

Taishin Financial Holding Company Limited
Corporate Social Responsibility Best Practice Principles

Chapter I. General Principles

- Article 1 In order to fulfill our corporate social responsibility initiatives and to promote economic, social and environmental balance and sustainable development, Taishin Financial Holding Co., Ltd. (hereinafter referred to as “the Company”) adopt the Corporate Social Responsibility Best Practice Principles (hereinafter referred to as “the Principles”), in accordance to the Corporate Social Responsibility Best Practice Principles for TWSE/GTSM-Listed Companies.
- Article 2 The Principles applies to the Company and its subsidiaries, including the entire operations of the company and its subsidiaries.
- Article 3 To implement corporate social responsibility initiatives, the Company is advised to follow the principles below:
1. Exercise to promote corporate governance.
 2. Foster a sustainable environment.
 3. Preserve public welfare.
 4. Enhance disclosure of corporate social responsibility information.

Chapter II. Exercise to promote Corporate Governance

- Article 4 The Company shall exercise the due care of good administrators to examine the performance of the implementation thereof from time to time and continually make adjustments so as to ensure the implementation of its social responsibility policies.
- Article 5 For the purpose of managing corporate social responsibility initiatives, the Company is advised to establish an exclusively (or concurrently) dedicated CSR unit to be in charge of proposing and enforcing the corporate social responsibility policies or systems of the Company.
- Article 6 The Company shall respect the rights and interests of any stakeholders, -identify and understand the reasonable expectations and demands of such parties through proper communication with them and allowing their participation, and shall adequately respond to the important corporate social responsibility issues which such parties are concerned about.

Article 7 The Company are advised to follow the “Corporate Governance Best Practice Principles for Financial Holding Companies” to establish effective corporate governance framework and relevant ethical standards so as to enhance corporate governance.

Article 8 The Company complies with relevant laws and regulations in its business operations to maintain a fair competition environment.

Article 9 The Company holds ethical training and educational programs for management and employees on a regular or flexible basis.

Chapter III. Fostering a Sustainable Environment

Article 10 The Company shall follow relevant environmental laws and regulations and international standards to properly protect the environment, and shall be advised to endeavor to utilize all resources more efficiently and use renewable materials which have a low impact on the environment and to improve sustainability of natural resources. For this purpose the Company should promote the environmental concepts.

Article 11 The Company is advised to take into account the effect on ecological efficiency, in accordance with the following principles to reduce the impact on the natural environment from their business operations:

1. Reduce resource, energy consumption and greenhouse gas emission.
2. Dispose of waste properly, and improve recyclability and reusability of the waste.
3. Use Earth-friendly products that provide tangible benefits.
4. Improve the efficiency of financial products and services.
5. Increase the use of water resources.

Chapter IV. Preserving Public Welfare

Article 12 The Company shall comply with relevant labor laws and regulations, and respect principles of the labor force's human rights, and shall enact appropriate management methods in accordance with the following principles:

1. Protect the legal rights of employees, without conditions adversely affecting the fundamental labor rights.
2. Exercise to achieve equality and ensure the employment policies do not contain any differential treatments based on gender, race, age, marital status, family situation, etc.

3. Provide information for the employees so they have knowledge of their rights under the labor laws of the countries where the companies have business operations.

4. Provide safe and healthful work environment for the employees and shall endeavor to curb dangers to employees' safety and health and to prevent occupational accidents. The Company should conduct educational activities and training on a regular basis to prevent occupational hazards.

Article 13 The Company is advised to create an environment conducive to the development of employees' careers and establish effective training programs to foster career skills.

Article 14 The Company shall establish a platform to facilitate two-way communication between the management and the employees for the employees to obtain relevant information and express opinions.

Article 15 To maintain product responsibility and uphold marketing ethics, the Company is advised to establish and disclose policies on consumer rights and interests and enforce such consumer rights and interests policies based on relevant consumer protection laws.

Article 16 The Company shall ensure the quality of services by following the laws and regulations of the government and relevant standards of their industries. The Company also follows the laws and regulations of the government and relevant international guidelines when marketing or advertising services and shall not deceive, mislead, commit fraud or engage in any other acts which would betray consumers' trust or damage consumers' rights or interests.

Article 17 The Company is advised to provide a clear and effective procedure for accepting consumer complaints to fairly and timely handle consumer complaints, shall comply with relevant laws and regulations for respecting consumers' rights of privacy and shall protect personal data provided by consumers.

Article 18 The Company continues to conduct routine and random evaluations assessing the impact of business operations have on the community. The Company integrates its corporate resources to optimize the influences via interacting with charity groups, assisting minorities, incubating local artistic talents, enhancing public art appreciation, promoting sports activities and culture, etc. The Company may encourage employees to participate volunteering services, community education or other free professional services to promote community

awareness and facilitate community development.

Chapter V. Enhancing Disclosure of Corporate Social Responsibility Information

Article 19 The Company shall disclose information according to relevant laws and the “Corporate Governance Best Practice Principles for Financial Holding Companies” and shall disclose relevant and reliable information relating to “Corporate Social Responsibility Best Practice Principles for TWSE/GTSM-Listed Companies” and “the Principles” to improve information transparency.

Article 20 The Company is advised to produce corporate social responsibility reports disclosing the status of corporate social responsibility implementation according to the “Corporate Social Responsibility Best Practice Principles for TWSE/GTSM-Listed Companies”.

Chapter VI. Supplementary Provisions

Article 21 The Company will at all times monitor the development of domestic and international corporate social responsibility framework and the change of business environment so as to obtain better results from the implementation of the corporate social responsibility policy.

Article 22 The Principles shall take effect after the approval of the Board of the Directors. The same applies to all subsequent amendments.

Note:

2014.10.30 approved by the 17th session of the Fifth meeting of the Board of Directors.