

2022-2023

WTC SUSTAINABILITY REPORT



GREEN
BUILDING

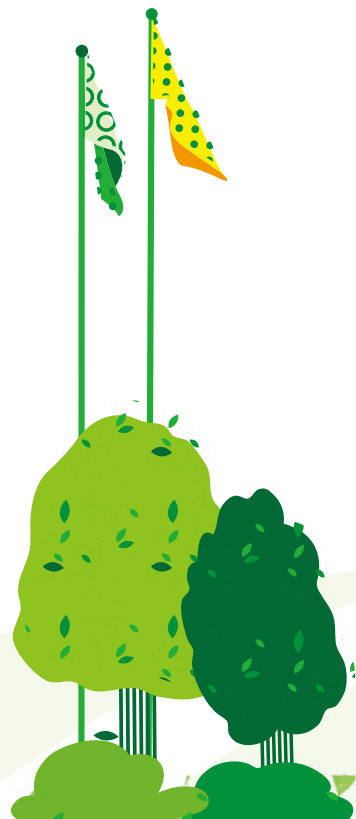


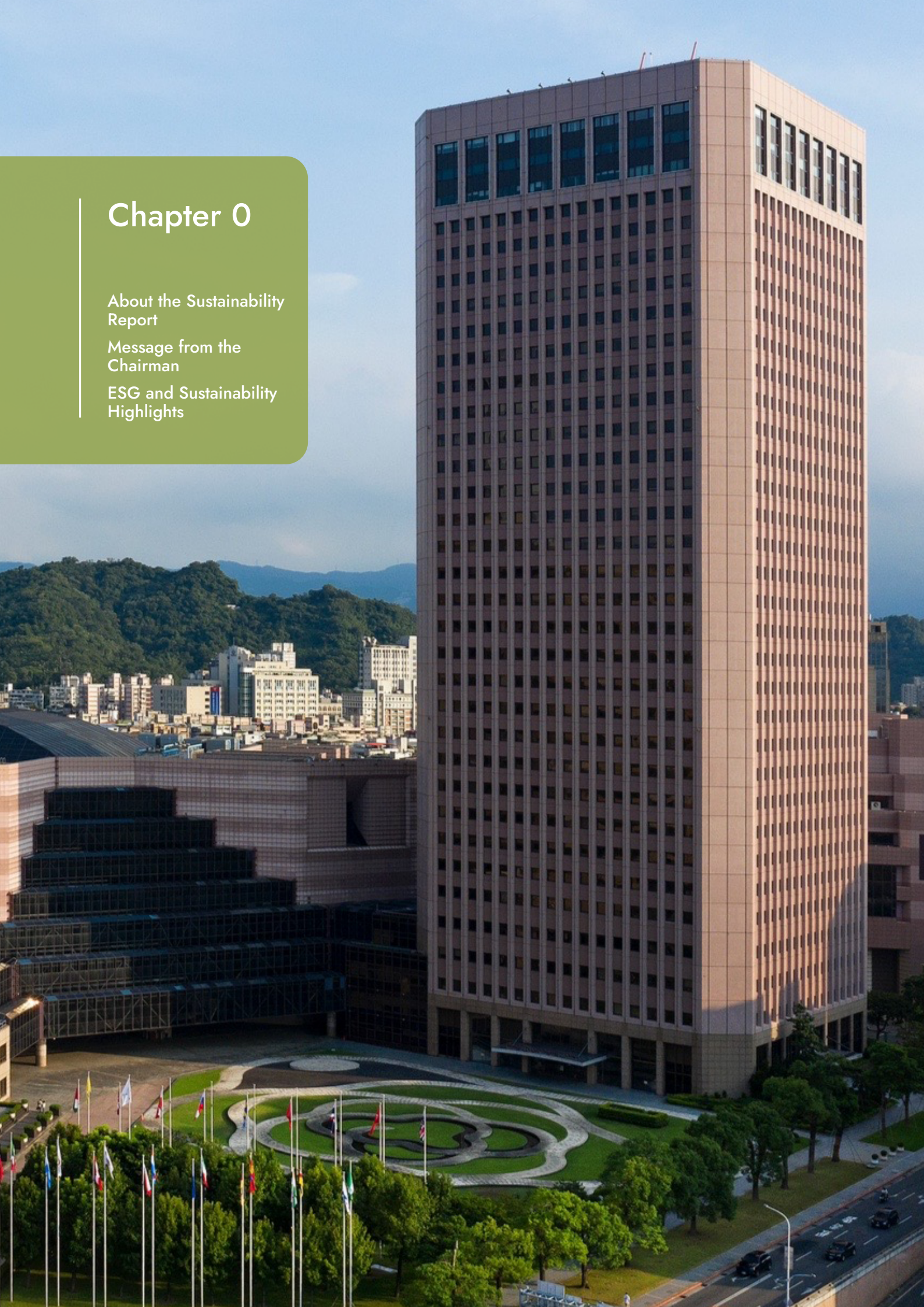
HEALTH
BUILDING



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About the Sustainability Report

Preparation Principle

The Sustainability Report is prepared with reference to the main structure of GRI Standards published by the Global Reporting Initiatives (GRI).

Report Period

The data and contents disclosed are based on information from January 1 to December 31, 2022. Some performance data dates back to pre-2018 or to the most recent information in 2023.

Report Scope and Boundary

The scope of information described in the Report covers Taipei World Trade Center International Trade Building Corporation (hereinafter referred to as "WTC Corporation").

Information Calculation Basics

The information and statistics provided in the Sustainability Report were obtained from WTC Corporation's statistics and surveys; while some financial figures in the operating performance section were obtained from the financial statements certified by the accountants. All financial figures provided in the Sustainability Report are expressed in New Taiwan dollar. The collection, measurement and calculation of data are based on requirements of the laws and regulations. If not specifically required by law, international standards are allowed. If no international standards are applicable, industry standards or industry practices are referred to.

Report Management Method

The contents and correctness of information in each chapter were reviewed by the supervisor and management of each department prior to approval by the Board of Directors for release.

Release

A Sustainability Report is released each year and is available for download at WTC Corporation website. (website to be added)
Current Version: Released in August 2023

Feedback

If you have any suggestions or questions regarding the Sustainability Report, please contact us:



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Chapter 0

About the Sustainability Report

Message from the Chairman

ESG and Sustainability Highlights

Message from the Chairman

Laying the Foundation for Sustainable and Healthy Green Building

In the Sustainability Report published for the first time in 2022, the Taipei World Trade Center International Trade Building (hereinafter referred to as "the WTC") pledged its full commitment to obtaining dual certifications for Green Building (LEED) and Health Building (WELL) in 2023. In the second edition of this Sustainability Report, the WTC Corporation officially announced that on May 31st and July 19th, 2023, the WTC successfully achieved the LEED and WELL certifications from international organizations, becoming the first office building in Taiwan to receive dual certifications for Green Building and Health Building simultaneously. This significant milestone once again demonstrates the innovative capabilities of the WTC and solidifies the foundation for the WTC Corporation's sustainable operations.

The Nine Indicators of LEED

In order to obtain LEED certification, WTC Corporation made extensive improvements within the building. WTC Corporation focused on enhancing the energy efficiency of the building's mechanical and air conditioning systems, updating refrigerant management systems, gradually increasing the use of renewable energy, improving water efficiency, and actively reducing waste generation. These efforts were made to align with the nine key indicators of Green Building certification.

Furthermore, to achieve the Health Building certification, WTC Corporation subjected the building to stricter scrutiny regarding air quality, water quality, lighting, and other high-standard requirements. This ensures that the building provides tenants with the highest quality office space. Notably, the WTC is equipped with UV germicidal irradiation devices within its air conditioning ducts, making it possibly the only commercial office building in Taiwan to have this feature. This equipment ensures that the air supplied through the air conditioning system undergoes germicidal treatment, effectively inhibiting the spread of viruses. This medical-grade air conditioning feature was openly disclosed in the WTC Corporation first edition of its Sustainability Report.

Greening and Environmental Sustainability

WTC Corporation published two Sustainability Reports(ESG) in 2022 and 2023, respectively. These reports shed light on the company's adherence to three major operational principles: corporate governance, social responsibility, and environmental improvement, throughout its over thirty years of operation. The reports articulate the company's past experiences and future operational directions in accordance with internationally recognized guidelines, such as the Global Reporting Initiative (GRI). One of the key highlights in these two reports is the company's commitment to implementing the globally emerging goal of energy conservation and carbon reduction. The reports provide clear explanations of how this commitment is being put into practice. It is worth mentioning that as early as 2011, WTC Corporation invested NTD 70 million to establish the green space in the TWTC Square. This green square represents a genuine green oasis in the urban jungle of Taipei City. This project, initiated a decade ago, serves as a concrete example of the company's early engagement in urban environmental conservation. This foresight has further contributed to the WTC's alignment with the image of a green building.

Using 100% Renewable Energy

It is particularly noteworthy that the report presents third-party certified statistics to demonstrate that the building has achieved a 20% reduction in electricity consumption over the past decade. This translates to an annual saving of over two million kilowatt-hours, equivalent to a reduction of over a thousand tons of carbon emissions. In order to concretely implement the ultimate goal of energy conservation and carbon reduction, WTC Corporation has obtained third-party certifications for energy management systems (ISO 50001), GHG emissions inventory (ISO 14064-1), and environmental management systems (ISO 14001). These certifications validate the achievements in energy conservation and carbon reduction. According to the company's strategic direction, there are plans to gradually upgrade the electrical systems in the coming years. Projects such as elevators, air conditioning units, and heavy machinery will be equipped with variable frequency drives to reduce energy consumption. As the building reaches the pinnacle of energy management with a comprehensive approach, WTC Corporation also intends to participate in green energy procurement or investments. The ultimate goal is for the WTC Corporation to achieve 100% renewable energy usage by 2030.

According to the WTC Corporation's long-term energy-saving plan, we are committed to the following significant commitments and goals in this Sustainability Report:

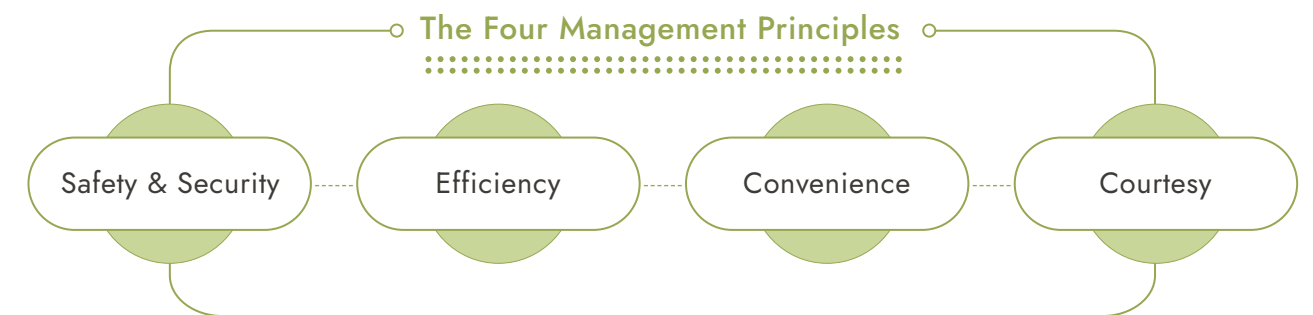
- Commitment to reduce overall electricity consumption of the WTC by 7.5% by 2025.
- Target for the WTC to achieve a 10% share of green energy by 2030.
- Commitment for 100% use of green energy and carbon neutrality for individual operations of the WTC Corporation by 2030.
- Target for the WTC to achieve a 50% reduction in carbon emissions by 2050.

Maximizing the Social Responsibility


Regarding our participation in social welfare activities, WTC Corporation has been actively involved in identifying and providing resources to impoverished families in rural areas. WTC Corporation has also established long-term collaborations with domestic social welfare organizations, encouraging and assisting children from disadvantaged backgrounds in their growth and development. In the future, WTC Corporation plan to engage in social welfare activities with even greater enthusiasm and proactivity. We aim to extend our philanthropic efforts beyond national borders through partnerships with international organizations, with the goal of maximizing the company's social responsibilities.

The Four Management Principles

The WTC is one of the earliest internationally-oriented commercial office buildings in Taiwan. Due to this distinction, the building houses representatives from cultural and business offices of up to thirty countries, as well as numerous multinational corporations and renowned local enterprises. This diverse mix of tenants creates an almost international community within the building. To cater to this unique environment, the WTC established several significant management principles from its inception: Safety & Security, Efficiency, Convenience, and Courtesy. These principles have guided the operations of the building since its early days. Today, tenants of the WTC continue to enjoy a working environment characterized by safety, efficiency, convenience, and courtesy. This environment has become a cornerstone of the company's culture, and employees are keenly aware of their responsibility to uphold these principles without any negligence.



Starting in 2023, the world finally emerged from the shadow of the COVID-19 pandemic, leading to increased business activities. Drawing from the experiences gained during the epidemic, WTC Corporation will implement even higher standards of hygiene and protective measures to provide a safe and convenient office environment for its customers while maintaining efficient operations. Looking ahead to the trends of post-2023, WTC Corporation aims to achieve further concrete achievements in the field of ESG (Environmental, Social, and Governance) sustainable operations. By doing so, WTC Corporation strives to gain greater trust from society and all stakeholders. Building upon this solid foundation, the company looks forward to working hand in hand to create a brighter future and to exert a positive influence in the realm of sustainable operations.

WTC Chairman 

ESG and Sustainability Highlights

The WTC is the first intelligent device skyscraper in Taiwan. The building itself and design have received a lot of attentions and awards since completion:

1989 ● The ice storage air conditioning system awarded "Industrial Model" by Industrial Technology Research Institute and Taipower

1990 ● Awarded "Gold Medal" by Taiwan Architect Magazine

1991 ● ASHRAE(American Society of Heating, Refrigerating, and Air-Conditioning Engineers) Technology Award, First Place.



1997 ● Received "Energy Conservation Award" by MEA.

2011 ● The "TWTC Square" was designed by internationally renowned architect Toyo Ito; WTC Corporation dedicated this valuable green space spanning 7,934 square meters to the citizens of Taipei.



2012 ● Received "Best Operation Award" by World Trade Center Association (WTCA).



2013 ● Received "Gold Quality Fire Prevention Label" for 18 years in a row by Taiwan Architecture & Building Center.



● Selected as one of the top 10 offices in Taipei by the brokerage industry.



2020 ● Received ISO50001 Energy Management System certification.



2021 ● By ISO14064-1, WTC Corporation has completed its greenhouse gas emissions inventory, committed to reducing carbon emissions.



2023 ● Received dual certifications for Leadership in Energy and Environmental Design (LEED) and Well Building Standard (WELL).

Completed ISO 27001 (Information Security Management Systems), ISO 14001(Environmental Management Systems) and ISO 45001(Occupational Health and Safety Management Systems).

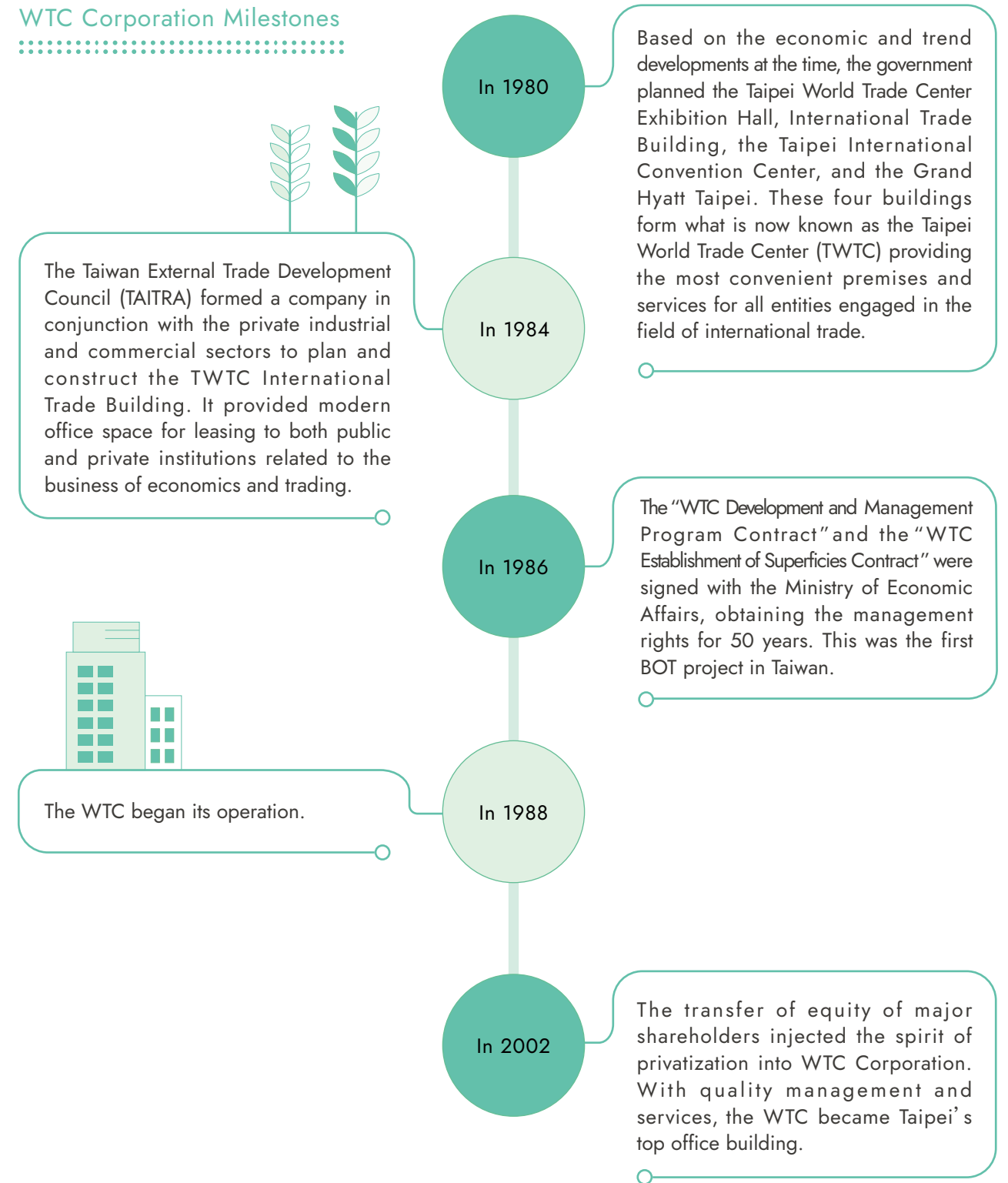




1.1 Sustainability Vision

As one of the members of the World Trade Centers Association, the WTC is an important base for domestic and international business people and is also the economic and trade center of Taipei. Within its functions, the WTC aims to provide an office environment that is convenient, comfortable, safe and healthy. Due to this, various types of construction and improvements were promoted and made, helping the WTC become Taipei's top green building. Based in Taiwan with an international vision as a global citizen, WTC Corporation should do its utmost to strive for environmental sustainability.

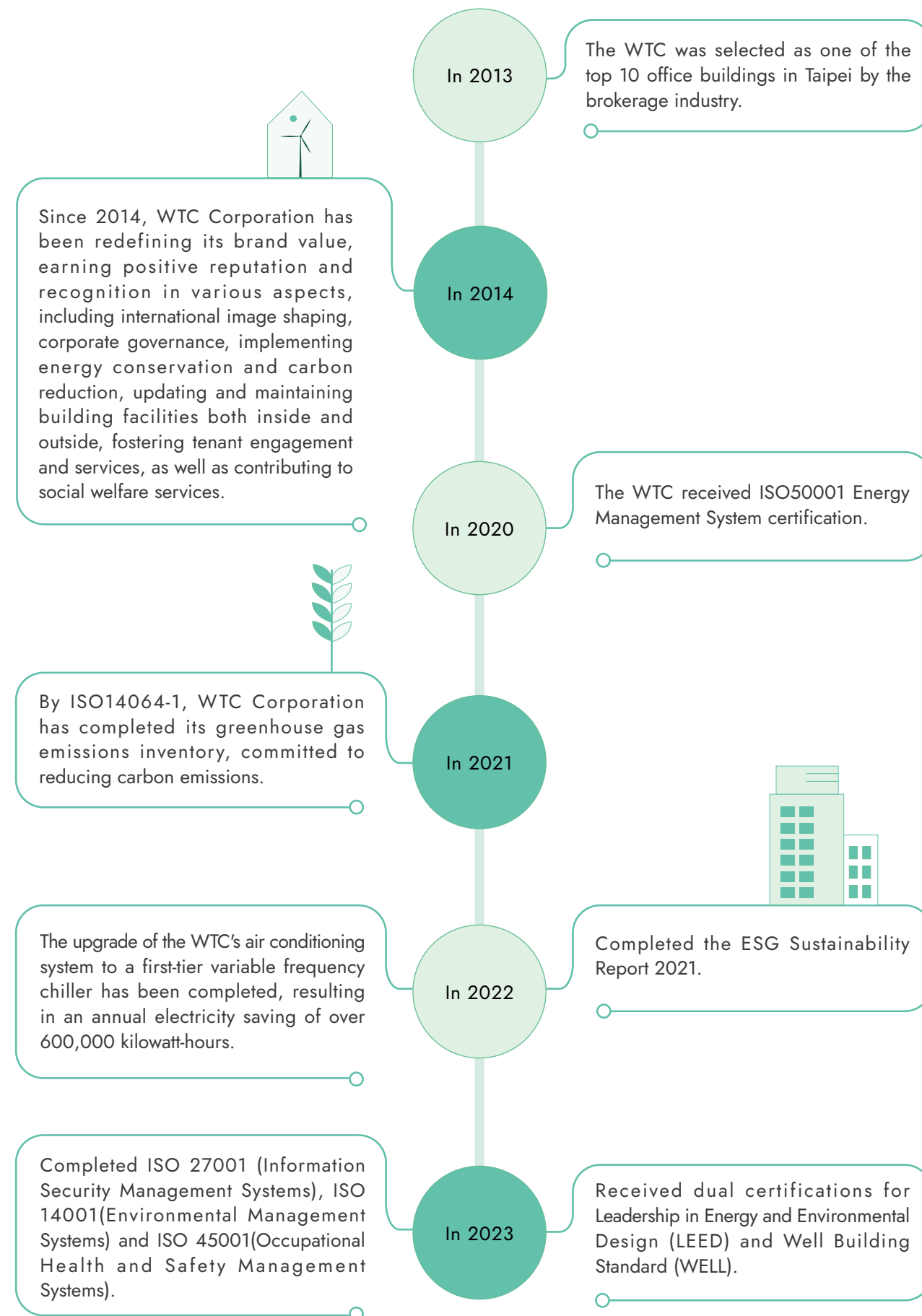
WTC Corporation Milestones



Chapter 1 WTC Sustainable Development

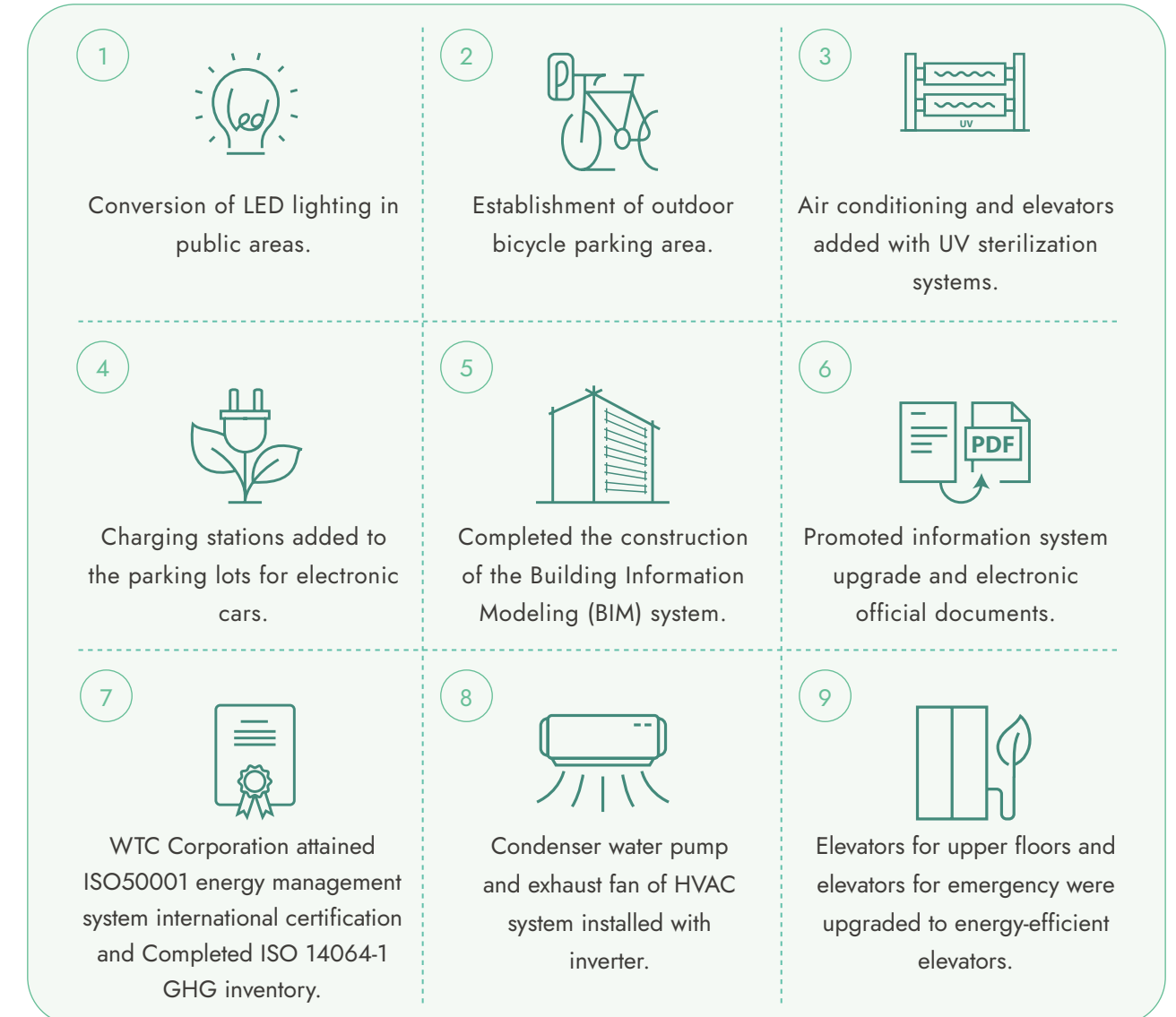
- 1.1 Sustainability Vision
- 1.2 Stakeholder Communication
- 1.3 Material Topic Evaluation

WTC Corporation Milestones

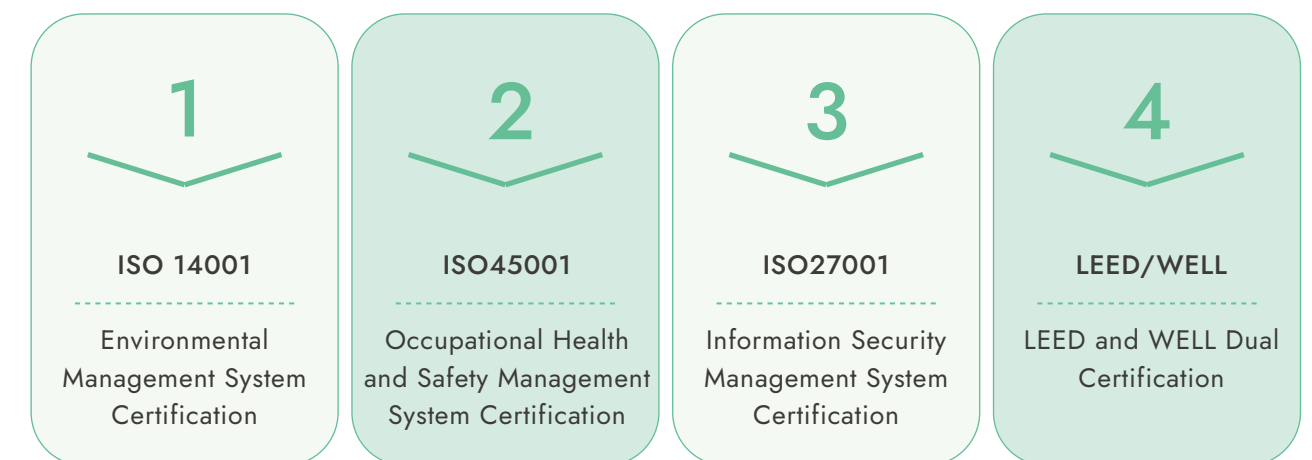


WTC Corporation ESG Promotion

Between 2002 and 2021, WTC Corporation continued to create a friendly environment, update facilities and carry out energy conservation and carbon reduction projects inside and outside the building as follows:











In 2023, WTC Corporation has been gradually completing:



1.2 Stakeholder Communication

As a means to engage in effective communication with stakeholders, the primary task of WTC Corporation is to identify its stakeholders. These are entities or individuals that are significantly affected by WTC Corporation's activities and services or those whose actions may affect WTC Corporation's ability to carry out its strategies and achieve its goals. Through internal discussions, WTC Corporation has identified 8 groups of stakeholders: employees, tenants, investors, government agencies, third parties, community, media, and business partners.

WTC Corporation bears a considerable amount of responsibility for its stakeholders and understands the needs of stakeholders and their expectations of us through various means and engagement channels. Concerns of stakeholders and engagement channels are shown on the following table:

Stakeholder	Primary Concerns	Engagement Channels and Their Frequency
 Employees	<ul style="list-style-type: none"> Operational safety Employee wages and benefits Occupational health and safety 	Labor-management meeting/quarterly
 Tenants	<ul style="list-style-type: none"> Operational safety Integrity management Tenant safety maintenance 	<ul style="list-style-type: none"> WTC website/normally 24-hour customer service hotline/real time Customer service mail/normally 24-hour security service desk/real time
 Investors	<ul style="list-style-type: none"> Integrity management Operational safety Tenant relations maintenance Water resource and waste management 	<ul style="list-style-type: none"> Board of Directors meeting/quarterly General meeting of shareholders/annually Extraordinary general meeting/from time to time
 Government agencies	<ul style="list-style-type: none"> Integrity management Operational safety Tenant relations maintenance Energy and emissions management 	<ul style="list-style-type: none"> Email/normally Correspondence/normally
 Suppliers	<ul style="list-style-type: none"> Operational safety Tenant relations maintenance Tenant safety maintenance 	<ul style="list-style-type: none"> WTC website/normally 24-hour customer service hotline/real time Customer service mail/normally 24-hour security service desk/real time
 Community	<ul style="list-style-type: none"> Welfare promotion Integrity management 	<ul style="list-style-type: none"> WTC website/normally 24-hour customer service hotline/real time Customer service mail/normally 24-hour security service desk/real time
 Media	<ul style="list-style-type: none"> Operational safety Integrity management Water resource and waste management Energy and emissions management 	<ul style="list-style-type: none"> Press release / from time to time 24-hour customer service hotline/real time
 Business partners	Operational safety	WTC website/normally

1.3 Material Topic Evaluation

Step 1: Collect Sustainability Issues

Through internal discussions and the help of external experts, while referring to the Traditional Chinese version of the GRI's Sustainability Reporting Standards published in June 2018, and taking into account the operational directions of the industry and trends of issues of concern, and analyzing the corporate social responsibilities reports released by peer industries in Taiwan and overseas, 17 sustainability issues are compiled in relation to WTC Corporation.

Sustainability Issues	Issue Description
Water Resource and Waste Management	Water consumption is reduced through increasing efficiency and other water resource management strategies and adopting a reduction strategy and management for main waste.
Energy and Emissions Management	Adopt further reduction programs and alternatives for energy consumption and resources. Use alternative energy to increase operational efficiency, reduce risk and improve related economic benefits.
Tenant Relations Maintenance	Constantly enhance service quality, tenant communication and the relationship maintenance system to cater for the needs of diverse tenants.
Tenant Safety Maintenance	Access control is strictly enforced by the security guards, while maintaining close contact with the relevant security agencies to ensure the safety of all tenants.
Personal Information Security	The management and security of stakeholder information involve the collection, processing, and use of personal information are carried out on par with laws and management rules.
Operational Safety	Emphasize building safety facilities, building materials and equipment and regular inspection and maintenance with a central aim of providing tenants with a comfortable and safe workplace.
Food Safety	The WTC manages the provision of food and drinks and follows food safety management regulations and health inspections. The WTC also strictly follows the regulations and perform audits to protect the rights and interests of consumers.
Employee Wages and Benefits	Providing a competitive salary structure is key to attracting and retaining talent. In addition to providing basic benefits as required by law, WTC Corporation also offers a variety of additional benefits to employees.

Sustainability Issues	Issue Description
Employee Cultivation and Development	Enhance employee career and ability-related course training and training hours; increase the participation rate of employees in regular performance assessments and career development reviews after training.
Occupational Health and Safety	Possible hazards or health risks encountered by employees in the work environment; how to build a safe work environment and culture.
Welfare Promotion	WTC Corporation is committed to social welfare, maintaining interaction with the local community, social care, caring for those with disabilities and disadvantaged groups.
Risk Management	Extensive discussion of matters that are a risk to WTC Corporation, and effectively operate and implement risk management operations.
Compliance	On the subject of environmental and social issues, WTC Corporation has clear management strategies in place to respond to legal changes and uncertainties. This way, WTC Corporation is able to ensure consistency with internal targets in order to maintain competitiveness.
Operations Optimization	With a medical-grade health office building and quality tenants, WTC Corporation strives to build a vertical community with life amenities including banks, post offices, cafes, dry cleaners, and convenience stores.
Operational Performance	Direct economic values produced and allocated by WTC Corporation.
Integrity Management	Conduct internal and external operating activities with integrity and responsibility, while implementing ethical management concepts and avoiding unethical conducts that affect reputation or increase management risks.
Supplier Management	New suppliers are selected according to the ESG standards and subsequent management plans of suppliers.

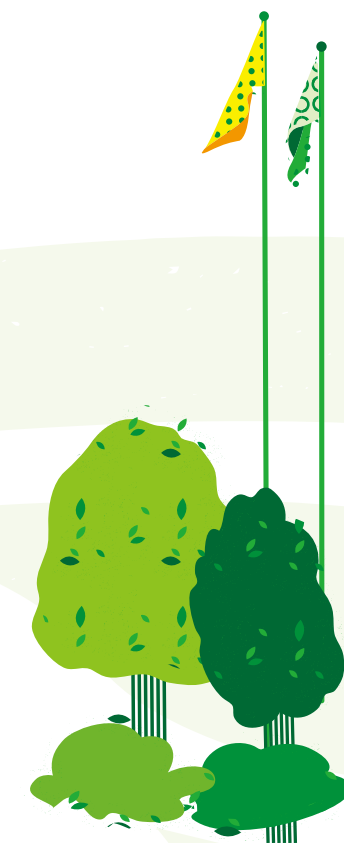
Step 2: Materiality Analysis

WTC Corporation values the views of our stakeholders and understands their concerns through various engagement channels and the issuance of questionnaires on concerns. In 2021, WTC Corporation designed a questionnaire for stakeholders based on the 17 sustainability issues identified. By doing this, WTC Corporation was able to understand the level of interest of stakeholders on each sustainability issue, with a total of 84 questionnaires collected from internal and external stakeholders. On the other hand, WTC Corporation conducted internal discussions to evaluate the impact level of each sustainability issue on the environment, economy and society. WTC Corporation evaluated the materiality of both “significant environmental, economic and social impacts” and “level of stakeholder concerns”, and assessed the relative importance of each sustainability issue and determined WTC’s material topics.

The WTC Material Sustainability Issues in 2021

Economic Governance (G)	Environment (E)	Society (S)
<ul style="list-style-type: none"> Operations optimization ★ Operational performance ★ Integrity management ★ Risk Management Compliance Supply management 	<ul style="list-style-type: none"> Water resource and waste management ★ Energy and emissions management ★ 	<ul style="list-style-type: none"> Tenant relations maintenance ★ Tenant safety maintenance ★ Operational safety ★ Food safety ★ Employee wages and benefits ★ Personal information security Employee cultivation and development Occupational health and safety Welfare promotion

Note: ★ is a material topic for 2021





COVID-19 Response

From November 2019, COVID-19 spread across 120 countries and regions around the world in a matter of months and the situation is still ongoing. WTC Corporation has established disease prevention and response principles, with a central aim to protect employees and tenants while at the same time maintaining continuous operations. On January 26, 2020, a COVID-19 Response Team was formed and a weekly business meeting took place to discuss the revision of the COVID-19 measures according to the situation and the latest announcements made by the CDC. As of May 2023, with the easing of the pandemic and the relaxation of various government epidemic prevention measures, WTC Corporation has gradually eased its restrictions as well. Throughout the pandemic period, the operations and services of the WTC continued without interruption, providing tenants with necessary support during the pandemic. Various response measures were implemented during this time to ensure ongoing operations and the health and safety of personnel.



Strengthened Facilities and Environmental Management During the Pandemic.

- 3 infrared thermometers and 6 hand thermometers and sanitizers were installed at the entrance of the building and manual thermometers and sanitizers set up at the car park. There is also an alcohol disinfection machine at the guest hall of B3 parking lot.
- The entire building is regularly ventilated and UV medical-grade disinfection lamps have been installed in the central air conditioning inlet and outlet air boxes.
- Public areas are cleaned every hour with deep disinfection once a week. This includes public elevator buttons, door handles, toilets, public facilities and large area disinfection.
- A disinfection company is arranged to disinfect the entire building every other week (or weekly if the epidemic is severe). Tenants are notified in advance so that cleaning and disinfection can be carried out at the same time as needed.



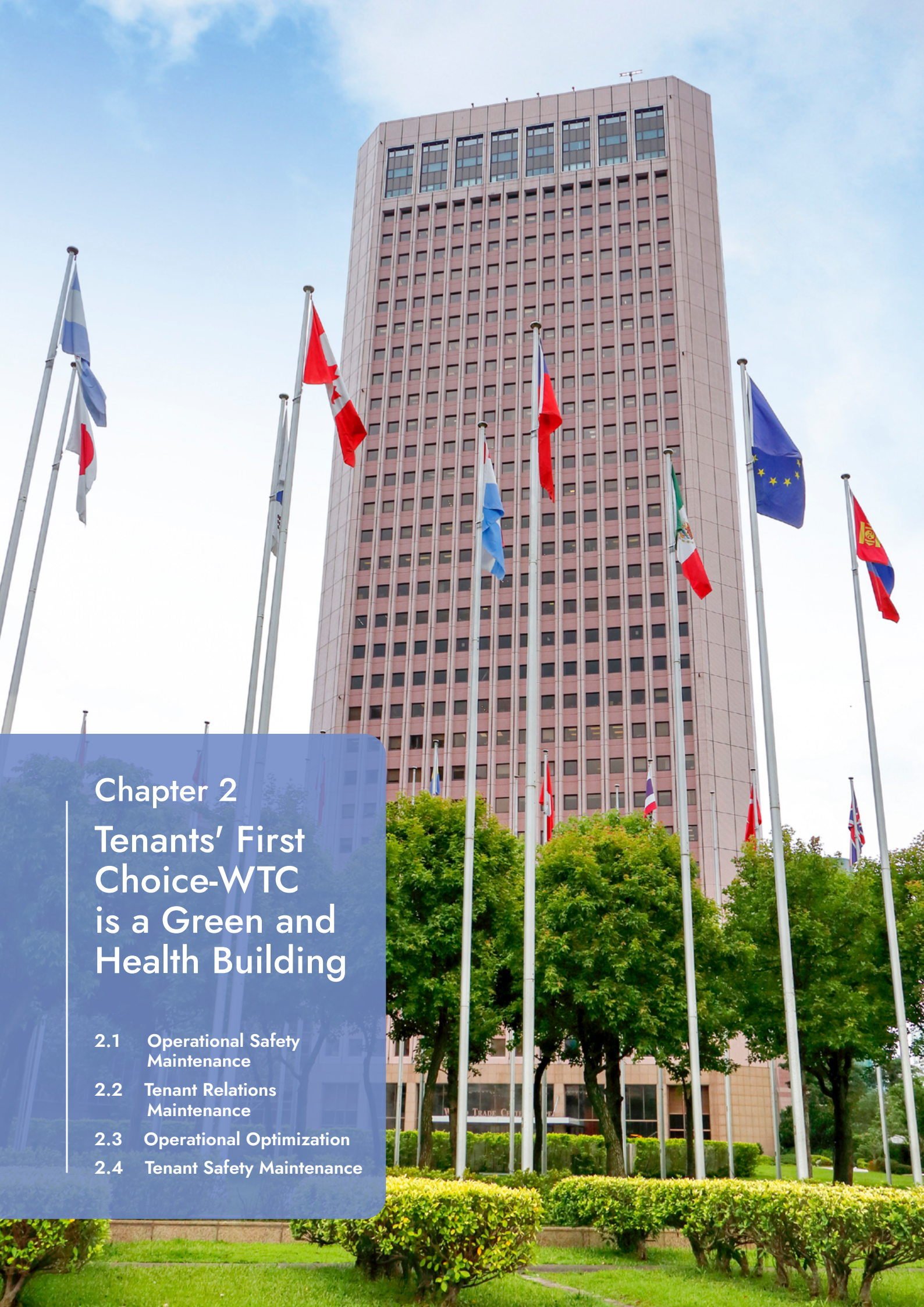
Management of Personnel Going In and Out During the Pandemic.

- Access of tenants, employees and visitors are separately controlled. With an employee identification card, tenants use special access for employees, while visitors use the real-name access with extra staff assigned to ensure that visitors complete real-name registration and visitor filtering.
- Visitor-only elevators are added for bank visitors and overseas representation offices in Taiwan. The WTC also added disease prevention service personnel to help use elevators.
- Depending on the development of COVID-19, delivery and construction workers may change an identification card prior to entering the building by providing proof of vaccination or a negative rapid test.
- A contactless meal collection service is set up for tenants outside the building.



Employee Care During the Pandemic.

- Frontline colleagues must wear a mask and we provide masks, alcohol and face shields.
- During the severe pandemic situation, Off-site office or working from home. 2/3 staffs are remained in the office to maintain the Company's operations.
- WTC Corporation implemented employee self-health management monitoring by providing a COVID-19 rapid test on a weekly basis. Temperature is measured daily to maintain and care for the health of employees.
- WTC Corporation announces timely precautions and set up a COVID-19 notification contact.



Chapter 2 Tenants' First Choice-WTC is a Green and Health Building

- 2.1 Operational Safety Maintenance
- 2.2 Tenant Relations Maintenance
- 2.3 Operational Optimization
- 2.4 Tenant Safety Maintenance

Tenants of the WTC are well-known domestic and foreign companies, with more than 7,000 visitors and workers coming in and out daily. The WTC constructs a "second-to-none" office through a high level of operation focusing on "green building", "health building", "operational safety", and "tenants relations maintenance", creating sound competitiveness and international level for Taiwan's enterprises and status.

The WTC is the first commercial office building in Taiwan to receive WELL certification. WELL is the world's first building certification standard that focuses on improving human health and well-being through the indoor environment. It evaluates the health attributes of projects in ten categories: air, water, nourishment, light, movement, thermal comfort, sound, materials, mind, and community. The assessment is conducted by independent third-party certification bodies. The WTC keeps up with the times and continues to optimize its equipment and strengthen the health and safety of the building, including installing UV germicidal lamps, a high-intensity drinking water filtration system and multi-functional AQI monitor, creating a medical-grade health building that exceeds regulatory requirements.

In terms of operational safety, the WTC invests more than NTD100 million each year in software and hardware and takes into account potential hazards including firefighting, evacuation, fire prevention and earthquakes. Aside from regular maintenance of fire protection, air conditioning, firefighting, water supply and elevator equipment, the WTC also makes an effort to improve the safety monitoring system, such as equipping early-warning detection system. On the subject of software, the WTC works side by side with tenants, police and the fire departments, providing a comfortable and safe workplace for the WTC's tenants.

As tenants are the most important stakeholders of the WTC, thus, it is a fundamental mission for the WTC to achieve their high satisfaction. The WTC has established sophisticated standard operation process toward customer service and smooth communication channels in place and strives to solve tenants' issues in the shortest time possible. Given our efforts, the long-term occupancy rate has maintained at 98%.



Key Performance in the Chapter

- A budget of NTD100 million is created for equipment upgrade and maintenance.
- 150 members of staff are deployed daily for maintaining, inspecting and updating the facilities of building 24 hours a day.
- Received "Fire Prevention Label" in the office building category for 18 years in a row.
- Received dual certifications LEED and WELL Gold certification in 2023.
- UV lamps installed in public areas.
- The air for bacteria count after going through a UV lamp is 23CFU/m3 and building environmental bacteria count is <300CFU/m3, far lower than the regulation standard of 1500CFU/m3.
- Commit to receive ISO9001 (Quality Management System) certification in 2024.

2.1 Operational Safety Maintenance

2.1.1 The Importance of Operational Safety

With a steel structure of 34 floors above the ground and 3 floors below ground, the WTC was the first skyscraper in Taiwan and a multi-functional intelligent office building with innovative design. In order to serve as a guardian for the safety of over 7,000 visitors and workers daily, the WTC values safety equipments. Due to this, a budget of NTD100 million is created each year to update and maintain equipments, while carefully selecting building materials and equipments, and ensuring the network systems of emergency and telecommunications are fully equipped. In particular, the firefighting system in the building must focus on firefighting equipments required for high-rise buildings. In addition, WTC Corporation spares no effort to maintain such equipments, from 24-hour monitoring to regular inspections and maintenance. In doing so, equipments and systems are ensured to be operated normally at all times, providing tenants with a comfortable and safe workplace.

2.1.2 The WTC Operational Safety Management System

Operational Safety Management and Planning

The Engineering Department and the Business & Customer Service Department collect and incorporate records of the building's inspection, updates, tenants' feedbacks and suggestions into big data analysis as a reference indicators for management and maintenance. Material issues or matters pending are proposed in the weekly meeting for senior management and are reported to the Board of Directors' meeting depending on the importance, budget and impact of the issue.

In addition to regular safety inspection of the firefighting equipment as required by the Fire Services Act, a self-defense firefighting team and building evacuation drill is carried out every 6 months in accordance with the regulations. Moreover, the WTC has received the "Fire Prevention Label" in the office building category for 18 years in a row.



Having the Fire Prevention Label is a recognition of fire safety and quality. Not only does the label provide consumers with the best identification for consumer safety in the place of consumption, at the same time is a health examination of a building for building owners while praising buildings with excellent fire prevention quality.

2.1.3 Disaster Prevention and Response

The WTC places great importance to the prevention and response to disasters, and has formulated a standard operating processes for typhoons, earthquakes, fires, air attacks or security incidents. Training of personnel is also strictly required with regular reviews and audits performed. In accordance with the regulations of the Fire Services Act and applicable laws, the WTC has formulated a building firefighting protection plan, while also periodically implementing an inspection of firefighting equipment.

In addition, the WTC provides charging facilities for tenants or visitors who commute using electric vehicles. Electric vehicle charging stations have been installed on the third basement floor of the parking garage. To enhance safety, dedicated fire extinguishing blankets for electric vehicles have been procured, ensuring prompt firefighting in case of fire during charging, thereby preventing the escalation of disasters. Moreover, the building conducts biannual disaster prevention seminars, focusing on fire and earthquake prevention for high-rise buildings. These seminars educate and remind tenants about pre-disaster, during-disaster, and post-disaster prevention concepts and response measures. Additionally, the building organizes four flood prevention drills annually to mitigate the impact of heavy rain or sudden severe weather, ensuring the safety of the WTC.

Safety Monitoring

The Emergency Operation Center with BAS, automatically monitors and controls water, electricity, air conditioning, and elevators, to ensure they are running properly. The BAS also integrates smart firefighting monitoring equipment to automatically detect smoke, heat and water to prevent the fire disasters from happening, ensuring that people and property are safe in the building.

The security monitoring system integrates the monitors and infrared sensors located in public corridors to monitor main entrance/exit elevators, machine rooms with a central monitoring structure. The system provides real-time responses and digital video recording for any suspicious situations, providing prevention, immediate inspection and post-inspection and tracking functions, ensuring the safety of the staff, environment and space in the building.



The Planning Department, Business & Customer Service Department and Engineering Department are responsible for responding to natural disasters and the prevention of human-caused disasters as well as measures and actions for post-disaster recovery. By making this effort, WTC Corporation hopes that there will be no disaster or that personnel and property loss will be minimized after a disaster.

2.1.4 Working with Tenants for Operational Safety

As a means to reinforce the disaster prevention awareness and response capabilities of tenants, aside from forming a Building Protection Group and Self-Defense Firefighting Team for various tasks made up with the employees of WTC Corporation and those from building's facilities maintenance suppliers, the WTC also invites tenants to participate in training seminars organized by the Protection Group and Self-Defense Firefighting Team twice a year for 4 hours each time. As well as this, the WTC also arranges various safety protection courses, hoping to raise awareness and be more prepared in order to protect the safety of lives and property in the building.

Participants	Training Content	Total No. of Trainees	Total Training Hours
Tenant A	Protection Group and Self-Defense Firefighting Team training seminar	105/Once	4 hours
18 Tenants and Members of Protection Group Self-Defense Firefighting Team	Protection Group and Self-Defense Firefighting Team training seminar	134/Once	4 hours

2.2 Tenant Relations Maintenance

Tenants are WTC Corporation's long-term customers. As they are not one-time consumers, WTC Corporation must provide them with a long-term and stable quality of service. In a bid for all tenants to feel at home, WTC Corporation invests highly in manpower and resources providing management and service that exceed the usual standards. By doing this, WTC Corporation dedicates itself to catering to the needs of tenants in order to maintain positive customer relationships, as the greatest advantage so that the WTC is able to achieve sustainability in the highly competitive Taipei office buildings market.

Tenant Relations Maintenance Goal

- The WTC takes the hotel-management approach and handle tenant needs immediately.
- The WTC cares about tenant feedback and strengthen reviews on specific issues while proposing response plans.
- The WTC continues to upgrade building facilities by using high-tech systems to optimize tenant services.

Emphasis of Quality of Tenant Services

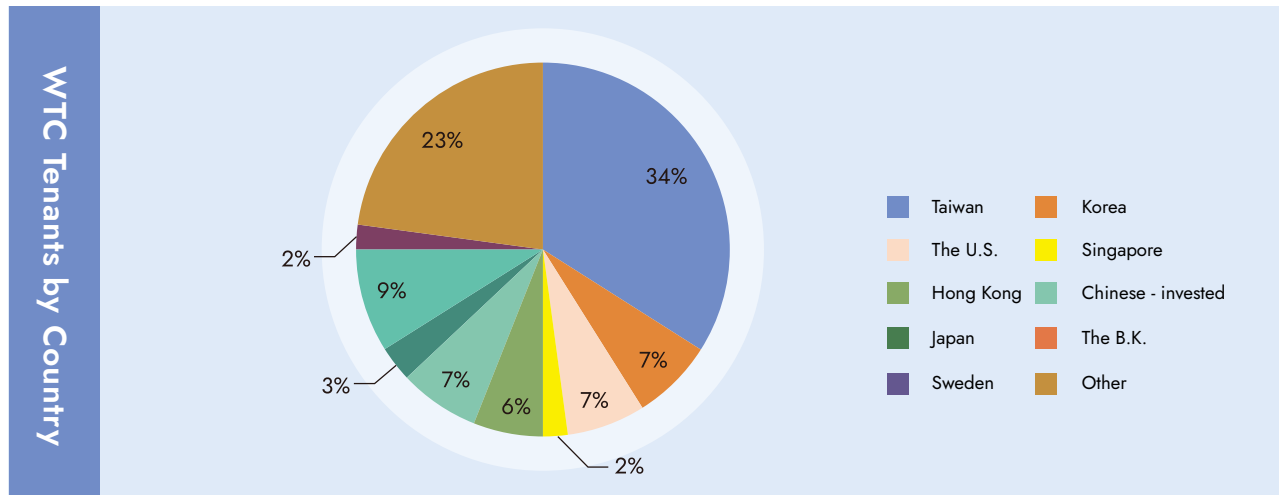
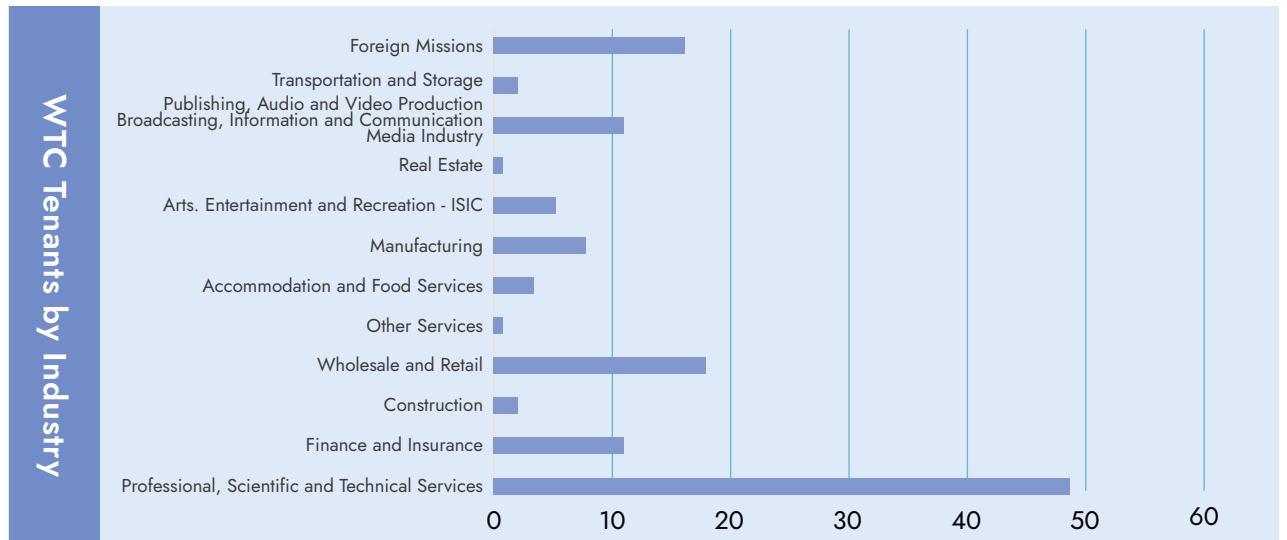
Committed to obtaining ISO 9001 service quality management certification by 2024.

As tenant needs are becoming increasingly diverse, WTC Corporation enhances service quality and response capabilities by reviewing each customer service handling. The following is a list of resources invested to continue to provide high-quality services:

- Providing diverse channels to listen to the views of tenants - website, customer service mailbox, customer service hotline, and 24-hour service desk.
- Established tenant complaints handling SOP for project review and improvement.
- Unscheduled meetings to review service procedures and improve service quality.
- Using employee training to refine customer service responses and strengthen employees' professional knowledge.

Establish a Diverse and Inclusive Culture to Elevate the Quality of Life of Tenants

WTC Corporation has a very different historic background from other commercial buildings. Tenants of the WTC over the years are diverse and have come from all over the world. These tenants include foreign missions in Taiwan, Taiwan External Trade Development Council (TAITRA), well-known accounting firms, domestic and foreign well-known professional technology companies, the world's No. 1 EDA software company.



Offices of foreign mission in Taiwan focus on the promotion of local culture and the economies of both countries. Regardless of international or local companies, as sustainability is the recent trend, companies have been urged to engage in welfare activities. Given this, when a tenant proposes an activity related to local culture, festivals or public welfare, WTC Corporation is more than happy to share resources and take part in the promotion. By doing this, it enables tenants to indirectly understand the culture of other countries outside of work, expanding international horizons. In addition, the WTC treats all foreign missions like its own family. In the event of a serious incident in the country of the Offices of Foreign Mission in Taiwan, the WTC shows respect by lowering the national flag to half-mast at the TWTC Square in accordance with international etiquette.



Cultural Exhibition in the Lobby on the 1st Floor



Blood Donation Campaign

National Culture-related Events

Cultural Event	Date	Description
V4 Exhibition of Castles and Chateaus	2022.11.30~ 2022.12.14	Organized by the Slovak Economic and Cultural Office in Taipei, the exhibition on the ground floor of the WTC showcases the splendid castles and estates of four Central Eastern European countries (Poland, Hungary, Czech Republic, and Slovakia).
Highlights from the Tei Aviv Biennale of Craft & Design	2022.06.13~ 2022.06.17	The Israeli Economic and Cultural Office in Taipei hosted the "Breaking the Barriers of Material: Highlights from the Tel Aviv Biennale of Craft & Design" at the New Taipei City Yingge Ceramics Museum, engaging with artistic and cultural institutions both domestically and internationally. The aim is to promote a deeper understanding of Israel's cultural significance among the people in Taiwan.
German Christmas Market	2022.12.02~ 2022.12.04	For the third consecutive year, the German Economic Office is hosting the annual market at the Yuanshan Flower Expo Park.



Highlights from the Tei Aviv Biennale of Craft & Design



German Christmas Market

2.3 Operations Optimization

Focusing on market demanding, the WTC always keeps up in time and makes timely adjustments to operations. The WTC optimizes its equipments, while making a proactive approach to promote international certifications. Software and hardware upgrade and improvement are carried out each year, and furthermore to build a medical-grade health office building, with a central aim of increasing market competitiveness.

2.3.1 A Pioneer in Health Building in Taiwan

On May 31, 2023, the WTC achieved the prestigious international WELL Gold certification, becoming the first commercial office building in Taiwan to attain WELL certification. This accomplishment highlights the WTC's commitment to ESG environmental sustainability and its efforts to provide a healthy and high-quality work environment.

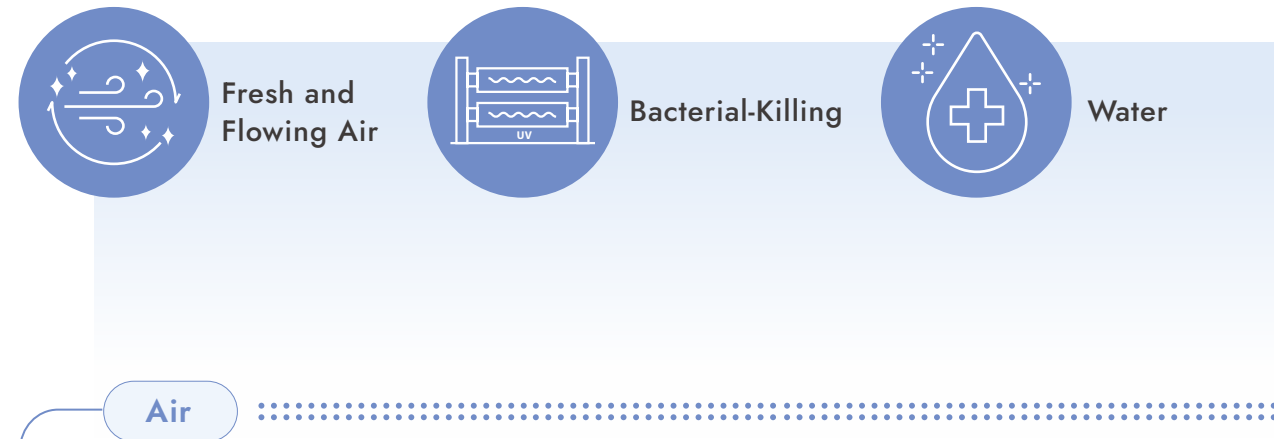
WELL is the world's first building certification standard that focuses on improving human health and well-being through the indoor environment. It evaluates the health attributes of projects in ten categories: air, water, nourishment, light, movement, thermal comfort, sound, materials, mind, and community. The assessment is conducted by independent third-party certification bodies.

Achieved WELL Gold Certification for Healthy Buildings in May 2023.



2.3.2 Creating a Medical-Grade Health Building

Medical-grade central air conditioning and safe hygienic water are the most basic requirements to ensure the health of tenants. To construct a medical-grade health building, The WTC's plans are as described as follows:

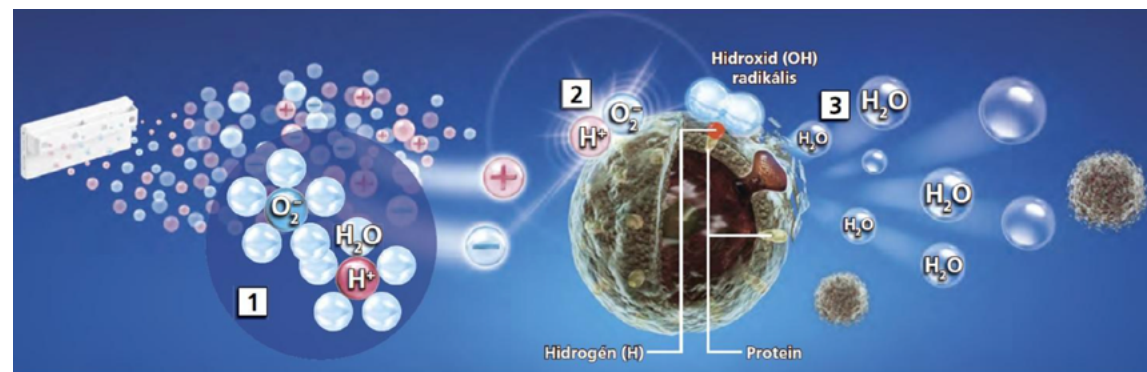


Air

The air brought in from outside first passes through a primary aluminum filter (cleaned every 6 months). After filtering it then goes through an 85% bag filter (changed every 6 months), which filters 100% of PM2.5 or more suspended particles. It is then sterilized by a medical-grade UVC lamp before it can be sent into the office, making the quality of the air inhaled safer. According to the figures tested by WTC Corporation, the average CO₂ concentration in 2021 was 729ppm and PM2.5 concentration was 4.0ppm¹, with the air quality meeting the requirements of EPA regulations. The air conditioning system was tested by a third party and only 23 CFU/m³ of airborne bacteria was tested, reaching medical grade air quality².

¹ As people cars, and goods come in and out of the building, there is bound to be PM2.5 in the environment.

² With reference to GB-50333 criteria.



Mechanism of Plasmacluster Ions

1. ION Emission

Plasmacluster ions, the same positive and negative ion found in nature, are generated by plasma discharge and release to the air.

2. Effect on viruses, bacteria and mold

This ions form hydroxide (OH) radicals that are highly oxidising only when they adhere to the surface of mold and viruses. They instantly remove the hydrogen from the surface protein, breaking them down.

3. Return into the air

The hydroxide (OH) radicals combine with hydrogen (H) to form water (H₂O) which returns to the air.

Bacterial-Killing

UV Germicidal Lamps

The earliest concept of UV germicidal lamps came from the SARS outbreak in 2003. The protection measures of the hospitals at that time were based on these, hence, UV germicidal lamps were purchased to protect the health of the people inside the building. It is fair to say that the WTC was the first office building to apply UV germicidal lamps in Taiwan.

In early 2021, Taiwan was once again under the threat of COVID-19. Due to this, the WTC took the lead in installing UV germicidal lamps in the public corridors and elevators, expanding the area of sterilization. This approach has made the building a medical standard healthy building. In 2022, the WTC made more investment with the installation of UV germicidal lamps (same grade as those used in medical wards) in public corridors to filter the air flowing through the building. According to the SGS test, these UV rays can filter 99% of viruses. Recent plans and implementation results are described below:



Year	Implementation Details and Results
2019	The UV lamps of the central air conditioning system were renewed and upgraded, with the total lamp power increased from 6,480W to 14,880W.
2020	The sterilization intensity of central air conditioning system is regularly inspected, with sterilization intensity maintained above the standard value.
2021	<ul style="list-style-type: none"> Trial installations of UV germicidal lamps in public corridors. The sterilization intensity of the central air conditioning was fully upgraded. The air for bacteria count after going through a UV lamp is 23CFU/m³, reaching medical-grade air quality.
2023	Installations of UV germicidal lamps in public corridors.

Medical-Grade Central Air Conditioning System

Compared to tenants, the WTC is more concerned about the quality of air conditioning inside the building. The implementation results in recent years are as follows:

Year	Implementation Details and Results
2020	The external air conditioning box was renewed with additional CO ₂ demand control and variable air volume (VAV). The per capita air intake can reach over 17CFM, reaching ASHRAE standards.
2021	A multi-functional air quality (AQI) monitor was added to the central air conditioning to continuously monitor air quality indicators in the building.
2022	Installed AQI sensors and UV germicidal lamps in the common areas of the building. The bag filter was upgraded to MERV 14 (95%) to ensure the best air quality in the building.
2023	The building's common areas and tenant spaces have undergone SGS testing for various pollutants (benzene, toluene, formaldehyde, carbon monoxide, ozone, particulate matter, nitrogen dioxide), and all concentrations are compliant with the WELL standards for health buildings.

Safe and Hygienic Water

The WTC's water filtration rooms are set up on PH1, 25F and 15F. With high precision filtration and sterilization system, water is underwent 2 filters and activated carbon filtration then is sterilized by UV lamps. The WTC ensured the health and safety of users through the following management measures:

Implementation Frequency	Inspection Contents	Management Measure Description
Monthly	Drinking Water	The water quality measured by the dedicated water quality inspection organization meets EPA's water quality standards for drinking water and is made known on the premises where the equipment is located.
Quarterly	Drinking Water	5µm and 1µm system filters renewed.
	Cooling Water Tower	The cooled water is sent to a third party testing organization to test for legionella pneumophila.
Annually	Drinking Water	<ul style="list-style-type: none"> Activated carbon filters renewed. UV lamps renewed.



Compliant with Environmental Protection Administration's Drinking Water Quality Standards.







High Precision Filtration and Sterilization System

2.3.3 Quality and Convenient Environment

The WTC is a well-developed building constantly being optimized to remain the most convenient vertical community based on the needs of the tenants.

<p>Food</p> <p>WTC Café</p> <p>7-11</p> <p>Meal Vending Machines</p> <p>Hi-Lai Celebrity Cuisine TWTC Branch on 34F</p> <p>Lunch Delivery and Pickup Platform</p>	<p>Clothing</p> <p>Laundry Service</p>	<p>Housing</p> <p>Barbershop</p> <p>Shower Room</p> <p>Flower Shop</p> <p>24-hour Security Management Service</p> <p>4 Banks</p> <p>5 ATMs</p>	<p>Transportation</p> <p>Bicycle Parking Area</p> <p>Electric Vehicle Charging Station</p>
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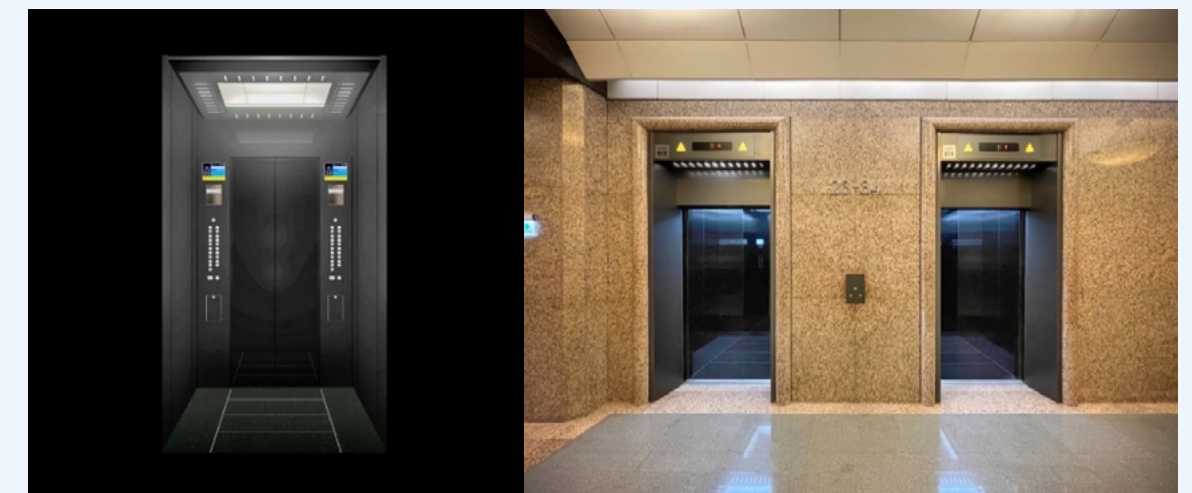
To offer convenience for tenants is the WTC's core value of service. Thus, the WTC continues to update and improve the facilities within the building, including a barrier-free environment, electric vehicle charging stations, bicycle parking area and shower rooms. As well as these, the WTC also provides improved facilities based on the needs of the tenants and has implemented a gender-balanced bathroom project in response to the concept of gender equality.

Facility	Description
 <p>All-Encompassing Pathway</p>	As The WTC is a public space, it must feature an ideal environment that is easily accessible, approachable and easy to get to. Given this, the WTC provides all-encompassing pathway for people with disabilities, including barrier-free ramps, friendly bathrooms, and barrier-free touch buttons inside the elevators. To provide wheelchairs service, aided by the security guard, at the service counter on the 1st floor at all times.
 <p>Electric Car Charging Station</p>	With sustainable energy transformation becoming a global trend, the electric car market is the mainstream of environmental protection. In 2023, the WTC set up 4 electric car charging points and are planning to expand to 15 points in a bid to encourage tenants to use electric cars.
 <p>Bicycle Leasing, Custodial and Parking Services</p>	The WTC is the first commercial office building in Taiwan to offer free parking to those commuting to work by bicycle. The WTC has planned 43 parking bays for our tenants and has offered 3 official bicycles in place for tenants to borrow for business to surrounding areas. At the parking site, there are staff designated to help with leasing, custodial and business visitor temporary parking services.
 <p>Shower Room</p>	The WTC has established top class shower rooms, 2 for men and 2 for women on level B1 inside the building. In the shower room, there are shampoo, shower gel and hair dryer provided, which are free of charge for tenants. Tenants only need to bring their own towels and register at the service counter to exchange a card.

Continuous Environmental Optimization Projects

Elevator Upgrade

To enhance the quality of elevator rides and services in the building, a project to replace old elevators with new ones was completed in 2022, including upgrading five elevators for passengers and two elevators for both passengers and goods in the high-rise section.



2.4 Tenant Safety Maintenance

The WTC is committed to provide tenants and its employees a concern-free workplace. There are 16 foreign missions in the WTC alongside many well-known international companies. As more than 7,000 visitors and workers enter and exit the building daily, it is very important for us to protect the lives of these people.

Personal Safety of the WTC's Tenants

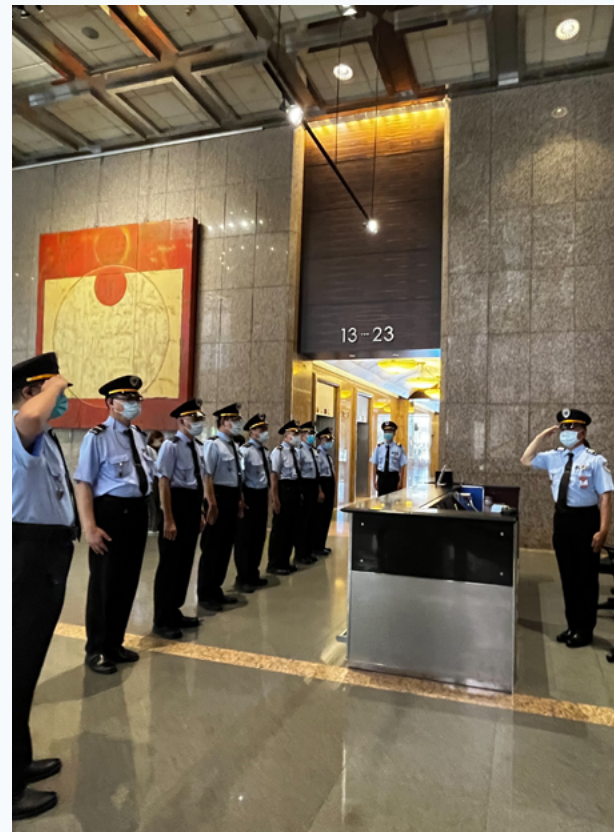
The WTC has established various safety facilities that exceed regulatory requirements. The tenant safety protection policy of the WTC is based on a 4-in-1 complex that forms the security system. The WTC also keeps in close contact and works with the police and fire departments in order to jointly maintain the security of the building and the surrounding area.

Access Security

In addition to the first layer of protection by security guards at the 4-in-1 public area, the entrances and exits of the building are controlled by personnel and patrol is conducted. In doing so, the WTC ensures that there are no security concerns. Since the building began its operations, there have been no hazards that put people's safety at risk.

Access Control

- Greeting and filtering personnel going in and out of the building during working hours.
- Construction and delivery personnel must register to exchange identification cards.
- Special assistance in tenant visitor filtering and notification.
- Patrol is conducted every 2 hours in the public area, surrounding areas and underground parking lots.
- Vehicle access guidance management service.
- After-hours inspection on each floor and unoccupied floor safety settings (infrared).
- Regular anti-surreptitious filming patrols and inspections in male and female restrooms on every floor (at least twice a month).
- Overnight vehicle registration and special notification for non-monthly overnight vehicles.



Security System and Personnel

The WTC emphasizes management that prioritizes people first and utilizes technology to do so. The automated equipment of the Emergency Operation Center provides various types of security monitoring and works closely with the first-line security personnel to prevent disasters and reduce losses by immediate notification. One hundred staff members are deployed every day, with an annual maintenance budget totaling NTD70 million.

The security of the WTC is carried out by a trusted professional qualified security firm that performs 24-hour patrols. The control of security work is replaced by services. The WTC achieves the effect of security control of surrounding people, things and objects by making a proactive approach towards customers. Colleagues of the WTC are responsible for monitoring the management of security guard work. In addition to conducting patrols, a comprehensive protection network is constructed through fixed-point monitoring equipment and various sensor detectors alongside 24-hour CCTV monitoring in the Emergency Operation Center. By making these efforts, the WTC is able to prevent disasters and achieve an effective emergency response mechanism hoping to eliminate disasters and prevent any possible loss of life and property of tenants in the building.

Security guards are the first-line workers in the building who have contact with tenants and building visitors. As a means to protect the safety of tenants and building visitors, the WTC has planned a series of courses that focus on 3 major cores so as to improve the response capabilities of security personnel in the event of a disaster. This way, the WTC is able to provide tenants the safest and securest working environment.

First Aid Training	Emergency Response	Service Coordination
Automated External Defibrillators (AED), Cardiopulmonary Resuscitation (CPR), Heimlich	Disaster Prevention, Riot Prevention, Robbery Prevention, Theft Prevention, High-rise Fires, and Earthquake Evacuation	Traffic Dispersion
There are 38 security personnel, who have completed training.		

Emergency First-Aid

There is an AED at the service desk on the first floor of the WTC available for personnel to use in first aid situations. The WTC also regularly invites professional officers at the Xinyi Health Center to teach employees first-aid and proper response in the event of an emergency. In addition to the service desk calling for an ambulance in the event of an emergency, the WTC also has emergency elevators to provide assistance. Moreover, the WTC guides the parking of the ambulance upon arrival in order to shorten the time for medical treatment. In 2022, ambulances were called upon 8 times due to personal's discomfort in the office. The ambulance was called by colleagues or their supervisors and the WTC provided follow-up assistance. With four instances involving traffic accidents on the surrounding roads resulting in injuries. The WTC's security guards promptly assisted by calling for ambulances to transport the injured individuals for medical treatment.

Policy and Public Cooperation to Construct a Comprehensive Safety Net

Aside from the WTC's standard operating procedures for conflicts and vandalism, the WTC also keeps close contact with Xinyi Police Precinct. As there are many banks and 20 foreign missions from 18 different countries, patrol points have been set on the floors of key tenants. The WTC can be regarded as a commercial building with the highest rate of police patrols. In the event of an emergency, the WTC immediately notifies the local police station or the duty center for assistance. Moreover, the police in the building carrying out a point patrol is able to provide immediate assistance.

Each year, the WTC works with the National Police Agency, Special Exploration Team, Special Police Corps and Xinyi Police Precinct to help The Israel Economic and Cultural Office in Taipei (ISECO) in the drill of explosives discovery and demolition, hostage rescue and drone attack. The WTC also arranges for the Director of the Security Division of ISECO to conduct seminars on safety for the building's security personnel. By doing so, not only are colleagues able to improve on their observation capabilities but also are taught basic self-defense techniques and responses.



2.4.3 The WTC Environmental Health and Safety

The WTC is an international community. With so many people going in and out of the building every day, the responsibility lies with us to protect the safety and health of tenants. The WTC vows to reduce the risk of influenza and other infectious diseases and concerns about the environmental health and safety in the building than the tenants themselves.

Environmental and Safety Maintenance

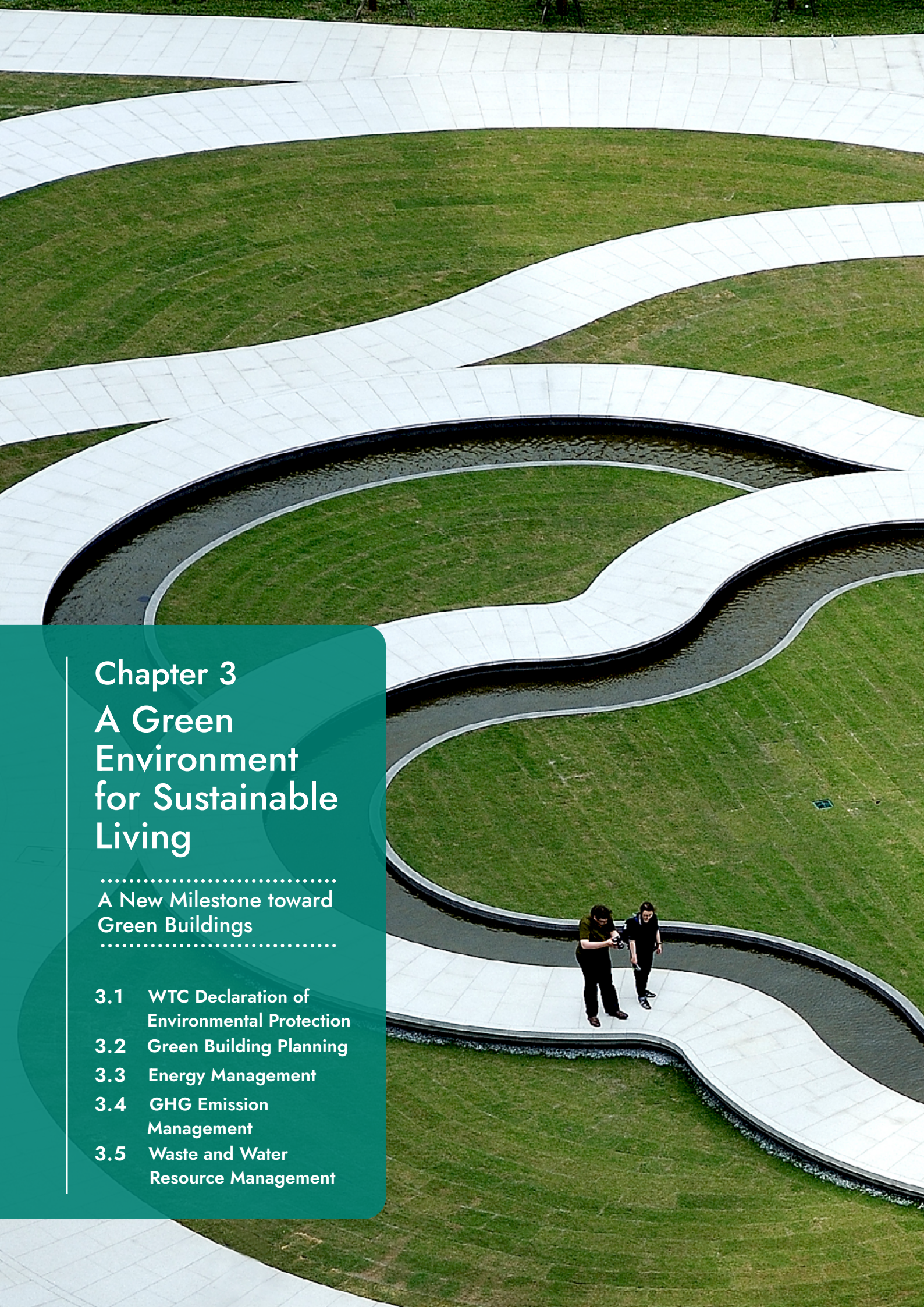
In the course of planning cleaning programs and personnel training, the WTC's management goal is sustainability. In terms of cleaning products and equipment, the WTC opts for products with eco-friendly labels recognized by the EPA and Green Seal. These products include floor waxes, glass cleaners and eco-friendly bathroom detergents. The WTC reduces the impact of detergents on the environment by physical and thermal cleaning. Through reducing the consumption of detergents and water, as well as properly treating clean wastewater, the WTC does not pollute rivers and the sea, fulfilling our responsibility on environmental and sustainable development.

- As for cleaning vendors, the WTC has formulated standard operating procedures that require cleaning vendors to thoroughly implement cleaning operations.
- The WTC entrusts registered waste removal vendors to handle waste operations.
- According to the environmental cleaning maintenance work items, work methods and frequency are clearly stated.
- Properly plan schedules and maintenance for daily operations and note the work focus to facilitate the implementation of maintenance personnel.

Pest and Disease Control

In a bid to maintain the environmental hygiene of the WTC and prevent pests such as cockroaches, ants, mosquitoes and flies from breeding, the WTC entrusts a professional disinfection company to carry out building disinfection each month. Disinfection is conducted in a manner of "key points," focusing on the public areas and kitchen units. The use of chemical control methods is reduced gradually to decrease possible risks arising from the chemicals, in particular problems involving personal safety, food safety and drug resistance.





Chapter 3 A Green Environment for Sustainable Living

.....
A New Milestone toward
Green Buildings
.....

- 3.1 WTC Declaration of Environmental Protection
- 3.2 Green Building Planning
- 3.3 Energy Management
- 3.4 GHG Emission Management
- 3.5 Waste and Water Resource Management

The environment is the property of all people around the world and environmental protection is the cornerstone for the survival of the earth. With the high level of awareness on environmental protection around the world, individual companies must make important commitments and declarations to maintain a green environment in order to achieve sustainable living and fulfil their obligations as a responsible entity.

The WTC is the first commercial office building in Taiwan to adopt the ice storage chiller system air conditioning design by using melting low-temperature cooling water to achieve ultra-low temperature air supply. Coupled with the variable air volume (VAV) system, the energy efficiency of the air conditioning system is greatly improved. In 1991, the WTC received the Technology Award from ASHRAE. To this day, the ice storage air conditioning and VAV systems are still the scoring items for Taiwan's Green Building Label - Air Conditioning Energy Conservation Index. This shows that the design of the WTC air conditioning system still meets the standard of green buildings.

It is worth mentioning that in 2011, the WTC Corporation spent NTD70 million on the construction of TWTC Square, giving the urban jungle a green space. This is a concrete commitment of WTC Corporation for the sustainability of the environment. In response to severe climate change, as a landmark building in Taipei, the WTC proactively responds to the Paris Agreement through the 3Rs - redesign, re-use and recycling and reduction. The WTC has also introduced ISO 50001 energy management system and received ISO 14064-1 certification to build a green building, implement energy and GHG reduction, waste management and water resource consumption control. In doing so, the WTC is able to construct an outstanding green commercial building, achieving low-carbon and a sustainable economy. In addition, the WTC Corporation plans to complete the ISO 14067 Lease Service Carbon Footprint Assessment in 2024 and obtain the Environmental Protection Administration's Carbon Footprint Label.

In terms of the building itself - the WTC performs upgrades of energy management and equipment; in terms of equipment - the WTC regularly implements maintenance programs and has replaced old equipment with added inverter controls to improve energy efficiency and upgraded lighting equipment with high-efficiency LED lighting; in terms of energy management - by identifying energy improvement factors to manage lighting hours, air conditioning operating hours and elevator usage configurations in various areas. During the past decade before 2020, a total of 20% of electricity consumption was successfully saved. The WTC Corporation has already obtained LEED Gold certification for green building in 2023, and by 2030, plans to achieve 100% usage of green energy. Additionally, in August 2023, the WTC Corporation applied to the Environmental Protection Administration of the Executive Yuan for the "Voluntary Greenhouse Gas Reduction" project, specifically related to carbon credits. It is anticipated that the carbon credit will be obtained by 2025.

For waste control, the WTC largely reduces waste generated from decoration and demolition through innovative thinking and asking new tenants to take on the original decoration. For waste removal, the WTC implements source classification, waste reduction, recycling and outsourcing certified cleaning companies to gradually achieve zero waste and zero burial. Aside from going green within the building, the WTC strives to construct a green commercial office building by setting up a free bicycle parking area and charging points in the parking lot. In doing this, the WTC encourages tenants to implement green transportation, jointly reaching the vision of environmental sustainability.



Key Performance in the Chapter

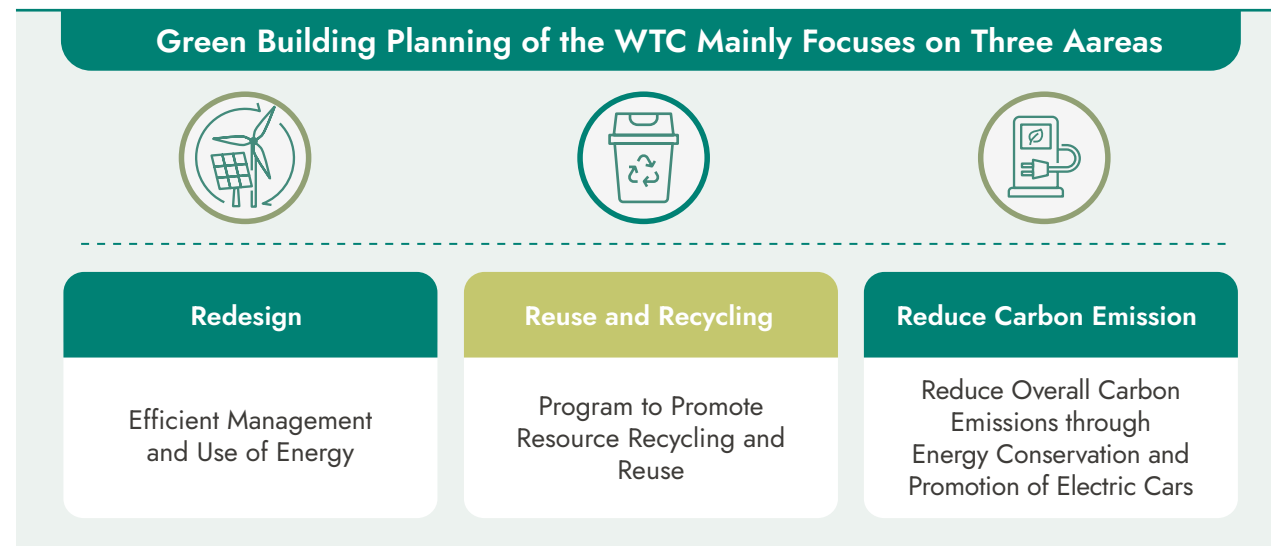
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- Received ISO 50001 Energy Management System in 2020.
- Achieved an average annual electricity consumption reduction of 3.14% from 2021 to 2022.
- Attained LEED Gold certification for green building in 2023.
- Committed to achieve 100% use of green energy for the WTC Company by 2030.
- Committed to complete ISO 14067 Lease Service Carbon Footprint Assessment and obtain the Environmental Protection Administration's Carbon Footprint Label by 2024.
- Anticipating carbon credit acquisition by 2025.
-

3.1 The WTC Corporation's Declaration of Environmental Protection

Under the high level of environmental awareness around the world, WTC Corporation pursues the objective to become a green building. To achieve this, WTC Corporation has set two major strategies: "energy management" and "green power priority". Firstly, WTC Corporation has largely reduced power consumption in the building with an effective energy management policy. At the same time, WTC Corporation also takes a pro-active approach to participate in green energy procurement programs, achieving the ultimate goal of 100% green power usage.

In 2020, ISO 50001 energy management system was introduced. With 2020 set as the base year for electricity consumption, which passed the third-party verification, a total of 7.08% of the electricity was saved in 2022. In fact, in the course of the 10 years before 2020, the WTC reduced electricity consumption by 20%. As for future planning, 7.5% electricity consumption in the building is expected to be reduced by 2025. At the same time, the WTC Corporation has officially procured green power in the year 2023. By 2030, individual green power consumption by WTC Corporation is expected to reach 100%, while reducing GHG emissions by 10%.

3.2 Green Building Planning



In terms of reuse and resource recycling, the WTC's plans are based on two concepts - one is to reduce the amount of renovation to the building's décor and convince new tenants to take on the old decoration, reducing the amount of waste caused by demolition. The second concept is to implement the treatment of resource recovery so that recyclable resources can be reused.

To implement and continue to make improvements on the three areas mentioned above, The WTC has achieved Gold-level certification in the Operation & Maintenance category. LEED certification, which specifically rates existing building designs, includes a version for Operation & Maintenance. The WTC underwent a year-long performance verification and policy development process for water usage, electricity consumption, and waste recycling. The WTC Corporation obtained LEED Gold certification in 2023.

The LEED Gold certification ensures that the WTC considers air conditioning, lighting design, energy control, and user comfort. Through policy dissemination and educational training, it achieves water and electricity conservation, as well as minimizing the use of chemical pollutants during routine tasks like environmental cleanliness, equipment maintenance, and pest control. This accomplishment fulfills the WTC's commitment to reducing carbon emissions, maintaining comfort, and simultaneously lowering operational costs.



3.3 Energy Management

The WTC is the first high-rise commercial office building in Taiwan and one of the largest electricity users in Taipei. WTC Corporation should provide a comfortable and healthy commercial office environment for tenants; at the same time WTC Corporation also strives to reduce the impact of energy use on the environment arising from operating activities. This is a challenge for WTC Corporation's sustainable management. In order to implement the idea of energy conservation and carbon reduction, WTC Corporation analyzes the energy usage data of the building and performs the maintenance of electrical and mechanical, air-conditioning, fire-fighting and elevator equipment according to the annual maintenance plan to enhance the energy usage efficiency. Each year, WTC Corporation collects the demands and expectations of stakeholders in order to propose energy conservation plans and allocate resources for equipment improvement projects, reaching energy conservation targets.

3.3.1 Energy Management System

There is an "Energy Management Handbook" in place, summarizing the standards and procedures adopted by WTC Corporation to ensure energy management. The Handbook is the guiding principle of energy management to further ensure the effective operation of the energy management system, achieving the energy policy and target of WTC Corporation. WTC Corporation uses variables including building occupancy and external air temperature to establish building management energy baselines (EnB). The performance indicators (EnPI) of various energy management programs are also reviewed to ensure the effectiveness of the energy management system.

Energy Policy	Energy Targets
Energy Conservation and Carbon Reduction and Continuous Improvement Full Participation and Regulatory Compliance	<ul style="list-style-type: none"> Annual electricity energy savings rate of the building to exceed 1%. The overall electricity consumption of the building to reduce by 7.5% by 2025 compared to the electricity consumption in the base year (2020). Green power usage by WTC Corporation to reach 100% (RE100) by 2030, with GHG emissions reduced by 10%. The overall green power usage of the entire building to reach 10% (2 million kWh) by 2030.

Energy Management Team

Top Management (Executive Vice President)

Provide resources needed for implementing the energy management system, including human resources, professional capabilities, engineering technology and budgets.

Engineering Department Manager

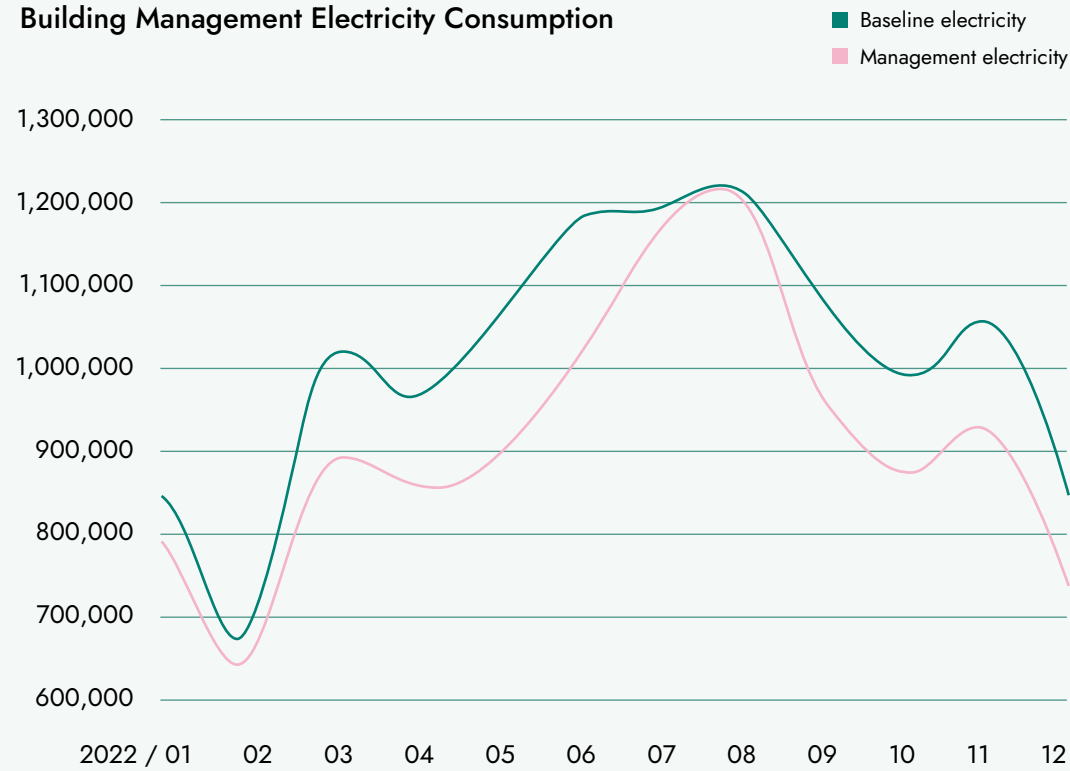
As the leader of the energy execution team, the Engineering Department Manager ensures the energy management system is established, implemented, maintained and continuously improved according to these standards.

Energy Execution Team (Representatives of each department)

To ensure that all requirements of the energy management system are effectively implemented and run. To propose an implementation performance report on the energy management system in a management audit which will serve as a basis of continuous improvement.

Comparison Table of 2022 Baseline and Actual Electricity Consumption

Building Management Electricity Consumption



According to the ISO 50001 Energy Management System baseline statistics, the electricity baseline for operational management in the year 2022 was 12,107,272 kWh, while the actual electricity consumption amounted to 10,945,857 kWh. This resulted in a total energy savings of 1,161,415 kWh, approximately 9.59%.

Grievance Mechanism

In the event of energy management abnormalities or deficiencies through internal audits, colleagues can fill out a "Non-Conformity Report" or "Improvement Proposal Form". Moreover, non-conformity matters are analyzed, improved and prevention measures formulated by the Energy Management Team. External stakeholders can file a grievance through customer service personnel. After analyzing the process of evaluating stakeholder demand and expectations, the matter will be transferred to the relevant department for improvement.

3.3.2 Energy Consumption Situation

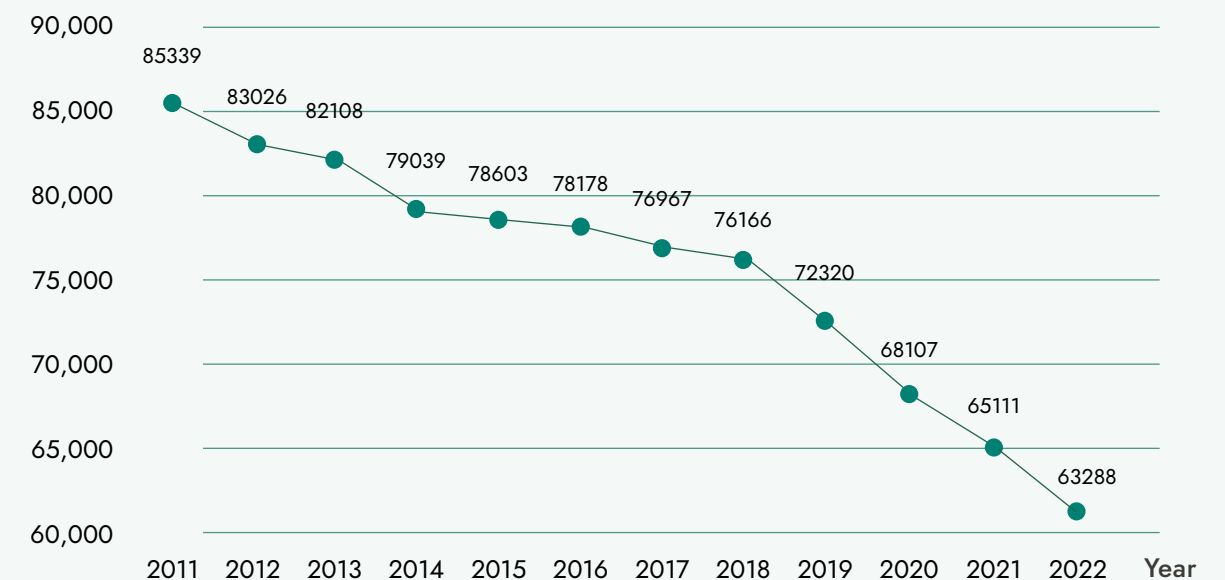
The main energy consumption of the WTC is electricity, accounting for more than 99% of its calorific value. From 2011, the WTC has been making an effort to promote various energy conservation measures, with electricity consumption continuing to drop each year. Compared to 2011, electricity consumption in 2022 has decreased by 25.8%. In the course of 10 years, over 26 million kWh of electricity was saved, reducing energy use intensity (EUI) from 212 kWh/m²-yr to 162 kWh/m²-yr and the contracted capacity has been reduced from 5,640 kW to 4,300 kW.

In 2020, ISO 50001 energy management system was introduced. With 2020 set as the base year for electricity consumption, the annual energy target is to save an average of 1% electricity, with a commitment to save 7.5% of electricity consumption in 2025 compared to the base year. The building's EUI is regularly calculated and the WTC also conducts comparisons with EUI of similar buildings or energy-savings of green buildings in Taiwan released by the Bureau of Energy. Energy management action plans are to establish a baseline of energy consumption prior to equipment improvement and the actual electricity consumption is recorded for analyzing the energy conservation performance.

Year	2011	~	2018	2019	2020	2021	2022
Electricity Consumption (kWh)	23,700,000		21,152,400	20,084,400	18,914,400	18,082,400	17,576,000
Electricity Consumption (GJ)	85,339		76,166	72,320	68,107	65,111	63,288
Floor Area (m ²)	111,821		111,821	111,821	111,821	111,821	111,821
EUI(kWh/m ² -yr)	212		189	180	169	162	157
Contract Capacity (kW)	5,650		4,750	4,750	4,300	4,300	4,300

The power conversion factor is 3.60 GJ/kWh.

Electricity Consumption (GJ)



Participating in the "Energy Performance Efficiency Project" Initiated by the Bureau of Energy in 2022 the CNS Energy Efficiency Class 1 Chiller Was Updated.

In terms of design modifications, in the year 2022, the WTC participated in the Energy Bureau's "Energy Performance Efficiency Project." This involved upgrading to CNS Energy Efficiency Class 1 chiller and new-type variable frequency cooling towers. Additionally, all public area walkways on each floor were comprehensively updated with high-efficiency, new-generation LED products. Following these equipment improvements, the measured energy savings rate reached 54.27%.

Over the next three years, the WTC will continue to participate in government-sponsored energy conservation subsidy programs. Through effective energy management and equipment upgrades, it is estimated that an additional 3-4% reduction in building electricity consumption can be achieved.



New-type Variable Frequency Cooling Towers



CNS Energy Efficiency Class 1 Chiller

2022 Performance on Energy Conservation Improvement Action Plan

Implementation	Energy Item	Energy Conservation Improvement Description	Energy Conservation Performance (kWh)	Annualized Performance (kWh)
2022/3	Basement Ventilation Outlet	Installation of Variable Frequency Control	32,738	41,168
2022/4	Public Area Walkway Lights	Upgrade to High-efficiency LED Lights	31,674	73,597
2022/7	Central Air Conditioning Cooling Water Pump	Installation of Variable Frequency Control	41,488	50,156
2022/12	24-hour Chilled Water Air Conditioning Unit	Upgrade to CNS Energy Efficiency Class 1 Chiller Variable Frequency Drive Main Unit	10,072	554,905
2022/12	24-hour Chilled Water Air Conditioning Cooling Towers	Upgrade the Variable Frequency Cooling Towers	1,050	66,145

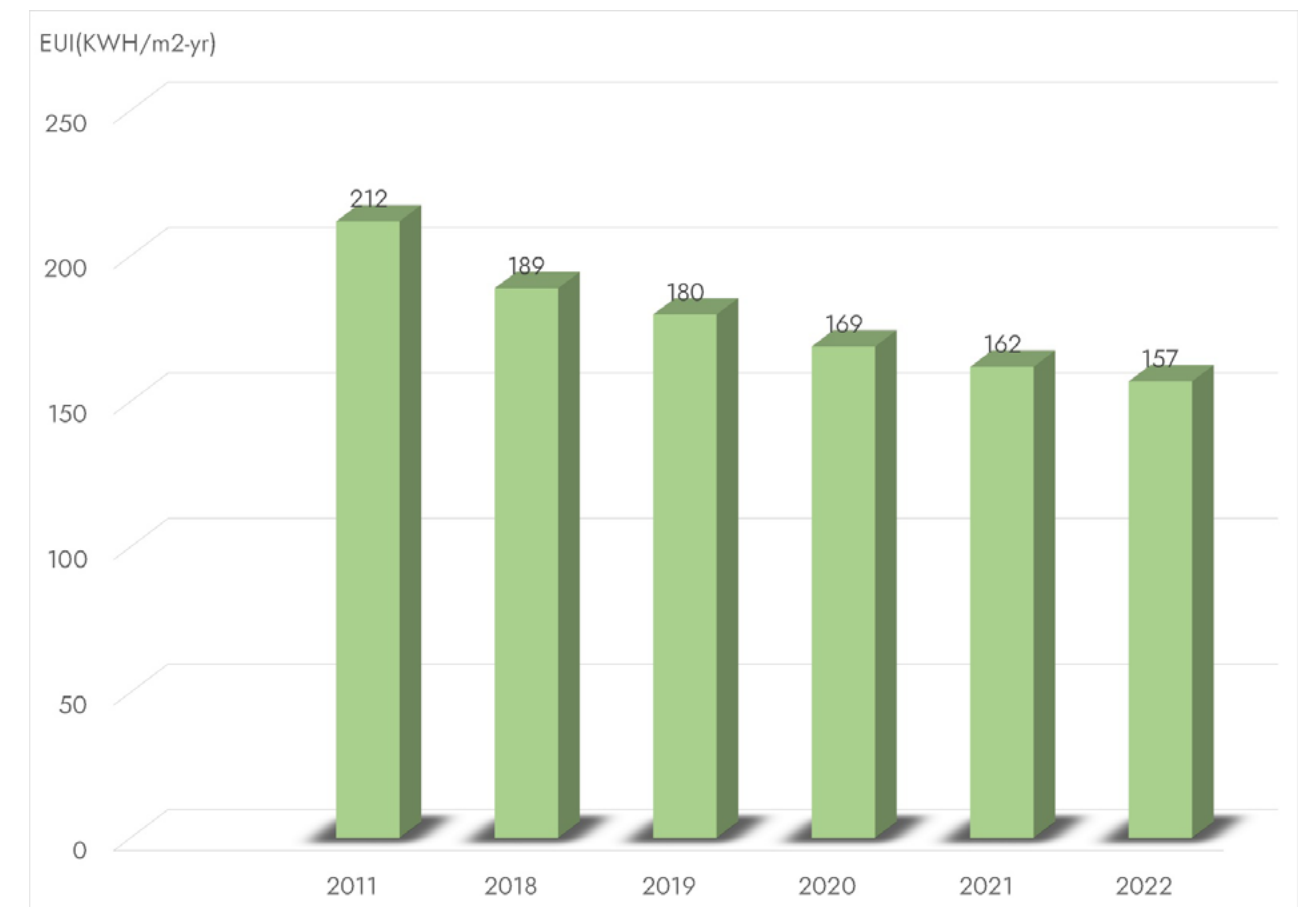
The annualized performance refers to 2022-2023 performance and estimated annual energy conservation performance.

The Energy Usage Intensity (EUI) of the WTC is significantly lower, at 30% below the average of Taipei City's high-rise buildings.

In inaugural sustainability report, the WTC Corporation summarized the energy-saving and carbon reduction achievements of the past decade, backed by objective statistical data. Over the past ten years, the WTC has successfully achieved a 20% reduction in carbon emissions (from 23.7 million kWh in 2011 to 18.0 million kWh in 2021), equivalent to over a thousand metric tons of carbon dioxide. From 2019 to 2020, significant progress has been made through the replacement of outdated equipment with more efficient options, the installation of variable frequency controls to enhance energy efficiency, and the adoption of high-efficiency LED lighting. In terms of energy management, measures such as identifying energy improvement factors, managing lighting schedules, optimizing air conditioning operations, and configuring elevator usage have contributed to remarkable energy savings.

According to Taipei City's energy conservation handbook, the average Energy Usage Intensity (EUI) for high-rise buildings with 15 or more floors is 219.4 KWH/m2-yr. The WTC's EUI for the year 2022 stands at 157 KWH/m2-yr, significantly below the average for high-rise office buildings by approximately 30%. This demonstrates the WTC's commitment and effectiveness in energy conservation and carbon reduction efforts.

Energy Use Intensity of the WTC



3.4 GHG Emission Management

As a means to effectively manage GHG emissions of the building, WTC Corporation collects various energy usage data and makes inventory on the refrigerant and fire-fighting gas filling data of air conditioning, refrigeration and fire equipment, By doing this, GHG emission activities are evaluated and a carbon-reduction policy formulated.

3.4.1 2022 GHG Emission Inventory

To effectively develop carbon reduction actions, the WTC has been conducting GHG inventories since 2021 in accordance with ISO 14064-1. The inventory results for the year 2022 show that overall GHG emissions of the WTC are mainly electricity consumption, accounting for more than 90% of the total emissions and direct emissions of official vehicles and refrigerants accounted for 4.59% of the total emissions.

Figure 1: Total Emissions of Various GHG in the Whole Field

GHG Type	CO ₂	CH ₄	N ₂ O	HFC _s	PFC _s	SF ₆	NF ₃	Total Emissions (t-CO _{2e} /yr)
Gas Emissions by Type (t-CO _{2e} /yr)	10,396.9815	0.1100	0.4470	524.6515	0.0000	0.0000	0.0000	10,922.190
Proportion of Total Volume by Gas (%)	95.19%	0.00%	0.00%	4.8%	0.00%	0.00%	0.00%	100.00%

Figure 2: Total Emissions of GHG from All Categories

Category	Emissions (t-CO _{2e} /yr)	Ratio of Emissions (%)
Category 1. Direct GHG	545.3136	4.99%
Category 2. Indirect GHG Between Imported Energy	431.0316	3.95%
Category 3. Indirect GHG Caused by Transportation	0.0000	0.00%
Category 4. Indirect GHG by Products Used by the Organization	203.3552	1.86%
Category 5. Indirect GHG by Products from the Organization	9742.4896	89.20%
Category 6. Other Sources	0.0000	0.00%

Note:

- Category 2 denotes the electricity use of WTC Corporation and Category 5 denotes the electricity use of the tenants of the building.
- Emission coefficients are from the EPA's Greenhouse Gas Emission Factor Management Table Version 6.0.4.
- Global Warming Potential (GWP) is from IPCC Fourth Assessment Report.

3.4.2 Comparison of Emissions Between the Current Year and the Baseline Year.

Category	2021(Base year) Emissions(t-CO _{2e} /yr)	2022(Current year) Emissions(t- CO _{2e} /yr)	Comparison of Differences (%)
1	528.8111	545.3136	3.12 %
2	390.9767	431.0316	10.24 %
3	0.0000	0.0000	NA
4	209.1860	203.3552	- 2.79 %
5	10399.4408	9742.4896	- 6.32 %
6	0.0000	0.0000	NA
Sum	11528.4146	10922.1900	- 5.26 %
Notes	Electricity carbon emission factor: 0.502 metric tons CO _{2e} /MWh Indirect electricity carbon footprint: 0.0923 metric tons CO _{2e} /MWh	Electricity carbon emission factor: 0.495 metric tons CO _{2e} /MWh Indirect electricity carbon footprint: 0.0882 metric tons CO _{2e} /MWh	

In the year 2022, greenhouse gas emissions were reduced by 606.225 metric tons CO_{2e} compared to the baseline year 2021. The primary factors influencing the emission reduction were analyzed as follows:

Total electricity consumption in the building decreased by 506,400 kWh (approximately 2.8%), and the electricity carbon emission factor decreased by 0.0111 metric tons CO_{2e}/MWh (approximately 1.87%). This resulted in a reduction of electricity-related emissions (Category 2 Input Electricity, Category 4.1 Product - Input Electricity, Category 5.3 Downstream Leased Assets) by a total of 611.9810 metric tons CO_{2e}.

Waste disposal volume in the building decreased by 30.464 metric tons CO_{2e} (approximately 8.7%), leading to a reduction of 10.9670 metric tons CO_{2e} in emissions from waste disposal (Category 4.8 Service - Waste Disposal).

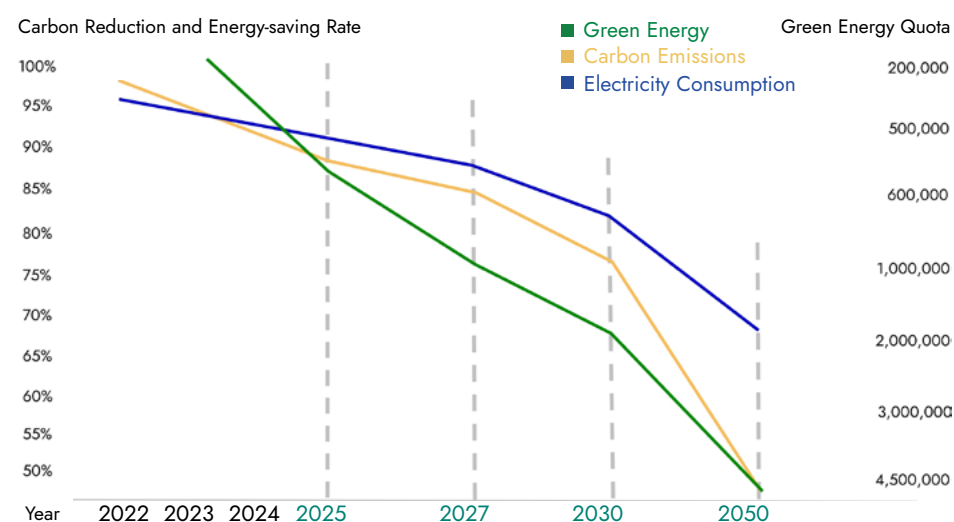
In recent years, WTC Corporation has been actively implementing carbon reduction initiatives. Given that the greenhouse gas emissions from the WTC are mainly attributed to indirect emissions from electricity usage, effective energy management systems will continue to achieve energy savings and carbon reduction. In 2022, the WTC reduced its electricity consumption by over 506,400 kWh compared to 2021, resulting in a carbon emission reduction of approximately 611.9810 metric tons CO_{2e}.

Future Carbon Reduction Actions and Objectives

As a means to continue to reduce GHG emissions and meet Taiwan's 2050 net-zero emission target, the WTC will implement the following carbon reduction actions. The WTC is committed to reducing the overall carbon emissions of the building by 10% by 2027 compared to the base year of 2021. Furthermore, the WTC will utilize the ongoing energy-saving plan and apply for carbon credits from the Environmental Protection Administration. We anticipate completing this process by the year 2025.

1	R-134a Refrigerant Replacement	2	Additional Charging Stations for Electric Cars in the Parking Lot	3	Procurement of Renewable Energy and Carbon Credits Apply	4	Carbon Footprint Assessment for Leasing Services
<p>On par with air conditioning equipment renewal and refrigerant system upgrade, the WTC has adopted the new eco-friendly refrigerant with low GWP (GWP<700) to replace the R-134a refrigerant. To reduce GHG emissions caused by the combustion of refrigerants and fossil fuels.</p>		<p>In the future, the WTC will continue to establish charging station to 15 units as a means to encourage the use of electric cars thereby reducing carbon emissions from the use of gas and diesel fuel.</p>		<p>1. The WTC will purchase solar power and other renewable energy sources in order to increase the ratio of green power use; the WTC is also committed to achieving 100% green power use) by 2030.</p> <p>2. Anticipated carbon credit acquisition in 2025.</p>		<p>Committed to complete ISO 14067 carbon footprint assessment for leasing services and obtain Environmental Protection Administration's carbon footprint label by 2024.</p>	

3.4.3 Carbon Reduction Pathway



- By 2050, the WTC has committed to a 7.5% reduction in overall electricity consumption.
- The goal for the year 2030 is for the WTC to achieve a 10% share of green energy.
- By 2030, WTC Corporation pledges to have 100% individual usage of green energy and attain carbon neutrality.
- The target for the year 2050 is for the WTC to accomplish a 50% reduction in carbon emissions.

Year	Energy-saving Goals	Projected Green Energy Quota	Carbon Emissions Reduction
2020	0.0 %	—	0.0 %
2021	1.0 %	—	0.9 %
2022	4.0 %	—	3.3 %
2023	5.0 %	200,000	5.2 %
2024	6.0 %	400,000	7.2 %
2025	7.5 %	600,000	9.6 %
2027	10.0 %	1,000,000	14.0 %
2030	15.0 %	2,000,000	23.8 %
2050	40.0 %	3,000,000	52.5 %

3.5 Waste and Water Resource Management

The WTC has divided waste management into 4 stages: source classification, process waste reduction, recovery and reuse. The WTC hopes to reduce the amount of waste incinerated and buried, with a goal of achieving zero waste and zero burial. In conjunction with the government's policy, the WTC actively promotes "resource recycling and zero waste". By adhering to the direction of reduction, reuse, recycling, energy recovery, land reclamation and redesign, the WTC will effectively recycle waste and resources through source reduction and resource recycling. The WTC will advocate green production, green consumption, source reduction, recycling and reuse to further reduce the demand for final disposal of waste, gradually achieving the target of full recovery and zero waste.

The main business of the WTC is mainly leasing office space. At present, more than 100 companies from various industries have set up offices in the building. The main sources of waste are classified as follows:

Upstream	Midstream	Downstream
Large Garbage	Treatment Method <ul style="list-style-type: none"> Recourse recycling area established on each floor. Detailed classification and consolidation. Government qualified vendor for removal. A "food waste bucket" established on each floor for professional handling. 	Regularly Removed by Legal Outsourced Vendor, Including: <ul style="list-style-type: none"> Composting Incineration Recycling and Landfill
Resource Garbage		
Household Garbage		
Decoration Waste Generated by Tenants		

There is a special area on B3 for resource classification and large waste disposal, handled by legal outsourced cleaning company. The building's decoration waste removal and disposal are handled by the renovation vendor by contracting legal waste contractor. Since the promotion, the monthly recycling volume has exceeded 15%.

3.5.1 Waste Reduction Practices

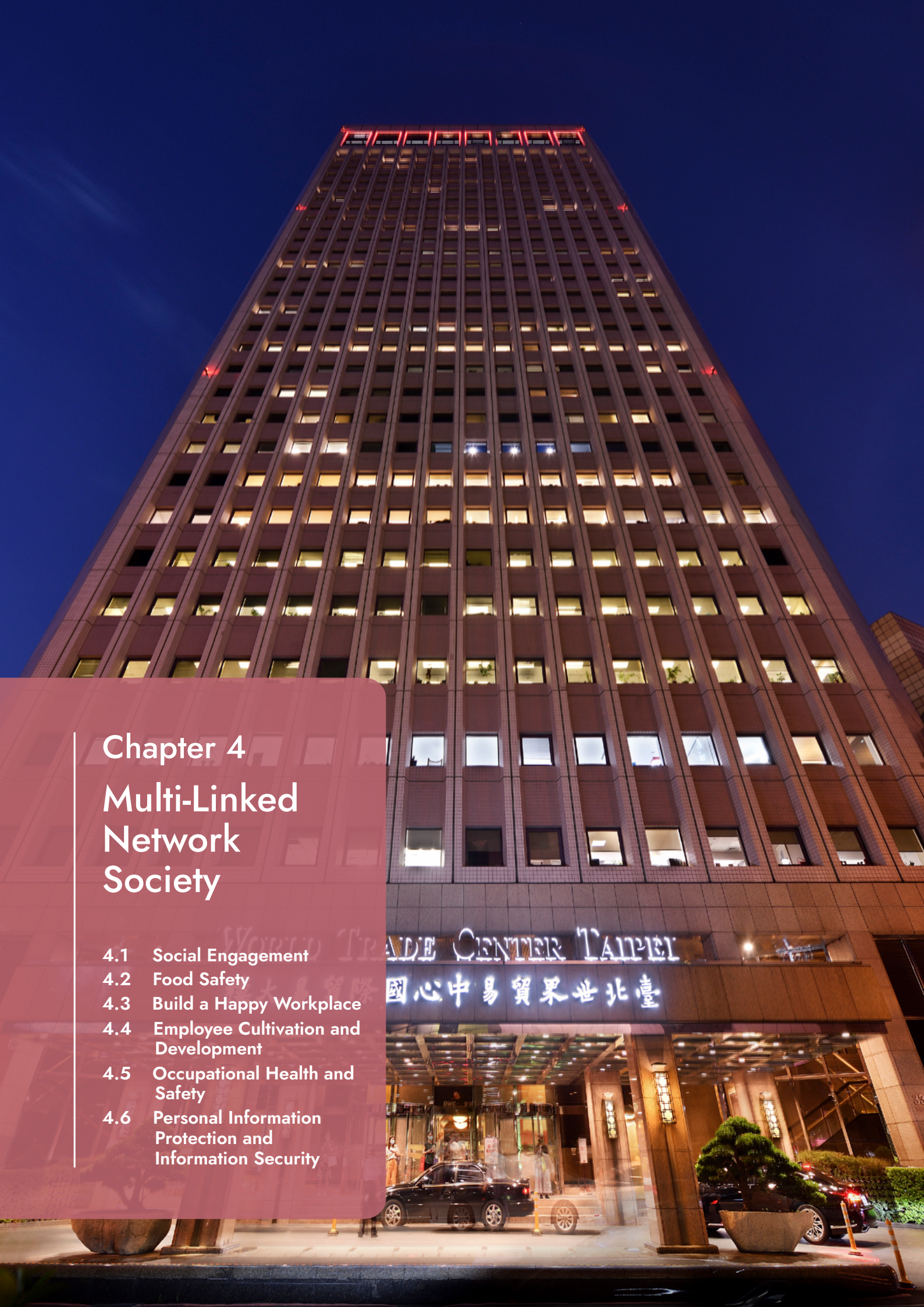
To promote a circular economy, WTC Corporation reduces secondary construction waste by tenants who demolish the decoration or new tenants who renovate, WTC Corporation encourages new tenants to take over the original decoration or make only partial modifications in an effort to reduce construction waste generation.

	2021	2022	Increase or Decrease Count	Increase or Decrease Ratio
Resource Recycling	109,532	129,924	20,392	19%
General Waste	348,600	328,136	- 20,464	- 6%

3.5.2 Waste Consumption

100% of water used in the WTC comes from Taiwan Water Corporation. In recent years, the WTC changed taps in pantries and toilets and adjusted water pressure. The WTC's water consumption has gradually decreased, with a 0.4% reduction in water usage in 2022 compared to the previous year.

	2018	2019	2020	2021	2022
Water Bill	5,003,934	4,356,719	3,487,344	3,450,723	3,545,512
Water Consumption (degree)	190,202	164,821	138,582	133,557	133,009



Chapter 4 Multi-Linked Network Society

- 4.1 Social Engagement
- 4.2 Food Safety
- 4.3 Build a Happy Workplace
- 4.4 Employee Cultivation and Development
- 4.5 Occupational Health and Safety
- 4.6 Personal Information Protection and Information Security

With humanity as the foundation, the WTC regards the responsibility and the highest honor to promote the well-being of employees and society. Through engaging in social welfare activities, the WTC hopes to strictly guard food safety, while looking after employee well-being, implementing the WTC's social responsibility.

From 2006, the WTC has been devoted themselves to public services for 15 years. Through donating supplies, providing scholarships and subsidies, and organizing visits to disadvantaged families, the WTC helps those who are vulnerable in society. In addition, the WTC also links external forces to work with a number of NGOs to promote social care, cultural and educational services.

The WTC offers wide range of food and drinks, as to guard food safety in the building is the WTC's priority. The WTC complies with food safety and hygiene regulations of the competent authorities and has formulated an internal food safety policy and standard operating procedures. As well as this, the WTC also regularly organizes food safety education, training, strictly implement quality control and supplier management, striving for providing safe food choices for visitors and users of the WTC.

Aside from promoting social well-being, the WTC also considers employee care as an important aspect of fulfilling social responsibility. The WTC establishes a fair and sound remuneration system, provides versatile employee benefits, creates clear employee communication channels, and implements training programs to improve functions of employees while building a safe workplace simultaneously. Important progresses in 2021 included the establishment of the "Talent Quality Management System" (TTQS) and exceeding regulatory requirements. In 2023, the WTC achieved ISO 45001 Occupational Health and Safety Management System, further enhancing employee well-being. Additionally, to enhance information security management, ISO 27001 Information Security Management System third-party certification was attained in 2023.

Through the promotion of social well-being from the inside out, the WTC hopes to exert spirit of care for society to create goodness and common good for the community.



Key Performance in the Chapter

- By the end of 2022, the WTC has helped 7,000 people from disadvantaged families and donated over NTD 15,500,000.
- In 2022, there were no violations of food safety laws or regulations.
- Established the "Talent Quality Management System" (TTQS).
- The completion of ISO 45001 Occupational Health and Safety Management System in 2023, continuing to improve employee care in the WTC.
- In 2022, there were no incidents of employee human rights, gender discrimination or harassment.
- Achieved ISO 27001 Information Security Management System certification in 2023.

4.1 Social Engagement

4.1.1 WTC Corporation is Dedicated to Public Welfare Activities

List of the WTC Corporation's Public Welfare Activities in 2022

JAN. **Co-organizer: Zenan Homeless Social Welfare Foundation**
The WTC Corporation aims to show care for vulnerable groups in society by organizing a heartwarming reunion dinner before the Lunar New Year for the homeless, elderly individuals living alone, financially disadvantaged single mothers, and socially marginalized individuals.

MAR. **Co-organizer: Step30 International Ministries**
Partnering with tenants, the WTC Corporation collected 450 pairs of used shoes from late March to early April, determined to bring about a transformative opportunity for children in remote areas of East Africa. In Taiwan, old shoes might be something unused in a closet, but in Africa, they could unlock numerous possibilities, even saving a child's life. The simple act of running freely is a luxury for them, and a pair of old shoes not only protects them from jiggers but also ensures their healthy growth.

JUL. **Support Local Small Pear Farmers in Miaoli**
Located in Zhuolan Township, Miaoli, the small farm "Uncle Long's Pear Orchard" specializes in producing high-quality grafted pears. The WTC Corporation values natural farming methods and supports small farmers. Uncle Long's Pear Orchard employs organic fertilizers to allow the fruits to ripen naturally. Manual weeding is used instead of herbicides to prevent soil acidification. During the fruit growth stage, a combination of organic fertilizer and milk, after extended fermentation, is used for irrigation. Minimal and safe pesticide application is practiced to prevent pests, while bagging the fruits isolates them from pesticide contamination, promoting environmental sustainability.

AUG. **Co-organizer: Miaoli Fuxing Religious Organization**
The WTC Corporation donates computer monitors to improve the learning environment for children in remote areas and reduce disparities in educational equipment.

SEP. **Co-organizer: Taiwan Blood Services Foundation**
The WTC Corporation held a blood donation charity event for the first time on September 13, 2022, and invited tenants of the Building and employees of the WTC to join in, to give back to society with actions and love. It was the largest number of participants since the epidemic. A total of 119 participants were involved, contributing 147 bags.

WTC Café Collaborates with TAITRA to Jointly Promote and Support Locally Sourced Groupers
In support of Taiwanese agricultural, fishery, and livestock products, the WTC Corporation carefully selects high-quality domestically produced groupers. From farm to table, these products are made available for sale at WTC Café, enhancing the promotion of local sourcing and ingredients.

NOV. **Co-organizer: elite Foundation for Culture and the Arts**
In November 2022, the WTC made a book donation for children between 6 to 15 years old and invited the WTC's tenants to join in the grand event for helping children from disadvantaged families in rural areas in Taiwan to build their dreams. After a month of collection, the WTC received 530 books from tenants. All books are gave to the "elite Foundation for Culture and the Arts". They have partnered with bookstores, schools, and communities to promote children's reading through

NOV.

the reading-sharing program. This event originated from the "elite Foundation for Culture and the Arts" via the "reading sharing program" for 6 to 15 years old children and teenagers. They established the books supply and demand platform for those with limited access to books, promoting the popularization of reading and bringing reading into daily life.

Co-organizer: Taipei Orphan Welfare Foundation

DEC.

Since 2012, WTC Corporation has been collaborating with the Orphaned Children Foundation to provide services to more than 1,550 orphaned children. In 2022, WTC Corporation was invited by the Orphaned Children Foundation to participate in the "Parent-Child Day" charity event. Through this event, they expressed companionship and care, coming together to ensure the continuation of love's cycle, becoming embracers and givers of blessings.

Co-organizer: Miaoli Fuxing Religious Organization

Every Month

WTC Corporation has demonstrated long-term care for underprivileged families by providing tangible support and assistance through a monthly donation of NTD20,000 in 2022. The total accumulated amount for the year 2022 was NTD240,000.

2023

FEB.

The WTC Corporation Donated Relief Supplies to Turkey and Prayed for the Earthquake Victims

On 6 February 2023, a 7.8-magnitude earthquake struck southern and central Turkey and caused heavy casualties. To show our concern, the WTC Corporation donated 200 functional sleeping bags instantly, hoping to provide timely warmth to some of the disaster victims. Turkish Trade Office in Taipei is one of the foreign embassies in WTC Corporation and has had good interaction with each other for a long time. Therefore, WTC Corporation expressed heartfelt condolences and prays for the earthquake victims.



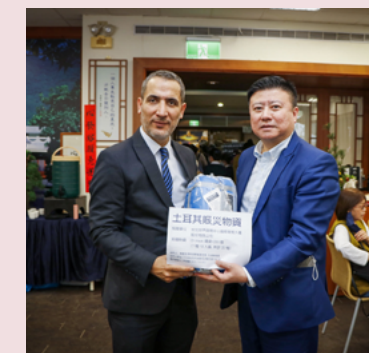
Donate Shoes for Step 30 International Ministries



Support Local Small Pear Farmers in Miaoli-Uncle Long's Pear Orchard



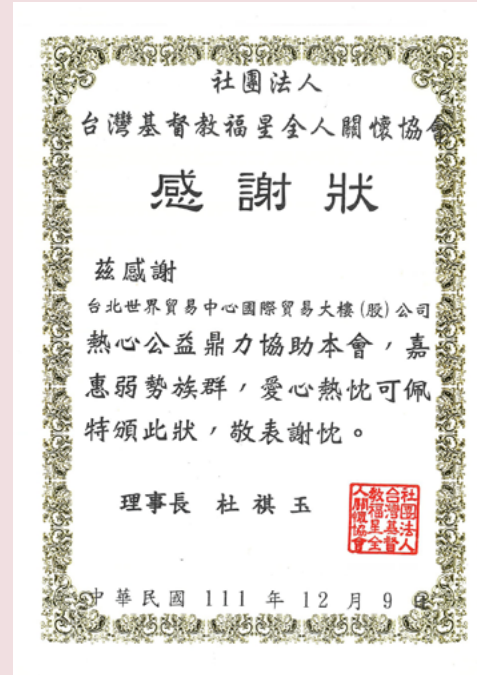
Parent-Child Day 2002 in Taipei Orphan Welfare Foundation



Donation of Relief Supplies for Turkey's Earthquake



Appreciation Letter of Book Donation for Children-elite Foundation for Culture and the Arts



Appreciation Letter of Kind Donation from Miaoli Fuxing Religious Organization

4.1.2 Promotion of Public Welfare Activities

WTC Corporation fulfills its corporate social responsibility by encouraging employees to actively participate in public service and contribute to society. Each fiscal year, employees are allowed to use two working days to engage in charitable activities organized by non-governmental organizations, with official leave granted. If activities are participated in during weekends or holidays, compensatory time off will be provided.

Furthermore, the company also focuses on issues related to welfare, health, education, and other concerns of disadvantaged groups in Taiwanese society. We encourage employees to proactively suggest social charity organizations or groups in need of assistance, which the company considers for donation support.



Family Day held by Make-A-Wish Foundation



LLB Challenger Cup Charity Baseball Tournament for Children with Disabilities held by Taiwan Young Children Little League and Taiwan Foundation for Rare Disorders

Participation in Community Activities

- 1 Earth Hour Movement
- 2 Participated in the Earth Hour event held by O'right to turn off building lights for one hour in response to environmental protection.
- 3 Participate in annual community light event in honor of public services:
 - Blue lights turned on for World Autism Awareness Day
 - Red lights turned on for World Hemophilia Day
 - Blue lights turned on for TSC Global Awareness Day
 - Blue lights turned on for International Trigeminal Neuralgia Awareness Day
 - Purple lights turned on for World Prematurity Day



4.2 Food Safety

The WTC is committed to providing safe and hygienic food and drinks to tenants. As people are more aware of food safety, the government's regulations on food safety have become stricter. WTC Corporation strictly implements the management of food safety, quality and hygiene. WTC Corporation complies with the "Act Governing Food Safety and Sanitation" and "Regulations on Good Hygiene Practice for Food (GHP)" and other applicable regulations. WTC Corporation monitors the sources of ingredients and food production processes with the highest standards. In doing so, WTC Corporation ensures that every stage of the supply chain meets environmental and safety standards so that tenants can enjoy food with confidence.

Food Safety Policy and Objectives

Food Safety Policy	Strict Implement Food Safety, Quality and Hygiene Control	Comply with relevant laws and regulations.
	Continue to Strengthen Third-Party Management	<ul style="list-style-type: none"> Suppliers are vendors who are logged on the "Food Safety Registration System" built by the government. Require suppliers to provide dismantled production histories of raw materials and components and product inspection reports.
	Effective Management of Food Safety Risks	Formulate the "Supplier Selection Standards for Food and Drink Ingredient Procurement" and strictly demand vendors to provide relevant verification certificates.
	Corporate Social Responsibility Compliance	The contract has corporate social responsibility terms and conditions. The contract may be terminated or cancelled in the event of a breach.

Food Safety Action

WTC Corporation values the health and safety of consumers. As a means to fulfill their food safety commitment, WTC Corporation has adopted systematic management measures which are divided into product management, environmental management, product labeling and performance evaluation. WTC Corporation also cares about customer views and feedback and regularly review and make improvements.

Product Management

WTC Corporation understands that the source of ingredients not only protects customers' dietary safety but also deepens consumer trust. Based on this, WTC Corporation has formulated various management standards for meals they prepare or meals prepared by caterers. In particular, for meals prepared by caterers and SGS-certified information, are strictly required to meet the Regulations on Good Hygiene Practice for Food (GHP).

Product Labeling Management

In terms of product labeling, WTC Corporation follows the "Enforcement Rules of the Act Governing Food Safety and Sanitation", "Matters to be Followed for Labeling of Packaged Foods" and "Matters to be Followed for GMO Labeling for Packaged Foods" released by the Ministry of Health and Welfare. WTC Corporation also continues to keep a close eye on views and updates so as to provide complete and correct information for consumers. In terms of product marketing management, WTC Corporation insists on "healthy, pure, quality and deliciousness". WTC Corporation has formulated internal market management process for commercial marketing. By doing this, WTC Corporation at the same time responds to consumer needs and reduces the possibility of violating the law. Each piece of advertisement, website or print campaign is discussed and reviewed by the marketing team of the Planning Department and the internal management procedures are reviewed at the same time to ensure no violations prior to being activated.

Performance Evaluation

The quality and service of the food and drinks provided by WTC Corporation are monitored and audited by dedicated supervisors. As well as this, WTC Corporation has formulated clear regulations on hygienic requirements and standards for caterers stipulated in the contract, which are reviewed every 2 months. The sales status is checked and information on customer service compliant channels collected from time to time to review and improve consumer complaints.

Good Safety Education and Training

WTC Corporation emphasizes food safety and the commitment to consumers. Continue to strengthen knowledge and skills related to food safety of newcomers as well as kitchen staff. WTC Corporation schedules various training courses of quality control, such as internal audits on personnel training, food safety and health training.

Food Safety Compliance

In 2022, no violations of health and safety regulations associated with products and services or incidents involving non-compliance with products and service information and labeling regulations.



4.3 Build a Happy Workplace

Talent is the core of value creation for a business organization; it also forms a system for organizational culture. WTC Corporation proactively invests in resources to build diverse channels for talent sources, provides a comprehensive remuneration system and a safe workplace to recruit qualified and diverse talent. It not only has competitive advantages for the organization, and also creates the maximum benefits for shareholders and customers.

Remuneration System

The WTC Corporation is a service-oriented real estate leasing management and leasing industry. The WTC Corporation's longstanding direction has always been to focus on managing and cultivating service personnel. The Human Resources Group of the Planning Department formulates a remuneration and benefit system by following the policies of the Board of Directors and the President's Office. In terms of salary, WTC Corporation assesses and formulates a policy based on the salary system, salary structure and salary policy. The salary structure is a salary relationship established under the salary policy based on fairness, competitiveness, motivation, economy and legitimacy, and is served as a common criteria recognized by employees and managers.

<p>Fairness</p> <p>WTC Corporation recognizes and supports the spirit and basic principles of human rights protection spirit disclosed in the "Universal Declaration of Human Rights", "United Nations Global Compact", and the "International Labour Convention". Employees will not be treated differently due to their race, gender, age, religion, nationality or political affiliation.</p>
<p>Competitiveness</p> <p>WTC Corporation's salary assessment is conducted based on the salary levels of peer competitors of comparable organizational size in the region. Salaries are competitive and better than the market standard.</p>
<p>Motivation</p> <p>WTC Corporation evaluates personal work competency and performance level through job evaluation analysis and make adjustments.</p>
<p>Economy</p> <p>Based on the domestic economic factors, WTC Corporation examines domestic price and inflation factors at all times, and timely review and adjust the salary structure.</p>
<p>Legitimacy</p> <p>WTC Corporation's salary structure is in full compliance with the law based on the Labor Standards Act.</p>
<ul style="list-style-type: none"> ▪ The highest score for satisfaction for salary and benefits is 5. ▪ In 2022, there were no incidents of employee human rights, gender discrimination or harassment.

Versatile Employee Benefits

Employees are not only WTC's Corporation partners, but they are also indispensable and important assets. Given this, providing employees with physical, mental, and spiritual care is WTC Corporation's top responsibility. In accordance with the "Employee Benefit Distribution Key Points", the Employee Welfare Committee organizes activities and creates budgets. Employees are provided with benefits such as education and training, group insurance, recreational and leisure activities and uniforms. WTC Corporation also extends the benefits to families of employees and provides aids for weddings, funerals as well as emergency relief.

Aside from benefits that are provided for employees as required by the government, WTC Corporation also offers other benefits:

<p>Life Insurance</p> <ul style="list-style-type: none"> ----- Labor Insurance ----- Health Insurance ----- Group Insurance ----- Occupational Disaster Insurance 	<p>Pension System</p> <p>Pension funds are contributed in accordance with Labor Standards Act and the Labor Pension Act.</p>	<p>Health Examinations and Travel Subsidies</p> <p>Annual free employee physical examinations and travel subsidies.</p>
<p>Leave Application</p> <p>Handled in accordance with the Labor Standards Act and better than the Act - No pay is deducted within 3 days of personal leave.</p>	<p>Other Allowances and Additional Benefits</p> <p>Marriage, childbirth, birthday, bonuses for 2 major festivals, year-end party, serious illness, family emergency relief fund, scholarships for employees and their children.</p>	<p>Meal Allowance</p> <p>Meal Expenses</p>
<p>Bonus</p> <p>3.5% after-tax earnings is retained each year for employees.</p>	<p>Friendly facilities</p> <p>Employee canteen, business cars, sanitary facilities, shower facilities, bicycle parking bays, handicapped toilets, handicapped ramps are provided.</p>	<p>Flexible Working Hours</p> <p>Employees are entitled to the flexibility to begin and finish work according to their own needs of duties.</p>

Year-end activities organized by the Employee Welfare Committee saw 99% employee participation and the use of various subsidies reached 4,700,000.

4.4 Employee Cultivation and Development

Training Programs that Enhance Function

To enhance corporate competitiveness, WTC Corporation allocates an annual budget to establish the Talent Quality-management System (TTQS). The company has formulated the "Education and Training Management Rules" and the "Training Quality Management Handbook." In 2022, under the "Large-scale Human Resources Enhancement Program", the company received subsidies from the Ministry of Labor for education and training. This program provided various educational training opportunities for employees, including general training for newcomers, on-the-job training, managerial skills training, and support for external education and training.

In 2022, a total of 159 employees participated in the large-scale human resources program's educational training, accumulating 340 hours of training across 37 courses and 58 sessions. The total investment in these efforts amounted to NTD537,800.

WTC Corporation began to promote the establishment of the Talent Quality Management System (TTQS) in September 2021, and has formulated the "Training Quality Management Handbook" and "Education and Training Management Rules", approved by the Ministry of Labor in March 2022.

Furthermore, WTC Corporation successfully passed the Ministry of Labor's inspection again in July 2023.

The purpose of the establishment of the TTQS is to implement WTC Corporation's existing core values, corporate visions and business concepts. In conjunction with business development, WTC Corporation is able to improve personnel quality, effectively use manpower and implement operating methods to further develop outstanding talent, and also provide a wide range of education and training in a timely manner to regulate the participation of relevant employees in order to achieve the long-term development objectives of WTC Corporation. These achievements are transformed into part of the organizational culture, while creating the maximum performance and benefits for WTC Corporation.

Employee Training Performance Assessment

In accordance with the "Employee Appraisal Standards", employees of WTC Corporation receive regular performance and career development assessments, with a participation rate of male employees reaching 91% and female reaching 96%, totaling 94%. Employees who were applicable to the performance appraisal rules completed performance and function assessment in 2022.

4.5 Occupational Health and Safety

Employees are the most important assets of WTC Corporation. The Occupational Safety and Health Management Unit establishes the occupational safety and health management system according to the "Occupational Safety and Health Act" and bylaws. In 2022, no occurrences of occupational disasters and work safety incidents.

4.5.1 Employee Safety and Health Care

Occupational Health and Safety Management System

WTC Corporation has always attached great importance on occupational safety and self-regulations of employees. To proactively manage occupational safety issues, WTC Corporation has set up a Class A Occupational Safety and Health Supervisor, exceeding regulatory requirements. In September 2023, WTC Corporation completed the third party certification for ISO 14001 environmental management system and ISO 45001 occupational safety and health management system.

Health Care Service

WTC Corporation is committed to promoting health programs and welfare measures that are better than the law. The "Employee Health Examination Implementation Key Points" are in place, which employees may take part in after six months of services from the date of employment. Those who are over 40 years old should receive a regular health examination once a year; those under 40 years old should receive an employee health examination every 2 years. Employees of WTC Corporation who are engaged in food and drink services should receive a health examination once a year as required by the Act Governing Food Safety and Sanitation. In 2022, annual physical examinations completed by all employees totaled NTD 411,000.

Sports Subsidy Program

WTC Corporation has established the employee sports subsidy program since November 2022 to promote workplace wellness and cultivate a habit of exercise among employees. Under this program, employees can use a personal mobile app or wearable devices (such as fitness watches, wristbands, necklaces, etc.) as pedometers. If they achieve a daily average of over 5,000 steps recorded each month, the top three employees with the highest step counts will receive rewards. Additionally, employees are encouraged to participate in sports events organized by civic organizations, such as

marathons, triathlons, hiking, golf, and other activities. After completing these events and providing proof of participation or completion, nutritional support is also offered to encourage employees to engage in regular exercise and maintain their health.

Preventing and Mitigating the Occupational Health and Safety Impacts Directly Related to Business Operations

To identify and eliminate hazards, minimize risks, WTC Corporation has established the "Human Factors Hazard Prevention Plan" and the "Abnormal Workload-Induced Disease Prevention Plan". These plans are actively implemented to control potential risks that employees may face during work.

4.6 Personal Information Protection and Information Security

WTC Corporation is committed to ensuring there are no security concerns on customer information under the "Personal Data Protection Act" and applicable laws and regulations. Based on this, WTC Corporation has formulated regulations governing the collection, processing, and use of personal information to avoid infringement of personal rights, while facilitating the reasonable use of personal information. Also, to maintain information security, WTC Corporation has set up the "Management Key Points for Computer Host Rooms and Personal Computer Workstations", providing clear and strict restrictions on the security of computer host rooms and the use of computers by employees. As well as this, WTC Corporation also regularly performs vulnerability scans, while improving security protection mechanisms, updating equipment and implementing 3-level backup and disaster recovery drills to ensure that the company is not affected by information security incidents. At the end of 2022, WTC Corporation began to plan the introduction of ISO27001, hoping that the management of information security can be more in line with international standards and optimize the corporate operations, and successfully obtained ISO 27001 third-party certification in 2023.

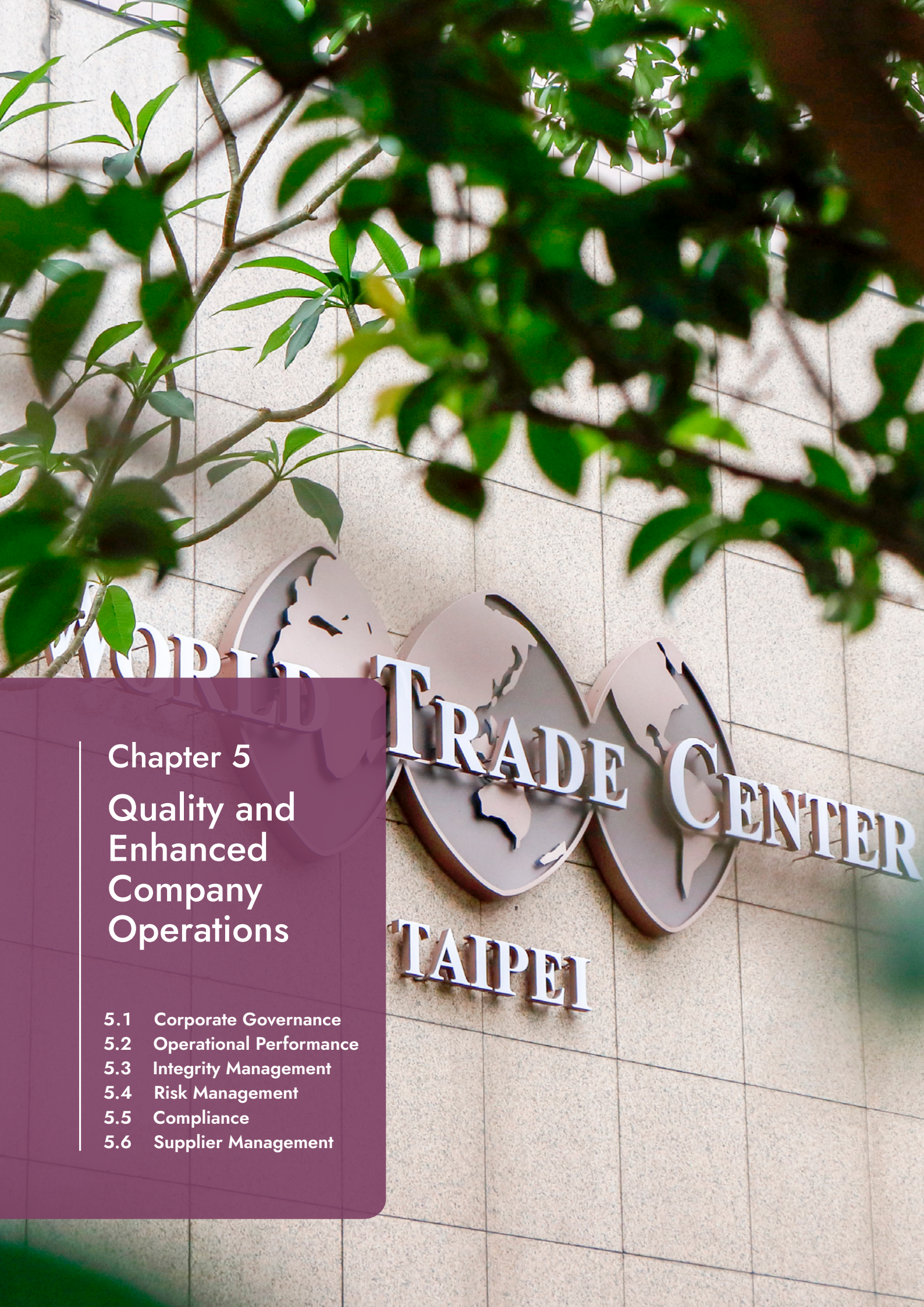
Personal Information Management

Personal information management maintenance is jointly maintained by the Planning Department and the Business and Customer Service Department. With a basis of company's business information, personal and tenant privacy security, WTC Corporation has formulated standard operating procedures "Management Key Points for Computer Host Rooms and Personal Computer Workstations" for maintenance personnel and all employees. These Management Key Points specify that information personnel must file the user passwords and keep them secure. Users are asked to update their passwords regularly as necessary to maintain the security of their personal information. Personal information security is handled in accordance with the confidentiality policy after being obtained regardless of employees or tenants. After both parties have terminated their rights and obligations, personal information is destroyed.

In 2023, all external vendors and their personnel (engineers) associated with the WTC are required to sign a confidentiality declaration in compliance with ISO 27001 standards. This measure is aimed at enhancing the company's information security and confidentiality procedures to prevent the leakage of confidential data. Additionally, for matters related to building management and maintenance, tenants are also requested to sign an authorization for the "Notification of Personal Data Collection and Consent to Provide Personal Data" form to facilitate building management operations.

Information Security Protection Measures

In order to enhance the information security management mechanism, WTC Corporation began to plan the introduction of ISO27001 at the end of 2021, hoping that the management of information security of WTC Corporation can be more in line with international standards. By doing this, WTC Corporation is able to optimize the operations so that it can be run more smoothly. The purpose of information security management is to protect sensitive business information from modification, disruption, corruption and detection of procedures and tools. WTC Corporation has formulated the "Management Key Points for Computer Host Rooms and Personal Computer Workstations", providing clear standards for the maintenance of the host servers, network equipment, anti-virus, anti-hacking, backup, and personal computer work or personal information security. These are regularly checked, optimized and audited to ensure information security are free of concerns.



Chapter 5 Quality and Enhanced Company Operations

- 5.1 Corporate Governance
- 5.2 Operational Performance
- 5.3 Integrity Management
- 5.4 Risk Management
- 5.5 Compliance
- 5.6 Supplier Management

Despite the rampant pandemic in 2021 and 2022, the WTC achieved record-high operational performance for two consecutive years. The excellent performance has demonstrated the WTC's implementation of a robust corporate governance mechanism, integrity management, effective risk management and compliance.

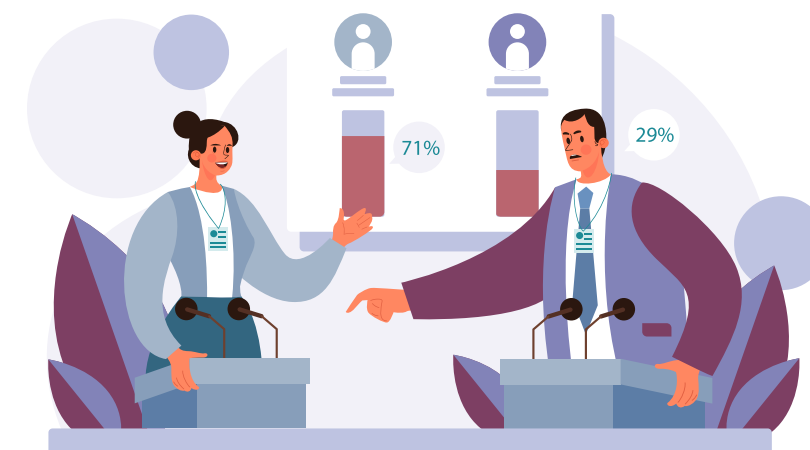
The members of the board of directors have rich practical experience and professionalism, with attendance rate of the Board meetings of 100% in 2022. Under the leadership of the Board, the integrity management culture and grievance mechanism constructed by the WTC ensures the normal operations of WTC Corporation. In addition, the WTC has internal regulations and operating measures in place. In 2022, no fines were imposed on the WTC due to violations of personal information protection, fire, labor, environmental, food safety-related laws.

In the future, the WTC will face many opportunities and challenges. The WTC will continue to analyze its own strengths, weaknesses, opportunities, and threats from the perspective of risk management and the SWOT model. In addition to the performance of the WTC's professional property management, the WTC will also continue to upgrade modern facilities and reinforce green building elements to meet the expectation of our international-level tenants for first class sustainable commercial office buildings, jointly creating value and competitiveness with tenants.

5.1 Corporate Governance

WTC Corporation follows corporate governance-related principles, values the rights and interests of shareholders and takes the initiative to check internal control regularly. Under the leadership of the chairman, the members of the Board, who are independent, conscientious and professional, take their duties very seriously and are the top governance unit and the center of major operational decisions. The WTC Corporation's Board of Directors is comprised of the legal representatives of the major shareholders. Over the years, the communication channels among shareholders have been smooth and harmonious. The consensus for resolutions on major issues are reached in a coordinated manner to facilitate the promotion of operational strategies, which have delivered outstanding results.

In 2023, the Board of Directors of the 14th term of WTC Corporation was elected for a term of 3 years and those elected may be re-elected. The Board of the 14th term is made up of 7 directors and 2 supervisors, and 2 of whom are women and 7 are men. The Board of Directors has practical experience and professionalism, are helpful for improving the decision-making quality of the Board and strengthening the internal monitoring mechanism. In 2022, 4 Board meetings were held, with 100% attendance rate of directors. The attendance of directors and supervisors are recorded, the meeting is taped and meeting minutes are prepared as required by the law. In 2023, WTC Corporation conducted the 14th Board of Directors election, with directors serving a three-year term, and the incumbent directors were reelected for another term.



5.2 Operational Performance

Following the achievement of historic record-high revenue and profits in 2021, the WTC continued its remarkable performance in 2022 with an indomitable spirit, reaching new heights. The annual occupancy rate was approximately 98%. The operational performance of the WTC is according to its high occupancy rate, which comes from the constant-improved services provided by the management team of the building.

The occupancy rate of the WTC has always been stable. Due to the fact that our tenants are loyal, they are less likely to relocate; hence, the average occupancy rate in the past decade has been over 96%.

There are 2 important factors that drive the growth of the revenue of the WTC: occupancy rate and the unit price of the lease. In the past, WTC Corporation focused more on increasing the occupancy rate while the unit price of the lease fluctuated alongside the market. From 2016, the increasing market prices of office buildings in Xinyi District in Taipei led the revenue growth of WTC Corporation.

With double benefits of high occupancy rate and continuously increasing market rents, the revenue and profitability of WTC Corporation have also increased year by year. Despite being affected by COVID-19 in 2022, the building's occupancy rate and average unit price per square meter were both the highest recorded.

5.3 Integrity Management

WTC Corporation manages business in accordance with the Company Act and follow laws and business ethics standards in the interest of the public in order to fulfill its social responsibility. To build a corporate culture that focuses on integrity management and stable development, WTC Corporation has formulated Integrity Management Measures for employees and suppliers as well as an appropriate auditing management system within the scope of business needs. The auditor reports abnormalities found to the supervisor who is responsible and the Board of Directors while as the same time following up the improvement.

5.3.1. Employee Integrity Management Policy and Supplier Contract

WTC Corporation's "Employment Contract" specifies that frauds, violating integrity or using their positions to benefit others or speculation are prohibited. WTC Corporation's "Work Rules" also specify that WTC Corporation should take good care of its management documents and properties and should not misappropriate public funds, embezzle, steal or deliberately destroy public property. Employees should be loyal and dedicated to their duties and shall not engage in corrupt practices and give or accept bribes. The procurement and property management should be carried out in accordance with WTC Corporation's "Acquisition of Financial and Labor Services for Construction and Maintenance" and "Property Management Key Points". If breaching of any regulations mentioned above, employment shall be terminated and the employee will be liable for legal responsibility and damages. Starting from July 2022, when entering into or renewing contracts with various departments and suppliers, the suppliers are required to sign an "Anti-Bribery Declaration". Similarly, when signing or renewing contracts with tenants, the tenants are required to sign a "Notification of Personal Data Collection and Consent to Provide Personal Data" form. These measures are in accordance with WTC Corporation's principles of ethical governance and confidentiality. All relevant documents are attached as appendices to the contracts and are jointly filed by both parties.

5.3.2. Grievance Mechanism

WTC Corporation has a complete grievance mechanism. A stakeholder may file a grievance via different grievance mechanisms where a violation of integrity and ethical conduct is discovered. WTC Corporation fully protects the whistleblower to ensure the investigation quality and to prevent the whistleblower from unfair treatment or retaliation. Grievances are handled by the top supervisor. In 2022, there were no violations of WTC Corporation's internal operations, nor were there relevant grievances filed.

5.4 Risk Management

The business risks of WTC Corporation can be analyzed from two aspects: external market environment and internal software and hardware competition conditions. External business risks come from a depression or contraction in the overall economy, resulting in full recession in the leasing market. As for internal business risks, the main reason is that the building's hardware lags behind the competitors, especially in the evaluation of green buildings in a passive position, affecting the willingness of large multinational customers to move in.

WTC Corporation applies the SWOT model to analyze the business risks and management, as follows:

<p>Strength</p> <ul style="list-style-type: none"> Professional property management and excellent performance. Clustering effect of international organizations and multinational enterprises. Low public area ratio and unique price advantage as a top commercial office building in Xinyi District. Long-term and loyal customer relationships. 	<p>Weakness</p> <ul style="list-style-type: none"> Newly built offices with modern equipments continuing to enter Xinyi District. Upgrading security control function. No longer the first choice for multinational companies in Taipei.
<p>Opportunity</p> <ul style="list-style-type: none"> Pioneering the concept of a healthy building, on May 31, 2023, the WTC became the first commercial office building in the country to achieve the prestigious WELL Gold certification. On July 19, 2023, the WTC achieved the prestigious LEED Gold certification for green building. This achievement makes it the first commercial office building in the country to hold dual certifications of both WELL and LEED. 	<p>Threat</p> <ul style="list-style-type: none"> New market trend - green building and energy efficient hardware design. Subject to being weak under medium and long-term competition.

With the advantages and disadvantages listed in the SWOT model above, the business risk management of WTC Corporation can use the S-O strategy. This means to combine various conditions of advantages and opportunities to overcome a more aggressive management strategy.

Major Risks	Risk Description	Corresponding Management Measures
Market Risks	<ul style="list-style-type: none"> An economic depression or contraction results in the recession in the leasing market. More newly built offices with modern equipments are completed in Xinyi District. Sustainability issues, such as green buildings are tenants' priority concerns in the future. 	<p>The management must have early insight for future market risks, issue an early warning then formulate short-, medium- and long-term management plans.</p> <ul style="list-style-type: none"> Reinforcing customer loyalty by the WTC's core competitiveness to maintain the occupancy rate against business cycle risks. Actively investing major capital expenditures in building's hardware construction and security control functions. Please refer to Chapter 2.1 Operational Safety Maintenance for details. Planing to join in the competition of green buildings, energy efficient and healthy buildings, allowing the WTC always be a member of the top commercial offices in Xinyi Planning District. On May 31, 2023, the WTC achieved the prestigious WELL Gold certification and became the first commercial office building in the country to attain WELL certification.
Environmental Awareness Competition Risk	<p>If WTC Corporation does not immediately keep up with corporate sustainability issues and make efforts to plan for carbon reduction actions plans, tenants will eventually choose green commercial buildings that have successfully incorporated ESG in order to be in line with the carbon reduction objectives of corporate sustainability norms. As a result, WTC Corporation will lose its competitiveness in the leasing market, which will in turn affect WTC Corporation's operational performance and the rights and interests of shareholders and employees.</p>	<p>WTC Corporation is currently proactively introducing corporate sustainability program, by setting short-, medium- and long-term targets and carbon reduction commitment. Those programs include:</p> <ul style="list-style-type: none"> On May 31, 2023, the WTC achieved the international WELL Gold certification, becoming the first commercial office building in the country to obtain WELL certification. On July 19, 2023, it was awarded the LEED Gold certification for Green Building, becoming the first commercial office building in Taiwan to hold dual certifications of both WELL and LEED. In September 2023, it attained the ISO 14001 Environmental Management System certification. For energy conservation planning, carbon reduction goals, green environment and waste management, please refer to Chapter 3 A Green Environment for Sustainable Living.
Climate Change Risk	<ul style="list-style-type: none"> Forced suspension of operations or direct damage or closure of the Company due to extreme weather. Climate change may directly cause damage to WTC Corporation's properties and affect information security. When WTC Corporation's operation is affected, it will further affect the rights and interests of the shareholders and employees. 	<ul style="list-style-type: none"> WTC Corporation has incorporated "climate change" into its overall procurement strategy and set short-, medium- and long-term procurement plans which are included in the annual budget. For disaster management, please refer to Chapter 2.1 Operational Safety Maintenance. When the extreme climate directly causes losses to WTC Corporation's property, the insurance claim mechanism is immediately be activated. By taking this approach, significant property losses of WTC Corporation can be prevented. WTC Corporation's Information Department has established comprehensive cloud backup database and off-site backup.

Major Risks	Risk Description	Corresponding Management Measures
Environmental Risk	<p>WTC Corporation is fined due to breaching waste, resource management and pollution prevention laws and regulations.</p>	<p>In alignment with the company's ESG sustainable business development policy, WTC Corporation have successfully implemented the ISO 14001 Environmental Management System to uphold ESG-related environmental protection issues and standards.</p>
Compliance Risk	<p>The impact on WTC Corporation's operation due to breaching existing laws and regulations in relation to the Company's business.</p>	<ul style="list-style-type: none"> WTC Corporation's departmental managers are responsible for the supervision and compliance of environmental, social, economic and labor laws and regulations. WTC Corporation is currently proactively introducing corporate sustainability programs, while keeping a close eye on regulatory requirements to make active plans to meet current and future laws and regulations.
Money Laundry Prevention Risk	<p>Employees or suppliers who suffer penalties or criminal liability due to breaching of the regulations stipulated in the Money Laundering Control Act may also affect WTC Corporation's goodwill and cause damages.</p>	<p>See details in Chapter 5.3 Integrity Management.</p>



5.5 Compliance

Over the years, WTC Corporation has always maintained stable operations and has formulated various internal management measures in accordance with the “Building Act”, “Management of Building Interior Decoration”, and “Fire Services Act” promulgated by the government. When the relevant laws or regulations are revised or repealed, WTC Corporation also amends internal regulations and measures in a timely manner for compliance. WTC Corporation has a special legal consultant who is in charge of reviewing all contracts, while ensuring compliance with personal information protection, fire, labor, environmental, food safety-related laws. In 2022, no fines were imposed on the WTC Corporation due to violations of the laws and regulations mentioned above.

5.6 Supplier Management

To meet the needs of the building’s daily operation, WTC Corporation must entrust various suppliers to provide professional security, cleaning, catering, air-conditioning and electrical maintenance services. WTC Corporation follows the concepts below to select qualified suppliers.



Professionalism

Must meet regulatory requirements and have a professional license in the field.



Healthy Finance

Must have adequate cash flow, low debt ratio with capital reaching a certain size.



Good Reputation

Highly experienced in the industry with good reputation and have nonmajor-compliance records.

Both WTC Corporation and suppliers know each other’s confidential information due to agreements (including but not limited to business information or trade secrets). The confidential information must not be leaked to outsiders unless provided by law or with prior consent of the other party. The suppliers shall be jointly and severally liable for damages caused to WTC Corporation or its tenants by the use of confidential information obtained by the workers assigned by the subcontractor during his/her employment at the WTC after his/her departure.



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