

1. Establishment of Corporate Conduct and Ethics Policy and Implementation Measures

- (1) The Board of the Bank reviewed and approved the Ethical Corporate Management Best Practice Principles of Taiwan Business Bank, which clearly stipulates that business activities shall be conducted in the principle of fairness, honesty, integrity, and transparency and that the Bank's personnel shall not directly or indirectly offer, accept, promise, or demand any illegitimate benefits in the performance of duties, while specifying the ethical management policy, including respect for intellectual property rights, prohibition of insider trading, and whistleblowing of unethical conduct. The principles apply to the Bank's subsidiaries and other institutions or juridical persons with substantive control over the Bank. To implement the ethical management policy, the Bank's directors and senior management signed the Statement of Compliance with the Ethical Management Policy in 2022.
- (2) In 2022, the Bank has checked the risks of dishonest behavior within the business scope of the Bank, and transferred the check results to relevant business units to import the internal control measures of the risk-oriented internal audit system to conduct trial calculation of risk assessment results and risk management system (RCSA) self-assessment projects. The self-assessment and legal compliance assessment (CRA) provide relevant risk descriptions and control point descriptions for possible dishonest behaviors of personnel in each business, so as to facilitate accurate assessment of relevant risks.
- (3) For any unethical conduct by an employee that is found true after investigation, the case shall be submitted to the Personnel Evaluation Committee according to the punishment provisions. The involving party for the punishment may reply in writing, or attend the meeting for inquiries where the Personnel Evaluation Committee has any doubt. In 2022, there was no case that violates the ethical operations of the Bank submitted to the Personnel Evaluation Committee.

2. Implementation of business integrity

- (1) when signing a contract with others, it is required to fully understand the other party's integrity. The contract shall include terms of complying with the ethical corporate management of the Bank and shall stipulate that when the counterparty in the transaction engages in unethical behaviors, the Bank may terminate or cancel the terms of the contract at any time.
- (2) The specialized unit reports to the board of directors at least once a year on the promotion of integrity management (The implementation of 2022 has been submitted to the 15th meeting of the 16th Board of Directors)
- (3) The Audit Office of the Board of Directors of the Bank has checked the compliance of

each unit' s integrity management code in accordance with the audit plan in 2022, and has not found any cases of violation of the Bank' s integrity management.

3. Integrity management education and training

Target	Item	2022 Results
Employees	Compliance courses for employees in the financial sector	596 new employees (100%) completed training
	2022 Treat Client Fairly training	The course was completed 5,246 times ³⁰
	Performance review on work rules and ethical management principles	99% or more of the workforce passed the review
	Sending employees regularly to external ethical management courses	Training was completed 76 times
All directors and senior management	AML/CFT, Treat Client Fairly, and ethical management training (including U.S. BSA/AML/OFAC regulations)	Attended by 15 or 100% of directors
	Signing of statement of ethical management policy compliance	Signed by 15 or 100% of directors
Suppliers	Complete the Corporate Social Responsibility Self-Assessment Form with questions in economic, environmental, social, and compliance aspects	137 or 100% of new suppliers performed CSR assessments ³¹

4. Operation of the whistleblower system

(1) Announce the reporting channels on the official website of the Bank and the integrated portal page of the internal staff system, and set up a reporting mailbox and a special line to handle reporting matters for internal and external personnel of the Bank.

I Reporting mailbox: (<https://www.tbb.com.tw/web/guest/-489>) After reading and agreeing to the contents of the "Notice and Consent Form for Collection, Processing and Utilization of Personal Data", please leave a message in this mailbox .

II Hotline for reporting complaints: (02) 2558-7855

III Accepting unit: The Bank' s Law Compliance Office

(For complaints or customer complaints that are not related to the improper or illegal behavior of the Bank's staff, please report to the relevant departments of the Bank.)

(2) In 2022, whistleblowing cases will be accepted

◆ In 2022, 5 named reporting cases were accepted (completed), none of which involved dishonesty after investigation.

Type of reporting cases	Number of cases	Follow-up measures
Embezzlement and bribery	0	
Information confidentiality	2	After investigating the 2 cases, no illegal conduct was found.
Avoidance of conflicts of interest	0	
Anti-monopoly/ anti-competitive behavior	0	
Insider trading	0	
Treat client fairly	0	
Work flow	2	After investigating the 2 cases, no illegal conduct was found.
Internal management	1	After investigating the case, no illegal conduct was found.