中保科技

SECOM

2025 SUSTAINABILITY REPORT

Taiwan Secom 2025 Sustainability Report

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Taiwan Secom 2025 Sustainability Report

CONTENTS

2025 Sustainability Performance

E S G

Environment

2025 VS 2020
(Baseline Year)
Number of customers increased by
106.4% ↑

Number of dispatches decreased to
91.8% ↓

Reduced carbon emissions from service dispatches
144 tons ↓

Amount invested in green purchasing in 2025
NT$35 million

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

Social

Taiwan Secom Social Welfare Foundation
Elderly care visits
A headcount of
91,667 people

Successful emergency rescue
A headcount of
1,468 people

Foundation Development Program
Total amount invested
NT$51,388,678

Number of beneficiaries
30,101 people

Governance

Operating revenue
NT$8.202 billion

The Group's consolidated revenue
NT$18.98 billion

Total market value of Taiwan Secom in 2025 was approximately
NT$48.729 billion

Individual after-tax earnings: **NT$3.007** billion
Earnings per share: **NT$6.77**
ROA 10.77%
ROE 22.10%

New patent applications in 2025:
25 patents
Obtained **25** new patents

2026
Kicked off the first year of large-scale AI adoption, officially marking a new milestone in "autonomous intelligence"
Launched Omni Fly, AI-powered autonomous drone inspection platform, using a subscription-based model to enable round-the-clock, fully automated inspections
Launched the first "Autonomous Patrol Virtual Security Guard", featuring autonomous mobility and voice interaction capabilities to assist with security operations

2025
Taiwan Secom ranked 12th on the list of Taiwan FINI 100 Companies
"Emergency Notification and Rescue" was awarded the "Top 10 Age-Friendly Technologies, Products, and Services Selection"
Provided on-site occupational health services, serving as a guardian of health risk management

2024
Won the "Outstanding Enterprise Award" in the 21st National Brand Yushan Award in 2024
Completion of Titan Star International Co., Ltd.'s AI smart factory to reach a new milestone of intelligent manufacturing

2023
Frank Lin was appointed chairman of Taiwan Secom Co., Ltd.
The total number of customers served by the Group exceeds 750,000

2022
Establishment of "Baohwa Trust Co., Ltd." with CHT Security Co., Ltd.
and official launch of the "5th generation integrated computer security system" (ISS).

2021
Taiwan Secom Group developed the Taiwan Secom G.Life app
to integrate users' work, community, and residential life.
The app helps users complete daily chores on their phones.

2020
Taiwan Secom assisted Kaohsiung in building a smart city with 5G communication technology for road safety monitoring, vehicle and pedestrian traffic flow analysis, license plate recognition, smart parking systems,
electronic information display boards, and IOT integration system platform.

2017
Taiwan Secom participated in the project at the TAF Innovation Base for Startups sponsored by the Industrial Development Bureau, Ministry of Economic Affairs
to create the "Base of Innovation for IoT Services by My Vita"
that enables visitors to experience the future of smart living.

2016
The Company held the My Vita brand events
to expand services to food, medical, residential, and entertainment services to upgrade all services.

2016
The first brick-and-mortar store for services from My Vita named the "My Vita Home Living Pavilion" was inaugurated to integrate resources and reach communities and neighborhoods, and thereby expand channels and provide services.
Stores will soon be opened across Taiwan.

2015
Taiwan Secom launched "My Vita" to integrate related technologies and equipment
to make IoT smart life a reality
and provide people with tangible and convenient services of IoT.

2013
Taiwan Secom collaborated with the Department of Social Welfare of Taipei City Government
in the development of the "Senior iCare Emergency Rescue System".

2013
By upholding the spirit "safety cannot be standardized",
Taiwan Secom received the 23rd National Quality Award from the Executive Yuan.

2012
Taiwan Secom launched the "NXT Smart Business Management and Security System",
which provides security system and energy-saving system functions.

2011
"MyCASA Home Area Smart Management" was selected as the "Top 100 Brands in Taiwan"
by the Bureau of Foreign Trade, Ministry of Economic Affairs.

2011
Taiwan Secom formed an alliance with Camillian St. Mary's Hospital Luodong
to launch the "Health Care Cloud" system which incorporated cloud technology
to help regional hospitals provide remote care services.

2009
Purchased automated external defibrillators (AEDs)
to provide comprehensive services.

2005
The MiniBond satellite positioning search service was officially launched
to transform security services from fixed-point security to a new era of "mobile security".

2004
Taiwan Secom launched the comprehensive "financial digital image monitoring system"
to integrate security systems with real-time video transmission technology for security services to progress
from transmission of signals to transmission of videos.

About the Report

中保科技
SECOM

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

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

Date of Establishment: **November 1977**

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

Head Office: **13F, Building F, No. 135, Jingmao 2nd Rd., Nangang Dist., Taipei City**

Capital: **NT$4.512 billion**

Scope of the Report

Taiwan Secom Co., Ltd. (hereinafter referred to as "Taiwan Secom" or "the Company") has been publishing Corporate Social Responsibility Reports since 2013. In 2021, the report was renamed the Sustainability Report (hereinafter referred to as "the Report"). To date, the Company has published the Report for 13 consecutive years, disclosing Taiwan Secom's performance and achievements in economic, social, and environmental aspects from January 1 to December 31, 2025 (some information refers to actions taken in 2026, and some data is retroactive to 2024). The scope of the Report covers the operating activities and services of Taiwan Secom in Taiwan and includes the activities of the Taiwan Secom Cultural and Educational Foundation, the Lin Teng Cultural and Educational Foundation, and the Lin Hsiao-Hsin Cultural Foundation. The scope of disclosure in the Report is not equivalent to the scope of the Company's consolidated financial statements. Unless otherwise noted, the Report does not include information on subsidiaries listed in the consolidated financial statements. Therefore, it does not involve adjustments of the rights and interests of minority shareholders. The scope of the Report has not changed due to mergers, acquisitions, or disposals. Unless otherwise specified, the data consolidation methods used in the Report are consistent across all disclosure items and material topics.

The information and statistical data disclosed in the Report are the statistics compiled by Taiwan Secom, Taiwan Secom Cultural and Educational Foundation, Lin Teng Cultural and Educational Foundation, and Lin Hsiao-Hsin Cultural Foundation. Partial financial data are based on the public information certified by accountants, and some data are based on the public data of government agencies. All data presentations are based on the usual numerical presentation methods. Data that required conversion are specified at a suitable location in the Report. With regard to electricity consumption, the information is compiled from the Company's self-developed energy platform, covering the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. The statistics for fuel consumption of vehicles are based on the company vehicles of all units.

Statement on restatement of information: The Report restates certain data from prior periods due to adjustments resulting from data inventory and third-party verification. Restated items include the percentage of new suppliers who signed the "Code of Conduct" and the "Commitment" in 2023 as presented in Section 2.7 Supply Chain Management, and the internal usage and consumption figures for 2023 and 2024 as presented in Section 4.4 Metrics Management and Performance Disclosures. Please refer to the notes in the relevant tables within those sections for the reasons and impacts. Unless otherwise noted, all other historical data has not been restated.

Basis of Preparation for the Report

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

Report Verification

The disclosures in the Report were reviewed and verified by Taiwan Secom's "ESG Committee" and the Report is issued after the approval of the Chairman. To ensure the reliability of the information disclosed in the Report, the Company appointed an independent and credible auditor, Ernst & Young, Taiwan, to conduct a limited assurance review in accordance with the Assurance Standards Bulletin No. 1 "Assurance Engagements other than Audits or Reviews of Historical Financial Information" issued by the Accounting Research and Development Foundation of the 2025 Sustainability Report prepared by Taiwan Secom based on the core option of GRI standards. The relevant assurance results have been fully communicated with the governance unit. Please refer to the Independent Assurance Statement in the Appendix of this Report for details of the scope of assurance and conclusion.

Report Publication Date

The Report was published in August 2026, and the next edition will be published in August 2027.

Contact Information

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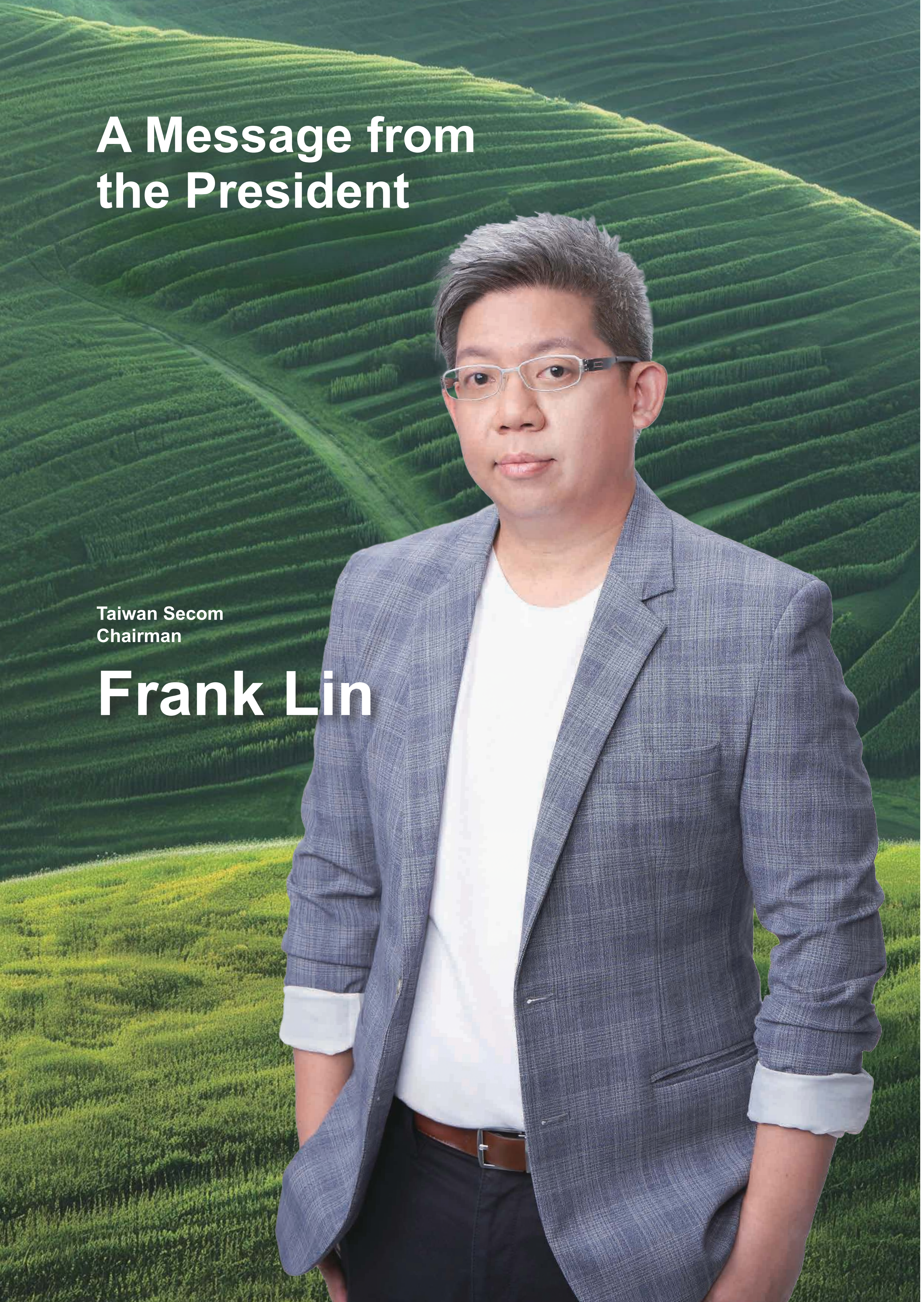
A Message from the President



Taiwan Secom
Chairman

Frank Lin

Scope of the Report

In recent years, the combined effect of geopolitical conflicts, energy price volatility, and inflationary pressures has posed unprecedented challenges to global business operations. In this highly uncertain environment, ESG (Environmental, Social, and Governance) is no longer merely an external trend, but has become a core value deeply embedded in corporate operations. We firmly believe that only by building a highly resilient business foundation can we forge ahead amidst turbulence and achieve steady, long-term success.

Due to the rapid development of smart cities, AI applications, and low-carbon technologies, Taiwan Secom has evolved once again, successfully integrating "technological innovation" with "sustainable value." We provide more than just security services; we also play a key role in improving efficiency, strengthening resilience, and safeguarding security across cities. The Company is deeply aware of this significant responsibility, which motivates us to proactively implement ESG principles into our daily operations to address social needs.

Faced with increasingly stringent regulations governing sustainability disclosure, carbon management, and corporate governance, Taiwan Secom not only complies with the law, but also proactively integrates ESG into core business decision-making, making it a key driver of continuous improvement. Through technology-enabled solutions and management optimization, we comprehensively enhance overall operational efficiency and risk response capabilities.

Environmental (E)

In response to climate change and global energy challenges, we are actively promoting energy conservation, carbon reduction, and smart energy management. By leveraging the "Integrated Technology Dispatch and Operations Scheduling Platform", we have achieved significant carbon reduction results: In 2025, the number of customers increased significantly by 106.4% compared to the baseline year (2020), while the number of actual dispatches was effectively reduced to 91.8%, resulting in a reduction of total carbon emissions by 144 metric tons. This demonstrates the effectiveness of our efforts to gradually implement low-carbon operations through efficiency integration. At the same time, we continue to adopt renewable energy and promote green purchasing to mitigate the risks posed by external energy fluctuations to our operations.

Social (S)

In 2025, we utilized core technologies to enhance smart care and security services. We provided emergency rescue services for seniors living alone and individuals with disabilities in multiple counties and cities across Taiwan, protecting more than 18,000 people. Furthermore, for the past 12 years, we have consistently pooled Group resources to promote the widespread installation of public AEDs (automated external defibrillators) and provide first aid training for the general public. To date, the cumulative number of AEDs deployed in Taiwan has exceeded 30,000, successfully saving more than 200 precious lives and sparing over 200 families from heartbreak. Meanwhile, we continue to invest in cultural development and social welfare initiatives, ranging from youth development to support for underprivileged students, with the hope of infusing society with greater support and a sense of security.

Governance (G)

Faced with a rapidly changing external environment, we regard risk management and operational stability as top priorities. Through a sound governance structure and transparent information disclosure mechanisms, we continuously enhance the quality of decision-making and the ability to adapt to changing circumstances. In 2025, under a sound governance structure, the Company achieved sustained growth in both revenue and profits: Annual consolidated revenue reached NT$18.982 billion, with operating profit reaching NT$3.049 billion, reflecting a significant improvement in operational efficiency; annual pre-tax net profit reached NT$3.660 billion. These results demonstrate Taiwan Secom's exceptional operational stability and resilience in the face of a complex market environment and intense industry competition.

Looking ahead, amid a global landscape fraught with uncertainty, we will capitalize on the rapid development of AI to foster new opportunities. We will continue to prioritize ESG, and deeply integrate AI and digital technologies to fulfill our environmental, social, and governance commitments. Taiwan Secom aims not only to respond agilely to changing circumstances, but also to create new value amid changes, striving to become a sustainable enterprise that implements ESG through technology and advances in harmony with society.

TAIWAN SECOM'S SERVICES DEVELOPMENT TIMELINE

Taiwan secom's Services Development Timeline

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

We have progressed from labor-intensive traditional security guard services

to mobile security with satellite positioning and search assistance systems.

We launched smart integration and IoT in 2016

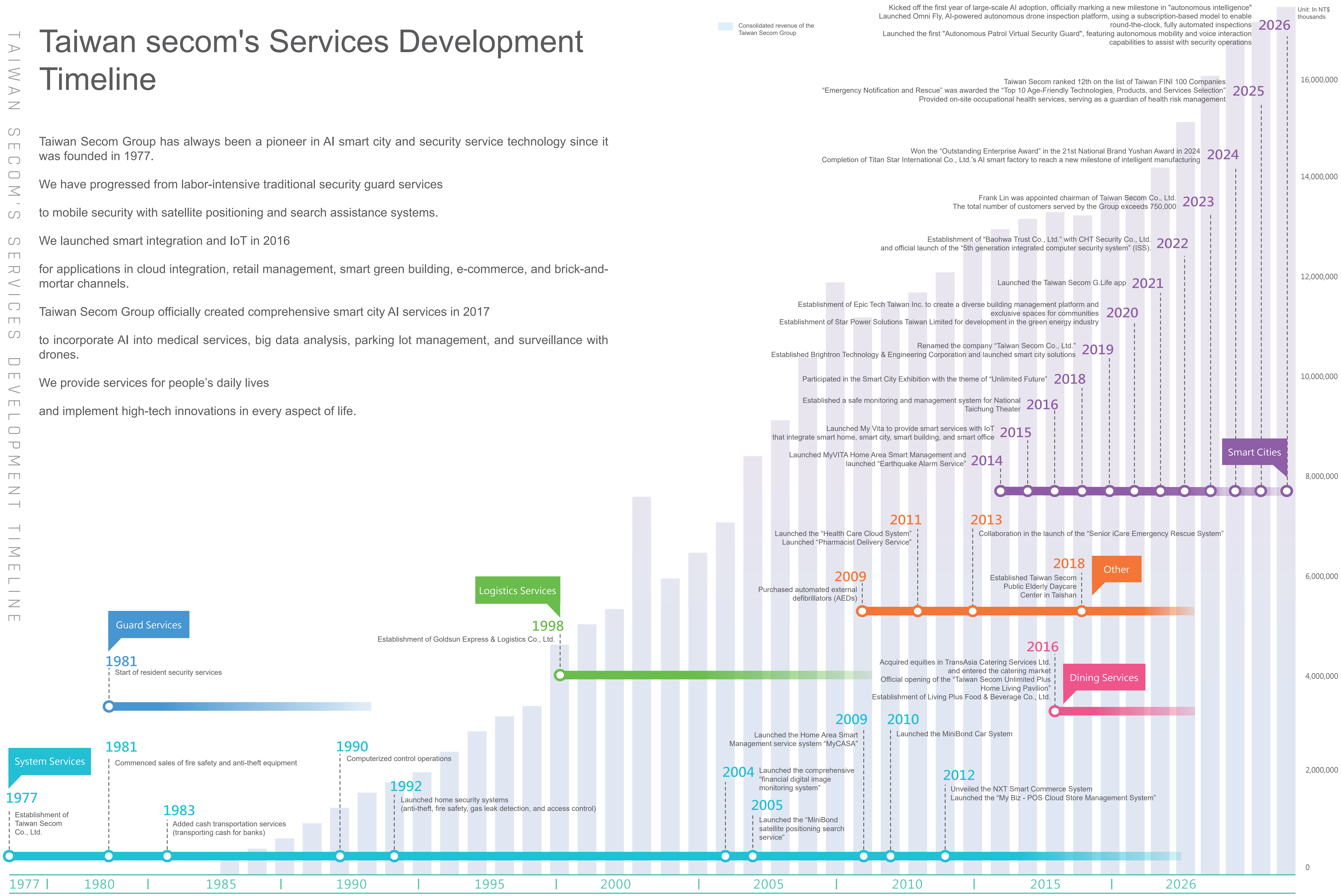
for applications in cloud integration, retail management, smart green building, e-commerce, and brick-and-mortar channels.

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

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

We provide services for people’s daily lives

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



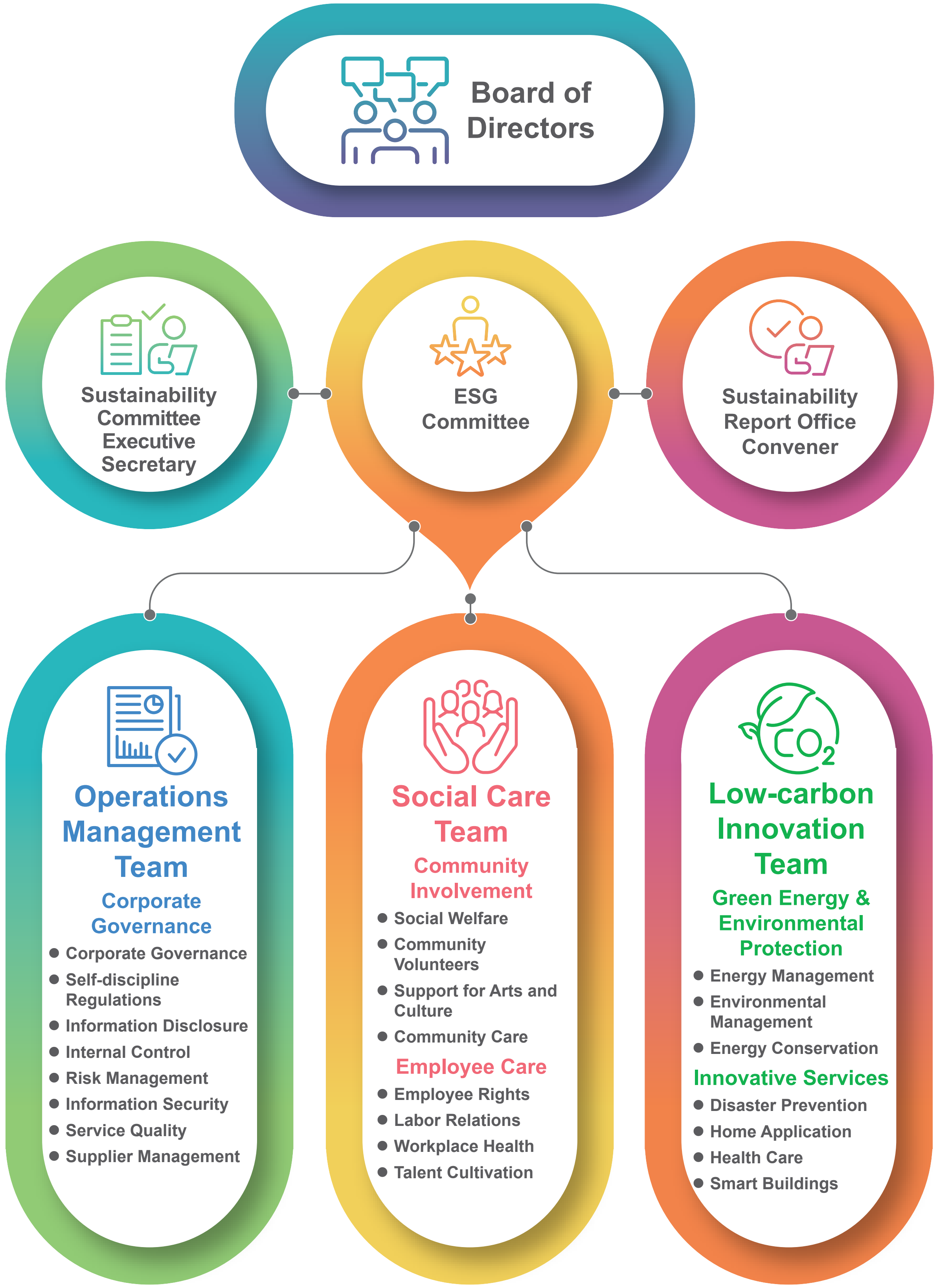
Taiwan secom's Services Development Timeline

Structure of Sustainable Governance

The Board of Directors of Taiwan Secom serves as the highest governing body for sustainability. In 2023, the Company established the "ESG Committee" (hereinafter referred to as the "Sustainability Committee") under the Board of Directors. The committee is responsible for formulating and advancing ESG policies and strategies, reviewing and tracking effectiveness, overseeing the disclosure of sustainability information, and reviewing the sustainability report before submitting it to the Board of Directors. It continues to promote the three major areas of "operations management", "social care", and "low-carbon innovation", and progressively implement the five major aspects of "corporate governance", "community involvement", "employee care", "green energy & environmental protection", and "innovative services" to communicate the Company's sustainability progress to stakeholders.

The Sustainability Committee is chaired by Independent Director Chen Tien-Wen, with senior executives serving as leaders of various task forces under the committee, jointly executing the annual goals and action plans of corporate social responsibility, and regularly reviewing the implementation results. The Sustainability Committee convenes 1 meeting each year, while internal implementation meetings are held 4 times a year to set goals, implement control, and review performance of various sustainability tasks, with reports submitted to the General Manager and Chairman. The implementation results are summarized annually and submitted to the Board of Directors. The results for 2025 had been submitted to the Board of Directors in August.

Organization of Taiwan Secom ESG Committee



Stakeholder Communication

Information Disclosure

Taiwan Secom is committed to expanding operations and achieving the goals of strengthening the rule of law and transparency in corporate governance for the purpose of maximizing value creation for shareholders and laying the foundation for the Company's sustainable development. The Company also strives to maintain investor relations and comply with relevant laws and regulations in setting up the Investor Relations section on the official website. It also discloses related information through public channels to help investors understand the status of the Company's operations.

At the same time, the Company continues to implement sound mechanisms for handling and disclosing material insider information. It has established the "Procedures for Handling Material Inside Information" to prevent inappropriate leaks of information and insider trading and ensure the accuracy, openness, and transparency of information disclosure.

The Internal Audit Office incorporates insider trading prevention into the annual audit plan to verify the continuous effectiveness of the management system. The release of material information is processed in accordance with the "Taiwan Stock Exchange Corporation Procedures for Verification and Disclosure of Material Information of Companies with Listed Securities". A total of 38 material information public disclosures were made in 2025, primarily including: media clarifications and material matters concerning subsidiaries; financial reports and Board of Directors submissions/resolutions; information on investor conferences; acquisitions or disposals of assets, including right-of-use assets; and dividend distribution/ex-dividend. The remaining 7 items included matters such as investigations in accordance with the law, the convening of or resolutions at shareholders' meetings, major donations, personnel changes, and lending funds to others.

The Company set up the "Investors" section on the official website (http://www.secom.com.tw/investor/investor_01_a-1.aspx) to provide investors with real-time inquiries as well as downloads of the Company's financial statements, annual reports, and other financial information. The Investors section also provides information on Board meetings and shareholders' meeting. The Company has also appointed contact persons to facilitate immediate communication with investors via e-mail.

The Company continues to refer to the AA1000 Stakeholder Engagement Standards, taking into account the frequency of communication with stakeholders, the urgency of addressing stakeholders' concerns, the Company's responsibilities toward stakeholders, the degree of mutual dependence, the extent to which the Company's operations impact stakeholders, and the extent to which stakeholders can provide the Company with different perspectives or opportunities for innovation. We have identified six major stakeholder categories, including the government, employees, shareholders and investors, customers, suppliers, as well as community groups and community members. The Sustainability Committee operates annually in accordance with the "P-D-C-A" (Plan-Do-Check-Act) management model to collect and review stakeholder concerns. To ensure the implementation of material issues and the monitoring of goal achievement, the Sustainability Committee regularly convenes meetings to discuss material economic, social, and environmental issues, tracks the progress of goal attainment and future direction of each unit, summarizes results, and submits them to the Board of Directors each year for report and confirmation.

To facilitate effective communication with stakeholders, the Company has established a sustainability section on the official website to collect and address stakeholder concerns, maintaining positive engagement through Q&A, website responses, and a toll-free service hotline. The communication channels and issues of concern for different types of stakeholders are as follows:

Category	Purpose of Engagement	Issues of Concern	Communication Channel	Stakeholder Communication Records	Contact Person
Government	Establish a corporate culture of legal compliance	• Regulatory Compliance • Employee Rights and Benefits • Human Rights	• Comply with supervision and inspections by competent authorities • Convene regular meetings of the Intellectual Property Management Committee • Regular participation in the organization and cooperation of professional trade associations	• Conducted 48 routine checks in accordance with the Private Security Service Act in 2025 • Responded to 23 questionnaires of competent authorities in 2025	• Ms. Lin, Accounting Department linchungiu@secom.com.tw • Ms. Chan, Corporate Planning Office candychan@secom.com.tw • Mr. Li, Operations Headquarters a805530@seco.com.tw
Employees	Enhance human capital	• Employee Rights and Benefits • Human Rights • Labor Relations	• Intranets or internal email announcements: Announcements of employee benefits and information of the Employee Welfare Committee • Workplace "on-site health service" • Regular awareness campaigns and training courses for the Personal Data Protection Act • Regular training for employees at different stages and job levels	• The "on-site health service" served a cumulative total of 694 people in 2025 • Implemented four major programs regarding ergonomic, overloading, workplace violence, and maternity health protection • Training hours in 2025 totaled 83,520 hours	• Ms. Chen, Human Resource Department kay0625@secom.com.tw
Shareholders and investors	Maintain good investment relationships	• Information Security • Regulatory Compliance • Economic Performance • Ethics and Integrity • Product Services and Innovation	• Regular institutional investors' conference and visits • Appointment of contact person for stock affairs and establishment of communication mechanisms • Annual shareholders' meeting and publication of annual reports • Regular risk assessments • Regular publication of business performance information and allowing downloads of financial statements and monthly operating revenue information	• Organized 4 institutional investors' conferences • Received 5 visits by domestic and foreign analysts and responded to more than 5 investor inquiries • Published 38 pieces of material information and 12 announcements • Held 1 shareholders' meeting	• Ms. Chang, Advertising and Publicity Department kikiya123@secom.com.tw • Mr. Li, Corporate Planning Office danny.lee@secom.com.tw
Customers	Maintain good customer relationships	• Economic Performance • Information Security • Customer Service Quality	• Monthly customer satisfaction surveys for new customers • Established the Customer Service Center to instantly respond to customer needs	• Established a comprehensive system with 15 major categories, 38 codes for instructions, and 1,638 sub-items for instructions to ensure zero loss of information and enable a detailed response to customers' complaints • Received ISO 27001 certification • 79 burglars arrested in 2025 • 305 burglaries prevented in 2025 • 642 customer commendations in 2025 • 41 missing elderly/children/vehicles found in 2025	• Ms. Wang, Customer Service Department service@secom.com.tw • Ms. Chen, Business Planning Office gina@secom.com.tw
Suppliers	Maintain the smooth operation of the value chain	• Supply Chain Management • Labor Relations • Ethics and Integrity • Information Security	• Established supplier regulations in accordance with international standards • Invite suppliers to jointly commit and sign supplier responsibility and governance commitment documents • Supplier communication meetings when necessary	• Among suppliers that signed the Corporate Social Responsibility Commitment (271 suppliers), 56% of new suppliers signed and 87% of existing suppliers signed	• Mr. Yu, Business Planning howardyu@secom.com.tw
Community groups and community members	Fulfill corporate social responsibility	• Employee Rights and Benefits • Ethics and Integrity • Information Security • Regulatory Compliance • Social Welfare	• Establish the "Community Care Class for Potential Development" for children from disadvantaged families • Set up a 24-hour protection center to provide full support services • Develop the "Health Care Cloud Platform" to provide remote health care services • Support the development of art and cultural activities to improve the quality of life for people	• Number of telephone care calls: 407,024 • Number of care visits: 1,091,105 • Number of emergency rescue services: 1,468 • Number of health consultations and resource referrals: 18,155	• Ms. Fang, Taiwan Secom Cultural and Educational Foundation nicofang@secom.com.tw

Identification of Material Issues

In accordance with the GRI Standards, Taiwan Secom identifies the Company's material sustainability issues through four major steps. In addition to responding to topics of concern to internal and external stakeholders, we also develop the Company's sustainability strategies and actions accordingly. The Company distributed a questionnaire on the level of concern for 20 sustainability issues to internal and external stakeholders, and received a total of 224 valid responses.

In addition, questionnaires on the level of impact for 20 sustainability issues were distributed to internal supervisors, yielding a total of 53 valid responses. After conducting a comprehensive assessment of the actual/potential, positive/negative impacts and likelihood of occurrence, as well as compiling the results, we identified a total of 11 material issues in the following order: economic performance, customer service quality, product services and innovation, corporate governance, employee education and training, risk management, compliance, supply chain management, climate change response, and occupational safety and health.

Impact assessment results of material topics

Changes in material sustainability issues in 2025

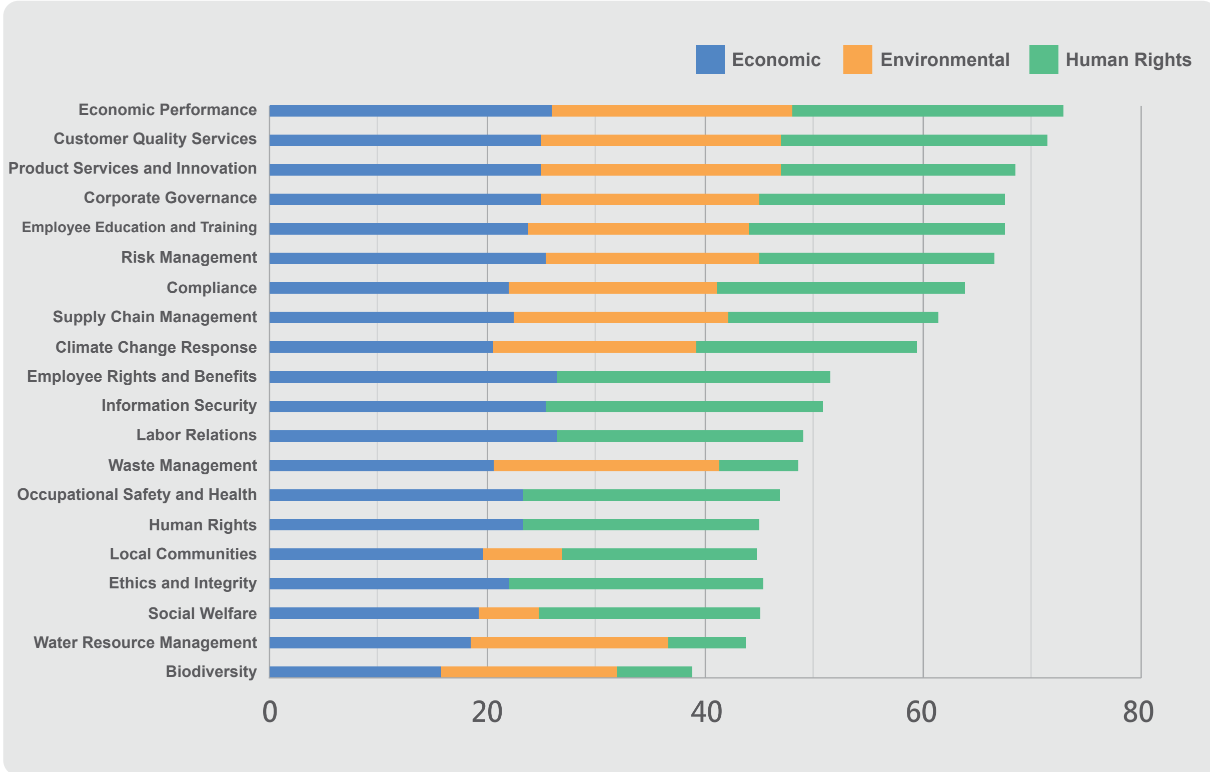
Among the key issues identified for 2025, economic performance rose to first place (↑6), and customer service quality also moved up (↑1) in ranking. "Product services and innovation" (3rd) was added as a new issue, indicating that the Company must respond to the market's strategic shift through growth and innovation. At the same time, governance and risk-related issues have witnessed a significant increase: "Corporate governance" (4th) and "risk management" (6th) were added as new issues. Although "compliance" remains on the list, its ranking has dropped (↓5), reflecting a shift from point-by-point compliance toward a holistic "governance + risk" framework.

In response to external requirements and transition pressures, "supply chain management" (8th) and "climate change response" (9th) received more attention in 2025.

In contrast, employee training (↓4 to 5th), employee rights and benefits (↓5 to 10th), and occupational safety and health (↓2 to 11th) have dropped in ranking. Issues such as labor relations, information security management, ethics and integrity, and human rights, which were on the list in 2024, are now mainly covered by the newly added governance, risk, and transition-related issues.

Prioritization	Sustainability issues in 2024	Comparison	Sustainability issues in 2023
01	Economic Performance	↑6	Employee Education and Training
02	Customer Service Quality	↑1	Compliance
03	Product Services and Innovation	New issue	Customer Service Quality
04	Corporate Governance	New issue	Information Security Management
05	Employee Education and Training	↓4	Employee Rights and Benefits
06	Risk Management	New issue	Labor Relations
07	Compliance	↓5	Economic Performance
08	Supply Chain Management	New issue	Ethics and Integrity
09	Climate Change Response	New issue	Occupational Safety and Health
10	Employee Rights and Benefits	↓5	Human Rights
11	Occupational Safety and Health	↓2	-

● Quantitative results of impact significance for material issues in 2025



● Boundaries of Impact for the Material Issues

● : Direct and significant impact.
▲ : Indirect or minor impact (mostly through the value chain/business relationships or the external environment).
Blank: Did not meet the boundary of significant impact in the assessment this year.

Material Issue	Corresponding GRI Material Topics	Boundaries of Impact						Corresponding Chapters
		Taiwan Secom	Suppliers	Investors	Government	Customers	Local Communities	
Economic Performance	Economic Performance	●	●	●	▲	●	▲	1.3 Financial Performance
Customer Service Quality	General Disclosures	●	▲			●	▲	2.6 Customer Service Quality
Product Services and Innovation	General Disclosures	●	●		▲	●	▲	1.1 Company Overview 1.5 Service Innovation
Corporate Governance	General Disclosures	●		●	●	▲		2.1 Governance Structure
Employee Education and Training	Training and Education	●				▲		3.5 Comprehensive Training Resources
Risk Management	General Disclosures	●	▲	●	●	▲		2.4 Risk Management
Compliance	General Disclosures	●		▲	●	▲		2.3 Compliance
Supply Chain Management	Supplier Environmental Assessment Supplier Social Assessment	●	●		▲	▲		2.7 Supply Chain Management
Climate Change Response	Emissions	●	●		▲	▲	▲	CH4 Sustainable Environment
Employee Rights and Benefits	Labor Relations, Diversity and Equal Opportunities	●			●	▲	▲	3.2 Happy Workplace and Diversity and Equity 3.4 Labor Relations, Employee Rights and Benefits
Occupational Safety and Health	Occupational Safety and Health	●	●		●	▲	▲	3.3 Occupational Safety and Health

Note: ● indicates that the significant impact of the material issue involves the boundary (within the organization or across the value chain/business relationships).
Note: Value chain judgment: The boundaries of material issues are determined not only by taking into account the Company's operations, but also by considering the impacts arising from or related to business relationships with suppliers, customers, etc.

Impact of material topics

Prioritization	Material Topics	Description of Impact	Related Policies and Commitments of Taiwan Secom	Actions Taken	Follow up on Action Effectiveness Indicators	Corresponding Chapter
1	Economic Performance	Taiwan Secom's economic performance exerts an direct impact on shareholders, employees, suppliers, customers, and society as a whole. Stable revenue and profitability contribute to corporate sustainability and enhance the positive impact on society, and vice versa. The Company also provides 24-hour monitoring services for households and merchants, becoming an important support for stabilizing the social environment and business operations.	• In accordance with the "Sustainable Development Best Practice Principles", Taiwan Secom is committed to paying attention to environmental, social, and corporate governance factors while pursuing sustainable operations and profits, and incorporating them into the Company's management approach and business activities.	• Continue to distribute stable dividends and maintain a high cash dividend payout ratio over the long term to enhance investor confidence and long-term capital stability. • To strengthen sustainable supply chain management, a supplier rating system was launched in 2025, covering both traditional and ESG criteria, and requiring suppliers to provide statements on environmental and social responsibility. Encourage suppliers to implement local procurement, energy-saving equipment and green transportation solutions. • Review market development strategies to track performance and keep abreast of market changes on a daily basis. Hold regular weekly/monthly business management meetings to analyze market development results and implement risk control.	• Annual consolidated revenue growth rate. • Net profit after tax. • Earnings per share (EPS). • Dividend payout ratio and dividend yield.	1.3 Financial Performance
2	Customer Service Quality	The quality of services is critical to the corporate brand and operations of Taiwan Secom. It directly affects the customer experience, revenue, brand reputation, and market competitiveness. Established the service quality improvement framework and management procedures to satisfy customer needs.	The Company's commitments: • "Serving Before Being Asked and Caring Beyond Basic Human Needs" and "there is only better service and no best service". • Process every customer call with the aim of improving the customer experience, and adjust product strategies and service policies accordingly. • We fully understand customer needs, innovate applications and technologies, and continue to make improvements so that we can meet customer expectations.	• Use satisfaction surveys to implement quality management and collection of opinions for current services. Process valuable customer feedback with the PDCA improvement cycle and provide thoughtful services beyond customer expectations. • Continue to improve customer services and set a medium-term goal of "changing the future lifestyle model and becoming a leader in smart living". • Set up seven major centers and carry out cross-organizational relationship management with industry/government/research organizations to maintain technological lead.	• The target service satisfaction of new customers should be over 95% and the actual rate was 95.7%. • The target service satisfaction rate of telephone interviews of residential customers should be over 90% and the actual rate was 95.9%. • The target case closure satisfaction rate of customers receiving services should be over 90% and the actual rate was 97.4%.	2.6 Customer Service Quality
3	Product Services and Innovation	We remain committed to developing solutions in areas such as smart security and long-term care technology, aligning with market demands, and enhancing the Company's overall value.	• Taiwan Secom's policy on product services and innovation is to establish its own software, hardware, firmware, project and quality management R&D teams, and continue to invest in R&D and integration of new technologies and products. We also actively apply for patents to secure intellectual property rights, delay imitation and copying by other companies, and enhance overall competitiveness.	• 25 new patent applications and 25 new patent acquisitions. • Development in 2025 1. Temperature anomaly alert devices installed in refrigerated vehicles can also be used for driver behavior analysis and as evidence from dashcam recordings in the event of an accident, assisting management centers or instructors in monitoring road conditions in real time. 2. A system integrating sensors for temperature changes, door openings/closings, and weight transmits sensor signals to the cloud for early warning analysis, thereby enhancing the security management of safes. Simultaneously, the following patents were filed: (1) Processing system and method for monitoring the temperature of cargo on vehicles (2) Information processing system and method for integrating in-vehicle imaging (3) Safety device and system for insurance equipment	• Patent target: File 25 new patent applications and obtain 15 new patents each year. • R&D investment target: Invest approximately 1.5% of the total annual revenue in R&D expenditures each year.	1.1 Company Overview 1.5 Service Innovation
4	Corporate Governance	Taiwan Secom's continuous strengthening of corporate governance can enhance the functions and responsibilities of the Board of Directors, increase the values of the sustainable development of the Company, and deepen the trust of stakeholders. Failure to continuously improve the corporate governance framework and systems will undermine the Company's competitiveness.	• Strengthen the functions of the Board of Directors and increase information transparency. • Directors possess the knowledge, skills, and experience necessary for performing their duties, are highly self-disciplined, and exercise their authority in accordance with the law, Company regulations, or decisions of the shareholders' meeting. • Disclose financial, taxation and ESG information related to operating activities and management performance in a timely and proper manner.	• The ESG Committee's functional task forces formulate annual goals and action plans, and regularly review their effectiveness. • 4 Board meetings were held in 2025 to discuss core governance matters, such as business integrity, internal control, energy management, and sustainable development. • Publish sustainability reports on a regular basis.	• Report and upload financial and operational information to the Market Observation Post System. • Short-term targets: 1. Establish a key framework for linking the compensation of directors and senior managers to performance. 2. Rank in the top 5% of ESG evaluations.	2.1 Governance Structure
5	Employee Education and Training	Taiwan Secom has transitioned from a traditional security service company to a company that provides comprehensive, secure, and convenient high-tech services. The Company has focused on the development of general services with Artificial Intelligence of Things (AIoT) in recent years, which highlights the importance of training during this period of transition to ensure that all employees can keep abreast with the Company's development.	• The Company's policies: Review the necessary competencies of all employees and establish a comprehensive training system with seven major programs. • The Company's commitments: Provide appropriate competency goals and training courses based on the employee's seniority and work content.	• Continuously improve the seven major programs and regularly update course content. • Combine physical and digital environments, use external online learning resources (e.g., Manager Today and Dada Master), and hire professional external instructors. • Amend the "Skill Certification Regulations" and use evaluations to enhance the skills of business and service personnel to increase service efficiency and customer satisfaction. • Senior manager training courses: Organized the "Advanced AI Literacy Consensus Workshop", as well as planned courses on "Information and Personal Data Security" and "Corporate Governance Regulations". • Disaster prevention specialist (certification) training: Offered certification courses for disaster prevention specialists to build awareness of disasters, familiarize participants with disaster prevention and response systems, and strengthen practical first aid skills and community disaster response capabilities. • CRM courses: Introduced Salesforce system training courses to integrate sales, customer service, marketing, analytics, and AI applications. • Elite cultivation project: Provided guidance to outstanding supervisors for continuing education to strengthen management competencies, and offered relevant subsidy policies. • AI application course: Offered a course on "Practical Application of AI Technology in the Workplace" to teach practical sales, proposal, and negotiation techniques.	• A total of 83,520 hours and 2,916 participants. • Completed 3 senior supervisor training courses, with 257 participants. • Organized 11 management programs, with 387 participants. • Organized enhanced OJT programs, with a total of 496 participants. • Organized disaster prevention specialist training courses, with 100 participants who collectively obtained 100 disaster prevention specialist certifications. • Completed the annual sales/service personnel professional skills test. In 2025, a total of 138 sales personnel passed the test, and a total of 490 service personnel passed the test.	3.6 Comprehensive Training Resources
6	Risk Management	In the face of ever-changing external risks, effectively managing and responding to these risks is crucial to the Company's sustained growth and stable operations, while helping to prevent negative impacts resulting from mismanagement.	• "Internal Control System" • "Internal Audit Implementation Rules"	• Revised the internal control system cycle • Report on business strategies, products, and operational risks to the Sustainability Committee annually. • Assist all departments in conducting risk assessments annually. • Adjust the content of the internal control self-assessment questionnaire in response to the Taiwan Stock Exchange's revisions to the "Reference Items for Assessing the Effectiveness of Internal Control Systems".	• In 2025, 2 high-risk items and 9 medium-risk items were identified. • Developed an internal control self-assessment system for subsidiaries.	2.4 Risk Management
7	Compliance	Taiwan Secom reviews all operating procedures based on the highest standards, monitors the latest development in laws, and adjusts the internal management measures in a timely manner.	• Management of measures for preventing insider trading. • Ethical Corporate Management Best Practice Principles. • Whistleblower System Implementation Regulations. • Personal Data Security Plan and methods for processing personal data after termination of business.	• Establishment of reporting regulations and procedures. • Design administrative procedures to reduce the risks of violations. • The administrative management system for contracts requires suppliers to strictly comply with and sign relevant ethical corporate management documents.	• Inclusion of specific items in the annual audit plan. • The responsible management unit takes charge of tracking the implementation results. • Reports are processed and implemented by dedicated units. • There were no violations of related regulations and policies at the Company in 2025.	2.3 Compliance
8	Supply Chain Management	Taiwan Secom uses supplier evaluation results as the basis for procurement management and partnership decisions to enhance supply chain resilience.	• Platform Procurement Contract: Establish the legal framework and basis for rights and responsibilities in business cooperation. • Supplier Code of Conduct: Specify basic requirements for environmental protection, labor rights, and occupational safety. • Supplier Social Responsibility Commitment: A commitment to comply with international standards related to social responsibility. • Supplier Commitment to Ethical Conduct: Implement business integrity principles for anti-corruption and anti-bribery.	• Partner suppliers sign the Platform Procurement Contract, Supplier Code of Conduct, Supplier Social Responsibility Commitment, and Supplier Commitment to Ethical Conduct each year. • Supplier tiered evaluation mechanism.	• The evaluation team completed tiered evaluations of 15 suppliers. • 1 high-risk supplier was identified, and a communication plan for improvement was initiated.	2.7 Supply Chain Management
9	Climate Change Response	Extreme weather events have exerted an impact on the global economy and posed potential risks to business operations. Taiwan Secom aims to reduce the environmental impact of its transportation processes by improving operational efficiency.	• Sustainable Development Best Practice Principles • A committee meeting is held regularly in August to report on the implementation results of environmental sustainability initiatives for the current year and to redefine sustainability directions, goals, management policies, and specific implementation plans.	• Implemented a GHG inventory system and established a support team. • Used an efficiency integration platform to reduce carbon emissions caused by operations. • Green purchasing and local sourcing.	• In 2025, the amount of green purchasing reached NT$35,000,000. • All green products are 100% locally sourced.	CH4 Sustainable Development of the Environment Environment
10	Employee Rights and Benefits	Taiwan Secom upholds its commitment to profit sharing to attract, retain, and develop talent, and it provides a diverse and competitive salary system. We emphasize ethical management, customer satisfaction, quality awareness, teamwork, self-management, and experience sharing to create an environment where employees and the Company can grow together.	• We convene employer-employee meetings on a regular basis in accordance with internal documents. Relevant issues on labor relations are fully negotiated and communicated to effectively reduce material disputes. • Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email. • Provide employees with comprehensive coverage in all stages: Menstruation leave, pregnancy disability leave, maternity leave, parental leave, family care leave, child care subsidies, employee dormitory, employee group insurance, reinstatement after unpaid parental leave, retirement system and planning, and club subsidies.	• Human Resource Department, branch managers, Employee Welfare Committee, and Occupational Safety and Health Committee. • External systems: Labor Standards Act, Employment Service Act, Occupational Safety and Health Act, and Act of Gender Equality in Employment. • Internal systems: Employer-employee meetings, Employee Work Rules, Retirement Management Regulations, Salary Management Regulations, Safety and Health Work Rules, Annual Safety and Health Management Plans, and other human resource regulations.	• 67% reinstatement rate after unpaid parental leave in 2025.	3.2 Happy Workplace and Diversity and Equity 3.4 Labor Relations, Employee Rights and Benefits
11	Occupational Safety and Health	Taiwan Secom established an Occupational Safety and Health Committee to ensure the achievement of safety and health management goals through planning, implementation, evaluation, and improvement measures.	• Occupational Safety and Health Committee: Establish the safety and health unit and personnel and use planning, implementation, evaluation, improvement measures, and other management functions to meet safety and health management targets and increase the safety and health management standards. • Establish the Occupational Safety and Health Management Plan. • Convene regular meetings of the Occupational Safety and Health Committee. • Review the safety and health training implementation plans.	• Provide new and current employees with comprehensive occupational safety training. • Implement preventive awareness campaigns against workplace bullying. • Organize health management, occupational disease prevention, and health promotion activities. • Review occupational accident investigation reports. • Investigations, processing, and statistical analysis of occupational accidents, near misses, and incidents that affect physical and mental health.	• There was 1 fatality as a result of occupational injury in 2025. • There were 0 incidents of disabling injuries in 2025.	3.3 Occupational Safety and Health

CH1 Sustainability

1.1 Company Overview

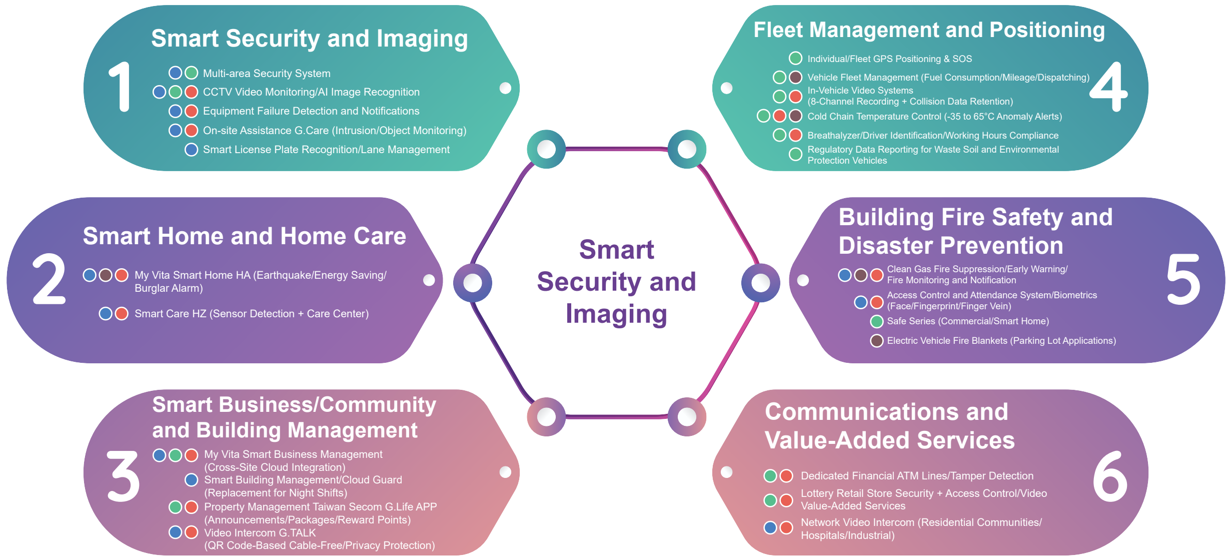
The business scope of Taiwan Secom Group includes food, medical, residential, and transportation services. The Group's consolidated revenue totaled over NT$18.9 billion in 2025 with a growth in revenue in eight consecutive years and a record high this year. In particular, within the Group, the Company continues to achieve a steady growth in pursuit of constant reforms and upgrades with outstanding performance.

Taiwan Secom Products and Services Map

Please refer to the official website for details.

Connecting Homes, Businesses, Communities, and Fleets Centered on Technology-driven Protection

Taiwan Secom Group, with "Technology-Driven Protection" at its core, has consolidated its existing products and services into six major categories: Smart security and imaging (multi-area security system, CCTV/AI image recognition, collaborative site security, etc.), smart home and home care (My Vita HA, Smart Care HZ), smart business/community and building management (My Vita Smart Business Management, Smart Building Management/ Cloud Guard, G.Talk, and the Taiwan Secom G.Life App), fleet management and positioning MiniBond (positioning and group management, in-vehicle video systems, cold chain temperature control, breathalyzer/driver identification and working hours compliance modules), building fire safety and disaster prevention (clean fire suppression, early warning and fire monitoring and notification, access control/biometrics, safe and electric vehicle fire blankets), and communications and value-added services for vertical domains (dedicated financial ATM lines, lottery retail store security, network video intercom).These solutions are interconnected via cloud-based and mobile management platforms, supporting cross-site integration, anomaly alerts, remote maintenance and operation, and compliance. They address the key issues identified in the Report, namely, "Product Services and Innovation", "Customer Service Quality", "Information Security Management", and "Climate Change Response" to form a comprehensive solution spanning detection, warning, and response.



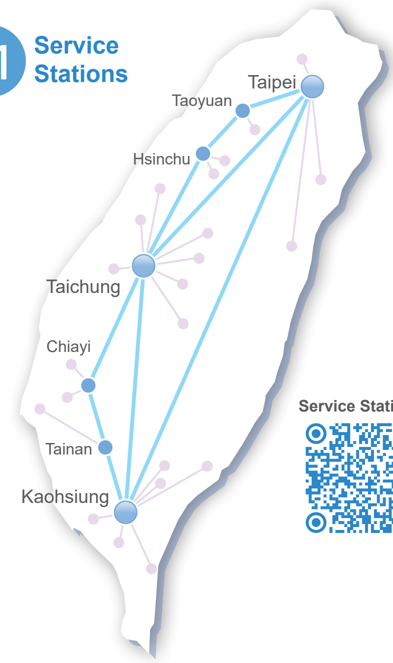
- Product Services and Innovation - New Products/Integrated Services.
- Customer Service Quality - Service Satisfaction, Responsiveness, and Quality Control.
- Information Security Management - Information Security and Data Protection.
- Climate Change Response - Cold Chain/Energy Management/Process Carbon Reduction.

1.2 Location Distribution

7 Service Centers
61 Service Stations

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

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



1.3 Financial Performance

The total market value of Taiwan Secom Co., Ltd. in 2025 was approximately NT$48.729 billion. The individual operating revenue was NT$8.202 billion; the individual after-tax earnings was

NT$3.007 billion. The earnings per share was NT$6.77, and the return on assets (ROA) and return on equity (ROE) were 10.77% and 22.10%, respectively. The Group's consolidated revenue was NT$18.982 billion.

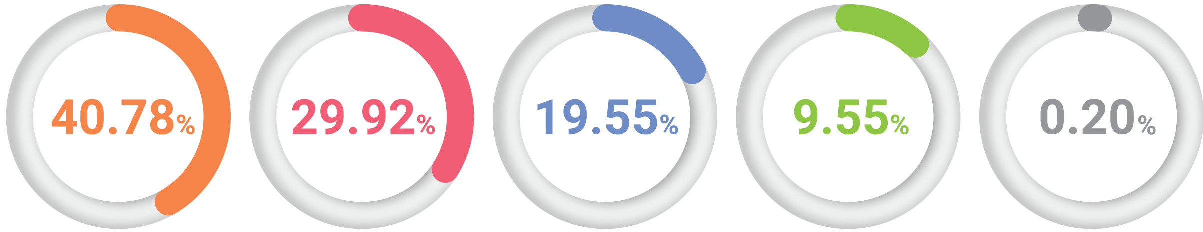
Unit: In NT$ thousands, %

Item	2023	2024	2025
Capital stock	4,511,971	4,511,971	4,511,971
Total market value of capital stock -year-end total	52,790,060	55,722,841	48,729,286
Retained earnings	7,302,039	7,761,031	8,346,231
Earnings per share	5.85	6.42	6.77
P/E ratio	20	19.24	15.95
Dividend allotment			
Cash dividend (NT$/share)	5.2	5.2	5.70
Stock dividend (NT$/share)	-	-	0.5
Return on assets (ROA)	10.28%	10.87%	10.77%
Return on equity (ROE)	20.49%	21.80%	22.10%
Direct economic value generated and distributed by the organization			
Direct economic value generated			
Individual revenue of Taiwan Secom (Note 1)	9,086,577	9,481,996	9,950,648
Economic value distributed			
Operating costs	2,771,960	2,804,767	2,925,359
Employee salaries and benefits	2,567,335	2,718,838	2,852,765
Total dividends distributed (Note 2)	2,346,225	2,346,225	2,571,823
Payment of income tax	291,129	286,895	336,408
Donations	11,032	12,967	7,313
Economic value retained	1,098,896	1,312,304	1,256,980
The Group's consolidated revenue	17,073,977	17,859,305	18,982,489

Note 1: Revenue includes the net operating revenues and non-operating revenues.
Note 2: The "total dividends distributed" in this table includes only cash dividends actually paid during the current year; stock dividends are not included in the calculation of "economic value distributed" under GRI 201-1, as they do not involve an outflow of resources.

1.4 Equity Structure

Taiwan Secom's main shareholders include Taiwanese and international legal entities and individuals, and foreign institutions and foreign persons, other legal entities and individuals holding the highest percentage of shares. According to the statistical data as of June 25, 2025, the percentages of shares held by foreign institutions and foreign nationals, other legal entities, and individuals were 40.78%, 29.92%, and 19.55%, respectively.



Foreign institutions and individuals 183,976,622 shares
Other institutional investors 135,018,635 shares
Financial institutions 88,219,916 shares
Individuals 43,093,620 shares
Government institutions 888,300 shares

Note: The shareholding ratio of Chinese capital is 0%

1.5 Service Innovation

Smart Cities

Smart Building Solution	Large Perimeter Security Solution	Customized AI Solution

In addition to delivering core security services, Taiwan Secom is actively exploring new fields and services. Its business scope encompasses system security, manned security, and cash-in-transit security, and has expanded to include commercial and residential services. Through the use of IoT technology, the Company is gradually broadening its business scope to include solutions for smart homes, smart businesses, smart parks, smart transportation, smart ports, and ultimately smart cities.

Looking ahead, the Company will focus on smart cities. This reflects our insight into market trends and demonstrates our commitment to continued investment in new technologies and innovative fields. Facing the challenges of the digital age, the Company combines physical and virtual security services to provide comprehensive protection for customers' property and data assets.

Material Issue	Product Services and Innovation
Target	Patent target: 25 new patent applications and 15 new patent acquisitions each year
	R&D investment target: Invest approximately 1.5% of the total annual revenue in R&D expenditures each year

Patents	2025			2026
	Target	Actual	Completion rate	Target
New patent applications	25	25	100%	25
New patent acquisitions	15	25	167%	25

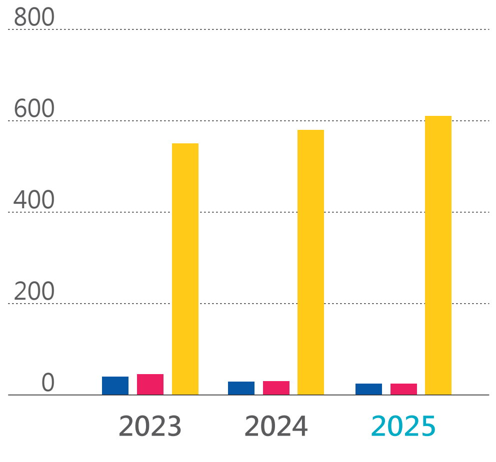
R&D investment (NT$ thousands; %)	2025			2026
	Target	Actual	Completion rate	Target
R&D expenditures	NA	119,566	NA	NA
Annual revenue	NA	8,202,396	NA	NA
Proportion of R&D expenditures in revenue	1.5%	1.46%	97.33%	1.5%

Material Issue	Product Services and Innovation
Responsibilities and Resources	**Set up departments with specific responsibilities for market demand, technology and product development, intellectual property management, and big data analytics:** ● **Business and service requirements:** Commercial Planning Office, Business Planning Office, Service Planning Office. ● **Technology and product development:** Business Integration Headquarters ● **Intellectual property management:** Legal Office, Intellectual Property Management Committee ● **Innovation in big data analytics:** Chief Executive Officer's Office/Information Office **Resources:** ● **Testing Lab:** In addition to commissioning the Electronics Testing Center (ETC) and other impartial third parties for testing, the Company established its own quality management testing lab to ensure the quality of research and development meets the specific reliability standards required for the Company's leasing services. ● **Titan Star International Co., Ltd.:** A group affiliate that assists in trial and mass production of core electronic products. ● **Aion Technologies Inc.:** A group affiliate that assists in the management of networks, data centers, servers, information security, and operations.
Action Plan	To enhance R&D innovation and strengthen intellectual property protection, the Company applied for 25 new patents and acquired 25 new patents (8 invention patents, 15 utility model patents, and 2 design patents).
Implementation Results in 2025	● This year, we developed a temperature anomaly alert system installed in refrigerated vehicles that continuously notifies the management center and on-site drivers until the situation is confirmed, thereby preventing damage to refrigerated goods due to refrigeration equipment failures. ● We implemented a system in vehicles that analyzes driving behavior and provides dashcam evidence in the event of an accident, enabling the management center, instructors, and other personnel to view real-time information such as left turns, right turns, and braking. ● We developed a system that integrates sensors for temperature changes, door openings/closings, and weight transmits sensor signals to the cloud for early warning analysis, thereby enhancing the security management of safes. ● The following patents were filed: 1. Processing system and method for monitoring the temperature of cargo on vehicles 2. Information processing system and method for integrating in-vehicle imaging 3. Safety device and system for insurance equipment
Stakeholder Feedback and Complaint Channels	Complaint telephone number: 02-7737-1306;Complaint fax number:02-2557-1703; E-mail: shr@secom.com.tw.

Statistics on the number of patents of Taiwan Secom in the past 3 years

Item/Year	2023	2024	2025
New patent applications	40	30	25
New patent acquisitions	46	30	25
Total patent acquisitions	552	582	607

Calculation period: As of December 30, 2025



Product innovation in 2025

I. Development of Intelligent AI Virtual Security Guards

Due to the increasing demands of community residents for safety upgrades, service experiences, and management efficiency, traditional manned security faces challenges such as night shifts, rising labor costs, and inconsistent service quality. With "24/7 intelligent monitoring" as the core value, the AI virtual security guard integrates AI technologies such as face recognition, speech recognition, semantic analysis, speech synthesis, and virtual avatar control. It provides services and security protection through a large-screen interactive all-in-one device, serving as a next-generation security solution for smart communities and smart buildings.

The core functions of AI virtual security guards are as follows:

Function	Practical Applications
Building Management and Services	Greeting and reception, building information announcements, visitor registration and inquiries, resident maintenance requests and payment management, as well as smart locker delivery and pickup.
AI Security Guards	Face recognition of residents or visitors; abnormal image detection.
Emergency Alerts and Response	Automatic reporting of abnormal incidents to the management center or live security guards; voice prompts and emergency broadcasts.

Furthermore, as the AI virtual security guard is expected to deliver the following value and benefits, governments, corporate buildings, exhibition halls, technology parks, and various other venues are actively adopting intelligent reception equipment to enhance their image, improve service processes, and reduce reliance on human labor. The value and benefits are as follows:

1. Reduced labor costs: Supports security guards and front desk reception staff.
2. Enhanced brand image: A tech-driven service style, including the intelligent integration of corporate brand IP, which boosts marketing value.
3. Improved work efficiency: Provides standardized, consistent service 24/7.

II. Development of Intelligent Robot Applications

With the maturation of AI, sensor technology, and autonomous mobility Note 1 technologies, site security management is gradually shifting from a model that heavily relied on manual patrols in the past to an intelligent model centered on data monitoring and human-robot collaboration. Intelligent robots, which combine image recognition, environmental sensing, and real-time communication capabilities, are already widely used in commercial offices, high-end residential properties, and large-scale factories, effectively enhancing security management efficiency and operational resilience.

The Company has introduced a smart robot system that integrates autonomous patrols, anomaly detection, and multi-sensor analysis capabilities. It can be seamlessly integrated with existing access control, parking, and management platforms. Depending on the specific site requirements, we can flexibly deploy indoor or outdoor weatherproof robots Note 2 to support both round-the-clock monitoring and applications in high-risk environments, thereby forming a comprehensive smart security framework.

With respect to service models, we promote "human-robot collaboration" and "Robots-as-a-Service (RaaS) Note 3". Robots perform high-frequency and repetitive patrol tasks, while personnel focus on high-value work such as judgment and response. Combined with a remote security operations center, this enables real-time intervention and handling of abnormal incidents, thereby reducing the burden on staff and enhancing service stability.

Note 1: Autonomous mobility refers to mobile technology capable of operating automatically.
Note 2: Outdoor weatherproof robots refer to robots suitable for outdoor environments.
Note 3: Robots-as-a-Service (RaaS) refers to the integrated provision of robot hardware, software, and maintenance support as a service. Customers access robot services through subscriptions, pay-as-you-go or task-based billing, rather than purchasing equipment outright.

In 2025, Taiwan Secom made its debut at COMPUTEX, showcasing several high-profile innovative applications, including AI virtual security guards and patrol robots.

Scan the QR code to learn more.

CH2 Governance

2.1 Governance Structure

● Composition of the Board of Directors

The Board of Directors of Taiwan Secom has 12 members elected by all shareholders, including 8 directors and 4 independent directors. It consists of 10 male members and 2 female members, and the average age of the Board members is 69. Their extensive experience in the industry and management expertise help improve the corporate operation system and protect the interests of investors.

● Board attendance

Board meetings are held at least once every quarter. A total of 4 meetings were held in 2025 and the average attendance rate was 96%. In 2025, the important issues communicated with the Board of Directors, the highest governance body, included ethical corporate management, operation performance, internal control, energy and greenhouse gas, and sustainable development. A sustainability report is submitted to the Board of Directors for approval on an annual basis.

Material Issue	Corporate Governance
Short-Term Target	● Information disclosure transparency: Improve real-time reporting on the Market Observation Post System, including financial and operational status, to ensure investors have access to accurate information. ● Establish a key framework for linking the compensation of directors and senior managers to performance.
Medium and Long-Term Target	● **Enhance shareholder activism:** Promote active shareholder participation in corporate decision-making through measures such as video conferencing for shareholders' meetings, electronic voting, and bilingual shareholders' meetings. ● **Pursue excellence in ratings:** Actively participate in ESG assessments with the goal of ranking in the top 5% to enhance the Company's image in the capital markets. ● **Alignment with international standards:** Fully adopt the IFRS Sustainability Disclosure Standards and the OECD Principles of Corporate Governance to ensure that the governance framework is consistent with international standards.
Responsibilities and Resources	● **Board functions and accountability:** The Board of Directors shall achieve operational goals in a manner that serves the best interests of the Company and all shareholders, and shall exercise effective oversight of management. ● Protect the rights of shareholders (particularly minority shareholders) and diverse stakeholders. ● **Information transparency and disclosure:** Timely and accurate disclosure of the Company's financial condition, performance, ownership, and governance, as well as the preparation of sustainability reports to disclose ESG performance. ● **Business integrity and compliance:** Establish policies to prevent conflicts of interest and deter dishonest conduct (such as tunneling and fraud), and ensure compliance with local laws and the Company's internal regulations. ● **Promote sustainable development:** Integrate environmental protection and social responsibility into business strategies and transition to a goal-oriented governance model.
Action Plan	● **Structure of sustainable governance:** Independent Director Chen Tien-Wen serves as the chairperson of the "ESG Committee". The Chairman appoints relevant senior executives to lead various functional teams, which are responsible for setting annual goals and action plans, and regularly reviewing the effectiveness. ● **Board oversight:** In 2025, the Board of Directors convened 4 meetings to discuss core governance issues, including business integrity, internal control, energy management, and sustainable development. ● In compliance with government regulations, the Company regularly publishes sustainability reports (referencing international standards such as GRI, SASB, and TCFD) and adheres to Taiwan Secom's "Ethical Corporate Management Best Practice Principles" to strengthen its commitments to stakeholders. ● **Integrating social responsibility with technology:** Expand corporate governance to social contributions, such as promoting public AED training and developing smart city traffic governance solutions.
Implementation Results in 2025	**I. Financial performance and dividend policy** ● **Record profits:** In 2025, the consolidated net profit after tax reached NT$3.059 billion, with earnings per share (EPS) of NT$6.77. ● **Revenue performance:** In 2025, the consolidated revenue reached NT$18.982 billion, with an annual growth rate of 6.29%. ● **High dividend payout:** The Board of Directors resolved to distribute a dividend of NT$6.2 per share, comprising a cash dividend of NT$5.7 and a stock dividend of NT$0.5. **II. International recognition** ● **Taiwan FINI 100 Companies:** Ranked 12th on the list of Taiwan FINI 100 Companies, demonstrating that the Company's innovation and sustainable operations have been widely recognized by international investors. **III. Strategic transition** ● **Change management:** Through a "value-added services" strategy, Chairman Frank Lin has transformed Taiwan Secom into a comprehensive service group spanning multiple industries, including food, medical, residential, and transportation.
Stakeholder Feedback and Complaint Channels	● Complaint telephone number: 02-7737-1306;Complaint fax number:02-2557-1703; E-mail: shr@secom.com.tw.

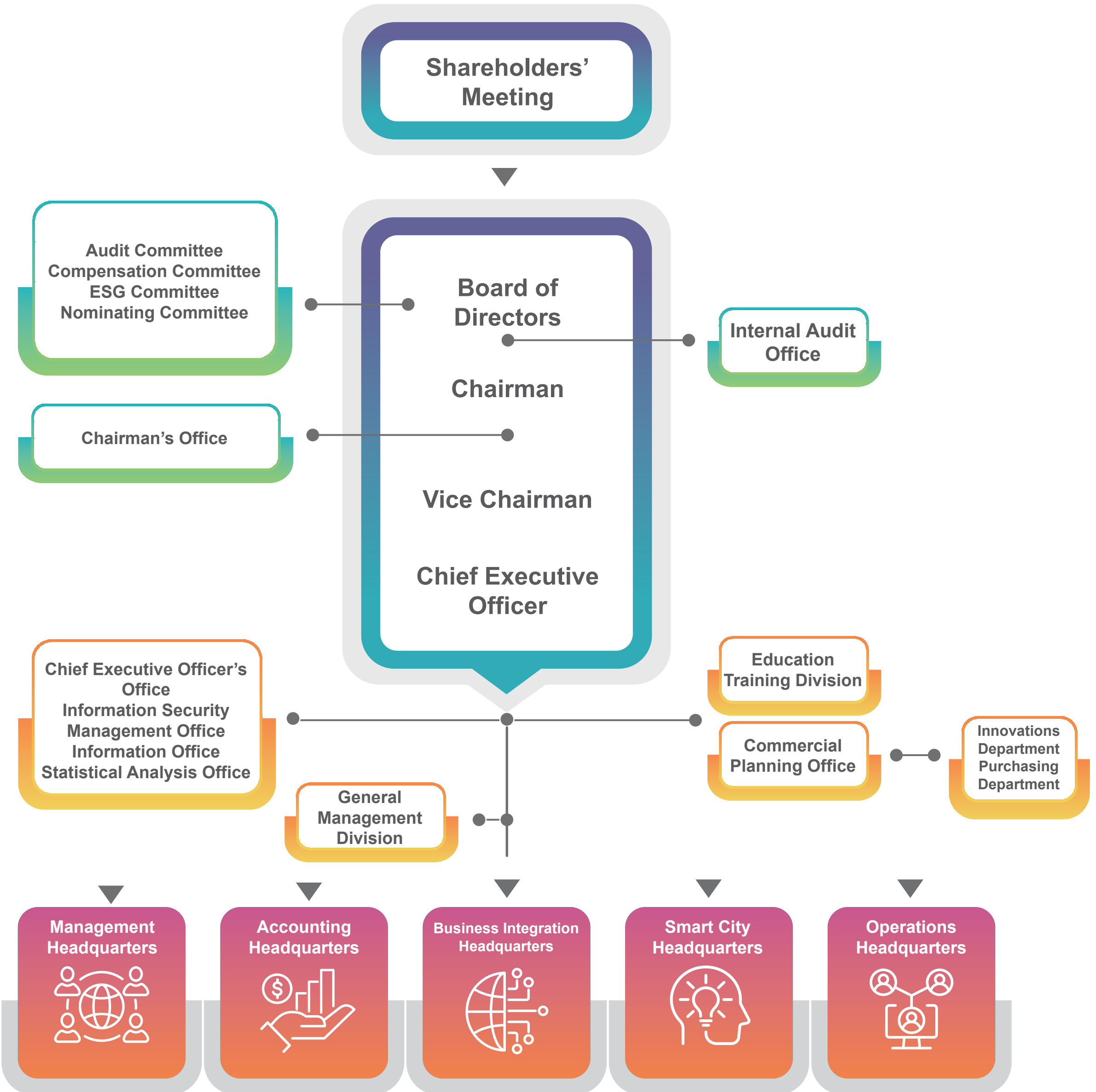
Election of directors

The composition of the Board of Directors is characterized by independence and diversity. Nominations are conducted through rigorous selection procedures using the candidate nomination system and are voted on at the shareholders' meeting, with shareholders fully exercising their selection rights. The Board of Directors is composed of members with rich experience in industry operations with knowledge and professional experience in different fields. It is comprised of elites from different generations and fields to lead the Company in continuous innovation and diversification.

Independence of the Board of Directors

(1) The Company's Board of Directors consists of 12 directors, including 4 independent directors, who account for 33% of the total seats. The Company's independent directors have each issued a declaration at the time of election and during their tenure, declaring that they met the eligibility requirements set forth in the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies" and the provisions of Article 14-2 of the Securities and Exchange Act for the two years prior to their election and throughout their tenure. The Company reviews the independence of independent directors annually and submits a checklist of eligibility requirements for independent directors for the record, thereby complying with the independence requirements.

(2) Chairman Frank Lin of the Company and Vice Chairman Lin Ming-Sheng, the representative of Yuan Hsin Investment Co., Ltd., are relatives within the second degree of kinship. There are no circumstances as provided for in Paragraphs 3 and 4 of Article 26-3 of the Securities and Exchange Act.



Gender Ratio of the Board of Directors of Taiwan Secom

Unit: Person

Male	Age range	Female
9	50 and above	2
1	Over 30 and under 50	0
0	Under 30	0
10	Total	2

Members of the Board of Directors of Taiwan Secom

Frank Lin, Chairman of the Board of Directors of Taiwan Secom, also serves as the Company's General Manager. To ensure that the Board of Directors effectively fulfills its governance functions, the Company has established an "Audit Committee", a "Compensation Committee", a "ESG Committee", and a "Nominating Committee" under the Board of Directors, and independent directors constitute more than half of the total seats. Directors and management recuse themselves from matters involving their own interests or those of related parties in accordance with the Company Act and the Regulations Governing Procedure for Board of Directors Meetings of Public Companies, thereby enhancing the transparency of Board information and maximizing the effectiveness of the Board of Directors. For details regarding conflict of interest recusal, please refer to the 2025 Annual Report.

Diverse core		Professional knowledge and skills							Qualified competencies and experience					
		Concurrent employment in the Company	Tenure as independent director: Under 3 years	Tenure as independent director: 6 to 9 years	Legal profession	Finance and accounting	Technology industry	Finance and investment	Marketing	Knowledge of the industry	Business management	Leadership and decision-making	Environmental sustainability	Risk management
Director	Frank Lin	●				●	●		●	●	●	●	●	●
	Lin Ming-Sheng	●			●	●	●		●	●	●	●	●	●
	Matsui Hiromichi					●	●		●	●	●	●	●	●
	Takatsuki Shuichi					●	●		●	●	●		●	●
	Kanzaki Junichi	●			●		●	●	●	●	●		●	●
	Hsu Lan-Ying	●					●		●	●	●	●	●	●
	Liu Yun-Fang	●				●	●		●	●	●		●	●
	Tu Heng-Yi					●	●		●	●	●	●	●	●
Independent director	Chen Tien-Wen			●		●	●	●	●	●	●	●	●	●
	Chiang Yung-Cheng			●	●		●		●	●	●		●	●
	Chiang Kuang-Tse		●			●	●		●	●	●	●	●	●
	Wei Chi-Lin		●			●	●	●	●	●	●	●	●	●

Note: None of the members of the Company's Board of Directors belong to socially vulnerable groups as defined in GRI 2-9. Among the stakeholder representatives, Frank Lin, Lin Ming-Sheng, Kanzaki Junichi, Hsu Lan-Ying, and Liu Yun-Fang also serve as employees of the Company.

Note: Details regarding the terms of office and concurrent positions held by members of the governance bodies are set forth in the Taiwan Secom Annual Report.

Operations and Responsibilities of Functional Committees

Functional Committees		
Name	**Composition/Participation**	**Main Responsibilities**
Audit Committee	● The committee is composed of 4 independent directors, and Mr. Chen Tien-Wen serves as the convener. ● In 2025, 4 Audit Committee meetings were held with an attendance rate of 100%.	Supervise the proper presentation of the financial statements of Taiwan Secom, the appointment (dismissal) as well as independence and performance of CPAs, and assist the Board of Directors in performing supervisory duties, such as compliance with relevant laws and regulations and control of existing or potential risks.
Compensation Committee	● The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tien-Wen serves as the convener. ● In 2025, 2 Compensation Committee meetings were held with an attendance rate of 100%.	Responsible for formulating and reviewing the performance evaluation and remuneration policies, systems, standards, structure, and individual remuneration of directors and managers, and evaluating the remuneration of directors and managers to maximize the long-term benefits of the Board of Directors and ensure that remuneration of managers is closely linked to sustainable performance (economic, environmental, and social).
ESG Committee	● The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tien-Wen serves as the convener. ● In 2025, 1 ESG Committee meeting was held with an attendance rate of 100%.	● Formulate corporate sustainability policies and related management approaches. ● Formulate short, medium, and long-term sustainable development strategies and goals. ● Review, track, and revise the implementation status and effectiveness of the Company's sustainable development. ● Regularly report the implementation results of the committee to the Board of Directors each year.
Nominating Committee	● The committee is composed of 2 independent directors and 1 director, and Mr. Chen Tien-Wen serves as the convener. ● In 2025, 1 Nominating Committee meeting was held with an attendance rate of 100%.	● Establish criteria for the diversity of backgrounds in terms of expertise, skills, experience and gender and independence required for Board members and executive officers, and seek, review, and nominate candidates for directors and executive officers accordingly. ● Establish and develop the organizational structure of the Board of Directors and its committees, conduct performance evaluation for the Board of Directors, committees, directors and executive officers, and assess the independence of independent directors. ● Establish and regularly review continuing training programs for directors as well as succession plans of directors and executive officers. ● Establish the Company's Corporate Governance Best Practice Principles.

Evaluation of Board Performance

To enhance the efficiency of the Board of Directors' operations and the transparency of its performance, the Company has established the "Board of Directors Performance Evaluation Measures" to evaluate the Board of Directors as a whole, individual directors, and functional committees. The evaluation methods include an annual internal self-assessment and an evaluation conducted at least once every three years by an external independent organization or experts and scholars.

In 2025, the Board of Directors conducted performance evaluations through internal self-assessments, individual director self-assessments, and peer evaluations. The results indicated that the Board of Directors as a whole, individual members, and all committees achieved an "Excellent" rating. In addition, an external professional organization was commissioned this year to conduct a performance evaluation of the Board of Directors. The evaluation results and recommendations were submitted to the Board of Directors to serve as a reference for the selection or nomination of directors for the next term. Details regarding the relevant evaluation mechanisms and their implementation are set forth in the Taiwan Secom Annual Report.

Compensation System for Senior Managers and Directors

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

Note: For details regarding the Company's compensation system for senior managers and directors, please refer to the 2025 Annual Report.

Senior managers' remuneration and ESG-related performance evaluation

● The connection between incentives system and sustainable performance:

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

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

Equal pay

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

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

Equal pay indicator	Male	Female
Ratio of the "average" wages of men and women	1.0287	1
Ratio of the "median" wages of men and women	1.0612	1

Annual total compensation ratio

The ratio of the annual total compensation of the Company's highest-paid individual to the median annual total compensation of other employees (excluding the highest-paid individual) is 12.882 times. Additionally, since senior executives did not receive a pay raise in 2025, the ratio of the percentage increase in the annual total compensation of the highest-paid individual to the median percentage increase in the average annual total compensation of other employees is 0%.

Ratio of the highest paid individual to the median of others

Equal pay indicator	Highest paid individual	Others
Ratio of the highest paid individual to the "median" of others	12.882	0 Note

Note: The Company did not grant pay raises to senior executives in 2025.

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

Position	Total salary	Monthly salary	Variable salary
Senior executives (Vice President and above)	1:1.0468	1:1.178	1:0.9873
Mid-level and entry-level managers	1:1.0251	1:0.985	1:1.1359
General employees	1:1.0476	1:1.0322	1:1.0787

Notes: (I) The statistics are based on those who have worked for more than one year as of December 31, 2025.
(II) The Company's business relationships are dominated by men.
(III) The salary structure of business positions is mainly based on variable salary (bonuses for the three festivals, various bonuses, and overtime pay).The salary structure of staff positions is characterized by a higher proportion of fixed salary (basic salary, allowances).

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

Highlights of Salary Adjustment in 2025

The Company completed annual salary adjustments in 2025, and the coverage rate of employee salary adjustments reached 99.05%. The average salary adjustment was 4.46%, with a maximum salary increase of 8.66% and a minimum of 1.15%.Employees who did not receive a raise accounted for only 0.95% of the workforce, primarily consisting of senior executives. This adjustment specifically focused on entry-level and frontline staff (see table below), demonstrating the Company's priority on ensuring salary growth for entry-level employees to safeguard their basic livelihood and maintain market competitiveness. At the same time, the Company continues to implement the principle of gender equality. Its compensation and pay raise systems do not differ based on gender, age, or other non-work-related factors. In 2025, the difference in average pay raises between male and female employees was less than 0.5%, demonstrating the fairness and consistency of the Company's compensation system.

Employee Category	Pay Raise Percentage
Senior executives (Vice President and above)	0.00%
Mid-level and entry-level managers	2.95%
General employees	5.17%

2.2 Ethics and Integrity

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

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

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

II. The Company abides by the Ethical Corporate Management Policy and the implementation status in 2025 is as follows:

1. Education and training

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

2. Compliance awareness campaigns

   The Company uses the employee database and the reporting website to communicate legal requirements, Code of Conduct, Ethical Corporate Management Best Practice Principles, and other related regulations. Furthermore, no legal litigation related to business integrity occurred in 2025.

3. Regular audits

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

4. Whistleblowing system and whistleblower protection

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

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

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

2.3 Compliance

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

The Company has established the [Risk Assessment Procedures and Rating Standards], under which incidents resulting in fines or reprimands at the legal level are deemed material. In 2025, there were a total of 2 labor penalty cases, caused by a system malfunction resulting from the production schedule for new employee ID cards. The case was properly handled and closed through the improvement process in accordance with the law.

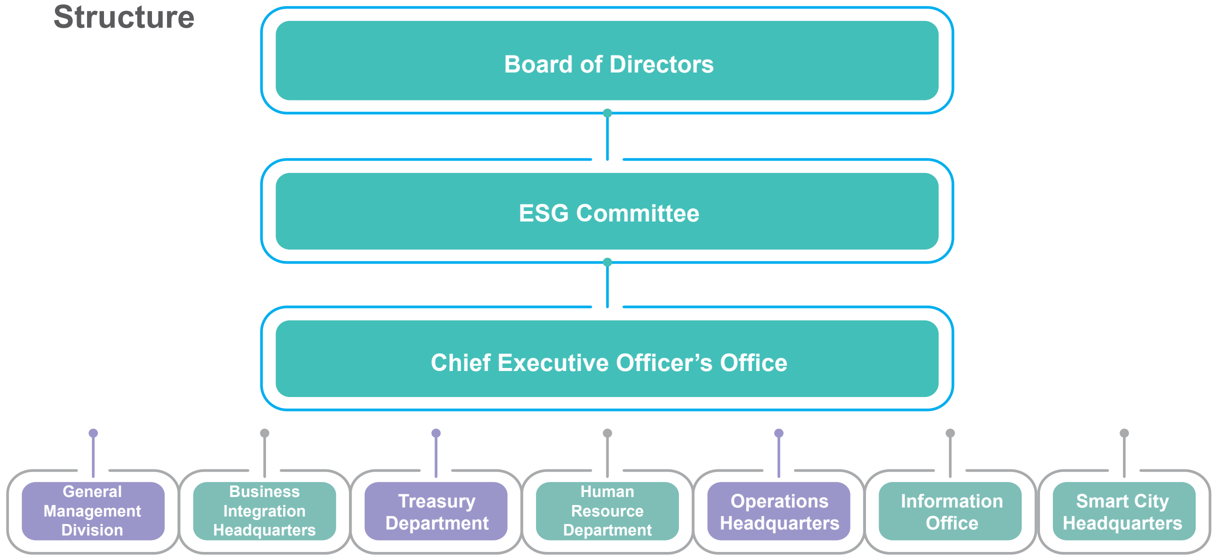
Material Issue	Compliance
Target	The Company complies the laws and regulations of the competent authority to prevent material violations of related regulations.
Responsibilities and Resources	The Company assigns relevant units to process the compliance with laws and regulations and management 1. Service Headquarters: Process the training, management, and inspections of security personnel in accordance with the regulations of the Private Security Service Act. Process the establishment, management, training, and implementation of systems in accordance with the Personal Data Protection Act 2. Human Resource Department: Compliance with the Labor Standards Act and the communication, management matters for the Occupational Safety and Health Act, and processing employees' complaints 3. Corporate Planning Office: Compliance with the Company Act and Securities and Exchange Act and the establishment and management of the systems of a public company 4. Legal Office: Compliance with regulations for patents, trademarks, copyright, and trade secrets, establishment and implementation of the management system, and consultation on other laws and regulations 5. General Affairs Department: Compliance with government energy management regulations and environmental protection regulations 6. Internal Audit Office: Audit of compliance with laws and regulations
Stakeholder Feedback and Complaint Mechanisms	The Company has set up the website service mailbox: service@secom.com.tw and the 24-hour service telephone: 0800-22-11-95 to establish complaint mechanisms and channels.
Implementation Results in 2025	Through the implementation and management of the Company's compliance policy by various departments, Taiwan Secom recorded a total of 2 labor penalty cases in 2025. These cases were properly handled and closed through the improvement process in accordance with the law.

2.4 Risk Management

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

Material Issue	Risk Management	
Target	Short term	1. Conduct a company-wide risk assessment by the end of October each year and prepare the audit plan for the following year based on the results of the risk assessment. 2. Add an online internal control self-assessment system for subsidiaries. 3. Plan to gradually implement revisions to the internal control cycle related to sustainability information management in August 2025.
	Medium and long term	Fully launch the online internal control self-assessment system for subsidiaries.
Responsibilities and Resources	● Responsibilities: Internal audit, internal control self-assessment, and subsidiary oversight - Internal Audit Office. ● Resources: Taiwan Green Productivity Foundation: Guidance and assistance with the verification process for ESG GHG inventories.	
Action Plan	● Taking into account the daily management operations of each department and relevant management regulations, we have progressively revised the relevant cycles of the internal control system. ● Adjust the content of the internal control self-assessment questionnaire in response to the Taiwan Stock Exchange's revisions to the content of the "Reference Items for Assessing the Effectiveness of Internal Control Systems".	
Implementation Results in 2025	● We have progressively amended and supplemented the internal control system cycles (including installation services and construction site management for the Intelligent Safe House Department's buyout system, supplier management and supply chain management, human rights protection and HR data analysis, as well as corporate operations and sustainability information management - reporting of financial and non-financial information, etc.) ● The online internal control self-assessment system for subsidiaries has been expanded to include 7 additional subsidiaries, bringing the total to 9 subsidiaries. ● Completed the Group's GHG inventory in 2025, ahead of the original schedule (2027).	
Stakeholder Feedback and Complaint Channels	● Complaint telephone number: 02-7737-1306;Complaint fax number:02-2557-1703;E-mail: shr@secom.com.tw	

● **Organizational Structure**



Scope of Risk Management

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

Responsible Authority for Risk Management

1 Strategic Risks
Risks arising from business strategies, organizational changes, etc.
Chief Executive Officer's Office

2 Product Risks
Risks of new product innovation and development
Business Integration Headquarters

3 Operational Risks
Risks arising from changes in laws and policies, major investments, legal disputes, advertising, marketing strategies, etc.
General Management Division

4 Financial Risks
Risks from the allocation of funds, exchange rates, interest rates, etc.
Treasury Department

5 Personnel Risks
Risks arising from hiring and labor relations
Human Resource Department

6 Business Risks
Risks arising from changes in business performance, market competition, trade disputes, sales strategies, etc.
Operations Headquarters
Smart City Headquarters

7 Service Risks
Risks arising from climate change, geography, theft, crime, customer service, biological disasters, etc.
Operations Headquarters

8 Information Risks
Risks of leaks of the Company's confidential data and the integrity and availability of information provided by the Company
Information Office

Risk Management Operations

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

In 2025, the Internal Audit Office compiled the risk assessments results of each department and identified 2 highest-risk items and 9 medium-risk items. They were included in the key audits of the business management units, tracked in routine performance management, or included in the 2026 audit plan of the Internal Audit Office.

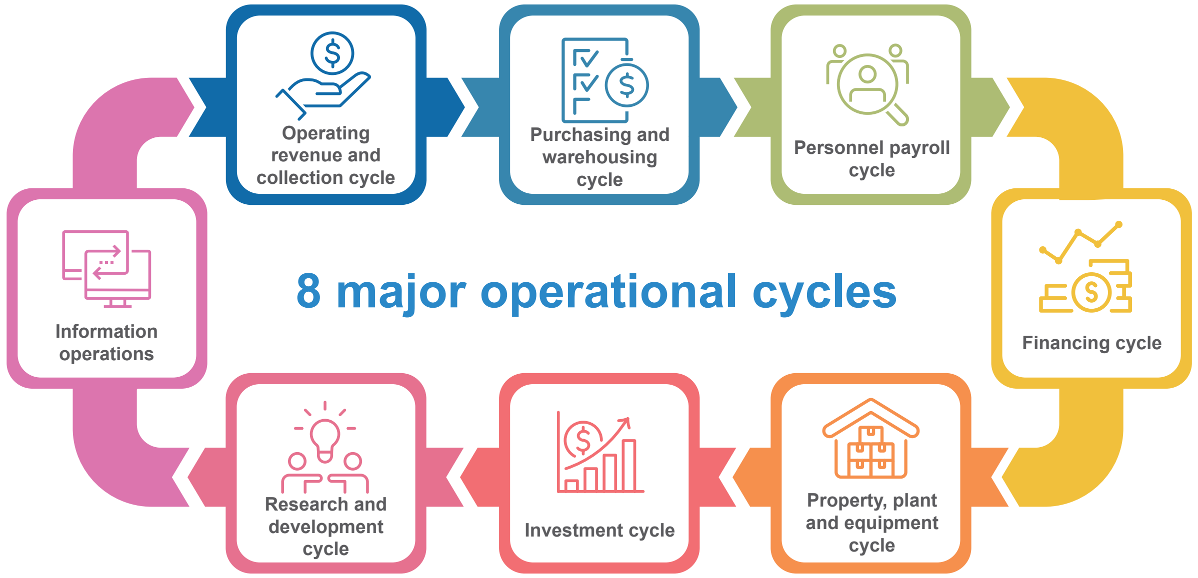
Internal Control

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

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

Taiwan Secom's Internal Control System

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



Implementation Results of the Internal Audit Office in 2025

In 2025, the Internal Audit Office commissioned the Taiwan Green Productivity Foundation to conduct a GHG inventory for Taiwan Secom's subsidiaries. As of December 26, 2025, the inventories for both the parent company and subsidiaries have been completed, and the GHG inventory reports have been issued. Additionally, Ernst & Young, Taiwan is expected to issue an independent limited assurance report on the GHG statement by January 15, 2026, achieving the Group's target of completing GHG inventory by 2027 ahead of schedule.

Furthermore, the Internal Audit Office has actively developed an internal control self-assessment system for subsidiaries, replacing the original paper-based process with an online self-assessment questionnaire. Currently, system implementation has been completed for six subsidiaries, namely, Taiwan Secom Insurance Brokerage Services Inc., Lee Way Co., Ltd., Titan Star International Co., Ltd., Goldsun Express & Logistics Co., Ltd., Goyun Security Co., Ltd., and LeeBao Security Co., Ltd., effectively streamlining audit manpower and operational processes while enhancing the efficiency and timeliness of subsidiaries' internal control self-assessments.

Introduction to Internal Control on the Management of Sustainability Information

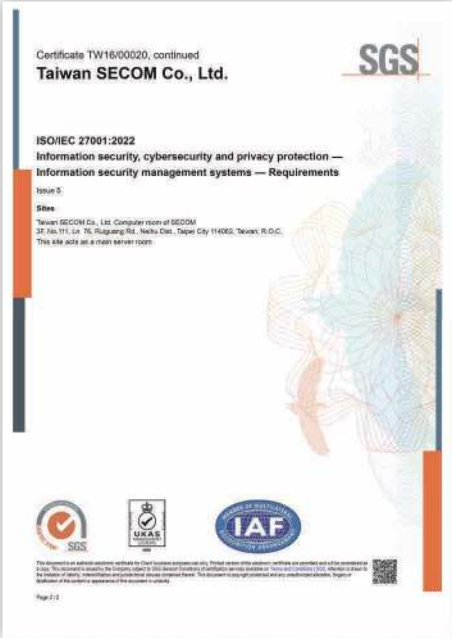
In accordance with the "Regulations Governing Establishment of Internal Control Systems by Public Companies", the Company has incorporated sustainability information management into its internal control system and designated it as a mandatory audit item in the annual audit plan to enhance the reliability, timeliness, and transparency of sustainability information and ensure compliance with relevant regulations. Based on the sustainability disclosures in existing ESG reports and annual reports, the Company has conducted an inventory of data sources and responsible units. With reference to the daily management operations of each department and relevant management regulations, we have revised and supplemented the cycles of the relevant internal control systems (including installation services and construction site management for the Intelligent Safe House Department's buyout system, supplier management and supply chain management, human rights protection and HR data analysis, as well as corporate operations and sustainability information management - reporting of financial and non-financial information, etc.) We are gradually establishing control processes and mechanisms covering "collection, consolidation, calculation/estimation, review, approval, and disclosure", and integrating them with existing operational cycles and information system controls to ensure the quality of financial and non-financial sustainability information.

At the same time, the audit unit will formulate and execute an annual audit plan based on the results of risk assessments to audit sustainability information management controls and track their improvements. Furthermore, in response to the regulatory authorities' phased plan to align with the IFRS Sustainability Disclosure Standards, the Company will, in accordance with the applicable timeline, strengthen cross-departmental collaboration and data governance through dedicated projects, as well as adjust the internal control procedures for "Sustainability Information Management" and the annual audit plan on a rolling basis to enhance the consistency and comparability of future sustainability disclosures.

2.5 Information Security Management

The Company established the "Information Security Management Office" to be responsible for conducting information security management and planning, establishing and maintaining an information security management system, and coordinating the formulation, implementation, risk management, and compliance audits of relevant policies, etc. To implement customer personal data security management, prevent attacks such as hacking and viruses, and guarantee the normal operation of information systems, equipment, and networks, the Company has introduced network security measures. Through 24/7 round-the-clock operations and maintenance, we provide real-time monitoring and early warning detection of information security incidents, delivering a reliable and secure service. In 2024, we completed the transition certification to “ISO 27001:2022”, valid from January 3, 2025, to January 3, 2028. We also continue to undergo certification to maintain the effectiveness of ISO/IEC 27001.

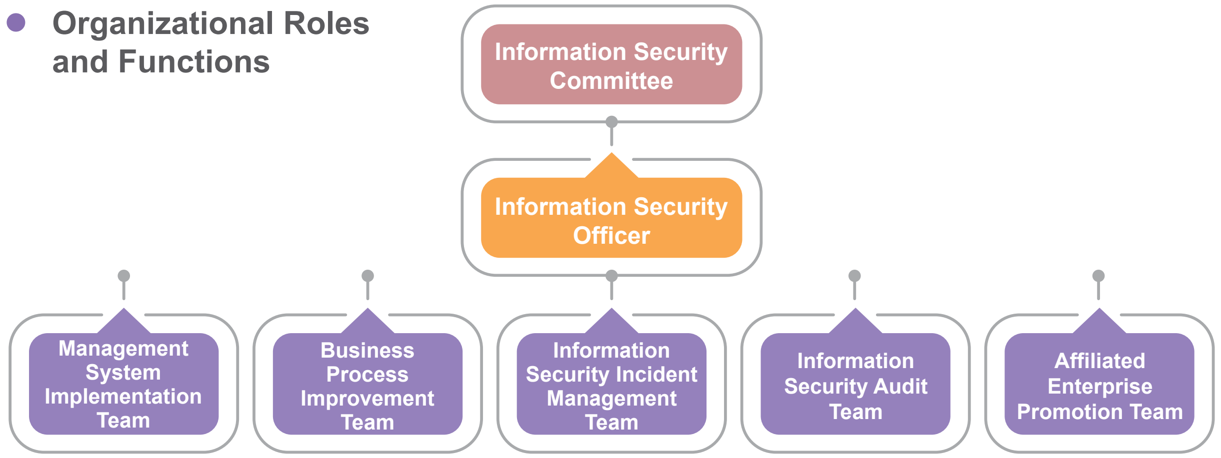
- **ISO 27001 certificate**



I. Information security risk management framework

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

- **Organizational Roles and Functions**



II. Information security policies

In March 2024, the Company promulgated the information security management policy and regulations applicable to the entire organization, and implemented a complete Information Security Management System (ISMS) to reduce information security threats of the Company from systems, technologies, and procedures.

Ensure the confidentiality (C), integrity (I) and availability (A) of the information assets held by the Company and protect the privacy of customer data.

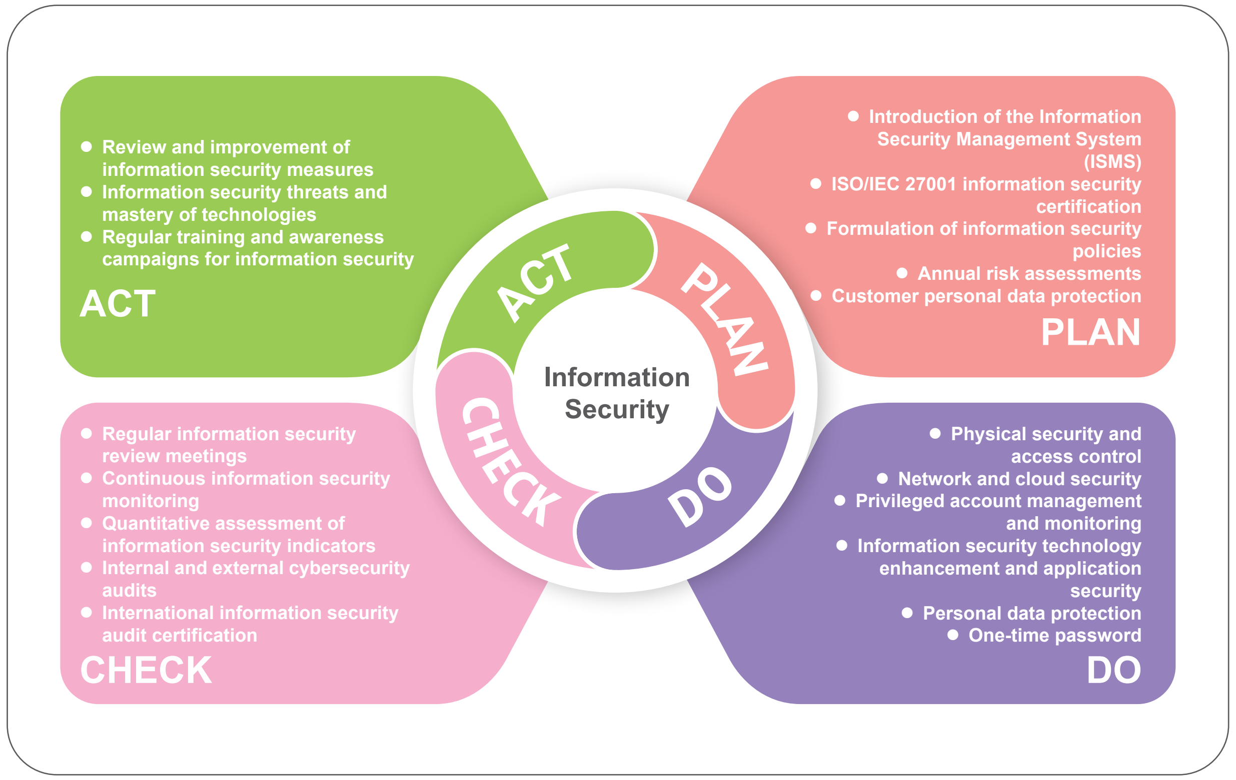
The following goals have been achieved through the joint efforts of everyone in the Company:

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

The Company has established the Personal Information Protection and Management Regulations and the Personal Data Protection Management Organization to ensure the confidentiality, integrity, and availability of the information assets under its protection. To continuously optimize the effectiveness of information security management, we adopt the "Plan-Do-Check-Act" (PDCA) management cycle to regularly review and improve our protective measures and management procedures.

- **Information Security PDCA**

The Company has adopted a systematic risk management process to ensure the resilience of information and communication security:



Information Security Risk Management	Internal Audits	● Identify potential information security threats (e.g., malware, phishing, social engineering, and ransomware) and system vulnerabilities. ● Regularly perform website vulnerability scanning and penetration testing, and conduct patching, retesting, and tracking. ● Manage and restrict the use of portable media (e.g., USB devices) to further strengthen endpoint information security protection.
	External Consultants	Engage a professional institution to serve as an information security management consultant, and provide guidance and audits on the information security management system.
	Resource Investment	1. EDR Note 1 monitoring software: 24/7 maintenance and operation to achieve 100% asset monitoring coverage. 2. Install information security equipment, including firewalls, UTM, and website application firewalls.
	Information Security Drills and Education and Training	● Conduct monthly information security awareness campaigns via email and bulletin boards. ● Conduct social engineering drills every six months and provide annual online information security education and training courses for all employees, with a training completion rate of 100%. ● Establish appropriate backup or monitoring mechanisms for critical information systems or equipment, and conduct regular drills to ensure their availability and personnel's proficiency in system operations as well as disaster prevention and recovery.
	Information Security Incident Reporting Procedures	The Company has established a standardized information security incident reporting mechanism to implement closed-loop management from reporting, handling to tracking. When employees receive reports of information security anomalies via phone calls, emails, or other means, they must immediately log the incident details on the Notes platform. Depending on the nature of the incident, it is then referred to the responsible departments for emergency response and remediation, with the Information Security Management Office tracking the progress throughout the process until the case is closed.
	Cybersecurity Insurance	Enhance risk management and transfer financial losses and third-party liability resulting from information security incidents.
	External Organization Participation and Certification	● Apply for the government's "Tax Credit for Investment in Smart Machinery, 5th Generation Mobile Communication Systems, or Cybersecurity Products or Services" to improve operational efficiency and strengthen information security. ● Join TWCERT/CC and the Taiwan CISO Alliance to participate in joint defense organizations and threat intelligence collection. ● In 2024, we formally signed the "Memorandum of Understanding on National Cyber Security Joint Defense and Intelligence Sharing" with the Ministry of Justice Investigation Bureau. Through public-private collaboration, we are deepening cybersecurity intelligence exchange mechanisms and enhancing the depth of professional defenses.
Customer Data Management and Protection	Regulatory Compliance	In accordance with the Personal Data Protection Act and the Regulations for the Security and Maintenance of Personal Information Files in Police-Related Non-Government Agencies Designated by the Ministry of the Interior, we collect customer information only in a manner that is lawful and necessary for specific business purposes, and we strictly enforce data access permission controls and approval processes.
	Data Retention Period	Data is retained for the period required by law or as necessary under business contracts.
	Secure Destruction Procedures	Physical documents are destroyed using a shredder to ensure that data cannot be recovered or used unlawfully.

Note 1: EDR stands for Endpoint Detection and Response.
Note 2: In 2025, there was no data leakage, 0% of incidents involving customers' trade secrets and personally identifiable information, and no customers were affected.

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

To strengthen corporate cybersecurity governance and operational resilience, the Company has formally signed the "Memorandum of Understanding on National Cyber Security Joint Defense and Intelligence Sharing" with the Ministry of Justice Investigation Bureau. By establishing a close, two-way intelligence-sharing and threat-notification mechanism, we are actively promoting public-private collaboration in cybersecurity defense. This initiative not only demonstrates the Company's strong commitment to information security, but also fulfills our corporate social responsibility through concrete actions. By joining hands with government agencies to counter cyber threats, we are working together to build a secure and sustainable environment for digital development.

2.6 Customer Service Quality

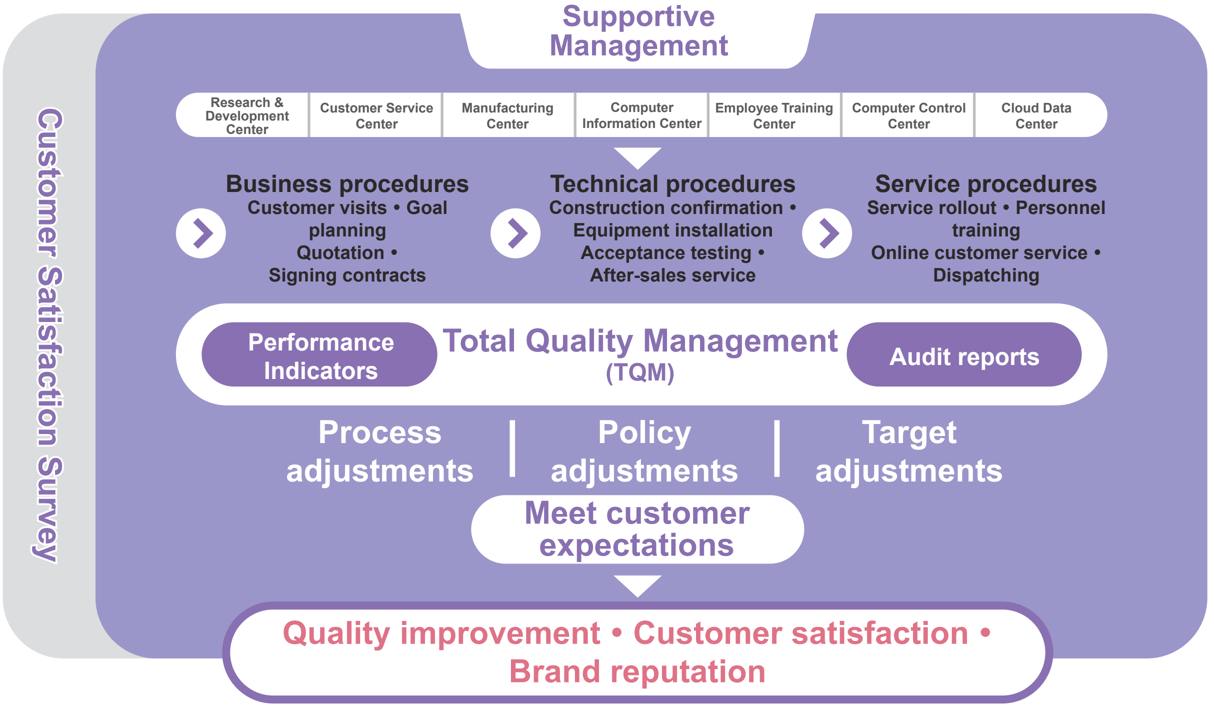
Customer service quality is the core value of the corporate brand and operations of Taiwan Secom. It directly affects the customer experience, revenue, brand reputation, and market competitiveness. The Company thus established the service quality improvement framework and related management procedures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

Material Issue	Customer Service Quality	
Target	Short term	Use satisfaction surveys to implement quality management and collection of opinions for current services. Process valuable customer feedback with the PDCA improvement cycle and provide thoughtful services beyond customer expectations.
	Medium and long term	Continue to improve customer services and set a medium-term goal of "changing the future lifestyle model and becoming a leader in smart living".
Responsibilities and Resources	We took the initiative of setting up seven major centers and managing relations with industry/government/research organizations to maintain technological leadership.	
Resources Invested and Action Plans	1. Customer satisfaction surveys for new customers 2. Satisfaction rate of telephone interviews of residential customers 3. Case closure satisfaction rate of customers receiving services	
Implementation Results in 2025	1. The target service satisfaction of new customers should be over 95% and the actual rate was 95.7% 2. The target service satisfaction rate of telephone interviews of residential customers should be over 90% and the actual rate was 95.9% 3. The target case closure satisfaction rate of customers receiving services should be over 90% and the actual rate was 97.4%	
Stakeholder Feedback and Complaint Mechanisms	Taiwan Secom customer complaint hotline: 0800-221195	

● Service quality management policies

Taiwan Secom is committed to improving the quality of services and creating a solid internal support organization and activities. The Company established action plans and measures and standardized the three major operating procedures. We use questionnaire surveys in the service process and survey the satisfaction rate after completing services. We collect market information from different sources and accurately monitor consumer needs. We use the performance indicators and audits to comprehensively enhance the efficiency and performance of key process management. The Company adjusts the service model for continuous service quality enhancement/improvement to provide consistently high-quality customer experience.

● Service Quality Improvement Framework and Management Procedures



Understand Customer Needs: Customer Satisfaction Survey

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

The Company has implemented an [Intelligent Voice Customer Service System] and aims to use intelligent technology to address the quality of our existing telephone service. The system covers two major aspects of [inbound calls] and [outbound calls], comprising a total of five categories. The outbound calls include [Customer Satisfaction Survey on New Cases] and [Customer Satisfaction Survey on Cases Handled and Concluded During Service].

- Customer Satisfaction Survey Items and Targets

Consumer satisfaction survey and targets in 2025:

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

We conducted a survey of new customers on three aspects of operations, construction, and security. After calculating the score, we announced the rankings. Units that fail to meet the standards must propose improvement measures at the monthly business management meeting. The actual achievement for 2025 was 95.7%.

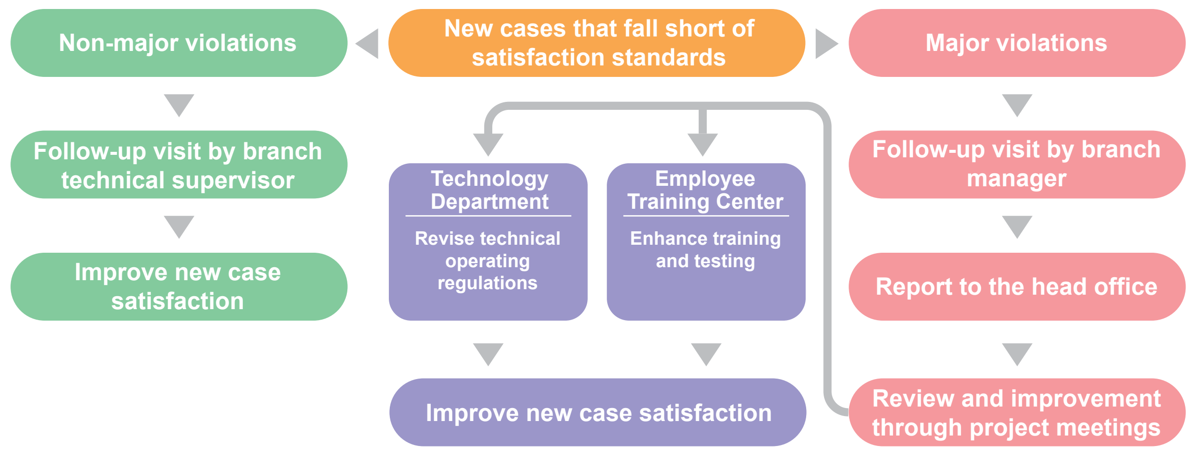
- **New customer satisfaction rate survey trends and analysis (2025)**

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Operations	96.8	96.4	96.2	97.4	96.2	96.6	96.4	97.4	96.8	96.4	97.4	96.2
Construction	96.8	96.8	95.8	97.0	96.2	97.2	94.2	97.6	96.8	96.4	97.2	96.6
Service	97.4	97.0	96.2	97.4	96.8	97.6	96.8	98.2	97.4	97.0	97.8	97.4

In 2025, there were 11,714 valid responses (67.5%), 456 refusals (2.6%), and 5,176 invalid responses (29.8%). A total of 17,346 telephone interviews were carried out.

Governance

- **Procedures for handling new cases that fall short of satisfaction standards**

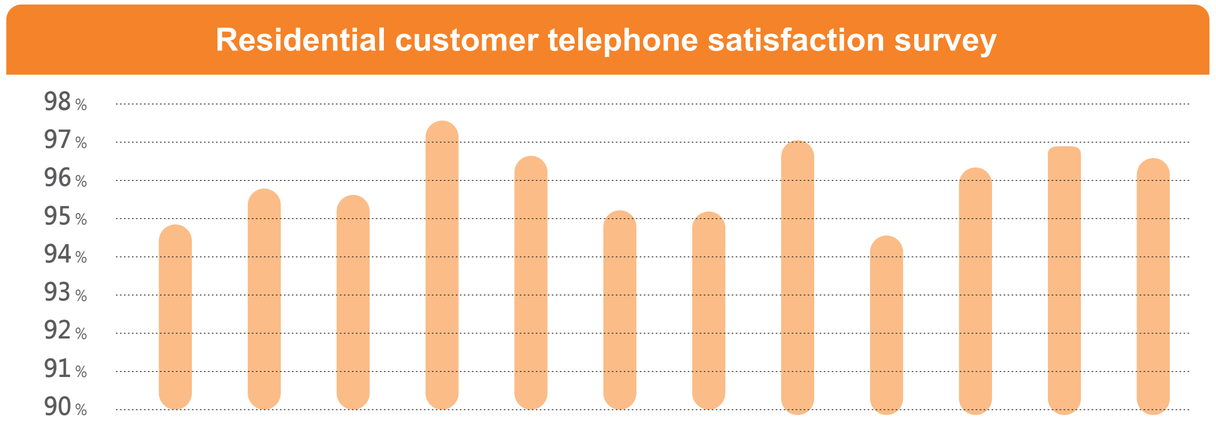


II. Satisfaction rate of telephone interviews of residential customers Target >90%

The Customer Center implements the residential customer telephone interview to improve the user experience and meet the true needs of residential customers. It defined the 13 telephone interview questions and the key points of the telephone interview are as follows:

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

- **Satisfaction rate of telephone interviews of residential customers (2025)**



2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Satisfaction rate %	94.6	95.8	95.5	97.4	96.5	95.1	95.2	97.2	94.5	96.3	97.0	96.6

In 2025, the Company planned to carry out 20,860 surveys. After deducting the 5,847 cases involving customer privacy, 15,013 cases were implemented. 13,246 telephone interviews were completed (88.23%) and 12,708 customers expressed satisfaction with the user interface (95.9%). The telephone interviews identified 194 issues for which supervisors were assigned to visit customers. 35 customers expressed their intent to use value-added services.

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

Taiwan Secom established a comprehensive system with 15 major categories, 38 codes for instructions, and 1,638 sub-items for instructions to ensure zero loss of information and respond appropriately to customers' complaints. When the Customer Service Center processes a customer complaint, it specifies the case type with precision based on customer needs and registers all necessary information on customer needs. The system automatically assigns personnel to provide services. After the completion of services, the service provider must ask the customer to sign on the "Customer Service Visit Table" to close the case. All customer complaints and records are recorded in detail on the "Service Requests Management Platform".

To enhance service quality, Taiwan Secom treats the 50 sub-codes as key audit items. Once a case is closed, the request status becomes "issue addressed and awaiting confirmation". The Customer Service Center must perform the telephone interview procedure for the "customer request satisfaction survey" within a certain time frame. Three key points of the telephone interview: Did the staff provide service onsite? Was the situation properly handled? Please rate the service of the staff. The head office verifies the results of the telephone interview and announces the performance rankings of the branches each week. Awards are given to the top-performing units and those with special service records, and the actual result in 2025 was 97.4%.

- **Customer Service Center Request Satisfaction Rate Entire company (2025)**

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Satisfaction rate %	96.0	97.4	97.6	97.4	97.6	97.5	97.5	97.1	97.8	97.8	97.8	96.8

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

Comprehensive Support Management: Taiwan Secom's 7 Major Centers

Taiwan Secom continues to invest significant resources in the creation of the 7 major centers (1. Computer Information Center, 2. Computer Control Center, 3. Research & Development Center, 4. Employee Training Center, 5. Customer Service Center, 6. Manufacturing Center, and 7. Cloud Data Center) to provide comprehensive supportive management.

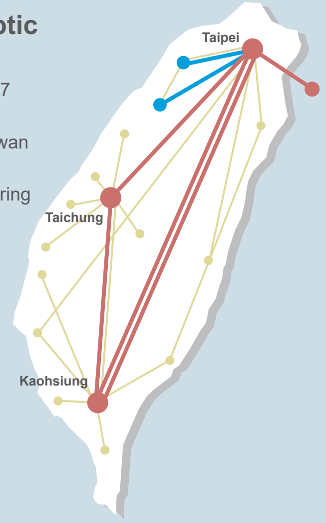
- **Description of Taiwan Secom's 7 Major Centers**

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

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

High-speed fiber optic ring network

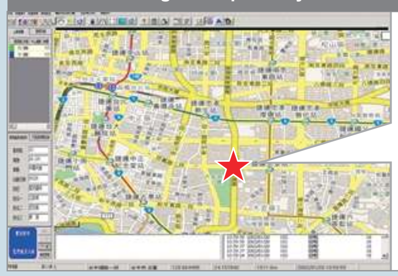
- Computerization since 1987
- Completed T1 high-speed network for throughout Taiwan in 1992
- Upgraded to T3 fiber optic ring network in 1998



02 The Planning and Operation Hub | Computer Control Center

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

Digital dispatch system

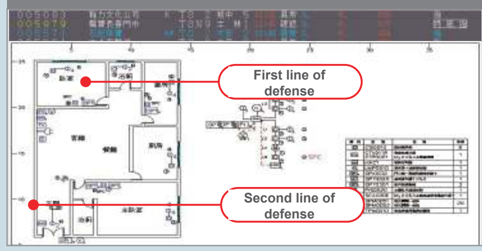


When the user clicks on the anomaly, the system displays the distance between the dispatch point and the anomaly, arrival time, and whether there are developing situations

AMS mobile dispatch system

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

Graphic Control Management System



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

03 Heroes Behind-the-Scenes | Research & Development Center

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

04 High-quality service personnel development base | Employee Training Center

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

05 Listening to Customers and Services | Customer Service Center

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

06 Rigorous Equipment and Facility Quality Control | Manufacturing Center

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

07 Smart Life with Analytics and Improvements | Cloud Data Center

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

Taiwan Secom is committed to using technologies and information management to verify the quality of services including R&D, production, service, and listening to verify the service quality and implement quick corrections. The strong and comprehensive structure of the 7 major centers facilitates precise exchange of information and communication and active adjustments of internal resources and strategies. Taiwan Secom believes that it must continue to consolidate the service quality, improve service contents, and continuously implement innovation to truly become thoughtful partners of the customers.

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

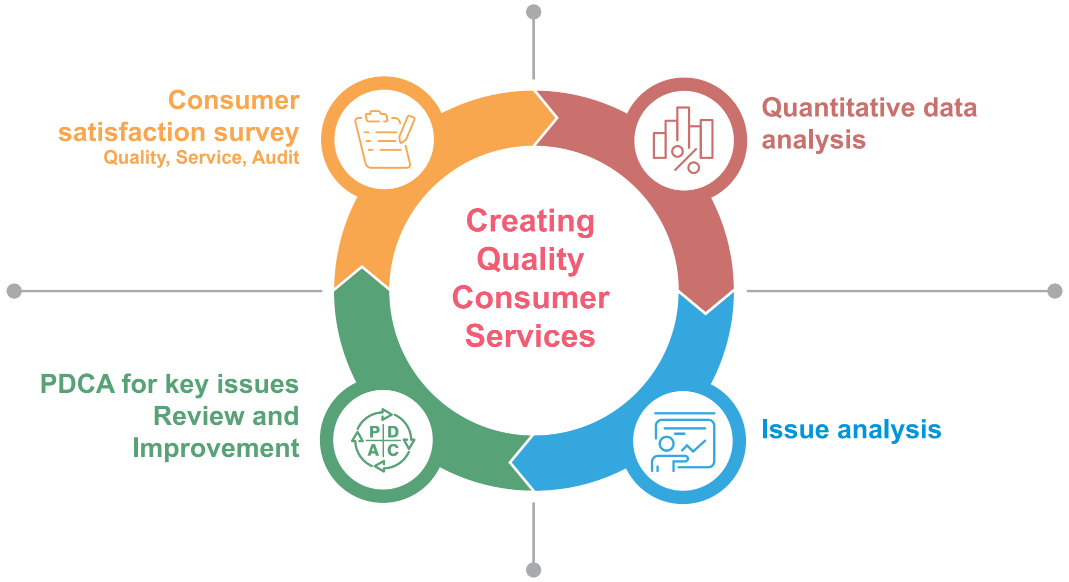
Customer Rights Policy

Customer Service Management Policy	
Customer Relations and Communication	Regular and irregular meetings and visits; quarterly and monthly performance reviews or audits.
Providing Localized Service to Customers	● Service departments and dedicated contact points are established at branch offices nationwide to support customer adoption, visits, safety planning, and implementation ● Conduct necessary activities, surveys, verifications, audits, and related data collection in alignment with customers' corporate social responsibility initiatives

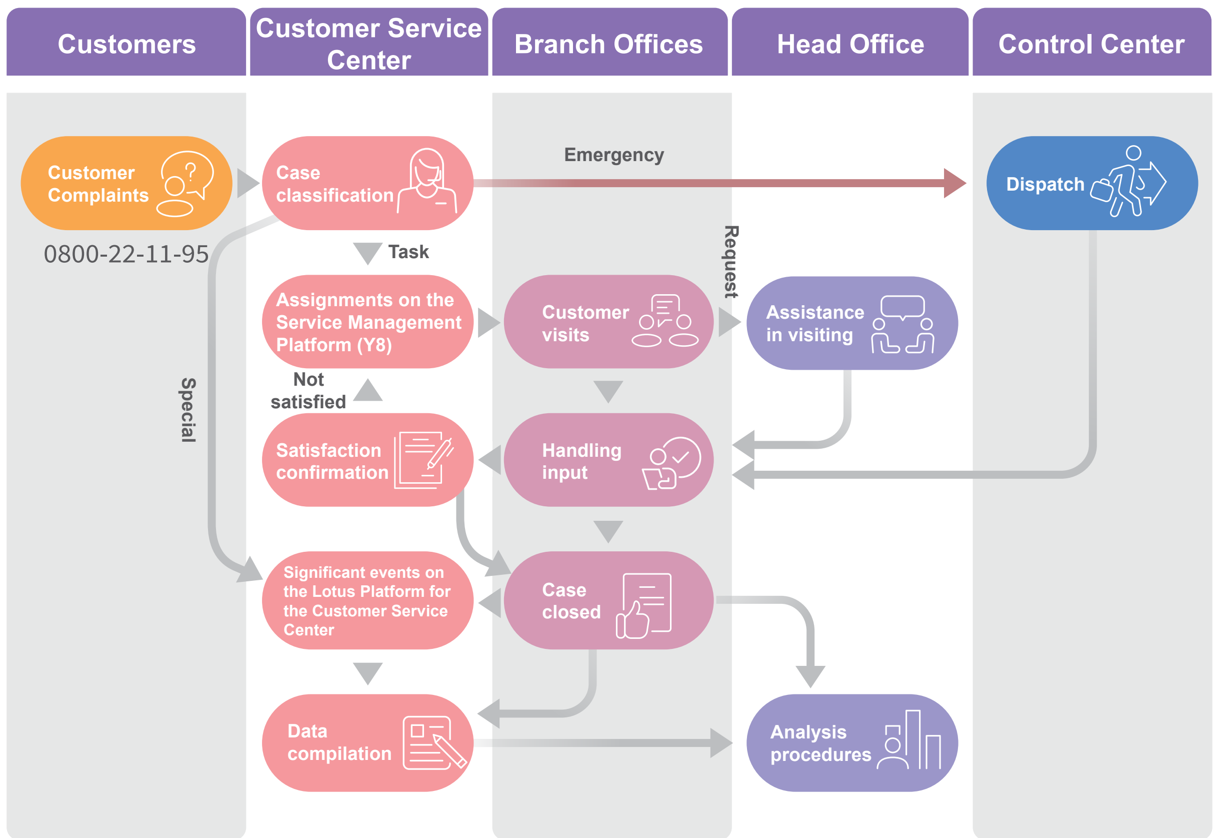
Continuous Improvement Cycle and Valuing Each Incoming Call

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

Customer Service Improvement Cycle



Handling Customer Feedback



Governance

When a customer submits a complaint to the Customer Service Center, the handling personnel shall enter the case details into the Service Requests Management System, and deliver it to the branch office where the customer is located. For urgent cases, employees are immediately dispatched to the site. For special cases, the handling personnel shall report the cases to the unit manager on the telephone and register results on the Lotus Platform for disclosure during the morning briefings. The handling personnel take corresponding measures based on the situation of the case. Where necessary, the department supervisor or branch manager shall visit the customer in person. Assistance may also be sought from relevant departments of the head office as needed.

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

For special cases, the responsible department shall convene project meetings to review the items and improvement procedures. After analyzing the cause, the Company swiftly and actively implements adjustments. The technical department corrects the technical/construction operating procedures and updates regulations. The Employee Training Center enhances training and administers tests to require employees to meet consistent standards.

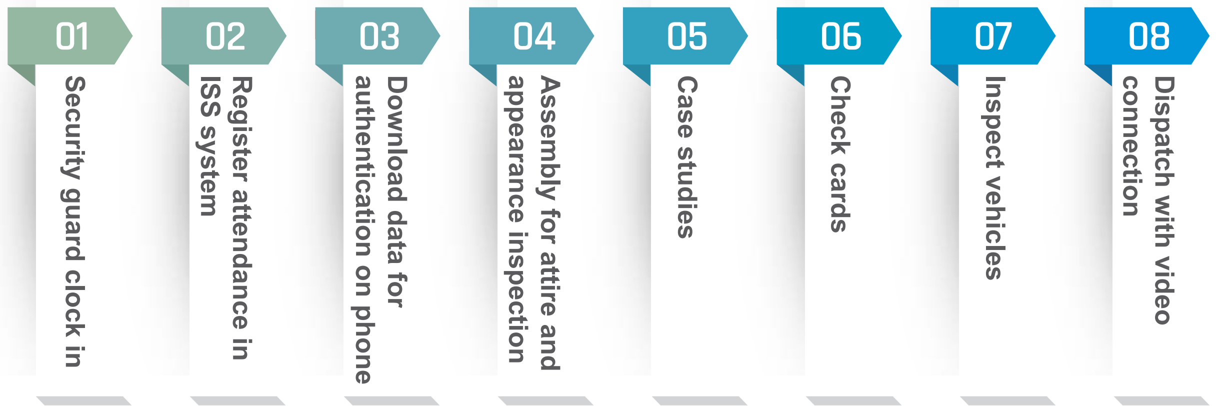
Taiwan Secom customer complaint hotline in 2025: 0800-221195

Rigorous Procedures

Taiwan Secom actively learns about customer needs and continuously improves the operation cycle to refine sales, technical, and service procedures and cultivate talents for the industry.

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

Pre-duty training procedures



Taiwan Secom's 2025 Service Performance and Contributions

2025
79 burglars arrested

2025
305 burglaries prevented

2025
642 customer commendations

2025
41 missing elderly/children/ vehicles found

All employees of Taiwan Secom are passionate about their jobs. They value every piece of information from customers and cherish every opportunity for providing services. They regard all valuable opinions of customers as important basis for adjusting and improving service procedures. We collect market information from different sources and accurately monitor consumer needs and feedback to create strong internal support organizations and activities, implement inter-organization relationship management, and continue to launch innovative smart applications. We establish action plans and methods and use questionnaire surveys in the service process and survey the satisfaction rate after completing services. We use the performance indicators and audits to comprehensively enhance the efficiency and performance of key process management. We continue service quality enhancement/improvement to provide consistently high-quality user experience and meet customer expectations for Taiwan Secom.

2.7 Supply Chain Management

Material Issue	Risk Supply Chain Management	
Target	Short term	Establish a basic framework for tiered supplier evaluation and complete the evaluation of selected suppliers and preliminary risk ranking.
	Medium and long term	Gradually expand the coverage of supplier evaluations and the depth of on-site inspections year by year. Incorporate the tiered evaluation results into procurement decisions to establish a comprehensive sustainable supply chain management system.
Responsibilities and Resources	The Supplier Assessment Task Force is jointly organized by the Material Department of the Administrative Headquarters, the General Affairs Division, and the Purchasing Department of the Commercial Planning Office, with other units invited to participate as necessary. The Internal Audit Office assists all units in monitoring the implementation of management mechanisms.	
Action Plan	● Complete the first draft of the supplier tiered assessment form and operational guidelines ● Pilot improvement guidance and follow-up for high-risk suppliers ● Review and revise evaluation indicators and weightings on a rolling basis every year	
Implementation Results in 2025	● Reference of the evaluation team: Suppliers' past quotations and relevant certifications, 68 supplier internal satisfaction surveys completed by 17 internal employees from five units, and completion of a tiered evaluation of 15 suppliers ● 1 high-risk supplier was identified, and a communication plan for improvement was initiated.	
Stakeholder Feedback and Complaint Channels	Complaint telephone number: 02-7737-1306;Complaint fax number:02-2557-1703;E-mail: shr@secom.com.tw.	

Strengthening Supply Chain Governance: Deepening the Cornerstones of Integrity and Responsibility

With its multi-sector presence, Taiwan Secom Group integrates smart technology into people's daily lives of food, clothing, housing, and transportation. Under its diversified business model, the Group continues to strengthen the supplier governance system. This year, Taiwan Secom has continued to ensure that its partners align with the Group's goals in the areas of Environment, Social, and Governance (ESG) through legal frameworks and specific commitments. In 2025, a total of 271 partner suppliers signed the Platform Procurement Contract, Supplier Code of Conduct, Supplier Social Responsibility Commitment, and Supplier Commitment to Ethical Conduct:

- Platform Procurement Contract: Establish the legal framework and basis for rights and responsibilities in business cooperation.
- Supplier Code of Conduct: Specify basic requirements for environmental protection, labor rights, and occupational safety.
- Supplier Social Responsibility Commitment: A commitment to comply with international standards related to social responsibility.
- Supplier Commitment to Ethical Conduct: Implement business integrity principles for anti-corruption and anti-bribery.

Sustainability principles are embedded from contract terms through to actual implementation, making environmental protection, labor rights, occupational safety, and integrity the fundamental prerequisites for supply chain collaboration.

● Building supply chain capabilities for smart building projects: Forward-looking deployment of the collaboration system

In response to the global trend toward net-zero buildings, Taiwan Secom leverages its core strengths in low-voltage system integration to provide turnkey, one-stop solutions covering planning, procurement, construction, certification application, and subsequent maintenance and operation. Given that large-scale construction projects typically have a lead time of 2 to 3 years from contract signing to the outsourcing of low-voltage engineering, the procurement unit adopts a forward-looking reserve strategy to ensure that supply chain capabilities stay ahead of project requirements.

- Sustainability system construction:

To assist customers in obtaining the "Smart Building Label", we actively incorporate the supply chain with relevant collaborative technologies, products, and services into our partnership planning and reserve system. As of the end of 2025, 34% of partner suppliers have possessed the professional capabilities to support Smart Building Label solutions, covering key areas such as the supply and integration of energy management system equipment, the planning and installation of security and monitoring systems, the deployment and maintenance of communication systems, automation control equipment and technical support, and low-voltage cabling installation services.

- Risk management and integration:

Through this professional collaboration system, the Company is able to precisely allocate the appropriate resources when a project enters the implementation phase, ensuring engineering quality and sustainability standards under the turnkey (Note) model. This advance planning not only strengthens our project execution capabilities, but also enables us to lead customers in jointly promoting the development of smart buildings.

Note: Turnkey: An integrated project delivery model in which the contractor coordinates the design, integration, procurement, construction, testing, and acceptance processes to complete delivery in accordance with predetermined quality requirements and sustainability/compliance standards, enabling the owner to obtain a complete, ready-to-use outcome. The actual scope and boundaries of responsibility are defined in the contract for each specific case.

Supplier evaluation: Dynamic governance mechanism

In 2025, the Company launched a tiered supplier evaluation mechanism Note. In addition to traditional factors such as delivery time, quality, and cost, we have incorporated ESG (Environmental, Social, and Governance) criteria into supplier management as a key basis for determining partnership tiers and procurement decisions. Through the signing of the Supplier Code of Conduct/Commitment, SAQ for risk identification, and tiered information security management, the Company is able to systematically monitor supply chain risks and initiate improvement and tracking mechanisms for high-risk suppliers, thereby enhancing supply chain resilience and compliance.

SAQ/document review → risk classification (low/medium/high) → procurement decision-making and management measures

Note: Evaluation results will affect: The nature of cooperation projects/audit frequency/improvement requirements/approval for introducing new products.

1. Multi-dimensional evaluation system

Traditional Evaluation Indicators	ESG Aspects	
Delivery Time, Quality, and Cost	Environmental aspect	Environmental management certifications, energy conservation and carbon reduction initiatives, and signing of the code of conduct.
	Social aspect	Working conditions, occupational safety and health management.
	Governance aspect	Record of regulatory compliance, business integrity practices.

Note: Scoring criteria: 85-100 points is classified as Grade A (excellent supplier); 70-84 points is classified as Grade B (qualified supplier); 60-69 points is classified as Grade C (supplier requiring improvement); 59 points or below is classified as Grade D (high-risk supplier). Weighting: 30% for ESG aspects, 30% for price and cost, and 40% for overall product and service quality.

2. Tiered differentiated management:

- Partner selection: Suppliers with outstanding evaluation results are designated as long-term strategic partners and are given priority for collaboration opportunities.
- Transition guidance: For suppliers whose evaluation results indicate areas for improvement, we initiate a communication and guidance mechanism. Through regular exchanges, we drive improvements in their sustainability performance to build a positive supply chain ecosystem.

3. Dynamic review on a rolling basis:

Quantitative indicators are tracked on an ad hoc basis to ensure the stability and compliance of resource supply across all project sites, thereby minimizing overall negative impacts.

Supplier Governance Data Overview in 2025

Supplier cooperation	Type of suppliers	Type of data	Attained in 2022	Attained in 2023	Attained in 2024	Attained in 2025
Signing of the Code of Conduct and the Commitment	Existing suppliers	Number that signed	204	187	217	243
		Percentage that signed	73%	92%	78%	87%
	New suppliers	Number that signed	-	92	64	28
		Percentage that signed	-	100% Note 2	76%	56%
Recovery rate of supplier sustainability risk self-assessment questionnaire	Total number of suppliers	Recovery rate	-	72%	99%	99%

Note: Existing suppliers and new suppliers are distinguished based on whether their "annual contracts were re-signed". Note: "Percentage that signed" is calculated separately for existing suppliers and new suppliers. The denominator is the total number of suppliers of each type that should complete signing during the current year (the number of suppliers that have completed signing and the number of suppliers that have not completed signing), and the signing rate is calculated based on this figure. Annual variations in the signing rate are primarily influenced by the nature of collaborative projects during the year, the addition of new suppliers, and the timing of contract signings.

Note 2: Due to data inventory and adjustments for 2023, the data in 2023 for the "signing rate of new suppliers" (Commitment/Code of Conduct) has been restated to 100%;the values reported in previous reports are no longer valid. This restatement does not affect the attainment status for 2024 and 2025.

Governance

Review data based on supplier SAQ results
Total number of questionnaires submitted by 271 suppliers: 270

	Management system	Laborers	Healthy and safe society	Environment	Code of ethics
Total number of suppliers selected	270	270	270	270	270
Number of suppliers with negative impact identified	130	11	37	191	8

Note: A risk is defined as a situation where a supplier answers "no" or "not applicable" to any question in the SAQ. If the supplier fails to specify the management policy or certification, it is identified as "at risk".

Note: The results of risk identification are compiled into a tracking list and continuously monitored within the tiered evaluation system to serve as a reference for future procurement decisions.

Review data based on the supplier information security classification self-assessment questionnaire
Total number of questionnaires submitted by IoT equipment suppliers among 271 suppliers: 138

	Information security maturity and analysis of maintenance	System security analysis	Equipment management analysis
Total number of suppliers selected	138	40	138
Number of low-risk suppliers	26	7	26
Number of medium-risk suppliers	109	30	109
Number of high-risk suppliers	3	3	3

Note: For suppliers classified as medium-to-high risk in terms of information security, proof of information security testing or software/hardware/firmware system updates is required. During the evaluation of government procurement bids, internal business units avoid medium-to-high-risk vendors to mitigate operational risks.

Supplier low/medium/high sustainability risk identification
Total number of questionnaires submitted by 271 suppliers: 270

ESG vulnerability level	Low			Medium			High		
Security threat level	Low	Medium	High	Low	Medium	High	Low	Medium	High
Number of small suppliers	42	40	0	5	2	1	0	0	0
Number of general suppliers	89	54	2	11	3	0	0	0	0
Number of key suppliers	10	10	0	1	0	0	0	0	0

CH3 Social

3.1 Human Rights

Human Rights Policy and Management

Taiwan Secom is committed to safeguarding the fundamental human rights of employees and stakeholders and creating a friendly, safe, and dignified workplace environment. In accordance with international standards such as the United Nations Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the International Labour Organization (ILO) Fundamental Principles and Rights at Work, the Company has formulated and implemented a human rights policy applicable to all employees, serving as a key foundation for the Company's operations and management.

Through internal management systems, education and training, as well as communication mechanisms, the Company ensures the implementation of its human rights policy, regularly reviews the effectiveness of its implementation, and continuously improves its human rights management practices.

United Nations Universal Declaration of Human Rights (UDHR)

- Universal Declaration of Human Rights (UDHR)
- United Nations Global Compact (UNGC)
- UN Guiding Principles on Business and Human Rights (UNGPs)
- "International Covenant on Civil and Political Rights" and "International Covenant on Economic, Social and Cultural Rights" (ICCPR & ICESCR)
- International Convention on the Elimination of All Forms of Racial Discrimination (ICERD)
- Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)
- Convention on the Rights of the Child (CRC)
- Convention on the Rights of Persons with Disabilities (CRDP)
- International Labour Organization (ILO) Fundamental Principles and Rights at Work, including principles such as the elimination of all forms of forced or compulsory labor, the effective abolition of child labor, the freedom of association and the effective recognition of the right to collective bargaining, as well as the elimination of discrimination in respect of employment and occupation.
- International Labour Organization (ILO) No. 155 - Occupational Safety and Health Convention
- Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises on Responsible Business Conduct

Implementation of Human Rights Risk Mitigation Measures

I. Human Rights Management PDCA and Action Plans

Item	Occupational Safety and Health Policy	Elimination of Discrimination, Harassment, and Equal Employment	Prohibition of Child Labor and Forced Labor	Work-Life Balance	Human Rights Protection Training Practices
Targets and Actions	Provide on-site health services, regular health checkups, and health promotion activities, and recommend medical referrals as needed on a case-by-case basis to prevent occupational diseases and promote employees' physical and mental well-being.	In accordance with the Act of Gender Equality in Employment, the Sexual Harassment Prevention Act, the Employment Service Act, and other relevant labor regulations, we eliminate any unlawful discrimination or sexual harassment in recruitment, hiring, promotion, and compensation processes. We also establish prevention, complaint, and resolution mechanisms to ensure that employees enjoy an equal, safe, and dignified work environment and employment opportunities.	In accordance with the Labor Standards Act, we strictly prohibit the employment of individuals under the statutory minimum working age and verify identification documents in accordance with the law during the recruitment stage. At the same time, we ensure that the provision of labor is based on the employee's free will and eliminate any form of forced or compulsory labor.	● Flexible working hours ● Provision of childcare support ● Diverse employee care measures	● Regular education and training on human rights and occupational safety and health. ● Declaration of zero tolerance for workplace misconduct and sexual harassment.
Risk Assessment	1. Ergonomic hazards: Prolonged standing, patrolling, equipment operation, and prolonged sitting among security and surveillance personnel may lead to musculoskeletal discomfort and work-related injuries. 2. Biological hazards: Employee contact with the general public in public places or on duty may increase the risk of exposure to work-related infectious diseases. 3. Other hazard factors: Long working hours, shift work, and night shifts may lead to irregular sleep patterns, poor dietary habits, and the accumulation of physical and mental stress, thereby increasing the risk of overwork and work-related cardiovascular diseases (such as cerebrovascular and heart diseases, excluding those caused by trauma).	1. Recruitment and hiring risks: Whether there is improper screening or decision-making based on gender, marital status, pregnancy, or other prohibited grounds for discrimination. 2. Job assignment and promotion risks: Whether promotions, performance evaluations, and job reassignments involve gender bias or differential treatment. 3. Compensation and benefit system risks: Whether there are unreasonable disparities in pay or benefits due to gender or related factors. 4. Workplace interaction risks: Whether verbal, physical, or other forms of sexual harassment exist in the workplace or during business interactions. 5. Complaint and handling mechanism risks: Whether complaint channels are accessible and confidential, and whether retaliation or adverse treatment occurs. 6. Management and education and training risks: Whether management and employees lack sufficient awareness of gender equality and sexual harassment prevention laws and regulations.	1. Recruitment and hiring risks: The risk of inadvertently hiring individuals under the statutory minimum employment age due to failure to thoroughly verify identification documents during the recruitment process. 2. Work hours and overtime management risks: Improper work hour arrangements or overtime management may pose a risk of constituting disguised forced labor or violating an employee's free will. 3. Salary and compensation risks Risks associated with delayed salary payments, unreasonable deductions, or coercing employees to continue working under unfavorable conditions. 4. Complaints and communication effectiveness risks The risk that employees are unable to report forced labor or mistreatment due to a lack of open and secure complaint channels.	1. Actual implementation discrepancy risks: Policies and actual implementation are constrained by departmental management methods or staffing arrangements, which affect employees' rights and benefits. 2. Workload and working hour risks Improper planning of flexible working hours may result in extended working hours and a blurred line between work and personal life, thereby increasing the burden on employees. 3. Management communication and awareness risks: Insufficient understanding of policies by management or inconsistent communication may affect employees' willingness to apply for and utilize the system.	1. New or current employees failing to complete required training as stipulated, resulting in insufficient awareness of human rights protections and the prevention of workplace violations. 2. Risk of insufficient management participation: This affects the consistency between policy declarations and practical implementation. 3. Risk related to the effectiveness of promotion and communication: Announcements and promotion regarding the zero-tolerance policy are not effectively communicated, leading to insufficient employee awareness of complaint channels or protection mechanisms.
Mitigation Measures	1. On-site physician interviews: For employees who are suspected to be at risk or determined to be at risk upon assessment, on-site health service physicians will assist in verifying the risk factor and refer them to relevant medical institutions for treatment when necessary. 2. Health management: (1) Regular health checkups for all employees (2) Monitoring and management of cardiovascular risk indicators for specific employees Note 1 3. Massage and relaxation activities are provided during work hours, and employees are encouraged to stretch and move around as needed.	To reduce the risk of discrimination and sexual harassment, the Company has implemented the following measures: 1. Clear regulations prohibiting discrimination and sexual harassment have been established and incorporated into internal policies and human resources management systems. 2. Objective and fair evaluation criteria are applied in recruitment, hiring, promotion, and compensation systems. 3. Regularly conduct education and training and awareness campaigns on anti-discrimination and sexual harassment prevention to raise employee awareness. 4. Establish clear complaint and resolution procedures.	1. The human resources unit thoroughly verifies identification documents and maintains relevant records during the recruitment and onboarding phases to ensure employees meet the statutory minimum employment age requirements. 2. Standardize the procedures for requesting and approving overtime to prevent any form of forced or coerced labor. 3. Pay wages on time, prohibit unreasonable deductions or the use of compensation conditions to coerce employees into working, and regularly review the accuracy of payroll operations. 4. Establish open and confidential channels for complaints and communication, and ensure that a dedicated unit handles them appropriately in accordance with established procedures.	1. Clearly define the eligibility criteria for flexible working hours, childcare support, and employee acre measures. 2. Adjust the implementation of flexible working hours in accordance with the Company's system and operating conditions. 3. Adjust childcare support or resource allocation on a rolling basis to improve the practicality of these measures. 4. Strengthen system descriptions and education and training for management to ensure consistent understanding of the system, and raise employee awareness through internal communication channels.	1. Plan and implement education and training on human rights and occupational safety and health for new and current employees. 2. Use announcements, awareness campaigns, and educational materials to strengthen employees' understanding of and ability to prevent workplace violations, sexual harassment, and bullying. 3. Adjust training content on a rolling basis based on practical needs to enhance the substantive effectiveness of the education and training.
Remedies	1. On-site health service physicians will provide case consultations and follow-up for employees at high risk of or suspected of having occupational diseases, and will offer medical referrals and job accommodations.	In the event of incidents involving discrimination or sexual harassment, the Company will investigate and address the matter in accordance with established procedures. Depending on the circumstances of the case, the Company will provide necessary assistance, counseling, or improvement measures, while reviewing relevant systems and management processes to prevent similar incidents from recurring.	If instances of child labor or forced labor are verified, the Company will take the following measures 1. Suspend the relevant work arrangements, terminate or adjust the employment relationship in accordance with the law, and ensure the rights and interests of the individuals involved 2. Initiate an internal investigation 3. Implement measures such as system reviews, process revisions, and enhanced education and training	Promptly review and revise relevant systems or implementation methods, including adjusting working hours, task assignments, and resource allocation, and provide necessary individualized assistance. Simultaneously, through communication, explanations, and feedback mechanisms, we ensure that employees' rights are properly protected, while continuously monitoring the effectiveness of improvements.	In the event of human rights-related incidents or concerns, relevant response mechanisms will be activated based on the nature of the incident. Depending on the specific circumstances, necessary counseling, assistance, or corrective improvement will be provided, and training content and system design will be reviewed to prevent similar incidents from recurring.
Complaint Channels	1. Occupational Safety and Health Committee (Telephone complaints: 02-7737-1376, 02-7737-1371) 2. Human Resource Department (Telephone complaints: 02-7737-1376, 02-7737-1371) 3. Complaint fax number:02-2557-1703; E-mail: shr@secom.com.tw				

Note 1: Shift workers, night shift workers, and individuals with sedentary jobs.

II. Human Rights Policy Management Achievements

Item	Contents	Target	Actual Performance in 2024	Actual Performance in 2025
Non-discrimination	We uphold the principles of equality and non-discrimination in the processes of recruitment, hiring, promotion, compensation, and education and training, and have established complaint and investigation mechanisms to prevent any form of unlawful discrimination.	No discrimination incident	No discrimination incident	No discrimination incident
Child labor	During the recruitment and hiring stages, we verify identity and age to identify risks that could lead to the employment of child labor, ensuring compliance with relevant labor laws and regulations and eliminating child labor.	No child labor	No child labor	No child labor
Forced labor	We regularly review working hours, employment contracts, and human resources management processes to identify risks that could lead to forced or compulsory labor, ensure that employees are hired voluntarily and are free to resign, and prohibit all forms of forced labor.	No forced labor	No forced labor	No forced labor
Working Hours Rest Leave	Identify operations that may violate working hours and rest period regulations, and establish mechanisms for improvement and follow-up.	No violation of labor laws on working hours and breaks	In 2024, there were a total of 3 cases of labor-related penalties, 2 of which were successfully appealed, and 1 of which was properly handled and closed through the improvement process in accordance with the law.	In 2025, there were a total of 2 cases of labor-related penalties, caused by a system malfunction resulting from the production schedule for new employee ID cards. The case was properly handled and closed through the improvement process in accordance with the law.
Workplace Safety and Environment	Identify operational risks that may cause employee work-related injuries, occupational diseases, or psychological and physical harm, promote occupational safety and health management and measures to prevent unlawful workplace harm, and ensure that employees perform their duties in a safe and respectful work environment through education and training, complaint, and investigation mechanisms.	Zero serious work-related injuries/reduction of occupational diseases/zero tolerance	Track and make improvements based on incident records	In 2025, there was 1 fatal traffic accident involving an employee while commuting home from work. The Company cooperated with the competent authorities' investigation procedures and completed a review of the accident cause and a risk identification analysis. Based on the review results, commuting safety was incorporated into the scope of occupational safety and health risk assessments to strengthen accident prevention and management.

3.2 Happy Workplace and Diversity and Equity

Taiwan Secom upholds the core value of "people-oriented" and has incorporated employee care into its key sustainability strategies to create a safe and friendly work environment. In 2025, the Company conducted an employee satisfaction survey to systematically collect and analyze employee feedback on aspects such as the work environment, compensation and benefits, workload, and physical and mental well-being. Based on the key issues identified in the survey results, the Company will establish specific improvement action plans and annual goals, including optimizing communication and complaint channels, strengthening education and training and career development mechanisms, promoting flexible and employee-friendly work arrangements, and expanding employee care and mental health support resources. We will also establish comprehensive human resources systems and fair, transparent management processes to safeguard employee rights. These efforts have been widely recognized. In 2025, we were honored with the Silver Award for "Happy Enterprise" from 1111 Job Bank.

3.2.1 Diverse Workplace and Equity

Taiwan Secom is committed to promoting gender equality, diversity and inclusion in the workplace. We integrate the principles of diversity and equity into our corporate culture and human resources management systems, and implement them across all aspects of "selection, education, employment, and retention" to create a fair, friendly, and inclusive workplace with "diversity and equity" that minimizes the risk of potential employment discrimination.

● Workplace diversity data

(Unit: person)

Year		2023		2024		2025	
Category		Number of people	Percentage	Number of people	Percentage	**Number of people**	**Percentage**
Permanent contract employees	Male	2,050	81.13%	2,025	81.93%	**2,049**	**81.73%**
	Female	471	18.87%	452	18.07%	**458**	**18.27%**
Workers who are not employees		0	0%	0	0%	**0**	**0%**
Total (number of people)		2,496	100%	2,502	100%	**2,507**	**100%**

Note: The dispatching of security personnel is prohibited in accordance with the law, so there are no workers who are not employees.

During the recruitment (selection) phase, the Company adheres to the principles of openness and fairness to ensure that the selection process is not influenced by gender, age, marital status, or other factors unrelated to the job.

● By job category

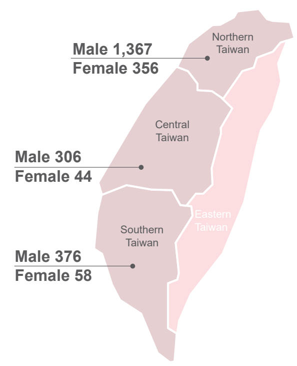
(Unit: person)

2,507 employees	Operations	Service	Management	Technical	R&D	Others	Total
Male	364	821	82	582	64	136	**2,049**
Female	73	11	9	23	9	333	**458**

● By region

(Unit: person)

2,507 employees	Northern Taiwan	Central Taiwan	Southern Taiwan	Total
Male	1,367	306	376	2,049
Female	356	44	58	458

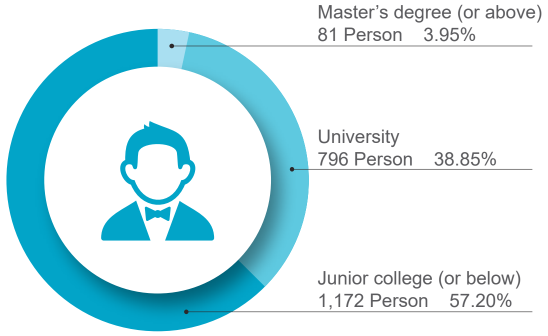


Age distribution

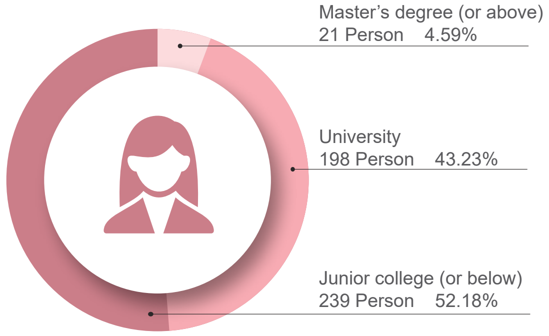
(Unit: person)

2,507 employees	50 and above	Over 30 and under 50	Under 30	Total
Male	437	1,353	259	458
Female	171	244	43	2,049

Academic qualifications



2,049 male employees



458 female employees

Managers

(Unit: person)

Item/Year	2022	2023	2024	2025
Male	204	203	226	230
Female	29	35	32	37
Number of employees as of the end of the year	2,461	2,496	2,502	2,507
Ratio of managers	9.47%	10.62%	10.31%	10.65%

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

Other diversity indicators

(Unit: person)

Item/Year	2022	2023	2024	2025
Persons with disabilities	23	21	30	30
Indigenous peoples	35	34	38	38
Foreigners	5	2	9	8

During the hiring (employment) phase, we implement equal pay for equal work and fair performance evaluation mechanisms to ensure that promotion and compensation systems are transparent and reasonable.

Female diversity indicators

Year	2022	2023	2024	2025
Ratio of female employees among all employees (%)	18.41%	18.87%	18.07%	18.27%
Ratio of female executives among all employees (%)	1.18%	1.4%	1.28%	1.48%
Ratio of female executives among all executives (%)	12.45%	13.2%	12.40%	13.86%
Ratio of female employees by age (%)				
Under 30	2.44%	2.28%	1.96%	1.72%
Over 30 and under 50	10.69%	10.50%	9.63%	9.73%
50 and above	5.28%	6.09%	6.47%	6.82%

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

3.2.2 A Stable Work Environment

Salary system

Taiwan Secom adheres to the principle of sharing business success with its employees and has established a competitive, fair, and transparent salary system to attract, retain, and develop outstanding talent, thereby further strengthening the foundation for the organization's long-term stability and sustainable development. The Company's compensation does not vary by gender or sexual orientation. Annual bonuses are provided during Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival. Employee compensation or annual salary adjustments are made based on the Company's operating performance to improve employee stability and reduce the turnover rate.

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

(Unit: In NT$ thousands)

Item/Year	2024	2025	Change from the previous year
Average employee salary	718	847	0.179%
Median employee salary	781	786	0.006%

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

Talent recruitment and retention

Taiwan Secom values the long-term development and stable retention of talent. In terms of cultivation (education), we provide equal education and training and career development opportunities to help employees continue to grow based on their expertise and capabilities. All promotion processes adhere to the principles of fairness, impartiality, and transparency, and are aligned with the Company's operational and development needs to establish a comprehensive talent development and retention mechanism.

The Company provides diverse learning resources, including internal professional training and subsidies for external courses, to encourage employees to continuously improve their professional skills. At the same time, through promotion and pay raise systems, as well as opportunities for cross-regional and cross-functional management experience, the Company broadens employees' career development paths, in an attempt to enhance overall work efficiency and retention rates.

As of the end of 2025, Taiwan Secom had 2,507 employees in Taiwan, demonstrating the Company's solid foundation in workforce stability and talent management.

Promotion and transfer statistics

(Unit: person)

Item/Year	2023		2024		2025	
Total number of employees	2,543	Percentage	2,502	Percentage	2,507	Percentage
Promotion	342	23.85%	224	13.45%	394	**15.72%**
Transfer	838	26.49%	905	32.95%	918	**36.62%**

To promote employee retention, we enhance employee satisfaction and willingness to stay by improving benefits system, offering flexible work arrangements, and establishing effective communication channels.

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

(Unit: person)

Item/Year	2023	2024	2025
Male	506	527	610
Female	101	130	91
Number of resigned employees	607	657	701
Number of employees as of the end of the year	2,496	2,502	2,507
Annual turnover rate	24.32%	26.26%	27.96%

Note: The annual turnover rate in 2025 was 27.96%, in which the voluntary turnover rate was 26.8%;involuntary turnover rate for employees was 1.16%.

Employee Talent Referrals

The Company promotes a "employee referral" system to encourage employees to recommend outstanding candidates with professional competence and cultural alignment, thereby enhancing recruitment quality and accelerating the integration of new hires into the organization. Additionally, a "re-hire of former employees" mechanism is in place to welcome back former employees with a history of strong performance, ensuring the continuity of professional expertise and corporate culture, which helps maintain a stable and cohesive talent pool.

Talent referrals by region

By region	Number of people
Northern Taiwan	40
Central Taiwan	10
Southern Taiwan	23
Total	73

Talent referrals by age

By employee age group	Number of people
50 and above	0
Over 30 and under 50	38
Under 30	35
Total	73

Employee reinstatement referrals

Employee reinstatement by region

Reinstatement by region	Number of people
Northern Taiwan	41
Central Taiwan	10
Southern Taiwan	9
Total	60

Employee reinstatement by age

Employee reinstatement by age group	Number of people
50 and above	9
Over 30 and under 50	43
Under 30	8
Total	60

Analysis of the Number of New Employees

Number of employees and annual new recruitment trends

(Unit: person)

Year	2023	2024	2025
Male	548	556	**616**
Female	119	109	**94**
Number of new recruits	667	665	**710**
Number of employees as of the end of the year	2,496	2,502	**2,507**
Percentage of new recruits in the current year	26.72%	26.58%	**28.32%**

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

New employees by age

(Unit: person)

Year		2023		2024		2025	
	Gender	Male	Female	Male	Female	**Male**	**Female**
Age group	Under 30	212	38	212	38	**228**	**26**
	30-50 years old	324	69	329	63	**372**	**63**
	50 and above	12	12	16	8	**16**	**5**
Number of people at the end of the year		2,025	471	2,050	452	**2,049**	**458**
Percentage of new recruits in the current year		27.06%	25.27%	27.12%	24.12%	**30.06%**	**20.52%**

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

New employees by job category

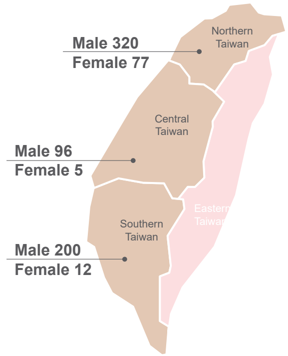
(Unit: person)

665 employees	Operations	Service	Management	Technical	R&D	Others	Total
Male	189	332	1	65	6	23	**616**
Female	24	9	0	5	2	54	**94**

- **New employees by region**

(Unit: person)

665 new employees	Northern Taiwan	Central Taiwan	Southern Taiwan	Total
Male	320	96	200	616
Female	77	5	12	94



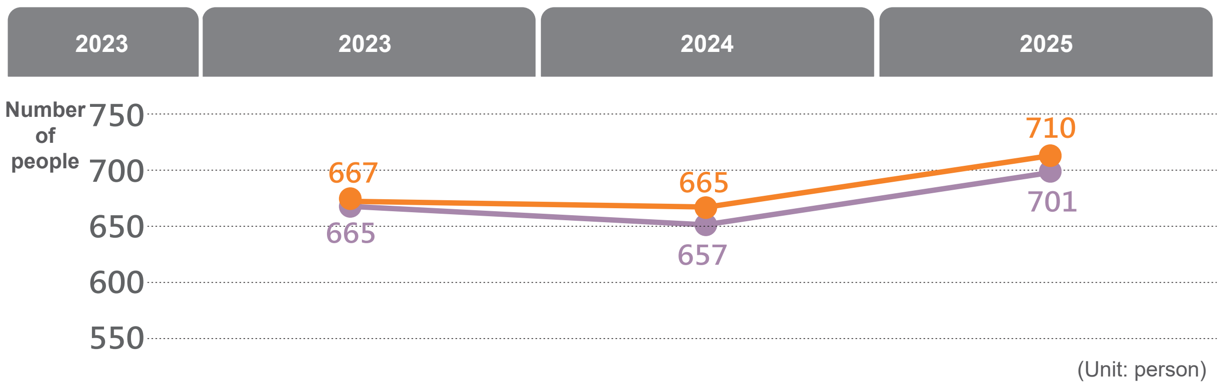
- **Resigned employees by age**

(Unit: person)

Year		2023		2024		2025	
Age group	Gender	Male	Female	Male	Female	**Male**	**Female**
	Under 30	152	24	151	38	**155**	**20**
	30-50 years old	320	71	337	77	**402**	**56**
	50 and above	34	6	39	15	**53**	**15**
Number of people at the end of the year		2,025	471	2,050	452	**2,049**	**458**
Annual turnover rate		26.98%	21.44%	25.71%	28.76%	**29.77%**	**19.87%**

Note 1: Annual turnover = number of resigned employees / number of employees at the end of the year.

- **Number of new employees / resigned employees in past years**



3.2.3 Employee Satisfaction Survey

In November 2025, Taiwan Secom conducted its first online, anonymous employee satisfaction survey, with a total of 541 respondents. The analysis was based on four key aspects of "compensation, work environment, career development, corporate culture and sustainability" to help understand employee satisfaction levels across these areas and serve as a reference for subsequent management improvement measures. The assessment results are presented on a scale of 1 to 5, where 1 indicates very dissatisfied and 5 indicates very satisfied. Based on the survey results, specific improvement plans will be proposed. Moving forward, employee satisfaction surveys will be conducted annually to continuously enhance positive labor-management relations and strengthen employees' sense of belonging to the Company.

- **Overall satisfaction in 2025: 3.242 / 5**

Compensation	Work environment	Career development	Corporate culture and sustainability
3.113 / 5	3.314 / 5	3.463 / 5	3.474 / 5

Aspect	Improvement Project	Description
Compensation	Compensation benchmark review	Organized by job categories, prioritize conducting market benchmark comparisons and developing adjustment plans for job groups with "high retention risks for key roles/new hires".
	Transparency in compensation	1. Disclose bonus calculation logic and performance thresholds, and establish Q&A and complaint channels Note 2. Conduct briefings for front-line managers to ensure consistent messaging.
	Targeted incentives	Introduce incentives directly linked to output, such as "project bonuses/skill allowances/certification subsidies"

Note: Complaint channels include: Telephone, fax, and email. For detailed contact information, please refer to the complaint channels in "Implementation of Human Rights Risk Mitigation Measures".

Investor Section | Governance Status 12 Employee Satisfaction Survey

The Leader of AI Applications for Smart Cities Taiwan Secom - The Top Choice for Factory and Home Disaster Prevention | 0800-22-11-95: Governance Status

3.3 Occupational Safety and Health

Material Issue	Occupational Safety and Health
Target	Taiwan Secom will continue to prevent and reduce occupational hazards and implement awareness campaigns on unlawful infringement and harassment in the workplace.
Responsibilities and Resources	Add or update equipment to reduce occupational safety and health risks.
Action Plan	Obtain statistics for "number of disabling injuries" each year and propose a review report to the management in the management review meeting. Review the performance in the previous year to propose improvement measures and review the effectiveness of the improvement measures. Assess the number of disabling injuries over the past three years.
Implementation Results in 2025	Taiwan Secom ● There was 1 fatality as a result of occupational injury in 2025, falling short of the target. ● There were 0 disabling injuries in 2025 and the target was attained.
Stakeholder Feedback and Complaint Channels	Occupational Safety and Health Committee (Telephone complaints: 02-7737-1376, 02-7737-1371)

Policies and goals

Taiwan Secom prioritizes the occupational safety and health of its employees. In accordance with relevant regulations and ILO No. 155 - Occupational Safety and Health Convention, the Company has established an occupational safety and health management system to continuously improve the work environment, reduce the risk of occupational accidents, and promote the physical and mental well-being of employees. Furthermore, based on the Occupational Safety and Health Act and related provisions, the Company has established a comprehensive occupational safety, health, and welfare management system. By integrating on-site health services with occupational accident prevention mechanisms, the Company promotes ergonomics, overload prevention, workplace violence prevention, maternal health protection, and occupational accident prevention. This systematic approach reduces the risk of occupational diseases and accidents, ensures employee safety and physical and mental well-being, and advances the Company's sustainable development goals.

3.3.1 Occupational Injuries

● Occupational injury statistics in 2025

Item	2025
Number of deaths due to occupational injuries Note 1	1
Occupational injury death rate Note 2	0.00000161
Number of disabling injuries	0
Number of severe occupational injuries Note 3	2
Percentage of severe occupational injuries	0.00000322
Number of recordable occupational injuries Note 4	30
Percentage of recordable occupational injuries Note 5	0.00004831
Working hours Note7	6,210,000

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

Social

Main Causes of Occupational Injuries Note 1	Number of Occupational Injuries	Percentage	Description of Analysis	Response Measures
Traffic accidents	22 Note 2	73%	Insufficient employee awareness of traffic safety	1. Strengthen occupational safety and health education and training for employees, and implement safety and health awareness campaigns 2. Implement pre-work hazard identification, operating environment and main equipment and tool maintenance, and self-management of safety and health
Duty negligence	8	27%	Unsafe work practices while on duty	
Total	30 occupational injuries. 100%.			

Note 1: The analysis covers the number of recordable occupational injuries (including fatalities, totaling 30 cases).
Note 2: Traffic accidents cover 22 occupational injuries, including 1 fatality resulting from a commuting accident after work.

3.3.2 Occupational Hazard Identification and Risk Assessment

Taiwan Secom complies with the Occupational Safety and Health Act and relevant regulations. In accordance with International Labour Organization (ILO) No. 155 - Occupational Safety and Health Convention, the Company has established a comprehensive occupational safety, health, and welfare management system. This system covers hazard identification, risk assessment, preventive measures, health promotion, and accident reporting and improvement mechanisms, and is continuously refined to enhance workplace safety. At the same time, by integrating on-site health services with occupational accident prevention management, the Company systematically promotes measures such as ergonomic improvements, overload prevention, workplace violence prevention, maternal health protection, and commuting safety management. These efforts reduce the risk of occupational diseases and accidents, ensuring that employees work in a safe, healthy, and supportive environment, thereby achieving the Company's sustainable development goals.

Occupational accident prevention

To effectively prevent occupational accidents and strengthen labor health protection, Taiwan Secom continues to conduct occupational hazard identification and risk assessments. The Company performs systematic analysis and tiered management of potential hazard factors across various work sites and duty types, as well as establishes corresponding control and prevention measures based on risk levels to ensure risks are manageable and minimized.

Type of disaster	Preventive measures	Improvement measures
Hit, struck, crushed, pressed, buried	● Pay attention to normal moving objects, put up a sign and lock it in place to avoid accidentally starting and moving objects. ● Ensure that materials are stacked securely to prevent objects from falling and collapsing. ● Construct soil retaining supports in excavation areas, implement area control for lifting operations, and pay attention to the load of objects being lifted and that the hooks are stable. ● Implement 5S management to prevent stacking with protruding materials.	1. Strengthen occupational safety and health and traffic safety education and training. 2. Launch awareness campaigns on defensive driving and commuter safety. 3. Implement hazard identification and standard operating procedures prior to work. 4. Conduct regular inspections of the work environment, equipment, and tools. 5. Promote a self-managed occupational safety and health system.
Clamping, coiling	● Place protective covers on operating machinery or protective fence around conveyor belt equipment. ● Turn off the power, put up a sign, and lock machinery when performing maintenance, and install an emergency stop button and pull ropes for mechanical equipment.	
Cutting injuries	● Use protective cover and protective fence for mechanical equipment, equip circular saws with safety protection devices. ● Turn off the power, put up a sign, and lock machinery when performing maintenance, put up hazard signs (gloves are not allowed for rotating cutting tools). ● Disassembly and modification of protective measures are strictly prohibited.	
Falling, slipping	Pay attention to the on-site environment and wear safety shoes or anti-slip shoes.	
Electric shock	● Set up hazard signs and notices for electrical equipment. ● Install earth leakage circuit breakers. ● Strictly prohibit line operations.	
Falling	● Use qualified ladders and conduct regular inspections. ● Wear safety protective equipment (hard hats, seat belts), and carry out hazard identification and installation of guardrails and protective covers at openings. ● Carry out safety and health training for aerial work vehicles.	
Hypoxia	Strengthen safety awareness training for confined space operations, and implement environmental monitoring during confined space operations (add note to the yellow duty card).	
Commute-related accidents	Strengthen traffic safety promotion and implement defensive driving training.	

3.3.3 Occupational Disease Prevention

In 2025, the "on-site health service" benefited a cumulative total of 694 employees. The Company continued to implement four major initiatives, namely, ergonomics, workload management, workplace violence prevention, and maternal health protection, as well as provided health education on the "four highs" (high blood glucose, high blood lipids, high blood pressure, and high cholesterol) to employees at medium-to-high health risk, with the aim of reducing risks and preventing occupational diseases and accidents. New employees are required to receive health examinations in medical institutions for labor physical examination and health examination approved by government agencies before they report for duties. We commission a qualified large-scale hospital to provide employees with health examinations every three years to protect their physical health. We also report the examination results to competent authorities for reference as necessary.

Care method	Data
Total number of services	220
Total number of people served by the "on-site health service"	694

● Four major occupational safety programs and occupational accident prevention measures

Management Aspect	Implementation Details	Applicable Targets	Expected Outcomes
Ergonomics Program	Assessment of work postures, equipment, and work processes	All employees	Reduce musculoskeletal injuries
Overload Prevention Program	Health education and follow-up on the "four highs" for employees at medium-to-high risk	Employees at medium-to-high health risk	Reduce overwork and chronic diseases
Workplace Violence Prevention Program	Risk identification and psychological support mechanisms	All employees	Prevent workplace violence
Maternal Health Protection Program	Risk assessment for pregnant women and women of childbearing age	Female employees	Protection of maternal health
Occupational Accident Prevention	Commuting safety awareness campaigns and correction of unsafe work practices	All employees	Reduce the occurrence rate of accidents

According to the evaluations in 2025, the high-risk items were prevention of high blood pressure, high blood sugar, and high cholesterol and traffic accidents. The main reasons for such risks include long hours of sedentary work due to industry nature, lack of exercise habits, and multiple irregular field services.

3.4 Labor Relations, Employee Rights and Benefits

Material Issue	Employee Rights and Benefits
Responsibilities and Resources	Strive to eliminate inequality, promote decent work, and share the results of business success.
Target	● Human Resource Department, branch managers, Employee Welfare Committee, and Occupational Safety and Health Committee. ● External systems: Labor Standards Act, Employment Service Act, Occupational Safety and Health Act, and Act of Gender Equality in Employment. ● Internal systems: Employer-employee meetings, Employee Work Rules, Retirement Management Regulations, Salary Management Regulations, Safety and Health Work Rules, Annual Safety and Health Management Plans, and other human resource regulations.
Action Plan	(I) We convene employer-employee meetings in accordance with related internal documents. All topics regarding labor relations are processed by means of comprehensive negotiations between the employer and employees to effectively reduce material disputes. (II) Communication platform: Electronic bulletin boards, website of the Employee Welfare Committee, employee mailbox, and email. (III) Provide employees with comprehensive coverage in all stages: Menstruation leave, pregnancy disability leave, maternity leave, parental leave, family care leave, child care subsidies, employee dormitory, employee group insurance, reinstatement rate after unpaid parental leave, retirement system and planning, and club subsidies.
Implementation Results in 2025	● Compliance with the Labor Standards Act in hiring employees. ● No risks of forced or compulsory labor in 2025. ● No cases of violation of discrimination in 2025. ● 67% reinstatement rate after unpaid parental leave in 2025.
Stakeholder Feedback and Complaint Channels	Human Resource Department (Telephone complaints: 02-7737-1376, 02-7737-1371)

Taiwan Secom places great importance on labor-management relations and employee rights. Through a diverse range of welfare benefits, the Company aims to improve employee retention rates, promote work-life balance, and strengthen corporate resilience.

3.4.1 Maternity and Child Friendly Workplace

Taiwan Secom actively promotes family-friendly workplace policies and offers a flexible parental leave system. The minimum leave period is not limited to the statutory six months. Employees may apply to extend their leave or return to work early based on their personal and family needs. Labor and health insurance coverage continues throughout the parental leave period to safeguard basic social insurance benefits.

The Company collaborates with childcare institutions to offer employees discounted childcare plans, supporting them in balancing family care with career development. In 2025, a total of 24 employees applied for unpaid parental leave, with an average reinstatement rate of 67%.

Item	Number of Men	Number of Women	Total
Total number of employees who actually used parental leave in 2025	19	5	24
Total number of employees reinstated from parental leave in 2025 (A)	14	4	18
Total number of employees reinstated during the reporting period after taking parental leave in 2025 (B)	8	4	12
Total number of employees reinstated during the reporting period after taking parental leave in 2024 (C)	4	0	4
Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2024 (D)	3	0	3
Reinstatement rate (B/A)	57%	100%	67%
Retention rate (D/C)	75%	N/A	75%

3.4.2 Retirement and Diverse Welfare Measures

Retirement care and planning

Taiwan Secom has established a full-lifecycle benefit system covering "employment – family - retirement". Through diverse measures such as salary assurance, performance-based pay raises, professional development, family support, health care, and retirement security, the Company enhances employees' quality of life and overall well-being. The Company contributes to retirement reserves and the New Labor Pension System in accordance with the law, and provides severance pay to ensure employees' financial security in the later stages of their careers. In 2025, 36 employees retired and withdrew pension from the Company's Labor Pension reserve account. Employees withdrew relevant pension.

Taiwan Secom's Diverse Benefits System

Type	Item	Description
Salary system	Salary assurance	Starting salaries for new employees exceed the statutory minimum wage
	Performance and pay raise mechanism	Adjustments are based on job responsibilities, professional capabilities, performance, and operational results. Compensation does not vary by gender
Professional development	Skill competency certification subsidies	Encourage employees to obtain professional certifications by providing skill competency certification subsidies
	Intellectual property rights incentives	Relevant incentive measures are provided to encourage employee innovation

Social

Taiwan Secom's Diverse Benefits System

Type	Item	Description
Family support (Employee benefits)	Childcare support measures Childbirth subsidies Children's scholarships Marriage, childbirth, hospitalization, and funeral subsidies Annual festival bonuses and gifts	In addition to establishing an Employee Welfare Committee in accordance with the "Employee Welfare Fund Act", the Company also allocates 0.15% of its monthly revenue to the "Employee Welfare Committee" for its activities as operating funds for the committee. We also sign contracts with contractors to provide employees with diverse benefits and discounts.
Healthcare	Regular health examinations	Once a year for those aged 65 and older; once every 3 years for those aged 40–64
	Hospitalization subsidies	Condolence payments and financial assistance provided to employees during hospitalization
	Commuting/occupational accident consolation money	Condolence payments provided for work-related injuries
Retirement protection	Labor retirement reserve fund (the old fund)	Retirement reserves are set aside in accordance with the law and managed in a dedicated account
	New pension system	6% of monthly salary is contributed to individual pension accounts in accordance with the law
	Severance pay	Severance pay is provided in accordance with the Company's relevant regulations
Life support	Employee dormitory	Free dormitories are provided for out-of-town employees, with no charges for water, electricity, or internet. Dormitory management regulations are in place
	Group insurance	The Company plans group comprehensive insurance and continues to refine related measures to enhance the overall well-being of employees.
	Emergency assistance loans	Financial assistance is provided through the employee benefit system
	Implement flexible working hours	Flexible work hours allow employees to balance work and family needs, improving their quality of life and sense of well-being

Subsidy applications filed in 2025

Item	Children's education Scholarships	Annual festival bonuses Birthday and three festival bonuses	Marriage, hospitalization, funeral subsidies, severance, childbirth subsidies	Club subsidies	Employee benefits Health insurance
Total number of applicants	950	9,481	195	2	**378**
Total value of applications (NT$)	1,562,000	9,094,895	4,472,592	30,000	**9,152,275**

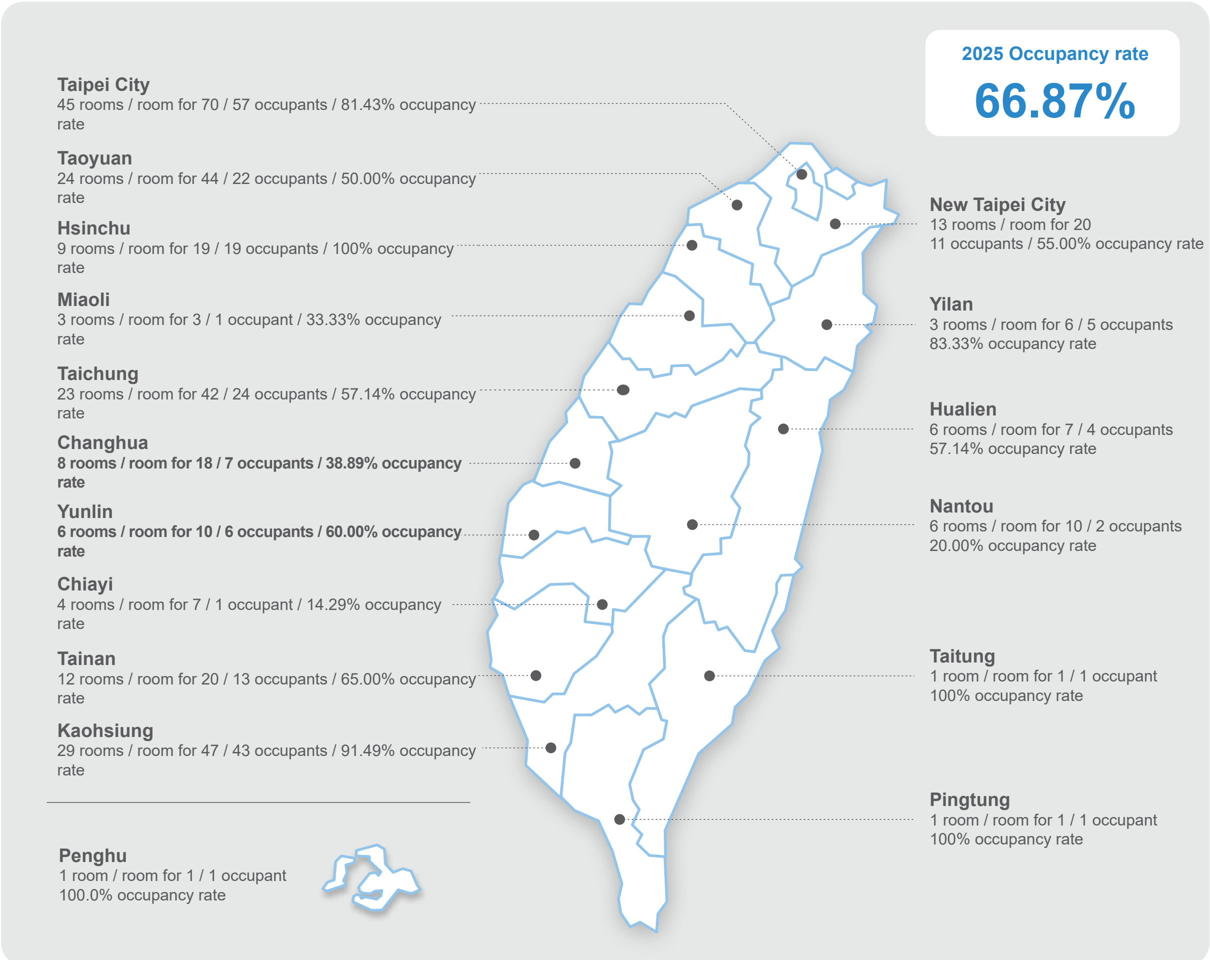
Employee dormitory and living support

For out-of-town job seekers and employees transferred for business reasons, the Company provides free employee dormitories with no additional charges for water, electricity, or internet. All dormitories are equipped with comprehensive basic living facilities and are located in areas with convenient access to daily amenities to ensure the safety and quality of employees' living conditions.
In accordance with the "Employee Dormitory Management Regulations", the Company clearly defines the responsibilities for dormitory management, the head office's oversight mechanisms, and measures to maintain living standards. Through systematic management, the Company safeguards employees' accommodation rights. The employee dormitory occupancy rate was 66.77% in 2025.




Employee dormitory statistics in past years

	2023	2024	2025
Number of rooms	195	189	194
Number of vacancies	326	316	326
Actual number of occupants	215	205	218



Intellectual property rights incentives and employee participation

Through the "Patent Reward Regulations", "Professional Certification Allowance Regulations", and "Club Subsidy System", Taiwan Secom encourages employees to engage in innovative R&D, professional development, and healthy recreational activities, thereby promoting work-life balance and organizational cohesion.

Overview of Patent Reward Regulations

Unit: NT$

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

Professional Certification Allowance Regulations

Unit: NT$

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

Encouraging Employees to Form Clubs and Attend Welfare Activities

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


Badminton Club


Softball Club

3.5 Comprehensive Training Resources

Material Issue	Employee Education and Training
Target	To provide education and training courses tailored to the functional objectives of all employees based on their years of service, thereby continuously enhancing professional capabilities and organizational competitiveness.
Responsibilities and Resources	Main responsibilities of the Education Training Division ● Learning environment: Two major training centers in Yilan and Tamsui, as well as 6 dedicated training classrooms established throughout Taiwan. ● Professional lecturers: In addition to training employees with practical experience and professional certifications to serve as full-time lecturers, the Training Division also provides centralized training or teaching in regional units based on course requirements, and hires external professional lecturers according to the nature of the course. ● Training platform: The "Taiwan Secom Elite Academy" learning platform has been established, combining in-person and digital courses to form a comprehensive knowledge management (KM) base, providing employees with a learning environment unrestricted by time or location.
Complaint Channels	Education Training Division
Action Plan	● Senior manager training courses: Organized an "Advanced AI Literacy Consensus Workshop" to help senior executives understand the fundamentals of AI, applications of generative AI, and key considerations for corporate adoption. Additionally, offered courses on "Information and Personal Data Security" and "Corporate Governance Regulations", inviting professional lecturers to share the latest trends and regulatory requirements. ● Disaster prevention specialist (certification) training: Offered certification courses for disaster prevention specialists to build awareness of disasters, familiarize participants with disaster prevention and response systems, strengthen practical first aid skills and community disaster response capabilities, and cultivate a professional in-house disaster prevention service team. ● CRM courses: Introduced Salesforce system training courses to integrate sales, customer service, marketing, analytics, and AI applications, thereby enhancing operational and service efficiency. ● Elite cultivation project: Provided guidance to outstanding supervisors for continuing education to strengthen management competencies, and offered subsidy policies. ● AI application course: Offered a course on "Practical Application of AI Technology in the Workplace" to teach practical sales, proposal, and negotiation techniques and comprehensively improve work efficiency and performance.
Implementation Results in 2025	1. Total training hours throughout the year in 2025 were 83,520, with 2,916 participants. 2. A total of 3 senior supervisor training courses were completed (Advanced AI Literacy Consensus Workshop, Information and Personal Data Security, and Corporate Governance Regulations), with a total of 257 participants. 3. A total of 11 management programs (for branch managers, service supervisors, sales supervisors, etc.) were held, covering topics such as "Practical Application of AI Technology in the Workplace", "Communication, Presentation, and Team Management", and "Practical AI Presentations - Sales, Proposals, and Negotiation Techniques", with 387 participants. 4. Enhanced OJT programs had been provided to supervisors and entry level employees. For example, 9 sessions of advanced CRM training programs were organized for 164 participants, and 5 sessions of information security & personal data protection training were held for 138 participants. 6 sessions of the "AI-ChatGPT Applications in the Workplace" training course were completed, with a total of 194 participants from 22 units, including the Business Planning Office, Advertising and Publicity Department, Secretary Office, Sales Division, Financial Institutions, Government Agencies, and Chain Enterprises Department, Corporate Planning Office, Access Control Division, and affiliated companies. 5. In accordance with policies of the National Police Agency, disaster prevention expert Lin Chin-Hung was specially invited to assist in conducting disaster prevention specialist training courses. A total of 100 participants completed the courses, and all 100 received disaster prevention specialist certifications. 6. The Company completed the annual sales/service personnel professional skills test. In 2025, a total of 138 sales personnel passed the test, and a total of 490 service personnel passed the test. The Company will continue to maintain the Unlimited Plus talent pool.
Stakeholder Feedback and Complaint Channels	Employees with feedback regarding the education and training system, course arrangements, or learning resources may submit their comments through the Education Training Division. This feedback will serve as the basis for optimizing courses and refining the system.

The training framework mainly includes seven major training programs based on skill requirements. The training format includes "concentrated training" and "regional training". The former is based at the head office and provides skill training for a longer period of time,while the latter is provided by regional management offices to enhance professional competencies for new roles and enhance skills after concentrated training to build consensus in teams and provide work skills. The Company passes its values for "self-development training" and "group philosophy". The seven major training programs are planned based on the needs of different roles, including the "New Job Operation Program" for new business personnel, "New Job Service Program" for new service personnel, "Enhanced OJT Program" to boost employees' workplace competitiveness, "Management Program" to strengthen supervisors' leadership and management skills, "Special Field Program" for products of specific professional fields, "Innovation Program" for the development of new ideas, and "Elite Training Program" for officers.

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

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

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

Training Type	Training hours		Number of trainees	
	Male	Female	Male	Female
Business personnel	16,070	2,076	498	88
Service personnel	36,660	405	1,005	13
Management personnel	1,699	140	88	8
Technical personnel	14,678	633	617	22
R&D personnel	828	84	65	13
Others	4,141	6,106	136	363
Total	74,076	9,444	2,409	507
Average hours	30.75	18.63	-	-

● Course Design and Planning for the Seven Major Programs

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

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

Planner level	Skill target	Certification contents (Note)	Training courses	Personnel to be certified	Number of people certified in 2025
Level 1	**Able to independently complete sales process**	(1) Unlimited Plus planning capabilities (small-scale projects) (2) System, service, procedures, and product knowledge (functions)	Fundamentals 1 Fundamentals 2	Basis for official hiring of service operators (within 3 months)	106
Level 2	**Attain performance targets and enhance professional skills**	(1) Project planning capabilities (medium-scale projects) (2) System, service, procedures, and product knowledge (applications)	Advanced training OJT training	Specialist promotion criteria	21
Level 3 **Re-test included**	**Attain team performance targets and enhance professional skills**	(1) System integration planning capabilities (medium and large-scale projects) (2) System, service, procedures, and product knowledge (applications & integration)	Growth training OJT training	Deputy manager appointment criteria	11

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

Skill certification level	Level 1	Level 2	Level 3	Level 4	Level A
Amount	NT$1,000	NT$1,000	NT$2,500	NT$1,000	NT$500
Skill target	Basic SE capabilities (night shift training) Basic checks, repairs, and on-duty procedures	Advanced SE capabilities (I) (day shift training) Independent troubleshooting / execution of assignments	Advanced SE capabilities (II) (skill training) AI monitoring system / professional troubleshooting / important assignments	Professional SE capabilities (I) (integration and planning) Advanced cloud system applications / important customer assignments	Professional SE capabilities (II) (integration and application) Application of various integrated systems / technical seeds / important customer assignments
Training courses	Customer service fundamentals 2	Advanced customer services 2	Service growth	Skills refresher courses	Skills refresher courses
Length of service	1 month	6 months	12 months	2-3 years	3-4 years or more
Number of people certified in 2025	180	137	93	41	39

The Company continues to center its efforts on "lifelong learning" to build a comprehensive and diverse education and training system. Seven major training programs are designed according to different job roles and years of service, combining in-person courses, digital platforms, and skills certification to comprehensively strengthen employees' professional competencies and management capabilities. At the same time, in response to industry trends in AI, information security, disaster prevention, and AIoT, the Company has introduced forward-looking courses and certification training to enhance the competitiveness of its talent pool. Moving forward, we will continue to advance the vision of the Taiwan Secom Elite Academy by cultivating talent with expertise, technological proficiency, and innovative capabilities to support the Company's sustainable development, transition, and upgrades.

Photos of Training Activities in 2025

3.6 Social Care

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

The Group has established three major Foundations, namely, the Taiwan Secom Cultural and Educational Foundation, the Lin Teng Cultural And Educational Foundation, and the Lin Hsiao-Hsin Cultural Foundation, which have long focused on education and culture to support the development of local talent and the creation of learning resources. To date, the Group has invested over NT$100 million in Yilan to promote diverse educational programs spanning academia, the arts, and innovation. The Group also pools resources and mobilizes employee efforts to promote public blood donation campaigns and initiatives for environmental sustainability, so as to fulfil its corporate social responsibility.

Through collaboration with schools and the integration of resources, the Foundations strengthen the educational system's support network and capacity-building mechanisms, expand learning opportunities, and enhance the effectiveness of specialized talent development. This solidifies the foundation for Yilan's regional development and boosts its future competitiveness. By adopting an integrated strategic approach and fostering cross-disciplinary collaboration, the Foundations ensure that all resources are utilized to their fullest potential to create a long-term and sustainable social impact.

Key Areas of Focus

Interdisciplinary Education and Cultivation	By integrating diverse initiatives, including educational support, certification training, scholarships, information technology applications, and language development, we build a progressive talent development mechanism that spans from foundational learning support to the cultivation of professional competencies, thereby enhancing learning motivation and future competitive advantages.
Sports Development	Through long-term sponsorship of the training and development of high school and vocational school sports teams in Yilan, we support professional sports training and exchange activities, optimize training resources and the growth environment, help students deepen their professional skills, and promote the steady and long-term development of athletic talent.
Arts and Culture Support	We support arts and culture-related activities and education promotion programs to facilitate aesthetic education and enhance cultural literacy, thereby strengthening local cultural connections and fostering diverse development opportunities.
Other Social Engagement	In addition to expenditures on various project activities, we also invest in corporate sustainability and social responsibility initiatives to implement and practice corporate social responsibility.

Social care investment by the three major Foundations of Taiwan Secom Group

Foundation Name	Total investment amount (NT$)
Taiwan Secom Cultural and Educational Foundation	13,349,584
Lin Teng Cultural and Educational Foundation	24,138,285
Yilan County Lin Hsiao-Hsin Cultural Foundation	13,900,809

Distribution of resources invested by the three Foundations in 2025

Item	Amount	Percentage
Interdisciplinary Education and Cultivation	14,961,357	29.12%
Sports Development	6,184,209	12.03%
Arts and Culture	19,706,108	38.35%
Other Social Engagement	10,537,004	20.50%
Total	51,388,678	100.00%

	Taiwan Secom Cultural and Educational Foundation	Lin Teng Cultural and Educational Foundation	Yilan County Lin Hsiao-Hsin Cultural Foundation
Year of Establishment	1996	1989	2023
Core Areas	Educational support Arts and culture/public welfare activities	Academic education/talent cultivation Education scholarships/arts and culture	Cultural arts/musical exchange International promotion/ academic cultivation
Highlights in 2025	1. Educational support: The after-school class of Ms. Chuang Su-Chu from Taiwan Secom has been deeply rooted in the community for 27 years. Through long-term, consistent support and structured planning, it has provided care to 3,428 students to date. At the same time, the program continues to promote bilingual information education to create a more competitive learning foundation for children in the future. In partnership with sister foundations and by leveraging the resources of multiple high schools and vocational schools in Yilan, the Foundation organizes diverse themed camps during winter and summer breaks. Through varied learning experiences, these camps enable children to gradually discover their interests and potential through interaction and hands-on exploration, as well as open up new possibilities for their future learning and growth. 2. Arts and culture: ● The Group's Foundation partnered with PaperWindmill Theatre to launch an anti-drug theater tour in schools across Yilan County. Through lively and educational theatrical performances, this initiative instilled anti-drug values among students, with a total of 2,629 participants. ● By integrating international and local resources to foster artistic talent, a cumulative total of 8,248 participants took part in the initiative, promoting the development of arts education and cultural exchange. ● In collaboration with MNA, the foundation organized a Disney Princess Concert, using artistic performances to foster cultural exchange. The event attracted a total of 6,369 participants. 3. Public welfare activities: The Company's blood donation campaign has now entered its 26th year, with a cumulative total of 6,417 participants and 2,349,000 CC of blood collected. This year set a new record for participation, with 1,205 people enthusiastically joining the effort and 478,750 CC of blood collected in a single year, demonstrating the Company's long-term commitment to public welfare, the ability to mobilize employees and the general public, as well as its social influence. 4. Corporate sustainability: For the first time, we partnered with Taiwan Secom's GHG inventory team to launch a sustainability initiative and strengthen employees' commitment to sustainable practices.	1. A total of 564 people participated in the Lantern Star Camp, up 14% compared to previous years. We continue to expand our influence in talent cultivation. 2. Achievements in academic and innovation competitions: ● Second place in the Ministry of Education's Intelligent Ironman Creativity Contest ● Silver and bronze medals at the European Girls' Mathematical Olympiad for two consecutive years ● First place in 2 subjects at the Eastern Region Academic Proficiency Competition ● Third place in the National Subject Competency Contest in Biology. 3. Language proficiency development achievements: ● 9 English speaking classes were offered this year (179 participants) ● 8 students in the English Proficiency Training Program obtained TOEIC Gold Certificates ● Students from the English speaking classes won first place in the National High School English Debate Tournament. 4. Information and technology talent cultivation: ● 2 students in the APCS Programming Training Program achieved Level 8 scores. ● The Lantern Star ICT Cultivation Program continues to strengthen students' technological and vocational skills, earning a bronze medal at the National Skills Competition and 7 awards at the Ministry of Education's Vocational Skills Competition. Additionally, students received an Honorable Mention at the AERC Intelligent Contest and secured another award at the Ministry of Education's Vocational Skills Competition, demonstrating the success of our vocational education and technology application initiatives. 5. Achievements of the Yilan Youth Program: ● Eighth consecutive championship title at the National High School Skills Competition (Fisheries Category) ● Students swept the top four awards (gold, silver, bronze, and fourth place) at the Ship Model Maker Competition, along with the Best Creativity Award, and earned an excellence award at the Remote-Controlled Sailboat STEAM Maker Competition ● The National I-Lan Commercial Vocational Senior High School Girls' Basketball Team won numerous gold medals in various competitions, and the track and field team claimed eight gold medals at the Yilan County Primary and Secondary Schools Track and Field Championship ● National I-Lan Commercial Vocational Senior High School won a total of 2 gold and 2 silver medals at the National Skills Competition (Business Category) ● National Lo-Tung Commercial Vocational High School won a total of 2 gold and 2 outstanding awards (Business Category), and 1 gold and 2 outstanding awards (Home Economics Category) at the National Skills Competition ● National Tou Cheng Home Economics and Commercial Vocational High School won an outstanding award at the National Skills Competition (Home Economics Category) and 3 gold, 1 silver, and 1 outstanding award at the Olympic Cup Beauty Industry Exchange Competition ● National Lan-Yang Girls' Senior High School won the Eastern Region Science Fun and Creativity Award and first place in the Grand Prize category at the Yuan T. Lee Science Fun Competition 6. Sports development: The Foundation provides long-term support for the development of school sports teams, sponsoring the National Yilan Senior High School Basketball Team, the National Lotong Industrial Vocational High School Baseball Team, and the National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team, helping these teams participate in competitions and enhance their athletic skills. Notable achievements this year included advancing to the Top 16 of the HBL Division I, the National Lotong Industrial Vocational High School Baseball Team securing second place in the Black Panther Cup National High School Baseball Tournament, students being selected for professional and corporate baseball teams, and placing fourth in the Zong-Zong Cup International Volleyball Invitation Tournament. 7. Lin Teng Cup competitions: The annual Lin Teng Cup series attracted 1,354 participants, who took part in diverse competitions and creative learning activities to enhance skills and motivation. 8. Lin Teng Literature Award: Since its inception, the Lin Teng Literature Award has received a cumulative total of 2,792 submissions. It continues to encourage Yilan's youth to engage in literary creation, fostering their ability to observe and write about life and their hometown.	1. Arts and cultural activities: 7 large-scale concerts (cumulative total of 5,554 attendees), jazz concert events (cumulative total of 962 attendees), 3 choral workshops (cumulative total of 300 attendees), 1 sponsoring concert for Yilan Band Concert (A-Root/cumulative total of 150 attendees), 5 school-exclusive concerts (cumulative total of 4,510 attendees), PaperWindmill Collaboration Project: Anti-Drug Campus Initiative (total of 2,629 participants), sponsorship of movement training courses for choral groups (489 participants), and the large-scale outdoor performance Taiwan Fantasy at Yilan Sports Park (total of over 2,300 attendees). 2. Cultivating music talent: Through a cappella, jazz bands, junior high and high school choirs, and the Yilan local school choir development program, the Foundation supports the growth of school and local music groups by providing diverse learning resources such as vocal training, movement development courses, and international masterclasses. Throughout the year, it nurtured a total of 12 groups, benefiting a total of 438 participants. 3. A cappella cultivation results 4 a cappella groups were trained to participate in the 2025 Taiwan Contemporary A Cappella Competition. All 4 advanced to the finals and won a total of 5 awards, including 1 silver medal, 3 bronze medals, and 1 special jury award. 4. Yilan Youth Program - achievements in choir cultivation The Foundation sponsored vocal training courses for choirs at 5 schools to help enhance their choral capabilities. These schools consistently earned top honors in the Yilan County Student Music Competition and the Teacher-Student Folk Song Competition, and have repeatedly represented Yilan in national competitions. Notably, Luodong Junior High School was awarded the special excellence award at the National Teacher-Student Folk Song Competition. 5. Lantern Dance The "Lantern Dance" square dance event promotes the integration of senior arts into the community and daily life, and transforms them into a cultural experience accessible to everyone. The first event attracted over a hundred enthusiastic participants, showcasing the vitality of art and community inclusion.

Taiwan Secom Cultural and Educational Foundation

The Taiwan Secom Cultural and Educational Foundation, established in 1996, has long been deeply rooted in Yuanshan Township, Yilan County. Through a school-based mentoring approach, the Foundation organized the after-school class of Ms. Chuang Su-Chu from Taiwan Secom to provide stable after-school remedial instruction for students who are falling behind academically or come from families with relatively limited resources, covering grades 1 through 6 of elementary school. This long-term support has not only helped children build foundational academic skills, but also prompted the Yilan County Government to subsequently establish after-school classes in various schools, gradually making after-school care an integral part of basic education.

To enhance English proficiency and information technology skills, the Foundation has focused in recent years on promoting bilingual and IT education, and expanded the scope of its after-school programs. It invested millions to build two interactive English classrooms at Yuan Shan Elementary School, equipped with a full suite of advanced multimedia devices to provide context-based instruction, in an attempt to ensure that children in remote areas also have access to an excellent English learning environment. This initiative has helped narrow the urban-rural education gap and earned the Foundation a star-level certification from the Yilan County Government.

▲ With character education at its core, the summer and winter camps support children in after-school programs to develop courage, self-confidence, and a diverse perspective on learning.

Promoting Bilingual IT Education to Build Children's Future International Competitiveness

To enhance English proficiency and information technology skills, the Foundation has focused in recent years on promoting bilingual IT education, and expanded the scope of its after-school programs. It invested millions to build two interactive English classrooms at Yuan Shan Elementary School, equipped with a full suite of advanced multimedia devices to provide context-based instruction, in an attempt to ensure that children in remote areas also have access to an excellent English learning environment. This initiative has earned the Foundation a star-level certification from the Yilan County Government. Such forward-looking educational investments have not only narrowed the educational gap between urban and rural areas, but have also opened the door to limitless possibilities for children in remote areas.

▲ The after-school program has promoted bilingual education. Taiwan Secom Cultural and Educational Foundation not only assisted in introducing foreign teachers, but also invested millions to build two English interactive classrooms to enhance teaching capacity.

Furthermore, the Foundation also organizes a variety of summer and winter camps as well as Christmas celebration dinners every year, inviting students from the after-school classes to spend the holidays together. This year, Frank Lin, Chairman of Taiwan Secom Cultural and Educational Foundation, also attended the event in person to spend a joyful Christmas with the children, bringing them even more warmth and happiness.

Through these activities, Taiwan Secom Cultural and Educational Foundation not only supports the children academically, but also provides them with social care and support on an emotional and cultural level, further motivating them to pursue a better future in an active manner.

▲ The Christmas activities at the after-school class of Ms. Chuang Su-Chu from Taiwan Secom accompanied the children's laughter and growth, creating warm and joyful moments.

▲ The lighting ceremony symbolized gratitude for the Foundation's ongoing support, leaving the children with warm Christmas memories.

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

Due to the rapid advancement of AI and the lowering of technological thresholds, the arts are more essential than ever to nurture the human spirit. We accompany children in Taiwan with theater to embrace future together. The Foundation has always adhered to the core value of culture, art, education, and social welfare, and has long been committed to cultivating local communities. It strives to cultivate the character and perspective of young people, and continues to promote the core value of "Love for the Land" and "Co-Prosperity".

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

▲ The PaperWindmill Theatre brought Saving Faust to schools to promote anti-drug education, enabling students to learn about drug prevention through an immersive theatrical experience.

Blood Donation | Long-Term Commitment to Blood Donation Initiatives

Since 1999, the Taiwan Secom Foundation has been promoting blood donation initiatives. It organizes annual blood events and consistently calls on employees to take concrete actions to safeguard society's medical resources.

This year, we expanded our cross-regional integration and mobilization efforts in northern Taiwan to include central, southern, and eastern Taiwan. A total of 11 events were held throughout the year, attracting 1,205 participants and successfully collecting 1,915 bags of blood totaling 478,750 cc. Both the number of participants and the volume of blood collected quadrupled, setting a new all-time record.

The enthusiastic participation of employees in this charitable initiative not only demonstrates a high level of internal cohesion within the Company, but also allows this long-standing Group charity program to continue expanding its influence and infuse society with a steady and heartwarming force.

The blood donation campaign was supported throughout by the corporate volunteer team. Through systematic planning and a steady commitment of personnel, this public welfare initiative has become a sustainable, long-term mechanism. It simultaneously raises employees' awareness of health management and charitable participation, concretely fulfills corporate social responsibility, and continues to expand the impact of corporate sustainability.

▲ The initiative connected the northern, central, and southern Taiwan and Yilan throughout the year, and was organized on a larger scale via relay to make it more convenient for employees across the country to participate.

▲ The volunteer team of the Group participated in the event and provided on-site assistance throughout the process.

Lin Teng Cultural and Educational Foundation

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

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

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

▲ Lin Teng Cup Science Ability Competition

English is an important tool to keep abreast with the world. Since 2020, the Foundation has been committed to promoting the English proficiency of students in Yilan, and has established the "Lin Teng English Education Resource Center" in Southern and Northern Yilan, in order to promote the "English Expression Improvement Program" and the "After-school English Speaking Class". It organizes the "Lin Teng Cup National High (Vocational) School English Expression Competition" and the "Lantern Star English Proficiency Training Program" every year to comprehensively strengthen students' language skills and international competitiveness.

The Foundation organizes all-English corporate mentor forums to strengthen students' oral communication skills through interactive exchanges, while helping them learn about career planning and gain practical experience. Since 2020, Lin Teng Cultural and Educational Foundation has been deeply committed to English education, continuously promoting the English expression improvement program and after-school speaking classes, and integrating interactions with corporate mentors to help students build confidence, acquire practical language skills, and establish soft skills for the global workplace.

▲ Students in the English speaking classes hosted international performance groups entirely in English to accumulate practical English skills and cross-cultural communication experience.

▲ The 2025 High School and Vocational School Scholarship Award Ceremony and the Lantern Star English Proficiency Test Program Graduation Ceremony.

▲ Corporate leaders were invited to serve as mentors to share their experiences in multinational workplaces and job-seeking skills, thereby enhancing young people's career competitiveness and fulfilling corporate social responsibility.

The "Yilan Youth Expertise Potential Cultivation Program" was implemented to encourage students' adaptive and diverse development, and has opened up the opportunity for the Foundation to adopt the National Yilan Senior High School Basketball Team, National Lotong Industrial Vocational High School Baseball Team, and National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team. It assists players in developing professional skills, obtaining relevant certifications, and cultivating a second specialty to foster athletic talent that excels both academically and athletically. The National Lotong Industrial Vocational High School Baseball Team even claimed the runner-up title at the 2025 CTBC Black Panther Cup, not only setting a new record in the team's six-year history, but also becoming the first junior baseball team in Yilan County to reach the National Three-Tier Baseball Tournaments.

▲ Emerging as a dark horse, the National Lotong Industrial Vocational High School Baseball Team won its first-ever Black Panther Cup runner-up title, becoming the "Pride of Yilan".

▲ National Yilan Senior High School Basketball Team

▲ National Tou Cheng Home Economics and Commercial Vocational High School Volleyball Team

Lin Teng Literature Award

To deeply cultivate the literature of Yilan and encourage young people's literary and artistic creation, the "Lin Teng Literature Award" is held every year to provide a stage for young writers to show their literary talents and creativity, and the winning works are collected into a volume and published as "Yuanshan Yinwang". The Foundation has long organized the "Lin Teng Literature Award", with the primary goal of ensuring this platform continues to highlight the importance of reading and creative writing. For no matter what the future may bring, the written word will always be irreplaceable.

▲ The "Lin Teng Literature Award" has long been regarded by Yilan students as the most iconic literary festival.

Yilan County Lin Hsiao-Hsin Cultural Foundation

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

In terms of music education, the Foundation organized a cappella concerts on campuses for students to experience the charm of the human voice. It has also cooperated with high schools and vocational schools in Yilan to form the "a cappella club". To date, it has selected and formed outstanding a cappella groups, and provided professional guidance and resources to demonstrate their strength in competitions and stand on the international stage, laying the foundation for Yilan to become a "music capital".

▲ The "Yilan A Cappella Joint Achievement Exhibition" came to a successful conclusion.

The “Yilan A Cappella Joint Achievement Exhibition” came to a successful conclusion

Furthermore, the Foundation has cooperated with well-known music groups such as Taipei Philharmonic and Taiwan Choral Music Center, inviting international groups to Yilan for exchanges, and holding masterclasses to improve the music literacy of local students. It creates more opportunities for residents to enjoy world-class performances, and enriches Yilan’s cultural life.


▲ South Korea’s Zenith A Cappella held the Spring Vocal Festival masterclass and concert tour to offer a valuable experience in international musical exchange.


▲ Spain’s Dimensión Vocal, the champion a cappella group, presented “A Cappella Theater” to deliver a world-class vocal art experience.

The Foundation's long-term commitment to connect music with the world and foster culture in Yilan

To combine Yilan's local musical energy with international exchange, the concert Psalm Cantata was personally led by Ambrož Čopi and presented jointly by the Taipei Philharmonic Chamber Choir, the Taipei Philharmonic Youth Choir, the Taipei Philharmonic Youth Orchestra, as well as the Sonar Choir and Wu-Shi-Lan Philharmonic Choir supported by the Lin Hsiao-Hsin Cultural Foundation. From Taiwan to Central Europe, from the Psalms to the sonic memories of diverse ethnic groups, this world premiere is not only a hymn dedicated to humanity, but also a musical dialogue that transcends linguistic and cultural barriers. It perfectly embodies the spirit of "music knows no borders" and symbolizes Yilan's culture continuing to reach the world.

Lin Hsiao-Hsin Cultural Foundation has long been dedicated to nurturing musical and artistic talent, promoting cross-cultural exchange, and continuously expanding the philosophy of "looking out to the world from Yilan". Through the integration of music and exhibitions, the Foundation hopes to allow more young students and local audiences to experience Yilan's rich cultural heritage.

▲ The Lantern Stars New Art Symphony Orchestra Annual Concert left Yilan with an unforgettable musical celebration.

▲ [Lin Hsiao-Hsin Cultural Foundation Charity Night] brought together seven ensembles for a joint performance, creating the most impressive choral lineup in Yilan’s history.

◀ The Foundation has joined forces with the Taipei Philharmonic Foundation for Culture and Education to host the [Lin Hsiao-Hsin Cultural Foundation Charity Night], bringing together domestic and international choral groups for a cross-border musical exchange.

“Lantern Jazz Orchestra”

As Yilan’s first band to bring together local music teachers, students, and community music enthusiasts, Lantern Jazz Orchestra holds regular rehearsals at “Lantern Space” to create a community jazz orchestra platform. Through the guidance of seasoned musicians and ongoing performances, it nurtures young musical talent, enriches Yilan’s local arts and culture, and demonstrates the Foundation’s long-term commitment to local music development and community inclusion.

▲ Lantern Jazz Orchestra’s annual music festival.

[Lantern Dance]

Beyond professional performances and music promotion, the Foundation also hopes to enable more people to engage with the arts in a relaxed and accessible way and actively participate in them. Therefore, it has organized the [Lantern Dance] square dance event. No dance experience is required, and there are no age restrictions. Anyone who is willing to move to the music can easily join the event. It extends the arts from the stage into daily life and transforms them into a lifestyle experience accessible to everyone.

▲ At the invitation of Lin Hsiao-Hsin Cultural Foundation, Mad Max made its debut in Yilan. Participants followed the instructor’s dance moves with great enthusiasm, filling the venue with energy.

Cultural and creative investment

Taiwan Secom Group invests resources to support domestic cultural development, and collaborated with Taiwan Creative Content Agency to establish "My Story Entertainment" to distribute domestic movies, drama series, and IP. The Company actively participates in cultural and creative investments and is committed to promoting the overall development of the cultural and creative industry. In 2023, My Story Entertainment Co., Ltd., a subsidiary of the Company, specially participated in the Ministry of Culture's "Implementation Plan for Strengthening Investment in Cultural and Creative Industries - Cultural Content Investment Project" and invested a total of NT$200 million in exhibition and performance facilities, movies, TV series, and stage plays. The Company actively cooperates with government policies and jointly assists in pushing Taiwan's cultural and creative industry onto the international stage.

In order to create and operate Taiwan's original film and television comprehensive entertainment culture IP, including movies, TV series, and stage plays, the cumulative investment amount has reached NT$39,717 thousand since 2023. The productions invested and launched in 2024 were recognized by the audience and honored with the awards at the film festivals, including Born for the Spotlight and Dead Talents. Films released in 2025 included "Kung Fu Hustle", "Losmen Melati 2", and the stage play "Tears on Fire".

Taiwan Secom's Investment Amount in the Cultural and Creative Industry in 2025

Item	Investment amount (NT$)
Sponsorship of music group exchanges in stage plays	8,080,986
Taiwan's original film and television comprehensive entertainment culture IP	13,939,900

3.6.2 Protecting the Elderly with Technology and Love

Taiwan officially entered a super-aged society in 2025, leading to a sharp increase in demand for medical and long-term care. Ensuring the quality of life for seniors living alone and people with disabilities has become a critical social issue. The "Health Care Business Department" of Taiwan Secom Group is dedicated to senior care services. By combining innovative technology with a professional team, it has established a round-the-clock care network to implement the government's smart healthcare policies and promote aging in place, enabling seniors to live with peace of mind in their familiar communities.

Comprehensive smart care

- Technological equipment: We have introduced NCC-certified emergency alert units, smart sensors, and GPS tracking watches, paired with thermal imaging fall detectors, to comprehensively enhance home safety.
- Professional team: Nurses, social workers, and care staff are on standby around the clock to provide immediate support and personalized care.
- Community partnerships: We collaborate with local governments to establish community-based long-term care facilities, integrating proprietary technology and equipment to create a comfortable and safe living environment.
- Online-offline integration: We combine cloud-based health services with physical care centers to form a comprehensive care system.

Emergency Notification and Rescue

Falls are one of the most common risks faced by the elderly. To address this, we have developed a range of innovative products that instantly detect abnormalities and trigger emergency alerts, with an aim of ensuring that the elderly receive assistance as quickly as possible.

Currently, the system has received widespread recognition, with partnerships spanning 11 counties and cities, including Keelung City, Taipei City, New Taipei City, Taoyuan City, Hsinchu County and City, Taichung City, Chiayi County and City, and Kaohsiung County and City. It is also commissioned by the Veterans Affairs Council and organizations dedicated to rare diseases. Over the years, we have accumulated numerous successful rescue cases, which demonstrate the power of technology to protect lives.

Emergency Notification and Rescue

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

Our vision

Taiwan Secom Group believes that true care is not merely about technological advancement, but also about the warmth of human compassion. Through the combination of "Technology × Love", we continue to advance smart healthcare, safeguarding the safety and dignity of every senior citizen and enabling them to live with peace of mind and comfort in familiar communities.

● Smart care host

Wireless IOT device


Smart sensor


Thermal imaging fall detection equipment

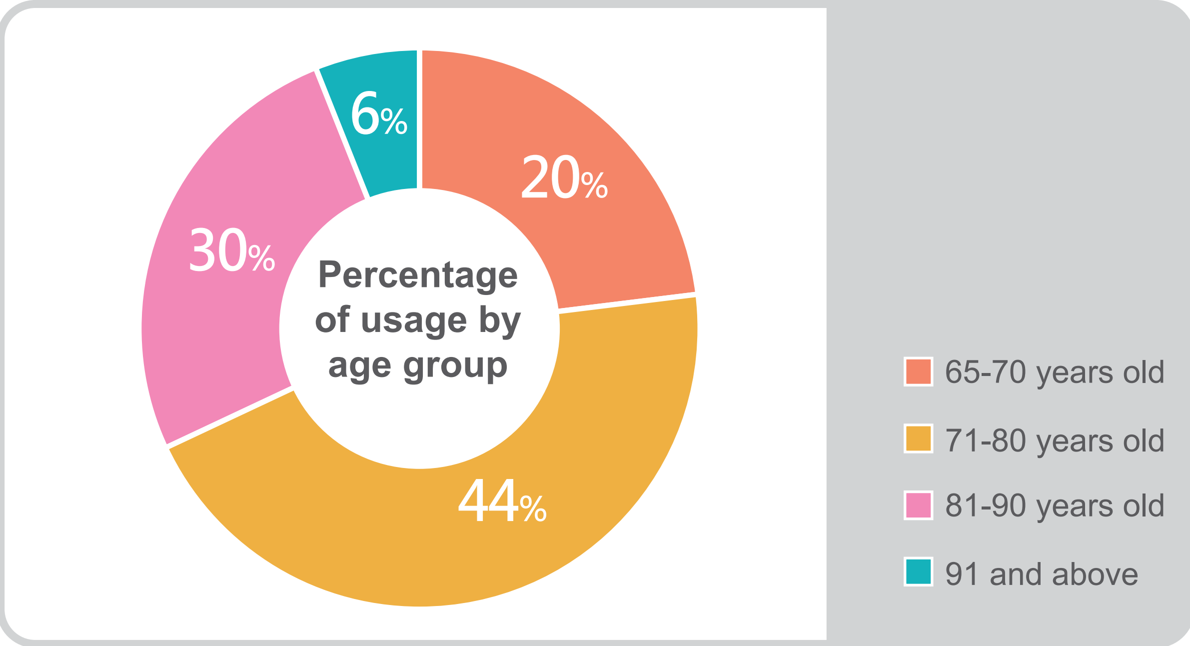
Positioning watch

● Client and Number of People Served

Service Item (Unit: persons)	2023	2024	2025
Number of service cases (cases)	9,802	12,100	**17,946** Note
Number of successful rescues	1,529	1,912	**1,468**
Number of telephone support calls	634,388	982,870	**1,091,105**
Number of care visits	58,905	88,900	**91,667**
Number of health consultation and resource referral	10,321	129,870	**18,155**
Supplies sponsorship	>1,700	>2,000	**>2,300**

Note: The increase in the number of service cases in 2025 is attributed to Taiwan officially entering a "super-aged society" in 2025. According to household registration statistics from the Ministry of the Interior, the population aged 65 and older reached 4,673,155, accounting for 20.06% of the total population. This represents a further increase from the 19.6% recorded in 2024, surpassing the threshold for a "super-aged society" as defined by the World Health Organization (WHO) (where the percentage of the population aged 65 and older is ≥20%).

Age distribution of emergency rescue services used in each region



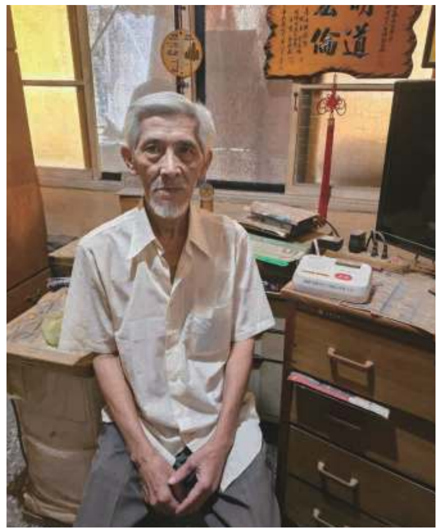
Recognized and Trusted by the Elderly Who Live Alone

[Special Column 1]

Although Mr. Zhang is elderly and lives alone, he has always maintained an optimistic outlook on life. Every year, he insists on traveling to Hualien to visit his daughter to convey his paternal love and companionship. During his daily lives, he gets along well with his neighbors, and the community members look out for each other, forming a warm support network. Home care services and meal delivery have made his life more convenient. By taking medication regularly and receiving care from both traditional Chinese and Western medicine practitioners, Mr. Zhang demonstrates his commitment to health. Although Mr. Zhang relies on a wheelchair due to a spinal injury, he still actively participates in community activities, always with a smile on his face. After an emergency alert system was installed, he said with relief, "Even if I feel unwell in the middle of the night, someone will come to help." This sense of security not only puts his own mind at ease, but also brings comfort to his relatives, friends, and daughter who live far away.

[Special Column 2]

In his seventies, Mr. Chen lives alone in an old house in Banqiao, relying solely on a low-income subsidy and a rental subsidy to make ends meet. Despite the hard days, his heart remains with his daughter, who has a disability and lives in a nursing home. Paternal love becomes the strength that keeps him going. In the face of pain and relocation pressure, social workers from the Department of Social Welfare, New Taipei City Government proactively offered assistance, coordinated long-term care resources, and installed an "Emergency Rescue System". Combined with subsidies and allowances, this has provided him with the most tangible form of protection.



After the system was activated, the Care Center has proactively called to check on him during typhoons, earthquakes, or extreme weather events, allowing Mr. Chen to deeply feel society's care. He said with emotion, "During the hardest times, it was the social workers and the Department of Social Welfare who walked alongside me to let me know I was not alone." This ongoing support has allowed him to feel a sense of security and hope even in the midst of adversity.

Today, although Mr. Chen's life remains simple, it is filled with a greater sense of stability and warmth. His story demonstrates the power of the government and society working together to protect vulnerable seniors, and it conveys the moving message that one can still be surrounded by love even in adversity.

Actual performance of providing services to the elderly living alone

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

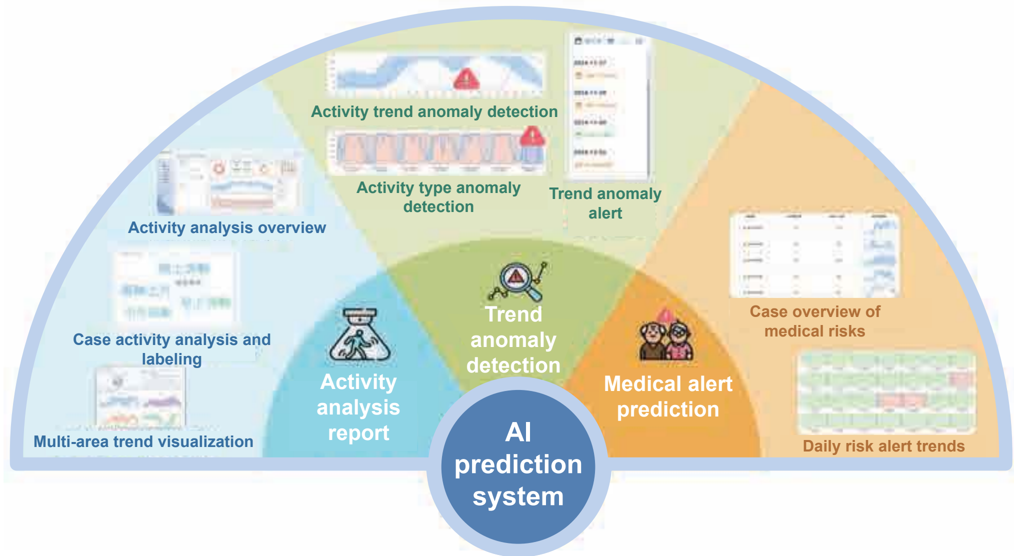
▲ Heartwarming birthday cards for elderly individuals living alone

▲ Simple environmental improvements - lighting, anti-slip tapes

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

Smart sensors installed in key areas feature non-wearable design, real-time detection, and behavioral analysis. They can identify anomalies and provide early warnings of risks, effectively reducing the burden on care staff (especially during labor shortages) and enabling precise care.

Activity log analysis: Tracks activity frequency and duration over time to establish personalized behavioral patterns.



Abnormal behavior detection: AI analyzes behavioral changes in real time to provide early warnings of potential medical or safety incidents.

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

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

The Company provides community-based long-term care (day care centers) services and has partnered with Japan's SECOM to develop home emergency rescue and remote care technologies, thereby alleviating the burden on family caregivers. Drawing on Japan's community care experience, we began collaborating with the New Taipei City Government in 2018 to establish smart elderly care centers. We have since expanded our partnerships to include the Taoyuan and Taipei City Governments, establishing a total of five day care centers across three counties and cities.

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

Assessment of physical fitness functions

Muscle strength test

Professional evaluation plan and its formulation

Ingestion function - weight management

Understanding problematic behaviors

Care - sense of belonging

Elderly care and stress relief

Family day - stress test

CH4 Sustainable Development of the Environment

Taiwan Secom is committed to sustainable environmental governance and low-carbon transition initiatives. Through management approaches such as inventory and monitoring, improving equipment and resource efficiency, green purchasing, education and training, R&D and innovation, and site integration, the Company is gradually reducing the environmental impact of its operations. To ensure consistency and comparability in disclosures, this chapter is organized based on the four major aspects: governance, strategy, risk management, and metrics and targets according to the recommendations of the Taskforce on Climate-Related Financial Disclosure (TCFD), and is supported by quantitative data on energy management, waste management, and corporate environmental sustainability initiatives, demonstrating a cycle of continuous improvement and annual progress.

Sustainable Environment Strategy

Education and Training
- Regular Empowerment
- Keep Abreast of Environmental Trends

Inventory and Monitoring
- GHG and Energy Inventory
- Adjustments to Policies on a Rolling Basis

Equipment Replacement
Replacement of Energy-Intensive Equipment

Green Purchasing
Prioritization of the Purchasing of Green Products and Equipment

R&D and Innovation
- Sustainable Products and Services
- Advancements in Energy-Saving Technologies

Site Integration
- Integration of Similar Sites
- Revitalization of Idle Assets

Material Issue	Climate Change Response	
Target	Short term	● Gradually reduce energy intensity year by year. ● Replace equipment and continue to increase the proportion of hybrid vehicles. ● Continue to purchase green products and expand green purchasing.
	Medium and long term	● Achieve 90% of the baseline year's (2020) electricity consumption (less than 8,593,540 KWh) by 2030. ● Achieve a target of 200 metric tons of carbon emissions per million kilometers of fuel consumption by 2030. ● Assess and plan for the potential expansion of renewable energy installations. ● Gradually attain the Group's carbon reduction path, and build and enhance employees' awareness of sustainability.
Responsibilities and Resources	● Establish relevant committees and hold regular meetings to discuss goals, management guidelines, and specific implementation plans. ● Prepare an annual budget to conduct GHG inventories, provide staff training, and replace energy-intensive equipment. ● Maintain the power generation efficiency of solar photovoltaic systems and monitor system stability.	
Action Plan	● Conduct group-wide GHG inventories and verification, with plans to introduce an inventory system by 2026. ● Replace energy-intensive air conditioning units and gasoline-powered vehicles, and continue to prioritize green products in procurement. ● Maintain existing solar photovoltaic systems and apply for green power certificates. ● Continue to strengthen awareness campaigns on water and electricity conservation and resource recycling, while continuously monitoring anomalies and implementing improvements. ● Refurbish and reuse decommissioned equipment to reduce the volume of materials sent for recycling. ● Conduct regular inspection drills, strengthen infrastructure, ensure equipment stability, and enhance disaster preparedness. ● Establish sustainability education and training programs and related events and seminars.	
Implementation Results in 2025	● Completed the group-wide GHG inventory and assurance for Taiwan Secom in 2025 and reported the results to the Board of Directors. ● Total green purchasing in 2025 amounted to NT$46,496,010, with a local procurement rate of 100%. ● Electricity generation in 2025 totaled 72,642.3 kWh, saving approximately NT$19,869.85 in electricity costs, and a total of 52 green power certificates were applied for and issued. ● In 2025, the quantity of miscellaneous hardware recycled decreased by approximately 36.16% compared to 2023. ● Sustainability-related activities resulted in a cumulative carbon reduction of approximately 16.2698 kg/CO2.	
Stakeholder Feedback and Complaint Channels	Complaint telephone number: 02-7737-1306;Complaint fax number:02-2557-1703;E-mail: shr@secom.com.tw.	

4.1 Climate Change

The Company has established the "ESG Committee" and the "GHG Inventory Committee" to jointly oversee and manage policies related to environmental sustainability, as well as to identify and assess the potential impacts of climate change. Regular annual meetings are held to discuss matters such as the implementation of sustainable development initiatives, risk management operations, and revisions to organizational regulations. The resolutions from these meetings are compiled and submitted to the Board of Directors to ensure the achievement of climate governance and management targets.

I. Duties and operations of the committees

1. ESG Committee: The committee holds regular meetings every August, chaired by Independent Director Chen Tien-Wen. Senior executives serve as heads of the various functional groups under the committee to jointly manage and oversee annual targets and plans. The committee discusses environmental sustainability and climate change issues, formulates annual environmental sustainability action plans and targets, and develops response measures based on risks and opportunities. Resolutions are then submitted to the Board of Directors.

2. GHG Inventory Committee: Chaired by the Chairman of the Board, the committee establishes phased targets and strategies to facilitate the implementation of GHG inventories. The General Affairs Division and the Corporate Planning Office are responsible for planning and implementing action plans for net-zero emissions. They collaborate with various units to assist in collecting relevant data and calculating emissions. The audit unit serves as the verifying body to review activity data, ensure the completeness and accuracy of the inventory results, and compile the inventory report. The progress and results of the inventory are reported to the Board of Directors annually. Meetings are convened from time to time based on the situation and needs to review and adjust the progress of the goals. It also organizes environmental sustainability activities and education and training to promote the concepts of environmental sustainability and climate change to all employees.

II. Supervision and execution of sustainability issues:

The Company established the Sustainable Development Best Practice Principles to regulate and implement the Group's overall sustainable development practices. It revised the organizational regulations in 2024. The committee convenes regularly in August each year to report on the implementation results of environmental sustainability issues for the current year at the meeting. Each committee then conducts research and discussion based on the resolution, and reviews sustainable development directions, targets, related management approaches, and specific implementation plans.

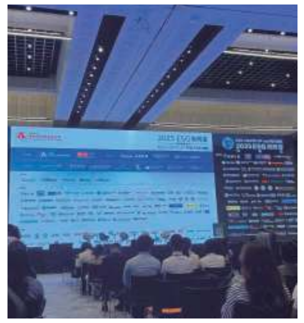
The Board of Directors meets twice a year, during which a task force reports to the Board of Directors on the implementation of sustainability initiatives. In November 2025, the Sustainability Committee reported to the Board of Directors on the implementation of the annual sustainability policy, the implementation of the 2024 GHG inventory, the progress of verification, and the planned timeline for subsequent GHG inventories of the Group.

III. Education and training on environmental sustainability issues

In addition to regular meetings, the Company encourages senior management and employees to actively participate in education and training on sustainability issues to enhance their understanding of these issues and decision-making capabilities.

Name	Time	Target	Organizer	Course description
GHG Inventory Education and Training	February and June 2025	Contact persons of subsidiaries	General Affairs Division, Corporate Planning Office	Guidelines for conducting GHG inventories
Practical ESG Sustainability Trends and Updates on Sustainability Regulations	March 2025	Directors	Taiwan Corporate Governance Association	Explanation of the latest ESG sustainability trends and related regulations
Practical Operations of the ESG Committee (Chief Sustainability Officer, Working Groups)	June 2025	Corporate Governance Officer	Governance Association	Practical course on the operations of the Sustainability Committee
Training Course for Corporate Climate Change Risk Management Personnel	July 2025	General Affairs Division	Taipei City Government Department of Environmental Protection	Courses designed to enhance corporate understanding of climate risks, covering basic knowledge of climate change and international trends, climate risk identification and assessment, and practical guidance on corporate GHG carbon inventory.
Comprehensive Carbon Reduction Strategy Academy	July and August 2025	General Affairs Division	Taiwan Stock Exchange Corporation Taiwan Carbon Solution Exchange Taiwan Institute of Economic Research	Carbon trading section, mastering TNFD methodology, and case studies of domestic and overseas low-carbon enterprises
Intergenerational Talent Management and Practical Implementation of Sustainability Standards IFRS S1/S2	July 2025	Directors	Taiwan Institute of Directors	Introduction to and practical guidance on FRS Sustainability Disclosure Standards
Risk Management and Strategic Analysis for Corporate Sustainability	August 2025	Directors	Securities and Futures Institute	Analysis of potential risks facing corporate sustainability and related response strategies
2025 ESG Summit	August 2025	General Affairs Division	Securities Accounting Research and Development Foundation	The event focused on core sustainability issues, including net-zero carbon emission targets, international sustainability standards, green finance, and investment
Promotion and Implementation of Net-Zero Green Living	October and November 2025	Administration Supervisors of Branches	General Affairs Division	Enhance employees' understanding of net-zero living by deepening their knowledge of climate change, net-zero emissions, and transition strategies.
Practical Workshop on GHG Inventory	November 2025	General Affairs Division	Taiwan Stock Exchange Corporation	Practical training course on GHG inventory procedures.






4.2 Climate and Environment Strategies, Actions and Resources

Based on business characteristics and operational status, Taiwan Secom identifies potential transition risks (regulatory, technical, market, and reputational) and physical (immediate and long-term) risks and opportunities (energy resource utilization efficiency, innovative services) that may arise from climate change. It outlines the potential impacts and consequences based on short-, medium-, and long-term risk assessments, proposes preventive measures for each risk, allocates the assessed costs to the annual budget, and integrates potentially affected business operations into its business sustainability strategy. This approach aims to mitigate the financial or operational impacts caused by risks, ensuring the Company maintains its ability to respond effectively and uphold service quality when faced with risks.

I. Short-, medium-, and long-term strategic directions for climate risks

Time	Strategic Direction	Action Plan
Short-term (1-5 years)	● Formulate and implement carbon reduction targets and strategies ● Enhance energy usage efficiency	● Conduct Group-wide GHG inventories ● Strengthen employee education and training ● Replace outdated, energy-intensive equipment
Medium-term (5-10 years)	● Strengthen infrastructure resilience ● Strengthen carbon reduction management in the supply chain	● Enhance facilities and improve disaster prevention capabilities ● Conduct regular inspections of facility conditions to ensure equipment stability ● Provide technical guidance and establish a platform for suppliers
Long-term (10 years or more)	● Introduce low carbon R&D technologies ● Plan for the use of renewable energy ● Gradually achieve the Group's carbon reduction path	● Introduce low-carbon equipment ● Evaluate and plan for the installation of renewable energy facilities

II. Digital service dispatch carbon reduction strategy

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

4.3 Climate-related Risks and Opportunities

The Company identifies and assesses climate-related physical risks, transition risks, and opportunities, regularly measures and monitors the effectiveness of implementation, makes adjustments to its strategies on a rolling basis, and finally estimates the potential financial impact of climate risks and opportunities that may affect the Company's operations.

To enhance management's understanding of and sensitivity to climate issues, the Company reports the results of these assessments to the ESG Committee. The Committee then makes strategic adjustments or allocates resources to enhance the Company's resilience to climate change.

I. Climate Risk and Opportunity Management Process

1 Identification and Assessment of Climate Risks and Opportunities

2 Strategies for Addressing Climate Risks and Opportunities

3 Monitoring and Adjustment of Climate Risks and Opportunities

II. Scenario Analysis

The Company references the Sixth Assessment Report (AR6) of the United Nations Intergovernmental Panel on Climate Change (IPCC) and adopts the "Shared Socioeconomic Pathways" (SSP) framework. We have selected SSP1-2.6 and SSP5-8.5 for climate change scenario analysis to conduct simulations of future climate projections.

Scenario Settings	SSP1-2.6	SSP5-8.5
Scenario Description	This is a low-emissions/low-radiative forcing pathway, commonly used as a representative example for examining "2°C or lower" scenarios.	This is an extremely high-emissions/extremely high-radiative forcing pathway, representing a climate risk stress test scenario under a high-emissions development scenario.
Scenario Assumptions	● Annual average temperature increases by 0.7°C. ● The number of summer days remains at around 150 days. ● A precipitation change rate of 2.8%. ● An 8% increase in extreme 1-day heavy rain intensity.	● Annual average temperature increases by 0.8°C. ● Summer may last up to 7 months, with no winter. ● A precipitation change rate of 0.9%. ● A 28.6% increase in extreme 1-day heavy rain intensity.
Scenario Analysis	1. Countries around the world have reached a consensus on reducing GHG emissions and place great importance on climate change and environmental issues. 2. Average temperatures are rising year by year, and the rate of sea level rise is also increasing. 3. A slight increase in extreme single-day torrential rainfall events.	1. Countries have taken no measures to address climate change, and extreme weather events are becoming increasingly severe. 2. Reliance on fossil fuels accelerates the depletion of resources. 3. Decreased seasonal variation, leading to a perpetually warm climate 4. A significant increase in the probability of extreme single-day torrential rainfall events.
Response Measures	1. Conduct a risk assessment of air conditioning equipment usage in light of rising annual average temperatures to reduce potential increases in electricity or equipment costs resulting from temperature increases. 2. Heavy rainfall may cause flooding at operational sites. Emergency response measures must be established to minimize casualties among staff and losses from water damage to assets. 3. As climate risk regulations become increasingly stringent, more resources must be allocated to education and training or to facilitate the transformation of products and services. 4. The ESG Committee oversees and tracks the effectiveness of climate policy implementation and strengthens emergency response procedures for climate risks.	

Note: The climate forecast data sources used in the Company's scenario analysis are drawn from the "Taiwan Climate Change Projection Information and Adaptation Knowledge Platform (TCCIP)". Based on the CMIP6 scenario framework used in the IPCC Sixth Assessment Report (AR6), TCCIP adopts SSP1-2.6 (low-emission/low-forcing pathway) and SSP5-8.5 (high-emission/extremely high-forcing pathway) from the Shared Socioeconomic Pathways (SSP) as comparative scenarios to conduct scenario analysis. This analysis aims to assess potential risks, opportunities, and response measures under different climate-related future conditions, which are not forecasts for the future.

III. Identification of Climate Risks and Opportunities

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

1. Risk identification

Climate-related Risks		Risk Description	Response Measures in 2025	Affected Area	Potential Financial Impact
Transition Risk	Policies and regulations	Comply with legal requirements for reporting and disclosing GHG inventory results and implementing carbon reduction measures.	1. Conduct GHG inventories to calculate the Company's actual emissions. 2. Engage consulting firms and third-party verification bodies to provide guidance and perform assurance. 3. Conduct regular education and training and regulatory awareness sessions for designated contact persons or employees. 4. Collect information on the latest domestic and international sustainability trends and changes in government environmental regulations. 5. Plan to introduce a GHG inventory system and establish a database to reduce the workload on employees and improve implementation efficiency. 6. Plan corporate carbon reduction measures to lower carbon emissions.	Short	● Increased expenditures for consultant support and third-party assurance. ● Increased costs for GHG inventory and carbon reduction training. ● If a dedicated unit or additional staff are established to handle GHG inventories and implement carbon reduction measures, assuming an increase of 2 people, salary expenditures are expected to rise. ● Plans to introduce a GHG inventory system in 2026 will result in an increase in estimated expenditures.
		Rapid changes in international trends, regulations, and policies. A lack of familiarity with them may increase the risk of litigation or penalties.		Medium/Long	
		With the implementation of the carbon fee system, companies must pay carbon fees or purchase carbon credits.		Short/Medium	● Paying carbon fees or purchasing carbon credits will increase operating costs; a budget must be allocated to cover these expenses. ● Increased capital expenditures for implementing carbon reduction measures.
	Technical	Corporate transition and R&D of low-carbon products or services.	1. Assess and research low-carbon market technologies, and adjust the business model as necessary. 2. Conduct R&D on low-carbon products or services, incorporating circular economy principles. 3. Implement a product life cycle management approach when developing new products or services. 4. Conduct risk assessments and set stop-loss points.	Medium/Long	● Assessment and development of new markets will increase training and R&D costs. ● Production of new products and re-production of old products will affect existing inventory levels and require adjustments to production lines. ● Introduction and installation of low-carbon equipment will increase operating costs.
		New types of products and technologies will exert an impact on existing products and services.	1. Adjust production capacity based on inventory counts and reduce inventory levels. 2. Strengthen existing product and service processes.	Short/Medium	● Inventory of manufactured products that does not meet market demand will incur additional costs, whether they are remanufactured or disposed of. ● Optimizing R&D expenditures and reengineering production processes for existing products will affect operating costs. ● Redesigning and adjusting existing service processes will increase employee training costs and may lead to reduced employee productivity due to unfamiliarity with the new procedures.
	Market	International developments have led to instability in energy supply and price increases.	1. Replace equipment with energy-efficient models to maximize efficiency. 2. Develop energy-saving policies and actively implement them.	Short/Medium	● The phased replacement of outdated air conditioners, energy-intensive lighting fixtures, and fuel-inefficient company vehicles is expected to result in increased expenditures. ● Sending awareness campaigns via email will result in increased email server setup costs.
		Customer preferences are affected by environmental sustainability awareness, leading to reduced demand for products or services.	Enhance the Company's image regarding environmental sustainability and actively allocate resources.	Medium/Long	● Organizing events related to environmental sustainability and inviting employees and management to participate is expected to increase expenditures. ● ● Actively participate in sustainability-related courses or events organized by external organizations.
		Corporate assets may be revalued due to climate risks.	Conduct proper assessment before purchasing assets and understand related regulations to reduce the likelihood of revaluation.	Medium/Long	● If assets are in a vulnerable state or location, they may need to be relocated or require enhanced maintenance, increasing operating costs and maintenance expenses. ● If assets are revalued, this may affect stock prices and asset values, requiring a reevaluation of capital allocation and cost calculations.
	Goodwill	Ecologically damaging behavior by the Company or its suppliers may undermine the Company's image.	1. New suppliers are subject to a sustainability assessment prior to selection, and are required to provide supporting documentation. 2. Both existing and new suppliers are required to sign the Code of Conduct, the Commitment, and a sustainability risk self-assessment questionnaire every year.	Medium/Long	● It will be necessary to add evaluation criteria for assessing suppliers' ESG performance, and on-site inspections may also be conducted, which will increase operating expenditures.

Environment

Climate-related Risks		Risk Description	Response Measures in 2025	Affected Area	Potential Financial Impact
Physical Risks	Short-term Risks	Extreme weather events (typhoons, floods) may trigger emergencies, resulting in damage to operational sites or affecting employee attendance.	1. Develop emergency response plans, establish SOPs, and conduct regular drills. 2. Pay attention to natural disaster alerts. In the event of an emergency, unit supervisors shall adjust response measures as appropriate. 3. In the event of an emergency, all employees except those required to work on-site shall cease reporting to work in accordance with announcements from the central government. 4. Regularly inspect the work environment and strengthen maintenance in areas likely to be affected. 5. Set aside funds in response to emergencies.	Short	● Paying employees for working during typhoons, or establishing additional regulations and compensation systems for emergency shifts may increase operating costs. ● If employees are injured while working during a typhoon and require time off to recover, the need to urgently redeploy staff to cover their duties may increase operating costs. ● Inspecting and repairing buildings and equipment in the work environment will lead to increased maintenance costs. ● If an operating site is damaged by a typhoon, existing equipment will be discarded in advance or need to be replaced, which will increase equipment procurement and repair expenses.
		Suppliers' inability to provide equipment in a timely manner affects customer rights and interests.	Disperse the storage areas for inventories to reduce the likelihood of major losses in a single disaster.	Short/Medium	● Leasing new sites for inventory storage will increase rent and electricity expenses. ● The Company may lose customers due to suppliers' failure to provide services or products promptly, thereby affecting operating revenue.
	Long-term Risks	Rising average temperatures and increased electricity consumption have led to a year-on-year increase in electricity costs.	1. Regularly conduct energy-saving and electricity-conservation awareness campaigns for employees. 2. Turn off air conditioning and lighting in unoccupied areas.	Long	● Electricity rates have risen in recent years, and electricity consumption has increased due to rising temperatures, leading to higher electricity expenses.
		High temperatures place an excessive burden on the power supply, leading to service interruptions and power outages.	1. Regularly inspect and maintain emergency power supply equipment at business locations to ensure proper functioning. 2. Perform regular backups of Company data to minimize the severity of data loss after power is restored. 3. Develop and design high-temperature resistant equipment that meets the standards, and strengthen pre-market inspection and testing. 4. Assist customers in implementing additional equipment protection measures.	Long	● Regular equipment maintenance leads to increased maintenance costs. ● Regular data backups require the purchase of new equipment and servers and will increase data center power consumption, leading to higher costs.
		Employees on duty during the summer are prone to symptoms such as heatstroke or heat exhaustion.	1. Regularly promote the importance of staying hydrated and using sun protection while on duty. 2. Regularly educate employees to seek immediate medical attention if they are not feeling well.	Medium/Long	● If employees experience physical discomfort while on duty, it may compromise their safety during operations. ● If manpower support is needed, the dispatching difficulty will increase operational expenses.

2. Opportunity identification

Climate-related Risks	Risk Description	Response Measures in 2025	Affected Area	Potential Financial Impact
Opportunities	Maintain the solar photovoltaic power generation system and equipment, and apply for green power certificates.	After the Group commissioned the solar photovoltaic power generation system in the fourth quarter of 2024, the system recorded a total power generation of 72,642.3 kWh as of December 31, 2025, with a total generation duration of 1,174.40 hours. After applying for green power certificates with the National Renewable Energy Certification Center, a total of 52 green power certificates had been issued.	Short/Medium	● Routine maintenance of solar photovoltaic (PV) systems and equipment increases operating costs. ● The electricity generated by the solar photovoltaic power generation system is currently used exclusively to power the common areas of the cloud building, saving nearly NT$20,000 in electricity costs. ● The costs associated with applying for green power certificates have not yet had a significant impact on finances.
	Research and develop innovative products or services and optimize existing service offerings to provide customers with diverse options.	R&D of fire blankets suitable for both electric scooters and electric vehicles	Medium/Long	● Innovative products create opportunities for customer collaboration and business growth. ● Create opportunities for cross-industry collaboration and pioneer new fields.

4.4 Climate and Environmental Metrics Management and Performance

The Company's current targets and measures regarding GHG, water resources, waste, and other climate risks are as follows:

Item	Target	Measures
GHG emissions	● Gradually reduce energy intensity year by year.	● Conduct GHG emissions assessments to identify hotspots, monitor energy usage, and gradually reduce GHG emissions. ● Plan to introduce an emissions inventory system and an energy management system to ensure systematic energy management. ● Conduct regular inspections, maintenance, and fuel consumption checks on company vehicles, and promote proper vehicle usage practices. ● Encourage carpooling or the use of public transportation for commuting or business travel. ● Regularly assess the condition of equipment at the Group's operational sites and replace outdated, energy-intensive equipment. ● Conduct regular inspections to check for water leaks in equipment. ● Regularly educate employees to improve their electricity and water usage habits.
Purchased electricity	Achieve 90% of the baseline year's (2020) electricity consumption (less than 8,593,540 KWh) by 2030.	
Fuel	● Achieve a target of 200 metric tons of carbon emissions per million kilometers of fuel consumption by 2030.	
Water resources	● Water consumption decreases year by year.	
Waste	● The total amount of waste recycled by offices decreases year by year. ● The quantity of outsourced processing of general hazardous industrial waste decreases year by year.	● Promote office waste reduction policies and advocate for paperless administrative operations and electronic approvals. ● Promote the importance of resource recycling and implement classification policies. ● Verify whether recycled equipment and hardware still have recyclable or reusable value.
Green purchasing	● Annual amount of green purchasing reaches NT$35,000,000. ● Maintain the goal of 100% local sourcing of green products.	● Prioritize the procurement of products with energy-saving labels and green products. ● Make local sourcing the primary consideration when purchasing green products.
Response to transition risks	● Increase employees' awareness of climate risks each year. ● Continuously optimize existing product and service processes. ● Monitor suppliers' ESG practices.	● Plan education and training sessions on climate change-related topics to raise employee awareness. ● Continuously optimize products and services, while assessing the feasibility of low-carbon technologies. ● Review suppliers' ESG practices and implement a new supplier evaluation system.
Response to physical risks	● Reduce the likelihood of employees sustaining injuries while responding to emergencies. ● Reduce disaster-related losses at operational sites caused by extreme weather.	● Develop emergency response plans, establish SOPs, and conduct regular drills and adjustments. ● Regularly inspect site environments and strengthen maintenance of on-site equipment. ● Regularly promote safety guidelines for emergency response and require employees to strictly comply with them.

4.4.1 Energy Management

Taiwan Secom's energy consumption primarily stems from GHG emissions associated with purchased electricity and fuel consumption by company vehicles. To maximize energy efficiency, the Company regularly replaces outdated and energy-intensive equipment and prioritizes the procurement of high-efficiency, low-energy-consumption products. Additionally, when replacing company vehicles, the Company will give priority to fuel-efficient hybrid vehicles.

The Company's primary energy source is purchased electricity (accounting for 49.87% of total energy consumption). Additionally, the Company has installed solar panels at its cloud building. As of December 31, 2025, the actual green energy generation was 72,642.3 kWh, accounting for 0.33% of total energy consumption. Total energy consumption in 2025 was 80,392,255.95 million joules, representing an annual decrease of approximately 0.0036%. Furthermore, in terms of energy intensity, there was a 0.0005% decrease compared to the previous year, and the trend has been downward over the past two years. It is estimated that the reduction in energy use in recent years is due to employees becoming more aware of energy conservation and carbon reduction concepts and gradually incorporating them into daily lives.

I. Energy Resource Management and GHG

The Company commissioned a Group subsidiary to build an energy management platform. Employees at each location can independently enter energy usage data into the system. This not only resolves the issue of storing paper bills, but also enables employees at branches to monitor energy usage across all locations in real time and address anomalies immediately. Originally, the platform only supported the entry of electricity, water, and natural gas data. Following the implementation of GHG inventory procedures, data fields for liquefied petroleum gas and steam were added. The system was also adjusted to allow for the direct export of GHG inventory data, thus reducing the administrative burden on employees, improving efficiency, and enhancing the completeness of the data.

● **Taiwan Secom's Internal Energy Use and Consumption** Note 1 **(Unit: billion joules, GJ)**

Energy Type		2023	2024	2025
Non-renewable energy	Purchased electricity	37,466.0997	37,120.6819	40,118.0438
	Diesel	0.6585	1.4789	1.1075
	Automotive gasoline	43,846.4042	41,398.8438	37,745.8452
	Automotive diesel	2,108.0956	2,045.3740	2,185.2463
	Liquefied petroleum gas	43.3069	45.4592	44.7712
	Natural gas	118.8897	65.3226	64.7674
	Total	83,583.4546	80,677.1603	80,159.7814
Renewable energy	Solar photovoltaic	Not activated	4.1336	261.3844
Energy consumption (GJ)		83,583.4546	80,681.2938	80,421.1658
Number of employees		2,496	2,502	2,537
Energy consumption per capita		33.4870	32.2467	31.6993
Net revenue (NT$ thousands)		7,645,284	7,846,366	8,202,396
Energy intensity Note 2		0.01093	0.01028	0.0098
Annual increase and decrease in energy intensity		–	▼ 0.0007	▼ 0.0005

Note 1: The Company has revised the data based on the third-party verified 2023 and 2024 GHG inventory lists and reports. This restatement does not affect the disclosure of data for 2025. The calorific value refers to the Net Calorific Value of Energy Products published by the Energy Administration, Ministry of Economic Affairs:

- In 2023, the calorific value of electricity was 0.00360 GJ/kWh; the calorific value of diesel was 0.03515 GJ/liter; the calorific value of automotive gasoline was 0.03264 GJ/liter; the calorific value of liquefied petroleum gas was 0.02776 GJ/kg; the calorific value of natural gas was 0.03766 GJ/kWh.
- In 2024, the calorific value of electricity was 0.00360 GJ/kWh; the calorific value of diesel was 0.03616 GJ/liter; the calorific value of automotive gasoline was 0.03184 GJ/liter; the calorific value of automotive diesel was 0.0367 GJ/liter; the calorific value of liquefied petroleum gas was 0.02493 GJ/kg; the calorific value of natural gas was 0.03644 GJ/kWh; the calorific value of solar energy was 0.00360 GJ/kWh.

Note 2: Energy intensity calculation: Energy consumption/net revenue (NT$ thousands).

Note 3: Data source: Compiled from the Taiwan Secom Energy Usage Platform. The statistical scope includes the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. The data collection period is from January 1 to December 31, 2025. Data collection time: February 26, 2026.

According to the table above, the figures for 2025 show a downward trend compared to the previous year. Although electricity consumption increased slightly due to the relocation of operational sites, the commissioning of the solar photovoltaic system and the implementation of energy-saving measures in recent years have led to a decrease in both energy consumption and energy intensity. The Company's photovoltaic system was commissioned in the fourth quarter of 2024, and renewable energy usage in 2025 increased by 98.42% compared to 2024.

II. Water Resource Management

Although Taiwan Secom's operational sites span across Taiwan, the Company's primary business focus is on service provision. In terms of industry type and actual operations, there is no significant demand for water. The main water usage consists of domestic water for drinking, cleaning, and daily living, with users including employees, vendors, and visitors. According to the World Resources Institute's "Aqueduct Water Risk Atlas", the overall water risk level for Taiwan in 2025 is rated as low to moderate (1–2). Based on a proactive approach to prevention and our commitment to water conservation, the Company has begun planning water-saving policies and water resource education initiatives. We have posted water-saving slogans and notices in pantries, restrooms, and public areas, procured products and equipment bearing water-saving labels, and conduct regular reviews of water resource management. We investigate and verify any abnormal water usage to ensure that there is no possibility of water resource waste. The table below shows Taiwan Secom's total water withdrawal and water consumption per capita from 2023 to 2025.

● Total Water Withdrawal by Taiwan Secom Across All Regions Over the Past 3 Years Note (Unit: million liters)

Year	2023	2024	2025
Tap water withdrawal	50.2790	56.8732	46.6532
Total number of employees	2,496	2,502	2,537
Water consumption per capita	0.0201	0.0227	0.0184

As shown in the table above, the total tap water withdrawal decreased in 2025, clearly indicating that the implementation of water conservation policies in recent years is gradually yielding results. Employees have also developed a better understanding of the preciousness and importance of water. This in turn encourages employees to cherish water resources.

Note: Data source: Compiled from the Taiwan Secom Energy Usage Platform. The statistical scope includes the head office, Training Center, remote office spaces (branches, offices, and telecommunications rooms), and dormitories. The data collection period is from January 1 to December 31, 2025. Data collection time: February 26, 2026.

III. Fuel Consumption Statistics

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

(I) Taiwan Secom Vehicle Fuel Management Approach

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

(II) Taiwan Secom Vehicle Fuel Consumption Management Policy

Target	Management/Implementation	Action Plan
Maintain optimal vehicle performance	Vehicle Management Department, General Affairs Division, Management Headquarters	Compile statistics on fuel consumption and set the useful life for vehicle replacement
Develop fuel-saving habits	User units (Education and implementation of concepts)	Remove excess items in vehicles and check the tire pressure before using vehicles
Ensure the appropriate use of vehicles	Service Headquarters	Review the causes of excess fuel consumption and implement strategic vehicle allocation
Replace ICE vehicles with hybrid vehicles Replace ICE scooters with electric scooters	Head Office (data management and policy adjustments)	Purchase of hybrid cars and electric scooters

Environment

● Taiwan Secom Vehicle Energy Consumption Statistics from 2023 to 2025 Note (Unit: ton- CO2e)

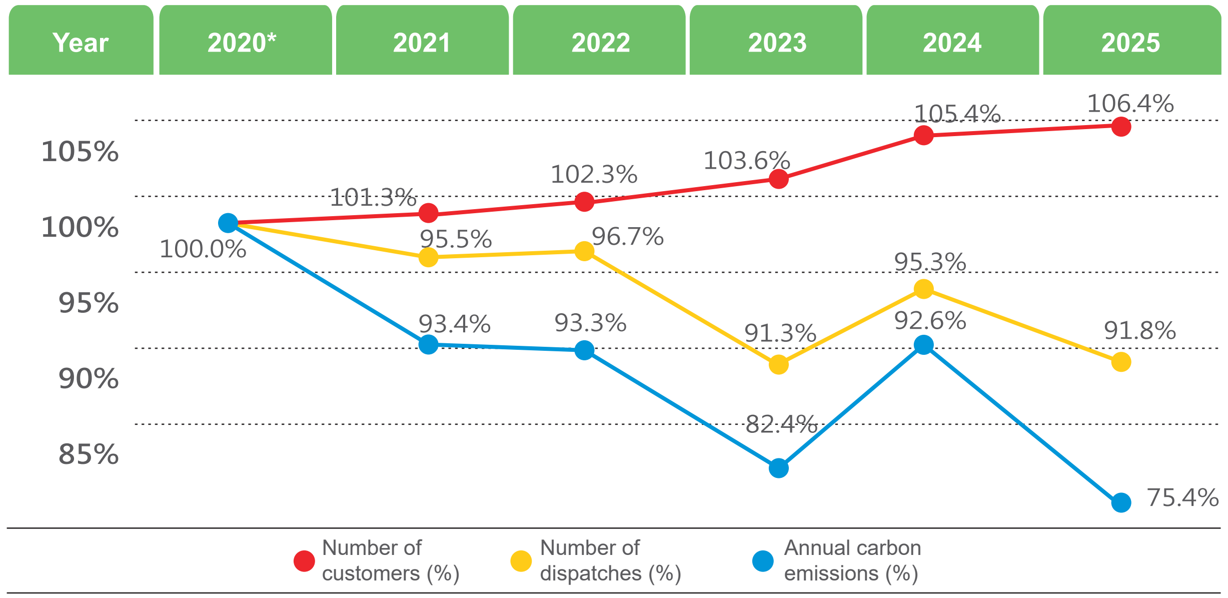
Year	Fuel type	Number of vehicles	Fuel consumption (L)	GHG emissions	Number of kilometers traveled (km)	Carbon emissions per million kilometers
2023	Electric vehicles	25	0	0	271,816	0
	Gasoline	516	1,343,531.04	3,166.03	11,418,716	291.1720
	Diesel	17	59,981.78	158.78		
2024	Electric vehicles	29	0	0	204,787	0
	Gasoline	529	1,300,376.02	2,939.57	10,353,643	300.9037
	Diesel	17	64,578.09	175.88		
2025	Electric vehicles	16	0	0	170,763	0
	Gasoline	522	1,185,631.95	2,718.13	11,506,901	252.5363
	Diesel	15	68,994.24	187.78		

Note: The data has been revised based on the 2023 and 2024 GHG inventory lists and reports.

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

(III) Performance of the Service Dispatch Efficiency Integration Platform

● Service Dispatch Efficiency Integration Platform



The control center uses the service dispatch efficiency integration platform to effectively control the number of dispatches. The number of customers increased by 106.4% in 2025 compared to 2020 (the baseline year), and the number of dispatches decreased to 91.8%. Total carbon emissions (kgCO2e/km) in 2025 was reduced by 144 metric tons compared to 2020 (the baseline year).

Carbon Reduction Data of the Efficiency Integration Platform

Year	2020*	2023	2024	2025
Number of customers (%)	100%	103.6%	105.4%	106.4%
Number of dispatches (%)	100%	91.3%	95.3%	91.8%
Annual carbon emissions (%)	100%	82.4%	92.6%	75.4%

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

IV. Green purchasing

Taiwan Secom prioritizes the procurement of products bearing energy-saving labels and green certifications. Over the past three years, the amount of green purchasing has exceeded NT$35,000,000. We have been honored by many counties and municipalities as an outstanding enterprise in green purchasing.

In recent years, the Company has actively replaced gasoline-powered vehicles with hybrid vehicles, resulting in an increase in the procurement amount of hybrid vehicles. However, compared to 2024, this figure has decreased slightly, primarily due to a decrease in the number of vehicles being replaced, leading to a corresponding drop in the procurement amount. Regarding the procurement of energy-efficient lighting fixtures, the amount of energy-efficient lighting procurement decreased significantly this year due to the replacement of most lighting fixtures in previous years at most operating locations.

In an effort to reduce long-distance product transportation and support local business development, the Company prioritizes domestic products in green purchasing. From 2023 to 2025, local sourcing accounted for 100% of the Company's green purchasing.

Taiwan Secom's Green Purchasing Ratio Over the Past 3 Years (Unit: NT$)

Item/Year	2023	2024	2025
Procurement amount of hybrid vehicles	32,799,400	43,001,000	35,403,000
Procurement amount of energy-saving lighting fixtures	137,340	252,150	94,000
Total green procurement amount	39,375,586	48,051,440	46,496,010
Lighting fixtures and hybrid vehicles as a percentage of green procurement	83.65%	90.01%	76.34%
Local sourcing as a percentage of green procurement	100.00%	100.00%	100.00%

4.4.2 GHG Inventory

I. GHG emissions from 2023 to 2025

Since 2023, the Company has engaged external consultants to assist with GHG inventories at the parent company's six major locations. In 2024 and 2025, the Company completed GHG inventory processes for the parent company, branches, and other operational sites, all in accordance with the Financial Supervisory Commission's "Sustainable Development Roadmap for TWSE/TPEx Listed Companies" as the guiding principle. We issued an inventory list and an inventory report, and commissioned Ernst & Young, Taiwan to provide assurance statements for Scope 1 and Scope 2 GHG emissions, as well as an audit statement in accordance with ISO 14064-1:2018.

Taiwan Secom's Scope 1 emissions for 2025 totaled 3,236.6777 metric tons CO2e. Scope 2 emissions totaled 5,282.2091 metric tons CO2e, bringing the total Scope 1 and Scope 2 GHG emissions to 8,518.8868 metric tons CO2e. Among them, Scope 1 emissions decreased by 5.13% compared to the previous year, primarily due to the replacement of equipment with more energy-efficient and low-energy-consumption models. Additionally, Scope 2 emissions attributable to purchased electricity increased by 8.07% compared to the previous year. This is believed to be due to an increase in electricity consumption resulting from the relocation of operating locations.

Taiwan Secom's Scopes 1 and 2 GHG Emissions for the Past 3 Years (Unit: ton- CO2e)

Category	Item/Year	2023	2024	2025
Scope 1 (Direct emissions)	Diesel (stationary sources)	0.0490	0.1100	0.0823
	Liquefied petroleum gas (LPG)	4.9755	5.2238	5.1741
	Natural gas	5.9384	2.8885 0.5702	3.3708
	Automotive gasoline (mobile sources)	3,166.0301	2,939.5741	2,718.1339
	Automotive diesel (mobile sources)	158.7825	175.8748	187.7802
	HFC-23	0.0000	0.4348	0.4906
	HFC-32	2.2902	4.6504	6.4853
	HFC-134a	45.1412	41.3995	45.5472
	HFC-143a	0.0459	0.0000	0.0000
	R-401A	0.0377	0.0358	2.4761
	R-404A	0.6572	1.4629	2.4609
	R-407C	29.2053	29.2056	22.8769
	R-408A	0.0484	0.0484	0.0771
	R-410A	151.5937	149.9634	184.9125
	Septic tank CH4 fugitive emissions	128.9147	60.2438	56.8097
Scope 1 Total		3,693.7098	3,411.6860	3,236.6777
Scope 2	Imported electricity	5,141.1815	4,887.5565	5,282.2091
Scope 2 (indirect emissions) Total		5,141.1815	4,887.5565	5,282.2091
Direct and indirect GHG emissions		8,834.8913	8,299.2425	8,518.8868
Net revenue (NT$ thousands)		7,645,284	7,846,366	8,202,396
GHG emissions intensity		0.0012	0.0011	0.0010

Note 1: GHG emissions are organized using the operational control method.
Note 2: The boundaries of the inventory include the head office (Headquarters Building, Neihu Technology Building, Cloud Data Building, Vehicle Management Department, Material Department, Tamsui Training Center, Yuanshan Training Center), Taipei Management Division, Northern Management Division, Taoyuan and Hsinchu Management Division, Central Management Division, Chiayi and Tainan Management Division, and Southern Management Division, its branches, employee dormitories, wiring rooms, and official vehicles and service vehicles used at all business locations.
Note 3: The Global Warming Potential (GWP) values for each GHG are based on estimates from the IPCC Sixth Assessment Report.
Note 4: The 2023 conversion factors are sourced from the Environmental Protection Administration's "Greenhouse Gas Emission Coefficient Management Table Version 6.0.4".The conversion factors for 2024 and 2025 are sourced from the Ministry of the Environment's "Greenhouse Gas Emission Factors (February 5, 2024)".
Note 5: The carbon emission factor for electricity in 2023 is 0.494 kg CO2e/kWh; the carbon emission factor for electricity in 2024 is 0.474 kg CO2e/kWh. The carbon emission factor for electricity in 2025 has not yet been announced; therefore, calculations are based on the 2024 electricity carbon emission factor of 0.474 kg CO2e/kWh.
Note 6: Formula for calculating GHG emissions intensity: Direct and indirect GHG emissions/Net revenue (NT$ thousands).
Note 7: Scope 3 emissions are non-significant emissions and have not been inventoried.

II. GHG Reduction Management Policy

The Company conducted an inventory for Taiwan Secom Group in 2025 and plans to engage a consulting firm starting in 2026 to implement GHG reduction management for the Taiwan Secom parent company. This will include formulating relevant policies and setting carbon reduction targets, as well as other actions that can effectively reduce the parent company's GHG emissions.

The Company has formulated relevant improvement measures for the current emissions of the parent company:

1. Regularly assess or replace outdated, energy-intensive equipment.
2. Encourage employees to conserve electricity through competitions and regularly review electricity consumption.
3. Prioritize the procurement of high-efficiency, energy-saving green products.
4. Expand the procurement of hybrid vehicles as service and company vehicles.
5. Implement a GHG inventory system and establish a support team.
6. Promote paperless administrative processes and electronic approval procedures.

4.5 Waste Management

I. Sources of Waste

The Company's sources of industrial waste include R&D materials, scrapped finished products, plastic packaging materials, and other domestic waste. Failure to properly dispose of such waste may exert a significant impact on the environment. In accordance with the standards of the Environmental Protection Administration, waste is classified into the following categories:

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

II. Waste Management Procedures

To ensure that waste generated by the Company is effectively, legally, and properly disposed of or recycled, we have established the following management measures:

1. The Company effectively monitors its internal waste disposal operations in accordance with the "Waste Disposal Act" promulgated by the Environmental Protection Administration.
2. In accordance with the provisions of the environmental management system, it can be divided into initial phase, mid phase, and final phase as shown in the figure below.

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

III. Waste Treatment Methods

1. According to the "Resource Recycling Act" promulgated by the Environmental Protection Administration, as a principle, waste shall mainly be processed by recycling and reuse. Waste that cannot be reused shall be processed with methods other than burial.
2. Taiwan Secom commissions long-term, legally authorized waste collection and recycling contractors to dispose of waste through incineration to reduce environmental pollution.

Note 1: when a customer terminates the service contract, Taiwan Secom transports all products, materials, and cables of the security system removed (returned) from the customer's site to the Hukou Manufacturing Center for sorting. If the recycled resource is deemed as reusable, the Manufacturing Center refurbishes and redistributes them after implementing test procedures to ensure the efficient reuse of resources. For general hazardous industrial waste that cannot be reused (e.g., used plastic products and used batteries), Taiwan Secom outsources the waste disposal to a legal and reputable recycling service provider. to continuously reduce waste and the burden of the environment.

Quantity of Outsourced Processing of General Hazardous Industrial Waste (Unit: metric tons)

Type/Year	2023	2024	2025
Quantity of batteries recycled	4.6163	5.2997	4.8946
Quantity of miscellaneous hardware recycled	27.9623	24.9542	17.8519

Note 1: Miscellaneous hardware includes security devices, equipment components, and plastic.
Note 2: Monthly recycling and replacement of Unlimited Plus equipment.
Note 3: Expiry of the amortization period of old security devices which are not in use.
Note 4: Security-related equipment that cannot be repaired.
Note 5: Replacement of 3C and computer equipment.

4.6 Environmental Sustainability Actions

I. Environmental sustainability activities

In 2025, the Company's various management divisions hosted a series of sustainability events covering diverse themes, including eco-friendly herbal tea bag workshops, knitting with recycled PET bottle yarn, and sustainable use of eco-friendly cement resources. We hope that these activities will enable employees to learn about new sustainability concepts across different fields and put carbon reduction practices into daily actions.

Calculation of carbon reduction per person (unit: kg/CO2)

Item	Finished Goods Note	Participants	Carbon Reduction
Knitting with recycled PET bottle yarn	0.0768	15	1.152
Recycled oyster shell mini planters	0.08	15	1.2
Eco-friendly cement planters	0.06	20	1.2
Total	0.2168	50	3.552

Note: Carbon reduction figures for finished goods were provided by the activity instructors.




II. Environmental and ecological activities

In addition to continuing our series of environmental sustainability activities, in 2025, the Company also collaborated with Taiwan Secom Cultural and Educational Foundation, Lin Teng Cultural And Educational Foundation, and Yilan County Lin Hsiao-Hsin Cultural Foundation to organize local exploration activities in Yilan. Through ecological guided tours and environmental education activities, employees gained a deeper understanding of biodiversity and learned how to practice environmental protection in daily lives. Based on the activities conducted during the day, the average carbon reduction per person was calculated at 12.7178 kg/CO2e. A total of 40 participants from the head office and the Taipei Management Division took part, resulting in a total carbon reduction of 508.712 kg/CO2e. In the future, we will continue to plan a wider variety of activities to provide employees with more diverse experiences and enhance their awareness of sustainability.

● Calculation of carbon reduction per person (unit: kg/CO2)

Item	Description	Carbon reduction per person
Switching from private cars to a tour bus	65 km from the Zhengzhou Headquarters Building to Sheng Yang Leisure Farm	9.5192 Note 1
	6.4 km from Sheng Yang Leisure Farm to Lantern Space	
	59 km from Lantern Space to the Zhengzhou Headquarters Building	
	Tour bus carbon emission factor of 2.92	
	40 participants	
No electricity used for outdoor activities	Average electricity consumption in April 2025 was 930.918	1.8386 Note 1
	Average daily electricity consumption per hour in April was 1.29294	
	Activity duration of 3 hours	
	The electricity emission factor in 2024 was 0.474	
No disposable chopsticks	Calculated based on 1 pair of disposable chopsticks	0.05 Note 2
No disposable bowls	Calculated based on 1 disposable bowl	0.16 Note 2
Recycling and reuse of glass bottles	Calculated based on 1 recycled glass bottle	1.15 Note 3
Total		12.7178

Note 1: The electricity emission factor in 2024 was 0.474
Note 2: According to the Taoyuan City Carbon Neutral Information Platform, the emission factors for disposable chopsticks and disposable bowls are 0.05 and 0.16, respectively
Note 3: The coefficients are sourced from the Carbon Footprint Information Platform - Home Page

Appendix 1. Participation in Professional Associations

Taiwan Secom's Participation in Trade Associations

No.	Organization Name and Participation (Position Held in the Association)	
1	The Security Industry Association of R.O.C.	Member
2	Chinese Security Association	Member
3	Taipei Security Commercial Association	Member
4	Association of Security Companies of New Taipei City	Member
5	Taoyuan Security Commercial Association	Member
6	Taichung Security Commercial Association	Member
7	Kaohsiung Security Companies Association	Member
8	Taiwan Automation Intelligence and Robotics Association	Member
9	Taiwan Electrical and Electronic Manufacturers' Association - Communications Industry Alliance	Member
10	Taiwan Electrical and Electronic Manufacturers' Association	Member
11	Taiwan Safety and Security Industry Association	Member
12	Cloud Computing & IoT Association in Taiwan	Member
13	Zero Energy Building Technology Alliance	Director
14	Taiwan Intelligent Building Association	Member
15	Intelligent Living Space Alliance	Member
16	Taiwan Intelligent Aerotropolis Association	Member
17	Association of Chain and Franchise Promotion, Taiwan	Member
18	Taipei Electrical Commerce Association	Member
19	New Taipei Electrical Commerce Association	Member
20	Taipei City Fire Safety Equipment Industry Association	Executive Director
21	Taipei City Fire Safety Association	Vice Chairperson
22	Chinese Association of Fire Protection	Executive Director
23	National Association of Fire Engineering Equipment	Member
24	Telecare Industry Association Taiwan	Member
25	Taiwan Smart Energy Industry Association	Member

No.	Organization Name and Participation (Position Held in the Association)	
26	Taiwan Association of Disaster Prevention Industry	Group Member
27	Taiwan Green Building Council	Director
28	Taiwan Fire Safety Association of Building Materials	Member
29	Taiwan Smart City Solutions Alliance	Member
30	Chinese Association of Fire Protection and Disaster Relief Taiwan Green Building Council	Consultant
31	Taiwan Wellness Building Association	Member
32	Taiwan Chain Stores and Franchise Association	Member
33	Taiwan Smart City Association	Member
34	The Taichung Association of Interior Design & Decoration	Member
35	Taipei Association of Interior Designers	Member
36	Taoyuan Association of Interior Design & Decoration	Member
37	Tainan Interior Designers Association	Member
38	Kaohsiung Association of Interior Design & Decoration	Member
39	Hsin-Chu Association of Interior Design & Decoration	Member
40	Hsin Chu Association of Interior Design & Decoration	Member
41	Keelung Association of Interior Design & Decoration	Member
42	Chia-Yi City Association of Interior Design & Decoration	Member
43	Taipei Computer Association	Member
44	Chinese Society of Interior Design (CSID)	Member
45	Chinese Non-Store Retailer Association	Member
46	Taiwan Technical Consultants Association	Group Member
47	Taiwan Society for Circular Economy	Member
48	Taiwan Smart Life Industry Association	Member
49	Taiwan Smart Net-Zero Building Industry Alliance	Member

Appendix 2. Comparison Table for GRI Standards

GRI Content Index

Usage Statement	The Taiwan Secom Report is compiled in accordance with GRI Standards and the information disclosure period is 2025 (January 1 to December 31, 2025).
GRI 1 used	GRI 1: Foundation 2021

GRI 2: General Disclosures 2021

GRI Indicators	Disclosure Item	Chapter	Page
2-1	Organizational details	About this Report	4, 5
2-2	Entities included in the organization's sustainability reporting	About this Report	5
2-3	Reporting period, frequency and contact point	About this Report	5
2-4	Restatements of information	Restatements of information for this period, 2.7 Supply Chain Management, 4.4 Climate and Environmental Metrics Management and Performance Disclosure	5, 52, 99
2-5	External assurance	About this Report, Appendix 4. Assurance Report	112-119
2-6	Activities, value chain and other business relationships	1.1 Company Overview, 2.7 Supply Chain Management	19, 51
2-7	Employees	3.2 Happy Workplace and Diversity and Equity	57
2-8	Workers who are not employees	Taiwan Secom did not have workers who are not employees in 2025 or previous years. All workers at Taiwan Secom are employed by the Company.	57
2-9	Governance structure and composition	2.1 Governance Structure, 2025 Annual Report	27, 28
2-10	Nomination and selection of the highest governance body	2.1 Governance Structure, 2025 Annual Report	26
2-11	Chair of the highest governance body	2.1 Governance Structure, 2025 Annual Report	27
2-12	Role of the highest governance body in overseeing the management of impacts	Structure of Sustainable Governance, 2.1 Governance Structure, Stakeholder Communication	11, 28
2-13	Delegation of responsibility for managing impacts	Structure of Sustainable Governance, 2.1 Governance Structure	28
2-14	Role of the highest governance body in sustainability reporting	About the Report, Structure of Sustainable Governance, 2.1 Governance Structure	5, 11, 28
2-15	Conflicts of interest	2.1 Governance Structure, 2.2 Ethics and Integrity, 2025 Annual Report	30, 31
2-16	Communication of critical concerns	2.1 Governance Structure, 2025 Annual Report	13, 25
2-17	Collective knowledge of the highest governance body	2.1 Governance Structure, 2025 Annual Report	30, 93
2-18	Evaluating the highest governance body's performance	2.1 Governance Structure, 2025 Annual Report	28
2-19	Remuneration policies	2.1 Governance Structure, 2025 Annual Report	29
2-20	Process to determine remuneration	2.1 Governance Structure, 2025 Annual Report	29
2-21	Annual total compensation ratio	2.1 Governance Structure	30
2-22	Statement on sustainable development strategy	A Message from the President	7
2-23	Policy commitments	2.7 Supply Chain Management 3.1 Human Rights	51, 54
2-24	Embedding policy commitments	2.7 Supply Chain Management, 3.1 Human Rights	51, 55

GRI 2: General Disclosures 2021

GRI Indicators	Disclosure Item	Chapter	Page
2-25	Processes to remediate negative impacts	2.3 Compliance, 2.6 Customer Service Quality, 3.1 Human Rights, 3.5 Comprehensive Training Resources	31, 48 55, 72
2-26	Mechanisms for seeking advice and raising concerns	Stakeholder Communication	13
2-27	Regulatory Compliance	Appendix 1. Participation in Professional Associations	32
2-28	Membership of associations	2.3 Compliance	107
2-29	Approach to stakeholder engagement	Stakeholder Communication	13, 14
2-30	Collective bargaining agreements	Taiwan Secom has not yet established a union but actively responds to the requests of employees to ensure seamless communication between the employees and the employer. Please refer to the section on “Labor Relations, Employee Rights and Benefits” for details.	

GRI 3: Material Topics 2021

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

GRI Standards	GRI Number	GRI Indicators	Corresponding Chapters	Page
		Material Topics: Customer Service Quality		
GRI 3: Material Topics: 2021	3.3	Management of Material Topics	Identification of Material Topics	16-17, 39
		Material Topics: Corporate Governance		
GRI 3: Material Topics: 2021	3.3	Management of Material Topics	Identification of Material Topics	16-17, 25
GRI205: Anti-corruption: 2016	205-3	Confirmed corruption and adopted measures	No such occurrences this year	-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions of anti-competitive behavior, antitrust and monopoly practices	No such occurrences this year	-
		Material Topics: Risk Management		
GRI 3: Material Topics: 2021	3.3	Management of Material Topics	Identification of Material Topics	16-17, 33
		Material Topics: Product Services and Innovation		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 21-22
		Material Topics: Compliance		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 32

GRI Standards	GRI Number	GRI Indicators	Corresponding Chapters	Page
		Material Topics: Economic Performance		
GRI 3: Material Topics: 2021	3.3	Management of Material Topics	Identification of Material Topics	20
GRI 201 Economic Performance: 2016	201-1	Direct economic value generated and distributed by the organization	1.3 Financial Performance	96-97
	201-2	Financial implications and other risks and opportunities due to climate change	4.3 Climate-related risk and opportunity management	69
	201-3	Defined benefit plan obligations and other retirement plans	3.4 Labor Relations, Employee Rights and Benefits	16-17
		Material Topics: Climate Change Response		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 92
GRI 302 Energy: 2016	302-1	Energy consumption within the organization	4.4 Climate and Environmental Metrics Management and Performance Disclosure	99
	302-3	Energy Intensity	4.4 Climate and Environmental Metrics Management and Performance Disclosure	99
GRI 305 Emissions: 2016	305-1	Direct (Scope 1) GHG emissions	4. 4 Climate and Environmental Metrics Management and Performance Disclosure	103
		Energy indirect (Scope 2) GHG emissions	4.4 Climate and Environmental Metrics Management and Performance Disclosure	103
		Material Topics: Employee Rights and Benefits		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 67
GRI 401 Employment: 2016	401-1	New employee hires and employee turnover	3.2 Happy Workplace and Diversity and Equity	61-62
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	3.4 Labor Relations, Employee Rights and Benefits	68-69
	401-3	Parental leave	3.4 Labor Relations, Employee Rights and Benefits	68
GRI 405 Diversity and equal opportunity: 2016	405-2	Ratio of basic salary and remuneration of women to men	2.1 Governance Structure	30
		Material Topics: Occupational Safety and Health		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 63
GRI403 Occupational safety and health: 2018	403-2	Hazard identification, risk assessment, and incident investigation	3.3 Occupational Safety and Health	65
	403-3	Occupational health services	3.3 Occupational Safety and Health	66
	403-5	Worker training on occupational health and safety	3.5 Comprehensive Training Resources	55, 72
GRI 405 Diversity and equal opportunity: 2016	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	3.1 Human Rights	55
	403-9	Work-related injuries	3.3 Occupational Safety and Health	64

GRI Standards	GRI Number	GRI Indicators	Corresponding Chapters	Page
		Material Topics: Employee Education and Training		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 72
GRI 404 Training and Education: 2016	404-1	Average hours of training per year per employee	3.5 Comprehensive Training Resources	73
		Material Topics: Supply Chain Management		
GRI 3: Material Topics: 2021	3-3	Management of Material Topics	Identification of Material Topics	16-17, 51
GRI308 Supplier environmental assessments: 2016	308-1	New suppliers that were screened using environmental criteria	2.7 Supply Chain Management	52-53
GRI414 Supplier social assessment: 2016	414-1	New suppliers that were screened using social criteria	2.7 Supply Chain Management	52-53
	414-2	Negative social impact within the supply chain and countermeasures	2.7 Supply Chain Management	52-53

Appendix 3. Sustainability Accounting Standards Board (SASB) Indicator

Professional Commercial Services

Topic	Indicator	Code	Corresponding Chapters	Page
Information Security	Description of approach to identifying and addressing data security risks	SV-PS-230a.1	2.5 Information Security Management	38
	Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	2.5 Information Security Management	38
	(1) Number of data breaches;(2) Percentage involving customers' confidential business information or personally identifiable information;(3) Number of customers affected	SV-PS-230a.3	2.5 Information Security Management	38
Workforce Diversity and Engagement	Percentage of gender and racial/ ethnic group representation among (1) senior management and (2) all other employees	SV-PS-330a.1	3.2 Happy Workplace and Diversity and Equity	58
	(1) Voluntary and (2) involuntary turnover rate of employees	SV-PS-330a.2	3.2 Happy Workplace and Diversity and Equity	60
	Employee Satisfaction Survey	SV-PS-330a.3	3.2 Happy Workplace and Diversity and Equity	63
Professional integrity	Description of approach to ensuring professional integrity	SV-PS-510a.1	2.2 Ethics and Integrity	31
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	2.2 Ethics and Integrity	31
Activity Metrics	Number of (1) full-time and part-time,(2) temporary, and (3) contract employees	SV-PS-000.A	3.2 Happy Workplace and Diversity and Equity	57

Appendix 4. Assurance Report

Ernst & Young, Taiwan

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CPA's Limited Assurance Report

To Taiwan Secom Co., Ltd.

Assurance Scope

The CPA was engaged by Taiwan Secom Co., Ltd. (hereinafter referred to as Taiwan Secom) to perform assurance procedures on the selected sustainability performance information identified by the Company and reported in the 2025 Sustainability Report and to issue a limited assurance report based on the criteria for "limited assurance cases" published by the Accounting Research and Development Foundation.

Information and applicable standards

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

Responsibility of the Management

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

Responsibility of the CPA

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

The CPA planned and conducted assurance tasks on the information in this report in accordance with the TWSAE3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the Accounting Research and Development Foundation to identify whether the subject information was not prepared in any material aspect in accordance with the applicable standards and needs to be revised, and issued a limited assurance report. The CPA determines the nature, time, and scope of the assurance procedures based on professional judgments, including the assessment of the risks of material misstatement due to fraud or error.

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

Independence and Quality Management of the CPA

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

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

Description of Implementation Procedures

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

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

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

The procedures implemented by the CPA include:

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

Appendix 4. Assurance Report

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Inherent Limitations

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

Conclusion

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

Ernst & Young, Taiwan

CPA: Yu, Chien-Ju

June 22, 2026

Attachment 1:

No.	Title	Subject Information	Application Criteria
1	Assurance of compliance	The 2025 Sustainability Report disclosed by Taiwan Secom is prepared based on the Core Option of the GRI Standards published by the Global Sustainability Standards Board.	GRI Standards
2	Financial performance and equity structure	The total market value of Taiwan Secom in 2025 was approximately NT$48.729 billion. The individual operating revenue was NT$8.202 billion; the individual after-tax earnings was NT$3.007 billion; the earnings per share was NT$6.77; the return on assets (ROA) and return on equity (ROE) were 10.77% and 22.10%, respectively. The Group's consolidated revenue was NT$18.982 billion. Taiwan Secom's main shareholders include Taiwanese and international legal entities and individuals, and foreign institutions and foreign persons, other legal entities and individuals holding the highest percentage of shares. According to the statistical data as of June 25, 2025, the percentages of shares held by foreign institutions and foreign nationals, other legal entities, and individuals were 40.78%, 29.92%, and 19.55%, respectively.	2025 Individual and Consolidated Financial Report and information on the Market Observation Post System
3	Service quality management	In 2025, there were 11,714 valid responses (67.5%), 456 refusals (2.6%), and 5,176 invalid responses (29.8%). A total of 17,346 telephone interviews were carried out.	The ratio of valid satisfaction survey questionnaires, number of customers declined to be interviewed, and number of invalid questionnaires each divided by the total number of questionnaire surveys in each month
		In 2025, the Company planned to carry out 20,860 surveys. After deducting the 5,847 cases involving customer privacy, 15,013 cases were implemented. 13,246 telephone interviews were completed (88.23%) and 12,708 customers expressed satisfaction with the user interface (95.9%). The telephone interviews identified 194 issues for which supervisors were assigned to visit customers. 35 customers expressed their intent to use value-added services.	The number of telephone interviews required for residential customers deducted by those marked as having privacy concerns for continuous telephone interviews
4	Information Security Management	In 2025, there was no data leakage, 0% of incidents involving customers' trade secrets and personally identifiable information, and no customers were affected.	No complaints of breaches of customer privacy were found in the review of customer service records

Appendix 4. Assurance Report

<table>
<tr><th>No.</th><th>Title</th><th>Subject Information</th><th>Application Criteria</th></tr>
<tr><td rowspan="2">5</td><td rowspan="2">Energy Management</td><td>Energy consumption of vehicles in 2024:
<table>
<tr><th>Year</th><th>Fuel type</th><th>Number of vehicles</th><th>Fuel consumption</th><th>GHG emissions</th><th>Number of kilometers traveled (km)</th><th>Carbon emissions per million kilometers</th></tr>
<tr><td rowspan="3">2025</td><td>Electric vehicles</td><td>16</td><td>0</td><td>0</td><td>170,763</td><td>0</td></tr>
<tr><td>Automobiles</td><td>522</td><td>1,185,631.95</td><td>2,718.13</td><td rowspan="2">11,506,901</td><td rowspan="2">252.5363</td></tr>
<tr><td>Scooters</td><td>15</td><td>68,994.24</td><td>187.78</td></tr>
</table></td><td>Based on the consumption of gasoline and diesel and the GHG emissions of all official and service vehicles of the Company.</td></tr>
<tr><td>Statistics on GHG emissions and emission intensity in 2025:
<table>
<tr><th>Category</th><th>Item/Year</th><th>2023</th><th>2024</th><th>2025</th></tr>
<tr><td></td><td>Diesel (stationary sources)</td><td>0.049</td><td>0.11</td><td>0.0823</td></tr>
<tr><td></td><td>Liquefied petroleum gas (LPG)</td><td>4.9755</td><td>5.2238</td><td>5.1741</td></tr>
<tr><td></td><td>Natural gas</td><td>5.9384</td><td>2.8885
0.5702</td><td>3.3708</td></tr>
<tr><td></td><td>Automotive gasoline (mobile sources)</td><td>3,166.03</td><td>2,939.57</td><td>2,718.13</td></tr>
<tr><td></td><td>Automotive diesel (mobile sources)</td><td>158.7825</td><td>175.8748</td><td>187.7802</td></tr>
<tr><td></td><td>HFC-23</td><td>0</td><td>0.4348</td><td>0.4906</td></tr>
<tr><td>Scope 1</td><td>HFC-32</td><td>2.2902</td><td>4.6504</td><td>6.4853</td></tr>
<tr><td>(Direct emissions)</td><td>HFC-134a</td><td>45.1412</td><td>41.3995</td><td>45.5472</td></tr>
<tr><td></td><td>HFC-143a</td><td>0.0459</td><td>0</td><td>0</td></tr>
<tr><td></td><td>R-401A</td><td>0.0377</td><td>0.0358</td><td>2.4761</td></tr>
<tr><td></td><td>R-404A</td><td>0.6572</td><td>1.4629</td><td>2.4609</td></tr>
<tr><td></td><td>R-407C</td><td>29.2053</td><td>29.2056</td><td>22.8769</td></tr>
<tr><td></td><td>R-408A</td><td>0.0484</td><td>0.0484</td><td>0.0771</td></tr>
<tr><td></td><td>R-410A</td><td>151.5937</td><td>149.9634</td><td>184.9125</td></tr>
<tr><td></td><td>Septic tank CH4 fugitive emissions</td><td>128.9147</td><td>60.2438</td><td>56.8097</td></tr>
<tr><td colspan="2">Scope 1 Total</td><td>3,693.71</td><td>3,411.69</td><td>3,236.6777</td></tr>
<tr><td>Scope 2</td><td>Imported electricity</td><td>5,141.18</td><td>4,887.56</td><td>5,282.2091</td></tr>
<tr><td colspan="2">Scope 2 (indirect emissions) Total</td><td>5,141.18</td><td>4,887.56</td><td>5,282.2091</td></tr>
<tr><td colspan="2">Direct and indirect GHG emissions</td><td>8,834.89</td><td>8,299.24</td><td>8,518.8868</td></tr>
<tr><td colspan="2">Net revenue (NT$ thousands)</td><td>7,645,284</td><td>7,846,366</td><td>8,202,396</td></tr>
<tr><td colspan="2">GHG emissions intensity</td><td>0.0012</td><td>0.0011</td><td>0.001</td></tr>
</table></td><td>The GHG emissions intensity is based on the “Greenhouse Gas Emission Factors, announced on February 5, 2024” and the “Net Calorific Value of Energy Products published by the Energy Administration, Ministry of Economic Affairs”, which are used to calculate the carbon emissions from the use of gasoline, diesel, and electricity. The total carbon emissions were divided by the unit operating revenue to calculate the emissions intensity.</td></tr>
</table>

<table>
<tr><th>No.</th><th>Title</th><th>Subject Information</th><th>Application Criteria</th></tr>
<tr><td>6</td><td>Waste Management</td><td>The quantity of outsourced processing of general hazardous industrial waste in 2025 included 4.8946 metric tons of batteries and 17.8519 metric tons of miscellaneous hardware.</td><td>The quantity of miscellaneous hardware recycled can be determined based on the amount on the quotations for batteries and miscellaneous hardware divided by the amount for the recycling of each kilogram of batteries and miscellaneous hardware</td></tr>
<tr><td>7</td><td>Comprehensive Training Resources</td><td>
<table>
<tr><th rowspan="2"></th><th colspan="2">Training Hours</th><th colspan="2">Number of Trainees</th></tr>
<tr><th>Male</th><th>Female</th><th>Male</th><th>Female</th></tr>
<tr><td>Business personnel</td><td>16,070</td><td>2,076</td><td>498</td><td>88</td></tr>
<tr><td>Service personnel</td><td>36,660</td><td>405</td><td>1,005</td><td>13</td></tr>
<tr><td>Management personnel</td><td>1,699</td><td>140</td><td>88</td><td>8</td></tr>
<tr><td>Technical personnel</td><td>14,678</td><td>633</td><td>617</td><td>22</td></tr>
<tr><td>R&D personnel</td><td>828</td><td>84</td><td>65</td><td>13</td></tr>
<tr><td>Others</td><td>4,141</td><td>6,106</td><td>136</td><td>363</td></tr>
<tr><td>Total</td><td>74,076</td><td>9,444</td><td>2,409</td><td>507</td></tr>
<tr><td>Average training hours</td><td>30.75</td><td>18.63</td><td>-</td><td>-</td></tr>
</table></td><td>The average training hours of male and female employees in each department was calculated by dividing the total training hours per capita for male and female employees in each department by the number of male and female employees in each department</td></tr>
</table>

Appendix 4. Assurance Report

<table>
<tr><th>No.</th><th>Title</th><th>Subject Information</th><th>Application Criteria</th></tr>
<tr><td>8</td><td>Work Environment</td><td>
As of the end of 2025, Taiwan Secom had 2,507 employees in Taiwan, demonstrating the Company’s solid foundation in workforce stability and talent management.
Among the new employees in 2025 were 616 men and 94 women. The number of new employees totaled 710 and the annual new hire rate was 28.32%. The age groups, job categories, and work regions are shown below:
By age group
<table>
<tr><th colspan="2">Year</th><th colspan="2">2025</th></tr>
<tr><td rowspan="4">Age group</td><td>Gender</td><td>Male</td><td>Female</td></tr>
<tr><td>Under 30</td><td>228</td><td>26</td></tr>
<tr><td>30-50 years old</td><td>372</td><td>63</td></tr>
<tr><td>50 and above</td><td>16</td><td>5</td></tr>
<tr><td colspan="2">Number of people at the end of the year</td><td>2049</td><td>458</td></tr>
<tr><td colspan="2">Percentage of new recruits in the current year</td><td>30.06%</td><td>20.52%</td></tr>
</table>
<table>
<tr><th>By job category</th><th>Male</th><th>Female</th></tr>
<tr><td>Business personnel</td><td>364</td><td>73</td></tr>
<tr><td>Service personnel</td><td>821</td><td>11</td></tr>
<tr><td>Management personnel</td><td>82</td><td>9</td></tr>
<tr><td>Technical personnel</td><td>582</td><td>23</td></tr>
<tr><td>R&D personnel</td><td>64</td><td>9</td></tr>
<tr><td>Others</td><td>136</td><td>333</td></tr>
<tr><td>Total</td><td>2,049</td><td>458</td></tr>
</table>
<table>
<tr><th>By region</th><th>Male</th><th>Female</th></tr>
<tr><td>Northern Taiwan</td><td>1,367</td><td>356</td></tr>
<tr><td>Central Taiwan</td><td>306</td><td>44</td></tr>
<tr><td>Southern Taiwan</td><td>376</td><td>58</td></tr>
<tr><td>Total</td><td>2,049</td><td>458</td></tr>
</table>
</td><td>The overall new hire rate is calculated by dividing the number of employees in the head office and branch offices by the total number of employees at the end of the reporting period.

The analysis of the number of new employees is conducted based on the age group, job category, and region. They are sorted based on the age, job category, and service region of employees of the head office in 2025, and gender.</td></tr>
</table>

<table>
<tr><th>No.</th><th>Title</th><th>Subject Information</th><th>Application Criteria</th></tr>
<tr><td>9</td><td>Work Environment</td><td>
Among the resigned employees in 2025 were 610 men and 91 women. The number of resigned employees totaled 701 and the annual turnover rate was 27.96%. The distribution by age is as follows:
<table>
<tr><th colspan="2">Year</th><th colspan="2">2025</th></tr>
<tr><td rowspan="4">Age group</td><td>Gender</td><td>Male</td><td>Female</td></tr>
<tr><td>Under 30</td><td>155</td><td>20</td></tr>
<tr><td>30-50 years old</td><td>402</td><td>56</td></tr>
<tr><td>50 and above</td><td>53</td><td>15</td></tr>
<tr><td colspan="2">Number of people at the end of the year</td><td>2049</td><td>458</td></tr>
<tr><td colspan="2">Annual turnover rate</td><td>29.77%</td><td>19.87%</td></tr>
</table>
</td><td>The overall turnover rate is calculated by dividing the number of employees in the head office and branch offices by the total number of employees at the end of the reporting period</td></tr>
<tr><td>10</td><td>Gender equality in employment</td><td>
In 2025, a total of 24 employees applied for unpaid parental leave, with an average reinstatement rate of 67%.
<table>
<tr><th>Item</th><th>Number of Men</th><th>Number of Women</th><th>Total</th></tr>
<tr><td>Total number of employees who actually used parental leave in 2025</td><td>19</td><td>5</td><td>24</td></tr>
<tr><td>Total number of employees reinstated from parental leave in 2025 (A)</td><td>14</td><td>4</td><td>18</td></tr>
<tr><td>Total number of employees reinstated during the reporting period after taking parental leave in 2025 (B)</td><td>8</td><td>4</td><td>12</td></tr>
<tr><td>Total number of employees reinstated during the reporting period after taking parental leave in 2024 (C)</td><td>4</td><td>0</td><td>4</td></tr>
<tr><td>Total number of employees reinstated after parental leave ended that were still employed 12 months after their return to work in 2024 (D)</td><td>3</td><td>0</td><td>3</td></tr>
<tr><td>Reinstatement rate (B/A)</td><td>57%</td><td>100%</td><td>67%</td></tr>
<tr><td>Retention rate (D/C)</td><td>75%</td><td>N/A</td><td>75%</td></tr>
</table>
</td><td>The number of male and female employees of the head office reinstated from unpaid parental leave in 2025 divided by the number of employees that are expected to be reinstated by the end of the reporting period</td></tr>
<tr><td>11</td><td>Protection of benefits</td><td>
Taiwan Secom is committed to creating a safe, harmonious, and joyful workplace environment. The Company established the Employee Welfare Committee in accordance with the “Employee Welfare Fund Act” to provide all employees with subsidies. We also invite employees from all departments to discuss employee welfare issues. We have maintained long-term harmonious labor relations by implementing continuous improvements for various measures. The applications for employee benefits in 2025 were as follows:
<table>
<tr><th>Item</th><th>Children’s scholarships</th><th>Annual festival bonuses / Birthday and three festival bonuses</th><th>Marriage, hospitalization, funeral subsidies, severance and retirement subsidies</th><th>Club subsidies</th><th>Employee benefits / Health insurance</th></tr>
<tr><td>Total number of applicants</td><td>950</td><td>9.481</td><td>195</td><td>2</td><td>378</td></tr>
<tr><td>Total value of applications</td><td>1,562,000</td><td>9,094,895</td><td>4,472,592</td><td>30,000</td><td>9,152,275</td></tr>
</table>
</td><td>Children’s scholarships, bonuses for festivals, severance pay and pension, employee benefits and health insurance, and other benefits</td></tr>
</table>

2025
Taiwan Secom Co., Ltd.

E Environment

S Social

G Governance

中保科技 SECOM

Taiwan Secom 2025 Sustainability Report