

2023 Sustainability Report

Taiwan External Trade
Development Council





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About this Report

This is the first Sustainability Report from the Taiwan External Trade Development Council (TAITRA). The report provides detailed insights into TAITRA's sustainable practices in four key areas: Environment, Social, Governance, and Innovation. It aims to explain to the general public and stakeholders how TAITRA fulfills its social responsibility, actively pursues sustainable development, and shares the achievements of its sustainability operations.

Reporting Period

The data and information in this report cover the period from January 1, 2022, to September 30, 2023.

Reporting Principles

This report's content is in line with the United Nations Sustainable Development Goals (SDGs) and has been created with reference to the Global Reporting Initiative (GRI) Consolidated Set of Standards 2021.

Publication

Both the Chinese and English versions of this report is available for download on the TAITRA's official website. The initial content of this English report has been reviewed and proofread with the assistance of an AI language model to ensure clarity and correctness. Current Version: Published in December 2023

Contact Information

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The Secretary Office of the ESG Promotion Committee, TAITRA



7 Fl., 333 Keelung
Rd., Sec. 1, Taipei
11012, Taiwan



planning@taitra.org.tw



(02) 2725-5200



www.taitra.org.tw



Message from the Chairman

For over half a century, TAITRA has explored global business opportunities together with Taiwanese companies. Today, amidst geopolitical tensions, supply chain restructurings, and rapidly changing technologies, the international economy and trade have become more complicated than ever.

Notably, net-zero emissions and sustainable operations have become global issues. The implementation of net-zero policies by governments worldwide and the increasing demand for green supply chains by international brands pose significant challenges for Taiwanese export companies.

In an effort to help companies enhance their green competitiveness, TAITRA first started from within. TAITRA's digital transformation began in 2017 with its cloud collaboration that reduced paper usage by 50%. In 2021, the ESG Promotion Committee was established to develop sustainable strategies.

TAITRA's mission is to lead businesses toward global opportunities by leveraging digital and green transformations and nurturing a sustainable future for Taiwan's trade. TAITRA is steadfast in supporting the government's 2050 Net-Zero Emissions Goal for leading businesses to not only expand trade but also develop digital and green opportunities worldwide.



Chairman



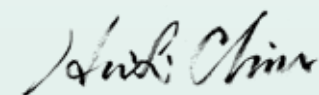
Message from the Chief Sustainability Officer

In this era of a net-zero economy, companies must prioritize ESG practices. For Taiwanese businesses to secure a crucial role in international supply chains, they must undergo both green and digital transformations.

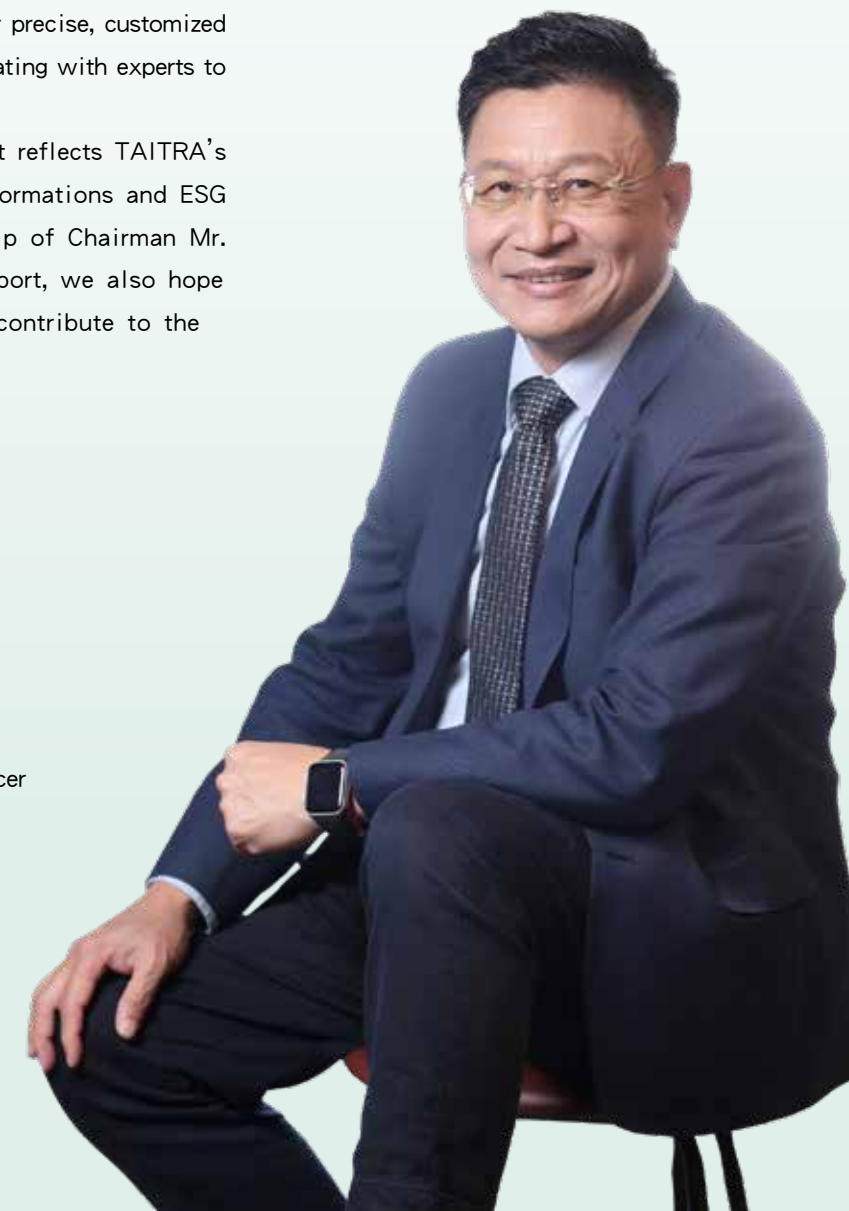
TAITRA's mission is to help small and medium-sized enterprises (SMEs) to expand into global markets and become valued partners for companies that are becoming increasingly green and digital.

Our sustainability framework encompasses the Environment, Social, Governance, and Innovation, as well as strategies for each, such as integrating AI tools and data analytics to offer precise, customized marketing services, and collaborating with experts to reduce carbon emissions.

The 2023 Sustainability Report reflects TAITRA's achievements in digital transformations and ESG initiatives under the leadership of Chairman Mr. James Huang. Through this report, we also hope to inspire SMEs to strive to contribute to the sustainable future of Taiwan.



Executive Vice President
and Chief Sustainability Officer



Chapter 1

About TAITRA

1.1 Introduction and Main Services

1.2 History and Milestones

1.3 Sustainability Vision and Framework

1.4 ESG Promotion Committee

1.5 Stakeholder Identification and Communication

1.1 Introduction and Main Services

TAITRA is Taiwan's premier nonprofit trade promotion organization. Founded in 1970, and sponsored by government and industry organizations, TAITRA aims to assist enterprises in expanding their global reach. The core mission encompasses trade promotion and MICE venue operation. Headquartered in Taipei, TAITRA boasts a team of 1,300 specialists and operates five local offices, along with over 60 branches worldwide. TAITRA's goal is to assist Taiwanese businesses in developing international markets.

Main Services

- Connecting with overseas buyers and industry partners
- Assisting with overseas operations
- Publishing market research and publication
- Operating exhibition and convention venues
- Organizing Taiwan International Trade Shows
- Operating international e-commerce services
- Providing customized overseas marketing consulting services
- Providing global digital marketing services
- Operating International Trade Institute for talent training and matchmaking

2022 Annual Achievements

24
Held Taiwan
International Trade Shows

8,019
Held Trade
Promotion Activities

66,000
Served
Enterprises

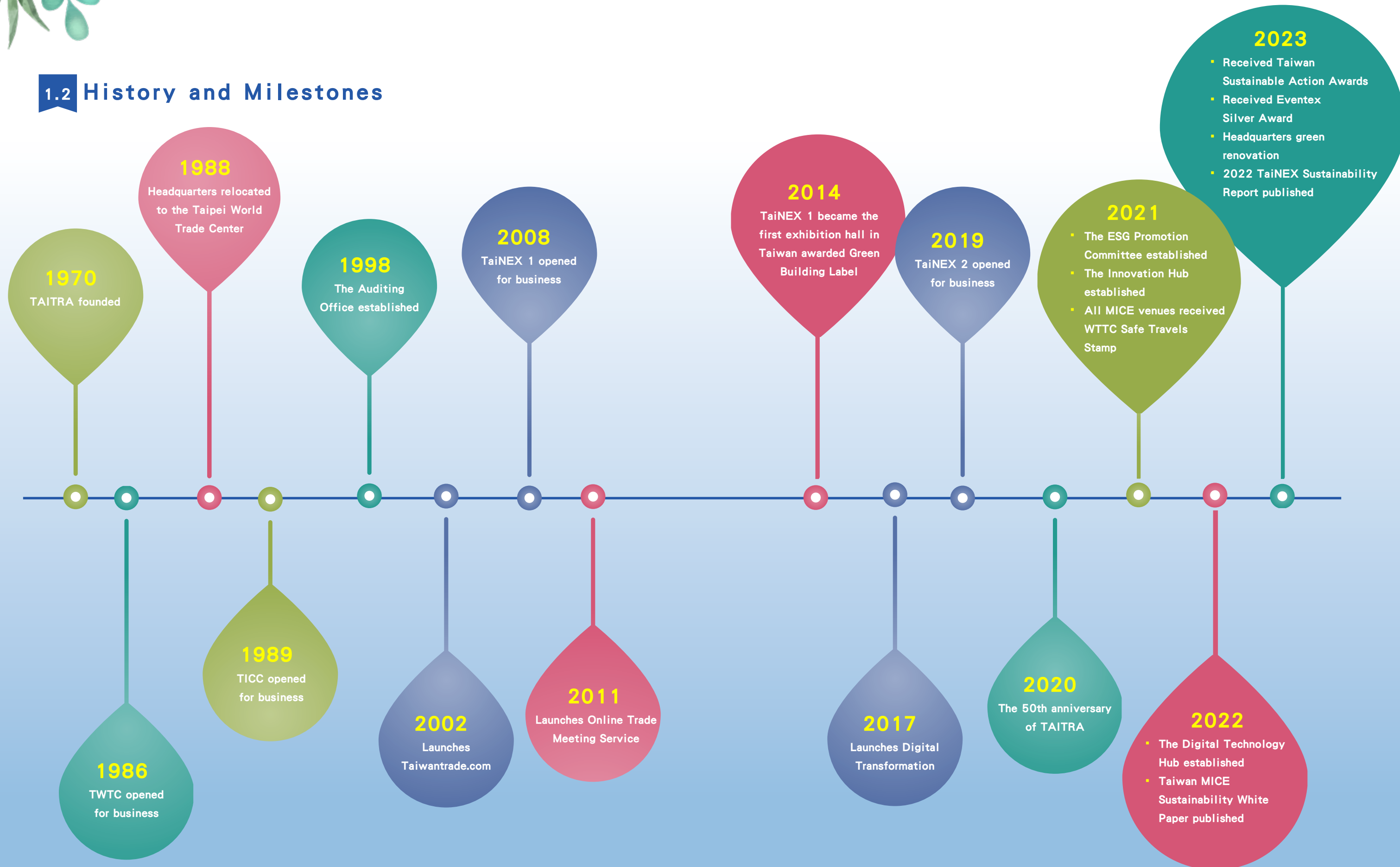
74,000
Served Buyers for
Business Matching

32.5 million
Attracted Visits
at Taiwantrade.com

6 billion USD
Created Business
Opportunities Worth



1.2 History and Milestones





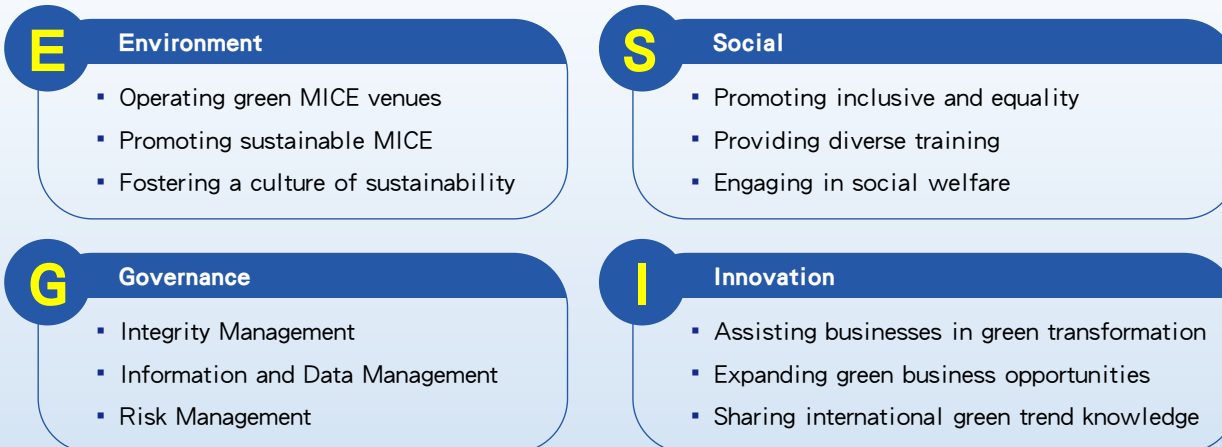
1.3 Sustainability Vision and Framework

1.3.1

Sustainability Vision

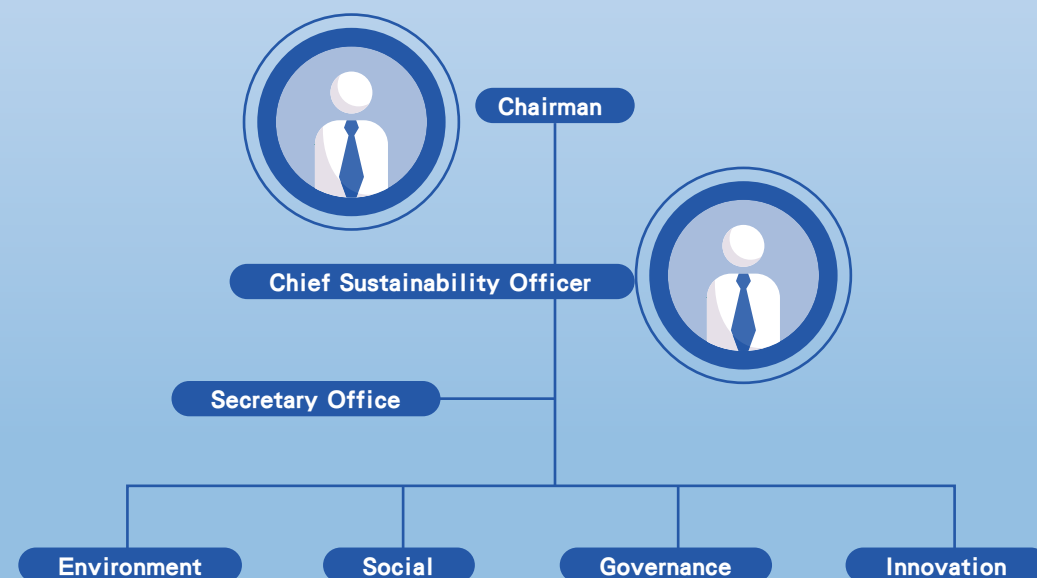
Guiding Enterprises to Global Opportunities
Igniting Digital and Green Transformation
Nurturing Taiwan Trade's Sustainable Future

1.3.2 Sustainable Framework



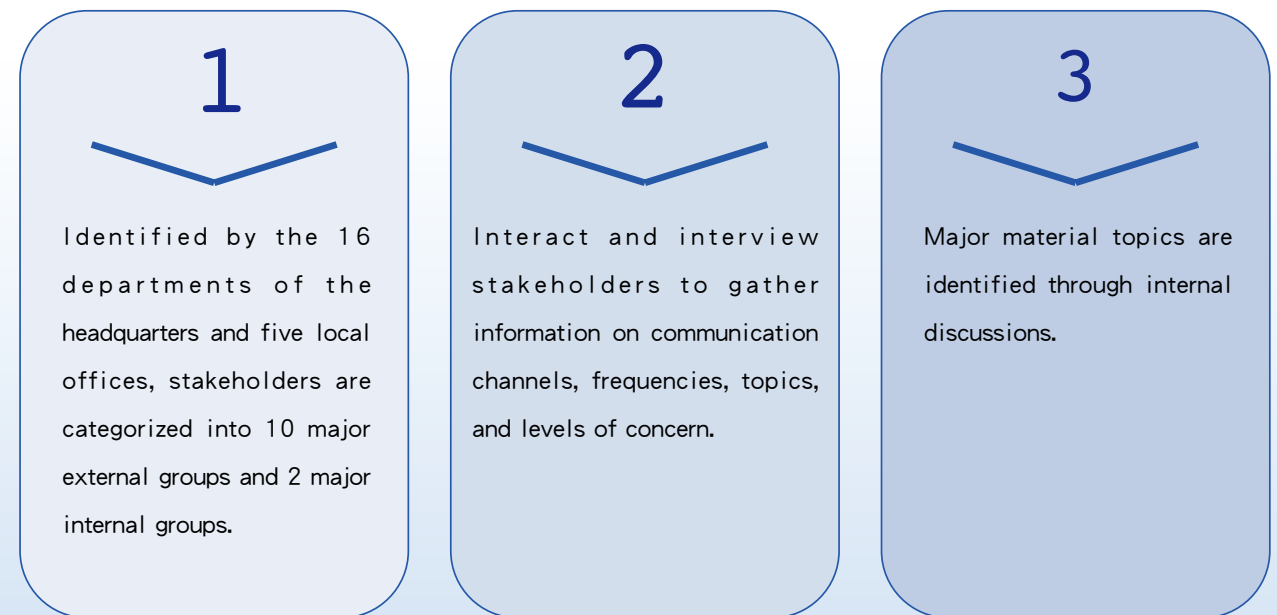
1.4 ESG Promotion Committee

Established in October 2021 and consisting of four working groups: Environment, Social, Governance, and Innovation, the committee aims to integrate resources and business expertise, deliberate on innovative practices, and monitor the outcomes of implementation.



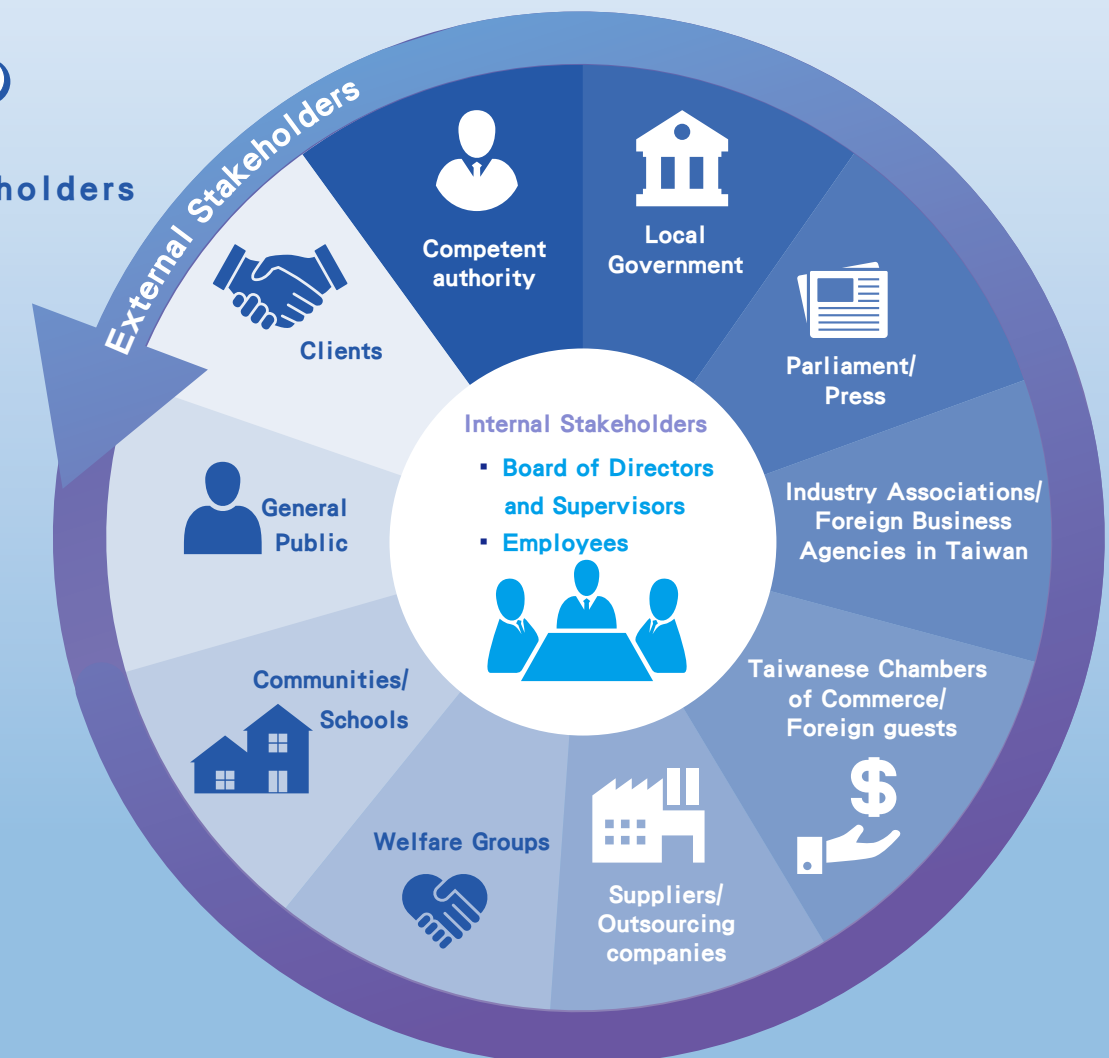
1.5 Stakeholder Identification and Communication

1.5.1 Collecting Material Topics Procedure



1.5.2

Major Stakeholders





1.5.3 Material Topics for External Stakeholders

Stakeholder	Communication Channels	Frequency	Material Topics
Competent authority	Phone call, email, instant messaging	Promptly	<ul style="list-style-type: none">Legal complianceIntegrity management
	Official document	Promptly	<ul style="list-style-type: none">Conflict of interestReputation
	Meeting	Occasionally	<ul style="list-style-type: none">Sustainable valueInnovative action
	Event	Occasionally	<ul style="list-style-type: none">Project quality and resultRisk management
	Official website, social media	Occasionally	<ul style="list-style-type: none">Information security
Local governments	Official document	Promptly	<ul style="list-style-type: none">Legal complianceLabor disputeService resourcesCollaborationOverseas assistance
	Meeting, official call	Occasionally	<ul style="list-style-type: none">Local government tenderCentral government subsidy
Parliament/ Press	Phone call, email, instant messaging	Promptly	<ul style="list-style-type: none">Service resources
	Meeting	Occasionally	<ul style="list-style-type: none">Project execution and resultOperations and achievement
	Press release	Occasionally	<ul style="list-style-type: none">Change in key personnel
	Press conference	Occasionally	

Stakeholder	Communication Channels	Frequency	Material Topics
Industry associations/ Foreign business agencies in Taiwan/ Taiwanese Chambers of Commerce/ Foreign guests	Members' Assembly	Yearly	<ul style="list-style-type: none">Reputation
	Event	Occasionally	<ul style="list-style-type: none">Service resourcesOverseas assistance
	Meeting, Official call	Occasionally	<ul style="list-style-type: none">CollaborationBusiness opportunity
	Official Document	Promptly	<ul style="list-style-type: none">Shared resourcesGlobal trend
	Phone call, email	Promptly	<ul style="list-style-type: none">Innovative actionCustomer relation
MOU partners/ International organization	Official website, social media	Occasionally	<ul style="list-style-type: none">Government subsidy
	TAITRA overseas branches	Occasionally	<ul style="list-style-type: none">Integrity managementReputationCollaboration
	Phone call, email, Meeting	Promptly	<ul style="list-style-type: none">Shared resourcesFuture outlook
Suppliers/ Outsourcing company	Phone call, email, instant messaging	Promptly	<ul style="list-style-type: none">Integrity managementReputation
	Social media	Promptly	<ul style="list-style-type: none">Supplier evaluation and management
	Meeting, Official Document	Occasionally	<ul style="list-style-type: none">Contract managementGreen procurementOccupational health and safety
	Business document	Promptly	<ul style="list-style-type: none">Information security
Welfare groups	Phone call, email	Promptly	<ul style="list-style-type: none">Reputation
	Social media	Promptly	<ul style="list-style-type: none">CSR and impact
	Exhibition and event	Occasionally	<ul style="list-style-type: none">Charity event



Stakeholder	Communication Channels	Frequency	Material Topics
Communities/ Schools	Event	Yearly	<ul style="list-style-type: none">Knowledge disseminationLearning opportunityCharity event
General public	Official website	Occasionally	<ul style="list-style-type: none">Reputation
	Venue suggestion box	Occasionally	<ul style="list-style-type: none">Service resources
	Satisfaction survey	Yearly	<ul style="list-style-type: none">Service quality
Clients	Business, Taiwantrade members	Phone call, email	<ul style="list-style-type: none">ReputationService resources
		Newsletter	<ul style="list-style-type: none">Service qualityCustomer growth
		Official website, social media	<ul style="list-style-type: none">Business opportunityGlobal trend
		Event, meeting	<ul style="list-style-type: none">Innovative actionInformation accuracy
		Satisfaction survey	<ul style="list-style-type: none">Information security
	Local enterprises	Phone call, email	<ul style="list-style-type: none">Service resourcesGovernment subsidy
		Event, meeting	<ul style="list-style-type: none">Overseas assistance
	PEO, PCO, Exhibitors, Buyers, Tenants	Phone call, email	<ul style="list-style-type: none">Integrity managementReputationService quality
		Website, social media	<ul style="list-style-type: none">Event resourcesBusiness opportunity
		Event, meeting, association gathering	<ul style="list-style-type: none">Global trendIncentiveCustomer relation
		Satisfaction survey	<ul style="list-style-type: none">Customer privacy and information security
			<ul style="list-style-type: none">Risk management

1.5.4 Material Topics for Internal Stakeholders

Stakeholder	Communication Channels	Frequency	Material Topics
Board of directors and supervisors	Board meetings	Quarterly	<ul style="list-style-type: none">Sustainable valueInformation transparencyCommunication and interactionGlobal trend
Employees	Labor-management meetings	Quarterly	<ul style="list-style-type: none">Legal complianceSalary structureEmployee benefits
	CEO mailbox	Occasionally	<ul style="list-style-type: none">Safety and insuranceEmployee assistance program

1.5.5 12 Major Material Topics

E Environment

- 1. Global trend** : Monitoring global green trends and carbon reduction issues, providing information and service resources for Taiwanese businesses.
- 2. Sustainable value** : Implementing energy-saving and carbon reduction projects at MICE venues and promoting environmentally friendly exhibitions and meetings.
- 3. Green procurement** : Prioritize the use of green certificated products and services during procurement.

S Social

- 1. Occupational health and safety** : Establishing the Occupational Safety and Health Office, aiming to achieve a zero-incident workplace.
- 2. Employee benefits** : Providing on-site medical services to enhance employee well-being and subsidizing employee welfare.
- 3. Social welfare** : Caring for local communities and vulnerable groups, and organizing Love Festival charity event.

G Governance

- 1. Legal compliance** : Ensuring compliance with legal requirements under the Foundations Act and the governance of MOEA.
- 2. Integrity management** : Annual employees training emphasizing the importance of professional ethics and rejecting any form of undue benefits.
- 3. Information security** : Implementing risk management and ensuring annual verifications for information security and privacy information.

I Innovation

- 1. Innovative action** : Promoting corporate carbon reduction services, and developing market-driven approaches for business opportunities.
- 2. Service resources** : Promoting green knowledge via new media and establishing a Green Trade website with policy and regulation details.
- 3. Business opportunity** : Conducting OMO exhibitions and trade delegations to assist companies in exploring overseas green business opportunities.

Chapter 2

Environment

2.1 Green MICE Venues

2.2 Promoting Green Exhibitions and Conventions

2.3 Employee ESG Practices

While the MICE industry brings positive economic benefits, aspects such as transportation and electricity consumption may also have adverse environmental impacts. Therefore, addressing the challenge of sustaining economic momentum while mitigating the environmental impact is crucial for the MICE industry today.

TAITRA's core business includes operating professional MICE venues and hosting Taiwan International Trade Shows. Therefore, TAITRA is committed to operating green MICE venues and promoting sustainable exhibitions and conventions. TAITRA encourages stakeholders to use reusable materials in constructing show booths and employs AR and VR technologies to showcase products, aiming to minimize single-use waste and reduce carbon emissions.

Internally, TAITRA shapes a sustainable culture. Employees are encouraged to voluntarily embrace ESG practices, internalizing sustainability thinking into their daily work.



2.1 Green MICE Venues

2.1.1 Green and Safety Certification

1 ISO 20121 Event Sustainability Management System

- TaiNEX 1 has become the first exhibition in Taiwan to receive ISO 20121 certification in 2014. In 2022, SGS Taiwan conducted an audit, and both TaiNEX 1 and 2 have successfully renewed the certification with zero defects.
- Both TaiNEX 1 and 2 continuously have implemented the PDCA (Plan-Do-Check-Action) process for managerial and service improvement.

2 Green Building Label

- TaiNEX 1 is the first exhibition hall in Taiwan to be awarded the Green Building Label based on fulfilling seven indicators, including Greenery of Site, Soil Water Content, Energy Saving, CO2 Emissions Reduction, Indoor Environment Quality, Water Conservation, and Sewage and Garbage Improvement.
- Surpassing the same seven indicators, TaiNEX 2 meets the requirements for Waste Reduction and Innovative Design, earning the Gold-level Green Building Certification, a first in Taiwan.

3 Public Safety Building

TAITRA prioritizes ‘safety’ as the top concern in operating MICE venues. In line with Article 77, Paragraph 3 of the Building Act, all four exhibition and convention venues commission professional organizations for annual inspections to ensure a secure environment for the public.

- TaiNEX 1 has obtained the Fire Safety Building Certificate through comprehensive facilities management, with public safety building inspections now conducted biennially. It holds the Public Safety Building Inspection Certificate of Approval for 2023-2025.
- TaiNEX 2 has obtained the Public Safety Building Inspection Certificate of Approval for 2023.
- TWTC has obtained the Public Safety Building Inspection Certificate of Approval for 2022-2024.
- TICC has obtained the Public Safety Building Inspection Certificate of Approval for 2023-2024.



4 Fire Safety Building

TaiNEX 1 has been awarded the Gold-Level Fire Safety Building Certificate by the Taiwan Architecture and Building Center in 2022.

5 ISO 50001 Energy Management System

In alignment with the government's carbon reduction goals, TAITRA has adopted the ISO 50001 Energy Management System as a standard.

- TaiNEX 1 has obtained ISO 50001 Energy Management System certification in 2015.
- TWTC has begun using the ISO 50001 Energy Management System in 2015. Subsequently, in 2016 and 2017, TWTC has successfully passed audits and obtained certifications.
- TICC has obtained ISO 50001 Energy Management System certification in 2015.

6 ISO 14064-1 Greenhouse Gases

- TaiNEX 1 has completed the verification of greenhouse gas emissions in accordance with international standards in 2009 and 2011, obtaining the British Standards Institution (BSI) ISO 14064-1 International Standard for Quantifying and Reporting Greenhouse Gas Emissions. TaiNEX 1 is the first MICE venue in Taiwan to complete greenhouse gas verification.
- Since 2022, TaiNEX 1 and 2 have jointly conducted greenhouse gas emissions verification, becoming the first joint exhibition venues in Taiwan to obtain ISO 14064 certification under the new standards.
- TICC has obtained ISO 14064-1 certification in 2013.

Certification	TaiNEX 1	TaiNEX 2	TWTC	TICC
ISO 20121 Event Sustainability Management System	●	●		
Green Building Label	●	● Gold-Level		
City of Taipei Public Safety Building Inspection Certificate of Approval	●	●	●	●
Fire Safety Building Certificate	● Gold-Level			
ISO 50001 Energy Management System	●		●	●
ISO 14064-1 Greenhouse Gases	●	●		●
Air Quality Self-Management Label	●	●	●	● IAQ Gold-level

2.1.2 Energy Conservation Improvement Plan

TaiNEX 1

2022

- Replaced T8-type 4-tube 20W fluorescent lights in the corridor on the west side of the 6th floor with 36W LED flat-panel lights, saving 40,365 kWh/year.
- Replaced lighting in the 401 conference room with LED flat-panel lights, saving 15,246 kWh/year.
- Replaced T8-type 4-tube 20W fluorescent lights in the corridor of the news center and at the entrance of the showground on the 4th floor with 36W LED flat-panel lights, saving 18,295 kWh/year.
- Replaced 48 150-watt complex metal lamps at the truck exit on the east side of the main floor with 8 100-watt LED high bay lights, saving 19,465 kWh/year.

2023

- Replaced 48 150W composite metal lamps in the 1st Floor East Side Customs Office Area with 8 100W LED high-bay lights, saving 3,894 kWh/year.
- Replaced 97 150W composite metal lamps at the truck exit on the main floor's east side with 13 150W LED high-bay lights, saving 45,990 kWh/year.



TaiNEX 2

2022

Replaced B2 floor parking lot fluorescent lights with LEDs, saving 5,702 kWh/year.

2023

Replaced B3 floor parking lot fluorescent lights with LEDs, saving 7,128 kWh/year.

TWTC

2022

Upgraded the lighting system in public areas with LEDs, saving 48,600 kWh/year.

2023

- Upgraded the lighting system on the exhibition floor with LEDs.
- Upgraded the high-voltage power system to ensure a stable power supply, resulting in energy savings of 204,000 kWh from January to August 2023.



TICC

2022

- Repaired the air conditioner in the elevator machine room, saving 2,555 kWh/year.
- Raised air conditioning temperature in public areas has saved 61,000 kWh/year since 2022.
- Replaced coiled tube bulbs in public areas with LEDs, saving 86,700 kWh/year.

2023

Renewed the faded LEDs in the lobby and corridors on the first floor to improve lighting efficiency, saving 2,940 kWh/year.

	TaiNEX 1	TaiNEX 2	TWTC	TICC
Energy savings in 2022	93,371	70,618	48,600	67,530
Energy savings from Jan.-Aug. 2023	49,884	159,432	204,000	52,308



2.1.3 Water Conservation Management

TWTC, TaiNEX 1 and 2 have adopted Reverse Osmosis (RO) technology for the central drinking water system. Monthly inspections and bi-monthly replacement of water dispenser filters are conducted. SGS Taiwan is commissioned for quarterly coliform testing.

TaiNEX 1

- Installed an automatic rainwater recycling system to provide flushing water for toilets and watering green plants. In 2022, the rainwater recycling reached 19,000 cubic meters, resulting in a 27% reduction in water usage.
- Catering wastewater is directed into the sewage sewer via its self-contained grease retention tank, complying with all irregular inspections conducted by the Taipei City Government.
- Sensor-activated faucets are installed in restrooms to save water used for handwashing.

TaiNEX 2

Reduced toilet flush volume by 10%, estimated to save 190 tons of water per year.

TICC

Gradually installed water-saving faucets in the restrooms on each floor since August 2023. The water-saving rate is 52%, with an estimated annual water savings of approximately 350 metric tons and a reduction in carbon emissions of 19.39tCO₂e.



2.1.4 Air Quality Management

- TWTC, TaiNEX 1 and 2 have complied with the Regulations for Indoor Air Quality Inspection and Measurement in Public Places and obtained the Air Quality Self-Management Label from the Taipei City Government.
- In 2023, TICC has participated in the Promotion Program for Indoor Air Quality Certification Places, and obtained IAQ Gold-level Indoor Air Quality Certification from the Taipei City Government.



2.1.5 Solar Energy Project

TaiNEX 1 has conducted a feasibility assessment and safety test by the Taipei Structural Technicians Association in 2023. The solar panels weigh 24kg/m² less than the roof, which

has a load-bearing capacity of 6,024kg/m², meeting safety standards. The project aims for a capacity of 3,000KW-4,000KW, generating over 3 million kWh annually.

Estimated Schedule	2023 Sep.- Dec.	Announcement and selection of project management tender
	2024 Jan.- Apr.	Design planning and construction contractor tender
	2024 May- Aug.	Roof repair and electricity sales application
	2024 Sep.-Oct.	Energy Administration filing
	2024 Oct.- 2025 Jan.	System installment
	From 2025 Jan.	Distribution of electricity sales profits

2.1.6

Electric Vehicle Charging Stations

Charging facilities for electric vehicles have been established in the parking lots of TWTC, TaiNEX 1 and 2. TWTC provides 4 slow-charging stations. TaiNEX 1 provides 4 slow-charging stations, while TaiNEX 2 has 6 Tesla fast-charging stations, 1 dual-gun charging station, and 5 Noodoe slow-charging stations.

2.1.7

Supplier and Outsourcing Management

Suppliers and outsourcing partners are essential for maintaining the daily operations of TICC, TWTC, TaiNEX 1 and 2. TAITRA selects high-quality partners through public tender announcements to ensure that all collaborating enterprises comply with relevant government regulations and qualifications.

2.1.8

Integrated Virtual-reality Services Solution

In 2022, TICC has introduced a new website, offering customers a One-stop Online Collaboration Platform for Conference Services with integrated OMO value-added services as follows:

1. Online contract signing and collaborative service
2. Online rental calculation
3. Online schedule/venue queries
4. Online Event calendar
5. Panoramic Virtual Reality

2.1.9

Create a Muslim-friendly Environment

TaiNEX 1, TaiNEX 2, TWTC and TICC have established separate Muslim prayer rooms for males and females, equipped with markers indicating the direction of Mecca, prayer rugs, prayer robes, and copies of the Quran in three languages. Additionally, hygiene facilities are available. Notably, the FRIED CHICKEN MASTER at the TaiNEX food court is the first fried chicken chain to provide Halal meals.

2.2 Promoting Green Exhibitions and Conventions

2.2.1 Advocates of Green Decoration

Taiwan Trade Shows are fully committed to establishing a sustainable and professional exhibition platform. TAITRA has incorporated the ESG implementation guide into the Exhibition Application Kit, Exhibition Manual and other relevant materials. Key practices include:

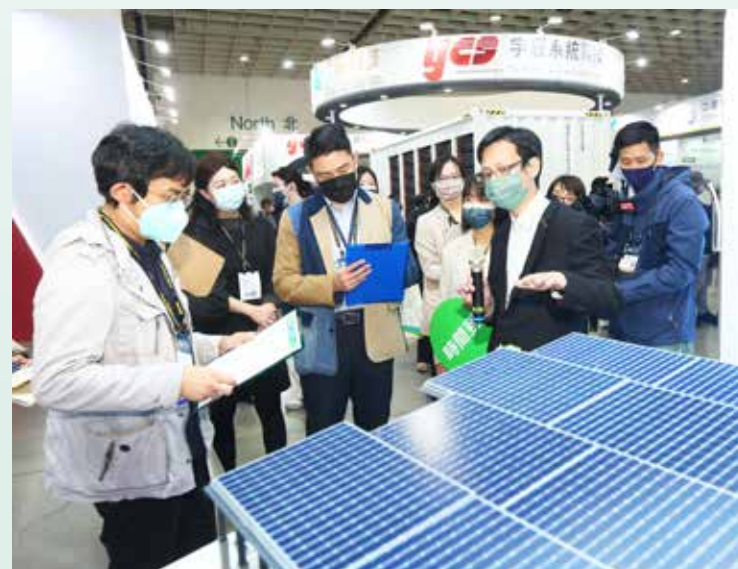
- Utilizing recyclable and reusable materials like the Maxima & Octanorm system to minimize the use of wood, acrylic, Styrofoam etc.
- Employing multimedia display tools and applications, such as electronic screens, as alternatives to printed materials.
- Encouraging attendees to choose public transportation.



2.2.2 Taiwan Trade Shows ESG Activities

Energy Taiwan Sustainability Award

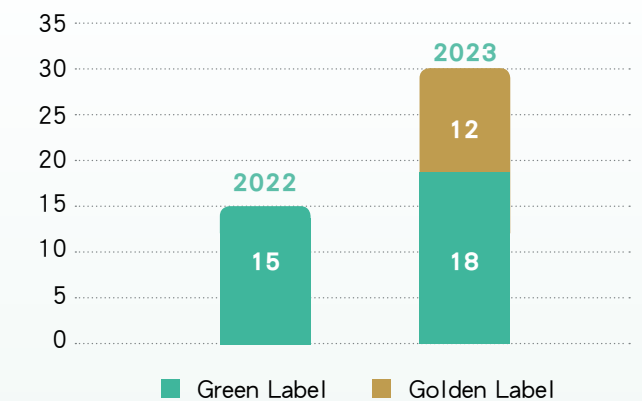
Energy Taiwan has placed a strong emphasis on collaborations with exhibitors to embrace ESG values and highlight sustainable practices. Initiated in 2022, the Energy Taiwan Sustainability Award has encouraged exhibitors to incorporate Sustainable Design, Sustainable Materials, and Sustainable Experiences. In 2023, the award recognized exhibitors who creatively and effectively showcased sustainability through booth decorations and interactive activities.



AMPA ESG Achievement

Since 2022, TAIPEI AMPA has organized the ESG Achievement event, awarding Green and Golden labels to exhibitors implementing ESG practices. In 2023, the event has collaborated with SGS Taiwan for a series of activities, including:

- A pre-show briefing on the latest ESG trends in the automotive parts industry.
- Establishing a self-assessment mechanism for corporate ESG, categorizing results, and awarding Green Label. Proactive companies receive the Golden ESG Achievement, and promotions are carried out through official channels.
- The ESG pavilion at the exhibition provides professional consultation, encouraging active ESG involvement by automotive parts businesses.



Food for Love, far and wide!

FOOD TAIPEI is committed to ESG and since 2022, has collaborated with exhibitors in the Food for Love, Far and Wide initiative. Inviting exhibitors to donate their top-quality products to support social welfare organizations, with eight companies participating in 2022.





TTS ESG GO !

The TTS ESG GO initiative has invited 20 exhibitors from COMPUTEX, TaiSPO, FOOD Taipei Mega Shows, and Giftionery & Culture Creative, Taipei, to contribute material donations to Jingtong Elementary School in the Pingxi District of New Taipei City in 2023. TAITRA has designed a range of interactive courses, providing children with insights into Taiwan's globally leading industries.

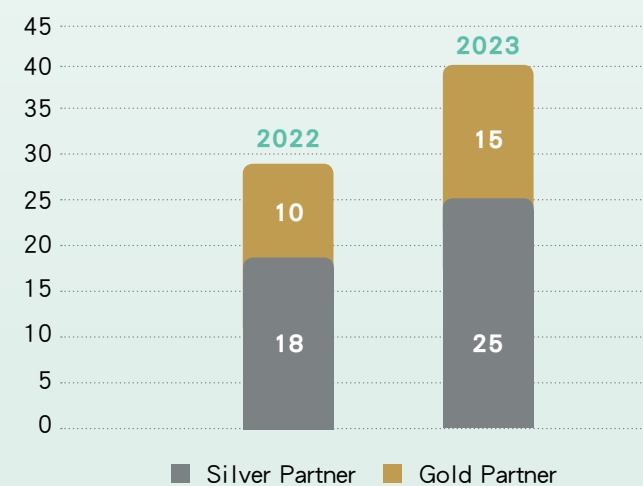


2.2.3 ESG Green Partnership

TAITRA has invited MICE businesses to join the ESG Green Partnership program, fostering collaboration among associations, corporations, and contractors to collaboratively pursue the 17 SDGs by the United Nations. Candidates achieving 7 or more SDGs are recognized as Gold Partners, while those achieving 3 to 6 SDGs are acknowledged as Silver Partners. All partners are eligible for discounts on equipment rental when booking meeting space at TAITRA's MICE venues.



ESG Green Partners



2.2.4 Taiwan MICE Sustainability White Paper

TAITRA and the Global Association of the Exhibition Industry (UFI) have jointly published the first sustainability white paper in the Asian MICE industry. It introduces the SIRCO (Sustainability, Impact, Resilience, Collaboration, Ownership) Sustainable Circular Action Guidelines, integrating key aspects like SDGs, ESG, and social impact, covering conferences and exhibitions.



2.2.5 Matchmaking for Exhibition Gift Donations

TAITRA has initiated the MICE Social Care Matching Donation program, encouraging exhibition and event organizers to donate reusable decorations and gift samples after each event, and then match the donations with needy charities. Since June

2022, TAITRA has received support from seven organizers and companies and successfully matched over 20 different types of items with ten social welfare organizations.

	Donors	Charities
2022	Taipei Bakery Association	Consortium Cerebral Palsy Foundation
	KSS Enterprise	Syin-Lu Social Welfare Foundation
	LifeStar Enterprise	Abundant Blessings Community Association of Taiwan
2023	<ul style="list-style-type: none">Taiwanese Dermatological AssociationTaiwan Visitors AssociationTaipei Dental AssociationTaiwan Academy of Banking and Finance	<ul style="list-style-type: none">Taiwan Great Hearts Social Welfare AssociationAutism Society of TaiwanLain Shin Yuan Social Welfare Charity FoundationConsortium Cerebral Palsy FoundationSt. Anne's home, a Subsidiary of Beunen FoundationChristian Mary Joy Social Welfare FoundationDown Syndrome Foundation R.O.C



2.2.6 ESG with Art

TICC ESG Art Show

The TICC ESG ART SHOW, co-organized by TAITRA and ARTrigin, featured 15 artists from 10 countries showcasing 33 pieces of art in 2022. Each artwork corresponds to one of the 17 SDGs of the United Nations. The show has utilized cardboard display racks and calculated the carbon footprint of the event, aiming to encourage more businesses to respond to exhibition carbon reduction strategies.



Exhibition of Award-Winning Indigenous Art

In 2022, TAITRA and FunDot Technology have collaborated to exhibit approximately 50 winning artworks from the first to the fourth Indigenous Art Contest at TICC. Created by indigenous children, these artworks have captured the impressions and imaginations of their tribes. Visitors to TICC has had the opportunity to glimpse into indigenous culture and tribal lifestyles.



2.3 Employee ESG Practices

2022



Electricity Costs

Goal: Reduce by 1%
Result: Reduced by 2.25%
(compared to 2020)



Green Procurement

Goal: NT\$ 4 million
Result: NT\$ 7.45 million



Paper Consumption

Goal: Reduce 5%
Result: reduced 18%

2.3.1 Paperless Digital Transformation

TAITRA has intensified the promotion of digitizing official documents internally. With the exception of confidential personnel documents, all official documents are now processed and approved online, resulting in a significant reduction in paper consumption.

Furthermore, since 2019, seminars and trainings no longer provide handouts; electronic boards are used to replace printed posters.



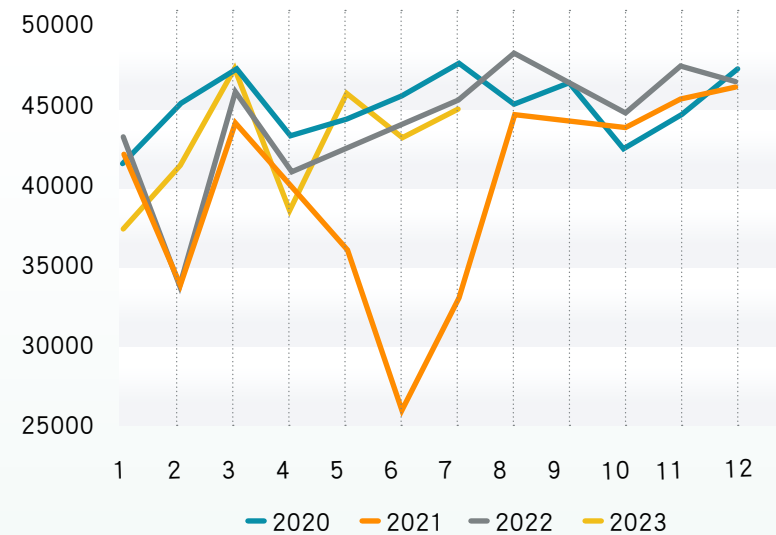


2.3.2 Energy-Saving Measures

TAITRA has replaced old and energy-consuming lighting fixtures with energy-efficient products. This not only enhances lighting effectiveness but also significantly reduces energy consumption and electricity expenses.

TAITRA conducts regular audits of office electricity consumption, carefully examining usage and adjustments are made to high-energy-consuming areas.

Annual Electricity Usage Comparison



2.3.3 Green Procurement

TAITRA actively engages in the Ministry of Environment's Promotion of Green Procurement Program for Private Enterprises and Groups, prioritizing environmental purchases in 2021. In 2022, TAITRA has received a certificate of appreciation from the Taipei City Government for outstanding green procurement.

Greening the Environment

Introducing indoor plants to connect with nature, improving air quality, and reducing visual fatigue.

Pollution Reduction

Using ducted ventilation to circulate indoor air, promotes effective air exchange and removes dust and pollutants during renovation.

2.3.4 Taipei Headquarters Green Renovation

After 34 years, TAITRA's headquarters has initiated green sustainability renovation in 2023 in order to provide employees with a healthier working environment.

Eco-friendly Building Materials

Selecting materials meeting both domestic (8 categories) and international (29 categories) environmental certifications.

Low-Energy, High-Efficiency Equipment

Implementing LEDs reduces electricity consumption by 80%, while adjusting brightness for a comfortable work environment through testing and calculations.

2.3.5 Promoting Glass-Bottled Water

TICC recommends using glass-bottled water instead of plastic bottles during events to reduce plastic usage and carbon emissions. From 2022 to September 2023, a total of 3,507 glass-bottled waters have been rented, resulting in a reduction of 526.05 kilograms of carbon emissions (calculated at 0.15 kilograms of carbon footprint per bottle).

2.3.6 Employee Bicycle Parking

To encourage employees to use eco-friendly transportation, TAITRA has collaborated with the World Trade Center to offer bicycle parking spaces.



Chapter 3

Social

- 3.1 Human Resources and Equality
- 3.2 Talent Development and Cultivation
- 3.3 Employee Wellbeing
- 3.4 Labor and Human Rights
- 3.5 Social Engagement

Employee rights and the protection of human rights are integral CSR issues. With demographic shifts toward an aging population, human capital has become a critical asset for business competitiveness. As Taiwan's primary trade promotion organization, TAITRA prioritizes workforce composition, equal development, talent cultivation, and employee welfare to enhance organizational resilience amid dynamic global conditions.

TAITRA's strategies include promoting female leadership and achieving gender equality in the CEO role since 2020, driving digital transformation since 2017, and advocating for e-learning and the use of AI tools. Employee well-being is enhanced through programs like the EAP since 2015. TAITRA also encourages employees to integrate business with philanthropy, participating in social welfare activities such as the Love Festival. This includes caring for children in remote areas and those in need, contributing to a positive impact on society.

3.1 Human Resources and Equality

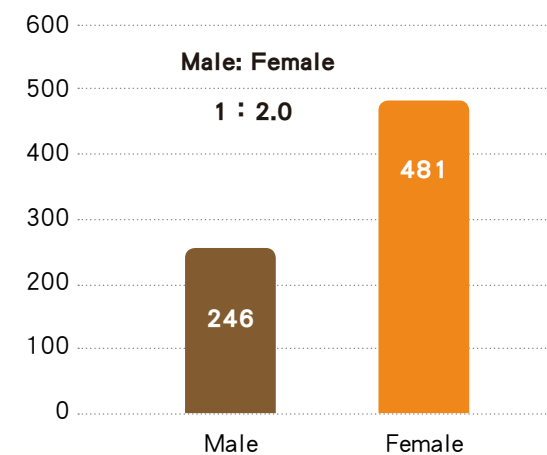
3.1.1 Human Resources Factors Data and Female Empowerment

TAITRA employs 731 people (655 in Taiwan, 76 overseas), with a gender ratio of 1:2.1 and an average age of 45.2. Work locations include

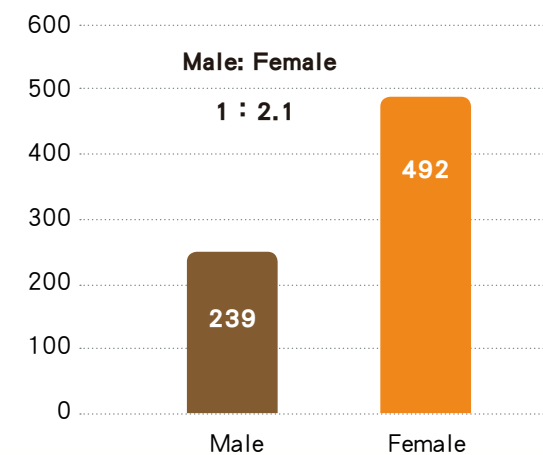
Taipei Headquarters, 5 domestic offices (Taoyuan, Hsinchu, Taichung, Tainan, and Kaohsiung) and over 60 global branches.

Gender Ratio

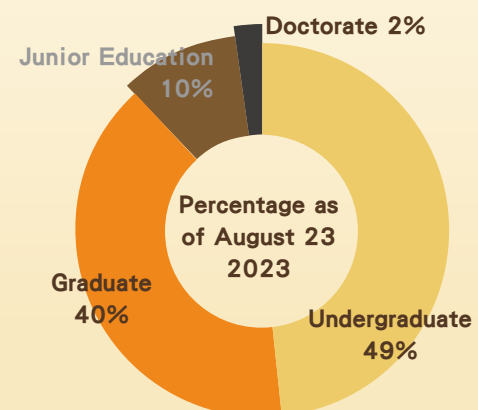
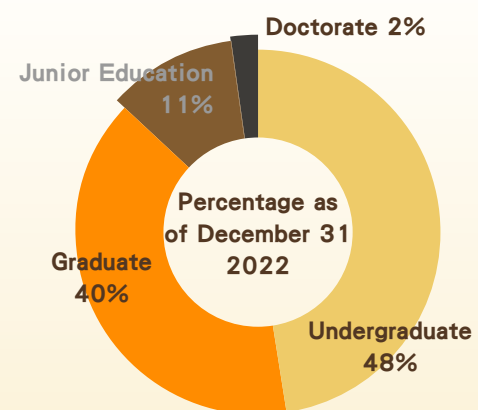
Percentage as of December 31, 2022



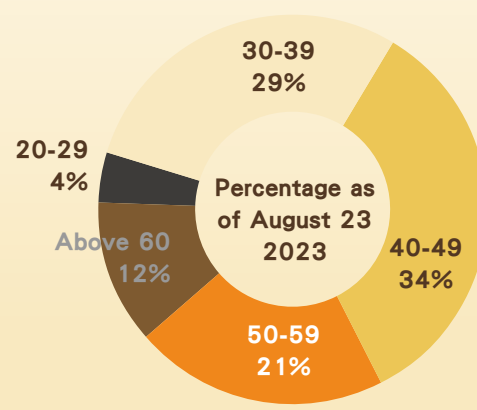
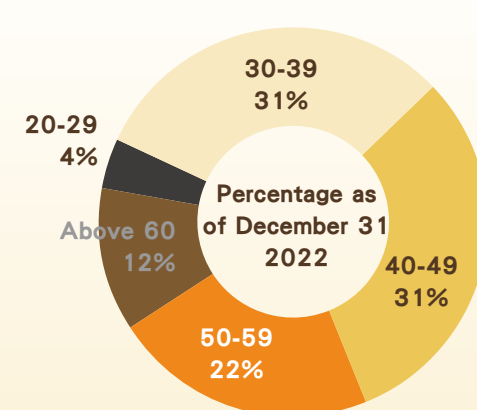
Percentage as of August 23, 2023



Education Distribution

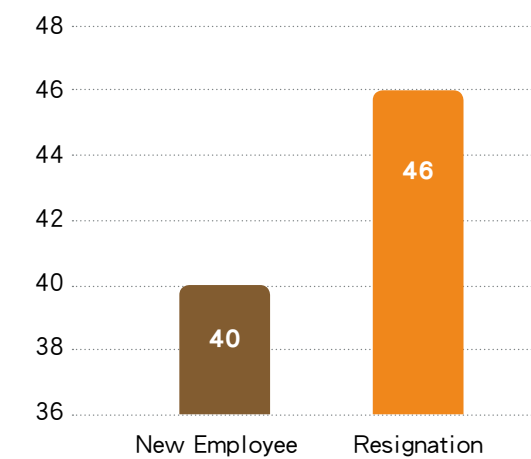


Age Distribution

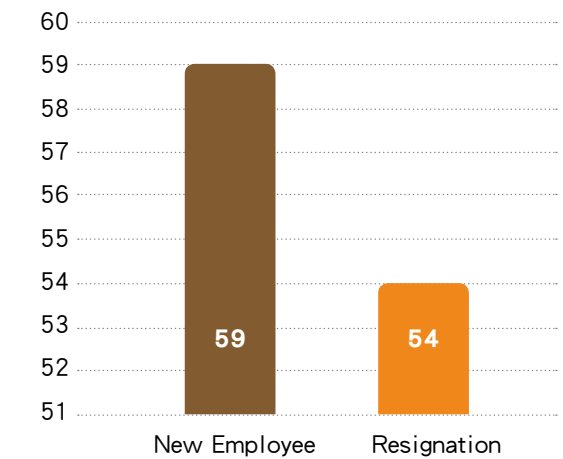


Employee Statistics

Statistics as of December 31, 2022

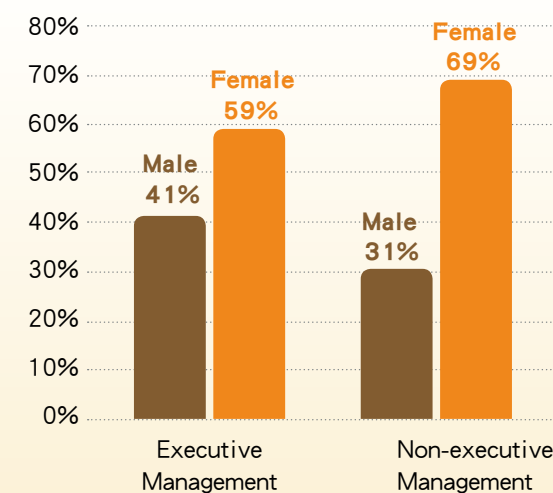


Statistics as of August 31, 2023

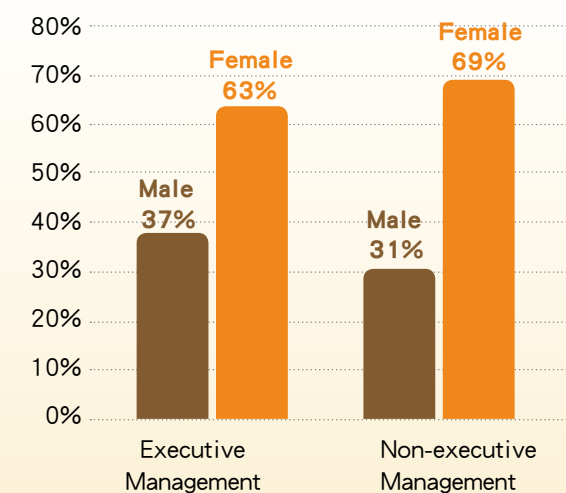


Managerial Gender Ratio

Percentage as of December 31, 2022



Percentage as of August 23, 2023



3.1.2 Diversity and Inclusion

As Taiwan's national trade promotion organization, TAITRA frequently interacts with people from diverse cultures and religions. TAITRA actively fosters a culture of diversity and inclusion, valuing respect, acceptance, and understanding of differences.



3.2 Talent Development and Cultivation

3.2.1 Expatriate and Job Rotation System

▪ Expatriate

TAITRA offers eligible employees the chance to work at over 60 global branches, promoting talent development in foreign trade. Overseas assignments are typically conducted biannually.

▪ Job Rotation

TAITRA facilitates internal rotations for eligible employees to unlock potential, enrich work experience, and cultivate leaders at all levels. Rotations are generally conducted twice a year.

3.2.2 Employee Training

Each year, 50-60 professional training sessions are organized with expert lectures and broadcasted online. Employees can apply for external training as needed. TAITRA subsidizes non-English language studies for global assignments and sends employees abroad for short-term courses annually.



3.2.3 ESG Training

- Three in-house ESG training sessions are held annually, featuring expert speakers and lectures are accessible online for all staff.
- Employees can obtain ESG management certifications by training at external institutions with managerial approval.

3.2.4 Computer Courses

Employees can attend up to three in-person courses at training institutions and are free to enroll in all online computer training courses.

3.2.5 Diversified Recruitment

TAITRA recruits talent through annual recruitment, project-based hiring, and campus recruitment to ensure a diverse pool of talented employees.

3.3 Employee Wellbeing

3.3.1 CEO Mailbox

To foster open communication, a CEO mailbox has been established for colleagues to share reform ideas. Colleagues can also arrange coffee chats with the CEO.

3.3.2 Health Office

A health office is established in compliance with Article 22 of the Occupational Safety and Health Act and Article 5 of the Regulations of Labor Health Protection. Medical personnel are employed to provide the following services,

- Monthly on-site physician health services.
- Assisting employees in understanding workplace bullying boundaries, and self-help strategies. Establishing a violence prevention system and analyzing and tracking reported cases.
- Providing health consultations, emergency treatment, and follow-up.
- Organized two health education and one Unlawful Infringement Prevention seminar annually.
- Providing health check consultations covering analysis, assessment, and health management.
- Providing health care services. In the first half of 2023, 100 services are provided.
- Adapting office disinfection based on COVID-19 measures: bi-weekly in 2022, monthly in 2023. In 2021-2022, purchasing 'NRICM101' for overseas employees and providing Covid-19 health care education.

3.3.3 EAP

Implemented in 2015, the Employee Assistance Program (EAP) enhances workplace mental health, job performance, and organizational efficiency. Surveys confirm that EAP aids in problem-solving, job performance, and emotional well-being.

EAP Scope of Services

Organizational & Management Level

Organizational change management,
Performance improvement,
Crisis management,
Leadership governance

Individual Level

Work-related: job adaptation, career planning, etc.
Life-related: legal consultation, financial advice, etc.
Health-related: interpersonal relationships, stress adaptation, emotional management, healthcare, etc.



3.3.4 Remuneration System

TAITRA places a high value on the equilibrium between organizational sustainability and employee compensation. Salaries have increased by 3% pre-pandemic. Despite the challenges posed by COVID-19 in 2020 and 2021, TAITRA has

increased salaries by 2%, acknowledging employees' efforts in implementing innovative OMO actions to facilitate trade expansion and international marketing. Annual and year-end bonuses are also provided to acknowledge outstanding performance.

3.3.5 Performance Appraisal and Promotion System

Performance Appraisal:

Employees undergo performance assessments annually, and performance bonuses are issued based on the results.

Promotion System:

Employee promotions involve position and rank advancements. Position advancements occur with supervisory openings, while rank promotions follow the annual performance appraisal.

3.3.6 Welfare System

Gym:

Fitness equipment and personalized training are provided to employees free of charge to release work pressure and balance work and life.

Clubs:

Each employee is subsidized annually to choose one from over 30 employee-run clubs, fostering interaction and exchange among like-minded colleagues.

Chinese New Year Back-to-Work Hike:

An annual post-CNY hike welcomes new challenges of the year, and every participant receives snacks and a lucky red envelope at the end of the exercise.

Employee Subsidized Leisure Travel:

Employees receive travel subsidies for domestic or international trips, promoting relaxation and family time.

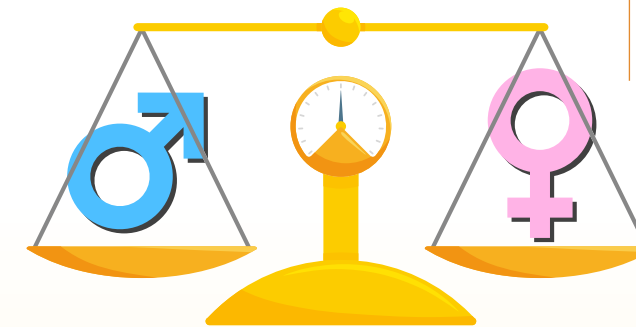
3.3.7 Occupational Safety and Health Office

An Occupational Safety and Health Office is established on April 27, 2023, in line with the Occupational Safety and Health Management Act to promote safety awareness and achieve zero accidents.

3.4 Labor and Human Rights

3.4.1 Anti-sexual Harassment Mechanism

Under TAITRA's Employee Sexual Harassment Complaint Handling System, HR confidentially handles complaints, taking appropriate actions, including disciplinary measures or termination for substantiated cases. Regular training is provided for sexual harassment prevention.



3.4.2 Women-Friendly Workplace

Gender-Friendly measures Include:

- Lactation Room:** Employees receive 60 minutes of daily lactation time during non-rest periods in compliance with gender workplace equality regulations. An extra 30 minutes is granted for those working extended hours beyond 1 hour.
- Sanitary Products:** Provision of sanitary pads for employees' urgent needs.

3.4.3 Parental Leave and Family Care Leave

Parental Leave:

Employees, after six months of service, can apply for unpaid parental leave until a child turns three, with a maximum of two years. For those caring for multiple children, the leave periods are combined, limited to two years based on the youngest child's care duration.

Family Care Leave:

After one year of service, TAITRA offers family care leave beyond legal requirements. If immediate family members have significant health issues requiring hospitalization or prolonged bedridden care, employees can apply for the leave, supported by a medical certificate.

	2022		as of September 30, 2023	
	Male	Female	Male	Female
Parental Leave	2	9	1	10
Family Care Leave	0	1	1	1

Notes: numbers are new applicants for the current year

3.5 Social Engagement

3.5.1 Beach Cleanup on World Earth Day

On Earth Day, April 22, TWTC and TICC have participated in the 2023 Embrace the Ocean with Love, Corporate Beach Cleanup GO! organized by Bliss & Wisdom Foundation. 733 kg of marine debris at Xialiao Beach, Wanli District, New Taipei City are cleaned up.



3.5.2 Books of Hope

TICC collects children's and youth literature through the Books of Hope charity initiative annually, donates to schools in remote areas, and receives heartfelt thank-you notes from teachers and students, enhancing the significance of the activity.



Year	Quantity	Donated School
2022	774	Wulu and Daniao Elementary School, Taitung
2023	285	Dawu Junior High School, Taitung

3.5.3 Türkiye Earthquake Emergency Appeal

In 2023, a 7.8 magnitude earthquake hit Türkiye and Syria, claiming 34,000 lives. TAITRA swiftly raised NT\$ 1.25 million, donating it to the Ministry

of Health and Welfare's dedicated account. This ensured a rapid delivery of aid, earning TAITRA a certificate of appreciation from the Ministry.



3.5.4 Love Festival

The Love Festival is a large-scale ESG charity event co-organized by TAITRA and the Little Sapling Association, initiated in 2022. The event offers indoor camping, technological exhibitions, and programs focused on sustainable and spiritual

development for children in remote areas. Its aim is to expand their international perspectives and foster personal growth. The event has experienced significant growth in 2023, with the number of participants increasing by nearly 60%.

	2022	2023
Date	8/13-14	8/11-13
Location	TaiNEX 1 (Green Building Label)	TaiNex 2 (Gold level Green Building Label)
Number of Teachers and Students Participating from Remote Areas	300	500
Number of New Immigrants and Indigenous Families Participating	2,000	2,000
Number of Sponsorships	54	53
Number of Volunteers	288	275
Number of Participants	17,000	27,000
Tickets Sold	6,000	3,300
News Coverage	100	200



3.5.5 Blood Donation

TAITRA organizes annual blood donation drives, contributing 20,000cc of blood in 2022 and 19,750cc in 2023. TAITRA also collaborates with local enterprises, organizations, and associations in Taichung, resulting in the collection of 1,561 and 1,769 blood bags in 2022 and 2023, respectively.



3.5.6 TICC x Christmas

In 2022, with enthusiastic support from TAITRA, 35 children from St. Teresa Children Center have had their Christmas wishes granted. Going the extra mile, TAITRA has gifted notebooks, stickers, pens, and handmade Christmas cookies, creating a warm Christmas for the children.



3.5.7 Taiwan New Year Market Fair Charity Booths

For over 10 consecutive years, TAITRA has been offering free booths to selected charities. In both 2022 and 2023, 12 and 20 charities participated, respectively, creating business opportunities while enabling consumers to contribute to charity when purchasing festive goods.



3.5.8 Communities Involvement

▪ Nangang Charity Event

TAITRA actively participates in campaigns to support underprivileged groups within the Taipei Nangang District. Annually, TAITRA collaborates with the Nangang Software Park community for the Warmth in the Cold Winter event, aiming to enhance local social engagement.

▪ TWTC Exhibition Little Warriors Experience Camp

TAITRA organizes the Exhibition Little Warriors Experience Camp at the TWTC with the dual purpose of creating a community-friendly activity and stimulating interest to cultivate the next generation of MICE industry professionals.



Date	School	Number of students
2022/10/7	Taipei Municipal GuangFu Elementary School	29
2023/6/2	Taipei Municipal Ren-Ai Elementary School	25

3.5.9 Providing Professional English Teaching Resources

To reinforce the Bilingual Policy, TAITRA provides English instructors to Renwu and Linyuan Senior High Schools in Kaohsiung, offering high-quality learning resources in a five-day English Summer Camp for confident daily-life application.



Chapter 4

Governance

- 4.1 Integrity Management
- 4.2 Information Security
- 4.3 Risk Management
- 4.4 Green Initiatives and Declarations



In today's rapidly changing global economy, robust corporate governance is essential for sustainable business. It safeguards stakeholder interests, establishes strong management, and oversees mechanisms to mitigate risks, emphasizing integrity, transparency, accountability, and operational efficiency.

Corporate governance encompasses the composition of the highest governing body, remuneration policies, shareholder rights, risk management, information security, and supply chain management. Companies must ensure an independent and professional board, enhance stakeholder communication, and align with international standards.

TAITRA strengthens its governance across four key dimensions: Integrity Management, Information Security, Risk Management, and Green Initiatives and Declaration. TAITRA actively promotes digital governance, establishing a Data Governance Committee in the fourth quarter of 2023 to develop precision data marketing.



4.1 Integrity Management

4.1.1 Organization Governance

Since the 20th session (January 16, 2020, to January 15, 2024), TAITRA's Board of Directors and Supervisors has had a four-year term. It comprises 33 representatives from government and industrial associations: 25 directors (13 government, 12 private-donated industry), and 8 supervisors (4 government, 4 private-donated industry).

The Board of Directors and Supervisors convene quarterly to discuss major resolutions and TAITRA reports foreign trade performance. Members of the board actively support and provide timely advice on various promotion initiatives, serving as crucial input for TAITRA's future projects.

4.1.2 Compliance with Laws and Regulations

In 2019, TAITRA has established the Taiwan External Trade Development Council Integrity Management in accordance with the Foundations Act and the Guiding Principles for Integrity Management of Foundations under the Supervision of the Ministry of Economic Affairs. This policy requires employees, supervisors, and directors to uphold professional ethics and moral standards while conducting business.

4.1.4 Integrity Management Commitment

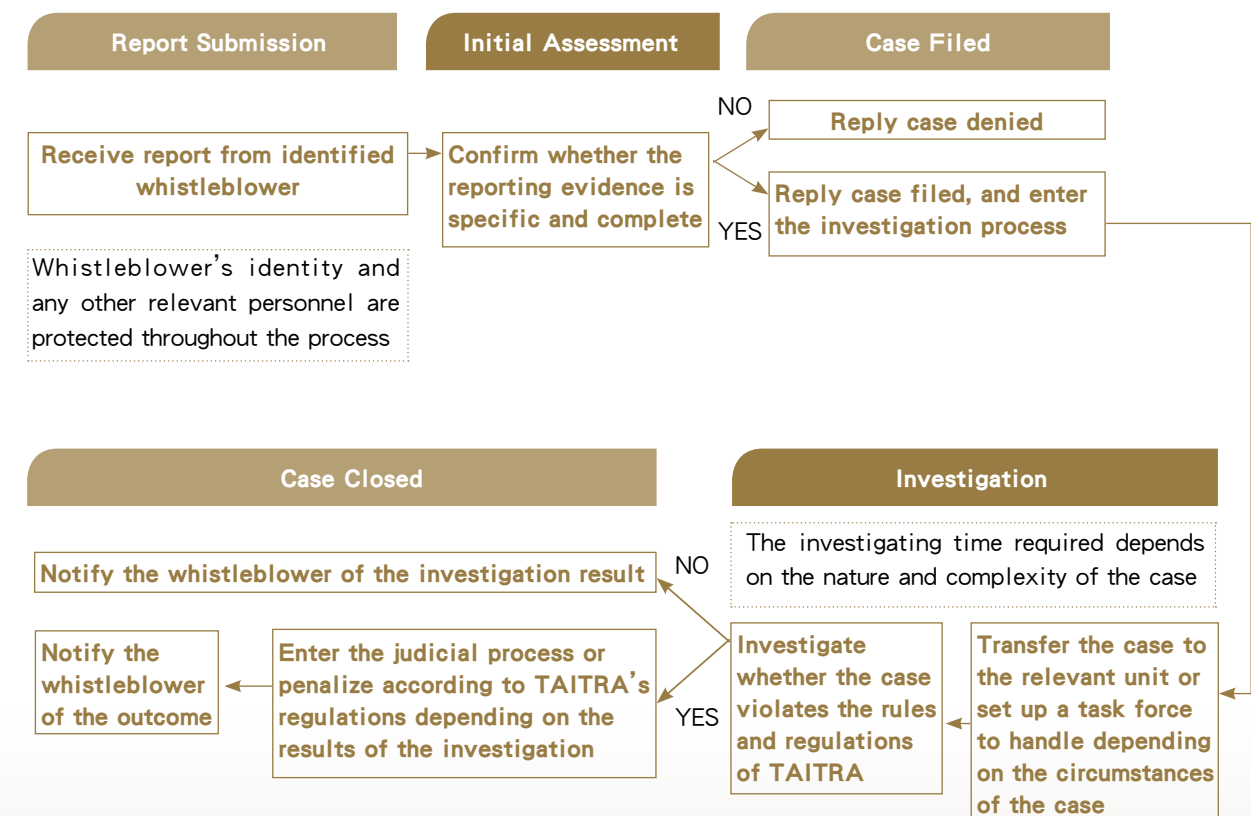
TAITRA demonstrates its commitment to integrity management by setting up a dedicated section, Integrity Management and Conflict of Interest Avoidance, on its official website. On the internal

website, there is an employee-specific section that regularly updates the latest advocacy materials, news cases, and relevant regulatory information.

4.1.5 Whistleblower Mechanism and Reporting Channels

TAITRA has set up a whistleblowing email on its official and internal websites, managed by a dedicated unit. Reported cases undergo a thorough

investigation by designated teams, as shown in the diagram below:



4.1.6 Conflict of Interest Avoidance

As stated in the Integrity Management Guidelines by TAITRA, the board of directors and supervisors should have a comprehensive understanding of the agenda of board meetings. In case of potential conflicts of interest, directors should proactively clarify their significance beforehand. If confirmed, directors are expected to voluntarily refrain from

participation in discussions and voting. Directors should avoid engaging in inappropriate mutual support.

To adhere to the Act on Recusal of Public Servants Due to Conflicts of Interest, tender documents now include declaration requirements, mandating vendors to disclose in advance.

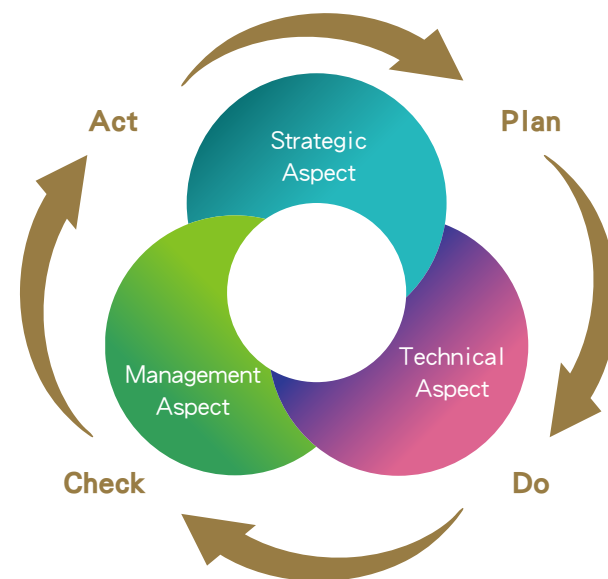




4.2 Information Security

4.2.1 Information Security and Personal Data Protection

Information security has become a crucial factor in evaluating an organization's capacity for sustainable development. Aligned with ISO 27001 and 27701 standards, TAITRA has implemented a cybersecurity and personal data management framework, following the PDCA (Plan-Do-Check-Act) management cycle. TAITRA successfully undergoes international cybersecurity and personal data certification audits, as well as annual reviews by regulatory authorities.



4.2.2 AI Policy

In order to enable employees to use generative AI securely and safely, while adhering to legal, ethical, and operational guidelines. TAITRA has formulated the TAITRA AI Policy in 2023 to establish a protective barrier against AI-related

risks. The policy includes the purpose of its formulation, its scope of application, management responsibilities, transparency principles, legal compliance, accountability, ethical considerations, record retention, and information security.

4.2.3 Digital Transformation

Since 2017, TAITRA has actively embraced digital transformation by establishing the Innovation Hub and the Digital Technology Hub, facilitating digital innovation, equipping all employees with technological tools, and fostering a digital culture.

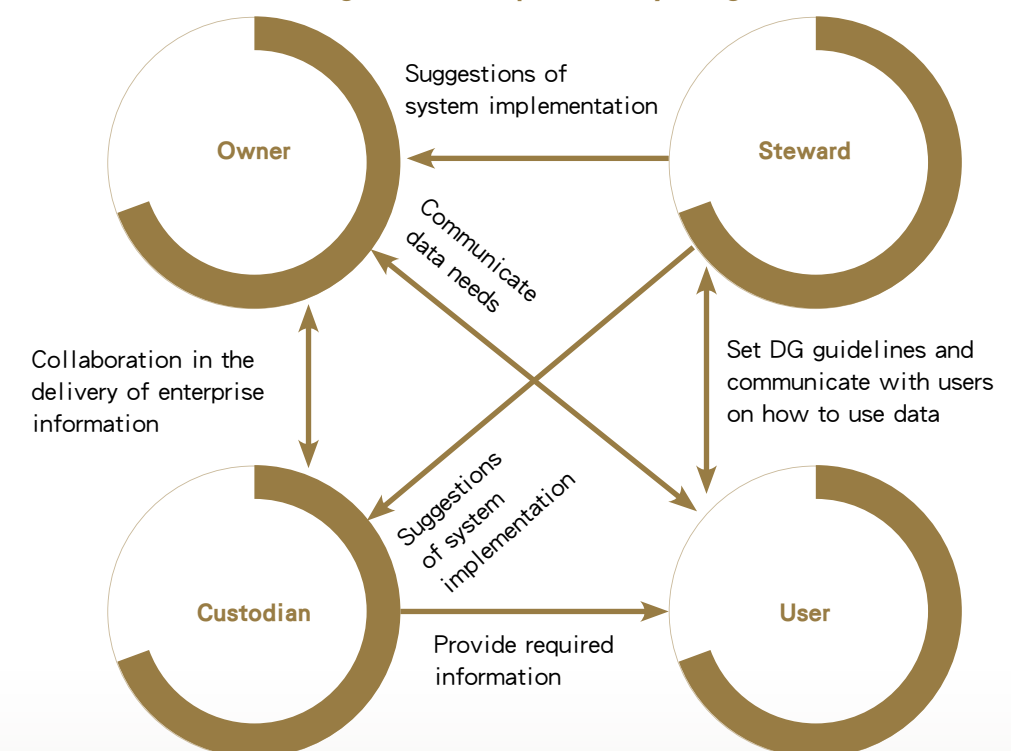
TAITRA is committed to precise data-driven marketing, assisting SMEs in exploring new market opportunities through the global trade big data platform - iTrade.

4.2.4 Data Management

To enhance precision marketing and cultivate a data-driven culture, TAITRA is establishing a Data Governance Committee to develop regulations,

systems, and roles. The committee aims to optimize data content and build a high-quality data foundation.

Rights and Responsibility Diagram



4.3 Risk Management

4.3.1 Internal Control and Auditing

Internal Control Mechanism

According to TAITRA's Internal Control Mechanisms, each unit conducts an annual self-assessment of procedures, control points, and regulations from the previous year's operation. Any identified deficiencies are communicated to the management team and the board of directors and supervisors for implementation of improvements.

Internal Audit Mechanism

The Auditing Office is responsible for internal audit tasks. Based on business risks and importance, annual and project audits are conducted each year to assist the management team and the board of directors and supervisors in examining, evaluating, and consulting on deficiencies in internal control mechanisms and measuring operational effectiveness.



4.3.3 Risk Assessment

TAITRA annually assesses the risk of money laundering or terrorism financing in work plan locations and budget allocations flagged by the Financial Action Task Force on Money Laundering

(FATF). If a work plan poses a higher risk, control measures including risk assessment, maintaining complete financial records, and ensuring traceability, are implemented.

4.3.4 MICE Venues Crisis Management

▪ CPR+AED Certification and Training

In adherence to the Management Regulations for Necessary Emergency Medical Equipment in Public Places set by the Ministry of Health and Welfare, and in compliance with the mandate for Public Places to have Automated External Defibrillator

(AED), all of TAITRA's MICE venues are equipped with AEDs. These venues have been certified as safe places by the Taipei City Government, and TAITRA provides CPR and AED Training for on-site employees and contractors every year.



▪ Fire Drill

To maintain the safety of MICE venues, ensure personal safety, and reduce disaster damage, TAITRA has established fire safety plans and prevention measures in accordance with building and fire regulations. This includes conducting fire extinguishing, reporting, evacuation, first aid, and



safety protection training for on-site employees and tenants every six months. All documentation is submitted to the Taipei City Fire Department. Each MICE venue also has a self-defense firefighting team, and awareness of firefighting safety is strengthened through annual drills.

4.4 Green Initiatives and Declarations

4.4.1 Taiwan Sustainable Action Awards

TAITRA has participated in the 2023 TSAA Taiwan Sustainable Action Awards organized by the Taiwan Institute for Sustainable Energy (TAISE) to gain insights into its sustainability efforts and promote the Love Festival charity event. Out of 321 entries submitted by 185 organizations, TAITRA proudly received Gold-level recognition in its first-time participation, showcasing its dedication to sustainable development.



4.4.2 Eventex Award

The GREENTOPIA international marketing campaign, first launched in 2022, has collected 1,012 creative MICE event proposals from 21 countries, and 5 winners have been selected. In recognition of its excellence, GREENTOPIA has

received the 2023 Eventex Award in the Best Green Event category. The creative topic, smart application of technology, and superb storytelling have impressed the judges, earning GREENTOPIA the highest score among all finalists.

4.4.3 The 1.5°C Climate Action Declaration

In 2022, TAITRA and 160 companies have signed The 1.5 °C Climate Action Declaration with The Chinese National Association of Industry and Commerce, Taiwan (CNAIC). This commitment aligns with the global net-zero trend, supports the government's 2050 net-zero emissions pathway, and encourages companies to implement effective carbon reduction actions in line with The Paris Agreement's goal of limiting global warming to 1.5°C .

4.4.4 Support Melting Greenland Environmental Documentary

TAITRA has partnered with O'right, the world's first zero-carbon beauty company and the frequent winner of Taiwan Excellence Awards, to showcase the documentary on its official website and MICE venues since 2022, which aims to raise awareness about the impact of global warming and extreme temperatures on Earth.

Chapter 5

Innovation

5.1 Net-zero Emission Competitiveness

5.2 Green Business Opportunities

5.3 International Green Trends and Knowledge



Governments worldwide have introduced net-zero carbon emission policies to tackle climate threats. This has led to significant disruptions in the global supply chain and suppliers are urged to undergo green transformation by international brands. The green capabilities of businesses have become a critical factor in the competitive landscape.

Digital transformation can contribute to green initiatives, and the EU and Japan have both set industrial policies for the green and digital revolution. Currently, many companies are embracing a dual-axis transformation, integrating both Green and Digital strategies. These approaches include incorporating ESG considerations in new product development, utilizing recycled raw materials, establishing production traceability through digital software, and optimizing the manufacturing process with AI to reduce carbon emissions at each production stage.

In response to the EU's CBAM trial phase beginning in October 2023, TAITRA is dedicated to assisting businesses in enhancing their competitiveness by achieving net-zero carbon emissions. TAITRA also provides valuable insights into international green trends and knowledge. The support also includes arranging experts for carbon assessments and offering tailored guidance on carbon reduction packaging for export products. This comprehensive assistance is geared towards helping businesses capitalize on green opportunities in international markets.

5.1 Net-zero Emissions Competitiveness

5.1.1 Enterprise Carbon Consulting

Between 2022 and 2023, TAITRA has organized five Carbon Health Check events in Taoyuan, Taichung, Tainan, and Kaohsiung, with 10 to 12 well-known consulting firms, certification agencies, government representatives, and organizations providing consultations, serving over 700 business professionals. The events featured analyses of global carbon reduction trends by international third-party verification organizations and shared practical experiences from successful local companies.



5.1.2

ESG Consulting Service

In 2022, 452 SMEs have sought ESG consulting, gathering information on ESG trends, insights on carbon reduction policies in target markets, supply chain carbon emission specifications, and eco-friendly trade guidance. TAITRA has organized three workshops focused on ESG to Sustainable Brand Innovation, enhancing brand ESG value, and incorporating six major events to set up ten consulting topics, serving 500 domestic enterprises in market expansion, talent development, and emission reduction.

5.1.3 Green and Carbon Reduction Seminar

Concerning adjustments to policies and brands' response to international net-zero initiatives requiring supply chain carbon reduction, TAITRA has organized various seminars to assist companies in promptly understanding international trends.



ESG Corporate Integrity Governance and International Net Zero Trends: speakers have shared insights into ESG international trends and 180 representatives participated in the event held in Kaohsiung in 2022.

Net Zero Future- Carbon Reduction Management and Corporate Case Studies: the event has been attended by 83 companies and 95 participants in Taichung in 2022.

Between 2022 and 2023, four carbon reduction conferences with over 4,200 participants have been organized, along with 24 small-group Corporate Carbon Reduction Workshops, consisting of practical calculations and group discussions.

Business Opportunities and Practical Sharing of Sustainable Development in Africa: Experts from the TABA, CIER, and representatives from TAITRA's Africa branch offices have shared insights into Africa's ESG trend and business opportunities in 2023.

Corporate ESG Sustainable Development Planning and Response- Grasping Risks and Opportunities: the seminars have been held twice in 2023, sharing the latest trends and regulations. 19% of the participants want to understand how to conduct carbon assessments.

Taiwan Carbon Trading Summit: carbon credits definition, trading subjects, buying and selling processes, carbon taxation, CBAM, and supply chain carbon neutrality are discussed in Kaohsiung in 2023. 250 companies and 304 representatives have participated in the event.

How to Achieve Net Zero Carbon Emissions for Enterprises - Digital and Zero Carbon Twin-axis Transformation: Everbiz Industry has shared practical experience in Hsinchu and 60 representatives participated.

Carbon Pioneers in Business- Adapting to CBAM and Carbon Regulations: the seminar has attracted over 108 companies and a total of 123 attendees.



5.1.4 IMD Plus Project

Adopting the innovative approach of Market-Driven Business Opportunities, the program assesses product competitiveness, selects target markets, and facilitates buyer matching. This enhances precision and success rates in matchmaking, helping businesses effectively allocate resources through collaboration with consultants and TAITRA's overseas branches.



5.1.5 Carbon Reduction Packaging Design

This program assists SMEs in meeting buyers' demand for export product packaging. It utilizes recyclable and renewable eco-friendly materials, incorporating sustainable elements such as lightweight and low carbon impact, and balancing visual aesthetics and protection for transportation. Six workshops, with a total of 189 cases of expert consultations, are conducted in 2023.



5.1.6 Assisting MICE Carbon Reduction

The MEET TAIWAN program assists the MICE industry in implementing energy-saving and carbon-reduction measures and obtaining international certifications. Utilizing the Taiwan MICE Net Zero website, businesses can calculate carbon emissions from operations and events, and customized reports are provided to assess readiness.



5.1.7 Taiwantrade Member ESG Assessment and Analysis

ESG Sustainability Mark

Taiwantrade offers members a preferential price to obtain the ESG Sustainability Mark and ESG Self-Assessment Report. Displaying the mark on the member's exclusive webpage can increase the willingness of large international brands to engage in business cooperation.



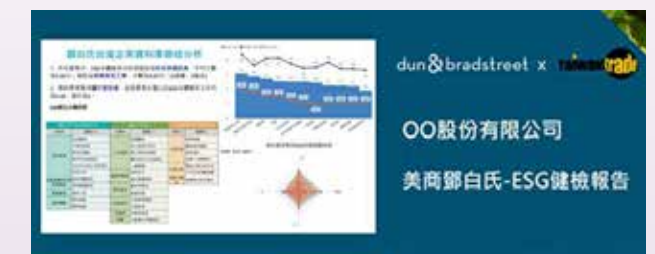
ESG Health Check

TAITRA provides tailored one-on-one ESG and carbon inventory consulting for Taiwantrade members, including diagnostic evaluations and industry benchmark comparisons. Online professional analysts offer members insight into their companies' ESG competitiveness. TAITRA has assisted 24 companies, receiving positive feedback for effective support in establishing members' ESG systems.



Free ESG Analysis Report

Taiwantrade members can complete questionnaires on their current ESG status. Systematic data analysis is then conducted to generate ESG solution reports, including overall performance assessment, and actionable recommendations. This program has assisted nearly 60 companies.



5.2 Exploring Green Business Opportunities

5.2.1 Organizing Green Exhibition and Biz Meetings

Organizing overseas exhibition delegations, TAITRA solicits companies to participate in the Taiwan Pavilion at internationally renowned green industry exhibitions, conducting one-on-one business meetings with buyers. Another initiative involves assembling trade delegations to facilitate business and collaboration opportunities with potential buyers. TAITRA has organized events in Japan, Thailand, Malaysia, India, and Europe in 2022 and 2023.



5.2.2 Green Industry Map

The Green Trade Information Website has developed theme-based maps for the green industry, including PV, Energy Storage, Electric Vehicles, Wind Power, Water Treatment, Green Building Materials, Smart Green Building, Hydrogen, Micro-Grid, and LED

Lighting. These maps serve as valuable tools to help foreign buyers comprehend the roles of Taiwan's green industry companies and their primary product offerings.



5.2.3 Taiwan Cleantech Landscape

The Taiwan Cleantech Landscape gathers research and development achievements from 108 companies in Built Environment, Retrofit and Microgrid, showcasing Taiwan's unique strengths and characteristics.



5.2.4 Enterprise Europe Network

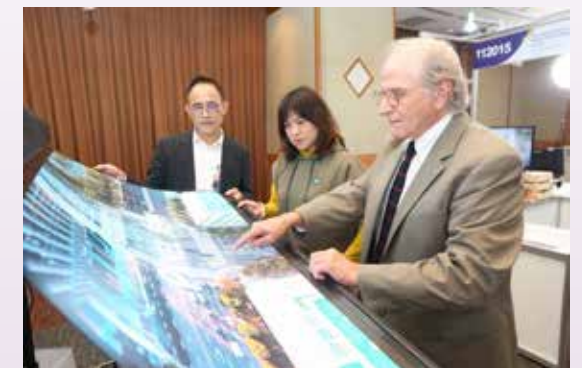
The Enterprise Europe Network (EEN) comprises 600+ member organizations in the EU and worldwide. It aids SMEs in international growth, aligning with the EU's digital and green transition policies. EEN Taiwan, established in 2015 by TAITRA, ITRI, and TEEMA, collaborated with the European Commission and Taiwan agencies to host European Innovation Week 2023, focusing on ICT, 6G, space tech, circular economy, hydrogen, robotics, and Horizon Europe.



5.2.5 Taiwan Excellence

Product Selection Emphasizes Green Innovation and Technology

Taiwan Excellence selection covers R&D, design, quality, and marketing, all incorporating ESG elements, with an emphasis on environmental sustainability. The award-winning products showcased the integration and application of AI, big data, and IoT integration, enhance quality, conserve energy, and promote sustainability.



▪ Digital Evaluation System

The Taiwan Excellence Awards, highlighting Taiwan's outstanding industrial reputation, meticulously select winners in R&D, design, quality, and marketing. In 2022, the On-Site Evaluation introduced a digital system, reducing paper usage by 20,000 sheets, and enhancing efficiency through tablet-based reviews and expert scoring.



▪ Taiwan Excellence: Sharing is Caring campaign

Through Taiwan Excellence products, the Solar Solutions for Indigenous Māori Communities project in New Zealand aims to establish affordable and reliable solar energy systems, underscoring Taiwan's commitment to renewable energy and international cooperation for sustainability amid the challenges of climate change.



▪ Taiwan Industry Image Enhancement Project- ESG Campaigns

Taiwan Excellence conducts global ESG initiatives to enhance award-winning brand recognition and social awareness. Since 2022, 1.45 million engagements have been recorded, reaching 41.8 million impressions.



- The Japan-Taiwan Excellence Sustainability Online Forum in 2022, features corporate presentations on sustainable products.
- Organizing Taiwan Excellence Wonder Miles Virtual Run connecting Indonesia, Vietnam and Thailand.
- Showcasing a Taiwan Excellence Pavilion and conducting environmental workshops at the 2022 IGEM, Malaysia.
- Organizing Taiwan Excellence Earth Month focusing on Building a Resilient and Sustainable Future in the USA in alignment with the APEC 2023.
- Presenting Empowering a Green Future Press Conference at the Taiwan Expo in Thailand.



5.3 International Green Trends and Knowledge

5.3.1 Green Knowledge Promotion

▪ Trade Navigator Podcast

In 2023, two episodes focus on environmental awareness, discussing clothing recycling, transforming fashion into an eco-ally, and guiding Taiwanese companies in ESG implementation. The

upcoming programs aim to introduce environmental protection, energy efficiency, carbon reduction, sustainable development, and corporate social responsibility in engaging and practical ways.



▪ Trade Insight Magazine

A dedicated segment of Cover Stories explores ESG themes such as carbon taxation, climate tech, circular fashion, green finance, and hydrogen energy. The ESG Global Perspective column compiles international insights, sharing updates on ESG policies, industry trends, innovations, and corporate strategies.



▀ Glance the Current Economic Trends NOW YouTube Channel

In 2022 and 2023, a total of five and two videos have been produced respectively, to assist businesses in easily understanding the importance of sustainable development. As of September 18, 2023, the videos have attracted thousands of subscribers and garnered 190,993 views, totaling nearly 7,000 hours of watch time.

2022



- ▶ No Carbon Reduction, No Orders! Carbon Check Examines Company Carbon Emission Hotspots



- ▶ Carbon Emissions Turn into Green Gold! Authentic Taiwanese Technology in High Demand Abroad - Unveiling the NCKU Carbon Negative Factory



- ▶ Global Carbon Barriers Rising! Taiwan's Climate Change Response Act Has Arrived!



- ▶ ESG Isn't Burning Money as Imagined; Executing ESG Processes May Bring More Benefits Than Expected



- ▶ Urgent Matters for Business Owners! Taiwan's Green Energy Trading is Happening Now

2023



- ▶ ESG Talent Demand Surges! Are you the perfect fit for ESG talent?



- ▶ If you're still unfamiliar with the Taiwan Carbon Exchange, you're lagging behind! A comprehensive guide to essential carbon credit knowledge.

5.3.2 Net-Zero Emissions Research Report

TAITRA has launched reports related to achieving net-zero emissions, including strategies for carbon reduction from international brands and manufacturers in the electrical and electronic equipment industry, an English manual for Taiwanese companies joining international green carbon reduction

initiatives, insights into how businesses can respond to the net-zero carbon target by 2050 as observed from COP26, and an overview of Taiwan's 2050 net-zero emissions pathway and strategies.



5.3.3 Green Trade Information Website

The website has established sections for Net-Zero Emissions, CBAM and Net-Zero Export, providing information on trade impacts related to net-zero initiatives. A guidebook is available to assist businesses in assessing their

carbon footprint. The website also introduces government resources and provides guidance on international carbon footprint verification.



5.3.4 Eastern Taiwan International Talent Training Program

The 2023 training program features presentations by MINIMA Technology, explaining international plastic packaging regulations for environmental compliance.

Leezen Co. Ltd., also shares experiences on how they moved towards environmentally friendly and sustainable operations.



Appendix

GRI Standard

Statement of use: TAITRA has reported in accordance with the GRI Standards for the period from January 1, 2022, to September 30, 2023.

General Disclosures

GRI Standard	Disclosure	Location	Page
GRI 2 General Disclosures 2021	2-1 Organization details	1.1 Introduction and Main Services	P.9
	2-2 Entities included in the organization's sustainability reporting	About this Report	P.5
	2-3 Reporting period frequency and contact point	About this Report	P.5
	2-6 Activities, value chain and other business relationships	1.1 Introduction and Main Services	P.9
	2-7 Employees	3.1 Human Resources and Equality	P.36 ~ P.37
	2-9 Governance structure and composition	4.1.1 Organization Governance	P.48
	2-10 Nomination and selection of the highest governance body	4.1.1 Organization Governance	P.48
	2-11 Chair of the highest governance body	4.1.1 Organization Governance	P.48
	2-12 Role of the highest governance body in overseeing the management of impacts	4.1.1 Organization Governance	P.48
	2-13 Delegation of responsibility for managing impacts	4.1.1 Organization Governance	P.48
	2-14 Role of the highest governance body in sustainability reporting	4.1.1 Organization Governance	P.48
	2-15 Conflicts of interest	4.1.6 Conflict of Interest Avoidance	P.49

GRI Standard	Disclosure	Location	Page
GRI 2 General Disclosures 2021	2-16 Communication of critical concerns	1.5 Stakeholder Identification and Communication	P.13~ P.17
	2-17 Collective knowledge of the highest governance body	1.4 ESG Promotion Committee	P.12
	2-18 Evaluation of the performance of the highest governance body	4.1.1 Organization Governance	P.48
	2-22 Statement on sustainable development strategy	Message from the Chairman Message from the Chief Sustainability Officer	P.6 P.7
	2-23 Policy commitments	Message from the Chairman Message from the Chief Sustainability Officer	P.6 P.7
	2-24 Embedding policy commitments	Message from the Chairman Message from the Chief Sustainability Officer	P.6 P.7
	2-25 Processes to remediate negative impacts	4.3 Risk Management	P.51 ~ P.52
	2-26 Mechanisms for seeking advice and raising concerns	4.1 Integrity Management	P.48 ~ P.49
	2-27 Compliance with laws and regulations	4.1.2 Compliance with Laws and Regulations	P.48
	2-29 Approach to stakeholder engagement	1.5 Stakeholder Identification and Communication	P.13 ~ P.17



Material Topics

GRI Standard	Disclosure	Location	Page
GRI 3: Material Topics 2021	3-1 Process to determine material topics	1.5 Stakeholder Identification and Communication	P.13 ~ P.17
	3-2 List of material topics	1.5 Stakeholder Identification and Communication	P.13 ~ P.17
	3-3 Management of material topics	1.5 Stakeholder Identification and Communication	P.13 ~ P.17
Indirect Economic Impacts			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	3.5 Social Engagement	P.42 ~ P.45
	203-2 Significant indirect economic impacts	2.1 Green MICE Venues	P.20 ~ P.25
Emissions			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	2.1 Green MICE Venues	P.20 ~ P.25
	305-2 Energy indirect (Scope 2) GHG emissions	2.1 Green MICE Venues	P.20 ~ P.25
	305-3 Other indirect (Scope 3) GHG emissions	2.1 Green MICE Venues	P.20 ~ P.25
	305-5 Reduction of GHG emissions	2.1 Green MICE Venues	P.20 ~ P.25
Employment			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	3.1.1 Human Resources Factors Data and Female Empowerment	P.36 ~ P.37
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	3.3 Employee Wellbeing	P.39 ~ P.41
	401-3 Parental leave	3.4.3 Parental Leave and Family Care Leave	P.41

Material Topics

GRI Standard	Disclosure	Location	Page
Occupational Health and Safety			
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	3.3.7 Occupational Safety and Health Office	P.40
	403-2 Hazard identification, risk assessment, and incident investigation	3.3.7 Occupational Safety and Health Office 4.3.4 MICE Venues Crisis Management	P.40 P.52
	403-3 Occupational health services	3.3 Employee Wellbeing	P.39 ~ P.41
	403-4 Worker participation, consultation, and communication on occupational health and safety	3.3.7 Occupational Safety and Health Office	P.40
	403-5 Worker training on occupational health and safety	3.3.7 Occupational Safety and Health Office 4.3.4 MICE Venues Crisis Management	P.40 P.52
	403-6 Promotion of worker health	3.3 Employee Wellbeing 4.3.4 MICE Venues Crisis Management	P.40 P.52
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	2.1.1 Green and Safety Certification 4.3.4 MICE Venues Crisis Management	P.20 ~ P.21 P.52
Training and Education			
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	3.2 Talent Development and Cultivation	P.38
	404-3 Percentage of employees receiving regular performance and career development reviews	3.3.5 Performance Appraisal and Promotion System	P.40
Diversity and Equal Opportunity			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	3.1 Human Resources and Equality	P.36 ~ P.37

