee companies and incorporates engagement outcomes into its investment decision-making process. Through this approach, the Bank seeks to direct capital toward sustainable development-related activities, thereby enhancing the long-term value and sustainability of its investment portfolio.

1. The results of the meeting are as follows:

Stage/Issue	Disclosure of sustainable economic activities	SBT carbon reduction target verification	TNFD	Support Biodiversity	SDG target
Engagement issue raised with the investee company	10	8	10	9	1
Investee company acknowledges the engagement issue	7	3	1	3	0
Investee company develops a response strategy to address the issue	4	3	5	3	1
nvestee company implements concrete actions to address the issue	2	1	1	0	0
Total	23	15	17	15	2

2. Examples of engagement please refer to **5 Environmental Sustainability- Task Force on Climate-Related Financial Disclosure (TCFD)**

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• Implementation Status of Diligent Governance

The Bank finalized the signing of the "Stewardship Principles for Institutional Investors" and, in line with these principles, ESG risks and performance of the investees are incorporated into the Bank's investment process, allowing for the active support of sustainable development in these companies. Through ongoing monitoring, participating in shareholder meetings, exercising voting rights, and engaging in constructive dialogue, the Bank aims to enhance long-term value for both parties.

The Bank discloses its stewardship implementation annually on its corporate website, including its Stewardship Principles Compliance Statement, explanations for any principles that have not been fully complied with, voting records, and the Stewardship Report. Upon review, the Bank has diligently adhered to all applicable stewardship principles. The 2025 Stewardship Report did not identify any instances of non-compliance with the stewardship principles and was in full compliance with relevant laws and regulations.

Communication and meetings with the invested companies are conducted through various methods, including telephone, email, video conferences, physical meetings, conference calls, and sending representatives to attend shareholder meetings or significant shareholder ad hoc meetings. The aim of these interactions is to safeguard shareholders' rights while exhibiting the spirit of diligent governance. In this spirit, voting records and meeting minutes are disclosed on the official website.

To prevent conflicts of interest, relevant policies and regulations have been established to govern the conduct of the Bank's personnel. Employees are prohibited from exploiting their positions to obtain improper benefits for themselves or third parties, or to harm the Bank's interests. In 2025, no material conflicts of interest related to stewardship activities were identified.

due diligence governance

• Review of Wealth Management Products

To promote environmental sustainability and social responsibility, ESG factors assessed by third-party institutions shall be disclosed and incorporated into the overall evaluation process during product review and approval. Partners are managed by evaluating and reviewing their ESG implementation and assessing whether there are any significant negative ESG disputes, to serve as a basis for collaboration deliberations. Wealth management products offered on the Bank’s platform shall be subject to a certain level of ESG rating management, and the relevant information shall be disclosed in accordance with the table below:

Classification	ESG strategy	2025 Assets Under Management (NT$)
1	ESG Integration	907,447,197
2	Best-in-Class Screening	792,633,505
3	Thematic Investing	11,765,378
4	Impact Investing	66,651,306
5	Others	27,046,656
Total Outstanding Sustainable Products		1,805,544,042
Percentage of Sustainable AUM/Total AUM		2.19%

Note 1: Wealth management products include mutual funds, offshore equities, offshore exchange-traded funds (ETFs), and foreign bonds.

Note 2: ESG wealth management products

(1)Mutual Funds: Classified according to the investment strategy categories disclosed in the ESG Fund Section of the Fund Clear. Where a fund falls into more than one category, it is classified based on the following order of priority: Impact Investing, Thematic Investing, Best-in-Class Screening, and ESG Integration.

(2)Offshore Equities: Adopt the Best-in-Class Screening sustainable investment strategy. Securities with a Bloomberg Environmental Score (BESG Environmental Pillar Score) of 7.5 or above are considered eligible.

(3)Offshore ETFs: Adopt the Best-in-Class Screening and Thematic Investing sustainable investment strategies. Eligible products are those for which Bloomberg's Green Finance Product Indicator ("ESG_Indicator") is designated as "Y".

(4)Foreign Bonds: Adopt the Best-in-Class Screening sustainable investment strategy. Eligible bonds are those ranked within the top 25% of ESG ratings by MSCI (AAA to AA).

Note 3: Sustainable Investment Strategies and Methodologies

(1)ESG Integration: The systematic incorporation of environmental, social, and governance (ESG) factors into investment analysis and decision-making processes to create products with ESG or sustainability characteristics.

(2)Best-in-Class Screening: An investment approach that selects industries, companies, or projects demonstrating superior ESG performance relative to their peers. This approach is also referred to as Positive Screening.

(3)Thematic Investing: An investment approach that identifies and allocates capital based on specific environmental or social themes, such as renewable energy, energy efficiency, or sustainable agriculture.

(4)Impact Investing: Investments made with the intention of generating measurable positive environmental and social impacts alongside financial returns. Such investments are generally aligned with the International Capital Market Association (ICMA) or quantified outcomes linked to the Sustainable Development Goals (SDGs).

(5)Others: Products containing ESG-related features that do not fall within the categories above. This category includes funds that promote environmental or social characteristics or have sustainable investment objectives, including but not limited to funds classified under Article 8 or Article 9 of the EU Sustainable Finance Disclosure Regulation (SFDR), as well as funds not otherwise categorized under the foregoing classifications.

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Sustainable Products

• UBOT

	ESG Product Category	Name	Description	Year-end balance (NT$ millions)/Number of cards in circulation	Percentage %
Corporate Finance	**Loan**	Green credit program (Including loans related to the green industry)	To encourage corporate clients to prioritize climate change, promote a corporate focus on carbon reduction and sustainable development, and guide enterprises to allocate funds toward green expenditures, the "Green Credit Program" was established. This program is formulated with reference to the Green Loan Principles (GLP) jointly issued by the Loan Market Association (LMA), Loan Syndications and Trading Association (LSTA), and Asia Pacific Loan Market Association (APLMA).	16,715	7.70%
	Loan	Sustainability-linked loan	In response to the government's active promotion of corporate governance, the Green Finance Action Plan, and other related policy guidelines, the Bank aims to guide capital investment into sustainable development through market mechanisms. This encourages enterprises to actively focus on sustainability issues. The Bank referenced the international Sustainability-Linked Loan Principles (SLLP) to establish key points for sustainability-linked credit business. Enterprises are encouraged to jointly set ESG targets with the Bank (such as greenhouse gas emissions, water usage, electricity consumption, and corporate governance indicators). If enterprises achieve the relevant ESG performance indicators, they can reduce their financing costs. At the same time, UBOT incorporates the performance of sustainability-linked loans into the operational key performance indicators (KPIs) of its business units, using incentives to guide business units and sales personnel in assisting enterprises with promoting green transformation.	2,280	1.05%
	Loan	Loans to six core strategic industries	In alignment with government policies and to assist the transformation and upgrading of Taiwan's industries, credit services are actively provided to sectors including "information and digital technology," "cybersecurity," "medical technology and precision health," "national defense and strategy," "green and renewable energy," and "strategic stockpile." Through efforts in information security, national defense, health, and livelihood protection, the welfare of the people is safeguarded, generating social benefits and assisting the green energy industry in the mitigation of and adaptation to climate change, thereby achieving environmental sustainability.	67,888 (Among them, 1,473 clients are in the green energy and renewable energy industries, with a credit balance of NT$21.504 billion)	31.28%
	Loan	Loans to 12 key strategic industries	In response to the 2050 net-zero emissions target, the National Development Council's "Taiwan's Pathway to Net-Zero Emissions in 2050" promotes four major transition strategies: "energy transition," "industrial transition," "lifestyle transition," and "social transition." It also establishes two governance foundations: "technology R&D" and "climate legislation." Supplemented by "12 key strategies," the plan launches action plans to integrate resources across ministries and agencies to realize the long-term vision and goals of the 2050 net-zero transition. UBOT, in alignment with government policies, provides green credit loans to related industry clients for their operational funding needs, assisting enterprises in their low-carbon transitions.	3,404 (727 for wind/solar power, 39 for energy conservation, 1,140 for vehicle electrification and zero-carbon, 898 for resource recycling and zero waste, and 600 for net-zero green living)	1.56%
Consumer Finance	**Loan**	Electric vehicle purchase loan	Promote energy conservation, carbon reduction, and environmental protection through the purchase of electric-powered vehicles. Offer preferential interest rates to encourage the public to acquire and use low-carbon, energy-efficient vehicles.	2,544 (Individuals: 2,327; Enterprise 217)	9% (Individuals 8.2%; Enterprise (0.8%)
	Loan	Green Building Program	Green architecture can be defined as architecture that is designed for human health and comfort, seeking co-prosperity with the Earth’s environment and aiming for the sustainable development of human living environment. Through promoting green building projects, customers are encouraged to purchase eco-friendly buildings.	1,158	0.43%

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	ESG Product Category	Name	Description	Year-end balance (NT$ millions)/Number of cards in circulation	Percentage %
Consumer Finance	**Credit card**	Union Green Card	The PETG material used, which meets the EU RoHS standards, is a non-toxic and odorless polyester material that does not emit harmful gases when burned, reducing environmental impact. The core philosophy of the Union Green Card is to "encourage cardholders to consume through designated eco-friendly channels, promoting a sustainable vision for the environment and society, and to fulfill corporate social responsibility by practicing ESG principles." The card integrates cardholders' green lifestyles into a virtuous cycle of sustainable development between the Bank, customers, and other industries.	80,041 cards	2.9%
	Credit card	"EasyCard Green Points Double Rewards" campaign	The UB Credit Card actively supports the Ministry of Environment's initiative to promote a net-zero carbon, green lifestyle. In collaboration with ESG partner iPASS Corporation to leverage the iPASS Green Points system, where points can be redeemed for transportation fares and utility payments, the Bank is promoting an easy way to earn green points. The Bank has become the first to integrate the iPASS Green Points with credit card rewards. Through this initiative, we aim to encourage cardholders to develop positive habits that drive low-carbon transportation, facilitate lifestyle transformation, and mitigate the impacts of transportation, such as carbon emissions and environmental pollution. This program allows consumers to contribute to protecting the environment with every purchase.	A total of 86,000 participants made 942,000 trips using public transportation. This resulted in a carbon reduction of approximately 754 metric tons. Based on a social cost of carbon estimated at NT$3,000 per metric ton of CO e, the event generated a social benefit valued at approximately NT$2,262,000. Note	
	Wealth Management	Financial products	By the end of 2025, a total of 132 ESG products (including funds, overseas stocks, overseas ETFs, and foreign bonds) were launched, with assets under management (AUM) of NT$1.805 billion. The AUM for all wealth management products of the Bank amounted to NT$82.418 billion, with ESG products accounting for 2.19%.	82,418	2.19%
Issuance of Sustainability Bonds	**Bonds**	Sustainability Bonds	In accordance with the Sustainable Development Bond Guidelines, the Green Bond Principles (GBP), and the Social Bond Principles (SBP), the Bank issued NT$ 1 billion in Sustainability Bonds. The proceeds were allocated to financing eligible green investment projects and social impact investment projects, with a focus on initiatives related to greenhouse gas emissions reduction, job creation, and the mitigation or prevention of unemployment resulting from socio-economic crises. Through these investments, the Bank aims to enhance its positive impact on society and the environment.	1,000	16.67%

Note: The calculation method for carbon reduction references the explanations for iPASS carbon reduction inquiries. It is based on comparisons between the average carbon reduction achieved by using the more frequently used MRT and bus services and using a car, with an average reduction of approximately 0.8 kg per trip.

⇨ **iPASSMONEY Card Binding Campaign**

A total of 65,000 participants took part in the campaign in 2025, with a total of 4.82 million Green Points rewarded.

• Union Leasing

ESG Product Type	Name	Description	Number of users at year-end/principal balance (NT$ billion)	Percentage %
Financing	Financial lease	As part of the "2025 Nuclear-Free Homeland Plan," the government has been actively promoting green energy; UBTO has also made significant investments in solar power plant financing	133 users/8,290	83.96%

Short-term (2027) and long-term targets (2032) have been established, aiming for the principal balance of solar power plant financing to reach NT$7.5 billion and NT$7.8 billion, respectively.

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• Union Securities Investment Trust Co., Ltd.

ESG Product Type	Name	Description	Year-end balance(NT$ millions)	Percentage %
Thematic Fund	Union Low Carbon Target Multiple Asset Fund	Investments in equities and bonds are limited to constituents of the MSCI World Low Carbon Target Index and exclude entities involved in significant negative controversies. For equity investments, greater weighting is assigned to the Carbon Disclosure Project (CDP) scores compiled by the third-party organization CDP Worldwide when calculating the Low-Carbon ESG Composite Score of potential investment targets. Securities with superior scores are selected for further in-depth research and ongoing monitoring. For bond investments, eligible securities are identified based on Bloomberg classifications indicating that the bond is a Sustainability Bond or Green Bond. Through the implementation of these investment strategies, the Fund seeks to ensure that its investments are directed toward companies that support low-carbon transition objectives.	137.4	0.4%
Fund	Two private equity funds established by the wholly-owned subsidiary, Union Private Equity Co., Ltd.	A focus on solar energy investments, including a recent merger with a 37.8MW plant producing 52 million kWh annually. With more plants in development projected to add 166MW and 210 million kWh yearly, carbon emissions from grid connection could be cut by 125,000 tons annually.	–	–

• Principles for Sustainable Product Disclosure

The Bank adheres to the "Guidelines for Preventing Greenwashing for Financial Institutions" issued by the Financial Supervisory Commission. When launching "sustainable" or "green" financial products or services, all external promotional materials, advertisements, or any form of statements are prohibited from providing information that is unclear or excessively exaggerated, selectively disclosing only positive impacts, or information lacking evidence to support its sustainability characteristics, thereby misleading financial consumers. In addition to designing the "Green or Sustainable Financial Products and Services Anti-Greenwashing Checklist" and the "Advertising Compliance Confirmation Form" to ensure that advertising content does not violate relevant laws and complies with consumer protection regulations, the Bank has incorporated anti-greenwashing measures into its regulatory compliance self-assessment process. The Customer Care Team under the Sustainable Development Committee regularly reviews whether the content of its "green" or "sustainable" claims regarding products or services aligns with actual conditions. Furthermore, each business unit is required to incorporate ESG considerations into operational and risk management decision-making processes, allocate sufficient personnel, and provide necessary training to staff.

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Inclusive Finance and Services

In response to the United Nations Secretary-General's Special Advocate for Inclusive Finance for Development, the Bank formulated the "Inclusive Finance Statement," which comprises seven major commitments. We will provide suitable financial services to specific groups such as micro-enterprises, disadvantaged populations, and the elderly, thereby improving their financial accessibility. The Bank will develop a friendly financial service environment based on the needs of these groups, and provide financial education and consulting services to assist disadvantaged populations in improving financial literacy and enhancing financial well-being.

• Products for Specific and Disadvantaged Groups

Product Type	Service Recipient	Product Content	Users/Number of Cases	2025 Year-end Balance (NT$ millions)
Loan	Youth	Policy-oriented inclusive financial loans: The loans for youth entrepreneurship and startups respond to the government's initiative to create a favorable environment for youth entrepreneurship. It supports young entrepreneurs by assisting them in obtaining the necessary funds for starting and operating their businesses, overcoming financing difficulties such as insufficient credit history or lack of collateral.	300	171
	Cultural and creative youth	Policy-oriented inclusive financial loans: Loans for youth entrepreneurship and startups in cultural and creative industries support the Ministry of Culture in creating a favorable environment for youth entrepreneurship in cultural and creative industries, assisting young entrepreneurs in obtaining the necessary funds for starting and operating their businesses and overcoming financing difficulties such as insufficient credit history or lack of collateral.	11	7.8
	Sports industry	Policy-oriented inclusive financial loans: Loans for youth entrepreneurship and startups in cultural and creative industries support the Ministry of Culture in creating a favorable environment for youth entrepreneurship in cultural and creative industries, assisting young entrepreneurs in obtaining the necessary funds for starting and operating their businesses and overcoming financing difficulties such as insufficient credit history or lack of collateral.	3	3.7
	Economically disadvantaged groups	A preferential loan program for lottery retailers is available to address the specific needs of individuals with disabilities, indigenous peoples, and low-income households operating lottery shops. Compared to general customers who find it difficult to obtain loan funds, this program assists disadvantaged groups in achieving self-reliance and alleviates the financial burden of business operations. It offers short-term revolving financing loans to help resolve issues such as low credit ratings, unstable income, or lack of collateral.	104	165
		To assist disadvantaged groups such as individuals with physical and mental disabilities, indigenous peoples, low-income households, and the elderly, the Bank offers policy-based preferential loans. Specifically, the Bank maintains the Preferential Youth Home Loan Program, which provides a 0% interest rate on home purchase loans for the first two years, as well as housing purchase and renovation loans in cooperation with the Ministry of the Interior.	860	1,091
	Post-Pandemic Revitalization Project for Small and Medium-Sized Enterprises	To support the Ministry of Economic Affairs in assisting small and medium-sized enterprises (SMEs) with post-pandemic revitalization, the "Post-Pandemic Revitalization Project" measures have been established. These measures aim to help SMEs affected by the pandemic and facing operational difficulties to restore their business prosperity and enhance their competitiveness.	811	2,575
Trust	Middle-aged and Older Persons or Persons with Disabilities	The Elder Care Trust project provides services for senior citizens and individuals with physical and mental disabilities, as well as a pre-opened elder care trust for clients to plan for property management, elderly care, and medical benefits.	16	89.55
Insurance	Middle-aged and Older Adults	To address the protection needs of middle-aged and older adults aged 60 to 80, the Bank launched the "Golden Age Carefree" Personal Accident Insurance plan, which provides coverage for accidental disability, major burns and scald injuries, special nursing care, and assistive device expenses.	4	0.019

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• Sustainability Communication with Consumer Finance Customers

Through branch personnel engagement and promotional materials, the Bank integrates sustainability-related communication into its loan application and customer service processes. This approach helps customers better understand sustainability-related risks and opportunities while providing information on sustainable financial products, such as green building loans and preferential financing for electric vehicles, thereby encouraging and motivating customers to adopt sustainable practices in their daily lives. In addition, the Bank has established a dedicated Sustainability Section on its official website to transparently disclose its sustainability policies and customer protection measures, with the aim of creating positive environmental and social impacts together with its customers.

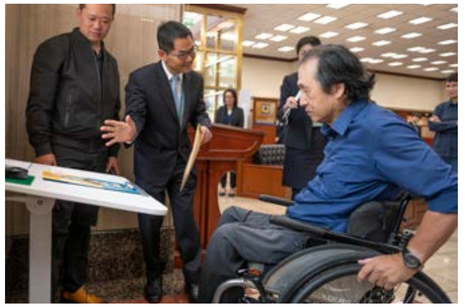
• Creating a Friendly Financial Environment for individuals with Disabilities

appropriate locations to assist individuals with disabilities in obtaining suitable financial services. Branch business premises feature accessible ramps and accessible service counters, providing a convenient environment for persons with disabilities. Starting from November 2024, a "Friendly Service Counter" has been established and is staffed by the branch manager or designated colleagues in the lobby to provide timely assistance and support, guiding customers to the designated area to complete their transactions. When opening accounts for customers with intellectual disabilities, staff may use easy-to-read pictorial cards or the Bank's specially designed Easy-to-Read Manual for Deposit and Remittance Services to facilitate understanding. Customers may also scan a QR code to access YouTube videos specifically developed by the Bank. These videos are presented at a slower speaking pace and include subtitles, enabling visually impaired customers to access information through audio and hearing-impaired customers through visual content. These tools help customers better understand the Bank's deposit and remittance services, account-opening procedures, key considerations, and fraud prevention measures. In collaboration with the Taiwan Association of Sign Language Interpreters, the Bank also provides online sign language video interpretation services to facilitate effective communication and information delivery.

As of the end of 2025, a total of 453 ATMs both within and outside the bank comply with wheelchair accessibility and voice guidance for the visually impaired. Among these, 385 ATMs, or 85%, are wheelchair accessible, and 382 ATMs, also 84%, provide voice guidance for the visually impaired. The "Friendly Financial Network Service" has obtained an A-level or above rating in the National Communications Commission's Accessible Web Development Guidelines. This service allows users to access digital financial services such as exchange rates, interest rates, account transfers, and transaction modifications, as well as voice reading services for QR codes related to various business contracts. Additionally, users can download the Union Bank accessible mobile app, which features a user-friendly interface to assist visually impaired individuals in completing required services. The service also offers text-based customer support and message board services to assist hearing-impaired individuals in consulting about various business matters through online text communication.

• Caring for the Elderly Population

To provide age-friendly financial services, when serving elderly customers in various banking transactions, the Bank not only strengthens its assessment of customers aged 85 and above to determine whether they possess adequate communication, reading, and decision-making capabilities, but also utilizes an Elderly Customer Care Assessment Form, a Dementia-Friendly Screening Questionnaire, an Elderly Insurance Suitability Assessment Scale, and cognitive assessment tools. The Bank's customer service hotline offers a "Priority Service for Senior Customers" program. Service representatives communicate at a slower pace and use plain language to help elderly customers better understand the information provided. In addition, age-friendly telephone service training materials are provided to employees to enhance their practical service capabilities when interacting with senior customers. To assist elderly customers in using mobile banking services and becoming familiar with digital financial tools, the Bank provides a series of "Digital Finance Assistant" instructional videos through its official media channels. These resources help bridge the digital divide and improve digital accessibility for elderly customers.



In response to the aging population trend and in alignment with the Financial Supervisory Commission's Blueprint for Trust Business Development, the Bank has introduced the "Elder Care Trust - Pleasure for Youth Program" and the "Pre-signed Elder Care Trust" (i.e., pre-opened elder care trust) to help customers better plan for retirement and later-life financial security. The Bank has further launched a US Dollar Insurance Trust service, which combines trust and insurance mechanisms to enhance the protection of beneficiaries' rights and interests, enabling customers to secure financial protection for themselves and their families. In addition, to provide suitable products and services for elderly customers, persons with disabilities, and other groups with specific needs, the Bank has established cross-industry partnerships to offer customers a broader range of resources and preferential benefits related to daily living, including food, clothing, housing, and transportation. Through these collaborations, both the Bank and its partners are able to expand service offerings while contributing to social well-being and the public good.

• Caring for Financially Disadvantaged Groups

Focusing on the development and education of children's financial knowledge, and in response to the government's promotion of inclusive finance, the Bank offers Happiness Passbook for minors aged 18 and under, holds recommended account opening activities, and provides exclusive discounts in cooperation with high-quality franchised children's art stores in the industry (refer to Happiness Passbook section on the official website for more details). As of the end of 2025, the number of Happiness Passbook Savings Accounts totaled 20,458, representing a decrease of 3,032 accounts compared with the previous year. The decline was primarily attributable to the closure of long-inactive accounts in accordance with the Bank's anti-fraud policies and account management procedures.

To better serve foreign customers, the Bank provides English versions of its official website and mobile banking application. In addition, a bilingual "Insurance Complaint and Inquiry Mailbox" has been established within the Insurance Services Section of the Bank's official website to facilitate customer communication and complaint handling. The Bank's business units also offer English versions of commonly used financial service application forms and bilingual queuing system services. All 90 branches nationwide operate as bilingual branches, and the Bank actively enhances the English proficiency and conversational skills of frontline staff in support of the "Blueprint for Developing Taiwan into a Bilingual Nation by 2030." Furthermore, in partnership with migrant worker remittance service providers, the Bank offers inclusive financial services tailored to foreign migrant workers. These services include deposit account documentation and foreign exchange agreements available in Thai, Vietnamese, Filipino, and Indonesian, as well as customer support with real-time interpretation through three-way calls in the four languages. Through these initiatives, the Bank seeks to ensure that foreign migrant workers have equal access to convenient and friendly financial services.

To promote the development of public facilities and soil and water conservation on indigenous reserved lands, or to revitalize land use, enhance agricultural operations, improve economic efficiency, or meet the operational or investment needs of the holders themselves, thereby increasing income and safeguarding the livelihoods of indigenous peoples, the Bank offers the "Indigenous Reserved Land Guaranteed Loan" to landowners of indigenous reserved lands, individuals or entities actually engaged in agricultural operations within the scope of indigenous reserved lands, or natural persons or legal entities with legal land use rights.

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• Promote the development of industries and domestic SMEs

1. The Bank has established a Key Performance Indicator (KPI) target for small enterprise loan amounts, which is incorporated into branch performance evaluation, in order to promote inclusive finance, assist small and micro enterprises in obtaining operating funds, and foster economic development.

KPI Target for Small Enterprise Financing
Achieve newly originated financing of NT$8.64 billion in 2025

2. To encourage branches to actively expand credit services for small and micro enterprises, a quarterly incentive program was established. The evaluation targets for each quarter are as follows:

Target for contributions to loan balance
NT$10 million
Target for contribution to number of loan accounts
3

3. To support small and medium-sized enterprises and encourage branches to strengthen implementation of the "Project for Strengthening Domestic Bank Lending to SMEs," targets for loan balance and growth in the number of accounts have been established and incorporated into branch performance evaluations. The execution results are as follows.

Project for Strengthening Domestic Bank Lending to SMEs
2025 SME loan balances increased by NT$5.5 billion
New corporate banking small and medium-sized enterprise clients and business volume
In 2025, 440 new clients were added, with newly originated business amounting to NT$18.7 billion

4. 2025 SME Loans of the Bank

Product Type	Service Recipient	Product Content	Number of cases	Balance (NT$ millions)
Loan	SMEs (including those considered SMEs)	To assist small and medium-sized enterprises (SMEs) (defined by the Ministry of Economic Affairs' Standards for Identifying Small and Medium-sized Enterprises, including small-scale businesses that meet the requirements of Article 5 of the Business Registration Act and are guaranteed by the Small and Medium Enterprise Credit Guarantee Fund of Taiwan) in successfully obtaining funds for their operational turnover or capital financing.	14,230	157,222
Green loan	SME - green credit loans (including loans for green-related Industries)	To assist SMEs in engaging in green transformation development, developing green technologies, and increasing the installation, operation, and expansion of green energy usage, financing loans are provided.	2,230	14,155
Loan	Small and micro-enterprise	To assist small and micro-enterprises in successfully obtaining loan funds, resources from the Credit Guarantee Fund are combined to provide revolving financing loan programs.	4,286	8,925

Note 1: Small and micro-enterprises are included within the SME category.
Note2: As of the end of 2025, the outstanding balance of loans to small and medium-sized enterprises (SMEs) amounted to NT$157.2 billion, representing 86.85% of the total corporate banking loan balance of NT$181.0 billion.

• Assisting Customers in Responding to Emerging Risk Impacts

In response to the increasing challenges posed by geopolitical developments, rapid technological advancements, and climate change, the Bank has established the "Customer Assistance Measures for Addressing Emerging Risks" to support customers and enterprises affected by emerging risks, including but not limited to geopolitical and economic risks, significant stock market volatility, climate-related risks, and other risks arising from environmental, social, or political changes. Under this framework, the Bank provides flexible debt relief and financial assistance solutions to help alleviate customers' financial burdens and mitigate the impacts of such events. Through these measures, the Bank aims to strengthen long-term partnerships with customers while upholding the principles of fair treatment of customers, financial inclusion, and ESG-driven sustainable development.

• Implementation of Credit Forgiveness Program

To assist individuals experiencing financial hardship arising from the pandemic, major natural disasters, or unforeseen events, the Bank promptly activates relevant debt extension assistance measures and provides necessary financial support through relief programs. By adopting a flexible and accommodating approach, the Bank helps customers address repayment difficulties and maintain their basic living stability. In addition to continuously processing customer-initiated relief applications, the Bank actively supports various government-sponsored relief loan programs and assistance initiatives, including those launched in response to the COVID-19 pandemic and Typhoon Ragasa. During the reporting period, the Bank approved debt extension arrangements for 8,258 accounts, with a total outstanding amount of NT$784.19 million. Furthermore, debt restructuring and negotiated repayment arrangements were provided to 714 accounts, totaling NT$342.38 million. Through the provision of dedicated financial assistance programs, the Bank aims to help customers overcome economic hardship and navigate financial challenges, while fulfilling its corporate social responsibility and advancing the principles of sustainable finance and ESG.

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E-Innovation

• Digital financial service platform

With customer needs as the core design concept, we have established e-banking service platforms such as Personal Internet Banking, Corporate Internet Banking, Union Mobile Banking, and digital banking "New New Bank" to provide a variety of services for online application and cash flow, and continued to optimize the user experience and interface taking into account the transaction efficiency and information security to provide customers with more instant, secure and convenient digital financial services.

2025 Online Service Application Overview

Personal online/mobile banking	E Network	New New Bank	e-JiBang Loans (Personal Loans and Mortgage Loan)	Online Credit Card Application	Online Cardholder Loans	Online Securities Account Opening
1,405,729 people	29,276 people	938,313 people	NT$448.76 million	144,216 cases	NT$8,232.14 million	28,060 accounts

• Community communication LINE service

In view of the increasing popularity of social communication media, in order to enhance the competitiveness of the Bank's digital financial services, we provide customers with more convenient and instant message notification services, including services such as credit card consumption, billing, deposit and withdrawal, loan payment and exchange rate prices, allowing customers to easily grasp consumption, financial account deposits and withdrawals, and exchange rate changes, which not only strengthens the security of credit cards and financial accounts, but also provides customers with diversified communication channels for financial information services. In recent years, the number of active friends on the official LINE accounts is as follows:

2021	2022	2023	2024	2025
1,180,581 people	1,220,652 people	1,457,421 people	1,583,287 people	1,813,878 people

• Promotion of Mobile Payment

Mobile payment load and the amount of debit are continuing to develop positively. In addition, the Bank remains one of the few banks in the market that can load all NFC sensing payment and scan mobile payment, which makes the Bank in the mobile payment promotion and use of a leading position. Statistics by the end of 2025 show that the number of loaded inductive mobile payments has reached 827 thousand, an increase of 5% compared to the previous year. In 2025, the amount of sign-up payments (including inductive and scanning-code mobile payments) reached NT$38.4 billion. The Bank has a leading position and excellent experience in both the introduction and use of mobile payments.

• Virtual Asset Custody Pilot Program

The Bank received approval from the Financial Supervisory Commission (FSC) on June 6, 2025, to conduct a pilot program for virtual asset custody services. The six-month pilot program commenced on September 9, 2025, making the Bank the first domestic bank to officially launch such a pilot initiative. Looking ahead, the Bank remains committed to advancing financial innovation and developing secure and reliable virtual asset custody services. Subject to regulatory approval for a full-scale launch, the service is expected to effectively mitigate risks associated with the custody and safekeeping of virtual assets.

In addition, the Bank partnered with MaiCoin, a digital asset trading platform, to introduce a rewards points-to-cryptocurrency redemption service. Launched in November 2025, this initiative represents the first cross-industry collaboration in Taiwan to integrate credit card reward points from multiple credit cards with digital assets. The program aims to provide cardholders with greater flexibility in utilizing their reward points while expanding the application scenarios of financial technology. As of December 31, 2025, a cumulative total of approximately 190 thousand reward points had been redeemed through the program.

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Protection of Customer Rights and Interests

• Customer Data Confidentiality/Strict Compliance with the Personal Data Protection Act and Other Relevant Regulations

With customer needs as the core design concept, we have established e-banking service platforms such as Personal Internet Banking, Corporate Internet Banking, Union Mobile Banking, and digital banking "New New Bank" to provide a variety of services for online application and cash flow, and continued to optimize the user experience and interface taking into account the transaction efficiency and information security to provide customers with more instant, secure and convenient digital financial services.

1. **Personal data protection policy and standards**

(1) Legal compliance

Strict compliance with the Personal Data Protection Act, the "Regulations Governing Security and Maintenance of Personal Data Files of Non-government Agencies," and "Confidentiality of Customer Data by the Banking Industry" to fulfill the responsibility of maintaining the customer data confidentiality.

(2)Internal regulations

The Bank has established a comprehensive framework of policies and procedures, including the Personal Data Protection Management Policy, Personal Data File Security Maintenance Plan and Procedures for Personal Data Processing Following Business Termination, Regulations Governing the Personal Data Management Committee, Personal Data Documentation Management Procedures, and the Review Principles and Operating Guidelines for Handling Data Subjects' Rights Requests, to ensure the security and proper management of personal data files maintained by the Bank.

(3) Collection, processing, and use of customer information

The Bank attaches great importance to the control of customers' personal data and the protection of privacy rights. The purpose of collecting customer information, the way of use and the exercise of relevant rights and interests of customers' data are clearly set out in the notification document, and the customer is proactively informed. In the collection, processing, and use of customers' personal data, except as otherwise stipulated by law, prior consent from the customer is always obtained. To respect customers' autonomy over their personal data, the Bank will only use their personal information for cross-marketing among different business units after obtaining their consent. If customers do not agree to this use, they may request the Bank to add a notation to refuse the cross-use of their data. The Bank will then manage the data through its system accordingly.

(4) Management of personal data outsourcing

When the Bank's suppliers or outsourced service providers are entrusted by the Bank to collect, process, and utilize customers' personal data, the Bank will exercise appropriate supervision over them. Furthermore, the entrustment contract or related documents will explicitly stipulate and confirm that they have implemented appropriate security maintenance measures. As of the end of 2025, a total of 38 vendors entrusted by the Bank to collect, process, and use customers' personal data have all disclosed the relevant information on the official website.

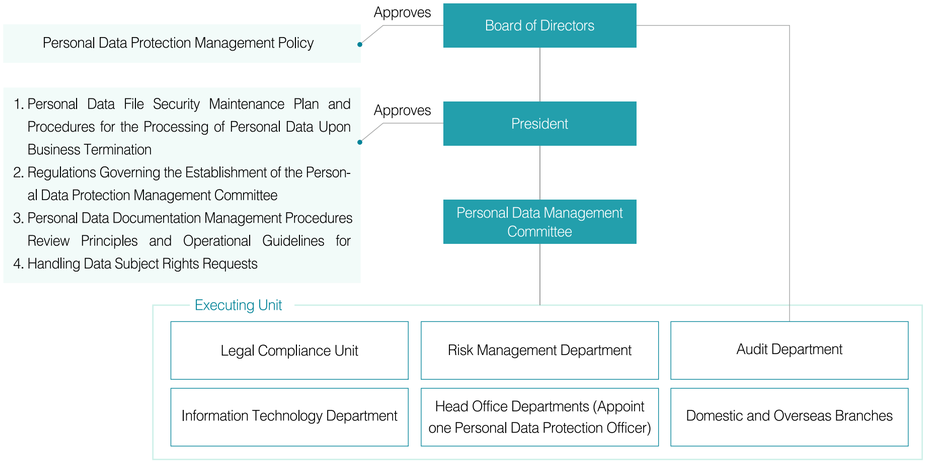
(5) Confidentiality obligations of Bank employees

Employees of the Bank are required to sign a confidentiality agreement upon commencement of their employment. In the event of a breach of confidentiality obligations, the Bank may terminate the employment (or appointment) relationship. Additionally, such employees shall be liable for damages and bear criminal responsibility for the disclosure of confidential information.

2. **Personal data management system**

(1) Personal data management framework

In accordance with the Bank's management policy for personal data protection, a Personal Data Management Committee has been established as the organizational body responsible for managing personal data protection. This committee regularly reviews matters related to personal data protection. Furthermore, the legal compliance units, various units of the head office, the Information Technology Department, the Audit Department, the Risk Management Department and Domestic and Overseas Branches serve as the executing units for personal data protection affairs. The organizational chart is as follows:



(2) Personal Data File Security Maintenance Plan and Procedures for the Processing of Personal Data Upon Business Termination

The Bank has established the "Personal Data File Security Maintenance Plan and Procedures for Personal Data Processing Following Business Termination" to provide an overarching framework governing the planning and implementation of personal data protection, the management procedures and measures for personal data, personal data security audits, record retention, and the overall continuous improvement mechanism.

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(3) Personal Data Inventory, Risk Assessment, and Self-Assessment of Personal Data Security Maintenance

The risk management of customer personal data is conducted based on a risk-based approach. Each year, in accordance with the regulations set by the competent authorities, an inventory of retained personal data files is conducted, and a file inventory is established. The potential personal data risks arising from business activities involving personal data are also assessed. Furthermore, an annual self-assessment of personal data security protection is regularly performed, and the assessment results are incorporated into the internal control self-check report. Based on the aforementioned risk assessment and self-assessment results, the appropriateness of various personal data management measures and regulations can be reviewed to establish or revise relevant internal regulations, thereby reducing the risk of personal data leakage and the resulting damages.

(4) Personal data security notification and contingency measures

To mitigate the potential impact of personal data security incidents on customers and the Bank’s operations, the Bank has established preventive notification and incident response mechanisms for personal data security incidents as part of its Personal Data Inventory, Risk Assessment, and Self-Assessment of Personal Data Security Maintenance. At least one personal data accident drill is conducted annually to verify the feasibility of the notification and response mechanism, and the implementation results are reported to the Personal Data Management Committee.

(5) Enhance staff awareness and ability of personal data protection

In addition to establishing a "Personal Data Protection Act and Confidentiality Education Zone" within the internal system, the regulations related to personal data protection have also been incorporated into the teaching scope of the Bank-wide legal compliance education and training. In 2025, a total of 7,940 participants attended the training sessions.

(6) Internal and external audits of personal data protection

In addition to the audit team incorporating the status of personal data protection operations into internal audit items during business inspections of various units, the Bank also commissions CPAs annually to conduct a special audit on personal data protection for the previous year. Through both internal and external audits, the Bank strengthens compliance with and implementation of relevant personal data protection regulations.

3. **Implementation of personal data protection**

(1) Personal data protection designated as a key area of regulatory compliance

Based on the requirements of the competent authorities to strengthen the security management of personal data files in the financial industry, the management of personal data file security is listed as one of the annual key compliance monitoring priorities. With reference to the financial industry cases involving breach of personal data security protection, the Legal Compliance Department conducts self-assessment and spot check of legal compliance, strengthen the inspection of the actual compliance of the Personal Data Protection Act, effectively supervising the implementation of the Act.

(2) Disclosure of personal data protection information

The purposes for the collection, processing, and use of customer data, the retention period, and the exercise of related rights are all stated in the "UBOT Notice on the Collection, Processing, and Use of Customer Personal Data" and its appendices, which are included in the communication documents for customers. The Bank will also disclose the statement on customer data confidentiality measures on the homepage of the Bank's official website.

Statement on Confidentiality Measures for Customer Information

(3) Personal Data Security Incidents and Customer Complaints Involving Personal Data Protection

In 2025, the Bank experienced zero incidents of information leakage. The proportion of information leakage incidents related to personal data was 0%. The number of customers affected by the aforementioned information leakage incidents was zero. One incident involved a customer reporting that a bank employee had recorded a self-filmed video within the Bank’s business premises and uploaded work-related content to a social media platform, requesting that the Bank investigate and take appropriate action. As a precautionary measure, the Bank handled the case in accordance with its Personal Data Security Incident Notification and Response Mechanism. Following an investigation, the Bank determined that the incident did not constitute a personal data breach, as no customer personal data could be identified from the content involved. The Bank subsequently informed the customer of the investigation results and received no further complaints or inquiries regarding the matter. To prevent similar incidents from occurring in the future, the case has been incorporated into the Bank’s compliance awareness materials and employee training programs to strengthen regulatory compliance awareness and staff education. During the current year, there were a few isolated customer complaint cases involving personal data protection. Upon investigation, no evidence was found of any customer privacy or personal data breaches. Nevertheless, the Bank will continue to require responsible units to strictly supervise staff to ensure compliance with relevant procedures.

(4) Secondary Use of Personal Data

According to the proviso of Paragraph 1, Article 20 of the Personal Data Protection Act and the regulations of the competent authority's "Guidelines on Data Sharing among Financial Institutions," after obtaining customer consent, the personal data of customers is provided to three designated cooperative partners for the purpose of jointly conducting telephone marketing. The data is used twice, with the number of records provided in 2025 accounting for approximately 14.48%, 9.74%, and 1.019% respectively of the total customer base.

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• Consumer Rights Protection/Compliance with the Financial Consumer Protection Act

1. Implement financial consumer protection
   (1) To strengthen financial consumer protection measures by incorporating financial consumer protection into monitoring priorities. This includes customer identification, suitability assessment, a culture of financial friendliness and inclusive finance measures, fair treatment of customers, rights of elderly clients, personal data protection, and internal control measures to prevent financial advisors from misappropriating customer funds.
   (2) The Compliance Department conducts training programs to address common deficiencies in financial consumer protection and highlight areas requiring enhanced attention. In addition, compliance self-assessments and spot-check reviews are strengthened to verify adherence to applicable laws and regulations and ensure effective compliance management.
   (3) Prior to entering into a contract with customers regarding financial products or services, in addition to thoroughly understanding customer information to ensure the suitability of products or services for them, all important terms of the contract shall be fully explained to customers, and the associated risks disclosed. Customers shall also be given a reasonable review period to ensure they have fully understood the agreed terms of the contract. After the transaction, account statements are sent to customers for their verification.
   (4) In 2025, the Bank incorporated "customer complaints or dispute resolution cases involving customer rights and interests" and "failure to treat customers in a fair, reasonable, and customer-friendly manner" into the assessment criteria under both the Headquarters Departments' Compliance Performance Evaluation Items and the Internal Management Assessment Regulations for Business Units, with the aim of safeguarding the rights and interests of financial consumers.
2. Review and revision of adhesion contracts
   (1) The adhesion contracts for each business are in accordance with the template of the adhesion contract of the competent authority, as well as the items that should be recorded and the items that should not be recorded. In addition, based on the characteristics and needs of customers, the design, marketing, channel and dispute handling of goods or services are adjusted. The Legal Compliance Department shall provide opinions on the compliance with laws and regulations, legality, relevant rights and interests, etc. The adhesion contracts shall be implemented upon verification by the authorized level as signed in the hierarchical accountability schedule, so as to ensure that goods or services are provided fairly and reasonably to customers and to reduce customer complaints.
   (2) An internal consumer protection self-assessment form is established for each business to conduct self-examination in revision of adhesion contracts and design and marketing of new types of business, incorporating the self-assessment check items for legal compliance of relevant business units.

   (3) In response to a notice forwarded by the Bankers Association regarding a communication from the Banking Bureau of the Financial Supervisory Commission, which in turn conveyed guidance from the Department of Consumer Protection of the Executive Yuan concerning dispute resolution mechanisms in standard-form contracts, the Bank proactively reviewed the dispute resolution provisions of its standard-form contracts. Where mediation or arbitration is adopted as the means of dispute resolution, the Bank shall make corresponding adjustments to the relevant provisions of its standard-form contracts.

• Follow the principle of fair hospitality

1. The Bank has established a corporate culture with "fair hospitality" at its core. A Fair Hospitality Management Committee established under the Board of Directors to serve as the main organization for the planning, review and implementation of the Bank's fair hospitality issues, with the General Manager as the convener. Independent directors are invited to attend regular meetings to provide guidance, and meeting materials, key discussion points, and resolutions are reported to the Board of Directors. The Bank has also developed a fair hospitality policy and a fair hospitality principle, strategy and execution procedures to provide guidance for the three lines of defense in implementing the principle of fair hospitality. These are reviewed and revised regularly to ensure that the Bank treats customers fairly in the rendering of financial products or services. In order to provide more customer-friendly products and quality services, the Bank reviewed, recommended and improved tracking of its financial friendly policies and their implementation in the Committee. In 2025, the Fair Hospitality Management Committee convened four times.
2. To further strengthen the Bank's commitment to and understanding of the Fair Customer Treatment Principles, the Bank continued to provide the mandatory fair customer treatment training programs for directors, senior management, and employees. In addition, a series of online fair customer treatment courses was launched throughout 2025. A cumulative total of 19,019 participants attended these programs, accounting for 43,167 training hours. Course topics covered friendly digital financial services, anti-financial fraud initiatives, and case studies on customer complaints and dispute resolution. Through continuous education and awareness programs, the Bank enhances employees' legal compliance awareness as well as their professional knowledge of fair and reasonable customer treatment. By embedding these principles into daily operations, the Bank seeks to ensure that customers are treated fairly and reasonably, enabling them to experience the Bank's care and commitment while further strengthening customer confidence and trust in the Bank.

• Fraud Prevention

1. To enhance financial-friendly services and prevent fraud and unauthorized withdrawals involving elderly customers, warning messages are displayed on the teller's transaction screen during counter transactions such as cash withdrawals, transfers, online banking applications, or account transfer authorizations. These alerts serve to remind staff to provide attentive service to customers at the counter, thereby helping to avoid incidents of fraud or unauthorized withdrawals.
2. The Bank continues to enhance its anti-fraud systems and data analytics capabilities. Through internal transaction monitoring reports and AI-powered fraud detection models, the Bank proactively identifies high-risk accounts potentially involved in fraudulent activities and implements preemptive transaction control measures before such accounts are officially reported as alert accounts. These measures enable the timely interception of fraud-related fund flows and strengthen the management of abnormal account activities. Following the launch of the AI fraud detection model in May 2024, the number of alert accounts at the Bank has shown a year-on-year decline. In 2025, the number of alert accounts decreased by approximately 25% compared with 2024.

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3. As financial institutions serve as a critical frontline in fraud prevention, the Bank has strengthened its branch-based customer care mechanism to reduce the risk of customer financial losses. By regularly updating successful and unsuccessful fraud prevention cases provided by law enforcement authorities, the Bank uses such cases as training materials for business units and requires each unit to conduct awareness sessions during weekly staff meetings to enhance frontline employees' ability to identify and respond to potential fraud schemes. Counter staff proactively monitor for unusual transaction indicators and conduct timely customer care inquiries when suspicious circumstances are identified. Where necessary, law enforcement authorities are notified to provide on-site assistance, thereby effectively mitigating fraud risks. To further enhance fraud prevention measures, the Bank has continuously refined its operational procedures and introduced a "Designated Contact Person" mechanism, under which customers may pre-register a designated contact person. In the event of a suspected abnormal transaction, the designated contact person may be contacted promptly for verification. As of year-end, a total of 568 customers had enrolled in the program. According to the Bank's statistics, branch-based customer care measures successfully prevented 111 fraud cases in 2025, averting financial losses totaling NT$74,918,593. In addition, to further strengthen its anti-fraud framework, the Bank utilizes AI-driven technologies to identify potentially suspicious accounts and analyze fraud-related fund flow patterns. Relevant reports are generated for business units to review and determine whether accounts exhibit abnormal characteristics, enabling timely intervention and disruption of suspicious fund flows. Through the account pre-control mechanisms embedded within its information systems, the Bank prevented an additional NT$1,248,735 in potential losses. In total, the Bank prevented customer financial losses amounting to NT$76,167,328 through its fraud prevention measures in 2025. To encourage business units to strengthen customer care and implement attentive inquiry practices, the Bank recognizes individuals who have contributed to crime prevention and assisted in investigations by reporting cases to police and judicial authorities. In accordance with reward policies, the Bank submits recommendations for commendation and awards for personnel who have made significant contributions.
4. In alignment with regulatory policies and to further enhance fraud awareness among the public and customers, the Bank encourages its business units to organize anti-fraud seminars within their local communities. The number of seminars conducted is included as a bonus evaluation item in the performance assessment of deposit and remittance supervisors, and the effectiveness of these initiatives is reviewed on a quarterly basis. In addition, the Bank has organized a number of financial fraud prevention awareness campaigns to strengthen public understanding of fraud risks and prevention measures. Further details are provided in the Social Inclusion section of this report.
5. Anti-Fraud Measures for Credit Card Transactions:
   (1) The Bank independently developed a feature that displays the corresponding Chinese currency name alongside the English currency code in OTP authentication SMS messages for credit card transactions. This measure helps cardholders verify the accuracy of transaction amounts and currencies. The initiative was recognized and commended by the Bankers Association, which also invited the Bank to share its implementation experience.
   (2) During online transactions, cardholders are required to select a "webpage identification code" that matches the code provided in the authentication SMS before entering the verification password. This enhanced two-factor authentication mechanism helps cardholders verify the legitimacy of the OTP verification page and avoid phishing websites, thereby improving the security of online transactions.
   (3) The Bank has implemented enhanced dual-verification anti-fraud measures for linking credit cards to mobile devices. Since introducing international mobile payment wallet binding services in 2023, cardholders have been required to use a mobile phone number that matches the one registered with the Bank in order to complete the binding process. If the numbers do not match, cardholders must contact customer service and complete identity verification before activation can be completed.
   (4) For high-risk merchant applications, where mobile phone number verification is used during the credit card binding process, the Bank verifies whether the mobile phone number matches the one on record before authentication can be completed and subsequent transactions can proceed.
   (5) In partnership with the National Credit Card Center of R.O.C. (NCCC), the Bank became the first card-issuing bank in Taiwan to officially introduce the "3D Secure FIDO Authentication Service" for credit card online transactions. This service enables cardholders to authenticate their identity through biometric methods, such as fingerprint or facial recognition, when conducting online transactions, ensuring that each transaction is personally authorized by the cardholder. The FIDO Authentication Service represents one of the latest trends in credit card security protection.
   (6) The Bank's mobile application incorporates a dual-layer security framework, including personalized "Flexible Card Control" and "Transaction Limit" settings. These functions enable cardholders to conveniently manage specific credit card transaction features according to their individual usage needs. Management options are available for physical cards, virtual card transactions, and mobile payments, with separate controls for domestic and overseas transactions. In addition, the mobile application supports single-transaction limit settings for both domestic and overseas transactions, effectively reducing potential losses resulting from unauthorized card use. These measures have received positive customer feedback, with users commenting that the design effectively helps prevent fraudulent card usage and merits broader adoption. The initiative was subsequently endorsed by the Banking Bureau of the Financial Supervisory Commission and promoted to financial institutions throughout the industry.
6. "Anti-Fraud Awareness Campaign Upgraded Again!" The Bank incorporates anti-fraud reminders across various customer communication channels, including the IVR system, official website, billing statements, EDMs, and SMS messages, to raise cardholders' awareness of fraud risks. The Bank also displays prominent pop-up messages on its official website to remind cardholders that OTP authentication codes are important credentials used to verify their identity. In addition, dedicated anti-fraud information sections have been established on the Bank's website, covering topics such as "Anti-Fraud Guidelines for Senior Citizens," "Common Fraud Schemes and Case Studies," and "Anti-Fraud Educational Resources and Related Links," with the aim of enhancing customers' ability to identify and prevent fraud.
7. Anti-Fraud Measures for the Online Banking Service Platform:

Customer Care Mechanism	When customers apply for the registration of designated beneficiary accounts or request an increase in transfer limits, the Bank implements a customer care inquiry mechanism to assess potential fraud risks. For corporate customers applying for the e-Net platform, additional reviews are conducted to identify whether the customer has had no recent account activity and whether designated beneficiary accounts are being registered, with enhanced customer care procedures implemented accordingly.
Gray List Alert Mechanism	When customers register designated beneficiary accounts, the Bank utilizes the "Designated Beneficiary Account Gray List Reporting Platform" operated by the Financial Information Service Co., Ltd. (FISC) to identify potential risks associated with beneficiary accounts in real time and strengthen customer care measures to prevent fraudulent activities.
Payee Name Inquiry for Fund Transfers	The Bank has incorporated FISC's "Payee Name Inquiry Mechanism" into the fund transfer interface. When customers initiate a transfer transaction, the name of the beneficiary account holder is displayed, helping reduce transfer errors, prevent related disputes, and mitigate potential fraud risks.
Potential Victim Care Measures	In coordination with FISC's "Financial Anti-Fraud Joint Defense Platform – Joint Alert Mechanism," the Bank has introduced customer care alert messages for both New Taiwan Dollar and foreign currency account transactions involving potential fraud victims, thereby helping to reduce fraud risks.
Fund Transfer Warning Messages	As a preventive measure, warning messages are displayed on the transaction screen before customers execute general transfer transactions, as well as when conducting transactions involving the same transfer amount or beneficiary account on the same day, reminding customers to remain vigilant against potential fraud.
Verification of "Not in Operation" Status	To prevent enterprises that are not in active operation from utilizing the Bank's accounts or automated transaction functions for online banking account services, the Bank verifies the operational status of corporate customers through the Ministry of Economic Affairs' Business Registration Inquiry System (GCIS). If an entity is identified as "Not Approved for Establishment" or under a similar status, online account transaction services will not be provided, thereby mitigating potential risks.

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Enhance Information Security

1. App information security detection

Mobile devices have become indispensable equipment in people's life in Taiwan. In order to avoid the risk of user data leakage or financial loss, the Bank appoints a third-party professional organization to complete the comprehensive security inspection of the app every year, and obtain the qualified inspection certificate.

2. Strengthen the information security incident response mechanism and drills

To improve the stability and security of the Bank's information services, we have introduced the CDN (Content Delivery Network) monitoring incident response mechanism, cooperated with CDN service providers to clean up traffic and took other countermeasures.

3. Stable and uninterrupted service system

Replace servers in stages and introduce a virtualization architecture to improve system performance, and achieve service continuity with the HA (High Availability) mechanism. Important control schemes are as follows:

- Make backup of important data on a regular basis, and carry out backup drills for all Material systems on a yearly basis.
- Regularly implement scenario simulation disconnection drills or backup drills for the credit card application system.
- Run the newly developed program in the formal operating environment after it has been verified as correct in the test environment.
- Set up a backup mechanism for important network connection equipment and dedicated lines to ensure the quality of connection.

Customer Relationship Management

The Bank's Customer Service Center handles customer inquiries and complaints, giving priority to the protection of customer rights and interests while ensuring compliance with applicable laws and regulations. To effectively manage customer complaints, the Bank has established a risk-based classification and escalation mechanism, and has implemented the "Consumer Dispute Handling System" and the "Key Points for Customer Complaint Settlement." These measures enable the Bank to address customer issues in a timely and appropriate manner, thereby minimizing the likelihood of disputes. Where a customer complaint cannot be resolved through mutual agreement and a dispute arises, the case will be escalated to the Bank's Consumer Dispute Settlement Team for review through a cross-functional assessment process. This mechanism ensures that customer cases are addressed and resolved promptly and appropriately. The Bank also regularly compiles and analyzes individual cases to identify patterns and trends. The responsible units are required to review the findings, propose corrective and improvement measures, and strengthen employee education and awareness programs to prevent the recurrence of similar cases.

• Multiple Communication Channels

leverages financial technology to enhance its customer service capabilities through the launch of its AI-powered text-based customer service assistant, "Smart Partner." Through multiple service channels, including telephone, email, online messages, text-based customer service, and the Consumer Dispute Complaint Section within the Customer Service Center on the Bank's official website, the Bank has effectively diverted inquiry volumes and significantly improved service efficiency. The Consumer Dispute Complaint Section on the Bank's official website also provides customers with access to case status tracking, reducing waiting times and helping prevent the escalation of customer issues into formal complaints. As a result, the number of customer complaint cases in 2025 decreased by 34% compared with 2024.

In addition, each operating location has designated a "Branch Lobby Manager" to serve as a Service Ambassador, responsible for responding promptly to customer needs and helping alleviate customer dissatisfaction. The Head Office also conducts regular service quality assessments and requires employees to uphold high standards of service etiquette and professionalism.

• ISO 10002 Customer Complaint Quality Management System

In 2025, the Bank obtained the ISO 10002 Customer Complaint Management System certification. In accordance with the requirements of the standard, the Bank established a comprehensive complaint management framework with clearly defined procedures for complaint acceptance, handling, and response, while also streamlining operational processes. The Bank further strengthened its complaint management capabilities through systematic training delivered by professional instructors, as well as internal and external mystery shopper audit mechanisms. Customer feedback collected through service quality surveys is incorporated into the review and continuous improvement process, enabling the Bank to deliver a superior customer service experience. This certification signifies that the Bank's customer complaint handling mechanisms, service efficiency, and customer rights protection practices have achieved internationally recognized standards. It also demonstrates the Bank's long-standing commitment to the Fair Customer Treatment Principles, its high standards for complaint management, and its determination to continuously enhance the customer experience.

Deputy General Manager Lu Wen-Chuan attended the certification presentation ceremony as the Bank's representative.

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• Complaint Handling Process

1. A total of 239 complaint and customer issue cases were recorded in 2025, representing a decrease of 124 cases, or 34%, compared with 363 cases in 2024. The reduction was primarily attributable to a decline in consumer dispute cases. Most credit card consumer disputes were related to fraudulent or unauthorized transactions. Through the Bank’s proactive assistance in handling disputed transactions and the implementation of improvement measures, the number of fraud-related dispute cases has been reduced.
2. The Consumer Dispute Complaint Section on the Bank’s official website provides information on the complaint handling process. Upon receipt of a complaint, a dedicated representative will proactively contact the customer within three business days to understand the circumstances of the case and provide assistance. The Customer Service Center tracks each case through to closure. Customers may also use their case reference number to check the processing status online at any time or inquire through dedicated service personnel, thereby enhancing overall communication transparency.

Accepted Complaint Cases	Customer Complaint Case Registration	Customer Complaint Handling Timeline	Response to the Responsible Unit	Response to the Competent Authority	Regular Reporting Mechanism
Dedicated Unit for Handling Complaints: Customers may file complaints through phone calls, online messages, the official website's consumer dispute complaint section, text-based customer service, in-person visits to branches, and referrals from competent authorities (Banking Bureau, Financial Ombudsman Institution).	The receiving unit first learns about the situation with the customer and the unit being complained about (hereinafter referred to as the complainee) before sending the complaint to the complainee and the business unit in charge by logging into the "Customer Issue Case Handling and Tracking Form" in the customer complaint form system.	The complainee contacts the customer within a specific time frame given to handle the complaint (5 business days for general cases, 3 business days for cases involving competent authorities) and provides a response regarding the handling results. The business unit in charge then reviews the complaint and formulates improvement measures.	The complainee and the business unit in charge send a reply on the handling status of the complaint to the dedicated unit via the customer form system.	The dedicated unit reviews the case handling results and, for complaints forwarded by the competent authority, additionally responds with the handling results via the online reporting system.	The dedicated unit regularly compiles the handling and management status of customer complaints, prepares statistical analysis tables of problem patterns and summary reports of case contents, and reports the consumer complaint and consumer protection implementation situation to the Board of Directors and senior management on a quarterly basis.

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• Customer Satisfaction

1. AI-Powered Text-Based Customer Service

The Bank's AI-powered text-based customer service platform provides a range of services, including multi-turn automated chatbot responses, OTP-authenticated account inquiries, credit card statement inquiries, credit limit adjustment applications, ATM location searches, and an optimized transfer process to live customer service representatives. Available 24 hours a day, 365 days a year, and unrestricted by location, the service enables customers to obtain answers directly through the chatbot's knowledge base. By providing immediate access to information and reducing customer waiting times, the platform effectively lowers the likelihood of customer complaints arising from prolonged call waiting. According to internal statistics, compared with the period prior to the platform's launch, the average daily call volume during monitored periods decreased by 36% in 2025, while service quality improved by 34%. The platform has expanded customer service channels and enhanced response speed. The Bank continues to enrich and optimize its knowledge base and related FAQs to improve the accuracy of chatbot responses and overall service efficiency, thereby further enhancing intelligent service capabilities and the quality of hotline services. In addition, the AI-powered text-based customer service platform incorporates customer satisfaction surveys, with customer feedback integrated into system enhancements and service improvements. Through continuous optimization of service quality, the Bank seeks to better meet customer needs and protect customer rights and interests. Customer satisfaction with the platform exceeded 87% in 2025.

2. Customer Evaluation Satisfaction

(1) Management Approach

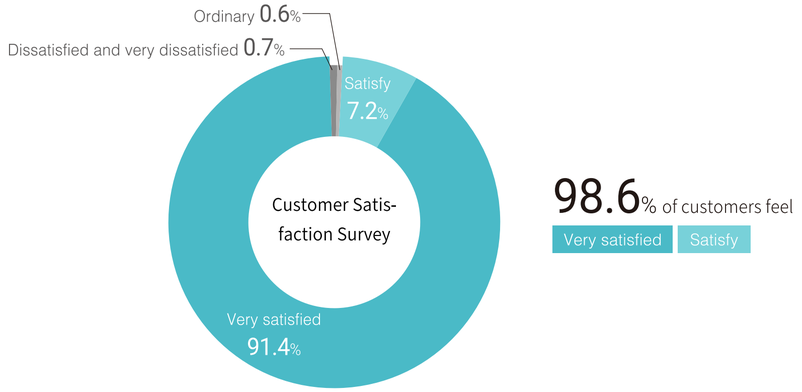
The Bank values customer feedback and is committed to continuously enhancing overall service quality. To further improve the customer service experience, the Bank established a Customer Satisfaction Survey mechanism in December 2025 to regularly collect customer feedback on various financial services and conduct monthly statistical analyses and reviews. Survey Mechanism and Scope:

The Customer Satisfaction Survey covers the following areas:

- Courtesy and attitude of branch service personnel
- Speed and efficiency of counter services
- Professional knowledge and explanatory capabilities of service personnel
- Smoothness and convenience of overall service processes
- Branch environment, including cleanliness, branch layout, and waiting area comfort
- And Other comments and suggestions

(2) Implementation Results and Improvement Mechanism

Through a systematic review of survey results, the Bank obtained 15,155 valid responses in December 2025, with an overall customer satisfaction rate of 91%. Customer feedback is tracked and monitored for improvement actions, enabling the Bank to better understand customer needs and service experiences. The survey results serve as an important basis for optimizing service processes and driving continuous improvement initiatives, thereby strengthening customer relationship management, enhancing overall service quality, and safeguarding customer rights and interests.



(3) The Bank's Customer Satisfaction Survey is conducted on a sampling basis. Customer samples are selected according to service locations and business relationships. In December 2025, a total of 15,155 customers were surveyed, achieving a sampling coverage rate of 100%. The survey results provide an important reference for evaluating the Bank's overall service quality and customer experience management.

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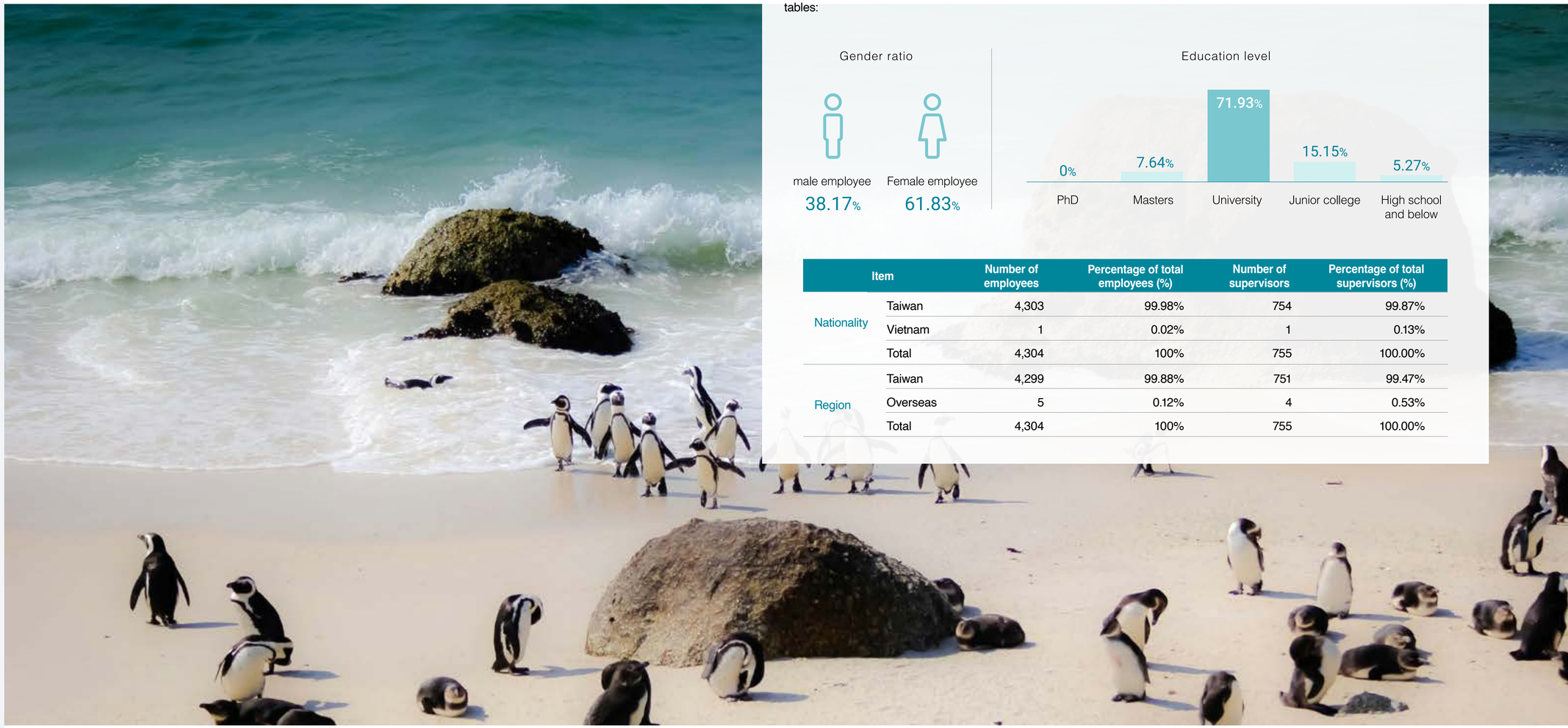

Employee Structure

As of the end of 2025, Union Bank of Taiwan, Union Leasing, Union Information, Union Securities Investment Trust, and Union Venture Capital employed a total of 4,304 full-time employees, with an average age of 40.7 years. Female employees accounted for 61.83% of the workforce, while male employees accounted for 38.17%. Compared with 2024, there were no significant changes in the Company's workforce size or employee composition. Details of the workforce profile are presented in the following statistical tables:

Gender ratio

male employee 38.17%

Female employee 61.83%

Education level

Item		Number of employees	Percentage of total employees (%)	Number of supervisors	Percentage of total supervisors (%)
Nationality	Taiwan	4,303	99.98%	754	99.87%
	Vietnam	1	0.02%	1	0.13%
	Total	4,304	100%	755	100.00%
Region	Taiwan	4,299	99.88%	751	99.47%
	Overseas	5	0.12%	4	0.53%
	Total	4,304	100%	755	100.00%

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• Statistics on new employees, turnover and age in 2025

Number of new employees

Item		UBOT		UBOT subsidiaries		Total	
Age		Male	Female	Male	Female	Male	Female
18-29	Number of employees	91	140	5	5	96	145
	Percentage	23.76%	36.56%	7.81%	7.81%		
30-49	Number of employees	50	75	21	24	71	99
	Percentage	13.05%	19.58%	32.81%	37.50%		
> 50	Number of employees	11	16	6	3	17	19
	Percentage	2.87%	4.18%	9.38%	4.69%		

Note:The total number of new employees is 447, with a gender breakdown of 41.16% male and 58.84% female.

Turnover

Item		UBOT		UBOT subsidiaries		Total	
Age		Male	Female	Male	Female	Male	Female
18-29	Number of employees	69	121	1	4	70	125
	Percentage	13.91%	24.40%	2.04%	8.16%		
30-49	Number of employees	85	151	13	20	98	171
	Percentage	17.14%	30.44%	26.53%	40.82%		
> 50	Number of employees	29	41	7	4	36	45
	Percentage	5.85%	8.26%	14.29%	8.16%		

Note:The total number of departing employees is 545, with a gender breakdown of 37.43% male and 62.57% female.

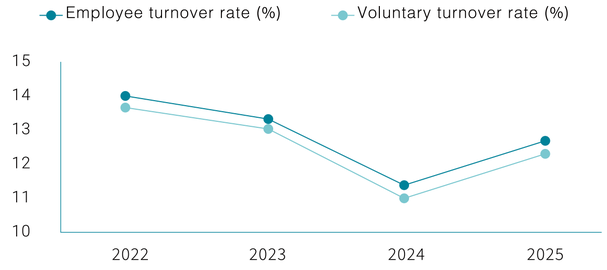
Turnover Rate Distribution

Item		2024		2025	
		Number of employees	Turnover rate	Number of employees	Turnover rate
Gender	Male	171	4.28%	183	4.67%
	Female	285	7.13%	313	7.98%
Age	18-29	200	5.00%	190	4.84%
	30-49	205	5.13%	236	6.02%
	> 50	51	1.28%	70	1.78%
Position	Mid- and Senior-Level Management	410	10.26%	458	11.68%
	Entry-Level Management	28	0.70%	23	0.59%
	Non-Management Employees	18	0.45%	15	0.38%

Note: Compared with 2024, Union Bank of Taiwan experienced an overall increase in employee turnover in 2025, particularly among female employees, employees aged 30–50, and non-management employees. To promote workforce stability, the Bank will continue to enhance employee retention measures, career development opportunities, and an inclusive and supportive workplace environment.

Historical employee turnover rate

Item	2022	2023	2024	2025
Number of employees at the end of the year	3,914	3,981	3,997	3,922
Employee turnover rate (%)	14.05	13.36	11.41	12.65
Voluntary turnover rate (%)	13.72	13.01	10.96	12.32



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• Structure of managerial and general staff in 2025

Employee Age Analysis

item		UBOT		UBOT subsidiaries		Total	
age		Male	Female	Male	Female	Male	Female
UBOT							
18-29	Number of employees	344	603	0	0	344	603
	Percentage	10.59%	18.56%	0.00%	0.00%	8.77%	15.37%
30-49	Number of employees	605	1,258	68	111	673	1,369
	Percentage	18.62%	38.72%	10.10%	16.49%	17.16%	34.91%
> 50	Number of employees	173	266	248	246	421	512
	Percentage	5.32%	8.19%	36.86%	36.55%	10.73%	13.06%
Total			3,249		673		3922
UBOT subsidiaries							
18-29	Number of employees	25	18	0	1	25	19
	Percentage	8.33%	6.00%	0.00%	1.22%	6.54%	4.97%
30-49	Number of employees	102	104	18	17	120	121
	Percentage	34.00%	34.67%	21.95%	20.73%	31.41%	31.68%
> 50	Number of employees	32	19	28	18	60	37
	Percentage	10.67%	6.33%	34.15%	21.95%	15.71%	9.69%
Total			300		82		382

Distribution of female employees

item	Percentage (%)	2030 target (%)
Percentage of women in the entire workforce	63	>50
Percentage of women in all management positions, including entry-level, mid-level, and senior roles	53	>45
Percentage of women in all entry-level management positions	58	>45
Percentage of women in top-level management positions	43	>45
Percentage of women holding management positions in revenue-generating departments relative to management positions of all departments	42	>50
Percentage of women in STEM-related (Science, Technology, Engineering, and Mathematics) positions	31	>50

Recruitment

Item	2022	2023	2024	2025
Total number of newly hired employees	532	599	472	383
Internal vacancy fill rate (%) Note	50.9	54.7	66.67	50.81
Average recruitment cost (Unit: NT$)	3,263	3,798	4,090	2,017

Note: Proportion of all publicly advertised job vacancies filled by internal employees

2025 filled internal vacancies	By gender		By age		
	Male	Female	30-49	30-49	> 50
Number of employees	94	158	49	132	71

• Number of non-employee workers

Year	2022	2023	2024	2025
Number of employees	240	223	211	210

Note: Non-employee workers mainly include security personnel, cleaning personnel and dispatch personnel. There was no significant difference in the most recent year.

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Protection of Employee Rights

• Protect employees in compliance with laws and regulations

All personnel management systems at UBOT are in accordance with the Labor Standards Act and relevant regulations and interpretations promulgated and implemented by the competent authority. UBOT uploads all rules and regulations onto the Notes system in Intranet domain to provide the most instant and transparent information, which is convenient for all employees to inquire at any time and protects their legal rights and interests.

The employee retirement system is also handled in accordance with the "Labor Standards Act" and the "Labor Pension Act," while the "Supervisory Committee of Labor Retirement Reserve" and the "Staff Retirement Fund Management Committee" have been established in accordance with the aforementioned regulations.

For employees who choose the new labor retirement system, UBOT will contribute 6% of their salary as their labor pension each month starting from July 1, 2005, and employees may also choose to withdraw 1% to 6% of their salary as labor pension, which will be withheld by UBOT on their behalf. The pension allocated by UBOT and the employee will be contributed to the employee's personal account with the Bureau of Labor Insurance. Upon reaching the age of 60, an employee may choose to claim the principal and accumulated earnings of his/her pension account in a lump sum or to or apply for a monthly pension. The amount of pension allocated by the Bank for 2025 was NT$191,673,658.

For employees who choose the old retirement system and are eligible for retirement, their pensions will be calculated and paid based on their seniority and the average salary for the six months prior to retirement. On a monthly basis, 2.44% to 15% of the total salary of our employees under the old retirement system is contributed to their retirement fund. The net pension cost recognized by the Bank under the above pension plan for the year 2025 was NT$4,207,807.

An actuarial company is appointed to assess the contributions of pension every year. In case of any shortfall, the balance will be made up and transferred to the designated account with the "Staff Retirement Fund Management Committee." In addition, in accordance with Article 56, Paragraph 2 of the Labor Standards Act, for employees who choose the old retirement system, the Bank estimates the amount of pension payable to workers who are eligible for retirement conditions in the next year, and if there is any difference, it will transfer the amount from the designated account to the account with the Bank of Taiwan.

• Establish working rules and hold labor-management meetings on a regular basis

To safeguard the rights and obligations of both workers and employees, and to improve UBOT's operation and management system, UBOT has established a labor practice plan, with "Working Rules" that stipulate that employee salaries are determined based on job evaluation, market surveys, and job agreements. Furthermore, the remuneration for employees during regular working hours shall not be lower than the basic salary approved by the central competent authority. Adhering to the principle of equal pay for equal work, no discrimination or differential treatment shall be made on the grounds of gender, sexual orientation, race, class, age, marital status, language, ideology, religion, political affiliation, place of origin, place of birth, appearance, facial features, physical or mental disabilities, or previous union membership status. To prevent differential treatment or any form of discrimination, gender pay indicators are calculated regularly.

A process has been established for employees to extend working hours to facilitate supervisors in managing employee work conditions. There are daily and monthly limits on extended working hours for employees, and prolonged working hours should be avoided. Employees who work extended hours may choose to receive overtime pay or apply for compensatory time off. Any unused compensatory time off hours at the end of the fiscal year or upon contract termination shall be fully compensated with salary. Employees who have continued working for a specified period are entitled to special paid leave. In addition to labor insurance and national health insurance, group insurance is provided for all employees, with the expenses borne by the Bank.

An annual employee training plan is developed to facilitate talent cultivation. A "Labor-Management Meeting" composed of representatives from both labor and management was also established to engage in dialogue regarding working conditions and to discuss revisions to the work regulations. Members participating in the labor-management meetings are composed of nine labor representatives and members designated by UBOT to protect the rights and interests of all employees at UBOT, including the rights and interests under the Labor Standards Act, human rights, tax payment and freedom of association. Among them, labor representatives are elected throughout the whole company including the north, central and south regions by online voting, and the top nine (three males and six females) shall be selected according to the number of votes received. Labor-management meetings are held on a yearly basis, where the representatives attending the meeting are full-time employees at UBOT.

• Fair assessment and reward and punishment system

To treat employees fairly and protect the rights and interests of each employee, UBOT has formulated the "Employee Performance Appraisal Method" and "Employee Reward and punishment Case Handling Method" and other relevant rules to establish a fair evaluation and reward and punishment system and safeguard the rights and interests of employees as well as overall discipline.

• Human rights protection and venue diversity

1. To prevent workplace sexual harassment and safeguard employees' rights and interests, the Bank has established the Workplace Sexual Harassment Prevention, Complaint Handling, and Disciplinary Guidelines in accordance with the principles of a friendly workplace and the requirements of the Gender Equality in Employment Act. In addition, the Bank has implemented the Unlawful Assault in the Performance of Duty Program, which provides employees with channels to report workplace violence, workplace bullying, sexual harassment, and employment discrimination. The plan aims to maintain a safe and respectful working environment. To reinforce prevention efforts, the Bank has publicly issued a written statement declaring its commitment to preventing workplace misconduct and has displayed the statement at all workplaces. Managers of all departments are required to complete an annual confirmation form identifying potential behaviors that may constitute workplace misconduct. Through self-assessment and review of relevant behavioral indicators, potential risks of workplace misconduct can be identified and addressed. Department managers are also required to exercise appropriate supervisory responsibilities and prohibit any conduct that may give rise to workplace misconduct among employees.

   Employees are encouraged to proactively report all incidents of attacks or threats. The Bank assists in tracking these incidents and ensures complete confidentiality of the rights and privacy of victims who file complaints or reports. Upon receipt of a complaint, the designated responsible department shall, based on the nature and severity of the case, appoint appropriate personnel and establish a case-handling team within three days to conduct mediation or an investigation and respond to the incident. Where both the complainant and the respondent agree to mediation, a formal investigation may be waived. If an investigation is required, the investigation team shall consist of at least three members, including no fewer than two external professionals. Meetings of the investigation team shall require the attendance of more than half of all members, with at least half of the attending members being external professionals. The investigation shall be completed within two months. Where necessary, the investigation period may be extended by one additional month. Throughout the process, measures shall be taken to prevent the complainant or other related parties from being subjected to any adverse treatment or retaliation. The parties involved are provided with work adjustments, psychological counseling, and medical and legal assistance.

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Workplace Misconduct Incident Handling Flowchart

After the investigation is completed, the case is submitted to the Personnel Review Committee/Sexual Harassment Review Committee for deliberation and the implementation of relevant disciplinary actions. After the incident, a review is conducted focusing on a redesign of the work environment and position. If deficiencies are identified in hazard prevention or control measures, the implementation methods or priorities should be promptly adjusted to identify areas for improvement.

⇨ In 2025, the Bank received a total of two complaints concerning workplace misconduct. One of the cases was reviewed by the Sexual Harassment Review Committee, which imposed a disciplinary warning on the respondent.

2. The Bank strictly complies with labor and human rights laws and regulations applicable to all of its operating locations. In addition, with reference to internationally recognized standards, including the Universal Declaration of Human Rights, the United Nations Global Compact, and the International Labor Organization (ILO) Conventions, as well as the Taiwan Business and Human Rights Action Plan, the Bank has established its Human Rights Policy as the foundation for all human rights management practices. The scope of application covers all of the Bank's direct operations, products and services (including branches, digital banking services, customer service centers, and operation centers), subsidiaries, and suppliers. It also applies to employees (including full-time employees, hourly employees, dispatched personnel, and interns), outsourced and contracted personnel (such as security guards, cleaning staff, customer service personnel, and IT operation and maintenance personnel), as well as business partners. The Bank promotes the implementation of key human rights principles throughout its value chain, including non-discrimination, prohibition of forced labor and child labor, reasonable working hours and remuneration, occupational health and safety, freedom of association and collective bargaining, privacy and personal data protection, and reasonable accommodation for vulnerable groups. Through these efforts, the Bank seeks to foster a human rights–respecting financial service environment and workplace. The Employee Care Task Force under the Sustainable Development Committee serves as the responsible unit for human rights management and regularly reports human rights performance and implementation results to the Sustainable Development Committee.

To implement its Human Rights Policy and fully uphold its responsibility to respect and protect human rights, the Bank actively promotes a Human Rights Due Diligence (HRDD) mechanism and has established a systematic process for identifying, preventing, mitigating, and responding to human rights risks. The Human Rights Due Diligence Report outlines the Bank's implementation results under its human rights management framework, including the identification and assessment of potential human rights risks, mitigation measures, stakeholder engagement and communication, and areas for continuous improvement. Through the implementation of human rights due diligence, the Bank aims to strengthen respect for and protection of employees, customers, suppliers, and business partners, while continuously enhancing human rights resilience across the financial industry value chain.

(1) Human rights issues and identification process:

The Bank conducts regular human rights issue identification and due diligence assessments to systematically identify all human rights issues relevant to its operations. Drawing upon international and domestic human rights standards, the Bank's Human Rights Policy, and human rights issues identified by industry peers and benchmark companies, the Bank compiles a list of human rights issues and defines the potential adverse scenarios associated with each issue.

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(2) Human rights due diligence process:

With reference to internationally recognized human rights standards, the Bank's Human Rights Policy, and human rights issues disclosed by industry peers, the Bank has established a list of human rights issues relevant to both the Bank and its suppliers. A Human Rights Issue Identification Questionnaire was developed to assess potential human rights risks across four dimensions: likelihood of occurrence, severity of impact, scope of impact, and difficulty of remediation. Each dimension is evaluated using a five-level rating scale. Questionnaire responses are collected, analyzed, and categorized according to five stakeholder groups: suppliers, local community residents, vulnerable groups, female employees, and male employees. Based on a comprehensive evaluation of the responses from these stakeholder groups, the Bank develops a Human Rights Risk Matrix to identify and prioritize human rights risks.

(3) Scope of human rights due diligence and material human rights issues in 2025:

The Human Rights Issue Identification Questionnaire was distributed to employees of the Bank's parent company, local subsidiaries in Taiwan, and key suppliers. A total of 1,990 valid questionnaires were collected. The dimensions of severity of impact, scope of impact, and difficulty of remediation were consolidated into an overall assessment of the severity of each human rights risk issue and were evaluated together with the likelihood of occurrence. At the same time, the Bank then developed a Human Rights Risk Matrix, using severity as the vertical axis and likelihood of occurrence as the horizontal axis, to facilitate ongoing monitoring and proactive risk prevention. Among them, the five highest-priority human rights risk issues identified were communication channels, grievance mechanisms, equal rights and opportunities, discrimination and sexual harassment, and the right to work.

(4) Mitigation or remedial measures:

Based on the results of the human rights risk assessment, the Bank develops mitigation and remediation measures for identified high-risk human rights issues. Through the implementation of risk mitigation measures, the Bank strengthens its management approach, enhances stakeholder communication, increases human rights–related training, and improves management policies to reduce both the likelihood and severity of human rights risks. Where adverse human rights impacts occur, the Bank implements appropriate remediation and recovery measures, including compensation where applicable, to ensure that affected individuals receive fair and equitable treatment and that their rights are restored to the greatest extent possible.

3. A workplace diversity policy has been rolled out with the intention of realizing employment diversity alongside fairness in pay and promotion opportunities. All our policies do not constitute unequal treatment or any form of discrimination on the basis of gender, sexual orientation, race, class, age, marriage, language, ideology, religion, party affiliation, place of origin, place of birth, appearance, facial features, physical or mental disabilities. In 2025, female employees accounted for 63.3% of the Bank's workforce, while female managers represented 53.1% of all managerial positions. Employees under the age of 30 accounted for 24.2% of the workforce, employees aged 30 to 50 accounted for 52.1%, and employees aged over 50 accounted for 23.7%. In addition, the Bank employed 15 persons with disabilities in compliance with the requirements of the Persons with Disabilities Rights Protection Act.

Female-to-male salary ratio at different levels

Salary indicators	Salary ratio (female-to-male)
Salary of managerial staff	1.01:1
Remuneration of managerial staff	1.11:1
Salary of non-managerial staff	0.95:1
Remuneration of non-managerial staff	0.96:1

Gender pay gap indicator

Salary indicators	Gender gap (%)
Difference in average salary	8.52%
Difference in median salary	7.23%
Difference in average bonus	8.96%
Difference in median bonus	10.00%

Note 1: Salaries cover the period from January to December and include various allow nces; bonuses encompass variable compensation such as perfect attendance bonuses, year-end bonuses, and performance bonuses; and remuneration is the sum of salaries and bonuses.

Note 2: Gender wage gap = (male salary - female salary)/male salary; gender bonus gap = (male bonus - female bonus)/male bonus.

Item	2022	2023	2024	2025
a) Total income	$15,985,339	$17,934,627	$19,826,869	$20,718,738
b) Total operating expenses	$10,936,188	$12,070,837	$12,552,681	$12,546,317
c) Total employee-related expenses (salaries and benefits)	$4,298,695	$4,682,035	$5,220,579	$5,179,132
Human capital ROI (a - (b-c)) / c	2.17	2.25	2.39	2.58

• Fostering a harmonious workplace environment

Given that 38.9% of our employees are middle-aged and senior staff, the Bank actively promotes workplace care measures friendly to this demographic. For example, a dedicated employee care task force has been established to regularly attend to the needs of middle-aged and senior employees. Annually, all such employees complete a musculoskeletal questionnaire to address and improve poor posture. Blood pressure monitoring is conducted every six months for middle-aged and senior shift workers, accompanied by care consultations. Additionally, all lighting has been replaced with LED lights to reduce the incidence of cataracts and glare. The labor health inspection has been especially enhanced to include fundus photography and individual consultations with nurses for any abnormal findings during the health check. The Bank's group insurance has been expanded to include coverage for employees' immediate family members (including parents, spouses, and children), enhancing health protection and reducing medical expenses. To achieve harmonious collaboration across generations, in addition to organizing seminars for bridging generations, we have also cooperated with the Ministry of Labor's Industry-Academia Collaboration Program by appointing middle-aged and senior colleagues as industry mentors. These mentors not only share their experience in business development and pass down knowledge, but also assist students in successfully securing future employment. We continue to promote friendly workplace care measures to create a work environment where the younger and older generations understand, appreciate, collaborate with, and include one another. We hope to plan more flexible management systems and job redesigns suitable for middle-aged and senior employees to increase employee cohesion and morale, thereby building a happy enterprise with sustainable talent, where employees can work in safety. The Bank is committed to fostering a diverse, equitable, and inclusive workplace. In recognition of these efforts, the Bank received the Taipei City Government's Age-Friendly Employer Certification for Middle-Aged and Senior Workers for two consecutive years, in 2024 and 2025.

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Continuing Education and Training

• Talent development

In response to financial environment changes, corporate business strategy, and employee needs, we have continued to strengthen employees' professional knowledge and skills. Annually, we regularly conduct various business lectures, seminars, professional training courses and send staff to participate in financial professional and enterprise operation and management training courses according to the Measures for Continuing Education and Training of Employees, Employee Development Plan, and Sustainable Development Best Practice Principles.

- In accordance with the relevant regulations of the competent authority, employees are encouraged to obtain designated financial-related certification. Pre-certification classes are conducted for employees to acquire the necessary qualifications for business development, thereby ensuring compliance with legal requirements.
- We have established an e-learning platform for online education and training aimed at providing a variety of digital learning courses placed in the online education and training area so that our employees can learn independently and improve their competencies at any time without constraints. The online platform also features an employee message board area, enabling employees to leave anonymous messages and communicate freely.
- In an effort to nurture future management talents, we continue to conduct the "Advanced Course for Management Talents," which serves as a cross-departmental platform for outstanding staff in each business category to carry out business rotations and explorations, with hopes of inspiring them to maximize their competencies, broaden their horizons and acquire a variety of professional knowledge.
- In order for middle and top-level managers to effectively communication employees across different generations following the arrival of the new generation, we conduct the "Cross-Generation Communication and Leadership" program from time to time, which includes learning about communication, coordination, inclusion, and adaptive leadership, so as to understand the thoughts of the new generation, thereby increasing employee retention.
- A checklist for the internship assessment of newly recruited tellers has been designed, where senior employees will provide one-on-one guidance to new staff, offering clear directions to help them gradually understand operational procedures, facilitating workplace integration and bolstering professional skills. Employees share experiences during morning meetings, and regular district meetings and training sessions are held to share case studies and pass on expertise.
- To maintain a safe and healthy workplace, UBOT organized online and in-person education and training on topics such as physical and mental abuse at work, abnormal workload, human-related hazards, maternal health protection, and sexual harassment prevention.
- UBOT engages in industry-academia collaboration with a number of universities and colleges, as well as arranges internships for education and training on an annual basis, with a total of 122 people successfully completing these internships, so as to realize the goal of talent sustainability. We also plan career programs with universities and colleges as promoted by the Ministry of Labor, whose objective is to not only nurture students' professional financial knowledge and understanding of banking practices, but also to provide students with assistance and increase their willingness to join the financial industry.

The Bank implements a Financial Inclusion Service Program and conducts annual online training on Financial-Friendly Services, including services for persons with disabilities and senior customers. The training curriculum covers topics such as financial inclusion, the Convention on the Rights of Persons with Disabilities (CRPD), and the protection of the rights and interests of vulnerable groups and senior customers. In 2025, a total of 3,881 participants completed the training, including all directors, responsible officers, and senior executives. The training completion rate for full-time employees reached 100%. Through these initiatives, the Bank continuously enhances employees' service quality and awareness of customer rights, while ensuring the provision of accessible financial services and fostering an inclusive and customer-friendly financial environment.

In support of the Green Finance Action Plan 3.0 and to equip employees with the knowledge and competencies required to advance sustainable development, the Bank conducts annual sustainability-related training programs. In 2025, the Bank offered sustainability training courses covering topics such as The Relationship Between Net-Zero Buildings and Green Finance and Credit Applications in a Circular Economy (two courses in total). A total of 3,732 employees completed the Bank's Sustainable Finance E-Learning Program. To strengthen sustainability governance at the leadership level, the Bank also organized two sustainability-related training courses for directors and senior executives: Future Trends and Opportunities in Sustainability and Artificial Intelligence and Fair Customer Treatment (including Financial Inclusion and Sexual Harassment Prevention). A total of 51 directors and senior executives completed these courses. In addition, the Bank encourages employees to obtain the Sustainability Literacy Certification and provides an incentive of NT$1,300 to successful candidates. As of the end of 2025, a total of 1,558 employees had obtained the certification, including senior executives, among whom the certification attainment rate reached 53%. The Bank further encourages employees to pursue the Advanced Sustainable Finance Certification. By the end of 2025, 53 employees had obtained this certification. Employees who successfully earned the advanced certification were awarded a commendation and received full reimbursement of course fees as an incentive.

For employees who resign involuntarily, UBOT will provide two days of job search leave per week in accordance with regulations, and apply for employment counseling and vocational training courses from each business service center. The above training courses can help the abilities of employees who have retired or terminated their employment relationship to continue their employment and plan their future career.

In summary, UBOT provides intensive education and training to employees of various grades to improve the smoothness of operation processes, elevate the level of customer service, and develop all-round talents in financial services, while bolstering employees' own competencies and workplace competitiveness in light of the rapid development of fintech, digital economy, and ESG, thereby facilitating the sustainable development of UBOT.

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• Overview of the implementation of education and training in 2025

Employee training and development course series

Target audience	Management associates	Middle management	New employees
Course	Advanced Training for Management Personnel	Lecture on Cross-Generation Communication and Leadership	New Employee Initial Training Program
Hours	168 hours	15.5 hours	406 hours
Number of employees	21	184	581

Employee specialized course series

Category	Beginner class	Intermediate class	Digital learning
Target audience	Management personnel of each business unit	Personnel with certain level of seniority in each business unit	All personnel
Number of employees	1,202	630	3,881

Number of employees trained and training expenses

Item	Internal training	External Training	Digital learning	Total
Number of employees (person-times)	14,556	5,870	62,569	82,995
Training expense (Unit: NT$ thousand)	9,561	5,549	185	15,295

Statistics on employee education and training

Item	Nature	Classes	Total participants	Total training hours	Average training hours per employee
Internal training	Specialized courses	201	61,537	201,385	3.27
	Initial training	8	313	2,420	7.73
	Occupational safety and health	1	3,836	3,836	1.00
	Subtotal	210	65,686	207,641	3.16
External Training	Specialized courses	466	9,128	31,406	3.44
	Corporate governance	6	58	174	3.00
	ESG	23	7,639	13,252	1.73
	Occupational safety and health	92	451	3,164	7.02
	Executive training	11	33	3,619	109.67
	Subtotal	598	17,309	51,615	2.98
	Total	808	82,995	259,256	3.12

*Average training hours received per employee = Total number of training hours/Total participants

Average training hours among employees

Item		Male	Female	Total training hours	Average hours
Position	Management	63.49	77.18	47,604	70.73
	Non-management	64.04	65.75	211,652	65.16

Professional certifications among employees

Categories of professional certifications	Quantity
Financial expertise	22,438
Sustainable certification	1,611
Financial expertise	1,268
Language expertise	59
Total	25,376
Total number of employees	3,922
Average quantity held per person	6

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Effectiveness

Plan	Description	Effectiveness
Advanced Training for Management Personnel	1. Diversity courses: Excellence development plan for new-generation managers, communication skills, corporate management and social responsibility, and talent management. 2. Professional courses: report management, financial business project seminar, anti-money laundering case study. 3. Sustainability-related courses: development of the green energy industry, carbon credit trading, and green electricity-related courses. 4. Digital finance: evolution of Chat GPT and AI, applications and impacts of AI on the financial industry, iPASS data empowerment, and big data applications. 5. Visits to various industries.	1. Gain a clearer understanding of the Bank's future development to enhance self-value and professional capabilities. 2. In 2025, a total of 21 employees participated in the training program, of whom two were promoted to managerial positions. The post-training retention rate was 100%. 3. Through a diverse curriculum covering management competencies, financial expertise, digital finance, and sustainable development, the program aims to strengthen managerial talent in the areas of leadership, data utilization, and risk management. In addition, courses on sustainable finance and artificial intelligence (AI) applications enhance participants' capabilities in digital finance and ESG business development, further strengthening the Bank's competitiveness in digital transformation and sustainable operations. Furthermore, through its talent development and succession planning framework, the Bank expects to effectively reduce the turnover of key talent, improve employee retention, and enhance organizational stability and development.
Sustainable development training plan	1. In accordance with the Bank's Sustainable Development Best Practice Principles, regular education and training sessions are conducted to promote sustainable development, enabling internal staff to gradually acquire the knowledge necessary for advancing sustainable development. 2. Continued to encourage employees to obtain the "Sustainable Development Basic Competency Test" certification, with a reward of NT$1,300. 3. To encourage employees to obtain the Advanced Sustainable Finance Certification, the Bank introduced additional incentive measures. Employees who successfully obtain the certification receive a formal commendation and full reimbursement of course fees.	1. A total of 3,732 employees completed the Bank's 2025 Sustainable Finance E-Learning Program, which comprised two courses. 2. Two sustainability-related training courses for directors and senior executives, namely Future Trends and Opportunities in Sustainability and Artificial Intelligence and Fair Customer Treatment (including Financial Inclusion and Sexual Harassment Prevention). A total of 51 participants completed the courses. 3. As of the end of 2025, a total of 1,558 employees had obtained the Sustainability Literacy Certification, while 53 employees had obtained the Advanced Sustainable Finance Certification.
Friendly financial service plan	In accordance with the Banking Industry Guidelines for Financial-Friendly Services and the Banking Industry Self-Regulatory Principles for the Fair Treatment of Senior Customers, the Bank has established a Financial-Friendly Services Training Program. Directors, responsible officers, senior executives, and general employees are required to complete a specified number of training hours each year covering topics such as financial inclusion and accessibility, the Convention on the Rights of Persons with Disabilities (CRPD), and services for senior customers. The training aims to enhance employees' understanding of appropriate customer-friendly service measures and to ensure that all customers receive accessible, inclusive, and high-quality financial services.	In 2025, a total of 3,881 participants completed the online Financial-Friendly Services Training Program (including training related to persons with disabilities and senior customers), including all directors, responsible officers, and senior executives. Through these initiatives, the Bank continues to strengthen employees' service quality, customer-centric mindset, and commitment to safeguarding customer rights and interests.
Digital learning plan	With the advancement of internet technology and equipment, some physical courses have gradually shifted online. An education and training section has been established, and online video conferencing software is also used for meetings and announcements. This reduces the commuting burden on employees and contributes to energy conservation and carbon reduction.	1. In 2025, 107 courses were launched in the education training section, with a total of 62,569 learning enrollments. 2. Monthly financial management training sessions and four weekly morning meetings are conducted using video conferencing software.
Industry-academia collaboration plan	1. To achieve the objective of sustainable development of talent, we have established industry-academia collaborations with more than 30 universities and colleges, arranging internships to provide students with workplace experience in preparation for future talent retention. 2. Actively collaborated with universities and colleges to participate in employment-oriented programs promoted by the Ministry of Labor and to deliver professional finance-related lectures. These initiatives are designed to cultivate students' financial knowledge, enhance their understanding of banking operations, and encourage their interest in pursuing careers in the financial industry.	1. In 2025, a total of 275 applications were received through industry–academia collaboration programs, of which 73 candidates joined the Bank. The retention rate was approximately 54%, contributing to improved recruitment efficiency and reduced recruitment costs. 2. As part of the Ministry of Labor's Employment Program, the Bank collaborated with Chien Hsin University of Science and Technology, with a total of 35 students participating in the training program. 3. During the first semester of the 2025 academic year, the Bank partnered with the Department of Economics of Aletheia University to offer a specialized course on financial practice. The program included a nine-week introduction to the fundamental competencies required for financial services professionals and was attended by 22 students.

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Salaries, Benefits and Care

• Compensation and Benefits System

A sound system of compensation, bonus, and benefits has been established, and it adheres to the principle of fair employment. The salary of new staff is higher than the statutory minimum basic wage. UBOT also adopts a competency-based compensation system, without differential treatment or any form of discrimination regardless of gender, age, religion, race, language, party affiliation, etc. Employees are entitled to year-end bonus, Spring Festival bonus, Mid-Autumn Festival bonus, performance bonus, business promotion bonus, employee remuneration, employee shareholding trust, employee preferential deposit rate, labor insurance, national health insurance, group insurance and pension according to their job functions and seniority. UBOT also continues to formulate performance incentive plans for various business grades to provide incentive bonuses for employees who meet the standards. In 2025, the Bank's average annual employee compensation was 4.84 times the minimum cost of living per person in Taiwan as announced by the Ministry of Finance.

Fair treatment of employees and protection of the rights and interests of every colleague are ensured through the establishment of the "Employee Performance Appraisal Method." At the end of each year, supervisors at all levels assess employee performance based on various financial and non-financial indicators to determine performance evaluations. Through employee self-assessments and performance interviews conducted by supervisors, two-way communication is implemented. The performance evaluations serve as the basis for promotions, salary adjustments, and the allocation of performance bonuses. Sales personnel are evaluated monthly or quarterly based on performance and non-financial indicators according to the methods established for each business category, such as the "Measures for Evaluation of Wealth Management Department Personnel" and the "Measures for Consumer Finance Customer Service Specialist Appointment, Promotion, and Evaluation," and are awarded performance bonuses accordingly. Other personnel receive performance bonuses annually if there is a profit in the annual financial statement. The Board of Directors considers the business performance throughout the year and approves unit performance bonuses according to the bonus methods established for each category, such as the "Measures for Performance Evaluation of Business Units" and the "Head Office Management Unit Assessment and Evaluation Guidelines." Supervisors then adjust and allocate bonuses based on individual performance. Additionally, the "Employee Reward and Punishment Case Handling Method" was established to convene meetings at any time for the review of reward and punishment cases. Based on the circumstances of the rewards and punishments, bonuses are adjusted and performance evaluation ratings are restricted accordingly. This is to establish a fair assessment and reward and punishment system, safeguarding employee rights and overall discipline.

Performance evaluation system

Evaluation method	Description
Management by objectives	At the end of each year, supervisors at all levels assess employee performance based on various financial and non-financial indicators to determine performance evaluations. The performance evaluations serve as the basis for promotions, salary adjustments, and the allocation of performance bonuses.
Multidimensional performance evaluation	Through employee self-assessments and performance interviews conducted by supervisors, two-way communication is implemented. Sales personnel are evaluated monthly or quarterly based on performance and non-financial indicators according to the methods established for each business category, such as the "Measures for Evaluation of Wealth Management Department Personnel" and the "Measures for Consumer Finance Customer Service Specialist Appointment, Promotion, and Evaluation."
Team performance evaluation	Other personnel receive performance bonuses annually if there is a profit in the annual financial statement. The Board of Directors considers the business performance throughout the year and approves unit performance bonuses according to the bonus methods established for each category, such as the "Measures for Performance Evaluation of Business Units" and the "Head Office Management Unit Assessment and Evaluation Guidelines." Supervisors then adjust and allocate bonuses based on individual performance.
Agile conversations	Through employee self-assessments and performance interviews conducted by supervisors, two-way communication is implemented. Additionally, the "Employee Reward and Punishment Case Handling Method" was established to convene meetings at any time for the review of reward and punishment cases. Based on the circumstances of the rewards and punishments, bonuses are adjusted, and performance evaluation ratings are restricted accordingly.

To enhance employee cohesion and encourage employee retention, long-term incentive measures have been implemented to achieve sustainable development goals:

(1) A staff shareholding trust was established that is open to participation from employees who have served for more than one year. Each month, the Bank deducts a fixed amount from the employees' salaries on their behalf, and further allocates a corresponding amount from public funds as an incentive to purchase the Bank's stock. This aims to achieve long-term savings, wealth accumulation, and the assurance of a stable future life. By the end of 2025, 75.88% of employees were members.

(2) Based on the Bank's profitability in the preceding year, employee stock bonuses were granted to employees with at least two years of service. In 2025, 74.5% of employees received employee stock awards, of which 61.8% were allocated to non-managerial employees.

(3) For employees who have completed 20 and 30 years of service, a commemorative watch and an exquisite crystal trophy are awarded, and these employees are individually recognized at the Head Office's year-end party. In 2025, 7.55% of employees received these awards.

• Family-friendly Workplace Environment

In order to promote family care and welfare and comply with the Labor Standards Act, we not only create a suitable working environment and related conditions, but also implement policy directions and goals such as creating a family-friendly workplace environment. At UBOT, the "Workplace Female Health Protection Plan" has also been rolled out to safeguard the physical and mental health of our female staff, with a 100% achievement rate. Aside from offering employees basic leave benefits, such as pregnancy check-up leave, maternity leave, antenatal care leave and paternity leave, we have also signed welfare contracts with kindergartens and child care centers to satisfy employees' child care needs while issuing childcare and marriage allowances for employees. In 2025, UBOT received a total of 129 applications for unpaid parental leave to look after children under three years old.

Unpaid parental leave among employees

Item	2024			2025		
	Male	Female	Total	Male	Female	Total
Number of employees eligible to apply for unpaid parental leave	54	172	226	58	164	222
Number of employees who actually applied for unpaid parental leave	7	51	58	3	54	57
Number of employees expected to be reinstated	7	54	61	5	50	55
Number of employees actually reinstated	5	41	46	2	42	44
Reinstatement rate	71%	76%	75%	40%	84%	80%
Number of employees still employed one year after reinstatement	5	41	46	1	39	40
Incumbency rate one year after reinstatement	100%	100%	100%	50%	93%	91%

*The number of employees expected to be reinstated is determined based on the expected date of reinstatement of employees when they apply for parental leave

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• Employee Health Care and Friendly Workplace

To foster a safe, inclusive, and sustainable workplace, the Bank actively promotes employee health and safety management mechanisms, embedding the core principle of safeguarding employee well-being and corporate assets into every workplace care initiative. The specific management approach, implementation measures, and quantitative results achieved in 2025 are outlined below:

1. **Workplace Safety and Prevention of Unlawful Infringement**
   - Commitment from Senior Management and Protection Mechanisms: Senior management signed the Written Declaration on the Prevention of Unlawful Infringement, demonstrating the Bank's strong commitment to protecting employees' safety, dignity, and rights. An internal Unlawful Acts Reporting and Complaints Investigation Team has also been established to handle complaints, provide immediate care and support, and offer legal assistance when necessary, ensuring that complainants receive appropriate protection and resources throughout the investigation process.
   - Occupational Safety Management: The Bank has established the Occupational Safety and Health Regulations and Occupational Safety and Health Management Regulations in accordance with applicable laws and regulations to mitigate occupational injury and accident risks. As traffic accidents occurring during commuting or business-related motorcycle travel constitute the primary causes of occupational injury leave, the Bank has strengthened traffic safety awareness initiatives and regularly conducts occupational health and hygiene training for employees. Healthcare professionals provide follow-up monitoring and care to support employees' health and safety.
   - Protective Education and Training: In 2025, the Bank conducted a total of 10 in-person training sessions and 1 online course on the prevention of unlawful infringement. A total of 4,304 training completions were recorded, significantly enhancing employees' awareness of self-protection and their ability to respond appropriately to potential workplace risks.

2. **Diversity, Inclusion, and Family-Friendly Support**
   - Maternal Health Protection: The Bank implements a Maternal Health Protection Program to safeguard the health of pregnant employees and employees within one year after childbirth. Eligible employees and their supervisors are required to jointly complete the Workplace Hazard Assessment and Maternal Health Protection Measures Form and the Health Self-Assessment Form for Pregnant Employees and Employees Within One Year After Childbirth to ensure that work assignments do not adversely affect maternal health. A total of 46 female employees participated in the program. In addition to receiving individualized health education and guidance, participants were provided with childbirth subsidies as a tangible expression of care and support.
   - Family-Friendly Childcare Facilities and Support: The Bank has established a total of 12 lactation rooms across its operations, of which five have received the highest-level "Excellent" certification. In addition, the Bank has entered into partnership agreements with 12 infant care centers and preschools to support employees in balancing their work and family responsibilities.

3. **Employee Physical and Mental Well-Being Promotion**
   - Health Examinations and Medical Consultation Services: The Bank regularly commissions qualified professional institutions to conduct employee health examinations. Managerial employees are provided with an annual health examination subsidy of NT$5,000, offering benefits that exceed the requirements stipulated under the Regulations for the Implementation of Labor Health Examinations. In 2025, a total of 1,756 medical consultation services were provided, and 28 on-site health consultation sessions were conducted by occupational health physicians.
   - Mental Health and Stress Management: The Bank provides education and training on topics such as workplace violence and harassment prevention and abnormal workload management. In 2025, a total of 4,353 participations were recorded. Professional psychologists from healthcare institutions were invited to conduct stress management and mental wellness seminars. The Bank also collaborates with specialized clinics to facilitate referrals to psychologists and psychosomatic medicine specialists when needed. In addition, employees are regularly informed about the availability of the free 24-hour 1925 Mental Health Support Hotline.
   - Ergonomic Hazard Prevention: A total of 4,476 musculoskeletal symptom surveys were conducted in 2025. Individualized health guidance and workplace improvement recommendations were provided to 31 employees identified as having elevated health risks.
   - Chronic Disease Prevention and Healthy Weight Management: The Bank actively promotes workplace health programs focused on preventing obesity and managing the three major chronic disease risk factors—hypertension, hyperglycemia, and hyperlipidemia.
   - Healthy Weight Management Program: A weight management competition was organized in 2025, with 38 employees participating and achieving a combined weight reduction of approximately 41 kilograms. A total of 61 participations were recorded in exercise and fitness programs.
   - Blood Pressure Awareness Month: On-site blood pressure monitoring and health consultation services were provided, serving a total of 686 employee visits during the year.
   - Health Promotion Seminars: A total of 54 health promotion seminars were conducted, covering topics such as first aid skills, exercise and wellness, and the prevention and management of hypertension, hyperglycemia, and hyperlipidemia, with cumulative participation reaching 673 employee attendances.
   - Chronic Disease Prevention Awareness Campaigns: Health education was delivered through visual presentations and interactive engagement activities, reaching a total of 7,987 participations throughout the year.

4. **Practical achievements and future outlook**
   - Overall Performance: Through systematic and continuous health management strategies, we have effectively increased employees' ability to self-manage their health, reducing the risks of hypertension, hyperglycemia, hyperlipidemia and chronic diseases and further strengthening workplace cohesion and productivity.
   - Future Outlook: The Bank will continue to advance its employee health promotion programs and incorporate data-driven health management tools to further enhance workplace well-being. Through these efforts, the Bank is committed to creating a safe, inclusive, and sustainable workplace.

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Injury, sick leave, and personal leave among employees in 2025

Item	Number of injury leave	Days of injury leave	Occupational injury rate	Number of sick leave	Days of sick leave	Number of personal leave	Days of personal leave	Absence rate
Male	18	182.5	6.36	425	2,635	441	985.5	1.08%
Female	41	264.5	8.39	1,071	6,881.5	957	1,735.25	1.45%
Total	59	447	7.64	1,496	9,516.5	1,398	2,720.75	1.31%

* Occupational injury rate = (the number of leave/total working hours)*1,000,000 ; total working hours=working days*8hours.
  Male:2,829,984hours, Female:4,888,512hours
* Male absence rate = (days of injury leave+days of sick leave+days of personal leave among male employees)/the total working days among male employees
* Female absence rate = (days of injury leave+days of sick leave+days of personal leave among female employees)/the total working days among female employees
* Total working days for male employees = 353,748 (total number of males × annual working days)
* Total working days for female employees = 611,064 (total number of females × annual working days)

• Salary analysis and statistics of non-managerial staff for the past three years

Salary analysis and statistics of non-managerial staff for the past three years

Item	2023	2024	2025	Change from 2024 to 2025	
Number of non-managerial employees	3,629	3,685	3,643	-42	-1.14%
Average salary	911,709	1,027,209	1,026,320	-889	-0.09%
Median salary	805,082	899,600	907,913	8,313	0.92%

• Take out all kinds of insurance to protect employees and their dependen

In addition to purchasing labor insurance and national health insurance for employees in accordance with the law, we also provide employees with the most secure protection and reasonable premiums. Every year, we negotiate and compare prices with various life insurance companies to take out the "group life insurance and medical insurance," in which medical insurance covers employees' dependents (spouse, children and parents), which are generally quite satisfied by employees. The insurance company was also recognized by colleagues, and there was no major dispute in related claims cases. In order to provide employees and their dependents with further protection, the "Self-paid Group Insurance for Employees and Their Dependents" was signed with an insurance company. In case of death or disability caused by accidental injury or medical treatment, employees and their parents or dependents will be covered by relevant medical treatment or compensation respectively.

Claim amount

Item	2024	2025	Total
Number of claims	912	801	1,713
UBOT-funded group insurance	22,180,223	19,746,128	41,926,351
Number of claims	263	208	471
Self-paid group insurance	2,804,939	948,572	3,753,511

Employee Relationship

To establish effective communication and interaction with employees, in addition to establishing an employee complaint system in the personnel management measures, the Bank has also created an "Employee Corner" within its website. This platform allows all employees to express their opinions and constructive comments freely, enabling each employee to voice their true feelings and speak openly. Through this platform, employees can convey their doubts, sentiments, grievances, or suggestions for improving work efficiency. UBOT appoints dedicated personnel to handle the employee's opinion in a confidential and prompt manner, and transfers it to the respective business management unit, which then reports the results and handling situation to the employee. UBOT firmly believes that an open approach to employees can build an institutionalized bridge of communication, and strengthen the care for employees and the handling of labor-management relations, which is conducive to the cohesion of employees to improve business performance, and maintained good labor-management relations.

What's more, employees who have been working for more than one year can fill in the "Employee Volunteer Service Area Questionnaire" in the "Employee Corner" to apply for volunteer service. In this way, we can instantly understand the inner thoughts and actual needs of employees, so as to achieve a balance between rotation and life and enhance the development of employees' competencies. UBOT also conducts an employee satisfaction survey for current position on its internal website at the end of each year. In previous years, the employee satisfaction survey focused solely on satisfaction with employees' current job positions. Beginning in 2025, the survey scope was expanded to cover five key dimensions: job content, compensation and benefits, development and learning opportunities, supervisors and organizational climate, and overall satisfaction. The survey targeted employees subject to the annual performance evaluation process and achieved a participation rate of 94.5%. The overall satisfaction rate reached 97.3%, with satisfaction rates of 97.4% among female employees and 97.2% among male employees. The survey results indicated that employees reported the highest level of satisfaction with job content, while satisfaction with compensation and benefits was comparatively lower. Moving forward, the Bank will continue to enhance and optimize areas such as compensation and benefits fairness and the transparency of career advancement and promotion pathways. Through these continuous improvement efforts, the Bank aims to further strengthen employee satisfaction, foster a greater sense of belonging and engagement, enhance overall organizational effectiveness, and build a more cohesive organization that supports long-term sustainable development.

Employee Perceptions	Corresponding to the Key Dimensions
Satisfaction Rate	Job Content, Compensation and Benefits, Development and Learning Opportunities, Supervisors and Organizational Climate, Overall Satisfaction
Purpose	Job Content, Development and Learning Opportunities
Employee Happiness	Development and Learning Opportunities, Overall Satisfaction

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Occupational safety and health

• Management system

The Bank has established an Occupational Safety and Health Committee and obtained certification to the ISO 45001 Occupational Health and Safety Management System. Together with employees, contractors, and customers, the Bank is committed to fostering a safe and healthy working environment. In addition to formulating the Safety and Health Work Rules and the Occupational Safety and Health Management Regulations, the Bank is committed to ensuring that its occupational safety and health policies are implemented and complied with by personnel at all levels. The Occupational Safety and Health Management Program further sets out specific occupational safety and health action plans, serving as the basis for hazard identification, risk assessment, and statistical monitoring activities. The Bank employs full-time occupational health nurses and engages contracted occupational health physicians to implement employee health management initiatives in accordance with the Workplace Violence and Harassment Prevention Program, the Musculoskeletal Disorder Prevention Program for Repetitive Work, the Abnormal Workload Prevention Program, and the Maternal Health Protection Program. These programs encompass preventive healthcare services, health risk assessments, occupational injury and illness investigations, accident investigations, and emergency response management. For information regarding supplier-related requirements and management measures, please refer to the Environmental Sustainability – Supply Chain Management section of this Report.

• Implementation Status

1. In order to maintain the safety of employees in the workplace, access control and security protection systems have been established in each business unit and all workplaces. We also appoint a dedicated environmental cleaning company to maintain a clean and comfortable workplace, promote the Tobacco Hazard Prevention Act and implement a comprehensive non-smoking policy. An occupational safety and health management plan was formulated in accordance with the Occupational Safety and Health Act, which included setting the occupational safety and health personnel, first aid personnel and fire management personnel, etc., carrying out occupational safety and health education and training for workers, and strengthening medical and health promotion measures. In 2025, we organized 93 related education and training sessions, which were attended by 4, 287 trainees in total, with hopes of enhancing each employee's understanding of safety and health concepts and realizing the principle of zero accident in the workplace.
2. Every year, the Bank conducts two safety inspections of electricity usage in office premises, as well as checks on lighting brightness and indoor air quality, to provide employees with a safe and healthy working environment. Furthermore, in accordance with the regulations of the National Police Agency of the Ministry of Interior on "Environmental Assessment Test Form for Crime Prevention of Financial Institutions and New Certification Standards," we strengthened security maintenance measures to ensure the safety of personnel and finances and minimize potential risks in the working environment.
3. In 2025, a total of 26 occupational accidents involving 26 employees occurred in the Bank, accounting for 0.66% of the total workforce. The majority of these occupational accidents were caused by traffic incidents occurring during commutes to and from work. Safety supervisors at each branch have utilized morning meetings or occupational safety training sessions to reinforce safety awareness, emphasizing adherence to traffic safety regulations such as reducing speed and maintaining safe distances during rainy weather.
4. In 2025, there were zero fire incidents and zero casualties.

Occupational safety and health educational training for workers

Item	2023	2024	2025
Number of sessions	62	67	93
Number of employees	4,100	4,030	4,287

Conclusions

of its sustainable development. In addition to safeguarding employees' fundamental rights and interests in compliance with applicable laws and regulations, the Bank provides a comprehensive compensation and benefits system as well as diverse learning and development opportunities to support employees in continuously enhancing their professional capabilities and achieving personal growth. At the same time, the Bank also places great importance on employee physical and mental well-being, as well as work–life balance. Through the ongoing implementation of employee care initiatives, the Bank is committed to fostering a healthy, supportive, and inclusive working environment.

To promote harmonious labor-management relations, the Bank has established diverse and effective communication channels. These include an internal "Employee Portal" that enables employees to submit suggestions and feedback in a timely manner, as well as regular labor-management meetings that strengthen two-way communication and engagement. Through these mechanisms, the Bank seeks to cultivate a relationship built on integrity, mutual trust, collaboration, and shared prosperity.

Looking ahead, the Bank will continue to advance its human capital development strategy in alignment with its broader sustainability objectives. By continuously enhancing its policies and optimizing management mechanisms, the Bank aims to improve employee well-being, strengthen organizational resilience, and create shared value for the Company, its employees, and society as a whole.

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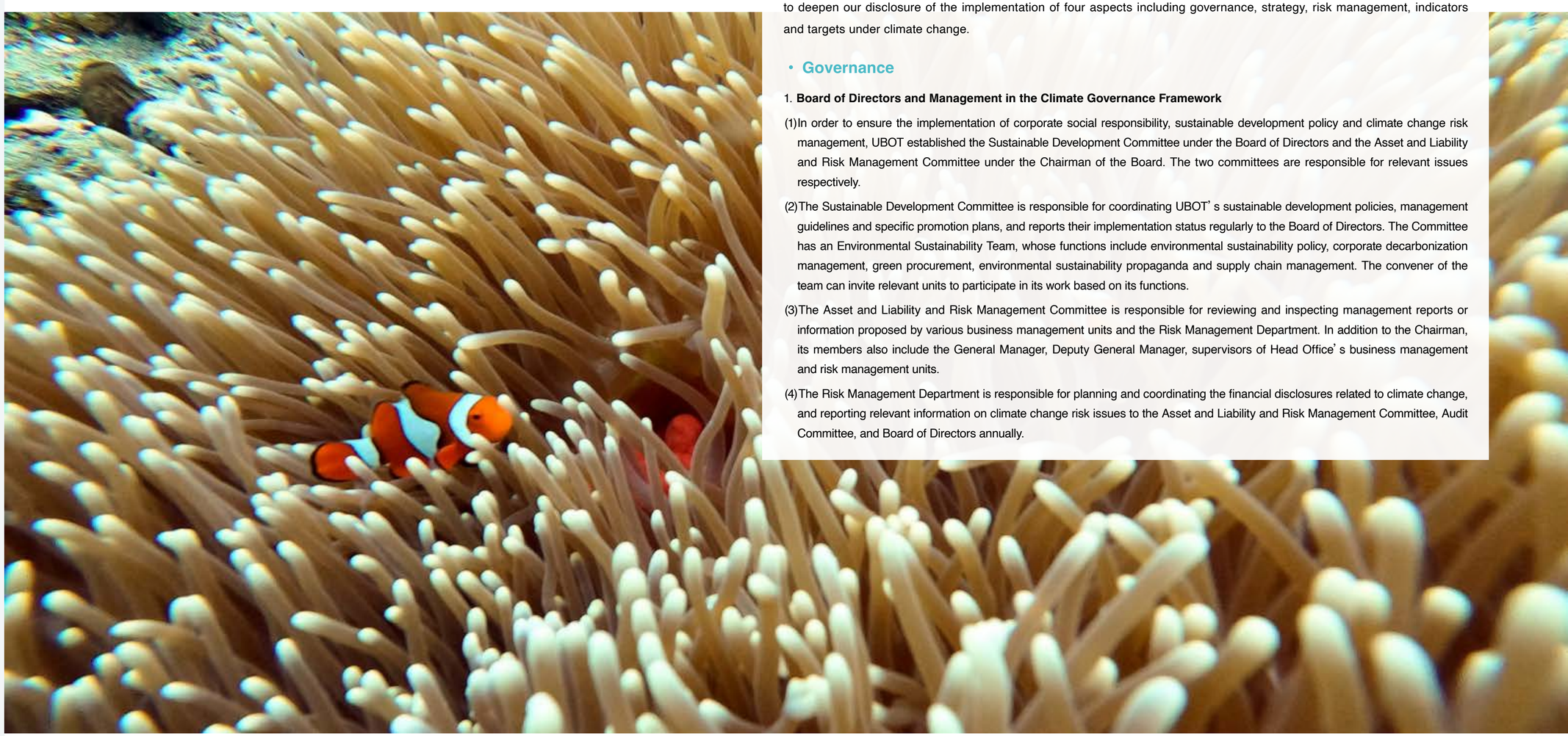

Task Force on Climate-related Financial Disclosures

In response to climate change becoming one of the major global risk issues, the Task Force on Climate-related Financial Disclosure (TCFD) established by the Financial Stability Board (FSB) issued the Report on Climate-related Financial Disclosure Suggestions in 2017, and the Financial Supervisory Commission issued "Guidelines for Financial Disclosure of Climatic Risks of Domestic Banks" at the end of 2021. In accordance with the framework of the Guidelines, UBOT continues to deepen our disclosure of the implementation of four aspects including governance, strategy, risk management, indicators and targets under climate change.

• Governance

1. **Board of Directors and Management in the Climate Governance Framework**

(1) In order to ensure the implementation of corporate social responsibility, sustainable development policy and climate change risk management, UBOT established the Sustainable Development Committee under the Board of Directors and the Asset and Liability and Risk Management Committee under the Chairman of the Board. The two committees are responsible for relevant issues respectively.

(2) The Sustainable Development Committee is responsible for coordinating UBOT's sustainable development policies, management guidelines and specific promotion plans, and reports their implementation status regularly to the Board of Directors. The Committee has an Environmental Sustainability Team, whose functions include environmental sustainability policy, corporate decarbonization management, green procurement, environmental sustainability propaganda and supply chain management. The convener of the team can invite relevant units to participate in its work based on its functions.

(3) The Asset and Liability and Risk Management Committee is responsible for reviewing and inspecting management reports or information proposed by various business management units and the Risk Management Department. In addition to the Chairman, its members also include the General Manager, Deputy General Manager, supervisors of Head Office's business management and risk management units.

(4) The Risk Management Department is responsible for planning and coordinating the financial disclosures related to climate change, and reporting relevant information on climate change risk issues to the Asset and Liability and Risk Management Committee, Audit Committee, and Board of Directors annually.

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2. **Rights and responsibilities of the risk management organizations**

Board of Directors	This is the supreme decision-making unit of UBOT's risk management policy, being responsible for reviewing and verifying UBOT's overall risk policies, limits, organization structure and attribution of rights and responsibilities.
Audit Committee	Responsible for assisting the Board of Directors in reviewing the Bank's risk management policies, examining risk control-related reports, and supervising the implementation of risk management.
Asset and Liability and Risk Management Committee	It is responsible for reviewing and inspecting management reports or information proposed by various business management units and the Risk Management Department, so as to maintain the risk management effectiveness of the whole Bank.
Risk Management Department	It is an independent dedicated risk management unit, which is responsible for inspecting the risk management mechanism formulated by various business management units and their control conditions, preparing risk control reports to be submitted to the Board of Directors and the Asset and Liability and Risk Management Committee, and planning and establishing various measurement tools of risk control.
Various business management units	Formulate management regulations, processes and control mechanisms according to business their mainly responsible for, appropriately manage and supervise various business units to carry out necessary management.
Various business units	They are responsible for making daily business management in accordance with the management regulations and measures formulated by UBOT's various management units, and confirming the correctness and integrity of all operational data.

3. **Management policy**

(1)UBOT formulated the "Criteria for Management of Climatic Change and Environmental Sustainability Risks" under the "Risk Management Policy," specifying that UBOT shall abide by relevant laws and regulations related to climate, energy and environmental protection, implement and disclose greenhouse gas inventory, water consumption and waste management and statistics, formulate related policies and improve education and promotion to strengthen employees' awareness of energy saving, identify and evaluate climate change risks and opportunities, establish relevant management measures, and regularly disclose the governance condition as well as indicators or targets used for evaluating relevant topics.

(2)UBOT's Sustainable Development Best Practice Principles requires it to comply with environment-related laws and regulations, as well as relevant international norms, and protect the natural environment as appropriate. Moreover, in the implementation of operational activities and internal management, UBOT shall be committed to the goal of environmental sustainability. UBOT shall assess the potential risks and opportunities of climate change and take relevant countermeasures. UBOT shall adopt common standards or guidelines at home and abroad, implement enterprise greenhouse gas inventory and make disclosure and statistics of greenhouse gas emissions, water consumption and total waste weight, formulate various policies on energy conservation and carbon reduction, greenhouse gas reduction, water consumption reduction or other waste management, incorporate the acquisition of carbon emission rights into the its carbon reduction strategy planning, and promote relevant work based on this, so as to reduce the impact of its business activities on climate change.

(3)The Bank's Sustainable Finance Policy establishes the Business Promotion and Management Principles applicable to the Bank and its subsidiaries' lending, investment, underwriting, asset management, and wealth management businesses, requiring the integration of ESG principles into business decision-making and process evaluation factors according to the nature of each business line. The High-Risk Industries, Individuals, and Corporate Management Mechanism defines coal-related and unconventional oil and gas industries and sets out control measures for their phased withdrawal. The Engagement Policy specifies key elements including engagement topics, approaches, and effectiveness tracking.

(4)UBOT's "Energy, Environment, Occupational Safety and Health Policy" stipulates that it shall "abide by laws and regulations related to energy, environmental protection, occupational safety and health," "support energy conservation and carbon reduction and continue to implement green procurement," "emphasize education and awareness programs to strengthen employees' energy-saving awareness," "implement target-based management and build a sustainable operating environment," "implement greenhouse gas reduction measures and disclose relevant information," "use products bearing water-saving labels to reduce water resource waste," "comply with waste classification requirements and promote resource recycling and reuse," "strive to eliminate workplace hazards and reduce occupational safety and health risks," and "promote worker communication and provide a safe and healthy working environment."

(5)UBOT's "Supplier Management Policy" requires that UBOT shall work together with our suppliers to implement corporate social responsibility and promote environmental sustainability. When signing the contract, they shall sign and abide by the "Commitment Letter on Compliance with CSR, Ethical Management and Legal Provisions," and jointly abide by the environmental sustainability policy or relevant environmental protection measures promoted by UBOT.

4. **Enhance climate-related expertise and capabilities**

(1)In order to actively acquire new knowledge about climate trends, enhance staff awareness of climate change issues, and improve corporate culture, UBOT's members of the Board of Directors, senior managers, relevant personnel of Head Office's business units and risk management units continued to actively participate in various projects, seminars, presentations and training courses.

(2)The Bank has designated dedicated personnel within the General Affairs Department to oversee energy and environmental management. These personnel are responsible for promoting initiatives related to environmental sustainability and for organizing training programs for personnel responsible for energy and environmental management under the ISO 14001 Environmental Management System and ISO 50001 Energy Management System.

(3)In 2025, a total of 36 training sessions were conducted by UBOT, which saw the participation of 7,765 people undergoing training for 245.7 hours in total.

Participant	Number of sessions	Cumulative number of employees	Total training hours	Primary content
Board members	1	2	6	▪ Kept abreast of Taiwan's latest developments in the net-zero transition, emerging sustainability opportunities ranging from climate to nature, and the role of sustainable finance in supporting a just energy transition.
Senior executives and staff from various units at the Head Office	1	9 17	3	▪ Explored international developments and their implications for ESG, the evolution from green finance to transition finance, how the financial sector can facilitate SMEs' net-zero transition amid carbon fee implementation and growing carbon anxiety, and updates on IFRS sustainability-related disclosure convergence trends.
Relevant personnel at various business units across UBOT or business units under the head office (including risk management)	27	7,698	201.7	▪ Sustainable finance topics, including relevant regulations, sustainable finance products and engagement practices, sustainability disclosures, green products and risk management, as well as awareness of the circular economy, business models, and assessment indicators. ▪ Climate-related topics, including climate stress testing, initiatives and advocacy actions, development trends, information disclosure, and decarbonization technologies. ▪ Topics related to greenwashing and artificial intelligence (AI).
Business units, head office units, senior management personnel, and subsidiary personnel	7	39	35	▪ Training courses on energy, environmental, occupational safety and health management, and greenhouse gas inventory management. ▪ Sustainability development trends, disclosure standards and frameworks, as well as sustainability-related risks and opportunities. ▪ Climate change adaptation developments, frameworks, dimensions and strategies, and the identification and measurement of sustainable economic activities.

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• Strategy

1. **Identification of climate risks and opportunities**

In order to comprehend the impacts of climate change, UBOT has identified 12 climate risks and 7 climate opportunities based on the categories of climate risks (physical risks and transition risks) and climate opportunities, while taking into consideration the nature of its business operations. The affected value chains (UBOT' s own operations, investment and financing activities, financial products and services, and upstream suppliers) and time horizons (short-, medium-, and long-term) were identified. Relevant departments then assessed each issue based on its likelihood of occurrence and degree of impact to understand the potential effects and implications for the Bank. A climate risk and opportunity matrix was subsequently developed to prioritize material issues.

Type of risk	Risk items	No.	Risk event	Potential financial impact	Impact on the value chain	Impact period	Corresponding risks
Physical risk	Immediacy	1	Extreme weather conditions have caused operational disruptions at UBOT's locations	Typhoons, floods, and other events cause regional power outages, water shortages, and communication disruptions, leading to operational interruptions at business locations and increased associated recovery costs.	Own operations	Short-term	Operations
		2	Extreme weather conditions have caused damage to customer assets	Typhoons, floods, and other climate-related disasters have caused negative impacts on customer operations or a reduction in the value of collateral, increasing the risk of default and resulting in a decline in UBOT's revenue.	Investment and financing business	Medium-term	Credit, market
	Long-term	3	Average temperature increase(A)	A long-term average increase in temperature has led to higher electricity and water prices in Taiwan, resulting in increased operating costs for UBOT.	Own operations	Medium- and long-term	Operations
		4	Average temperature increase(B)	A long-term increase in average temperature has led to drought, water shortages, and increased electricity consumption, resulting in higher operating costs for customers. This has impacted profitability and affected repayment capacity, causing a decline in UBOT's revenue.	Investment and financing business	Medium- and long-term	Credit, market
		5	Rise in sea level(A)	A long-term rise in sea level has led to operational disruptions at business locations and a decline in the value of owned real estate.	Own operations	Long-term	Operations
		6	Rise in sea level(B)	Long-term sea level rise causes damage to clients' operational sites or assets, impacting profitability and affecting repayment capacity, which leads to a decline in UBOT's revenue.	Investment and financing business	Long-term	Credit, market
Transition risk	Policies and regulations	7	Increasingly stringent climate-related policies and regulations(A)	In response to increasingly stringent policies and regulations related to the environment and energy, such as greenhouse gas emissions, UBOT's operating costs will increase.	Own operations	Short- and medium-term	Operations
		8	Increasingly stringent climate-related policies and regulations(B)	Additional costs incurred from carbon pricing, carbon taxes, and carbon emission controls impact profitability, affecting customers' repayment capacity and resulting in a decline in UBOT's revenue.	Investment and financing business	Short- and medium-term	Credit, market
	Technology	9	Technological transitions encountered by clients	Due to client needs to invest substantial manpower and resources for transitions, operating costs have increased, affecting their repayment capacity and resulting in a decline in UBOT's revenue.	Investment and financing business	Short- and medium-term	Credit, market
		10	Technological transitions encountered by UBOT	To mitigate the impact of climate change, UBOT has adopted new product manufacturing technologies or low-carbon transition measures, resulting in increased operating costs.	Own operations	Short- and medium-term	Operations
	Market	11	Increase in raw material costs	Due to the impact of climate change, the prices of raw materials have risen, leading to increased production costs for customers. This has affected their repayment capacity, resulting in a decline in UBOT's revenue.	Investment and financing business	Medium-term	Credit, market
	Reputation	12	Increased stakeholder attention to climate issues	Investors place great importance on climate change issues. A lack of clear net-zero transition measures on UBOT's part may result in reputational damage and negatively impact investors' willingness to invest.	Own operations	Medium-term	Reputation

Note: Short-term refers to within 1 year, medium-term refers to 1 to 5 years (inclusive), and long-term refers to more than 5 years

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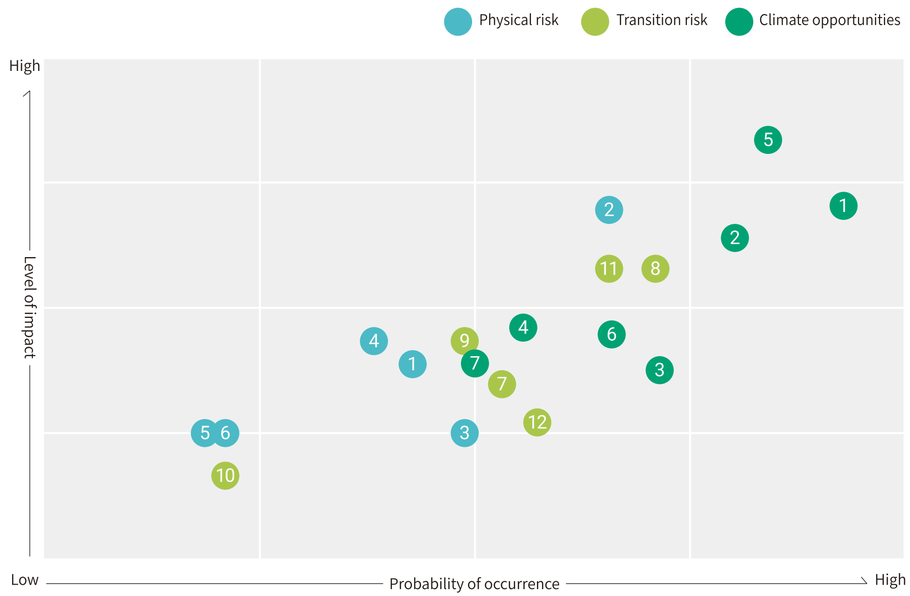
Category	Opportunity items	No.	Description	Potential financial impact	Impact on the value chain	Impact period
Climate opportunities	Resource efficiency	1	Enhance the efficiency of energy and natural resource utilization at UBOT's business locations	By replacing outdated energy-consuming products, implementing energy-saving and power-saving products, and promoting energy-saving measures, UBOT is able to reduce operating costs.	Own operations	Short- and medium-term
	Energy sources	2	Increase renewable energy usage	Proactively plan for renewable energy usage to reduce the risks of operational disruptions and future fossil fuel price increases, thereby lowering operating costs.	Own operations	Short-, medium-, and long-term
	Products and services	3	Digital financial service	Promote digital transactions and various online services, enhance operational efficiency, achieve the benefits of going paperless, and reduce operating costs for UBOT.	Own operations, financial products, and services	Short- and medium-term
		4	Develop low-carbon financial products or services	By developing and promoting low-carbon products and services, we can improve consumers' perception of our brand, leading to increased profitability.	Financial products and services	Short- and medium-term
		5	Promote green and sustainability loans	Provide green and sustainability loans with the intention of encouraging businesses to adopt sustainability-related practices and enhancing UBOT's revenue.	Financing business	Short- and medium-term
	Market	6	Invest in green goods	Invest in green/sustainability bonds with the intention of encouraging businesses to adopt sustainability-related practices and enhancing UBOT's revenue.	Investment business	Short- and medium-term
	Reputation	7	Green procurement and supplier management	Enhance operational resilience, reduce operating costs, and improve corporate image through green procurement and supplier management.	Own operations, suppliers	Short- and medium-term



1 Extreme weather conditions have caused operational disruptions at UBOT's locations
2 Extreme weather conditions have caused damage to customer assets
3 Average temperature increase(A)
4 Average temperature increase(B)
5 Rise in sea level(A)
6 Rise in sea level(B)
7 Increasingly stringent climate-related policies and regulations(A)
8 Increasingly stringent climate-related policies and regulations(B)
9 Technological transitions encountered by clients
10 Technological transitions encountered by UBOT
11 Increase in raw material costs
12 Increased stakeholder attention to climate issues
1 Enhance the efficiency of energy and natural resource utilization at UBOT's business locations
2 Increase renewable energy usage
3 Digital financial service
4 Develop low-carbon financial products or services
5 Promote green and sustainability loans
6 Invest in green goods
7 Green procurement and supplier management

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2. **Climate risk and opportunity management**

(1) Based on the climate risk ranking results, the Bank selected three material climate risk issues from the 12 identified climate risk issues and conducted scenario analysis to assess their potential impacts. The corresponding mitigation measures and action plans adopted by the Bank are also presented.

Risk No.	Risk issue	Impact on the value chain	Potential financial impact	Risk measurement (Scenario Analysis)	Response measures or action plans
2	Extreme weather conditions have caused damage to customer assets	Investment and financing business	Typhoons, floods, and other climate-related disasters have caused negative impacts on customer operations or a reduction in the value of collateral, increasing the risk of default and resulting in a decline in UBOT's revenue. ▪ Under the SSP5-8.5 scenario, the expected loss associated with real estate-secured loans exposed to high flood risk may increase by up to approximately NT$129 million. (Please refer to Climate Risk Management-5.-(3)-Evaluation results) ▪ Based on the various scenarios prescribed under the competent authority's climate scenario analysis framework, the maximum expected loss is estimated at approximately NT$5.6 billion, representing approximately 6.61% of the Bank's net worth and 78.19% of its profit before tax. (Please refer to Climate Risk Management-5.-(4)-Overall evaluation results)	1. Climate Risk Management-5.-(3)Scenario analysis of physical risks - the flood and sloping land scenario 2. Climate Risk Management-5.-(4) Scenario analysis of physical and transition risks - Operational Plan for Climate Change Scenario Analysis by Banks in Taiwan	1. Pay attention to a customer's operational or financial status, incorporating ESG principles into the decision-making and process evaluation factors for credit approval and investment. Continuously strengthen due diligence and control measures for customers. 2. Assist customers impacted by natural disasters in their restoration and reconstruction efforts by providing the necessary funding for post-disaster restoration while minimizing the impact on UBOT's earnings. 3. UBOT's current standards for real estate collateral appraisal have established provisions for properties affected by climate change that are located in areas prone to wind disasters and droughts, or situated within flood potential zones as indicated on the National Science and Technology Center for Disaster Reduction's 3D Disaster Potential Map (areas with a 24-hour rainfall potential of 650 millimeters). This also includes properties directly located in debris flow, areas with potential for large-scale landslides, downhill slopes, deep-seated rockslides, debris slides, falling rocks, active fault zones, or areas with the immediate risk of a high potential for soil liquefaction caused by a single event. Such conditions must be noted in the matters needing attention in the appraisal report, and the approval authority for these types of collateral cases will be elevated, or the loan-to-value ratio will be reduced to manage the potential risks faced by the collateral.
8	Increasingly stringent climate-related policies and regulations(B)	Investment and financing business	Additional costs incurred from carbon pricing, carbon taxes, and carbon emission controls impact profitability, affecting customers' repayment capacity and resulting in a decline in UBOT's revenue. ▪ Approximately NT$500,000 was paid for the use of financed emissions data provided by Taiwan Economic Journal (TEJ). ▪ NT$2.21 million in consulting fees for greenhouse gas reduction target planning and internal carbon pricing. ▪ Issuance expenses of approximately NT$880,000 and interest expenses of approximately NT$6.12 million were incurred in connection with the issuance of sustainability bonds. ▪ Under different carbon fee scenarios, the expected loss may increase by up to approximately NT$58.97 million.(Please refer to Climate Risk Management-5.-(2)-Evaluation results) ▪ Based on the various scenarios prescribed under the competent authority's climate scenario analysis framework, the maximum expected loss is estimated at approximately NT$5.6 billion, representing approximately 6.61% of the Bank's net worth and 78.19% of its profit before tax. (Please refer to Climate Risk Management-5.-(4)-Overall evaluation results)	1. Climate Risk Management-5.-(2) Scenario analysis of transition risks - the carbon price influence scenario 2. Climate Risk Management-5.-(4) Scenario analysis of physical and transition risks - Operational Plan for Climate Change Scenario Analysis by Banks in Taiwan	1. Pay attention to a customer's operational or financial status, incorporating ESG principles into the decision-making and process evaluation factors for credit approval and investment. Continuously strengthen due diligence and control measures for customers. 2. For high carbon-emission industries, carefully assess clients' climate change risks and their negative impacts on climate change. Actively engage in dialogue with and encourage clients to implement relevant mitigation measures to reduce climate-related risks. 3. By providing green credit and sustainability-linked loans, supply customers with operational funds in a timely manner to assist them in their low-carbon transitions.
11	Increase in raw material costs	Investment and financing business	Due to the impact of climate change, the prices of raw materials have risen, leading to increased production costs for customers. This has affected their repayment capacity, resulting in a decline in UBOT's revenue. ▪ Based on the various scenarios prescribed under the competent authority's climate scenario analysis framework, the maximum expected loss is estimated at approximately NT$5.6 billion, representing approximately 6.61% of the Bank's net worth and 78.19% of its profit before tax. (Please refer to Climate Risk Management-5.-(4)-Overall evaluation results)		

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(2) UBOT identified 7 climate opportunity issues and, based on a matrix of "probability of occurrence" and "level of impact," selected 3 material topics. The corresponding response measures or action plans implemented are described as follows

Opportunity no.	Opportunity issue	Impact on the value chain	Potential financial impact	Response measures or action plans
5	Promote green and sustainability loan products	Financing business	Provide green and sustainability loans with the intention of encouraging businesses to adopt sustainability-related practices and enhancing UBOT's revenue. ▪ In 2025, fee income and interest income generated from corporate green credits and sustainability-linked loans amounted to approximately NT$26.4 million and NT$353.25 million, respectively.	1. To encourage clients to prioritize climate change and promote a corporate focus on sustainable development, we provide green credit (including renewable energy loans, green building loans, electric (or hybrid) vehicle loans, loans for green and related industries), guiding clients to allocate funds toward green expenditures. 2. The "Key Points to the Sustainability-linked Loan Business" have been established, which encourage companies to achieve the sustainability performance indicators they are committed to by offering more favorable interest rate conditions, so as to assist companies and industries in low-carbon and sustainability transitions.
1	Enhance the efficiency of energy and natural resource utilization at UBOT's business locations	Own operations	By replacing outdated energy-consuming products, implementing energy-saving and power-saving products, and promoting energy-saving measures, UBOT is able to reduce operating costs. ▪ The total cost for equipment replacement in 2025 was NT$26 million.	1. Switch to LED light bulbs, replace old air conditioners, participate in the Ministry of Economic Affairs Energy Bureau's "Service Industry Energy Management System Demonstration and Promotion Program," control indoor air conditioning temperature during summer, and promote energy-saving measures to conserve water and electricity. 2. Ensure that green building materials account for more than 45% of the building materials used in the renovation of UBOT's dormitory buildings.
2	Increase renewable energy usage	Own operations	Proactively plan for renewable energy usage to reduce the risks of operational disruptions and future fossil fuel price increases, thereby lowering operating costs. ▪ The total cost for green electricity purchases in 2025 was NT$13.01 million. ▪ In 2026, the continued procurement of 5.50 million kWh of green electricity will incur a cost of approximately NT$33.73 million.	Expand the use of renewable energy by adhering to the International Renewable Energy Initiative Standard and gradually increasing the proportion of renewable energy usage. UBOT is also gradually installing rooftop solar power plants on its buildings to increase the utilization rate of low-carbon energy.

3. **Climate Strategy and Action**

As the impact of extreme weather intensifies globally, relevant transnational initiatives and national governments have proposed various climate adaptation and mitigation measures. Sustainable development has become the primary goal of the current global economic transition. In line with the Sustainable Development Goals of the United Nations, UBOT aims to use our influence to provide climatic finance products and services and enhance the climate adaptation capability of our customers. In addition, it would take practical actions to support Taiwan green energy, implement carbon reduction, and continuously commit to the sustainable development of enterprises. UBOT' s climate strategy centers on a move towards net-zero emissions and supporting low-carbon economic activities, and primarily involves the following:

(1) Moving Towards Net-Zero Emissions: UBOT is actively managing our daily operational activities to conserve energy and reduce carbon emissions, with a view to achieving the goal of net-zero emissions.

(2) Supporting Low Carbon Economic Activities: UBOT develops and implements potential business opportunities and related financial benefits arising from climate change, while effectively managing associated risks. Our services include assisting clients in their transition to a low carbon economy, supporting the development of low carbon technologies, and promoting climate financial products and services.

Core strategy	Covered topic	Primary actions	Corresponding chapter
Moving towards net-zero emissions	Low-carbon operations	1. Replace energy-consuming equipment to increase energy efficiency, set targets for reducing electricity and water consumption as well as fuel usage for company vehicles, and increase renewable energy use. 2. Establish GHG reduction targets. 3. Introduce an internal carbon pricing mechanism. 4. A supplier management policy has been established that requires all suppliers to comply with the Bank's energy management and environmental protection requirements.	**Effectiveness, Indicators, and Targets of Climate-related Measures - 1.Low-carbon operations**
	Climate adaptation measures	1. Establish a disaster emergency response plan. 2. Strengthen climate change adaptation measures (e.g., constructing flood barriers and preparing sandbags), disaster prevention advocacy, and insurance coverage.	**Climate Risk Management- 4.Operational Risk Management**

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Core strategy	Covered topic	Primary actions	Corresponding chapter
Supporting low-carbon economic activities	Climate Risk Management in Investment and Financing	1. Incorporate ESG principles into the decision-making and process evaluation factors for credit approval and investment, strengthen due diligence measures for customers, and establish management mechanisms for high-risk industries and enterprises. For customers in high-emitting industries, carefully review their climate change risks and their negative impacts on climate change. 2. Establish a decarbonization commitment, gradually divest, and completely exit coal, unconventional oil, and natural gas-related industries by 2040. 3. Conduct a financial carbon inventory for investment and financing positions.	1. **Climate Risk Management - 3.Risk Management for Financing, Investment, Underwriting, Asset Management, and Wealth Management Businesses** 2. **Effectiveness, Indicators, and Targets of Climate-related Measures - 2.Low-Carbon Finance**
	Green products and services	1. Engage in the following to assist clients in low-carbon transition and technological development: continue to promote green and sustainability-linked credit loans, provide financing for solar power plants, increase investments in green (sustainable) bonds, invest in solar power plants and green energy companies specializing in carbon fiber recycling and reuse, issue and sell green and sustainable funds, and promote digital finance and paperless operations. 2. Implement the "Green Card" program, offer ESG-related fund products, issue the "Union Low Carbon Target Multiple Asset Fund" and provide digital services to seize climate-related opportunities and business prospects.	**Effectiveness, Indicators, and Targets of Climate-related Measures - 2.Low-Carbon Finance**

4. **Policy Influence Statement and Participation in Business and Trade Associations**

(1) To align with Taiwan's 2050 Net-Zero Emissions Policy and the goal of the Paris Agreement to limit the increase in global average temperature, the Group seeks to exercise its influence on public policy and ensure that the industry and business associations in which it participates maintain climate positions consistent with the Paris Agreement. To this end, the Group has established the "UBOT Group Policy Influence Statement", declaring that it will understand the climate positions of the industry and business associations in which it participates through meetings, questionnaires, or publicly available information. If any position is found to be inconsistent with the Paris Agreement, the Group will provide recommendations and actively engage with the relevant association. The Group will continue to review the outcomes of such engagement as a basis for future participation decisions and will not participate in lobbying activities that are inconsistent with the Paris Agreement.

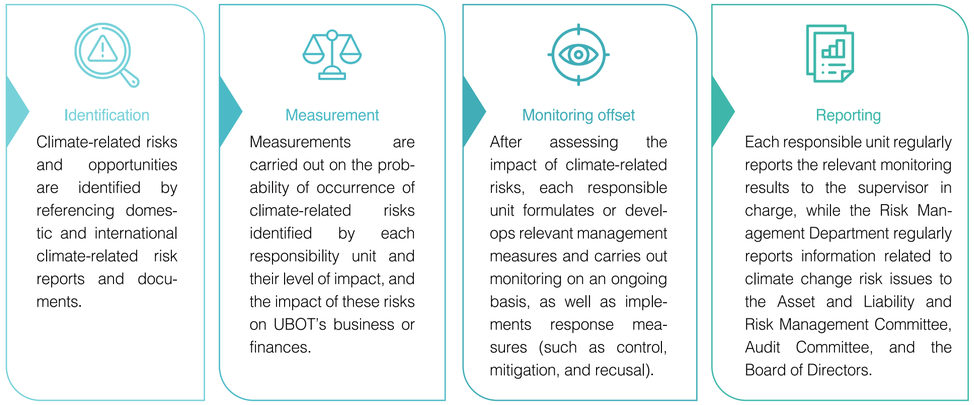
(2) The industry associations in which the Group participates, including the Bankers Association, SWIFT (Society for Worldwide Interbank Financial Telecommunication), and the Bills Finance Association, have all publicly expressed support for the Paris Agreement and actively promote climate-related initiatives. Specific actions included issuing self-regulatory standards for sustainable development bonds, publicly committing to support the net zero target, and promoting carbon reduction initiatives such as the use of green electricity and the introduction of electric fleets. The Group will continue to collaborate with industry associations to advance climate change initiatives, and will consistently uphold and implement a coherent climate position in accordance with the UBOT Group Policy Influence Statement.

• Climate Risk Management

1. UBOT conducts climatic risk management through the "three lines of defense" framework of internal control, which includes the internal audit system, self-audit system, legal compliance system, and risk management mechanism. Among them, self-audit constitutes the first line of defense, legal compliance and risk management constitute the second line, and internal audit constitutes the third line. In order to enable effective and proper operation of the internal control system, the first and the second lines perform risk monitoring, and the third line performs independent monitoring so the three lines of defense perform their own functions.

First line of defense Business units	Second line of defense Legal Compliance Department and risk management units	Third line of defense Audit Department
Identify and manage daily operational activities according to their respective responsibilities and business scope.	Establish and monitor the legal compliance system and risk management mechanism to ensure the effective operation of the mechanism.	Establish an internal audit system and conduct independent audits and supervision to ensure the internal control system's effective operation

2. The "Risk Management Policy" formulated by UBOT is the highest management principle of risk management at UBOT, which includes the "Criteria for Management of Climatic Change and Environmental Sustainability Risks" and our risk management process includes risk identification, risk measurement, risk monitoring, risk offsetting, risk reporting and other procedures.



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3. Risk Management for Financing, Investment, Underwriting, Asset Management, and Wealth Management Businesses

UBOT and its subsidiaries are committed to sustainable development and have established the Sustainable Finance Policy. The Policy incorporates environmental, social, and governance (ESG) factors into the evaluation and decision-making processes for lending, investment activities (including active investments, passive investments, and third-party managed assets), underwriting, asset management, and wealth management businesses. In addition to prudently assessing high-risk industries, UBOT and its subsidiaries engage with counterparties to address potential ESG issues they may face, thereby encouraging financing and investment recipients to implement environmental protection and social responsibility practices and advance sustainable development.

"Principles of Management"

Industries or countries with high ESG risks should be avoided in business dealings.	▪ Those engaged in the illegal manufacturing and trading of weapons, the pornography industry, and the drug industry. ▪ Sanctioned countries and regions on UBOT's list of high-risk countries/regions for money laundering and terrorist financing.
Controversial industries should be prudently assessed.	▪ Enterprises in industries related to tobacco (excluding state-owned enterprises), gambling (excluding those with legal gambling licenses), fur trading, and tropical rainforest logging,
High-emitting industries	▪ Climate change risks faced by customers and their negative impacts on climate change should be carefully examined. ▪ Active engage with customers to encourage them to implement mitigation measures to reduce climate-related risks.

Strengthen control over the coal and unconventional oil and gas-related industries.	▪ Gradually shift towards a complete exit from coal, unconventional oil, and natural gas-related industries by 2040. The commitment stages are as follows: (1) Effective immediately, no new projects involving the construction of coal-fired power plants, coal-related infrastructure, or mining enterprises will be undertaken. (2) By the end of 2030, phase out corporate cases involving coal and unconventional oil and natural gas within the member countries of the Organization for Economic Co-operation and Development (OECD). (3) By the end of 2035, phase out corporate cases involving enterprises with coal revenue or power generation accounting for 25% or more, or non-conventional oil and natural gas revenue accounting for 25% or more. (4) By the end of 2040, completely exit corporate cases involving coal and unconventional oil and natural gas. ※Exceptions: If the aforementioned enterprises exhibit concrete carbon reduction actions (including those recognized by third-party organizations) or clear transformation plans (including but not limited to passing the Science-Based Targets initiative (SBT) or proposing low-carbon transformation plans in compliance with the Paris Agreement), they shall not be subject to the aforementioned restrictions and may continue business interactions. ※Definition of the coal and unconventional oil and gas industries: (1) Coal-related industries: This includes coal mining, coal-fired power generation (using coal for electricity generation and heating), and coal-based infrastructure (such as transportation, processing, storage, receiving stations, pipelines, etc.). (2) Unconventional oil and natural gas-related industries: Industries involving the exploration, extraction, production, processing, and related infrastructure (e.g., pipelines, receiving terminals, refineries, and storage facilities) of oil sands, shale oil and gas, Arctic oil and gas, deepwater oil and gas (at water depths exceeding 5,000 feet), coalbed methane, heavy crude oil, and liquefied natural gas (LNG) derived from such unconventional fossil fuel sources. ※The scope and thresholds for recognized entities are as follows: (1) Companies listed on the Taiwan Depository & Clearing Corporation's IR Platform whose products fall within the aforementioned defined scope, and whose coal revenue accounts for 5% or more, or whose non-conventional oil and gas revenue accounts for 25% or more of total revenue. (2) Included in the international non-governmental organization Urgewald's Global Coal Exit List (GCEL) and Global Oil & Gas Exit List (GOGEL). Note 1：GCEL thresholds: ▪ Relative threshold: The company derives more than 10% of its revenue or electricity generation (installed capacity) from coal. ▪ Absolute threshold: The company's annual coal production reaches 10 million metric tons or more, or the annual coal-fired power generation capacity (installed capacity) reaches 5 GW or more. ▪ Expansion threshold: The company has expansion plans involving coal mining, power generation, and related infrastructure. Note 2：GOGEL thresholds: ▪ Production and short-term expansion threshold: The company's annual oil/gas production or short-term expansion volume reaches or exceeds 20 million barrels of oil equivalent, or unconventional production volume reaches or exceeds 2 million barrels. ▪ Exploration threshold: The company has spent an average of US$10 million annually on exploration over the past three years. ▪ Expansion threshold: The company develops transportation pipelines exceeding 100 km, fuel/gas power generation units with a capacity of 100 MW, or LNG receiving terminals with 1 Mtpa capacity.

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▪ **Credit business**

During the credit assessment process, the Bank conducts due diligence on customers' environmental, social, and governance (ESG) factors as a reference for credit decision-making. In accordance with the Bank's credit review principles, including borrower profile, purpose of financing, source of repayment, collateral protection, and credit outlook, the Bank performs a comprehensive assessment of the risk profile of both corporate and individual borrowers. For land and buildings used as credit guarantees, customers are encouraged to provide collateral that offers positive environmental or resource utilization benefits, such as green buildings and green factories.

During post-loan management, continuous attention should be paid to the current status of credit customers, with periodic reviews of whether they fulfill corporate responsibilities, commit to environmental protection, and implement corporate governance. If major ESG-related negative impact events occur, specific improvement plans should be understood and corporate implementation should be tracked.

Corporate Credit	To implement the Bank's Sustainable Finance Policy, ESG considerations are integrated into client financing interactions and due diligence mechanisms throughout the corporate credit review and approval process. Risks and opportunities related to environmental (E), social (S), and governance (G) factors are identified, reviewed, and assessed. For listed companies, large enterprises, and clients operating in designated high-risk industries, enhanced ESG due diligence is conducted. Based on the assessment results, the Bank communicates ESG-related risks and potential transition opportunities to clients. Through its engagement mechanism, the Bank also communicates with and follows up with corporate clients on issues such as climate change, decarbonization targets, and business transformation. In addition, the Bank leverages financial instruments such as green financing and sustainability-linked loans to assist clients in formulating and implementing transition strategies, thereby supporting efforts to mitigate and adapt to the impacts of climate change. Furthermore, during the collateral evaluation process for credit facilities, the Bank encourages corporate clients to provide assets with environmental benefits or resource-efficiency attributes as collateral, such as green buildings and green factories. By incorporating sustainability considerations into financing terms and asset selection, the Bank supports clients in their transition toward sustainable development.
Consumer Credit	(1) For mortgage business, real estate collateral located in areas susceptible to climate change impacts that are listed as matters requiring attention in appraisal reports will have reduced loan-to-value ratios. For buildings with Taiwan's Green Building label, preferential mortgage programs are available to encourage customers to choose comfortable, healthy, and environmentally friendly green buildings. (2) For wealth management loan business regarding individual cases, Know Your Customer (KYC) and due diligence are implemented to identify customer identity and product suitability. Money laundering risk factors are classified into high, medium, and low levels with different management measures adopted. Credit rating levels are determined based on customer conditions during credit review. Additionally, if customers provide collateral, conditions such as collateral type, risk classification, and valuation serve as credit evaluation considerations, including real estate in legally restricted areas or with high climate risk, such as properties in flood potential areas, debris flow potential streams, dip slopes, or high soil liquefaction potential zones, where loan ratios are reduced and approval levels are elevated. (3) For vehicle loan individual credit cases, KYC and due diligence are implemented to identify customer identity and product suitability, with money laundering risk factors classified into high, medium, and low levels using different management measures. For vehicle collateral with advanced age and higher pollution intensity, the Bank may reduce acceptance or apply lower loan-to-value (LTV) ratios. During the lending process, the Bank also provides information on the environmental impacts of different vehicle types, low-carbon mobility trends, and preferential financing programs for electric vehicles. Through these measures, the Bank seeks to gradually encourage consumers to purchase low-carbon new energy vehicles and adopt more sustainable transportation and consumption choices. In doing so, the Bank helps clients better understand the implications of vehicle selection for carbon emissions and sustainable lifestyles, while contributing to a lower-carbon environment.

▪ **Investment business**

Listed equity and fixed income investment positions should be regularly reviewed according to relevant regulations. If ESG risk violations occur that fail to comply with relevant investment regulations without obvious improvement plans, investment positions will be gradually reduced.

1. Investment in foreign currency-denominated bonds

Pre-investment and post-investment review: According to "Union Bank International Financial Business Branch Foreign Currency Corporate Bonds, Financial Bonds and Sovereign Bonds Project Authorization ESG Investment Review Operating Guidelines," pre-investment incorporates well-known international external ESG ratings as reference, while post-investment requires regular review of ESG rating changes to make timely decisions on adjusting investment amounts or continuing investment.

2. New Taiwan Dollar Corporate Bond (including Financial Bonds) Investment

Pre-investment ESG due diligence surveys are conducted with ESG incorporated into verification and evaluation processes, applying investment limits according to evaluation grade ranges. Post-investment, ESG conditions are regularly reviewed. If issuing enterprises are high carbon emission industries, disclosure of the company's carbon reduction plans is required.

3. Prior to investing in equity securities that are not held for trading purposes, the Bank conducts ESG due diligence on prospective investee companies and incorporates the results into its investment decision-making process. The due diligence assessment includes, but is not limited to, whether the company has established science-based emissions reduction targets validated by the Science Based Targets initiative (SBTi), whether it makes concrete contributions to the United Nations Sustainable Development Goals (SDGs), and whether it operates within any of the twelve key strategic industries. Based on the assessment results, the Bank identifies engagement topics and conducts engagement activities with investee companies through channels such as written communications and investor conferences, with the aim of mitigating the Bank's climate-related risks.

For passively invested fund beneficiary certificates with ESG certification, investment limits are twice those without ESG certification.

4. Long-term Equity Investment

(1) Continuous attention is paid to investee companies' risks and opportunities regarding major environmental, social, and corporate governance (ESG) issues, with ESG incorporated into investment decision evaluation considerations. Simultaneously, according to UBOT's "Money Laundering and Combating Terrorist Financing Risk Country List," investment targets from extremely high-risk and high-risk countries or regions are excluded.

(2) Post-investment regular tracking of investee companies' operational performance, financial conditions, board and supervisory changes, major shareholder holdings, and related news is conducted. As shareholders, regular or irregular communication with investee companies on operational and financial plans is maintained, or qualified professionals in relevant fields are appointed as directors or supervisors to attend investee companies' shareholder meetings or investor conferences. As of the end of December 2025, a total of 9 investee companies have directors or supervisors appointed.

(3) Quarterly fair value evaluation based on investee companies' financial report net values is conducted and submitted to accounting supervisors for approval. Annual reports to the Board of Directors on reinvestment business operations and financial conditions are made for related risk and opportunity assessments.

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5. Subsidiary

Union Leasing	Current investment positions do not involve high ESG risk, controversial, or high carbon emission industries. Future investments in real estate, listed equity, and fixed income positions will be regularly reviewed according to relevant regulations in addition to following the parent company's "Union Bank of Taiwan Institutional Investor Stewardship Policy." If ESG risk violations occur that fail to comply with relevant investment regulations without obvious improvement plans, investment positions will be gradually reduced.
Union Securities Investment Trust	As an asset management institution, the Company recognizes its fiduciary duty to act in the best interests of clients while maintaining ongoing risk oversight and management. In addition to incorporating ESG factors into investment decision-making, the Company integrates financially material ESG considerations into its existing investment analysis and decision-making processes. Through prudent assessment of investee companies' ongoing commitment to ESG practices and their exposure to financially material ESG risks, the Company flexibly incorporates ESG considerations into its investment evaluations, focusing on issues that have a substantive impact on corporate value and aligning with global ESG trends. As part of its investment review process, the investment research team continuously monitors, assesses, and manages material sustainability and ESG-related risks associated with investee companies. Should any event arise that may have a material impact on an investee company's operations or financial performance, the Company will evaluate and adjust its investment positions accordingly to mitigate potential risks.
Union Venture Capital	(1) Investment targets must comply with the Company's "Investment Policy" and parent company's "Union Bank of Taiwan Institutional Investor Stewardship Policy" regulations, focusing primarily on government "5+2 Industrial Innovation Programs" including "Smart Machinery," "Asia Silicon Valley," "Green Energy Technology," "Biomedical Industry," "Defense Industry," "New Agriculture," and "Circular Economy," as well as six core strategic industries: information and digital, cybersecurity excellence, Taiwan precision health, defense and strategy, green electricity and renewable energy, and civil defense and preparedness. Additionally, ESG issues are incorporated into investment stewardship principle regulations, with ESG risk factors considered in investment review processes. Projects can only be undertaken after evaluation confirms no major adverse impact on ESG sustainable development. (2) Pre-investment detailed examination of investee companies' related media reports and future industry development is conducted, with observation of labor relations during site visits. After investment case approval, personnel are dispatched to attend investee companies' shareholder meetings, with irregular communication with management to understand operational conditions. Regular updates of financial and operational data from companies are also requested. If major violations of corporate governance principles occur on specific issues, feedback is provided to investee companies with subsequent handling tracked to fulfill stewardship responsibilities.

- **Unsecured Commercial Paper Underwriting Business**

Prior to approving an annual underwriting limit for unsecured commercial paper issued by a corporate client, the Bank conducts an ESG assessment in accordance with the ESG Checklist for Corporate Clients Issuing Unsecured Commercial Paper. The underwriting limit is determined based on the client's ESG rating and assessment results. Where the issuing company operates in a high-carbon-emitting industry, it is required to disclose its carbon reduction plan.

- **Engagement and Communication**

To further leverage financial influence and encourage or assist clients in prioritizing ESG issues, initiating ESG actions, undertaking low-carbon transitions, setting net-zero emission targets before 2050, and establishing carbon reduction pathways to enhance sustainability performance, the Bank has established an engagement mechanism with enterprises. This mechanism aims to drive industries toward sustainable development collectively. The approaches include, but are not limited to, in-person visits, telephone interviews, emails, and surveys; participation in or organization of physical/online interviews, meetings, lectures, training sessions; and attending shareholders' meetings or investor conferences of negotiation targets to speak or exercise voting rights.

1. 2025 Lending Engagement Outcomes

ESG dimensions	Engagement Methods	Target audience	Number of companies	Description
Environmental Protection (E)	Online forum	Clients in High-Carbon-Emitting Industries, Transitioning Enterprises, and Listed Companies	360	Hosted the "Online Forum on Sustainable Development Trends of Supporting and Key Strategic Industries" 1. Encourage high-carbon-emitting industries to assess their operational characteristics and proactively develop decarbonization and transition plans. 2. In alignment with the Taiwanese government's promotion of Enabling Activities and Key Strategic Industries, provide insights into future industry trends and development opportunities. 3. Encourage clients to focus on biodiversity and natural resource management issues and to adopt the recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD) framework in disclosing their nature conservation strategies, actions, and outcomes. 4. Encourage clients to participate in sustainability initiatives, establish Science-Based Targets (SBTs), and obtain validation of their emissions reduction targets through the Science Based Targets initiative (SBTi). 5. Share practical case studies and best practices relating to sustainable transformation. 6. Introduce the Bank’s ESG-related financing solutions and loan products.
	Individual engagement	Targets for national carbon fee collection	10	During the loan application process, the Bank's corporate banking relationship managers engage with clients to conduct customized sustainability assessments and arrange sustainability-linked financing solutions. By linking financing terms and conditions to improvements in ESG performance indicators, the Bank seeks to enhance its positive financial impact and encourage clients to undertake relevant improvements, achieve sustainability-linked performance targets, and strengthen their overall sustainability performance.

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2. Investment business

(1) Domestic Company Stock Investments:

(A) Major proposals by investee companies involving governance violations in sustainable development (such as false financial reports), negative environmental or social impacts (such as environmental pollution, human rights violations depriving workers' rights), or obvious violations of fund providers' interests are opposed in principle.

(B) When investee companies experience major ESG issues, the Bank communicates with management before shareholder meetings. Communication content includes whether investee companies have taken sufficient measures to address sustainability issues, whether investee companies actively implement response measures, and whether failure to resolve problems according to communication results would have major adverse impacts on companies in the short term.

(2) Long-term Equity Investment:

For investee companies in which the Bank is entitled to appoint directors and supervisors, the Bank considers factors such as the scale of the investee company, the background of its major shareholders, and the composition of its board of directors and supervisors when selecting appointees. Qualified personnel with relevant professional expertise are then designated to serve in such positions. The Bank maintains communication with investee companies through various channels, including telephone calls, e-mails, video conferences, in-person meetings, investor conferences, and participation in annual shareholders' meetings or significant extraordinary shareholders' meetings.

As of the end of December 2025, the Bank had appointed a total of 16 directors and supervisors to its investee companies.

(3) 2025 Investment Engagement Outcomes:

(A) Communication with Company Management:

Mainly through participating in investee companies' board meetings or communicating operational conditions via email and telephone and regularly requesting business/financial data to execute post-investment regular evaluation and management.

Interaction and Engagement Methods	Board Meeting Attendance	Email and Telephone Communication
Number of companies	7	46

(B) Participation in Regular or Significant Ad Hoc Shareholder Meeting Communication:

Interaction and Engagement Methods	Electronic Voting	Personal or Proxy Attendance	Number of Voting Proposals Exercised
Frequency	184	17	897

(C) Engagement Case:

Engagement Case 1

Item	Description
Asset category	Stake
Negotiation dimensions	ESG-E (Environment)
Negotiation Issue	Disclosure of sustainable economic activities
Engagement Stage	Phase 3 (Investee company develops a response strategy to address the issue)
Purpose of the Negotiations	Manage ESG Risks and Opportunities and Deliver Sustainable Outcomes
Reason for negotiation	To assist enterprises and financial institutions in identifying sustainable economic activities and promoting sustainable development, the Financial Supervisory Commission (FSC) has issued the Sustainable Economic Activities Guidelines and encourages their adoption by both financial institutions and enterprises. As part of its commitment to fulfilling its responsibilities as an institutional investor, the Bank proactively engages with investee companies in the industries covered by the Guidelines, encouraging them to consider and incorporate the relevant recommendations into their future planning and business strategies.
Expected Target	The Company assesses whether its business activities are aligned with the Guidelines and discloses relevant information through the Market Observation Post System (MOPS) and its Sustainability Report.
Subsequent Follow-Up and Impact	Company A has assessed the applicability of, and alignment with, the Sustainable Economic Activities Guidelines and plans to disclose relevant information in its forthcoming Sustainability Report and subsequent editions. The Bank will continue to monitor the disclosure progress, with the aim of facilitating the flow of capital toward sustainable economic activities and supporting an orderly low-carbon transition.

Engagement Case 2

Item	Description
Asset category	Stake
Negotiation dimensions	ESG-E (Environment)
Negotiation Issue	SBT carbon reduction target verification
Engagement Stage	Phase 3 (Investee company develops a response strategy to address the issue)
Purpose of the Negotiations	Manage ESG Risks and Opportunities and Deliver Sustainable Outcomes
Reason for negotiation	The SBTi certification enables companies to establish decarbonization plans based on scientifically grounded emissions reduction pathways. Certified companies are also required to annually disclose comprehensive greenhouse gas emissions data and progress toward their reduction targets, thereby enhancing transparency and accountability. For the Bank’s listed equity and corporate bond investment portfolio, decarbonization targets have been established in accordance with the SBTi Financial Institutions Framework. Based on the Bank’s assessment, Company B has not obtained validation of its emissions reduction targets by the SBTi.
Expected Target	The Bank expects investee companies to establish annual emissions reduction targets in alignment with the SBTi and to commit to the initiative, thereby supporting the achievement of the Bank’s SBTi-aligned decarbonization targets.
Subsequent Follow-Up and Impact	Company B has adopted the core principles of the SBTi and established greenhouse gas inventory management practices, together with short-, medium-, and long-term emissions reduction plans and targets. The Company has committed to achieving net-zero emissions across its operations by 2050 and has incorporated joining the SBTi into its near-term strategic roadmap. The Company will continue to strengthen the accuracy and robustness of its internal GHG inventory processes while enhancing the identification and management of climate-related risks. These efforts will support the adoption of emissions reduction pathways aligned with the latest climate science and international standards, enabling the Company to remain at the forefront of the low-carbon transition and realize its long-term decarbonization vision.

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Engagement Case 3

Item	Description
Asset category	Stake
Negotiation dimensions	ESG-E (Environment)
Negotiation Issue	TNFD
Engagement Stage	Phase 3 (Investee company develops a response strategy to address the issue)
Purpose of the Negotiations	Manage ESG Risks and Opportunities and Deliver Sustainable Outcomes
Reason for negotiation	The Taskforce on Nature-related Financial Disclosures (TNFD) framework enables organizations to integrate nature-related considerations into their financial and business decision-making processes, while supporting companies and financial institutions in managing nature-related risks and opportunities. As part of its commitment to fulfilling its responsibilities as an institutional investor, the Bank proactively engages with investee companies in the industries covered by the Guidelines, encouraging them to consider and incorporate the relevant recommendations into their future planning and business strategies.
Expected Target	The Bank encourages companies to disclose relevant information in alignment with the TNFD framework, enabling a more comprehensive approach to environmental sustainability. Such an approach extends beyond a sole focus on carbon emissions and greenhouse gas emissions.
Subsequent Follow-Up and Impact	Company C plans to progressively align its disclosures with the TNFD framework and recommendations over the medium term (within the next two years) and disclose relevant information accordingly. As an initial step, the Company will develop and establish a biodiversity policy and related commitments, which will be publicly disclosed through its Sustainability Report, corporate website, annual report, and other public communications. The Bank will continue to monitor the Company's progress and subsequent disclosures.

Engagement Case 4

Item	Description
Asset category	Stake
Negotiation dimensions	ESG-E (Environment)
Negotiation Issue	Support Biodiversity
Engagement Stage	Phase 3 (Investee company develops a response strategy to address the issue)
Purpose of the Negotiations	Manage ESG Risks and Opportunities and Deliver Sustainable Outcomes
Reason for negotiation	Biodiversity conservation is one of the key issues in global environmental protection. To enhance biodiversity conservation, the Bank proactively engages with and encourages its investee companies to pay close attention to relevant guidelines and participate in biodiversity conservation initiatives and related activities.
Expected Target	The Bank encourages its investee companies to participate in biodiversity conservation initiatives and related activities.
Subsequent Follow-Up and Impact	One of Company D's industrial parks is located within a hotspot area of leopard cat activity. Following an assessment, infrared camera traps were installed to conduct ecological monitoring of leopard cats. The monitoring results indicated a relatively high frequency of leopard cat occurrences in certain areas. As their activity range is primarily located within secondary forest habitats surrounding the development site, which are designated as land for national land conservation purposes, these areas will be maintained in their existing condition. No tree felling or other development activities will be undertaken in these areas. Through the implementation of relevant conservation measures, Company D is committed to contributing to the protection and conservation of the leopard cat.

Engagement Case 5

Item	Description
Asset category	Bonds
Negotiation dimensions	ESG-E (Environment)
Negotiation Issue	Disclosure of sustainable economic activities
Engagement Stage	Phase 3 (Investee company develops a response strategy to address the issue)
Purpose of the Negotiations	Manage ESG Risks and Opportunities and Deliver Sustainable Outcomes
Reason for negotiation	To assist enterprises and financial institutions in identifying sustainable economic activities and promoting sustainable development, the Financial Supervisory Commission (FSC) has issued the Sustainable Economic Activities Guidelines and encourages their adoption by both financial institutions and enterprises. As part of its commitment to fulfilling its responsibilities as an institutional investor, the Bank proactively engages with investee companies in the industries covered by the Guidelines, encouraging them to consider and incorporate the relevant recommendations into their future planning and business strategies.
Expected Target	The Company assesses whether its business activities are aligned with the Guidelines and discloses relevant information through the Market Observation Post System (MOPS) and its Sustainability Report.
Subsequent Follow-Up and Impact	Company E is currently assessing the applicability of the Reference Guidelines and has disclosed its climate transition plan in its Sustainability Report. The Bank will continue to monitor the company's disclosure progress in accordance with the Reference Guidelines, with the aim of directing capital flows toward sustainable economic activities and facilitating an orderly low-carbon transition.

3. Subsidiary Investment Trust Management Business:

(1) Engagement between Union Securities Investment Trust and investee companies can generally be divided into two stages:

(A) Pre-investment: For prospective investee companies, feedback and recommendations are provided during meetings and interviews. The outcomes of such engagement activities are incorporated into the investment evaluation process and serve as a reference for investment decision-making.

(B) Post-investment: For investee companies, in addition to maintaining regular interactions to stay informed of their operational developments, consideration is given to their business development, potential or actual ESG-related incidents or issues, and factors that may have caused or could potentially cause risk impacts.

(2) Economic conditions, investment environments, and industry developments are extensively monitored and analyzed to maintain an understanding of the status and performance of investee companies.

(3) Environmental, Social, and Governance (ESG) factors are incorporated into the investment process and serve as screening criteria for establishing the investment assets pool.

(4) Investment assessment reports issued by professional institutions, company visits, and participation in ESG-related seminars and conferences are utilized to gain a better understanding of investee companies and their related activities.

(5) Forms and methods of engagement include written correspondence and direct dialogue (e.g., conference calls, face-to-face meetings, and emails), as well as participation in investor conferences and shareholders' meetings, and the exercise of shareholder proposal and voting rights. Through these approaches, appropriate communication and interaction are maintained with investee companies. In fund analysis reports, assessments of "investee companies' ESG status" are conducted.

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4. Operational Risk Management

(1) To strengthen UBOT's disaster prevention and rescue capabilities and enhance disaster prevention-related measures, the Bank has established "Key Points of Union Bank of Taiwan for Disaster Emergency Response Operation" to respond to climate change disaster events including floods and typhoons that cause "business interruption incidents," ensuring all units can maintain normal business operations. To effectively execute various disaster prevention and rescue measures, the Bank has established a "Crisis Handling Group" with the General Manager as group convener and headquarters department heads as group members. When major disasters are imminent or occur, crisis handling group members are quickly convened to discuss response strategies. Regular disaster prevention education training and drills are conducted, facility safety maintenance inspections are strengthened, etc., to protect customer rights and minimize personnel and property losses.

(2) Climate change adaptation measures are implemented for business units including constructing flood gates, preparing sandbags, conducting disaster prevention advocacy, and purchasing insurance.

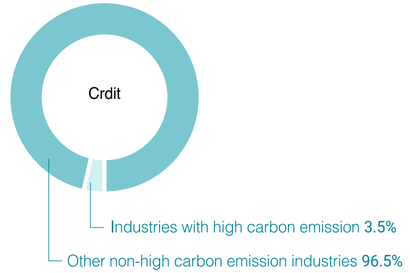
(3) To respond to climate change, the Bank has established a dedicated energy and EHS management unit that, based on banking industry characteristics, has built appropriate energy and environmental management systems, introduced ISO 50001 energy and EHS management systems, and established energy and EHS management policies, corporate carbon reduction management (setting carbon reduction targets, carbon reduction actions such as electricity, water, and fuel reduction and expanding renewable energy use), green procurement, energy certificate purchases, supply chain management, resource recycling and reuse, and creating green living implementation measures, with regular review of operational effectiveness.

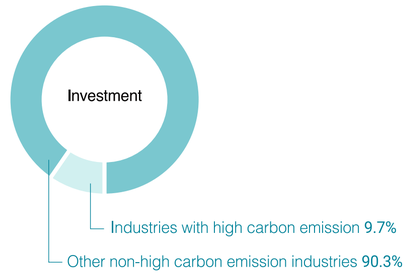
5. Risk measurement

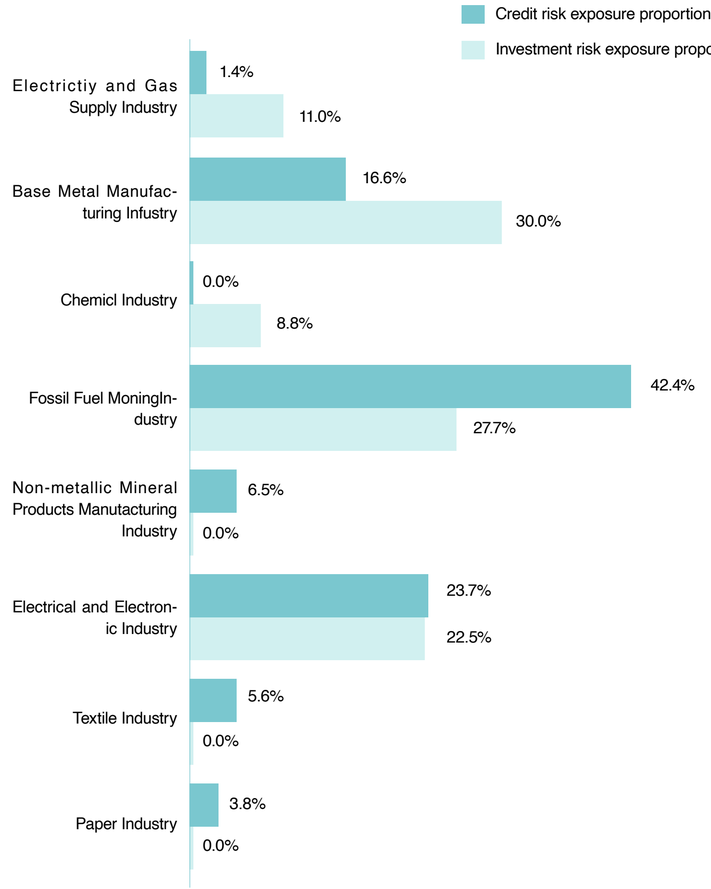
(1) Risk exposure of high-emitting industries

Under the global trend toward a low-carbon transition, high carbon-emitting industries are expected to face increasingly stringent regulatory and policy requirements. The future implementation of carbon taxes and carbon fees in both domestic and international markets may increase operating costs for enterprises. Failure to transition in a timely manner could adversely affect business operations and profitability. With reference to the first-phase carbon fee collection targets announced by the Ministry of Environment and the classifications of high energy-consuming and high carbon-emitting industries defined by the Ministry of Economic Affairs, UBOT has identified its "List of High Carbon-emitting Industries," which includes the following sectors: electricity and gas supply, basic metal manufacturing, fossil fuel extraction, chemicals, non-metallic mineral products manufacturing, electrical and electronics, textiles, and paper manufacturing. The proportion of credit and investment exposures to high carbon-emitting industries as of the end of 2025 is presented in the table below:

Uindustries with high carbon emission







Note: Credit portfolio exposures exclude green financing and sustainability-linked loans; investment portfolio exposures exclude green bonds, social bonds, and sustainability bonds.

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(2) Scenario analysis of transition risks - the carbon price influence scenario

Background statement

With the trend of promoting economy towards the low-carbon transition and building net zero emission already becoming a global consensus, high-emitting industries will be the first group of industries to be affected by relevant laws, regulations and policies and become their main object of control. In the future, the imposition of carbon tax/fee both at home and abroad will increase the operating cost and reduce the revenue of relevant enterprises. In the face of increasing customer risk, it is necessary to not only reassess the change of customer default risk, but also analyze the possibility of increased expected losses arising from future credit risks, and assess the transition risk of customers investing in credit and bank book bonds.

Subject of evaluation

Based on the carbon emission data from major carbon emitters listed by the Mandatory Greenhouse Gas Reporting System provided by the Climate Change Administration under the Ministry of Environment, a total of 17 UBOT customers with risk exposure as of the end of December 2025 were identified, while the balance of these customers accounted for 1.2% of UBOT' s total credit and banking book equity and debt balance.

Evaluation method

Based on relevant domestic and foreign information, three carbon fee scenarios (as shown in the table below) were assumed to calculate the additional operating costs that customers may face (unit carbon price * carbon emissions) and the resulting impact on revenue. The financial data adjusted by carbon fee pressure was used to analyze the change of default rate and expected credit loss under the scenario that customers pay extra costs of carbon fee.

Evaluation results

- According to the results of Scenario 1, under which carbon fees are assumed to be imposed domestically starting in 2026, no increase in customer default rates is observed and there is no change in expected credit losses. Under Scenario 2 and Scenario 3, which assume increasing carbon fees through 2030 and 2050, respectively, one and eight customers are projected to experience an increase in default rates. The corresponding expected credit losses are estimated to increase by approximately NT$3.7 million and NT$59 million, respectively. Based on the assessment results, the impact of the expected credit losses on UBOT is considered limited.
- Based on the industry analysis, under Scenario 3, which assumes the highest carbon fee level, the industry with the largest increase in expected credit losses is the base metal manufacturing industry (accounting for 92%), followed by the electricity and gas supply industry (accounting for 6%).

Carbon fee pressure scenario

Item	Scenario 1	Scenario 2	Scenario 3
	NT$300	NT$3,144 (approximately US$100)	NT$35,556 (approximately US$1,131)
Scenario statement	The Ministry of Environment established three supporting regulations for the carbon fee system in August 2024, officially announcing Taiwan's entry into the carbon pricing era. In October, the "Fee-charging Rates of Carbon Fees" was announced, confirming carbon fee collection beginning in 2026, with the general rate set at NT$300 per ton.	Out of the six NGFS scenarios, UBOT selected the Net Zero 2050 scenario in the orderly category, where the average estimated carbon price of US$100 per metric ton for Asian countries in 2030 was adopted.	Out of the six NGFS scenarios, UBOT selected the Net Zero 2050 scenario in the orderly category, where the average estimated carbon price of US$1,131 per metric ton for Asian countries in 2050 was adopted.
Number of customers with changes in default rate	0	1	8
[Calculation Results]: Amount of additional expected credit loss (NT$ millions)	0.00	3.74	58.97

Scenario 3			
High-emitting industries		Non-high-emitting industries	
Industry Category	Proportion of Additional Expected Credit Loss	Industry Category	Proportion of Additional Expected Credit Loss
Electricity and gas supply	6.3%	Wholesale	0%
Base metal manufacturing	91.9%	Real estate development	0%
Fossil fuel mining	0.0%	Financial services	0%
Chemicals	0.0%	Retail	0%
Non-metallic mineral product manufacturing	1.4%	Food and feed manufacturing	0%
Electrical and electronics	0.3%	Others	0%
Textile	0.1%		
Paper	0.0%		
Subtotal	100%	**Subtotal**	0%
Total			100%

Note: Additional expected credit loss = Expected credit loss after carbon fee pressure - Expected credit loss before carbon fee pressure.

Resilience Assessment and Strategies

According to analysis results, UBOT's credit customers classified as major carbon emitters face limited expected loss increases under carbon fee pressure. However, to control potential transition risk impacts, UBOT has adopted the following related response strategies:

- UBOT has established a "Sustainable Finance Policy" to strengthen control over coal and unconventional oil and gas related industries. Additionally, the "List of High-Emitting Industries" is reviewed annually, and during the annual review of industry-specific credit risk concentration limits (including investment and credit business), these factors are included in adjustment considerations to moderately reduce related industry limits.

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- To implement sustainable finance policies, ESG due diligence is conducted for corporate borrowers as part of the credit review and approval process, with assessments performed on ESG-related risk factors across various dimensions. In addition, enhanced ESG due diligence is carried out for large enterprises, such as listed companies, and for designated high-risk industries. Based on the assessment results, the Bank further supports clients in mitigating and adapting to climate change through engagement activities and green financing solutions.
- The "Key Points to the Sustainability-linked Loan Business" have been established, whereby qualifying entities meeting relevant sustainability-linked indicators may receive more favorable interest rate and fee conditions to guide funding toward sustainable enterprises and assist customers in moving toward low-carbon operations.
- For investment business, both Taiwan dollar and foreign currency corporate bonds (including financial bonds) incorporate ESG into verification and evaluation processes, applying investment limits according to evaluation grade ranges. Post-investment, ESG conditions are regularly reviewed. The aforementioned products also have investment limits for high carbon emission industries with regular monitoring.

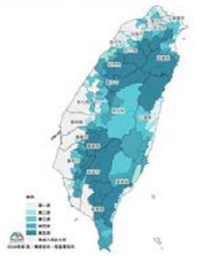
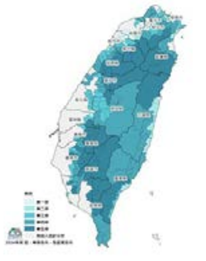
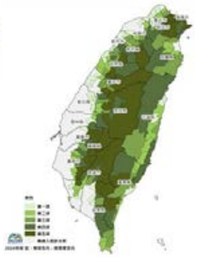
(3) Scenario analysis of physical risks - the flood and sloping land scenario

In recent years, extreme climate events have become frequent, and physical risk issues such as flooding and slope disasters caused by torrential rains are frequently discussed. To understand the financial impact of climate change on operations and business, the Bank conducts quantitative risk assessments for flooding and slope disasters at all Taiwan operational locations and real estate collateral positions for credit business.

Evaluation method

Referencing the latest hazard and vulnerability classification maps for all Taiwan townships and districts published by the National Science and Technology Center for Disaster Reduction (NCDR) on the Climate Change Disaster Risk Adaptation Platform (definitions detailed in the table below), and using greenhouse gas emission scenario SSP5-8.5 (extremely high emissions) projections for the short-term (2021-2040) and medium term (2041-2060) for physical risk scenario analysis. Risk levels are divided into five grades from low to high as Level 1 to Level 5, assessing the degree of impact UBOT may face from flooding and slope disaster areas.

Greenhouse Gas Emissions Scenarios_SSP5-8.5 (Very High Emissions)

Physical Risk Type	Flooding Disaster Risk				Slope Land Disaster Risk			
Risk Factor	Hazard Level Probability of Extreme Rainfall Events with Annual Maximum Daily Rainfall Exceeding 650 mm		Vulnerability Based on the third-generation flood potential maps announced by the Water Resources Agency, using 24-hour 650 mm quantitative rainfall flood simulation maps to analyze Taiwan-wide flood depth and scope		Hazard Level Probability of Extreme Rainfall Events with Daily Rainfall Exceeding 350 mm		Vulnerability Analysis using geological disaster potential and Taiwan-wide collapse scope (exposed ground area ratio indicator)	
	Short Term (2021-2040)	Medium Term (2041-2060)	Short Term (2021-2040)	Medium Term (2041-2060)	Short Term (2021-2040)	Medium Term (2041-2060)	Short Term (2021-2040)	Medium Term (2041-2060)
								

Evaluation results

- UBOT's business locations:

(A) Flooding Disaster Scenario

a. UBOT conducted a flood risk assessment covering all 114 domestic operating locations in 2025, including the headquarters of consolidated subsidiaries and 20 operating locations of Union Leasing. After taking floor elevation into consideration, under the SSP5-8.5 scenario, 20 and 24 locations are identified as being situated in high-risk (Level 5) areas in the short term and medium term, respectively, accounting for approximately 17.5% and 21.1% of the Bank's total domestic operating locations. Most of these locations are concentrated in northern Taiwan.

b. To further quantify the potential losses arising from flooding at operating locations situated in high-risk (Level 5) areas, the Bank utilized the "Hazard" and "Vulnerability" data available from the Joint Credit Information Center's Financial Industry Climate Physical Risk Information Integration Platform. Combined with the Water Resources Agency's third-generation flood potential maps and the floor area of each operating location, the estimated potential operational losses in the short term and medium term are approximately NT$221,000 and NT$487,000, respectively. Based on the assessment results, the impact on the Bank's overall operations is considered limited.

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(B) Slope Land Disaster Scenario

Slope disaster risk identification was conducted for all 114 domestic operating locations as of the end of 2025, including the headquarters of consolidated subsidiaries and 20 operating locations of Union Leasing. After excluding locations outside the statistical coverage of the National Science and Technology Center for Disaster Reduction (NCDR), a total of 53 operating locations were included in the assessment. Under the SSP5-8.5 projection scenario, five operating locations are identified as being situated in high-risk (Level 5) areas in both the short term and the medium term, accounting for approximately 4.4% of the Bank's total domestic operating locations. All of these locations are situated in northern Taiwan.

Proportion of Domestic Operational Location

Risk Level	Short Term (2021-2040)		Medium Term (2041-2060)	
	Flooding Disaster	Slope Land Disaster	Flooding Disaster	Slope Land Disaster
Level 1	30.7%	28.1%	21.9%	18.4%
Level 2	19.3%	7.0%	21.0%	6.2%
Level 3	9.7%	2.6%	13.2%	11.4%
Level 4	22.8%	4.4%	22.8%	6.1%
Level 5	17.5%	4.4%	21.1%	4.4%
Not Included Note	0.0%	53.5%	0.0%	53.5%
Total	100.0%	100.0%	100.0%	100.0%

Number of business locations

Located in (Level 5) high-risk areas	Short Term (2021-2040)		Medium Term (2041-2060)	
	Flooding Disaster	Slope Land Disaster	Flooding Disaster	Slope Land Disaster
Northern region	17	5	21	5
Central region	1	0	1	0
Southern region	2	0	2	0
Eastern region	0	0	0	0

Note: "Not included" analysis areas are those where risk assessment data cannot currently be obtained from the Climate Change Disaster Risk Adaptation Platform, not indicating complete absence of disaster risk.

(C) Resilience Assessment and Strategies:

Based on the above analysis results, UBOT's domestic operational locations face limited potential loss amounts in high-risk areas under flooding disaster scenarios. In slope land disaster scenarios, the proportion of locations identified in high-risk areas is low, with limited assessed impact on the Bank's operational business. However, to control potential physical risk impacts, the Bank still adopts the following related response strategies:

a. UBOT has established the "Key Points of Union Bank of Taiwan for Disaster Emergency Response Operation" for operational risks that may be caused by natural disasters (such as floods, typhoons, earthquakes, etc.), setting related emergency response measures and establishing an "Emergency Response Team," with regular disaster prevention education training and drills to ensure uninterrupted operations during disasters or emergencies, minimizing operational risks that disasters may cause. Related physical risk adaptation measures will be applied to all existing and new Union Bank of Taiwan operational locations within at least 5 years, with 100% coverage.

b. For new buildings and branch renovations located in high flood risk areas, flood gates are prioritized at entrances and exits, while existing branches are equipped with flood sandbags to prevent and reduce flood damage. In 2025, the procurement cost for installing waterproof flood barriers amounted to approximately NT$260,000.

c. All business locations have commercial fire comprehensive insurance, including typhoon and flood insurance, to appropriately transfer climate physical risks. Insurance-related expenses amounted to approximately NT$2.7 million in 2025.

d. For branch site selection, 3D disaster potential queries are conducted case-by-case (current query content includes: flood potential, debris flows, landslides, soil liquefaction, tsunami overflow, etc.), with query results disclosed in reports and impacts included in site selection considerations.

e. All business locations have uninterruptible power systems, and self-owned buildings have emergency generators to strengthen the Bank's operational resilience. In 2025, the cost of upgrading uninterruptible power supply equipment amounted to approximately NT$570,000.

- Real estate collateral loans with credit:

(A) Flooding Disaster Scenario

a. Flooding disaster risk identification was conducted for all credit business cases using real estate as collateral as of the end of 2025 (of which newly approved loan balances in 2025 represent approximately 32.7% of total real estate collateral loan amounts). After excluding non-NCDR statistical areas, real estate collatera`l loan balances included in calculations represent approximately 99.9% of total real estate collateral loan amounts. After taking into account floor elevation and the remaining loan tenor, under the SSP5-8.5 scenario, outstanding balances classified as high-risk (Level 5) are estimated to account for approximately 5.4% and 6.1% of the Bank's total real estate-secured loan portfolio in the short term and medium term, respectively. These balances represent approximately 4.2% and 4.8% of total outstanding credit balances, respectively, and are predominantly concentrated in northern Taiwan, although the overall proportions remain relatively low. Of these exposures, corporate borrowers account for approximately 0.7% and 0.8%, respectively, while individual borrowers account for approximately 4.7% and 5.3%, respectively.

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b. Industry-level analysis indicates that the industries with relatively high credit concentration (exceeding 8%) are wholesale trade, real estate development, and financial services. In both the short term and medium term, the top three concentration areas are Sanmin District, Kaohsiung City; Taishan District and Wugu District, New Taipei City for the wholesale trade industry; Xinzhuang District, New Taipei City; Zhongli District, Taoyuan City; and Zhonghe District, New Taipei City for the real estate development industry; and Nanzi District, Kaohsiung City; Meinong District, Kaohsiung City; and Sanchong District, New Taipei City for the financial services industry. These exposures are primarily located in low-risk (Level 1) areas. In addition, the outstanding balances of these industries account for approximately 9.5% of the Bank’s total real estate-secured loan portfolio, representing a relatively low proportion. This indicates that flood risk factors have a limited impact on industries with relatively high credit concentration in the Bank’s portfolio.

c. To assess the expected losses arising from flooding risks associated with high-risk (Level 5) real estate-secured loans, the Bank referred to the “Planning for Climate Change Scenario Analysis Operations by Domestic Banks (2022 Edition)” and adopted the average incremental expected loss rate (PD × LGD) for Physical Risk Level 5 under the No-Policy Scenario at the 2030 and 2050 time horizons. Based on this methodology, the estimated additional expected losses in the short term and medium term are approximately NT$102 million and NT$129 million, respectively, which remain within an acceptable range.

(B) Slope Land Disaster Scenario

a. Slope disaster risk identification was conducted for all credit business cases using real estate as collateral as of the end of 2025. After excluding non-NCDR statistical areas, real estate collateral loan balances included in calculations represent approximately 50.8% of total real estate collateral loan amounts. After taking into account the remaining loan tenor, under the SSP5-8.5 scenario, outstanding balances classified as high-risk (Level 5) account for approximately 2.6% of the Bank’s total real estate-secured loan portfolio in both the short term and medium term. These balances represent approximately 2.1% of total outstanding credit balances in both periods and are predominantly concentrated in northern Taiwan, although the overall proportions remain relatively low. Of these exposures, corporate borrowers account for approximately 0.2% in both the short term and medium term, while individual borrowers account for approximately 2.4% in both periods.

b. Industry-level analysis indicates that the industries with relatively high credit concentration (exceeding 8%) are wholesale trade, real estate development, and financial services. In both the short term and medium term, the top three concentration areas are Taishan District and Wugu District in New Taipei City, and Neihu District in Taipei City for the wholesale trade industry; Xinzhuang District, Zhonghe District, and Tamsui District in New Taipei City for the real estate development industry; and Meinong District in Kaohsiung City, and Zhongshan District and Shilin District in Taipei City for the financial services industry. These exposures are primarily located in low-risk (Level 1) areas. In addition, the outstanding balances of these industries account for approximately 5.5% of the Bank’s total real estate-secured loan portfolio, representing a relatively low proportion. This indicates that slope disaster risk factors have a limited impact on industries with relatively high credit concentration in the Bank’s portfolio.

Percentage of real estate collateral loan balance

Risk Level	Short Term (2021-2040)		Medium Term (2041-2060)	
	Flooding Disaster	Slope Land Disaster	Flooding Disaster	Slope Land Disaster
Level 1	76.1%	36.9%	73.9%	32.4%
Level 2	6.5%	5.6%	7.0%	5.2%
Level 3	4.3%	2.0%	5.4%	5.2%
Level 4	7.5%	3.7%	7.4%	5.4%
Level 5	5.4%	2.6%	6.1%	2.6%
Not Included Note	0.2%	49.2%	0.2%	49.2%
Total	100.0%	100.0%	100.0%	100.0%

Note: "Not included" analysis areas are those where risk assessment data cannot currently be obtained from the Climate Change Disaster Risk Adaptation Platform, not indicating complete absence of disaster risk.

Percentage of real estate collateral loan balance

Located in (Level 5) high-risk areas	Short Term (2021-2040)		Medium Term (2041-2060)	
	Flooding Disaster	Slope Land Disaster	Flooding Disaster	Slope Land Disaster
Northern region	4.2%	2.4%	4.8%	2.4%
Central region	0.5%	0.2%	0.5%	0.2%
Southern region	0.7%	0.003%	0.8%	0.003%
Eastern region	0.0%	0.0%	0.0%	0.0002%

(C) Resilience Assessment and Strategies:

Based on the above analysis results, UBOT's real estate collateral loans face limited potential expected loss increases in high-risk areas under flooding disaster scenarios. In slope disaster scenarios, the proportion of outstanding balances identified in high-risk areas remains low, with relatively low overall physical risk impact. However, to control potential physical risk impacts, UBOT still adopts the following related response strategies:

a. For real estate appraisals, 3D disaster potential queries are conducted case-by-case (current query content includes: flood potential, debris flows, landslides, soil liquefaction, tsunami overflow, etc.), with query results disclosed in reports and impacts included in valuation considerations.

b. UBOT's current standards for real estate collateral appraisal have established provisions for properties affected by climate change that are located in areas prone to wind disasters and droughts, or situated within flood potential zones as indicated on the National Science and Technology Center for Disaster Reduction's 3D Disaster Potential Map (areas with a 24-hour rainfall potential of 650 millimeters). This also includes properties directly located in debris flow, areas with potential for large-scale landslides, downhill slopes, deep-seated rockslides, debris slides, falling rocks, active fault zones, or areas with the immediate risk of a high potential for soil liquefaction caused by a single event. Such conditions must be noted in the matters needing attention in the appraisal report, and the approval authority for these types of collateral cases will be elevated, or the loan-to-value ratio will be reduced to manage the potential risks faced by the collateral.

c. UBOT requires debtors to insure mortgaged building collateral with appropriate insurance naming UBOT as beneficiary to reduce risks.

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(4) Scenario analysis of physical and transition risks - Operational Plan for Climate Change Scenario Analysis by Banks in Taiwan:

UBOT conducts assessments according to the "Operational Plan for Climate Change Scenario Analysis by Banks in Taiwan (2024 Edition)" published by the Financial Supervisory Commission, using [Long-term Scenarios] at 2030 and 2050 time points under "Orderly Net Zero," "Disorderly Transition," and "Delayed Transition" test scenarios, and [Short-term Scenarios] within the next year under "Physical Risk - Intensity Adjusted," "Transition Risk," and "Combined Loss" test scenarios, adopting the "Basic Approach" calculation method to assess impacts on UBOT's financial position.

Evaluation method

- Evaluation date: End of December 2025
- Scope of evaluation: The scope of evaluation covers UBOT's credit risk position (including branches of international financial business) in and outside Taiwan, i.e., UBOT's credit position (including credit card), bond, and equity investment positions on and off UBOT's books.

Set scenario period	[Long-term Scenarios] - 2030 and 2050			[Short-term Scenarios] - Within Next Year		
Assessment Scope	Domestic and Overseas Positions			Domestic Positions		
Climate scenario	Scenario 1	Scenario 2	Scenario 3	Scenario 1	Scenario 2	Scenario 3
	Orderly Net Zero	Disorderly Transition	Delayed Transition	Physical Risk - Intensity Adjusted	Transition risk	Combined Loss
Scenario statement	Implement immediate and gradual transition to achieve carbon reduction targets	Delayed initiation of transition implementation while still achieving carbon reduction targets	Delayed implementation of transition without achieving carbon reduction targets	Assuming enhanced Typhoon Morakot event recurs in present (within next year) under 2 °C warming scenario	Assuming the implementation of carbon fee collection on all domestic enterprises across all industries with uniform rate	Assuming both aforementioned scenarios occur simultaneously
Corresponding scenario NGFS	Net Zero 2050	Delaly Transition	Fragmented World			
Corresponding scenario IPCC	SSP1-1.9	SSP1-2.6	SSP2-4.5			
Set climate scenario factors	▪ Macroeconomic factors: Using indicators including GDP growth rate, unemployment rate, inflation rate, and long-term interest rates to simulate changes in default rates across positions. ▪ Environmental factors: Using environmental and temperature change values to generate trends in physical risk hazard items (including heavy rain, flooding, drought, slope land disasters, and heat waves) and changes in impact severity on different entity attributes. ▪ Transition factors: Using carbon pricing and industry emission change trends and related factors to simulate transition risk impacts of carbon pricing on different entity attributes.			▪ Environmental factors: Setting Typhoon Morakot as primary hazard, assuming heavy rainfall occurrence, assessing impact through flooding and slope disaster pathways. ▪ Transition factors: Using industry emission intensity and stricter carbon fee policies, assuming implementation across all domestic enterprises to assess impact changes on different entity attributes.		
Methodological framework	▪ Domestic credit positions: Evaluate the impact of macroeconomic factors on risk-linked indicators (including business finance ratio, full guarantee ratio, combined loan-to-value ratio (CLTV), and debt burden ratio (DBR)) after taking into account the extent of macroeconomic factors under each scenario, which in turn produces the probability of default, loss given default, and default risk exposure under each scenario, and eventually evaluate the expected loss for each analysis scenario. ▪ Overseas credit positions: Determine the default rate under each analysis scenario in primary consideration of UBOT's international credit ratings, and then estimate the loss given default by referencing the domestic credit position. ▪ Bank book investment position: Adopts the same approach as that for credit position.					

Note 1：NGFS stands for Network for Greening the Financial System.
Note 2：IPCC stands for Intergovernmental Panel on Climate Change.
Note 3：SSP-RCPs refer to the climate scenarios developed in the Sixth Assessment Report (AR6), which combine Shared Socioeconomic Pathways (SSPs) with Representative Concentration Pathways (RCPs).

Overall evaluation results

- Long-term scenario

Under three test scenarios, expected loss amounts at 2030 and 2050 time points as ratios of UBOT's net worth and pre-tax earnings are shown in the table below: At the 2030 time point, the "Disorderly Transition" scenario generates the highest overall loss amount, with expected losses of approximately NT$4.7 billion, representing approximately 5.54% and 65.55% of net worth and pre-tax earnings respectively. At the 2050 time point, the "Delayed Transition" scenario generates the highest overall loss amount, with expected losses of approximately NT$5.5 billion, representing approximately 6.46% and 76.51% of net worth and pre-tax earnings respectively.

- Short-term scenario

Under three test scenarios, expected loss amounts as ratios of UBOT's net worth and pre-tax earnings are shown in the table below: The "Combined Loss" scenario shows the highest overall loss amount, with expected losses of approximately NT$5.6 billion, representing approximately 6.61% and 78.19% of net worth and pre-tax earnings respectively. Its impact level is similar to the "Physical Risk - Intensity Adjusted" scenario, while the "Transition Risk" scenario causes relatively mild impact.

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Long-term scenario

Climate scenario		Scenario period	Overall evaluation results	
			Proportion of expected loss to net worth	Proportion of expected loss to pre-tax profit and loss
Scenario 1	Orderly Net Zero	2030	4.17%	49.37%
		2050	4.76%	56.31%
Scenario 2	Disorderly Transition	2030	5.54%	65.55%
		2050	5.33%	63.11%
Scenario 3	Delayed Transition	2030	5.00%	59.20%
		2050	6.46%	76.51%

Short-term scenario

Climate scenario		Overall evaluation results	
		Proportion of expected loss to net worth	Proportion of expected loss to pre-tax profit and loss
Scenario 1	Physical Risk - Intensity Adjusted	6.58%	77.90%
Scenario 2	Transition risk	3.48%	41.22%
Scenario 3	Combined Loss	6.61%	78.19%

Note 1：Due to assumptions in scenario analysis methodology and parameter settings being estimated values under different risk scenarios, with long-term scenarios covering more distant assessment periods, expected loss estimates under various scenarios have inherent uncertainty and do not represent actual future impacts. Usage and interpretation of analysis results should consider these limitations.

Note 2：Due to different methodologies between long-term and short-term scenarios, analysis results should not be directly compared.

Taking the three scenarios with highest expected loss amounts - [Long-term Scenarios] 2030 "Disorderly Transition" scenario, 2050 "Delayed Transition" scenario, and [Short-term Scenarios] "Combined Loss" scenario - for detailed analysis:

- Analysis by Asset Type:

Under long-term scenarios, both time points show "Personal Credit - Other" having the highest expected loss as percentage of net worth at 3.08% and 3.4% respectively. Under short-term scenarios, "Personal Credit - Home Loans" shows the highest expected loss as percentage of net worth at 2.36%.

Proportion of expected loss to net worth

Asset category			Long-term scenario		Short-term scenario
			Disorderly Transition	Delayed Transition	
			2030	2030	Combined Loss
Credit (including credit cards)	Corporate		1.87%	2.33%	1.77%
	Individual	Home loans	0.25%	0.24%	2.36%
		Others	3.08%	3.40%	2.34%
	Corporate		5.20%	5.97%	6.47%
	Bank book investment		0.34%	0.49%	0.14%
	Total		5.54%	6.46%	6.61%

- Investment and Financing Position Physical Risk Analysis

(A) Analysis by Company Registration Location of Investment and Financing Enterprises

a. Long-term scenario:
For domestic enterprises, credit exposure at both time points is primarily distributed in "Low" risk areas (EAD proportion exceeding 83%), with EAD-weighted average revenue loss rates of 4.75% respectively. Domestic investment exposure is also primarily distributed in "Low" risk areas (EAD proportion exceeding 98%), with EAD-weighted average revenue loss rates of 4.37% and 4.33%, respectively, indicating limited business losses to UBOT's domestic enterprises from physical risks.

b. Short-term scenario:

Both domestic enterprise credit and investment exposure are primarily distributed in "Low" risk areas (EAD proportion exceeding 78%), with EAD-weighted average revenue loss rates of 3.04% and 1.43% respectively for credit and investment, indicating limited business losses to UBOT's domestic enterprises from physical risks under short-term scenarios.

EAD Distribution

Physical risk	Long-term scenario				Short-term scenario	
	Domestic Enterprise Credit		Domestic Investment		Domestic Enterprise Credit	Domestic Investment
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition		
	2030	2050	2030	2050		
Low	**83.8%**	**85.5%**	**98.5%**	**98.5%**	**78.6%**	**98.1%**
Medium-Low	12.7%	11.6%	0.0%	1.5%	7.5%	1.9%
Moderate	3.0%	2.4%	1.5%	0.0%	11.1%	0.0%
Medium-High	0.5%	0.5%	0.0%	0.0%	2.8%	0.0%
High	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average Revenue Loss Rate (%)—EAD Weighted	**4.75%**	**4.75%**	**4.37%**	**4.33%**	**3.04%**	**1.43%**

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(B) Analysis by Real Estate Collateral Location

a. Long-term scenario

Domestic enterprise credit and personal mortgage exposure at both time points are primarily distributed in "Low" and "Medium-Low" risk areas (combined EAD proportion exceeding 68%), with EAD-weighted average collateral value loss rates ranging from 26.44% to 28.77%. UBOT's real estate appraisal process includes case-by-case 3D disaster potential queries with impacts incorporated into valuation considerations, which should reduce the impact of collateral value depreciation caused by climate change.

b. Short-term scenario

Both domestic enterprise credit and personal mortgage exposure are primarily distributed in "Low" risk areas (EAD proportion exceeding 73%), with EAD-weighted average collateral value loss rates of 23.38% and 21.53% respectively. UBOT's real estate appraisal process includes case-by-case 3D disaster potential queries with impacts incorporated into valuation considerations, which should reduce the impact of collateral value depreciation caused by climate change.

EAD Distribution

Physical risk	Long-term scenario				Short-term scenario	
	Domestic Enterprise Credit		Domestic Investment			
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition	Domestic Enterprise Credit	Domestic Investment
	2030	2050	2030	2050		
Low	**48.5%**	**61.5%**	**56.2%**	**69.7%**	**73.7%**	**77.8%**
Medium-Low	**21.3%**	**14.3%**	**12.1%**	**6.9%**	6.8%	5.9%
Moderate	15.0%	9.0%	13.4%	8.5%	7.0%	3.4%
Medium-High	8.3%	8.4%	13.7%	10.3%	2.8%	3.2%
High	6.9%	6.8%	4.6%	4.6%	9.7%	9.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average Revenue Loss Rate (%)—EAD Weighted	**28.77%**	**27.61%**	**28.01%**	**26.44%**	**23.38%**	**21.53%**

(C)Analysis by Country

[Long-term Scenario]

Overseas enterprise credit and investment exposure at both time points are primarily distributed in "Medium-High" risk "D" grade countries (EAD proportion exceeding 85%). The main "D" grade countries for overseas credit are Vietnam, and for overseas investment, the United States. Overseas enterprise credit and investment represent only approximately 1% and 7% of total exposure positions respectively, indicating limited impact of physical risks on UBOT's overseas investment and financing positions.

EAD Distribution

Physical risk	Long-term scenario			
	Domestic Enterprise Credit		Domestic Investment	
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition
	2030	2050	2030	2050
A (Low)	0.0%	0.0%	0.0%	0.0%
B (Medium-Low)	0.0%	0.0%	0.0%	0.0%
C (Medium)	7.5%	0.0%	3.0%	1.2%
D (Medium-High)	**92.5%**	**100.0%**	**85.2%**	**85.7%**
E (High)	0.0%	0.0%	11.8%	13.1%
Total	100.0%	100.0%	100.0%	100.0%

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(D) Analysis of Industries with Higher Credit Concentration (Exceeding 8%)

Among the Bank's credit exposures, the industries with outstanding balance ratios exceeding 8% are wholesale trade, real estate development, and financial services. The distribution of physical risk exposures for these three industries is analyzed based on the registered locations of domestic corporate borrowers and the countries of foreign corporate borrowers, as follows:

a. In accordance with the Bank's assessment methodology, the domestic Financial Services sector was excluded from the analysis. Therefore, only the two industries with the highest concentration levels were assessed. Under both time horizons of the long-term scenario and the short-term scenario, credit exposures to domestic borrowers in these two sectors were primarily concentrated in low-risk regions, accounting for more than 80% of total Exposure at Default (EAD). The EAD-weighted average revenue loss rate ranged from 2.92% to 4.65%. The top three geographic concentrations were as follows: Wholesale Trade: Da'an District, Zhongshan District, and Xinyi District of Taipei City; Real Estate Development: Taoyuan District of Taoyuan City, Zhongshan District of Taipei City, and Zhonghe District of New Taipei City.

b. The credit exposure to overseas corporate borrowers was concentrated in Vietnam, which was classified as a "D"-rated country with a "Medium-High" risk level under both time horizons of the long-term scenario. The proportion of overseas corporate credit

Overall, the results indicate that physical risk factors have a relatively low impact on the industries with higher credit concentration in the Bank's credit portfolio.

EAD Distribution

Physical risk (registered location)	Domestic Enterprise Credit			Physical Risk (by Country)	Overseas Enterprise Credit	
	Long-term scenario		Short-term scenario		Long-term scenario	
	Disorderly Transition	Delayed Transition			Disorderly Transition	Delayed Transition
	2030	2050			2030	2050
Low	**86.5%**	**87.7%**	**80.1%**	A (Low)	0.0%	0.0%
Medium-Low	10.6%	10.5%	5.9%	B (Medium-Low)	0.0%	0.0%
Moderate	2.8%	1.7%	11.9%	C (Medium)	0.0%	0.0%
Medium-High	0.1%	0.1%	2.1%	D (Medium-	**100.0%**	**100.0%**
High	0.0%	0.0%	0.0%	High)	0.0%	0.0%
Total	100.0%	100.0%	100.0%	E (High)	100.0%	100.0%

- Investment and Financing Position Transition Risk Analysis

(A) Analysis by Domestic Enterprise Industry Sector

a. Long-term scenario

For domestic enterprise credit exposure, both time points are primarily distributed in "Low" and "Medium" risk areas (combined EAD proportion exceeding 87%), with EAD-weighted average revenue loss rates of 1.14% and 4.54% respectively, indicating limited business losses from transition risks to the Bank's domestic enterprise credit. For domestic investment exposure, the 2030 scenario is primarily distributed in "Low" and "Medium" transition risk industries (combined EAD proportion of 82.8%), while the 2050 scenario is primarily distributed in "Medium" and "High" transition risk industries (EAD proportions of 64.6% and 16.4% respectively). The "High" transition risk industry is primarily electricity and gas supply. EAD-weighted average revenue loss rates are 3.78% and 15.86% respectively, with higher transition risk faced under the 2050 "Delayed Transition" scenario. However, domestic investment positions represent only approximately 1% of total exposure, resulting in limited impact.

b. Short-term scenario

Domestic corporate credit exposure was primarily concentrated in low- and medium-risk industries, which together accounted for more than 78% of total EAD. The EAD-weighted average revenue loss rate was 0.83%. In contrast, domestic investment exposure was mainly concentrated in medium- and high-risk industries, accounting for 56.2% and 16.4% of total EAD, respectively. Among the high transition risk industries, the majority of exposure was concentrated in the electricity and gas supply sector. The EAD-weighted average revenue loss rate was 2.16%, indicating that transition risk under the short-term scenario would have a limited impact on the operating revenue of the Bank's domestic corporate portfolio.

EAD Distribution

Physical risk	Long-term scenario				Short-term scenario	
	Domestic Enterprise Credit		Domestic Investment			
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition	Domestic Enterprise Credit	Domestic Investment
	2030	2050	2030	2050		
Low	**68.6%**	**68.5%**	**18.6%**	7.2%	**63.0%**	14.1%
Medium-Low	3.1%	5.6%	0.4%	11.4%	9.7%	8.7%
Moderate	**19.7%**	**18.8%**	**64.2%**	**64.6%**	**15.5%**	**56.2%**
Medium-High	5.9%	3.9%	0.4%	0.4%	8.6%	4.6%
High	2.7%	3.2%	16.4%	**16.4%**	3.2%	**16.4%**
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average Revenue Loss Rate (%)—EAD Weighted	**1.14%**	**4.54%**	**3.78%**	**15.86%**	**0.83%**	**2.16%**

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(B) Overseas Enterprises - Comprehensive Consideration of Industry and Country Two-Dimensional Analysis

Long-term scenario

For overseas enterprises' credit, by industry, exposure at both time points is primarily distributed in "Low" transition risk industries such as financial services and real estate development (EAD proportion exceeding 67%). By country, exposure is primarily distributed in "Medium-Low" transition risk countries such as Vietnam. Comprehensively considering both industry and country dimensions, exposure is primarily distributed in "Low" risk "a" grade (EAD proportion exceeding 71%). Overseas enterprise credit represents a small proportion of total exposure (approximately 1%), indicating relatively low transition risk faced by UBOT's overseas credit positions.

By industry sector (excluding the "Others" category), overseas investment exposure at both assessment time horizons was mainly distributed across low transition risk industries, including the financial services and civil engineering sectors, representing more than 31% of total EAD. By country, exposure was primarily concentrated in medium transition risk jurisdictions, such as the United States, accounting for 68.1% of total EAD, and high transition risk jurisdictions, such as India, accounting for 18.2% of total EAD. Comprehensively considering both industry and country dimensions, exposure is primarily distributed in "Medium-Low" risk "b" grade and "Medium" risk "c" grade (combined EAD proportion exceeding 80%). Overseas investment positions also represent a small proportion of total exposure (approximately 7%). The impact of transformation risks on UBOT's overseas investment positions is limited.

EAD Distribution

Transition risk	Industry				Country			
	Overseas Enterprise Credit		Overseas Investment		Overseas Enterprise Credit		Overseas Investment	
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition
	2030	2050	2030	2050	2030	2050	2030	2050
Low	**79.2%**	**71.7%**	**31.9%**	**32.5%**	1.9%		0.6%	
Medium-Low	6.4%	13.9%	1.8%	0.0%	**98.1%**		4.1%	
Moderate	14.4%	12.9%	5.1%	5.8%	0.0%		68.1%	
Medium-High	0.0%	1.5%	1.5%	2.0%	0.0%		9.0%	
High	0.0%	0.0%	8.2%	8.2%	0.0%		**18.2%**	
Others Note	0.0%	0.0%	51.5%	51.5%				
Total	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	

Note: Credit and investment targets that are sovereign states are listed as "Others."

EAD Distribution

Transition Comprehensive Risk (Considering Industry and Country Two-Dimensional)	Overseas Enterprise Credit		Overseas Investment	
	Disorderly Transition	Delayed Transition	Disorderly Transition	Delayed Transition
	2030	2050	2030	2050
a (Low)	**79.2%**	**71.6%**	0.0%	0.0%
b (Medium-Low)	20.8%	26.9%	**30.3%**	**29.1%**
c (Medium)	0.0%	1.5%	**50.2%**	**51.5%**
d (Medium-High)	0.0%	0.0%	10.7%	10.6%
e (High)	0.0%	0.0%	8.8%	8.8%
Total	100.0%	100.0%	100.0%	100.0%

(C) Analysis of Industries with Higher Credit Concentration (Exceeding 8%)

The Bank's industries with higher credit concentration include the wholesale industry, real estate development industry, and financial services industry. The distribution of transition risk across these three industries is analyzed as follows:

Under both assessment time horizons of the long-term scenario and the short-term scenario, the domestic and overseas credit exposures of these three industries were all concentrated in low transition risk industries. The EAD-weighted average revenue loss rates ranged from 0.2% to 0.8%. Overall, the results indicate that transition risk factors have a relatively limited impact on the industries with higher credit concentration in the Bank's credit portfolio.

EAD Distribution

Transition risk	Domestic and Overseas Enterprise Credit		Domestic Enterprise Credit
	Long-term scenario		Short-term scenario
	Disorderly Transition	Delayed Transition	
	2030	2050	
Low	**100.0%**	**100.0%**	**100.0%**
Medium-Low	0.0%	0.0%	0.0%
Moderate	0.0%	0.0%	0.0%
Medium-High	0.0%	0.0%	0.0%
High	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%
Average Revenue Loss Rate (%)—EAD Weighted	**0.30%**	**0.80%**	**0.20%**

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Resilience Assessment and Strategies

Based on the above analysis results, climate-related risks faced by UBOT remain manageable. UBOT will continue to understand the physical and transition risk exposure distribution of Bank-wide credit and investment positions and financial impacts on UBOT's expected losses through regular scenario analysis based on test results to manage UBOT's climate-related risks. To control potential impacts from climate-related risks, UBOT adopts the following related response strategies:

- UBOT has established a "Sustainable Finance Policy" to strengthen control over coal and unconventional oil and gas related industries. Additionally, the "List of High-Emitting Industries" is reviewed annually, and during the annual review of industry-specific credit risk concentration limits (including investment and credit business), these factors are included in adjustment considerations to moderately reduce related industry limits.
- To implement sustainable finance policies, ESG due diligence is conducted for corporate borrowers as part of the credit review and approval process, with assessments performed on ESG-related risk factors across various dimensions. In addition, enhanced ESG due diligence is carried out for large enterprises, such as listed companies, and for designated high-risk industries. Based on the assessment results, the Bank further supports clients in mitigating and adapting to climate change through engagement activities and green financing solutions.
- The "Key Points to the Sustainability-linked Loan Business" have been established, whereby qualifying entities meeting relevant sustainability-linked indicators may receive more favorable interest rate and fee conditions to guide funding toward sustainable enterprises and assist customers in moving toward low-carbon operations.
- For New Taiwan Dollar corporate bonds (including financial bonds), ESG due diligence forms have been designed to conduct relevant surveys on investee companies before investment, including ESG scores, specific improvement or transformation plans, and physical risk assessment conditions. Both Taiwan Dollar and foreign currency corporate bonds (including financial bonds) incorporate ESG into verification and evaluation processes, applying investment limits according to evaluation grade ranges.
- For real estate appraisals, 3D disaster potential query results are disclosed in reports with impacts incorporated into valuation considerations. Appraisal regulations specify that properties affected by climate change in areas susceptible to typhoons and droughts, or with certain levels of flood potential or slope disaster potential, should be listed as "matters requiring attention" in appraisal reports, with elevated approval authority for such collateral cases and/or reduced loan-to-value ratios to control potential risks faced by collateral.

• Effectiveness, Indicators, and Targets of Climate-related Measures

1. **Low-carbon operations**

(1)Internal Operations Greenhouse Gas Emissions Management:

Greenhouse Gas Emissions Inventory Information:

- Union Bank of Taiwan Greenhouse Gas Emissions Inventory Information

  UBOT conducts a bank-wide inventory of electricity consumption and corresponding greenhouse gas emissions (measured in metric tons of carbon dioxide equivalent) according to the ISO14064-3：2019 standard. While the amount of carbon emissions at UBOT were calculated based on emissions from electricity consumption in 2022 and prior years, such a calculation has been expended to include not only electricity, but also other sources of greenhouse gas emissions, such as water, gas gasoline, and diesel, starting in 2023. Types of Emitted Gases: Carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulfur hexafluoride, nitrogen trifluoride. Global Warming Potential (GWP) values reference the IPCC 2021 Sixth Assessment Report.

Item	2021	2022
Greenhouse gas emissions (metric tons of CO_2e)	4,838	4,309

Item	2023	2024	2025
Scope 1	439.39	419.27	334.85
Scope 2	7,356.38	7,144.64	6,293.31
Subtotal for Scopes 1 and 2	7,795.77	7,563.91	6,628.16
Scope 3 [Business Travel]	638.76	632.51	762.72
Scope 3 [Upstream Electricity, Water, and Gasoline]	1,629.94	1,590.45	1,510.15
Total for Scopes 1, 2, and 3	10,064.47	9,786.87	8,901.03
Scope 1 and 2 Revenue Carbon Intensity (metric tons CO_2e/NT$ million)	0.5086	0.4442	0.3687

Note 1：The units of emission for Scopes 1, 2, and 3 are metric tons of CO2 equivalent (CO_2e).
Note 2：2023 coverage: 90 locations Bank-wide.
Note 3：In 2024 and 2025, the coverage includes 92 locations Bank-wide (including 2 locations in Ho Chi Minh City and Hanoi, Vietnam).
Note 4：Coverage rate: 100%.
Note 5：Greenhouse Gas Assurance Information:
(1) Assurance Scope:
(a) Scope 1, Scope 2, and Scope 3 items "1-14" across 90 locations Bank-wide in 2023.
(b) Scope 1, Scope 2, and Scope 3 items "1-14" across 92 locations Bank-wide (including 2 locations in Ho Chi Minh City and Hanoi, Vietnam) in 2024 and 2025.
(2) Assurance Institution: SGS Taiwan Ltd. from 2021 to 2024. PWC 2025
(3) Assurance Standard: ISO14064-3：2019.

Note: In 2022 and prior years, the scope of inventory covers bank dormitory in which electricity bills were paid separately. From 2023 on, the scope of inventory encompasses Scopes 1, 2 and 3 (Categories 1 to 14) emissions from UBOT’ s 90 business units and various units under the head office.

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- (Subsidiary) Greenhouse Gas Emissions Inventory Information

Item	2024	2025
Scope 1	38.89	28.66
Scope 2 (market-based method)	892.29	884.86
Subtotal for Scopes 1 and 2	931.18	913.52
Scope 3 [6. Business Travel]	37.98	41.66
Scope 3 [3. Fuel- and Energy-Related Activities (Not Included in Scope 2)]	190.02	211.28
Total for Scopes 1, 2, and 3	1,159.18	1,166.46

Note 1：The units of emission for Scopes 1, 2, and 3 are metric tons of CO_2 equivalent (CO_2e).

Note 2：Subsidiary: The scope of the inventory at Union International Leasing Corporation covers all 20 business locations of the company. The inventory boundaries for Union Securities Investment Trust Co., Ltd., Union Venture Capital Corporation, and Union Information each cover one operating site of the respective company.

Note 3：Coverage rate: 100%.

Greenhouse Gas Reduction Targets, Strategies and Specific Action Plans:

- Carbon Reduction Targets

  The Bank (including its subsidiaries) commits to reducing its absolute Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 from a 2023 base year. The aforementioned science-based target is aligned with the standards of the Science Based Targets initiative (SBTi).

- Carbon Reduction Strategies and Specific Action Plans

  (A) Reduce Internal Operational Carbon Emissions

  a. Reducing electricity consumption: Comprehensive use of energy-efficient LED lighting, variable frequency air conditioning, refrigerators, water dispensers and other electrical equipment with energy-saving labels.

  b. Reducing water consumption: Complete replacement of old toilets with water-saving toilets, replacement of faucets with sensor faucets, and pipeline maintenance to prevent leaks.

  c. Reducing fuel consumption in company vehicles: Annual replacement of official cars and motorcycles with hybrid, electric, or new energy vehicles.

  d. Electronic documents: Full adoption of electronic documents and continued promotion of electronic billing.

  e. Green procurement and green office: Participation in Environmental Protection Administration-promoted green procurement and green office activities.

  f. Low-carbon buildings: Construction of self-owned buildings using green building and intelligent building certification design, with interior decoration using low-carbon, low-formaldehyde green building materials.

  g. Internal carbon pricing: Establishment of internal carbon pricing, incorporating carbon emissions into internal cost assessments to promote carbon reduction management measures.

(B) Expand the Use of Renewable Energy

a. Electric vehicle charging systems: All self-built building parking lots have been equipped with electric vehicle charging systems since 2024.

b. Solar power generation: Installation of rooftop solar power generation facilities at self-owned branch buildings.

c. Use of Renewable Energy: The Bank (including its subsidiaries) will progressively increase its consumption of green electricity, with a target of achieving a green electricity usage rate of 60% by 2030 and 100% by 2050.

(C) Implement Energy and Environmental Management and Expanding Impact:

a. Continued implementation of ISO 50001 Energy Management Systems and ISO 14001 Environmental Management Systems, continuously promoting energy consumption reduction and establishing green and clean environments.

b. Establishing signage lighting operating time management rules for winter and summer seasons to reduce electricity consumption.

c. Implementing education and training to strengthen employee energy conservation and carbon reduction concepts, continuously promoting turning off lights when not in use and turning off unnecessary air conditioning to avoid electricity waste.

d. Controlling branch air conditioning temperature settings with a minimum of 26° C as principle.

e. Continue to participate in international advocacy campaigns such as "Earth Hour", "World Earth Day", and "World Environment Day", and encourage clients and neighboring businesses to engage collectively.

(2) nternal Carbon Pricing

- In response to potential financial impacts from climate change, UBOT has introduced an "Internal Carbon Pricing" system to strengthen integration of carbon management and operational decision-making. Internal carbon pricing considers long/short-term climate change risks, future carbon fee trends, and combines external regulations with internal energy-saving investment costs, calculated using weighted average method.
- Internal carbon pricing is calculated through weighted average of three indicators: the Ministry of Environment's announced short-term carbon fee of NT$300 per ton for 2026, estimated long-term carbon fee for 2030, and the Bank's per-ton carbon reduction costs from lighting and air conditioning equipment replacement over the past two years. After comprehensive evaluation, the internal carbon pricing is set at NT$1,100 per ton, applicable to Scope 1 and Scope 2 carbon emissions, serving as basis for procurement decisions, operational management, and carbon reduction action promotion.
- Based on the Bank’s 2025 greenhouse gas inventory results, Scope 1 and Scope 2 greenhouse gas emissions totaled 6,628.16 metric tons of CO_2e. Based on the Bank’s internal carbon price of NT$1,100 per ton, the corresponding total potential carbon cost is estimated at approximately NT$7.29 million. The resulting impact on the Bank’s financial position and business operations is considered immaterial.

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(3) Supply Management

- Supplier management policies have been established, requiring partner suppliers to comply with these policies. When signing contracts, suppliers must sign "Letter of Commitment on Compliance with CSR, Ethical Management and Legal Provisions," with 219 commitments signed in 2025. This regulates that suppliers of goods and services must commit to complying with Environmental Protection Act, Occupational Safety and Health Act, Labor Standards Act and other relevant legal requirements during manufacturing and service provision, paying attention to labor rights and workplace safety hazards, taking measures to prevent harm, and adhering to integrity management policies. Contract clauses stipulate that if suppliers violate the above policy content or cause significant environmental and social impacts, UBOT may terminate or dissolve contracts at any time to avoid transactions with parties conflicting with UBOT's corporate social responsibility policies.
- UBOT requires major suppliers to complete the "Supplier CSR Self-Assessment Form," with 46 suppliers completing assessments by 2025 (a total of 66 questionnaires were completed), to understand supplier implementation in environmental protection, occupational safety and health, labor rights, and integrity management. Suppliers not meeting UBOT's requirements and unable to improve after guidance will not be engaged.

(4) Green procurement: In 2025, UBOT participated in the Executive Yuan's "Green Procurement by Private Enterprises and Organizations" program, purchasing approximately NT$51.064 million in green products and participating in green procurement platform reporting activities.

(5) Participation in advocacy activities: Responding to Ministry of Environment's green office initiatives and global energy conservation advocacy activities such as "Earth Hour," "World Earth Day," and "World Environment Day."

Target Indicators and Implementation Status

Target item		Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
Greenhouse Gas Emissions	Inventory and Verification			Scheduled to complete greenhouse gas verification at UBOT subsidiaries by 2027.	1. Completed the greenhouse gas inventory of UBOT. 2. Completed the greenhouse gas inventory of UBOT subsidiaries.
	Carbon Emissions Reduction	Establish 2023 as base year, following international science-based reduction methods (SBTi) using absolute carbon method, targeting 42% reduction by 2030, continuing reduction target management.	Continued annual reduction target management, with a target of achieving an 18% reduction in emissions by 2026 compared with the 2023 base year.	1. Continue annual reduction target management, targeting 42% reduction by 2030. 2. Achieve the goal of net-zero emissions through energy conservation and carbon reduction, investment in solar plants (energy creation), purchase of green electricity, and trading of carbon credits from 2031 to 2050 in line with Taiwan's carbon reduction targets for 2050.	The Bank has established an SBTi-aligned emissions reduction target, committing to reduce its absolute Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030, using 2023 as the base year. In 2025, the Bank's Scope 1 and Scope 2 greenhouse gas emissions totaled 7,541.68 metric tons of CO_2e, representing a 13.58% reduction compared with the 2023 base year.
Internal carbon pricing		Continue to introduce the internal carbon pricing mechanism.	Establishment of the Energy Saving and Carbon Reduction Assessment Guidelines: To encourage all business locations to take concrete actions in implementing energy saving and carbon reduction measures, the Bank has established the "Energy Saving and Carbon Reduction Assessment Guidelines for Business Units," with an annual electricity consumption reduction target of 2%.	Continue to introduce the internal carbon pricing mechanism.	UBOT established internal carbon pricing of NT$1,100 per metric ton in December 2024, incorporating assessment costs in official vehicle procurement (leasing) operations. In 2025, the Bank collected a total of NT$2,077,532 in internal carbon fees. According to the assessment results, the top three branches for annual electricity savings were Fucheng Branch (35%), Nantainan Branch (19%), and Sanmin Branch (13%), reflecting significant achievements in energy conservation.
Energy use	Reducing electricity consumption	Achieve a 15% reduction in electricity consumption across UBOT by 2035, with 2023 as the base year.			A total of 116 air-conditioning systems and 5,209 energy-efficient lighting fixtures bearing the Energy Label were replaced. Due to the relocation of certain business locations during the reporting year, electricity consumption was 565 kWh higher than the base year.
	Reducing water consumption	Achieve a 8% reduction in water consumption across UBOT by 2035, with 2023 as the base year.			A total of 53 water-efficient toilets, 37 faucets, and 7 urinals certified under the Water Conservation Label program were replaced. As a result, water consumption during the reporting year was reduced by 0.008% compared with the base year.
	Reducing fuel consumption in company vehicles	Achieve a 40% reduction in fuel consumption in all company vehicles by 2035, with 2023 as the base year.			Replaced 44 gasoline-powered official vehicles with hybrid vehicles and 13 gasoline-powered official motorcycles with electric motorcycles. As a result, fuel consumption during the reporting year was reduced by 3.93% compared with the base year.

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Target item		Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
Energy use	Installing charging systems for electric vehicles	Equip parking lots in all UBOT buildings with electric vehicle systems from 2023 onward.			Completed the planning and installation of four electric vehicle charging piles at UBOT's Jincheng building.
	Setting up solar farms on the rooftop of UBOT's buildings	Set up at least five solar farms on the rooftop of UBOT's own buildings by 2035.			Completed the installation of two rooftop solar photovoltaic (PV) systems at the Southern Taoyuan Building, with a total installed capacity of 109.2 kW. The systems commenced operation in November 2025 and are expected to generate approximately 113,595 kWh of renewable solar electricity annually.
	Increase renewable energy usage	Established renewable electricity targets using 2023 as the base year, with green electricity usage rates targeted to reach 60% by 2030 and 100% by 2050.			A total of 2,165,788 kWh of green electricity was procured and consumed, representing 14.03% of total electricity consumption.

2. **Low-Carbon Finance**

(1) Investment and Financing Portfolio/Asset Management - Financed Emissions Inventory

Greenhouse gas inventory was conducted for the Group's (Union Bank of Taiwan and subsidiaries) investment and financing customers and asset management positions. Using the Partnership for Carbon Accounting Financials (PCAF) methodology, the calculated financed emissions data are shown in the table below. Starting in 2024, the inventory scope and asset categories were expanded in accordance with the Practical Manual for Financed Emissions (Scope 3) of Domestic Banks' Investment and Financing Portfolios. In 2025, the inventory coverage rate of the proprietary asset portfolio was 51.49%, the calculation coverage rate was 99.87%, total Scope 1 and Scope 2 financed emissions amounted to 852,049 metric tons of CO_2e, carbon intensity was 1.87 (metric tons of CO_2e/ NT$ million), and the data quality score was 3.60. For Union Securities Investment Trust Corporation, total Scope 1 and Scope 2 financed emissions associated with its asset management portfolio amounted to 29,354 metric tons of CO_2e, with a carbon intensity of 3.14 (metric tons of CO_2e/NT$ million) and a data quality score of 1.74.

Item		2022	2023	2024	2025
Owned Asset Portfolio	Financed emissions (tons CO_2e)	227,719	960,387	838,216	852,049
	Carbon Emissions Intensity (metric tons of CO_2e / NT$ million)	14.42	2.34	1.92	1.87
	Data Quality Score		3.65	3.60	3.60
	Inventory coverage Note 3		52.99%	52.71%	51.49%
	Calculation coverage Note 3		99.85%	99.74%	99.87%
(Investment Trust) Asset Management	Financed emissions (tons CO_2e)		8,266	13,266	29,354
	Carbon Emissions Intensity (metric tons of CO_2e / NT$ million)		2.40	2.25	3.14
	Data Quality Score		1.56	1.65	1.74

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Asset category		Financed emissions (tons CO_2e)			
		2022	2023	2024	2025
Owned Asset Portfolio	TWSE/TPEx-listed stocks	17,478	23,520	11,778	11,296
	Corporate bonds	147,391	283,976	238,537	185,356
	Sovereign Bonds Note 4		232,595	245,896	299,074
	Commercial loans	62,850	282,419	203,189	217,777
	Commercial Real Estate Loans		40,149	42,858	44,809
	Housing Loans		44,499	43,056	39,579
	Motor Vehicle Loans		53,229	52,902	54,158
	Total	227,719	960,387	838,216	852,049

Asset category		Carbon Emissions Intensity (metric tons of CO_2e / NT$1 million)				Data Quality Score		
		2022	2023	2024	2025	2023	2024	2025
Owned Asset Portfolio	TWSE/TPEx-listed stocks	7.30	1.30	0.57	0.52	1.66	1.65	1.39
	Corporate bonds	22.50	10.77	10.27	10.75	2.05	1.58	1.94
	Sovereign Bonds Note 4		7.73	6.79	6.39	1.65	1.47	2.00
	Commercial loans	9.18	1.97	1.32	1.33	4.12	4.12	4.01
	Commercial Real Estate Loans		1.16	1.11	1.11	4.00	4.00	4.00
	Housing Loans		0.33	0.31	0.29	4.00	4.00	4.00
	Motor Vehicle Loans		2.24	2.10	2.02	4.12	4.13	4.14
	Total	14.42	2.34	1.92	1.87	3.65	3.60	3.60

Note 1： The 2022 inventory covered only Union Bank of Taiwan's lending and equity/debt investment clients that disclosed Scope 1 and Scope 2 emissions data. Starting in 2023, the inventory scope was expanded to cover the domestic and overseas investment and financing portfolios of Union Bank of Taiwan and its subsidiaries (Union Leasing, USITC, Union Information, Union Venture Capital, and Union Finance). Accordingly, the 2023 financed emissions figures were recalculated based on the expanded inventory scope.

Note 2：Carbon emission intensity: Scope 1 and 2 financed emissions from the investment and financing portfolio/Emission inventory of investment and financing portfolios.

Note 3：Inventory coverage: Investment and financing position amount inventoried according to PCAF methodology/Total balance sheet FVTPL, FVOCI, AC, IEQU, loans (excluding collection accounts) and accounts receivable funds lending

Calculation coverage: Investment and financing position amount inventoried according to PCAF methodology/Investment and financing position amount meeting PCAF methodology

PCAF methodology applicable coverage: Investment and financing position amount meeting PCAF methodology as percentage of total investment and financing portfolio amount was 53.07%, 52.85% and 51.56% for 2023, 2024 and 2025 respectively

Note 4：Sovereign bonds are calculated based on production greenhouse gas emissions excluding LULUCF; production greenhouse gas emissions including LULUCF disclosed as 227,578 metric tons for 2023, 233,849 metric tons for 2024, and 295,118 metric tons for 2025.

Note 5：For non-inventoried positions, mainly (1) asset category was excluded due to lack of PCAF methodology: commercial paper, NCDs, derivative financial instruments, ETFs, asset securitization, private equity funds, local government bonds, green and sustainable bonds, individual land financing, renovation mortgages, and non-specific purpose loans; (2) inability to obtain complete fund holdings information and partial lack of inventory information.z

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▪ **2025 Investment and Financing Portfolio Financed Emissions Analysis (by Industry/Country)**

<By Industry>

Industry	Financed Emissions (tons CO_2e)	Carbon Emissions Intensity (metric tons of CO_2e / NT$1 million)	Proportion of Carbon Emissions
Electricity and gas supply	113,967	33.98	13.38%
Base metal manufacturing	66,350	9.99	7.79%
Fossil fuel mining	13,326	8.54	1.56%
Chemicals	26,061	2.4	3.06%
Non-metallic mineral product manufacturing	40,001	19.59	4.69%
Electrical and electronics	7,545	0.74	0.89%
Textile	8,017	6.29	0.94%
Paper	14,853	16.82	1.74%
Others	561,929	1.34	65.95%
Total	852,049	1.87	100.00%

Note: Industry classification based on UBOT's list of high-emitting industries.

<By Country>

Industry	Financed Emissions (tons CO_2e)	Carbon Emissions Intensity (metric tons of CO_2e / NT$1 million)	Proportion of Carbon Emissions
Taiwan	303,225	1.78	42.50%
United States	213,591	4.82	29.94%
India	59,902	17.37	8.40%
Indonesia	26,577	10.86	3.72%
Qatar	25,073	11.43	3.51%
Netherlands	20,911	22.19	2.93%
United Arab Emirates	11,550	8.29	1.62%
Supranational Organizations	10,136	8.54	1.42%
Russia	9,969	3.52	1.40%
Saudi Arabia	9,503	9.21	1.33%
South Africa	9,452	15.83	1.32%
Others	13,614	0.72	1.91%
Total	713,503	2.85	100.00%

Note: Financed emissions country distribution calculation scope covers equity investments, corporate bond investments, sovereign debt, and commercial loans.

Target item	Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
Greenhouse gas inventory and verification	Continue to carry out inventory and disclosure of greenhouse gas emissions from investment and financing customers based on the PCAF methodology, expand the scope of asset covered in such inventories, and plan for third-party assurance (verification).			Continue to conduct greenhouse gas emissions inventories and disclosures for its investment and financing clients in accordance with the PCAF methodology.
Carbon Emissions Reduction	Using 2024 as the base year and 2030 as the target year, the Bank has established the following SBTi-aligned emissions reduction targets: 1. Corporate Loans: (1) Sectoral Decarbonization Approach (SDA), the Bank commits that by 2030 its corporate loan portfolio will provide financing exclusively to renewable energy power generation businesses. (2) Commercial Real Estate: Applying the SDA, the Bank commits to reducing greenhouse gas emissions from the operational phase of all real estate assets within its loan portfolio by 51.4% per square meter by 2030. (3) Fossil Fuel Sector: Applying the Temperature Rating (TR) method, the Bank commits to reducing the exposure-weighted portfolio temperature rating of Scope 1+2 and Scope 1+2+3 emissions associated with fossil fuel sector borrowers in its long-term, short-term, and SME loan portfolios from 3.2° C to 2.56° C by 2030. (4) Other Sectors: Applying the Portfolio Coverage (PC) approach, the Bank commits that by 2030, 37.5% of its corporate long-term and short-term loan portfolio, measured by outstanding loan balance, will be covered by emissions reduction targets validated by the Science Based Targets initiative (SBTi). 2. Listed Equity and Corporate Bond Investments: Applying the Portfolio Coverage (PC) approach, the Bank commits that by 2030, 60% of its listed equity and corporate bond investment portfolio, measured by investment value, will be covered by emissions reduction targets validated by the Science Based Targets initiative (SBTi).			The related emissions reduction targets, strategies, and specific action plans have been validated by the SBTi.

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(2) Climate risk management:

UBOT adopted the following measures to manage and control climate-related risks:

- Aside from compiling a list of high-emitting industries in 2023, UBOT will also take into account adjustment factors in the annual review of the industry-specific concentration limits and reduce the limits as appropriate. All investment units have set monitoring indicators for high carbon emission industries, while the Risk Management Department reports to the Asset and Liability and Risk Management Committee on a quarterly basis the risk exposure of the high-emitting industries to the investment and credit granting businesses, as well as the warning indicators set by each business unit in order to monitor changes in risk exposure.
- In 2025, the Bank's corporate banking lending business implemented enhanced ESG due diligence for listed companies, large corporate borrowers, and selected high-risk industries. Through the Climate Risk Assessment Checklist, climate-related risk information of borrowers, including physical risks and transition risks, is being collected and evaluated. As the data collection process is still ongoing, the Bank will formulate future lending development strategies based on the analysis results once sufficient data has been accumulated. Such measures may include adjustments to lending terms and interest rate pricing mechanisms, with the aim of supporting borrowers in reducing emissions and accelerating their sustainable transition.

Indicator	Unit of measurement	2024	2025
Proportion of the balance of credit facilities granted to high-emitting industries to the total number of credit facilities granted by UBOT Note 1	%	3.61	3.55
Proportion of the balance of investment commitments in high-emitting industries to UBOT's overall investment position Note 2	%	9.17	9.68
Proportion of foreign currency bonds invested in high-emitting industries to UBOT's overall foreign currency bonds (which must be less than or equal to 35%)	%	20.66	23.44
Proportion of New Taiwan dollar-denominated bonds invested in high-emitting industries to UBOT's overall New Taiwan dollar-denominated bonds (which must not exceed 35%)	%	13.84	14.07
Proportion of non-guaranteed promissory notes underwritten for high-emitting industries to the total balance of non-guaranteed promissory notes underwritten by UBOT (which must not exceed 50%)	%	8.85	11.92

Note 1：High carbon-emitting industries are excluded from green credit and sustainability-linked credit.
Note 2：High carbon-emitting industries are excluded from green, social, and sustainability bonds.

Target item	Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
For the corporate banking business, include climate risk factors in the credit granting process, which is scheduled for completion by 2026.	After launching the "Climate Risk Assessment Form", collect and analyze relevant information to formulate credit policies, incorporating climate risk factors into consideration.	Continue to collect climate risk information from large corporate borrowers and borrowers in designated high-risk industries. For borrowers identified through the assessment process as having material physical or transition risks, the Bank will engage with them to support their green transition and provide sustainable finance solutions, including green loans and sustainability-linked loans, as positive financing incentives to facilitate sustainable development.	Establish credit granting principles or engagement methods for credit grantees with high climate risks.	In July 2025, the Bank incorporated the Climate Risk Assessment Checklist into its credit approval and lending process and began collecting climate-related risk information from listed companies, large corporate borrowers, and borrowers operating in designated high-risk industries. Where assessment results indicate the presence of physical or transition risks, the Bank engages with borrowers and provides green financing solutions to support their climate change mitigation and adaptation efforts.
Gradual reduction of the proportion of high-emitting industries	1. Portion of UBOT's overall New Taiwan dollar-denominated bonds invested in high-emitting industries must not exceed 30%. 2. Proportion of non-guaranteed promissory notes underwritten for high-emitting industries to the total balance of non-guaranteed promissory notes underwritten by UBOT (which must not exceed 45%).	Except for sustainability bonds, the Bank will not increase its investment exposure to high carbon-emitting industries through New Taiwan dollar-denominated bond investments.	In the medium- to long-term, gradually reduce the ratio before the end of 2040: 1. Portion of UBOT's overall New Taiwan dollar-denominated bonds invested in high-emitting industries must not exceed 15%. 2. Proportion of non-guaranteed promissory notes underwritten for high-emitting industries to the total balance of non-guaranteed promissory notes underwritten by UBOT (which must not exceed 25%).	As of the end of 2025, the proportion of investments in New Taiwan dollar-denominated bonds belonging to high-emitting industries was 14.07%. The proportion of non-guaranteed promissory notes underwritten for high-emitting industries was also 11.92%. The entire year complied with the specified indicators.
Decarbonization commitment	Gradually shift, in stages, towards a complete exit from coal, unconventional oil, and natural gas-related industries by 2040.			1. In July 2025, the Board of Directors approved revisions to the Sustainable Credit and Investment Policy and renamed it the Sustainable Finance Policy. The revised policy incorporates a phased withdrawal commitment for the Bank's wealth management business. 2. This year, no new projects involving the construction of coal-fired power plants, coal-related infrastructure, or mining enterprises were undertaken.

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(3) Climate opportunities:

UBOT continues to promote green-related financial products, services, and procurement with a view to exerting our financial influence, which is detailed as follows:

Green and Sustainable Finance

To encourage clients to prioritize climate change, carbon reduction, and sustainable development, and to assist them in investing in green transition development, developing green technologies, and increasing the use of green energy in construction, operation, and expansion, UBOT actively conducts credit business related to green and sustainable initiatives.

- Green credit-related loans

Green credit refers to credit cases involving loans for green-related industries (which belong to the six key strategic industries, including green power and renewable energy industries (excluding high-emitting industries), and green and environmental sustainability-related industries) and green expenditures (including renewable energy loans, green building loans, electric vehicle loans, etc.). As of the end of December 2025, the total balance of green credit granted by UBOT was approximately NT$26.5 billion and included the following:

(A) Corporate green credit loans: To encourage corporate customers to value climate change, promote corporate attention to sustainable development, and guide enterprises to invest funds in green expenditures, referencing Green Loan Principles (GLP) jointly published by the Loan Market Association (LMA), Loan Syndications and Trading Association (LSTA), and Asia Pacific Loan Market Association (APLMA), green credit loan programs were established. As of the end of 2025, the balance was approximately NT$16.71 billion, representing 7.70% of total corporate credit (excluding government agency credit) balance of NT$217.0 billion.

(B) The balance of green credit for individual accounts is NT$9.79 billion, representing 2.18% of total individual credit balance of NT$448.9 billion, detailed as follows:

a. Green building loans: Based on domestic building requirements for ecology, energy conservation, waste reduction, and health, Taiwan's Architecture & Building Center developed domestic green building evaluation systems and certification systems to achieve balance between buildings and environment, reducing environmental burden through energy-saving methods. To encourage people to choose comfortable, healthy, and environmentally friendly green buildings, UBOT's mortgage business offers preferential programs for customers providing buildings with Taiwan green building certification. As of the end of 2025, green building loan balance was NT$1.17 billion.

b. Electric vehicle loans: Responding to Taiwan's 2050 net-zero emission pathway lifestyle transformation policy, continued provision of preferential interest rate programs for electric vehicle purchases to encourage public purchase of low-carbon new energy vehicles. As of the end of 2025, energy-saving and carbon-reducing electric vehicle loan balance was NT$2.54 billion.

※ To promote colleagues' active development of green credit in wealth management loan business, starting December 2024, individual case performance for business personnel promoting green credit can be weighted by 1.2 times.

- Sustainability-linked loan programs

In response to the government's active promotion of corporate governance, the Green Finance Action Plan, and other related policy guidelines, the Bank aims to guide capital investment into sustainable development through market mechanisms. This encourages enterprises to actively focus on sustainability issues. The Bank referenced the international Sustainability-Linked Loan Principles (SLLP) to establish the Key Points to the Sustainability-linked Loan Business. Enterprises are encouraged to jointly set ESG targets with the Bank (such as greenhouse gas emissions, water usage, electricity consumption, and corporate governance indicators). If enterprises achieve the relevant ESG performance indicators, they can reduce their financing costs. As of the end of December 2024, credit balance was NT$1.965 billion, representing 0.97% of total corporate credit (excluding government agency credit) balance. At the same time, UBOT incorporates the performance of sustainability-linked loans into the operational key performance indicators (KPIs) of its business units, using incentives to guide business units and sales personnel in assisting enterprises with promoting green transformation.

- Subsidiary Union Leasing, in response to the "2025 Nuclear-Free Homeland Plan," with government policy vigorously developing green energy, actively participating in solar power plant financing. As of the end of 2025, 133 accounts were handled with financing lease transaction principal balance of NT$8.07 billion.

Green-related investments

Taiwan Dollar and foreign currency green and sustainable bond investments totaled approximately NT$2.26 billion in face value as of the end of December 2025.

Union Green Card

Card material uses PETG eco-friendly material that reduces environmental impact, incorporating "virtual card" technology to save resources needed for physical card delivery, allowing cardholders to contribute to environmental protection whether holding physical or virtual cards. Union Green Card continues providing enhanced rewards through green consumption channels, encouraging public environmentally friendly consumption behavior in daily life, driving positive sustainable development cycles among the Bank, customers, and other industries to practice ESG concepts and fulfill corporate social responsibility. As of the end of December 2025, over 105,000 cards were issued (80,000 cards in circulation) with annual cumulative transaction amount of NT$3.02 billion. Additionally, 0.1% of cardholders' general consumption amounts is donated to the "Taiwan Environmental Information Association," totaling over NT$5.6 million as of the end of December 2025, leveraging green public welfare organizations to conduct more environmental protection and environmental education activities.

Promotion of Electronic Statements:

In support of low-carbon finance, the Bank actively promotes electronic credit card statements. To encourage cardholders to adopt paperless services, various incentive programs are offered, including annual fee waivers for customers who enroll in electronic statements, differentiated rewards for selected card products (such as the Union M Card and National Travel Card), and real-time transaction notifications for customers subscribing to e-mail statements. As of the end of December 2025, the adoption rate of electronic credit card statements exceeded 70%.

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iPASS Green Point

- The Bank collaborated with iPASS Corporation to promote the "Double iPASS Green Points Rewards" campaign, encouraging cardholders to make greater use of public transportation. As of December 31, 2025, a total of 86,624 cardholders had participated in the program, equivalent to approximately 942,000 public transportation trips.
- Launched an iPASS MONEY promotion that rewards cardholders with iPASS Green Points when linking their Union Bank credit cards for purchases. By promoting iPASS Green Points incentives, the Bank aims to encourage greater adoption of public transportation and green consumption behaviors, contributing to a more sustainable future. As of December 31, 2025, the program had attracted approximately 98,000 participants and awarded approximately 4.668 million Green Points.

Issuing green and sustainable funds

Group company USITC issued "Union Low Carbon Target Multiple Asset Fund," investing in securities with "low carbon target" concepts. As of the end of December 2025, fund size was approximately NT$140 million.

Issuance of Sustainability Bonds

On August 29, 2025, the Bank issued a Sustainability Financial Bond (bond abbreviation: P14 Union 1; bond code: G10924) with a total issuance amount of NT$1 billion.

Sale of green and sustainable funds

As of the end of December 2025, UBOT has launched 57 ESG-related funds for customer selection.

Promotion of digital finance and paperless operations

- Following proactive efforts to promote digital financial services aimed at reducing the use of papers, UBOT recorded a total of 474,997 digital accounts, 1,405,729 electronic banking personal accounts, and 29,276 electronic banking corporate accounts in 2025, up 11.70%, 10%, and 8.8% from the previous year, respectively.
- To reduce paper usage in loan processes while considering customer convenience and reducing carbon emissions, personal credit loan application processes were changed from traditional paper to online applications starting end of 2020. Customers can fill out loan information online, upload identity documents and financial documents, with system SMS notifications for supplementary documents and loan approval status. Subsequent online contract signing reduces paper needs in loan processes, reduces carbon emissions from document delivery transportation, and better protects customer personal information with reduced paper circulation. Internally, online review reduces storage space needs and carbon emissions from business personnel's field collection, verification, and paper printing operations. In 2025, total personal credit loan applications were 5,918 cases, with 5,008 online applications, achieving 84% online credit application ratio.
- In an effort to optimize the day-to-day operations of the wealth management business and promote the benefits of going paperless, a dedicated section for wealth management operations has been set up in UBOT's NOTES system to replace paper-based operations with electronic ones. Our web/mobile app enables customers to open and apply for a trust account online and undergo the KYC financial management assessment process. For specific money trust-related transactions (e.g., funds, ETFs, and overseas stock transactions), orders can also be placed through UBOT's online banking platform, mobile app, eFutong, or U-Talk service. Foreign bond transactions are available through the online banking platform and mobile app. These services enhance customer convenience while delivering the efficiency and paperless benefits of digital transactions.

Reinvestment in the Government's 5+2 Key Innovative Industries

Through its subsidiaries, Union Venture Capital has invested in two solar power plant projects. As of 2025, one project has been completed, while the other has partially commenced grid-connected operations. Actual electricity generation totaled 90.56 million kWh in 2025. Upon full completion of both projects, the combined annual electricity generation is expected to reach approximately 182 million kWh.

Indicator		Unit of measurement	2024	2025
Proportion of credit granted to corporate customers in green-related industries to the total balance of credit (excluding government agency credit) granted to corporate customers.		NT$ hundred millions	146.1	167.1
		%	7.17%	7.70%
Proportion of green credit granted to individual customers to the total balance of credit granted to individual customers		NT$ hundred millions	68.8	97.9
		%	1.60%	2.18%
Proportion of credit granted to corporate customers in sustainability-linked industries to the total balance of credit (excluding government agency credit) granted to corporate customers		NT$ hundred millions	19.7	22.8
		%	0.97%	1.05%
Total amount of investment in New Taiwan dollars and foreign currency-denominated green, social, and sustainability bonds		NT$ hundred millions	21.1	22.6
Number of Union Green Cards issued into circulation by UBOT		Ten thousand cards	7.6	8
Number of ESG-related products already launched by UBOT		Funds	70	79
Promoting digital finance	Number of new New New Bank accounts	User number	62,852	50,913
	Number of accounts applying for personal online/ mobile banking	User number	193,274	126,712
	Number of new accounts with e-banking (corporate online banking) features	User number	2,359	1,639

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Target item		Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
Green bond investment growth rate		Achieve 3% average annual growth in the balance of investment in New Taiwan dollar-denominated green bonds, social bonds, and sustainability bonds, with 2023 as the base year.			As of the end of 2025, the investment balance amounted to NT$1 billion, representing an increase of NT$200 million from the NT$800 million recorded at the end of 2024, equivalent to a growth rate of 25%.
Providing green and sustainability-related loan products		Corporate green-related credit balance reaching NT$15.4 billion.	1. Corporate green-related credit balance reaching NT$17.6 billion. 2. A total of 15 sustainable-linked credit accounts. 3. Outstanding balance of green building loans of NT$1.37 billion.	2031 Year-end: 1. Corporate green credit balance reached NT$22.0 billion. 2. A total of 18 sustainable-linked credit accounts.	As of December 31, 2025, the outstanding balance of green loans amounted to NT$16.71 billion, the outstanding balance of sustainability-linked loans amounted to NT$2.28 billion, and the outstanding balance of green building loans amounted to NT$1.17 billion.
New Green (Sustainable) Special Financial Products Listed		From 2023 to 2025, list 10 ESG, green energy, and climate environment-related products.	From 2026 to 2030, list 2 ESG, green energy, and climate environment-related products.		In 2025, UBOT has launched a total of 79 ESG-related green financial products for customer selection.
Promoting digital finance	**Number of Newly Registered Online Banking Accounts**	The number of new applications increased by 120,000 accounts.	The number of new applications increased by at least 100,000 accounts.	Continuousness to optimize overall digital financial services to enhance number of usage applications, digital innovation, and customer satisfaction with the digital experience.	2025 online/mobile banking new applications reach 126,712 accounts, achievement rate 105.59%.

3. **Other items**

Targets for other categories

Category	Target item	Targets for the current year (2025)	Short-term targets (2026)	Medium- to long-term targets (2027~)	Implementation of targets for 2025
Governance	**Number of hours of climate-related education and training for board members**	Attend 3 hours of climate-related education and training every two years from 2023 to 2030.			All members of the Board of Directors attended a training course entitled “Future Trends and Opportunities in Sustainability” on June 9, 2025. The training totaled three hours.
Engagement and Communication	**Number of courses on environmental (or energy) management and greenhouse gas reduction**	Conduct at least two training courses on the environment, energy, and greenhouse gas reduction each year from 2024 to 2030.			In 2025, the Bank conducted training courses on “ISO 14001 and ISO 50001 Management and Auditor Training” and “ISO 14001 and ISO 50001 Management Review” in July and October, respectively.

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Green Management Policy

1. UBOT's Energy and Environmental, Safety and Health (ESH) Management Policy, aimed at fulfilling our responsibility for sustainable and green environmental management, is detailed as follows:
   (1) Abide by laws and regulations related to energy and environmental protection
   (2) Support energy conservation and carbon reduction, and continue to implement green procurement
   (3) Pay attention to education and promotion to strengthen employees' awareness of energy saving
   (4) Implement target management to establish a sustainable operating environment
   (5) Implement GHG reduction and disclose related data
   (6) Use water-saving label products to reduce water waste
   (7) Comply with waste classification and resource recycling and reusing
   (8) Commit to eliminating workplace hazards and reducing occupational safety and health risks.
   (9) Promote employee communication and provide a safe and healthy working environment.
2. The General Affairs Department serves as the dedicated unit, who are tasked with guiding staff from other units to participate in education and training on energy management system and indoor air quality maintenance and management, as well as promoting measures related to environmental sustainability.

   ✓ Units awarded the Excellent Indoor Air Quality Certification Label include the Business Department, Taichung Branch, and Kaohsiung Branch.
   ✓ The Bank has obtained international certifications for the ISO 14001 Environmental Management System and ISO 50001 Energy Management System. The certification validity periods are from December 17, 2024 to December 12, 2026, and from December 1, 2024 to December 1, 2026, respectively.

Supply Chain Management

1. The Bank has established a "Supplier Management Policy," which was revised in 2025. The policy specifically requires all units to prioritize business engagements with suppliers that have obtained relevant certifications in areas including environmental protection, energy management, occupational safety and health, labor and human rights, information security, and quality management. In addition to requiring major suppliers to complete the "Supplier Corporate Social Responsibility Self-Assessment Questionnaire," the policy also requires suppliers to sign a "Commitment to Compliance with Corporate Social Responsibility, Ethical Management Policies, and Applicable Laws and Regulations" upon contract execution. Suppliers thereby undertake to comply with relevant laws and regulations, including environmental protection laws, the Occupational Safety and Health Act, and the Labor Standards Act, throughout the manufacturing, production, and service provision processes, while also paying due attention to labor rights and workplace safety hazards. Contractors are further required to complete a "Contractor Workplace Environmental and Safety Hazard Notification Form" to facilitate the implementation of preventive measures against potential hazards. In addition, suppliers are required to comply with the Bank's ethical management policies. Contracts executed with suppliers include provisions stipulating that where a supplier violates the aforementioned policies or causes significant environmental or social impacts, the supplier shall undertake corrective actions or remediation measures. Where necessary, the Bank reserves the right to terminate or rescind the contract at any time and may seek compensation for any damages incurred.
2. In accordance with the "Supplier Management Policy," the Bank conducts human rights due diligence on suppliers, covering compliance with the Labor Standards Act and the Occupational Safety and Health Act, prohibition of child labor under the age of 16, and non-discriminatory treatment with respect to compensation and promotion regardless of religion, marital status, nationality, skin color, race, gender, age, or sexual orientation. Suppliers are also required to provide grievance mechanisms and protective measures concerning labor rights violations, workplace violence, and sexual harassment. In addition, prior to supplier operations, workplace safety hazard education and training sessions were conducted for a total of 12,152 participant attendances. Supplier evaluations were completed for 66 suppliers, representing a 100% implementation rate.
3. In 2025, a total of 66 "Supplier Corporate Social Responsibility Self-Assessment Questionnaires" were completed by major suppliers, while 219 suppliers signed the "Commitment to Compliance with Corporate Social Responsibility, Ethical Management Policies, and Applicable Laws and Regulations." Furthermore, the Bank promoted awareness of the United Nations Sustainable Development Goals (SDGs) to suppliers through contract negotiations, construction coordination meetings, and work discussion sessions. A total of 36 sessions were conducted, involving 31 suppliers and 57 participant attendances.

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Resource Recycling and Reuse

1. Paper use: When printing documents, it is preferred to set the photocopier to double-sided printing function, and set up a general paper recycling box in the office to use the blank side for photocopying; If the confidential documents and paper are invalid after the retention period, a professional and qualified recycling manufacturer shall be consulted to shred them with paper shredder before recycling.
2. Waste: The Bank does not generate hazardous waste during its operations. Waste generated primarily consists of general domestic waste. Waste is collected daily by cleaning personnel and sorted within the building' s designated recycling area. General waste and food waste are handled by legally registered waste disposal contractors or municipal sanitation teams. General waste is transported to incineration facilities for treatment, while recyclable resources, including metals, plastics, paper, and food waste, are processed by qualified recycling service providers.
3. To fulfill its commitment to environmental sustainability, the Bank has obtained annual third-party verification of its ISO 14001 Environmental Management System since 2024. In addition, the Bank has actively promoted waste reduction initiatives, achieving a 1.3% reduction in waste generation in 2025 compared with the previous year.

The list of the aforementioned recycled resource quantities is as follows:

Unit: metric tons

Item	2022	2023	2024	2025
Total waste recycled/reused	118.1	189	142.7	108.01
Total waste treated	156.0	156.8	174.7	172.5
Data coverage	100%	100%	100%	100%

Energy Consumption

Unit: MWh

Total energy consumption	2022	2023	2024	2025
Non-renewable energy consumption	10,968.4	14,861.3	14,458.5	13,260.7
Renewable energy consumption	0	0	220.8	2,165,7
Data coverage	100%	100%	100%	100%

Note: The data boundary includes all departments of the Union Bank (comprising 90 locations, excluding overseas operations.)

Water Consumption

UBOT has completed the installation of atomizing water-saving devices on all faucets bank-wide for water conservation purposes. Continues to adopt water-saving equipment such as sensor-operated faucets and toilets with water-saving labels, whereas outdated water-cooled air-conditioning systems are gradually replaced with energy-saving air-cooled inverter air conditioners to reduce water and electricity consumption.

Unit: million cubic meters

Item	2022	2023	2024	2025
A. Water withdrawal (excluding saltwater)	0.06445	0.072362	0.072356	0.072356
B. Water discharge (excluding saltwater)	0.06445	0.072362	0.072356	0.072356
Net freshwater consumption (A-B)	0	0	0	0
Data coverage	100%	100%	100%	100%

Note : The data boundary includes all departments of the Union Bank (comprising 90 locations, excluding overseas operations.)

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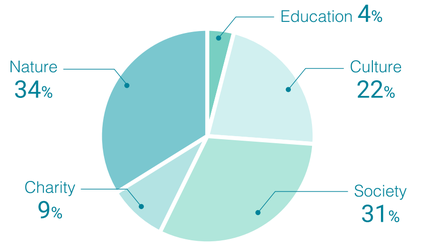
6 Social Inclusion

To fulfill its corporate social responsibilities and promote social well-being, the Bank has long been committed and devoted to preserving the beauty of people, things and objects in Taiwan. The specific actions of the Bank in knowledge and education promotion, arts and culture participation, social care, charity participation, and natural ecological conservation are described as follows:

Total Investment exceeded NT$70 Million in 2025



Education promotion (Investment: Approximately NT$2.9 million)

• Education on financial inclusion

1. **“Money Hot Topic” Financial Literacy Column**

To promote financial literacy and provide the public with up-to-date concepts of financial products and services, the Bank has collaborated with Liberty Times to produce the "Money Hot Topic" wealth management column. On average, one issue is published monthly through the Bank's official website and Liberty Times (including print media, online e-newsletters, and Facebook community). This initiative educates the public on various financial products, services, and knowledge concepts such as deposits, loans, credit cards, wealth management, digital finance, environmental sustainability, and financial fraud prevention. Liberty Times has a circulation of approximately 500,000 copies per issue, with the online newsletter achieving a total exposure of about 56 million views.

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2. **Promoting diverse financial education**

The Bank has long been committed to financial education, targeting various groups including children, youth, women, the elderly, and individuals with disabilities or from disadvantaged backgrounds. From bank branches, neighborhoods, townships, and city districts to campuses and remote rural areas, the Bank actively creates a cross-generational platform for the spread of financial knowledge across all social strata. It organizes various in-person financial literacy promotion activities and, in accordance with the Ministry of Health and Welfare's "Taiwan Easy-to-Read Guide," has produced an "Easy-to-Read Manual for Deposit and Withdrawal Services" to assist individuals with intellectual disabilities or reading difficulties. This manual is intended to facilitate their effective understanding and engagement with banking services.

(1) Financial Management Seminar and Customer Briefing Session

To enhance the general public's financial literacy and to provide understanding of various financial product investment attributes, risks, asset inheritance, tax savings, and retirement planning concepts, a total of 74 seminars on customer financial management were conducted in 2025, with a total attendance of 1,656 participants.

(2) Financial education for children

- Children's financial management camp

Placing an emphasis on financial education for children, we have planned financial management activities for fourth- to sixth-grade elementary school children since 2008. In 2025, the activity theme was a "Little Financier : Financial Adventure Champions," where the curriculum is continuously updated to reflect current trends. It covers financial concepts ranging from the distinction between needs and wants, basic savings, exchange rates, insurance, to consumer finance. The program also incorporated branch visits, financial fraud prevention, and ESG and environmental sustainability courses. Incorporating diverse interactive activities such as quizzes, games, and financial scenario role-plays, a total of six sessions were organized in Taipei, Keelung, and Taichung, including two bank-hosted sessions and three ESG community outreach sessions, with a total of 176 participants. In support of financial literacy education for children in rural and underserved areas, all registration fees collected from the camps were donated to the Taiwan Rural Children's Education Foundation to support the advancement of educational development in remote communities and to help provide equal access to educational opportunities for children in underserved regions.

Among these, to advance financial inclusion and provide educational resources to underserved communities, the ESG Community Outreach Sessions were further enhanced in the Q4 by incorporating environmental stewardship activities, including mountain clean-up and beach clean-up initiatives. The Bank also extended its outreach efforts to rural and special education schools to promote financial literacy and environmental sustainability awareness among students from disadvantaged backgrounds.

Children's Financial Education – Taipei

Taipei School for the Hearing Impaired

Taichung Defulan Elementary School

Keelung Wulun Elementary School

School Name	content	Number of people
Taichung Defulan Elementary School	ocated in a remote mountainous area, Defulan Elementary School serves a student population of which approximately half are Indigenous students who generally have limited access to financial education resources. The program integrated financial literacy education with a mountain clean-up activity conducted in the nearby Guguan mountain area. Through this experiential learning approach, students were introduced to fundamental financial management concepts, fraud prevention awareness, and the importance of environmental conservation.	23
Taipei School for the Hearing Impaired	For the first time, the Bank organized a fully sign language-supported Financial Literacy Camp at Taipei School for the Hearing Impaired. The program was specifically designed for hearing-impaired students in Grades 3 to 6 and covered introductory financial knowledge, fraud prevention awareness, and environmental sustainability education.	28
Keelung Wulun Elementary School	The program combined financial literacy education with a beach clean-up activity at Waimushan Beach in Keelung. Through hands-on participation, students learned essential financial management concepts, fraud prevention knowledge, and the importance of environmental protection and sustainable practices.	26

- Financial Literacy Education for Rural Elementary School Students in Kaohsiung

Sing Jhong Elementary School, located in an Indigenous community in rural Kaohsiung, primarily serves students from the Bunun and Hla'alua Indigenous groups. Many students are raised by their grandparents and have limited opportunities to access financial literacy and personal finance education. In collaboration with the Children Are Us Foundation, the Bank brought educational resources to the community by organizing a “Financial Literacy and Environmental Sustainability Classroom” at the school. The program covered fundamental financial concepts, including savings, responsible spending, and fraud prevention, as well as environmental topics such as global warming and everyday energy-saving practices. Through these efforts, the Bank aims to cultivate financial literacy and environmental sustainability awareness among children in Indigenous communities.

- Financial Literacy Education for Rural Elementary School Students in Taoyuan

In collaboration with the Taoyuan Metro Corporation, the Bank invited students from Changxing Elementary School and Hsia Yun Elementary School—both designated by the Ministry of Education as schools located in extremely remote areas within Atayal Indigenous communities—to participate in the “Taoyuan Metro Educational Excursion for Indigenous Children” program. As part of the event, the Bank organized a “Financial Literacy and Environmental Sustainability Classroom,” providing students with fundamental financial knowledge, fraud prevention awareness, and environmental sustainability education. A total of 82 students participated in the program.

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(3) Financial education for youth

Having developed a campus cultivation program for many years, we have successively collaborated with nearly 30 schools, actively promoting interdisciplinary talents from various departments to enter the financial industry. In 2025, a total of 10 industry-academia cooperation briefings and job fairs were held, with approximately 4,710 participants. This effort has been highly recognized by the Ministry of Education's Practical Talent Training Program.

Item	Description	Number of people
Finance lecture series at Chien Hsin University of Science and Technology	In alignment with the Ministry of Labor's Employment Program and in collaboration with Chien Hsin University of Science and Technology, the Bank co-organized the "Digital Financial Services and Wealth Management Practice Program" to cultivate future financial professionals. The program featured a comprehensive financial training curriculum totaling 168 hours, covering digital finance and banking management practices, securities and wealth management, financial certification examination preparation, and labor law and regulatory compliance. In addition, participants were provided with 1,920 hours of on-the-job internship training to strengthen their practical skills and industry experience.	35
Finance lecture series at Aletheia University	In collaboration with the Department of Economics at Aletheia University, the Bank launched a financial lecture series titled "Fundamental Competencies for Financial Services Professionals." The program provided a total of 17 hours of instruction over a nine-week period, introducing students to the core knowledge and competencies required for careers in the financial services industry. In addition, on-the-job internship opportunities were arranged to provide participants with practical industry experience and to support the development of future financial professionals.	22 (The Departments of Economics and Law participated)
Kaohsiung youth employment training	Taking the lead, various financial institutions cooperated with the Youth Bureau of Kaohsiung City Government to implement the 2025 Dagang Youth Internship Matching Program. Together, they promoted talent development and secured outstanding young talents for the Bank. A total of 13 personnel were recruited through the Dagang Youth Program. Additionally, the Bank's Kaohsiung Branch organized the "Da-gang Youth Internship Program" event, sharing financial management knowledge and banking career information.	30
Taoyuan youth employment training	Industry-academia collaboration interns and full-time employees were assisted in applying for the 2025 Taoyuan City Government's Youth Employment Subsidy Program, securing employment subsidies for young talents, with a retention rate of 71%.	14
Youth Financial and Legal Literacy Camp	The Bank, in collaboration with the Timely Rain Foundation, jointly organized the Youth Financial and Legal Literacy Camp. The program was personally led by Attorney Stacey Lee, Chairman of both the Bank and the Foundation, who provided high school students with fundamental financial literacy and anti-fraud education. Through easy-to-understand case studies, participants gained insights into common fraud schemes and the associated legal liabilities, enhancing their awareness of financial risks and fraud prevention. The program also included a guided visit to a Union Bank branch, allowing students to observe banking operations firsthand and gain a deeper understanding of financial service processes. By introducing practical financial knowledge and career-related experiences, the camp helped students establish a foundational understanding of the financial industry, supporting their future academic and career exploration.	15

(4) Financial education for families

- Mother's Day Charity Fair Organized by Union Bank

Union Bank organized a Mother's Day Charity Fair to promote financial literacy, environmental sustainability, and fraud prevention awareness through a variety of interactive educational games and themed activity booths. To enhance public understanding of financial fraud risks, the fraud prevention campaign incorporated immersive learning experiences designed to improve participants' ability to identify and respond to fraudulent schemes. In addition, the Investigation Team of the Xinyi Precinct, Taipei City Police Department, was invited to participate and provide on-site education on common fraud cases and prevention measures.

- Taoyuan Metro Family-Oriented Programs

As part of the "Dream Children's Carnival" event, the Bank established an "ESG Financial Literacy Classroom" booth to promote financial knowledge, fraud prevention awareness, and environmental sustainability concepts through interactive educational activities.In the "Weekend Family Cinema" event, the Bank set up a "Women's Financial Empowerment Classroom" booth, providing financial education tailored to women at different life stages. Through engaging activities, video presentations, and consultation services, participants were introduced to relevant financial planning knowledge, financial management tools, and fraud prevention concepts. The initiative aimed to enhance women's financial literacy and promote greater financial inclusion.

(5) Financial education for the elderly and people with disabilities

- Education on digital finance

To assist elderly customers in using mobile banking and becoming familiar with digital tools for financial transaction services, a series of short videos titled "Digital Finance Assistant" was provided on our official YouTube channel for customers to watch (with a total of 3,400 views in 2025). The videos aim to teach, in a simple and easy-to-understand manner, the operation of functions such as registration, device binding, biometric identification, and transaction inquiry on the UBOT mobile banking app, thereby helping elderly customers bridge the digital divide.

- Education for Indigenous Senior Citizens

To support elderly residents in rural and underserved communities, the Bank collaborated with Taoyuan Metro Corporation to organize the "One-Day Indigenous Senior Citizens Tour" for indigenous participants aged 55 and above. As part of the program, the Bank offered the "Union Senior Academy – Fraud Prevention and Health Knowledge Workshop", which delivered practical information on fraud awareness, fraud prevention, and dementia prevention through engaging and interactive activities.

- Trust Education and Awareness Programs

In support of the Bank's commitment to financial inclusion, Union Bank actively promoted trust education and awareness. In 2025, a total of 10 trust education activities were conducted, reaching 320 participants.

Village and Community Trust Advocacy Program/Trust Ark Launch Program

To enhance public understanding of trust services and their benefits, while also promoting fraud prevention awareness, the Bank organized the Community Trust Awareness Roadshow Program and the Trust Ark Initiative in Taipei City, New Taipei City, Taoyuan City, and local Presbyterian churches. These programs were designed to engage community residents and senior citizens through accessible trust education and practical information sharing. A total of four sessions were conducted, with 137 participants attending.

Trust Campus Outreach Program

The Bank implemented the Trust Campus Outreach Program at universities, including Chinese Culture University, Chien Hsin University of Science and Technology, and Aletheia University. Through educational courses and real-world case studies, students were introduced to trust-related financial services and practical applications. By integrating theoretical concepts with industry practice, the program enhanced students' understanding of trust services and strengthened the effectiveness of trust education outreach. A total of six sessions were conducted, attracting 183 participants.

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(6) Financial education for foreign migrant workers

Recognizing the challenges migrant workers often face in remitting funds to their home countries and navigating Taiwan's financial system, as well as the risks associated with non-compliant transactions and financial fraud, the Bank is committed to providing safer and more accessible financial services for underserved groups. Union Bank is the only bank in Taiwan to collaborate with Eastern Union Interactive Corp. in launching a multilingual digital banking application integrated with digital account services. Supporting four languages, the application helps address language barriers encountered during account opening procedures and facilitates more convenient cross-border remittance services for migrant workers. In addition, the Bank partnered with Eastern Union Interactive Corp. to establish a financial education booth at the 2025 Sunshine Island Viba Fest, an event organized by the Kaohsiung City Government in collaboration with representative offices and institutions from the Philippines, the United States, Japan, and Thailand in Taiwan. Through on-site outreach activities, the Bank promoted a range of convenient digital financial services to new immigrant communities and migrant workers, enhancing their awareness of secure financial practices and accessible banking solutions. A total of 23 individuals participated in the financial service promotion activities.

Financial education for specific and disadvantaged groups

Project name	Target audience	Project content	Number of sessions	Number of claims
"Little Financier : Financial Adventure Champions'' Children's Financial Literacy Camp	Indigenous students and hearing-impaired students at remote-area schools	A total of five Children's Financial Literacy Camps were held in 2025. Two of the camps were conducted at Defulan Elementary School in rural Taichung, where indigenous students constitute the majority of the student population, and Taipei School for the Hearing Impaired, where instruction was delivered entirely in sign language. The programs promoted financial literacy, fraud prevention awareness, and environmental protection knowledge.	2 sessions	51 people
"Bringing Care to Indigenous Communities" Program	Indigenous students at remote-area schools	The curriculum covered fundamental financial concepts, including saving, responsible spending, and fraud prevention, as well as environmental education topics such as climate change and energy conservation practices in daily life.	1 session	63 people
Village and Community Trust Advocacy Program and Trust Ark Launch Program	Senior citizens	Educational programs were conducted to introduce trust services and related applications, including eldercare trusts, children's education trusts, insurance benefit trusts, and trusts for persons with disabilities. The programs also covered financial and aging-related risk management, together with fraud prevention awareness.	4 sessions	137 people
Taoyuan Metro "Dream Children's Carnival" and "Weekend Family Cinema" Financial Education Outreach Booths	Single women, women, and school-age children	Through the "ESG Financial Literacy Classroom" outreach booth, the Bank provided financial education tailored to the needs of women at different life stages, including single and married women, while also promoting financial literacy among children. Interactive activities, multimedia learning materials, and professional consultation services were utilized to introduce financial planning concepts, financial management tools, and fraud prevention knowledge, thereby enhancing women's economic empowerment and improving children's financial literacy.	2 sessions	Approximately 600 people
Taoyuan Metro "Light Rail Journey for Indigenous Children" Program	Indigenous students at remote-area schools	The "Financial Literacy and Environmental Sustainability Classroom" program was designed to help children develop a basic understanding of financial management concepts while fostering awareness of environmental sustainability.	2 sessions	82 people
Taoyuan Metro "One-Day Tour for Indigenous Senior Citizens" Program	Indigenous senior citizens in rural communities	The "Senior Academy – Fraud Prevention and Health Knowledge Workshop" was organized to provide practical knowledge on fraud awareness, fraud prevention, and dementia prevention through engaging and interactive learning activities.	1 session	30 people
Financial Education Outreach Booth at the 2025 Sunshine Island Vibe Fest	New immigrants/migrant workers	In partnership with Eastern Union Interactive Corp., the Bank established a financial education booth at the "2025 Sunshine Island Vibe Fest" organized by the Kaohsiung City Government in collaboration with representative offices and institutions from the Philippines, the United States, Japan, and Thailand in Taiwan. The program introduced digital financial services and educated participants on safe and convenient remittance solutions, enabling migrant workers and new immigrants to transfer funds securely and efficiently to their home countries.	1 session	23 people
		Total	13 sessions	Approximately 986 people
"Easy-to-Read Manual for Deposit and Withdrawal Services"	Individuals with intellectual disabilities/reading difficulties	Each branch is equipped with an "Easy-to-Read Manual for Deposit and Withdrawal Services," printed in accordance with the Ministry of Health and Welfare's "Taiwan Easy-to-Read Guide." This manual is designed to assist individuals with physical and mental disabilities in understanding banking deposit and remittance services, account opening precautions, and communication with bank staff.	Not applicable	Not applicable
Education on digital finance	Elderly customers	A series of short videos titled "Digital Finance Assistant" were produced and broadcast on the Bank's official YouTube channel, aiming to provide simple and easy-to-understand video tutorials to assist elderly customers in understanding the basic operations of UBOT's mobile banking service.	Not applicable	Not applicable

3. **Financial education activities by the Taiwan Financial Services Roundtable**

To assist youth from disadvantaged families in successfully completing their education and to promote financial literacy, in 2025, UBOT participated in the establishment of the Financial Services Education Public Welfare Fund organized by the Taiwan Financial Services Roundtable (TFSR). This fund will be utilized to provide educational scholarships and grants, as well as to support financial education-related activities for groups including students, women, the elderly, new immigrants, indigenous peoples, and financial industry practitioners across urban and rural areas. The goal is to foster correct financial knowledge among the public and to demonstrate care for rural and socially disadvantaged groups.

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4. **Promoting diverse fraud prevention education**

To prevent fraud, in addition to cultivating employees' professional knowledge and skills to handle abnormal situations at the counter, enforcing thorough account opening verification and KYC implementation, and strengthening the counter care mechanism, the Bank has also actively promoted technology-based fraud prevention and public awareness to increase fraud recognition capabilities. Therefore, the Bank has invested in diverse channels for promoting fraud prevention. We have successively held various fraud prevention seminars and promotional activities in branch offices, community neighborhoods, schools, government agencies, financial camps, parent-child activities, and fairs. These events were organized in collaboration with police authorities. In 2025, a total of 245 fraud prevention promotional events were held, with approximately 9,298 participants.

Furthermore, through official websites, consolidated statements, Facebook, LINE push notifications, and other self-brand media channels, we reminded the public to be vigilant against financial fraud and generated a total exposure of more than 560,000 impressions. We also collaborated with the Liberty Times in the "Money Hot Topic" financial column to promote anti-fraud awareness.

Promotional activities for diverse fraud prevention

Project name	Target audience	Project content	Number of sessions	Number of claims
Financial Management Seminar and Customer Briefing Session	General public/customers	During financial literacy seminars organized in collaboration with fund management companies and insurance companies, the Bank incorporated dedicated fraud prevention awareness sessions to educate participants on common fraud schemes and strengthen their fraud identification and prevention capabilities.	74 sessions	approximately 1,600 participants
Fraud Prevention Seminar	General public/customers	From bank branches to community neighborhoods, schools, and organizations, the Bank collaborated with local police agencies to conduct fraud awareness and prevention campaigns, as well as to share fraud case studies.	154 sessions	approximately 3,000 participants
Village and Community Trust Advocacy Program and Trust Ark Launch Program	General public/ senior citizens	Financial fraud prevention education sessions were conducted to raise public awareness of common fraud schemes and enhance fraud prevention knowledge.	4 sessions	137 participants in total
Mother's Day ESG charity fair	General public/customers	Through interactive stage games and a dedicated “Fraud Defense Zone,” the Bank promoted financial literacy and fraud prevention awareness using engaging activities and prize-based quizzes. The Investigation Team of the Xinyi Precinct, Taipei City Police Department, was invited to share practical insights on fraud identification, fraud prevention, and common fraud cases.	2 sessions	approximately 3,658 participants
Taoyuan Metro "Dream Children's Carnival" and "Weekend Family Cinema" Financial Education Outreach Booths	General public	The Bank established the “ESG Financial Literacy Classroom” and “Women’s Financial Empowerment Classroom” booths to provide financial fraud prevention education and introduce common fraud schemes through interactive learning activities.	2 sessions	600 participants in total
Financial Education Outreach Booths at Taoyuan Metro's "Dream Children's Carnival" and "Weekend Family Cinema" Events	General public	Financial fraud prevention education programs were delivered to indigenous children in remote communities and senior citizens, enhancing their awareness of fraud risks and prevention measures.	3 sessions	112 participants in total
Children's financial management camp	Schoolchildren from urban and rural areas	The Mobile Division of the Taipei City Police Department was invited to share fraud case studies and fraud prevention strategies. In addition, an interactive anti-fraud role-play activity was designed for children to strengthen their fraud awareness and self-protection skills through experiential learning.	5 sessions	176 participants in total
Youth Financial and Legal Literacy Camp	High school student	Attorney Stacey Lee, Chairman of the Timely Rain Foundation, was invited to provide fraud awareness and prevention education for students. Through easy-to-understand case studies, participants learned about common fraud schemes and the associated legal responsibilities and consequences.	1 sessions	15 participants in total
		Total	245 sessions	9,298 participants

• Finance & Environmental Sustainability Education

To foster dialogue with industry stakeholders and enhance awareness of sustainable finance and ESG implementation, the Bank organized the "Online Forum on Sustainable Development Trends for Strategic and Transition-Support Industries" in 2025. The forum invited clients from carbon-intensive and transition-focused sectors, including the transportation, automobile and motorcycle manufacturing, and real estate industries, as well as publicly listed companies. Through active promotion and outreach efforts across the Bank, a total of 360 companies participated in the event. Overall participant satisfaction exceeded 96%.

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Arts and culture (Investment: Approximately NT$15.61 million)

1. Promoting Taiwanese oil painting art

Guided by its commitment to preserving Taiwan's artistic and cultural heritage, supporting emerging artists, and promoting public appreciation of arts and culture, Union Bank donated NT$8.5 million to the Union Cultural and Educational Foundation in 2025. In collaboration with the Foundation, the Bank organized a variety of cultural and artistic initiatives and partnered with cultural institutions across Taiwan to promote and exhibit Taiwanese oil paintings. Key initiatives undertaken in 2025 included:

- Union Art Competition

In 1998, we set up the Union Art Award Competition with the Union Culture Foundation to not only foster local artists with practical actions, but also offer a creative stage for them, thereby demonstrating our commitment to promoting cultural and art events. In 2025, we sponsored the 28th "Union New Artist Award" and the 23rd "Union Art Impression Award" with a total reward pool of NT$2.4 million, in hopes of encouraging emerging artists to work hard and realize their dreams. The winning works are scheduled to be exhibited in 11 locations of the Union Art Touring Exhibition in 2026, providing more opportunities for domestic artists to make their mark.

- Union Art Touring Exhibition

To allow art to establish roots in various counties and cities in Taiwan, we have jointly held the "Union Art Touring Exhibition" with the Union Culture and Education Foundation for more than 26 years and actively discussed cooperative exhibition opportunities with the cultural bureaus, cultural centers, libraries, art museums, art institutions, and exhibition centers in various counties and cities. In 2025, the touring exhibition showcased award-winning works from the Union Art Competition through 11 exhibitions held across northern, central, and southern Taiwan, attracting more than 8,000 visits. Through these exhibitions, the Bank aims to support and encourage outstanding domestic artists by providing a platform for the public presentation of their creative achievements. At the same time, the initiative promotes public appreciation of arts and culture and contributes to the preservation and development of Taiwan's cultural heritage.

2. Children's Charity Drawing Competition

To promote children's art education and foster environmental awareness from an early age, Union Bank has organized the Children's Charity Drawing Competition since 2001. The theme of the 2025 competition, "Kids Love Mom, Love Art, and Love the Earth," encouraged children to express their creativity through artwork depicting environmental protection activities, energy conservation, and carbon reduction efforts undertaken with their mothers. The competition received a total of 4,464 entries. A total of 184 awards, including First Prize, Excellence Awards, and Merit Awards, were presented, with total prize money amounting to NT$164,000. Award-winning artworks were showcased at the Bank's Mother's Day Charity Fair, on the Bank's official website, and through media exposure in the Liberty Times. To further extend the positive social and environmental impact of the competition, the Bank donated NT$10 for each artwork submitted to the Shei-Pa National Park Administration. The donation was designated to support biodiversity conservation, ecological preservation initiatives, and related educational promotion.

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3. Creating art gallery space and installation art

- Union Art and Culture Gallery

The Union Culture Foundation has long been setting up a "Cultural Gallery" at the Kaohsiung Metro Formosa Boulevard Station to display the outstanding works of the winners of the Union Art Competition every six months, in hopes of providing a space for the public to appreciate art and advocating for a cultural and artistic atmosphere.

- MYKONOS Art Installation

As public art is a vital part of urban art and culture marketing, UBOT has been involved in promoting local arts and culture for many years. Therefore, we have gradually displayed installation art featuring Mykonos (Little White), UBOT's mascot, across various locations, such as Songjin 1 Park in Taipei City, Taoyuan Metro A3, A8, and A12 stations, and Kaohsiung Metro R8 Station, as well as our local branches.

4. Hope Children's Choir Performance Concert"

Since 2017, we have initiated donation programs to fund education for the Puzangalan Children's Choir and the choir's participation in overseas competition. In order to express gratitude to all donors, UBOT hosted the "Singing in Glory with Puzangalan Children's Choir" Concert at Liberty Square in Neihu District, Taipei City in August 2025, which was not only open to the public free of charge, but also broadcasted live on UBOT's YouTube channel so that those who could not make it to the concert could enjoy the beautiful voices and music performance presented by the choir. Approximately 110 people visited the event.

5. Sponsoring music events hosted by the Kaohsiung City Government

In an effort to promote and support local music and art events, UBOT has been sponsoring the Kaohsiung Philharmonic Cultural & Arts Foundation and the Bureau of Cultural Affairs of the Kaohsiung City Government in organizing art and culture banquets.

- Sponsorship of the "2025 Kaohsiung Spring Arts Festival"

To foster public engagement in the arts and enhance cultural appreciation among citizens, the Bank sponsored the 2025 Kaohsiung Spring Arts Festival, including the outdoor concerts Matilda the Musical and K-Drama OST under the Stars, which attracted a combined audience of approximately 14,500 participants. The Bank also supported the indoor concert Northern Lights Concert, featuring renowned Japanese pianist Keigo Mukawa, recipient of the Idemitsu Music Award, in collaboration with conductor Yao-Yu Wu and the Kaohsiung Symphony Orchestra. The concert drew an audience of approximately 1,100 attendees.

- Sponsorship of the "Boundaryless Swing Concert"

To promote inclusivity and broaden public access to the arts, the Bank sponsored the "KSO Boundaryless Swing" Concerts held at the National Concert Hall in Taipei and the National Kaohsiung Center for the Arts (Weiwuying). Performed jointly by the Kaohsiung Symphony Orchestra and the Taipei Jazz Orchestra, the concerts embraced a cross-genre theme by integrating classical orchestral arrangements with jazz music elements, creating a vibrant and multidimensional musical experience. The two performances attracted approximately 2,650 attendees.

- Sponsorship of the Kaohsiung Chinese Orchestra's Participation in an International Cultural Exchange Concert in Finland

To showcase the beauty of Taiwanese traditional music on the international stage, the Bank sponsored the Kaohsiung Chinese Orchestra in its participation in the Mikkeli Music Festival in Finland. The orchestra presented four performances featuring contemporary works by Taiwanese composers, including modern Chinese orchestral compositions that incorporate Minnan, Hakka, and Indigenous musical traditions. These performances highlighted Taiwan's rich cultural diversity and ethnic heritage, earning enthusiastic responses from local audiences, with approximately 1,700 attendees in total.

6. Sponsorship of the Nantou County Government's "2025 Harvest of Light – Nantou Lantern Festival"

To support traditional culture and stimulate local economic development, the Bank sponsored the "2025 Harvest of Light – Nantou Lantern Festival" organized by the Nantou County Government. The festival incorporated distinctive local characteristics into five major themed events, showcasing both the rich cultural heritage accumulated over a decade of lantern festivals and Nantou's spirit of innovation. The event attracted more than 5.8 million visits, while generating over 8,000 media exposures across news outlets, social media platforms, and blogs.

7. Sponsorship of Cultural and Artistic Events Organized by the Pingtung County Government

To promote urban tourism and support local arts and cultural development, the Bank participated in sponsoring the Luo Shan Feng Art Season. The event brought together artists from Taiwan and abroad, including France, the United States, Japan, and Mexico, who drew inspiration from the daily life, cuisine, and natural environment of Haikou Village. Through their creative works, the artists fostered meaningful connections between art and the local community.

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Caring for Society (Investment: Approximately NT$22.27 million)

1. Hosting the Mother's Day ESG Charity Fair to Promote Filial Piety, ESG Awareness, and Financial Literacy

In 2025, the Bank hosted the "UBOT Children's Festival: ESG for a Sustainable Future" Mother's Day Charity Fair at the Kaohsiung Cultural Center and the Sun Yat-sen Memorial Hall in Taipei. In support of the United Nations Sustainable Development Goals (SDGs), the event not only promoted the values of filial piety and family appreciation, but also provided complimentary vouchers for employees and their family members. Attendees were offered hand-care services and shoulder and neck massage sessions provided by visually impaired service organizations to promote health and well-being. The event was organized around five key sustainability themes—Environmental Sustainability, Social Welfare, Employee Care, Arts and Cultural Promotion, and Financial Education. Through a diverse range of activities, the fair integrated elements of ESG-driven social initiatives, employee welfare, environmental protection and carbon reduction, arts and culture, financial literacy, and fraud prevention education. The Bank also invited charitable organizations, agricultural associations, and police and fire units to participate in the event through charity sales and educational outreach programs.

- Charity sale by social welfare organizations

Children Are Us Foundation, Taipei Parents' Association for the Visually Impaired, Eden Social Welfare Foundation, Genesis Social Welfare Foundation, Taiwan Waker Charity Action Association, Gushan Child Development Community, Shoushan Zoo.

- Charity sale by farmers' and fishermen's associations

Dashu District Farmers' Association (Kaohsiung), Jiadong Township Farmers' Association, Huatan Township Farmers' Association Farmers' Shopping Center, Yuchi Township Farmers' Association

- Police and fire units

The Bank invited the Xinyi Precinct of the Taipei City Police Department to promote financial fraud prevention awareness and share common fraud cases, while the Lingya Fire Brigade of the Kaohsiung City Fire Department provided disaster prevention education and public safety information.

2. Supporting regional revitalization

- Supporting local farmers

In order to support local agriculture, on the eve of Mother's Day, UBOT purchases approximately 40,000 bunches of carnations from flower growers in Tianwei Township, Changhua County on the eve of Mother's Day in May every year to be distributed to customers as gifts, thus helping farmers to promote sales of their hard-earned and high-quality local carnations.

- Supporting local traditional industries

In an effort to continue the traditional Lunar New Year culture, we have produced a large number of Chinese Zodiac ceramics, calendars, red envelopes, Spring Festival couplets, and other New Year gifts for customers every year over the past 20 years. With the intention of supporting traditional industries, we purchase ceramic handicrafts made in Taiwan, which not only demonstrates our support for local manufacturers with concrete actions, but also helps to reduce our carbon footprint.

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3. Building a LOHAS city

- Sponsoring LOHAS social welfare events organized by Taoyuan Metro

(1) Sponsored the "Dream Children's Carnival" to create an experience for parents and children to participate in together. The event combined music, challenge games, cultural and creative products, food trucks, and popular handicraft experiences.

(2) Sponsored the "Indigenous Children's Light Travel via Taoyuan Metro" to encourage the public to use the Taoyuan Metro for energy saving and carbon reduction. This event targeted indigenous elementary school students in Fuxing District, Taoyuan City, providing them with an opportunity to experience modern urban life and transportation facilities.

(3) Sponsored the "One-Day Tour for Indigenous Senior Citizens" program. In celebration of the Double Ninth Festival, senior residents from indigenous communities in Fuxing District were invited to experience the convenience and comfort of the Airport Metro system while enjoying a memorable urban exploration journey filled with joy and social engagement.

(4) Sponsored the "Weekend Family Cinema" to create an open reading space for Taoyuan City citizens, while also providing a recreational world for all Taoyuan City residents regardless of age or gender to enjoy with their families.

- Sponsored a series of recreational public welfare activities held by Taichung MRT

(1) Sponsored the "Taichung MRT × PILI Puppetry" to enhance public awareness of metro safety. By collaborating with Pili Puppetry, one of Taiwan's most iconic cultural brands and a representative of local cultural heritage, the campaign appointed beloved classic characters as Metro Safety and Etiquette Ambassadors. Through themed visual installations in metro trains and station spaces, passengers were able to experience the fusion of traditional culture and modern transportation technology, fostering a better understanding of public transit safety and etiquette while strengthening brand affinity.

(2) Sponsored the "United in Blood Donation, Cherishing Life" Public Welfare Blood Donation Campaign to encourage public participation in blood donation and help alleviate the shortage of blood supplies for medical use in Taiwan. The campaign also incorporated tree sapling giveaways and tree-planting activities, promoting environmental conservation, carbon reduction awareness, and sustainable development.

(3) Sponsored the "Taichung Hi 8 – Citywide Celebration" event, which integrated eight signature activities across Taichung City to showcase the city's distinctive attractions and festival resources. Covering arts and culture, tourism, and interactive performances, the event engaged residents and visitors through diverse themes, enabling them to explore the city, appreciate its unique charm, and experience its vibrant urban character.

(4) Sponsored the "Taichung MRT Children's Drawing Competition Awards Ceremony and Art Exhibition," inviting children to depict their favorite Taichung landmarks and impressions of the metro system through artwork. Winning entries were exhibited in the Art Corridor at Taichung City Hall Station, transforming metro spaces from mere commuting environments into platforms for artistic expression and cultural promotion.

(5) Sponsored the "Union Bank and Taichung MRT Accompanying Every Festive Moment" campaign. During the Christmas season, festive light installations were displayed at high-traffic Taichung MRT stations, creating a warm and welcoming holiday atmosphere. The campaign reflected the Bank's commitment to local engagement and its approachable brand image, fostering a sense of community and seasonal celebration among the public.

- Sponsoring LOHAS social welfare events organized by Kaohsiung Metro

(1) UBOT sponsored the "Good Kid Summer Camp," which provided schoolchildren with guided tours of various featured metro stations and experiences of the Kaohsiung Metro system for the purpose of fostering good riding habits and promoting environmental awareness of energy conservation and carbon reduction.

(2) UBOT sponsored the "Summer Love Kaohsiung Metro Anime Season" aimed at promoting Taiwan's anime culture and expanding Kaohsiung City's anime economy.

(3) UBOT sponsored a number of sports-related charity events such as the "3x3 Basketball Games" and the "Charity Road Running Race" in an effort to promote sports for all and strengthen family and parent-child bonds.

(4) UBOT sponsored the "Charity Symphony Concert," where social welfare organizations or underprivileged families were invited to attend the concert, while all the proceeds from this event were donated to social welfare organizations with a view to promoting the spirit of social welfare.

(5) Sponsored the "Science Education Train: Campus Outreach Public Welfare Program," under which the project team visited Siaolin Elementary School in a rural area of Kaohsiung to deliver educational courses on carbon reduction in daily life and green rail transportation. The program featured interactive Q&A sessions with prizes and engagement activities with the Station Master Mikan mascot, creating an enjoyable and participatory learning environment. Through these interactive educational experiences, students and faculty gained a deeper understanding of public transportation systems, passenger etiquette, and transit operations. The initiative also encouraged children in rural communities to adopt low-carbon practices while enhancing their awareness of the important role that green rail transportation plays in advancing environmental sustainability.

4. Participating in community-based healthcare

- Sponsored emergency medical equipment

To help safeguard the lives and safety of metro passengers, the Bank sponsored the procurement of Automated External Defibrillators (AEDs) for the Kaohsiung Mass Rapid Transit (KMRT) system as part of its emergency medical response infrastructure. This initiative has been widely recognized and appreciated by the public. To date, the Bank has sponsored a cumulative total of 28 AED units.

- Sponsoring and participating in blood drives

Continuously participated in and sponsored blood donation campaigns organized by Taichung MRT, Best Giving, Dayuan Lions Club, the Warmer Charity Association, and the Central District Lions Club.

5. Sponsoring running events

Continued to participate in sponsoring running events held by the Kaohsiung Metro and Taichung Computer Association, with a total participation of over 5,000 participants.

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Charity Donations (investment: approximately NT$6.58 million)

1. Participated in the Art Therapy Program organized by the Children Are Us Foundation

The "Children Are Us Foundation Art Therapy Program" is led by a professional musical theater troupe that trains children with intellectual development disorders on body and verbal expression, which not only develops their artistic potential, but also helps them increase their self-confidence, develop interpersonal interaction and teamwork, in hopes of extending the aforesaid to different areas of life while instilling self-reliance. Continued participation in the program through the purchase of public relations tickets for its annual performance and handmade meal boxes produced by the foundation, demonstrating tangible support and recognition of their efforts and achievements.

2. Participation in the Children Are Us Foundation's "Delivering Love to Rural Communities" Program

The "Delivering Love to Rural Communities" Program delivers meal boxes handcrafted by individuals with intellectual disabilities, creating a dual-impact initiative that supports vocational training opportunities for the beneficiaries while providing care and assistance to students in rural and underserved areas. In 2025, the Bank joined the program for the first time by sponsoring 800 bakery meal boxes produced by sheltered workshop participants. These meal boxes were distributed to four rural elementary schools located in Taipei, Kaohsiung, and Pingtung. As part of the inaugural initiative, the Bank partnered with the Children Are Us Foundation to visit Sing Jhong Elementary School in a remote mountainous area of Kaohsiung. In addition to personally delivering the handmade meal boxes, the Bank organized educational sessions on financial literacy and environmental sustainability for the students. By integrating community outreach with educational engagement, the initiative transformed "meal delivery × education" into a meaningful source of support and encouragement for children in indigenous and rural communities.

3. Participating in charity events organized by Braze Charity Foundation

We collaborated with the Union Culture and Education Foundation to participate in the public welfare event "Lighting Up the Station," organized by Breeze Charity Foundation, inviting the public to claim the "Wish Boxes" of children's Christmas wishes, and jointly helped to make the wishes of children from vulnerable families come true.

4. Participation in emergency relief efforts following Typhoon Danas

On July 6, 2025, Typhoon Danas made landfall in Taiwan, causing significant damage across central and southern regions of the country. To support disaster relief and post-disaster recovery efforts, the Bank donated NT$3 million to the "Typhoon Danas Disaster Relief Fundraising Project" established by the Disaster Relief Foundation, a public-interest foundation supervised by the Ministry of Health and Welfare. The donation was allocated to support subsequent medical assistance, livelihood recovery, and social reconstruction initiatives in the affected areas.

5. Charity donation platform

To benefit the people of Taiwan, we collaborated with the Union Culture Foundation to jointly launch the "Let's Be Happy" charity donation platform, in hopes of promoting donation activities via the influence of the platform and calling on more people to "help vulnerable groups in society" and "care for education in rural areas." Each donation will be properly distributed and utilized by the Union Culture Foundation. The plan for this program in 2025 is detailed as follows:

- Supporting Disadvantaged Communities

UBOT helped Longyanlin Welfare Association in Zhongliao Township, Nantou County to raise funds for meal delivery service aimed at the elderly and vulnerable groups in rural areas; Children Are Us Foundation to raise funds for various services, such as everyday care for children with intellectual development disorders and job training; Mudan Tribe Xuhai Classroom Service Station for the Elderly and Children in Mudan Township, Pingtung County to raise funds for various services such as assistance and meals for the elderly and vulnerable groups; and Evergreen Canteen Community Elderly Care in Dounan Township, Yunlin County to raise funds for various services such as meals and health care for the elderly.

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- Caring for schoolchildren in rural areas

Puzangalan Children's Choir

The PUZANGALAN Children's Choir from Pingtung is composed of children from under-resourced Paiwan Indigenous communities. To help these children broaden their horizons, pursue their dreams through music, and develop their talents and potential, the Bank has provided continuous sponsorship for the Hope Children's Choir since 2017. In 2025, the Bank launched the "Let the World Hear Taiwan" fundraising campaign to support the choir's participation in international competitions and enable the children to represent Taiwan on the global stage. Their outstanding performances earned them the Best Performance Award, the Grand Prix (the competition's highest honor), and three first-place Gold Awards in the Classical, Folk Music, and Indigenous Music categories at the Cracovia Cantans in Poland. The choir further achieved four first-place Gold Awards in the Children and Youth, Folk Music, Youth, and Sacred Music categories at the International Youth Music Festival in Slovakia. In total, the choir won seven Gold Awards, achieving the best international competition results in its history.

Schools in remote areas across Chiayi County

Assisted Alisan Elementary and Junior High School in raising the funding required to support educational development in a remote rural area, enabling students to attend school with peace of mind and pursue their aspirations with confidence.

6. Credit card Consumption Appropriation Public Welfare Group Program

UBOT has issued a series of affinity cards, including the Guardian Angel Affinity Card, the Peace Affinity Card, and the Bafu Charity Affinity Card, where contributions equivalent to a certain percentage of each cardholder's spending are made to social welfare organizations such as World Vision Taiwan, Peace Foundation, and Bafu Alliance. Furthermore, in an effort to implement the principles of ESG and sustainable governance in line with the government's Green Finance Action Plan, UBOT continues to provide rebates through green spending channels through the "Trust in Nature Foundation" for the purpose of realizing the sustainability vision for both the environment and society while making contributions equivalent to a certain percentage of each cardholder's spending to the Taiwan Environmental Information Association so that cardholders can engage more in environmental protection, environmental education, and other related social welfare events through the resources provided by green social welfare organizations.

7. Cooperative Donation Project of Union Card Holders Charity Group

Donation events launched in collaboration with social welfare organizations in 2025 include:

Waker Charity Action Association	Supported the "Bear Love for Charity – Save Childhood, Come and Join" initiative, which provides children from disadvantaged and rural communities with essential support in education, healthcare, nutrition, life skills, and daily living. Through continuous care and companionship, the program helps children enjoy learning and grow up in a healthy and supportive environment.
Down Syndrome Foundation R.O.C.	Participated in the "The Power to Stand Strong 2025" campaign, which provides necessary support and services for individuals with Down syndrome. The initiative also aims to enhance public understanding of Down syndrome and people with disabilities, reduce social stereotypes and prejudice, and promote a more inclusive and accessible society.

8. Meal voucher subsidies for disadvantaged students

To ensure that economically disadvantaged students can have peace of mind during periods when they are not attending school and not worry about the source of their next meal, we have partnered with ESG collaborator Hi-Life to participate in the Kaohsiung City Government and Taoyuan City Government's "Safe Meal Digital Voucher Redemption Program." This program subsidizes low-income elementary and junior high school students in Kaohsiung City and Taoyuan City to redeem meals worth NT$85 at Hi-Life convenience stores (NT$65 subsidized by the government, with an additional NT$20 jointly subsidized by the Bank and Hi-Life). In 2025, more than 55,000 meals were redeemed, enabling children to have stable meals without going hungry.

9. Encouraging employees to make charitable donations

Internally, we have actively promoted the employee donation box campaign, raising funds to donate to a total of 12 public welfare organizations, including the Hope Foundation for Cancer Care, Tzih Huai Social Welfare Foundation, Children's Developmental Delay Foundation, and Genesis Social Welfare Foundation, to support disadvantaged groups such as individuals with physical and mental disabilities, children and the elderly, and those requiring medical treatment for illnesses.

10. Donation of Microinsurance Premiums

To support economically disadvantaged groups, the Bank donated approximately NT$94,500 to cover microinsurance premiums for low-income and lower-middle-income households in New Taipei City.

11. Branch Participation in Community Charity Activities

The Bank's branches actively participated in local community and school-based charitable initiatives, providing care and support for elderly individuals, women, children, and other vulnerable groups through the donation of essential supplies and resources. For example, the Gongguan Branch sponsored a community luncheon for elderly individuals living alone, organized by the Continuing Education School of Nanhua High School.

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Natural Ecological Conservation (NT$23.97 million)

To respond to the United Nations' SDGs and to fulfill a commitment to environmental sustainability, we engage in practical actions to protect Taiwan's diverse local natural resources. These actions include adopting green spaces, conserving wildlife, and participating in the maintenance of natural habitats and species protection. At the same time, through green finance initiatives, low-carbon action plans, and customer engagement, we implement conservation with the hope of rallying public attention and concrete actions toward natural ecological conservation, advancing toward a sustainable future.

1. Adopting a community green space

- Adopting parks

UBOT has adopted Minyou No. 2 Park in Songshan District, Taipei City for 29 years. The park is a joint adoption foundation initiated by the residents of Minyouli in Songshan District, which is responsible for the beautification of the park and has won the model award of "Sustainable Management Team of Taipei City Excellent Neighborhood Park" for numerous times. The beautiful flowers and exquisite landscaping in the park are the outstanding achievements of the community volunteer team participating in the environmental maintenance and improvement plan of the park. The park facilities are well maintained and have become a venue for the neighboring community to hold events and enjoy with residents.

- Adopting flower garden in school campus

The Bank has adopted the garden in front of Luzhou Elementary School in New Taipei City for 14 years. With regular maintenance and protection of the garden, we have promoted the concept of greening and conservation of the environment among the community and students, which has won the recognition of the school and parents.

2. Adopting animals under conservation

The Taiwan leopard cat and the ring-necked pheasant are both endangered, protected species in Taiwan. The leopard cat, which was once widely distributed in Taiwan, is threatened by habitat destruction and vicious hunting, and the number may be fewer than 1,000 today. On the other hand, the pure-bred ring-necked pheasant in Taiwan is listed as one of the 15 critically endangered species, and its population is also severely decreasing. To raise public awareness of wildlife conservation and biodiversity protection, the Bank has continued to sponsor the adoption of the leopard cat at Taipei Zoo and the ring-necked pheasant at Kaohsiung Shoushan Zoo. The sponsorship funds are used to support conservation initiatives, animal welfare programs, and related scientific research. In addition, the Bank produced 200,000 promotional brochures for distribution at the zoos to enhance public education efforts and encourage greater participation in animal adoption and conservation programs.

3. Encouraging customers to participate in ecological conservation

To foster environmental stewardship among children from an early age, the Bank donated all proceeds from its 2025 Children's Charity Drawing Competition (with NT$10 donated for each artwork submitted) and registration fees collected from its Children's Financial Literacy Camp to the Shei-Pa National Park Administration. The funds were designated for biodiversity conservation, ecological preservation, and environmental education initiatives. Through this effort, the Bank encouraged children to actively participate in protecting national park ecosystems and promoting environmental sustainability. In recognition of these contributions, the initiative received the 2025 "SDGs Partner Award – Diverse Partnerships" from the National Park Service.

In addition, children who personally submitted their drawing competition entries at the Bank's branches received eco-friendly participation gifts, including flower and herb seeds and reusable tableware sets. These gifts were designed to encourage children to engage in environmental conservation through planting activities and to cultivate sustainable habits by reducing the use of disposable tableware, thereby contributing to a more environmentally friendly and circular ecosystem.

4. Protecting natural habitats of wildlife

The Bank has invested in a ground-mounted solar power plant covering approximately 37.7 hectares in a land subsidence area of Pingtung County. The land beneath the solar panels is managed through a natural grazing approach, creating a habitat that allows various species—including birds, butterflies, fish, snakes, frogs, turtles, and insects—to thrive and reproduce naturally across extensive terrestrial and wetland environments. This initiative contributes to the preservation and restoration of local ecosystems, supports the sustainability of terrestrial biodiversity, and helps prevent biodiversity loss.

5. Low-Carbon Commuting Incentive Program for Employees

In support of the government's net-zero emissions policy and the Bank's ongoing commitment to ESG and sustainable development objectives, the Bank joined the iPASS Corporate Carbon Reduction Platform in 2025 and launched the "Employee iPASS Public Transportation Carbon Reduction Program." The initiative encouraged nearly 4,000 employees to replace private vehicle use with low-carbon transportation options, such as metro systems and buses. As an incentive mechanism, participants were rewarded with iPASS Green Points, with each point equivalent to NT$1. These points can be redeemed for public transportation fares, utility and bill payments, or green purchases at convenience stores, thereby encouraging the continued adoption of sustainable behaviors and fostering a positive cycle of environmental action. In 2025, approximately 43,000 Green Points were awarded through the program.

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6. Organizing a paperless fair to encourage customers to join in green living

For over 26 years, the Mother's Day ESG Charity Fair has been held annually. Traditionally, the event utilized paper-based vouchers; however, beginning in 2024, the Bank implemented a fully digital voucher payment system to reduce paper consumption and support environmental sustainability and carbon reduction efforts. In 2025, this initiative reduced the need for printing by approximately 20,000 paper vouchers.

To promote awareness of sustainability and environmental stewardship, the event featured five immersive interactive zones: "ESG Knowledge+," "ESG in Action," "Green Energy Warriors," "Low-Carbon Heroes Challenge," and the "Sustainability Workshop." Covering the six dimensions of daily life—food, clothing, housing, transportation, education, and recreation—the activities provided educational experiences related to environmental protection, resource recycling and reuse, energy conservation, carbon reduction, wildlife conservation, and animal adoption. Designed as interactive games, the activities emphasized both educational value and enjoyment, enabling participants of all ages to learn and practice sustainable lifestyles in an engaging manner. The event also invited organizations including the The Society of Wilderness, the Taiwan Environmental Protection Union, the Ocean Education Promotion Association, and Shoushan Zoo to host educational booths. Through exhibitions and outreach activities, these organizations helped enhance public awareness of biodiversity conservation and environmental protection while encouraging concrete actions to support ecological sustainability.

7. Encouraging customers to engage in green consumption

- Issue "Union Green Card"

The Bank launched the Union Green Card, a credit card centered on the themes of energy sustainability and the circular economy. It was the first credit card in the industry to be issued simultaneously in both environmentally friendly physical card and virtual card formats. In addition to reducing carbon emissions associated with card production, the eco-friendly card materials help mitigate the impacts of climate change on natural habitats and ecosystems. In 2025, the number of Green Cards in circulation increased by approximately 5% year-on-year, while annual spending volume grew by approximately 15%. To encourage cardholders to make environmentally and socially responsible purchasing decisions and support sustainable development goals, the Bank offers preferential benefits for spending through designated green channels, including "Electric Cars/Motorcycles," "Shared Transportation," "Organic Selected Products," and "Green Donations." Cardholders are also eligible for up to 1.5% cashback on designated recurring bill payments. These incentives encourage the use of low-carbon transportation, promote environmentally friendly and organic consumption habits that help reduce the ecological impacts of agricultural chemicals, minimize paper usage, and support environmental organizations, thereby contributing to energy saving, carbon reduction, and ecosystem protection.

Regarding the spending amount of Green Card holders, the Bank allocated an additional 0.1% to donate to the Trust in Nature Foundation, creating a positive cycle of more environmental protection and promotion of environmental education activities. In 2025, total donations exceeded NT$1.5 million.

- Collaborating with iPASS to promote green points

In response to the Ministry of Environment's promotion of net-zero carbon reduction and green living, and to encourage customers to jointly support low-carbon transportation by using public transit to reduce carbon emissions from private vehicles, the Bank partnered with iPASS to launch the "iPASS Green Points Double Rewards" and "iPASS MONEY APP Linked with Union Bank Credit Card for iPASS Green Points Cashback" campaigns. These initiatives encourage customers to use designated Union Bank credit cards with iPASS ticketing functions to pay for public transportation expenses, offering green points as rewards. Each green point can be redeemed as a one-dollar discount on public transportation fares or online utility payments (including parking fees, electricity bills, water bills, and credit card payments). This program aims to promote environmentally friendly consumption patterns and the practice of low-carbon living. In 2025, over 80,000 participants took part, with more than 940,000 public transit rides recorded.

8. Protecting forest ecosystems by encouraging customers to adopt electronic statements

Compared with paper statements, which require the consumption of forest resources and may contribute to habitat degradation affecting wildlife and biodiversity, electronic statements provide an effective means of reducing carbon emissions associated with printing and transportation while also decreasing the demand for paper production. By promoting electronic statements, the Bank contributes to both carbon reduction and carbon sequestration objectives. To help mitigate biodiversity loss and support environmental sustainability, the Bank offers a range of financial incentives to customers who enroll in electronic statements and automatic payment services for credit cards and digital deposit accounts. These incentives include credit card spending rewards and preferential deposit interest rates, encouraging customers to join the Bank in advancing sustainable environmental practices. As of the fourth quarter of 2025, electronic statements accounted for 72% of all credit card statements issued by the Bank.

9. Encouraging customers to apply for business services online

In support of the government's 2050 Net-Zero Emissions Policy and the advancement of the digital era, the Bank provides a range of digital services, including online account opening, credit card applications, and loan applications, along with related promotional incentives. These digital solutions not only help reduce paper consumption and storage requirements but also lower carbon emissions, contributing to environmental sustainability and supporting the transition to a low-carbon future.

10. Partnering with Taoyuan Metro, Taichung MRT, and Kaohsiung Metro to promote environmental sustainability and carbon reduction

The Bank regularly sponsors environmental sustainability and carbon reduction initiatives organized by Taoyuan Metro, Taichung MRT, and Kaohsiung Metro. In 2025, the Bank supported Taoyuan Metro's "Indigenous Children's Light Travel via Taoyuan Metro" and "One-Day Tour for Indigenous Senior Citizens" programs, which provided students and senior citizens with guided tours of distinctive metro stations and hands-on public transportation experiences. These activities helped foster public transportation usage habits while promoting awareness of energy conservation and carbon reduction. The Bank also sponsored the "Dream Children's Carnival," featuring an "ESG Financial Literacy Classroom" that integrated interactive games with education on financial management, fraud prevention, energy conservation, and environmental sustainability. In addition, the Bank sponsored Kaohsiung Metro's "Good Kid Summer Camp," which offered students guided tours of featured metro stations and opportunities to experience the Kaohsiung Metro system firsthand. These activities were designed to cultivate responsible public transportation habits and strengthen environmental awareness related to low-carbon mobility. Furthermore, through sponsorship of the "Science Education Train: Campus Outreach Public Welfare Program," the Bank visited Siaolin Elementary School in a remote area of Kaohsiung to deliver educational courses focused on carbon reduction in daily life and green rail transportation. The program encouraged students in rural communities to adopt low-carbon practices and enhanced their understanding of the important role that sustainable rail transportation plays in advancing environmental sustainability.

11. Creating greener urban environments through urban forestry initiatives

To encourage public participation in tree planting and urban greening efforts, the Bank partnered with Taichung MRT Corporation to organize the "United in Blood Donation, Cherishing Life" campaign, which combined blood donation activities with ecological conservation initiatives. Integrating medical assistance with the promotion of natural carbon sinks, the event not only provided tree saplings to blood donors but also included a tree-planting activity held in the plaza adjacent to the Beitun Depot. Species such as golden trumpet trees, pink trumpet trees, lemon trees, and other drought-tolerant trees were planted to support urban greening efforts and establish an "urban forest" that enhances carbon sequestration capacity and environmental sustainability.

12. Engaging students in beach and mountain clean-up activities to protect natural habitats

The Bank is committed to promoting biodiversity education from an early age. In 2025, the ESG-focused sessions of its Children's Financial Literacy Camp incorporated "Habitat Protection" as a core learning theme. As part of the program, students from Defulan Elementary School in Taichung participated in a mountain clean-up activity in the Guguan area near their school, helping to preserve the integrity of local forest ecosystems. In addition, the Bank partnered with students from Wulun Elementary School in Keelung to conduct a beach clean-up at Waimushan, contributing to the protection of marine habitats and biodiversity. Through these hands-on environmental activities, students not only developed financial literacy skills but also gained firsthand experience in biodiversity conservation and environmental stewardship, empowering them to become young advocates for ecological sustainability.

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GRI Content Index

Statement of Use: Far Union Bank of Taiwan has reported the information cited in this GRI Content Index for the period from January 1, 2025, to December 31, 2025, with reference to the GRI Standards.

GRI Standards Used: GRI 1: Foundation 2021

GRI Standard	Disclosure Title	Chapter	Page
GRI 2: General Disclosures 2021			
GRI 2: General Disclosures 2021	2-1 Related details of the organization	About UBOT	18
	2-2 Main body covered by the organization	About the Report	2
	2-3 Report period, frequency and contact information	About the Report	2
	2-4 Restatements of information	No restatement	
	2-5 External guarantee	About the Report	2
	2-6 Activities, value chains, and other business relationships	About UBOT	18-19
		Environmental sustainability	108
	2-7 Employees	Employee care-Employee Structure	63
	2-8 Workers (non-employee)		
	2-9 Governance Structure and Composition	Corporate governance-Governance Structure	24-25
	2-10 Nomination and Selection of the Highest Governance Body		
	2-11 Chair of the Highest Governance Body		
	2-12 Role of the top governance leadership in supervising impact management	Sustainable Development	5
		Corporate governance	24-26
	2-13 Appointment of the impact management leadership	Sustainable Development	5
		Corporate governance-Governance Structure	24
	2-14 Role of the top governance leadership in sustainability reporting	Sustainable Development	5
	2-15 Conflicts of interest	Corporate governance	26
	2-16 Communication of key issues	Stakeholder Engagement and Materiality Communication	7-9
	2-17 Collective understanding of the top governance leadership	Corporate Governance	24-26
	2-18 Performance evaluation of top governance leadership	Corporate Governance	26
	2-19 Remuneration policy	Corporate Governance	26-27
	2-20 Procedures for determining remuneration	Corporate Governance	26-27
	2-21 Percentage of annual total remuneration	Corporate Governance	26-27
	2-22 Announcement (Declaration) on Sustainable Development Strategy	A Message from the Chairman	3
	2-23 Policy Commitment	Corporate Governance-Ethical Management	28
		Sustainable finance	42
	2-24 Promotion of Policy Commitment	Employee care-Protection of Employee Rights	66
	2-25 Recovery process for negative impacts	Corporate Governance-Ethical Management	28-29
		Sustainable finance-Customer Relationship Management	60
		Employee care-Protection of Employee Rights	66
	2-26 Mechanism of seeking advice and raising concerns	Corporate Governance-Ethical management	28
	2-27 Compliance with laws and regulations	Corporate Governance-Legal Compliance	30
	2-28 Member association	About UBOT -Participate in Various Associations and Organizations	22
	2-29 Methods of stakeholder engagement	Stakeholder Engagement and Materiality Communication	7-9
	2-30 Collective bargaining agreement	Employee care-Employee Relations	74
GRI 3: Material Topics 2021			
GRI 3: Material Topics 2021	3-1 Process for determining major topics	Stakeholder Engagement and Materiality Communication	10
	3-2 List of major topics	Stakeholder Engagement and Materiality Communication	11
	3-3 Management of major topics	Stakeholder Engagement and Materiality Communication	12-13

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GRI Standards with Specific Topics

GRI Standard	Disclosure Title	Chapter	Page
GRI 200: Economic Topics			
GRI 201 Economic Performance 2016	201-1 Direct economic value generated and distributed by the organization	About UBOT-Operation Performance	19
	201-2 Financial impacts of climate change and other risks and opportunities	Environmental Sustainability	78-82
	201-3 Define benefit plan obligations and other retirement plans	Protection of Employee Rights	66
GRI 202 Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Salaries, Benefits and Care	72
GRI 203 Indirect Economic Impacts 2016	203-1 Infrastructure in investment, development and impacts of services supported	Sustainable finance-Inclusive Finance and Services	52-54
	203-2 Significant indirect economic impacts	Social Inclusion	110
GRI 205 Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	No corruption-related risks occurred during this year	
	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance-Ethical management	29
	205-3 Confirmed incidents of corruption and actions taken		
GRI 206 Anti-Competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No such matter this year	
GRI 207 Taxation 2019	207-1 Tax Strategy	About UBOT-Tax Policy	20
	207-4 Country-by-Country Reporting		
GRI 300: Environment series			
GRI 302 Energy 2016	302-1 Energy consumption within the organization	Environmental Sustainability-TCFD	98-99
	302-4 Reduction of energy consumption	Environmental Sustainability-TCFD	98-99
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Sustainability-TCFD	98-99
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-4 Intensity of greenhouse gas emissions	Environmental Sustainability-TCFD	99
	305-5 Reduction of GHG emissions	Environmental Sustainability-TCFD	100
GRI 308 Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Environmental Sustainability-Supply Chain Management	108
GRI 400: Social series			
GRI 401 Labor and Employment Relations 2016	401-1 New employee hires and employee turnover	Employee care-Employee Structure	63
	401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees	Employee care-Salaries, Benefits and Care	72
	401-3 Parental Leave		
GRI 403 Occupational Health and Safety 2018	403-3 Occupational health services	Employee care	73
	403-5 Worker training on occupational health and safety	Employee care-Occupational Safety and Health	75
	403-6 Promotion of worker health	Employee care	73
GRI 404 Training and Education 2016	404-1 Average hours of training per year per employee	Employee care-Continuing Education and Training	69
	404-2 Programs for Upgrading Employee Skills and Transition Assistance Programs		
GRI 405 Employee Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Corporate governance	24
		Employee care	66-68
	405-2 Ratio of basic salary and remuneration of women to men	Employee care	68
GRI 406 Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Employee care-Protection of Employee Rights	66
GRI 413 Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Sustainable finance-Inclusive Finance and Services	53
		Social Inclusion	110
GRI 414 Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Environmental Sustainability-Supply Chain Management	108
GRI 415 Public Policy 2016	415-1 Political contributions	About UBOT	22
GRI 417 Marketing and Signs 2016	417-1 Information and Signs Requirements of Products and Service	Sustainable finance	51、58
	417-2 Incidents of non-compliance with relevant regulations on information and signs of products and services	No such matter	
	417-3 Incidents of Non-compliance Concerning Marketing Communications		
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainable finance-Protection of Customer Rights and Interests	57

Consideration	Description	Chapter	Page
GRI G4 Supplementary Guidance on Financial Services Sector			
Product Portfolio	FS1 Policies with Specific Environmental and Social Components Applicable to Business Lines	Sustainable finance	42
	FS2 Processes for Environmental and Social Risk Assessment and Screening in Business Lines		
	FS7 Products and services designed by each business to create social benefits	Sustainable Finance-Inclusive Finance and Services	52
		Social Inclusion-Educational Promotion	113-114
	FS8 Products and services designed by each business to create environmental benefits	Sustainable Finance-Sustainable Products	49
		Social Inclusion-Natural Ecological Conservation	121

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SASB Commercial Banking Indicator Comparison Table

Topics	Code	Disclosure Title	Chapter	Page
Information security	FN-CB-230a.1	(1) Number of information leakage incidents (2) Proportion of information leakage incidents related to personal data (3) Number of customers affected by information leakage incidents	Corporate Governance	41
	FN-CB-230a.2	Information security protection and risk identification methods	Corporate Governance-Cyber Security Management	39
Financial Inclusion and Capacity Building	FN-CB-240a.1	Number and balance of loans to promote small business and community development	Sustainable finance	54
	FN-CB-240a.2	Number and balance of overdue loans to promote small business and community development	The Bank has not announced the number of overdue loans, so it is not disclose for the time being	
	FN-CB-240a.3	Total number of unbanked, under-banked groups of customers served without charge	Relevant data is not yet available	
	FN-CB-240a.4	Total number of customer engagements in financial education for groups that are unbanked, underbanked, or underidentified as key customer groups	Social inclusion	113
Integration of Environmental, Social, and Governance Factors into Credit Analysis	FN-CB-410a.2	Incorporate ESG factors into the credit review process	Environmental Sustainability-TCFD	82-85
Financed Emissions	FN-CB-410b.1	Absolute Financed Greenhouse Gas Total Emissions, (1) Scope 1, (2)Scope 2 and (3)Scope 3	Environmental Sustainability-TCFD	98-99
	FN-CB-410b.2	Total Exposure by Asset Class and Industry Sector		
	FN-CB-410b.3	Percentage of Total Exposure Covered by Financed Emissions Calculation		88
	FN-CB-410b.4	Description of the Methodology for Calculating Financed Emissions		100-104
Business Ethics	FN-CB-510a.1	Financial losses arising from legal proceedings involving fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malfeasance or other violations of relevant financial industry regulations	Corporate Governance	31
	FN-CB-510a.2	Description of whistleblowing system and procedures	Corporate Governance-Ethical management	28
System Risk Management	FN-CB-550a.1	Global Systemically Important Banks (G-SIBs) Score	Union Bank is not a G-SIBTherefore, this indicator does not apply	
	FN-CB-550a.2	Capital adequacy management and policies	Information on capital adequacy management is disclosed in P.108-111 of 2025 Individual Financial Statements	
Indicator	FN-CB-000.A	Number and amount of loan accounts by individual, small enterprise and enterprise client	About UBOT	19
	FN-CB-000.B	Number and amount of loan accounts by customer type (individuals, small businesses, and corporate customers)		

Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies

Method	Content	Chapter	Page
Article 2	Listed companies that meet any of the following conditions should prepare and submit a Chinese version of the sustainability report in accordance with the provisions of this operating procedure; the report must also be approved by the Board of Directors.		
Article 3	Listed companies, when compiling the sustainability report of the previous year, should refer to general standards, industry standards, and material topic standards published by the Global Reporting Initiative (GRI) each year. Significant economic, environmental, and social (including human rights) topics and impacts identified by the Company, disclosure items, and their reporting requirements, should be disclosed. Companies may also refer to standards set by the Sustainability Accounting Standards Board (SASB) to disclose industry indicator information, as well as the corresponding report content index for SASB indicators.	Stakeholder Engagement and Materiality Communication	6
	The aforementioned sustainability report should include an assessment of relevant environmental, social, and corporate governance risks, as well as the establishment of corresponding performance indicators to manage the identified significant issues.		
	Listed companies should include an index of the content of the sustainability report in accordance with GRI guidelines. The report should also indicate whether each disclosure item has received third-party assurance or guarantee.	Appendices	123
	Disclosure items mentioned in Paragraph 1 should be measured and disclosed in accordance with relevant standards set by the competent authority. If the competent authority has not issued applicable standards, practical conventions or internationally recognized measurement methods should be adopted.		
Article 4	According to Article 2, Paragraph 1, Subparagraphs 1 and 2, listed companies shall enhance the disclosure of sustainability indicators by industry (Appendices 1-1 to 1-3):	Corporate Governance	41
	1. The number, proportion related to personal information, and number of affected customers of information leakage incidents.	Sustainable Finance	57
	2. Number and balance of loans to promote small business and community development.	Sustainable finance	54
	3. Number of participants in financial education programs for underserved groups lacking access to banking services.	Social inclusion	113
	4. IV. Products and services designed by each business to create environmental or social benefits.	Sustainable Finance Social Inclusion	49、52 113-114、121
	Listed companies mentioned above must obtain an assurance report from CPAs, issued in accordance with the criteria published by the Accounting Research and Development Foundation. The report should disclose the sustainability indicators of their respective industries, as outlined in Appendices 1-1 to 1-3.	Appendices	125
Article 4-1	Publicly listed companies are required to disclose climate-related information in their annual reports.		
	Starting in 2023, companies within the steel and cement sectors, along with those whose paid-in capital exceeds NT$10 billion at the end of the latest fiscal year, are required to disclose their individual financial data. Furthermore, from 2025, these companies must also reveal financial data for both the parent company and its subsidiaries in their consolidated financial statements.	Environmental Sustainability	98-99

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English Translation of a Report Originally Issued in Chinese

Independent Practitioner's Limited Assurance Report

Union Bank of Taiwan

Scope

We have been engaged by Union Bank of Taiwan to perform a 'limited assurance engagement', as defined by the Standards on Assurance Engagements issued by the Accounting Research and Development Foundation in Taiwan, here after referred to as the engagement, to report on Union Bank of Taiwan's sustainability performance indicators (the "Subject Matter") contained in Union Bank of Taiwan's (the "Company's") 2025 Sustainability Report (the "Report").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

Criteria applied by the Company

In preparing the Subject Matter, the Company applied the Global Reporting Initiative Sustainability Reporting Standards' ('GRI Standards') and the Sustainability Accounting Standards Board ('SASB Standards') (the "Criteria"), criteria set out in detail in Appendix A.

The Company's Responsibilities

The Company's management is responsible for selecting the Criteria, and for presenting the Subject Matter, in all material respects, in accordance with the Criteria and the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies". This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter, such that it is free from material misstatement, whether due to fraud or error.

EY's Responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with Standard on Assurance Engagement 3000 "Assurance Engagements other than Audits or Reviews of Historical Financial Information" issued by the Accounting Research and Development Foundation (Taiwan). Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing and extent of the procedures selected depend on our

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judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Our Independence and Quality Management

We have maintained our independence and confirm that we have met the requirements of the Norm of Professional Ethics for Certified Public Accountants issued by the Accounting Research and Development Foundation (Taiwan), the fundamental principles of which are integrity, objectivity, professional competence and due care, confidentiality and professional behavior, and have the required competencies and experience to conduct this assurance engagement.

We also apply Quality Management Standard No. 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements" (TWSQM 1), which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of Procedures Performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- Conducted interviews with the Company's personnel to understand the Company's business, its overall performance in fulfilling sustainable development and its sustainability information reporting process;
- Conducted interviews and inspected relevant documentation to understand the expectations and requirements of the Company's key stakeholders, the specific communication channels between

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the two parties, and how the Company responds to such expectations and requirements;
- Conducted interviews with relevant personnel of the Company to understand the processes used to collect, collate and report the Subject Matter during the reporting period;
- Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria;
- Undertook analytical procedures on the sustainability performance indicators selected in the Report, obtained and evaluated other supporting evidence and the management representations obtained, made inquiries of management to obtain explanations for any significant differences identified, and tested, on a sample basis, underlying source information where considered necessary;
- Read the Company's 2025 Sustainability Report and considered whether it is consistent with our overall knowledge of, and experience with, the Company's sustainability performance obtained during the engagement.

We also performed such other procedures as we considered necessary in the circumstances.

Inherent Limitations

Non-financial information, such as that included in the Subject Matter, is subject to inherent limitations given the nature and the methods used for determining, calculating and estimating such information. The selection of different, but acceptable, measurement methods may result in materially different measurements. In addition, as the assurance work is performed on a sampling basis and any system of internal control is subject to inherent limitations, our engagement is not designed to detect all misstatements that may exist, whether due to fraud or error.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter, in order for it to be in accordance with the Criteria.

Lu, Chian-Uen
Certified Public Accountant

Ernst & Young Tawan
June 30, 2026
Taipei, Taiwan, Republic of China

Notice to Readers
The reader is advised that the sustainability report has been prepared originally in Chinese. In the event of a conflict between the assurance report and the original Chinese version or difference in interpretation between the two versions, the Chinese language assurance report shall prevail.

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Appendix A

<table>
<tr><th>No.</th><th>Section</th><th>Article Title</th><th>Subject Matter Information</th><th>Applicable Criteria</th></tr>
<tr><td>1</td><td>Chapter 2</td><td>Cyber Security Management</td><td>In 2025, the Bank recorded zero information leakage incidents. Accordingly, the proportion of incidents involving personal data breaches was 0%, and no customers were affected by information leakage incidents. In addition, information security audits identified no material deficiencies.</td><td>• In accordance with Article 4, Appendix 1-3, Item 1 of the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies": the number of data breaches, the percentage of data breaches involving personal information, and the number of customers affected by such data breaches.
• SASB FN-CB-230a.1</td></tr>
<tr><td>2</td><td>Chapter 3</td><td>Inclusive Finance and Services</td><td>2025 SME Loans of the Bank
<table>
<tr><th>Product Type</th><th>Service Recipient</th><th>Product Content</th><th>Number of cases</th><th>Balance (NT$ millions)</th></tr>
<tr><td>Loan</td><td>SMEs (including those considered SMEs)</td><td>To assist small and medium-sized enterprises (SMEs) (defined by the Ministry of Economic Affairs' Standards for Identifying Small and Medium-sized Enterprises, including small-scale businesses that meet the requirements of Article 5 of the Business Registration Act and are guaranteed by the Small and Medium Enterprise Credit Guarantee Fund of Taiwan) in successfully obtaining funds for their operational turnover or capital financing.</td><td>14,173</td><td>157,222</td></tr>
</table></td><td>• In accordance with Article 4, Appendix 1-3, Item 2 of the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies": the number and amount of loans outstanding that promote the development of small businesses and communities.
• SASB FN-CB-240a.1</td></tr>
<tr><td>3</td><td>Chapter 6</td><td>Educational Promotion</td><td>Table 1: Financial education for specific and disadvantaged groups
<table>
<tr><th>Project name</th><th>Target audience</th><th>Project content</th><th>Number of sessions</th><th>Number of claims</th></tr>
<tr><td>"Little Financier : Financial Adventure Champions" Children's Financial Literacy Camp</td><td>Indigenous students and hearing-impaired students at remote-area schools</td><td>A total of five Children's Financial Literacy Camps were held in 2025. Two of the camps were conducted at Defulun Elementary School in rural Taichung, where indigenous</td><td>2 sessions</td><td>51 people</td></tr>
</table></td><td>• In accordance with Article 4, Appendix 1-3, Item 3 of the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies": the number</td></tr>
</table>

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No.	Section	Article Title	Subject Matter Information					Applicable Criteria
					students constitute the majority of the student population, and Taipei School for the Hearing Impaired, where instruction was delivered entirely in sign language. The programs promoted financial literacy, fraud prevention awareness, and environmental protection knowledge.			of participants in financial education provided to disadvantaged groups that are underserved by banks. • SASB FN-CB-240a.4
			"Bringing Care to Indigenous Communities" Program	Indigenous students at remote-area schools	The curriculum covered fundamental financial concepts, including saving, responsible spending, and fraud prevention, as well as environmental education topics such as climate change and energy conservation practices in daily life.	1 session	63 people	
			Village and Community Trust Advocacy Program and Trust Ark Launch Program	Senior citizens	Educational programs were conducted to introduce trust services and related applications, including eldercare trusts, children's education trusts, insurance benefit trusts, and trusts for persons with disabilities. The programs also covered financial and aging-related risk management, together with fraud prevention awareness.	4 sessions	137 people	
			Taoyuan Metro "Dream Children's Carnival" and "Weekend Family Cinema" Financial Education Outreach Booths	Single women, women, and school-age children	Through the "ESG Financial Literacy Classroom" outreach booth, the Bank provided financial education tailored to the needs of women at different life stages, including single and married women, while also promoting financial literacy among children.	2 sessions	Approximately 600 people	

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No.	Section	Article Title	Subject Matter Information					Applicable Criteria
					Interactive activities, multimedia learning materials, and professional consultation services were utilized to introduce financial planning concepts, financial management tools, and fraud prevention knowledge, thereby enhancing women's economic empowerment and improving children's financial literacy.			
			Taoyuan Metro "Light Rail Journey for Indigenous Children" Program	Indigenous students at remote-area schools	The "Financial Literacy and Environmental Sustainability Classroom" program was designed to help children develop a basic understanding of financial management concepts while fostering awareness of environmental sustainability.	2 sessions	82 people	
			Taoyuan Metro "One-Day Tour for Indigenous Senior Citizens" Program	Indigenous senior citizens in rural communities	The "Senior Academy – Fraud Prevention and Health Knowledge Workshop" was organized to provide practical knowledge on fraud awareness, fraud prevention, and dementia prevention through engaging and interactive learning activities.	1 session	30 people	
			Financial Education Outreach Booth at the 2025 Sunshine Island Vibe Fest	New immigrants/migrant workers	In partnership with Eastern Union Interactive Corp., the Bank established a financial education booth at the "2025 Sunshine Island Vibe Fest" organized by the Kaohsiung City Government in collaboration with representative offices and institutions from	1 session	23 people	

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The management system of
Union Bank of Taiwan
has been assessed and certified as meeting the requirements of
ISO 14001:2015
For the following activities
Provision of Financial Service.

Certificate TW23/00000984, continued
Union Bank of Taiwan
ISO 14001:2015

Certificate TW25/00001114
The management system of
Union Bank of Taiwan
has been assessed and certified as meeting the requirements of
ISO 45001:2018
For the following activities
Provision of Financial Service.

Certificate TW15/11185
The Energy management system of
Union Bank of Taiwan
has been assessed and certified as meeting the requirements of
ISO 50001:2018
For the following activities
Provision of Financial Service.

Certificate TW15/11185, continued
Union Bank of Taiwan
ISO 50001:2018

Certificate TW25/00001034 / 證書 TW25/00001034
The management system of / 下述組織
UNION BANK OF TAIWAN CUSTOMER SERVICE CENTER
聯邦商業銀行股份有限公司電子服務中心
has been assessed and certified as meeting the requirements of
ISO 10002:2018
For the following activities / 所涵蓋的活動範圍
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Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2022

This is to certify that: Union Bank of Taiwan
2F., 4F.
No. 399, Ruiguang Rd.
Neihu Dist.
Taipei City
114675
Taiwan

Holds Certificate No: IS 804519

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2022 for the following scope:

The provision of 1) development, operation and maintenance of system, management of network infrastructure, main and secondary data center, information security management activities and other supporting activities within Information Department; 2) using and project management of insurance agency business management system (BMS), electronic insurance demand management system (DMS), new business management system (New BMS), and insurance agency business related information processing supporting activities within Insurance Agency Department.
This is in accordance with the Statement of Applicability, UB-ISMS-02-015, version 1.2 dated 25 October 2024.

For and on behalf of BSI:

Michael Lam, Senior Vice President, APAC Assurance

Original Registration Date: 2024-06-07
Latest Revision Date: 2025-01-20

Effective Date: 2024-06-07
Expiry Date: 2027-06-06

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Certificate No: IS 804519

Location	Registered Activities
Union Bank of Taiwan 2F., No. 399, Ruiguang Rd. Neihu Dist. 114675 City Taipei Taiwan	The provision of development, operation and maintenance of system, management of network infrastructure and main data center, information security management activities and other supporting activities within Information Department.
Union Bank of Taiwan 5F. No. 108, Sec. 3, Minsheng E. Rd. Songshan Dist. Taipei City 105402 Taiwan	The provision of secondary data center management within Information Department.
Union Bank of Taiwan 3F. No. 137, Sec. 2, Nanjing E. Rd. Zhongshan Dist. Taipei City 104473 Taiwan	The provision of using and project management of insurance agency business management system (BMS), electronic insurance demand management system (DMS), new business management system (New BMS), and insurance agency business related information processing supporting activities within Insurance Agency Department.

Original Registration Date: 2024-06-07
Latest Revision Date: 2025-01-20

Effective Date: 2024-06-07
Expiry Date: 2027-06-06

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Certificate of Registration

PRIVACY INFORMATION MANAGEMENT SYSTEM - ISO/IEC 27701:2019

This is to certify that: Union Bank of Taiwan
3F.
No. 137, Sec. 2, Nanjing E. Rd.
Zhongshan Dist.
Taipei City
104473
Taiwan

Holds Certificate No: PM 814255

and operates a Privacy Information Management System which complies with the requirements of ISO/IEC 27701:2019 for the following scope:

ISO/IEC 27001 Certificate Number: IS 804519
The provision of (1) using and project management of insurance agency business management system (BMS), electronic insurance demand management system (DMS), new business management system (New BMS), and insurance agency related activities within the Insurance Agency Department for PII controller; (2) operation and maintenance of business management system (BMS), electronic insurance request management system (DMS), and new business management system (New BMS), management of network infrastructure, main and secondary data center, information security management activities and other supporting activities by Information Technology Department for PII controller
This is in accordance with the Statement of Applicability, UB-ISMS-02-015, version 1.2 dated 25 October 2024.

For and on behalf of BSI:

Michael Lam, Senior Vice President, APAC Assurance

Original Registration Date: 2025-01-20
Latest Revision Date: 2025-01-20

Effective Date: 2025-01-20
Expiry Date: 2028-01-19

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Certificate No: PM 814255

Location	Registered Activities
Union Bank of Taiwan 3F. No. 137, Sec. 2, Nanjing E. Rd. Zhongshan Dist. Taipei City 104473 Taiwan	The provision of using and project management of insurance agency business management system (BMS), electronic insurance demand management system (DMS), new business management system (New BMS), management of network infrastructure, main and secondary data center, information security management activities and other supporting activities by Information Technology Department for PII controller.
Union Bank of Taiwan 2F., 4F. No. 399, Ruiguang Rd. Neihu Dist. Taipei City 114675 Taiwan	The provision of operation and maintenance of business management system (BMS), electronic insurance request management system (DMS), new business management system (New BMS), management of network infrastructure, main and secondary data center, information security management activities and other supporting activities by Information Technology Department for PII controller.

Original Registration Date: 2025-01-20
Latest Revision Date: 2025-01-20

Effective Date: 2025-01-20
Expiry Date: 2028-01-19

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溫室氣體查證意見

INDEPENDENT VERIFICATION OPINION

致：

聯邦商業銀行股份有限公司

105 臺北市松山區民生東路三段 109 號

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聯邦銀行
UNION BANK OF TAIWAN