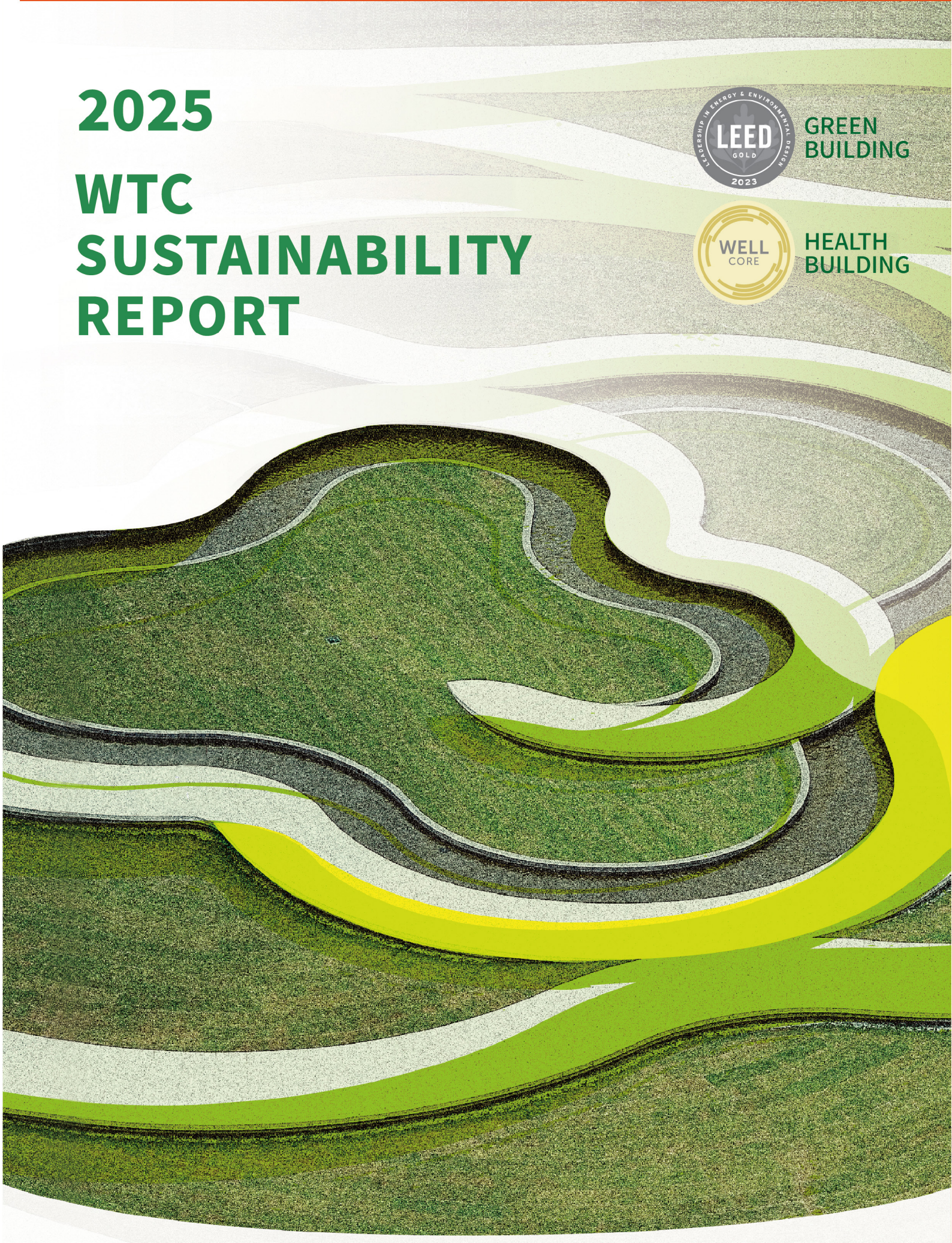
2025 WTC SUSTAINABILITY REPORT

LEED GOLD 2023 GREEN BUILDING

WELL CORE HEALTH BUILDING



WORLD TRADE CENTER
TAIPEI

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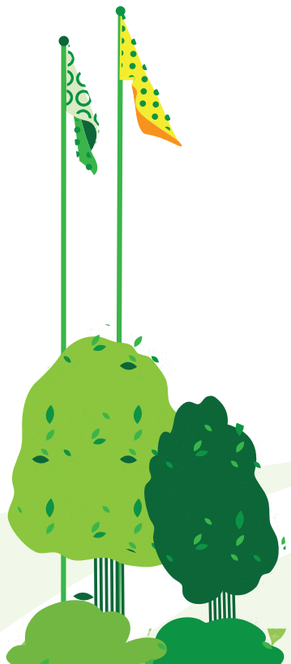
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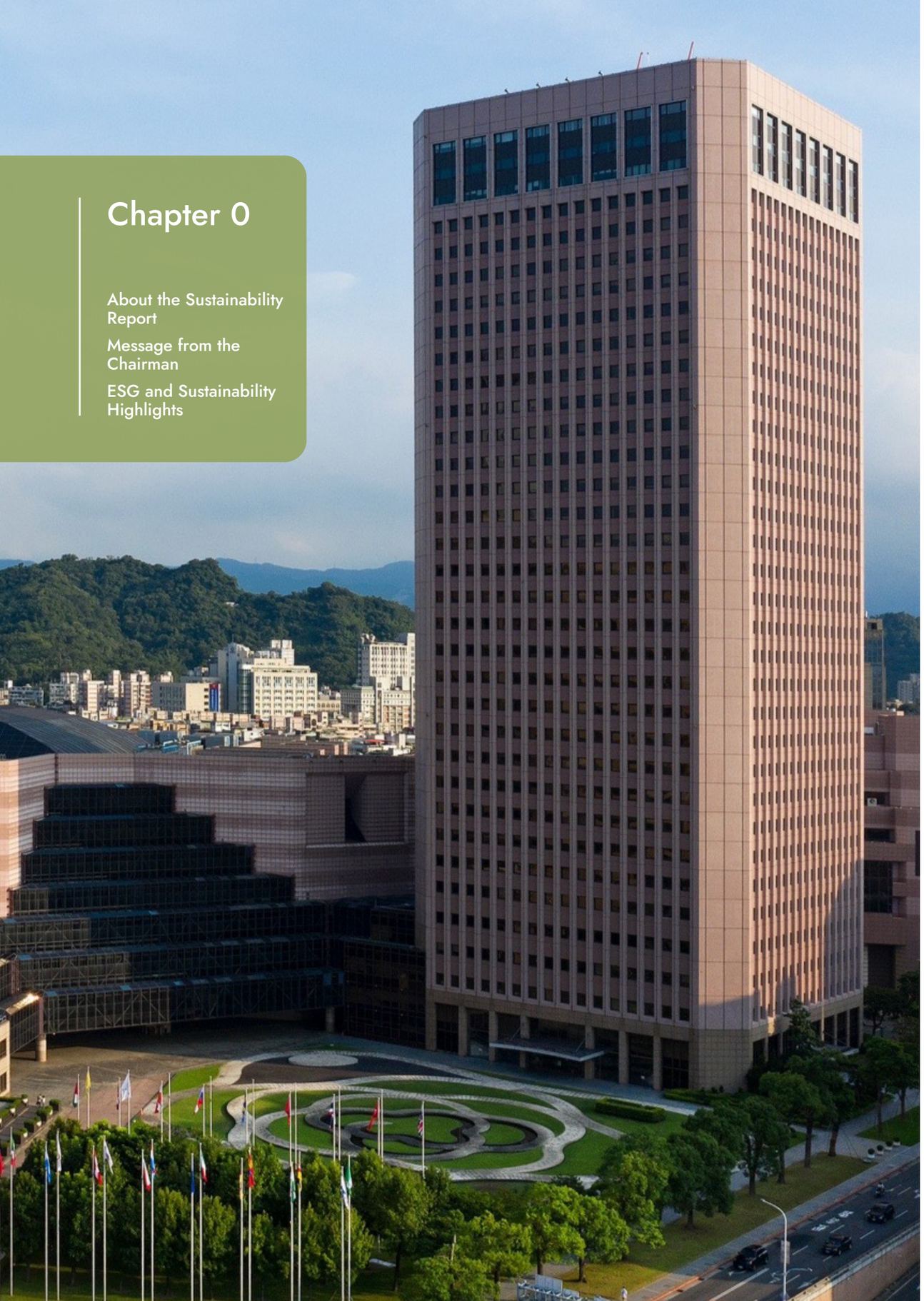
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Chapter 0

About the Sustainability Report

Message from the Chairman

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About the Sustainability Report

Preparation Principle

The sustainability report has been prepared in accordance with the Global Reporting Initiative (GRI) Universal Standards 2021 as the reporting framework, and additionally incorporates the progress and implementation of two major international disclosure standards: the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB).

Report Period

The data and contents disclosed are based on information from January 1, 2024 to June 30, 2025. Some performance data dates back to pre-2018 or to the most recent information in 2025.

Report Scope and Boundary

The scope of information described in the sustainability 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 dollars. 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.

Date of Release

The sustainability report is available for download on the WTC Corporation website. Current Version: Released in January 2026.

Feedback

For suggestions or inquiries regarding the sustainability report, please reach out to us at:

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Messages from the Chairman

From Sustainability Vision to Corporate Resilience: Internalizing Core Values

The Taipei World Trade Center International Trade Building (hereinafter referred to as "WTC") continues to make steady progress in sustainable governance, technological innovation, and healthy building practices. Following its achievement of Gold certifications in LEED and WELL in 2023, the WTC Corporation has taken a more forward-looking approach to address global climate change challenges in 2025. By adopting two major international standards—TCFD (Task Force on Climate-related Financial Disclosures) and SASB (Sustainability Accounting Standards Board)—the WTC Corporation enhanced systematic climate risk disclosure, improved operational transparency and resilience, and officially aligned with the global sustainable finance framework.

As international sustainability standards continue to evolve and integrate, TCFD and SASB have gradually become the new norm in corporate operations and disclosure. WTC Corporation has deepened its governance structure and refined risk management mechanisms, transforming sustainability from a compliance obligation into a cultural value, and elevating resilience from a defensive strategy to a core principle of business management. Through integrated institutional adoption of carbon credit planning and smart building systems, WTC Corporation is rebuilding the foundation of sustainability for this generation—rooted in data and proven through action.

The adoption of TCFD, in particular, has enabled WTC Corporation not only to proactively respond to climate-related risks but also to adopt a clearer financial and operational perspective in addressing the concerns of markets, tenants, and investors. In terms of risk management, WTC Corporation has established a risk identification and response process based on its strategy, integrating it into the overall enterprise risk management system. This process encompasses both physical risks (e.g., heavy rainfall, typhoons) and transition risks (e.g., carbon tax, energy transition). WTC Corporation has also developed metrics and targets. In addition to existing indicators on energy conservation and carbon emissions, newly introduced quantitative KPIs include climate risk event response capability, carbon credit progress, renewable energy usage rate, and improvement in building resilience. These metrics are incorporated into the company's annual review process as well.

Enhancing Sustainable Management through AI-Powered Data Analytics

Since 2024, WTC Corporation has comprehensively upgraded its smart systems by integrating BIM (Building Information Modeling), FM (Facilities Management), and BMS (Building Management Systems), while also incorporating AI-driven data analytics to create a high-performance data platform. Building systems—from sensors and energy consumption to HVAC control and predictive maintenance—can all be data-driven to enable real-time management and continuous optimization. Based on this approach, the sustainable management of the International Trade Building will achieve several key advantages:

1. Automated Management: Reduces manual operations and enhances overall efficiency.
2. Intelligent Energy Saving: Optimizes energy use to lower operational costs.
3. Extended Equipment Lifespan: Enables proactive maintenance planning, reducing the risk of equipment downtime.
4. Timely Anomaly Response: Detects anomalies and automates dispatching for repairs, shortening maintenance lead time.
5. Enhanced Tenant Experience: Improves transparency and customer satisfaction through interactive communication via social platforms.

Strategically Deploying Carbon Credits and Renewable Energy to Meet Critical Emissions Reduction Targets

In 2023, WTC Corporation has completed the implementation of both ISO 14064-1 (greenhouse gas inventory) and ISO 50001 (energy management system), and initiated the carbon credit application process. The first phase of carbon credit issuance is expected to be completed by 2025. In 2024, the company also began developing an ISO 14067 carbon footprint system and expanding its procurement of renewable energy. By 2025, WTC aims to reduce total electricity consumption by 20% compared to 2020 levels.

We have set the following energy-saving and carbon-reduction targets:

- By 2030: Achieve 100% renewable energy usage across all WTC operations
- By 2030: Reach 10% renewable energy use specifically within the WTC building
- By 2050: Reduce total carbon emissions from the WTC building by 70% compared to the baseline year

Empowering Talent and Society: Creating Tangible Sustainable Value

On the organizational development front, WTC Corporation has implemented the TTQS (Taiwan Talent Quality-management System) since 2021 and has consecutively received subsidies from the Ministry of Labor. In 2024, the company adopted ISO 9001 to enhance service procedures and strengthen employee professionalism.

In fulfilling its corporate social responsibility, WTC Corporation upholds a pragmatic and targeted approach to social engagement. As of the end of 2024, the company has provided assistance to a cumulative total of 8,488 individuals and families in need, with over NT$20 million in total contributions. WTC Corporation will further expand its philanthropic engagement through international collaboration networks as part of its forward-looking CSR strategy.

Building a Resilient Sustainability Framework Through Systems and Implementation

Sustainability is not a declaration, but a long-term accumulation of systems and action. WTC Corporation will continue to align with international standards such as TCFD and SASB to enhance precision in disclosure and climate governance. Through smart building innovation, carbon asset deployment, and a deeply rooted culture of sustainability, WTC Corporation aims to create a workplace that embodies both resilience and hope.

WTC Chairman 

ESG and Sustainability Highlights

The WTC is Taiwan's first skyscraper to integrate intelligent systems in its design. The building itself and its design have received:

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 Awarded first place in the "Technology Award" by ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers).



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 office buildings 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).



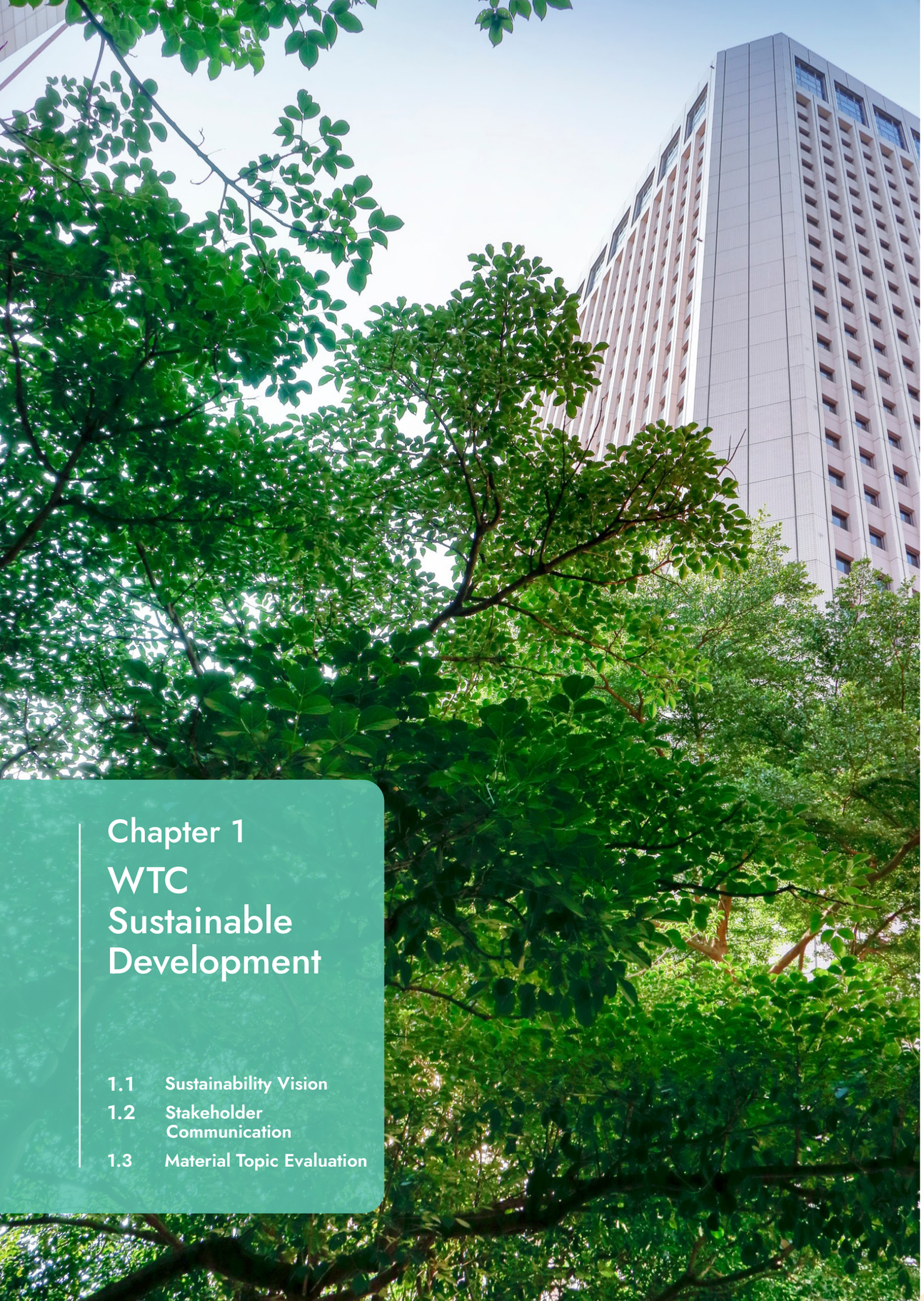


Received ISO 27001 (Information Security Management Systems) certification.

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.

In 2025
The certifications of ISO 9001 (Quality Management System) and ISO 14067 (Carbon Footprint System) are expected to be completed.

WTC Corporation ESG Promotion

Between 2002 and 2024, WTC Corporation continued to create a friendly environment, update facilities and carry out energy conservation and carbon reduction projects inside and outside the building as follows:

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. Retrofitting VFD (Variable Frequency Drive) controls for HVAC pumps and exhaust fans.

   Replacement of existing chillers with CNS Level 1 high-efficiency inverter water-cooled chillers.

   Installation of high-efficiency cooling towers with VFD control.
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	2	3	4	5
ISO 14001	ISO45001	ISO27001	LEED/WELL	ISO 14067 ISO 9001
Environmental Management System Certification	Occupational Health and Safety Management System Certification	Information Security Management System Certification	LEED and WELL Dual Certification	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, suppliers, 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 in 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 office, cafe, dry cleaner, and convenience store.
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.
Climate Change Mitigation and Adaptation	Actively formulating management strategies and actions to enhance climate resilience in response to extreme weather events.

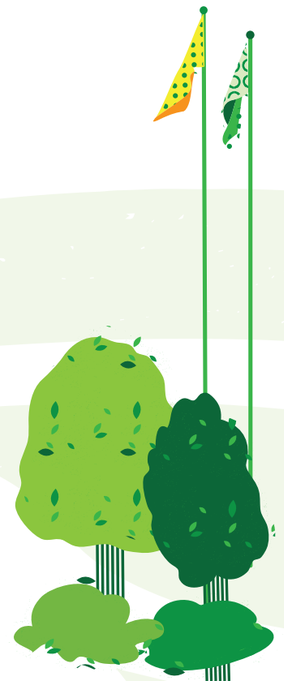
Step 2: Materiality Analysis

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 from 2021 to 2025

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 ★ ▪ Climate change mitigation and adaptation ●	▪ 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 ● is a material topic for 2025



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 offers a premier office environment 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.

The WTC Corporation integrates BIM (Building Information Modeling), FM (Facility Management), and BMS (Building Management System), combined with AI (intelligent analytics) and the official LINE account (real-time interaction), to further enhance the WTC's smart management, improving operational efficiency, safety, and energy performance.

In terms of operational safety, the WTC invests more than NTD$100 million each year in software and hardware and takes into account potential hazards including firefighting, evacuation, fire prevention and earthquakes. Aside from the regular maintenance of fire protection, air conditioning, firefighting, water supply, and elevator systems, the WTC also strives to enhance its safety monitoring infrastructure. Early fire detection measures have been effectively implemented in the central air conditioning system and critical server room to ensure a rapid response to potential fire hazards. 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 operating 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.
- 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 has 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.
- The establishment and certification of the ISO 9001 (Quality Management System) and the ISO 14067 (Carbon Footprint System) are expected to be completed in 2025.
- Implement AI management for ANPR (Automatic Number Plate Recognition)in 2025.
- Integration of BIM, FM, and BMS, combined with AI analytics and the LINE work group for real-time interaction, strengthens the intelligent management of the WTC.

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 equipment, while carefully selecting building materials and equipment, and ensuring the network systems of emergency and telecommunications are fully equipped. In particular, the firefighting system in the building must focus on firefighting equipment required for high-rise buildings. In addition, WTC Corporation spares no effort to maintain such equipment, from 24-hour monitoring to regular inspections and maintenance. In doing so, equipment 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' feedback 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 had 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 Operation Center with BAS, automatically monitors and controls water, electricity, air conditioning, and elevators, to ensure they are running properly. The BAS also integrates smart firefighting monitoring equipment to automatically detect smoke, heat and water to prevent the fire disasters from happening, ensuring that people and property are safe in the building.

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



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

2.1.4 Working with Tenants for Operational Safety

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

Participants	Training Content	Total No. of Trainees	Total Training Hours
Tenant A	Protection Group and Self-Defense Firefighting Team training seminar	105 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

It is expected to complete the establishment and certification of the ISO 9001 service quality management in 2025.

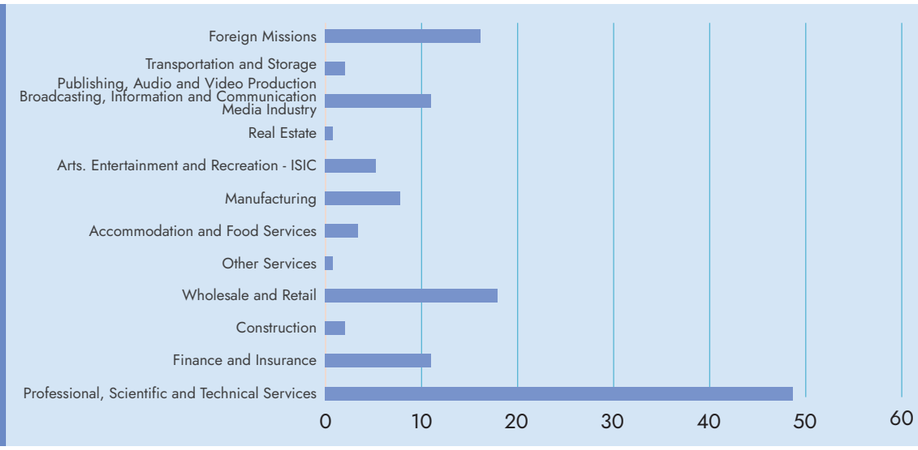
As tenant needs are becoming increasingly diverse, WTC Corporation enhances service quality and response capabilities by reviewing each customer service handling. The following is a list of resources invested to continue to provide high-quality services:

- provided multiple channels to listen to the views of tenants - website, customer service mailbox, customer service hotline, and 24-hour service desk.
- Established a tenant complaints handling SOP for project review and improvement.
- Held unscheduled meetings to review service procedures and improve service quality.
- Implement employee training programs to refine customer service responses and strengthen employees' professional knowledge.

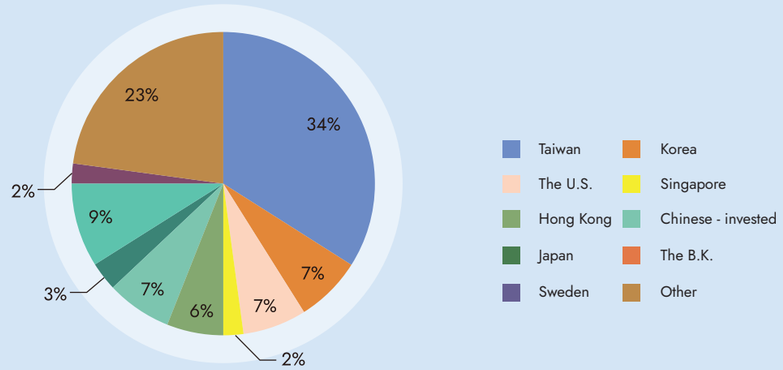
Establish a Diverse and Inclusive Culture to Elevate the Quality of Life of Tenants

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. As sustainability has become a global focus, both multinational and local companies are under growing pressure to participate in corporate social responsibility initiatives. 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.

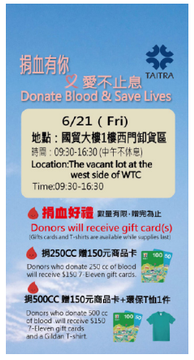
In addition, the WTC treats all foreign missions like its own family. In the event of a serious incident in the country of the Offices of Foreign Mission in Taiwan, the WTC shows respect by lowering the national flag to half-mast at the TWTC Square in accordance with international etiquette.

Cultural and Community Engagement Activities

Organizer	Event Title	Date	Description
Israel Economic and Cultural Office in Taipei	Hanukkah	2023.12.11~ 2023.12.14	The Israel Economic and Cultural Office on the 24th floor hosted a four-day event titled "Taste of Hanukkah Delicacies" from Monday, December 11 to Thursday, December 14, 2023, at the northwest corner of the 1st floor North Lobby. Hanukkah, also known as the "Festival of Lights," originally commemorated the 25th day of Kislev in the Hebrew calendar, when the Jewish people no longer feared enemy harassment. It was a celebration of the rededication of the Holy Temple, and over time, it evolved into a popular festival centered around light.
TAITRA	Donate Blood & Save Lives	2024.6.21	A blood donation campaign initiated by tenants of the WTC received enthusiastic support from employees and community members alike. Together, they rolled up their sleeves and contributed over 20,000cc of lifesaving blood to the blood bank, embodying the spirit of corporate social responsibility and community care.
Korean Mission in Taipei	K-pop World Festival	2024.6.26~ 2024.7.24	The 2024 Changwon K-pop World Festival Taiwan Preliminary was held to invite young K-culture enthusiasts from across Taiwan to showcase their musical talent and creativity through dance and vocal competitions. Participants competed for the opportunity to represent Taiwan in the global finals in Korea. The event promoted international cultural exchange and enriched the public's experience of diverse performing arts.
German Trade Office Taipei	German Christmas Market Taipei	2024.11.29~ 2024.12.1	The German Trade Office hosted an event at the Yuanshan Flora Expo Park, where visitors could indulge in classic German cuisine, enjoy fine German wine, and shop for quality German products beside a traditional German Christmas tree — all while immersing themselves in the festive atmosphere of a traditional German Christmas.



Hanukkah Event at the lobby, held by the Israel Office



Donate Blood & Save Lives by TAITRA



K-pop World Festival by the Korean Mission in Taipei



German Christmas Market Taipei

2.3 Operational Optimization

Focusing on market demanding, the WTC always remain responsive and makes timely operational adjustments. The WTC optimizes its facilities, while adopt a proactive strategy 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

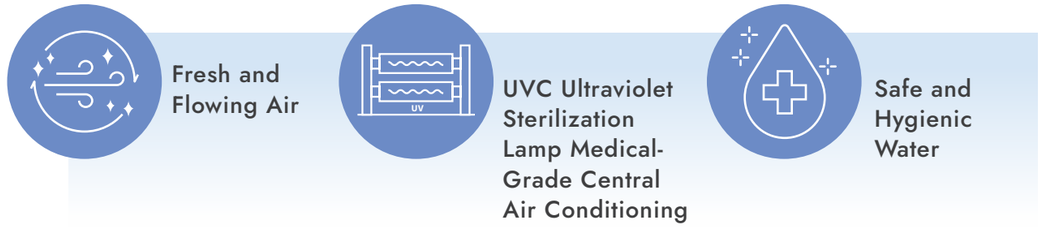
May 2023

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

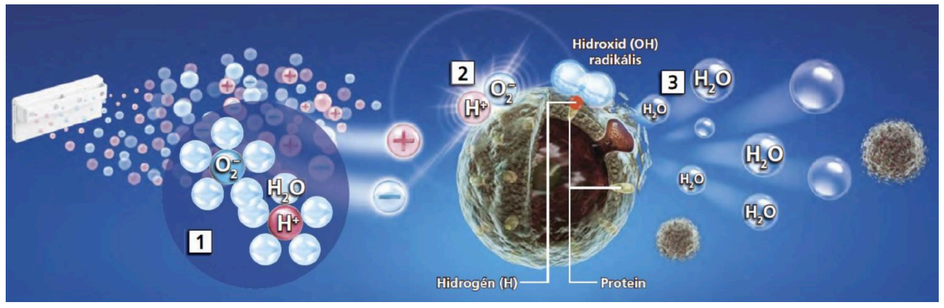
Medical-grade central air conditioning and safe hygienic water are the most basic requirements to ensure the health of tenants. To create a medical-grade healthy building, The WTC's plans are as described as follows:



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 MERV 14 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 2024 was 768 PPM, and the PM2.5 concentration was 4.0 PPM[1], both meeting the regulatory standards set by the Ministry of Environment. 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/m³, 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.



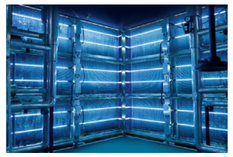
Mechanism of Plasmacluster Ions

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 returns to the air.

Germicidal

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 23 CFU/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 the Ministry of Environment'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

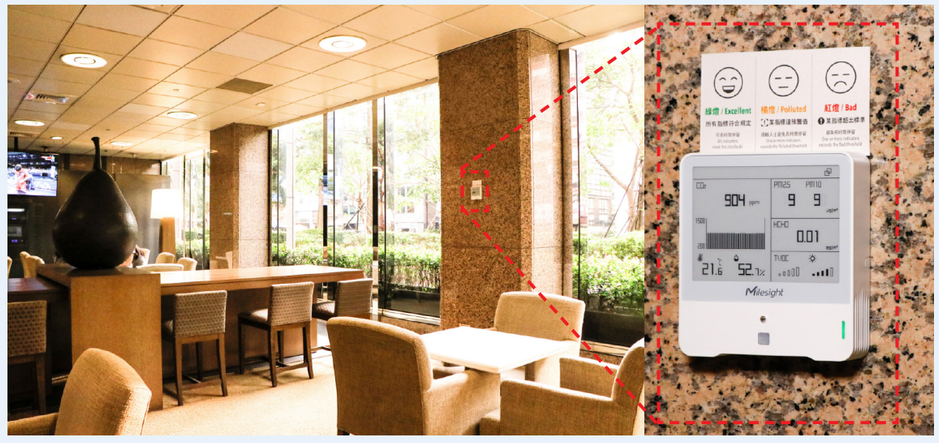
To offer convenience for tenants is the WTC's core value of service. Thus, the WTC continues to update and improve the facilities within the building, including a barrier-free environment, electric vehicle charging stations, bicycle parking area and shower rooms. As well as these, the WTC also provides 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		Basement Level 1 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, temperature and humidity through data, ensuring a comfortable and healthy indoor environment.



2.3.4 Integration of BIM, FM, BMS and AI

Integrating BIM (Building Information Modeling), FM (Facility Management), and BMS (Building Management System) with AI can further strengthen the WTC's smart management capabilities, enhancing operational efficiency, safety, and energy performance. Relevant details are as follows:

Integration	Related Information
1. Data Integration and AI Analysis	BIM provides 3D models of the building structure and equipment. (Implemented) FM manages equipment maintenance and operational conditions. (Implemented) BMS monitors environmental conditions—such as temperature, humidity, energy use, and air quality—through IoT sensors. (Implemented) AI analyzes this data to provide optimized management decisions. (In progress: continuous big data collection)
	Application Examples: ·Equipment Life Prediction: AI uses FM maintenance records and BMS data to predict equipment failure time, reducing downtime. ·Automatic Anomaly Detection: BMS monitors power, HVAC, and security data; AI compares with BIM standard data to identify anomalies.
2. AI-Assisted Smart Energy Management	BMS monitors real-time energy usage (electricity, cooling, water pumps, etc.). (Implemented) AI calculates optimal operation strategies based on BIM design and FM equipment efficiency data. (In progress) Automatically adjusts BMS system operation modes to reduce energy consumption and carbon emissions. (In progress)
	Application Examples: ·Smart HVAC Control: Automatically adjusts temperature and airflow based on weather, occupancy, and tenant needs. (Implemented) ·Lighting Optimization: AI analyzes occupancy and daylight levels; BMS automatically adjusts brightness. (Being optimized) ·Peak Load Management: AI predicts energy peaks based on historical data and optimizes power scheduling to lower costs. (In progress)
3. Smart Maintenance and Work Order Dispatch	AI detects anomalies through BMS and proactively dispatches work orders to FM technicians. (In progress) BIM visualizes fault locations in 3D, helping technicians quickly locate problems. (Planned) FM automatically records maintenance history, allowing AI to continuously optimize maintenance schedules. (In progress)
	Application Examples: ·Automatic Repair Requests: When BMS detects a fault (e.g., air-conditioning or elevator malfunction), AI creates an FM work order and notifies technicians. ·Work Order Prioritization: AI prioritizes work orders based on equipment importance and repair difficulty to optimize resource allocation. ·LINE Official Account Integration: Tenants can check repair progress and receive notifications via LINE.
4. Smart Safety and Security Monitoring	BMS integrates with CCTV, access control, fire prevention, and alarm systems to provide comprehensive monitoring. (Implemented) AI analyzes BIM data to detect safety risks and optimize emergency response strategies. (In progress) FM establishes emergency response protocols and integrates smart fire protection systems. (Enhanced)
	Application Examples: ·AI Fire Prediction: AI analyzes historical fire data and predicts potential risks, triggering early warnings. ·Automatic Alarm Linkage: BMS immediately alerts security and maintenance staff upon abnormal detection.
5. Digital Twin (Planned)	Integration of BIM, FM, and BMS enables the creation of a digital twin of the building— a virtual replica that mirrors real-time operational data. AI analyzes physical and digital information to simulate different scenarios and propose optimized solutions.
	Application Examples: ·Simulates fire evacuation or disaster scenarios to train safety personnel. ·Predicts equipment behavior and schedules preventive maintenance. ·Provides visualization and data for facility management and customer services.
6. LINE Work Group + AI Chatbot (Planned)	AI collects BMS data, automatically dispatches tasks to FM technicians. (In progress) BIM provides visualized location data, allowing technicians to confirm maintenance areas via 3D models. (Planned) FM records maintenance actions and AI continuously optimizes repair planning. (In progress)
	Application Examples: ·Tenant Inquiry Example: Tenant: "Why is the meeting room warmer today?" AI: "Currently 24℃; the BMS setting is 22℃."

Summary

Through the integration of BIM (Building Information Modeling), FM (Facility Management), BMS (Building Management System), AI (Intelligent Analysis), and LINE Work Group (Instant Interaction), the building achieves comprehensive smart management capabilities, including:

1.Automated Detection: Enhanced operational efficiency through AI-assisted monitoring.

2.Intelligent Energy Management: Optimize energy use and reduce operational costs.

3.Asset Lifecycle Optimization: Proactive maintenance to reduce unplanned downtime.

4.Real-Time Exception Handling: Automated alerts and task assignment for faster resolution.

5.Tenant Experience Enhancement: Timely responses, greater transparency, and higher satisfaction.

2.4 Tenant Safety Maintenance

The WTC is committed to providing 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

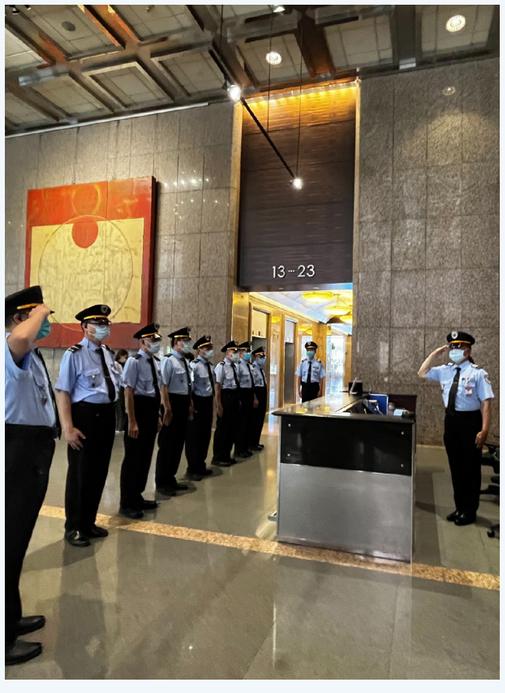
The WTC has established various safety facilities that exceed regulatory requirements. The tenant safety protection policy of the WTC is based on a 4-in-1 complex that forms the security system. The WTC also keeps in close contact and works with the police and fire departments in order to jointly maintain 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.
- Management and guidance services for designated food delivery areas.
- 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-voyeurism filming patrols and inspections in male and female restrooms on every floor (at least twice a month).
- Overnight vehicle registration and special notification measures for non-monthly 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 adopting a proactive strategy 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 of staff to interact with tenants and building 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 most secure 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 Measure

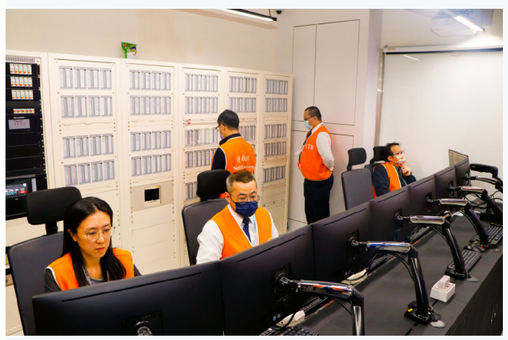
There is an AED at the service desk on the first floor of the WTC, equipped for use in first-aid situations. The WTC also regularly invites professional instructors at the Xinyi Health Center to teach colleagues first-aid and proper response in the event of an emergency. In addition to the service desk 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. In 2025, ambulances were called 11 times. Eight of these cases involved tenant employees or visitors feeling unwell in offices and requesting help through the service desk. The other three were due to nearby traffic accidents or visitors seeking assistance from security, who promptly arranged ambulance transport to the hospital.

Policies and Public Collaboration Build 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 collaborates with the National Police Agency, Special Exploration Team, Special Police Corps and Xinyi Police Precinct to support 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, security guards not only enhance their observational skills but also receive basic self-defense techniques and response training.






2.4.3 The WTC Environmental Health and Safety

The WTC is an international community with a large of people coming and going out of the building every day. The responsibility lies with us to protect the safety and health of all tenants. The WTC is minimizing the risk of influenza and other infectious diseases and concerns about the environmental health and safety in the building, more proactive than tenants themselves.

Environmental and Safety Maintenance

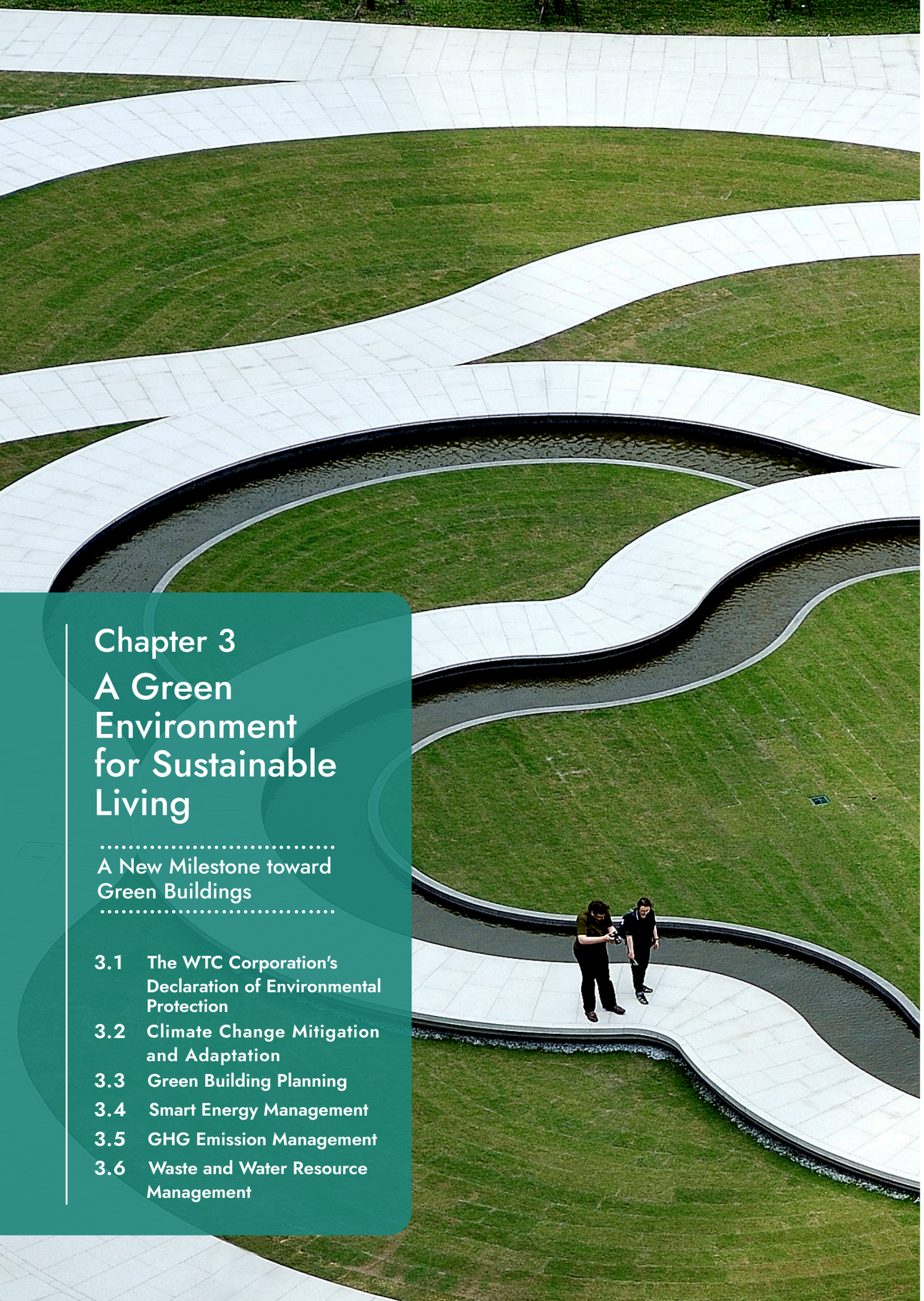
In the course of planning cleaning programs and personnel training, the WTC's management goal is sustainability. In terms of cleaning products and equipment, the WTC opts for products with eco-friendly labels recognized by the Ministry of Environment and Green Seal. These products include floor waxes, glass cleaners. 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 requiring 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.
- Daily operation 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 The WTC Corporation's Declaration of Environmental Protection
3.2 Climate Change Mitigation and Adaptation
3.3 Green Building Planning
3.4 Smart Energy Management
3.5 GHG Emission Management
3.6 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, 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, since 2024, the WTC Corporation has been establishing an ISO 14067 carbon footprint inventory system for its leasing services and is expected to obtain third-party certification in 2025.

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. 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. To advance toward net-zero emissions, WTC Corporation has proactively conducted greenhouse gas inventories, developed emission reduction plans, and engaged third-party verification, while continuing to make steady progress toward carbon neutrality. Meanwhile, since August 2023, the WTC Corporation applied to the Ministry of Environment for the "Voluntary Greenhouse Gas Reduction" project, specifically related to carbon credits. After undergoing a rigorous carbon reduction verification process, the WTC Corporation is expected to officially obtain carbon credits in 2025, becoming one of the first cases in the commercial office building sector to gain eligibility for carbon trading.

The acquisition of carbon credits not only represents quantifiable achievements in the WTC's carbon reduction efforts, but also demonstrates its readiness in risk management and carbon asset planning in response to the global carbon pricing trend and the forthcoming carbon fee mechanism.

In terms of waste management, 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 provides 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 4.27% from 2021 to 2024.
- Received dual Gold certifications in LEED Green Building and WELL Building from the United States.
- Committed to achieving 100% use of green energy for WTC Corporation by 2030.
- Committed to completing ISO 14067 Lease Service Carbon Footprint Assessment by 2025 and expected to obtain the Ministry of Environment's Carbon Footprint Label by 2026.
- 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 2024, significantly surpassing the 7.5% reduction target promised in the previous 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 Climate Change Mitigation and Adaptation

As global efforts to reduce carbon emissions fall short, extreme weather events are becoming increasingly severe year by year. Climate change has thus become a critical issue that businesses worldwide must confront. Failure to properly manage and mitigate the impacts of extreme climate events may heighten the risk of supply chain disruptions. In response, the WTC Corporation is committed to engaging in international climate initiatives, such as supporting RE100, and plans to apply for SBTi (Science Based Targets initiative) certification by 2025. This aligns with our long-term goal of achieving net-zero emissions by 2050 and demonstrates our firm commitment to addressing climate change to all stakeholders.

Project	Overview
Short-, Medium-, and Long-Term Goals	▪ Short-term (2025): Reduce carbon emissions by 30% compared to the base year; reduce carbon intensity by 30%. ▪ Medium-term (2030): Reduce carbon emissions by 40% compared to the base year; reduce carbon intensity by 40%. ▪ Long-term (2050): Reduce carbon emissions by 70% compared to the base year; reduce carbon intensity by 70%.
Action Plan	▪ Regularly conduct climate disaster drills to mitigate damage caused by extreme weather events such as typhoons. ▪ Replace outdated equipment in the WTC with high-efficiency alternatives to reduce baseline electricity consumption during daily operations. ▪ Engage with tenants on a regular basis to communicate sustainability policies.
Performance of 2024	▪ Achieved an 18.62% reduction in carbon emissions and carbon intensity compared to the 2021 base year. ▪ Completed a water stress assessment, confirming no facilities are located in high water-stress areas. ▪ Maintained stable supplier deliveries throughout the year, with no supply chain disruptions caused by extreme climate events.
Grievance and Review Mechanism	▪ Energy usage is tracked and reviewed through monthly meetings. Annual greenhouse gas inventories are conducted to monitor progress toward carbon reduction targets. Strategies and policies are updated as needed, and third-party verification is planned for target years.

3.2.1 Climate Change Response Management System

As a responsible global citizen, the WTC Corporation is committed to proactively addressing the potential risks posed by climate change. We are actively formulating management strategies and action plans to enhance climate resilience in the face of extreme weather events. In addition, to help slow the pace of climate change, we are planning a gradual transition of our operations toward a low-carbon business model.

Board of Directors

The highest governing body for climate governance at the WTC Corporation is the Board of Directors, which is responsible for promoting and making strategic decisions related to the company's climate initiatives. The Board also plays a supervisory role in overseeing the overall progress of climate-related actions. It is a key decision-making body for the WTC Corporation's climate commitments and targets and regularly discusses emerging climate risks and opportunities. Based on these discussions, the Board formulates comprehensive strategies to address critical climate risks, thereby ensuring the WTC Corporation's sustainable operations.

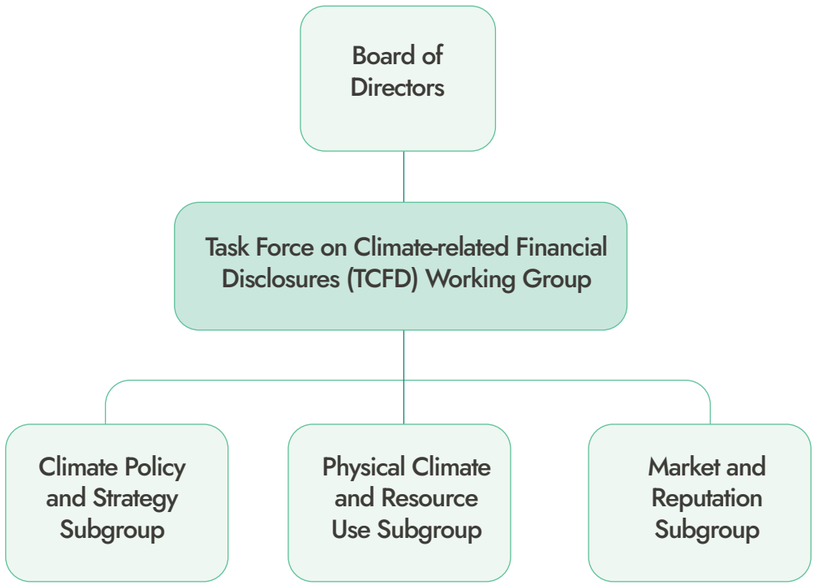
A dedicated Task Force on Climate-related Financial Disclosures (TCFD) Working Group has been established under the Board, with the General Manager serving as the Chairperson of the committee. The WTC Corporation reports to the Board at least once a year on the progress of its sustainability strategies and project implementation outcomes.

Task Force on Climate-related Financial Disclosures (TCFD) Working Group

To enhance the identification and management of climate-related risks and opportunities, WTC Corporation established a TCFD Working Group in 2024, chaired by the General Manager. The group holds at least one meeting annually to evaluate key climate risks and opportunities and reports its findings to the Board of Directors.

The TCFD Working Group is responsible for supporting the implementation of the Board's climate risk management policies and targets, submitting regular updates on climate response plans and outcomes, and coordinating climate-related actions across departments. It also facilitates internal communication and alignment on climate governance.

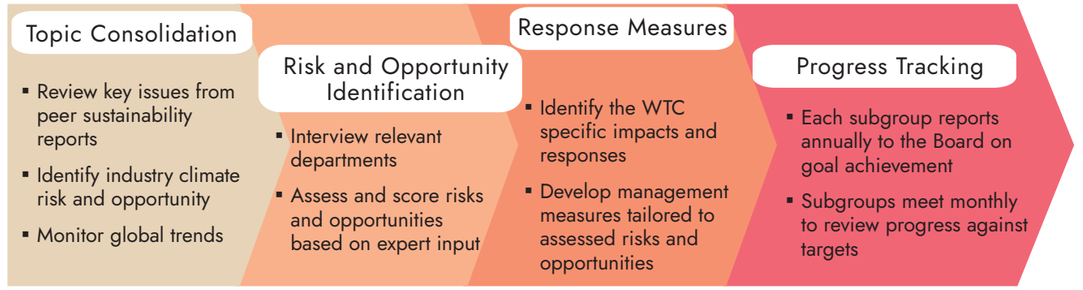
To strengthen climate resilience and mitigate financial impacts from climate change, the TCFD Working Group has established three subgroups: Climate Policy and Strategy, Physical Climate and Resource Use, and Market and Reputation. Each is led by senior management and tasked with gathering internal climate data, conducting assessments with various sites, and tracking industry trends. These subgroups provide resource coordination and recommendations to help departments improve their climate risk response and resilience.



3.2.2 Climate Risk Management

To better understand key climate-related risks and opportunities, the TCFD Working Group regularly collects and analyzes industry sustainability reports and climate-related issues relevant to the sector. Annual meetings are convened to review findings.

Each subgroup gathers information from departments on their climate risk response measures and conducts interviews with relevant units to assess the likelihood and potential impact of various climate issues. These inputs are consolidated to identify WTC Corporation's key climate-related risks and opportunities for the year. The results are reported to the TCFD Working Group and submitted to the Board of Directors for review and strategic decision-making.

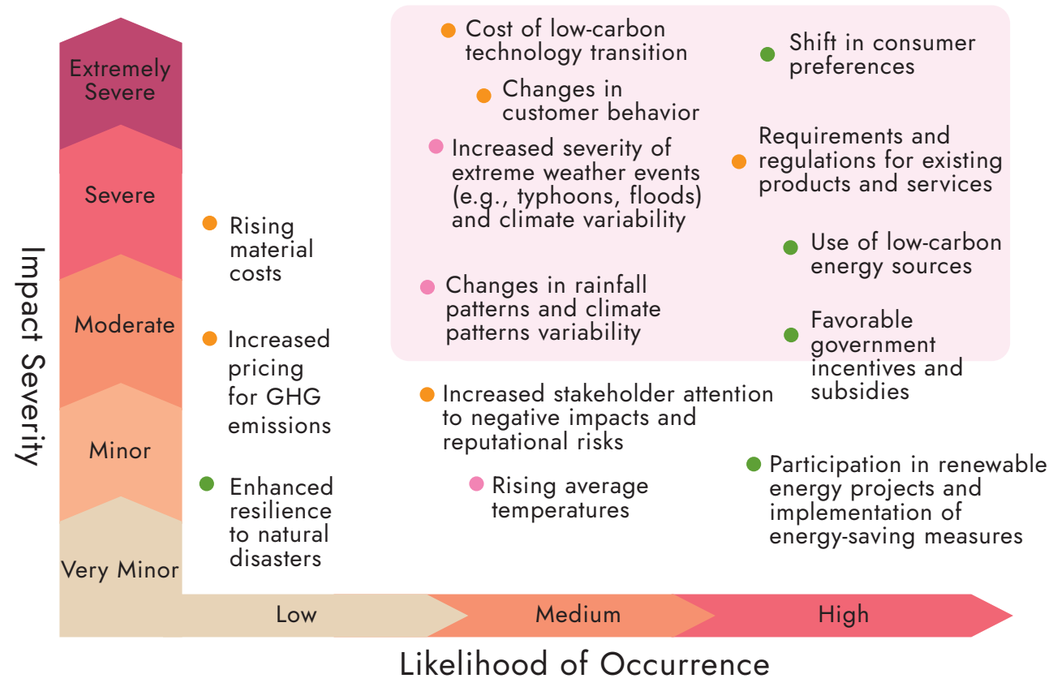


3.2.3 Climate Change Response Strategy(GRI 201-2)

To develop the WTC Corporation's core climate change strategies, it is essential to first identify key climate-related risks and opportunities each year. In 2024, the WTC Corporation convened its TCFD Working Group and associated subgroups to identify WTC-specific climate issues based on peer sustainability reports and global trends. Through cross-departmental discussions, the company reviewed actual challenges and response actions, and finalized a list of 14 key climate risks and opportunities, as shown in the table below.

These include 6 transition risks (orange), 3 physical risks (red), and 5 climate-related opportunities (green). Of these, 7 core topics were selected for detailed analysis. The table below outlines the expected timeline, current status, and future response strategies for each identified issue.

Climate Risk and Opportunity Identification Matrix



WTC Corporation's Key Climate Risks, Opportunities, and Response Strategies

Aspect: Transition Risk

Time frame	Risk / Opportunity	Topic	Climate Risk and Opportunity Context
Medium-term	Risk	Requirements and Regulations for Existing Products and Services	▪ According to the Taipei City Net Zero Emissions Management Autonomy Regulation, by 2027, buildings with contracted capacity over 3,000KW must install renewable energy generation equipment. ▪ Based on the WTC's total contracted capacity, an estimated 466,000 kWh of solar energy must be procured annually.
Long-term	Risk		▪ In accordance with the Climate Change Response Act, to meet the 2050 net-zero emissions target, regulatory requirements for green procurement ratios will gradually be tightened, which may lead to increased building operation costs. ▪ Starting in 2040, newly constructed buildings must meet Energy Efficiency Level 1 (based on Taiwan's BERS rating system, which includes 7 levels). Initial evaluations suggest annual electricity savings of NT$3.5 million. Estimated investment ranges from NT$80 million to NT$2.4 billion for implementation.

Response Strategies and Management Measures

- Continue implementing the ISO 50001 Energy Management System.
- WTC Corporation's current contracted capacity is 3,530KW. In 2024, the WTC procured 1.5 million kWh of green electricity, meeting regulatory requirements a head of schedule.
- Encourage and require tenants to conserve electricity through contractual agreements or incentive programs.
- Develop early plans for a fair cost-sharing mechanism with tenants to cover additional expenses.

Aspect: Transition Risk and Opportunity

Time frame	Risk / Opportunity	Topic	Climate Risk and Opportunity Context
Short-term	Risk	Changes in Customer Behavior	▪ To align with corporate sustainability goals and rising environmental awareness, by 2025 more businesses are expected to choose green buildings, energy-saving solutions, and green energy services as part of public tender criteria. Therefore, if the WTC Corporation fails to adopt relevant technologies or cannot obtain green certifications, it may lose competitiveness in attracting tenants or be excluded from public projects, potentially affecting its business development. ▪ Financially, if the WTC Corporation fails to keep up with sustainability expectations, it may face tenant turnover, higher vacancy rates, and reduced rental income.
	Opportunity	Shift in Consumer Preferences / Use of Low-Carbon Energy Sources	▪ If the WTC Corporation actively engages in sustainable development and environmental conservation, and adopts appropriate measures, it could enhance its corporate reputation. In addition to obtaining environmental certifications, it may also attract environmentally conscious tenants and improve i ts brand image. ▪ Financially, if the WTC Corporation proactively responds to sustainability issues, it could increase tenant retention and attract new tenants, thereby improving revenue stability.

Response Strategies and Management Measures

- In 2023, the WTC obtained dual certifications: LEED Green Building Certification and WELL Gold Certification, becoming the first commercial office building in Taiwan to achieve WELL Certification.
- Since 2023, WTC Corporation has officially procured green electricity. By 2030, the WTC Corporation aims to achieve 100% green electricity usage for its own operations. In 2024, the WTC Building procured 1.5 million kWh of green power. The WTC Corporation continues to promote tenant participation in group green power purchasing programs to further expand the building's overall green electricity usage.

Response Strategies and Management Measures

- To more concretely achieve its energy conservation and carbon reduction goals, WTC Corporation obtained ISO 50001 Energy Management System certification in 2020 and completed a greenhouse gas inventory in accordance with ISO 14064-1 in 2021. In August 2023, WTC Corporation launched a Voluntary Greenhouse Gas Reduction Project, with the goal of obtaining carbon credits by 2025.
- The WTC Corporation began establishing an ISO 14067 carbon footprint inventory system for its leasing services in 2024 and is expected to obtain third-party certification in 2025.
- The WTC Corporation plans to apply for SBTi (Science Based Targets initiative) approval by 2025.
- To enhance stakeholder engagement and communication, the company is implementing the following actions to strengthen stakeholder recognition and support for its sustainability initiatives, and to reduce the risk of reputational damage or stakeholder attrition due to environmental concerns:

  a. Hold regular communication meetings with tenants, investors, and the surrounding community to gather feedback and update action plans.

  b. Share sustainability progress and achievements through outreach channels such as ESG reports, newsletters, elevator posters, digital bulletins, social media, or building displays.

  c. Organize sustainability-related events, such as tenant education sessions or periodic eco-markets, to boost participation and recognition.

- Develop innovative leasing strategies that offer value-added services aligned with sustainability goals (e.g., EV charging stations).
- Looking ahead, WTC Corporation will continue pursuing international standardized system certifications, and will further strengthen the WTC's competitive edge as a green and healthy sustainable property, in pursuit of its long-term goal of net-zero carbon emissions.



Aspect: Transition Risk and Opportunity

Time frame	Risk / Opportunity	Topic	Climate Risk and Opportunity Context
Short-term	Risk	Cost of Low carbon Technology Transition	▪ The current cost of energy-saving improvements is approximately NT$16.6 per kWh, with an estimated payback period of 3 to 5 years. Without proper planning, the return on investment may extend beyond 10 years. WTC Corporation will continue to closely monitor the development and application of energy-saving technologies, striving to achieve an optimal balance between environmental protection and economic efficiency, in support of our ESG sustainability goals.
	Opportunity	Favorable Government Incentives and Subsidies	▪ In recent years, the government has actively promoted various subsidy programs to meet energy-saving and environmental targets. Timely application for such subsidies can not only reduce the implementation costs of energy conservation and carbon reduction measures, but also strengthen the WTC Corporation's green image, attract environmentally conscious tenants and investors, and ultimately enhance financial stability and market competitiveness.
		Cost of Low carbon Technology Transition	▪ Successful cases of applying AI for enhanced energy savings remain limited.

Response Strategies and Management Measures

- Engaged professional energy service providers to evaluate improvement plans and apply for energy-saving subsidies to reduce costs.
- WTC Corporation will continue to monitor government subsidies, support programs, and awards, selecting the most suitable schemes during energy efficiency planning. Recent achievements include:

  a. Participated in the Ministry of Economic Affairs' Energy Performance Guarantee Program in 2022 and 2023, receiving a total of NT$10 million in subsidies.

  –In 2022, invested NT$13 million in upgrading the CH-2A high-rise chiller, reducing carbon emissions by approx. 396 metric tons/year. From 2025, an estimated 3,960 metric tons of carbon credits may be claimed over 10 years.

  –Along with related upgrades, including cooling tower replacements, the project received NT$5 million in subsidies.

  –In 2023, further upgrades (e.g., chiller system and AHU return fan improvements) received another NT$5 million subsidy.

  b. In 2024, WTC Corporation received the Taipei City "Zero Carbon Emission Benchmark Award" (Industrial & Commercial Group A).

Aspect: Transition Risk			
Time frame	Risk / Opportunity	Topic	Climate Risk and Opportunity Context
Medium-term	Risk	Increased Severity of Extreme Weather Events (e.g., typhoons, floods etc.)	▪ Global warming has increased the frequency of extreme weather events. In northern Taiwan, aside from rising temperatures, the region is particularly vulnerable to intense short-duration rainfall and typhoons. These events may lead to flooding, while typhoons can also bring strong winds, causing fallen treesordislodged billboards. Without proper preparedness, such events may result in property damage.

Response Strategies and Management Measures

- Uponthe issuance of a weather alert by the Central Weather Administration, WTC Corporation immediately activates a typhoon response team. The team coordinates preventive measures both inside and outside the building to minimize the risk of damage to facilities, ensuring the safety of the premises and providing tenants with a secure environment.
- A flood barrier with a height of 9.96 meters above sea level is installed at the parking entrance, with additional barriers throughout the building. The facility is supported by a smart central monitoring system with 24-hour on-site personnel, as well as emergency generators, forming a disaster response mechanism that has earned tenant recognition.
- In addition to property insurance (covering fire, earthquakes, typhoons, and flooding) and public liability insurance, WTC Corporation has also purchased business interruption insurance to minimize operational losses in the event of a disaster, ensuring not only asset and personnel protection, but also business continuity.
- Tenants are required to obtain relevant insurance coverage for property and personnel within their leased office spaces to reduce losses in the event of a disaster.
- In the event of a disaster, all operations are conducted in accordance with government-issued directives.

3.2.4 Indicators and Targets

To proactively address the impacts of climate change, WTC Corporation has established specific emission reduction targets for Scope 1 and Scope 2 greenhouse gas emissions. In addition, climate-related targets have been set in response to the extreme weather conditions faced by each operational site.

The WTC Corporation's Sustainability Steering Committee oversees the annual performance of each site, ensures ongoing evaluation and adjustment of climate goals, and submits progress reports to the Board of Directors on an annual basis to validate the effectiveness and relevance of the targets.

Below is a summary of WTC Corporation climate-related indicators and performance outcomes:

Target Type	Target Description	Performance Status
Carbon Reduction Targets	Reduce electricity use intensity (EUI, kWh/m^2·yr) by 2% on average annually	In progress / 4.15% annual average reduction since 2020
	Reduce total carbon emissions from the WTC Building by 20% by 2025 (compared to 2020)	In progress / 18.62% reduction as of 2024
	Reduce total carbon emissions from the WTC Building by 70% by 2050 (compared to 2020)	In progress
	Achieve energy savings of at least 2% per year from 2020 onwards	In progress / 4.27% annual savings achieved
	Achieve Building Energy Efficiency Label Level 1 or near-zero energy building standard by 2040 (Note 1.2)	In progress
Renewable Energy Targets	Achieve 10% renewable energy use for the WTC Building by 2030	In progress / Currently at 9.78%
	Achieve 100% renewable energy use for WTC Corporation's own operations by 2030	In progress / Currently at 53.39%
Climate Adaptation	No power outages caused by extreme weather within the year	Achieved in 2024
	Obtain dual gold-level certifications: LEED Green Building and WELL Healthy Building	Achieved in 2023
	By 2025, ensure that 50% of major suppliers have climate emergency response plans in place	In progress

Note 1:The Building Energy Efficiency Rating System (BERS), promoted by Taiwan's Ministry of the Interior, classifies buildings into seven levels, with lower numbers indicating higher energy efficiency. Buildings in the top 50% of Level 1 are rated Level 1+, also known as Near Zero Carbon Buildings, the highest efficiency level. If residual electricity is offset by renewable energy, the building is defined as a Net Zero Building.

Note 2:In response to the "Taiwan's 2050 Net-Zero Roadmap" proposed by the National Development Council, the following targets have been set:By 2030, all new public buildings must reach Level 1 or Near Zero Carbon.By 2040, 50% of existing buildings must meet the same standard.By 2050, 100% of new buildings and 85% of all buildings must achieve Near Zero Carbon Building status.

3.3 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

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.

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.



3.4 Smart Energy Management

The WTC was Taiwan's first high-rise commercial office building and, in 2020, incorporated AI-based intelligent energy management systems. 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.

3.4.1 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 2%. ▪ 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 Operation Team

Top Management (Vice President)

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

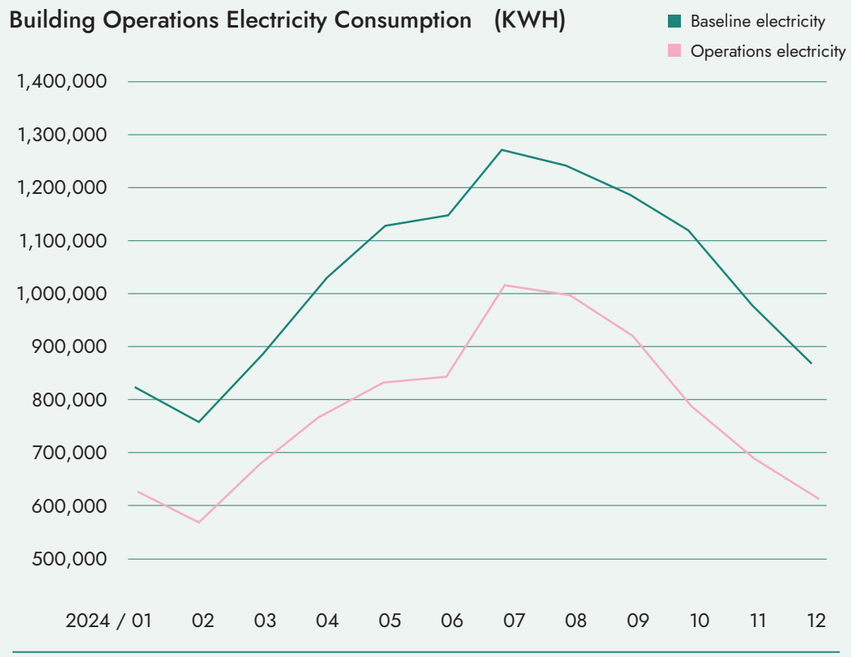
Engineering Department Manager

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 2024 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.

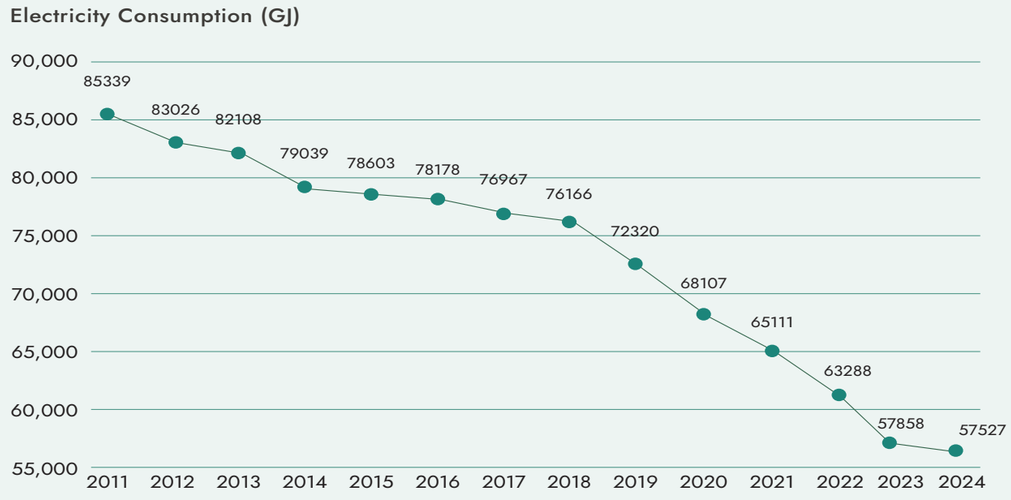
3.4.2 Energy Consumption Situation

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 2024 has decreased by 32.6%. The Energy Use Intensity (EUI) decreased from 212 kWh/m^2-yr to 143 kWh/m^2-yr, and the contracted capacity was reduced from 5,640 kW to 3,530 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	~	2021	2022	2023	2024
Electricity Consumption (kWh)	23,700,000		18,082,400	17,576,000	16,068,000	15,979,600
Electricity Consumption (GJ)	85,339		65,111	65,111	57,858	57,527
Floor Area (m2)	111,821		111,821	111,821	111,821	111,821
EUI(KWH/m2-yr)	212		162	157	144	143
Contract Capacity (kW)	5,650		4,300	4,300	4,300	3,530

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

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

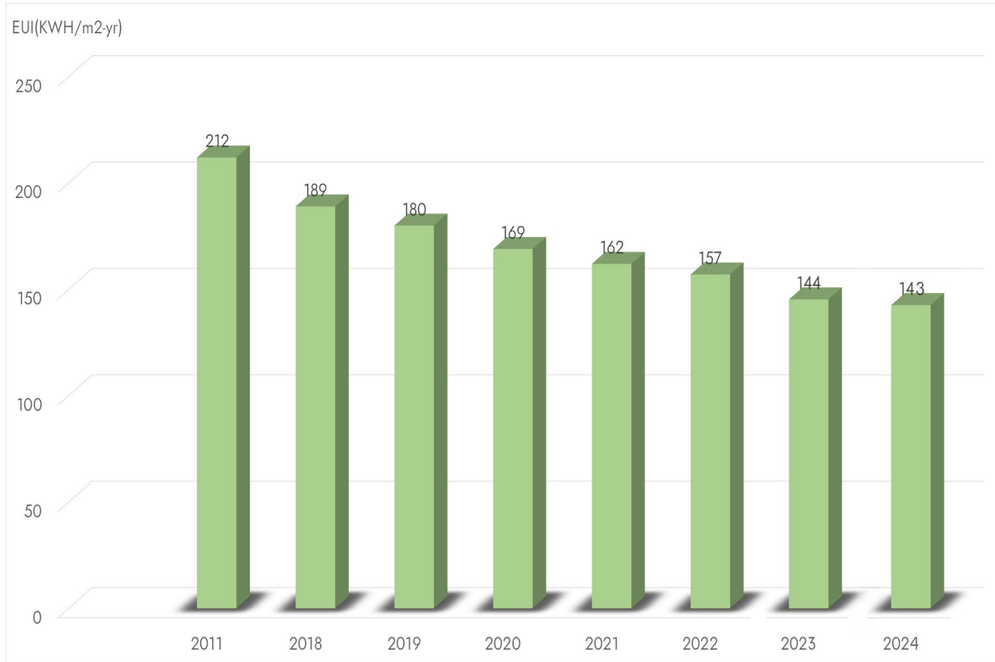
The annualized performance refers to April 2023~2024 performance and estimated annual energy conservation performance.

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 2024 stands at 143 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



3.5 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.

3.5.1 2024 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 2024 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 6.12% 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	Annual Total Emissions of the Seven Greenhouse Gases ($t\text{-}CO_{2e}$/yr)
Gas Emissions by Type ($t\text{-}CO_{2e}$/yr)	8,823.4062	0.0725	0.2980	557.8742	0.0000	0.0000	0.0000	9,381.653
Proportion of Total Volume by Gas (%)	94.05%	0.00%	0.00%	5.95%	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	574.3582	6.12%
Category 2. Indirect GHG Between Imported Energy	154.7811	1.65%
Category 3. Indirect GHG Caused by Transportation	0.0000	0.00%
Category 4. Indirect GHG by Products Used by the Organization	198.9308	2.12%
Category 5. Indirect GHG by Products from the Organization	8453.5833	90.11%
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 Ministry of Environment's Greenhouse Gas Emission Factor Management Table Version 6.0.4.
- Global Warming Potential (GWP) is from IPCC Fourth Assessment Report.

3.5.2 Comparison of Emissions Between the Current Year and the Baseline Year

Category	2021(Base year) Emissions($t\text{-}CO_{2e}$/yr)	2024(Current year) Emissions($t\text{-}CO_{2e}$/yr)	Comparison of Differences (%)
1	528.8111	574.3582	8.61%
2	390.9767	154.7811	-60.41 %
3	0.0000	0.0000	NA
4	209.1860	198.9308	-4.90 %
5	10399.4408	8453.5833	-18.71%
6	0.0000	0.0000	NA
Sum	11528.4146	9381.6534	-18.62%
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: 0.494 metric tons CO_{2e}/MWh Indirect electricity carbon footprint: 0.0973 metric tons CO_{2e}/MWh	

In 2024, the total greenhouse gas emissions decreased by 2,146.7612 metric tons of CO_2e compared to the base year (2021), representing a reduction of approximately 18.62%. The key factors influencing the change in emissions are analyzed as follows:

The WTC's total electricity consumption decreased by over 2.1 million kilowatt-hours compared to the baseline year, leading to a reduction of 1,297.6328 tons CO_{2e} (approximately 11.3%) in electricity-related emissions (Category 2 purchased electricity, Category 4.1 goods – purchased electricity, and Category 5.3 downstream leased assets).

The WTC utilized 1,562,139 kilowatt-hours of renewable energy, reducing electricity-related carbon emissions (Category 2 purchased electricity and Category 5.3 downstream leased assets) by 771.6967 tons CO_{2e} (approximately 6.71%).

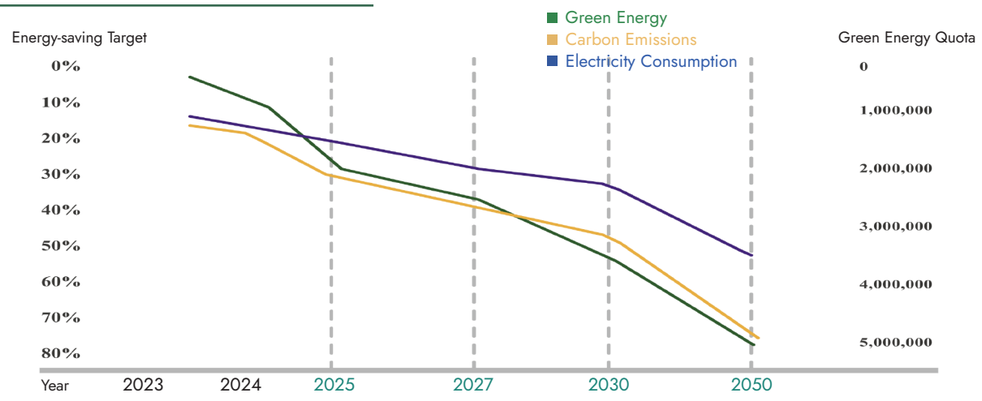
In recent years, the WTC has actively pursued carbon reduction initiatives. Since most of the WTC's greenhouse gas emissions are indirect, resulting from electricity use, the ongoing implementation of an effective energy management system will continue to drive energy conservation and carbon reduction.

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 Ministry of Environment. 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.Carbon credit acquisition is anticipated in 2025.	Committed to completing the ISO 14067 carbon footprint assessment for leasing services and obtain Ministry of Environment's carbon footprint label by 2025.

3.5.3 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 %

3.6 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 3rd floor underground 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 25%.

3.6.1 Waste Reduction Practices

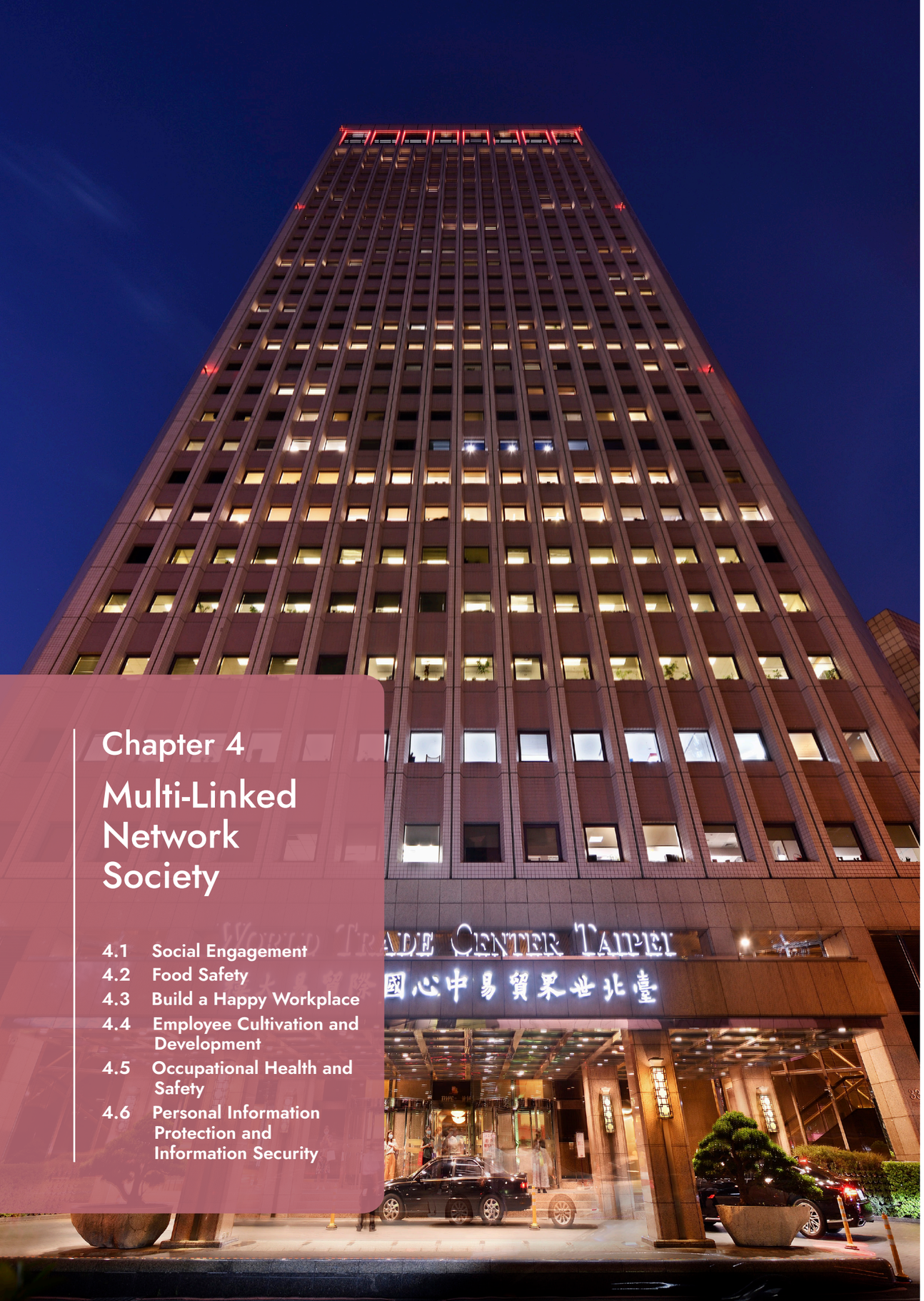
To promote a circular economy, WTC Corporation reduces secondary construction waste by tenants who demolish the decoration or new tenants who renovate, WTC Corporation encourages new tenants to take over the original decoration or make only partial modifications in an effort to reduce construction waste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

Year	kitchen Waste	Resource Recycling	General Waste	Recycling Rate
2022	28,118	129,924	328,136	28.4%
2023	22,890	139,199	346,740	28.6%
2024	23,200	130,665	311,140	29.6%

3.6.2 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.

	2020	2021	2022	2023	2024
Water Bill	3,487,344	3,450,723	3,545,512	3,563,592	3,754,282
Water Consumption (degree)	138,582	133,557	133,009	133,718	141,196



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 19 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 has completed 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 2024, the WTC has helped 8,488 people from disadvantaged.
- Achieved ISO 27001 Information Security Management System certification in 2023.
- In 2025, there were no violations of food safety laws or regulations.
- Established the "Talent Quality Management System" (TTQS).
- In 2025, there were no incidents of employee human rights, gender discrimination or harassment.
- The completion of ISO 45001 Occupational Health and Safety Management System Certification 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

2024

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.

OCT.

Co-organizer: eslite Foundation for Culture and the Arts

Over the past two years, through the eslite Foundation for Culture and the Arts'" Reading Sharing Program,"The WTC was collected over 800 books from tenants of the WTC. These donated books were distributed to schools and communities in remote areas to create a reading-friendly environment for children aged 6 to 15, enhance their access to books, and promote reading culture in local communities.This year, WTC Corporation once again invited WTC tenants to donate secondhand books from their homes, collecting a total of 355 books to help guide children and light the way to their future.

NOV.

Co-organizer: Taipei City Taiwanese Opera Promotion Association

To support the preservation and development of Taiwan's local culture, our company contributed NTD105,000 to the Taipei City Taiwanese Opera Promotion Association. Through this donation, WTC Corporation actively participated in cultural preservation and educational outreach. As the only indigenous form of opera originated in Taiwan, Taiwanese Opera carries profound historical and artistic value. With this initiative, the WTC hopes to contribute to the continuation of cultural heritage, while also fulfilling our social responsibility and demonstrating our commitment to cultural care.

Every Month

Co-organizer: Miaoli Fuxing Religious Organization

The WTC Corporation has long been committed to supporting disadvantaged families. In 2024, the WTC Corporation provided tangible assistance by donating NTD20,000 each month, totaling NTD240,000 for the year.

2025

JAN.

Co-organizer: Zenan Homeless Social Welfare Foundation

To show care for underprivileged groups in society, the WTC Corporation made a donation of NTD50,000 to the Zenan Homeless Social Welfare Foundation. This contribution aimed to help homeless individuals, elderly people living alone, single mothers in need, and marginalized members of society enjoy a warm and heartfelt reunion meal ahead of the Lunar New Year.

Co-organizer: Taipei Orphan Welfare Foundation

Staying true to its commitment to caring for the underprivileged, the WTC Corporation made a donation to the Taiwan Fund for Children and Families – Taipei Orphan Welfare Foundation to help children affected by major family tragedies receive stable living support and emotional care.With a donation of NTD200,000, the foundation is able to provide a range of services, including psychological counseling, living subsidies, educational support, and growth camps, helping these children navigate through difficult times and regain hope for the future.



Blood Donation Drive



Blood Donation Drive





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

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



Christmas Love-Giving Carnival Hosted by the Churches of Nangang District



Community Disaster Preparedness Showcase Hosted by the Hydraulic Engineering Office, Public Works Department, Taipei City Government

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 2025, 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 NTD5 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 NTD10 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.

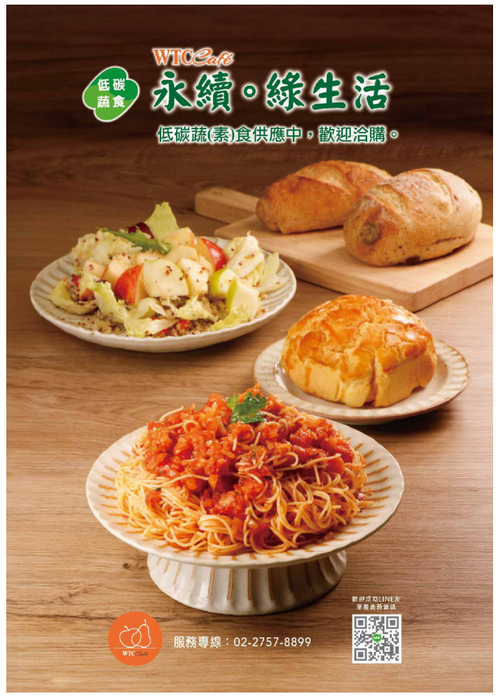


4.2.6 Low-Carbon Dining: Advancing Sustainability from the Source

As part of our commitment to sustainability, WTC Café on the first floor of the WTC has embraced low-carbon dining as part of its green lifestyle initiative. Meals are crafted using seasonal, locally sourced ingredients to reduce emissions from long-distance transportation. A diverse range of vegetarian options—including vegan, ovo-lacto, and five-pungent vegetarian—offers more sustainable and eco-friendly choices while promoting low-carbon habits.

The rice used in WTC Café's lunchboxes is "Kaohsiung No. 147," a low-carbon variety developed through a collaboration between the Agriculture and Food Agency and National Pingtung University of Science and Technology. This rice is grown with probiotics and organic fertilizers, without pesticides or chemical fertilizers, and uses about 30% less water than traditional methods—helping reduce agriculture's impact on water resources.

By combining low-carbon rice with plant-based meals, WTC Café puts green supply chain principles into practice and demonstrates its commitment to sustainable agriculture, healthy eating, and carbon reduction—partnering with consumers to build a greener future.





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 2025, 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

Labor Insurance
Health Insurance
Group Insurance
Occupational Disaster Insurance

Pension System

Pension funds are contributed in accordance with Labor Standards Act and the Labor Pension Act.

Health Examinations and Travel Subsidies

Annual free employee physical examinations and travel subsidies.

Leave Application

Handled in accordance with the Labor Standards Act and better than the Act - No pay is deducted within 3 days of personal leave.

Other Allowances and Additional Benefits

Marriage, childbirth, birthday, bonuses for 2 major festivals, year-end party, serious illness, family emergency relief fund, scholarships for employees and their children.

Meal Allowance

Meal Expenses

Bonus

3.5% after-tax earnings is retained each year for employees.

Friendly facilities

Employee canteen, business cars, sanitary facilities, shower facilities, bicycle parking bays, accessible toilets, accessible ramps are provided.

Flexible Working Hours

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 NTD5,000,000.

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 2024, 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 2024, a total of 145 employees participated in the large-scale human resources program's educational training, accumulating 1052 hours of training across 33 courses and 43 sessions. The total investment in these efforts amounted to NTD 557,000.

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 ISO 14001 and ISO 45001 in 2024, enhancing the building's environmental performance and the well-being of its occupants.

In 2024, 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 89% and female reaching 96%, totaling 92%. Employees who were applicable to the performance appraisal rules completed performance and function assessment in 2024.

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 2025, 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. An annual health examination is conducted for all employees. 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 2024, annual physical examinations completed by all employees totaled NTD 360,000.

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.

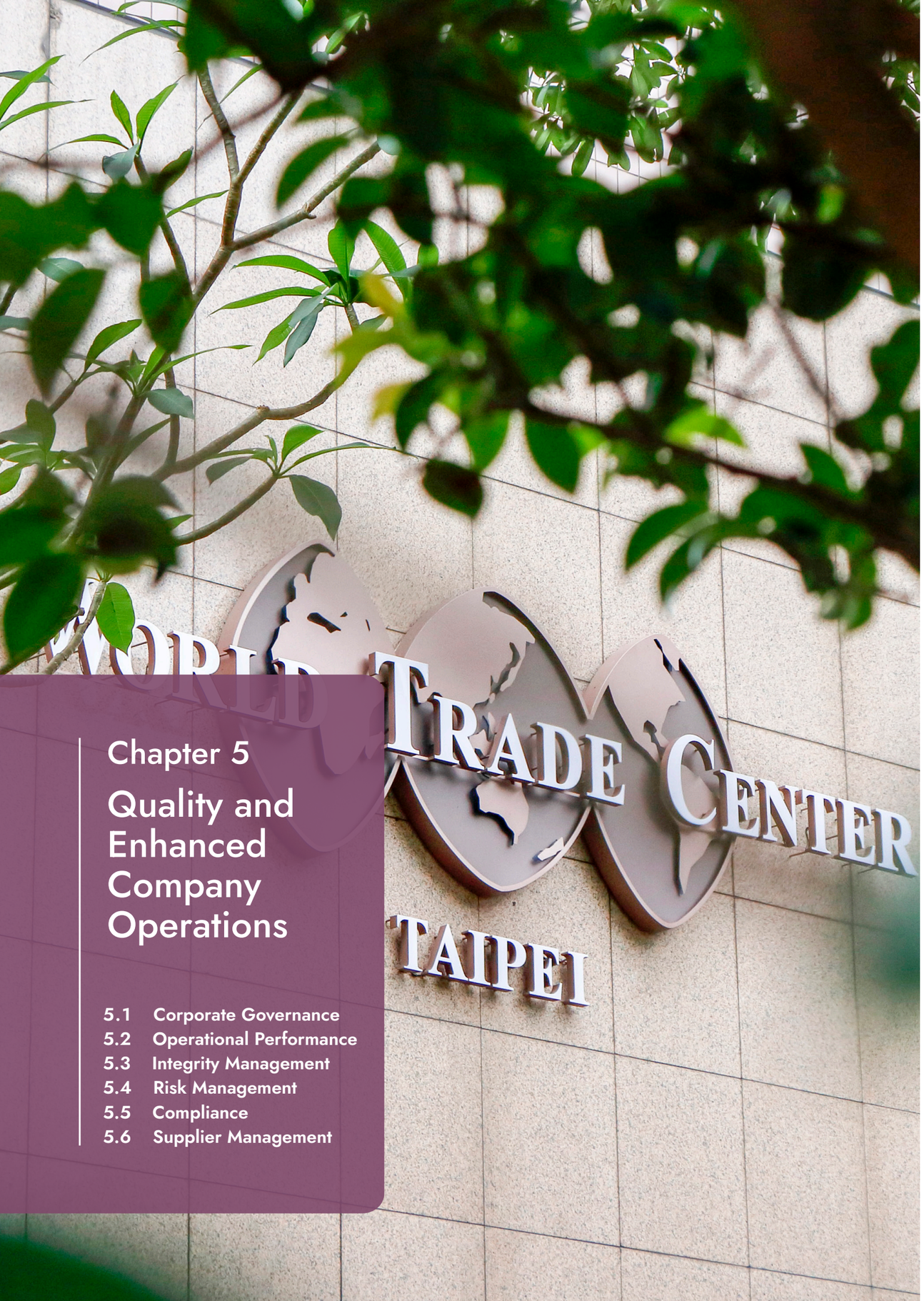
Personal Information Management

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 2023 and 2024. 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.

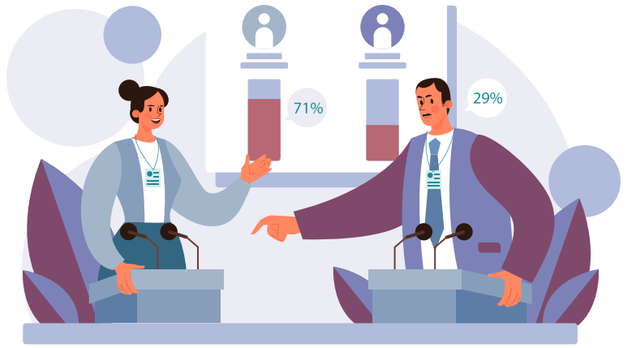
The board members of the WTC all possess extensive practical experience and expertise, with a 100% attendance rate at board meetings in 2025. Under the leadership of the board, the WTC has established a strong culture of integrity and a robust grievance mechanism to ensure the smooth operation of the company. In addition, the WTC has set up internal regulations and operating procedures. As of 2025, 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.

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 2025, 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 2023, the WTC continued its remarkable performance in 2024 with an indomitable spirit, reaching new heights. The annual occupancy rate was approximately 98.6%. 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 2024, 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	Weakness
▪ 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	▪ Newly built offices with modern equipment continuing to enter Xinyi District ▪ Upgrading security control function ▪ No longer the first choice for multinational companies in Taipei
Opportunity	**Threat**
▪ 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. ▪ Proactive strategies and actions to address extreme climate events enhance climate resilience, strengthen sustainable competitiveness, and lay the foundation for future risk and carbon management.	▪ New market trend include green building and energy efficient hardware design. ▪ The company may be at disadvantage under medium and long-term competition. ▪ Smart office buildings equipped with AI automation and advanced technology have become a major trend. ▪ Climate change is driving more frequent and intense extreme weather events, creating risks to operations, energy, infrastructure, and supply chains, along with legal, cost, and reputational challenges.

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 equipment 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. ▪ 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 initiative 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 no major compliance violations.

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.

2026.3.6



2025
WTC SUSTAINABILITY REPORT

WORLD TRADE CENTER
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