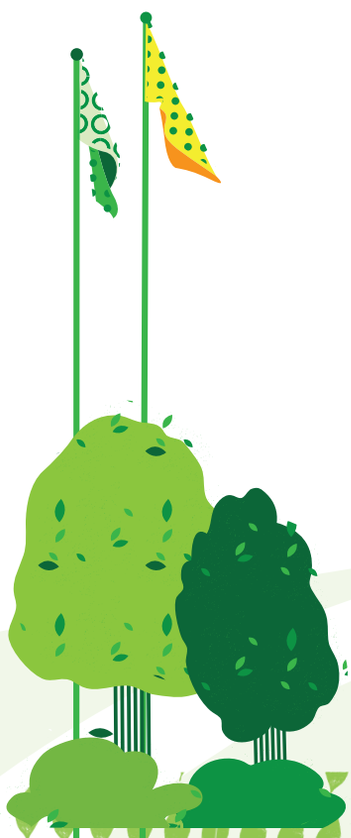
2024 WTC SUSTAINABILITY REPORT

LEED GOLD 2023 — GREEN BUILDING

WELL CORE — HEALTHY BUILDING



WORLD TRADE CENTER
TAIPEI



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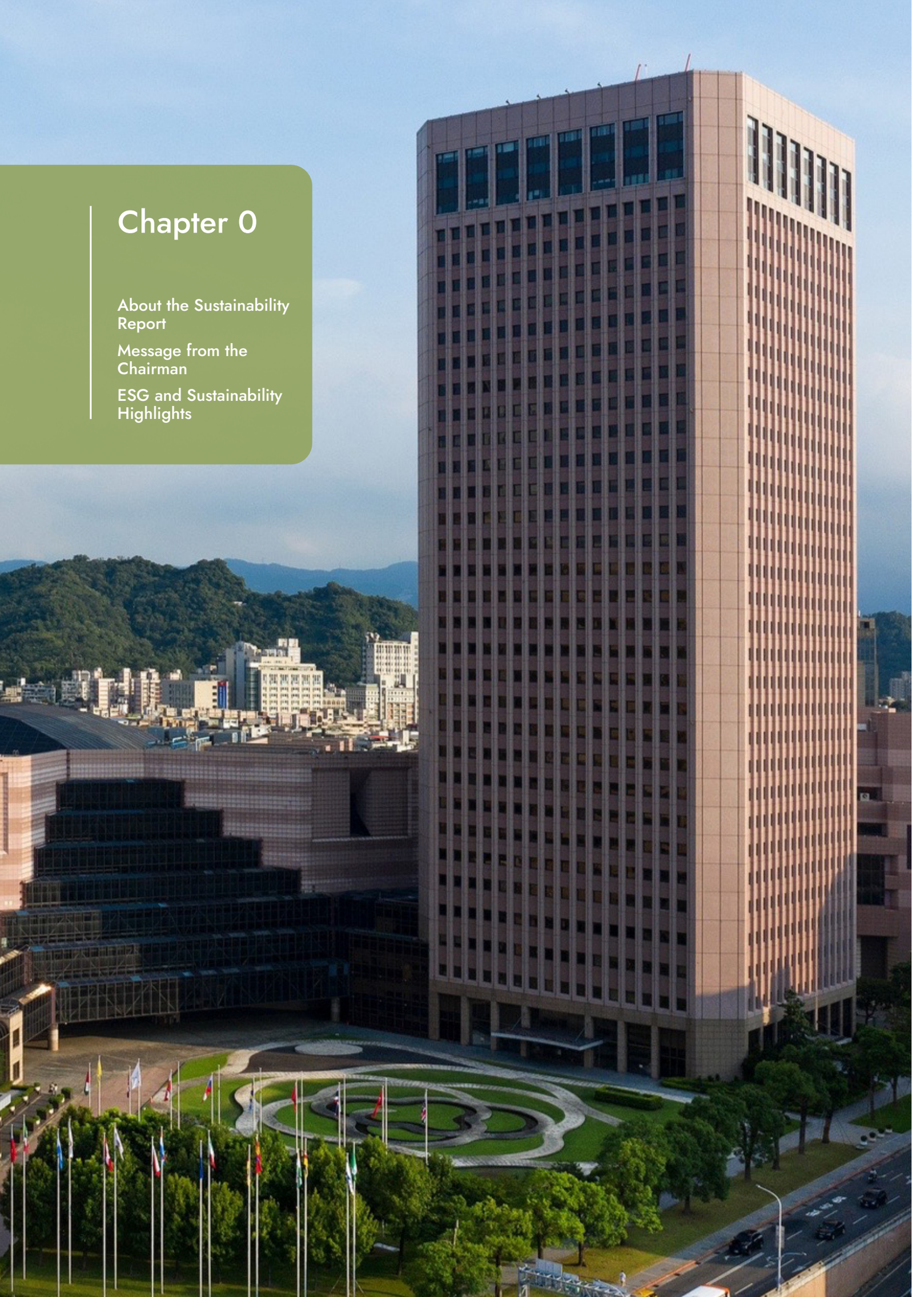
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Chapter 0

About the Sustainability Report

Message from the Chairman

ESG and Sustainability Highlights

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, 2023 to December 31, 2024. Some performance data dates back to pre-2018 or to the most recent information in 2024.

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 January 2025.

Feedback

For suggestions or inquiries regarding this Sustainability Report, please reach out to us at:

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Message from the Chairman

AI, Green, and Healthy Sustainability Practices

In 2023, the Taipei World Trade Center International Trade Building (hereinafter referred to as "the WTC") achieved dual gold certifications for Green Building (LEED) and Healthy Building (WELL), becoming the first office building in Taiwan to receive both certifications simultaneously. These prestigious certifications underscore the WTC Corporation's strong commitment to sustainable practices and highlight its exceptional ability to implement sustainable initiatives.

AI Technology Integration in Green Building Management

While the global surge in AI technology became prominent in 2023, the WTC had been leveraging AI since 2010 with a license plate recognition system in its parking lot, which was implemented to reduce the use of physical tickets. Plans are underway to upgrade to a comprehensive intelligent management system. In 2023, the WTC further implemented an AI-driven air quality monitoring system. Building Information Modeling (BIM) and Facilities Management (FM) systems are set to be integrated with AI to enhance operational precision.

WTC Corporation has made extensive improvements to increase the energy efficiency of the building's mechanical and air conditioning systems. This includes updating refrigerant management systems, increasing the use of renewable energy, improving water efficiency, and reducing waste generation. The building has undergone more stringent scrutiny regarding air and water quality and lighting, ensuring a premium environment for tenants. Notably, the WTC is likely the only commercial office building in the country equipped with UVC ultraviolet germicidal irradiation devices within its air conditioning system, providing germicidal treatment of the air to effectively inhibit the spread of viruses.

Concrete Actions in Green Energy and Carbon Reduction

The 2024 ESG sustainability report of WTC Corporation details the organization's commitment to corporate governance, social responsibility, and environmental improvement. It outlines specific achievements and commitments in line with international guidelines such as the Global Reporting Initiative (GRI), with a focus on energy conservation and carbon reduction goals.

In 2011, WTC Corporation invested NTD 80 million in the green space at TWTC Square, creating a genuine green oasis in Taipei City. By 2023, the WTC began utilizing renewable energy, positioning itself as one of the few commercial office buildings in the country to employ green electricity, with the aim of encouraging its tenants to participate in this initiative. This is a tangible example of the WTC Corporation's commitment to urban environmental protection and further exemplifies WTC's status as a leading green building in Taiwan.

Goals and Commitments for Carbon Reduction

WTC Corporation has revised its energy-saving goals in the 2024 sustainability report, achieving a 15% reduction in electricity consumption in 2023, far exceeding the initial 7.5% target set for 2025 in the 2023 sustainability report. WTC Corporation successfully implemented the ISO 50001 energy management system and completed an ISO 14064-1 greenhouse gas emissions inventory. This achievement, verified through third-party certification, highlights a significant reduction in GHG emissions and demonstrates the organization's leadership in sustainable energy practices.

In August 2023, WTC Corporation applied for "voluntary greenhouse gas reduction" initiatives to secure carbon credits by 2025. Additionally, in 2024, the company began establishing the ISO 14067 carbon footprint system, with the objective of achieving third-party certification and obtaining the "Carbon Footprint Label" by 2025.

Building on its significant energy-saving performance, WTC Corporation plans to upgrade its electrical systems, including elevators, air conditioning units, and heavy machinery, to variable frequency drives to further reduce energy consumption. With advanced energy management systems in both hardware and software, WTC Corporation intends to participate in green energy procurement or investment, aiming to achieve 100% green electricity usage by 2030.

According to WTC Corporation's long-term energy-saving plan, the following significant commitments and goals are outlined in this sustainability report:

- Reduce WTC's overall electricity consumption by 20% by 2025, using 2020 as the base year.
- Achieve 10% green energy usage for the WTC by 2030.
- Commit to 100% green energy use for the individual operations of the WTC by 2030.
- Achieve 70% reduction in carbon emissions for the WTC by 2050.

Talent Development and Social Responsibility

In 2021, WTC Corporation established the Talent Quality Management System (TTQS), achieving significant progress in employee competency development. Over three consecutive years, WTC Corporation received NTD 1.5 million in education and training subsidies from the Ministry of Labor, benefiting 413 participants. In 2024, WTC Corporation initiated the implementation of the ISO 9001 quality management system. This endeavor focuses on optimizing hardware and software capabilities to provide unparalleled service quality, fostering trust and satisfaction among tenants and stakeholders alike.

By 2023, WTC Corporation had assisted 7,746 underprivileged families and individuals, contributing NTD 16,516,550 in financial aid. WTC Corporation plans to further engage in social welfare activities with greater enthusiasm, extending its efforts through international organizations to maximize its social responsibilities..

Technology Innovation & Management

The global AI wave in 2023 catalyzed a surge in technological innovation, prompting WTC Corporation to swiftly integrate and apply cutting-edge technologies to ensure a safe and convenient office environment while maintaining high operational efficiency. Looking forward, WTC Corporation aims to achieve tangible results in ESG sustainable operations, thereby earning greater trust from society and all stakeholders. Building on this solid foundation, WTC Corporation is committed to creating a brighter future together.

Starting in 2025, the WTC sustainability report will incorporate guidelines from the Sustainability Accounting Standards Board (SASB) and standards from the Task Force on Climate-Related Financial Disclosures (TCFD). These enhancements will provide more comprehensive disclosures on medium- and long-term operations, policies, and financial planning, enabling the company to forecast future performance and continuously promote the positive impact of its sustainable operations.

WTC Chairman



ESG and Sustainability Highlights

The WTC is Taiwan's first skyscraper to integrate intelligent systems in its design. 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 ASHARE(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.

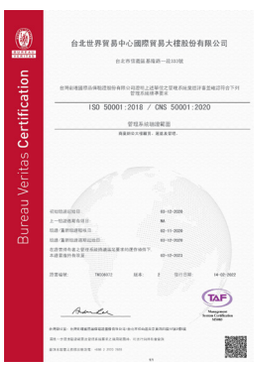




- Selected as one of the top 10 offices in Taipei by the brokerage industry.

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).



Received ISO 27001 (Information Security Management Systems) certification.

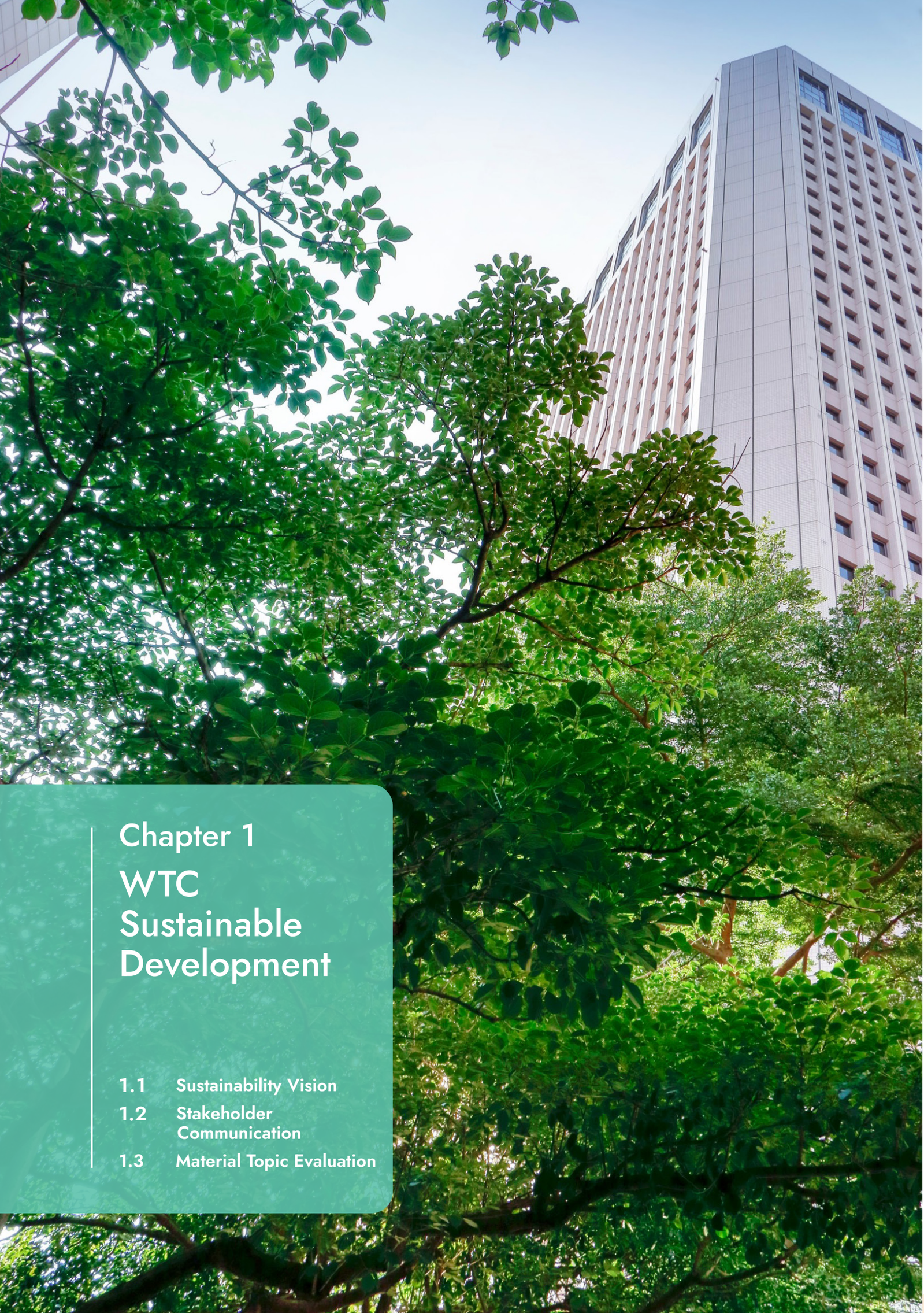


2024

Received ISO 14001 (Environmental Management Systems)and ISO 45001(Occupational Health and Safety Management Systems) certification.

Received "Net Zero Leadership Excellence Award" by the Department of Economic Development of the Taipei City Government.





Chapter 1
WTC Sustainable Development

1.1 Sustainability Vision
1.2 Stakeholder Communication
1.3 Material Topic Evaluation

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 implemented, helping the WTC become Taipei's top green building. Based in Taiwan with an international vision as a global citizen, WTC Corporation is committed to striving for environmental sustainability.

WTC Corporation Milestones

In 1980

Based on the economic and trend developments at the time, the government planned the Taipei World Trade Center Exhibition Hall, International Trade Building, the Taipei International Convention Center, and the Grand Hyatt Taipei. These four buildings form what is now known as the Taipei World Trade Center (TWTC) providing the most convenient premises and services for all entities engaged in the field of international trade.

In 1984

The Taiwan External Trade Development Council (TAITRA) formed a company in conjunction with the private industrial and commercial sectors to plan and construct the TWTC International Trade Building. It provided modern office space for leasing to both public and private institutions related to the business of economics and trading.

In 1986

The "WTC Development and Management Program Contract" and the "WTC Establishment of Superficies Contract" were signed with the Ministry of Economic Affairs, obtaining the management rights for 50 years. This was the first BOT project in Taiwan.

In 1988

The WTC began its operation.

In 2002

The transfer of equity of major shareholders injected the spirit of privatization into WTC Corporation. With quality management and services, the WTC became Taipei's top office building.

WTC Corporation Milestones

In 2013

The WTC was selected as one of the top 10 office buildings in Taipei by the brokerage industry.



In 2014

Since 2014, WTC Corporation has been redefining its brand value, earning positive reputation and recognition in various aspects, including international image shaping, corporate governance, implementing energy conservation and carbon reduction, updating and maintaining building facilities both inside and outside, fostering tenant engagement and services, as well as contributing to social welfare services.

In 2020

The WTC received ISO50001 Energy Management System certification.

In 2021

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



In 2022

The upgrade of the WTC's air conditioning system to a first-tier variable frequency chiller has been completed, resulting in an annual electricity saving of over 600,000 kilowatt-hours.

Completed the ESG Sustainability Report 2021.

In 2023

Received ISO 27001 (Information Security Management Systems) certification.

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

In 2024

Received ISO 14001(Environmental Management Systems) and ISO 45001 (Occupational Health and Safety Management Systems) certification.

Awarded the Taipei City Net Zero Leadership Excellence Award.

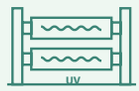
WTC Corporation ESG Promotion

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

1. 

Conversion of LED lighting in public areas.

2. 
Establishment of outdoor bicycle parking area.

3. 

Air conditioning and elevators added with UV sterilization systems.

4. 
Charging stations added to the parking lots for electronic cars.

5. 
Completed the construction of the Building Information Modeling (BIM) system.

6. 

Promoted information system upgrade and electronic official documents.

7. 
WTC Corporation attained ISO50001 energy management system international certification and Completed ISO 14064-1 GHG inventory.

8. 
Condenser water pump and exhaust fan of HVAC system installed with inverter.

9. 
Elevators for upper floors and elevators for emergency were upgraded to energy-efficient elevators.

From 2022-2024, WTC Corporation has been gradually completing:

1. **ISO 14001**
Environmental Management System Certification

2. **ISO45001**
Occupational Health and Safety Management System Certification

3. **ISO27001**
Information Security Management System Certification

4. **LEED/WELL**
LEED and WELL Dual Certification

5. **ISO 14067**
ISO 9001
Carbon Footprint Audit and Service Quality Management System Established Certification

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	▪ Operational safety ▪ Employee wages and benefits ▪ Occupational health and safety	Labor-management meeting/quarterly
Tenants	▪ Operational safety ▪ Integrity management ▪ Tenant safety maintenance	▪ WTC website/normally ▪ 24-hour customer service hotline/real time ▪ Customer service mail/normally ▪ 24-hour security service desk/real time
Investors	▪ Integrity management ▪ Operational safety ▪ Tenant relations maintenance ▪ Water resource and waste management	▪ Board of Directors meeting/quarterly ▪ General meeting of shareholders/annually ▪ Extraordinary general meeting/from time to time
Government agencies	▪ Integrity management ▪ Operational safety ▪ Tenant relations maintenance ▪ Energy and emissions management	▪ Email/normally ▪ Correspondence/normally
Suppliers	▪ Operational safety ▪ Tenant relations maintenance ▪ Tenant safety maintenance	▪ WTC website/normally ▪ 24-hour customer service hotline/real time ▪ Customer service mail/normally ▪ 24-hour security service desk/real time
Community	▪ Welfare promotion ▪ Integrity management	▪ WTC website/normally ▪ 24-hour customer service hotline/real time ▪ Customer service mail/normally ▪ 24-hour security service desk/real time
Media	▪ Operational safety ▪ Integrity management ▪ Water resource and waste management ▪ Energy and emissions management	▪ 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 healthy 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.

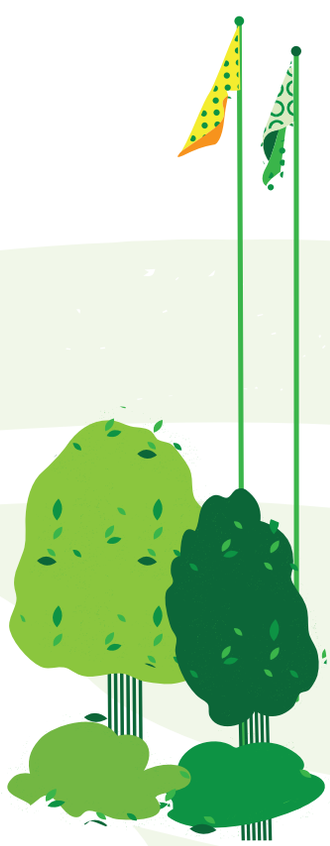
Step 2: Materiality Analysis

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)
▪ Operations optimization ★ ▪ Operational performance ★ ▪ Integrity management ★ ▪ Risk Management ▪ Compliance ▪ Supply management	▪ Water resource and waste management ★ ▪ Energy and emissions management ★	▪ 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





Chapter 2

Tenants' First Choice-WTC is a Green and Healthy 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 high-level operations focusing on 'green building,' 'healthy building,' 'operational safety,' and 'tenant relations maintenance,' thereby enhancing competitiveness and elevating the international standing of Taiwan's enterprises.

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 consistently updates its facilities and strengthens the health and safety standards of the building, including the installation of UV germicidal lamps, a high-intensity drinking water filtration system, and a multi-functional AQI monitor, creating a medical-grade healthy 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.
- The UV-treated air achieves a bacterial count of 23 CFU/m^3, while the building environment maintains <300 CFU/m^3, significantly outperforming the regulatory standard of 1500 CFU/m^3.
- Established ISO9001 (Quality Management System) and ISO14067 Service (Carbon Footprint System) in 2024.
- Implement AI management for ANPR (Automatic Number Plate Recognition).

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 equipment. 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 conducted 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.

The Fire Prevention Label signifies excellence in fire safety and building 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 Opertaion 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 pers/Once	4 hours
18 Tenants and Members of Protection Group Self-Defense Firefighting Team	Protection Group and Self-Defense Firefighting Team training seminar	134 pers/Once	4 hours

2.2 Tenant Relations Maintenance

As long-term customers, tenants rely on WTC Corporation for consistent, high-quality services that meet evolving needs. This commitment fosters trust and ensures sustained relationships. In a bid to provide better services to all tenants, 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

Established ISO 9001 service quality management certification in 2024.

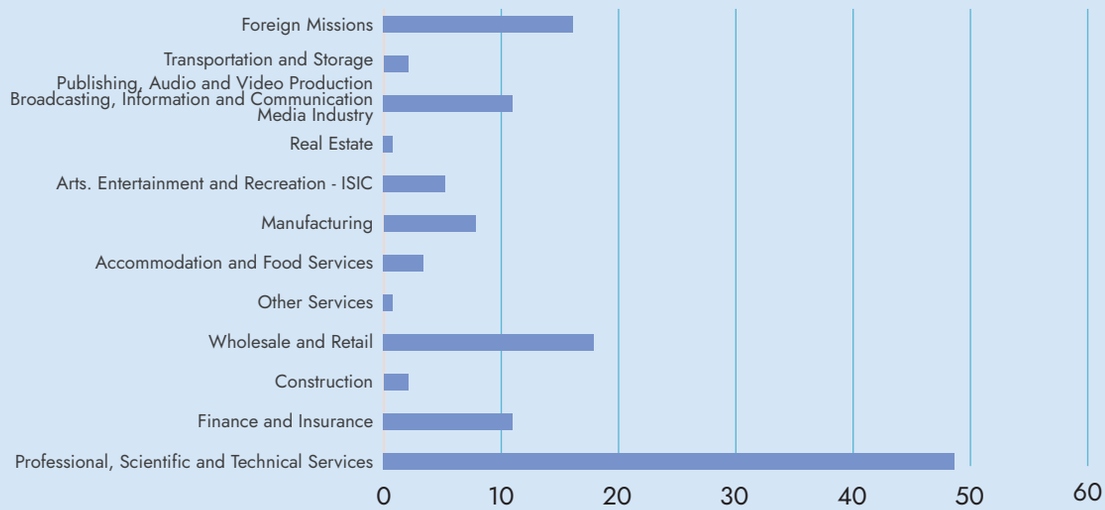
As tenant needs are becoming increasingly diverse, WTC Corporation enhances service quality and response capabilities by reviewing each customer service handling. The following is a list of resources invested to continue to provide high-quality services:

- 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.

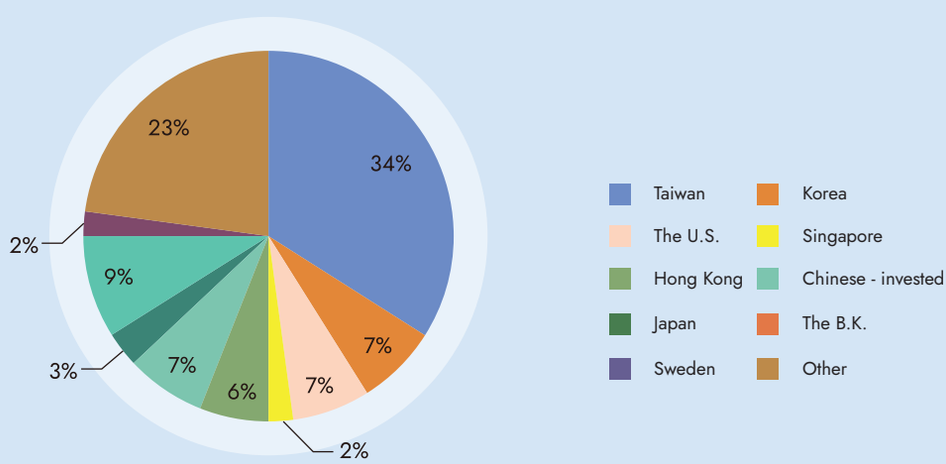
Establish a Diverse and Inclusive Culture to Elevate the Quality of Life of Tenants

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.

WTC Tenants by Industry



WTC Tenants by Country



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 actively shares resources and promotes cultural events, enabling tenants to explore and appreciate global cultures beyond the workplace. 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

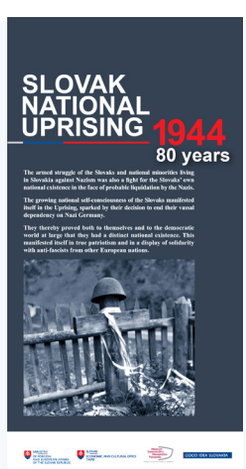
Cultural Event	Date	Description
German Christmas Market Taipei	2023.12.1~ 2023.12.3	The German Trade Office held an event at the Yuanshan Expo Park, where various booths were carefully prepared with a variety of gifts and food. Visitors could enjoy mulled wine and selected German beers beside the classic German Christmas tree, experiencing the rich festive atmosphere of a traditional German Christmas.
Diwali	2024.05.25~ 2024.05.26	Diwali is one of the most important festivals in India, typically celebrated at the end of October or the beginning of November in the Gregorian calendar. This year, the India-Taipei Association is hosting the Diwali celebration in Taiwan for the first time. Highlights of the event include Bollywood dance performances, Henna hand-painting art, and authentic Indian cuisine.
Slovak National Uprising 80th Anniversaryy	2024.08.27~ 2024.09.11	On August 29, 1944, the brave Slovak patriot and members of ethnic minorities living in Slovakia stood up against the Nazis Nazi Germany and fought for 61 days against Nazi Germany. Nationals of more than 30 countries from four continents also join the Slovak's Fight for the liberation of Slovakia and Europe. On April 4, 1945, on the same day, Slovakia was liberated. Display this history in the lobby of this building history in addition to commemorating the heroic patriots and hope that the Second World War horrors of war are no longer repeated.
Korea Flex	2024.09.06~ 2024.09.08	2023 to 2024 has been designated as the Visit Korea Year. During this period, the Korea Tourism Organization plans to leverage the charm of K-culture to launch a variety of events, travel products, and promotional activities, creating a safe travel environment for foreign visitors to Korea.



German Christmas Market



Diwali



Slovak National Uprising 80th Anniversary



Korea Flex

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 healthy office building, with a central aim of increasing market competitiveness.

2.3.1 A Pioneer in Healthy 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 pioneering global standard for building certification, emphasizing health and well-being by transforming indoor environments. 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.


WELL CORE™

TAIPEI WORLD TRADE CENTER INTERNATIONAL TRADE BUILDING

TAIWAN REGION

HAS FULFILLED THE REQUIREMENTS OF THE FOLLOWING LEVEL OF CERTIFICATION
ESTABLISHED BY THE INTERNATIONAL WELL BUILDING INSTITUTE™
IN THE WELL BUILDING STANDARD™ AND VERIFIED BY GREEN BUSINESS CERTIFICATION INC.™

WELL CORE™ GOLD

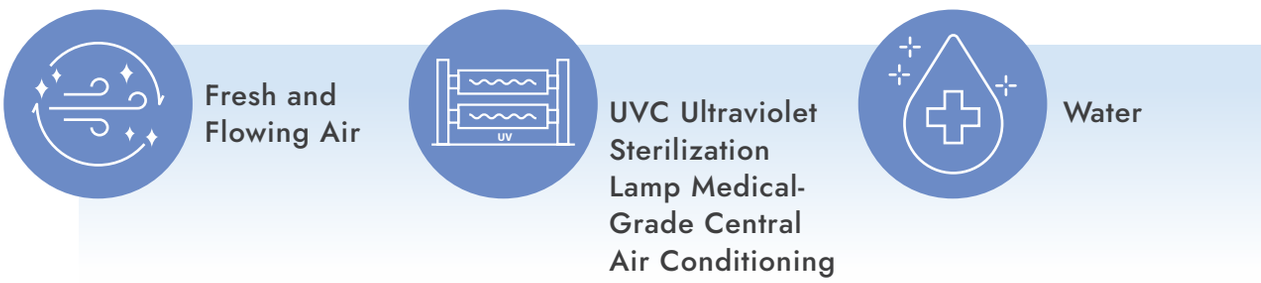
May 2023

RACHEL HODGDON, PRESIDENT & CEO,
INTERNATIONAL WELL BUILDING INSTITUTE

PETER TEMPLETON, PRESIDENT & CEO,
GREEN BUSINESS CERTIFICATION INC.

2.3.2 Creating a Medical-Grade Healthy Building

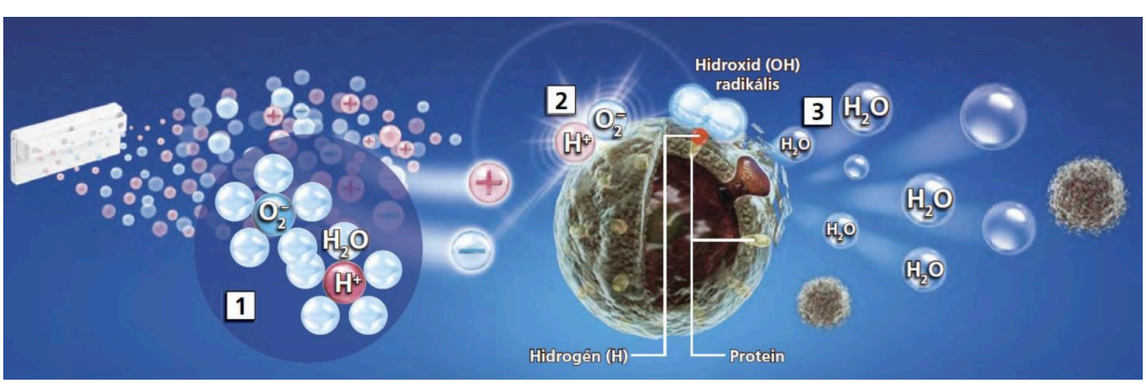
Medical-grade central air conditioning and safe hygienic water are the most basic requirements to ensure the health of tenants. To construct a medical-grade healthy building, The WTC's plans are as described as follows:



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 data monitored by the WTC Corporation, the average CO2 concentration during the WTC's operating hours from 2021 to 2023 was 768 PPM, and the PM2.5 concentration was 4.0 PPM[1], both meeting the regulatory standards set by the Environmental Protection Administration. In 2022, an AI air quality management system was introduced. Independent third-party testing has confirmed that the bacterial count in the discharged air is as low as 23 CFU/m^3, meeting medical-grade air quality standards[2].

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.

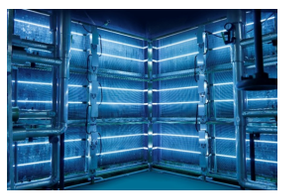
3. **Return into the air**

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

Bacterial-Killing

UVC Germicidal Lamps

The earliest concept of UVC germicidal lamps came from the SARS outbreak in 2003. The protection measures of the hospitals at that time were based on these, hence, UVC ultraviolet light sterilization box 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 UVC 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. The WTC will be installing UV germicidal lamps (of the same grade as those used in medical wards) throughout the WTC's public corridors to purify the circulating air. 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	▪ 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.
2022	A Sharp professional medical-grade air purification and sterilization module from Japan has been installed inside the elevator cabin. Tests have confirmed its antibacterial effectiveness, significantly improving the quality of the ambient air.

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 healthy buildings.

Safe and Hygienic Water

Increase in Activated Carbon Filter Capacity in 2024 for Improved Water Quality

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. In 2024, the capacity of the activated carbon filters will be further increased to provide even higher quality water. 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	▪ 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.

Food
- WTC Café
- 7-11
- Meal Vending Machines
- Hi-Lai Celebrity Cuisine TWTC Branch on 34F
- Lunch Delivery and Pickup Platform

Clothing
- Laundry Service

Housing
- Barbershop
- Shower Room
- Flower Shop
- 24-hour Security Management Service
- 4 Banks
- 5 ATMs

Transportation
- Bicycle Parking Area
- Electric Vehicle Charging Station

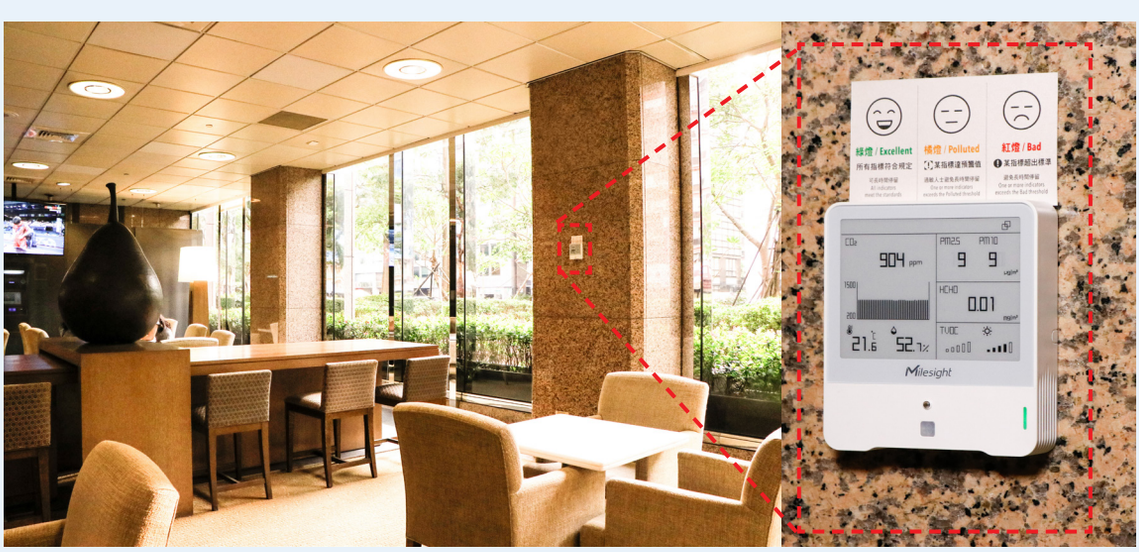
To offer convenience for tenants is the WTC's core value of service. Thus, the WTC continues to update and improve the facilities within the building, including a barrier-free environment, electric vehicle charging stations, bicycle parking area and shower rooms. As well as these, the WTC also provides improved facilities based on the needs of the tenants and has implemented a gender-friendly bathroom project in response to the concept of gender equality.

Facility		Description
All-Encompassing Pathway		As The WTC is a public space, it must be 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.
Electric Car Charging Station		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 planned to expand to 15 points to encourage tenants to use electric cars.
Bicycle Leasing, Custodial and Parking Services		The WTC is the first commercial office building in Taiwan to provide free bicycle parking for commuters. It has designated 43 parking bays for tenants and provides 3 bicycles for tenants to borrow for business purposes in nearby areas. At the parking site, there are staff designated to help with leasing, custodial and business visitor temporary parking services.
Shower Room		The B1 level of the WTC is equipped with two high-end, comfortable shower rooms for both men and women. Tenants can register at the service counter to exchange for an access card and use the facilities free of charge.

Continuous Environmental Optimization Projects

Install IAQ Monitors

In 2023, IAQ (Indoor Air Quality) monitors were installed to monitor air quality and temperature/humidity through data, ensuring a comfortable and healthy indoor environment.



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

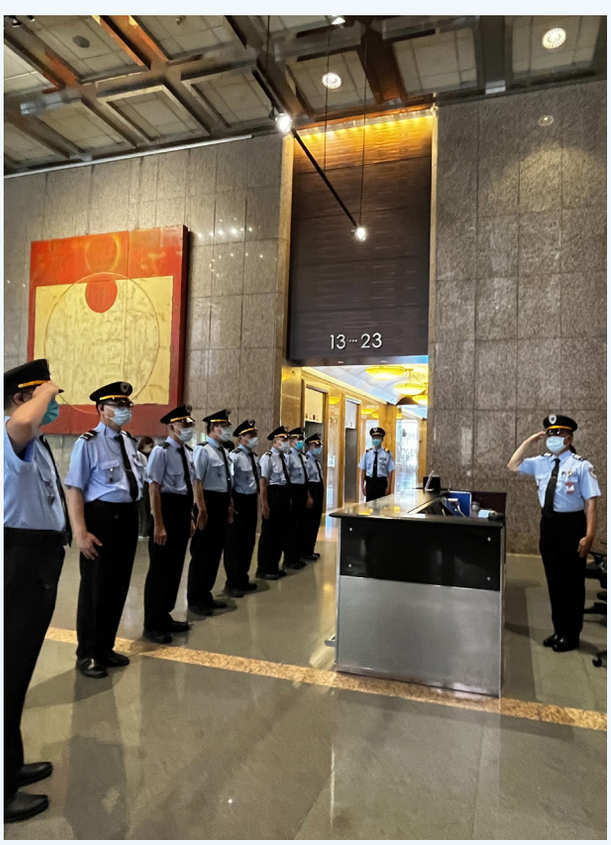
The WTC has established various safety facilities that exceed regulatory requirements. The tenant safety protection policy of the WTC is based on a 4-in-1 complex that forms the security system. The WTC also keeps in close contact and works with the police and fire departments in order to jointly maintain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

The WTC places a high priority on people-oriented management, leveraging advanced technology to enhance safety and efficiency. 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 conducted 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 WTC who have contact with tenants and visitors. As a means to protect the safety of tenants and visitors, the WTC has planned a series of courses that focus on 3 major cores so as to improve the response capabilities of security guards 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, equipped for use in first-aid situations. The WTC also regularly invites professional instructors at the Xinyi Health Center to teach colleagues 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. This year, ambulances were called 11 times. Seven of these cases involved tenant employees or visitors feeling unwell in offices and requesting help through the service desk. The other four were due to nearby traffic accidents or visitors seeking assistance from security, who promptly arranged ambulance transport to the hospital.

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 WTC's security guards. By doing so, not only are security guards 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

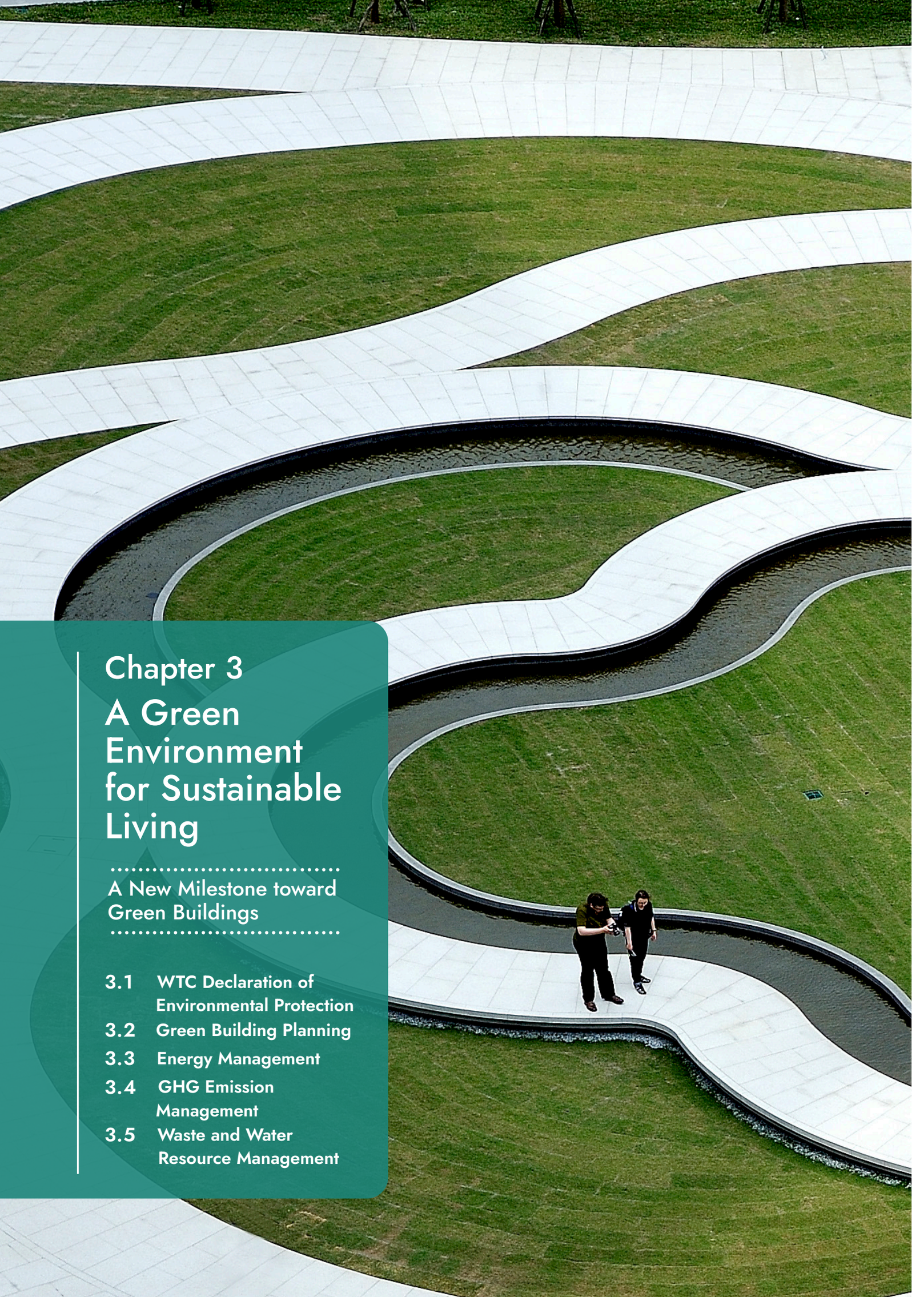
In the course of planning cleaning programs and personnel training, the WTC's management goal is sustainability. In terms of cleaning products and equipment, the WTC opts for products with eco-friendly labels recognized by the EPA and Green Seal. These products include floor waxes, glass cleaners and 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. These efforts focus on targeted pest control, particularly in public areas and food preparation areas, while gradually reducing the use of chemical methods based on the situation. This approach minimizes potential risks associated with chemical agents, especially concerning human 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 a shared heritage of humanity, and environmental protection serves as the cornerstone for the planet's survival. With the high level of awareness of environmental protection around the world, individual companies must make important commitments and declarations to maintain a green environment, achieving sustainable living and fulfilling their obligations as responsible entities.

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 ISO50001 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 has become 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 2025 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 - the WTC Corporation introduced AI-based intelligent management, 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.

To minimize waste, the WTC promotes innovative practices, encouraging new tenants to retain existing decoration and reducing demolition waste. 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

- Received ISO 50001 Energy Management System certification and integrated AI-based intelligent energy management into planning 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 2025.
- Anticipating carbon credit acquisition by 2025.
- The energy-saving equipment upgrade subsidy project from the Administration of Commerce is set to be completed in 2024.

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.

The WTC Corporation obtained ISO 50001 international certification in 2020 and integrated AI-driven energy management concepts, verified by a third-party organization. Over the ten years leading up to 2020, the WTC had already reduced its electricity consumption by 20%. Compared to the baseline year of 2020, the WTC further reduced its overall electricity consumption by 15% in 2023, significantly surpassing the 7.5% reduction target promised in the 2023 report for 2025. Looking ahead, it is expected that the building will reduce its electricity consumption by an additional 5% by 2025. At the same time, the WTC Corporation officially began green power procurement in 2023, with the goal of achieving 100% green power usage by 2030, thereby reducing the WTC's overall greenhouse gas emissions by 40%.

3.2 Green Building Planning

Green Building Planning of the WTC Mainly Focuses on Three Aareas

Redesign	Reuse and Recycling	Reduce Carbon Emission
Efficient Management and Use of Energy	Program to Promote Resource Recycling and Reuse	Reduce Overall Carbon Emissions through Energy Conservation and Promotion of Electric Cars

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.

By continuously improving these three focus areas, the WTC has earned Gold-level certification in the LEED 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 Smart Energy Management

The WTC is the first high-rise commercial office building in Taiwan and integrated AI-based intelligent energy management concepts in 2020. WTC Corporation prioritizes tenant comfort and health while minimizing the environmental impact of its energy usage. This presents a significant challenge for WTC Corporation's sustainable management efforts.

To implement energy conservation and carbon reduction initiatives, WTC Corporation analyzes the building's energy usage data and carries out equipment maintenance of electrical, mechanical, air-conditioning, fire safety, and elevators according to the annual maintenance plan to improve energy efficiency. Annually, WTC Corporation engages stakeholders to identify energy conservation priorities. Resources are then allocated to equipment upgrades, ensuring energy-saving goals are met.

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, Carbon Reduction, and Continuous Improvement Full Participation and Regulatory Compliance	▪ Annual electricity energy savings rate of the building to exceed 1%. ▪ The WTC's overall electricity consumption will have decreased by 20% by 2025 compared to the baseline year (2020). ▪ Green power usage by WTC Corporation to reach 100% (RE100) by 2030, reducing the WTC's overall GHG emissions by 40%. ▪ 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.

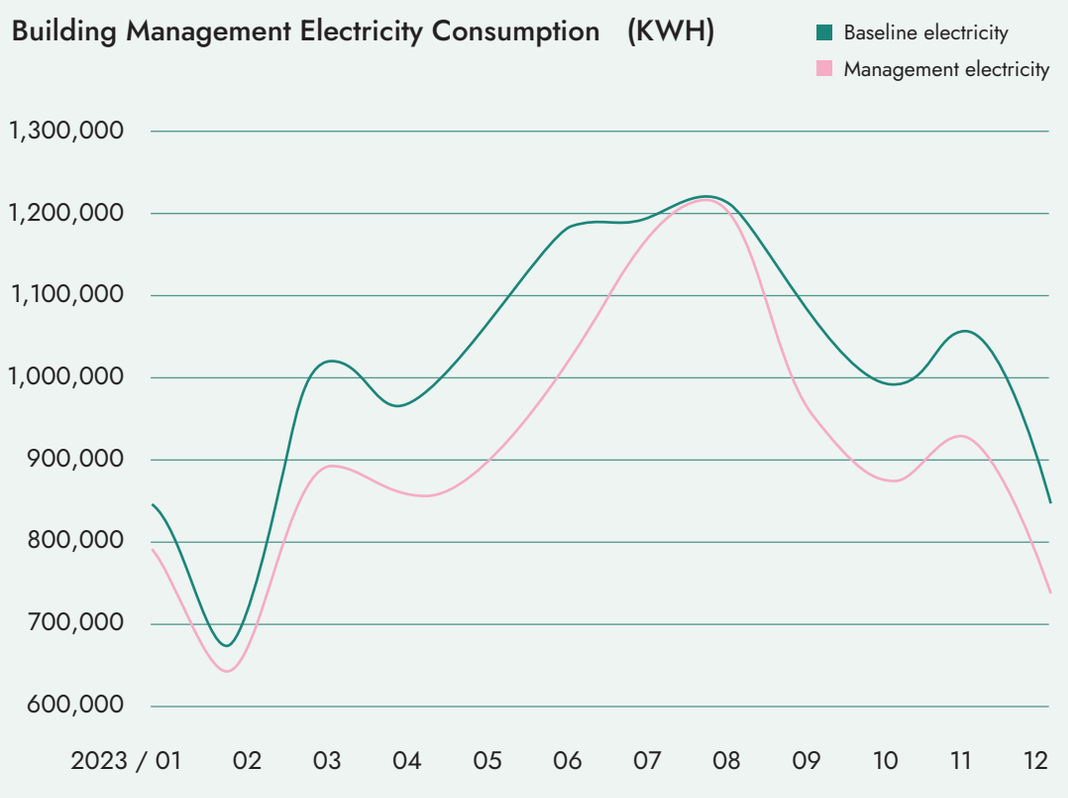
Engineering Department Manager

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 the 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 management audit which will serve as a basis of continuous improvement.

Comparison Table of 2023 Baseline and Actual Electricity Consumption



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.

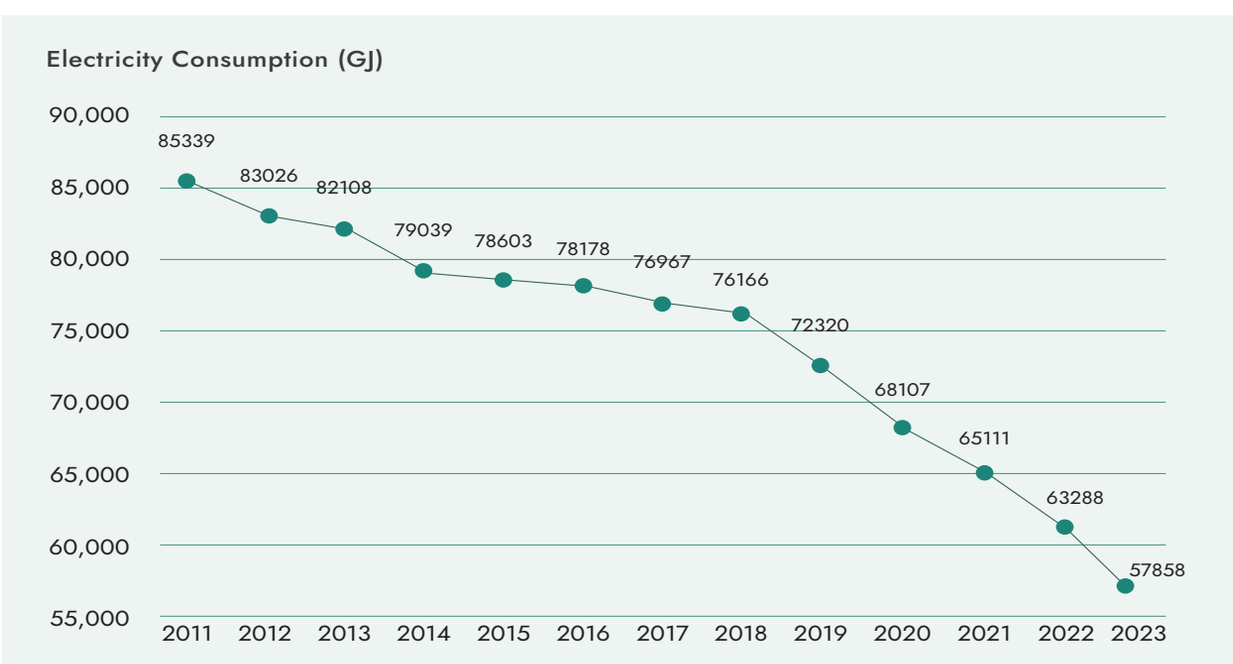
3.3.2 Energy Consumption Situation

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 2023 has decreased by 32.3%. 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 144 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	~	2020	2021	2022	2023
Electricity Consumption (kWh)	23,700,000		18,914,400	18,082,400	17,576,000	16,068,000
Electricity Consumption (GJ)	85,339		68,107	65,111	65,111	57,858
Floor Area (m2)	111,821		111,821	111,821	111,821	111,821
EUI(KWH/m2-yr)	212		169	162	157	144
Contract Capacity (kW)	5,650		4,300	4,300	4,300	4,300

The power conversion factor is 3.60 GJ/kWh.



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

Regarding design changes, the WTC participated in the Bureau of Energy's "Energy Performance Efficiency Project" in 2022. The project included the renewal of CNS energy efficiency class 1 chiller and new variable-frequency cooling towers. Additionally, high-efficiency new-generation LED lighting was installed in the public corridors on all floors. After these equipment upgrades, energy savings reached 54.27%. Subsequently, in 2023, the WTC joined the Commercial Service Industry Energy-saving Equipment Subsidy, further upgrading the 24-hour chiller system with high-efficiency pumps and retrofitting the central air conditioning system with EC fans and frequency converters for pumps, achieving an energy savings rate of 50.0%. Moving forward, the WTC will continue to participate in Performance Efficiency Project, aiming to reduce electricity consumption by 20% compared to the baseline year of 2020 through effective energy management and equipment upgrades by 2025.



CNS Energy Efficiency Class 1 Chiller



High-efficiency Variable Frequency Air Conditioning Water Pump

The Commercial Service Industry Energy-saving Equipment Subsidy to be Completed by 2024-2025

Implementation	Energy Item	Energy Conservation Improvement Description	Energy Conservation Performance (kWh)	Annualized Performance (kWh)
2023/1	24hr CH-2A	Increase main machine operation efficiency	194,674	194,674
2023/3	Restroom exhaust fan EF-3	Update to energy-saving motor and add frequency converter	78,409	78,409
2024/4	24hr CHP-4,5,4S,5S	Update to energy-saving water pump and add frequency converter	32,781	196,689
2024/4	24hr CWP-1~3	Update to energy-saving water pump and add frequency converter	41,437	248,624
2024/4	24hr CHP-2,3	Update to energy-saving water pump and add frequency converter	6,672	40,029
2024/4	Main air handling unit RF-1,2	Update EC fan	14,359	86,157

The annualized performance refers to April 2023~2024 performance and estimated annual energy conservation performance.

The Energy Usage Intensity (EUI) of the WTC is significantly lower, at 35% 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 2023 stands at 144 KWH/m2-yr, significantly below the average for high-rise office buildings by approximately 35%. 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 2023 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 2023 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 5.89% of the total emissions.

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

GHG Type	CO_2	C_H4	N_2O	HFC_S	PFC_S	SF_6	NF_3	Total Emissions ($t\text{-}CO_{2e}/yr$)
Gas Emissions by Type ($t\text{-}CO_{2e}/yr$)	9,349.2982	0.0725	0.3278	568.6742	0.0000	0.0000	0.0000	9,918.373
Proportion of Total Volume by Gas (%)	92.26%	0.00%	0.00%	5.73%	0.00%	0.00%	0.00%	100.00%

Figure 2: Total Emissions of GHG from All Categories

Category	Emissions ($t\text{-}CO_{2e}/yr$)	Ratio of Emissions (%)
Category 1. Direct GHG	584.5518	5.89%
Category 2. Indirect GHG Between Imported Energy	295.6481	2.98%
Category 3. Indirect GHG Caused by Transportation	0.0000	0.00%
Category 4. Indirect GHG by Products Used by the Organization	211.8632	2.14%
Category 5. Indirect GHG by Products from the Organization	8826.3096	88.99%
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)	2023(Current year) Emissions(t- CO_{2e}/yr)	Comparison of Differences (%)
1	528.8111	584.5518	10.54 %
2	390.9767	295.6481	-24.38 %
3	0.0000	0.0000	NA
4	209.1860	211.8632	1.28 %
5	10399.4408	8826.3096	- 15.13 %
6	0.0000	0.0000	NA
Sum	11528.4146	9918.3727	- 13.97 %
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 2023, the electricity emission factor was 0.494 tons CO2e/MWh, with an indirect carbon footprint of 0.0973 tons CO2e /MWh. Greenhouse gas emissions for 2023 decreased by 1,610.0419 tons CO2e compared to the baseline year (2021), a reduction of approximately 13.97%. Key factors contributing to this reduction include:

The WTC's total electricity consumption decreased by over 2 million kilowatt-hours compared to the baseline year, leading to a reduction of 1,245.3619 tons CO2e (approximately 11.6%) in electricity-related emissions (Category 2 purchased electricity, Category 4.1 goods – purchased electricity, and Category 5.3 downstream leased assets).

The WTC utilized 612,000 kilowatt-hours of renewable energy, reducing electricity-related carbon emissions (Category 2 purchased electricity and Category 5.3 downstream leased assets) by 302.328 tons CO2e (approximately 11.6%).

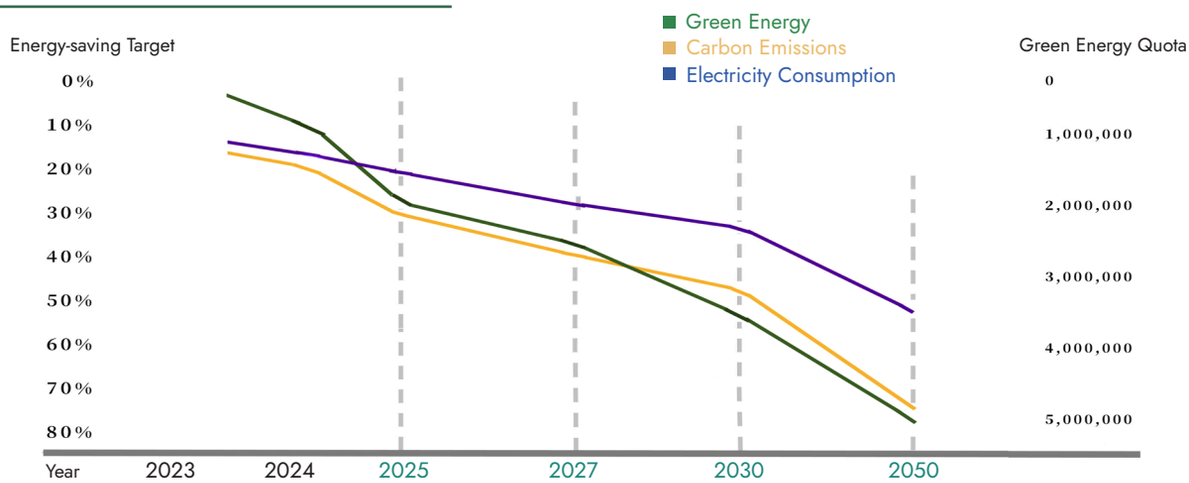
In recent years, the WTC has actively pursued carbon reduction initiatives. Since most of the WTC's greenhouse gas emissions are indirect, resulting from electricity use, the ongoing implementation of an effective energy management system will continue to drive energy conservation and carbon reduction.

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
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.	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.	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, the overall GHG emissions of the WTC can be reduced by 40%. 2.Anticipated carbon credit acquisition in 2025.	Committed to complete ISO 14067 carbon footprint assessment for leasing services and obtain Environmental Protection Administration's carbon footprint label by 2025.

3.4.3 Carbon Reduction Pathway



- By 2025, the WTC has committed to a 20% reduction in overall electricity consumption compared to the baseline year 2020.
- 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.
- The target for the year 2050 is for the WTC to accomplish a 70% 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 %	----	5.4 %
2023	15.0 %	612,500	18.6 %
2024	18.0 %	1,000,000	23.3 %
2025	20.5 %	2,000,000	30.0 %
2027	25.0 %	2,500,000	37.1 %
2030	30.0 %	3,500,000	46.7 %
2050	50.0 %	5,000,000	72.5 %

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 Resource Garbage Household Garbage Decoration Waste Generated by Tenants	Household Garbage and Decoration Waste Generated by Own Operations **Treatment Method** ▪ 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: Composting Incineration Recycling and Landfill

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 20%.

3.5.1 Waste Reduction Practices

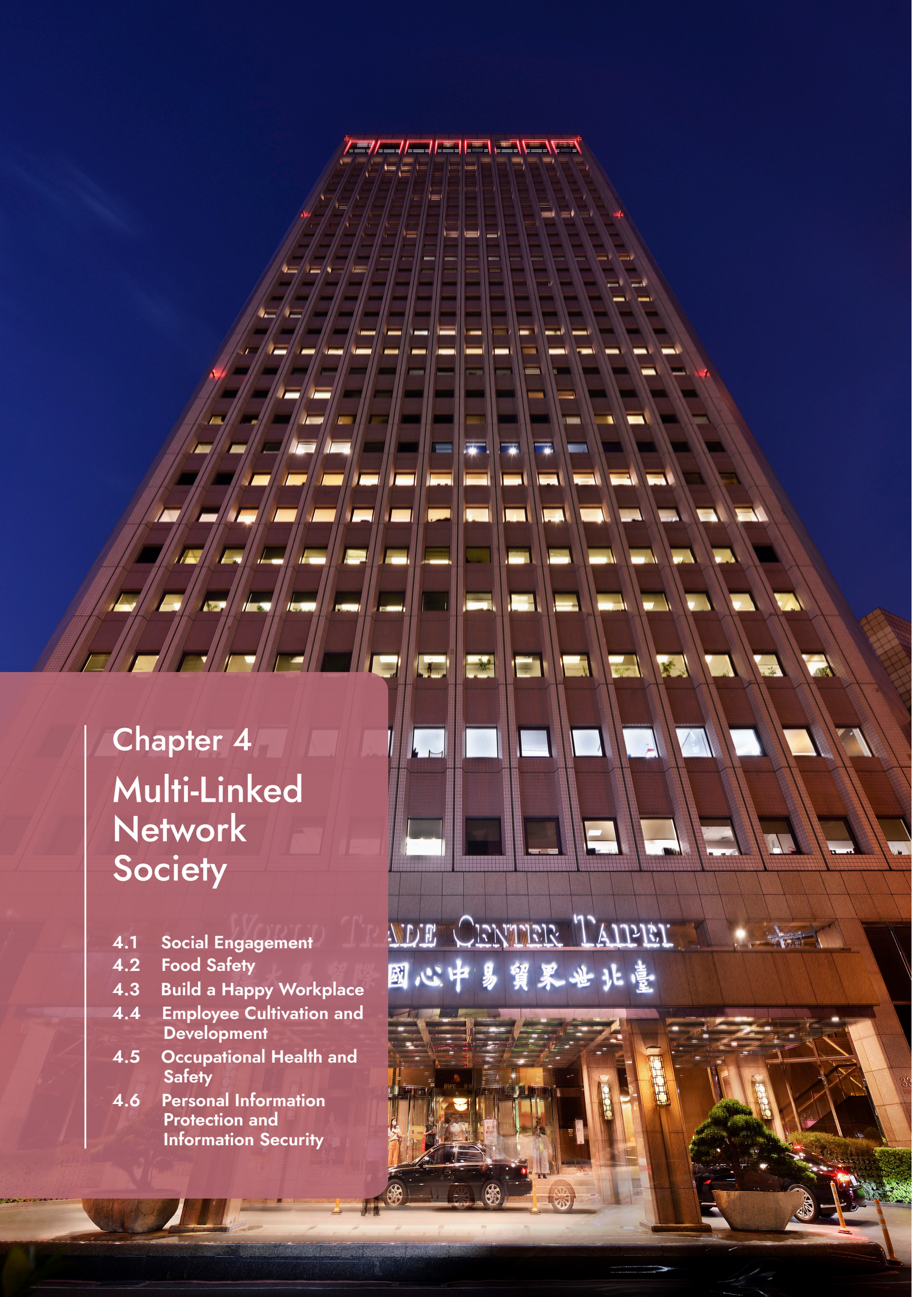
To promote a circular economy, WTC Corporation reduces secondary construction waste by tenants who demolish the decoration or new tenants who renovate, WTC Corporation encourages new tenants to take over the original decoration or make only partial modifications in an effort to reduce construction waste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

Year	kitchen Waste	Resource Recycling	General Waste	Recycling Rate
2021	29,000	109,532	348,600	23.9%
2022	28,118	129,924	328,136	28.4%
2023	22,890	139,199	346,740	28.6%

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.

	2019	2020	2021	2022	2023
Water Bill	4,356,719	3,487,344	3,450,723	3,545,512	3,563,592
Water Consumption (degree)	164,821	138,582	133,557	133,009	133,718



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 18 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 fulling 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. For three consecutive years, the WTC received NTD 1,500,000 in subsidies from the Ministry of Labor through the "Large-scale Human Resources Enhancement Program." In 2023, the WTC achieved ISO 27001 Information Security Management System certification to improve information management security. The WTC achieved ISO 45001 Occupational Health and Safety Management certification in 2024, improving employee care.

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 2023, the WTC has helped 7,746 people from disadvantaged families and donated over NTD 16,516,550.
- Achieved ISO 27001 Information Security Management System certification in 2023.
- In 2024, there were no violations of food safety laws or regulations.
- Established the "Talent Quality Management System" (TTQS).
- In 2024, there were no incidents of employee human rights, gender discrimination or harassment.
- The completion of ISO 45001 Occupational Health and Safety Management System in 2024, continuing to improve employee care in the WTC.

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 2023~2024

2023

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.

JUL.

Support Local Small Pear Farmers in Miaoli

To support environmental sustainability initiatives, the WTC Corporation invites its tenants to join in supporting a local farmer, "Uncle Long' s Pear Orchard." We visited the Pear orchard in Zhuolan Town, Miaoli, where we experienced the process of harvesting grafted pears. Through hands-on experience, participation, and purchases, we aim to support and give back to small farmers dedicated to environmental sustainability. This event resulted in the sale of 152 boxes of pears, totaling NTD 146,550.

SEP.

Co-organizer: Taiwan Blood Services Foundation

On September 12, 2023, the WTC Corporation organized a blood donation drive, inviting tenants of the WTC and employees of the WTC to roll up their sleeves and participate, contributing to society with action and compassion. Together, we made an impact and helped ensure a safe blood supply for the country. In recent years, due to the pandemic, stricter eligibility criteria have affected the number of participants. However, with the support of our tenants, the event highlighted the invaluable spirit of selflessness and contribution.

OCT.

Co-organizer: elite Foundation for Culture and the Arts

The WTC Corporation has been dedicated to social contribution by upholding its commitment to social cared poverty alleviation. To support educational development and resource access for children in rural areas, the WTC Corporation invited tenants of the WTC to join a secondhand book donation drive from October to December 2023. In collaboration with the eslite Foundation for Culture and the Arts, the donated books were distributed to schools and communities in rural areas, delivering each book with love to children and extending the value of sustainability. This initiative also aimed to create more reading opportunities and help bridge the urban-rural gap.

DEC.

Donation for Hengshan Elementary School Facility Improvement Project

Hengshan Elementary School, located in the remote Sanzhi District of New Taipei City, has long struggled due to a lack of resources and government funding, leaving students to study in outdated and unsafe conditions. Concerned about the students' ability to grow and learn in a proper environment, the WTC Corporation donated NTD 400,000 to support the successful completion of the school's renovation project, providing students with a safe and healthy learning environment.

2024

JAN.

Co-organizer: Taipei Orphan Welfare Foundation

Since 2012, the WTC Corporation has demonstrated its commitment to supporting underprivileged families through its long-term collaboration with the Orphaned Welfare Foundation. In addition to organizing themed events, the company also makes periodic donations. In January 2024, a donation of NTD 200,000 was made, providing substantial support and assistance.

APR.

Co-organizer: Miaoli Fuxing Religious Organization

To reduce the disparity in educational resources in rural areas, the WTC Corporation donated laptops, LED monitors, iPads, and other equipment to improve the learning environment for children.

SEP.

Co-organizer: Taiwan Blood Services Foundation

On September 10, 2024, the WTC Corporation organized its annual public blood donation event, inviting tenants of the WTC and employees to roll up their sleeves and participate, embodying the spirit of love and care through concrete actions. The event resulted in a total of 99 participants donating 128 units of blood.





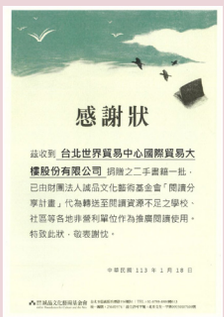
Support Local Small Pear Farmers in Miaoli-Uncle Long's Pear Orchard



Blood Donation Drive



Blood Donation Drive





Book Donation for Children- elite Foundation for Culture and the Arts





Donation of Second-Hand IT Equipment for 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 make meaningful contributions to their communities. 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.



Angel's Day feat Angel Heart Family



Angel's Day feat Angel Heart Family

Participation in Community Activities

1 Participated in the Earth Hour event by turning off building lights for one hour in response to environmental protection.

2 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
- 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 to ensure compliance with the highest safety and quality 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	▪ 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

For product labeling, WTC Corporation complies with 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, as 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 its commitment to food safety and consumer well-being. 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 2024, 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.

Action to Reduce Food Packaging

In 2022, the WTC Café launched the "Love the Earth, You Can" initiative, offering a NT$5 discount for customers who brought their own beverage cups, in line with the Ministry of Environment's energy-saving and carbon reduction policies.

In 2023, the campaign increased the discount to NT$10 for using personal cups, exceeding Ministry of Environment requirements and further supporting environmental protection. The WTC Café also introduced pineapple cake gift boxes packaged in reusable eco-bags to promote waste and carbon reduction.

Starting in September 2024, free paper bags will no longer be provided with pineapple cake purchases to support a low-carbon, eco-friendly lifestyle.



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 develops a remuneration and benefits system in alignment with the policies set by 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.

Fairness

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.

Competitiveness

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.

Motivation

WTC Corporation evaluates personal work competency and performance level through job evaluation analysis and make adjustments.

Economy

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.

Legitimacy

WTC Corporation's salary structure is in full compliance with the law based on the Labor Standards Act.

- The highest score for satisfaction for salary and benefits is 5.
- In 2024, there were no incidents of employee human rights, gender discrimination or harassment.

Versatile Employee Benefits

Employees are not only WTC Corporation's partners but also its most valuable 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:

Life Insurance	Pension System	Health Examinations and Travel Subsidies
Labor Insurance Health Insurance Group Insurance Occupational Disaster Insurance	Pension funds are contributed in accordance with Labor Standards Act and the Labor Pension Act.	Annual free employee physical examinations and travel subsidies.

Leave Application	Other Allowances and Additional Benefits	Meal Allowance
Handled in accordance with the Labor Standards Act and better than the Act - No pay is deducted within 3 days of personal leave.	Marriage, childbirth, birthday, bonuses for 2 major festivals, year-end party, serious illness, family emergency relief fund, scholarships for employees and their children.	Meal Expenses

Bonus	Friendly facilities	Flexible Working Hours
3.5% after-tax earnings is retained each year for employees.	Employee canteen, business cars, sanitary facilities, shower facilities, bicycle parking bays, handicapped toilets, handicapped ramps are provided.	Employees are entitled to the flexibility to begin and finish work according to their own needs of duties.

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 2023, 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 2023, a total of 162 employees participated in the large-scale human resources program's educational training, accumulating 1170 hours of training across 33 courses and 58 sessions. The total investment in these efforts amounted to NTD 635,200.

Over the past three years, the main motivation for the WTC Corporation to apply for participation in the large-scale workforce enhancement program from the Ministry of Labor has been to improve employee skills and optimize its management quality,

aiming to meet leading international environmental and health standards. Through this program, the WTC Corporation achieved dual Gold-level certifications in Green Building (LEED) and Healthy Building (WELL) in 2023, enhancing the building's environmental performance and the well-being of its occupants.

In 2023, the WTC Corporation once again received subsidies for the large-scale workforce enhancement program. It is expected that the improvement in employee skills will positively impact the office occupancy rate and customer satisfaction.

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 95% and female reaching 96%, totaling 95%. Employees who were applicable to the performance appraisal rules completed performance and function assessment in 2023.

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 2024, 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 2024, the ISO 45001 Occupational Health and Safety Management System was established and certified by a third party.

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 2023, annual physical examinations completed by all employees totaled NTD 345,000.

Sports Subsidy Program

To promote workplace health and encourage exercise, the WTC Corporation launched the "Walk 5,000 Steps a Day for Health" program in November 2022, which received enthusiastic feedback. In July 2024, it was replaced with the "Climb Stairs for Health" initiative, with plans for periodic updates to accommodate diverse exercise preferences.

The program tracks steps and stair climbs via mobile apps or wearable devices, with rewards for the

top three employees each month. Employees are also encouraged to participate in sports events like marathons, triathlons, hiking, and golf. Upon providing proof of participation, they can receive a nutrition subsidy, promoting regular exercise and 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 drillsto ensure that the company is not affected by information security incidents. At the end of 2021, WTC Corporation began to plan the introduction of ISO27001, hoping that the management of information security of can be more in line with international standards and optimize the corporate operations, and successfully obtained ISO 27001 third-party certification in 2023.

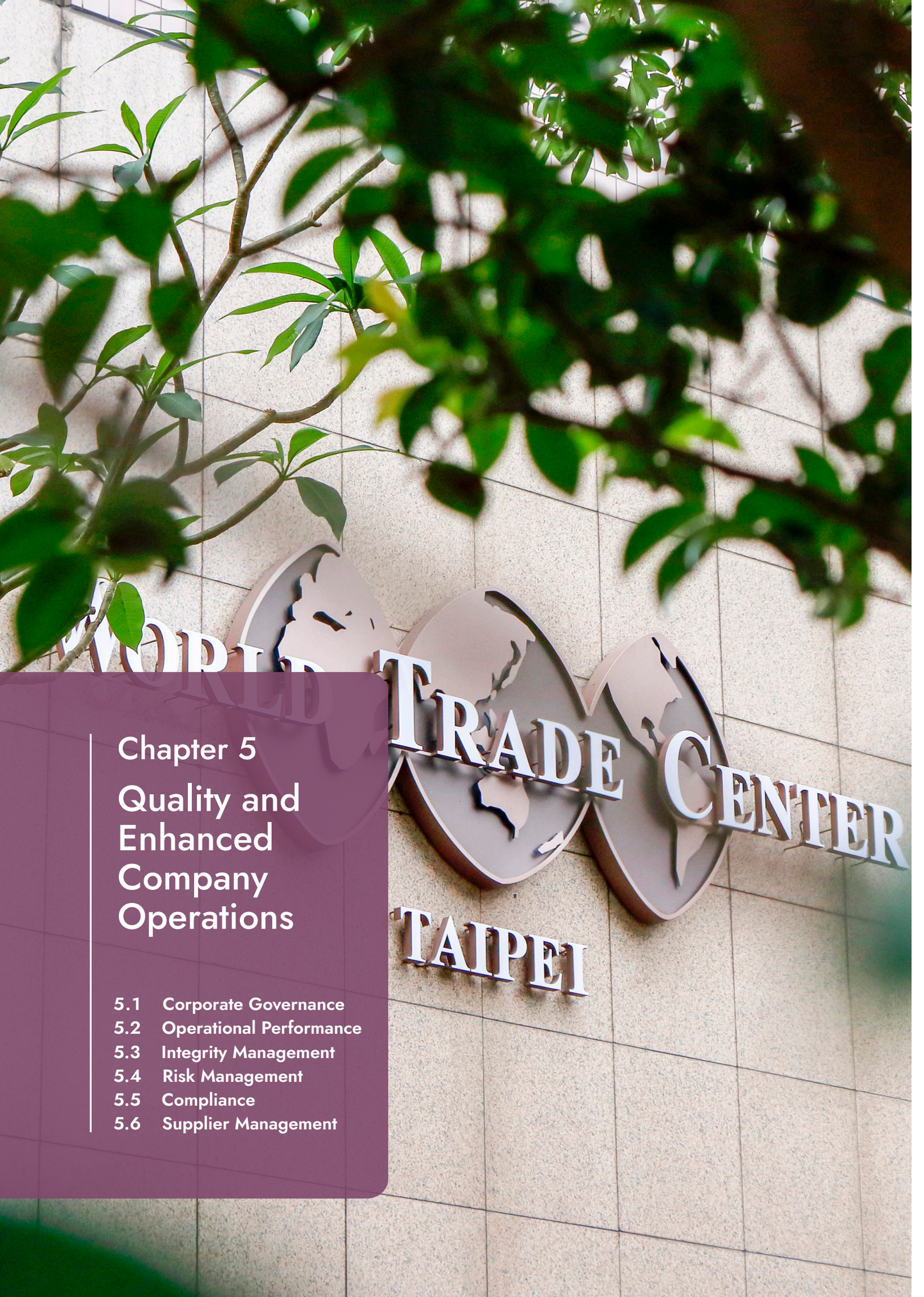
Personal Information Management

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

The operating performance of WTC reached historic highs for two consecutive years in 2022 and 2023. This outstanding economic performance highlights the WTC's robust corporate governance mechanisms, commitment to integrity in business practices, effective risk management, and full legal compliance. In 2024, driven by the dual benefits of rising rental rates and increased occupancy, the operational performance of the WTC continues to break historical records.

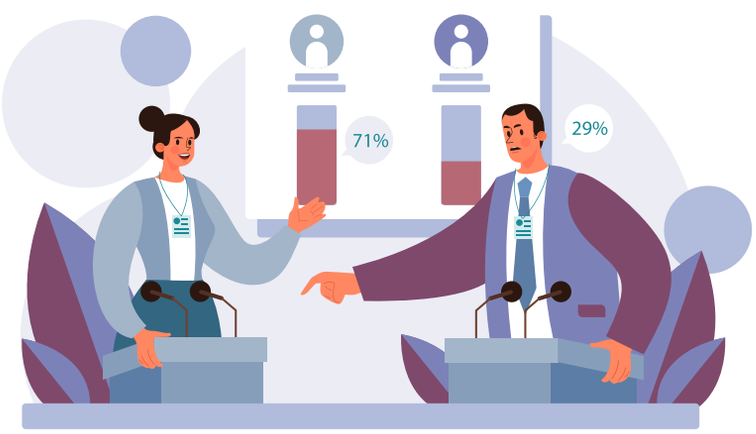
The board members of the WTC all possess extensive practical experience and expertise, with a 100% attendance rate at board meetings in 2024. Under the leadership of the board, the WTC has established a strong culture of integrity and a robust grievance mechanism to ensure the smooth operation of the company. In addition, the WTC has set up internal regulations and operating procedures. As of 2024, there have been no penalties related to violations of personal data protection, fire safety, labor laws, environmental regulations, or food safety standards.

Looking ahead, the WTC will face many opportunities and challenges. However, we will continue to assess our strengths, weaknesses, opportunities, and threats (SWOT) through the lens of risk management. Beyond maintaining the WTC's excellent property management performance, we will continue to modernize our facilities and enhance green building features to meet the expectations of international tenants for a world-class sustainable office building. Together with our tenants, we aim to create sustainable value and competitiveness.

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 1 of whom are women and 8 are men. The Board of Directors possesses practical experience and professionalism, which helps improve the decision-making quality of the Board and strengthens the internal monitoring mechanism. In 2024, 4 Board meetings were held, with 100% attendance rate of directors. The attendance of directors and supervisors is recorded, the meetings are taped, and meeting minutes are prepared as required by law.



5.2 Operational Performance

Following the achievement of historic record-high revenue and profits in 2022, the WTC continued its remarkable performance in 2023 with an indomitable spirit, reaching new heights. The annual occupancy rate was approximately 98.3%. The operational performance of the WTC is driven by its high occupancy rate, which results from the constantly improved services provided by the WTC's management team.

The office occupancy rate of the WTC has always been stable. Since our tenants are loyal, they are less likely to relocate; hence, the average occupancy rate over the past decade has exceeded 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. In 2023, the WTC's revenue and profit both reached record highs.

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 peculation 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 any of the regulations mentioned above are breached, employment shall be terminated, and the employee will be held legally responsible for 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 comprehensive grievance mechanism. Stakeholders may file grievances if violations of integrity or ethical conduct are 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 2024, 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. Internal business risks mainly arise from outdated building hardware, particularly in green building evaluations, which affects the willingness of large multinational clients to move in.

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

Strength

- 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.

Weakness

- 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.

Opportunity

- 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.
- Implementing AI in management services.

Threat

- New market trend - green building and energy efficient hardware design.
- Subject to being weak under medium and long-term competition.
- Smart office buildings equipped with AI automation and advanced technology have become a major trend.

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	▪ 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.	The management must have early insight for future market risks, issue an early warning then formulate short-, medium- and long-term management plans. ▪ Reinforcing customer loyalty by the WTC's core competitiveness to manintain 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. ▪ Planning to compete in the green, energy-efficient, and healthy building categories, the WTC aims to maintain its position as one of the top commercial offices in the 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	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.	WTC Corporation is currently proactively introducing corporate sustainability program, by setting short-, medium- and long-term targets and carbon reduction commitment. Those programs include: ▪ 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 2024, third-party certification for the ISO 14001 Environmental Management System was completed. ▪ 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	▪ 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.	▪ 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	WTC Corporation is fined due to breaching waste, resource management and pollution prevention laws and regulations.	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.
Compliance Risk	The impact on WTC Corporation's operation due to breaching existing laws and regulations in relation to the Company's business.	▪ 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	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.	See details in Chapter 5.3 Integrity Management.



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 2024, 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 the WTC Corporation and its subcontractors are privy to each other's confidential information due to their agreements (including but not limited to business information and trade secrets). This confidential information must not be disclosed to outsiders unless required by law or with the prior consent of the other party. Subcontractors shall be jointly and severally liable for any damages caused to the WTC Corporation or its tenants due to the use of confidential information obtained by workers assigned by the subcontractor during their employment at the WTC, even after their departure.



2024
WTC SUSTAINABILITY REPORT

World Trade Center
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