

Implementation of Corporate Social Responsibility In 2014

Item	Implementation Status	Divergences from the Principles
1. Promotion of corporate governance	<ul style="list-style-type: none"> ● The Bank has established corporate governance rules and updates information on its “Corporate Governance” website page whenever necessary. ● The Bank strives to enhance the efficiency of resource use, has formulated “Energy Conservation Measures,” and monitors water, electricity, and petroleum conservation on a quarterly basis. ● The Bank complies with the provisions of the Labor Standards Act, protects the rights of workers, has worked out a labor safety and health management plan, and follows up on implementation by different units every six months; in addition, one hour of on-the-job employee safety and health training is held every year. ● The Bank has instituted “Operating Guidelines for Safety Protection” and has organized a Safety Protection Supervisory Committee which convenes regular safety protection meetings to review the performance of implementation. 	None
2. Development of a sustainable environment	<p>The Bank’s procurement rules specify that priority in procurement be given to products bearing government-certified environmental protection labels, and that green building materials be used in line with the government’s environmental protection policy; and, in addition, that lighting equipment be gradually replaced with energy-saving lamps, and that sanitary equipment bearing water-saving labels be used.</p>	None
3. Protection of social benefit (1) formulation of a appropriate management policies and procedures according to relevant	<p>The major policies adopted are as follows:</p> <ul style="list-style-type: none"> ● “Guidelines for Assistance to Employees Involved in Lawsuits Because in the Performance of their Duties” have been established, providing legal assistance for employees so affected. ● The Bank has established “Guidelines for 	None

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regulations and the International Bill of Human Rights	Preventive Measures, Complaints, and Punishments for Sexual Harassment in the Workplace” and “Guidelines for Treating Complaints and Investigation of Sexual Harassment,” and carries out related education on a scheduled basis, to protect the safety of female employees in the workplace and allow employees to work in an environment free of sexual harassment.	
(2) Establishment of a channel for regular communication with employees, and notification, via reasonable methods, of operational changes that may have a major impact on employees	<p>The major measures adopted are as follows:</p> <ul style="list-style-type: none"> ● The Bank signed a collective agreement with the union for protection of the rights of labor and management. Relations between labor and management are harmonious pursue the development of the enterprise. ● The Bank holds regular labor-management meetings with representatives from the both sides, with full communication and negotiation of differing opinions, with the aim of advancing labor-management harmony and upgrading overall work performance. ● The Bank has set up an employee complaint mechanism and installed employee suggestion boxes through which employees can submit their complaints and suggestions. Labor-management disputes are settled expeditiously, and a policy that conforms to the rights of both labor and management is implemented. 	None
(3) Provision of a safe and healthy working environment for its employees, and implementation of employee safety and health education on a regular basis	<p>Concrete measures for the provision of employees with a comfortable, healthy, and safe office environment:</p> <ul style="list-style-type: none"> ● Formulation of a labor safety and health management plan: This includes implementation of education and training in safety and health, strengthened health measures, active coordination with labor safety and health activities, and implementation of automatic health examinations. The different units carry out the plan in accordance with implementation details and projected working schedules, with follow-up each half year, so as to establish a high-quality working 	None

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	<p>environment, eliminate potential risks in the workplace, and assure the safety and health of employees.</p> <ul style="list-style-type: none"> ● To enhance employee consciousness of safety and health, and prevent the occurrence of occupational accidents, each unit provides one hour of on-the-job safety and health training each year for general employees, and sends personnel to participate in the safety and health officer, first-aid personnel, and fire manager training organized by the Bankers Association so as to comply with legal requirements and maintain the health and safety of employees. 	
<p>4. Other important information that can assist in understanding the operation of corporate social responsibility</p>	<p>The Bank participated in the following social benefit and community activities:</p> <ul style="list-style-type: none"> ● The bank held six sessions of charity care activities with TCFHC to serve underprivileged groups or students in remote areas. ● The bank attended the “2014 Financial Service Caring Community Garden Party,” held by the Taiwan Financial Services Roundtable in Chunghua and New Taipei City in July and November, respectively. Through the interaction with the public, the activity could evoke society to pay attention to the financial knowledge and care for underprivileged groups. ● To encourage people to run for health and donate receipt out of charity, the bank worked with TCFHC and the National Taxation Bureau of Central Area to hold the “2014 Ministry of Finance, Receipt Cup Nantou county Run.” This activity raised a total of 310,168 receipts donated to six social welfare organizations. ● Response to the call for action by the Ministry of Finance, we together with TCFHC Group jointly donated 10 million NT dollars to serious gas explosion in Kaohsiung, and hope our contribution to evoke the rescue spirit from society. ● The bank encouraged people and communities to exercise not only by holding the “TCB Cup” of ball games and sponsoring various 	<p>None</p>

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	<p>sports activities but also holding winter and summer children’s camps, and donating sporting goods to local schools. The bank received the ”Gold Award for Sponsorship and Promotion of the Nation's Sports Initiatives” from the sports administration, Ministry of Education.</p> <ul style="list-style-type: none"> ● Sponsorship of the Art Exhibition and “2014 Taiwan Lantern Festival”. In addition, the Bank purchased tickets of Heritage Opera as gifts to customers so as to support Art activities by action. ● To improve research quality in Taiwan, the Bank actively participated in domestic and international academic forum, including “China and S. Korea’s Economic Challenges, Next Step of Taiwan’s Competition” Forum, “2014 IIA Conference” hosted by the institute of internal auditors (ROC)Taiwan, “2014 Chung-Hua Financial And Economic Conference”, “2014 Cross-Strait Finance Conference “and “the 19th Cross-Strait International Finance Conference”. ● The Bank also encourages students to undertake financial research; to that end it instituted the “Regulations for the Establishment of Research Grants,” under which it is one of the island’s oldest providers of such grants. These grants were received by 22 outstanding students in 2014, bringing the accumulated number of grantees to 717 and making substantial contributions to academic financial research in Taiwan. 	