



# 新安東京海上産險

## 2024 SUSTAINABILITY REPORT



# CONTENTS

<b>01</b>	<b>About Tokio Marine Newa Insurance</b>	<b>6</b>
1.1	Corporate Vision	7
1.2	Sustainable Development Blueprint	8
1.3	Sustainable Governance Framework	9
1.4	Stakeholder Communication and Material Topics	10

<b>02</b>	<b>Sustainable Operation and Ethical Management</b>	<b>16</b>
2.1	Ethical Governance	17
2.2	Tax Governance	20
2.3	Risk Management	21
2.4	Customer Privacy and Information Security Management	24
2.5	Sustainable Supply Chain Management	27

<b>03</b>	<b>Sustainable Products and Services</b>	<b>28</b>
3.1	Inclusive Finance and Treating Customers Fairly	29
3.2	Digital Finance and Innovation	34
3.3	Green Finance	39
3.4	Sustainable Investment	40

<b>04</b>	<b>Climate Action</b>	<b>43</b>
4.1	Climate Governance	44
4.2	Climate Strategy	45
4.3	Climate Risk Management	49
4.4	Climate Metrics & Targets	52

<b>05</b>	<b>Friendly Workplace and Talent Cultivation</b>	<b>55</b>
5.1	Talent Development and Cultivation	56
5.2	Human Rights Commitment and Diversity, Equity and Inclusion (DEI)	59
5.3	Occupational Safety and Health	61

<b>06</b>	<b>Social Care and Influence</b>	<b>64</b>
6.1	Social Influence	66
6.2	Public Welfare and Care	68

<b>Appendix</b>		<b>70</b>
Appendix I	ESG Performance Data Sheet	71
Appendix II	GRI Criteria Content Index	79
Appendix III	Risks and Opportunities Posed by Climate Change to the Company and Relevant Consequential Measures Taken by the Company	83
APPENDIX IV	Sustainability Accounting Standards Board Standards Comparison Table (Insurance, VERSION 2023-12)	83
Appendix V	Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies comparison table for strengthened sustainability indicator disclosure for financial and insurance sector	85
Appendix VI	Financial Supervisory Commission 2025.1.16 FSC Letter No.1130439022 Reversal of Amended Consent Docket Addition Section 64-1	85
Appendix VII	Independent Assurance Statement from British Standards Institution (BSI)	86

# About this Report

This is the eleventh sustainability report (hereinafter referred to as this report) published by Tokio Marine Nawa Insurance Co., Ltd. (hereinafter referred to as Tokio Marine Nawa Insurance, TMNEWA, the Company, or We). This report is based on the corporate mission of Tokio Marine Holdings, Inc. (TMHD), Protecting our customers and society in times of crisis and the strategy of sustainable development, solving social issues through insurance business, serving as the core of sustainable development. We hope that the general public and our concerned stakeholders will understand the performance of TMNEWA in the aspects of corporate governance, economy, environment and society through this report.

## Reporting Principles

The framework of this report follows the GRI Standards 2021, issued by the Global Reporting Initiative. It also references the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, the United Nations' Sustainable Development Goals (SDGs), the Principles for Sustainable Insurance as announced in the United Nations Environment Program Finance Initiative, and the Insurance Sector Standards from the Sustainability Accounting Standards Board (SASB). The GRI content index is detailed in Appendix II

## Reporting Boundaries

The disclosure boundary of this report is consistent with the reporting boundary of the financial statements, including the operational activities, various services, and relative information about TMNEWA's Taipei headquarters, and all service locations in Taiwan. The reporting period is from January 1st, 2024 to December 31st, 2024 (with some information mentioning actions in 2025 and some data tracing back to 2022 and 2023). The non-financial performance data disclosed in this report are derived from internal statistics and survey results, and have been disclosed and reported in accordance with GRI Standards. The financial data has been audited and attested by PwC Taiwan. All financial figures in this report are presented in New Taiwan Dollars (NTD). There were no significant changes in the organizational scale or structure during the reporting period. Any recompiled data within this report will be illustrated within the report.

### Contact Information

Ms. Tia Zhuang  
Senior Manager, Sustainability Governance Dept.

**Tel:** 886-2-8772-7777 ext.3000

**Email:** tia@tmnewa.com.tw

**Contact address:** 12F, No. 130, Sec. 3, Nanjing E. Rd., Zhongshan District, Taipei City

**Company website:** <https://www.tmnewa.com.tw>

## Report Management Process and Independent Third-Party Verification

This report was reviewed and revised by the editorial team members based on their respective responsibilities after it was compiled and edited into a draft by the Company's dedicated sustainability department (the Sustainability Governance Department). This report was submitted to the Sustainable Development Committee and issued upon approval by the Board of Directors. To promote this report's compliance with the latest GRI Standards and the AA1000 Assurance Standard (AA1000AS v3), including the 2018 Addendum to the AA1000AS v3, the British Standards Institution (BSI) was entrusted as the impartial third-party organization to verify compliance with the latest GRI Standards (GRI Standards 2021) and the requirements of the AA1000AS v3 Type 1 Moderate Level Assurance. The BSI Assurance Statement is detailed in Appendix VII.

# • Message from Management

In 2024, the world encountered the unprecedented turbulence and challenges, from the massive earthquake in the Noto Peninsula of Japan and the 0403 earthquake in Taiwan to the floods and wildfires around the globe caused by extreme weather, reminding us of the urgency of natural and environmental risks. On the other hand, the rapid progress of innovation and technology and the drastic changes in the market have also challenged the resilience and adaptability of corporates. As a member of the insurance industry in the challenging and ever-changing time, TMNEWA is firmly committed to the Tokio Marine Group's mission, "Protecting our customers and society in times of need," and has been steadfast in its operations, fulfilling the important role in protecting our society.

Looking back to 2024, we have strengthened our sustainability from every aspect, such as risk management, information security, talent cultivation, customer service, climate actions and social welfare. Our direct written premiums exceeded \$20 billion NT dollars and we have received many awards, such as Best Quality Awards of Insurance, Digital Finance Award

and Excellence Insurance Award. In terms of information security and privacy protection, we have continuously invested in information security, obtained international certifications such as ISO 27001 and 27701, and won the industry's only Gold Award for Digital Information Security (Security Group), fully demonstrating our emphases and actions for the financial information security. This is the concerted effort of all employees, as well as the best response from our customers and society about our professionalism and commitment.

Only by focusing on the customers and taking integrity as the foundation can we stand firm in the midst of change. Therefore, we are actively optimizing our insurance products and services, steadily developing our e-commerce channels, and actively developing new partners in order to win trust from more customers. In addition, we expand the use of intelligent assistive technologies, big data analysis of customer risk models, optical character recognition, digital customer service platforms, and innovative insurance enrollments to enrich policyholders' experience. In terms of fair hospitality, digital development, inclusive financing and information privacy, we not only implement relevant policies, but also take practical actions to protect the interests of our customers.

In terms of talent cultivation strategy, we have introduced a diversified salary system that combines performance with the identification of key talents with potential, and improved the linkage between performance and talent cultivation, cross-disciplinary learning and overseas experience, creating a workplace culture with international competitiveness. The root of sustainable management lies in people, and we build consensus through two-way communication mechanisms, such as employee surveys and high-level conferences, because we know that all employees are the core power driving the continuous change and growth of TMNEWA.

With the trend of climate change and green transition, in 2024, we continued to advance greenhouse gas inventories, improve disaster resilience assessments, develop green insurance commodities and loss prevention services, implement responsible investment, and respond to net-zero sustainability, so that the insurance industry did not only transfer risks, but also became a key driving force in creating social value. In 2024, our Insurance Fraud Prevention and Risk Education Project was awarded the first Financial Education Contribution Award by Financial Supervisory Commission, and more than a hundred fraud prevention campaigns were organized to care for the remote and disadvantaged, demonstrating the industry's strength in the field of public welfare and risk education.

With the support of the group and our stakeholders, we will continue to strengthen our digital innovation and social connections, promote our corporate resilience and environmental responsibility, utilize our digital and innovative thinking, and develop our business to address various social issues based on the foundation of our insurance business, so as to build a resilient, safe, inclusive and sustainable future with all our stakeholders.

Last but not least, we would like to express our sincerest gratitude to our customers, shareholders, employees and partners for their long-term trust and support. As a member of the Tokio Marine Group, TMNEWA is dedicated to providing corresponding solutions in our insurance business. With the changing environment and increasingly complex new risks, we will continue to focus on market changes, respond to various social and environmental issues, actively develop and operate innovative financial technology, develop sustainable and green insurance products, and dedicate ourselves to social welfare activities to fulfill our corporate mission of protecting our customers and society in times of crisis.



Chairman

**Keiko Fujita**



President

**Lillian Lai**

# Awards in 2024

## Best Quality Awards of Insurance in 2024 (Risk Management, Insurance & Finance magazine)

- Best Image
- Most Professional
- Best After-sales Service
- Most Recommended

## Digital Financial Award in 2024 (Commercial Times)

- Digital Financial Inclusion Gold Award (The only Property and Casualty Insurance Company to win, with the Gold Award)
- Gold Award for Digital Information Security (Security Group)
- Excellence Award for Digital Treat Customer Fairly

## Taiwan Financial Award in 2024 (Wealth Magazine)

We have been awarded the Excellence Award for Customer Recommendation in Property Insurance for the active introduction of digital application technology in the service processes of sales, insurance enrollment, underwriting, and claims to enhance customer satisfaction.

## Excellence Insurance Ratings in 2024 (Excellence Magazine)

- Excellence Award in Brand Image
- Excellence Award in Green Insurance
- Excellence Award in Social Welfare

## Outstanding Financial Education Projects Selection in 2024

### Financial Supervisory Commission

We were awarded the Award for Best Inclusive Financing for the Insurance Fraud Prevention and Risk Education Project, making it the only industry insurance company to receive the award for two consecutive years.



# Ch 1

# About Tokio Marine Newa Insurance

## Ch1 About Tokio Marine Newa Insurance

### 1.1 Corporate Vision

#### Management Vision

In 1999, Newa Insurance was formally established under the horizontal service strategy of the Yulon Group. In 2005, it merged with the former Allianz President General Insurance (AZPG) and changed its name to Tokio Marine Newa Insurance Co., a.k.a. Tokio Marine Newa. With the support of two major shareholders, Tokio Marine Group (Japan) and Yulon Group (Taiwan), TMNEWA offered quality and innovative insurance products and services over the years with a view to becoming the best professional and caring insurance company in the public's mind, with the needs of customers as the guidance and with the philosophy of sustainable management. Starting in 2022, Tokio Marine & Nichido Fire Insurance Co., Ltd., a subsidiary of the Tokio Marine Group, acquired a 50.18% shareholding, and hence Tokio Marine Newa Insurance officially joined the Tokio Marine Group in Japan. In the future, TMNEWA will adhere to the core philosophy of the Tokio Marine Group, which has been in existence since 1879, "Protect our customers and society in times of crisis", and expect to create value for all stakeholders, including "customers", "society", "shareholders", "employees" and "future generations", through insurance business to address various social issues in different times.

#### Organization Overview

<b>Date of Establishment</b>	January 20, 1999	
<b>Company Type</b>	Non-public Company	
<b>Headquarters</b>	8F-13F, No. 130, Sec. 3, Nanjing E. Rd., Zhongshan District, Taipei City 104505	
<b>Total Capital</b>	NT\$20 billion	
<b>Paid-in Capital</b>	NT\$12 billion and 3 hundred	
<b>Number of Employees</b>	1,595 (1,571 full-time employees, 24 part-time employees)	Date of: 2024 /12 /31
<b>Main Products</b>	Automobile insurance, fire insurance, marine and engineering insurance, miscellaneous insurance, and accident & health Insurance	
<b>Major Markets</b>	Taiwan	
<b>Credit Rating</b>	Standard & Poor's (S&P): A, Outlook "Stable" Taiwan Ratings: twAA+, Outlook "Stable"	

#### Major Operation Locations

TMNEWA's service locations are distributed across all the counties and cities in Taiwan. There are a total of 35 service locations, including the headquarters; branch offices in Taipei City, New Taipei City, Taoyuan City, Taichung City, Tainan City, and Kaohsiung City; and 28 service centers, including service centers in Hualien and Taitung to better serve residents in the areas of low population density<sup>Note</sup> and remote areas.

▶ Note: According to the definition by the Ministry of the Interior, "low population density" is a population density of less than 100 persons per square kilometer.



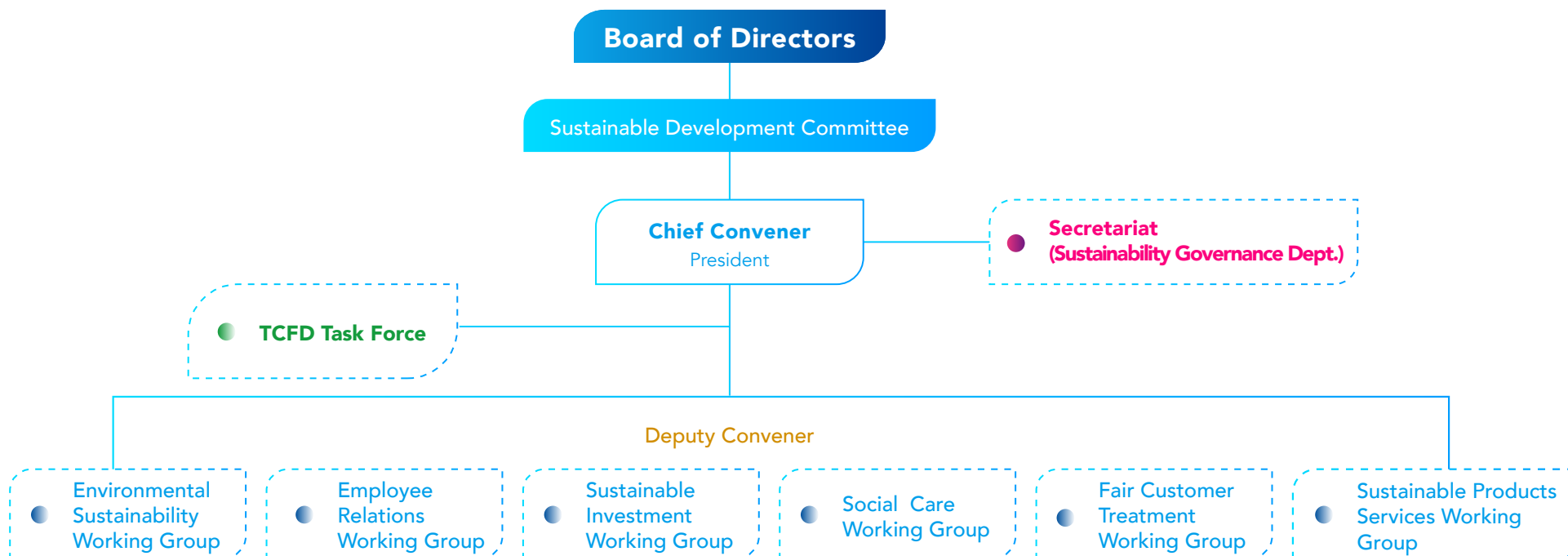
## 1.2 Sustainable Development Blueprint

In early 2025, the Sustainable Development Committee resolved to establish a blueprint for sustainable development, centered on “stakeholder communication and engagement” and focusing on four key pillars : “Climate Action and Disaster Resilience”, “Diversity, Equality and Integrity Governance”, “Social Well-being and Education”, and “Digital Innovation and Sustainable Insurance Services” and further implement the eight aspects and fifteen specific action plans to fulfill our corporate mission of “Protecting our customers and society in times of need” through continuous “Stakeholder communication and engagement”.



### 1.3 Sustainable Governance Framework

TMNEWA has the “Sustainability Governance Department” as the dedicated unit for sustainable development and established a Sustainable Development Committee under the Board of Directors, with members appointed by the resolution of the Board of Directors, and with an independent director acting as the chairperson and chairman of the meetings. Under the Committee, six working groups have been set up, including the “Fair Customer Treatment Working Group”, “Environmental Sustainability Working Group”, “Social Care Working Group”, “Sustainable Products Services Working Group”, “Sustainable Investment Working Group” and “Employee Relations Working Group”, which regularly report to the Committee and the Board of Directors on the performance of the sustainable development implementation. In addition, the TCFD Task Force was set up in April 2025 under the supervision of the General Manager to promote the disclosure of climate-related financial information. For ensuring the effective operation of the functional divisions, the general manager personally acts as the chief convener to supervise the operation of the functional divisions and promote the sustainable management projects of the corporate. A high-level manager is also assigned as deputy convener to be in charge of cross-departmental coordination of various divisions to ensure that projects are implemented to achieve annual goals. The Sustainable Development Committee held 4 meetings in 2024 with an average attendance rate of 100%.



Date of:2025 /04




## 1.4 Stakeholders Communication and Material Topics

### 1.4.1 Stakeholder communication and negotiation





Together with an external consultant, TMNEWA, through a high-level management meeting, re-examined the assembly of stakeholders identified in 2023. Based on the characteristics of the insurance industry and the possible impacts and influences of operating activities on stakeholders, and with reference to the experience of the same industry, TMNEWA identified seven categories of stakeholders, which are as follows: (1) Shareholders; (2) Associations/Government Agencies/Experts; (3) Employees; (4) Customers/Online Communities; (5) Media/External Rating Agencies; (6) Channel Partners/Suppliers/ Collaborators; and (7) Community/Non-Governmental Organizations/Non-Profit Organizations In 2024, we will continue to utilize this classification of stakeholders as the basis for the Company's sustainable management and communication.

We have set up several communication channels to deliver important information to internal and external stakeholders on an irregular basis to ensure smooth two-way communication. In 2024, there was no appeal about employee rights, no appeal from providers, no incident of personal information breach, and a total of 433 various insurance appeals from customers.

The following are the issues of concern to the seven categories of stakeholders in 2024, as well as the implementation approaches and communication channels:

Issues of concern and communication channels of stakeholders			
Stakeholders	Issues of concern	Implementation approaches	Communication channels / frequencies
 Shareholders	Operating Performance Corporate Governance Ethical Corporate Management Legal Compliance	<ul style="list-style-type: none"> <li>Enhance operating performance and strengthen risk control.</li> <li>Improve disclosure of financial and non-financial information to increase transparency.</li> <li>Strengthen the functions of the Board of Directors and implement corporate governance.</li> </ul>	<ol style="list-style-type: none"> <li>Ordinary shareholders' meeting: once per year</li> <li>Dedicated unit for shareholders' affairs: on an irregular basis</li> <li>Disclosure of information by the Insurance Industry Market Observation Post System: As required.</li> </ol>
 Associations Government Agencies Experts	Corporate Governance Ethical Corporate Management Legal Compliance Talent Development and Diversity, Equity and Inclusion (DEI) Fair Hospitality and Customer Relationship Management	<ul style="list-style-type: none"> <li>Develop solutions for emerging risks; comply with social, product, and marketing-related regulations; establish a robust internal control mechanism.</li> <li>Stay updated on domestic and international sustainability trends; establish an effective corporate governance framework.</li> <li>Coordinate with and response to the relevant industrial policies.</li> </ul>	<ol style="list-style-type: none"> <li>Business information reporting – as required</li> <li>Financial inspections – on an irregular basis</li> <li>Compliance with laws and regulations and government policies: immediately</li> <li>Participation in meetings, forums and seminars – on an irregular basis</li> <li>Telephone, e-mail: immediately</li> </ol>
 Employees	Employee Rights and Benefits Occupational Safety and Health Information Security Management Legal Compliance	<ul style="list-style-type: none"> <li>Abide by labor laws and regulations; pay attention to labor rights.</li> <li>Establish effective employee grievance channels and communication mechanisms.</li> <li>Create an environment conducive to employee career development; set reasonable and fair compensation systems.</li> <li>Provide a safe and healthy working environment.</li> </ul>	<ol style="list-style-type: none"> <li>Voice of the employee - good company mailbox – immediately</li> <li>Annual performance appraisal: once per year</li> <li>Internal and external employee training – on an irregular basis</li> <li>Internal business and legal announcement emails – on an irregular basis</li> <li>Sexual harassment complaint mailbox – immediately</li> <li>Labor-management meetings – once per quarter</li> <li>Employee appeal mailbox – immediately</li> <li>Whistleblowing mailbox and hotline for unethical behavior – immediately</li> <li>Independent director's mailbox – immediately</li> </ol>

Issues of concern and communication channels of stakeholders

Stakeholders	Issues of concern	Implementation approaches	Communication channels / frequencies
 <p>Customers Online Communities</p>	<p>Treat Clients Fairly Information Security Management Customer Relationship Management Ethical Corporate Management Legal Compliance</p>	<ul style="list-style-type: none"> <li>Comply with personal data protection laws and regulation and implement stringent protection measures.</li> <li>Provide effective customer complaint channels to enhance customer satisfaction.</li> <li>Offer insurance products and services that meet customer needs.</li> <li>Provide effective interaction and communication channels for consumers, conveying risk management and insurance knowledge.</li> </ul>	<ol style="list-style-type: none"> <li>Service at business locations – immediately</li> <li>Toll free (0800) customer service hotline: immediately</li> <li>080000 Customer Service Hotline: immediately</li> <li>Independent director’s mailbox – immediately</li> <li>In-person visits, telephone interviews: on an irregular basis</li> <li>Whistleblowing mailbox and hotline for unethical behavior – immediately</li> <li>Line@: immediately</li> <li>Online customer service platform: immediately</li> <li>Annual report: once per year</li> </ol>
 <p>Media External Rating Agencies</p>	<p>Ethical Corporate Management Legal Compliance Risk Management Responsible Investment Corporate Governance Treat Clients Fairly</p>	<ul style="list-style-type: none"> <li>Appoint a spokesperson.</li> <li>Assign dedicated personnel to handle media invitations, coordinate interviews, and build mutual trust relationships.</li> <li>Maintain good credit ratings to ensure competitive advantage.</li> </ul>	<ol style="list-style-type: none"> <li>Email, telephone interviews, in-person visits – on an irregular basis</li> <li>Insurance Industry Market Observation Post System – on an irregular basis</li> <li>Company website – immediately</li> <li>Interviews or press conferences – on an irregular basis</li> <li>Issue press releases – on an irregular basis</li> <li>Management meetings for credit rating – once per year</li> </ol>
 <p>Channel Partners Suppliers Collaborators</p>	<p>Ethical Corporate Management Information Security Management Legal Compliance Operating Performance Customer Relationship Management</p>	<ul style="list-style-type: none"> <li>Properly assess environmental and social impacts of procurement activities and suppliers.</li> <li>Collaborate with suppliers to comply with environmental, safety, health regulations, and product marketing laws.</li> <li>Promote green procurement by using products with Green / Energy Label.</li> </ul>	<ol style="list-style-type: none"> <li>Email, telephone interviews, in-person visits – on an irregular basis</li> <li>Business meetings – on an irregular basis</li> <li>Whistleblowing mailbox and hotline for unethical behavior – immediately</li> <li>Annual report – once per year</li> </ol>
 <p>Community Non-Governmental Organizations Non-Profit Organizations</p>	<p>Ethical Corporate Management Legal Compliance Information Security Management Inclusive Financing Social Impact</p>	<ul style="list-style-type: none"> <li>Encourage employees to participate in community public welfare activities.</li> <li>Focus on social issues and support the underprivileged.</li> </ul>	<ol style="list-style-type: none"> <li>Annual report – once per year</li> <li>Company website – immediately</li> <li>Insurance Industry Market Observation Post System – on an irregular basis</li> <li>Seminars and public welfare activities for environmental protection – on an irregular basis</li> <li>Donation and sponsorship activities – on an irregular basis</li> <li>Whistleblowing mailbox and hotline for unethical behavior – immediately</li> </ol>

## Ch1 About Tokio Marine Newa Insurance

### 1.4.2 Decision Process for Sustainability Material Topics

In accordance with the GRI Standards for Sustainability Reporting (GRI Standards), TMNEWA applies the six-step process to identify material topics, integrating stakeholder concerns with the company's view of sustainability, and develops our sustainability strategies and actions accordingly. TMNEWA uses the analysis of material topics as an important basis for the preparation of its sustainability report, the development of its sustainability blueprint and goals, and stakeholder communications.

Starting in 2024, the frequency of implementation of the material topics analysis will be adjusted to once every two years to catch up with trends in sustainability issues and to continuously track progress toward the sustainability goals, with the next analysis scheduled for 2025. During the period, TMNEWA will continue to collect and respond to the opinions of stakeholders through multiple communication channels, and at the same time, through the operation of the sustainability committee, we will continue to implement the ESG strategy and fulfill relevant commitments, so as to ensure that the sustainability actions will not be interrupted.

Identification Step	Participating Units	Implementation	Results
Collection of Sustainability Issues	Coordinated by the Sustainability Governance Department, with discussions involving high-level management and external consultants	<p>Sources of annual sustainability issue list:</p> <ul style="list-style-type: none"> <li>Domestic and international trends/initiatives/disclosure standards and topics of concern in the financial industry.</li> <li>Stakeholder communication processes.</li> <li>Consideration of our current operations, sustainability development context, and sustainability issues over the past years.</li> <li>High-level management meetings to confirm and compile 22 sustainability issues across three major aspects (Governance/Society/Environment).</li> </ul>	<ul style="list-style-type: none"> <li>10 Governance issues</li> <li>9 Society issues</li> <li>3 Environment issues</li> </ul>
Understanding Stakeholder's Concerns	<ul style="list-style-type: none"> <li>Internal: our high-level managers and employees</li> <li>External stakeholders</li> </ul>	Distribute a corporate sustainability issue survey to investigate the level of concern among internal and external stakeholders for the 22 sustainability issues.	Valid questionnaires: 580 (2023)
Assessing the Impacts of Material Topics	Our high-level managers	<p>Discuss with external consultants and based on the Company's current operations, compile the descriptions of actual/potential negative and positive impacts from the 22 sustainability issues on the economy, environment, and people (human rights).</p> <p>Distribute the impact questionnaire to the high-level management to rate the actual/ potential negative and positive impacts of the 22 sustainability issues <sup>(Note)</sup>.</p>	Valid questionnaires: 22 (2023)
Rank the Impacts	Sustainability Governance Department	Analyze the impact questionnaire to produce a quantitative assessment for sustainability issues.	Assessment of the sustainability issue impact
Confirm Material Topics	Coordinated by Sustainability Governance Department, with high-level management meetings involving all business groups and external consultants	Convene the high-level management meetings to identify major sustainability issues. Based on the impact ranking results, internal and external stakeholder concerns, and the current state of operations, determine the material sustainability topics for this year.	Material topics of this year <sup>Note</sup>
Regular Review	<ul style="list-style-type: none"> <li>Sustainability Development Committee</li> <li>Sustainability Governance Department</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with GRI Standards, disclose policies and commitments for the six material topics to provide the information expected by stakeholders.</li> <li>Implement the material topic identification process every two years and review the impact of the issues.</li> </ul>	Management guideline of material topics

▶ Notes: The scoring scale for negative/positive impacts is 1 to 5: 1 point (very small impact), to 5 points (very large impact).

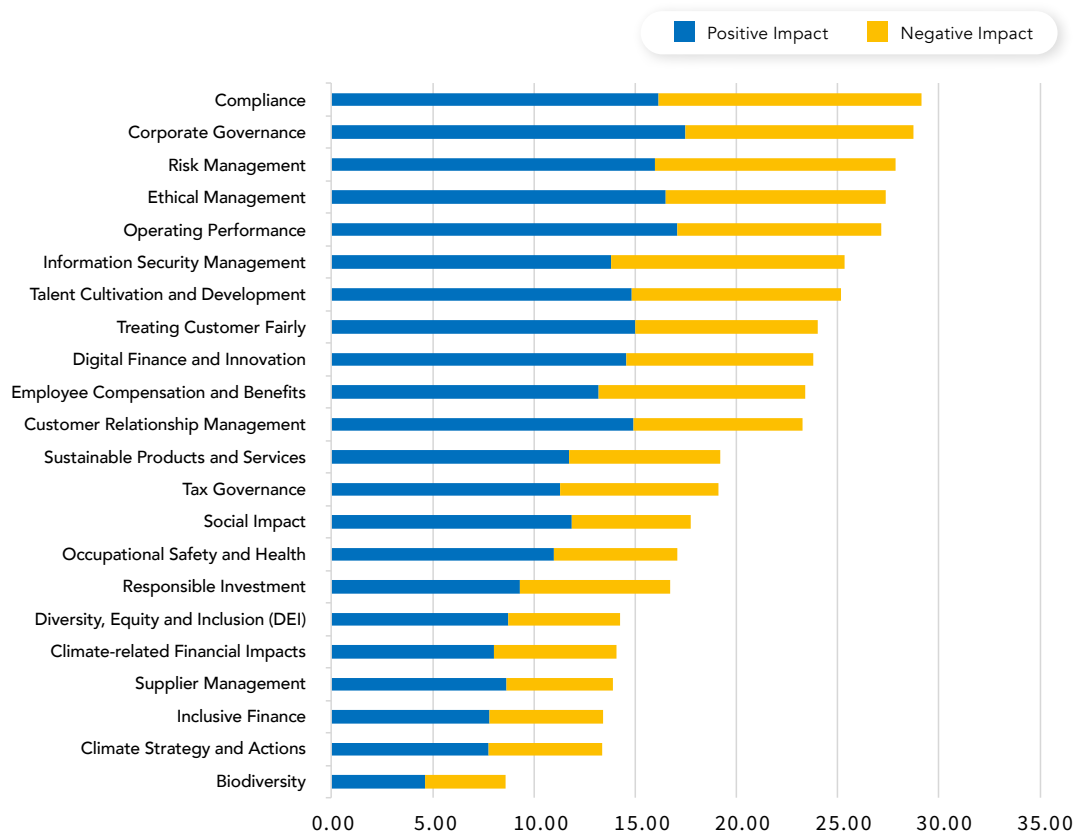
The scoring scale for the likelihood of negative/positive impact occurrence is 1 to 5: 1 point (very unlikely to occur), to 5 points (very likely to occur).

In 2024, the high-level management meetings for material topics reviewed and adjusted the selection and ranking to make the list more in line with the company's current operations and international sustainability trends.



## Sustainability Topics Impact Assessment

In 2023, TMNEWA assessed the impacts of 22 sustainability issues on the economy, environment, and people (including human rights), based on the actual/potential, positive/negative impacts, and likelihood of occurrence, and then compiled the results and ranked the degree of impact. At the same time, with reference to the results from the questionnaires of the internal and external stakeholders' concern and through the high-level management's material topic identification meeting, we determined six material topics, taking into consideration our current business status and sustainability strategy: risk management, information security management, talent cultivation and development, treat customers fairly, digital finance and Innovation, climate strategy and action. In 2024, we continued to adopt the six material topics mentioned above. After the high-level meetings for material topic identification, we re-examined and adjusted the selection and ranking so that they were more in line with the business status and the international trends of sustainable development.



▶ Note: Although some of the higher-ranking topics were not included, we continued to put emphasis on them and fully disclosed them in the report because they are required to be disclosed by the reporting standards.

## Ch1 About Tokio Marine Newa Insurance

The following table describes the adjustments for 2024, retaining the material topics and ranking for 2023, and determining “Social Welfare and Impacts” as a material topic to be in line with our sustainable development blueprint.

Material Topics in 2023	Material Topics in 2024	Adjustment Description	
Risk Management	Risk Culture & Disaster Resilience	Adjustment	Adjust to match its impact and to be in line with the international trend of sustainable development and the terminology used by the industry.
Information Security Management	Information Security & Data Privacy		
Talent Cultivation and Development	Talent Development & Diversity, Equity and Inclusion (DEI)	Reorganization	Take into consideration the trend of international sustainable development and the coverage of the issues and similar issues are reorganized for easy focus.
Treat Customers Fairly	Treat Customers Fairly & Customer Relationship Management		
Digital Finance and Innovation	Digital Finance & Innovation	Unadjusted	---
Climate Strategy and Action	Climate Strategies & Financial Impacts	Reorganization	Take into consideration the trend of international sustainable development and the coverage of the issues and similar issues are reorganized for easy focus.
---	Social Welfare and Impacts	Significance Enhancement	Enhance the significance based on the 2025 blueprint for sustainable development to be in line with the goal of “Enhancing Social Welfare and Supporting the Education of Future Generations”

## Ch1 About Tokio Marine Newa Insurance

Material Topics	Significance to TMNEWA	Impact	Material Topics at the Border of Value Chain Impact							GRI Standards and Other Sustainability Criteria	
			Company	Customers	Channel Partners	Suppliers	Shareholders	Employees	Society		Investees
<b>Risk Culture &amp; Disaster Resilience</b>	Identify and respond to the operating risks at the corporate level to ensure capital adequacy and solvency, achieve business goals steadily, and be able to respond to both traditional risks and new risks due to climate change. This approach aims to maintain stable operation and protect the rights and interests of both internal and external stakeholders.	Economic, environmental, social: actual positive impacts.	●		○	○				○	GRI 3-3 SASB FN-IN-550a.3
<b>Information Security &amp; Data Privacy</b>	Protect the internal/external stakeholders' data and confidential information, enhance corporate reputation and customer trust, and reduce data breaches and infringements.	Social: actual positive impacts.	●	●	○	○			●		GRI 3-3 GRI 418-1
<b>Talent Development &amp; Diversity, Equity and Inclusion (DEI)</b>	Energize corporate culture and enhance the effectiveness of manpower, leading to improving service efficiency and quality, promoting customer experience and satisfaction, and strengthening market competitive advantage.	Economic, social: actual positive impacts.	●						●		GRI 3-3 GRI 404-1 GRI 404-2 GRI 404-3 SDG 4 8
<b>Treat Customers Fairly and Customer Relationship Management</b>	Fulfill the principle of fair hospitality in financial products, customer service, marketing, and claims handling to protect customer rights and maintain/enhance customer relationships.	Economic, social: actual positive impacts.	●	●						●	GRI 3-3 GRI 417-1 GRI 417-2 GRI 417-3 SASB FN-IN-270a.2 SASB FN-IN-270a.3 SASB FN-IN-270a.4 SASB FN-IN-000.A SDG 10 11
<b>Digital Finance &amp; Innovation</b>	Launch new products and innovative insurance models to help customers respond to new market risks and lower barriers to insurance. This will create new value in digital services, enhance corporate sustainable competitiveness, and increase overall industry value.	Economic: actual positive impacts.	●	●					●		GRI 3-3 SASB FN-IN-410b.2 SDG 12 13
<b>Climate Strategies &amp; Financial Impacts</b>	Implement energy-saving and low-carbon measures internally, and enhance operation resilience to climate change externally through insurance products and investments.	Economic, environmental: potential positive impacts.	●		○	○				●	GRI 3-3 GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 SASB FN-IN-450a.3 SDG 13
<b>Social Welfare and Impacts</b>	Promote the culture of public welfare internally and support the underprivileged and community development externally to expand the positive impact of the corporate.	Social: actual positive impacts.	●						●	●	GRI 3-3

Note: The degree of involvement for the likelihood of negative impacts: ● caused, ○ contributed, ● directly related

# Ch2

# Sustainable Operation and Ethical Management

## Ch2 Sustainable Operation and Ethical Management

### ● 2.1 Ethical Governance

Based on the principles of integrity, ethics and transparency, our Board of Directors has approved the Ethical Management Policy, formulated the Ethical Corporate Management Best Practice Principles, Procedures for Ethical Management and Guidelines for Conduct (which include Whistleblower Protection Policy), the Anti-corruption and Anti-bribery Policy, and the Ethical Management and Anti-Corruption and Anti-Bribery Management Regulations, implementing the management of high-risk behavioral patterns. All directors and high-level managers above the level of vice president have been required to sign the Declaration of Compliance with the Ethical Management Policy and our directors, managers, employees, appointees, and other related personnel were not allowed to request or accept any improper benefits or engage in any other behavior violating ethics, law, or fiduciary obligations, so as to incorporate our culture of ethical management into daily operating activities.

The total number of trainees for the 2024 Ethical Policy Advocacy Training was 1,514, totaling 757 hours. Please refer to Appendix I ESG Performance Data Sheet for relevant statistics.



#### 2.1.1 Anti-Corruption and Unethical Risk Assessment

We have established an unethical risk assessment mechanism in accordance with the Procedures for Ethical Management and Guidelines for Conduct and regularly analyzed and evaluated operating activities within the scope of business posing a higher risk of unethical behavior. The residual risk result of the assessment of countering measures was assessed to be low risk in 2024, and the risk response policy was to accept the risk and there were no instances of corruption of employees accepting kickbacks or bribes during the year. In addition, an audit plan for the year 2025 has been prepared by the Audit Office with reference to the results of the risk assessment and submitted to the Board of Directors for approval.

The Department of Legal Compliance is responsible for receiving and investigating reports of unethical behavior. One report was received in 2024, but the report was not investigated because the complainant did not provide any concrete evidence, so the case was closed. We allow anonymous reporting in prosecution cases and providing a whistleblower protection mechanism, whereby the officers involved in the handling of the cases are required to sign a declaration of secrecy to protect the identity of the whistleblower and prevent the information breach of the report. If it involves a director or high-level manager at the associate level or above, the investigation report should be reported to the independent directors and submitted to the Audit Committee for review.

In accordance with the Regulations Governing Supplier Corporate Social Responsibility, we have required suppliers with a certain procurement amount to sign the Letter of Commitment for Supplier ESG and Ethical Management, committing to comply with our policy on ethical management and related regulations, and explicitly refusing to directly or indirectly offer, promise, request or accept any form or name of improper benefits. In 2024, there were 27 manufacturers that have signed the commitment letter, and 153 suppliers have signed the commitment letter, among which 100 new and old suppliers have continued business with us, and the qualification rate of the annual appraisal was 100%. (Details 2.5 Sustainable Supply Chain Management).

#### Anti-Money Laundering and Countering the Financing of Terrorism

We have established the Guidelines on Prevention of Money Laundering and Combating Financing of Terrorism to implement risk assessments and control relevant risks. All employees are required to receive at least 2 hours of such training. In 2024, the number of employees who underwent training was 1,515, for 3,030 hours of training. Please refer to Appendix I for the ESG performance data table. No related incidents occurred in 2024.



## Ch2 Sustainable Operation and Ethical Management

### 2.1.2 Board Operations

Our highest governance unit is the Board of Directors, which consists of seven to fifteen directors in accordance with the Company's Articles of Incorporation. The appointment of directors is based on a candidate nomination system. In accordance with the Procedures for Selection of Directors and the Policy on Diversity of Board Membership, the board of directors is composed of experts in various fields, such as the insurance industry, corporate management, and finance and economics, who are selected based on the criteria of professionalism and diversity of the board of directors.

For the Procedures for Election of Directors, please refer to: [Insurance Industry Market Observation Post System](#)

▶ Note: For details of transactions with related parties and controlling shareholders, please refer to the Insurance Market Observation Post System

[\(Details of transactions with related parties\)](#)  
[\(Company Profile - List of Directors, Supervisors and Major Shareholders\)](#)

Operation of the Board complies with the Company's Corporate Governance Best Practice Principles, consistently incorporating annually identified major sustainability issues to enhance their relevance on Director election, collective board knowledge, performance evaluations, and remuneration policies.

Our Chairman does not hold the positions of President or CEO concurrently. To avoid conflicts of interest, and in accordance with the law, our Directors' representatives who have direct or indirect investment relationships with parties involved in agenda items are required to recuse themselves from those agenda and the meeting minutes must also document the details of the conflicts of interest and the recusal circumstances. In 2024, the Board had two agendas where Directors recused themselves due to conflicts of interest.

The Board of Directors should meet at least once every quarter, with the Chairman of the Board as convener and chairman of the meeting. In 2024, the Board of Directors discussed seven agenda related to sustainability: Appointment of Sustainability Committee Members, Report on the Performance of Sustainability Promotion and the Operation of the Sustainability Committee in the First Half of 2024, Report on the Operations of the Sustainability Committee and Working Divisions, and amendments to the Sustainability Development Code, Sustainability Development Policies, and Sustainable Development Committee Charter. Seven meetings were held in 2024 and the average in-person attendance of all directors was 99%.

### Board Functions

To enhance the Board of Directors' decision-making abilities and professional skills, each Director is required to participate in at least 7 hours of corporate governance training per year. In 2024, the average training hours per Director were 17.58 hours Note, including a 3-hour course on sustainable development issues.

▶ Note: [Insurance Market Observation Post System - Training Status Table](#)

In accordance with the Company's Board Performance Evaluation Regulations, an annual Self-Assessment and Peer Evaluation of the Board of Directors is conducted for the Directors who have served for more than six months to ensure that the Board is fulfilling its responsibilities in corporate governance and operations. In 2024, the average total score for the Board performance evaluation was 97 for self-assessment and 96.7 for peer evaluation. Furthermore, the performance of Directors who hold other internal positions or roles in invested businesses is assessed with the results serving as important references for deciding on the continuation, reduction, or renewal of these concurrent positions. All assessment results must be reported to the Board of Directors.

In light of the increasing risks and responsibilities faced by corporate managers, and to ensure that Directors and high-level managers can carry out their duties securely and provide operational protection, we have secured Directors and Officers (D&O) Liability Insurance during their term of office and will report to the Board of Directors upon annual renewal.

### Main responsibilities of the Audit Committee and the Functional Committees



## Ch2 Sustainable Operation and Ethical Management

### Functional Committees

Risk Management Committee	<ul style="list-style-type: none"> <li>Formulate risk management policies and frameworks, establish management standards, and regularly report to the Board of Directors with recommendations for improvements.</li> <li>Implement the Board's risk management decisions, and regularly review the Company's risk management mechanisms and their effectiveness.</li> <li>Assist and supervise all departments in conducting risk management activities.</li> <li>Adjust risk categories, risk limit allocations, and risk-bearing methods in accordance with changes in the environment.</li> <li>Coordinate inter-departmental interaction and communication for risk management functions.</li> </ul>
Compensation Committee	<ul style="list-style-type: none"> <li>Regularly review the performance evaluation standards, and annual and long-term performance goals for Directors and managers.</li> <li>Regularly review the compensation policies, systems, standards, and structures.</li> <li>Regularly assess the achievement of performance goals by Directors and managers, and make recommendations on compensation.</li> </ul>
Sustainable Development Committee	<ul style="list-style-type: none"> <li>Revise the Sustainable Development Best Practice Principles and related internal regulations.</li> <li>Plan the strategic direction for sustainable operations.</li> <li>Establish management policies and targets for material sustainability issues, and regularly track and review the implementation and effectiveness.</li> <li>Supervise the timelines for greenhouse gas inventory and verification to ensure compliance with regulations and disclosure requirements in the sustainability report.</li> <li>Regularly report on the performance of sustainable operations to the Board of Directors.</li> <li>Promote other corporate sustainability development activities.</li> </ul>

### Board of Directors and Senior Management Remuneration Policy

With the approval of the Board of Directors, TMNEWA has established the Remuneration System for Directors and the Performance Evaluation and Emolument Standards for Appointed Managers as the basis for distributing compensation to Directors and managers. In addition, there is a Compensation Committee, chaired by an Independent Director, is responsible for reviewing and evaluating the performance and compensation of Directors and managers. A conflict of interest mechanism has been set up to ensure independence and fairness. In 2024, the committee convened five times.

The compensation for the Directors includes remuneration, profit-sharing bonuses, and business implementation expenses. The shareholders' meeting authorizes the Board of Directors to allocate Director remuneration based on each Director's level of participation in company operations and their contribution value, while also considering the usual standards in the industry and the recommendations of the Compensation Committee. The shareholders' meeting will assess the

appropriateness as necessary. In 2024, all Directors received fixed remuneration approved by the Board of Directors, with no profit-sharing bonuses.

The compensation for our high-level managers is determined by the Compensation Committee, which considers individual performance and the Company's operating performance, and then the result is submitted to the Board of Directors for approval.

### 2.1.3 Operating Performance

There was no political contribution in 2024. For more information, please refer to our website to download the annual financial reports.

Unit: New Taiwan Dollar (NTD)/million

Item/Year	2022	2023	2024
Operating Revenues	13,876	15,485	17,432
Gross Margin	-47,274	6,766	5,845
Operating Income (Loss)	-49,911	3,922	2,256
Non-Operating Income and Expenses	20	67	43
Profit (Loss) Before Income Tax	-49,891	3,988	2,299
Profit from Continuing Operations for the Period	-47,075	3,231	2,049
Net Profit (Loss) for the Period	-47,075	3,231	2,049
Other Comprehensive Income (Loss) for the Period (Net after Tax)	-464	312	206
Total Comprehensive Profit and Loss for the Period	-47,539	3,544	2,255
Earnings Per Share After Tax (EPS)*	-6,484.31	5	1.71
Employee Benefits	1,897	2,027	2,030
Dividends Paid to Shareholders	810	0	0
Taxes Paid to Government	60	60	536
Capital	5,299	12,000	12,000
Shareholders' Equity	-17,370	6,174	8,429
Retained Premiums	13,845	14,851	15,751
Direct Written Premiums	16,618	18,512	21,063
Total Assets	19,756	25,526	30,836
D/E Ratio	-213.74%	313.44%	265.82%
Risk Based Capital (RBC) %	-1,059%	341.75%	365.50%
Return on Common Shareholders' Equity (ROE)	NA	52.34%	26.75%
Donations to Social Welfare	8	9	11

▶ Note 1: Source - Independent Auditors' Report

▶ Note 2: After-tax earnings per share (EPS) is calculated in NTD

## Ch2 Sustainable Operation and Ethical Management

### 2.1.4 Legal Compliance

TMNEWA has established a Compliance System and an annual Compliance Plan ratified by the Board of Directors. The chief compliance officer at the headquarters regularly compiles the status of compliance and reports it to the Board of Directors. An annual company-wide legal compliance meeting is held to enhance employees' awareness of compliance through all management systems, including Publicity of Penalty Cases of Peer Companies and the Inspection and Control Measures, Management of Legal Changes, Compliance Education and Training, and Compliance Self-Assessment. In 2024, a total of 13 online legal compliance courses were held, with a total of 1,515 people completing the courses. In addition, in 2024, there were no major violations of laws and regulations<sup>1</sup>, no violations of environmental, labor, and human rights laws, and no violations of laws and regulations related to information and labeling of products and services, and marketing and communication. In 2023, due to deficiencies related to pandemic insurance products, we incurred a fine of NT\$1.8 million by the Financial Supervisory Commission, and we have subsequently added a new mechanism for the management of new risky commodities, and revised the Procedures for the Design of Insurance Products.

### 2.2 Tax Governance

At TMNEWA, the Finance and Accounting Department is responsible for tax management, and the Chief Financial Officer is in charge of the supervision of tax management and risk control. In addition to regular reports in May each year, tax matters are also reported to the General Manager as necessary to ensure the effective operation of the management mechanism. At the same time, the subsidiaries are required to take the initiative to report significant tax risk events. In the face of potential risks, the Company will handle them appropriately and communicate with tax authorities as appropriate in order to minimize uncertainty.

The Company adheres to the principle of prudent operation in tax handling and risk management, focusing on enhancing shareholders' value, compliance with laws and regulations, and fulfilling the commitment to sustainable development. Our tax policy and risk management are based on the following principles to ensure legal compliance, financial stability, and to support the goal of sustainable development.

#### Taxation Principles

<b>Compliance with laws and regulations</b> Comply with local tax laws and regulations and the legislative intent, filing and paying taxes within the prescribed deadlines, fulfilling	<b>Arm's length transactions</b> Related party transactions must comply with the transfer pricing regulations and arm's length principles of the tax laws of the relevant countries.	<b>Information Transparency</b> Disclosure tax information through public channels as required, ensuring transparency for stakeholders.
<b>Active Communication</b> Communicate honestly and professionally with local tax authorities and maintain good relationships.	<b>Risk Management</b> Conduct comprehensive assessments of tax risks related to local and international tax law changes and develop corresponding measures.	<b>Talent Training</b> Enhance tax professional skills through ongoing training and development.

#### Tax Information

Income tax information <span style="float: right;">NT Dollar</span>			
Item	2022 <sup>(Note)</sup>	2023	2024
Profit before tax	-49,891,298,129	3,988,459,082	2,299,377,006
Income Tax	-2,815,621,607	756,994,850	250,558,073
Income Tax Paid	0	757,875,158	250,558,073

▶ Note: 2022 income taxes were affected by COVID insurance.

▶ Note: Income tax information for 2023 is from tax reports, and financial figures for 2024 are from finance reports.

## Ch2 Sustainable Operation and Ethical Management

### 2.3 Risk Management

TMNEWA upholds the philosophy of sustainable operations, with our risk appetite statement defined as “maintaining regulatory capital adequacy even after encountering extreme risks exceeding a once-in-a-century event.” This represents the maximum risk the Company is willing to take. The Board of Directors endorses the Risk Management Policy and assumes ultimate responsibility to ensure the Company’s capital adequacy and solvency, implement a balance between risk and reward, and steadily achieve business objectives. There is a Risk Management Committee under the Board of Directors, chaired by an Independent Director, which reports to the Board each quarter.



## Ch2 Sustainable Operation and Ethical Management

### 2.3.1 Building Risk Culture

In December 2024, TMNEWA started a corporate risk culture transformation project to assess and analyze the existing risk culture system. Through training and counseling for department heads and risk representatives of core business units, we train Seed Lecturers to promote and deepen the concept of risk culture to all colleagues, enhance the overall risk management awareness and capability, and construct a risk management framework that meets the needs of our sustainable development.

As of March 2025, a risk event simulation course has been organized for high-level managers to enhance risk identification capabilities through situational exercises, which help risk management, crisis response, collaboration and business resilience.

### 2.3.2 Risk Management System

TMNEWA has implemented the following systems to establish a strategy-oriented corporate risk management framework

- 1 Implementing individual risk control measures. The Risk Management Department is the dedicated unit for risk management of the Company and is responsible for the implementation of the risk management system and relevant procedures, as well as the compilation of risk information of each business unit on a regular basis, and assisting each business unit to carry out risk management activities and determine risk limits on a sustainable basis. When a unit violates the risk limit, it will submit a handling report for the measures to be taken, and will report the risk management overview to the Risk Management Committee on a quarterly basis.
- 2 To develop an integrated risk management mechanism that evaluates and consolidates the company's overall risks to keep them within an acceptable range, optimize the risk-return balance, and ensure sustainable operations.
- 3 Develop a robust emergency response system with predefined procedures for special situations, enabling effective and orderly actions during contingencies. There was one Significant Incidental Risk Even occurred in 2024. Details are as follows:

<b>Incident</b>	Due to the failure in Chunghwa Telecom's system, our 0800 hotline did not operate normally.
<b>Description</b>	Due to the upgrading of Chunghwa Telecom's server room, our 0800 hotline was out of function, affecting customers' access to the hotline. After the notification and handling, the call resumed normal at 0:31 a.m. of the next day, which lasted for about 3 hours. The anomaly did not affect customers' insurance rights.
<b>Improvement Measures</b>	During the failure period, customers reflected that the 0800 hotline was not available. After explanation, customers understood and had no significant rights and interests affected. Customer service center has contacted 7 callers during the failure period.

To ensure that employees are able to respond quickly to major disasters and reduce the risk of operational disruptions, the Company organizes emergency response drills and off-site backup drills every year. The 2024 exercise involved the head office (24 divisions) and Taipei Branch, while the emergency response exercise involved the head office (15 divisions) and the three jurisdictions of District North 1, Taoyuan/Hsinchu/Miaoli, and Taichung/Changhua/Nantou. In addition, at least one management continuity exercise and an online course of personal information management are offered to all employees annually. Please refer to Appendix I for ESG performance data.

## Ch2 Sustainable Operation and Ethical Management

### 2.3.3 Corporate Risk Management and Procedures

The Company adopts an Enterprise Risk Management (ERM) model, consisting of three main frameworks: Individual Risk Management, Emergency Response System, and Integrated Risk Management, to manage risks. Furthermore, for emerging risks, we assess the loss amount and likelihood of each event using data from the latest Global Risks Perception Survey (GRPS) published by the World Economic Forum (WEF) and the data of emerging risks from our parent company, Tokio Marine Group. These assessments are reported to the Risk Management Committee for discussion and then submitted to the Board of Directors for approval. The identified emerging risks are categorized into four types: political and economic risks; social risks; environmental risks; and technological risks. We have established an internal real-time notification mechanism to strengthen horizontal communication between units, integrate information, enhance response efficiency, reduce decision-making errors, and ensure customer rights and service quality.

#### Own Risk and Solvency Assessment

To enhance capital management and implement capital adequacy assessment, we have conducted the Own Risk and Solvency Assessment (ORSA) process. Through stress test and relevant measurement methods, we review risk tolerance and limit settings. The assessment results provide the Board of Directors and management with a basis for making decisions and managing our own risk and solvency.

#### ORSA implementation process



▶ Note: Stress testing uses historical scenarios and scenarios (such as scenarios where the market experiences drastic changes) provided by the competent authorities to evaluate the impact on potential profits and loss of current asset portfolio.

### 2.3.4 Crisis Handling Mechanism and Business Continuity Management

The Company's Board of Directors approved the Contingency Measures for Business Crisis. If signs of a business crisis event are found, immediately notify the corresponding departments to promptly handle and prevent it from escalating, as well as taking emergency remedial actions. In the event of a business crisis, the General Manager will establish a Business Crisis Handling Task Force to monitor it and conduct more rapid and effective response measures.

To minimize the impact on us and reduce it to an acceptable level, we have established the Business Continuity Management (BCM) measures. These measures involve a combination of prevention and recovery control measures to identify critical operations, required assets, and develop continuity strategies. We have formulated response and reporting plans for different emergency incidents and conducts annual drills to reinforce emergency preparedness. We have also implemented and obtained ISO 22301 Business Continuity Management System certification. In 2024, we held three drills, including an off-site backup drill to restore basic operations of critical functions and an emergency response drill to address losses incurred by clients or branches due to typhoon impacts.

2024 Emergency response drills		
Drill	Drill Description	Drill date(s)
Off-site backup drill	<b>Head Office:</b> This exercise simulated a power outage in the early morning and a fire in a building after the power was restored, and each unit resumed the basic operation of the head office's key operations in accordance with the backup mechanism and the disaster recovery plan.	October 27, 2024
	<b>Taipei Branch:</b> This exercise simulated a large-scale fire during non-business hours, and each unit resumes the basic operation of the company's key operations in accordance with the backup mechanism and disaster recovery plan.	October 29, 2024
Emergency response drill	The exercise simulated that a typhoon had caused damage to buildings, power outages and network disruptions, and each unit was required to respond to the damage and report it in accordance with the procedures. After the Risk Management Department compiled the information and reported it to the emergency response headquarters, the head of the Risk Management Department announced the activation of the notification procedure in the group after authorization from the General Manager.	December 24, 2024 - December 25, 2024

## Ch2 Sustainable Operation and Ethical Management

### 2.4 Customer Privacy and Information Security Management

#### Medium and Long-term Goals

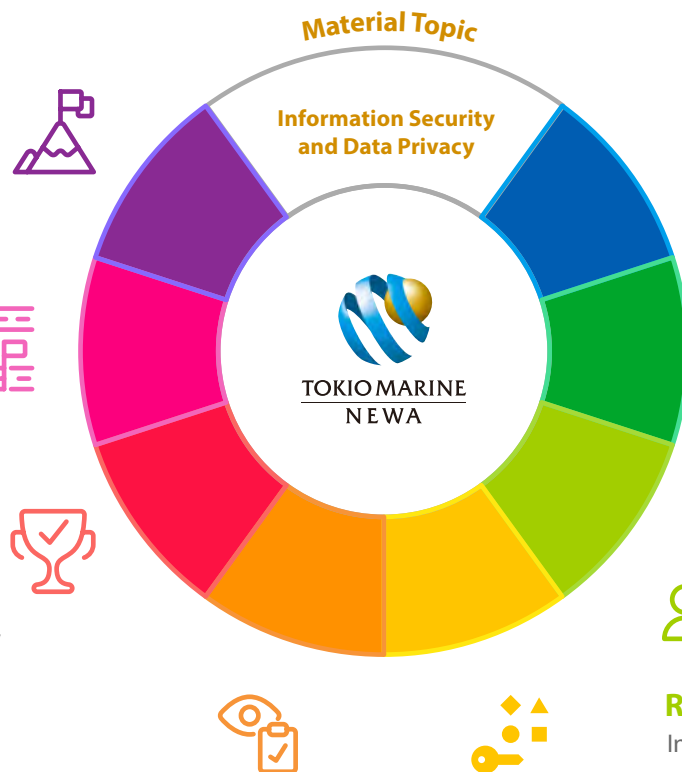
- Implement measures to enforce the action plan on financial security.
- Strengthen the protection mechanism for emerging technology information security.
- Deepen information security governance to be in line with business strategy objectives.
- Enhance information security resilience to maintain uninterrupted financial services.
- Improve information security protection to minimize the risk of hacker attacks.

#### Short-term Goal

- Enhance the maturity of financial security governance.
- Certification of ISO 27001.
- Strengthen sensitive data protection mechanism.

#### Performance Results

- The Gold Award at the 4th Digital Finance Awards hosted by the Commercial Times in 2024.
- Certification of ISO 27001, ISO 27701, and ISO 22301 by external validation to maintain the validity of the certificates.
- Enhance the efficiency of computer and server vulnerability patching by introducing an automated patch delivery system.
- Enhance file server system access track inquiry and introduce file server access audit system.



#### Material Topic

**Information Security and Data Privacy**



#### Management Policy

The Information Security Policy Management Measures



#### Management Commitment

- Comply with the laws and regulations by the authorities.
- Protect customers' confidential and sensitive information.
- Ensure the continuity of financial services operations.
- Implement information security risk control measures.



#### Responsible Department(s)

Information Security Department



#### Resources Invested

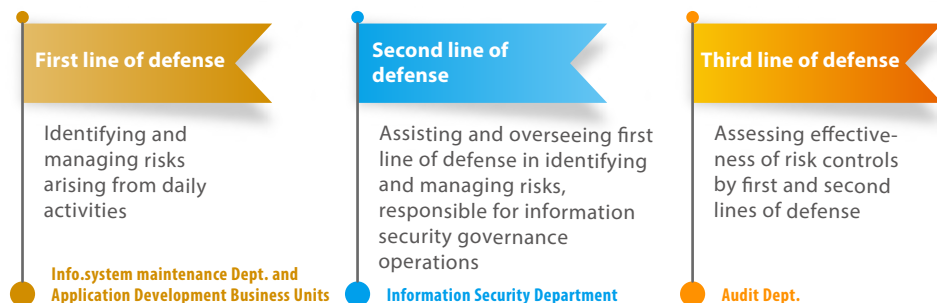
- Establish a specialized unit for information security: Information Security Department.
- In 2024, a total of eight information security meetings were held, and the expenditure on information security-related expenses exceeded NT\$28 million.



#### Evaluation Mechanism

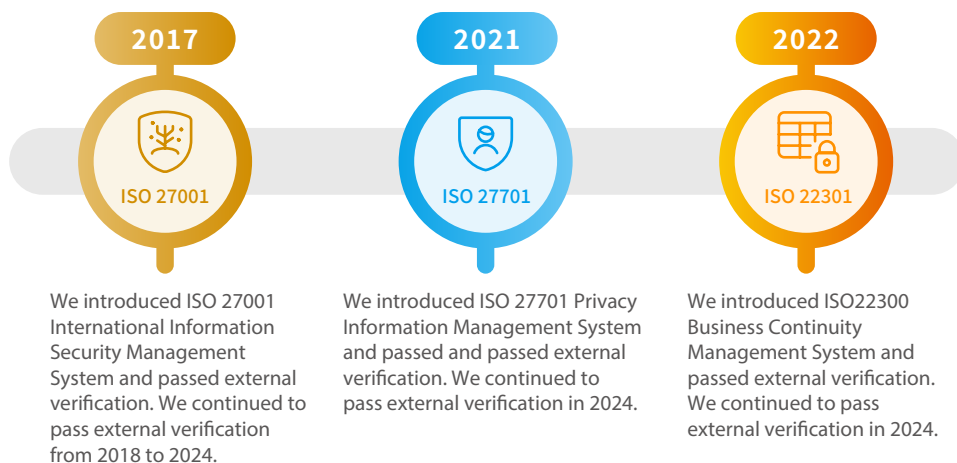
- ISO management system external audit.
- Computer system information security assessment.
- Financial security governance maturity assessment.

## Ch2 Sustainable Operation and Ethical Management



### 2.4.1 Protection of customers' personal information and business secrets

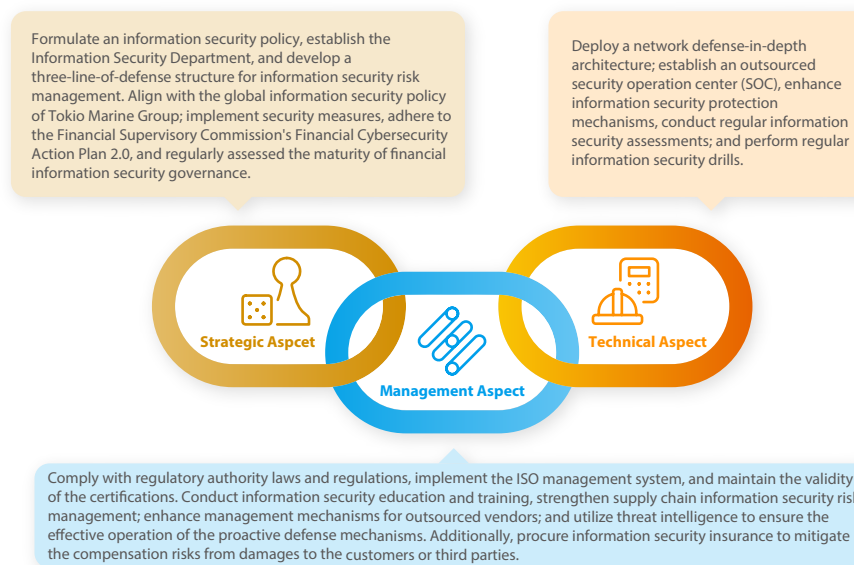
We have formulated an internal control management system related to Personal Data Protection Procedure, introduced ISO 27701 privacy information management system, obtained the external certification, and established complete personal data protection measures. In addition, continuous data protection insurance is in place to reduce compensation risks for customers and third parties in case of damage, covering liabilities such as breach of contract and infringement. We had no incidents of customers' personal data breach in 2024.



### 2.4.2 Information Security Management

In 2024, the Company's investment in information security, including hardware, software and license fees, accounted for 8% of the total budget. As of the end of fiscal year 2024, information security personnel had obtained a total of 26 security certifications, with 12 certifications meeting the standards of the Financial Information Security Talent Competency Map. There were no major security incidents in 2024<sup>Note</sup>.

Note: The determination of major security incidents is based on the Company's preliminary reference table for Notification of Major Contingencies in Insurance Industries.



#### Information Security Incident Reporting Process





In accordance with the Regulations on the Notification and Response of Cyber Security Incident when an information security incident occurs, the incident response procedure will be immediately activated. The specific department reports to the Information Security Department, which will determine the incident level and notify the responsible supervisors accordingly. If the information security incident involves a hacker attack, the Tokio Marine Group parent company in Japan and external information security experts are immediately notified. Internal and external organizations collaborate to mitigate the damage. After the incident is resolved, corrective measures will be continuously implemented to prevent recurrence.

## Ch2 Sustainable Operation and Ethical Management

### Information Security Governance and Training Management

The company annually appoints a cybersecurity advisor to the Board of Directors to report the results of the computer system information security assessment to strengthen the board's information security governance. All personnel, including directors, senior executives, employees and contracted business agents, are required to undergo annual information security training courses to enhance awareness of information security risks. Specialized training is tailored for dedicated information security personnel. Please refer to Appendix I ESG Performance Data Table for education and training related data.

The company conducts information security drills annually to ensure that in the event of a security incident, we can effectively protect the customer data and ensure business continuity. Since 2014, we have conducted off-site backup drills for our information systems every year, allowing staff in headquarters and other operating sites to test the processes of actual business and verify the feasibility of the drill plans. To raise employees' information security awareness, we perform quarterly email social engineering drills to remind employees not to click on links or open attachments in malicious emails, thereby strengthening information security awareness.

Drill	Drill Objectives	Implementation Method	Implementation Status
 <p>Email Social Engineering Drill</p>	Enhance information security education and increase employees' awareness of social engineering, phishing, and other deceptive attack behaviors.	Once per quarter, we commission an external professional security service provider to simulate hackers to send a test letter that conforms to the social engineering paradigm to all employees in an attempt to test employees and examine their alertness.	Three social engineering test letters were sent to all employees, and both the image download rate and the file open rate decreased quarterly in 2024.
 <p>Distributed Denial of Service (DDoS) Attack Drill</p>	DDoS drills are regularly conducted on the company's official website and the systems that provide external services, such as the online insurance business, in order to strengthen the personal information security mechanism.	Once a year, engage external specialized information security service providers to act as attackers, simulating hacker-implemented distributed denial-of-service (DDoS) attacks, to verify the effectiveness of the Company's website and e-commerce site real-time protection and monitoring response mechanisms when subjected to cyberattacks.	Every year, through Chunghwa Telecom's DDoS attack traffic scrubbing mechanism, cyberattacks are effectively mitigated, and the website is restored to normal service.
 <p>Personal Data Leakage Drill</p>	<ul style="list-style-type: none"> <li>Conduct drills on personal data breach scenarios of the e-commerce service system in accordance with the FSC's Regulations on the Security and Maintenance of Personal Information Files of Designated Organizations of Non-Public Service.</li> <li>Ensure the executability and effectiveness of the emergency response plan for personal data breaches; enhance personnel's ability to respond to emergency situations.</li> </ul>	Once a year, simulate a scenario where computers of employees in the E-Commerce department were attacked by phishing emails, leading to personal data breaches. Each department followed the response SOP to report and handle the information security incident and personal data leakage.	Each department completed the drill based on the incident response SOP, verifying the feasibility and effectiveness of the SOP.
 <p>Off-site Backup System Drill</p>	In accordance with the Business Continuity Management System Operating Procedures, we conduct drills to increase the familiarity of system operators with the procedures and verify SOP correctness, ensuring that the Company can maintain critical information operations in the event of a disaster.	Once a year, simulate an incident at the Taipei headquarters building; activated the backup mechanism, switched important systems to the Taoyuan backup data center, and had personnel go to the Taipei branch to assist in operations to confirm availability of the backup system.	Verified that the online insurance function is working properly; all backup systems were restored within the target service recovery time.

## Ch2 Sustainable Operation and Ethical Management

### ● 2.5 Sustainable Supply Chain Management

#### 2.5.1 Supplier Management

TMNEWA has established the Regulations Governing Supplier Corporate Social Responsibility, requiring suppliers who reach a certain procurement level to sign the Letter of Commitment for Supplier CSR and Integrity. This document explicitly prohibits the employment of child labor or forced labor and emphasizes the respect for freedom of association and other human rights protections. It aims to jointly implement responsibilities regarding labor rights, labor health and safety, environmental protection, and ethical management. Currently, 100% of suppliers that meet these requirements have completed the signing of the letter of commitment. In 2024, all cooperating suppliers were companies legally established in Taiwan.



#### Supplier Evaluations

The Company sets forth the Supplier Corporate Social Responsibility and Ethical Commitment in the supplier's procurement contract. The General Affairs Department conducts regular supplier evaluations each year, and the procurement personnel advocate for the Company's ethical management policy to suppliers. Special emphasis is placed on suppliers handling personal data outsourcing, with regular annual on-site inspections conducted to ensure the secure handling of outsourced personal data. Suppliers whose scores on the evaluation form do not meet the standards will be asked to make improvements within a certain period of time or will be excluded from the list of suppliers.

#### New Supplier Selection

For new supplier procurement contracts, a single procurement amount of NT\$300,000 or more, or an annual total procurement amount of NT\$1,000,000 or more, is required to conduct a self-assessment questionnaire. This questionnaire includes questions such as legal registration compliance, the establishment of order and raw material management mechanisms, social aspects (equal employment policy, no child labor, compliance with labor insurance and health insurance regulations, provision of regular employee education and training programs, safe working environments, etc.), and environmental regulatory compliance. The General Affairs Department utilizes the supplier evaluation form to confirm whether the supplier is qualified.

#### 2.5.2 Green Procurement

The Company prioritized green procurement products for procurement negotiations, requiring suppliers to provide products with Green Mark. Aligning with to the government's promotion of green procurement policies, starting from 2022, we have been reporting green procurement levels on the Ministry of Environment's Green Procurement Declaration for Private Sector platform. In 2024, green procurement encompassed information technology (IT) products, office supplies, energy-saving products, household appliances, and services. To gradually increase green procurement as a proportion of total procurement amounts, we will prioritize the procurement of printing materials with FSC (Forest Stewardship Council™) certification, and plan to set a target of at least 65% green procurement as a proportion of total new IT hardware purchases in 2025.

NT Dollar

Year of Procurement	2022	2023	2024
Green Procurement Amount	26,415,593	21,213,497	49,052,408
Total Procurement Amount	228,860,727	195,240,812	250,551,212
Green Procurement Ratio	11.54%	10.87%	19.58%

# Ch 3

# Sustainable Products and Services



## Ch3 Sustainable Products and Services

### ● 3.1 Inclusive Finance and Treating Customers Fairly

#### Medium and Long-term Goals

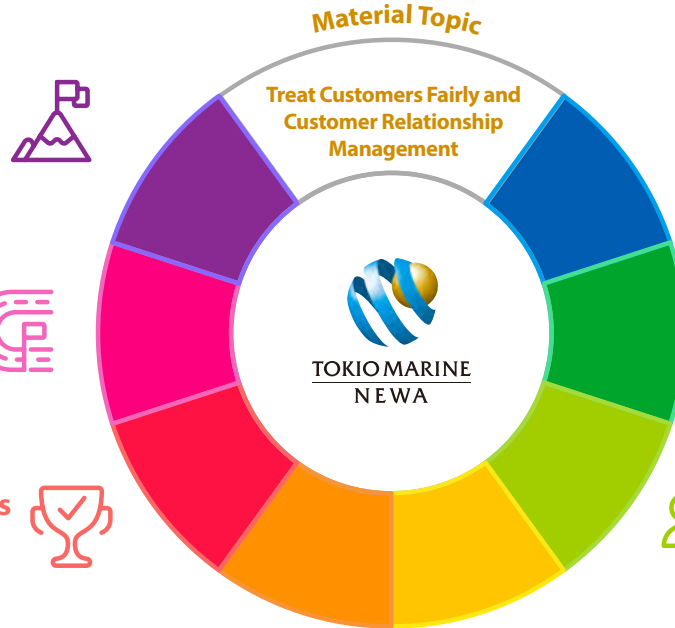
- Create a friendly and a barrier-free service environment.
- Recognize customers' needs and provide customer-friendly and innovative services.
- To build a diversified and comprehensive protection network.

#### Short-term Goal

To Rank within the top 50% of the insurance industry in the Fair Customer Treatment

#### Performance Results

- Obtained ISO 10002 certification, improving the complaint management system, and enhance the protection of customers' rights and interests.
- Established the Compulsory Insurance Multi-Language Rights and Interests website on the official website, with nearly 13,000 visits to the backend website.
- Established an 0800 hotline for senior citizens/customers, adjusted the current 0800 voice process(IVR), and assigned customer service personnel with relevant experience to provide services.
- Introduced six sets of specialized SMS codes to prevent SMS fraud; focus on specific groups to organize fraud prevention public service campaigns; From 2023 to the end of 2024, a total of 111 campaigns have been held, with a total of 3,470 participants.



#### Management Policy

Establish the Insurance Product Terms and Conditions and Underwriting Guidelines, and follow the Customer Service Center Appeal Procedures, Consumer Dispute Handling System (including SOPs for the handling process), Policy on the Principle of Fair Hospitality, and Strategy on the Principle of treating customers fairly.

#### Management Commitment

Establish a corporate culture centered on treating customers fairly and enhance employees' awareness of financial consumer protection and compliance with financial consumer protection-related laws and regulations.

#### Responsible Department(s)

Legal Compliance Department, Integrated Marketing Center, Customer Service Center, Business Development Department of all insurance products.

#### Resources Invested

- The Treating Customers Fairly Working Group organizes a meeting at least once a quarter.
- Provide training on the Principle of Treating Customers Fairly, Policies and Strategies.
- Implement the service of improvement action plan for Voice of the Customer.

#### Evaluation Mechanism

Participate the Fair Customer Treatment Assessment held by FSC

## Ch3 Sustainable Products and Services

### 3.1.1 Insurance Product Design and Marketing

TMNEWA adheres to regulatory policies, laws, and consumer service standards in formulating implementation principles and guidelines for product design, advertising/sales, underwriting/claims, and dispute/complaint handling. This ensures the fair, reasonable, and friendly treatment of all customers. All our products comply with the Regulations Governing Pre-sale Procedures for Insurance Products before they are on the market.

1



#### Product Design

In accordance with the Regulations Governing Pre-sale Procedures for Insurance Products, we have established procedures for product design to ensure that the terms and conditions are appropriate, the rates are reasonable, and that consumer rights and risks are protected and managed in accordance with fair hospitality and transparency and relevant laws and regulations.

The product design should not involve any unfairness, violation of ethics, public morals, exemption of insurer's obligations, restriction of consumers' rights, undue differential treatment, or any other circumstances that may damage the social image.

In accordance with relevant regulations, the company will conduct a lawfulness review and the product evaluation team will hold a meeting to confirm that the design process complies with the principles of professional duty of care, fair trade, and the target market, and to avoid false or misleading advertisements.

2



#### Product Sales

The Company has formulated the Operating Procedures for the Promotion and Distribution of Publicity Materials for Ads, Business Solicitation, and Business Promotion Activities to regulate the marketing of insurance products. Salespersons are required to fulfill the obligations of explanation and disclosure when soliciting and to fill out a Know Your Customer form (KYC) to ensure that consumers understand the products and their needs.

All policy documents disclose complete product information and warnings in accordance with the regulations of the authorities. In addition, KYC includes additional assessment items for senior customers over the age of 65 to strengthen the suitability assessment before providing services.

3



#### Product Review & Service Adjustment

- More than 70% of our customers use mobile phones to purchase online insurance. We continue to optimize our mobile-friendly experience and online insurance process, and introduce new products to fulfill the needs of customers.
- Through our Voice of the Customer sources, we review customer complaints/grievances on a case-by-case basis and proactively seek customer suggestions regarding products and services. This allows us to adjust service processes in real-time.

## Ch3 Sustainable Products and Services

### 3.1.2 Friendly Financial Services

The Company upholds inclusive finance policies and provides a variety of friendly financial service measures in accordance with the Principles for Friendly Insurance Industry Financial Services. Our Friendly Service Website achieved NCC testing to receive the highest Accessibility Mark 2.1 (AAA) certification, ensuring usability for individuals with color vision deficiencies to use the website. Additionally, we offer specialized services for those with hearing and speech impairments.

Service Location	Friendly Measures
Physical Operating Sites	<ul style="list-style-type: none"> <li>• Installing service bells and accessibility facilities.</li> <li>• Providing magnifying glasses and reading glasses at the counters.</li> <li>• Offering appropriate personalized service in accordance with policyholders' needs, explaining product and service information, and assisting in filling out related application forms.</li> </ul>
Sales Agent Solicitation Services	<ul style="list-style-type: none"> <li>• Preferentially using colored application forms, to prevent customers from missing important information due to unclear black-and-white printing.</li> <li>• When handling accident and health insurance applications from customers with disabilities, sales agents will complete an evaluation form and keep records. If the application is not successfully underwritten, the applicant will be notified by registered mail, detailing the specific reasons.</li> </ul>
Online Service	<ul style="list-style-type: none"> <li>• The website discloses information about different products and services, making public inquiries convenient.</li> <li>• Online text-based customer service is available to assist consumers to get more complete services and consultation through text expression.</li> <li>• To protect the rights and interests of the elderly and people with disabilities, the E-insurance quotation system provides enlarged summary descriptions and supporting documents.</li> <li>• The online insurance process is continuously improved by providing multiple payment methods and a mobile device-optimized interface (Responsive Web Design, RWD web technology), so that consumers can easily complete their insurance applications through mobile phones and tablets.</li> </ul>
Communication Services	<ul style="list-style-type: none"> <li>• Providing SMS notification services to keep policyholders informed of real-time insurance information.</li> <li>• The Company's friendly service website offers a dedicated customer service email address and phone number for customers with disabilities to make inquiries.</li> </ul>
Underwriting Services	<ul style="list-style-type: none"> <li>• All applications for insurance products are reviewed fairly, objectively, and without discrimination.</li> </ul>



#### Audio guide function on the website

The Friendly Service Network (Accessible Webpage) introduces a voice-assisted feature that allows users to adjust the speed of voice playback, pause and re-listen to get information on demand.



#### Friendly for Visually Impaired - First in the industry to launch a friendly reading function

The Friendly Service Network (Accessible Webpage) introduced a color-interactive friendly reading function. This allows users to adjust the background and text colors of the web pages, enabling the target audience to set the contrast colors in accordance with their needs, ensuring barrier-free reading and browsing of web information.



#### Friendly for Hearing Impaired - Sign language video remote interpretation service

The Counter Service introduces video equipment to provide Sign Language Video Interpretation Service with professional sign language interpreters at the head office and branches (by appointment on the official website) to enhance the effectiveness of communication with the hearing impaired and the accessibility of insurance. In addition, basic sign language training courses are organized to strengthen the communication skills of our staff, and a Financial Friendly Reception Room is set up to ensure customer privacy and minimize interference.

▶ The TMNEWA Friendly Service Website (<https://easyaccess.tmnewa.com.tw>) provides accessibility features such as webpage navigation tiles, keyboard shortcuts (access keys), and a site navigator to ensure an accessible website.

## Ch3 Sustainable Products and Services

### 3.1.3 Treating Customers Fairly

TMNEWA adheres to the Principle for Financial Service Industries to Treat Customers Fairly and the Board of Directors has approved the principle and strategy of treating customers fairly. Fair Customer Treatment Working Group was formed to conduct cross-departmental exchanges and regularly collaborate on topics such as financial friendliness, fraud prevention, operational optimization, product design, and customer complaints, thereby building a corporate culture of Treating Customers Fairly and compliance with laws and regulations. In accordance with supervisory policies, various laws and regulations, and consumer service standards, we have established principles and standards for product design, promotion/sales, underwriting/claims, and dispute and appeal handling. We also organize at least three hours of education and training on the principles of Treating Customers Fairly for all employees each year to raise their awareness of legal compliance for treating financial consumers. For detailed data, [please refer to Appendix 1: ESG](#)

#### Fair Customer Treatment Working Group

<b>Meeting Frequency</b>	<ul style="list-style-type: none"> <li>At least once per quarter.</li> </ul>
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>Supervise the implementation of the Principle of Treating Customers Fairly for each department and review the compliance with financial consumer protection laws and regulations.</li> <li>Revise the strategy of Principle of Treating Customers Fairly in a timely manner and report to the Board of Directors.</li> <li>Approve proposals for improvement and refinement of treating customers fairly, and track results on a regular basis.</li> <li>Conduct an annual review of the Treating Customers Fairly self-assessment results.</li> <li>Approve specific implementation plans and targets for items that need to be strengthened, and supervise their implementation.</li> <li>Regularly report the operation of the working divisions to the Sustainable Development Committee.</li> <li>Promote other business related to Treating Customers Fairly.</li> </ul>
<b>Proposition Process &amp; Reward Mechanism</b>	<p>Before the meeting, the Secretariat notifies departments to submit proposals, which include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>Analysis and review of the previous quarter's complaints, grievances, and evaluations.</li> <li>Statistical analysis and report on treating customer fairly-related penalties and violations among peer companies.</li> <li>Progress tracking report for the previous meeting's resolutions.</li> <li>Improvement or advancement proposals approved by the committee for implementation may be eligible for rewards.</li> </ul>

► Note: The former Treating Customers Fairly Refinement Committee was reorganized in March 2024 as the Fair Customer Treatment Working Group under the Sustainable Development Committee.

## Ch3 Sustainable Products and Services

### 3.1.4 Customer Relationship Management and Appeal Handling

TMNEWA offers multiple communication channels for customers to directly understand customer needs and continuously improve service quality. The Customer Service Center proposes feasible improvement suggestions through the Voice of the Customer Action Plan, which is supervised and tracked by general managers and high-level managers for the improvement and effectiveness. Relevant information is reported to the Sustainable Development Committee and the Board of Directors on a regular basis.

#### ▼ Appeal and Mediation

#### Financial Ombudsman Institution complaint rates

Year	2022	2023	2024
<b>Complaints</b>	5,275	1,303	319
<b>Policies issued</b>	5,679,574	4,751,499	5,129,298
<b>Complaint rate</b>	9.3	2.7	0.6

▶ Note: In 2024, the Financial Ombudsman Institution received 319 complaints (265 related to claims and 54 non-claims related). All complaints have been processed and closed, for a complaint rate of 100%.

▶ Note: In the first half of 2023, the complaint rate was still affected by pandemic insurance and had not yet returned to pre-pandemic levels.

▶ Note: Complaint rate = No. of complaints / No. of policies x 10,000

#### Financial Ombudsman Institution complaint rates

Year	2022	2023	2024
<b>Mediations</b>	325	288	114
<b>Policies issued</b>	5,679,574	4,751,499	5,129,298
<b>Mediation Rate</b>	0.6	0.6	0.2

▶ Note: In 2024, the Financial Ombudsman Institution received 114 mediations (107 related to claims and 7 non-claims related). As of March 2025, there was one case pending a decision by the Institution, with a completion rate of 99.1%. The remaining one case was a dispute over the cause of death of a personal injury insurance policyholder. The Company claimed that the applicant's injury was not caused by an accident, and the final decision of the Institution was still pending.

▶ Note: The 113 resolved mediations are categorized as follows: 4 assessments were unfavorable to the Company, 68 were favorable to the Company, 21 were established by mediation, 15 were rejected, and 5 were withdrawn.

▶ Note: For the four cases with unfavorable mediation results, the Customer Relationship Department has reported the reasons for unfavorable mediations and possible improvement options on a case-by-case basis to the Sustainable Development Committee in the first quarter of 2025.

▶ Note: Mediation Rate = No. of mediations / No. of policies x 10,000

## Ch3 Sustainable Products and Services

### ● 3.2 Digital Finance and Innovation

#### Medium and Long-term Goals

- Use digital technology and accumulated data assets in a customer-oriented manner, and create appropriate scenario application services through data insights and digital tool applications.
- Focus on long-term competitiveness to enhance internal efficiency, strengthen customer experience, and develop new products and services, and new business opportunities.

#### Short-term Goal

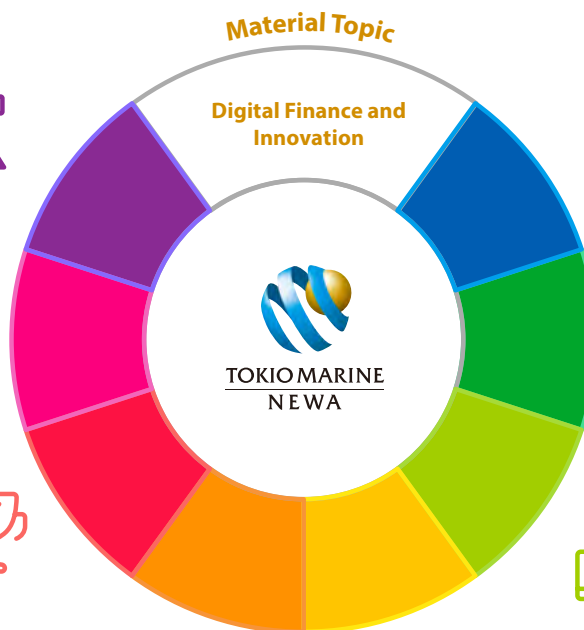
Remove the step of risk identification from underwriting forward to operations to provide customer risk analysis and control risks, so that we can identify the possible risks in advance when contacting customers.

#### Performance Results

- Used data analysis and machine learning technologies to complete two projects: constructing a customer risk model and the risk score claims service into the Incident Handling Secretary for salesman.
- The On-the-Scene Personal Assistant is an on-site document package that replaces traditional paper-based processes with an online system, integrating claims services to enhance efficiency and convenience.

#### Evaluation Mechanism

Disclose and track the evaluation of project's introductory phase and implementation results on a regular basis.



#### Management Policy

Use data and risk assessment models to provide recommended insurance packages; continuously develop new products and innovative insurance models.

#### Management Commitment

Use digital tools to promote solutions for improving operational efficiency and productivity in line with medium to long-term business strategy.

Use digital and data technologies to develop application services and digital innovation tools in the insurance business and value chain in line with the company's strategy.

#### Responsible Department(s)

Digital Development Center, Operation Management Department, Technical Development Department of Online Channel.

#### Resources Invested

The Digital Application R&D Group consists of two departments: Digital Development Center, which is mainly responsible for using company and third-party data to develop models and related innovative applications to help solve the problems encountered by employees in their daily operations, and Technical Development Department of Online Channel, which is responsible for the system construction and maintenance of the company's official website, consumer insurance sales platform, and customer service backend, as well as the import of application technologies and the technical interface with external platforms.

## Ch3 Sustainable Products and Services

### 3.2.1 Digital Innovation

Since TMNEWA establishment in 1999, it has brought high quality insurance services to customers through innovative and differentiated services, as well as strengthen its digital and innovative customer service mechanism through various patents, and has been actively promoting electronic policy operations.

#### As of the end of 2024, 25 financial patents have been obtained

##### Utility Model Patents

- Automated Customer Service Platform
- Accident Scene Guidance System
- Claims Assistance Decision System
- Auto and Motorcycle Insurance Claims Application System
- Claims System Application for Auto and Motorcycle Insurance
- Claims (Progress) Management System
- Insurance Product Application System
- Insurance Service Assistance System (Video Sign Language Interpretation Service System)
- Repair Request System and Repair Management System
- Human-Machine Environmental Damage Prevention System and Framework
- Personnel Dispatch System
- Automated Case Assignment System
- Claims Progress Notification System
- Mobile Device Insurance Claims Application System
- Integration of Social Media Communication and Management Methods
- Intelligent Insurance Assistive Devices

##### Invention Patents

- Personnel Dispatch System
- Automated Claim Assignment System
- Claims Progress Notification System
- Mobile Device Insurance Claim Application System
- Integration of Social Media Communication and Management Methods
- Accident Scene Guidance System
- Auto Insurance Claims Online Service System
- Claims Management System
- Automobile & Motorcycle Insurance Claims Application



#### Continuously Promoting Electronic Policies

Item	Mobile Device Insurance	Personal Accident and Travel Insurance	Auto Insurance	Residential Fire Insurance
Total policies issued in 2024	382,827	663,095	2,635,262	211,454
Total electronic policies issued in 2024	382,827	442,803	2,341,684	80,687
Proportion of electronic policies in 2024 (%)	100%	66.78%	88.86%	38.16%
Proportion of electronic policies in 2023 (%)	100%	47.09%	82.75%	19.32%
Annual growth rate of electronic policies (%)	Remain 100%	41.81%	6.11%	97.53%

## Ch3 Sustainable Products and Services

### Online Customer Service Platform

In September 2021, we launched the Online Digital Customer Service Platform and continued to integrate and develop new services to provide zero-burden one-stop web integration services, as well as mobile QR-Code on static stickers to replace the traditional paper-based subscriber service cards. The total number of clicks on the Online Digital Customer Service Platform for the year 2024 amounted to 91,793 clicks and by the end of 2024, the cumulative total number of experiences reached 182,583.



#### New services launched on the Online Customer Service Platform in 2024

Industry first	Flexible time roadside assistance service; offering precise appointment within 24-72 hours
Friendly finance	Providing diverse text reporting methods
Auto insurance services	Accident scene handling; claim application
Policy services	Policy reissuance; renewal requests; change applications; online payments; downloads for electronic compulsory insurance certificates
Other services	Find customer service; friendly service reminders

### First in the Industry to Provide Comprehensive Traffic Accident Handling Service

Since our establishment, the Company has provided the Traffic Accident On-the-Scene Service. In addition to ensuring that service personnel arrive at the scene, the Service pioneers the On-the-Scene Comprehensive Service to handle traffic accidents through technology. The accident handling notification process: Upon receiving a customer call, the Location Dispatch, On-the-Scene Personal Assistant, and Automatic Case Assignment systems are activated. In 2024, a total of 2,153 customers rated their experience with Traffic Accident On-the-Scene Service, with 99% of them giving it a perfect score.

#### Comprehensive Traffic Accident Handling Service

Location Dispatch	The Customer Service Center assigns the service personnel closest to the customer to quickly go to the scene, reducing the customer's waiting time.
On-the-Scene Personal Assistant	<ul style="list-style-type: none"> <li>Sending the SMS from On-the-Scene Personal Assistant to customers to satisfy their needs for comprehensive services.</li> <li>Customers can make self-service claim progress inquiries during the claim handling process, reduce the use of paper by using the online dedicated supplemental pipeline, and view the claim contact information at the same time.</li> </ul>
Automated Claim Dispatch	The claim is accepted and processed by the claim center, which then initiates the subsequent claims service process.

### Digital Claims Service

Leveraging digital applications, the Company is dedicated to developing different applications and online platforms that allow customers to complete claims applications online using electronic devices, eliminating the need to visit physical offices, and providing faster, more convenient services.

#### Digital Claims Measures

<b>Digital Claims Mechanism</b>	<ul style="list-style-type: none"> <li>From claim acceptance to payment processing, every step can be implemented online through remote claim review, thus increasing operational efficiency.</li> <li>Relevant information and data are used for risk control and service optimization.</li> <li>Using document image upload and electronic review processes to reduce the need for paper printing of claim documents.</li> </ul>
<b>Motor Insurance Claims Service Platform Comprehensive Traffic Accident Handling Service</b>	<ul style="list-style-type: none"> <li>Industry-first online Accident Reporting service and Claim Progress Inquiry and Supplement service for policyholders.</li> <li>Customers can use the platform to upload photos of the accident scene and contact information and keep track of the progress of their claims with the On-the-Scene Personal Assistant.</li> <li>Auto Insurance Claims Service has added an online message board function. Policyholders can post their inquiries or messages on the platform to enhance the response time of claims personnel.</li> </ul>
<b>To-Do-List Information System for Claims</b>	<ul style="list-style-type: none"> <li>It ensures the smooth progress of customer contact, accident verification, and loss assessment by claims personnel.</li> </ul>
<b>Non-life Insurance Blockchain Alliance</b>	<ul style="list-style-type: none"> <li>Integrates data from historical claims through AI computation to provide references for claims personnel.</li> <li>Establishes a quick search function for historical claims or court cases to enhance the quality of claims processing.</li> </ul>
<b>Property Insurance Alliance Blockchain</b>	<ul style="list-style-type: none"> <li>In response to the launch of the blockchain operation of the Property Insurance Alliance, we have simultaneously optimized our internal core operation mechanism to enhance operational efficiency and data quality.</li> </ul>

### Ch3 Sustainable Products and Services

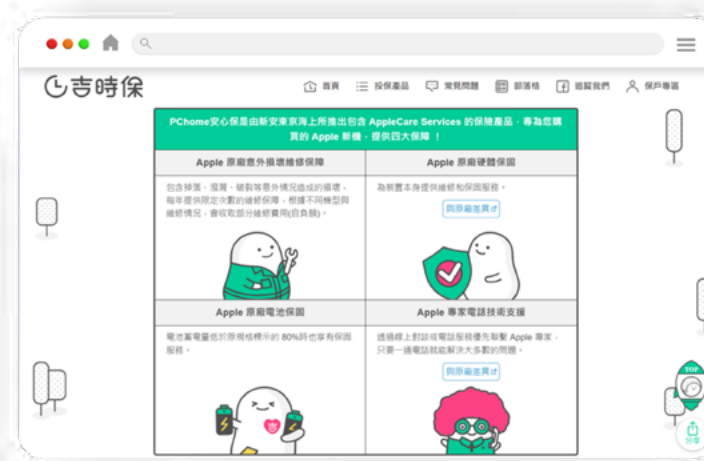
#### Cross-Platform Collaboration & Committed to Integrating Insurance into Daily Life

We continued our strategic cooperation with e-commerce platforms such as Yahoo, Rakuten Ichiba, PChome, and momo. Through multiple media, we provide more diverse and easy-to-understand insurance knowledge, enabling consumers to understand when and where to use specific insurance products. Additionally, by offering convenient online insurance services, we aim to reduce the preconceived notion that insurance is complex and tedious, making it more accessible in daily life.

Yahoo Ebo TMNEWA



PChome e-Insurance



Rakuten Insurance Website



Momo Insurance Website



## Ch3 Sustainable Products and Services

### 3.2.2 Enterprise Loss Control and Prevention Services

TMNEWA established the Loss Control and Prevention Department, aiming at providing enterprises with loss control and prevention services and specific improvement measures. We conducted education and training to strengthen risk management awareness, prevent accidents, and avoid damage escalation when incidents occur. We also developed emergency response or post-disaster recovery plans for customers, and assist underwriters in identifying, evaluating, and measuring risks through risk assessment to generate insurance profit for the company. In 2024, we completed a total of 935 risk surveys, with the Loss Control and Prevention Department completing 320 risk surveys and providing 149 loss control and prevention services.



#### 2024 Loss Control and Prevention Department Achievements

<b>Human Factors Engineering Loss Prevention Services</b>	<p>By introducing the Human Factors Engineering assessment methodology from Tokio Marine Group, which analyzes potential risks in operational processes from the perspective of human-environment interactions, we effectively prevented occupational disasters and enhanced operational safety. In 2024, we successfully assisted 4 companies (10 operational sites in total) with 128 improvement recommendations to enhance logistics and warehouse safety.</p>
<b>Resilience Optimization Service in Natural Disasters</b>	<p>In response to the challenges posed by global climate change, we utilized a professional natural disaster model to conduct quantitative risk assessment, analyze the risks of earthquakes, typhoons, floods and climate change in the region where the enterprise is located, and formulate strategies to address the situation. In 2024, we successfully assisted five enterprises (with a total of 155 operating sites) in strengthening their resilience to natural disasters.</p>
<b>Infrared Drone Technology Loss Prevention</b>	<p>For solar power generation equipment, we identified temperature anomalies through infrared thermal image scanning AI to detect potential risks in an early stage, and integrated infrared drone with AI recognition technology to upgrade traditional manual inspection to AI recognition, significantly improving inspection efficiency and accuracy. In 2024, we assisted three solar farms (with a total installation capacity of 2,721KW) with infrared drone inspection, analyzing and identifying 116 temperature anomalies and providing prioritized improvement recommendations. 116 temperature anomalies were analyzed and identified, and priority improvement recommendations were provided.</p>
<b>Risk Management Course</b>	<p>To assist companies in developing risk awareness and fostering a strong risk culture, we conducted 29 risk management courses in 2024. These courses engaged more than 800 corporate members, achieving an average satisfaction rate of 96% and an average Net Promoter Score (NPS) of 71.</p>

## Ch3 Sustainable Products and Services

### 3.3 Green Finance

#### 3.3.1 Sustainable Insurance Products

In response to the trend toward sustainable development and the threat of extreme weather, TMNEWA actively leverages our core expertise in the non-life insurance industry to develop related insurance products. These products help customers cope with future risks and strengthening resilience, while also fulfilling corporate social responsibility. In 2024, the number of insurance policies related to environmental sustainability was 246,744, for a signed premium income of NT\$68,109,000.

##### Liability Insurance Products for Environmental Sustainability

Product name	Description	Policies underwritten in 2024	2024 premiums (NT\$)
Green Energy Development-Related Insurance	We provided Erection All Risk (EAR) Insurance and comprehensive Electronic Equipment Insurance (EEI) products, covering renewable energy such as wind turbines, solar power equipment manufacturing and generation units, and hydropower units. These products protect properties against damages caused by fire, typhoon, floods, earthquakes, and other hazards.	Erection All Risk (EAR) Insurance: 90 policies Electronic Equipment Insurance: 11 policies	Erection All Risk (EAR) Insurance: NT\$ 3,656,000 Electronic Equipment Insurance: NT\$ 10,366,000
Accidental Pollution Liability Insurance	This insurance helps enterprises manage environmental risks by providing compensation and restoration mechanisms for personal and property damage caused by environmental pollution.	39	NT\$ 1,420,000
Electric Bicycle Insurance	Provides comprehensive protection for policyholders who love outdoor activities and use environmentally-friendly electric bicycles as a means of transportation.	524	NT\$ 725,000
Compulsory Mini Electric Two-wheel Vehicles liability Insurance	As part of the development of green energy, the government has revised the law to expand compulsory insurance coverage to include mini electric two-wheel vehicles.	3,162	NT\$ 2,553,000
Nuclear Energy Insurance (Co- insurance)	The insurance covers property damage and third-party liability. Under government supervision, it is coordinated by the Nuclear Energy Insurance Association Pod, with all domestic non-life insurance companies jointly underwriting the nuclear insurance based on their capacity to assume risk.	3	NT\$ 5,770,000

##### Liability Insurance Products for Social Sustainability

Product	Description	Policies underwritten in 2024	2024 premiums (NT\$)
Damage, Theft, and Rental Loss Liability Insurance for Rental Passenger Cars (Car-Sharing Additional Coverage)	In response to modern trends, we introduced the first domestic insurance specifically designed for the shared car user community, offering time-based coverage. This fragmentary insurance provides comprehensive protection for drivers of shared cars against out-of-pocket expenses and business losses resulting from vehicle collisions or theft during use.	39,588	NT\$ 5,026,000
Driver Liability Insurance		203,322	NT\$ 32,343,000
Product Recall Liability Insurance	The insurance assists companies in covering costs associated with product recalls, enabling them to proactively implement recall procedures when faced by product safety concerns, thereby protecting consumer rights.	5	NT\$ 6,250,000

## Ch3 Sustainable Products and Services

### 3.4 Sustainable Investment

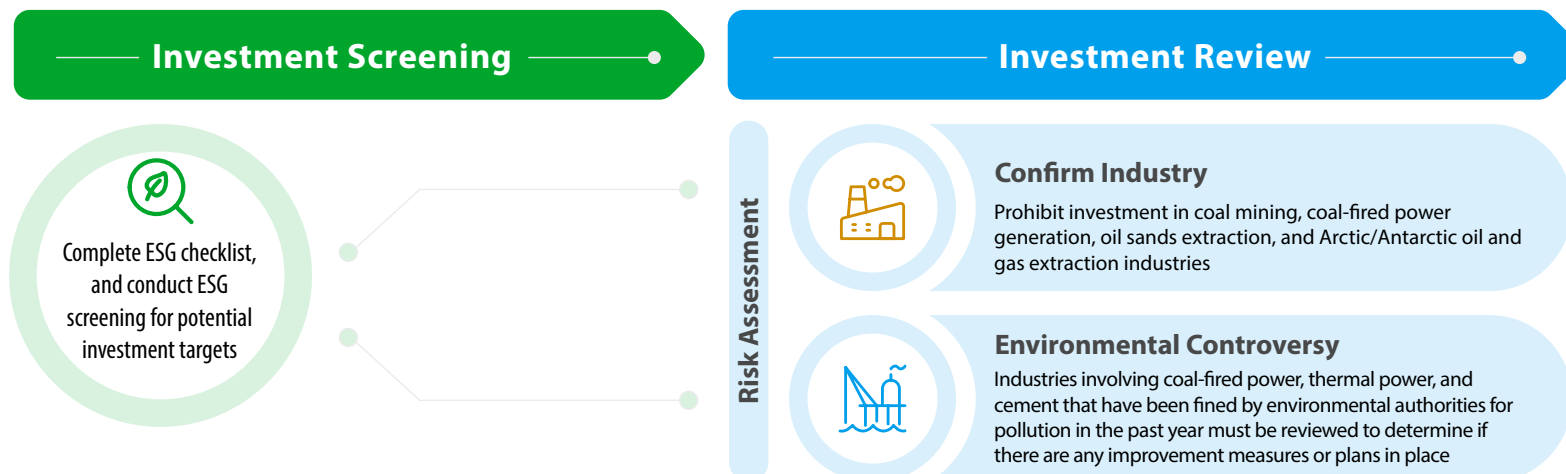
#### 3.4.1 Responsible Investment

In accordance with the Responsible Investment Policy, which prohibits investment and financing, TMNEWA takes ESG and other sustainability factors into account in the stages of investment selection, evaluation, investment decision-making, and investment management, and performs due diligence actions. When evaluating investment projects, we conduct ESG due diligence and screening of potential investment targets, fill out ESG checklists, and continue to pay attention to, analyze, and evaluate information, risks, and opportunities related to investee companies after investment.

Pre-investment Evaluation			
<b>Prohibited Industries</b>	Environmental	<ul style="list-style-type: none"> <li>100% coal mining.</li> <li>100% coal-fired power generation industry.</li> </ul>	<ul style="list-style-type: none"> <li>Oil sands extraction industry.</li> <li>Extraction of oil and gas extraction industry.</li> </ul>
	Social	<ul style="list-style-type: none"> <li>Industries with concrete evidence of involvement in pornography, tobacco production, pure gambling, drugs, money laundering, financing terrorism, slave labor, employing child labor, or human rights violations.</li> </ul>	
	Corporate Governance	<ul style="list-style-type: none"> <li>Industries with concrete evidence of their board of directors violating laws, articles of incorporation, or shareholders' meeting resolutions, and thus significantly impacting shareholder or investor rights.</li> </ul>	
<b>Other Considerations</b>	<ul style="list-style-type: none"> <li>Companies listed on the inhumane weapons manufacturers list or prohibited investment companies list published by the parent company, Tokio Marine Holdings, Inc. (TMHD)</li> <li>If the investment would involve industries such as coal-fired power generation, thermal power generation, or the cement industry, and has been penalized for environmental pollution by the environmental protection authority in the past year, it is necessary to review whether the business has made or plans to make improvements. This must be noted in the ESG checklist.</li> </ul>		
Post-Investment Follow-ups			
We continuously analyzed and evaluate information, risks and opportunities related to investee companies.			

#### Climate-related Risk Management and Monitoring Procedures for Investment

To manage climate-related risks in the investment portfolio, the Company periodically monitors and assesses the changes in the exposure ratios for climate-related risks involved in our investment positions, in accordance with the CPRS (Climate Policy Relevant Sectors) classification standards.



## Ch3 Sustainable Products and Services

### 3.4.2 Climate Change Investment Opportunities



Since 2018, the Company has consistently invested in the Cathay Sustainable Private Equity Fund, with a total committed of NT\$300 million. This fund primarily invests in key industries for Taiwan's sustainable development, specifically the Cybersecurity Industry, Green/Renewable Energy Industry, and Strategic Stockpile Industry. The fair value of the investment amounted to NT\$303 million at the end of 2024.



In 2003, the government actively promoted acceleration of the sewage drainage system coverage rate, mobilizing substantial private capital, workforce, and technology. In 2016, the Company applied to the competent authority and was approved for a special project investment in domestic sewage remediation business. The fair value of the investment amounted to NT\$147 million as of the end of 2024.



We holds green bonds issued by Taiwan Power Company and TSMC, sustainablebonds issued by Land Bank and Chunghwa Telecom, and socially responsible bonds issued by Cooperative Bank of Taiwan. The total holdings of the above three types of bonds amounted to NT\$ 750,000,000, accounting for 34.09% of the total holdings of corporate bonds and financial debentures.

#### Green Energy Industry Investment

Investment Projects	Form of Investment (Equity/Credit/Fund)	Holdings (Unit: NT\$ million)		
		By the end of 2022	By the end of 2023	By the end of 2024
Green Bonds	Bonds	100	100	200
Social Bonds	Bonds	100	100	250
Sustainable Bonds	Bonds	200	200	300
Renewable Energy Industry	Stocks	164.6	169.1	135.8
Waste Water Treatment	Stocks	173.1	176.5	147.3
Six Core Strategic Industries	Stocks + Bonds + Venture Capital + Limited Partnerships	2,178.3	2,266.5	3,371.8

Note: The six core strategic industries include Information and Digital Industry, Information Security Excellence Industry, Taiwan Precision Health Industry, Defense and Strategic Industry, Green Energy and Renewable Energy Industry, and People's Livelihood and Warfare Industry.

## Ch3 Sustainable Products and Services

### Promoting Sustainable Prosperity by the Influence of Institutional Investors

We expect to utilize its influence as an institutional investor and use its own capital to drive the development of corporate governance, social prosperity, and environmental protection, and expects to continue to cooperate with investee companies, utilize its corporate influence, and promote the industry's joint efforts to cope with climate change.

#### Focus on Invested Businesses

##### Investment Due Diligence

- 1.Stability, integrity, corporate governance and ESG of the management team.
- 2.Management team's view of the industry and its strategy to cope with it.
- 3.Enterprise Development Blueprint.
- 4.Investment outlook of investment institutions or professional organizations.
- 5.Whether the management team has any negative reports.
- 6.Stock price.
- 7.Profitability, EPS.

- 8.Cash flow.
- 9.Dividend policy.
- 10.Technical analysis.
- 11.SPPI (Contractual Cash Flow Properties) test.
- 12.ESG investment checklist.
- 13.ESG risk assessment form.
- 14.Stakeholder inquiry form.
- 15.ISID Checklist.

##### Negotiation Opportunities for Invested Business

- 1.Response of investee companies to major changes in the general economy and industry.
- 2.Disclosure of significant business and financial information.
- 3.Significant changes in the management team.
- 4.Other issues related to corporate governance.
- 5.Environmental issues.
- 6.Social responsibility issues.
- 7.Environmental change issues.
- 8.Issues affecting shareholders' interests.
- 9.Significant legal proceedings.

#### Negotiation Policy and Procedure

1.The methods of conversation and interaction with investee companies are as follows:

- Written or verbal communication with management.
- Make public statements on specific issues.
- Propose motions, express opinions, or participate in voting at investee shareholders' meetings.
- Other ways to facilitate dialog and interaction with the investee.

2.When an investee company violates laws and regulations, jeopardizes the ESG principles or the value of our investment, the Company shall ask the management of the investee company about the cause of the incident and how it was handled.

3.We perform negotiation activities and may also cooperate with other institutional investors on the basis of the same issues of interest in order to expand its influence on investee companies.

#### Negotiation Cases in 2024

With Whom	Communication channels / frequency	Aspect	Issues	Results in 2024
Technology	Face-to-face Discussion	Governance	Shareholders' Equity Improvement	Capital Increase Completion / Ongoing Tracking
Private Equity	Face-to-face Discussion	Governance	Shareholders' Equity \ Decrease in Capital Injection Program	Capital Reduction Tracking
Optoelectronics	Face-to-face Discussion	Social \ Governance	Waste Equipment Disposal Process \ Carbon Right Carbon Fee Impact \ Green Power Resale	Ongoing Tracking of Carbon Rights and Carbon Fee Issue Development

# Ch 4

# Climate Action






## Ch4 Climate Action

### ● 4.1 Climate Governance

We continue to develop response strategies for climate-related risks and opportunities, and reports regularly to the Sustainable Development Committee, the Risk Management Committee, and the Board of Directors on the results of the plans and their implementation.

#### Climate Risk Governance

 <p>Board of Directors</p>	The Board of Directors is required to recognize the risks that the insurance operations must undertake, ensuring the effectiveness of risk management and assuming ultimate responsibility.
	The Board of Directors is required to establish an appropriate risk management mechanisms and culture, approve suitable management policies, and allocate resources most effectively.
	The Board of Directors is required to consider not only the risks facing individual units, but also the cumulative effects of all risks from the Company's overall perspective; In addition, it should also take into account the statutory capital requirements set by the regulatory authorities and the financial and business regulations that impact capital allocation.
 <p>Sustainable Development Committee</p>	Revise, promote and strengthen the company's sustainability policies, code of conduct and internal regulations related to corporate sustainability.
	Plan annual plans and strategic directions for sustainable operations, establish management guidelines and objectives for major sustainability issues, and regularly implementation progress and review the effectiveness.
	Supervise the disclosure of sustainability information to ensure compliance with regulatory requirements and the mandatory disclosures in the sustainability report.
	To supervise the execution of the business of the Company's Sustainability Code of Conduct for or other sustainability-related initiatives as resolved by the Board of Directors.
 <p>Risk Management Committee</p>	Develop risk management policies, frameworks and organizational functions; establish qualitative and quantitative management standards, reporting regularly to the Board of Directors and propose necessary improvement suggestions, in a timely way.
	Execute the Board's risk management directives, and regularly reviewing the development, establishment and effectiveness of the Company's overall risk management mechanism.
	Assist and supervise all departments in conducting risk management activities.
	Assist in reviewing operations related to the formulation of risk limits.

#### Three Lines of Defense for Climate Risk Management



##### Business Unit All Company Departments

Do assessment and control of climate-related risks when conducting business and managing business relationships.



##### Risk Management Unit/**Risk Management Department** Legal Compliance Unit/**Compliance Department**

Supervise the implementation status of business departments and ensure their compliance with regulations.



##### Audit Unit **Auditing Department**

Ensure that the business, risk management and compliance departments implement or supervise the management and control measures for climate-related risks.

## Ch4 Climate Action

### ● 4.2 Climate Strategy



While pursuing sustainable operations and profitability, TMNEWA places great emphasis on environmental, social and corporate governance factors and incorporates them into its management policies and operational activities so that we can contribute to the transition to a decarbonized society. In accordance with the materiality principle, we conduct risk assessments of environmental, social and corporate governance issues related to our operations in order to formulate relevant risk management policies and response strategies.

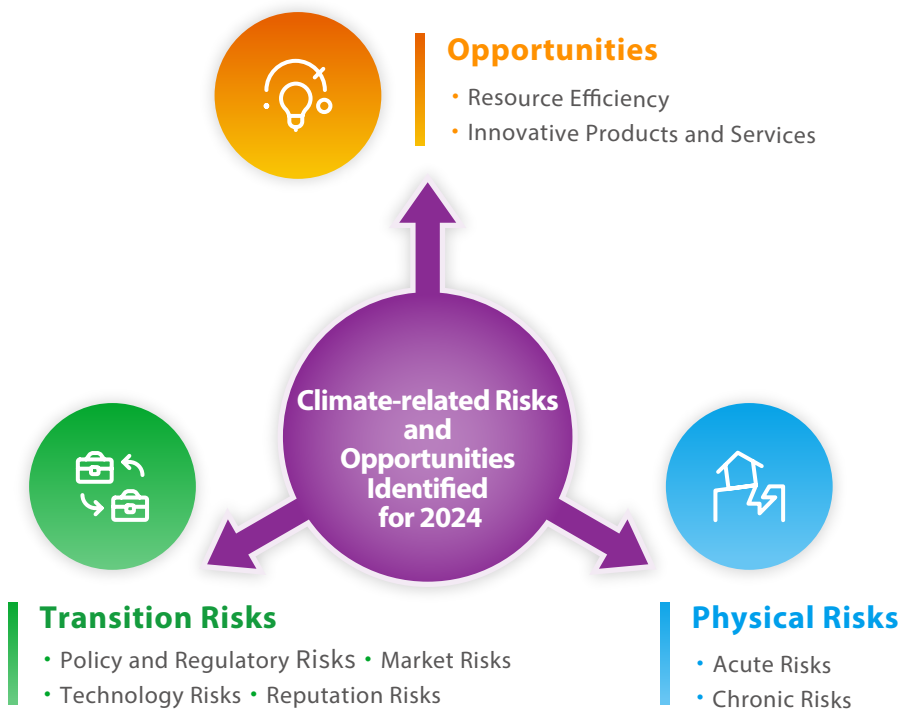
- 1** Insurance Business: We are committed to not underwriting coal-fired power generation projects or thermal coal mining operations.
- 2** Investment and Financing: We are committed to not providing new financing for coal-fired power generation projects or thermal coal mining projects. Our policy of investment and financing meets both financial and Environmental, Social and Governance (ESG) criteria and supports the inclusion of ESG and climate-related factors in our investment decision-making process.
- 3** Products and Services: We support sustainable growth and the transition to a decarbonized society by underwriting renewable energy businesses such as solar and wind power companies.

## Ch4 Climate Action

### 4.2.1 Climate Strategy and Actions

Facing transition risks in aspects such as policy, regulations, technologies, markets and, as well as the physical risk threats posed by acute or chronic severe extreme weather events, TMNEWA considered our core business and current operations to identify climate-related risks and opportunities.

#### Identification of Climate-related Risks and Opportunities

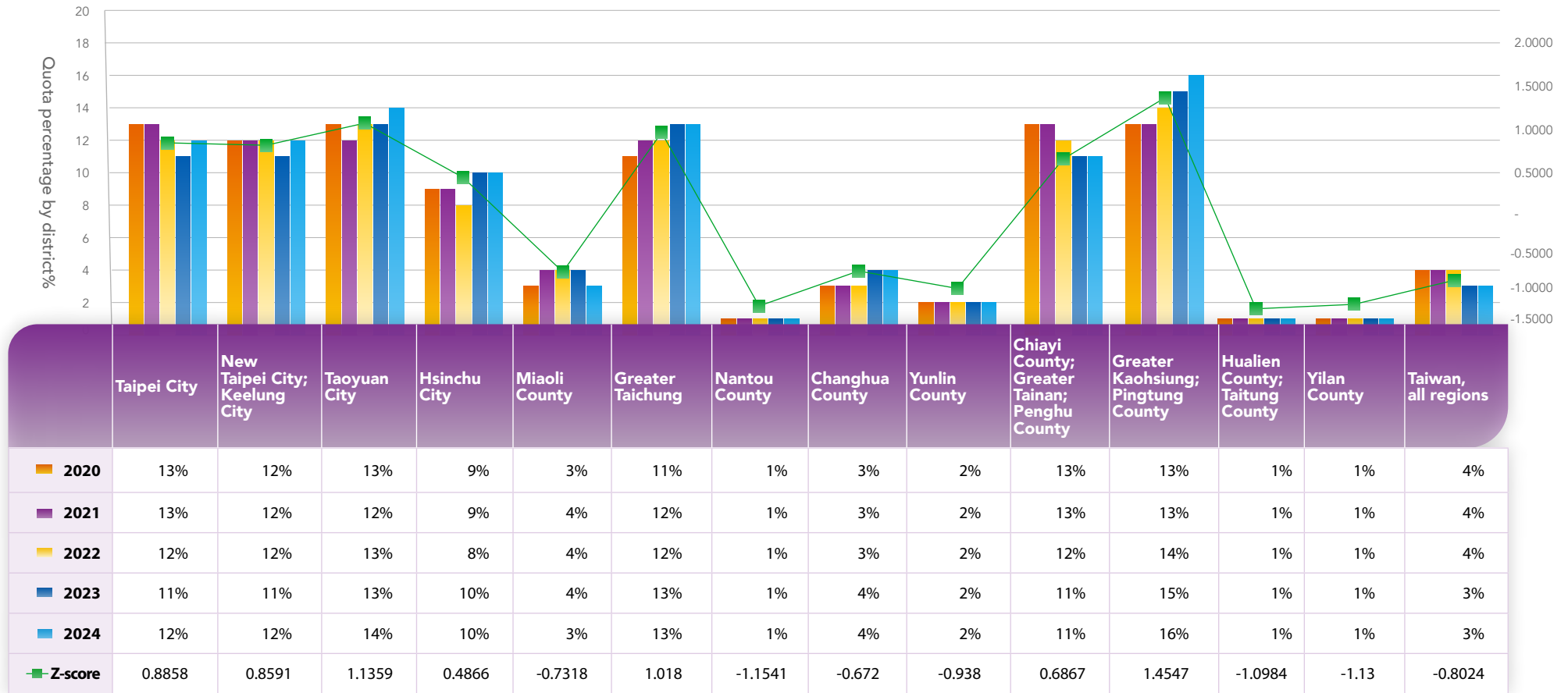


### 4.2.2 Climate-Related Risks Scenario Analysis and Resilience Assessment

Typhoons, floods, and other extreme weather events caused by climate change have been identified by TMNEWA as our main physical risks. These risks chiefly affect our operating sites and insurance services. The assessment of flood disaster risk (as part of climate change) considers the assessment methods of the Intergovernmental Panel on Climate Change (IPCC) and the National Science and Technology Center for Disaster Reduction (NCDR). We thoroughly assess hazard levels, vulnerability, and exposure, and employ IOD mapping software to generate a flood disaster risk map for Taiwan in the context of climate change. The Company also conducts climate-related risk scenarios for our investment activities.

Subject of Assessment	Resilience Assessment Results			
<b>Self-owned operating sites</b>	To assess the potential service disruptions at the company's operating sites caused by flooding due to extreme weather events, the primary factor considered is rainfall. Therefore, the company utilized IOD software to generate a flood potential map based on a 200-year return period, simulating flood trends and depths resulting from the cumulative rainfall expected to occur once every 200 years in a 24-hour period. Assessment revealed that out of 35 operating sites across Taiwan, 27 operating sites are in low-risk zones (flooding depth 0 - 1 meter), 6 operating sites are in medium-risk area (flood depth 1 - 2 meters), and 2 operating sites in high-risk area (flood depth of 2 - 3 meters). To address potential business disruption caused by disasters, emergency response and disaster recovery plans have been established. For further details, please refer to Section 4.3: Climate-Related Risk Management.			
<b>Flood Risk Assessment of Operational Sites (Affected operating sites)</b>				
Region	Flooding Depth 0~0.3 meter	Flooding Depth 0.3~1 meter	Flooding Depth 1-2 meters	Flooding Depth 2-3 meters
Northern	3	6	3	2
Central	1	5	2	-
Southern	3	6	1	-
Eastern	3	-	-	-
<b>Total</b>	<b>10</b>	<b>17</b>	<b>6</b>	<b>2</b>
<b>Insurance Business</b>	The Company tracks changes in catastrophe risk exposure, assesses retained premium from effective policies for natural disasters, and also considers warming scenarios outlined by the IPCC to simulate future loss models for typhoons and floods. The findings show high vulnerability in the coastal regions of Central and Southern Taiwan and the Yilan plain. The exposure level is represented by the concentration of typhoon and flood insurance premium retained. Aggregated typhoon and flood insurance premiums retained over the past five years (as shown in the figure below) are concentrated in the six major cities. In 2024, six major cities held about 88% of the total retained premiums; proportions for the six major cities were: Taipei 12%; New Taipei 12%; Taoyuan 14%; Taichung 13%; Tainan 11%; and Kaohsiung 16%. A more prudent evaluation of potential underwriting risks is needed to effectively manage risks and maintain fair premium pricing. The Company has implemented underwriting policies and strategies, as well as post-underwriting management mechanisms, to mitigate disaster-related losses.			

Changes in the proportion of self-retention quotas across administrative districts from 2020 to 2024



Note: Scenario Analysis Parameters:

- (1) Input Parameters: The simulation analysis uses the RCP4.5/RCP8.5 greenhouse gas concentration pathways from the IPCC Fifth Assessment Report.
- (2) Hazard Level: The 200-year return period design storm rate of change (R) provided by the NCDR is used as an indicator.
- (3) Vulnerability Level: The flood potential map for a 200-year return period is used to estimate possible flood depths and extents under this rainfall.
- (4) Exposure Level: The fire and engineering policy exposures are used as an indicator.
- (5) z-score: Show the difference between this value and the mean value.

## Ch4 Climate Action

### Resilience Assessment Results

The company conducts a scenario analysis on the climate-related risks of the investment portfolio, with a quantitative assessment of expected losses for each month of 2023. The projected scenarios include:

- 1 **Orderly transition:** With orderly policies, the temperature rise is controlled at less than 2°C. In this scenario, governments systematically implement low-carbon transition policies to keep the climate temperature rise below 2°C by 2100, resulting in relatively low transition and physical risks.
- 2 **Disorderly transition:** With urgent policies, the temperature rise is controlled at less than 2°C. In this scenario, governments adopt mandatory policy measures to keep the climate temperature rise below 2°C by 2100, leading to high transition risks but low physical risks.
- 3 **Too little, too late:** Global warming exceeds 2°C. In this scenario, delayed and insufficient global action on climate risks results in irreversible climate damage by 2100. It reflects a situation characterized by both high transition risk and high physical risk.

### Stress Coefficient Assumptions

CPRS* Category	Asset Category	Economic Domain	Orderly Transition	Disorderly Transition	Too Little, too Late
Fossil Fuel	Equity	Fossil Fuel	24.60%	49.30%	69.30%
Utility		Utility	20.90%	41.80%	61.80%
Energy Intensive		Energy Intensive	10.30%	20.70%	40.70%
Buildings		Buildings	2.20%	4.30%	34.30%
Transportation		Transportation	5.10%	10.20%	20.20%
Agric. etc.		Agric. etc.	9.20%	18.40%	33.40%
Finance		Other	0.00%	0.00%	10.00%
Scientific R&D		Other	0.00%	0.00%	10.00%
Other		Other	0.00%	0.00%	10.00%
Fossil Fuel		Corporate Bonds	Fossil Fuel	3.70%	7.40%
Utility	Utility		3.10%	6.30%	9.30%
Energy Intensive	Energy Intensive		1.60%	3.10%	6.10%
Buildings	Buildings		0.30%	0.60%	5.10%
Transportation	Transportation		0.80%	1.50%	3.00%
Agric. etc.	Agric. etc.		1.40%	2.80%	5.00%
Finance	Other		0.00%	0.00%	0.00%
Scientific R&D	Other		0.00%	0.00%	0.00%
Other	Other		0.00%	0.00%	1.50%

Source: IAIS GIMAR Report

### Changes in the Proportion of Climate-related Risks in the Investment Portfolio and the Resulting Financial Impacts

We adopt a prudent asset allocation strategy, primarily investing in fixed-income assets that offer stable returns, such as time deposits and various types of bonds. Changes in the investment portfolio's exposure ratios to climate-related risks and corresponding month-by-month financial impacts are as follows.

		2024					
		Unit: NT\$ million (% excluded)					
Equity Security Climate Change Industry Category		Jan	Feb	Mar	Apr	May	Jun
Other Non-Climate-Related Industries (Other)		35%	34%	33%	30%	26%	28%
Climate-Related Industries - Energy Intensive		41%	43%	44%	45%	50%	50%
Climate-Related Industries - Housing		2%	2%	2%	9%	8%	6%
Climate-Related Industries - Transport		1%	0%	0%	0%	0%	0%
Climate-Related Industries - Utilities		22%	22%	21%	16%	16%	16%
Market Value of Equity Security Exposure		2,577	2,600	2,677	3,330	3,425	3,231
Equity Security Climate Change Industry Category		Jul	Aug	Sep	Oct	Nov	Dec
Other Non-Climate-Related Industries (Other)		31%	29%	29%	30%	31%	24%
Climate-Related Industries - Energy Intensive		45%	47%	47%	47%	45%	52%
Climate-Related Industries - Housing		5%	5%	6%	5%	5%	5%
Climate-Related Industries - Transport		0%	0%	0%	0%	1%	1%
Climate-Related Industries - Utilities		19%	19%	18%	18%	18%	19%
Market Value of Equity Security Exposure		3,108	3,016	3,073	3,126	3,154	3,163

Unit: NT\$ million

Equity Security Climate-related Risk Scenarios	Jan	Feb	Mar	Apr	May	Jun
Scenario 1: With orderly policies, temperature rise is kept below 2°C	228	234	237	273	295	280
Scenario 2: With urgent policies, temperature rise is kept below 2°C	457	468	476	548	592	562
Scenario 3: Too Little, Too Late: temperature rise exceeds 2°C	886	906	927	1,141	1,214	1,136
Equity Security Climate-related Risk Scenarios	Jul	Aug	Sep	Oct	Nov	Dec
Scenario 1: With orderly policies, temperature rise is kept below 2°C	268	266	270	271	273	295
Scenario 2: With urgent policies, temperature rise is kept below 2°C	538	534	541	544	547	591
Scenario 3: Too Little, Too Late: temperature rise exceeds 2°C	1,079	1,065	1,086	1,089	1,094	1,159

## Ch4 Climate Action

2024						
Unit: NT\$ million (% excluded)						
Climate Change Industry Categories for Fixed-Income Securities	Jan	Feb	Mar	Apr	May	Jun
<b>Other Non-Climate-Related Industries (Other)</b>	53%	53%	49%	44%	55%	57%
<b>Climate-Related Industries - Energy Intensive</b>	36%	36%	40%	46%	37%	35%
<b>Climate-Related Industries - Fossil Fuel</b>	8%	8%	8%	7%	6%	6%
<b>Climate-Related Industries - Utilities</b>	3%	3%	3%	3%	2%	2%
<b>Market Value of Fixed-income Security Exposure</b>	1,520	1,521	1,621	1,820	2,015	2,116
Climate Change Industry Categories for Fixed-Income Securities	Jul	Aug	Sep	Oct	Nov	Dec
<b>Other Non-Climate-Related Industries (Other)</b>	59%	59%	62%	62%	62%	62%
<b>Climate-Related Industries - Energy Intensive</b>	34%	34%	34%	33%	33%	34%
<b>Climate-Related Industries - Fossil Fuel</b>	5%	5%	2%	2%	2%	2%
<b>Climate-Related Industries - Utilities</b>	2%	2%	2%	2%	2%	2%
<b>Market Value of Fixed-income Security Exposure</b>	2,185	2,185	2,186	2,233	2,234	2,180

Unit: NT\$ million

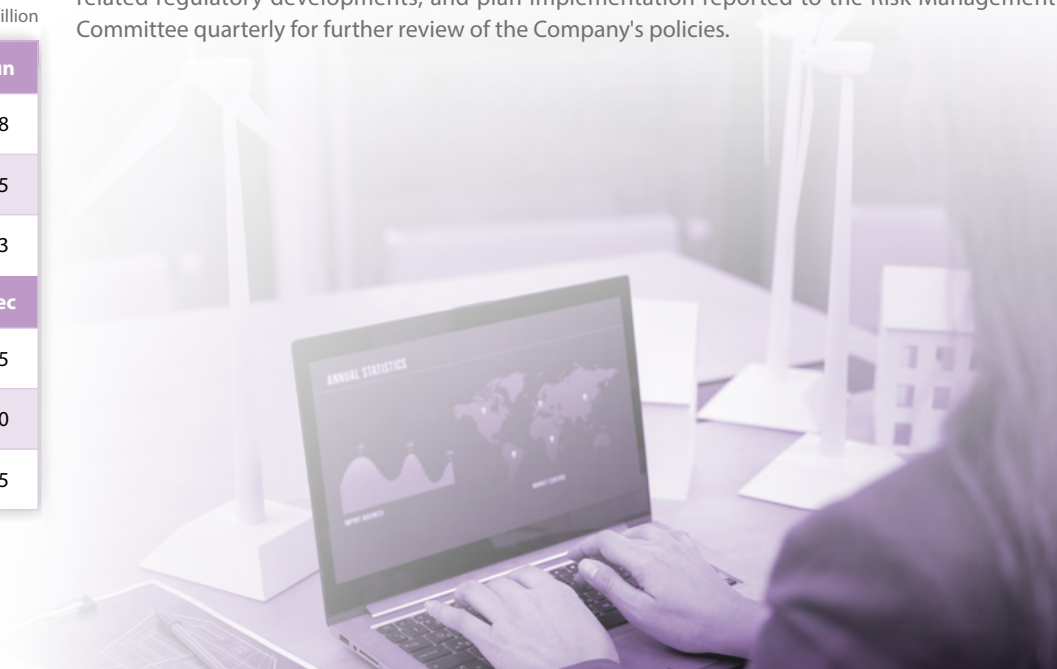
Climate-Related Risk Scenarios for Fixed Income Securities	Jan	Feb	Mar	Apr	May	Jun
<b>Scenario 1: With orderly policies, temperature rise is kept below 2°C</b>	15	15	16	20	18	18
<b>Scenario 2: With urgent policies, temperature rise is kept below 2°C</b>	29	29	32	39	35	35
<b>Scenario 3: Too Little, Too Late: temperature rise exceeds 2°C</b>	51	51	57	69	63	63
Climate-Related Risk Scenarios for Fixed Income Securities	Jul	Aug	Sep	Oct	Nov	Dec
<b>Scenario 1: With orderly policies, temperature rise is kept below 2°C</b>	17	17	15	15	15	15
<b>Scenario 2: With urgent policies, temperature rise is kept below 2°C</b>	33	33	30	30	30	30
<b>Scenario 3: Too Little, Too Late: temperature rise exceeds 2°C</b>	60	60	55	55	55	55

## 4.3 Climate Risk Management

### 4.3.1 Climate-related Risk Management and Monitoring Procedures

To lessen the impacts of extreme climate events on operations, TMNEWA has formulated business continuity strategies and plans. These guarantee emergency response mechanisms for extreme events, and a post-disaster recovery mechanism that maintains the basic operation of critical activities after an interruption. Regular drills are conducted to continually enhance response and recovery procedures. Climate-related risk responses are embedded in insurance business processes via meticulous business selection and underwriting reviews, with continuous post-underwriting risk monitoring to mitigate the effects of climate change.

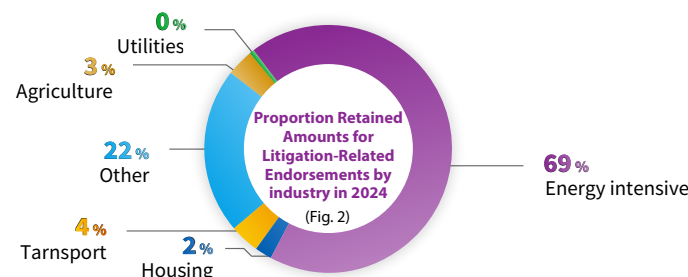
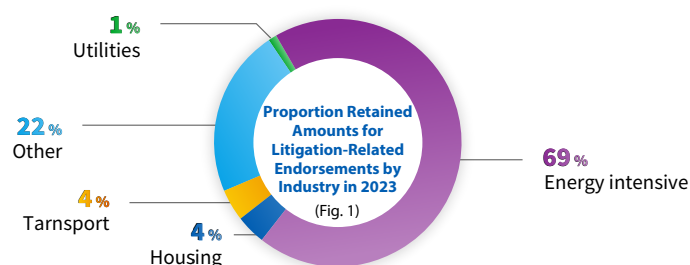
Regular assessments are conducted for financial impacts on finance, business, products, and investments. For identified major risks, stress-testing related to catastrophes and climate change is performed. The Company utilizes our insurance expertise to consistently monitor the effects of climate change-induced disasters. For potential catastrophe losses for underwriting, reinsurance arrangements are made based on RMS and AIR catastrophe model assessments provided by reinsurance brokers. Catastrophic excess-loss reinsurance contracts are purchased to transfer catastrophe risk, enhancing the Company's capacity to absorb catastrophe losses due to climate change. This transfer also enables policyholders to purchase appropriate insurance to cover their catastrophe risks. We undertake ongoing catastrophe risk management, evaluation, and continuous monitoring are conducted, with analysis and monitoring results, climate change-related regulatory developments, and plan implementation reported to the Risk Management Committee quarterly for further review of the Company's policies.



Company Operations	Physical Risk Management							
	<ul style="list-style-type: none"> <li>Establishment of Emergency Response Mechanism: The Company has implemented a business continuity management mechanism and crisis management measures. Through emergency response plans and disaster recovery plans, this ensures uninterrupted operations during emergencies and minimizes losses as much as possible. Revisions to related procedures must be reported to the Risk Management Committee.</li> <li>Formation of Emergency Response Team: In the event of an extreme incident, an Emergency Response Team will be promptly formed in accordance with the Major Accident Emergency Response Measures. The President will act as the Chief Emergency Response Officer, initiating response plans to assist policyholders in the affected areas and expedite claims processing. If an incident is likely to have a significant impact on management, this must be reported to the Board of Directors.</li> <li>Operational Impact Analysis: We annually conduct operational impact analyses to evaluate the effects of emergencies. This helps evaluate the consequences of operational interruptions in all departments and gather information in advance, so that we can develop backup strategies and recovery plans.</li> <li>Emergency Response and Off-site Backup Drills: Initiated annually by the Risk Management Department, ensuring all employees understand the emergency response procedures and enabling quick response during major accidents.</li> </ul>							
Insurance Services	Physical Risk Management							
	Pre-underwriting	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <p><b>Risk Assessments</b></p> <ul style="list-style-type: none"> <li>Geographic location: Determine if the insured is located in a potential natural disaster hazard area.</li> <li>Risk survey: Evaluate the insured's loss records, protective facilities, warning systems, and management conditions. (such as safety control measures and equipment maintenance).</li> <li>Risk retention: Assess the underwriting conditions and reinsurance arrangements.</li> </ul> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <p><b>Business Screening</b></p> <p>Classification by nature of risk</p> <ul style="list-style-type: none"> <li>Target Business</li> <li>General Business</li> <li>Restricted Business</li> <li>Declined Business</li> </ul> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Underwriting Review</b></p> <p><b>Risk Assessment</b></p> <table border="1"> <tr> <td>Geographic Location</td> <td>The insured's business services &amp; products</td> </tr> <tr> <td>Risk Survey</td> <td> <ul style="list-style-type: none"> <li>Loss records</li> <li>Protective facilities; warning systems</li> <li>Management (e.g. safety control measures, equipment maintenance, etc.)</li> </ul> </td> </tr> <tr> <td>Risk Retention</td> <td>Assess underwriting conditions and reinsurance arrangements</td> </tr> </table> </div> </div>	Geographic Location	The insured's business services & products	Risk Survey	<ul style="list-style-type: none"> <li>Loss records</li> <li>Protective facilities; warning systems</li> <li>Management (e.g. safety control measures, equipment maintenance, etc.)</li> </ul>	Risk Retention	Assess underwriting conditions and reinsurance arrangements
	Geographic Location	The insured's business services & products						
	Risk Survey	<ul style="list-style-type: none"> <li>Loss records</li> <li>Protective facilities; warning systems</li> <li>Management (e.g. safety control measures, equipment maintenance, etc.)</li> </ul>						
Risk Retention	Assess underwriting conditions and reinsurance arrangements							
Post-underwriting	<p>Risk Monitoring - Typhoon &amp; Flood (Products include Domestic Fire Insurance, Commercial Fire Insurance, Construction Insurance)</p> <ul style="list-style-type: none"> <li>SCM Risk Capital.</li> <li>Natural Disaster Accumulated Retention.</li> </ul>							
Transition Risk Management								
Pre-underwriting	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <p><b>Risk Assessments</b></p> <ul style="list-style-type: none"> <li>Risk Assessments</li> <li>Business services: The insured's types of business services and products.</li> <li>Risk survey: Evaluate the insured's loss records, operational processes, on-site working environment, and surrounding environment.</li> <li>Risk retention: Assess underwriting conditions and reinsurance arrangements.</li> </ul> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;"> <p><b>Business Screening</b></p> <p>Classification by nature of risk</p> <ul style="list-style-type: none"> <li>Target Business</li> <li>General Business</li> <li>Restricted Business</li> <li>Declined Business</li> </ul> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Underwriting Review</b></p> <p><b>Risk Assessment</b></p> <table border="1"> <tr> <td>Services &amp; Products</td> <td>The insured's business services &amp; products</td> </tr> <tr> <td>Risk Survey</td> <td> <ul style="list-style-type: none"> <li>Loss records</li> <li>Operational processes, on-site working environment, and surrounding environment.</li> </ul> </td> </tr> <tr> <td>Risk Retention</td> <td>Assess underwriting conditions and reinsurance arrangements</td> </tr> </table> </div> </div>	Services & Products	The insured's business services & products	Risk Survey	<ul style="list-style-type: none"> <li>Loss records</li> <li>Operational processes, on-site working environment, and surrounding environment.</li> </ul>	Risk Retention	Assess underwriting conditions and reinsurance arrangements	
Services & Products	The insured's business services & products							
Risk Survey	<ul style="list-style-type: none"> <li>Loss records</li> <li>Operational processes, on-site working environment, and surrounding environment.</li> </ul>							
Risk Retention	Assess underwriting conditions and reinsurance arrangements							
Post-underwriting	<p>Risk Monitoring -Litigation Risks (Products include Pollution litigation endorsement, extended coverage for pollution-related defense costs, and shareholder pollution litigation endorsement.)</p> <ul style="list-style-type: none"> <li>Accumulated premium retained for all industries.</li> </ul>							

## Ch4 Climate Action



The review indicates that the Company has not underwritten pollution liability insurance for the petrochemical sector. Most of our business is with energy-intensive industry, accounting for approximately 69% in 2024, showing little change compared to 2023 (see Figures 1 and 2 below).



### 4.3.2 Climate-related Opportunities

Through strengthening our own sustainable management capabilities, TMNEWA is committed to boosting the long-term value of our business. The Company invests in R&D and innovation, striving to create environmentally-friendly products and services, and climate adaptation solutions to address the growing need for climate-related risk protection. Moreover, in recent years, Taiwan has experienced frequent fires, leading to losses in the reinsurance market and an upward trend in commercial fire reinsurance costs. Intensified global climate change has amplified natural disaster losses, impacting catastrophe reinsurance costs. Based on reports, the increase in non-life reinsurance costs is approximately 10-20%. The Company's controllable reinsurance costs are better than the industry average. In 2024, we further expand the capacity of our commercial fire reinsurance contract from NT\$1.4 billion to NT\$1.55 billion, a 10.7% increase. Additionally, we are enhancing service workflows with digital technology and encouraging customers to use electronic policies to reduce paper and waste of resources.

Note: For related products and services, please refer to section 3.2, Digital Finance and Innovation.

Aspect	Measure	Implementation
 Company Operations	Document Destruction	<ul style="list-style-type: none"> <li>To promote recycling and reuse, Document Destruction Collection Bins are set up. Confidential documents and paper containing personal data are periodically collected and entrusted to qualified processors for high-speed shredding or pulping, thus minimizing the risk of personal data breaches.</li> </ul>
	Collection Bins	<ul style="list-style-type: none"> <li>The Company has built energy-efficient computer facilities to improve power usage effectiveness (PUE)<sup>Note 1</sup>. After improvements, our 2024 computer facility PUE average was 1.325.</li> </ul>
	Computer Facility Energy Savings	<ul style="list-style-type: none"> <li>Copy paper recycling areas have been set up in the photocopy rooms on each floor of the headquarters to encourage employees to reuse waste paper that does not contain personal information, thereby reducing paper consumption.</li> </ul>
	Copy Paper Recycling Zone	<ul style="list-style-type: none"> <li>Internal meetings utilize mobile devices instead of printed materials. Remote video and teleconference systems have been established to enable staff at various operational sites to participate in discussions via video or phone, thereby reducing carbon emissions from business travel.</li> </ul>
 Insurance Services	Promoting of Household Energy Insurance	<ul style="list-style-type: none"> <li>Household Comprehensive Insurance with Green Energy Upgrade Rider: Officially launched in February 2023, with a total of 1,567 policies sold by December 2024.</li> <li>Personal Charging Station Comprehensive Insurance and Personal Charging Station Comprehensive Insurance with Typhoon and Flood Rider: Officially launched in December 2023, with a total of 39 policies sold by December 2024.</li> </ul>
	Participation in Green Energy Insurance Products	<ul style="list-style-type: none"> <li>Engage in insurance for offshore wind as well as solar equipment and assist customers with risk planning to promote sustainable development of green energy</li> <li>Car-sharing insurance.</li> </ul>
	Promotion of Digital Operation <sup>Note 2</sup>	<ul style="list-style-type: none"> <li>A&amp;H Auto-Renewal Notification Digitization.</li> <li>Online car insurance claims service.</li> <li>Optimization of car insurance claims system.</li> </ul>
	Recycling and Reuse	<ul style="list-style-type: none"> <li>Recycling and reconditioning of scrap car parts: For scrap parts generated due to car damage, repair and restoration methods are increasingly applied to salvageable parts in accident cases, promoting green energy and environmental sustainability.</li> </ul>



Note 1: The numerator for PUE is the total energy consumption of the computer facilities, while the denominator is the energy consumption of information equipment. The lower the PUE value, the better, meaning that the energy consumption of "non-information equipment" such as air conditioning systems, lighting and power conversion losses in the computer facilities is relatively low.

Note 2: For related electronic services, please refer to section 3.2, Digital Finance and Innovation.

## Ch4 Climate Action

### 4.4 Climate Metrics & Targets

#### 4.4.1 Climate Metrics & Targets

Climate Key Indicators	2024 Implementation Status	Medium-term target
 Greenhouse Gas Emissions	<ul style="list-style-type: none"> <li>Use of Energy-Efficient Equipment: In response to the transition (carbon reduction) project for climate-related risk management, office lights have been comprehensively changed to LED lighting, with 33 locations completed. The Tainan branch completed the lighting replacement project in July and applied for an energy-saving subsidy of NT\$50,000 from the Ministry of Economic Affairs.</li> <li>Compared to 2023, electricity usage in 2024 increase by 1.10%, reflecting a modest increase.</li> <li>Completed the 2024 Organizational Carbon Inventory and verified in accordance with ISO 14064-1. (For details, please refer to 4.2.2 Energy Usage)</li> </ul>	To lower carbon emissions by 30% by 2030 as compared to 2021, lowering the Company's carbon emissions year by year and respond to the international trend of carbon reduction.
 Responsible Investment	<ul style="list-style-type: none"> <li>Through the optimization of the ESG investment assessment process, the share of domestic equity investment assets in the ESG asset pool reached 90.18% in 2024, which has exceeded the medium- to long-term goal.</li> <li>Distribution: 2024 ESG Rating Distribution for Domestic Equity Investments FTSE is 23.24% for ESG 2.5~3.0, 32.93% for 3.1~3.5, 27.57% for 3.6~4.0, and 6.44% for 4.1+.</li> </ul>	<ol style="list-style-type: none"> <li>Domestic equity investment assets accounted for more than 65% of the Company's ESG asset pool in 2025, with ESG ratings set at 43% for FTSE ESG 2.5 to 3.0, 15% for 3.1 to 3.5, 5% for 3.6 to 4.0, and 2% for 4.1 and above.</li> <li>Continuously improve the investment evaluation process for ESG assessment of investment goals, so that by 2035, more than 80% of domestic equity investment assets should be in the Company's ESG asset pool.</li> </ol>

#### 4.4.2 Energy Usage Statistics

Renewable energy (including electricity and gasoline for buses) is not used by the company, and the energy consumption is detailed in the table below.

Electricity Usage and Intensity				
Quantitative Indicator	Unit/Year	2022	2023	2024
Electricity used	kWh	2,597,785	2,692,016	2,964,059.4131
Electricity intensity	kWh/employee	1,779	1,775	1,921
	kWh/3.3 m <sup>2</sup>	363	374	400
GHG Emission Equivalents from Use of Electricity	tCO <sub>2e</sub>	1,322.2726	1,332.5479	1,404.9644
GHG Emission Intensity	tCO <sub>2e</sub> /employee	0.9057	0.8784	0.8943

Gasoline Usage and Intensity				
Quantitative Indicator	Unit/Year	2022	2023	2024
Gasoline used	L	45,643	44,772	34,225.0870
GHG Emission Equivalents from Use of Gasoline	tCO <sub>2e</sub>	105.9079	105.5889	80.0426
GHG Emission Intensity	tCO <sub>2e</sub> /employee	0.069604	0.07254	0.05095

Note 1: The electricity usage statistics cover data from all operating sites in Taiwan, while gasoline usage statistics are based on data only from the head office and branches. In 2024, increased staff led to higher total electricity use and greater per-employee intensity. Gasoline data for 2022–2023 were cost-based estimates; 2024 reflects actual purchase volumes.

Note 2: There were 1,460 full-time employees in 2022, 1,517 in 2023, and 1,571 in 2024.

Note 3: Total office area in 2022 was 23,663.47 m<sup>2</sup>, in 2023, there were 23,830.11 m<sup>2</sup> and in 2024 there were 24,916.60m<sup>2</sup>

## Ch4 Climate Action

### Greenhouse gas (GHG) emissions

The Company's greenhouse gas emissions in 2024 amounted to 1,078 tons of CO<sub>2</sub>e (tCO<sub>2</sub>e), a reduction of 8.8% compared to the previous year. The emission intensity is calculated as 1.077 (tCO<sub>2</sub>e/total fulltime employee) and 0.06 (tCO<sub>2</sub>e/annual revenue). Greenhouse gas emissions emission intensity decreased from the previous year. Verified carbon data (Headquarters and 6 branches) are shown below.

GHG Emissions and GHG Emission Intensity (Unit: tCO <sub>2</sub> e)			
Category	2022	2023	2024
<b>Category 1: Direct GHG emissions</b>	184.22	188.87	118.05
<b>Category 2: Indirect GHG Emissions</b>	959.01	993.33	960.11
<b>Total Emissions = Category 1 + Category 2</b>	<b>1,143.23</b>	<b>1,182.20</b>	<b>1,078.16</b>
<b>GHG Emission Intensity: Category 1 + Category 2(tCO<sub>2</sub>e ÷ Total full-time employees)</b>	1.2646	1.2523	1.077
<b>GHG Emission Intensity: Category 1 + Category 2(tCO<sub>2</sub>e ÷ annual revenue)</b>	0.0821	0.0760	0.06
<b>Other Indirect Emissions</b>	743.05	893.4288	1,053.30

- Note 1:Greenhouse gas emission factors are calculated with reference to the Emission Factor Management Table version 6.0.4, announced by the Ministry of Environment in June 2019. GWP (Global Warming Potential) values are based on the IPCC AR6 (Sixth Assessment Report). Future adjustments to the GWP selection will be made in accordance with government regulations.
- Note 2:Greenhouse gas inventories adopt the operational control method; statistics for gasoline and electricity use are covering the headquarters and 6 branches. Future adjustments will be made in accordance with requirements
- Note 3:GHG emission intensity is disclosed in two calculation methods: tons CO<sub>2</sub>e ÷ total full-time employee, and tons CO<sub>2</sub>e ÷ annual revenue (in millions).Total full-time employees in 2022 were 904; revenue was NT\$13,926 million; in 2023, it was 944 employees, revenue NT\$15,549 million.
- Note 4:Greenhouse gas disclosures include Scope 1 (gasoline use for company vehicles) and Scope 2 (purchased electricity). Total greenhouse gas emissions include CO<sub>2</sub>, N<sub>2</sub>O, CH<sub>4</sub>, and HFCs. In 2024, there was no refilling or purchasing of refrigerants. GHG inventories for 2023 and 2024 (investment-related) were completed using the PCAF methodology. [See Appendix I for details.](#)
- Note 5:Other indirect emissions include employee commuting, and procurement of goods and services. The 2022 figure was corrected due to a unit disclosure error. In addition, as the calculation basis varies across years, the trend in values is not comparable.
- Note 6:2022 and 2023 GHG data were revised to align employee counts with the 2024 inventory scope. Emission values and intensity metrics were recalculated accordingly.

In 2024, the company expanded its greenhouse gas inventory to cover all operations—including the headquarters, six branches, and 28 service centers. Verified data encompasses the headquarters and branches, while the remaining locations were self-assessed. Based on the inventory results, the company's total greenhouse gas emissions for 2024 are presented in the table below.

GHG Emissions (Unit: tCO <sub>2</sub> e)				
Category	2024 (Entire Company: Headquarters, 6 Branches, and 28 Service Centers)			
<b>Category 1: Direct GHG Emissions</b>	140.4510			
<b>Category 2: Indirect GHG Emissions</b>	1,404.9644			
<b>Total Emissions = Category 1 + Category 2</b>	<b>1,545.4154</b>			
<b>Category 3</b>	Employee Commuting	887.4275	Purchased Goods and Services	507.6488
	Business Travel	67.2631	Transportation and Distribution	2.3156
	Capital Goods (including leased assets)	1465.1575	Waste Generated in Operations	197.2511






## Ch4 Climate Action

### 4.4.3 Water Usage

TMNEWA's water supply is 100% sourced from the water utility company (Taiwan Water Corporation), with no groundwater or other sources of water supply. Water usage at offices across Taiwan is exclusive to employees and occasional customers. This year's water consumption increased by 14.25% as compared to last year. The Company will continue to implement water and energy conservation measures to reduce the environmental impact of our operations.

Water intake in the past three years			
Year	2022	2023	2024
Tap water (million liters)	12.12	11.30	12.91
Total full-time employees	1,460	1,517	1,571
Water intensity (million liters/total full-time employees)	0.0083	0.0074	0.0082
Compared to previous year	↑ 5.24%	-10.25%	↑ 14.25%

### 4.4.4 Energy Conservation Measures

Measures	Implementation Status
 <b>Photocopy Paper Recycling Areas</b>	Photocopy paper recycling areas are set up in photocopying rooms on each floor of the headquarters, to encourage employees to reuse wastepaper that does not contain personal information and thus reduce paper consumption.
 <b>Energy-saving Meeting</b>	For internal meetings, mobile devices are used to replace paper materials, and employees are encouraged to conduct cross-regional discussions via video or teleconferencing to reduce carbon emissions from business travel.
 <b>Remote Video Survey and Assessment</b>	<ul style="list-style-type: none"> <li>For auto insurance claims, the repair workshops we work with can use the remote video survey and assessment system to instantly report the vehicle's damage status, saving fuel that would otherwise be consumed for inspections.</li> <li>The Remote Video Survey and Assessment service can be completed in about 8 minutes, allowing the repair to be provided immediately.</li> </ul>
 <b>Claims Processing Digitization</b>	<ul style="list-style-type: none"> <li>Establish the Auto Insurance Claims Electronic Image Management and Electronic Signature System to fully digitalize the internal operations of auto insurance claims, which are paper-intensive.</li> <li>Mobile Device Insurance Claims Processing: claims documentation was 98% electronic in 2024.</li> </ul>
 <b>Electronic Policies</b>	The Company persistently advocates for digital renewal notifications, electronic policies, and the compulsory adoption of electronic insurance certificates. In 2024, we achieved total of 3,248,001 electronic policies.

# Ch 5

## Friendly Workplace and Talent Cultivation



## Medium and Long-term Goals

- Promote strategic and systematic development programs to build talent pools at different levels.
- Provide resources to encourage employees to pursue further education, actively cultivating in various professional fields and insurance talent.
- Build resources-related systems in accordance with the Company's human resources policy.
- Implement two-way labor-management communication and coordination to maintain good labor relations.

## Short-term Goal

- In accordance with the competency model and annual training plan, conduct training courses for reserve leader talent to strengthen management competencies of supervisors.
- Assist employees in acquiring competencies needed before promotion.
- In line with organizational development goals, offer courses on non-motor insurance products for sales personnel, to enhance their expertise in non-motor insurance.
- Utilize the new job competency levels and diverse compensation structures to conduct annual performance evaluations, bonus planning, promotions, salary adjustments, and educational training, aiming to achieve the goals of selecting, employing, cultivating, and retaining talent within the Company.

## Performance Results

Annual bonuses, promotions, and salary adjustments are based on job responsibilities, using a new grading and compensation system. An online session is held to inform employees.



## Ch5 Friendly Workplace and Talent Cultivation

### 5.1 Talent Development and Cultivation

Tokio Marine Nawa has established a comprehensive human capital management system to continuously strengthen employee recruitment, development, compensation and benefits, and workplace safety. As of the end of 2024, the company employed a total of 1,595 staff members, including 1,571 full-time and 24 part-time employees, with a balanced gender ratio that reflects its commitment to diversity and equality. The company promotes continuous learning and growth through structured training programs, performance evaluations, and career development systems. A well-designed compensation and retirement scheme, along with parental benefits and health promotion activities, helps create a friendly and supportive workplace. In terms of occupational safety, regular drills, risk assessments, and physician consultations are conducted to reduce the risk of workplace injuries. No major occupational injury incidents were reported in 2024.

#### 5.1.1 Diversity and Equal Opportunity

The Company strictly adheres to labor laws and regulations set by the authorities and has never employed child labor. Following the Employment Service Act, and the Regulations on the Permission and Administration of the Employment of Foreign Workers when hiring foreign employees. In 2024, the Company employed 10 foreign workers, 13 employees with disabilities, and 8 Indigenous employees. 153 employees departed and the Company hired 210 new employees, resulting in a total turnover rate of 9.7% and a voluntary turnover rate of 9.55%. The Company employed 3,531 non-employed workers (all are insurance agents undersigned commission-based contracts) with no employment relationship with the Company. For detailed data, [please refer to Appendix I: ESG Performance Data Sheet.](#)

#### Employee Satisfaction Survey

The Company conducted its first employee survey in 2023 and implemented improvements based on feedback. In 2024, a follow-up survey was carried out by an HR consulting firm, covering seven dimensions including leadership, compensation, colleagues, work, development, culture, and sustainability. Using a 6-point scale, 979 valid responses were collected out of 1,078, with a 91% valid response rate.

#### Employee Compensation Policy

TMNEWA has established a method for distributing employee remuneration based on the Company's articles of association. Salary adjustments and distribution of employee remuneration/bonuses are based on the Company's operating performance and individual performance. In 2024, the starting salary for entry-level personnel (junior specialists) was 1.1 times the statutory minimum wage (NT\$27,470), and the average salary increment for employees was around 3.4%.

#### Compensation for full-time employees in non-supervisory positions

Aspect/Year	2023	2024
Number of full-time employees in non-supervisory positions (headcount)	1,491	1,540
Total full-time employee payroll in non-supervisory positions (Unit: NT\$ thousand, annually)	1,722,316	1,843,650
Average compensation for full-time employees in nonsupervisory positions (Unit: NT\$ thousand, annually)	1,155	1,197
Median compensation for full-time employees in nonsupervisory positions (Unit: NT\$ thousand, annually)	715	785

#### Compensation and Salary Adjustment Ratio

Salaries and allowances are based on job levels and regional costs, with market data used to maintain competitiveness. Annual adjustments reflect performance, and year-end bonuses are tied to company, team, and individual results. In 2024, the ratio of the highest individual annual income to the median annual income of other employees in the Company was 13:1.

(highest personal income: employee)

Year	2022	2023	2024
Ratio of highest personal income to median income of other employees	13.36:1	14.76:1	12.85:1
Salary adjustment ratio of highest personal income to median income of other employees	0.5:1	0.2:1	-0.4:1

- Note 1: Calculations are based on total annual compensation, including base salary plus seniority allowances, bonuses, benefits, overtime pay, compensatory leave, and other allowances.
- Note 2: Calculation formula: annual compensation = annual taxable income + annual tax-exempt income; annual total compensation ratio = annual total compensation of the highest-paid individual in the organization ÷ median annual total compensation of all other employees (excluding the highest-paid individual).
- Note 3: Currently, internal performance evaluations, compensation structures, and promotion management are not yet linked to performance in improving climate change resilience, promoting sustainable development, or developing related products and services.
- Note 4: Figures for 2022 and 2023 have been retrospectively adjusted to align with the 2024 compensation ratio calculation standard.

## Ch5 Friendly Workplace and Talent Cultivation

### 5.1.2 Employee Training and Cultivation

#### Talent Training and Learning Program

Through the integration of training, performance and promotion systems, combined with reward, rotation and evaluation mechanisms, the Company encourages employees to pursue continuous learning and enhance their capabilities, thereby strengthening business execution. In 2024, a total of 1,571 employees participated in training programs, including underwriting and claims certification courses, with incentives bonuses provided to support certificates acquisition. TMNEWA also arranged for employees to participate in green finance-related courses, covering topics such as sustainable development, net-zero transformation, and climate change. In 2024, totaling 392 training hours of instruction, with an education and training budget of NT\$170,860. The budget-to-hours ratio was 435.87:1. For detailed data, please refer to Appendix 1: ESG Performance Data Sheet.

#### Performance Evaluation

The Company implements a performance management system that includes goal setting and capability development at the beginning of the year, mid-year progress tracking, and year-end evaluations. Managers are required to conduct one-on-one meetings with employees to provide feedback and support. Over the past three years, all eligible employees have completed performance evaluations, achieving a coverage rate of 100%.<sup>Note</sup>

#### Employees undergo regular performance and career develop reviews

Employee Category	Number of Persons	Percentage(%)
All employees	1,470	93.57%
All managerial positions	259	95.93%
All non- managerial positions	1,211	93.08%
Male	754	95.08%
Female	716	92.03%
Male managerial positions	183	97.34%
Male non- managerial positions	571	94.38%
Female managerial positions	76	92.68%
Female non- managerial positions	640	91.95%






▶ Note: Employees not subject to evaluation: (1) Full-time employees who joined after July 1 of the current year; (2) Employees who have not been employed for more than six months in the current year (leave-without-pay periods are considered as not employed).

▶ Note: The denominator for the percentage of employees receiving evaluations in 2024 is the total number of employees, i.e., 1,571.

#### Performance Evaluation Standards and Emolument Standards for Appointed Managers

- ▶ Manager compensation policy: (1) Includes both fixed salary and variable compensation; (2) Target metrics and their significance are established as benchmarks for performance evaluations, consistent with the annual business plan; (3) When a manager retires in accordance with the retirement regulations, they may take a pension.
- ▶ To effectively evaluate managers' contributions and to align with the Company's long-term profits and shareholders' interests:
  1. Performance evaluations for the president are based on achievement of annual Company operating objectives.
  2. Performance evaluations for other managers uses personal yearly goals within their scope of responsibilities as the standard for evaluating performance.
- ▶ Methods used for manager-related evaluations and compensation measures:
  1. Must be reasonably connected with the manager's achievement or not of work performance goals.
  2. Unexpected risks must be included when considering risks, to avoid the Company suffering from inappropriate situations as a result of paying compensation.
  3. The compensation incentive program must not lead managers to pursue compensation such that they engage in behaviors that exceed the Company's risk appetite.
  4. Regular review is conducted for the compensation incentive system and performance, to ensure that it meets the Company's risk appetite.

#### ▼ Salary and Compensation Determination Process for Appointed Managers

-  The Company's financial status, the individual's performance, the Company's operating performance, and linkage to future risks form the baseline.
-  Reference is made to general compensation levels within the industry.
-  The results of individual performance evaluations, time invested, responsibilities undertaken, achievement of personal goals, and performance in other positions held are all taken into consideration.
-  Salary and compensation given to individuals in equivalent positions in recent years is also taken into consideration.
-  Reference is made to achievement of the Company's short- and long-term business objectives.

## Ch5 Friendly Workplace and Talent Cultivation

### ● 5.2 Human Rights Commitment and Diversity, Equity and Inclusion (DEI)

#### 5.2.1 Corporate Culture of Diversity, Equity and Inclusion (DEI)

##### Human Rights Protection

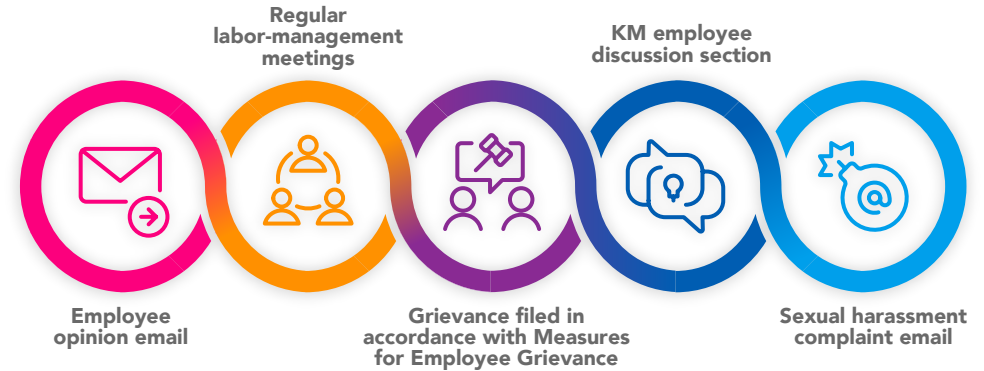
To safeguard employees' basic human rights and foster a diverse and inclusive workplace, the Company has instituted an Employee Code of Conduct, ratified by the Board of Directors. This code explicitly protects employee privacy, upholds basic human rights, prevents workplace misconduct, and promotes gender equality. We endorse and support the spirit and fundamental principles expressed by the United Nations (UN) Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights. We are committed to respecting and protecting human rights and adhering to the labor laws of the locations where we operate. We guarantee that no employee faces discrimination or unequal treatment on the basis of gender, sexual orientation, race, class, age, marital status, family status, language, ideology, religion, political affiliation, nationality, appearance, physical features, or disability. All new hires must carefully review the code of conduct and sign the Employee Conduct Commitment Statement.

##### Preventing Harassment

The Company has established the Measures for Prevention, Correction, Complaint, and Punishment of Sexual Harassment in the Workplace, and has established a Sexual Harassment Complaint Committee with equal female/male representation to handle sexual harassment incidents. The roster and contact details of committee members are made available to all employees, ensuring that employees can receive appropriate assistance if they encounter workplace sexual harassment. In addition, a Program to Prevent Unlawful Infringement in Performing Duties has been formulated in accordance with the Occupational Safety and Health Act. Workplace complaints and reporting channels are also established, aiming to build a workplace culture of safety, and thus ensuring employees' physical and mental health in the workplace.

##### Employee Rights Communication Channels

TMNEWA has established the Program to Prevent Unlawful Infringement in Performing Duties in accordance with the Occupational Safety and Health Act. The program includes management organization, hazard identification/assessment, environment management, necessary protective measures, and education/ training. A Grievance Handling Committee is established to handle complaints. Within ten days of a complaint, an interview with the complainant is conducted to understand the reasons for the complaint. The results are processed within 30 days and provided to the complainant. The deliberation and outcomes of the complaint remain confidential and are not made public. In 2024, 10 online employee briefings were conducted to explain assessment tools, cultural surveys, feedback mechanisms, performance reviews, and promotion procedures, supporting employee understanding of internal systems and workflows.



We hold quarterly labor-management meetings to ensure that 100% of employees are covered under the protection of the labor-management coordination mechanism. All employees are treated fairly and equitably, with no instances of discrimination or unequal treatment. In 2024, no penalties were imposed due to labor disputes (i.e., labor dispute complaints). The Company complies with the provisions of the Labor Standards Act and other laws. In the event of major operating changes that could seriously affect employee rights, we will notify employees in advance in accordance with regulations.

Item/Year	2023	2024
Number of Meetings	4	4
Cases penalized as a result of labor dispute-related complaints	0	0

## Ch5 Friendly Workplace and Talent Cultivation

### 5.2.2 Happy Workplace

In compliance with Employee Welfare Fund Act, TMNEWA has formed the Employee Welfare Committee. The main tasks of the committee include review, promotion, and supervision of employee welfare undertakings; planning, custody, and application of employee welfare fund; allocation of employee welfare funds; and audit and income/expenditure reports. Company employees can also create clubs in accordance with Regulations Regarding Club Establishment and Subsidy, which helps promote employees' emotions and improve work efficiency. The Employee Welfare Committee provides club subsidies.

A breastfeeding room and related facilities have been established at the head office. We have established partnerships with accredited childcare facilities to support employees' parenting needs. Employees whose children are under 3 years old can apply for parental leave without pay and return to work when their parental leave expires, balancing caregiving responsibilities with employees' work rights and benefits.

#### Parental Leave without Pay implementation status

Year	2023			2024		
	Aspect/Gender	Male	Female	Total	Male	Female
Number of employees eligible for parental leave without pay in the year (A)	18	23	41	18	15	33
Number of employees who actually taking parental leave without pay in the year (B)	1	17	18	3	11	14
Number of employees who should have been reinstated after parental leave without pay in the year (C)	1	12	13	1	13	14
Actual number of employees reinstated after parental leave without pay in the year (D)	0	13	13	0	9	9
Number of employees reinstated after having parental leave without pay in the previous year (E)	3	4	7	0	15	15
Number of employees reinstated a full year after having parental leave without pay in the previous year (F)	2	4	6	0	15	15
Application Rate (B/A)	6%	74%	72%	17%	73%	42%
Reinstatement Rate (D/C)	0%	108%	100%	0%	69%	64%
Retention Rate (F/E)	67%	100%	86%	0%	100%	100%

▶ Note 1: Employees who applied for parental leave without pay in 2020 or 2021 were initially expected to be reinstated in the same year. However, due to extensions of their leave until 2022 or 2023, the reinstatement rate exceeds 100%.

▶ Note 2: The number of employees eligible to apply for parental leave in the given year (A) was estimated based on the number of male employees who applied for paternity leave and female employees who applied for maternity leave.

The Company deducts pension contributions from each employee as mandated by Labor Standards Act and with the Labor Pension Act. The retirement program's participation rate is 100%. The Company also regularly provides pension reports made by an actuary, to confirm sufficient funding.

#### Transitional Assistance Program for Retiring and Departing Employees

To ensure that employees can confidently and securely move forward through different stages of their careers while employed at the Company, we offer a diverse transition assistance program for employees who are about to resign, retire, or are being laid off.

##### Resignation

- An employee applies to leave the Company, they must have an exit interview with their direct supervisor and then personally consult the Human Resources (HR) Department to process the resignation application.
- Departing employee fill out a departure questionnaire, to understand the reasons for their departure.
- For managerial and senior employees, as well as those who offer critical feedback in the departure questionnaire, the HR Department schedules an exit interview, to clarify the internal and external reasons for the employee's departure, while also providing an accurate explanation of the information.

##### Retirement

- For sales employees approaching retirement, the HR Department collaborates with the Sales Development Group to start planning business inventory and transfers two years before the retirement is to occur.
- For non-sales employees, notifying the department supervisor to start planning the business handover and arrange for a successor six months before the employee's retirement.
- The HR Department individually informs retiring employees about their pension levels and related rights/obligations, and encourages them to transition to become external contractors for the Company.

##### Layoffs

- For employees undergoing layoffs, the HR Department informs the employee of the severance pay amount, related rights and obligations, and issues a certificate of involuntary termination.

## Ch5 Friendly Workplace and Talent Cultivation

### ● 5.3 Occupational Safety and Health

#### 5.3.1 Employee Health Promotion

To provide a safe and healthy working environment, the head office has established a health care room equipped with an Automated External Defibrillator (AED), and for arranged professional nursing staff and CPR+AED courses. In 2024, a total of four on-site physician consultations sessions were conducted. In addition, nurses and physicians conducted annual workplace risk assessments, offering improvement suggestions and conducting follow-up actions within three months. No major risks or occupational injury cases were reported in 2024.

To foster a healthy workplace environment and encourage employees to develop positive lifestyle habits, TMNEWA continues to promote a variety of enhancements initiatives. These activities integrate fitness competitions, professional consultation, and wellness benefits to boost employee engagement and health awareness. Highlights of the key initiatives for 2024 are as follows:



#### 5.3.2 Occupational Safety and Health Protection

##### Occupational Safety and Health Committee

TMNEWA has implemented Safety and Health Work Rules and formed an Occupational Safety and Health Management Committee. The committee meets every quarter to deliberate, coordinate, and make recommendations on safety and health-related matters. The Safety and Health Work Rules include the Human-induced Hazards Prevention Program, the Program to Prevent Unlawful Infringement in Performing Duties, the Prevention Program for Diseases Caused by Abnormal Workload, and the Maternal Health Protection Program.

To strengthen workplace safety and employee health awareness, multiple occupational safety and health management measures were continuously promoted throughout 2024. These initiatives were implemented through meetings, drills, training sessions, and health services to ensure comprehensive execution. Four Occupational Safety and Health Committee meetings were held during the year to review and coordinate safety-related matters. To improve employees' emergency response capabilities and disaster prevention knowledge, the company organized fire drills, earthquake preparedness courses, fire extinguisher operation training, CPR + AED instruction, and Heimlich maneuver workshops, with nearly 600 total participants.

Additionally, four on-site physician consultation sessions were arranged to support maternal health protection and identify ergonomic hazards, contributing to workplace improvements. No major risks were identified. The company also invited the Teacher Chang Foundation to host two health seminars, which received a 100% satisfaction rate from employees. These collective efforts have continued to enhance employee safety awareness, workplace health, and emergency preparedness, fostering a safer and more reassuring work environment.

▶ Note: The Company's workers include regular and temporary employees. However, cleaning/ security personnel and contracted solicitors hired by the building management committee are not included within the Company's occupational safety management system.

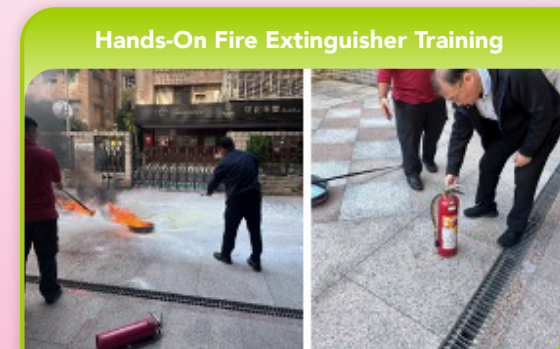
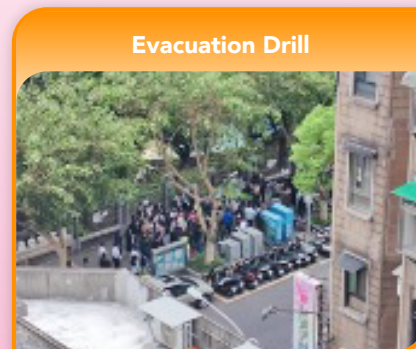
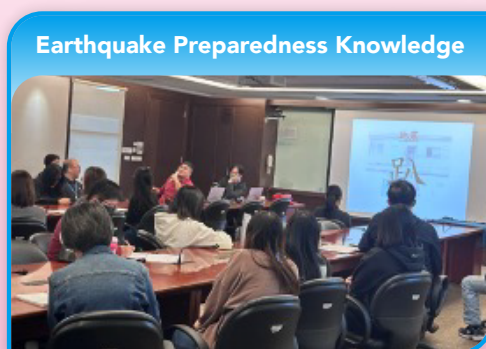
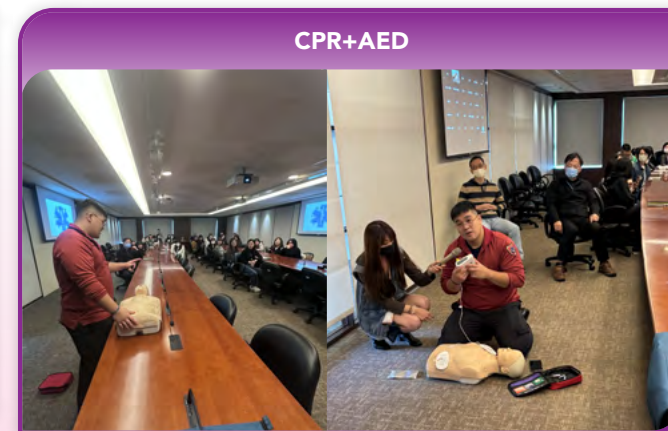
## Ch5 Friendly Workplace and Talent Cultivation

### Occupational Safety and Health Training

The Company provides online training on general occupational safety and health to new employees. We also motivate our employees to pursue qualifications as occupational safety supervisors, and to apply for occupational health and management certifications, thereby cultivating occupational health and safety talents.

Educational Training/Course	Course Description	Training Recipients	Persons Trained
Occupational Safety and Health	Employees undergo 3 hours of occupational safety and health training through e-Learning+, with a total of 1,434 participants completing the course.	All employees	1,434 participants
First Aid Training Course	In 2024, a total of 1,207 individuals participated in fire drill exercises. Additionally, 574 individuals attended the in-person first aid training course, which included earthquake preparedness, fire extinguisher operation, CPR and AED usage, as well as the Heimlich maneuver.	All employees	574 participants

Fire Safety Training Photos



## Ch5 Friendly Workplace and Talent Cultivation

### Occupational Accidents

The Company continues to maintain a safe and convenient working environment for employees through management measures and infrastructure improvements. In the past three years, there have been no major work-related injuries or fatalities. The statistics on employee disabilities over the past three years are shown in the table below:

Year	2022			2023			2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of disabling injuries	1	3	4	2	5	7	5	6	11
Number of fatalities from disabling injuries	0	0	0	0	0	0	0	0	0
Number of days lost due to disabling injuries	7	13.9	20.9	38.5	32	70.5	93.2	88.72	181.92
Disabling injury frequency rate	0.76	2.11	1.46	1.36	3.65	2.47	3.36	4.11	3.73
Disabling injury severity rate	5.32	9.67	7.63	26.19	23.38	24.83	62.68	60.82	61.76
Disabling injury absence rate	0.00%	0.01%	0.01%	0.02%	0.02%	0.02%	0.05%	0.05%	0.05%
Total working hours	1,316,250	1,421,250	2,737,500	1,470,000	1,368,750	2,838,750	1,486,875	1,458,750	2,945,625
Total working days	175,500	189,500	365,000	196,000	182,500	378,500	198,250	194,500	392,750

- ▶ Note 1: The main categories of injuries in the Company are traffic accidents during commutes and traffic accidents during business trips (non-commute)
- ▶ Note 2: Since part-time employees are not integrated into the system and use paper-based processes, the statistical data does not include occupational injury information for part-time employees.
- ▶ Note 3: Number of disabling injuries: Number of cases temporarily unable to return to work due to occupational injuries at the workplace.
- ▶ Note 4: Number of days lost due to disabling injuries: Working days lost from workers experiencing disabling injuries.
- ▶ Note 5: Disabling injury frequency rate (FR) = Number of disabling injuries × 1,000,000/total working hours
- ▶ Note 6: Disabling injury severity rate (SR) = Number of days lost due to disabling injuries × 1,000,000/total working hours
- ▶ Note 7: Disabling injury absence rate (AR) = Number of days lost due to disabling injuries ÷ total working days × 100%
- ▶ Note 8: Total working hours = (Total number of employees × daily working hours × actual working days per year); Total working days = (total number of employees × actual working days per year)

# Ch 6

## Social Care and Influence



About this Report

Message From Management

Awards in 2024

01

02

03

04

05

06

Appendix

64

**Medium and Long-term Goals**

- Driven by social care, collaborated with stakeholders to address risks and seize opportunities, gradually aligning with international standards, and establishing a comprehensive volunteer support system.
- Continued to leverage insurance expertise to enhance social resilience and competitiveness, fostering a virtuous cycle of social care and sustainable development.



**Short-term Goal**

Established strategies, frameworks, and systems that integrate service excellence with the enhancement of public welfare image, and ensured their active and effective implementation.



**Performance Results**

- Successfully promoted public education on insurance fraud prevention and was honored with the inaugural "Financial Education Contribution Award – Best Inclusive Financing" from the Financial Supervisory Commission.
- Advanced green insurance and social care initiatives, reinforcing a strong brand image and earning three major honors in the 2024 Insurance Excellence Awards: the "Excellence Award in Brand Image," the "Excellence Award in Green Insurance," and the "Excellence Award in Social Welfare."
- Demonstrated the value of inclusive finance, receiving top recognition at the Commercial Times Digital Finance Awards, including the "Digital Financial Inclusion Gold Award" and the "Excellence Award for Digital Treat Customer Fairly."



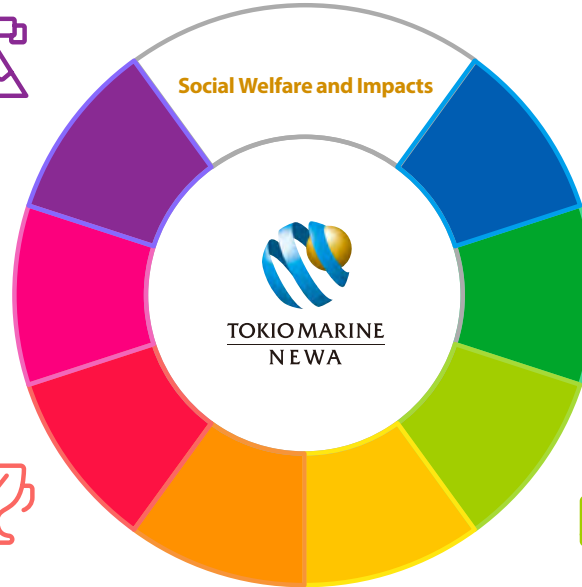
**Evaluation Mechanism**



- Planning to introduce the SROI framework by developing a structured evaluation and guidance program to quantify the impact of social initiatives, ultimately producing comprehensive assessment reports.
- Ensuring that social care initiatives are strategically aligned with government policies and the sustainability frameworks of both the group and the company.

**Material Topic**

**Social Welfare and Impacts**



**Management Policy**

- Sustainable Development Policy
- Treat Customer Fairly Policy

**Management Commitment**

Rooted in the belief of promoting social care through the "POWER 5 Capabilities," and aligned with the social influence and stabilizing role that the non-life insurance industry should uphold, we have built a framework that fosters peace of mind through comprehensive capability, strengthens risk defense capacity, integrates insurance expertise as a core competency, drives systematic organizational momentum, and empowers beneficiaries with robust support



**Responsible Department(s)**

Integrated Marketing Communication Center



**Resources Invested**

- Promoting sustainable risk education: Leveraging insurance expertise to raise risk awareness, we advocate for public education on fraud prevention, home safety, and safe mobility.
- Supporting Vulnerable Communities: Extending care to those in need—such as elderly living alone, economically disadvantaged families, and individuals with disabilities—through tangible support that contributes to social stability.
- Empowering Diverse Volunteer Services: With strong backing from senior management, we cultivate a company-wide volunteer culture from the top down, amplifying our social impact.







## Ch6 Social Care and Influence

### 6.1 Social Influence

Through volunteer engagement and social donation initiatives, Tokio Marine Nawa connected local and private resources to continuously promote inclusive and sustainable social development. In 2024, the company was recognized for its outstanding performance in insurance fraud prevention and risk education, receiving the inaugural “Financial Education Contribution Award – Best Inclusive Financing” from the Financial Supervisory Commission, as the only non-life insurance company to earn this honor.

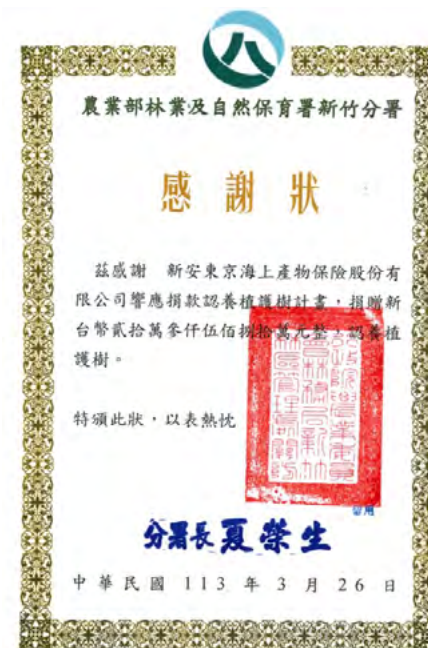
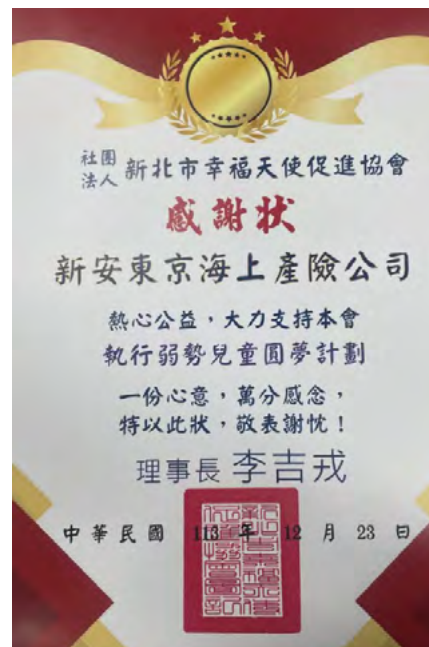
#### 6.1.1 Promotion of Risk Identification Education

In 2024, multiple fraud prevention and risk awareness sessions were held for senior citizens, indigenous people in remote areas, people with hearing or speech impairments, new immigrants, youth, and economically disadvantaged families. Tailored curricula were designed for each group. Through cross-sector collaboration and local engagement, the initiatives enhanced risk awareness and expanded educational coverage.

Target Audience	Topic	Description	Number of Sessions	Number of Participants
 Senior Citizens	Insurance Fraud Prevention, Traffic Safety, Home Risk	Lectures were held on common fraud tactics, traffic safety, and household risks, incorporating scenario simulations and case studies to enhance risk identification and prevention capabilities.	26	777
 Indigenous People in Remote Areas	Insurance Fraud Prevention	In collaboration with local nonprofit organizations, anti-fraud education initiatives were promoted in remote areas to raise financial fraud awareness among rural residents	5	106
 People with Hearing and Speech Impairments	Insurance Fraud Prevention	In collaboration with the Chinese National Association of the Deaf, sign language interpretation and real-time transcription services were provided to help individuals with hearing and speech impairments better understand insurance-related anti-fraud knowledge.	1	38
 New Immigrants	Insurance Fraud Prevention, Household Risks	In collaboration with the New Immigrants Association, information was simplified and presented through storytelling and interactive Q&A sessions to help new immigrants enhance their risk awareness and fraud prevention capabilities.	2	103
 Youth	Insurance Fraud Prevention, Traffic Safety	In collaboration with universities and high schools, scenario-based presentations and interactive discussions were conducted to help students aged 18 and above develop risk awareness and self-protection skills.	7	321
 Economically Disadvantaged Families	Insurance Fraud Prevention	In collaboration with the Genesis Social Welfare Foundation, the latest fraud tactics were introduced to economically disadvantaged families to enhance their fraud awareness and response capabilities.	14	427

## Ch6 Social Care and Influence

### 6.1.2 Sustainable Community Engagement



Project	Collaborating Organization	Project Details	Result
<b>Happy Classroom Project</b>	Happy Angel Promotion Association, New Taipei City	Launched the new Happy Classroom Project in 2023, focusing on five themed education courses: Sustainability; Food and Agriculture; Recycling; Financial Literacy; and Traffic Safety Education. Providing a stable learning space for under-resourced children.	Through the project, 314 high-risk students were guided to discover their talents and interests, build self-confidence and motivation to learn, and foster positive growth and transformation.
<b>Afforestation Project in Compartment 71 of National Forest, Dongshan Township, Yilan County</b>	Yilan Branch, Forestry and Nature Conservation Agency, Ministry of Agriculture	In collaboration with the Yilan Branch Forestry and Nature Conservation Agency, Ministry of Agriculture, we adopted a reforestation site and organized tree planting and environmental education activities to enhance students' and teachers' understanding of forestry and soil and water conservation.	Adopting a 1.8-hectare reforestation site in Dongshan Township, Yilan County, we planted nearly 1,500 native tree species to promote ecological restoration and biodiversity.
<b>Tending Plan for Windbreak Protection Forest No. 1340 in Xiushui Section, Houlong Township, Miaoli County</b>	Hsinchu Branch, Forestry and Nature Conservation Agency, Ministry of Agriculture	In collaboration with the Hsinchu Branch Office of the Department of Forestry and Conservation of the Ministry of Agriculture, we promoted a tending plan for the windbreak protection forest in the Xiushui Section of Houlong Township, Miaoli County. The project involves replanting native species and advancing ecological restoration efforts.	Adopting a 0.52-hectare site, we planted approximately 1,040 saplings to support reforestation and promote ecological sustainability.

## Ch6 Social Care and Influence

### 6.1.3 Participation in Associations

TMNEWA has long been involved in influential associations and societies, collaborating with our industry partners and the government to promote environmental, social, and economic development.

Main Associations Participated in 2024		
Type	Name	Participation Status
Association	Non-Life Insurance Association of the Republic of China (NLIA)	Committee member
Association	Chinese Insurance Service Association	Company Representative
	Computer Audit Association	Member
	The Institute of Internal Auditors, R.O.C.	Member
	Taiwan Internet and e-Commerce Association (TIEA)	Member
	Taiwan International Logistics & Supply Chain Association	Member
	Taiwan Against Drunk Driving	Company Representative
Institute	Actuarial Institute of Chinese Taipei	Member
	Non-Life Underwriters Society the Republic of China (NLUS)	Member/Supervisor
	Risk Management Society of Taiwan(RMST)	Group Member Representative
	Insurance Society of the Republic of China (ISROC)	Company Representative
	Taiwan Insurance Law Association(TILA)	Member
Others	Taiwan Residential Earthquake Insurance Fund(TREIF)	Committee representative/ Committee representative of the Residential Earthquake Insurance Co-insurance Working Group Meeting
	Institute of Financial Law and Crime Prevention(IFLCP)	Member Representative
	Insurance Crime Prevention Foundation Center	Member
	Nuclear Energy Insurance Association Pod of the Republic of China	Company Representative
		Member

## 6.2 Public Welfare and Care

### 6.2.1 Public Welfare Initiative

TMNEWA continues to invest in social welfare by responding to community needs through donations, collaborative initiatives, and support for disadvantaged groups. In 2024, a total of 30 donations were made, as listed in the table below. For detailed information, please refer to the Insurance Industry Market Observation Post System - Corporate Governance: Donation Details Table: <https://ins-info.ib.gov.tw/customer/Info4-21.aspx?UID=16834703>

Recipients	Number of Donations	Total Donation (Unit: NTD)
Charitable organization	1	50,000
Government Agency	3	786,580
Educational Institution	6	1,050,000

Recipients	Number of Donations	Total Donation (Unit: NTD)
Association	3	800,000
Foundation	17 (including 3 microinsurance cases)	8,437,817

## Ch6 Social Care and Influence

Type	Target groups and programs	Details	Amount (NT\$)
<b>Education and Care for Disadvantaged Children</b>	Donation to Taiwan Be The Light Association	Supporting accessible transportation services for disadvantaged elderly in remote areas to strengthen community-based care.	300,000
	Donation to RENYOU SANATORIUM in Taoyuan	Supporting the RENYOU SANATORIUM 's initiative to expand services for individuals with intellectual disabilities from disadvantaged backgrounds.	50,000
	Microinsurance for Indigenous Peoples in Remote Areas	Since 2017, the company has been committed to providing microinsurance services for Indigenous communities, continuously addressing their specific needs. Tailored microinsurance products have been designed to offer basic protection against targeted risks, ensuring coverage that aligns with the realities of Indigenous groups. In 2024, a total of 1,764 Indigenous individuals benefited from these services.	703,691
<b>Community Care and Social Welfare Support</b>	Donation to E. Sun Volunteers Social Welfare Charitable Foundation	Donation to the E.SUN Volunteer Foundation supported underprivileged students by improving learning environments and promoting equitable access to educational resources.	2,000,000
	Tutorial Classes Program for Indigenous Children in Tribal Communities	In 2024, the company partnered with the Boyo Social Welfare Foundation, the Taiwan Presbyterian Church Indigenous Ministry, and the Second Spring of Love Foundation to channel resources into Indigenous communities. As part of the initiative, local Indigenous individuals were directly employed as tutoring instructors to support educational development. The tutoring program assisted a total of 229 underprivileged students throughout the year.	1,903,817
	Donation to Eden Social Welfare Foundation.	Donation to the Construction Project for Disadvantaged Communities.	100,000
<b>Disaster Relief and Medical Support</b>	Donation to the April 3 Hualien Earthquake Relief Project	Launched the Sending Love to Hualien fundraising campaign, donating to the Taiwan Foundation for Disaster Relief to support post-disaster reconstruction efforts and related expenses in the Hualien region.	1,800,000
	Donation to Taitung Christian Hospital	Donation to Taitung Christian Hospital was made to subsidize the purchase of Comprehensive Liability Insurance for Medical Institutions.	1,200,000
<b>Public Advocacy and Awareness Campaigns</b>	Advocacy and Awareness Campaigns Against Drunk Driving	A program promoting drunk driving prevention education for youth was implemented, targeting high school, vocational school, and college students, as well as high-risk groups for drunk driving. A total of two in-person sessions were held, reaching 100 participants.	100,000
	Golden Safety Award by the Ministry of Transportation and Communications	Supported the 2024 Traffic Safety Education School Evaluation Program, encouraging schools to strengthen traffic safety instruction and awareness campaigns.	50,000

### 6.2.2 Volunteer Service

TMNEWA encourages employees to apply their insurance expertise in public welfare. In 2024, 23 staff joined a crossing guards' team to protect students near Zhongzheng Elementary School. The company also formed an anti-fraud education group, with 416 volunteer shifts and an average of 4 hours per session. Other initiatives include educational events like "Little Farmers' Planet Adventure" and "Children's Future City on Ketagalan Boulevard."

#### Employee participation in external volunteer activities in 2024

Employee Engagement Rate (%)	28.86%
Total Volunteer Hours (hours)	1,935.83
Number of Beneficiaries (persons)	12,747

# Appendix



## Appendix

# Appendix I ESG Performance Data Sheet

### 2024 TMNEWA Human Resource Statistics

#### Employee distribution (by gender)

Year	2022			2023			2024		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Full-time Employee	702	758	1,460	731	786	1,517	778	793	1,571
Part-time Employee	76	23	99	34	10	44	17	7	24

#### Employee distribution (by region)

Year	2022		2023		2024	
	Taiwan	Southeast Asia	Taiwan	Southeast Asia	Taiwan	Southeast Asia
Full-time Employees	1,457	3	1,514	3	1,569	2
Part-time Employees	99	0	44	0	24	0

#### 2024 Employee distribution (diversity indicators)

Indicator	Year			Job level		DEI		
	≤ 30	31-50	≥ 50	Managerial Position	Non- Managerial Position	Foreign Employees	Physical with Disabilities	Indigenous Employees
Persons	301	887	407	269	1326	10	13	8
Percentage	18.87%	55.61%	25.52%	16.87%	83.13%	0.56%	0.82%	0.50%

- ▶ Note 1: The data covers employees of TMNEWA's Taipei headquarters, all branches and service locations in Taiwan.
- ▶ Note 2: Most of the Company's work is performed by employees.
- ▶ Note 3: There are no significant seasonal changes in the number of employees employed by the Company.
- ▶ Note 4: The above human resources information was compiled based on the actual number of employees on the last day of the human resources system's statistical reporting period, and does not include board members.
- ▶ Note 5: Definition of full-time employees: 'Employees' as defined by their weekly/monthly/yearly working hours in national laws and practices concerning working hours.
- ▶ Note 6: Definition of part-time employees: Employees whose weekly/monthly/yearly working hours are less than those of full-time employees; includes students working part-time, interns, and retired re-hired personnel.
- ▶ Note 7: As of the end of 2024, there were 3,531 insurance agents under contract (1,321 male, 2,210 female).

## Appendix

### New Employee

Year	2022				2023				2024			
Age/Gender	Number of Persons		New Hire Rate		Number of Persons		New Hire Rate		Number of Persons		New Hire Rate	
	Male	Female	Subtotal	%	Male	Female	Subtotal	%	Male	Female	Subtotal	%
Below 30	54	44	98	33.11	62	60	122	43.42	33	47	80	29.25
30-49	49	55	104	12.76	66	56	122	14.73	54	66	120	13.63
Over 50	4	1	5	1.43	3	2	5	1.33	5	5	10	2.56
Total	207				249				210			
Total Employees	1,460				1,517				1,571			
Total New Hire Rate	14.44%				16.77%				13.60%			

Note 1: The number of new employees does not exclude employees who left midway.

Note 2: New Hire Rate (%) = Number of new employees ÷ Average of employees at beginning of period and employees at end of period.

### Departed Employees

Year	2023				2024				2024			
Age/Gender	Number of Persons		Turnover Rate		Number of Persons		Turnover Rate		Number of Persons		Turnover Rate	
	Male	Female	Subtotal	%	Male	Female	Subtotal	%	Male	Female	Subtotal	%
Below 30	20	24	44	16.09	26	22	48	17.08	27	26	53	20.38%
30-49	54	32	86	10.70	58	56	114	13.77	39	40	79	8.93%
Over 50	15	7	22	6.18	12	8	20	5.32	16	5	21	5.28%
Total	152				182				153			
Total Employees	1,460				1,517				1,571			
Total Turnover Rate	10.60%				12.26%				9.92%			

Note 1: The number of departed employees includes those who resigned voluntarily, were dismissed, or retired.

Note 2: Turnover Rate (%) = Number of departed employees ÷ Average of employees at beginning of period and employees at end of period.

Note 3: The number of departed employees does not include those on leave without pay.

### Distribution by departure type

Departure Type	Male	Female	Total	Total Numbers of Persons	Voluntary Turnover Rate
Resigned voluntarily	81	69	150	1,571	9.55%
Dismissed	1	2	3		

Overview of employee education and training, 2024

Category	2024 Implementation Status	Recipients	Participants	Sessions	Total Training Hours (Total Participants x Course Hours)
Integrity Management	<ol style="list-style-type: none"> <li>The company adheres to the “Integrity Management Policy” as a fundamental principle of corporate governance, incorporating integrity and ethics into its business operations.</li> <li>Mandatory training conducted online, with a post-course test requiring a perfect score to pass.</li> </ol>	All Employees	1,514	14	757
Compliance	<ol style="list-style-type: none"> <li>External: Property insurance agents are required to complete annual compliance training provided by the Insurance Institute of the Republic of China following their registration. The course is delivered online and must be passed through a formal assessment.</li> <li>Internal: Internal training is conducted using self-developed digital materials. The course is offered online, and participants must achieve a perfect score on the post-course test to be considered as having completed the training.</li> </ol>	<ol style="list-style-type: none"> <li>Insurance agents</li> <li>All Employees</li> <li>Compliance Officer of the Department</li> </ol>	1,515	13	2,273
ESG/Climate Related	External training conducted as in-person courses; no test required	All Employees	32	32	392
Treating Customer Fairly	The Company has incorporated the Treating Customer Fairly Principles Policy and Strategy are included in the training curriculum (including digital courses), with at least 3 hours of educational advocacy and personnel training conducted per year to enhance employees’ awareness and professional knowledge regarding the fair treatment of financial consumers.	All Employees	1,530	14	4,590
Personal Data Protection	To enhance employees’ awareness of personal data protection, the Company conducts an annual one-hour online training course in accordance with the Personal Data Protection Act. A post-course assessment is required, and a perfect score must be achieved to complete the training.	All Employees	1,515	14	1,263
Information Security	In accordance with Article 6-1 of the “Regulations Governing Implementation of Internal Control and Auditing Systems for Insurance Enterprises,” the company conducts at least three hours of online information security training annually to strengthen employees’ awareness of cybersecurity. A post-course assessment is required, and a perfect score must be achieved to complete the training.	All Employees	1,513	14	4,539
Gender and Friendly Workplace	The company has implemented regulations for preventing and handling workplace sexual harassment, with a gender-balanced complaint committee and publicly available contact details. It has also established a workplace violence reporting mechanism under the prevention plan for unlawful infringement during duty, to protect employees’ safety and dignity.	All Employees	1,515	14	126
Anti-Money Laundering	The company uses a Risk-Based Assessment (RBA) system to screen sanction lists during transactions and prohibits dealings with high-risk individuals. Risk is evaluated based on customer, product, region, and channel to detect potential money laundering or terrorism financing. An AML/CFT policy is in place, and all employees must complete at least two hours of annual training.	All Employees	1,515	14	3,030

Note: The training rate did not reach 100% because (1) the training was carried out in accordance with the training cycle of the property insurance representatives; and (2) some employees reported for duty after the training period ends.

## Appendix

### Average annual training hours per person by job position and gender for 2024

Type	Participants	Average training hours (unit: hours)
All Employees	1571	47
All Managerial Position	270	52
All Non-Managerial Position	1301	46
Male	793	53
Female	778	44

▶ Note 1: Training hours include online training courses.

▶ Note 2: Managerial positions: Section supervisor and above; non-managerial positions: General employees. (excluding part-time employees).

### 2024 Integrity Management Training – Whistleblowing Mechanism

Type	Male	Female	Subtotal	Participants	Total Training Rate
Managerial Position	194	80	274	270	100%
Non- Managerial Position	587	653	1,240	1,301	95.31%
<b>Total</b>	<b>781</b>	<b>733</b>	<b>1,514</b>	<b>1,571</b>	<b>96.37%</b>

▶ Note 1: Managerial positions: Section supervisor and above; non-managerial positions: General employees (excluding part-time employees).

▶ Note 2: The training rate did not reach 100% because (1) the training was carried out in accordance with the training cycle of the property insurance representatives; and (2) some employees reported for duty after the training period ends.

### 2024 Anti-Money Laundering and Counter-Terrorism Training

Type	Male	Female	Subtotal	Participants	Total Training Rate
Managerial Position	194	81	275	270	100%
Non- Managerial Position	587	653	1,240	1,301	95.31%
<b>Total</b>	<b>781</b>	<b>734</b>	<b>1,515</b>	<b>1,571</b>	<b>96.44%</b>

▶ Note 1: Managerial positions: Section supervisor and above; non-managerial positions: General employees (excluding part-time employees).

▶ Note 2: The training rate did not reach 100% because (1) the training was carried out in accordance with the training cycle of the property insurance representatives; and (2) some employees reported for duty after the training period ends.

## Appendix

### 2024 Information Security Training

Target Group	Course	Participants	Course Duration (hours)
Board Members and Senior Executives	New Trends in Information Security Governance - Emerging Technologies and Challenges	24	1
General Employees and Contracted Personnel	Information Security Awareness Course	2,646	3
Information Security Personnel	Information Security Management for Cloud Services (ISO/IEC 27017) and Personal Data Protection Management for Cloud Services (ISO/IEC 27018) Lead Auditor Training Course	1	24
	Microsoft Security, Compliance, and Identity Fundamentals (SC-900)	2	7
	Microsoft Azure Security Technologies (AZ-500)	1	35
	Google Cloud's Security Setup	1	24
	Financial Security Attack and Defense Exercise	2	24.5
	EC-Council ECIH Information Security Crisis Handler Certification Course	1	24
	iPAS Junior Information Security Engineer	1	12
	CompTIA Security+ International Cybersecurity Certification Course	1	30
	EC-Council CEH Hacking Technology Expert Certification Course	1	40
[ACSI Cyber Security Academy] ChatGPT Application of Information Security Issues, Cloud Information Security Issues and Protection Methods, Zero Trust Architecture and Development Trend	1	3.5	

**Number of Effective Policies**

Item	Number of In-force policies in 2024
Marine and other insurance (including engineering)	117,940
Liability insurance and other	36,847
Commercial fire insurance	31,803
Accident and health insurance	245,279
Motor insurance	4,102,225
Residential fire insurance	169,389
Mobility device insurance	382,827
Comprehensive Insurance	51

▶ Note: Data is as of December 31, 2024

**Customer Renewal Rate**

Item	Number of Policies Due in 2024	Number of Renewal Policy in 2024	Customer Renewal Rate in 2024(%)
Marine insurance and other	3,022	2,332	77.2%
Liability insurance and other	23,360	18,747	80.3%
Commercial fire insurance	28,742	24,656	85.8%
Accident and health insurance	241,559	208,248	86.2%
Motor insurance	1,136,189	938,643	82.6%
Residential fire insurance	154,286	130,815	84.8%
Mobility insurance	515	21	4.1%

▶ Note: Data is as of December 31, 2024

## Appendix

### 2024 Financially Allocated Carbon Emissions

Year		2024 Financially Allocated Carbon Emissions			
Asset Type		Absolute Emission	Emission Intensity	Inventory Coverage	Data Quality
		(tCO <sub>2</sub> e)	(tCO <sub>2</sub> e/NT\$ million)	(%, Percentage of NT\$)	(Score)
Equity	Listed Equity	2,064.40	0.99	100.00%	1.27
	Unlisted Equity	36.57	0.09	100.00%	4.00
	Total	2,100.97	0.85	100.00%	1.71
Bonds	Listed Equity	7,548.58	6.30	100.00%	1.00
	Unlisted Equity	310.10	1.24	100.00%	1.00
	Total	7,858.69	5.43	100.00%	1.00
Project Investment	Renewable Energy Project Investments <sup>(Note)</sup>	2,066.28	15.22	100.00%	3.00
	Other Project Investments	4.03	0.03	100.00%	4.00
Sovereign Bonds	Excluding LULUCF	18,610.04	5.01	100.00%	2.00
	Including LULUCF	17,158.91	4.61	100.00%	2.00

▶ Note 1: The result of renewable energy project investment calculations is the amount of carbon emissions avoided.

▶ Note 2: Sustainability bonds and derivative products have been excluded from the calculation.

### 2023 Financially Allocated Carbon Emissions

Year		2023 Financially Allocated Carbon Emissions			
Asset Type		Absolute Emission	Emission Intensity	Inventory Coverage	Data Quality
		(tCO <sub>2</sub> e)	(tCO <sub>2</sub> e/NT\$ million)	(%, Percentage of NT\$)	(Score)
Equity	Listed Equity	1,023.31	0.75	100.00%	1.17
	Unlisted Equity	36.47	0.11	100.00%	4.00
	Total	1,059.78	0.62	100.00%	1.74
Bonds	Listed Equity	4,604.28	5.92	100.00%	1.00
	Unlisted Equity	654.24	1.87	100.00%	2.71
	Total	5,258.52	4.67	100.00%	1.53
Project Investment	Renewable Energy Project Investments <sup>(Note)</sup>	2,034.52	15.03	100.00%	3.00
	Other Project Investments	6.88	0.04	100.00%	4.00
Sovereign Bonds	Excluding LULUCF	11,225.44	5.48	100.00%	2.00
	Including LULUCF	10,368.36	5.06	100.00%	2.00

▶ The result of renewable energy project investment calculations is the amount of carbon emissions avoided.

## Appendix

### Insurance-related Carbon Emissions (Commercial Insurance) in 2023

Year	Insurance-related Carbon Emissions in 2023			
Business Type	Absolute Emission	Emission Intensity	Inventory Coverage	Weighted Data Quality
	(tCO <sub>2</sub> e)	(tCO <sub>2</sub> e/NT\$ million)	(%, Percentage of NT\$)	(Score)
Marine Insurance	5,253.40	8.47	96.15%	4.75
Commercial Fire Insurance	3,745.10	6.15	97.16%	4.07
Miscellaneous Insurance	3,999.06	11.78	89.53%	4.74
Corporate Auto Insurance	23,061.70	15.43	96.47%	4.99
<b>Total Commercial Insurance</b>	<b>36,059.27</b>	<b>11.77</b>	<b>95.72%</b>	<b>4.73</b>

### Insurance-Related Carbon Emissions in 2023 (Personal Auto Insurance) in 2023

Year	2023 (policies are based on the effective date within the current year)				
Vehicle Type	Absolute Emissions	Weighted Data Quality	Emission Intensity		Number of Policies
	(tCO <sub>2</sub> e)	Scope I and II	Physical Emission Intensity (tCO <sub>2</sub> e/km)	Insurance-related Carbon Emission Intensity (tCO <sub>2</sub> e/ NT\$ million)	
Sedan	16,253.62	2.71	0.000164	7.02	1,304,275
Motorcycles	2,240.37	2.47	0.000051	12.79	725,905
Light Trucks	1,489.18	3.62	0.000188	9.72	95,771
Heavy Trucks	1.55	4.00	0.000278	6.53	90
<b>Total Personal Auto Coverage</b>	<b>19,984.73</b>	<b>2.75</b>	<b>0.000133</b>	<b>7.56</b>	<b>2,126,041</b>

## Appendix

### ● Appendix II GRI Content Index

#### Statement of Use

Tokio Marine Nawa Insurance reports in accordance with the GRI Standards for the period 2024/01/01 to 2024/12/31.

#### GRI 1 Used

GRI 1: Foundation 2021

#### Applicable GRI Sector Standard(s)

Not applicable

Disclosure Aspect	Material Sustainability Topics	Corresponding Report Section	Page Number	
The organization and its reporting practices	2-1	Organization Details	<a href="#">7</a>	
	2-2	Entities included in the organization's sustainability reporting	<a href="#">3</a>	
	2-3	Reporting period, frequency and contact point	<a href="#">3</a>	
	2-4	Restatements of information	This Report	<a href="#">3</a>
			4.2 Climate Strategy	<a href="#">45</a>
4.4 Climate Metrics & Targets			<a href="#">52</a>	
5.1 Talent Development and Cultivation	<a href="#">56</a>			
2-5	External assurance	This Report	<a href="#">3</a>	
Activities and workers	2-6	Activities, value chain and other business relationships	<a href="#">27</a>	
	2-7	Employees	<a href="#">56</a>	
	2-8	Workers who are not employees	<a href="#">56</a>	
Governance	2-9	Governance structure and composition	<a href="#">17</a>	
	2-10	Nomination and selection of the highest governance body	<a href="#">17</a>	
	2-11	Chair of the highest governance body	<a href="#">17</a>	
	2-12	Role of the highest governance body in overseeing the management of impacts	<a href="#">10</a>	
	2-13	Delegation of responsibility for managing impacts	<a href="#">9</a>	
	2-14	Role of the highest governance body in sustainability reporting	<a href="#">9</a>	
	2-15	Conflict of Interest	<a href="#">17</a>	

## Appendix

Disclosure Aspect		Material Sustainability Topics	Corresponding Report Section	Page Number
Governance	2-16	Communication of critical concerns	2.1 Ethical Governance	<a href="#">17</a>
	2-17	Collective knowledge of the highest governance body	2.1 Ethical Governance	<a href="#">17</a>
	2-18	Evaluation of the performance of the highest governance body	2.1 Ethical Governance	<a href="#">17</a>
	2-19	Remuneration policies	5.1 Talent Development and Cultivation	<a href="#">56</a>
	2-20	Process to determine remuneration	2.1 Ethical Governance	<a href="#">17</a>
	2-21	Annual total compensation ratio	5.1 Talent Development and Cultivation	<a href="#">56</a>
Strategies, Policies and Practices	2-22	Statement on sustainable development strategy	Message from Management	<a href="#">4</a>
	2-23	Policy commitments	2.1 Ethical Governance 4.2 Climate Strategy 5.2 Human Rights Commitment and Diversity, Equity and Inclusion (DEI)	<a href="#">17</a> <a href="#">45</a> <a href="#">59</a>
	2-24	Embedding policy commitments	1.4 Stakeholder Communication and Material Topics 2.3 Risk Management 2.4 Customer Privacy and Information Security Management 5.2 Human Rights Commitment and Diversity, Equity and Inclusion (DEI)	<a href="#">10</a> <a href="#">21</a> <a href="#">24</a> <a href="#">59</a>
	2-25	Processes to remediate negative impacts	1.4 Stakeholder Communication and Material Topics 3.1 Inclusive Financing and Treating Customers Fairly 5.2 Human Rights Commitment and Diversity, Equity and Inclusion (DEI)	<a href="#">10</a> <a href="#">29</a> <a href="#">59</a>
	2-26	Mechanisms for seeking advice and raising concerns	1.4 Stakeholder Communication and Material Topics	<a href="#">10</a>
	2-27	Compliance with laws and regulations	2.1 Ethical Governance	<a href="#">17</a>
	2-28	Membership associations	6.1 Social Influence	<a href="#">66</a>
	2-29	Approach to stakeholder engagement	1.4 Stakeholder Communication and Material Topics	<a href="#">10</a>
	2-30	Collective bargaining agreements	5.2 Human Rights Commitment and Diversity, Equity and Inclusion (DEI)	<a href="#">59</a>

## Appendix

Material Sustainability Topics	Disclosure Aspect		Corresponding Report Section
GRI 3: Material Topics 2021	3-1	Process to determine material topics	1.4 Stakeholder Communication and Material Topics
	3-2	List of material topics	1.4 Stakeholder Communication and Material Topics
	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics 2.3 Risk Management 2.4 Customer Privacy and Information Security Management 3.1 Inclusive Financing and Treating Customers Fairly 3.2 Digital Finance and Innovation 4.2 Climate Strategy 5 Friendly Workplace and Talent Cultivation 6 Social Care and Influence
Material topic: Risk Culture and Disaster Resilience	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics 2.4 Customer Privacy and Information Security Management
Material topic: Information Security and Data Privacy	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics 2.3 Risk Management
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.4 Customer Privacy and Information Security Management
Material topic: Talent Development and Diversity, Equity and Inclusion (DEI)	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics Ch5 Friendly Workplace and Talent Cultivation
	404-1	Average hours of training per year per employee	Appendix I ESG Performance Data Sheet
	404-2	Programs for upgrading employee skills and transition assistance programs	5.1 Talent Development and Cultivation
	404-3	Percentage of employees receiving regular performance and career development reviews	5.1 Talent Development and Cultivation

## Appendix

Material Sustainability Topics	Disclosure Aspect		Corresponding Report Section
Material topic: Treat Customers Fairly and Customer Relationship Management	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics 3.1 Inclusive Financing and Treating Customers Fairly
	417-1	Requirements for product and service information and labeling	3.1 Inclusive Financing and Treating Customers Fairly
	417-2	Requirements for product and service information and labeling	In 2024, there were no violations of information/ labeling regulations for products and services.
	417-3	Incidents of non-compliance concerning marketing communications	In 2024, there were no violations of marketing or communication related cases.
Material topic: Digital Finance and Innovation	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics
Material topic: Climate Strategies and Financial Impacts	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics 4.2 Climate Strategy
	305-1	Direct (Scope 1) GHG Emissions	4.4 Climate Metrics & Targets
	305-2	Energy Indirect (Scope 2) GHG Emissions	4.4 Climate Metrics & Targets
	305-3	Other Indirect (Scope 3) GHG Emissions	4.4 Climate Metrics & Targets Appendix I ESG Performance Data Sheet
	305-4	GHG Emission Intensity	4.4 Climate Metrics & Targets
Material topic: Social Welfare and Impacts	3-3	Management of material topics	1.4 Stakeholder Communication and Material Topics Ch6 Social Care and Influence

## Appendix

### ● Appendix III Risks/Opportunities Posed for the Company by Climate Change, and Response Measure For Such

Core Aspect	Explanation of Indicator	Corresponding Report Section	Page no.
Governance	(a) Describe the board's oversight of climate-related risks and opportunities.	4.1 Climate Governance	<a href="#">44</a>
	(b) Describe management's role in assessing and managing climate-related risks and opportunities.		
Strategy	(a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	4.2 Climate Strategy	<a href="#">45</a>
	(b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.		
	(c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.		
Risk Management	(a) Describe the organization's processes for identifying and assessing climate-related risks.	4.3 Climate Risk Management	<a href="#">49</a>
	(b) Describe the organization's processes for managing climate-related risks.		
	(c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		
Metrics and Targets	(a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	4.4 Climate Metrics & Targets	<a href="#">52</a>
	(b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related		

### ● APPENDIX IV Sustainability Accounting Standards Board (SASB) Content Index (Insurance, VERSION 2023-12)

Disclosed Topic	Code	Disclosure Content	Type	Corresponding Report Section
Transparent Information & Fair Advice for Customers	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	Quantitative	In 2024, there were no related lawsuits; total losses were NT\$0.
	FN-IN-270a.2	Complaints-to-claims ratio		3.1 Inclusive Finance and Treating Customer Fairly
	FN-IN-270a.3	Customer Retention Rate		Appendix I
	FN-IN-270a.4	Description of approach to informing customers about products	Qualitative	3.1 Inclusive Finance and Treating Customer Fairly

## Appendix

Disclosed Topic	Code	Disclosure Content	Type	Corresponding Report Section
Incorporation of Environmental, Social and Governance Factors in Investment Management	FN-IN-410a.1	Total investment assets, by industry and asset class	Quantitative	3.4 Sustainable Investment
	FN-IN-410a.2	Description of approaches to incorporate of environmental, social and governance (ESG) factors in investment management processes and strategies	Qualitative	3.4 Sustainable Investment
Policies Designed to Incentivise Responsible Behaviour	FN-IN-410b.1	Net premium income from insurance products that promote energy efficiency and low-carbon technology	Quantitative	3.3 Green Finance
	FN-IN-410b.2	Discussion of products or product features that incentivize health, safety or environmentally responsible actions or behaviours	Qualitative	3.3 Green Finance
Physical Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes.	Quantitative	In addition to adopting the supervisory authority's RBC (Risk-Based Capital) standard model for catastrophe risk measurement, the Company also uses 99% Value at Risk (VaR) as a metric for measuring catastrophe event risk. This is supplemented by scenario analysis methods to evaluate the maximum probable loss, taking the cumulative effects of catastrophe risks into account during the assessment. For potential losses from underwriting catastrophes, we refer to the RMS and AIR catastrophe models, incorporating climate change risk factors into the models. However, the maximum probable loss is considered sensitive information and is not suitable for disclosure.
	FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)	Quantitative	4.2 Climate Strategy. See Market Observation Post System of Insurance Industry: <a href="https://ins-info.ib.gov.tw/">https://ins-info.ib.gov.tw/</a>
	FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy	Qualitative	3.4 Sustainable Investment 4.1 Climate Governance
Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category: (1) total exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with a central clearinghouse, and (3) total exposure to centrally cleared	Quantitative	Non-Hedging Derivative Investments of \$0 in 2024
	FN-IN-550a.2	derivatives	Quantitative	We have no securities borrowing and lending transactions
	FN-IN-550a.3	Total fair value of securities lending collateral assets	Qualitative	2.3 Risk Management
Activity Metrics	FN-IN-000.A	Description of approach to managing capital- and liquidity-related risks associated with systemic non – insurance activities	Quantitative	Appendix I

## Appendix

### ● Appendix V Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies comparison table for strengthened sustainability indicator disclosure for financial and insurance sector

No.	Indicator	Indicator Type	Disclosure in 2024	Unit	Note
1	Number of data breaches, percentage involving personally identifiable information, and number of account holders affected.	Quantitative	2.4 Customer Privacy and Information Security Management	Quantity, Percentage (%)	There were no information or personal data leakage situations in 2024.
2	Number and amount of loans outstanding qualified to programs designed to promote development of small business and communities.	Quantitative	The Company does not conduct any lending business.	Quantity; Reporting Currency	
3	Number of participants in financial literacy initiatives provided to minority groups without adequate banking services.	Quantitative	6.1 Social Influence	Quantity	
4	Products and services designed by individual operating units to create benefits for the environment or society.	Qualitative Description	3.3 Green Finance	N/A	

### ● Appendix VI Financial Supervisory Commission 2025.1.16 FSC Letter No.1130439022 Reversal of Amended Consent Docket Addition Section 64-1

Content	Corresponding Chapter
Life insurance companies that are listed on the stock exchange or OTC market, or whose total assets exceeded NT\$1 trillion in the previous fiscal year, as well as the top five property insurance companies by asset size, shall prepare both Chinese and English versions of their sustainability reports. These reports must disclose information related to the performance of green finance and shall be subject to third-party verification	3.3 Green Finance

# Appendix VII Independent Assurance Statement from British Standards Institution (BSI)



## INDEPENDENT ASSURANCE OPINION STATEMENT

### Tokio Marine Nawa Insurance Co., Ltd. 2024 Sustainability Report

The British Standards Institution is independent of Tokio Marine Nawa Insurance Co., Ltd. (hereafter referred to as TMNEWA in this statement) and has no financial interest in the operation of TMNEWA other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of TMNEWA only for the purpose of assuring its statements relating to its sustainability report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by TMNEWA. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to TMNEWA only.

#### Scope

The scope of engagement agreed upon with TMNEWA includes the followings:

1. The assurance scope is consistent with the description of Tokio Marine Nawa Insurance Co., Ltd. 2024 Sustainability Report.
2. The evaluation of the nature and extent of the TMNEWA's adherence to AA1000 AccountAbility Principles (2018) in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement and therefore, the information/data disclosed in the report is not verified through the verification process.

This statement was prepared in English and translated into Chinese for reference only.

#### Opinion Statement

We conclude that the Tokio Marine Nawa Insurance Co., Ltd. 2024 Sustainability Report provides a fair view of the TMNEWA sustainability programmes and performances during 2024. The sustainability report subject to assurance is free from material misstatement based upon testing within the limitations of the scope of the assurance, the information and data provided by the TMNEWA and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are fairly represented. The sustainability performance information disclosed in the report demonstrate TMNEWA's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that TMNEWA's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

#### Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a review of issues raised by external parties that could be relevant to TMNEWA's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- 14 interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of key organizational developments.
- review of the findings of internal audits.
- review of supporting evidence for claims made in the reports.
- an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000AP (2018).

#### Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness, and Impact of AA1000AP (2018) and GRI Standards is set out below:

##### Inclusivity

This report has reflected a fact that TMNEWA has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the TMNEWA's inclusivity issues.

##### Materiality

TMNEWA publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of TMNEWA and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the TMNEWA's management and performance. In our professional opinion the report covers the TMNEWA's material issues.

##### Responsiveness

TMNEWA has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for TMNEWA is developed and continually provides the opportunity to further enhance TMNEWA's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the TMNEWA's responsiveness issues.

##### Impact

TMNEWA has identified and fairly represented impacts that were measured and disclosed in probably balanced and effective way. TMNEWA has established processes to monitor, measure, evaluate, and manage impacts that lead to more effective decision-making and results-based management within the organization. In our professional opinion the report covers the TMNEWA's impact issues.

##### GRI Sustainability Reporting Standards (GRI Standards)

TMNEWA provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported, or omitted. In our professional opinion the self-declaration covers the TMNEWA's sustainability topics.

##### Assurance level

The moderate level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

##### Responsibility

The sustainability report is the responsibility of the TMNEWA's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

##### Competency and Independence

The assurance team was composed of auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064, and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.



For and on behalf of BSI:

*Peter Pu*  
Peter Pu, Managing Director BSI Taiwan

Statement No: SRA-TW-809478  
2025-07-23

...making excellence a habit.™

Taiwan Headquarters: 2nd Floor, No. 37, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.  
A Member of the BSI Group of Companies.

*Inspiring Confidence.  
Accelerating Progress.*



# 新安東京海上產險

104505 台北市中山區南京東路三段 130 號 8-13 樓  
8-13F.,No.130,Sec.3,Nanjing E. Rd.,Zhongshan District, Taipei, Taiwan,R.O.C.  
TEL | 02-8772-7777  
Customer Service Hotline | 0800-050-119  
<https://www.tmnewa.com.tw>