

Metro Taipei

Sustainability Report





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About this Report

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Report Scope

This report presents the corporate sustainability performance of Taipei Rapid Transit Corporation (hereinafter referred to as the Company, Taipei Metro, and us) from January 1 to December 31, 2023 (for the sake of completeness of information disclosure and comparability of trends, some of the content will be traced back to 2021 or may be extended to 2024); the scope of the disclosure of this report is consistent with that of the financial report, covering the transportation main business, affiliated businesses, and commissioned businesses (Taipei Children's Amusement Park, Maokong Gondola, and Taipei Arena). The statistical data disclosed in the report are based on the Company's internal statistics and investigation results. As the Circular Line was transferred to the New Taipei Metro Corporation for operation (hereinafter referred to as New Taipei Metro) beginning May 23, 2023, the data from the Circular Line is not included in statistics; the financial data are derived from the final accounting data of the Taipei Municipality Audit Division (TMAD), and it is presented in a commonly used numerical description format. If the scope of each chapter of this report is different from the above, it will be explained in the notes of the respective chapters.

Report Compilation Guidelines

The Company mainly adopts the GRI Standards 2021 announced by the Global Reporting Initiative (GRI) in 2021 to compile this report, while the disclosure of sustainability-related actions follows the general or industry-specific sustainability indicators of the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-related Financial Disclosures (TCFD) frameworks.

Report Publication Date

This is the first report prepared by the Company in accordance with the GRI: 2021 edition. In the future, it will be published annually and available for browsing and downloading from the Company's official website.

This report was issued in: September 2024

Scheduled publication of the next report: September 2025

Internal Review

The 4 working groups of the Company's Sustainability Promotion Committee assist in collecting information. At the same time, the Sustainable Development Task Force prepares the sustainability report, which is reviewed and finalized by the Vice President (Deputy Convener) and the President (Convener) to ensure an accurate representation of sustainability information and performance. The annual sustainability report is presented to the Board of Directors' Sustainable Development Committee for approval and published annually in September.

External Verification

PwC Taiwan was commissioned to implement limited assurance for this report under Statement of Assurance Standards No. 1 "Assurance Engagements of Examinations or Audits of Non-historical Financial Information" issued by the Accounting Research and Development Foundation. Please refer to [Appendix V Summary Table of Assurance Items](#) and [Appendix VI CPA's Limited Assurance Report](#) for details.

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Words from the Chairman

GRI 2-22



Creating a Clean and Sustainable City Life

The World Economic Forum's Global Risks Report 2023 highlighted environmental and social crises to be the biggest challenges of the next decade. In the midst of the irreversible global wave of sustainability, Taiwan has already established a goal of net-zero GHG emissions by 2050. As an integral link in the domestic green transportation sector, it is imperative that Taipei Metro takes action immediately.

At a Meeting of the Board held May 2023, Taipei Rapid Transit Corporation established the Sustainable Development Committee and defined the vision of "Go Greener, SHINE Brighter!," where SHINE stands for 5 main pillars: Safety, Harmony, Intelligence, Neutrality, and Efficiency. The Committee will spearhead the Company in the creation of our sustainable development blueprint, guiding corporate sustainable development strategies and initiatives.

Taipei Metro will continue to engage in innovation to realize the goal of urban sustainability, vigorously develop and apply renewable energy, as well as promote diverse energy-saving and efficiency improvement actions. Meanwhile, to create a more comprehensive low-carbon transit network, Taipei Metro has reached out to bus operators to coordinate collaborations, where Metro depots allocate land and power sources to host electric bus charging sites, as part of our contribution to net zero emissions. Taipei Metro has also formed the Metro Taiwan alliance together with domestic Metro peers, and signed sister metro agreements, Memorandums of Understanding, or friendship agreements with foreign metro operators including Singapore's SMRT Trains Ltd., SBS Transit Ltd., and Shizuoka Railway Company, Ltd. Through these agreements, we aim to share governance, technology, and sustainable development-related experiences to promote the mutual prosperity of the rail industry.

In 2023, the cumulative number of passengers served by Taipei Metro exceeded 13 billion and

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system operation reliability reached a new high. In a survey conducted by British magazine Time Out on public transportation systems in 50 major cities, Taipei Metro ranked 8th worldwide. It has become one of Taipei's proudest showcase features, and its operational performance has been held in high esteem.

While pursuing safety, comfort, and convenience in our core business of transportation, Taipei Metro has also upgraded ourselves from a provider of transport services to a purveyor of everyday convenience to citizens, fostering a warmer and enhanced urban living experience while realizing people's various aspirations for day-to-day living. We have gradually launched services such as the fashionable Metro Corner micro malls, Metro Food Maps, Metro Breakfast, as well as Raingo Shared Umbrellas and office sharing amenities. At the same time, we have also organized arts and cultural exhibitions and public welfare activities through our Taipei Metro platform to increase the amount of leisure space and landscape features, thereby transforming Metro stations into vibrant living spaces. Through these efforts, we hope to boost the image of Taipei as an inclusive LOHAS city.

Looking ahead, Taipei Metro will continue in our commitment to sustainability to ensure we are able to maximize social responsibility and economic benefits in our future development. The Company will communicate sustainability plans and achievements to various stakeholders by publishing the Sustainability Report while continuing to remain focused on the provision of safe transportation services. With enriching people's convenient lifestyle as our blueprint, Taipei Metro will promote public transport, energy conservation, and carbon reduction to practice corporate governance and social care, thereby creating a cleaner and more convenient sustainable lifestyle.

Chairman,
Shiao-Lien Chao

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Taking Firm Actions to Realize a Sustainable Future

2023 is the 27th anniversary of Taipei Metro, marking an important milestone for the Company. Thanks to employees' collective efforts, the cumulative number of passengers served by Taipei Metro exceeded 13 billion, and the "Mean car-Kilometers Between service-delay Failure of more than 5 minutes" (MKBF) reached a record high of 19.116 million car-kilometers, demonstrating our unwavering endeavors and achievements in operations.

In addition to providing safe transportation services, Taipei Metro has also realized smart and sustainable transportation with forward-looking digital thinking in recent years. In 2023, the Company independently developed the Metro Transit Information Management Expert System (Metro TIMES) and the Network Transit Display System (NTDS), shifting our focus from "crowding management" to "comfort management." These systems have earned the recognition of numerous domestic and international awards. Furthermore, we have harnessed innovative technology to deliver a variety

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of services to elevate the passenger experience, including: the development of a proactive escalator safety system, which reminds passengers wearing soft rubber shoes to pay attention to safety; expansion of our automatic recognition and elevator calling system for wheelchair-using passengers, shortening their waiting times; and launch of our AI smart customer service to provide year-round assistance and service anytime, anywhere.

Under the global trend of sustainable development, businesses are facing increasing pressure to address the issues of climate change and environmental protection; this has further strengthened our commitment to sustainability and bolstered our drive to realize the sustainability vision of "Go Greener, SHINE Brighter!" We launched the ACT NOW · Clean Living Campaign to promote this vision to all employees and communicate the Company's determination to practice ESG from top to bottom. We will continue to promote environmental protection initiatives to our passengers, launch trains with ESG-inspired motifs, and organize supplier seminars to maximize Taipei Metro's influence.

To pursue environmental sustainability and minimize the ecological footprint of our operations, we have reduced energy consumption through equipment and facility improvements and management practices, as well as installed solar photovoltaic systems at our depots. In 2023, the Metro system's electricity consumption per passenger-kilometer was reduced by 16% compared to 2022. Various energy-saving measures saved 3.48 million kWh of electricity, and renewable energy equipment generated 19.63 million kWh of electricity, resulting in a total annual carbon reduction of 11,439 metric tons.

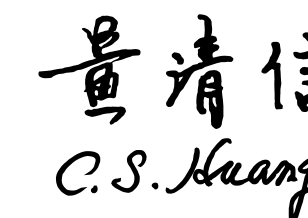
As a corporate citizen, Taipei Metro strives to "spread love and care" through diverse initiatives. In 2023, the Company organized activities including indigenous culture activities, joint agricultural product sales, children's dream realization programs, and charity blood drive events to demonstrate our concern for remote townships and disadvantaged communities. To become an integral part of citizens' daily lives, we promoted the transformation of the Linear Park and revitalization of the surrounding areas. Rock Beitou, Metro Street Dance Competition, Exit Music Festival, the construction of a baseball-themed station, and various themed markets were organized to form a symbiotic and mutually beneficial relationship between the Metro and neighboring communities.

Employees are the cornerstone of our Company's steady growth. To create a happy company that thrives with its employees, we have made significant changes to our personnel system. These include removing the Job Evaluation and Classification system to enhance workforce

flexibility, introducing a 1-day paid family leave to promote work-life balance, and continuing to offer secondary skill training to provide employees with career transition opportunities. Following the transfer of the Circular Line's operating rights to New Taipei City, we have also ensured that employees' rights remain protected during the transition. These efforts highlight the successful cooperation between Taipei Metro management and workers, showcasing a win-win partnership.

At Taipei Metro, sustainability is far from just a slogan—it is reflected in every aspect of our Company's daily operations. In the future, we will continue to focus on the transportation industry, accumulating internal momentum and generating social value externally. Guided by intelligence, resilience, and sustainability, we aim to create a people-centered, friendly transportation environment. We are gradually expanding into diverse services encompassing the business, health, leisure, and cultural sectors, allowing the public to enjoy the benefits and convenience made possible through rail economics. Together, let us jointly realize the vision of Taipei as a safe, athletic, and future-driven Metropolis.

President,
Ching-Shinn Huang



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External Recognition

2023

Asian-Oceanian Computing Industry Organization (ASOCIO) ASOCIO ICT Awards - Outstanding Tech Company Award



Ministry of Economic Affairs (MOEA) National Industrial Innovation Awards (NIIA) - Outstanding Enterprise Innovation Award



Taipei City Government's Innovative Proposal Competition - Innovation Award - Excellence (Interval Adjustment Decision Early Warning System Based on Cumulative Transportation Load and Congestion Data)



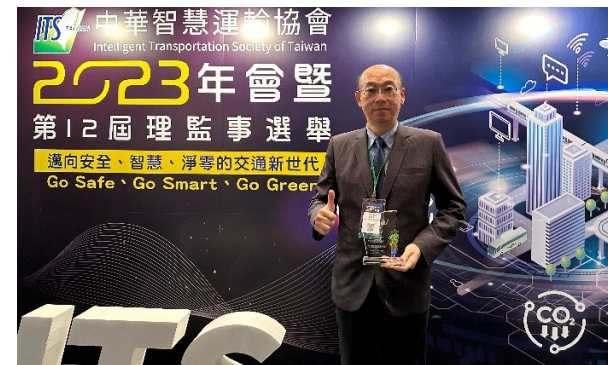
Taipei City Employee Learning System Promotion - Special Excellence Award



The Lighting Gold Award of Architecture Lighting Institute of Taiwan (Lighting Environment of Maokong Station)



Intelligent Transportation Society of Taiwan (ITS) Intelligent Transportation Industry Innovation Award (Network Transit Display System, NTDS)



Taipei City Government's Innovative Proposal Competition - Innovation Award - Honorable Mention (Network Transit Display System, NTDS)



“The cities with the best public transportation in the world” - Time Out (UK)



Time Out, a British magazine renowned for publishing global city guides, conducted a survey and ranked the world's most livable cities in 2023. To qualify, at least 80% of surveyed residents must find traveling on public transportation systems easy and convenient, with the "public transportation system" being a major bonus scoring factor. Among the top 50 global cities, Taipei Metro was ranked 8th overall and recognized as the most convenient metro system in Asia, with 92% of surveyed residents offering positive feedback on the public transport network.

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2022

Evaluation of Childcare Facilities in Public Sector Enterprises by the Directorate-General of Personnel Administration, Executive Yuan. - Silver Cradle Award (Taipei Metro Childcare Facilities in Public Sector Enterprises)



Taipei City Workplace Gender Equality Certification - Gold Award



Taipei City Zero Leadership Award (Taipei Arena)



Taipei Computer Association's 10th Smart City Innovative Applications - Winner Award



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Taipei City Labor Safety Award - Caring Employer Award



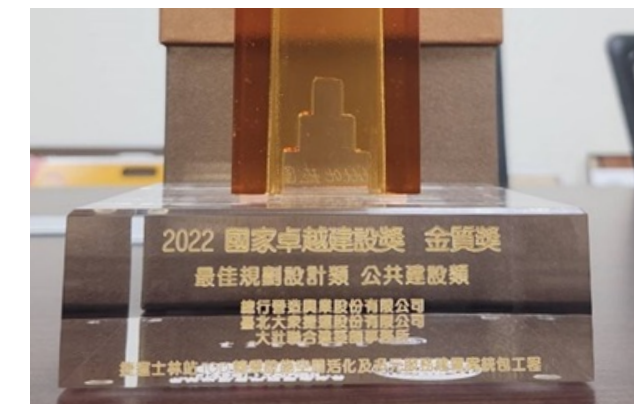
Taipei City Government Mayor's Cup Data Application Hackathon - 1st Place (Metro Transit Information Management Expert System, Metro TIMES)



Outstanding Transportation Award of the Chinese Institute of Transportation (Metro Transit Information Management Expert System, Metro TIMES)



FIABCI's Taiwan Real Estate Excellence Awards - Gold Award in Best Planning and Design (Shilin Metro Station TOD)



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Safety	 <ul style="list-style-type: none"> ◆ The indicator of system operational reliability, "Mean car-Kilometers Between service-delay Failures of more than 5 minutes" (MKBF), reached 19.116 million car-kilometers in 2023, our best performance ever. ◆ The punctuality rate of trains on all lines has been maintained above 99%, and the availability of the Taipei Metro and Maokong Gondola has also been maintained above 99%. ◆ Continuing to maintain the high operating quality of trains and stations. In 2023, no deaths or serious injuries were caused by the Metro system or equipment. The minor injury rate of 0.61 (per million passenger trips) is also below the city government's standard of 1.5 (per million passenger trips). ◆ In response to the Taichung MRT incident involving a falling crane arm, 4 improvement and preventive measures were implemented in 2023, including: the installation of additional emergency stop buttons on the Wenhua Line platforms; installation of a remote foreign object detection system; improvement of real-time response measures for stations and onboard personnel; as well as the development of a high-risk incident reporting and supervising platform for areas surrounding the Metro system. ◆ In 2023, the licensing of information security protection software and service activation reached 100%, and no complaints or reports about personal data leakage were received. 	1.2.2 Transportation P.45 3.1.1 Safety Risk Management P.89 3.1.2 Enhancement of Emergency Response Awareness P.94 3.3.2 Privacy and Information Security Protection Management Measures P.111
	 <ul style="list-style-type: none"> ◆ Since 2018, passenger satisfaction with Taipei Metro system has been maintained above 96% for 6 consecutive years, with zero negative reviews. The customer satisfaction rate of commissioned businesses (Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park) also surpassed 90%. ◆ Several convenient service measures have been optimized to enhance the passenger ride experience, including: the establishment of a proactive escalator safety system; expansion of the automatic recognition and elevator calling services for wheelchair-using passengers; launch of the AI smart customer service; addition of diverse payment methods when buying tickets; expansion of functions offered by enquiry machines (EQM); installation of guiding light strips to indicate train carriage crowding levels; upgrading the specifications of in-station charging stations; implementation of restroom improvement projects; and optimization of space within rolling stock. ◆ Enhanced the quality of tourism services in the greater Taipei area. Starting from 2023, information in Japanese and Korean will be added to train arrival announcements and station name indicators. The measures are expected to be implemented in all 117 stations by 2024. ◆ The "Go! Taipei Metro" App provides travelers with a wide range of information, including transportation and transfer guides, practical life information, and sightseeing highlights. In 2023, innovative functions such as multiple languages, train meet-ups, and dynamic train information were added. As of the end of 2023, the app has been downloaded 3.629 million times. 	3.1.3 Reassuring Measures for Passengers P.98 3.2.1 Further Upgrading the Riding Experience P.101 3.2.2 "Go! Taipei Metro" App P.104 3.2.3 Maintain a High Level of Satisfaction P.105

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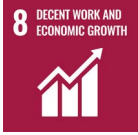
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Strategic pillar	Annual highlights		Chapter (page number)
Harmony		<ul style="list-style-type: none"> Through activities such as donating lost and found items (a total of 64,162 items in 2023), providing 5 storefronts for sheltered employment organizations, providing free public welfare promotion resources, and inviting disadvantaged school children to the Maokong Gondola and Taipei Arena, we strive to help disadvantaged groups obtain the necessary resources. 	5.5.2 Spread Love and Care P.179
		<ul style="list-style-type: none"> The Company collaborated with Kainan University to offer the "Rail Transportation Operational Practice" course to give back to society and contribute to education by leveraging the abundant experience of Taipei Metro. In 2023, the Company offered a total of 54 hours of lectures. Organized internal promotional activities to enhance colleagues' ESG-related knowledge and carbon reduction awareness, including: 15 educational classes; 5 green lifestyle lucky draw events with over 13,000 participants, 384 ESG phrase submissions, and 107 ESG proposal contests. In 2023, about NT\$111.25 million was invested in training and development-related expenses. The average training hours for employees was 41.07 hours, including 40.33 hours for men and 43.88 hours for women. 	5.1.2 Talent Recruitment and Retention P.142 5.3.1 Training Planning P.157 5.3.2 Training Achievements P.160
		<ul style="list-style-type: none"> Pregnancy and parenting benefits have been enhanced. In 2023, 44 employees applied for parental leave (average reinstatement rate of 86%), and 20 pregnant colleagues were transferred to the Customer Service Center to reduce their physical workload. 	5.2.3 Employee Welfare and Retirement System P.151
		<ul style="list-style-type: none"> Completed the renewal of Collective Agreement with the Enterprise Union, improving labor conditions for employees working on national holidays such as Chinese New Year (from New Year's Eve to the third day), Labor Day, Dragon Boat Festival, and Mid-Autumn Festival. Employees are granted an additional day's wage and a compensatory day off. Additionally, a one-day paid family leave has been included in the agreement to promote work-life balance. In 2023, abdominal ultrasound, carotid artery ultrasound, and anti-cancer screening were included in the employee physical examination to improve physical and mental health and create a safe work environment. Additionally, Taipei Metro organized employee health promotion activities (including counseling services, sleep assistance, and weight loss classes) and occupational health and safety competitions (21 proposals were chosen as excellent improvement measures). Completed 4 work environment improvement projects for employees, including: the addition of women's washrooms at the Beitou Depot; the renovation of the offices and conference rooms at the Xinzhuang Depot; the replacement of bathroom partitions at the Muzha Depot; and the renovation of the OCC night duty room to provide employees with pleasant rest environments. 	5.2.1 Human Rights and Labor Relations P.144 5.2.3 Employee Welfare and Retirement System P.151 5.4.1 Occupational Health and Safety Policy and System P.164 5.4.2 Health Promotion Activities and Health Checkups P.170

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Harmony		<ul style="list-style-type: none"> ◆ We hired 103 indigenous people and 161 people with disabilities to ensure and protect equal employment opportunities for indigenous peoples and individuals with disabilities. ◆ A human rights policy draft was launched in December 2023 to incorporate the principles of international human rights protection (as outlined in the UN's Universal Declaration of Human Rights and Guiding Principles on Business and Human Rights) into our human rights policy. The policy will be finalized and signed by the governance body in February 2024. ◆ Held 2 indigenous culture promotion activities, benefiting 100 indigenous people's booths and promoting the joint sales of 26,000 tkg (15,600 kg) of agricultural products to assist small farmers' sustainable development. ◆ Professional volunteers helped to repair air conditioning in remote townships, benefitting 208 school children and improving their learning environments. 	<p>5.1.1 Employment and Care for Diverse Groups P.141</p> <p>5.2.1 Human Rights and Labor Relations P.144</p> <p>5.5.2 Spread Love and Care P.179</p>
		<ul style="list-style-type: none"> ◆ Organized a variety of activities for community residents along the Metro lines, such as: Rock Beitou, Metro Street Dance Competition, Exit Music Festival, building a baseball-themed station, Flash CPR challenge, Shine! Metro Light Christmas Decorations, family-friendly carriages, Metro pet charter trains, Music at the Station - Metro Music Performance Project, construction of a table tennis court at Banqiao Station, and various themed market activities, making Taipei Metro an integral part of people's lives. ◆ For commissioned businesses, we have also launched Maokong guided tours, Maokong Tea Party, Kids' Skating Fun, Trick or Treat Costume Skate, Trick or Treat Together, Make a Wish Starlight Fireworks Show, Halloween Costumes and Treats Party, and other activities to engender an entertaining ambiance. 	<p>1.2.4 Commissioned Businesses P.50</p> <p>5.5.1 LOHAS Taipei P.174</p>
		<ul style="list-style-type: none"> ◆ In 2023, 2 family beach cleanup activities were held. A total of 190 participants cleaned up 430 kg of garbage. ◆ Revamped the urban green corridor to create a green landscape with pedestrian-friendly routes, stretching from Xinzhongshan to Xinshuanglian to the Yuanshan Section. ◆ Organized the "Taipei Metro Green Action" tree planting event and invited railroad peers and banks to plant 100 saplings at our depots. 	<p>5.2.3 Employee Welfare and Retirement System P.151</p> <p>5.5.1 LOHAS Taipei P.174</p> <p>5.5.2 Spread Love and Care P.179</p>

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		<ul style="list-style-type: none"> ◆ Cultivated digital and innovative talents. In 2023, 193 people participated in 5,933 hours of training in total. ◆ Expanded the functions of the Wenhua Line EMU Mixed Reality (MR) Simulation Training System, and included items such as major malfunction scenarios and multi-user teaching connection modules. ◆ Organized the Metro Taipei Hackathon and provided a stage for designers from all walks of life to showcase their talents. A total of 180 submissions were received, the highest number of teams to date. 	2.4 Digital and Innovative Talent Cultivation P.85
Intelligence		<ul style="list-style-type: none"> ◆ Developed the Predictive Rail Operations Management Information System (Metro PROMIS) to deal with equipment showing early signs of deterioration or decreased performance before equipment failure. ◆ The Train Supervising Information System (TSIS 2.0) was built to achieve warning functions through our self-developed system and program. Moreover, the expert troubleshooting system automatically activates to shorten impacted operation time. ◆ Developed smarter management functions for the core system, including the train carriage video surveillance platform, smart vehicle dispatching system for depots, automatic post-maintenance train inspection system, mobile inspection and earthquake support e-system, and end wall driving assistance system. ◆ Implemented the digital office, including full e-procurement for Small Procurement, e-invoicing (decreasing 81,500 sheets of A4 paper annually), digital asset inventory (operation time reduced by 49%), and digital contract acceptance operations. 	2.1 Digital Transformation P.76 2.2 Smart Operation Management P.80 2.3 Digitalization of Administrative Processes P.84
		<ul style="list-style-type: none"> ◆ The Metro TIMES allows the Operation Control Center to monitor and assess real-time passenger flow for decision-making. Moreover, crowding information is displayed on platform televisions and in the "Go! Taipei Metro" App, allowing passengers to monitor the level of crowdedness inside arriving trains. ◆ Developed the metro Network Transit Display System (NTDS) to allow passengers to understand the level of crowdedness in trains and on routes in real-time, so that they can adjust their boarding times flexibly, avoid crowded routes and carriages, reduce crowd pressure and carbon emissions, in turn improving travel efficiency and comfort. 	2.1 Digital Transformation P.76

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Neutrality		<ul style="list-style-type: none"> In 2023, our water consumption reached the city government's control standards (a 2% decrease from the baseline in 2019), having decreased by 5.04%. 	4.3.1 Water Resource Management and Pollution Prevention P.130
		<ul style="list-style-type: none"> In 2023, the electricity consumption per passenger-kilometer of the Metro system was 0.124kWh/passenger-kilometers, a 16% decrease compared to 2022. In 2023, the energy intensity (energy consumption per service person-time) of commissioned businesses (including Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park) was reduced by 13%-46% compared to 2022. In 2023, various energy-saving measures saved a total of 3.48 million kWh of electricity (about 1,722 metric tons of carbon reduction). Installed renewable energy equipment generated a total of 19.63 million kWh (about 9,717 metric tons of carbon reduction). The total carbon reduction for the year reached 11,439 metric tons. 	4.2.1 Energy Use and GHG Emissions P.120 4.2.2 Energy and GHG Reduction P.122
		<ul style="list-style-type: none"> Promote the diversified marketing of ticket types and develop multiple marketing discount plans for varying customer groups, including the Megacity Pass, Frequent Passenger Program, status discounts, sightseeing and recreation packages, etc. Marketing events are integrated with the "Go! Taipei Metro" App from time to time to incentivize various passenger groups to ride the Metro. In 2023, Taipei Metro's overall ridership increased by 20.93% compared with the previous year, exceeding 710 million passengers. Create a green transportation-friendly area, plan and build an e-bus dispatching station and shared charging area at Beitou Depot, and also set up 37 electric vehicle parking and charging spaces within managed parking lots, contributing to the electrification of urban transportation. 	1.2.2 Transportation P.45 4.2.3 Green Transportation Development P.126
		<ul style="list-style-type: none"> In 2023, the recycling rate of general business waste reached 95.63%. In addition, starting in November, the Rapid Transit Administration Building began to weigh the garbage on a floor-by-floor trial basis. The weight of recyclable garbage totaled 945 kg. By implementing digital paperwork processes, controlling paper distribution, and digitizing meeting materials, Taipei Metro was able to reduce waste paper generation. In 2023, our paper-saving achievement exceeded the city government's control target of a 6% reduction in the average number of boxes of paper purchased between 2020 and 2021, achieving a 52.15% reduction. 	4.3.2 Waste Management and Pollution Prevention P.133 Appendix I. Table 6. Waste Generation Status P.187
		<ul style="list-style-type: none"> Organized a total of 300 fire safety simulations and multiple disaster drills. In response to the operation disruption incident on the Wenhu Line in August 2023 caused by intensive lightning strikes due to climate change, improvement measures such as adding a dual-circuit power supply for the emergency stop function and system lightning protection component function testing were completed. Implemented the "Organizational Carbon Inventory and Product Carbon Footprint Inventory Project" to help formulate various carbon reduction measures in the future by monitoring carbon emissions data and hot spots. 	3.1.2 Enhancement of Emergency Response Awareness P.94 4.2.1 Energy Use and GHG Emissions P.120

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Strategic pillar	Annual highlights		Chapter (page number)
Efficiency		<ul style="list-style-type: none"> ◆ In terms of a sustainable supply chain, we organized a supplier conference in June 2023 with more than 100 vendor participants. In addition, we achieved 100% green procurement and increased the proportion of domestically sourced maintenance parts to 23.35%, reducing carbon emissions and enhancing the sustainability of the supply chain. ◆ In May 2023, the use of green products by suppliers (such as detergents, paper, and other green products) and the promotion of ESG were included in the evaluation criteria for procurement evaluations. A total of 36 cases were included in the ESG evaluation criteria. 	<p>1.4 Symbiosis and Growth with Suppliers P.70 Appendix I. Table 4. Local and Green Procurement P.186</p>
		<ul style="list-style-type: none"> ◆ In 2023, a total of 117 new employees participated in training courses related to employee ethics and integrity, reaching 100% training rate. Furthermore, there were no legal actions related to corruption and anti-competitive behavior, anti-trust, and monopoly behavior. 	<p>1.3.3 Integrity and Compliance with Laws and Regulations P.67</p>
Efficiency		<ul style="list-style-type: none"> ◆ In 2023, pre-tax profit was NT\$98 million, with a budget achievement rate of 115%, exceeding the target rate of 110%. Additionally, the operating gross profit of the commissioned businesses (Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park) has increased every year over the last 3 years, demonstrating outstanding results. ◆ Following international trends in rail property development, multi-purpose building projects have been launched. Groundbreaking for the Shilin Station took place in April 2021, with a topping-out ceremony held in August 2023. Tenders for the Jiantan Station and Jiannan Rd. Station projects were awarded in August and November 2023, respectively, and are expected to foster future urban development. ◆ Actively expanded innovative business models and transformed Metro stations into convenient stations for citizens. In 2023, 3 Metro Corner mini-shopping malls and 12 pop-up booths were opened, generating an annual revenue of approximately NT\$100 million. In addition, starting September 2023, events such as Metro Breakfast Stalls and Metro Breakfast Festival were held to expand the business opportunities of breakfast services. By the end of the year, the total revenue generated over the 3 months was about NT\$2.4 million. ◆ Participated in exchange and learning programs held by domestic and international societies and associations. In 2023, Taipei Metro representatives attended 6 international conferences, 11 conferences by domestic societies or associations, and 9 online meetings. ◆ We have established the Metro Taiwan alliance with New Taipei Metro Corporation, Taoyuan Metro Corporation, Taichung Mass Rapid Transit Corporation, and Kaohsiung Rapid Transit Corporation to strengthen the exchange of professional knowledge, talent, and technology through the power of the alliance. ◆ Taipei Metro has established friendships with foreign metro operators such as Singapore's SMRT Trains Ltd., SBS Transit Ltd. (SBST), and Shizuoka Railway Company, Ltd., and has created a good exchange platform to collaborate and promote shared prosperity in the rail industry. 	<p>1.1.2 External Participation and Exchange P.40 1.2.1 Financial Performance P.43 1.2.3 Affiliated Businesses P.47 1.2.4 Commissioned Businesses P.50</p>

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Stakeholder Identification and Communication

GRI 2-12

The Company refers to AA1000AS v3 SES (Stakeholder Engagement Standard 2015), past business experience, and industry characteristics to identify stakeholders. In 2023, 8 categories of stakeholders were identified: tourists, community residents, employees, shareholders, governments/competent authorities, city council/public opinion representatives, media, and business partners/suppliers. A stakeholder survey is expected to be launched in 2024 to confirm various stakeholders' sustainability issues of concern and fulfill the role of the highest governance body in overseeing impact management.

The Company has established transparent and open communication channels to understand various stakeholders' issues of concern and engage in continuous improvements to meet their expectations and needs. In 2023, each business unit consolidated stakeholder opinions from various communication channels, and internal senior executives compiled the stakeholders' issues of concern based on their business experience and the annual communication performance, as shown in the following table:

Stakeholder category	Issues of concern	Communication channel and frequency	Annual communication performance
 Tourists	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Privacy and information security management ◆ Optimize customer service processes 	<ul style="list-style-type: none"> ◆ Satisfaction survey (once a year) ◆ 1999 Mayor's Mailbox, customer service inbox, customer service hotline, AI smart customer service (24 hours) ◆ Social media platforms and digital tools (as needed) 	<ul style="list-style-type: none"> ◆ Passenger satisfaction: 96.7% for the Metro system, 96.9% for Maokong Gondola, 90.2% for Taipei Arena, and 96.0% for Taipei Children's Amusement Park. ◆ Throughout the year, we received 14,000 customer inquiries or feedback, and the response rates by channel were 88.49% for verbal correspondence and 99.3% for written correspondence. ◆ By the end of 2023, the app has accumulated approximately 3.629 million downloads. ◆ Facebook page surpassed 105,000 followers by the end of 2023. ◆ Instagram surpassed 7,800 followers by the end of 2023.
 Community residents	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Expanded social care and community engagement 	<ul style="list-style-type: none"> ◆ Organize public welfare activities (from time to time) ◆ Organize community activities (from time to time) ◆ Interviews/communication/visits (from time to time) 	<ul style="list-style-type: none"> ◆ Organized a total of 9 public welfare activities, including blood drives, tree planting activities, indigenous culture events, joint agricultural product sales, and children dream realization programs, benefiting 576 units (including individuals, indigenous booths, and small farmers' families). ◆ Organized 150 community engagement events such as Metro Journey, Rock Beitou, Metro Street Dance Competition, and Exit Music Festival for 39,280 participants. ◆ 17 interviews with residents along the noisy sections of the Metro were conducted, and there were no cases of excessive noise in 2023.

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Stakeholder category	Issues of concern	Communication channel and frequency	Annual communication performance
 Employees	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Generate sustainable financial performance ◆ Ethical management 	<ul style="list-style-type: none"> ◆ Employee satisfaction survey (once a year) ◆ Online First-level Division Seminars (once a quarter) ◆ Grievance mechanism (a set of guidelines for handling employee grievances has been formulated, employees can file complaints on labor rights and other related matters at any time) ◆ Enterprise Union (reported to the Enterprise Union through the union representative from time to time) ◆ Labor-management meeting (once every 2 months) 	<ul style="list-style-type: none"> ◆ Overall employee satisfaction 3.82 (out of 5, an improvement from 3.75 in the previous year). ◆ We convened 6 labor-management meetings, organized 3 meetings between the President and union representatives of the Company, and held 37 online meetings with the supervisors of the affiliated companies' union representatives. In addition, we completed the renewal of the collective agreement with the union, adding 1 day of paid family leave. Furthermore, we improved labor conditions for employees working on national holidays such as Chinese New Year (from New Year's Eve to the third day), Labor Day, Dragon Boat Festival, and Mid-Autumn Festival, granting an additional day's wage and a compensatory day off. ◆ In 2023, we completed the ISO 45001:2018 regular re-evaluation and follow-up.
 Shareholders	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Privacy and information security management ◆ Generate sustainable financial performance 	<ul style="list-style-type: none"> ◆ Annual General Meeting of Shareholders (once a year) ◆ Extraordinary General Meeting (as necessary) 	<ul style="list-style-type: none"> ◆ An Extraordinary General Meeting was held on May 15. ◆ The Annual General Meeting of Shareholders was held on June 26.
 Government/competent authorities	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Energy and GHG emissions ◆ Privacy and information security management 	<ul style="list-style-type: none"> ◆ Business plan (once a year) ◆ Business maintenance and safety supervision (once a year) ◆ Transportation briefing (once a month) ◆ Municipal meeting (once a week) ◆ Meeting on issues related to the integration of commuter tickets in Keelung, Taipei, New Taipei, and Taoyuan (as needed) ◆ Meeting of the Collaborative Exchange Platform of Keelung City Government, Taipei City Government, New Taipei City Government, and Taoyuan City Government (at least 1 time per quarter) 	<ul style="list-style-type: none"> ◆ The business plan was approved by the Ministry of Transportation and Communications (MOTC) on August 28. ◆ Regularly participated in transportation briefings and municipal meetings. ◆ The completion rate of Taipei Metro's compliance requirements was 100%. ◆ Passed the annual Metro system and commissioned business inspections conducted by the Taipei City Government. ◆ In 2023, a total of 6 train anomaly incidents were reported to the Department of Transportation, Taipei City Government during the monthly reports, as per the Implementation Regulations for the Operation, Maintenance, and Safety Supervision of Mass Rapid Transit Systems.

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Stakeholder category	Issues of concern	Communication channel and frequency	Annual communication performance
 <p>City council/ public opinion representatives</p>	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Generate sustainable financial performance ◆ Ethical management 	<ul style="list-style-type: none"> ◆ Work report (twice a year) ◆ Transportation departmental interpellation sessions (twice a year) ◆ Municipal interpellation sessions (twice a year) ◆ City councilors' request for information (as needed) 	<ul style="list-style-type: none"> ◆ Completed the work report, the transportation departmental interpellation sessions, and the municipal interpellation sessions. ◆ Throughout the year, we responded to 644 city councilors' requests for information.
 <p>Media</p>	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Optimize customer service processes 	<ul style="list-style-type: none"> ◆ Press releases (issued as needed, from time to time) ◆ Interviews or reports (issued as needed, from time to time) ◆ Press conferences (convened as needed, from time to time) 	<ul style="list-style-type: none"> ◆ Throughout the year, 242 press releases were issued, 278 media inquiries were responded to, and 9 press conferences and media events were held.
 <p>Business partners/ suppliers</p>	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Promoted sustainable supply chain management 	<ul style="list-style-type: none"> ◆ Internal/external meetings (occupational safety awareness, joint operation agreement, coordination meeting, etc., were carried out according to the contract) ◆ Whistleblowing or grievance (after the vendor reports and responds to the Company's Department of Government Ethics, the case will be investigated and processed accordingly) ◆ Vendor questionnaire survey (once every 2 years) ◆ Vendor safety training (once a week) 	<ul style="list-style-type: none"> ◆ A supplier conference is held every year. ◆ Vendor Satisfaction Survey (vendors' evaluation of Taipei Metro procurement staff's integrity) was 98.10%. ◆ 245 vendor safety training sessions were completed throughout the year.

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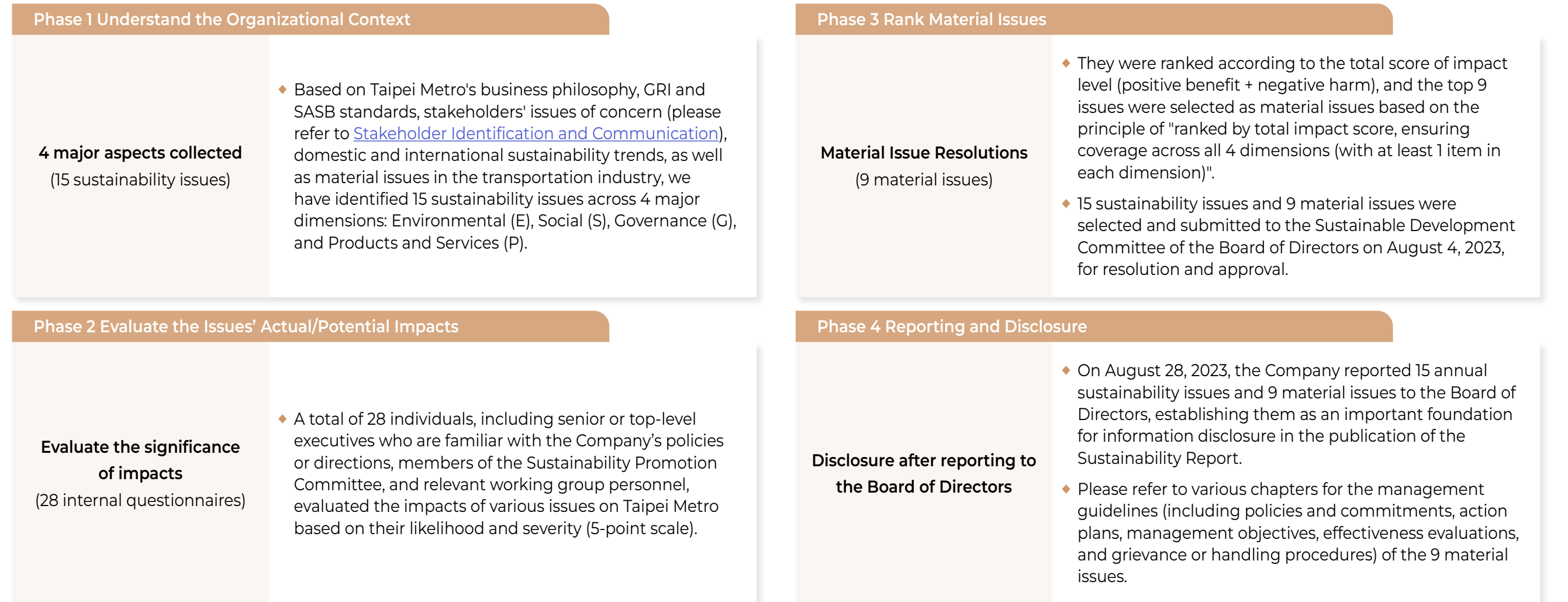
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Analysis of Material Issues

The Company has established a material issue identification procedure to identify material issues annually based on the latest version of the GRI Standards, stakeholders' issues of concern, domestic and foreign industry regulations, and trend studies. Sustainability issues were selected based on 4 major dimensions: Environmental (E), Social (S), Governance (G), as well as Products and Services (P). Senior management evaluated each sustainability issue's positive and negative impacts on the Company's economic, environmental, and social dimensions, considering the likelihood and severity of each issue to rank them based on the total score¹. Once the material issues were identified, they were submitted to the Board's Sustainable Development Committee for approval and presented to the Board for final approval. Thereafter, relevant departments formulated management policies and strategies to monitor management performance.

Material Issue Analysis Process



¹In 2023, impact assessment and analysis of material issues was conducted based on the GRI Standards 2021. In 2024, besides an internal impact assessment and analysis, an analysis of external stakeholders' issues of concern will also be conducted. The consolidated results of these assessments will be used to evaluate the material issues for 2024.

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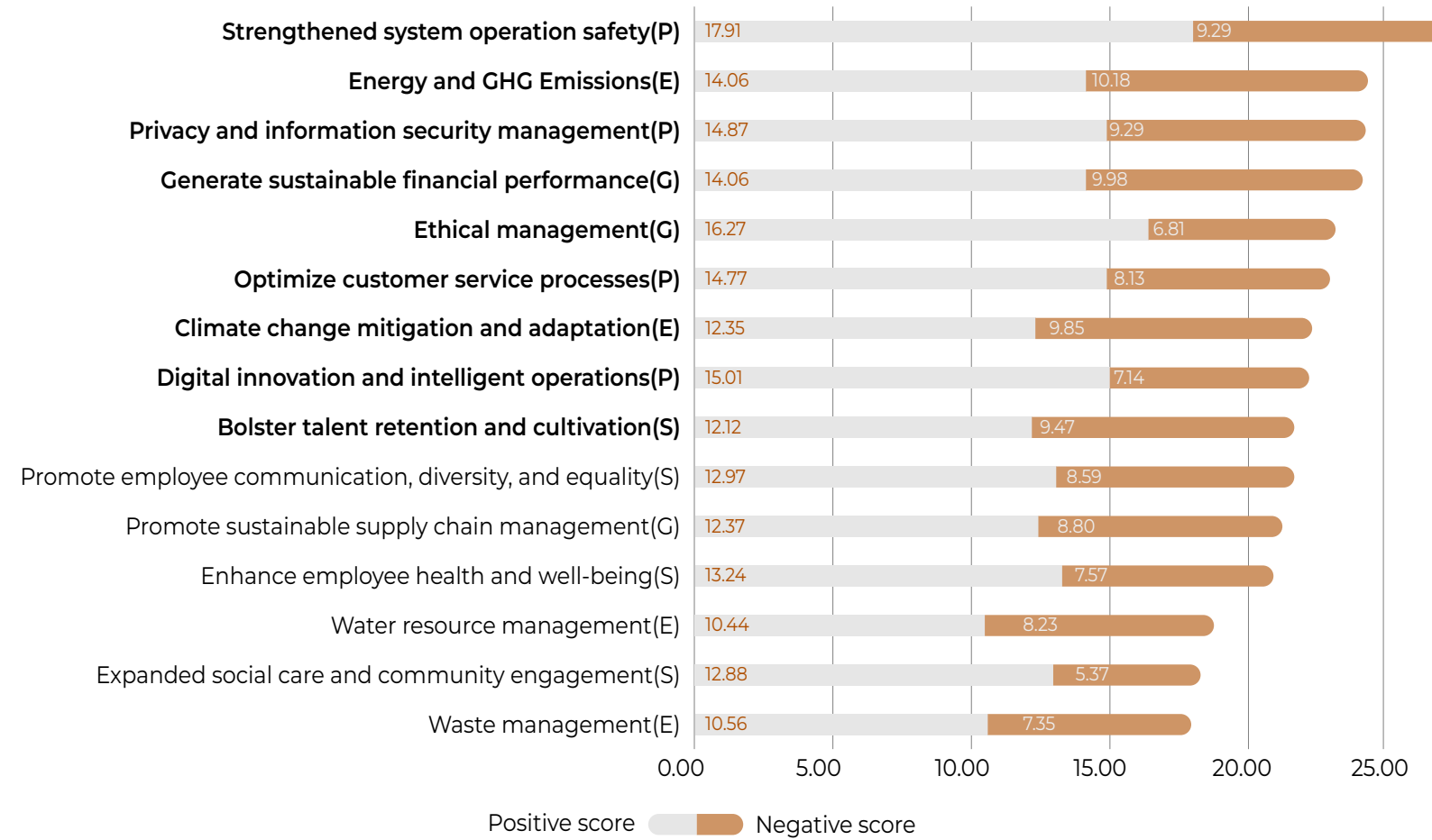
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2023 Impact Level Assessment Results



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Sustainable Development Blueprint

GRI 2-12, 2-13, 2-16, 3-3

Sustainability Governance Organization

The Company established the Sustainability Promotion Committee on April 1, 2023, with the President serving as the Chief Sustainability Officer and Convener. Furthermore, the Company created 4 working groups for Environmental Sustainability, Social Care, Corporate Governance, and Intelligent Operations. In addition, the Sustainable Development Task Force was set up as a secretarial unit to facilitate cross-departmental collaboration and coordination to ensure the implementation of the sustainable development policy. On May 25 of the same year, the Company's Board of Directors proposed and approved the promotion of ESG as a board-level issue. The Sustainable Development Committee serves as the Company's highest governance and management level, optimizing the decision-making process and leading the Company to effectively apply resources to implement ESG actions.

Sustainability Governance Organization	Responsibilities (important work items)	Governance Performance in 2023
Board of Directors	<ul style="list-style-type: none"> Confirm annual material sustainability issues Determine important ESG schedules and programs Supervise the overall progress of the organization's sustainability development efforts 	<ul style="list-style-type: none"> Confirmed 9 material sustainability issues in 2023 Reviewed the Company's carbon inventory project schedule in line with the government's 2050 "net zero emissions" goal. We have formulated KPIs and action plans based on the Sustainable Development Vision and the 5 Main Sustainability Themes of "Go Greener, SHINE Brighter!" and Safety, Harmony, Intelligence, Neutrality, and Efficiency.
Sustainable Development Committee	<ul style="list-style-type: none"> Presided over by the Chairman, the Company's overall sustainable management status is discussed and reported to the Board of Directors regularly (the first Sustainable Development Committee meeting was held on August 4, 2023, and the important business report on sustainable development was presented to the Board of Directors for the first time on August 28). 	<ul style="list-style-type: none"> The top 9 issues were selected as material issues based on the principle of "ranked by total impact score, ensuring coverage across all 4 dimensions (with at least 1 item in each dimension)". Review the content of the Company's carbon inventory related plans, including personnel education and training, organizational carbon inventory, and product carbon footprints. Reviewed the important business reports of the 4 working groups - Environmental Sustainability, Social Care, Corporate Governance, and Intelligent Operations.
Sustainability Promotion Committee	<ul style="list-style-type: none"> Held once a quarter (the inaugural meeting was held on May 29, 2023), presided over by the President. Determine and track the KPIs and action plans of each working group, and report the control status every quarter. Continue to reinforce the promotion of the ESG culture internally (employees) and externally (suppliers, customers, and other stakeholders), communicate the importance of sustainable development, and exert Taipei Metro's influence. 	<ul style="list-style-type: none"> Integrate the analysis results of material issues, review KPIs and action plans, domestic and international sustainability trends, as well as national and industrial policies and regulations to determine if they are consistent with stakeholders' expectations, in turn making appropriate adjustments and presenting reports regularly. Organized internal promotion activities to enhance colleagues' ESG-related knowledge and carbon reduction awareness, including 15 classes, 5 green lifestyle lucky draw events with over 13,000 participants, 384 ESG phrase submissions, and 107 ESG proposal contests. External promotion of ESG allows society and the public to understand the Company's endeavors in sustainable development and enhances its social image. This includes promotional videos, lightboxes/boards with ESG slogans, ESG-themed trains, and the mobile app that discloses total distance traveled by passengers on the Metro system.

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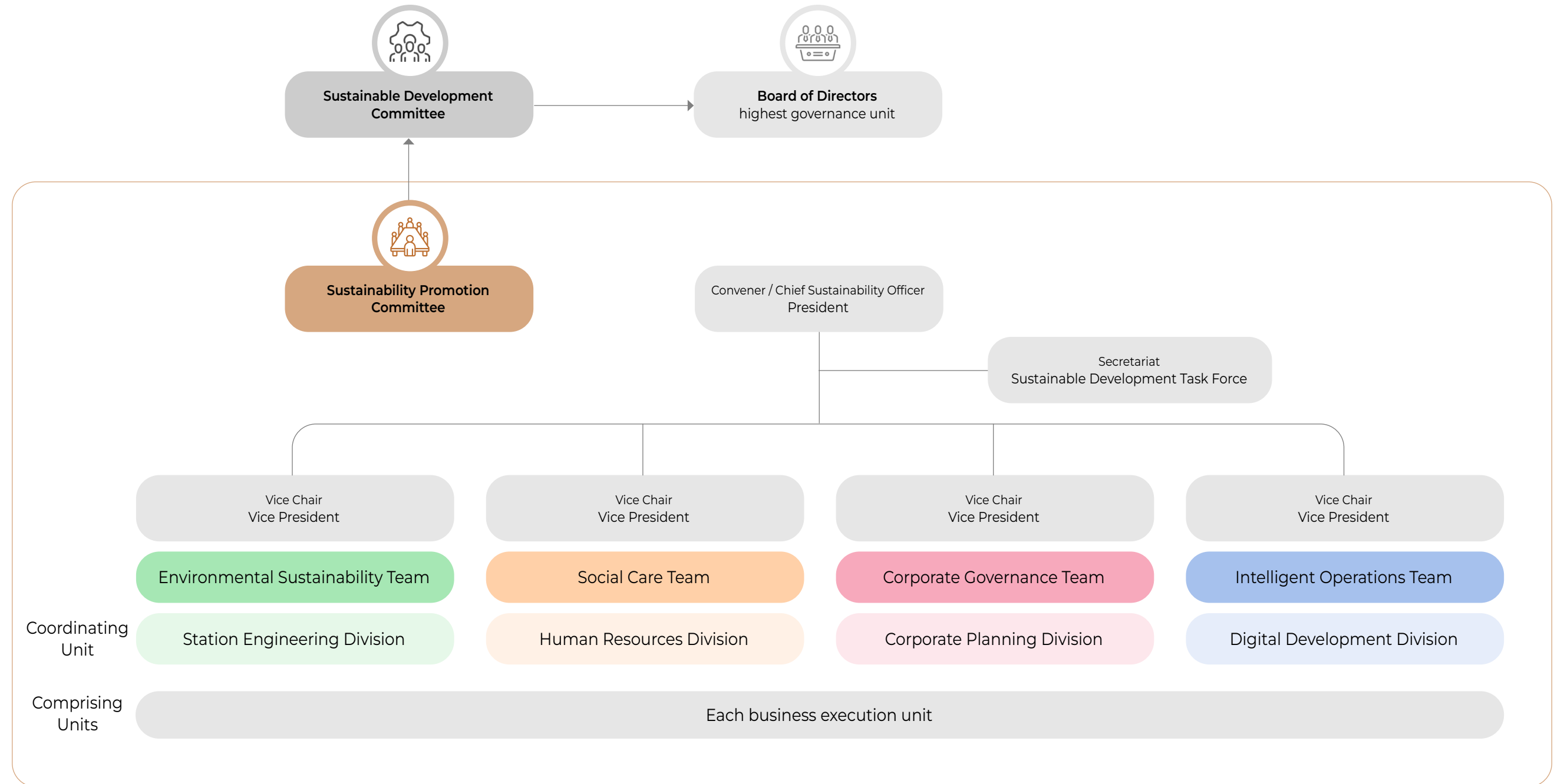
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Corporate Sustainability Governance Framework



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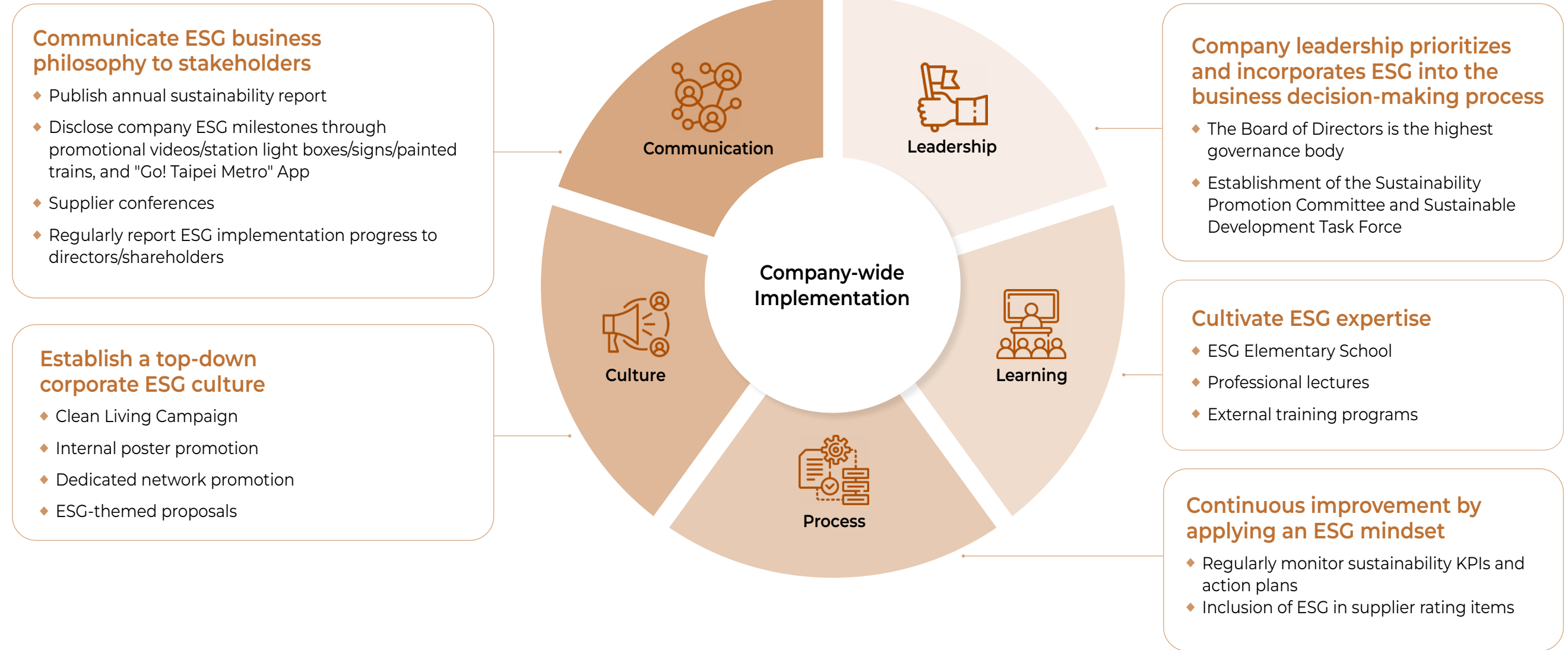
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> Company-wide ESG Culture



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Sustainability Blueprint

To ensure the implementation of the sustainable development policy, the Company upholds the vision of "Go Greener, SHINE Brighter!" as well as the 5 sustainability pillars of Safety, Harmony, Intelligence, Neutrality, and Efficiency to formulate the sustainable development blueprint. For 2023 performance, target achievement, as well as short-, medium-, and long-term goals and plans, please refer to [Sustainable Development Strategies and Goals](#).

Sustainable Development Vision					
Mission	Provide safe, reliable, and friendly transportation services while pursuing sustainable development				
Main Sustainability Theme	Safety	Harmony	Intelligence	Neutrality	Efficiency
Strategies	Refine transportation system	Strengthen social care	Innovate intelligent operations	Practice environmental sustainability	Implement corporate governance
Strategy Goals	<ul style="list-style-type: none"> ◆ Strengthened system operation safety ◆ Implement quality and risk management 	<ul style="list-style-type: none"> ◆ Bolster talent retention and cultivation ◆ Enhance employee health and well-being ◆ Promote equal communication among employees ◆ Expand engagement in social care ◆ Promote quality arts and cultural activities 	<ul style="list-style-type: none"> ◆ Reinforce digital transformation within the organization ◆ Encourage technology R&D and innovation ◆ Optimize customer service processes ◆ Expand innovative business models 	<ul style="list-style-type: none"> ◆ Practice net zero energy conservation and carbon reduction ◆ Improve resilience against multiple disasters 	<ul style="list-style-type: none"> ◆ Generate sustainable financial performance ◆ Refine operational and service quality ◆ Increase organizational performance ◆ Bolster sustainable supply resilience
Sustainable Development Goals					

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Main Sustainability Theme	Safety	Harmony	Intelligence	Neutrality	Efficiency
Sustainability Promotion Committee	Corporate Governance Team	Social Care Team	Intelligent Operations Team	Environmental Sustainability Team	Corporate Governance Team
Development priorities	<ul style="list-style-type: none"> ◆ Equipment maintenance/updates ◆ Reliability project management ◆ Safety risk control ◆ Zero incident hours competition ◆ ISO 9001 audit ◆ Information security system verification 	<ul style="list-style-type: none"> ◆ Professional skills training ◆ Employee assistance program ◆ Occupational health and safety ◆ Employee diversity and equality ◆ Community engagement activities ◆ Arts and culture performance/street dance 	<ul style="list-style-type: none"> ◆ Big data/automation applications ◆ Promote innovative technology/POC ◆ Digital talent cultivation ◆ Customer experience optimization project ◆ Multi-purpose building developments ◆ Innovative business collaboration projects 	<ul style="list-style-type: none"> ◆ Carbon footprint and organizational carbon inventory ◆ Energy saving management and replacement ◆ Water and paper conservation ◆ Promote renewable energy ◆ Reinforce waste management ◆ Multiple disaster drills 	<ul style="list-style-type: none"> ◆ Review of the replacement plan ◆ Increase in ridership ◆ Refine passenger service ◆ Ethics and legal compliance ◆ Implement green procurement ◆ Localized maintenance and parts

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Sustainable Development Strategies and Goals

Safety

Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Strengthened System Operation Safety	Strengthened system operation safety	★	◆ Maintain zero fatalities and serious injuries	◆ Zero fatalities and serious injuries	✔	◆ Maintain zero fatalities and serious injuries	◆ Maintain zero fatalities and serious injuries
			◆ Maintain zero major traffic accident rate	◆ Zero major traffic accident rate	✔	◆ Maintain zero major traffic accident rate	◆ Maintain zero major traffic accident rate
			◆ Operating reliability of over 12 million car-kilometers	◆ Operating reliability of 19.116 million car-kilometers	✔	◆ Maintain a high level of operational reliability	◆ Maintain a high level of operational reliability
			◆ A minor injury rate of less than 1.5 (person/per million passenger trips)	◆ The minor injury rate was 0.61 (person/per million passenger trips)	✔	◆ The minor injury rate of less than 1.5 (person/per million passenger trips)	◆ The minor injury rate of less than 1.5 (person/per million passenger trips)
			◆ Maintain the punctuality rate of trains on all lines above 99%	◆ The punctuality rate of trains on all lines has remained above 99%	✔	◆ Maintain the punctuality rate of trains on all lines above 99%	◆ Maintain the punctuality rate of trains on all lines above 99%
2. Implement Quality and Risk Management	Privacy and information security management	★	◆ 100% completion of quality management system (ISO 9001) certification	◆ The quality management system (ISO 9001) has been certified externally	✔	◆ Continue to pass quality management system verification	◆ Continue to pass quality management system verification
			◆ 100% completion of information security management system (ISO 27001) certification	◆ The information security management system (ISO 27001) has been certified externally	✔	◆ Continue to pass external verification of the information security management system	◆ Continue to pass external verification of the information security management system

★ Material issue ✔ Completed ▲ In progress ✘ Target not achieved

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Harmony

Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Bolster Talent Retention and Cultivation	Bolster talent retention and cultivation	★	◆ Average employee training hours of at least 35 hours	◆ Average employee training hours: About 41.07 hours	✓	◆ Average training hours≥40 hours	◆ Average training hours≥45 hours
			◆ Employee turnover rate of below 5%	◆ The turnover rate of employees excluding the New Taipei Metro (Circular Line) was 3.27%	✓	◆ Annual turnover rate of below 5%	◆ Annual turnover rate of below 5%
			◆ Average employee satisfaction score of at least 3.77	◆ Average employee satisfaction score was 3.82	✓	◆ Employee satisfaction≥3.77	◆ Employee satisfaction ≥3.80
2. Enhance Employee Health and Well-being	Enhance employee health and well-being		◆ Employee frequency-severity indicator (FSI) of below 0.03, and zero vendor-related occupational accidents	◆ Employee FSI: 0.12; vendor-related occupational accidents: 6	✗ For the improvement measures for occupational accidents, refer to 5.4 Occupational Health and Safety for details.	◆ Zero major occupational accidents	◆ Zero major occupational accidents
3. Promote Equal Communication Among Employees	Promote employee communication, diversity, and equality		◆ Conduct over 33 sessions through the labor-management communication platform	◆ Conducted 46 labor-management communication sessions	✓	◆ Conducted≥33 sessions over the labor-management communication platform	◆ Conducted≥33 sessions over the labor-management communication platform
			◆ Diversity recruitment rate of 4.8%	◆ Diversity recruitment rate reached 4.95%	✓	◆ Total ratio of indigenous employees and employees with disabilities≥4.8%	◆ Total ratio of indigenous employees and employees with disabilities≥5%

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Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
4. Expand Engagement in Social Care	Expanded social care and community engagement	<ul style="list-style-type: none"> Organize 136 community engagement and public welfare-related arts and culture, street dance, and Metro cultural promotion activities for more than 30,000 participants 	<ul style="list-style-type: none"> Organized 163 community engagement and public welfare-related activities including arts and cultural performances, street dance, and Metro cultural promotion activities for 32,295 participants. 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> Organize at least 163 community engagement-related events, with over 32,000 participants, spanning arts and cultural exhibitions, street dance, and MRT cultural promotion events. 	<ul style="list-style-type: none"> Continue collaborating with local or public welfare organizations to engage with the public through everyday themes and diverse artistic performances, while promoting the Metro culture and creating a sense of well-being that makes the city a better place. 	
5. Promote Quality Arts and Cultural Activities							

★ Material issue
✓ Completed
▲ In progress
✗ Target not achieved

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Intelligence

Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Reinforce Digital Transformation Within the Organization			◆ ≥ 21 big data and automation application promotion projects	◆ 21 big data and automation application promotion projects	✓	◆ Create a more comprehensive intelligent technology integration application platform	◆ Create a more comprehensive intelligent technology integration application platform
			◆ Promote ≥ 11 innovative technologies and participate in ≥ 2 innovation competitions	◆ The New Technology Development Committee promoted 8 innovative technologies, 3 proof-of-concept (POC) projects, held 1 hackathon, and won awards in 5 external innovation competitions.	✓	◆ Continue to promote innovative technologies and POC in the experimental field, and organize or participate in innovative competitions at least twice a year.	◆ Continue to develop innovative technologies and create excellent experimental fields for new technologies. Seek long-term collaboration opportunities with businesses as well as encourage internal and external innovation.
2. Encourage Technology R&D and Innovation	Digital innovation and intelligent operations	★	◆ Digital transformation and innovative business talents receive an average of more than 20 hours of training per person	◆ Digital transformation and innovative business talents received an average of more than 30.74 hours of training per person	✓	◆ Digital transformation and innovative business talents receive an average of more than 25 hours of training per person	◆ Digital transformation and innovative business talents receive an average of more than 30 hours of training per person
			◆ Shilin TOD Building - Achieve the annual targets of government-managed projects	◆ Completed the construction of the 19th-floor slab	▲ ²	◆ Achieve the annual targets of government-managed projects	◆ Achieve the annual targets of government-managed projects
3. Expand Innovative Business Models			◆ Number of new business collaboration projects ≥ 9	◆ Promoted 10 business collaboration projects	✓	◆ Continue to expand cross-industry alliances and cooperation, and expand the scope of business services	◆ Continue to expand cross-industry alliances and cooperation, and expand the scope of business services

²Completed the construction of Shilin TOD's 20th-floor slab on January 20; the project is estimated for completion in 2026.

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			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
4. Optimize Customer Service Processes	Optimize customer service processes	★	◆ Customer experience optimization projects ≥8	◆ Promoted 8 customer experience optimization projects	✔	◆ Refinement and optimization projects ≥8/year	◆ Continue to promote an innovative, convenient, safe, and attentive customer service environment
			◆ Accumulate ≥2.94 million downloads for the "Go! Taipei Metro" App, with an average of over 433,000 active devices	◆ Cumulative downloads reached 3.629 million, with an average of over 533,000 active devices	✔	◆ "Go! Taipei Metro" App downloads: Increase by 10% annually; average active devices increase by 2% annually	◆ Continue to implement the "Go! Taipei Metro" App optimization project to service members and engender a better future together

★ Material issue ✔ Completed ▲ In progress ✖ Target not achieved

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Neutrality

Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Practice Net Zero Energy Conservation and Carbon Reduction	Energy and GHG Emissions	★	◆ Complete the tasks in the preparatory stage of the "Organizational Carbon Inventory and Product Carbon Footprint Inventory Project"	◆ Completed the tasks of the preparatory stage - Established an inventory organization as well as education and training programs	✔	◆ Conduct company-wide GHG inventories	◆ Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance
			◆ Achieve electricity consumption per passenger-kilometer lower than the average of the previous 3 years (0.149 kWh/passenger-kilometers)	◆ Electricity consumption per passenger-kilometer reached 0.124 kWh/passenger-kilometers	✔	◆ Achieve electricity consumption per passenger-kilometer lower than the average of the previous 3 years	◆ Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance
			◆ Reduce water consumption by 2% using 2019 as the base year (2,189,063 m ³)	◆ Reduced water consumption by 5.04% compared to 2019	✔	◆ Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	◆ Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance
			◆ Decrease the average number of packaged paper boxes purchased by 6% compared to the average amount from 2020 to 2021	◆ The average number of boxes purchased decreased by 52.15% compared to the average amount from 2020 to 2021	✔	◆ Decrease the average number of packaged paper boxes purchased by 10% compared to the average amount from 2020 to 2021	◆ Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance
			◆ Proposal to set up a charging station for electric buses at Beitou Depot	◆ Completed the design and planning of a charging station for electric buses at Beitou Depot	⚠ ³	◆ The station was completed and commenced operation	◆ Continue to consolidate the strengths of the public and private sectors to facilitate the transition to net zero transportation

³ Planning for the electric bus charging station project started in June 2023, and the design review was completed in December. The project is slated for completion by the end of 2024.

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Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Practice Net Zero Energy Conservation and Carbon Reduction	Energy and GHG Emissions	★	◆ Cumulative depot/station renewable energy installed capacity>17.7MWp	◆ Renewable energy installed capacity 17.7MWp	▲ ⁴	◆ Continue to increase renewable energy capacity	◆ Continue to increase renewable energy capacity
2. Improve Resilience Against Multiple Disasters	Climate change mitigation and adaptation	★	◆ Hold >284 fire safety simulations and multiple disaster drills	◆ Held 300 fire safety simulations and multiple disaster drills	✔	◆ Hold >284 fire safety simulations and multiple disaster drills annually	◆ Hold >284 fire safety simulations and multiple disaster drills annually

★ Material issue
 ✔ Completed
 ▲ In progress
 ✘ Target not achieved

⁴The original 3.8MWp expansion project at Beitou Depot was decreased to 1.7MWp in response to public opinion. The project will proceed in conjunction with government application processes and is expected to complete grid connection and power generation by 2025.

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Efficiency

Strategy goals	Corresponding sustainability issues	Material issue	Annual performance and achievements			Goal	
			2023 goals	2023 performance	Achievement	Medium-term goals	Long-term goals
1. Generate Sustainable Financial Performance	Generate sustainable financial performance	★	◆ The Company's pre-tax profit exceeds 110%	◆ Total revenue was about NT\$20.52 billion, and pre-tax profit was NT\$98 million, with an achievement rate of 115%.	✔	◆ Pre-tax profit exceeds 110%	◆ Pre-tax profit exceeds 110%
			2. Refine Operational and Service Quality	◆ Average daily ridership reaches 1.92 million trips/day	◆ Average daily ridership reached 1,945,714 trips/day	✔	◆ Average daily ridership of 2.08 million trips/day
3. Increase Organizational Performance	Ethical management	★	◆ Overall satisfaction of at least 95%	◆ Overall satisfaction of 96.7%	✔	◆ Continue to maintain satisfaction above 95%	◆ Continue to maintain satisfaction above 95%
			◆ 100% of Taipei Metro employees receive education and training on anti-corruption laws and regulations, and promotion.	◆ 100% of employees received training courses on ethics and laws	✔	◆ 100% of Taipei Metro employees receive education and training on anti-corruption laws and regulations, and promotion.	◆ 100% of Taipei Metro employees receive education and training on anti-corruption laws and regulations, and promotion.
4. Bolster Sustainable Supply Resilience	Promoted sustainable supply chain management		◆ Receive no major penalties for violations of labor standards, occupational safety, and environmental laws and regulations.	◆ No penalties were received for violation of labor standards, occupational safety, and environmental laws and regulations for the year	✔	◆ Receive no penalties for violations of labor standards, occupational safety, and environmental laws and regulations	◆ Receive no penalties for violations of labor standards, occupational safety, and environmental laws and regulations
			◆ 100% achievement rate for government-specified green procurement product items	◆ The achievement rate for specific green procurement product items was 100%.	✔	◆ 100% achievement rate for government-specified green procurement product items	◆ 100% achievement rate for government-specified green procurement product items
			◆ Proportion of the procurement of localized maintenance and parts reaches 21%	◆ Proportion of the procurement of localized maintenance and parts reached 23.35%	✔	◆ Proportion of the procurement of localized maintenance and parts reaches 25%	◆ Proportion of the procurement of localized maintenance and parts reaches 28%

★ Material issue ✔ Completed ▲ In progress ✖ Target not achieved

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Taipei Metro is the first company in Taiwan to operate a metro system. As a leader in the domestic rail transportation industry, it has continued to grow alongside the city's development. In addition to focusing on our core transportation business, Taipei Metro has diversified into various services including metro systems affiliated businesses, commissioned businesses, investments, and consulting. We also actively embrace business innovation, exploring diverse lifestyle business opportunities and TOD land development projects. With a commitment to financial stability and growth, we uphold the core values of "integrity, teamwork, innovation, and openness and sharing," working together with stakeholders for mutual growth and development. In the future, Taipei Metro will continue to pursue more excellent and efficient team operations, aiming to create a more convenient, safe, and diverse lifestyle for the urban environment and community residents.

1.1 Introduction of Taipei Metro

GRI 2-1

Vision, Mission, and Core Values

01 Vision **A world-class metro, a wonderful Taipei**

With a service philosophy of openness and innovation, the Taipei Metro supports the City's all-round development for better living, working, recreation, and transportation. We integrate the local spirit to forge a brighter urban culture.

02 Mission **Providing safe, reliable, and friendly transportation services while pursuing sustainable development**

We are diversifying our services and fulfilling our corporate social responsibilities on the basis of our core transportation services. Growing and developing in partnership with our customers, communities, employees, shareholders, and suppliers.

03 Core Values **Integrity, teamwork, innovation, and openness and sharing**

Integrity: Honoring our commitments, and being fair and just to our partners and employees, creating a corporate culture of sincerity and mutual trust.

Teamwork: Creating synergy and realizing the full potential of each team member through full participation and involvement, providing proactive care and assistance for employees for mutual growth and support.

Innovation: Being in sync with the latest market developments and social trends for continuous improvement and excellence by being pragmatic, progressive, and innovative.

Openness and sharing: Promoting openness and diversity, implementing the vision of a sharing culture, and fostering a sense of community for mutual prosperity between the City and the Company.

Basic Company Information



Legal name	Taipei Rapid Transit Corporation
Nature of ownership and legal form	Public enterprise, non-publicly traded company
Date of establishment	July 27, 1994
Chairman	Shiao-Lien Chao
Number of employees	6,162 employees (as of December 31, 2023, excluding hourly-paid staff)
Country of operations	Taiwan
Location of headquarters	No. 7, Ln. 48, Sec. 2, Zhongshan N. Rd., Zhongshan Dist., Taipei City 104216



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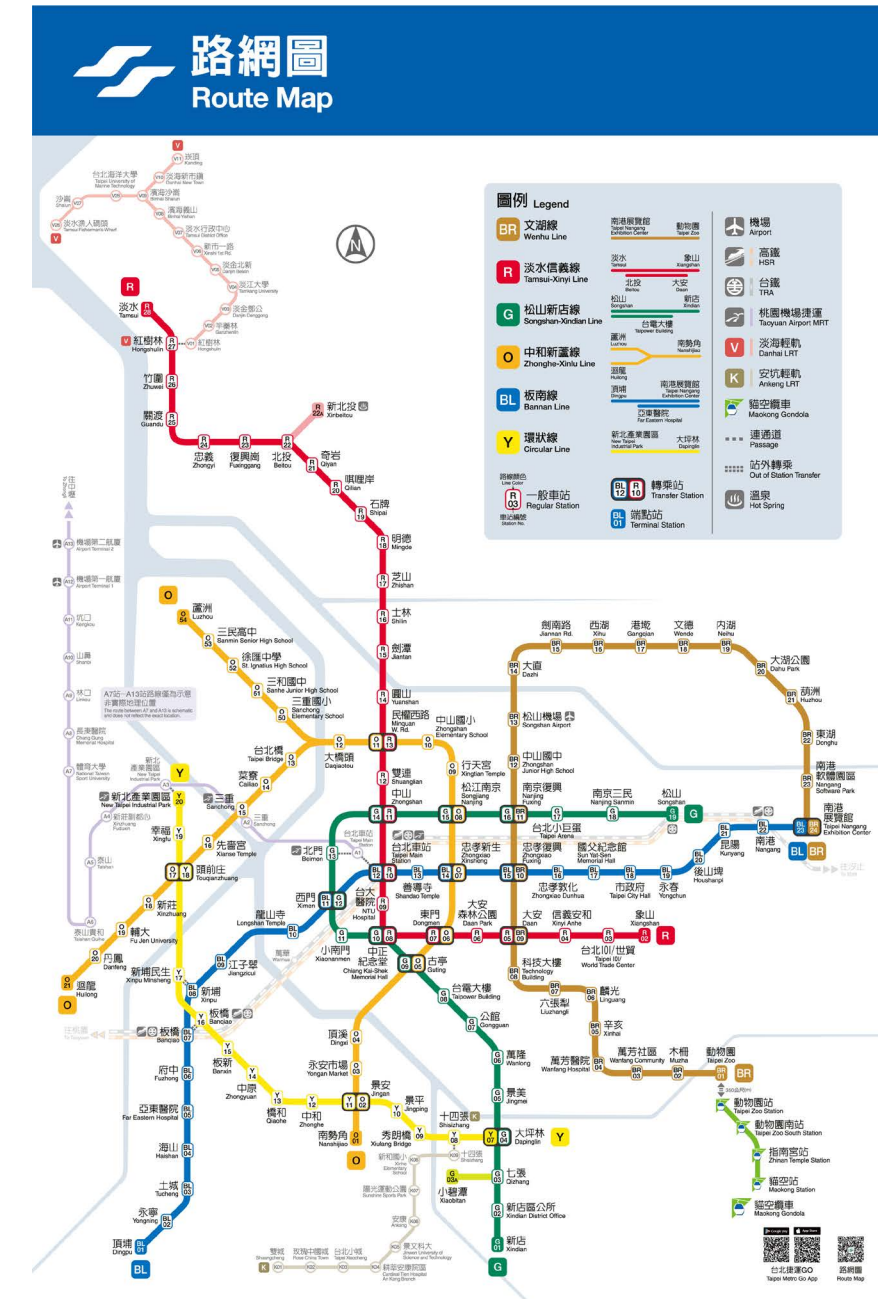
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1.1.1 Business Scope

GRI 2-6



➤ Metro route map



Note: As the Circular Line was transferred to the New Taipei Metro Corporation for operation (hereinafter referred to as New Taipei Metro) beginning May 23, 2023.

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Recent Development Milestones

March 2019

The Taipei Metro's accumulated ridership reached ten billion passengers.



April 2021

The Groundbreaking Ceremony was held for the Shilin Metro Station Multi-purpose Building Development Project.



January 2020

Inauguration of the Circular Line from the Dapinglin Station to the New Taipei Industrial Park Station. Operation length increased by 15.1 km and the total length of MRT lines extended to 146.2 km.



August 2021

TRTC established Taiwan's first public enterprise workplace-support childcare center, Metro Taipei Childcare Center, which officially opening on August 16, 2021, providing employees with high-quality, affordable childcare services to reduce their childcare burden.



February 2020

The 20% discount for passengers using electronic tickets will be cancelled at the same time that TRTC's new Frequent Passenger Program begins.



March 2022

Metro Corner, the TRTC's first self-owned shopping mall, was established in Nanjing-Fuxing Station.



July 2020

The Taipei Metro First Charity Year One event series launches with a select group of indigenous employees leading the Taipei Metro Rural Outreach initiative. In August, a Heading into Taipei Metro event invites rural area teachers and students to visit Taipei for a 3-day, 2-night trip.



November 2022

Zhongshan Metro Station is the first operational station to be redesigned in collaboration with TDRI (Taiwan Design Research Institute) as part of the Taipei Metro Redesign Project.



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May 2023

The Ministry of Transportation and Communications officially appointed the New Taipei City Government as the new local competent authority of Circular Line Phase I. The transfer between the Taipei City and New Taipei City governments is completed at 12:00 am of May 23, 2023. As of this date, the TRTC is responsible for the operation of 5 lines which encompass 117 stations, with a total network operation length of 131.1 km.



May 2023

The Sustainability Promotion Committee was established on April 1, 2023, with the President serving as Chief Sustainability Officer and Convener, presiding over its four work groups. The Board of Directors established a Sustainability Committee on May 25 within the Board to elevate supervision of company initiatives to highest-level management, optimize relevant decision-making processes within the organization.



July 2023

The Megacity Pass, introduced on July 1 by Keelung, New Taipei, Taipei, and Taoyuan City Governments, allows commuters to enjoy unlimited travel across the Taipei-Keelung-Taoyuan area's transportation systems for a 30-day period at a cost of NT\$1,200. Sales of the previously issued All Pass Ticket ceased beginning June 30.



September 2023

Taipei Metro signed an MOU with Metro Taiwan, a partnership among domestic metro industry peers, aiming to foster the cultivation of local metro professionals through the exchange of operational experience.



October 2023

The TRTC signed a Sister Metro Agreement with Singapore's SMRT Trains Ltd. This marked the company's first sister metro partnership with an international peer.



Major Events

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1.1.2 External Participation and Exchanges

GRI 2-28

Taipei Metro enhances the professional knowledge of its managers and employees by participating in annual conferences, seminars, and visits organized by domestic and international public associations. We also exchange experiences with rail industry peers and transportation professionals to gain valuable insights, improve maintenance technology standards, and enhance operational management efficiency for future development. Please refer to [Table 1 in Appendix I](#) for annual participation of associations.

Domestic and International Rail Industry Peer Exchanges

Taipei Metro is committed to promoting international and domestic exchanges. We have successively joined international rail-related organizations such as the International Association of Public Transport (UITP), American Public Transportation Association (APTA), Community of Metros (COMET). In addition to continually engaging in experience exchange and benchmarking with international transport operators, Taipei Metro actively establishes good communication channels and cooperative relationships with other rail industry peers. By forming alliances or sister metro agreements, we strengthen industry friendships and collaboratively work towards advancing rail transport technology, passenger services, business cooperation, and green transportation development. In 2023, we dispatched personnel to attend 6 international conferences, 11 domestic academic association meetings, 9 online meetings, and completed 4 rail industry cooperation initiatives (including alliance agreements, friendship agreements, or sister metro agreements). Throughout these activities, we not only played a role in learning and observation but also shared our own experiences and successful cases. This effort contributes to global public transportation and actively promotes innovative and sustainable management concepts in public transportation.

Reception of Foreign Guests

In 2023, the number of visiting groups reached 51 (1,527 participants), including 24 foreign groups (291 participants) and 27 domestic government agencies, organizations, and schools (1,236 participants). With the development of new businesses and the accumulation of passenger volume, the Company will continue to enhance Taipei Metro's international reputation through various visiting itineraries and experiential metro events, fostering exchanges and observations with visiting guests.



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international conferences

1. UITP Asia-Pacific Committee Meeting and Asia-Pacific Urban Rail Platform (APURP) (April)
2. UITP Global Public Transport Summit (June)
3. APTA Rail Conference (June)
4. UITP Asia-Pacific Annual Meeting, Asia-Pacific Committee Meeting and Asia-Pacific Urban Rail Platform (APURP) Conference (November)
5. COMET Annual Meeting (November)
6. UITP Metropolitan Railways Assembly (December)



► COMET Annual Meeting

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online meetings

COMET Virtual General Meeting and Webinar

1. General Meeting - Business session, Combating Crime and Disorder on Metro Networks, Data Governance (February)
2. Webinar - Drivers of Metro Ridership (March)
3. Webinar - Data Governance (March)
4. General Meeting - Business session, Dwell Times on Automated Lines, Recruitment and Retention (May)
5. Webinar - Energy Efficiency (July)
6. General Meeting - Business session, Operational Impacts of New Fleets, Metro-oriented Property Development (July)
7. Webinar - Customer Satisfaction (September)
8. Webinar - Operational Impacts of New Fleets (October)
9. Webinar - Knowledge Management (December)

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domestic conferences

1. "1st General Meeting of the 2nd term" of Taiwan Railway Economy Development Association (TREDA) (April)
2. Chung-Hwa Railway Industry Development Association's visit to Japan for "Multi-cloud infrastructure and multi-cloud environment application" (July)
3. "2023 Annual General Meeting" of Rail Engineering Society of Taiwan (July)
4. "Value Engineering/Value Specialist (CVS) Training Course" by Value Management Institute of Taiwan (August)
5. Chung-Hwa Railway Industry Development Association visited Singapore to participate in the "Service-oriented Smart Government Digital Transformation and Cloud Computing Exchange" (September)
6. Chinese Institute of Engineers' "2023 Joint Annual Meeting of CIE and Specialized Engineering Societies" (September)
7. Taiwan Railways Tourism Association's "2023 Annual General Meeting and Forum" (October)
8. "2023 Annual Meeting" of Intelligent Transportation Society (ITS) of Taiwan (November)
9. "2023 Annual Conference and General Meeting" of Taipei Society for Traffic Safety (November)
10. "2023 Annual Conference and International Seminar" of the Chinese Institute of Transportation (December)
11. "2023 Annual General Meeting" of Chung-Hwa Railway Industry Development Association (December)

4

railway peer collaborations

1. Signed a friendship agreement with Shizuoka Railway Company, Ltd. (August)
2. Signed a Memorandum of Understanding with the metros of New Taipei, Taoyuan, Taichung, and Kaohsiung (September)
3. Completed a sister metro agreement with SMRT Trains Ltd. from Singapore (October)
4. Updated and signed an MOU with SBS Transit Ltd. from Singapore and Metro Consulting Service Ltd. (October)



► Signed a friendship agreement with Shizuoka Railway Company, Ltd.

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1.2 Stable Operational Performance

Material issues management approach:

GRI 2-25, 3-3



Generate sustainable financial performance		
Policies and commitments	Policies	Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation and the Budget Act
	Commitments	<ul style="list-style-type: none"> Under the premise of financial autonomy, profitable operation, and adopting corporate management practices, we strive to enhance service quality to meet public needs. We establish budget surplus targets and manage the execution progress of each department based on budget preparation and account control audit systems to ensure the Company meets its annual surplus targets. Based on the mission of public transportation policy, the Company is committed to developing ancillary businesses and pursuing maximum commercial benefits. This effort aims to boost company revenue, ensure sustainable operations, and provide high-quality transportation services.
Action plan	Positive impact management	In response to post-pandemic economic recovery, we are actively promoting innovative businesses and cross-industry collaborations to seek transformation and breakthroughs in our operating models. By expanding commercial space in stations, developing lifestyle businesses, and pursuing multi-purpose building projects, we aim to enhance the Company's long-term sustainability value.
	Negative impact management	After experiencing the challenging decline in passenger revenue over the past three years due to the pandemic, the Company has actively adjusted train schedules and promoted a series of innovative measures centered on "Smart Operations" and "Digital Innovation." These efforts have effectively enhanced system efficiency and optimized service processes.
Annual performance, targets, and achievement status		Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	Finance Division, Accounting Division
	Contact information	+886-2-2536-3001 ext. 8419
	Handling procedures	In accordance with the Company Act, we hold regular Board of Directors Meetings, Shareholders Meetings, and Supervisors Meetings, while also undergoing supervision from competent authorities and legislatures. This ensures that our decision-making aligns with public interests and that information is disclosed transparently.

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1.2.1 Financial Performance

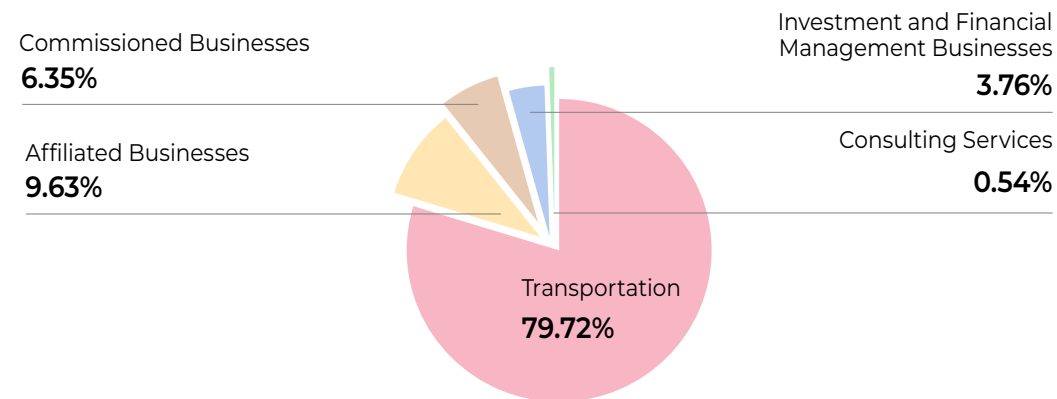
GRI 201-4

Taipei Metro's profit before tax in 2023 was NT\$98 million, with an achievement rate of 115%, surpassing the budget target of 110% profit before tax achievement rate, demonstrating excellent performance. Please refer to [Appendix I, Table 2](#) for detailed financial data for the past three years. To continuously create sustainable financial performance, the Company has formulated action plans related to business strategies. Through regular meetings, we continuously review and track performance. Discussions include plans or review cases for annual fund allocation and utilization, cost management, Metro system equipment replacement, and property lease contract rents.

Economic Performance

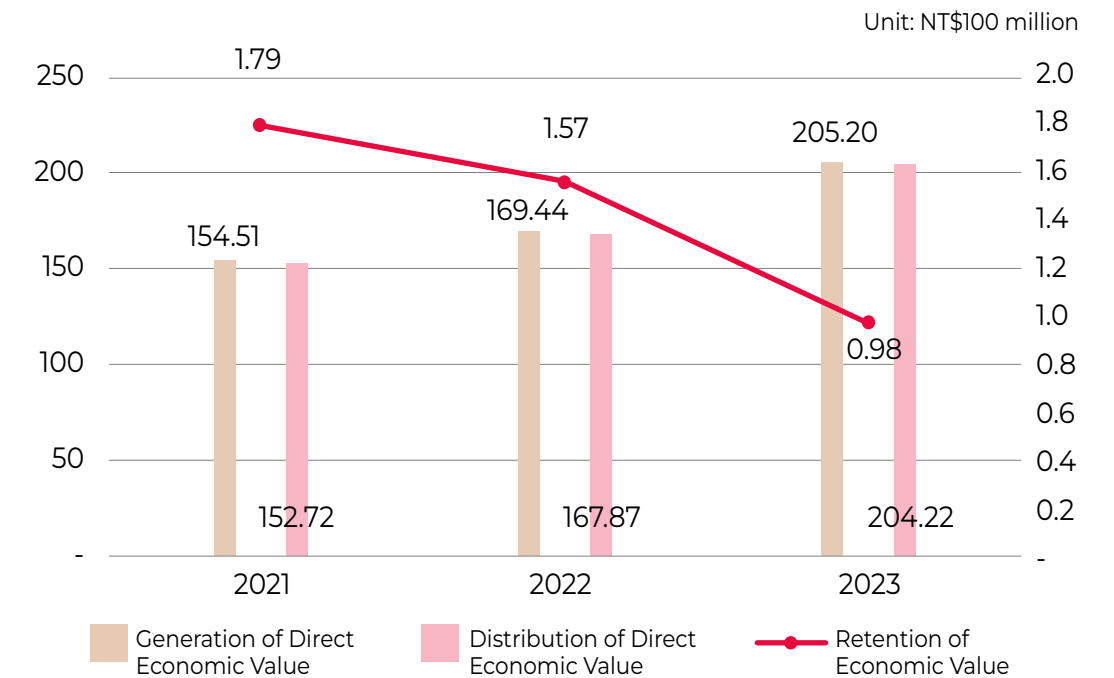
▶ Annual revenue ratio of each business segment:

In terms of revenue distribution by business scope, transportation operations constitute the largest share at 79.72%. Other revenue sources are as follows: affiliated businesses at 9.63%; commissioned businesses at 6.35%; investment and financial management businesses at 3.76%; and consulting services at 0.54%.



▶ Three-year trend:

Passenger revenue accounts for 80% of total revenue and is the Company's main source of income. In 2021, the severe impact of the COVID-19 pandemic led to a dramatic drop in ridership (24%), resulting in a decrease of over NT\$10 billion in passenger revenue. During the pandemic, the Company also reduced rents by NT\$1.5 billion in accordance with government relief policies. As the pandemic eased, revenue grew significantly. From 2021 to 2023, revenues were as follows: NT\$15.451 billion, NT\$16.944 billion (an increase of 9.7%), and NT\$20.520 billion (an increase of 21.1%). During the pandemic, the Company implemented cost control measures and applied for rent reductions totaling NT\$7.723 billion. Post-pandemic, costs faced impacts from salary adjustments, rising electricity prices, and increased prices of goods. From 2021 to 2023, costs were as follows: NT\$15.272 billion, NT\$16.787 billion, and NT\$20.422 billion.



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Financial Subsidies from the Government

Unit: NT\$ thousand

Country	Classification	Government subsidies received	Total monetary value of financial grants
Domestic	Government subsidies	New Taipei City Government ^(Note 1) Department of Rapid Transit System - Subsidy for losses of the Circular Line	68,852
		K-12 Education Administration, Ministry of Education - Metro Administration Building Metro Taipei Childcare Center Project	313
		K-12 Education Administration, Ministry of Education - Provision of free venues, facilities, and equipment for the Metro Taipei Childcare Center reward funding	1,400
	Tax deduction ^(Note2)	Applicable to Article 23-3 of the Statute for Industrial Innovation, which pertains to substantial investments eligible for deduction from unappropriated earnings	12,097
		Applicable to Article 10 of the Statute for Industrial Innovation, which concerns investment tax credits for R&D expenditures	4,189

Note1: The New Taipei City Government holds 8.75% of the Company's equity stake.

Note2: Tax credit is based on the year 2022 as approved by the National Taxation Bureau.

Note3: The items in this table are as of December 31, 2023.



For detailed financial performance in 2023, please refer to the 2023 audited final account.



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1.2.2 Transportation

Operational Status

In 2023, Taipei Metro operated a total of 131.1 km of track and 117 stations. The difference from the previous year is mainly due to the transfer of the first phase of Circular Line to New Taipei City Metro Corporation on May 23, 2023. In 2023, with the recovery of social and economic activities post-pandemic and the government's implementation of the Executive Yuan's TPASS and the Keelung-Taipei-New Taipei-Taoyuan Megacity Pass, Taipei Metro's overall ridership¹ increased by 20.93% compared to the previous year.

To achieve the Company's ridership targets, we have implemented a diverse marketing ticket strategy. This includes various promotional schemes tailored to different customer groups, such as the TPASS commuter monthly pass for commuting passengers and Frequent Passenger program. Seniors, passengers with disabilities, and children from Taipei City and New Taipei City benefit from discounted fares. For tourists, options include Metro travel passes or combination transport tickets, which also include discounts at popular attractions and retailers, enhancing the overall travel experience. Additionally, we also offer occasional marketing events through the "Go! Taipei Metro" App to incentivize different passenger groups to use the Metro, thereby increasing ridership.

Number of Stations

117 station



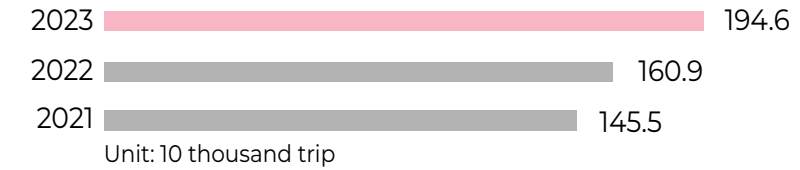
Operational Network Length

131.1 km



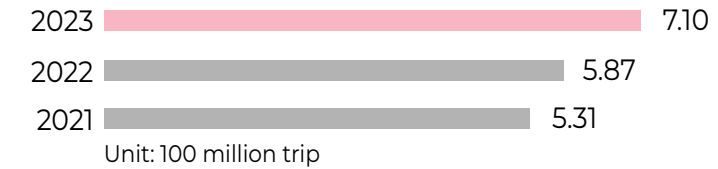
Average Daily Ridership

194.6 10 thousand trip



Annual Ridership

7.10 100 million trip



¹Starting from May 23, 2023, the operating rights for the Circular Line were transferred to New Taipei City Metro Corporation, and therefore, the ridership and station count for the Circular Line are not included in calculations.

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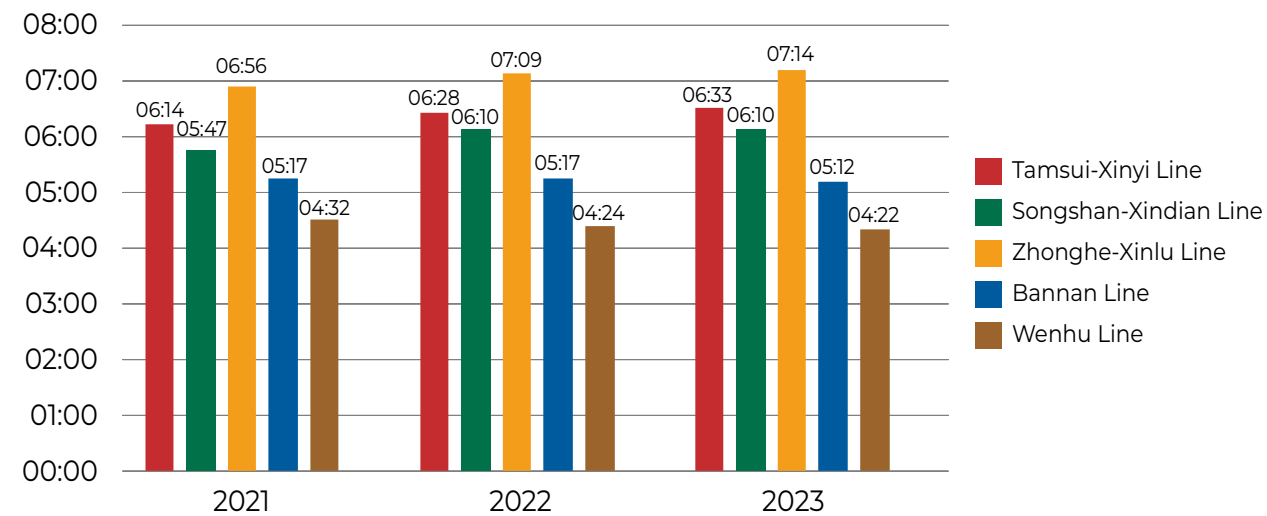
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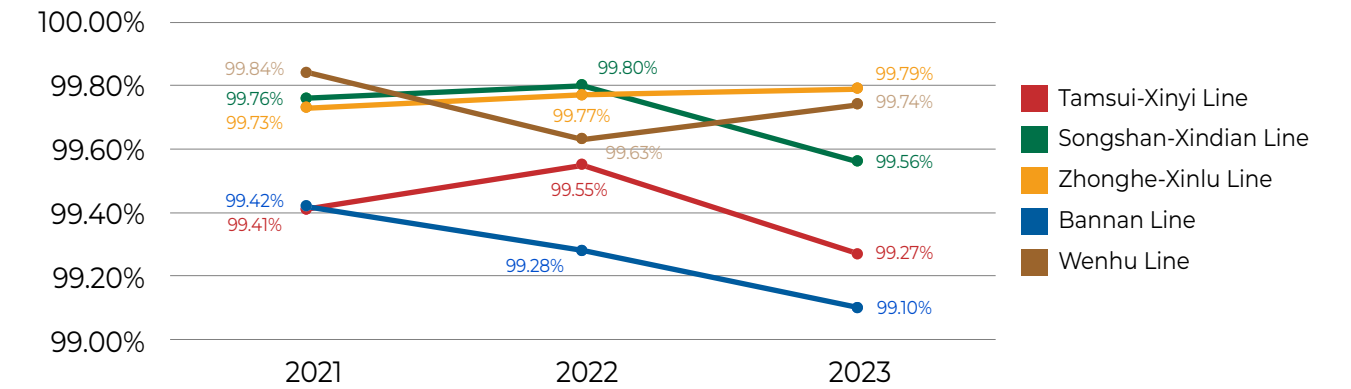
Service Performance

Taipei Metro has long been committed to providing safe, reliable, and friendly transportation services, focusing on creating the safest and most stable transit system for passengers. While ensuring transportation safety, the Company balances actual ridership with the efficiency of transportation resource use. We also consider track design and system constraints to plan train service intervals and review operational service measures, meeting peak and off-peak passenger demands while maintaining a high punctuality rate². In 2023, the punctuality rate of each line has exceeded 99%. During the Taipei New Year's Eve Party, the Metro operated for 42 consecutive hours without closing. Key stations (Taipei City Hall, Sun Yat-Sen Memorial Hall, and Taipei 101/ World Trade Center) implemented non-stop measures based on crowd conditions to enhance passenger flow. Additionally, 2,700 additional staff were deployed to manage and guide the flow of people. To cater to Southeast Asian passengers, Taipei Metro installed signage in four Southeast Asian languages (Indonesian, Malay, Vietnamese, and Thai) at Taipei City Hall Station and Taipei 101/World Trade Center Station. Furthermore, volunteers from Indonesia, Vietnam, the Philippines, and South Korea were invited to join as staff members for the event. From 06:00 on December 31, 2023, to 06:00 on January 1, 2024, the Metro system transported approximately 2.38 million passengers. The main routes achieved a shortest train headway of 2 minutes and 28 seconds on the Bannan Line and most frequent headway of 3 minutes on the Tamsui-Xinyi Line, successfully meeting transportation targets.

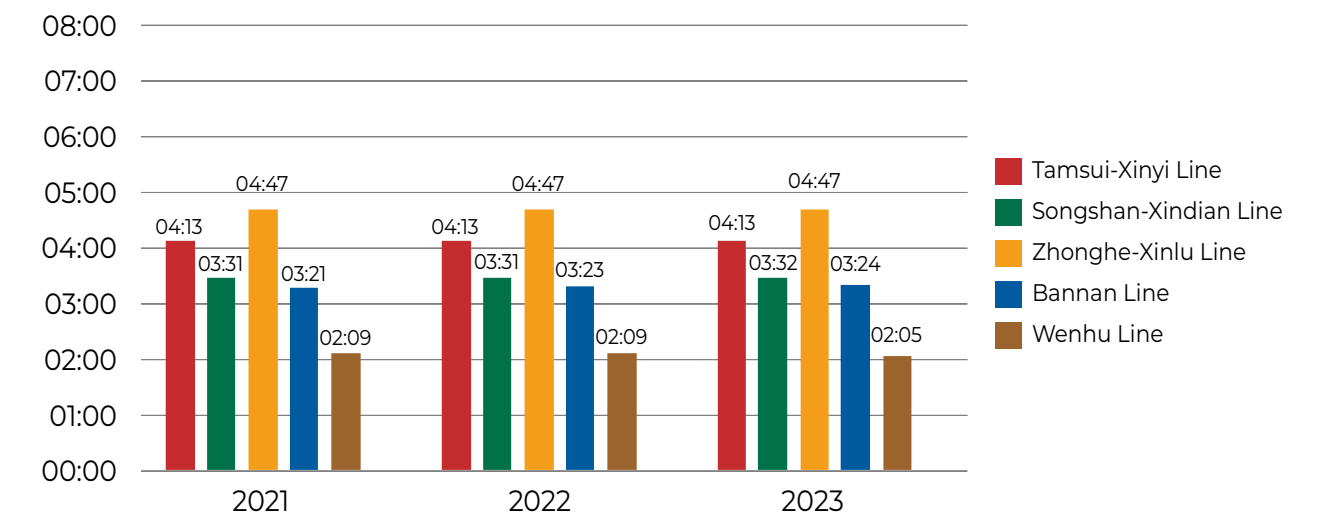
> Average Headway During Off-Peak Hours
Unit : minutes : seconds



> Average Punctuality Rate



> Average Headway During Peak Hours
Unit : minutes : seconds



²(1) The formula for calculating train punctuality is: train punctuality = number of on-time departures/actual number of departures.

(2) Faced with non-system failures (force majeure, non-attributable factors) such as natural disasters, weather conditions, policy cooperation, or events beyond the control of passengers, we will take any necessary contingency actions and adjustments to ensure operational safety or demand. These impacts are not included in the calculation of train on-time performance.

(3) Punctuality rate is defined as the ratio of the number of on-time train arrivals to the total number of scheduled services. On-time refers to actual arrival time of a train at the destination station being within a 90-second window of the scheduled arrival time, for the direction from the starting station to the destination station.

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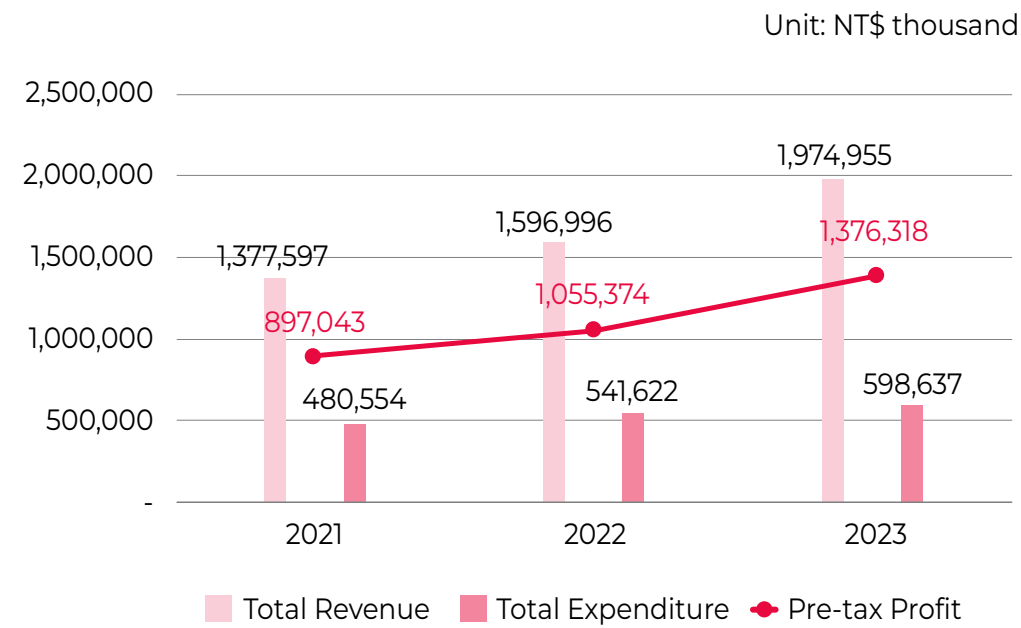
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1.2.3 Affiliated Businesses

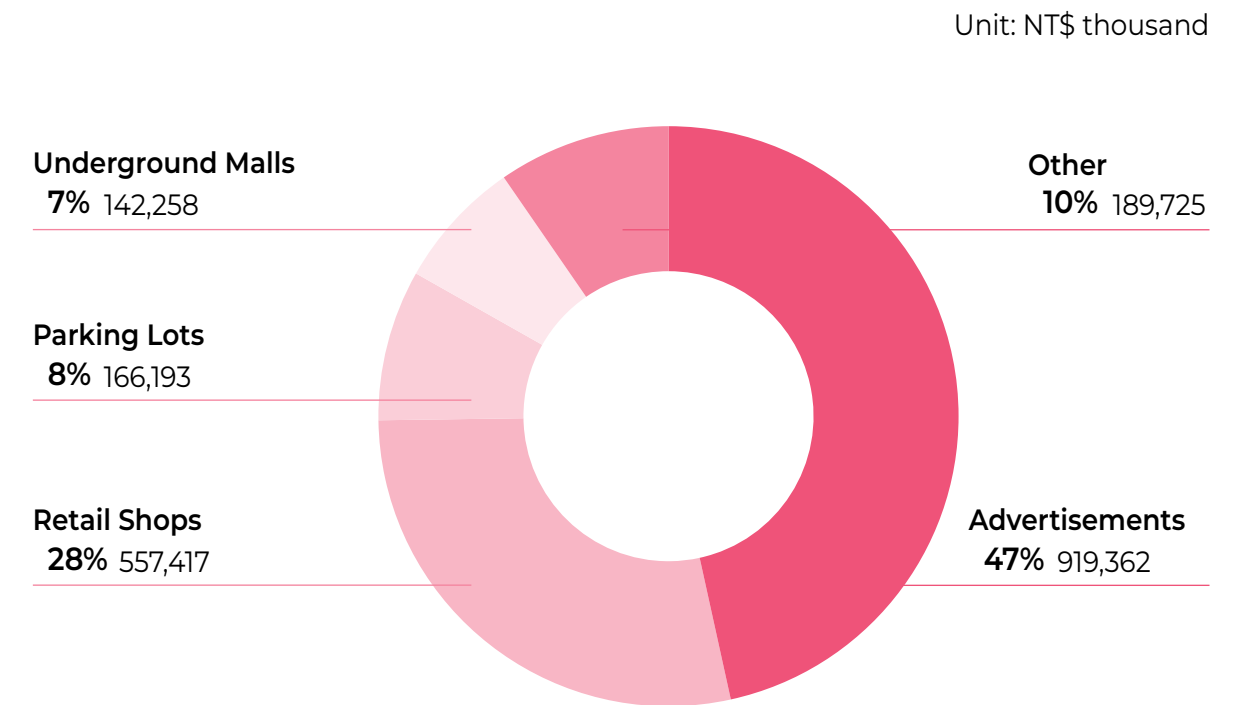
Financial Performance of Affiliated Businesses

Affiliated businesses include advertisements in all Taipei Metro stations and trains, as well as the operation of station retail stores, parking lots, and the East Metro and Zhongshan Metro underground malls. These diversified operations aim to increase profits, create shareholder value, and offer a variety of services to passengers. In 2023, both total revenue and profit before tax showed significant growth compared to the previous two years, with advertising revenue accounting for 47% of the total.

> Profit and loss of affiliated businesses in the past three years



> Percentage of income from affiliated businesses in 2023



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Operational Status of Affiliated Businesses

The Company continues to formulate relevant action plans to develop commercial income outside our core transportation industry, generating surplus to subsidize ticket fares. The actual results in 2023 are as follows:

► Station storefronts

In line with city government policies to promote station commercialization, existing station spaces at key interchange stations with higher commercial value have been reviewed. Usable spaces have been adjusted for commercial use to increase company revenue. In 2023, 3 new vending stores and 9 new booths were added, totaling 12 new commercial spaces.



► Open creative advertising

The entire system's stations allow vendors to set up various creative advertisements, including banners, large wall stickers, and 3D displays, creating an immersive experience to attract passengers' attention.



► Metro Corner and pop-up shops

To enhance the utilization of commercial space within stations, we have introduced the first-ever Metro Corner micro-mall. This is the first shop to simultaneously have openings facing inside and outside the paid area, presented as a dual-sided storefront. It combines "convenient purchases" and "in-station pickup" to meet the needs of passengers entering, exiting, and transferring at the station. Currently, there are 3 Metro Corner micro-malls and 12 pop-up shops at Nanjing Fuxing, Taipei Main Station, and Zhongxiao Fuxing stations. Annual revenue exceeds NT\$600 million, contributing approximately NT\$100 million in rental income. This project is an essential indicator for the sustainable operation of Taipei Metro.



► Digitization of print advertisements

To enhance the value of station advertisements, traditional print ads have been upgraded to digital screens at 34 key locations in stations. This includes 6 LED digital screens and 28 LCD video walls.



► Raingo Shared Umbrellas

Adhering to the principle of environmental sustainability and promoting green economy, we introduced the raingo Shared Umbrella rental service in August 2023. This service is available at 117 Metro stations, with 271 smart rental stations installed across the system, allowing passengers to rent an umbrella at one location and return it at another, offering a new alternative to purchasing. This initiative is expected to generate approximately NT\$3.11 million in rental income for the Metro each year.



► Metro Breakfast

To emphasize the importance of breakfast and expand the Metro breakfast market, the Metro Breakfast Festival was launched in September 2023, providing a dedicated breakfast map and a voting webpage for easy access. Following the successful experience of the Metro Breakfast Festival, from October 2023 onwards, we adopted the Metro Breakfast business model to continue providing breakfast services to the public, resulting in a total rental income of approximately NT\$2.4 million over the last three months of the year.



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Property Development

To create a new type of rail economy and drive urban development, the Company referenced international rail property development trends and carried out multi-purpose building developments at Shilin Station, Jiantan Station, and Jiannan Rd. Station. These mixed-use developments are integrated with transfer facilities, creating new urban landmarks in Taipei.



Shilin Multi-Purpose Building Developments

Groundbreaking held April 2021; topping-out ceremony held August 2023; estimated date of completion (EDC) 2026.



Jiantan Multi-Purpose Building Developments

Contract awarded August 2023; groundbreaking held June 2024; estimated date of completion (EDC) 2028.



Jiannan Rd. Multi-Purpose Building Developments

Contract awarded November 2023; agreement to be signed in January 2024; estimated date of completion (EDC) 2029.

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1.2.4 Commissioned Businesses

Maokong Gondola



► Enhancing the Illumination in Maokong Area

To promote the beautiful night scenery of Maokong and entice tourists to stay longer, Taipei Metro initiated the Maokong Station Environmental Lighting light aesthetics project. On November 2023, it was awarded the "Gold Award for Outdoor Lighting Facilities - Excellence" by the Illuminating Engineering Society of Taiwan. The Zhinan Temple Station Environmental Lighting project was completed in October 2023; they were lit up for the first time during the Satoyama Taipei Event in November, adding highlights to the Maokong mountain area and providing tourists with another scenic spot, thereby increasing the exposure of the Maokong Gondola.

► Diverse Marketing Activities

Maokong Gondola offers educational guided tours, expanding promotion to elementary and junior high school students for extracurricular activities. The Maokong New Year's Eve Celebration event features rides in "fireworks cabins" to view fireworks from the sky and enjoy the Maokong Tea Party in the newly opened storage area at Maokong Station. Additionally, to expand sales channels and attract international travelers, we have partnered with e-commerce platforms to develop various Maokong Gondola discount packages. We have also established a friendship with the Nihondaira Ropeway in Japan, launching a promotional campaign where visitors enjoy discounts by presenting a brochure, with mutual promotion on both websites.

Taipei Arena



► Activation of Taipei Arena Venue Space

Continuing to leverage the venue's central location in Taipei City and foot traffic advantages, Taipei Arena trialed short-term rental plans for ancillary and meeting spaces. Events such as the 2023 Digital Career Expo, courses by the Institute of Human Resource Management at National Sun Yat-sen University, courses by the College of Architecture & Design at Chung Hua University, and the Taiwan Good Association member conference and banquet were organized. This initiative actively explores the market for short-term brand presentations or marketing exhibition space, revitalizing the venue's space utilization.

► Diverse Marketing Activities

In 2023, a variety of ice skating promotions were launched, including "Kids' Skating Fun," "Art on Ice," "Supersize Your NT\$6,000 Handout at Ice Land," "Skate Together for Charity! Public Ice Skating Event," "Trick or Treat Costume Skate," "What's Christmas Without Snow?!" and other marketing activities. Additionally, to celebrate Ice Land surpassing 5 million visitors, a private booking event was held. Members had the opportunity to participate in the "Retro Christmas x DJ Dance Party" event through the "Go! Taipei Metro" App, and a press conference was conducted to expand marketing and promotion efforts.

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Taipei Children's Amusement Park



► Promotion of Corporate Venue Rental Model

We actively promoted venue rental activities with customized and diverse services to streamline administrative processes. In 2023, a total of 58 events were held, including corporate family days, product launches, brand promotions, wedding parties, and year-end banquets.

► Diverse Ticketing Measures

To boost the park's nighttime economy and ease peak-hour queues at attractions, the Starlight Fun Ticket program was launched during winter and summer vacations as well as long holidays, selling a total of 70,000 tickets—an increase of about 57.2% compared to last year.

In addition to selling One-Day Fun Tickets at on-site counters, sales were also conducted through corporations, travel agencies, and various travel platforms, resulting in a total of 545,000 tickets sold.

► Themed Promotional Activities

Taipei Children's Amusement Park organized festive-themed events, such as the "Make a Wish Starlight Fireworks Show" in April for Children's Month, "Halloween Costumes and Treats Party" in October, and a special Children's Edition New Year's Eve fireworks show synchronized with New Zealand to welcome the new year on the final day of 2023, attracting nearly 23,000 visitors to the park on that day.



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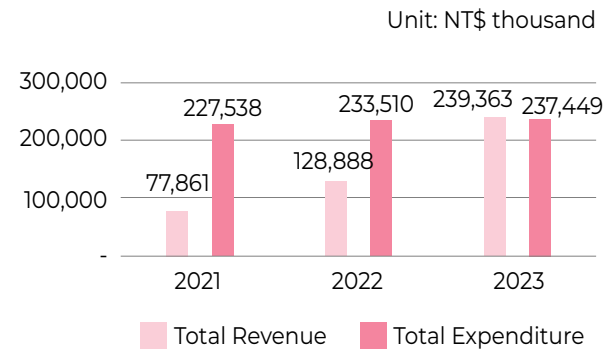
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Financial Performance of Commissioned Businesses

Taipei Metro's commissioned businesses consists of three major recreation businesses. For detailed financial data, please refer to [Appendix I, Table 3](#).

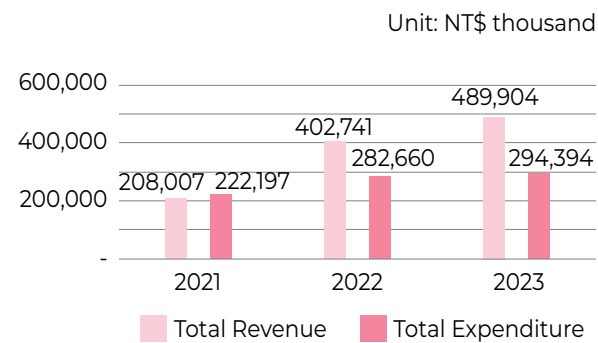
► Maokong Gondola

- ◆ Three-year trend: Revenue has continued to increase. Although there was still a loss in 2022, by 2023, the operating gross profit has turned positive, eliminating the need for loss subsidies.
- ◆ 2023 status: The Maokong Gondola's financial performance exceeded expectations and did not incur any losses.



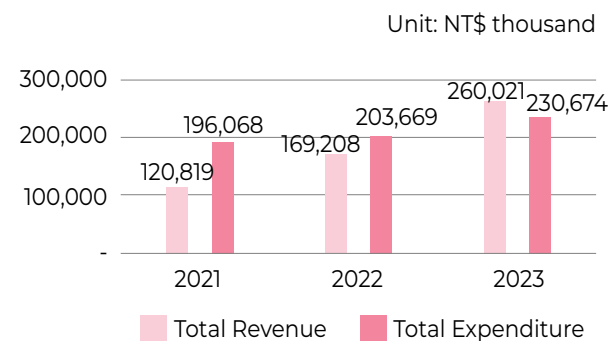
► Taipei Arena

- ◆ Three-year trend: Revenue has continued to increase. In 2023, the operating gross profit, after deducting contract payments, resulted in a surplus of NT\$70,383 thousand.
- ◆ 2023 status: Increased revenue from the main venue's scheduled rentals and events, as well as higher income from the secondary venue due to increased tourist traffic during winter and summer vacations and long holidays.



► Taipei Children's Amusement Park

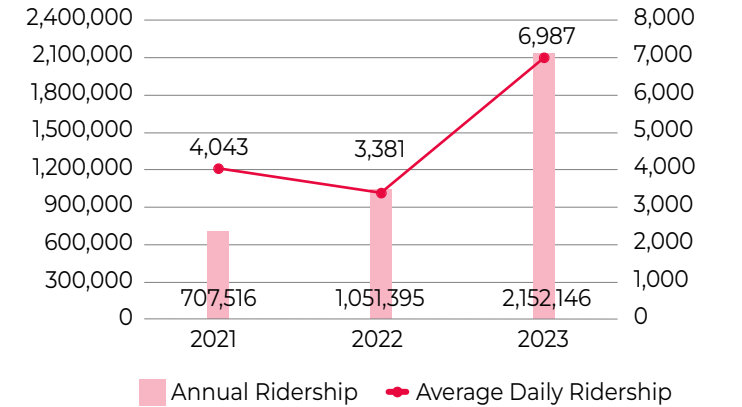
- ◆ Three-year trend: Revenue has continued to increase. In 2023, the operating gross profit, after deducting contract payments, resulted in a surplus of NT\$12,903 thousand.
- ◆ 2023 status: Increased revenue due to a rise in the number of corporate group bookings and events.



Operational Status of Commissioned Businesses

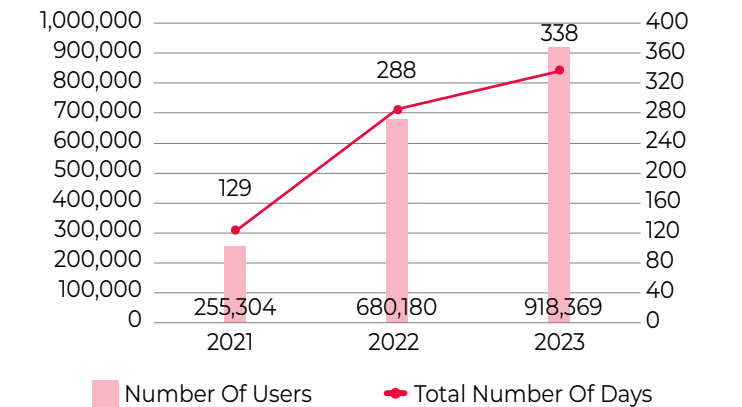
► Maokong Gondola

In 2023, annual total ridership and average daily ridership showed significant growth compared to 2022. This increase is mainly due to the resurgence of travel after the pandemic, active promotion of school field trips for junior high and elementary schools, and collaboration with e-commerce platforms to expand sales channels. As a result, the ridership of the Maokong Gondola has nearly returned to pre-pandemic levels of 2019.



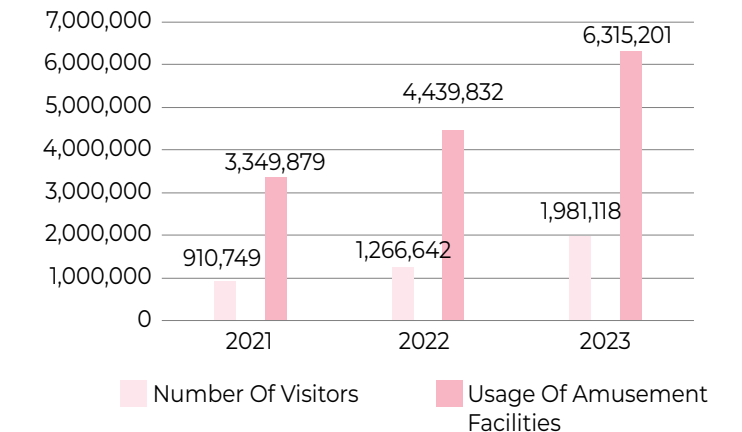
► Taipei Arena

Due to the severe COVID-19 pandemic, the main arena had 226 days of cancellations in 2021 and 59 days in 2022. In 2023, the pandemic eased, and the number of users and the total number of days have increased significantly compared to previous years.



► Taipei Children's Amusement Park

In 2023, both the number of visitors and the usage of amusement facilities increased compared the previous years, mainly due to the easing of the pandemic and a rise of tourists' willingness to travel. Additionally, innovative experiences and marketing activities attracted different visitor groups, leading to a gradual recovery in attendance.



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1.2.5 Investment and Financial Management Business³

Company Name	Company information	Financial performance
EasyCard Investment Holding Co., Ltd.	To effectively integrate the ticketing operations of the greater Taipei area's public transportation system and digitize the transit ticketing system, Taipei Metro invested in the establishment of Taipei Smart Card Ticketing Co., Ltd. in March 2000. The company was renamed EasyCard Corporation (referred to as EasyCard Corp.) in August 2008. In response to new business developments and to increase business operational flexibility, EasyCard Corp. established EasyCard Investment Holding Co., Ltd., in December 2009 through a share conversion process. Company registration was completed in December 2009, and the invested businesses were transferred to EasyCard Investment Holding Co., Ltd.	EasyCard Investment Holding Co., Ltd.'s paid-in capital is NT\$665,960,000, with TRTC holding 27.49% of shares. Core businesses of EasyCard include general investment, and investment targets include the EasyCard Corp. (57.86% stake), Metro Consulting Service Ltd. (6% stake), and Taiwan Mobile Payment Co., Ltd. (1% stake). In 2023, net income after taxes was NT\$115.03 million, providing TRTC with a recognized investment return, on the basis of stakes owned, of NT\$31,624,466.
EasyCard Corporation	EasyCard Corp. was established in March 2000. Initially, it integrated the buses and MRTs in the greater Taipei area with a contactless IC smart card, marking a milestone for electronic transportation ticket systems. At present, the EasyCard can be used not only as a means of transportation throughout Taiwan, but also for small-value consumption and electronic payment. In response to the trends in the electronic payment industry, future plans include expanding scale and engaging in deeper cross-industry collaborations, as well as exploring opportunities in retail and financial sectors.	EasyCard Corp.'s paid-in capital is NT\$0.7 billion, with TRTC holding a 11% stake. Its main business item is electronic payment and it focuses on transportation and small-value payments, providing EasyCard and Easy Wallet members with convenient electronic payment services. The net profit after tax in 2023 was approximately NT\$201.2 million, of which the Company recognized an investment income of NT\$22,096,920 based on equity.
Metro Consulting Service Ltd.	To expand its niche in the consulting service business, TRTC invested in Metro Consulting Service Ltd. in November 2005. They provide training courses for rail professionals and operational planning services, leveraging the Company's extensive operational experience to offer consulting services to urban metro systems both domestically and internationally.	Metro Consulting Service Ltd.'s paid-in capital is NT\$50 million, with TRTC holding a 20% stake. Its main business activity is management consulting. In 2023, the net profit after tax was approximately NT\$4,333,755, and the Company recognized investment income of NT\$866,751 based on its equity share.

³ Investment and financial management businesses are divided into three types. In addition to the three reinvestment companies mentioned in this section, the other two types are "Financial Investment" and "Leasing and Others". The Financial Investment category generated interest income from bonds or time deposits, with a pre-tax net profit of approximately NT\$64.66 million in 2023; the Leasing and Others category involved the provision of venues for financial institutions or telecommunications operators to set up ATMs or base stations, with a pre-tax net profit of approximately NT\$646.09 million in 2023.

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1.2.6 Consulting Services

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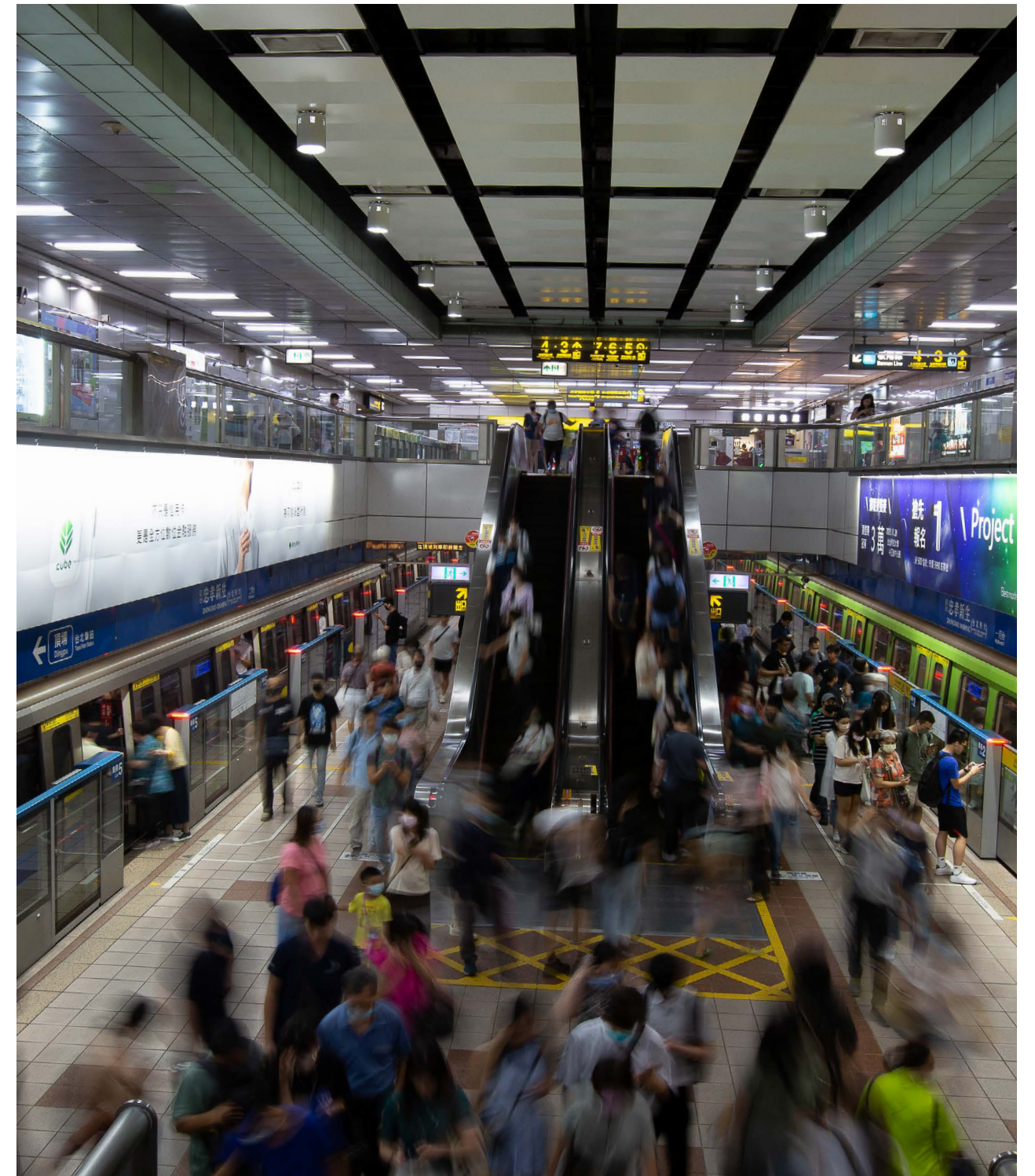
Taipei Metro has accumulated extensive experience in rail transport operations, management, and maintenance over the years. We are actively cultivating metro technical consulting capabilities through technical exchanges and expanding domestic and international consulting business, aiming to achieve experience transfer and promote urban development.

► **Consulting, technical services, operational management, and transportation maintenance**

In line with the transfer of responsibilities for the Circular Line phase 1 from May 23, 2023, Taipei Rapid Transit Corporation has supported New Taipei City Metro Corporation by providing technical and manpower assistance. This includes services such as Circular Line Technical Manpower Services, Circular Line Passenger Information System Software Services, and Circular Line Train Control and Signaling Communication Specialist Services, ensuring the Circular Line maintains normal operations during the transfer and protecting public interests. Additionally, we have undertaken 14 consulting projects, including the Taoyuan Metro Track Ultrasonic Testing, Taoyuan Aerotropolis Metro Green Line Management Consulting, and Taichung Metro Blue Line Consulting Services. In 2023, the total revenue amounted to approximately NT\$111.34 million, contributing to the Company's revenue. The consulting technical services also helped employees gain professional experience and growth.

► **Technical exchange**

Taipei Metro actively participated in various activities organized by domestic and international rail industry peers and associations, as well as hosted foreign visitors in 2023. These included: a technical visit by Chicago O'hare International Airport, a visit from the Korea Railway Research Institute, and an inspection by the Development of Justice's Judicial Officers Academy. These interactions deepened knowledge and experience sharing, explored new trends in rail technology, and furthered urban development.



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1.3 Accountable Corporate Governance

1.3.1 Organizational Structure and Operations

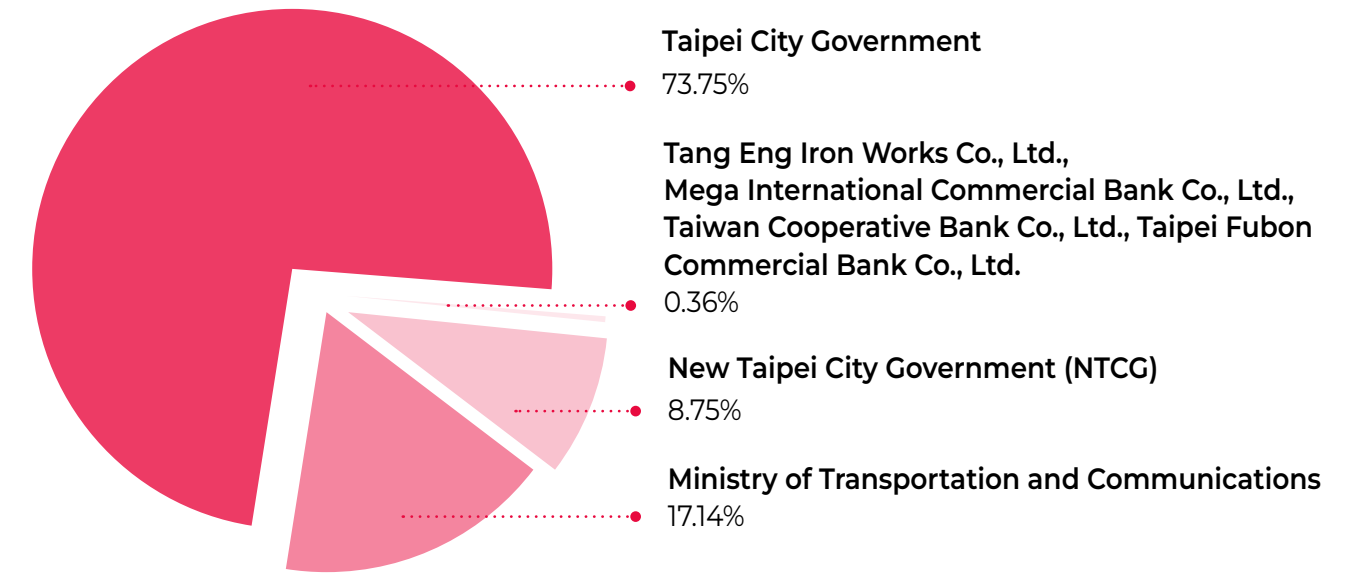
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Capital and Shareholder Structure

The Company leases the Metro system from the property owner, Taipei City Government, through a lease agreement. According to Article 5 of the Company's Articles of Incorporation, the registered capital was NT\$10 billion, divided into 1 billion shares with a par value of NT\$10 per share, issued in tranches. The paid-in capital is NT\$10 billion, with Taipei City Government contributing 73.75% and other shareholders contributing 26.25%.

> Table of capital and shareholder structure

Shareholder	Total Investment (NT\$)	Percentage (%)
Taipei City Government	7,374,571,430	73.75%
Ministry of Transportation and Communications	1,714,285,710	17.14%
New Taipei City Government (NTCG)	875,000,000	8.75%
Tang Eng Iron Works Co., Ltd.	35,714,280	
Mega International Commercial Bank Co., Ltd.	142,860	0.36%
Taiwan Cooperative Bank Co., Ltd.	142,860	
Taipei Fubon Commercial Bank Co., Ltd.	142,860	
Total	10,000,000,000	100%



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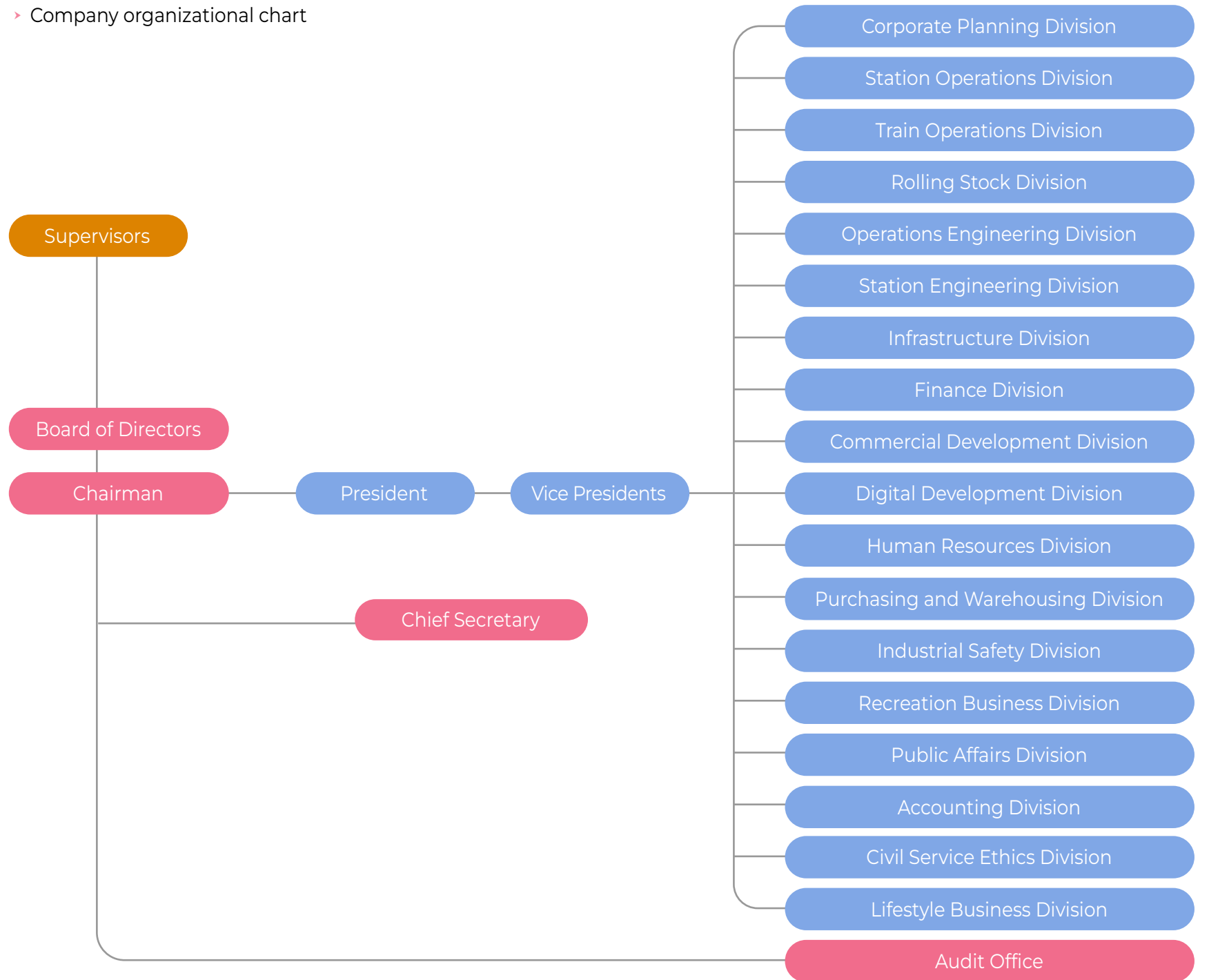
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Organizational Structure

According to Article 7 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation, the Chairman and President of the Company are appointed by the Board of Directors from individuals with expertise in transportation or corporate management and are subjected to review by the Taipei City Government before being forwarded to the Ministry of Transportation and Communications for record-keeping. The Board of Directors is the highest governing body of the Company, composed of professionals from industry, government, and academia. They serve as the decision-making body for business operations, responsible for overseeing execution and determining the success or failure of management. The President is responsible for implementing business decisions and is accountable for effectively executing the operational goals, policies, plans approved by the city government, as well as the business decisions and statutory budgets determined by the Board of Directors. The Board of Directors is convened by the Chairman of the Board, with the Chief Secretary handling the meeting affairs and an Audit Office managing the Company's auditing tasks. The President, appointed by the Board of Directors, oversees 18 departments, including the Corporate Planning Division, Station Operations Division, Train Operations Division, Rolling Stock Division, Operations Engineering Division, Station Engineering Division, Infrastructure Division, Human Resources Division, Digital Development Division, Purchasing and Warehousing Division, Industrial Safety Division, Finance Division, Accounting Division, Civil Service Ethics Division, Public Affairs Division, Commercial Development Division, Lifestyle Business Division, and Recreation Business Division. In the future, the organizational structure will be adjusted as needed based on business and organizational division requirements, to enhance organizational efficiency, implement management practices, and effectively integrate resources.

> Company organizational chart



Note: The organizational structure was amended and effective from May 22, 2024.

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Board of Directors

The Board of Directors, chaired by the Chairman, has the authority to approve significant business and employment plans. The Board of Directors authorizes the President to guide the managerial departments in developing strategies related to corporate social responsibility and executing work plans covering economic, environmental, and social aspects. Each year, the Corporate Planning Division submits the annual plan to the Board of Directors for approval, and the Board of Directors is responsible for the final evaluation of the results. The Company's Chairman does not concurrently serve as CEO or President to avoid and mitigate conflict of interest.

The Board of Directors comprises 15 members with a term of 3 years, each possessing expertise in areas such as transportation, electromechanical integration, land administration, accounting, civil engineering, architecture, and politics. This diverse expertise ensures the professionalism and objectivity of the decisions of the Board of Directors. Women hold 33% of the seats, reflecting its diverse composition. Additionally, to ensure that the Board of Directors' decisions also have the support of employees, there are 2 labor director seats elected by the Company's Enterprise Union representatives. This setup allows employee representatives to understand and participate in major company decisions, serving as a bridge for communication between employees and the Company. The Board of Directors also includes 5 Supervisors, as required by company regulations, who are responsible for reviewing the Company's business and financial status, as well as auditing the Company's accounts.

Twelve board members are selected and appointed by the Taipei City Government, which holds 73.75% of the shares, in accordance with the Guidelines for the Taipei City Government's Selection of Directors and Supervisors. In principle, members can be the chief and deputy heads of agencies related to the company's business; public or private officials with similar nature; chairpersons and deputy directors of private institutions; professors or associate professors of business-related courses; or those who have served as chairpersons or directors of public institutions but are not concurrently serving as directors or supervisors of other institutions (due to supervisory needs, they may concurrently serve as directors or supervisors of other investment enterprises, but only one of them concurrently).

Board meetings are held quarterly, with extraordinary board meetings convened when necessary. There were a total of 48 board reports and discussion topics in 2023. For sustainability-related proposals, please refer to the [Sustainable Development Blueprint \(Sustainability Governance Organization\)](#)



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► Members of the Board of Directors

Title	Gender	Name	Key positions	Main education experience
Chairman	Male	Shiao-Lien Chao	Chairman of Taipei Rapid Transit Corporation	Master, Graduate Institute of Transportation and Communications, NYCU Commissioner of Marine Bureau, Kaohsiung City Government
	Male	Yen-Po Chen	Political Deputy Minister, Ministry of Transportation and Communications	Master of Transportation and Communication Management, National Cheng Kung University Director General, Highway Bureau, Ministry of Transportation and Communications
	Male	Wei Tu	Chairman, Taiwan Railway Corporation, Ltd.	Master of Political Science, National Taiwan University Commissioner and Deputy Commissioner, Taiwan Railways Administration (MOTC)
	Male	Ming-Shi Chung	Commissioner, Department of Transportation, New Taipei City Government	Master of Public Administration and Community Development, Ming Chuan University Deputy Director of Transportation Department, New Taipei City Government
	Male	Yu-Chiun Chiou	Professor, Department of Transportation and Logistics Management, National Yang Ming Chiao Tung University	Ph.D. of Graduate Institute of Transportation and Communications, NYCU Secretary-General of the Chinese Institute of Transportation
	Female	Shu-Fang Lai	Director, Department of Distribution Management, Takming University of Science and Technology	Ph.D. in Transportation Group, Graduate Institute of Civil Engineering, National Taiwan University
	Female	Yu-Fen Wang	Commissioner, Department of Urban Development, Taipei City Government	Master of Architecture, University of Pennsylvania Deputy Commissioner of Department of Urban Development, Taipei City Government
	Male	Chiu-Tung Wang	Commissioner, Department of Information and Tourism, Taipei City Government	Ph.D. in Political Science, Tunghai University Deputy Secretary-General, Taipei City Government
Directors	Female	Hsiao-Lan Hu	Commissioner, Department of Finance, Taipei City Government	Master of Department of Land Economics, National Chengchi University Deputy Commissioner of Department of Finance, Taipei City Government
	Male	De-Fa Cheng	Commissioner, Department of Rapid Transit Systems, Taipei City Government	Master, Graduate Institute of Mechatronic Engineering, National Taipei University of Technology General Manager of Taoyuan Metro Corporation
	Female	Mei-Chu Chiu	Deputy Commissioner, Department of Budget, Accounting and Statistics, Taipei City Government	Department of Accounting and Statistics, National Taipei University of Business Department of Business, National Open University Chief Secretary of Department of Budget, Accounting and Statistics, Taipei City Government
	Female	Chin-Ting Yang	Senior Engineer, Department of Transportation, Taipei City Government	Master's degree in Transportation Management (Science), National Cheng Kung University Secretary-General, Public Transportation Department, Taipei City Government Section Chief, Transportation Bureau, Taipei City Government
	Male	Ching-Shinn Huang	President, Taipei Rapid Transit Corporation	Master of Transportation Engineering and Management Group, Institute of Civil Engineering, NYCU Vice President of Taipei Rapid Transit Corporation
	Male	Wen-Yen Chiu	Enterprise Union Committee Member, Taipei Rapid Transit Corporation	Department of Electrical Engineering, Taipei City University of Science and Technology
	Male	Chih-An Chien	Enterprise Union Committee Member, Taipei Rapid Transit Corporation	Department of Mechanical Drafting, National Taipei University of Technology

Note: Based on the current list as of August 27, 2024.

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► Supervisors

Title	Gender	Name	Unit
Supervisors	Male	Mu-Han Wang	Deputy Director-General, Institute of Transportation, Ministry of Transportation and Communications
	Male	Cheng-An Lee	Commissioner, Department of Rapid Transit Systems, New Taipei City Government
	Male	Chen-Hua Yu	Chairperson, Research, Development and Evaluation Commission, Taipei City Government
	Female	Chih-Chi Dai	Deputy Commissioner, Department of Legal Affairs, Taipei City Government
	Female	Ching-Yun Su	Chief Secretary, Department of Personnel, Taipei City Government

Note: Based on the current list as of August 27, 2024.

► Avoidance of Conflicts of Interests

Procedures and practices	The Directors and Supervisors of the Company are appointed by various shareholders. According to the Selection, Management, and Assessment Guidelines for Directors and Supervisors Appointed by the Taipei City Government for Invested or Reinvested Public, Private Enterprises, and Foundations and the Selection, Management, and Assessment Guidelines for Representatives Appointed by the Ministry of Transportation and Communications and Its Affiliated Agencies for Public, Private Enterprises, and Foundations, civil servants who have direct supervisory relationships over invested or reinvested public or private enterprises in their official capacity are prohibited from concurrently serving as directors or supervisors of these enterprises. However, civil servants from the principal responsible agencies, except for the heads and deputy heads, who declare adherence to relevant regulations on avoiding conflicts of interests, preventing personal benefit transfer, and pass the verification in accordance with the Checklist for Agency-Appointed Personnel Concurrently Serving as Directors or Supervisors of Private Enterprises Invested or Reinvested by Public Enterprises Invested by the Taipei City Government are not subject to this restriction. Personnel concurrently serving in these roles who commit any illegal or negligent acts will be held legally accountable.
Status for the year	Directors must recuse themselves from participating in discussions or voting on any board meeting agenda items if any of the following situations apply. Additionally, they are prohibited from acting on behalf of other Directors in exercising voting rights in these instances: I. When they have a conflict of interest that could potentially harm the Company's interest. II. When the Director believes they should voluntarily recuse themselves. III. When the Board of Directors resolved that the Director should recuse themselves. There were no instances of conflicts of interest involving Directors or Supervisors in 2023.

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► Board of Directors Performance Evaluation

Procedures and practices	As a public company, the performance evaluation of Directors is conducted by each Shareholder for the Directors they have appointed. The Company has a total of 15 board seats, with 12 appointed by the Taipei City Government, 2 by the Ministry of Transportation and Communications, and 1 by the New Taipei City Government. To enhance management, the Taipei City Government has established the Selection, Management, and Assessment Guidelines for Directors and Supervisors Appointed by the Taipei City Government for Invested or Reinvested Public, Private Enterprises, and Foundations. According to these Guidelines, an annual evaluation of the appointed Directors' attendance and participation in meetings is conducted (completed by March each year). The results of this evaluation serve as a crucial reference for reappointment decisions.
Status for the year	<ul style="list-style-type: none"> ◆ In 2023, the representatives of public shareholders appointed to the Company actively attended meetings, offered timely suggestions, participated in company decision-making, and protected public shareholders' interests. They also facilitated the Company's support for transportation policies and the sound development of public transportation. The performance in executing their duties was deemed satisfactory in 2023. ◆ In the future, specialized seminars and continuing education courses will continue to be held, with Directors and Supervisors invited to participate, in order to enhance their professional knowledge and strengthen the effectiveness of the Board of Directors' supervisory and management functions.

► Remuneration policy for Directors and senior management

Remuneration policy of the Board of Directors	The board members' remuneration is based on the standards approved by the Ministry of Transportation and Communications and the remuneration guidelines for public and educational sector employees. Each Director and Supervisor receives a monthly fee of NT\$9,300. If the individual is a public official, the fee is NT\$8,500 per month. No remuneration is provided for those who are company employees in addition to their duties, and no additional bonuses or profit-sharing are offered.
Remuneration policy for senior management	The Company's remuneration includes monthly salaries and annual bonuses. The salary system is governed by Article 9 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. For employees below the level of Vice President, their salaries are approved by the Taipei City Government and reported to the Ministry of Transportation and Communications for record. The salary standards for the Chairman and President are determined according to Article 10 of the aforementioned Act, and also require approval from the Taipei City Government and reporting to the Ministry of Transportation and Communications for record. In addition, bonuses are awarded based on operational performance and personnel contributions. The distribution regulations are in accordance with Article 6 of the Guidelines for Employee Salaries, which must be submitted to the Taipei City Government for approval.
Connection between remuneration and ESG performance	<ul style="list-style-type: none"> ◆ If senior management is involved in ethical risk events that negatively impact the Company's image, reputation, or violate economic, environmental, and social responsibilities, their performance evaluation will be adversely affected, resulting in a lower rating. This, in turn, will affect their bonus and may lead to a reduction in their position and monthly salary. ◆ Additionally, in 2023, each department introduced an ESG Project Execution Performance indicator. The score of these projects will impact the distribution of annual performance bonuses. This connection of sustainability actions to departmental bonuses strengthens the Company's commitment to sustainability and enhances the management and employees' awareness and understanding of ESG issues.

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Functional Committees under the Board of Directors

To protect shareholder rights, strengthen the Board structure, enhance information transparency, and fulfill corporate social responsibilities, the Board of Directors has established the following committees. The conclusions of these committees are reported to the Board of Directors for resolution when necessary:

Name	Statement of duties and responsibilities
<p style="text-align: center;">Organization and Evaluation Committee</p>	<p>Composition: According to the Guidelines for the Organization and Evaluation Committee of the Board of Directors, the committee is composed of 5 directors (including 1 labor director). A total of 3 meetings were held in 2023, and the in-person attendance rate of members was 93.3%.</p> <p>Responsibilities: Convene meetings to discuss key issues related to the Company's organizational structure, supervisor selection and evaluation, and other topics including:</p> <ul style="list-style-type: none"> (1) Discuss the organizational structure, responsibilities, and staffing of the Company's top-level units (2) Recommending suitable candidates for top-level management positions in the Company (3) Discuss the assessment of top-level management positions in the Company (4) Discuss the performance bonus incentive levels for the Chairman of the Board and the President (5) Other important issues
<p style="text-align: center;">Strategy Committee</p>	<p>Composition: According to the Guidelines for the Establishment of Board of Directors' Strategy Committee, the committee is composed of 6 directors (including 1 labor director). The committee meets on an occasional basis.</p> <p>Responsibilities: Holds meetings to discuss important issues related to corporate development, including:</p> <ul style="list-style-type: none"> (1) Strategic direction for equity distribution. (2) Reinvestment development direction, including capital increases, decreases, or divestment for existing investments. (3) Strategic goals for organizational development. (4) Mid- and long-term development plans. (5) Other important issues.
<p style="text-align: center;">Sustainable Development Committee</p>	<p>Composition: Based on the Guidelines for the Establishment of Board of Directors' Sustainable Development Committee, the committee is composed of 7 directors (including 1 labor director). A total of 1 meeting was held in 2023, and the in-person attendance rate of members was 71.4%.</p> <p>Responsibilities: To promote and implement sustainable corporate development, the following topics are discussed:</p> <ul style="list-style-type: none"> (1) Implementation of the business philosophy of environmental sustainability, social care, and corporate governance (2) Supervise the effectiveness of corporate sustainability implementation and related matters (3) Promoting major sustainable development initiatives and implementation plans (4) Other sustainability-related matters as instructed by the Board of Directors

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1.3.2 Internal Control System and Risk Management

Internal Control and Audit

The Company's internal control system systematically links and divides major internal activities with the responsibilities of each department. It forms operational cycles through interconnected procedures, establishing their relationship. Referring to the FSC's announcement on the Regulations Governing Establishment of Internal Control Systems by Public Companies and considering industry characteristics, the Company's business activities are divided into 9 major cycles and 2 operations. These are revised annually and implemented upon approval by the Board of Directors. In terms of risk management, the Company evaluates the risk level of each control operation individually. For operations with medium to high risk, enhanced auditing and management are implemented to ensure the effectiveness of control operations. Additionally, to achieve the objectives of internal control, data is compiled, distributed, reported, and analyzed for each management level. This ensures that management can maintain appropriate control and oversight of various tasks and operations at all times.

The Company has an Audit Office, which reports directly to the Board of Directors. The Office operates with an independent and objective stance to conduct internal audits, examining and evaluating various operational activities. They provide timely recommendations for improvements or warning opinions, assisting management in fulfilling their responsibilities and ensuring that internal control systems are designed and implemented effectively. The Audit Office has established Guidelines for Internal Audit Operations. Each year, based on the Company's business policies, key work objectives, and risk assessment results, an Annual Audit Plan is developed. This plan is submitted to the Board of Directors for approval before being announced and implemented. The 2023 Annual Audit Plan was approved in the 5th Meeting of the 10th Board of Directors, which outlined 9 audit topics and proposed a total of 58 audit recommendations. The execution of the annual audit plan was reported in the 10th Meeting of the 10th Board of Directors, and the implementation and improvement status were monitored until confirmation of completion.

Additionally, the Company has established the Internal Control Self-assessment Operational Guidelines. Each department formulates and executes an annual internal self-assessment plan based on the internal control system approved by the Board of Directors. The Audit Office reviews the internal control self-assessment reports from each department. In 2023, a total of 224 self-assessment operations were carried out. After review by the Audit Office, 8 audit

recommendations were made. An Internal Control Self-assessment Execution Effectiveness Report was prepared and presented at the 10th Meeting of the 10th Board of Directors. Execution and improvement were monitored until confirmation of completion.

Risk Management, Assessment and Control

The Company's risk management and assessment methods refer to the Handbook for Risk Management and Crisis Handling (as issued by central authorities), which lists potential sources of risk, as well as the Company's business plans, corrections or indictments by the Control Yuan, recommendations from the National Audit Office, and public sentiment responses. Risks are identified and assessed based on the sources to determine which risks require management. Based on the risk assessment results, items identified as medium to high risk are included as key audit focuses.



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► Risk Items

Risk Items	Risk factors	Management and control	Corresponding chapter
Financial risk	Risk related to fund allocation, exchange rates, and interest rates.	<ul style="list-style-type: none"> Under the relevant financial investment regulations, we implemented a tiered authorization for investment operations and conduct regular financial investment audits to prudently generate investment returns and ensure effective financial risk management. 	1.2 Stable Operational Performance P.42
Information security risk	With the development of technology, the Company's operations increasingly depend on software systems. Information systems must be equipped to prevent cybercrime and handle crisis to ensure stable operations in a secure information environment.	<ul style="list-style-type: none"> Establish information security policies and procedures: Ensure that all employees and relevant stakeholders understand and adhere to best security practices. Information security training and education: Enable employees to understand the importance of information security, risks and best practices to reduce internal threats. Risk assessment and management: Regularly conduct risk assessments to identify potential information security threats and weaknesses, to take appropriate protective measures, and to ensure the ability to quickly respond to security incidents. Technical measures: Strengthen information security by implementing protective measures such as firewalls, web protection, antivirus software, etc., to protect information systems from unauthorized access and attacks. Monitoring and incident response: Establish an information security monitoring center to quickly detect and respond to potential security incidents. Legal compliance: Comply with relevant information security regulations and standards to ensure the Company avoid fines or legal action, while also enhancing public trust in the Metro system. Regularly hold Information Security Management Meetings: Analyze and review the results of network traffic monitoring, intrusion detection, virus reports, vulnerability scans, and social engineering drills for the Company's computer systems. 	3.3 Information Security and Personal Data Protection P.107
System safety risk	Including system facility and equipment failures (e.g., trains, signaling systems, track infrastructure), natural disasters (e.g., windstorms, floods, earthquakes, lightning), and deliberate human threats (e.g., arson, explosives, armed attacks).	<ul style="list-style-type: none"> Establish a dedicated unit (Industrial Safety Division) responsible for managing system safety and disaster prevention. Based on the ISO 9001 quality management system, the unit will enhance various preventive and corrective safety management mechanisms, and continuously improve and upgrade related aspects through the PDCA (Plan-Do-Check-Act) cycle. Safety risk management for the Taipei Metro system begins with system assurance operations during the construction phase, involving various hazard analyses. After the commencement of operations, a System Safety Risk Management Procedure was established based on the characteristics of the operational environment. This focuses on controlling hazards related to system safety and fulfilling the commitment to "Safety" outlined in our quality policy. Formulate preventive measures, such as key safety items for equipment maintenance and management of equipment changes, to enhance risk management practices within the maintenance unit. Regularly hold technical meetings to review operational anomalies and implement risk control measures for maintenance and engineering activities that could impact operational risk. Regularly hold operational safety management meetings to monitor the effectiveness of the safety management system, safety performance, and contractor safety supervision, while also managing various operational safety improvement measures. Formulate a multi-disaster simulation exercise plan annually, outlining various exercise topics to minimize the impact of potential disasters. Formulate incident reporting procedures and incident reporting standards for operational units to follow. 	3.1 Sound Safety Management and Culture P.87

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Risk Items	Risk factors	Management and control	Corresponding chapter
Climate Change Flood Control Risks	Potential climate risks such as the increased chance of extreme weather, floods caused by changes in rainfall patterns, and the possibility of rising temperatures. These risks could cause damage to the Company's assets, increase maintenance and operational costs, delay operational maintenance plans, and potentially jeopardize the safety of passengers and employees.	<ul style="list-style-type: none"> Established the Standard Procedures for Typhoon and Flood Prevention Operations to ensure that before the flood season and after typhoon (or heavy rain) warnings, typhoon and flood prevention facilities, equipment, and materials function normally. Implement typhoon and flood preparedness operations in various departments, carry out preparations and inspections in advance, and take preventive and improvement measures. Allocated relevant budgets annually to ensure the regular maintenance and updating of the system. Strengthen multi-hazard drill measures to enable front-line personnel to handle various special emergencies in train operations proficiently. Enhance the overall disaster prevention awareness and response capabilities of company personnel, ensuring that transportation services are maintained at the highest standards of safety and reliability. 	<p>4.1 Climate Change Governance and Risk Management P.114</p> <p>3.1.2 Enhancement of Emergency Response Awareness P.94</p>
Occupational health and safety risks	Work undertaken with employees or suppliers may involve potential hazards or exposures that could result in injury or health impairment.	<ul style="list-style-type: none"> Through the implementation of the ISO 45001: 2018 Occupational Health and Safety Management System, strengthen internal occupational health and safety management to reduce occupational hazards. Contracts with suppliers require that workers providing labor services on company premises comply with occupational health and safety management regulations. Established and regularly convened the Occupational health and safety Committee to facilitate communication on occupational health and safety issues. Promote physical and mental well-being and enhance occupational health and safety management knowledge through occupational health and safety training, health protection programs, health promotion activities, and health checkups. Create a zero-accident, safe, healthy, and friendly company environment and culture. 	<p>5.4 Occupational Health and Safety P.164</p>

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Risk assessment

After risk identification, the Company adopted the risk assessment tools from the Handbook for Risk Management and Crisis Handling and considered the nature of business to formulate the Impact Description Classification Table, Probability Description Classification Table, and Medium-high Risk Map applicable to the Company. These serve as reference standards for divisions to measure the degree of risk impact and occurrence probability, and to calculate risk values and risk maps accordingly. The calculation method for the risk value is the product of the degree of impact and the occurrence probability (risk value = degree of impact * occurrence probability). A risk map range of 1 falls within the Company's acceptable tolerance range.



1 Impact Level Classification Table

Level	Degree of Impact	Impact or Consequences	Image	Social Reaction
3	Critical	High-level crisis	Damage to Taipei City Government's image	Demand investigation into Taipei City Government administrative accountability
2	Severe	Medium-level crisis	Damage to competent authority's image	Demand investigation into competent authority administrative accountability
1	Minor	Low-level crisis	Damage to Company's image	Demand investigation into Company administrative accountability

2 Probability Classification Table

Level	Probability of Occurrence	Detailed Description
3	Highly probable	Will occur in most cases
2	Possible	May occur in some cases
1	Unlikely	Only occurs in special circumstances

3 Medium and High-Risk Matrix

Impact Level	Risk Distribution		
3			
2			
1	Range 1		
	1	2	3
	Probability Level		

Note1: "Range 1" denotes the Company's risk tolerance zone.

Note2: Areas outside Range 1 represent medium and high-risk levels.

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Medium to High Risk Items and Improvement Measures

Based on the results of the risk analysis and considering factors such as manpower, resources, and organizational environment, each division employs qualitative analysis for risk assessment. This analysis has been reviewed and approved by the Company's Planning and Budget Review Committee. The qualitative analysis identified a total of 2 operations classified as medium risk. Subsequent improvements and control measures are as follows:

Divisions	Risk Items	Risk level	Description of assessment results	Improvement and control measures
Digital Development Division	Information security risk	Medium risk	Considering that non-compliance with information security management regulations or failure to implement them may lead to information security incidents affecting the Company's image and system security, it is assessed as a medium risk.	Ensure strict implementation of relevant information security regulations, the Information Security Maintenance Plan, the Computer Confidentiality and Information Security Audit Implementation Plan, the Internal Audit Plan for the Information Security Management System. Incorporate audit and verification results into the information security management meetings for control. Additionally, carry out and enforce information security protection tasks according to the schedule.
Industrial Safety Division	Occupational health and safety risks	Medium risk	Considering that non-compliance with occupational health and safety regulations or failure to implement them may lead to occupational accidents affecting personnel safety and the Company's image, it is assessed as a medium risk.	Plan the following items for all divisions to implement to reduce the occurrence of occupational disasters: <ol style="list-style-type: none"> 1. Identification, assessment, and control of the working environment or occupational hazards 2. Management of machinery, equipment or appliances 3. Procurement management, contract management, and change management 4. Safety and health operational standards 5. Regular inspections, key inspections, operational checkpoints, and on-site inspections 6. Safety and health education and training 7. Management of personal protective equipment 8. Emergency response measures 9. Occupational disaster investigation, handling, and statistical analysis 10. Safety and health management record and performance evaluation

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1.3.3 Integrity and Compliance with Laws and Regulations

GRI 2-23, 2-24, 205-1, 205-2, 205-3, 206-1

SASB TR-RA-520a.1

Material issues management approach:

GRI 2-25, 3-3



Ethical management		
Policies and commitments	Policies	As a public company, all procurement processes are conducted in accordance with the Government Procurement Act, following principles of fairness, transparency, and impartiality. This aims to enhance procurement efficiency, eliminate procurement malpractices, and establish a procurement environment characterized by integrity and efficiency.
	Commitment	The Company's core values are "integrity, teamwork, innovation, and openness and sharing." Among these "integrity" signifies a commitment to fairness and keeping promises with partners, and to fairness and reasonableness with colleagues, fostering a culture of sincerity and mutual trust within the Company.
Action plan	Positive impact management	Follow the provisions of the Taipei City Government Ethics Guidelines for Civil Servants by continuously promoting through various channels to prevent incidents such as requests and lobbying, banquets, and gift-giving. Effectively implement and enforce reporting and registration for such incidents.
	Negative impact management	Carry out anti-corruption investigations in accordance with national laws such as the Criminal Code, The Code of Criminal Procedure, and the Anti-Corruption Act, as well as relevant regulations from the Ministry of Justice's Agency Against Corruption.
Annual performance, targets, and achievement status		Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	Civil Service Ethics Division
	Contact information	Tel: +886-2-2536-3001 ext. 8595 Fax: +886-2-2511-7956 Mail address: 5F., No. 7, Ln. 48, Sec. 2, Zhongshan N. Rd., Zhongshan Dist., Taipei City 104216, Taiwan (R.O.C.) (for the Civil Service Ethics Division)
	Handling procedures	Internal personnel: 1. If encountering issues related to requests and lobbying, receipt of gifts, banquets, or other matters related to the integrity and ethics of public affairs in the course of duties, please contact the Civil Service Ethics Division at any time via personal visit, fax, or telephone. 2. Those who wish to report any misconduct or corruption activities involving the Company may disclose or report the matter to the Civil Service Ethics Division by mail, fax, or telephone. External personnel: 1. To ensure that procurement and contracting vendors have open and appropriate communication channels, the bidding instructions for procurement cases clearly outline the methods for reporting and filing complaints. Those who wish to report any corrupt or unlawful conduct by company personnel, may also do so by fax or mail to the Civil Service Ethics Division. 2. The Customer Service Center has been set up for public inquiries, and reports can also be made through the Taipei City Government's petition system.

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Integrity Management Measures

In accordance with Articles 1 and 4 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation, Taipei Metro provides mass rapid transit services in an enterprise-oriented management manner with the purpose of promoting public welfare and is not engaged in trade or profit competition. The Company is not a company that issues shares to the public, and is not subject to insider trading regulations. Summarily, the Company will not engage in anti-competitive behavior, insider trading, or other related incidents. After investigation in 2023, there were no incidents of corruption or legal actions involving anti-competitive, anti-trust, or monopolistic behavior at any of the Company's operating locations. Through management measures implemented before, during, and after incidents, the Company has improved its integrity management mechanism:

Aspect	Internal management	External management
Pre-event prevention mechanisms	<ul style="list-style-type: none"> ◆ Anti-corruption promotion: Through various promotional activities, established a legal compliance and integrity consensus among employees. In 2023, 6 sessions of integrity-related legal education were conducted, and integrity-related promotions were reinforced 33 times through various electronic display systems and mobile apps. This includes 13 internal promotions via the Metro company's scrolling text display. ◆ Property declaration by public officials: Continuously urge and assist public officials with their property declaration obligations to uphold integrity, maintain, and establish the cleanliness of public officials. 	<ul style="list-style-type: none"> ◆ Comprehensive analysis of procurement: Conduct on-site supervision of procurement cases to reduce procurement deficiencies, and perform comprehensive analysis to prevent the recurrence of similar issues. ◆ Strengthen on-site supervision: In addition to routine supervision, strengthen on-site supervision during the bidding, award, and acceptance stages of procurement cases that involve vendor disputes, mediation, or complaints to reduce procurement deficiencies.
Ongoing monitoring and verification	<ul style="list-style-type: none"> ◆ Dedicated division oversight: The Company actively investigates unlawful activities. Upon suspicion of corruption, the division meticulously collects relevant information to ensure justice and prevent any wrongful or lenient handling of cases. ◆ Rigorous verification: Investigate cases referred by superiors or reported through complaints. If corruption or general illegal activities are found, those cases will be forwarded to investigative authorities for further investigation. If the findings involve administrative responsibilities or violations of company personnel regulations, appropriate disciplinary action will be taken according to the Company's personnel regulations. 	<ul style="list-style-type: none"> ◆ Anti-corruption operations: Actively investigate unlawful activities and meticulously gather corruption-related clues. For potential corruption issues reported by the public, proactively conduct investigations and collect evidence to clarify the case. At the same time, encourage and support the public in reporting corruption, thereby expanding community involvement.
Post-event analysis and advocacy	<ul style="list-style-type: none"> ◆ Internal review mechanism: In the event of misconduct, in addition to implementing targeted improvements, conduct regular training sessions. Use instances of misconduct that may have occurred or did occur among colleagues during the year as training material to reinforce awareness and prevent recurrence of similar issues. ◆ Regular education and training: To enhance employees' integrity and ethical standards, conduct courses on integrity-related laws and ethical regulations. In 2023, a total of 139 employees participated in these training sessions. ◆ Training for new employees: New employees are required to undergo training on employee conduct and integrity to strengthen their understanding of ethical and legal compliance and to avoid inadvertent legal violations due to insufficient knowledge of regulations. In 2023, a total of 117 new employees participated in 8 training sessions, achieving a 100% training rate. 	<ul style="list-style-type: none"> ◆ Procurement process review: Compiled and summarized in procurement, on-site audit results, and other integrity-related work conditions for reference and improvement by various divisions. Collect integrity-related issues or case studies and present them at executive meetings or through procurement division briefings to facilitate improvements in procurement processes and prevent occurrences of corruption and unlawful activities. ◆ External communication: In 2023, utilized Metro station passenger information displays, platform televisions, and the mobile app to broadcast promotional slogans or anti-corruption short videos a total of 20 times.

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Implementation of Business Ethics

In accordance with the Taipei City Government's Ethics Guidelines for Civil Servants, the Company requires its employees to prioritize public interest and execute their duties in accordance with the law, ensuring that the public maintains trust in the fair execution of duties by company personnel. Key content of the regulations includes guidelines on requests and lobbying, receipt of gifts, and banquets. It also specifies regulations for hosting meals or other activities for official purposes, avoiding inappropriate venues, and refraining from improper contact with individuals who have a stake in official duties.

Internal regulations	Regulatory highlights
Guidelines for Administrative Neutrality of Employees	Ensure that employees adhere to the law in their administrative duties, act impartially, maintain political neutrality, and regulate their participation in political activities appropriately.
Standards for Evaluating Employee Conduct, Employee Performance Evaluation Criteria, Employee Reward and Penalties Criteria, and Work Rules	Ensure that employees adhere to regulations and implement rewards and penalties according to the rules. Award appropriate bonuses and incentives to those with significant performance or contributions to encourage them. Conversely, impose suitable disciplinary actions and reduce bonuses for those who violate the rules to serve as a deterrent.

Legal Compliance

The Company was established in accordance with the Mass Rapid Transit Act and the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. We have also formulated internal regulations based on the Taipei City Mass Rapid Transit System Passenger Transport Self-Governance Ordinance and the Regulations for the Management of Affiliated Businesses of the Taipei Mass Rapid Transit System to ensure compliance and execution. The Company regularly supervises each division to review its authority and regulation rules quarterly, and revises internal regulations in accordance with legal changes to ensure compliance. In 2023, the Company completed the annual consolidation and control of its regulations. Additionally, to enhance legal compliance awareness among employees, 14 legal promotion sessions (including personal data protection and general regulations) and 2 practical

topic seminars were conducted. Furthermore, 8 legal and case discussion meetings were held for interested or law graduate employees, strengthening internal talent support, maintaining high attention to legal changes, and ensuring effective adaptability. Additionally, the Company annually conducts regulatory promotion in accordance with the Labor Standards Act, Occupational Safety and Health Act, and environmental regulations (noise and air pollution), aiming to achieve zero penalties for regulatory non-compliance. In 2023, the Company did not experience penalties for major regulation violations⁴.



⁴ The standard for disclosing regulatory violations is any penalty exceeding NT\$100,000. Additionally, in 2023, there were 3 cases with penalties below NT\$100,000, totaling NT\$86,000.

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1.4 Symbiosis and Growth with Suppliers

GRI 2-6, 204-1, 408-1, 409-1

Taipei Metro Supply Chain

The supply chain relationships for Taipei Metro's core transportation business are illustrated in the following figure. Supplier categories are mainly divided into three types: engineering, labor service, and property.

Upstream	Midstream	Downstream
Provides manufacturing and maintenance of Metro vehicles, civil construction, rail, and venue-related services and facilities.	Electricity supply, transfer services, lifestyle services, and ticketing-related industries, such as buses, shared bikes, other rail transportation, and parking lots.	Passengers and the general public.

> Types and Amounts of Procurements in 2023

Procurement type	Number of procurement cases	Procurement amount	Procurement ratio
Engineering	11	8,228,523,884	63.51%
Labor service	295	1,927,293,175	14.88%
Property	653	2,800,007,379	21.61%
Total	959	12,955,824,438	100.00%



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Three Main Aspects of a Sustainable Supply Chain

In line with national localization and green procurement policy trends, the Company implements sustainable supply chain management through three main action plans. For details on local green procurement data over the past 3 years, please refer to [Appendix I. Table 4](#) of the sustainability performance statistics.

Three main aspects	Ongoing management actions	Future improvement plan
<p>Supplier communication and requirements</p> <ul style="list-style-type: none"> ◆ ESG advocacy ◆ ESG included in evaluation 	<p>Through audits, management, and supplier briefings, explain adherence to regulations and procedures, and enhance suppliers' focus on ESG to achieve sustainable development goals.</p>	<ul style="list-style-type: none"> ◆ In 2023, the Company incorporated ESG factors into procurement evaluation criteria. Moving forward, we will continue to expand the scope and depth of ESG management. ◆ Regularly hold supplier seminars and invite professional speakers to discuss sustainability-related topics. Additionally, recognize and commend suppliers with outstanding performance in green procurement and corporate social responsibility from the previous year during these meetings.
<p>Localization of maintenance parts (local procurement)</p>	<p>By integrating supplier sources and assisting with technology transfer, support domestic suppliers to build a high-quality local supply chain for materials and components.</p>	<ul style="list-style-type: none"> ◆ Aggregate domestic supplier information, proactively match suppliers with maintenance units, and increase the scope and value of domestic procurement items. ◆ Establish equivalent product specifications and verification standards to develop domestic sources. ◆ Promote localization of system replacements (such as air conditioning systems, lighting systems). ◆ Exchange experience on domestic rail localization among industry peers to increase business sources. ◆ Develop cooperation methods to provide facilities for product verification for suppliers (e.g. transformers, TSIS verification facilities).
<p>Green procurement</p>	<p>Property procurement cases:</p> <p>Procure designated green products according to the Annual Agency Green Procurement Performance Evaluation Methods by the Ministry of Environment of the Executive Yuan, with a 100% achievement rate.</p>	<p>Engineering and labor service procurement cases:</p> <ul style="list-style-type: none"> ◆ Encourage suppliers to increase the procurement of green products. ◆ Promote the provision of green products such as environmentally friendly, energy-saving, water-saving, or building materials by suppliers during the performance of their contracts. Report to the Green Procurement Reporting Platform for Private Enterprises and Organizations established by the Ministry of Environment of the Executive Yuan and include the completed reporting certificate during the acceptance process.

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Supplier Evaluation Items

In the supplier evaluation criteria, the Company included “willingness to use green products (e.g. cleaning agents, building materials, paper products, electrical appliances) during contract performance, along with documentation such as procurement orders, supply certificates, or letters of intent, as well as relevant green product certification documents like environmental labels, energy-saving labels, water-saving labels, and green building material labels” as bonus items. This evaluation scoring mechanism promotes sustainability principles among suppliers. A total of 36 ESG cases have been included in the evaluation since May 15, 2023.

ESG included in evaluation	Addition of scoring items	Addition and amendment to Selection Guidelines Template
Description	Addition of "promotion of ESG" and "use of green products" as scoring items	<p>Completed the revision and announcement of the template. Starting from May 15, 2023, procurement cases applying for the evaluation process will include ESG scoring, requiring suppliers to jointly promote ESG initiatives.</p> <ul style="list-style-type: none"> ◆ Suppliers promoting ESG: 5 points ◆ Use green products during contract performance: 5 to 10 points



Supplier Conference

As a member of the rail transportation industry, Taipei Metro has been committed to promoting corporate sustainability in recent years. In June 2023, we invited Mr. Tung-Li Mo, Secretary-General of BCSD Taiwan, to hold a seminar on ESG Development Trends and Corporate Actions at Taipei Metro’s Metro Link International Hall. This event aimed to provide further insights into ESG for company employees and partner suppliers, with the goal of achieving mutual prosperity through both vertical and horizontal communication among employees, the Company, and suppliers.

More than 100 supplier representatives participated in the seminar, including those from the electronics and information industry, machinery manufacturing and repair industry, transportation industry, government units, and third-party certification bodies. Secretary-General Mo shared his experiences, illustrating the global business market’s demands for ESG with relevant case studies. He encouraged all suppliers to promote ESG by providing a safe working environment for workers, actively participating in social responsibility activities, and committing to environmental protection and circular economy measures, aiming to achieve mutual prosperity and excellence in corporate partnerships.

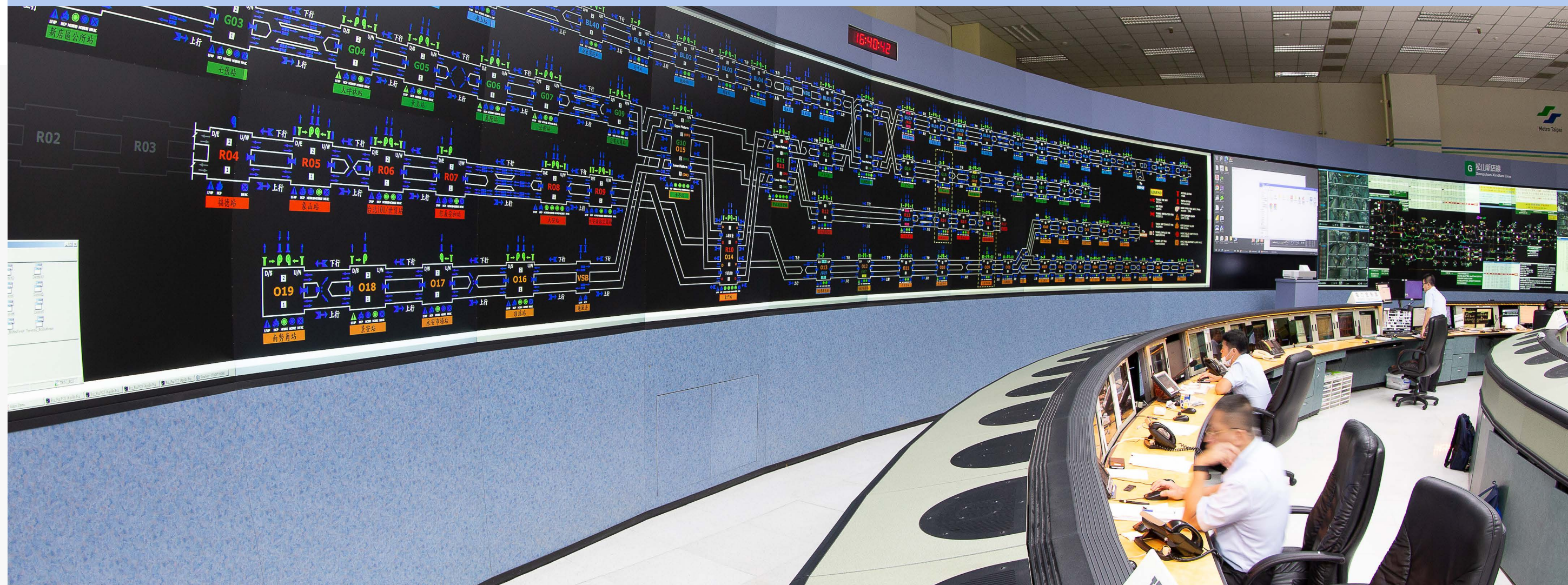


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Smart Operation and Digital Innovation

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Besides offering safe transportation services, in recent years Taipei Metro has also established smart sustainable transportation with forward-looking digital thinking, capitalizing on innovative technology to promote diverse service upgrades. With the value-added applications of IoT technology and big data, we have developed various systems in-house to not only save on manpower and hours, but also to monitor equipment operation and other information. By uploading important monitoring data to data platforms for analysis, we are able to achieve predictive maintenance and value-added applications to reinforce our operational security safety net as well as improve operational reliability and service quality, thereby ensuring the safety of public transport.

Material issues management approach:

GRI 2-25, 3-3		
 		
Digital innovation and intelligent operations		
Policies and commitments	Policies	<ul style="list-style-type: none"> In response to the trend of smart operations, the Company actively promotes intelligent and digital transformation both internally and externally. We strive to improve our existing operating model through technologies such as big data applications, AI, IoT, and automated machine learning, as well as new momentums in innovation and experimentation, thereby elevating service levels and providing a more convenient user experience. To encourage all units to apply innovative technology to promote intelligence and digital transformation, the Company offers the Transportation Innovation Collaboration Program to external units. For internal units, a New Technology Development Committee has been established to support the Company's internal research, application, and development of new technologies.
	Commitment	<ul style="list-style-type: none"> Transportation Innovation Collaboration Program: By opening up fields, encouraging innovation, and adequately investing resources, the Company publicly solicited proposals for the Transportation Innovation Collaboration Program. With the application of IT technology combined with resources from the public and private sectors, the Metro system is used as a platform to encourage innovative experiments and foster a win-win situation for all. New Technology Development Committee: To achieve digital transformation and sustainable operations, the New Technology Development Committee was formed in 2021 to introduce new technologies for Metro applications, implement real-time monitoring systems, and develop predictive maintenance.
Action plan	Positive impact management	<ul style="list-style-type: none"> Apply emerging digital technologies to materialize comprehensive predictive maintenance, replacing traditional preventive maintenance and eliminating possible failures, as well as providing citizens with safer and more dependable transportation services. Continue to bolster the resilience of corporate operations through digital transformation policies to avoid operational disruptions caused by material events. Through the integration of big data and cloud data, we provide the public with transparent and practical information to enhance the public's ride experience and public transportation utilization rate.
	Negative impact management	<ul style="list-style-type: none"> Data privacy and security risks: With the increasing popularity of smart systems, the collection and processing of large amounts of data may increase data privacy and security risks. The Company has implemented enhanced data security measures including regular security inspections. In the future, we will strengthen information security resilience, protect critical information infrastructure, introduce zero trust measures, and cultivate information security talent. Capital investment and cost pressures: The promotion of intelligence and the implementation of innovative technologies may require large capital investments, leading to increased pressure on the Company's finances. With the application of IT technology, the Company integrates resources from the public and private sectors to encourage innovation and experimentation within the Metro system to create potential win-win opportunities.

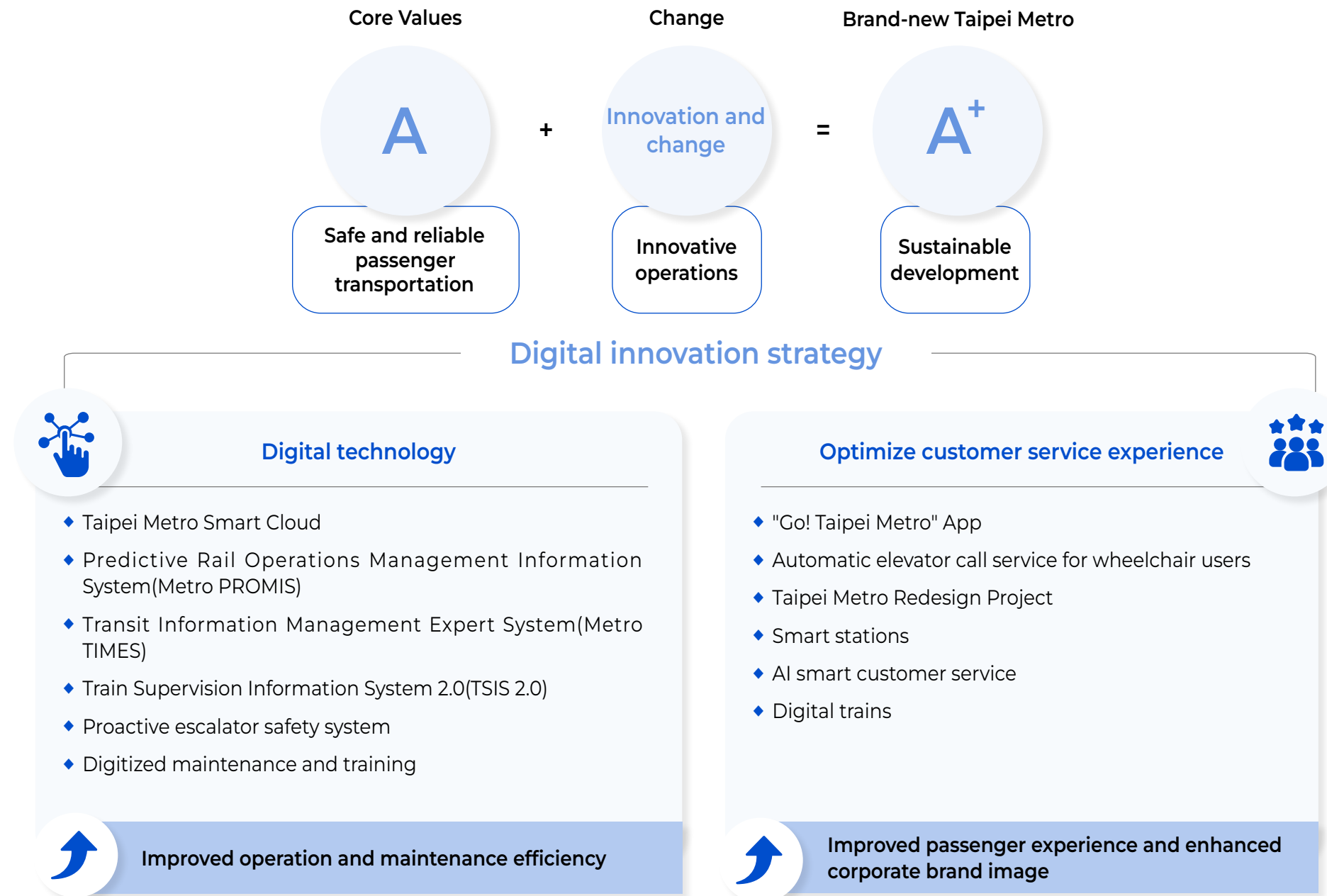


Digital innovation and intelligent operations		
Annual performance, targets, and achievement status		Please refer to the Sustainable Development Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	<ul style="list-style-type: none"> ◆ Transportation Innovation Collaboration Program: Operations Engineering Division. ◆ New Technology Development Committee: Rolling Stock Division.
	Contact information	<ul style="list-style-type: none"> ◆ Transportation Innovation Collaboration Program: +886-2-2893-0105 ext. 8624 ◆ Technology R&D and innovation: +886-2-2893-0105 ext. 8216
	Handling procedures	<ul style="list-style-type: none"> ◆ Upon receiving complaints, the contact point will transfer the cases to the responsible divisions and individuals in charge to resolve the matter according to the details of the complaints. ◆ Technology R&D and innovation: Managed by the New Technology Development Committee



2.1 Digital Transformation

In response to digital trends and the realization of the smart city concept, Taipei Metro is committed to digital transformation. Building upon our company's core transportation business values and emphasizing "innovation and change," our digital innovation efforts are centered around the two main pillars of "digital technology" and "enhancing customer service experience" to maximize our capabilities in safety, service innovation, and operational efficiency. With the introduction of digital technology, we aspire to elevate Taipei Metro from A to A+, materializing a high-quality, convenient, and sustainable urban lifestyle. We are dedicated to continuously improving our software and hardware facilities to foster a safe and comfortable travel environment for our passengers.



For more digital innovative applications, please watch the following linked videos:



Taipei Metro Smart Cloud introduction video



Taipei Metro integrates new technologies into continued change you can see



Essential weapon for the Taipei Metro rider – Car crowdedness introduction video

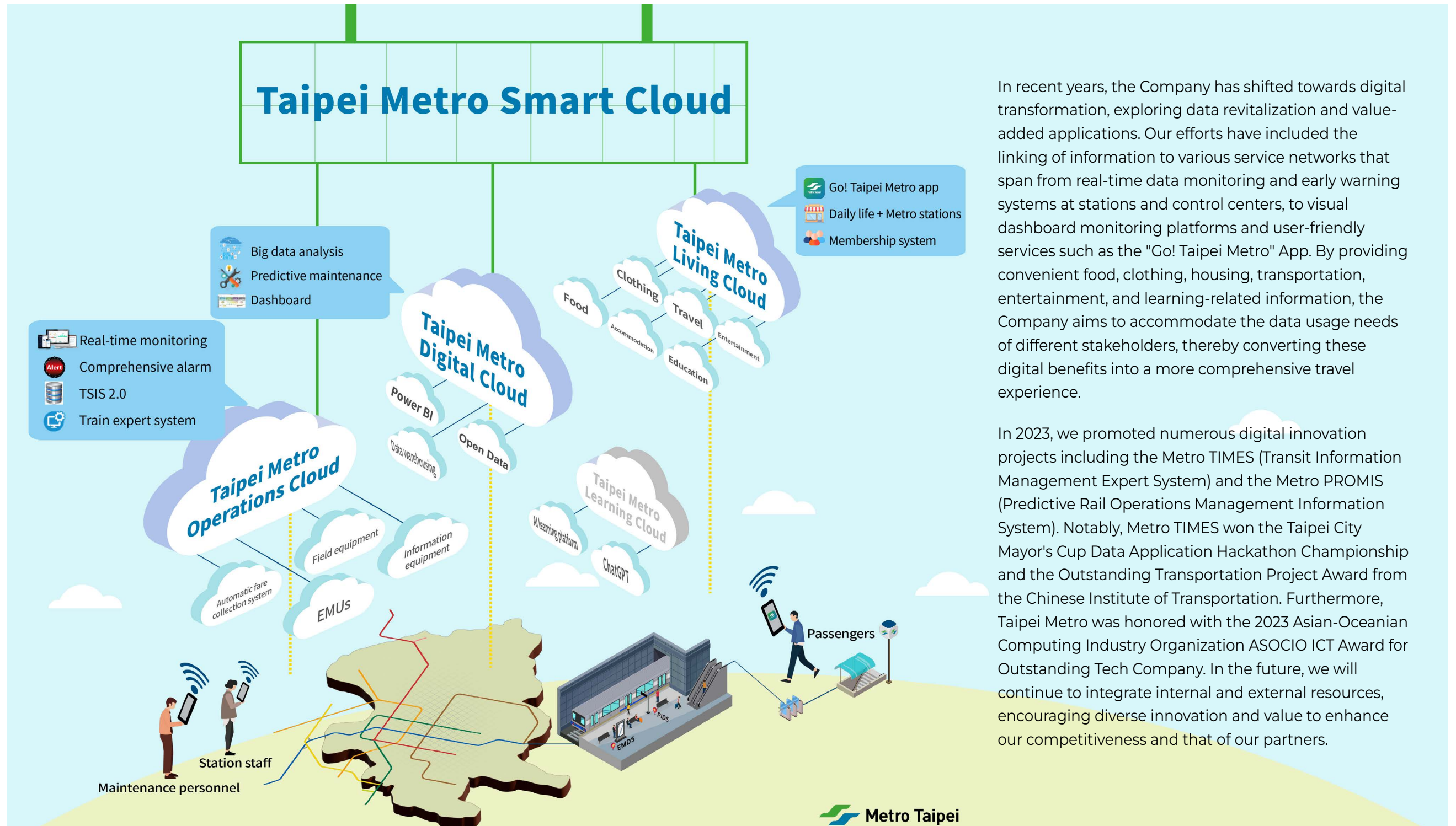
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In recent years, the Company has shifted towards digital transformation, exploring data revitalization and value-added applications. Our efforts have included the linking of information to various service networks that span from real-time data monitoring and early warning systems at stations and control centers, to visual dashboard monitoring platforms and user-friendly services such as the "Go! Taipei Metro" App. By providing convenient food, clothing, housing, transportation, entertainment, and learning-related information, the Company aims to accommodate the data usage needs of different stakeholders, thereby converting these digital benefits into a more comprehensive travel experience.

In 2023, we promoted numerous digital innovation projects including the Metro TIMES (Transit Information Management Expert System) and the Metro PROMIS (Predictive Rail Operations Management Information System). Notably, Metro TIMES won the Taipei City Mayor's Cup Data Application Hackathon Championship and the Outstanding Transportation Project Award from the Chinese Institute of Transportation. Furthermore, Taipei Metro was honored with the 2023 Asian-Oceanian Computing Industry Organization ASOCIO ICT Award for Outstanding Tech Company. In the future, we will continue to integrate internal and external resources, encouraging diverse innovation and value to enhance our competitiveness and that of our partners.

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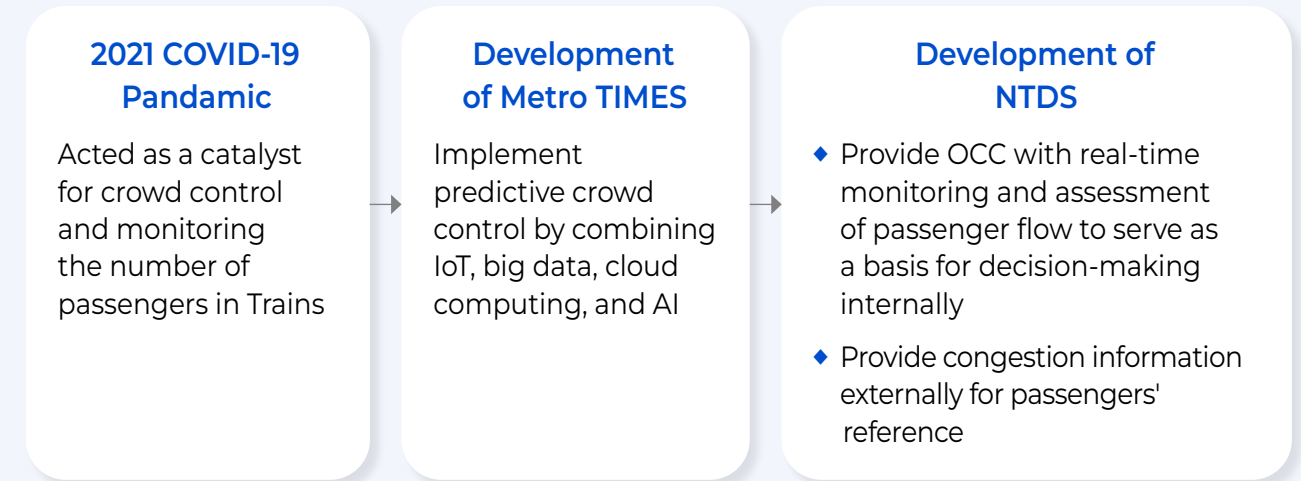
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Column - Metro TIMES (Transit Information Management Expert System)

The Metro TIMES was originally conceptualized during the COVID-19 pandemic, when we needed a way to effectively grasp information on passenger flow in trains, and dispersing riders and improving overall comfort levels became core issues. Consequently, the Metro TIMES integrates technologies such as IoT, big data, and cloud computing to generate effective crowd management information in the form of automated regression prediction, providing train dispatch and station traffic flow information to the Operations Control Center (OCC) in real time. This data can then be used to aid in the timely addition of trains, schedule adjustments, and the activation of crowd control measures at platforms, gates, and entrances to ensure the safety of system operations. The System is the first of its kind in the rail transit industry, combining information and data from stations, trains, track circuits, and other equipment to achieve our three operational objectives of Safety, Quality, and Service. The public can also track congestion through the "Go! Taipei Metro" App to flexibly adjust their travel plans to avoid crowded routes and carriages, in turn enjoying higher quality Metro services.



OCC	Train dispatching Accurately determines whether to increase or decrease the number of trains	25%
Stations	Crowd control Real-time monitoring of station crowds	35%
Passengers	"Go! Taipei Metro" App Make train selection and planning more convenient for passengers	40%



For instance, during the 2023 Asian Baseball Championship, the System was referred to when making decisions regarding train dispatching and station crowd control, thereby successfully transporting crowds throughout multiple games and fostering a safe and convenient passenger ride experience.



▶ Additional train decision-making system ▶ Network Transit Display System, NTDS

The public can access the NTDS through the "Go! Taipei Metro" App on their mobile devices to ascertain the congestion status of each line. At the same time, this information is also displayed on platform TVs, where crowdedness is indicated using different colors (green, yellow, orange, or red) to allow passengers to quickly understand the crowdedness level of inbound trains. In addition, guiding light bars were installed on some platforms to disperse passengers waiting for trains.



▶ Car crowdedness – Platform display ▶ Car crowdedness - "Go! Taipei Metro" App

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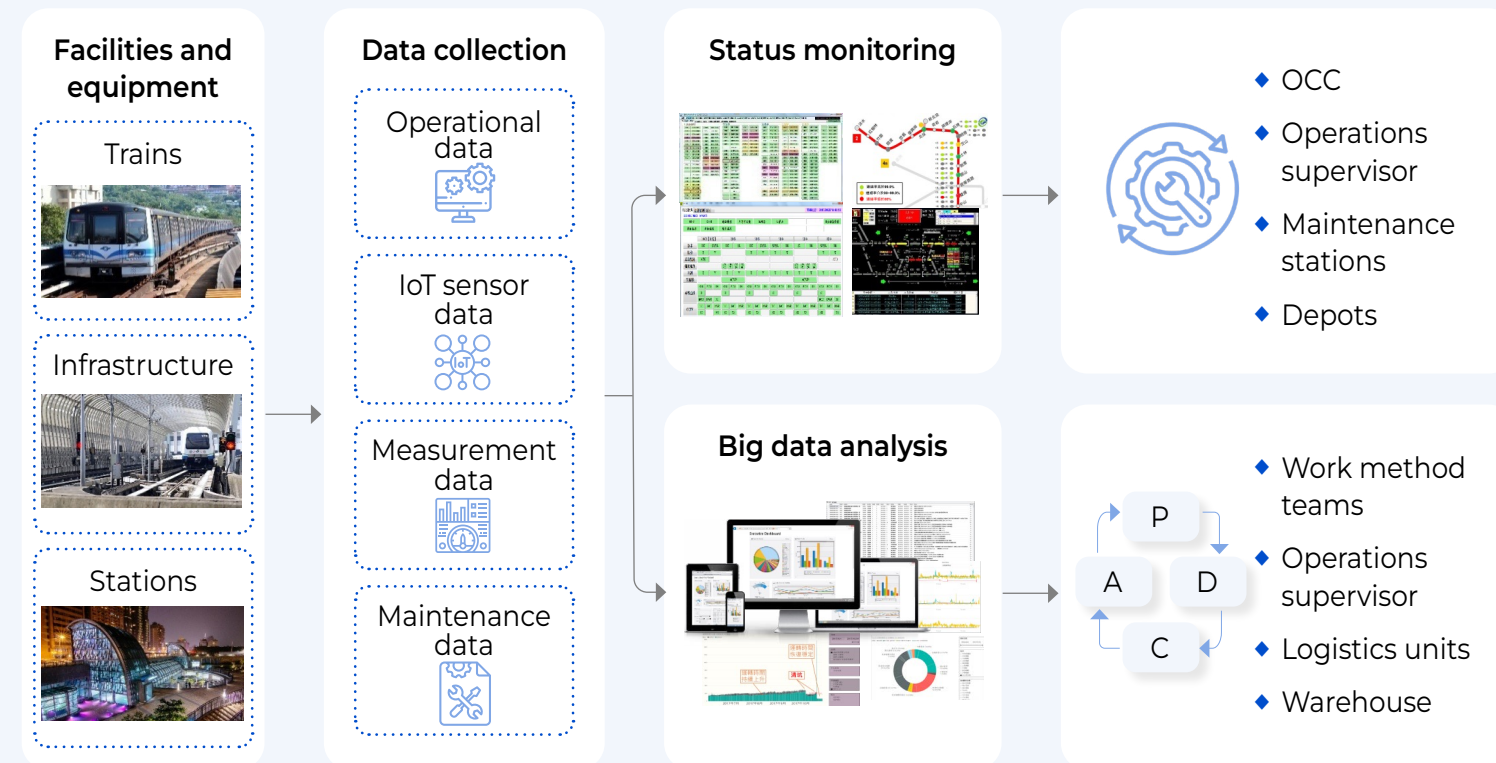
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Column - Metro PROMIS (Predictive Rail Operations Management Information System)

The Company developed the Metro PROMIS to detect equipment showing early signs of deterioration or decreased performance before they progress to equipment failure, aiming to improve train reliability and availability. Our goal is to improve our MKBF, a train reliability indicator (Mean car-Kilometers Between service-delay Failure of more than 5 minutes, MKBF), and to maintain outstanding performance on the global stage.

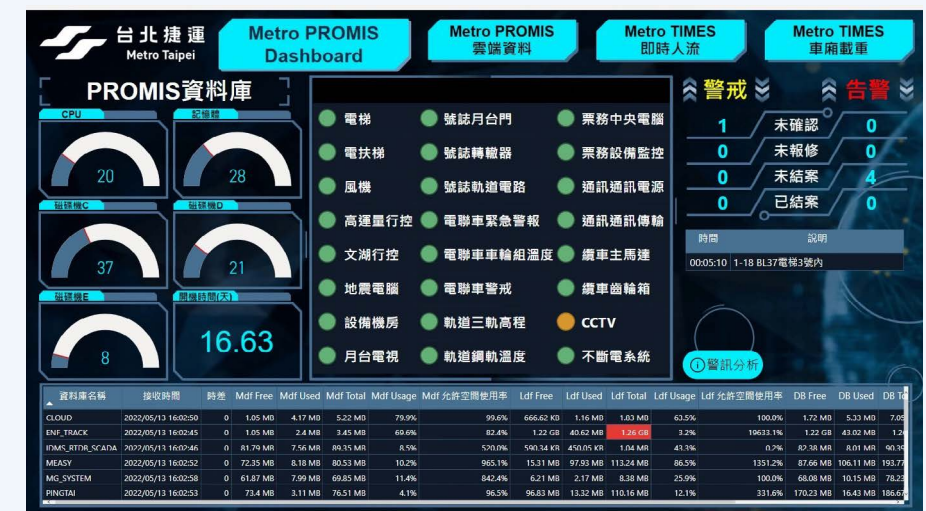


▶ Metro PROMIS data application architecture



Effectiveness of Metro PROMIS

From 2020 to the end of 2023, a total of 231 equipment operation analysis models were created. By collecting operational system data and conducting relevant monitoring and data applications, the Company can address equipment showing early signs of deterioration or decreased performance before equipment failure occurs. A total of 312 potential problems were resolved, and correlated results have also been reflected in the system's operational reliability. We continue to break new MKBF records, reaching 19.116 million car kilometers in 2023, demonstrating Taipei Metro's exceptional reliability.



▶ Metro PROMIS dashboard

2.2 Smart Operation Management

Taipei Metro integrates internal and external resources to develop smart security system modules by applying digital technology, introducing smart technologies such as data analysis, detection networks, and monitoring platforms, in turn consolidating and expanding the existing real-time monitoring system. Various data are turned into useful information for decision-making purposes, thereby quickly resolving routine problems such as equipment abnormalities, train dispatching, or crowd management. Through the application of smart technology, we are able to evolve our traditional Preventive Maintenance (PvM) approach into a Predictive Maintenance (PdM) approach to eliminate potential failure probability and improve the reliability of rail transportation. Among these, the Train Supervision Information System (TSIS 2.0) was built to achieve warning functions through our self-developed system and program. Its expert troubleshooting system automatically activates to shorten impacted operation time.

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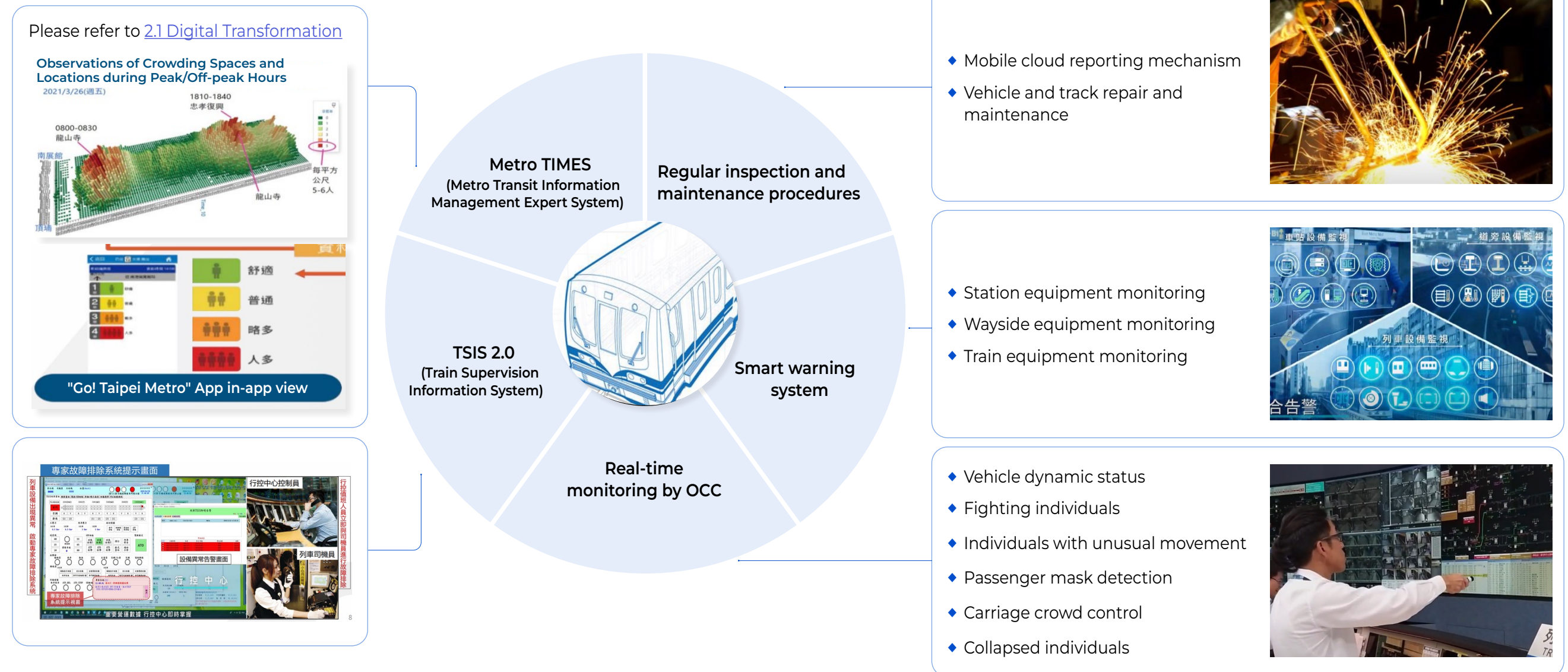
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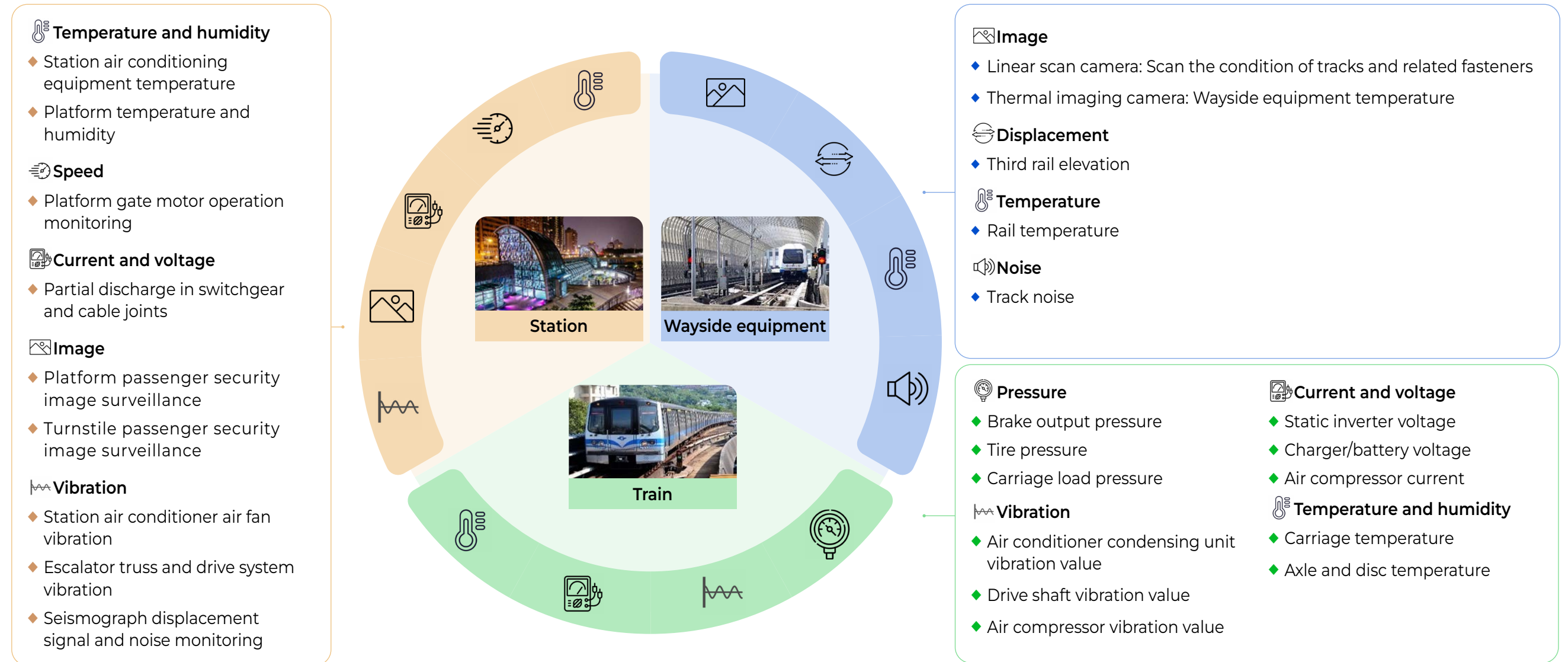
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In addition, Taipei Metro has developed more intelligent management functions based on our years of experience in maintenance, where various sensors have been installed to transmit live equipment status information. The Company also established an Internet of Things (IoT) for Metro equipment to realize real-time monitoring of dynamic information during equipment operation. The encrypted information is transmitted back to the system data platform, where the data is decoded, recorded, and compiled to provide data resources required for subsequent equipment monitoring and method analysis. The digitization of information has considerably improved the efficiency of maintenance operations and lays a firm foundation for smart maintenance.

► Taipei Metro IoT items



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Core Intelligent System

▶ Train Carriage Video Surveillance Platform

Through technical collaboration, we conducted verification of our Train Carriage Video Surveillance Platform, testing the transmission interface between our trains and the OCC. By introducing video processing and streaming transmission technologies, as well as applying compression to reduce the size of data transmitted and dynamically adjusting bandwidth, Taipei Metro can ensure the quality of video transmission, in turn allowing for precise monitoring of carriages' internal conditions and bolstering the OCC's emergency response speed and capabilities. In 2023, a trial operation of one train was completed on the Bannan Line to verify that the video compression software developed could compress the videos of all carriages and transmit them directly to the OCC to be viewed, stored, and played back at the same time.



▶ Depot Smart Dispatch System

The Smart Dispatch System at Beitou Depot was completed in 2023. The system consolidates train dispatch requirements and executes logical judgments to plan smart dispatch processes. Moreover, it automatically generates corresponding

train missions for each train set and, based on train usage needs, automatically assigns off-peak train parking areas, in turn facilitating and perfecting the digital transformation of depot operations. The System saves approximately 767 hours annually, equivalent to NT\$360,000 in labor costs. Future plans include improving operational efficiency at our five other depots, making the system's benefits even more significant.



▶ Automatic Post-Maintenance Train Inspection System

AI image recognition and machine learning technologies have been integrated within the process of preparing vehicles to leave depots after maintenance, used to inspect the appearance of under-carriage equipment boxes for abnormal conditions, thereby assisting manual inspection operations. System identification rate verification was completed in 2023, achieving an identification rate of approximately 80%. Subsequently, the Company can self-train the System to identify models as well as expand identifiable equipment and items to lower operational risks through automated monitoring.



▶ Railway Foreign Object Intrusion Detection System (POC)

The Railway Foreign Object Intrusion Detection System utilizes LiDAR equipment to detect foreign objects and camera images for confirmation. When a foreign object intrudes on the tracks, the System immediately sends a detection signal to the monitoring platform at Linguang Station for recording and sends an alarm (including a warning sound) to improve vehicle safety. By the end of 2023, software development, equipment installation, testing, and evaluation had been completed, allowing for the effective detection of foreign objects on the tracks. We will continue to conduct reliability testing and verification, as well as evaluate the integration of the signaling system with the train's braking system to further enhance operational safety.



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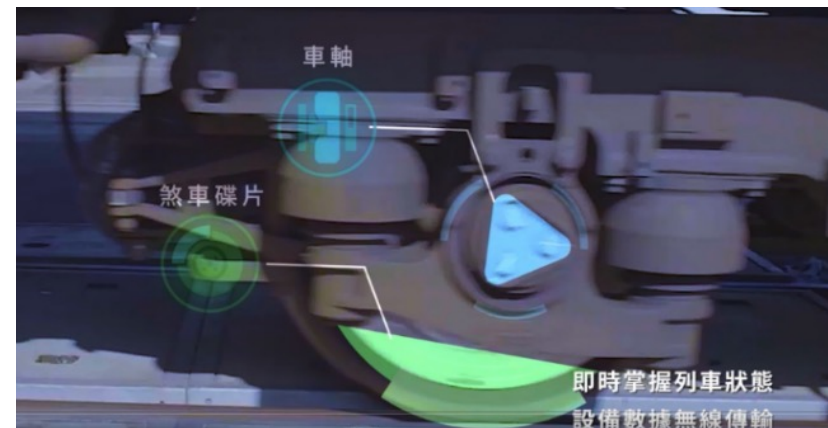
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► Analysis and Early Warning System

This System monitors real-time equipment information (such as platforms, axles, slopes, and car door closing force) and immediately notifies relevant staff through warning sounds or text messages when the values have exceeded their corresponding thresholds. This approach increases monitoring and inspection frequency while reducing accident risks. The system improvements for 2023 are as follows:

- ◆ Established the Platform Door Motion Range Data Analysis and Early Warning System
- ◆ Established the Axle Vibration Analysis and Early Warning System on the Wenhui Line
- ◆ Slope monitoring at the Xinzhuang Depot
- ◆ Gondola Door Automatic Monitoring Trial Program
- ◆ Magic Star Trek (Roller Coaster) Glide Time Monitoring System
- ◆ Automatic detection of deviated camera angles
- ◆ DC Power Supply Panel Current Data Application Project



► Mobile Inspection System

In 2023, we integrated the Fault Maintenance Report within our Mobile Inspection Platform. Maintenance results and inspection data are recorded using the Mobile Inspection app. If any anomalies are detected during maintenance, the system

actively provides indicator alerts to prompt reporting and follow-up management. Furthermore, trend and big data analysis of equipment maintenance data are conducted to support maintenance operations and management decision-making. This measure is expected to save roughly 2.68 million sheets of paper and about 9,400 man-hours annually.



► End-wall Driving Assistance System

In conjunction with the Smart Station Project, the real-time information of Zhongshan Station was displayed on a 43-inch LCD from 2022 to 2023, providing drivers and station personnel with live information on train punctuality, operational details, train operation instructions, passenger service information, and access control authorization codes. Along with scheduled automatic updates, the System ensured the effective management of digital data.

► OCC Third Rail Power Disconnection and Restoration Digital Platform

In 2023, the OCC independently developed the Power Disconnection and Restoration Digital Platform, which utilizes a graphical input interface to improve efficiency by synchronizing information in real-time across all workstations and replacing paper-based forms. By reducing the manpower and time required in the workflow, the platform enhances the safety of nighttime power disconnection and restoration. The digital database created by the platform will facilitate future inquiries and analyses.

► Establishment of Smart Management Platforms for Civil Engineering Structures

In 2023, a Tunnel Maintenance Data Management System was created to digitize tunnel scan images and inspection results. A Management System Image Database was used to realize integrated data retrieval and information viewing functions. We also updated maintenance records for tunnel water leakage improvement projects between 2022 and 2023, preserving and archiving information such as the number of methods improved, on-site photos, and time records, effectively monitoring changes in anomalies, and improving maintenance efficiency for management personnel.

► Digital Earthquake Support System

In 2023, we completed digitization of the earthquake inspection procedure. After an earthquake occurs, inspection results are reported electronically. The estimated time of resumption of train services and inspection results are displayed on the graphical interface, allowing unit supervisors and users to monitor inspection progress and damage conditions. This can reduce the impact of earthquakes and increase efficiency, saving roughly 90% recovery time after an earthquake.

2.3 Digitalization of Administrative Processes

With the advancement of technology, Taipei Metro has gradually introduced electronic technology into various processes, including supporting mechanisms for teleworking, enhancing existing network equipment, and the digitization and automation of internal administrative processes. These have effectively improved the Company's internal efficiency, reduced traditional manual verification and inventory times through automation, minimized the occurrence of manual misjudgment, and improved accuracy rates. Additionally, these efforts have also reduced our use of traditional paper and allowed us to allocate resources to where they are more needed. As a result, the Company's competitiveness has been elevated, facilitating us in our endeavor towards sustainability.

Smart office

Digital administration

Small Procurement

- ◆ Launched the country's first online quotation system for government agencies, which made the small purchases process more transparent by allowing online price inquiries and completion of electronic contracts on the Company's website. As a result, the average processing time per case was decreased from 9.3 days to 5.8 days, in turn considerably increasing operational efficiency.
- ◆ Taipei Metro is the first enterprise nationwide to complete electronic invoice integration and implement an online electronic reimbursement system, achieving a utilization rate of 99.77%. This can reduce roughly 81,500 paper invoices annually and minimizes accounting errors.

Digital asset inventory

Asset label barcodes can be scanned with mobile devices to catalog assets, effectively reducing asset photo identification times, improving asset management efficiency, and increasing internal inventory efficiency by 49%.

Digitalization of contract inspection and acceptance

Developed the Vendor MOEACA ID Signature Platform, allowing contractors, vendors, and authorities to make use of electronic certificates for the digital signing of procurement documents such as contract-related communication, pricing, and performance inspection and acceptance, thereby reducing work times, paper consumption, and physical document storage space.

Introduction of robotic process automation (RPA)

Automation of highly repetitive and standardized administrative tasks to effectively save manpower and man-hours. A total of 28 applications have been developed, including the automated reading of station water meters as well as processing of parking lot revenue and accounting, saving more than 1,000 man-hours annually.

Remote work

Timekeeping system

In response to the demand for remote work, the timekeeping system app was developed to extend clocking in and out of work to personal and mobile devices, replacing the need to physically clock in and out.

VPN equipment upgrade

Reinforce the mobile office and information security environment.

Equipment upgrades

Upgrade network equipment

Addition of wireless routers to stations and the replacement of firewall equipment in data centers effectively improve office network performance and connection efficiency.

Increase percentage of notebook computers

In response to mobile office work, the percentage of notebook computers was increased, reaching 38.4% in 2023 to bolster mobile office capabilities.

2.4 Digital and Innovative Talent Cultivation

As technology and digitalization become increasingly important to enterprise operations, the cultivation of relevant digital talents has also garnered much attention. In addition to training the digital capabilities of employees to enhance the Company's competitiveness, Taipei Metro also actively participates in external exhibitions or seminars to engage with industry leaders and learn from one another. Furthermore, Taipei Metro has also organized hackathons, inviting IT talents from industry and academia to unleash their creativity, embrace the hackathon spirit, and encourage technological R&D and innovation in different industries, thereby forging a platform for healthy competition and mutual learning. We also take the opportunity to take in participants' creative ideas as references for future system improvements, in turn fostering a win-win situation.

Employee training

To ensure that Taipei Metro has sufficient energy to embrace the wave of digital transformation and seize innovative opportunities, the Company's 193 digital transformation and innovation business talents received 5,933 hours of training in 2023, achieving an average of 30.74 training hours. The Digital Transformation Talent Training Program included 50 sessions covering AI software applications, information security, programming languages, and other courses. The Innovative Business Talent Training Program included 9 sessions covering apartment building management services, new residential structure safety assessments, public works quality management, and interior renovation project management.

In the process of digital transformation, Taipei Metro continues to encourage technology R&D and innovation, and is committed to improving customer service experience and process efficiency. To monitor the Company's internal digitization level, we referred to CoMET's 2019 research method on the strategies and extent of digital transformation of various metro operators. Each division conducted an organizational digitization self-evaluation in 2023, resulting in a score of 4.2 points, ranking between the Advanced and Expert Levels.¹



▶ AI Software Application Advanced Class - Micro Movie Production

Wenhu Line Train MR Simulation Training System

Taipei Metro pioneered the use of Mixed Reality (MR) technology for training rail transport personnel in 2021. In 2023, new scenarios were added to the existing "Wenhu Line Train MR Simulation Training System," enhancing manual driving and train abnormality handling training. These scenarios include customdesigned major train failure situations, operation of interior train equipment for the 370 series (such as circuit breakers and evacuation handles), and manual driving and fault handling for the 256 series trains. Additionally, a multi-user teaching module was introduced, further extending and improving the Wenhu Line Train MR training system.



Taipei Metro Hackathon

From 2021 to 2023, we have organized 3 iterations of the Taipei Metro Hackathon, establishing our "Metro Hacker" brand image. Talents from diverse industries are invited to brainstorm ideas to improve on the functions, user interface, and user experience of the "Go! Taipei Metro" App, thereby contributing to the creativity and progress of Taipei Metro's digital development. The theme of the 3rd (2023) Metro Cup Hackathon was "Go! Taipei Metro" App UI/UX Design Competition. The event provided a stage for designers from all walks of life to unleash their skills, and 180 submissions were received—the highest number of teams in history. After the competition, the creative ideas of all participating teams are consolidated and used as reference for future app designs, whereas the winning team's designs are integrated within the actual app in collaboration with team members themselves, providing passengers with a better service experience.



¹ The organizational digitization self-evaluation is divided into Levels 1 to 5, namely the Beginner Level (1 point), Developing Level (2 points), Intermediate Level (3 points), Advanced Level (4 points), and Expert Level (5 points).

03 SAFETY

Safe Transportation, Reliability and Attentive Service

- ▶ 3.1 Sound Safety Management and Culture
- ▶ 3.2 Friendly Riding Environment
- ▶ 3.3 Information Security and Personal Data Protection



Transportation safety is a core value and responsibility of Taipei Metro. Through the development of digital and intelligent systems, we are building a safer metro system. With a rigorous approach, we handle the daily maintenance and routine upkeep of train operations. As safety issues evolve annually, Taipei Metro’s safety awareness drills will also advance, considering public suggestions and international trends to offer friendly and secure measures. We aim to provide a reliable, comfortable, and reassuring riding experience for the public.

3.1 Sound Safety Management and Culture

Material issues management approach:

GRI	2-25, 3-3	 	
Strengthened system operation safety			
Policies and commitments	Policies	Taipei Metro issued an Operational Safety Policy Statement, declaring the Company’s mission to “provide safe, reliable, and friendly transportation services while pursuing sustainable development.” All employees collectively participate in maintaining the safety of passengers, the public, all workers, and the system. By complying with regulatory requirements and implementing the operational safety management system, we ensure effective operation and continuous improvement to achieve world-class safety performance.	
	Commitments	<ul style="list-style-type: none"> ◆ All employees comply with regulations and procedures, working together to maintain the safety of passengers, the public, workers, and the system. ◆ Ensure that all personnel receive safety and skill training, fully obtain safety information, and implement safe operational procedures and emergency response operations. ◆ Promote the effective operation of the operational safety management system and encourage the communication and exchange of safety information to form a quality safety culture. ◆ Align risk management methods with international standards, implement hazard identification and safety risk management to reduce and eliminate operational safety hazards. ◆ Regularly supervise regulations, procedures, and objectives, and review operational safety incidents and implement improvement measures to enhance safety management performance. 	
Action plan	Positive impact management	Safety is the primary goal of rail transportation. Taipei Metro aligns with international standards and moves towards establishing a Railway Safety Management System. The focus is on proactive safety risks management to reduce the likelihood of hazards and even prevent potential dangers. To this end, Taipei Metro has formulated the Operational Safety Management Handbook as a guiding principle for promoting the Taipei Metro Safety Management System. This handbook serves as a basis for various company units to follow in their operations, effectively achieving the organization’s safety policy objectives in a more systematic manner.	
	Negative impact management	To prevent equipment malfunctions or failures that could lead to train accidents or injuries, Taipei Metro is committed to integrating new technologies, including smart monitoring systems and data analysis. By utilizing analysis and predictive models, we aim to achieve predictive maintenance, enhancing the intelligence of equipment upkeep and further improving the safety and reliability of train operations.	



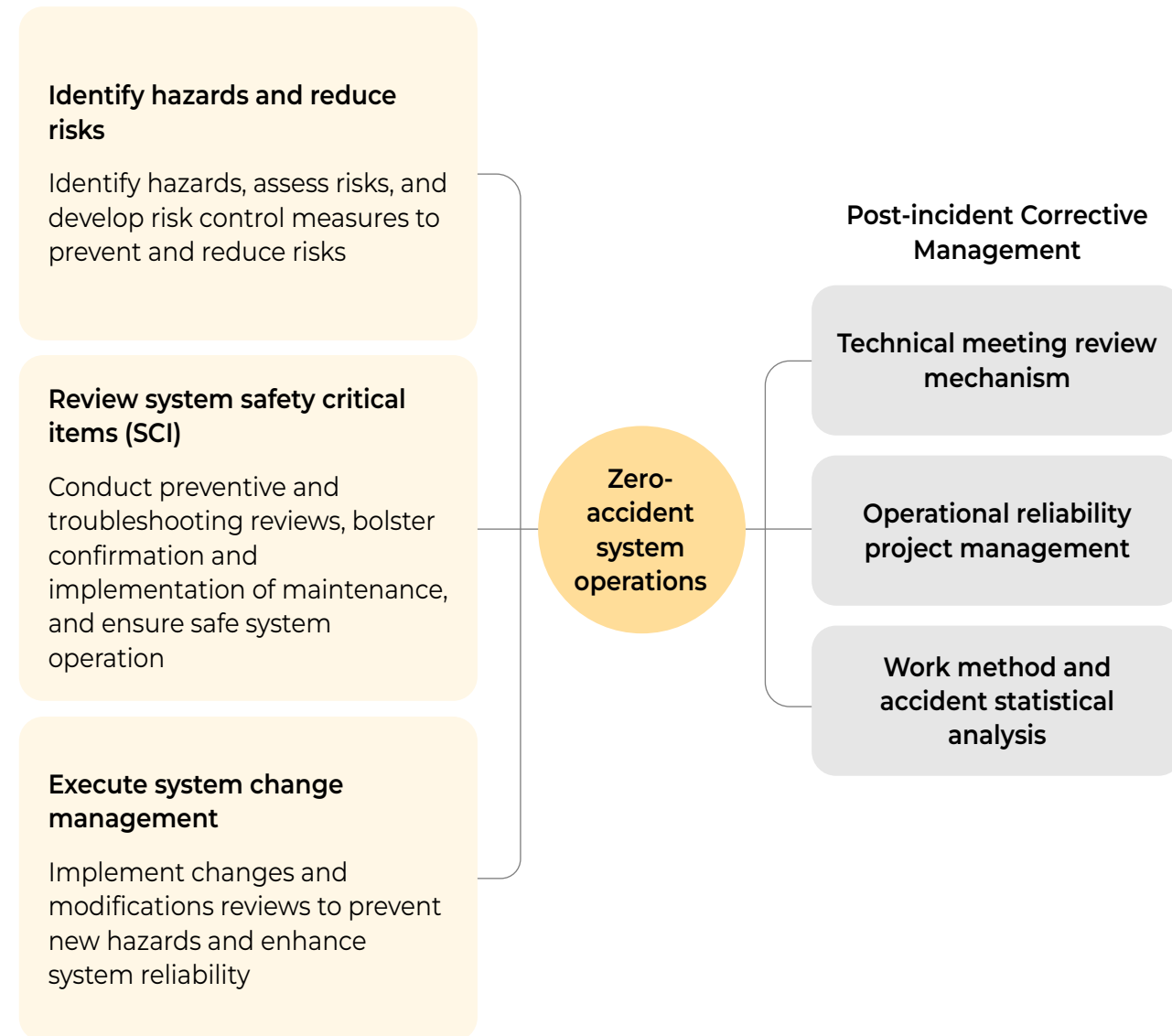
Strengthened system operation safety

Annual performance, targets, and achievement status		Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	Industrial Safety Division
	Contact information	AI Customer Service: https://chatweb.metro.taipei/ 24-hour customer service hotline: +886-2-2536-3001 ext. 9
	Handling procedures	External complaints are handled through the Company's customer service email process. Internal complaints are addressed in regular company-level operational safety management meetings, which provide a platform for reflecting on and discussing relevant internal issues.



“Safety” is Taipei Metro’s most important commitment to its passengers. By pairing Preventive Management with Post-incident Corrective Management, Taipei Metro strengthens the control of safety hazards and continues to improve through accident reviews.

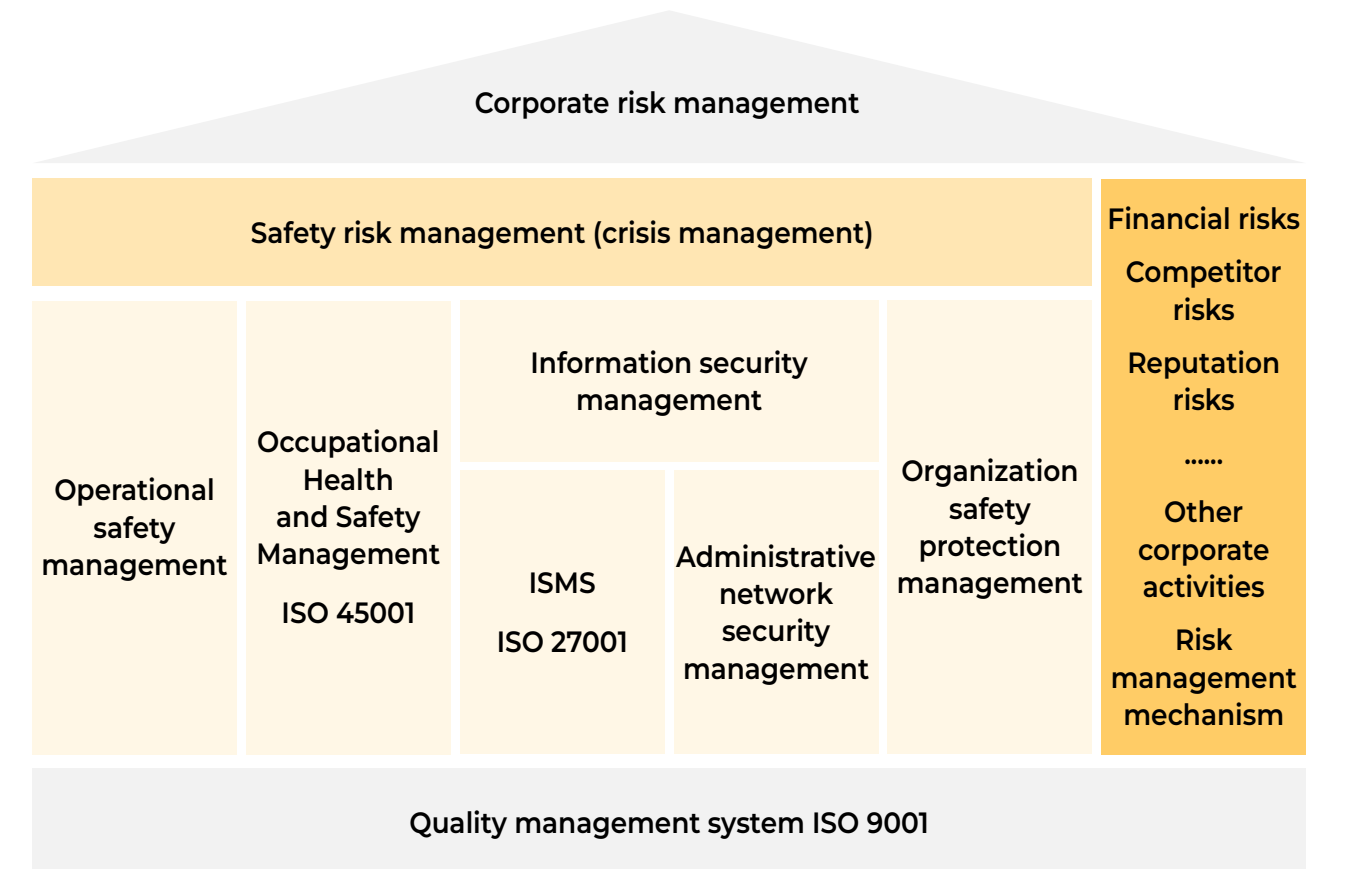
Preventive Management



3.1.1 Safety Risk Management

Safety Management System

“Providing safe, reliable, and friendly transportation services while pursuing sustainable development” is the mission of Taipei Metro. The Company has established a robust safety system oriented towards enterprise risk management, encompassing various risk identification and control measures. Key safety management systems include the Safety Management System (SMS), ISO 45001 Occupational Health and Safety Management (see [5.4 Occupational Health and Safety](#)), ISO 27001 Information Security Management (see [3.3 Information Security and Personal Data Protection](#)), and institutional security protection management. These management systems are grounded in the ISO 9001 Quality Management System and integrated into Taipei Metro’s ongoing evaluation and improvement of daily operations.



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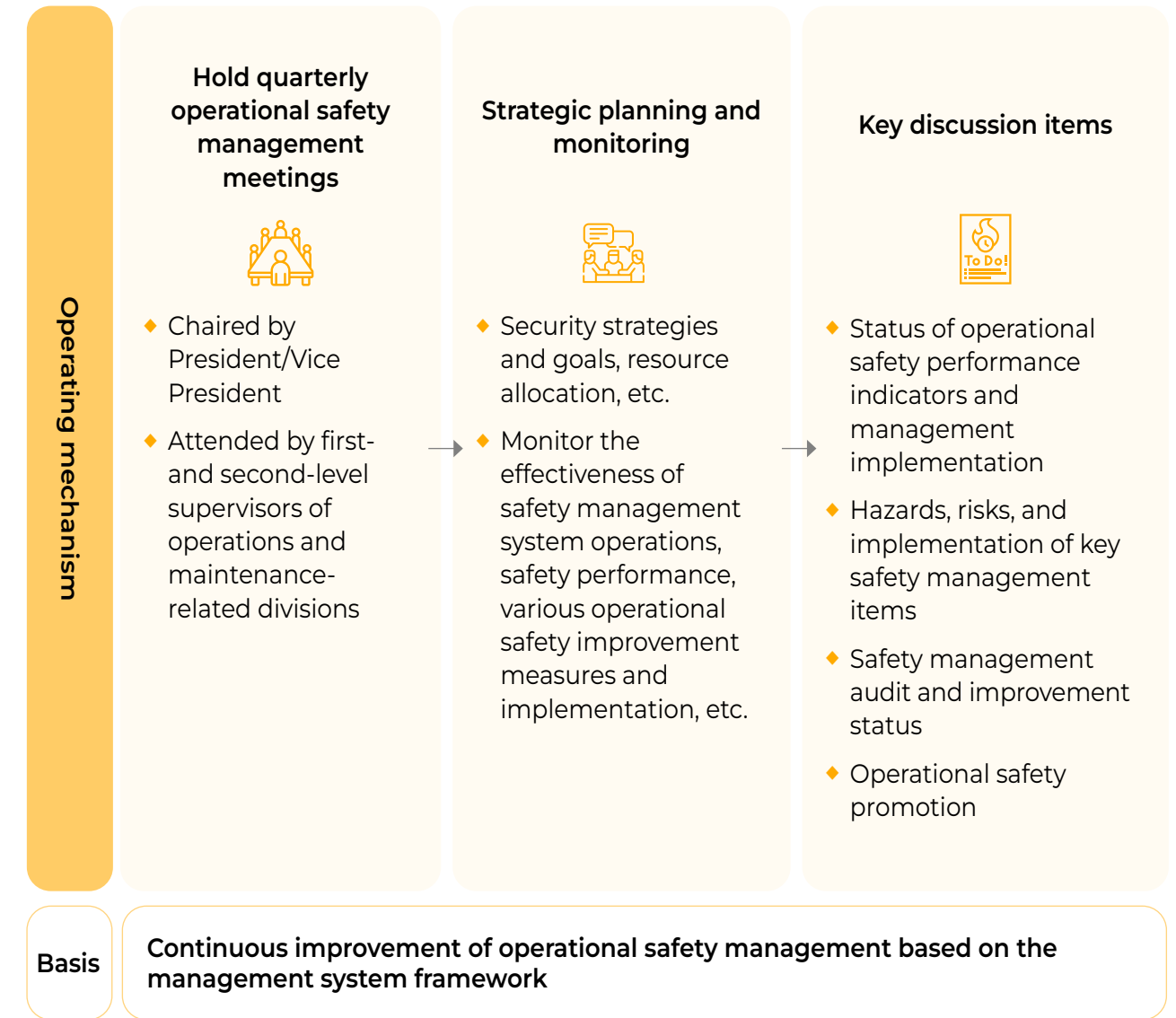
ISO 9001: 2015 Quality Management System Certification

Since 1997, Taipei Metro has adopted the ISO 9001 Quality Management System as the foundation for quality management. Initially, it was applied to passenger transportation services, and later extended to equipment maintenance services. Over the years, it has expanded to cover all affiliated and commissioned businesses. In 2022, we passed reevaluation under the ISO 9001 Quality Management System, and in 2023, passed follow-up inspections with zero deficiencies. The certification scope includes the operation and maintenance of the Taipei Metro system, Maokong Gondola system, Taipei Arena, Taipei Children's Amusement Park, management of affiliated businesses (underground malls and parking lots), and the operation and maintenance of Beitou Resort. Verified by the Metal Industries Research & Development Centre, the Company's Quality Management System complies with the ISO 9001 international standards. We conduct annual regular audits and renew the certification every 3 years.

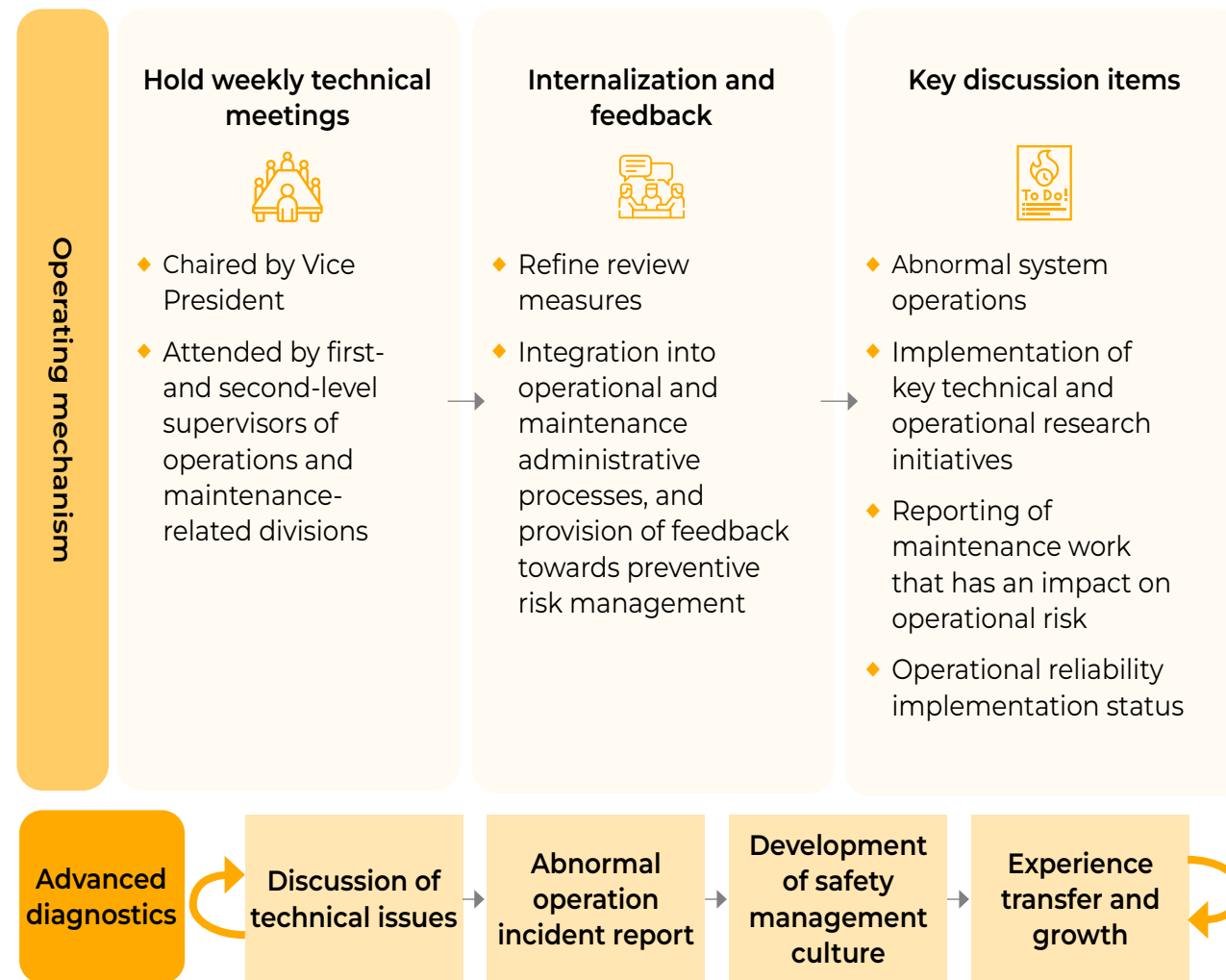


The Company has established an Operational Safety Management Handbook that clearly defines Taipei Metro's safety policy objectives, personnel responsibilities, education and training, emergency response, accident reporting, auditing, and improvement management items. Utilizing the PDCA (Plan-Do-Check-Act) management cycle, the handbook effectively achieves organizational safety policy objectives. Additionally, a safety risk management meeting mechanism is in place, with the company-level meetings chaired by the President or an authorized representative. Regular meetings on operational safety, fire safety, technical issues, occupational safety, and information security are held to oversee the effectiveness of various safety systems and the proper implementation of safety improvement measures. At the Division level, relevant initiatives are implemented, with meetings held monthly to maintain the monitoring and communication of safety-related issues.

Operational Safety Meetings



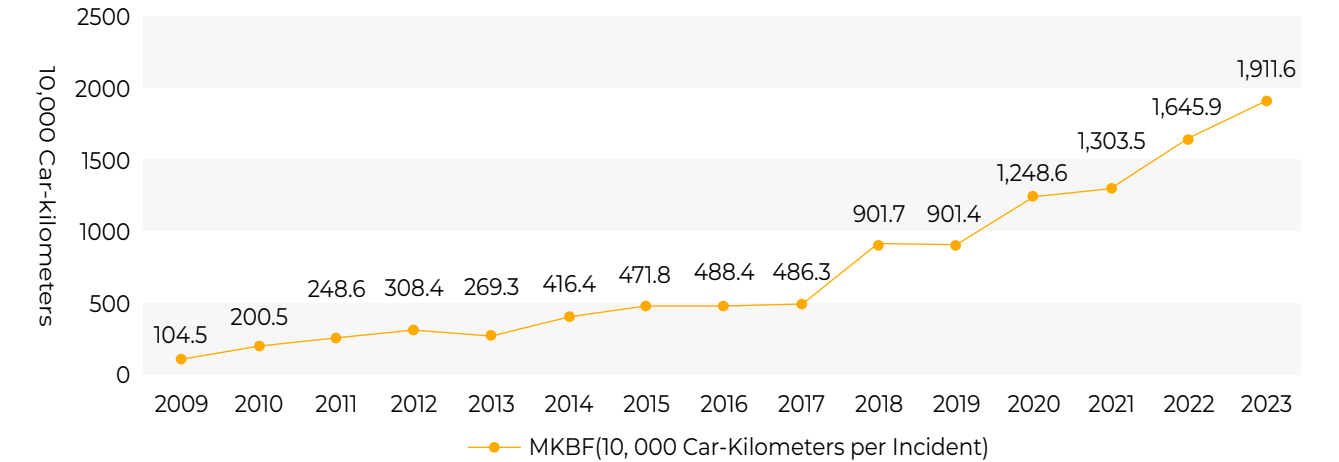
► Technical Meetings



Operational Reliability

The Metro system uses "Mean car-Kilometers Between service-delay Failure of more than 5 minutes" (MKBF) as the indicator of operational reliability. The higher the value, the more stable the system and reliable the system is. In 2023, after 27 years of operation, Taipei Metro's MKBF has increased from 97,000 car-kilometers to 19.116 million car-kilometers. The punctuality rate of each line has exceeded 99%. Statistics on the punctuality rates of each line can be found in section [1.2.2 Transportation](#). Additionally, the availability of both the Taipei Metro and Maokong Gondola systems has remained above 99%. For system availability statistics, see [Table 5 in Appendix I of the Sustainability Performance Statistics](#).

► Mean car-Kilometers Between service-delay Failure of more than 5 minutes (MKBF)



Target Achieved
2023 Target: MKBF for incidents exceeding 5 minutes to reach 12 million car-kilometers

Year	2021	2022	2023
Number of incidents	9	7	6
MKBF (10,000 car-kilometers)	1,303.5	1,645.9	1,911.6

- Note: 1. The MKBF in 2023 was 19.116 million car-kilometer, the best performance over the years. (Train reliability was 99.9994%, equivalent to one delay of more than 5 minutes for every 170,000 trains)
2. MKBF calculation formula = total number of car-kilometers / total number of delays exceeding 5 minutes.
3. The total number of car-kilometers includes the distance traveled by all actual operating trains, as well as the mileage traveled by trains turning around or back at terminal stations and the mileage traveled by trains intended to carry passengers.
4. The calculation of train delay time is based on the train's actual arrival (departure) time at the station, deducting the train's scheduled arrival (departure) time at the station, and taking into account the actual situation.
5. Reliability calculation formula: Reliability = (number of train departures per month - average number of delays of more than 5 minutes per month) / number of train departures per month.

To enhance reliability, Taipei Metro implements the following measures:

- ◆ Enhanced maintenance work inspections. In 2023, 21 deficiencies and 171 suggestions were identified, reminding maintenance personnel of work discipline.
- ◆ Investigation of abnormal events. Causes are categorized into management and equipment aspects, with responsibility allocation and incident classification carried out.
- ◆ Weekly management meetings review reliability and departmental goal achievements, and quarterly trend analysis of service delay event types is conducted.
- ◆ Weekly technical meetings review the root causes of abnormal events and the status of corrective actions. In 2023, 45 meetings were held and 135 incidents were reported and reviewed.

Additionally, operations controllers, train operators, senior train operators, supervisors, and dispatchers participate in responsibility-free hours competitions and reliability bonus programs. Through individual and team competitions and regular result assessments, bonuses are awarded to incentivize colleagues.

Accident Prevention

As a crucial part of the greater Taipei region's transportation network, Taipei Metro prioritizes passenger safety to protect against accidents and human harm. In addition to collaborating with the Taipei City Police Department's Rapid Transit Division to increase the visibility of law enforcement within the Metro system, we also deploy elite security personnel at major stations to handle criminal threats and passenger altercations. Moreover, train inspections on high-risk routes are now also carried out by elite security teams, creating a meticulous metro safety patrol network.

► Accident, Injury, and Criminal Incident Statistics


Inspection items		Unit	2021	2022	2023	2023 Targets	Achievement
Accident rate	Major traffic accident rate	incidents/per million car-kilometers	0	0	0	0	Target achieved
	General traffic accident rate	incidents/per million car-kilometers	0.05	0	0	<2	Target achieved
Minor injury rate		Person/per million passenger trips	0.51	0.52	0.61	<1.5	Target achieved
Crime rate		incidents/per million passenger-kilometers	0.02	0.01	0.01	<0.1	Target achieved

Note: The number of criminal cases in the crime rate statistics is based on the statistics of the Rapid Transit Division, Taipei City Police Department.

Communication of Safety Culture

Based on a commitment to safety and quality, Taipei Metro established a “safety culture” through a comprehensive management system and rigorous Occupational Health and Safety training. Units make use of internal meetings, supplier meetings, seminars, announcements, and electronic media to communicate safety matters, conveying important safety information to employees and suppliers. In addition, participation in the Ministry of Labor’s 2023 National Workplace Safety and Health Week Activity Series plan involves conducting various promotions and training sessions for district safety committees, employees, and suppliers, enhancing overall awareness and recognition of “safety”. The Company’s workplace environment and safety issues are effectively managed through the internal Occupational Health and Safety Committee. For detailed operational information, please refer to [5.4 Occupational Health and Safety](#).

> 2023 National Workplace Safety and Health Week series activities

Name	Number of sessions	Number of participants	Description of activity benefits	Certificate
Announcements made by the District Occupational Health and Safety Committees	5	100	Chairperson declares importance of work safety and expresses concern	 <p>> Certificate of participation in the National Workplace Safety and Health Week Activity Series implementation plan</p>
Safety and health education and training for colleagues	72	1,342	Comply with regulations and improve occupational safety skills	
Suppliers safety training	194	6,485	Improvement of occupational safety skills	
Conduct various disaster emergency response drills	26	9,179	Strengthening employees emergency response capabilities	
Occupational Health and Safety notice	31	9,179	Use electronic bulletin boards to notify all employees and suppliers	

Routine Maintenance Performance

Safety is the primary goal of rail transportation. Taipei Metro is committed to the implementation and development of various safety systems, and rigorously executes daily routine inspection and maintenance procedures.

Operation facility, system software/hardware component identification

In accordance with the Regulations for the Operation, Maintenance, and Safety Supervision of the Mass Rapid Transit System, an annual inspection (once a year) is conducted to evaluate the implementation rate of the annual maintenance plans for electric trains, track and facility equipment, and station facilities. In 2023, a total of 159,513 pieces of equipment were listed for management, including track, CCTV, civil engineering, stations, bases, and base equipment, all of which have been inspected and verified.

Track integrity inspection frequency

In order to confirm track integrity, the inspection frequency of high-traffic tracks is set to once a week, while the inspection frequency of the Wenhua Line tracks is once every two weeks. As of 2023, the total length of the main tracks is 565.84 kilometers, and all route inspections have been completed according to schedule, with the frequency of track integrity inspection reaching 100%.

Year	2021	2022	2023
Track integrity inspection frequency	100%	100%	100%

Competent authority inspection

The Taipei City Public Transportation Office conducts inspection once a year. From 2021 to 2023, we passed the annual inspection conducted by the competent authorities with exceptional ratings.

Year	2021	2022	2023
Number of violations and deficiencies	0	0	0
Inspection results	Exceptional	Exceptional	Exceptional

3.1.2 Enhancement of Emergency Response Awareness

SASB TR-RA-540a.3

Taipei Metro conducts various simulation and training courses for different emergency situations, including fires, natural disasters, security incidents, equipment malfunctions, typhoon and flood prevention, and emergency medical treatment. This ensures that all personnel can respond quickly during emergencies, mitigating risks and preventing further harm. At the same time, we conduct risk assessments and review response measures for major public safety events that concern society, addressing the public's expectations for the safety of the Metro system.

Disaster Response Training

Taipei Metro, in accordance with Article 15 of the Enforcement Rules of Fire Services Act, the Taipei City Government Disaster Prevention and Rescue Plan, the Operational Maintenance and Safety Supervision Inspection, and TRTC's Disaster Prevention and Rescue Operation Plan, regularly conducts multiple disaster simulation drills at various locations. These drills prepare for various potential operational disasters, including natural disasters, security incidents, and equipment malfunctions. To facilitate disaster drills within various internal units, we have established standard operational procedures based on years of drill experience. These procedures regulate related planning, execution, and assessment matters. Managed according to the ISO 9001 quality management system, these measures aim to enhance the completeness, rigor, and effectiveness of the drills.



► Fire safety simulations and multiple disaster drill records



Target Achieved

2023 Target: Hold more than 284 sessions per year

Year	2021	2022	2023
Fire safety simulations drills	274 sessions	274 sessions	274 sessions
Multiple disaster drills	10 sessions	10 sessions	26 sessions
Total	284 sessions	284 sessions	300 sessions
Drill location	Metro stations, depots, underground malls, Taipei Arena, Taipei Children's Amusement Park, Maokong Gondola		
Drill items	Handling of equipment anomalies (such as EMU rerailing and station fire response), natural disaster response, handling of security incidents, fire response reporting/guidance, and safety rescue. Some sessions involve joint drills with police, fire, and rescue units.		

► Taipei Metro emergency response procedures



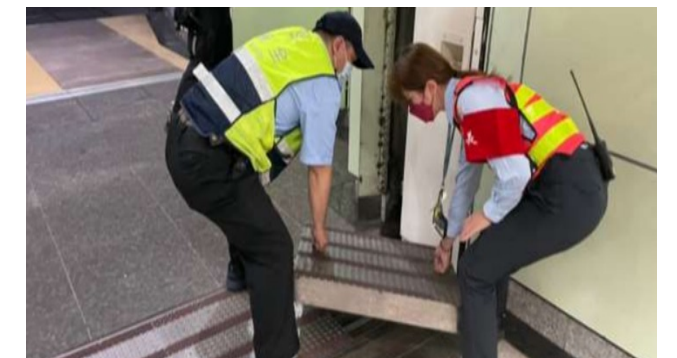
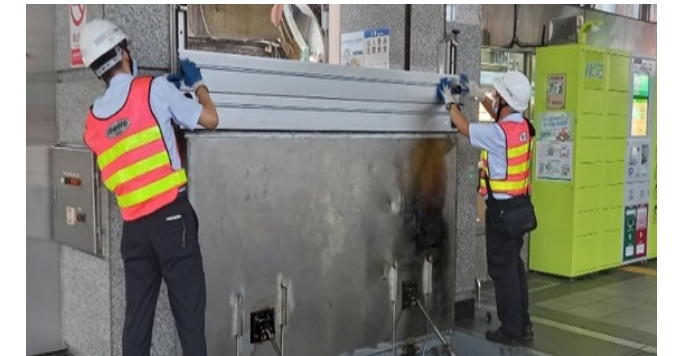
Operations for Typhoon and Flood Control

Due to the increased likelihood of short-duration heavy rainfall caused by climate change, Taipei Metro's flood risk management strategy is based on a comprehensive regional water management foundation for the greater Taipei area. The strategy focuses on enhancing our own risk management capabilities through effective information monitoring, equipment maintenance, and personnel training. In accordance with the Regulations on River Management of the Water Resources Agency of the Ministry of Economic Affairs, the flood prevention period is from May to November each year. However, Taipei Metro raised its standards by starting flood prevention preparations from March and conducted multi-disaster simulations for typhoon and flood preparedness in May. This ensures frontline personnel are well-practiced in emergency response and enhances their disaster response awareness and capabilities.

On August 22, 2023, due to severe weather and intense lightning strikes in the Taipei area, the isolation switch for the power system at the Muzha Depot tripped, resulting in a disruption of the emergency stop loop power and triggering the emergency stop function. This caused a complete suspension of the Wenhua Line for approximately 41 minutes. To prevent similar incidents in the future, Taipei Metro completed two improvement measures in October, namely the installation of a dual-loop power supply for the Wenhua Line emergency stop function (E-STOP) and the inspection of the lightning protection components (IM MODULE) for the automatic train protection system (RATP) across the entire line. These measures aim to enhance equipment reliability and strengthen system resilience.

AED Training

To make the most of the golden hour for emergency treatment following an incident, Taipei Metro has equipped all operational stations with first-aid kits and AEDs (Automated External Defibrillators) to enhance pre-hospital emergency medical care. Frontline service personnel undergo annual first aid training, where instructors share case studies and conduct hands-on exercises with equipment, creating a safety net for passengers.



Multi-disaster simulations for typhoon and flood preparedness

Courses	Year	2021	2022	2023
First Aid Personnel Safety and Health Education and Training (initial training) courses	Number of course sessions	11	11	10
	Number of people	81	72	77
On-the-Job First Aid Personnel Safety and Health Education and Training (retraining) Courses (including CPR + AED training)	Number of course sessions	21	21	40
	Number of people	932	862	919

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Column - Response Measures for the Taichung Metro Accident

Prompted by the Taichung Metro tower crane collision accident on May 10, 2023, Taipei Metro has implemented a series of improvement measures and equipment enhancements. After assessing the risk similarities of the accident and considering system and equipment differences, route-specific response measures have been established.

Enhancement of Immediate Response Measures



When foreign objects are detected on the tracks and pose a safety risk to the system, the Company authorizes station and onboard personnel to immediately respond and prevent the train from departing. This can be achieved by blocking the train or platform doors, pressing the emergency stop button to cut off power, or use the trains' emergency escape handle. When the Operations Control

Center is informed of an object on the tracks affecting train safety, it can immediately press the emergency stop button to halt the train.

Establishment of a Remote Foreign Object Detection System

We conducted a LiDAR Detection Equipment Remote Foreign Object Detection Concept Validation Test on the elevated section of the Taipei Metro (Wenhu Line). When foreign objects intrude onto the tracks, the system immediately alerts and notifies the operations control center for emergency response. The prototype was installed in June 2023 and tested in November 2023, with a detection accuracy of 100%.



Setup of Emergency Stop Push Button on all platforms of Wenhu Line



On the Wenhu Line, all 24 stations are equipped with Emergency Stop Push Button (EMS) on the platform. In the event of an emergency, passengers can immediately press the nearest platform Emergency Stop Push Button to halt the train from entering or departing the station. The EMS is equipped with a lift-up acrylic cover, marked with a red background and white text warning label, and a warning light to prevent

accidental activation by passengers. Additionally, internal procedures and personnel training related to the EMS have been completed.

Develop Metro Surrounding High-Risk Notification and Management Platform

In addition to incorporating monitored projects provided by the Taipei City Government's Department of Rapid Transit Systems into the high-risk notification platform, colleagues can also promptly report temporary hoisting cases. Additionally, the "Go! Taipei Metro" App and official website's Smart Customer Service provide public reporting channels for real-time information integration, allowing staff to quickly grasp relevant details.

項目名稱	開始日期	預計結束日期	實際結束日期	項目負責人	項目狀態	備註
新北-中環線	2024-05-13	2024-05-13	2024-05-13	王	完成	新北-中環線
新北-中環線	2024-05-13	2024-05-13	2024-05-13	王	完成	新北-中環線
新北-中環線	2024-05-13	2024-05-13	2024-05-13	王	完成	新北-中環線
新北-中環線	2024-05-13	2024-05-13	2024-05-13	王	完成	新北-中環線

3.1.3 Reassuring Measures for Passengers

To ensure passenger safety, the Metro system not only installs various safety and accessibility facilities, but also dedicates efforts to create a friendly environment and provide considerate services for women, elderly, and individuals with disabilities.

Safety Layout for Passenger Movement Routes

Intercoms and emergency call buttons



To reduce the time for passengers to report emergencies to station staff, all stations and train carriages across the entire line are equipped with intercoms. All restrooms and breastfeeding rooms are also equipped with emergency call buttons to allow passengers with urgent needs to contact staff.

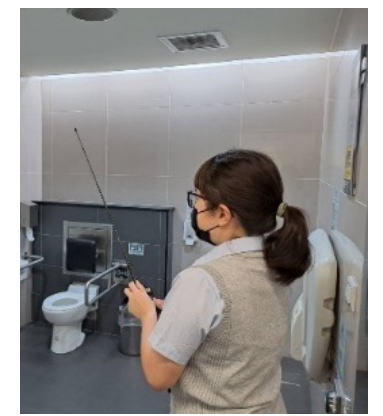
Safe Waiting Zone



To ensure passenger safety, each station platform has a Safe Waiting Zone equipped with surveillance systems and intercoms, with personnel conducting enhanced patrols. The Rapid Transit police and our inspection personnel conduct random patrols at stations and on trains.

Sexual crime prevention and response

Station personnel perform daily inspections of restrooms and breastfeeding rooms to protect passenger privacy and ensure their safe use. They also conduct anti-spy camera checks to monitor for any abnormal holes or wires.



Implementation of proactive escalator safety systems



In 2023, a total of 7 proactive escalator safety systems were installed at Tamsui Station and Zhongshan Station. These systems use high-speed image recognition to detect passengers wearing soft rubber shoes, projecting warning patterns and issuing voice reminders.

The goal is to transform post-injury handling into proactive prevention, thereby fostering a safer transportation environment.

Taxi dispatch information card



Taxi dispatch information cards are available at each station for travelers to obtain. Under special circumstances and dependent on station manpower availability, personnel may accompany passengers to the station exit to wait for a taxi and assist in recording the taxi number.

Sexual harassment prevention and reporting promotion

Taipei Metro offers multiple channels for incident reporting, including intercoms on platforms and trains, emergency call buttons in restrooms and breastfeeding rooms, and the "Go! Taipei Metro" App's AI customer service "general incident reporting" feature. If a sexual harassment incident occurs within the Metro system, station personnel will immediately intervene upon discovery or receipt of a report and will notify the police for further handling. At the same time, efforts will be made to identify and record the suspect's personal information to assist the police in their investigation upon arrival.



3.2 Friendly Riding Environment

Material issues management approach:

GRI 2-25, 3-3



Optimize customer service processes		
Policies and commitments	Policies	<p>To meet diverse passenger needs and enhance service quality, we continuously promote a variety of friendly convenience services and actively respond to customer feedback through various channels to maintain high service standards.</p> <ul style="list-style-type: none"> ◆ ISO 9001 Quality Policy - Provide safe, reliable, comfortable, and convenient passenger transportation services. ◆ The Company has established the Regulations for Use of the Taipei Metro System, the Taipei Metro System Operation Service Stipulations, and the Taipei Rapid Transit Corporation Passenger Transport Rules.
	Commitments	<ul style="list-style-type: none"> ◆ Continuing to introduce diverse and innovative services, creating a service experience that exceeds customer expectations. ◆ Taipei Metro continues to strengthen organizational resilience through digital transformation, mitigating the impact of major events on operations, and providing safer, more convenient, and comfortable transportation services.
Action plan	Positive impact management	<ul style="list-style-type: none"> ◆ Enhancing service quality: To maintain high service standards and satisfaction, conduct safety and etiquette promotions as well as service quality audits for the Metro system. ◆ Identifying diverse needs: Actively recognize passenger needs and provide a range of friendly and convenient services. ◆ Developing innovative services: Collaborate with various units or integrate smart technologies to offer passengers a novel and convenient Metro experience.
	Negative impact management	<ul style="list-style-type: none"> ◆ Preventing hazardous incidents: Anticipate major events around the Metro, and use smart and visual technologies to assist in planning crowd evacuation strategies to prevent dangerous occurrences (e.g. stampedes). ◆ Reducing riding concerns: To address passengers' concerns about the Metro system related to COVID-19, track intrusion, or criminal events, the Company actively listens to passenger feedback and utilizes new technology to manage crowds, design improved SOPs, and increase security personnel, thereby enhancing passengers' confidence in riding safely.
Annual performance, targets, and achievement status		Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)

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Optimize customer service processes

Grievance mechanism	Responsible unit	Public Affairs Division
	Contact information	24-hour Customer Service Hotline: +886-2-2536-3001 ext. 9 AI Customer Service: https://chatweb.metro.taipei/ Taipei City Petition System 1999, Customer Service Inbox
	Handling procedures	The Customer Service Center will respond within six working days from the next working day after receiving the report. Reports are classified according to the nature of the case (e.g. safety incidents, on-site report events, lost item inquiries) and use different channels for handling.

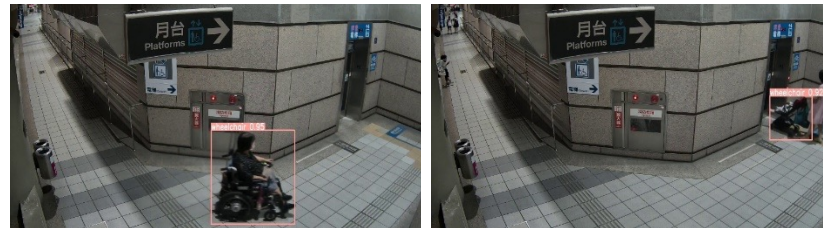


3.2.1 Further Upgrading the Riding Experience

Reassuring Measures for Passengers

Expanding the automatic elevator call service for wheelchair users

Under the "AI accessibility for passenger convenience" concept, Taipei Metro has provided a service using AI image recognition technology to identify wheelchair users and passengers with strollers, automatically sending signals to open elevator doors, reducing passenger wait times. Since its launch at National Taiwan University Hospital Station in December 2020, the service has expanded in 2023 to include Shilin Station, Mingde Station, and Zhongxiao Fuxing Station, bringing the total to 8 stations with this service. By 2023, approximately 505,000 passengers have been served.



For more information, see the video introduction.

Breastfeeding rooms

A total of 44 breastfeeding rooms have been set up across 34 Metro stations and commissioned businesses (including Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park), which are accessible by contacting service personnel. For stations without designated breastfeeding rooms, passengers in need can also contact staff to be guided to the station personnel rest room for use. In addition to standard equipment such as sofa chairs, emergency buttons, and sinks, thoughtful amenities such as water dispensers, diaper changing tables, and tissues are also provided.



Comprehensive accessible facilities

Taipei Metro stations were designed with accessible concepts in mind, including features such as accessible ticket vending machines, ticket validation gates, directional signage, elevator designs, anti-slip strips, tactile guide paths, and wheelchair waiting areas, all aimed at meeting the needs of every passenger.



For more information, see the official website.

Train Space Optimization

Space Optimization for Wenhua Line Trains

Space improvements were made to the Matra trains on the Wenhua Line to enhance passenger comfort. The second and third carriages had their central area seats and luggage racks removed. Additionally, poles were relocated to the doorways, and new supports and handrails were added. These changes increase passenger capacity, shorten waiting times, and optimize passenger flow. In June 2023, three test trains with these modifications were put into service, with a 70% satisfaction rate among passengers. Based on these results and passenger feedback, a plan has been made to complete fleet optimizations from 2024 to 2025.



Before



After

Space Optimization for Zhonghe-Xinlu Line Trains

To improve passenger flow in train carriages, we have optimized the space within the Zhonghe-Xinlu Line trains by removing the central pole in front of the carriage doors of the 2nd to 5th cars of each trainset, following examples from subway systems in countries such as South Korea and Singapore. Additionally, relevant guide signs have been added to make boarding and alighting easier and more convenient for passengers with luggage, strollers, wheelchairs, and mobility scooters. Test runs for these modified trains began in August 2023, and the results are being monitored for future reference.



Before



After

Multiple Convenience Services

Addition of Multilingual Information in Metro Stations

Due to the easing of the pandemic and the increasing number of international tourists visiting Taiwan, we have begun enhancing our tourism services. Starting in 2023, Japanese and Korean language information have been gradually added to train arrival announcements and station platform name indicators. By 2024, this service will be available at all 117 stations across the entire system.



New Enquiry Machine Upgrades

New features have been added to ticket enquiry machines in 2023, alongside their original functions of checking and printing ticket card information, station information inquiry, and processing passenger ticket disputes. These include ticket card entry and exit code adjustments, checking and ordering best-selling Taipei Metro store products, and lost item inquiries and search assistance.



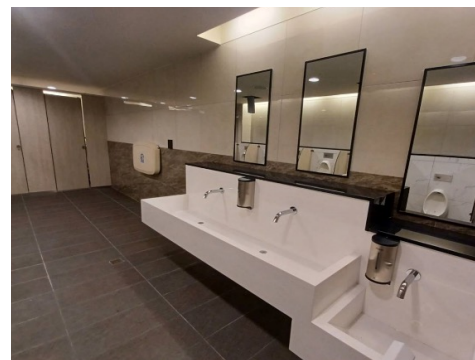
These enhancements aim to further improve passenger services and promote company products.

Charging Station Upgrades and Mobile Power Bank Rentals



Considering passengers' unforeseen needs to charge their phones and computers, Taipei Metro has installed 292 free charging stations across all 117 stations and underground malls. To provide better service, the charging stations have been upgraded to support both Type-A and Type-C fast charging interfaces, with a maximum power output of 60W. The upgrade of all charging stations was completed by April 2024. In addition, paid portable power banks are available for rent, allowing the public to rent a power bank for short-term use, with the option to return it at a different location.

Ongoing Restroom Renovations

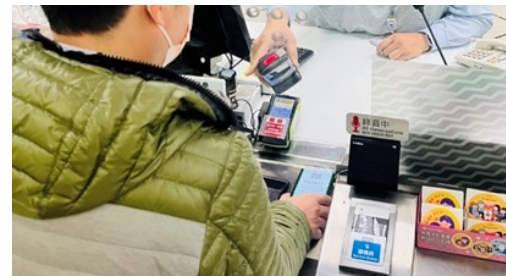


To improve passenger comfort, we continue to renovate restrooms and add separate accessible family restrooms. In 2023, restroom improvements were completed at 9

stations, including Far Eastern Hospital Station, Banqiao Station, Fuzhong Station, and Zhongxiao Fuxing Station. In 2024, restroom renovation projects will be carried out at 3 locations in Metro Mall.

Multi-Payment Functions Added at Metro Stations

Starting from December 2023, multi-payment card readers have been introduced at Taipei Metro station Information Counters (a total of 140 locations). These readers allow passengers to use credit cards (including physical credit cards/NFC mobile payments), electronic payments, third-party payments (QR code), and stored-value cards to purchase single-trip tickets, greatly enhancing the convenience of ticket purchases for passengers.



Expansion of train crowding indicator light strips



In 2022, guiding light strips were piloted on the platforms of Longshan Temple Station and Zhongxiao Fuxing Station to direct passengers to spread out while waiting. This initiative was expanded in 2023 to 7 more platforms, including at Sanchong Elementary School Station and Minquan W. Rd. Station.

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Column – Taipei Metro Redesign Project

In 2022, Taipei Metro collaborated with the Taiwan Design Research Institute (TDRI) on a station space beautification project, using the high-traffic Zhongshan Station as a pilot. The goal was to transform Zhongshan Station into a service space that integrates technology, functionality, and aesthetics. The project incorporated 18 smart station elements and won TID Grand Award of the Year at the 16th Taiwan Interior Design Awards in the Public Space/Transportation Space category. This award, recommended by the jury, recognizes the most influential and exemplary project of 2023. The renovation of Zhongshan Station has been highly effective, and building on this experience, Taipei Metro has plans to undertake the Red Line Taipei Main Station Space and Smart Equipment Renovation Plan. This initiative will continue to focus on user-centered system integration and optimization, with the aim of providing the public with a more comfortable and convenient travel experience.

Space planning and design

By convening cross-sector consultants to discuss and interview Zhongshan Station service personnel and reviewing passenger feedback from the past 5 years, the decision was made to optimize the environment from the users' perspective. This approach involved a subtractive design method, starting with the Information Counter, which the public has the most contact with, and extending outward to other facilities.

The reconstruction included expanding the size of the Information Counter, lowering the height and depth of the counter, adding a linear service area, integrating a charging zone, and enhancing the visual coherence of the ticketing area. Additionally, the user interface was also optimized to free up station personnel capacity, allowing them to provide other services.

Smart station vision

System improvements and integration are carried out based on the operational timeliness, safety, and technical aspects of each system and equipment.

Design improvements include the End-wall Driver Assistance System, one-touch station opening and closing functions, integration and upgrade of the station equipment monitoring system, modification of the platform door monitoring system interface, upgrading of the Passenger Information Display System (PIDS), and integration of the broadcast system and intercoms.



3.2.2 "Go! Taipei Metro" App

The "Go! Taipei Metro" App is an essential service and communication channel for TRTC. In addition to providing general operational information and real-time lost and found services, several innovative features were introduced in 2023. These include Train Meet-ups, real-time incident reporting, chat-based trip planning, Metro Routes 2.0 (integrating fares, travel times, and weather), and detailed train information. For example, the Train Meet-ups feature allows users to enter a train and door number and share the location and door with friends, which has been well-received by users. To promote tourism around the Metro system, the Travel Fun feature provides members with information about travel and discounts.

Network Transit Display System

Building upon the Transit Information Management Expert System (Metro TIMES), Taipei Metro has created a graphical interface for real-time information on route statuses and carriage crowdedness. This interface is used by on-site command centers and the Operations Control Center for monitoring and adjusting train schedules based on demand. The "Go! Taipei Metro" App features Route Crowdedness and Carriage Crowdedness functions, enabling passengers to check crowd conditions and train statuses. The Network Transit Display System (NTDS) also received recognition, winning the Intelligent Transportation Society of Taiwan (ITS) Smart Innovation Award and the Taipei City Government's Innovative Proposal Competition – Excellence in Innovation Award.



> Network crowdedness function

Multi-language interface

In response to the increasing number of international tourists visiting Taiwan, the "Go! Taipei Metro" App launched multilingual versions in English, Japanese, and Korean in June 2023. This allows international travelers to easily use the app to access various Taipei Metro information, plan routes, and explore attractions.

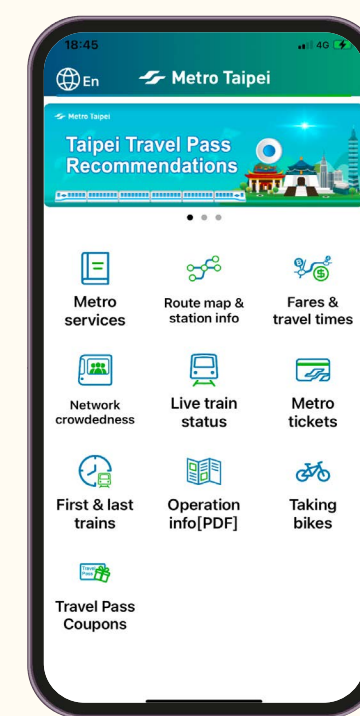
To encourage the public to use the "Go! Taipei Metro" App and enhance their experience with Metro services, Taipei Metro has set goals for cumulative download numbers and average user activity. Additionally, we conduct analysis of member behavior records, established a member platform, and have plans for a "Go! Taipei Metro" App Function Enhancement Project to increase user engagement and usage frequency.

> Statistics on the number of downloads and activities of the "Go! Taipei Metro" App

Year	2021	2022	2023	2023 Targets	Medium-term goals
Cumulative number of downloads (times)	2,229,179	2,671,966	3,629,977	Over 2.94 million times	10% annual increase
Average number of activities (number of devices)	395,381	427,153	533,166	Over 433,000 devices	2% annual increase

Note: The number of downloads includes both the Chinese and English versions of the app on iOS and Android platforms.

> "Go! Taipei Metro" App Function introduction



Route map & station info

Provides shortest journey planning, and by clicking on each station, you can also view train arrival times, station entrances and exits, and other information.

Network crowdedness

Provides real-time train location and crowdedness information, allowing passengers to choose less crowded routes and train compartments.

Live train status

Click on a train to provide train crowdedness levels, train numbers, train sets, manufacturers, models, and train service start and end times.

My Cards

Join as a member and bind your ticket card to check Metro riding records, frequent passenger program discounts, accumulated mileage, and more.

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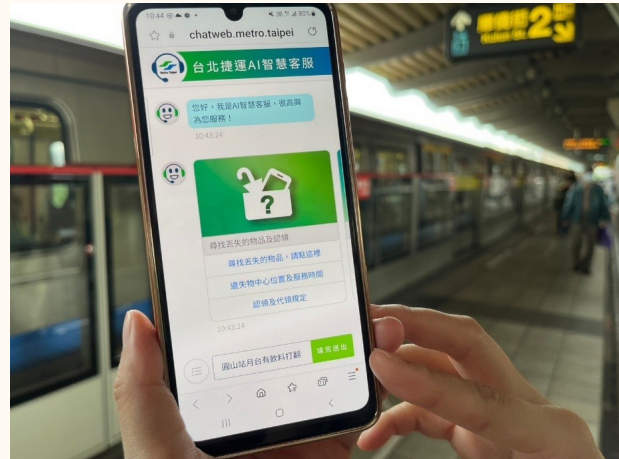
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Column - AI Smart Customer Service



To offer travelers 24/7 location-independent consultation services, Taipei Metro has developed an AI Smart Customer Service system. This system includes both text and voice customer support, providing diverse methods to address a wide range of inquiries. At the same time, it also provides non-business hours consultation needs and reduces the burden of live customer service.

In 2023, the Smart Text-based Customer Service had the feature “General Incident Reporting” added. If passengers have an immediate need on the train or platform (such as spilled food or drinks, or encountering harassment), they can issue a report to the Customer Service Center and Operations Control Center without making a call or pressing a button. This effectively protects the individual's safety and shortens response time. By simply entering “someone spilled a drink” or “drink spilled in the car” in the Smart Text-based Customer Service chat box, they can automatically trigger the reporting process. The system will then guide passengers step-by-step to input the route, car number, and other location information, completing the report after SMS verification.

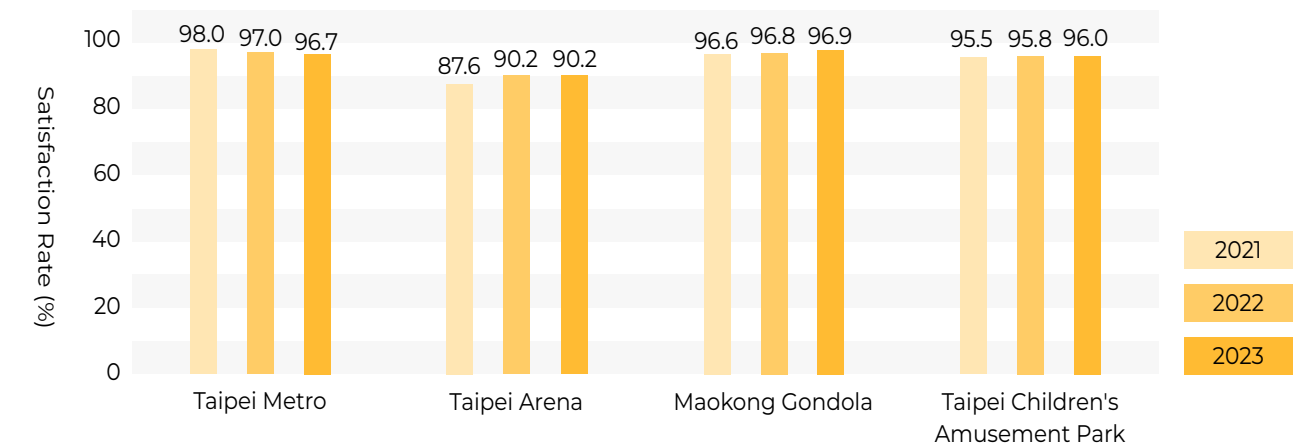
By the end of 2023, the AI-powered Text-based Customer Service system had an additional 300 new knowledge points added to further enhance service experience. The coverage rate for text-based customer service was 99.3%, and the average response time was 1.81 seconds.

3.2.3 Maintain a High Level of Satisfaction

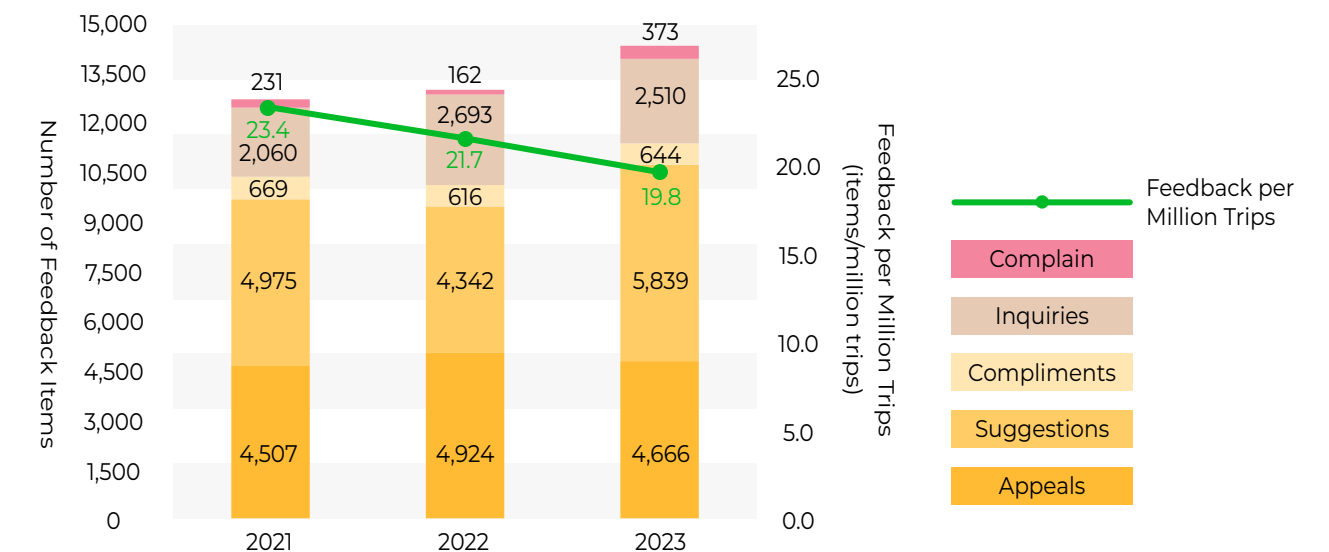
Since 2018, the Taipei Metro has maintained satisfaction rates of over 96% for six consecutive years, and we have even achieved zero negative feedback. For commissioned businesses, satisfaction rates in 2023 exceeded 90%, and showed an upward trend from 2021 to 2023.

Passengers can provide feedback through various channels including the customer service hotline, email, and the "Go! Taipei Metro" App. Feedback is categorized into complaints, suggestions, praise, inquiries, and appeals, and is forwarded to the responsible departments for further action. The resolution rate for the past three years has consistently reached 100%.

Overall Satisfaction of Taipei Metro and Commissioned Businesses



Customer Feedback Statistics



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Metro Heartwarming Stories

Warmth Throughout the Metro - A Letter of Appreciation from a Patient's Family

I am a family member of a patient who fell ill at a Metro station of the end of March. I would like to thank the stationmaster and the on-duty security personnel for their assistance in resolving the emergency situation smoothly.

At that time, I was not at the scene. It was my mother's friend who was with her. After getting off the train, the station manager immediately came over to assist my mother in calling and contacting me. Although my mom said she just needed to wait for me to return home and bring her medication, station staff still attentively monitored her situation and provided effective care and support. When I arrived at the scene, the stationmaster and security were already there, and they had provided a blanket for my mother. I was deeply moved by their kindness. After my mother had taken her medicine and regained her strength, the stationmaster even escorted us out of the station to catch our ride.

Thank you for all the warmth and professionalism, which made us feel comforted and reassured. Wishing you all the best in your work. Once again, thank you!

March 29, 2023

Road to Reunion, Thank You for the Company and Encouragement - Gratitude from an Anxious Family

One day, my husband and I were heading to a qigong class via the Metro. After my husband boarded the train, the doors closed immediately, causing us to be separated and leading to the events that followed.

Since my husband has minor dementia and has difficulty with directions, and he didn't have a phone on him, I asked the station personnel to make an announcement. The station also requested the Metro police to assist by reviewing the surveillance footage. From the footage, we saw that my husband was heading towards the TRA. However, since the surveillance range was limited, the police accompanied me to the TRA to seek the TRA's assistance in locating my husband. In the end, as we were heading towards Taipei Main Station in the direction of the TRA, a classmate from the qigong class spotted me and informed me that they had found my husband.

I am very grateful to the police officer who accompanied me and encouraged me throughout the process. Your information helped my classmates find my husband.

June 16, 2023

3.3 Information Security and Personal Data Protection

GRI 418-1

Material issues management approach:

GRI 2-25, 3-3

Privacy and information security management		
Policies and commitments	Policies	The Chief Information Security Officer (CISO) signs the Information Security Policy to ensure the security and smooth operation of system computers and data centers, and to ensure that Taipei Metro complies with personal data protection management in accordance with the Personal Data Protection Act and other relevant regulations.
	Commitments	Ensure that all system operations comply with the Mass Rapid Transit Act, the Regulations for the Operation, Maintenance, and Safety Supervision of the Mass Rapid Transit System, the Personal Data Protection Act, and other relevant regulations and contractual security responsibilities, to achieve effective and continuous improvement and commitment to proper use and preservation.
Action plan	Positive impact management	<ul style="list-style-type: none"> ◆ Establish information security policies and procedures, and conduct regular risk assessments to identify potential information security threats and weaknesses. ◆ Strengthen the protective measures required for information security, such as firewalls, webpage protection, and antivirus software. ◆ Conduct information security training and education to communicate the importance, risks, and best practices of information security, aiming to reduce internal threats. ◆ Establish a Personal Data Protection Management Implementation Team responsible for executing personal data protection audits and providing recommendations on data protection issues.
	Negative impact management	<ul style="list-style-type: none"> ◆ Incident response <ul style="list-style-type: none"> ➢ Establish a threat intelligence sharing mechanism to collaborate with other government agencies and information security organizations to stay informed about the latest information security threats. ➢ Establish a comprehensive information security emergency response plan to help quickly respond to incidents and reduce losses. ◆ Pre-event prevention <ul style="list-style-type: none"> ➢ Implement daily information security measures, including data backup, vulnerability scanning, access control, and permission management, and invest in advanced security technologies. ➢ Establish a cross-division cooperation mechanism to ensure that information security efforts are coordinated and information is shared in a timely manner. ➢ Establish a long-term information security strategy, integrating information security into the Company's core values to ensure it is a continuous improvement process.





Privacy and information security management	
Annual performance, targets, and achievement status	Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit Digital Development Division, and Personal Data Protection Contacts from each Division
	Contact information Tel: +886-2-2536-3001 ext. 8187 email: horse@metro.taipei
	Handling procedures <ul style="list-style-type: none"> ◆ Information security management: After receiving feedback from external stakeholders, evaluate and identify the most important and specific issues, then develop a specific improvement plan and timetable to address the issues. Subsequently, conduct regular monitoring and evaluation of the improvement measures' effectiveness, and adjust the strategies as needed. ◆ Personal data protection and management: In the event of personal data protection-related complaints, the Personal Data Protection Contacts in each Division should promptly notify the Legal Affairs Task Force and the Personal Data Protection Management Implementation Team to take immediate and effective control measures and adjust protection management strategies or processes.

3.3.1 Information Security and Privacy Management

With the development of technology, the Company's operations increasingly depend on software systems. Information systems must be equipped to prevent cybercrime and handle crisis to ensure stable operations in a secure information environment. To ensure the reliable protection of system information security and personal privacy, as well as compliance with the Mass Rapid Transit Act, Regulations for the Operation, Maintenance, and Safety Supervision of the Mass Rapid Transit System, Personal Data Protection Act, and other relevant laws, regulations, and contractual security requirements, Taipei Metro has established the Information Security Section under the Digital Development Division and designated Personal Data Protection Contacts in each first-level unit. Established measures include policy formulation, risk management, proactive protection, emergency response training, and incident handling related to information security and privacy. In terms of information security management, Taipei Metro has implemented the ISO 27001 information security management standard to ensure the integrity and reliability of information security operations.

Information Security Risk Assessment and Management

The Company's risk management and assessment practices are based on the sources of risk listed in the Handbook for Risk Management and Crisis Handling (as issued by the central authorities). We also consider our business plan, recommendations from the Control Yuan, impeachment cases, suggestions from the National Audit Office, and public opinion responses for risk identification. To address information security issues, the Company regularly identifies potential threats and vulnerabilities to implement appropriate protective measures and ensure a swift response to security incidents.

Based on risk identification and qualitative analysis, considering that failure to comply with or implement information security management regulations could impact the Company's reputation and system security in the event of a security incident, it is assessed as "medium risk." For the Company's risk management system and response measures for medium and high-risk items, please refer to [1.3.2 Internal Control System and Risk Management](#) for details.

Identified Risks

- ◆ Personal data management of employees, suppliers, and the general public not in compliance with regulations or not effectively implemented: In addition to the monthly promotion of personal data protection, regular audits are conducted according to the Personal Data Protection Act, and there have been no incidents of unlawful use.
- ◆ Information security management not in compliance with regulations or not effectively implemented: Audit and verification results are incorporated into information security management meetings for oversight, and information security protection tasks are carried out and implemented according to the schedule.

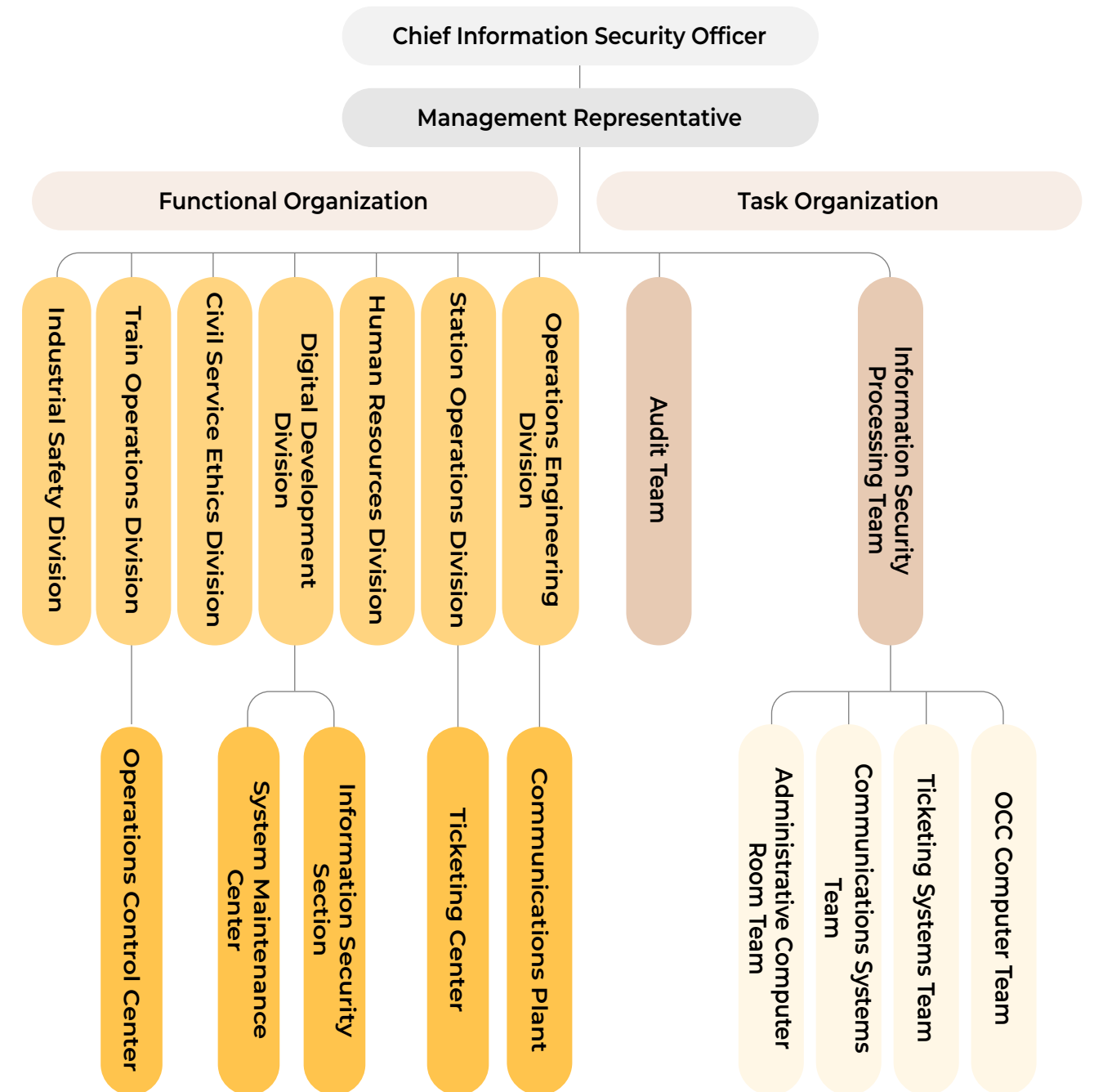
Identification and Compliance with Information Security Regulations

The Company regularly urges each Division to review authority and regulation guidelines quarterly. In accordance with legal changes, the Company's regulations are amended to ensure compliance, prevent fines or legal lawsuits, and increase public trust in the Metro system. The main regulations followed by the Company's information security management are the Mass Rapid Transit Act, Cyber Security Management Act, and "Personal Data Protection Act". For details regarding the Company's regulatory identification and compliance system, please refer to [1.3.3 Integrity and Compliance with Laws and Regulations](#).

Information Security Management Policies and Procedures

- ▶ **Establish information security policies and procedures**
 - ◆ In accordance with the Personal Data Protection Act, the Company has established internal regulations under the Personal Data Protection Management Guidelines and formulated a Personal Data Protection Management Task Force, consisting of 1 Convener and several members.
 - ◆ In accordance with the regulations of the Cyber Security Management Act, the Company conducted a verification of the core system Information Security Management System (ISMS). This year, we completed the ISO 27001 Information Security Management System certification, significantly enhancing system security. The Company has established a Computer and Data Center Information Security Handbook and Information Security Management Operational Procedures for compliance.

ISO 27001 Information Security Management System



► ISMS certificate



► Information Security Management Meeting

The Director of the Digital Development Division convenes a quarterly Information Security Management Meeting to review and analyze network traffic monitoring, intrusion detection, virus reports, vulnerability scans, and social engineering exercise results for the Company's computer systems. This is done to strengthen employees' information security awareness and ensure a secure information security operating environment. The Chief Information Security Officer (CISO) annually chairs the Information Security Management Conference to review the Company's information security management system and the execution of various information security tasks.

► Annual performance of information security privacy management

Management Projects	Completion Rate (%)
Information Security Enhancement Plan: The activation rate for software licenses and services.	100%
The implementation ratio of the recommendations of the Personal Data Protection Management Implementation Team.	100%
The completion rate of the monthly personal data protection promotion.	100%

► Memorandum of Understanding on National Cybersecurity Joint Defense and Intelligence Sharing Collaboration

With the emergence of various complex information security challenges in recent years, and given our role as critical national infrastructure, enhancing joint defense and protective capabilities in information security has become a crucial aspect of Taipei Metro's information security management. On September 6, 2023, the President of TRTC and the Director of the Ministry of Justice Investigation Bureau's Northern Field Division signed the Memorandum of Understanding on National Cybersecurity Joint Defense and Information Sharing Collaboration (MOU), establishing inter-agency cooperation for information security defense. Public and private sectors will collaborate to strengthen defenses against cybercrime, blocking hacker attacks at the source. Additionally, during information security incidents, a real-time reporting mechanism ensures emergency response and effective containment.



3.3.2 Privacy and Information Security Protection Management Measures

To mitigate the risk of exposure to our information systems and customer privacy, the Company adheres to relevant information security regulations, as well as the Cybersecurity Maintenance Plan, Computer Confidentiality and Information Security Audit Implementation Plan, Internal Audit Plan for the Information Security Management System, and Verification Audit Plan for the Information Security Management System. We rigorously execute these plans, incorporate audit and verification results into the Information Security Management Meetings for control, and implement information security measures according to schedule.

Protection measures

- ◆ Technical measures: Firewalls, webpage protection, and antivirus software.
- ◆ A professional information security vendor is commissioned to provide management services for "system and webpage vulnerability scanning," "social engineering drills and tests," and "web browsing and filtering."
- ◆ Monitoring and incident response: Establish an information security monitoring center to quickly detect and respond to potential security incidents.

In 2023, Information security protection software licensing and service activation ratio reached 100%

Internal promotion

- ◆ Establishment of Information Security Promotion Plan with clear.
 - Information security laws and regulations
 - Personnel operation and management
 - Hardware and network protection
 - Hacker prevention
 - Data protection
 - Software Usage
- ◆ Formulate the Computer Confidentiality and Information Security Audit Implementation Plan to prevent the leakage of official secrets and human-induced damage, ensuring the security of data, systems, equipment, and networks.



➢ Cybersecurity professional training courses

Handling procedures

- ◆ Steps:
 1. Identify external stakeholders: Regularly identify and review external stakeholders related to information security management.
 2. Establish communication channels: Establish effective communication channels to effectively communicate information security management issues, concerns, and suggestions.
 3. Gather feedback: Gather feedback from external stakeholders.
 4. Analysis and evaluation: Analyze and evaluate the feedback from external stakeholders to determine which issues or suggestions are the most important and specific.
 5. Formulate improvement plan: Based on the analysis results, a specific improvement plan is formulated to solve information security management problems.
 6. Implementation of improvement measures: Implement improvement measures according to the planned timetable to ensure that information security management is improved.
 7. Continuous monitoring and improvement: Regularly monitor and evaluate the effectiveness of improvement measures and adjust strategies as needed.
- ◆ If any unit encounters personal data protection-related complaints, the Personal Data Protection Contact of each first-level Division should promptly report to the Legal Affairs Task Force and the Personal Data Protection Management Implementation Team to take immediate and effective control measures and adjust protection management strategies or processes.

In 2023, Taipei Metro did not receive any complaints or reports from consumers, external units, or regulatory agencies regarding personal data breaches.

04 NEUTRALITY

Eco-friendliness, Neutrality, and Sustainability

- ▶ 4.1 Climate Change Governance and Risk Management
- ▶ 4.2 Energy and GHG Management
- ▶ 4.3 Resource Management and Pollution Prevention



As a major green transportation company, Taipei Metro continues to cut back on energy consumption through equipment improvement and management methods to reduce the environmental footprint of its operations. The TRTC is also actively establishing solar photovoltaic systems at various Metro depots to promote the use of renewable energy. Additionally, to promote green transportation, we incentivize passengers to use the Metro through well-developed transfer facilities, discounts, diverse ticket types, and promotional activities. An electric bus charging station is being set up at the metro depot to provide a shared charging space for bus operators, supporting the net-zero carbon emission policy. At the same time, we have increased recycling rates through waste reuse, and the continued management and greening of stations and their surrounding environments create a harmonious coexistent space among the Metro system, living spaces, and the natural environment.

Material issues management approach:

GRI 2-25, 3-3



Climate change mitigation and adaptation Energy and GHG Emissions			
Policies and commitments	Policies	In response to the net zero emission strategy of the Taipei City Government, we have promoted various improvement measures and programs focusing on boosting energy efficiency, promoting renewable energy, strengthening waste management, and enhancing station greening.	
	Commitments	Actively cooperate with the sustainable development policy of the city government, promote various energy-saving and carbon reduction actions, and encourage the public to take low-carbon transportation through carbon footprint inventory data, increasing the Company's revenue while mitigating the impact of climate change. In response to possible risks and hazards, we actively monitor and prevent them to minimize impacts on operations. We also invited the public and employees to join the Go Greener, SHINE Brighter! campaign.	
Action plan	Positive impact management	<ul style="list-style-type: none"> ◆ Improve energy efficiency: Convert Metro stations into smart stations, regularly replace and upgrade station equipment, and incorporate new technologies to enhance efficiency and reduce carbon emissions. ◆ Promote renewable energy: Promote the use of renewable energy, gradually introduce solar energy and other renewable energy into the transportation system, and adopt the method of self-production and self-use to reduce dependence on external energy. ◆ Strengthen waste management: Strengthen waste management and implement measures to reduce waste and plastics. ◆ Enhance station greening: In addition to planting in suitable areas and maintaining a certain survival rate, we continue to promote the acquisition of green building labels for new multi-purpose buildings. 	
	Negative impact management	Environmental impact	<ul style="list-style-type: none"> ◆ Carbon emissions monitoring: Regularly conduct inventories of organizational and product carbon footprints to monitor carbon emissions data and hotspots. ◆ Carbon emission reduction: Formulate and promote various carbon reduction measures based on inventory results, and strengthen environmental education for colleagues to mitigate impacts on the environment and climate.
		Financial impact	<ul style="list-style-type: none"> ◆ Extreme climate response: Conduct simulation drills and regularly inspect various emergency repair machines to improve disaster response capabilities, thereby minimizing the financial impact of operational disruption. ◆ Regulatory compliance response: Monitor changes in regulations and proactively discuss relevant countermeasures to ensure operations comply with regulatory requirements, thereby reducing financial impact.



Climate change mitigation and adaptation Energy and GHG Emissions

Annual performance, targets, and achievement status		Please refer to the Sustainability Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	Station Engineering Division
	Contact information	e23504@metro.taipei
	Handling procedures	Complaints are forwarded to the relevant responsible units for response. For cross-division cases, the Station Engineering Division will compile responses and report to the supervisor for approval. If the case requires further evaluation or improvement, it will be included in the ESG Environmental Sustainability Team meeting materials for progress management.

4.1 Climate Change Governance and Risk Management

GRI 201-2 SASB TR-RA-110a.2

Taipei Rapid Transit Corporation refers to the disclosure framework suggested by the Financial Stability Board (FSB) in the Task Force on Climate-related Financial Disclosures (TCFD), officially released in June 2017. Additionally, it considers the structure required for climate-related information of listed companies as outlined in Table 2-2-3 of the Regulations Governing Information to be Published in Annual Reports of Public Companies, revised in November 2023. Please refer to [Appendix III TCFD Content Index](#) for details.

4.1.1 Climate Governance and Risk Management System

Taipei Metro’s Board of Directors has established a Sustainable Development Committee, which oversees the execution of ESG-related matters under the supervision of the Board and Chairman. Additionally, a Sustainability Promotion Committee has been formed, chaired by the President, with the 4 Vice Presidents serving as Vice Chairpersons. Each Vice Chairperson supervises one of the 4 working groups (refer to the [Sustainability Governance Organization](#)). The Environmental Sustainability Team is responsible for promoting climate governance-related projects. The team reports quarterly to the Sustainability Promotion Committee on the annual KPIs, action plans, and project control results. Based on the progress of each project, it provides regular updates to the Sustainable Development Committee and the Board of Directors. Relevant responsibilities are shown in the diagram on the right.

The risk management system of Taipei Metro is mainly to identify and control risks from the environmental, operational, and financial aspects. Please refer to [1.3.2 Internal Control System and Risk Management](#) for details.

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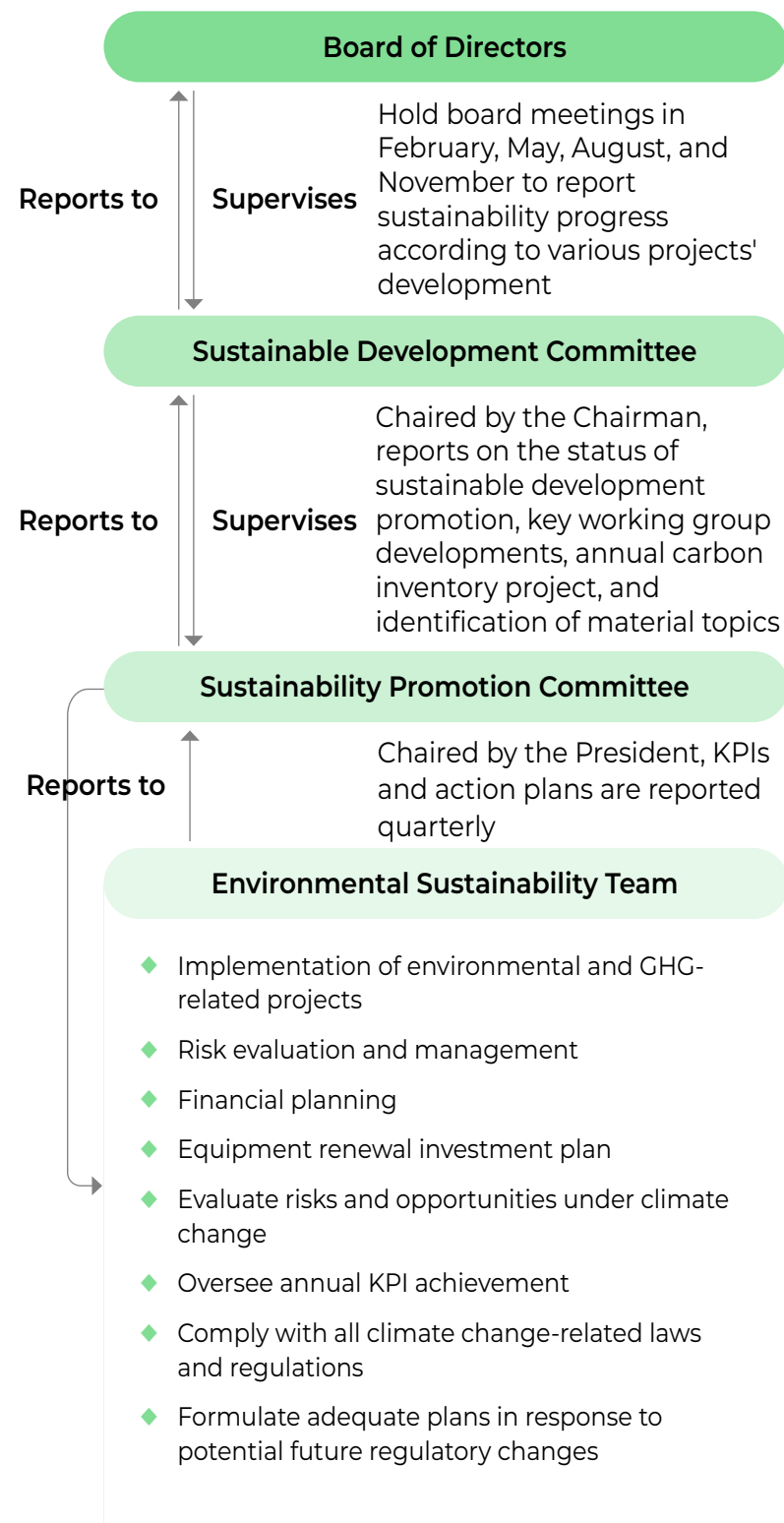
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4.2 Energy and GHG Management

4.3 Resource Management and Pollution Prevention

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Appendix



4.1.2 Climate Governance Strategy

Identification of Risks and Opportunities

In 2023, Taipei Metro reviewed the risks and opportunities related to climate change. The short-, mid- and long-term impacts and financial impacts are detailed as follows:

Short-term (1 to 2 years)	
Increase in operating costs	In order to improve equipment performance and reduce electricity demand, low-carbon products, high-efficiency energy-saving equipment, and renewable energy are used, resulting in increased operating costs.
Tightening of regulatory requirements	Carbon inventory and declaration, carbon fee collection, and energy storage equipment are required to comply with the government's progressively stricter climate-related regulations, resulting in increased operating costs.
Mid-term (3 to 5 years)	
Income risk	Climate change may bring more uncertainties to operations in the mid-term. For example, extreme weather events may cause operational disruptions, passenger safety, or equipment abnormalities, which in turn affects operating revenues.
Energy transformation	Passenger transportation relies heavily on substantial electricity consumption. Considering the market demand for renewable energy and the government's net zero commitment, the proportion of renewable energy use in Taipei Metro is expected to gradually increase, resulting in more investment costs.
Long-term (5 to 10 years)	
Water resource management	Long-term drought under extreme climates may make it more difficult to obtain water resources. Therefore, it is necessary to formulate stricter water resource management measures and countermeasures.
Carbon emission restrictions	Considering that the government's net zero emission target may be increasingly stringent, more measures must be taken to reduce carbon emissions, resulting in an increase in operating costs.

Risk and Opportunity Impact and Response

Responses and Corresponding Indicators for Climate-related Risks and Opportunities of Taipei Metro:

Risk and opportunity type		Potential financial impact	Response strategies	Corresponding indicators
Physical risk	Extreme climate events	<p>Extreme weather events such as typhoons, floods, or storms can cause significant operational damage, including vehicle and infrastructure damage, operational disruptions, increased maintenance costs, and passenger safety risks.</p> <ul style="list-style-type: none"> ◆ Operational disruption: Extreme weather events may disrupt the operation of Metro systems. For safety reasons, services may need to be suspended, which could impact revenue. Additionally, passenger inconvenience caused by service disruption could also affect the Company's reputation. ◆ Compensation and repair costs: The Company may face natural disasters caused by extreme weather events, resulting in casualties and damage to infrastructure. This necessitates compensation, repair, and reconstruction efforts, which could place additional financial pressure on the Company. 	<ul style="list-style-type: none"> ◆ Disaster preparation: Prepare disaster prevention materials and repair equipment, and conduct regular simulation drills to mitigate the impact of extreme weather events on operations. ◆ On-site emergency repair: Establish emergency repair SOPs and notification procedures. In the event of a disaster, promptly dispatch repair teams and have the on-site commander coordinate manpower and resources to minimize damage. 	7. Fire safety simulations and multiple disaster drills
Transformation risk	Climate policy transformation	<ul style="list-style-type: none"> ◆ Equipment upgrade and transformation costs: Due to climate change and regulatory requirements, additional investments may be needed to update and improve equipment to enhance energy efficiency and reduce carbon emissions. ◆ Changes in energy costs: In order to reduce carbon emissions, the Company may turn to renewable energy, which could require additional investments. ◆ Legal compliance costs: As climate-related regulations become stricter, there may be a need for increased investments to meet these requirements, which could impact financial performance. 	<ul style="list-style-type: none"> ◆ Replacement strategy: Develop a long-term equipment replacement plan, including regular maintenance and updates of critical equipment, to ensure optimal performance and reduce the likelihood of failures. ◆ Regulatory compliance: Actively adhere to all environmental and climate-related regulations, continuously monitor new regulatory changes, and adjust operations to meet compliance requirements. ◆ Energy conservation and carbon reduction: Actively promote energy conservation and equipment efficiency improvement plans, including adopting energy-saving measures, improving the energy efficiency of equipment, and seeking the application of renewable energy to reduce energy use and save costs. 	<ol style="list-style-type: none"> 1. GHG emissions and product carbon footprint 2. Electricity consumption per passenger-kilometer 3. Water consumption 4. Paper saving ratio 5. Installation progress of electric bus charging stations

Risk and opportunity type		Potential financial impact	Response strategies	Corresponding indicators
Opportunity	Renewable energy production opportunities	When conditions permit, establishing renewable energy for self-production and consumption can reduce energy costs and carbon emissions, helping to lower operating costs and increase revenue.	Continue to evaluate and increase the installation of solar equipment, aiming towards self-generation and self-consumption.	6. Cumulative renewable energy installation capacity
	Opportunities to increase travel volume	Compared to most personal vehicles, the Metro system is a low-carbon transportation tool. As regulatory restrictions become increasingly stringent, the cost of using personal vehicles may continue to rise, leading to an increase in the number of people choosing to use the Metro system, which contributes to higher travel volume.	Continuing to maintain the safety and reliability of the Metro system, while conducting carbon inventory operations to monitor carbon emission data and hotspots, will help formulate and implement various carbon reduction measures, thereby attracting the public to use low-carbon transportation.	1. GHG emissions and product carbon footprint

4.1.3 Climate Governance Indicators and Targets

The Company has established 7 KPIs to mitigate climate change risks and seize opportunities, and conducts regular monitoring to ensure that each goal is achieved on schedule, thereby reducing the subsequent impact of climate change.

Serial number	Indicators	2023 Goals	2023 Performance	Achievement	2025 Mid-term Goals	2030 Long-term Goals	Chapter
1	GHG emissions and product carbon footprint	Complete the tasks in the preparatory stage of the Organizational Carbon Inventory and Product Carbon Footprint Inventory Project	Completed the tasks of the preparatory stage - Established an inventory organization as well as education and training programs	✔	Conduct company-wide GHG inventories	Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	4.2.1
2	Electricity consumption per passenger-kilometer	Achieve electricity consumption per passenger kilometer lower than the average of the previous 3 years (0.149 kWh/passenger-kilometers)	Electricity consumption per passenger kilometer reached 0.124 kWh/passenger kilometers	✔	Achieve electricity consumption per passenger kilometers lower than the average of the previous 3 years	Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	4.2.1

✔ Completed ⚠ In progress

Foreword

01 EFFICIENCY

02 INTELLIGENCE

03 SAFETY

04 NEUTRALITY

4.1 Climate Change Governance and Risk Management

4.2 Energy and GHG Management

4.3 Resource Management and Pollution Prevention

05 HARMONY

Appendix

Serial number	Indicators	2023 Goals	2023 Performance	Achievement	2025 Mid-term Goals	2030 Long-term Goals	Chapter
3	Water consumption¹	Reduce by 2% based on water consumption in 2019 (2,189,063 m ³)	Reduced water consumption by 5.04% compared to 2019	✔	Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	4.3.1
4	Paper saving ratio²	Decrease the average number of packaged paper boxes purchased by 6% compared to the average amount from 2020 to 2021	The average number of boxes purchased decreased by 52.15% compared to the average amount from 2020 to 2021	✔	Decrease the average number of paper boxes purchased by 10% compared to average boxes purchased in 2020-2021	Conduct in accordance with the Taipei City Net-Zero Self-Governance Ordinance	4.3.2
5	Installation progress of electric bus charging stations	The proposal to set up a charging station for electric buses at Beitou Depot	Completed the design and planning of a charging station for electric buses at Beitou Depot	▲ In progress Please refer to 4.2.3 Green Transportation Development for details.	The station was complete and has commenced operation	Continue to consolidate the strengths of the public and private sectors to facilitate the transition to net zero transportation	4.2.3
6	Cumulative renewable energy installation capacity	Cumulative depot/station renewable energy installed capacity > 17.7MWp	Renewable energy installed capacity 17.7MWp	▲ In progress Please refer to 4.2.2 Energy and GHG Reduction for details.	Continue to increase renewable energy capacity	Continue to increase renewable energy capacity	4.2.2
7	Fire safety simulations and multi-disaster drills	Hold >284 fire safety simulations and multiple disaster drills	Held 300 fire safety simulations and multiple disaster drills	✔	Hold >284 fire safety simulations and multiple disaster drills annually	Hold >284 fire safety simulations and multiple disaster drills annually	3.1.2

✔ Completed ▲ In progress

¹ According to the Taipei City Government's 2023-2026 Water Conservation Implementation Plan for Government Agencies and Schools.

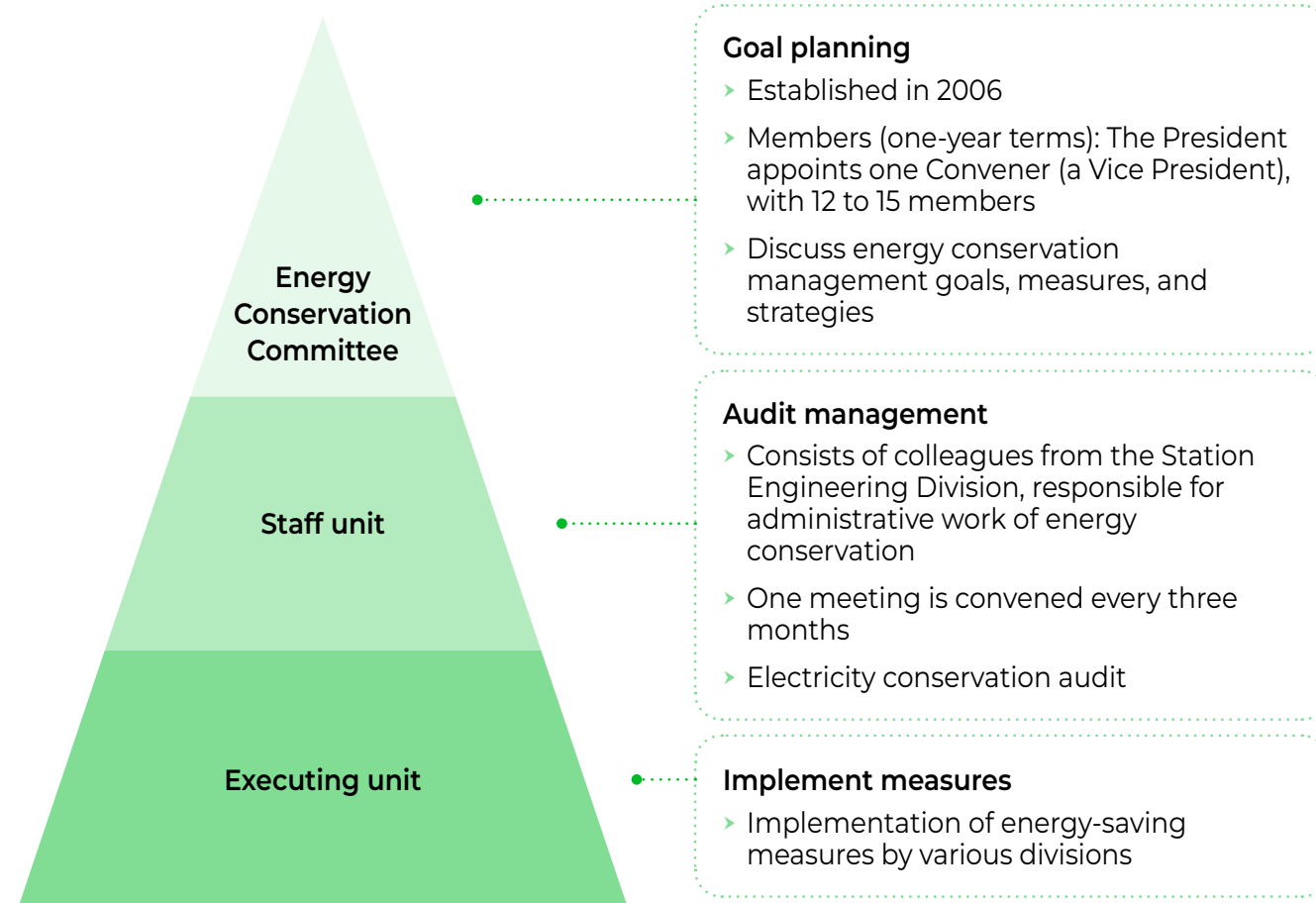
² In accordance with the Principles and Management Mechanism for the E-Government by the Taipei City Government.

4.2 Energy and GHG Management

GRI 302-1, 302-2, 302-3, 305-1, 305-2, 305-4

SASB TR-RA-110a.1, 110a.3

For a long time, Taipei Metro has been committed to promoting various energy-saving measures and improving energy efficiency. By reducing energy consumption, the Company can lower electricity costs and reduce carbon emissions. The Energy Conservation Committee, established in 2006, is presided over by a Vice President with department heads selected as members. The Committee is responsible for deliberating on various energy-saving measures, setting energy conservation goals, reviewing energy-saving plans and their implementation, and analyzing overall energy consumption. Through a step-by-step approach, these efforts aim to progressively achieve energy-saving and carbon reduction goals.



4.2.1 Energy Use and GHG Emissions

The Company's operations comprise the Taipei Metro system, Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park, with electricity being the main energy source used across these areas. In 2023, the Company launched the Organizational Carbon Inventory and Product Carbon Footprint Inventory Project, implementing ISO 14064-1, ISO 14067, and the Ministry of Environment's Product Carbon Footprint Category Rules (PCR) to assess the Metro system's organizational GHG emissions (including Scope 1 and 2) and the carbon footprint of Metro transportation services (emissions per passenger-kilometer). The GHG inventory results are as follows:

- ◆ Organizational GHG emissions: Total emissions of 361,606.5 metric tons of CO₂e (including 26,305.2 metric tons of CO₂e for Scope 1 and 335,301.3 metric tons of CO₂e for Scope 2).
- ◆ Carbon Footprint of Metro Transportation Services: 78.22 g CO₂e/passenger-kilometers.

Regarding the Taipei Metro's total energy consumption, purchased electricity accounts for approximately 687 million kWh, representing over 90% of total emissions. Therefore, the 1.2% increase in total energy consumption in 2023 was predominantly due to the rise in purchased electricity. Out of the total electricity consumption, approximately 40% is used for powering transport trains, while about 60% is consumed by the 117 stations across the whole route. In terms of station electricity consumption, air conditioning accounts for the largest portion, followed by elevators/escalators and lighting.

In 2023, the electricity consumption per passenger-kilometer (0.124 kWh/passenger-kilometers) decreased by 16% compared to the previous year and was also lower than the average value of the past three years (0.149 kWh/passenger-kilometers). This reduction can be attributed to a nearly 20% increase in passenger numbers, the continued replacement of high-energy-consuming equipment with low-energy-consuming alternatives, the introduction of energy-efficient machine-room-less elevators, and the implementation of temperature control for station air conditioning. These measures helped maintain a slight increase in electricity consumption despite the rise in passenger volume. In the future, we will continue to optimize electrical equipment and power consumption controls, aiming to either maintain or reduce electricity usage year over year.

In our commissioned businesses, the Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park all experienced a 10% increase in energy consumption due to a significant rise in passenger numbers. However, energy intensity (energy consumption per served passenger) decreased by 13% to 46%, reflecting the recent carbon reduction efforts across these units.

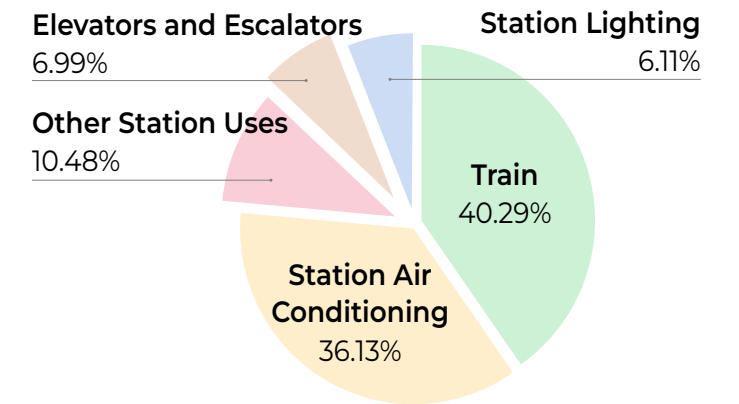


Target Achieved

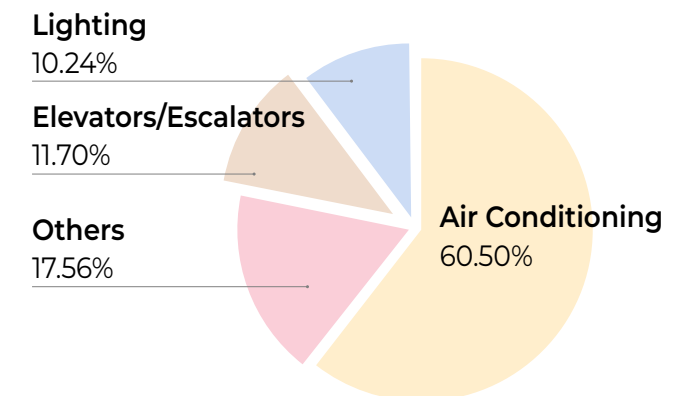
2023 Target: Lower than the average of the previous three years (0.149 kWh/passenger-kilometers)

- Note: 1. The Organizational GHG Emissions inventory scope does not include Maokong Gondola, Taipei Arena, or Taipei Children's Amusement Park.
- The Carbon Footprint of Metro Transportation Services was calculated based on the Ministry of Environment's Passenger Transport Service Product Category Regulations (PCR), by computing the electricity consumption of rolling stock (while being driven or transporting passengers), station electricity use (including electricity consumed by various mechanical and electrical equipment), and any consumables expended for related services.
 - The calculation formula for electricity consumption per passenger-kilometer for the Metro system: electricity consumption per passenger-kilometer (kWh) = total electricity consumption (kWh) / total number of passenger-kilometers.
 - The total number of passenger-kilometers refers to the sum of the number of passengers multiplied by the kilometers traveled.

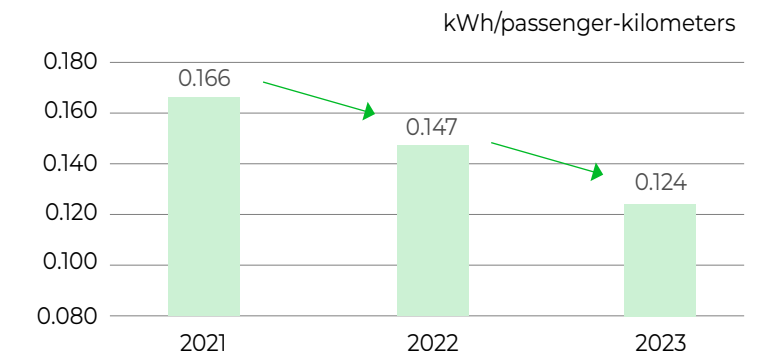
Proportion of Power Usage in the Metro System in 2023



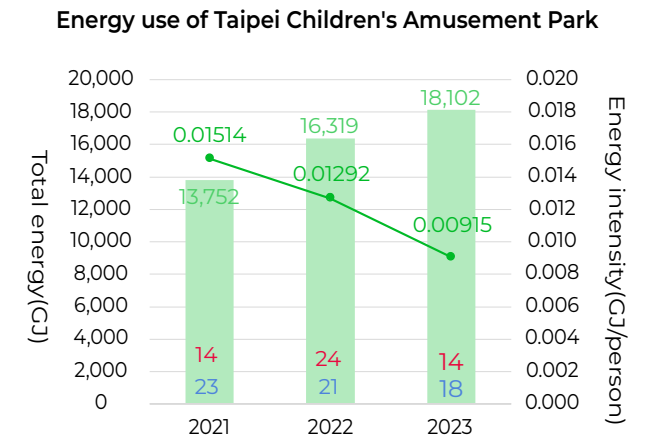
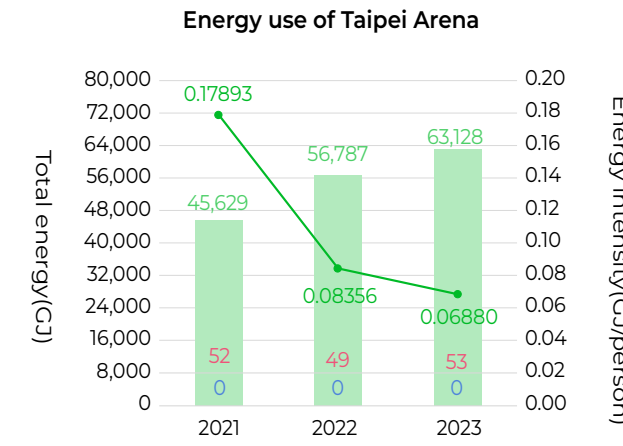
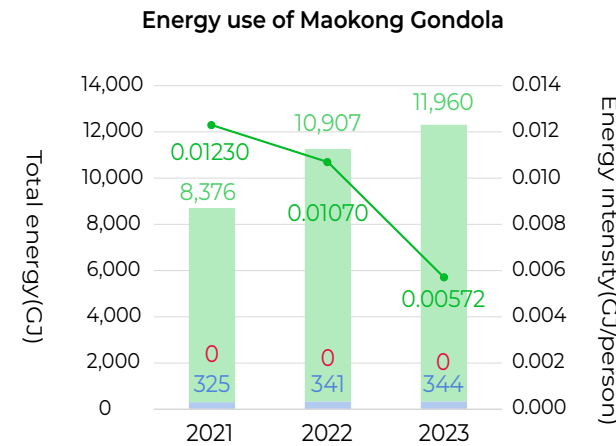
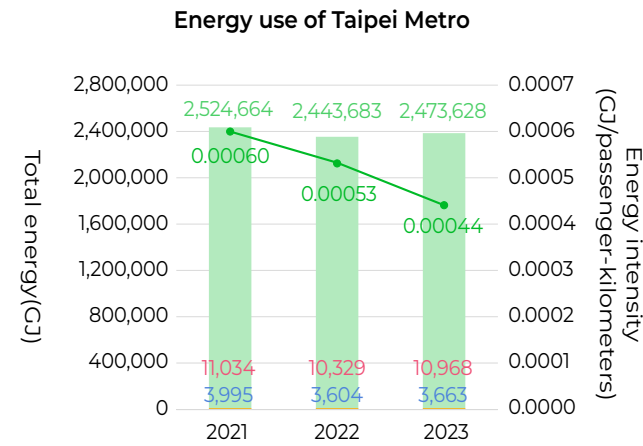
Proportion of Power Usage in Stations in 2023



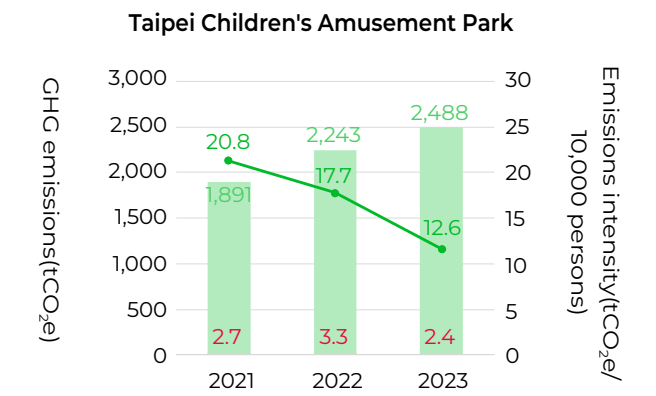
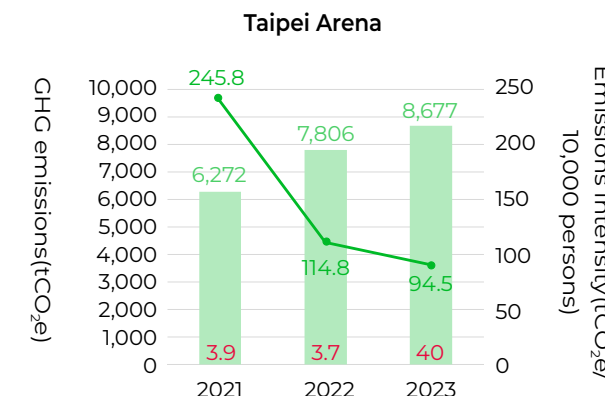
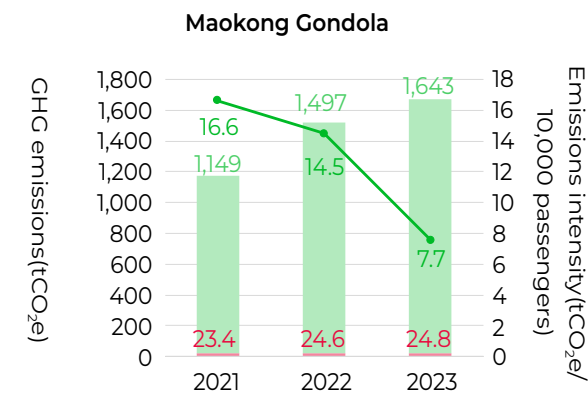
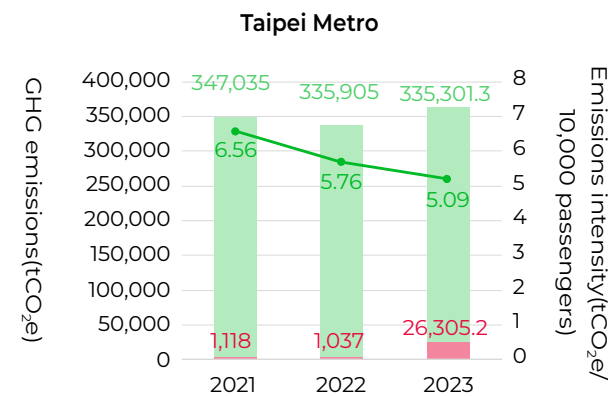
Electricity Consumption per Passenger-Kilometer from 2021 to 2023



Energy use of Taipei Metro and its commissioned businesses Electricity Gasoline Diesel Energy intensity



GHG emissions of Taipei Metro and its commissioned businesses Scope 1 Scope 2 Emissions intensity



Note: 1. Energy heat values are converted based on the unit definitions published by the International Bureau of Weights and Measures and the values announced in the 2022 Energy Statistics Handbook by the Bureau of Energy, Ministry of Economic Affairs (MOEA). The heat value of diesel is 8,400 kcal/L; gasoline is 7,800kcal/L; and electricity is 860 kcal/kWh. The conversion factor used is 1 kcal = 4.1868×10⁻⁶ GJ.

2. Total energy usage excludes sales of renewable energy.

3. Taipei Metro's GHG emissions (Scope 1 and 2) in 2023 were the results of the ISO 14064-1: 2018 GHG inventory during the year.

4. The GHG emissions (Scope 1 and 2) for the Metro system in 2021 and 2022, and for the commissioned businesses from 2021 to 2023, are based on energy inventory information. Scope 1 GHG emissions include combustion of gasoline and diesel from fixed sources or mobile sources such as generators and company vehicles. Scope 2 GHG emissions include purchased electricity. Emissions factors are based on the latest data published by the IPCC, the Ministry of Environment, Executive Yuan, or relevant competent authorities.

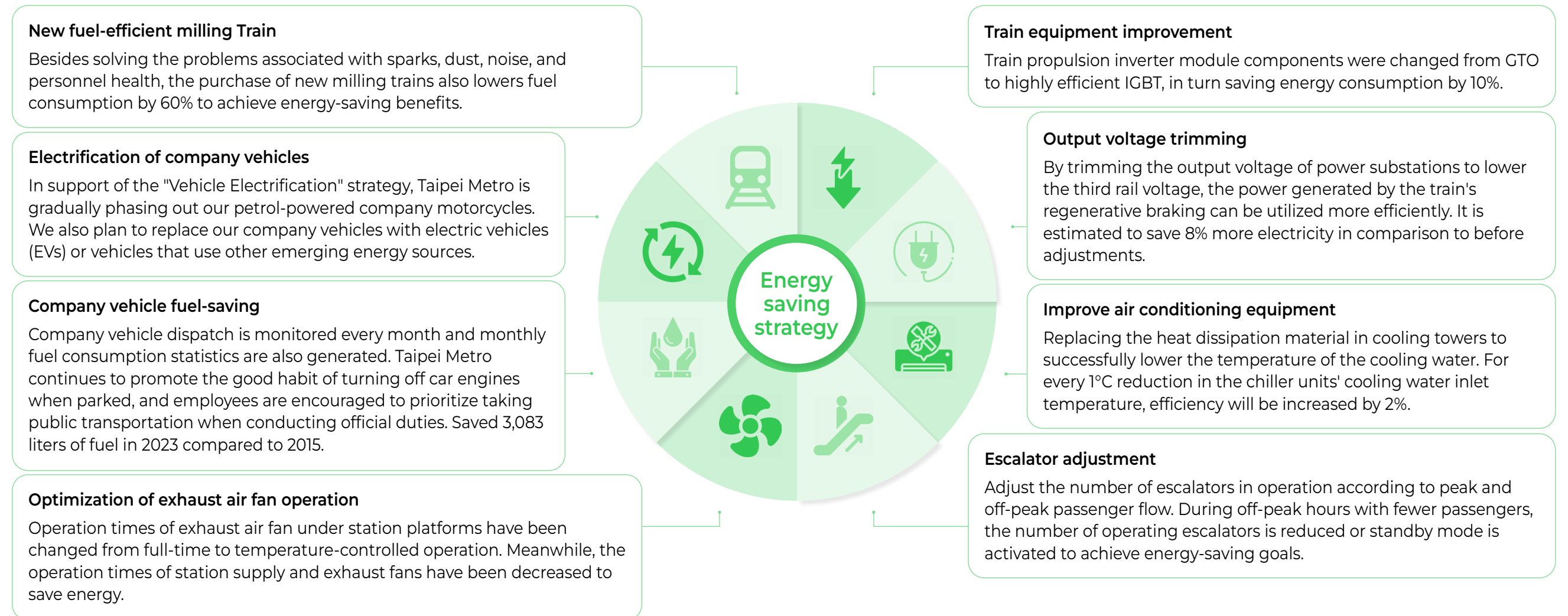
4.2.2 Energy and GHG Reduction

GRI 302-4, 302-5, 305-5

SASB TR-RA-110a.2

Reduction Measures and Paths

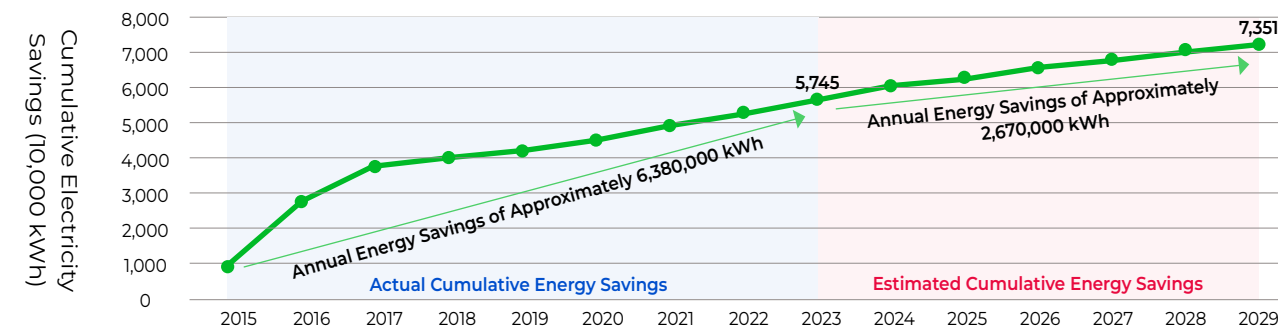
Taipei Metro, through the Energy Conservation Committee, discusses various energy-saving measures, sets energy-saving goals and plans, and implements energy conservation efforts. Key energy-saving policies are detailed in the following illustration. Since the main source of GHG for the Company is purchased electricity, the main goal is to sequentially improve electricity efficiency through equipment replacement. Since 2015, actions have been implemented to improve energy efficiency by replacing lighting, hydraulic elevators, and air conditioning equipment across various routes, tracks, carriages, and stations. In 2023, quantifiable energy savings amounted to 3,480 MWh, with a corresponding carbon reduction of 1,722 tCO₂e. From 2015 to 2023, the average annual electricity savings was approximately 6,380 MWh, with an average electricity saving rate of 1.41%. Additionally, a plan for equipment replacement from 2024 to 2029 has been established, with an estimated annual electricity saving of 2,670 MWh, corresponding to a projected average electricity saving rate of 1.15%.



> Quantifiable Energy and Carbon Reduction Benefits

Item	Before improvement	After improvement	Electricity savings (unit: 10,000kWh/year)	Energy savings (unit: GJ/year)	Carbon reduction benefit (unit: tCO ₂ e/year)
Replacement of Lighting Traditional lighting → LED lighting	The original system used traditional fluorescent lighting, which had poor light distribution uniformity, leading to excessively high illumination levels in certain areas.	LED lighting can save more than 30% of electricity compared to traditional fluorescent lights. Taipei Metro is actively assessing and planning the replacement schedule. Additionally, during the replacement process, the placement and quantity of lighting fixtures are reassessed to improve illumination uniformity and fixture efficiency.	226	8,146	1,120
Replacement of water-cooled water chiller unit Fixed frequency models → inverter models	The original air conditioning systems in stations used fixed frequency chillers, which resulted in inefficient energy use and wastage due to poor energy efficiency during low load conditions.	Procurement specifications require the use of inverter chillers with an Integrated Part Load Value (IPLV) of ≥8.4 to improve energy efficiency.	25	885	122
Replacement of elevators Hydraulic elevators → machine-room-less elevators	Some stations in the Taipei Metro system originally used hydraulic elevators, which not only consumed more electricity but also required regular hydraulic oil replacement.	In conjunction with elevator replacement operations, the Company has switched to machine-room-less elevators that consume less electricity, do not require hydraulic oil, and operate at higher speeds.	83	2,975	409
Replacement of transformers Oil-immersed transformers → amorphous core transformers	The Metro system's station electricity is received at 161 kV high voltage from Taipower, which is then reduced to usable levels through transformer equipment at substations. The original system used traditional oil-immersed transformers.	Transformers that reduce high voltage from 22 kV to 380 V have been replaced with amorphous core transformers, which use amorphous alloy as the core material instead of traditional silicon steel sheets. This change effectively reduces core loss, decreasing no-load losses from 4.2 kW to 0.9 kW per unit. At the same time, amorphous core transformers have lower losses and generate less heat during operation, which effectively reduces the temperature in the machine room and decreases the need for air conditioning.	14	520	71
Total			348	12,526	1,722

► Taipei Metro's Cumulative Energy Savings



- Note: 1. The annual electricity savings refer to the amount of electricity saved due to the implementation of energy-saving measures.
2. The average electricity saving rate is defined as the cumulative electricity saving since 2015/ (cumulative electricity consumption + cumulative electricity savings).

Energy Conservation and Innovation

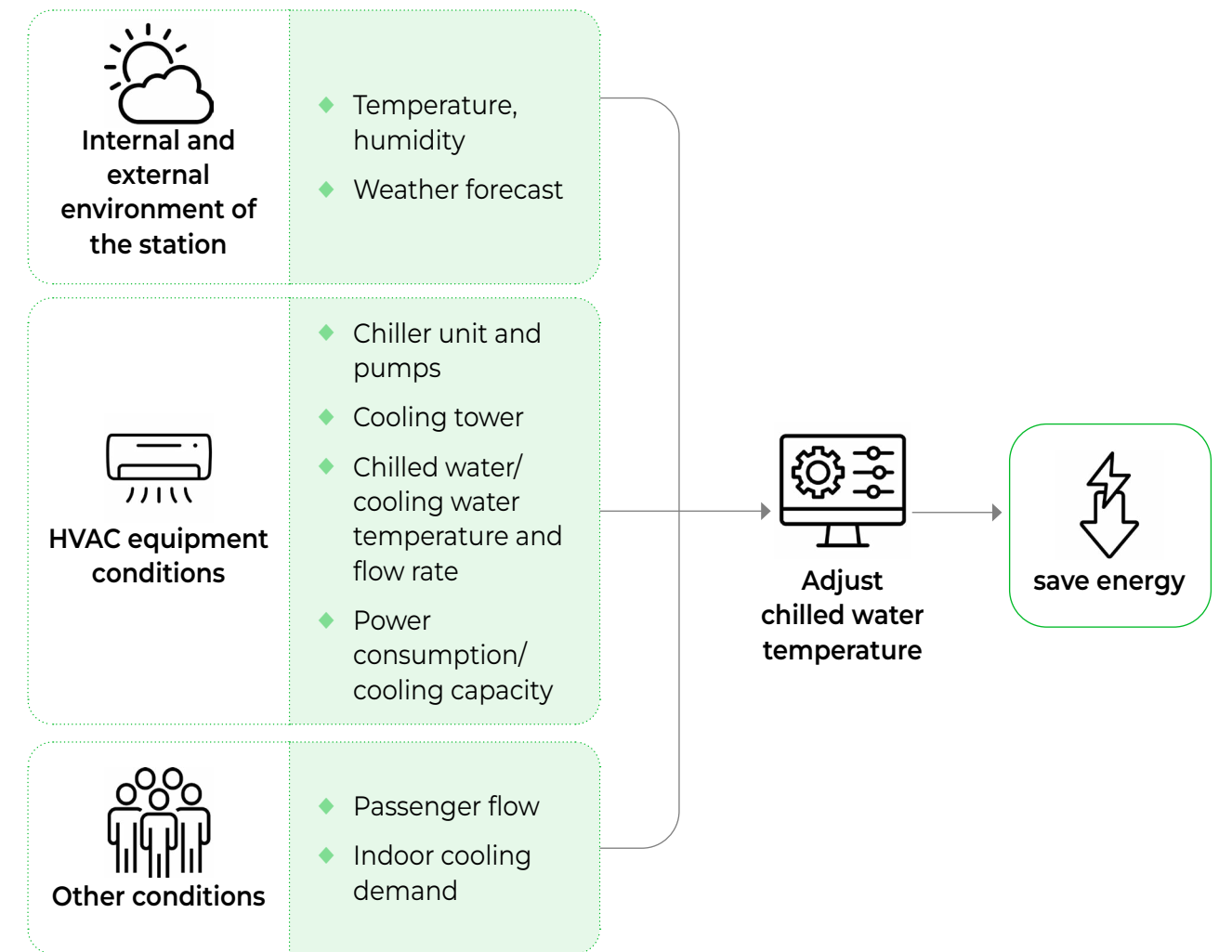
In addition to replacing old and energy-consuming equipment, Taipei Metro uses intelligent methods to manage energy conservation. This includes building simulations and big data analytics to optimize equipment control and establish anomaly warning systems. AI is employed to automatically analyze environmental data and make equipment adjustment decisions.

Introduction of DIALux illumination simulation for lighting optimization

Introduce illuminance simulation using software like DIALux to assess light distribution. By determining the appropriate number and optimal placement of light fixtures, this approach aims to optimize lighting efficiency, enhance passenger comfort, and conserve energy.

Environmental monitoring and AI automatic adjustment of air conditioning

The current station air-conditioning system uses fixed temperature control for the chiller outlet temperature, which requires on-site personnel adjustments. When there is a significant increase in passenger flow, the station environment becomes stuffy, causing discomfort for passengers. With advancements in AI and remote control technologies, plans are underway in 2024 to pilot the implementation of smart predictive automatic control for the chiller outlet temperature at Zhongshan Station. By analyzing big data results (such as passenger flow and outdoor temperature), AI will automatically adjust the chiller outlet temperature, replacing manual data analysis and adjustments to improve energy efficiency.



Air conditioning data collection and equipment anomaly warning

Collect operational data from the air conditioning system (such as platform temperature, water-cooled water chiller unit inlet and outlet temperatures, and cooling tower inlet and outlet temperatures) along with data from other systems (such as hourly passenger volume and external temperature). Import this data into a data analysis software (e.g., POWER BI) to cross-analyze the impact of various factors on platform temperature changes.



Equipment type	Analysis principle	Analysis of Benefits
Water-cooled water chiller unit	Observe the difference between the inlet and outlet water temperatures to find out the internal pipeline anomalies	Found anomalies twice
Air compressor	Observe the pressure filling time, grasp the long-term trend of performance and activation frequency, and confirm whether there is any abnormality in the air supply pipeline	Proactive alerts of 60 times

Note: The statistical range of frequency is from 2020 to 2023.

Introduction of Renewable Energy

Taipei Metro actively responds to energy policies by repurposing assets. We collaborate with the energy sector to transform the roofs of 6 depots, parts of station roofs, and metro signage lights into solar power plants. This initiative provides a stable supply of green energy. Some of the generated electricity is used in stations, while the vast majority (over 99%) is sold to Taipower. This effort helps to share the electricity load and contributes to reducing carbon emissions per kWh. In 2023, the generated electricity amounted to 19631 MWh (with 57.8 MWh used for signage lights, station operations, and commissioned businesses). This is equivalent to providing monthly electricity for approximately 65,000 households.³ Annually, this can reduce CO₂ emissions by approximately 9,717 metric tons.⁴

³ Estimated based on the average household electricity consumption announced by Taipower in 2023 at 3,618 kWh per year and 301.5 kWh per month.

⁴ Calculated based on the electricity carbon emission coefficient of 0.495 kg CO₂e/kWh in 2022 announced by the Energy Administration, Ministry of Economic Affairs

2022

Cumulative total of 17.7 MWp

2023

Originally, there were plans to expand capacity at Beitou Depot by 3.8 MWp. However, the project was adjusted to 1.7 MWp following local residents' feedback regarding its proximity to residences. Total cumulative capacity is now 19.4MWp, with grid connection and power generation expected by March 2025.

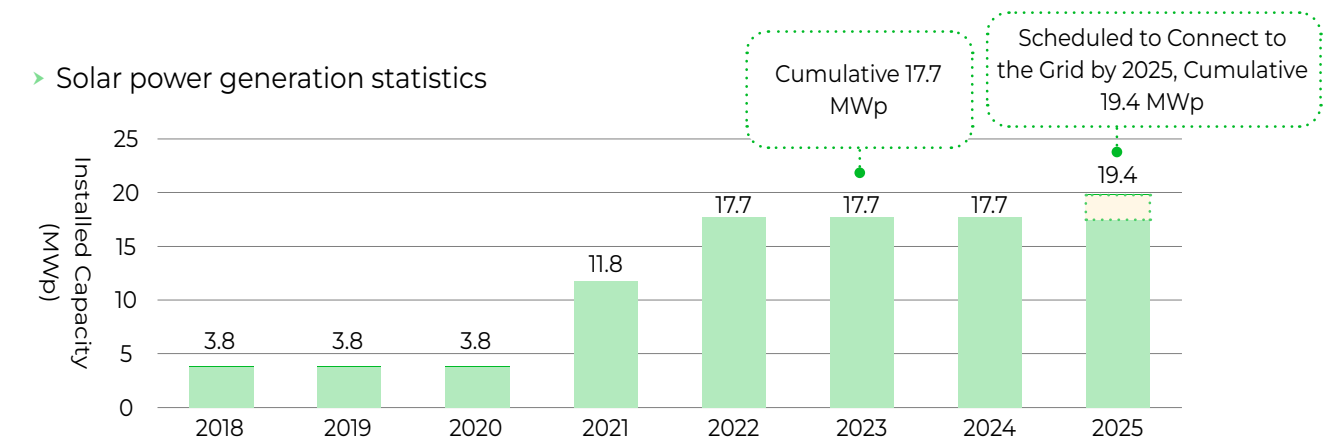
► Solar power generation and usage statistics in the past three years

Unit: 10,000 kWh

Use of solar power	2021	2022	2023
Internal use	6.17	5.63	5.78
Electricity sold externally	1,088.3	1,430.1	1,957.3
Total	1,094.4	1,435.7	1,963.1

Note: Solar power facilities include various depots, Metro signage lights, part of station roofs, and commissioned businesses

► Solar power generation statistics



► Progress of solar power generation facilities in depots

Depots	Beitou Depot	Tucheng Depot	Luzhou Depot	Muzha Depot	Neihu Depot	Xinzhuang Depot	Beitou Depot (expansion)
Commercial operation date	December 2018	May 2021	May 2021	June 2022	June 2022	September 2022	March 2025
Set capacity	3.8 MWp	5.0 MWp	3.0 MWp	0.8 MWp	1.5 MWp	3.6 MWp	1.7 MWp
Cumulative electricity generation	23,540 MWh	13,650 MWh	8,890 MWh	1,340 MWh	2,250 MWh	4,610 MWh	Estimated 1,860 MWh/year
Cumulative carbon reduction amount	11,652 tCO ₂ e	6,758 tCO ₂ e	4,399 tCO ₂ e	663 tCO ₂ e	1,116 tCO ₂ e	2,284 tCO ₂ e	Estimated to be 921 tCO ₂ e/year
Current status							In progress

Note: Cumulative electricity generation and carbon reduction as of the end of 2023

4.2.3 Green Transportation Development

The Metro system's high efficiency and low pollution characteristics, extensive and well-connected network, and safe and reliable transportation environment indirectly reduce the burden on the planet. It also contributes significantly to the promotion and development of public transportation.

Transportation volume statistics for the past three years			
Year	2021	2022	2023
Annual total transportation volume (passengers)	531,120,335	587,257,852	710,185,578



Transfer Facilities and Discounts

Comprehensive transfer facilities

Metro stations are equipped with transfer parking facilities, making it convenient for passengers to use various transportation modes to connect with the Metro. Additionally, the Company continues to assist businesses and organizations in setting up free shuttle bus stops at stations, further facilitating passenger access to the Metro.

► Statistics on transfer facilities

Transfer facilities	Quantity
Number of parking spaces for cars at transfer facilities	4,426 spaces
Number of parking spaces for motorcycles at transfer facilities	11,902 spaces
Number of parking spaces for bicycles at transfer facilities	8,992 spaces
Number of free shuttle bus routes	31 routes

Shared bikes (YouBike)

In response to the public bicycle policies of Taipei City and New Taipei City, the Company has allocated its land for the establishment of public bicycle rental system by the Taipei City and New Taipei City transportation departments. As a result, rental stations have been set up around 72 Metro stations in Taipei City and 34 in New Taipei City, with a total of 8,876 parking spaces. Additionally, 4 service centers have been provided to facilitate convenient and densely located rental stations, promoting the use of shared bicycles among passengers.

► Statistics of shared bicycles(YouBike)

Facilities	Taipei City	New Taipei City
Metro stations	72	34
Number of service centers	2	2
Number of parking spaces	5,477	3,399

Transfer discounts

In line with the city government's policy to encourage the use of public transportation, the Company continues to implement mutual transfer discounts between the Metro, buses, LRT, and YouBikes. The costs for bus-to-Metro and LRT-to-Metro transfer discounts are covered by the Company, while the other transfer discount costs are borne by the Taipei and New Taipei City Governments. The table below summarizes the discounts and subsidies borne by the Company.

► Statistics on the number of people using transfer discounts and the amount of subsidies

Statistics of transfer discounts		2021	2022	2023
Bus to Metro	Transfer volume (10,000 passengers/day)	18.04	19.37	22.60
	Subsidy amount (NT\$100 million)	4.36	4.65	4.06
LRT to Metro	Transfer volume (10,000 passengers/day)	0.3	0.35	0.62
	Subsidy amount (NT\$100 million)	0.07	0.09	0.11

Contribution to Electrification of Urban Vehicles

EV-friendly parking facilities

In cooperation with the Parking Management and Development Office to create an EV-friendly transportation environment, we are building infrastructure according to their principles of “at least one car charging station must be installed in underground or multi-story parking lots with more than 50 parking spaces.” This aims to meet the rapid development needs of electric vehicles, comply with regulations, and achieve the vision of carbon reduction and sustainable development through the electrification of transportation.

Metro stations and sites	Installation quantity
Station parking lots	24 facilities
Maokong Gondola	2 facilities
Taipei Arena	5 facilities
Taipei Children's Amusement Park	2 facilities
Beitou Depot	4 facilities
Total	37 facilities

Proposal to set up a charging station for electric buses at Beitou Depot

In line with the 2030 policy of full electrification of domestic buses, the Company has evaluated the space at Beitou Depo for the establishment of charging stations. Through mediation by the Taipei City Public Transportation Office, we collaborated with bus operators to set up an electric bus dispatch station and shared charging area. The facility covers approximately 3,000 square meters and can accommodate 31 parking spaces, including 10 shared charging spaces. This initiative not only addresses the issue of limited land resources for charging stations but also supports green policies and promotes the widespread use of electric transportation. This project has been under planning since June 2023. After passing the basic and detailed design reviews, the project will proceed with land preparation, power distribution, and the installation of charging piles. The project is expected for completion and start operations by the end of 2024.



Promotion of Green Transportation

TPASS Executive Yuan Commuter Pass/Megacity Pass

To reduce commuting costs, increase public transport usage, improve road safety, and balance regional development, Taipei Metro, in coordination with central and local governments, upgraded the original NT\$1280 monthly pass to the NT\$1,200 Megacity Pass on July 1, 2023. This pass now covers a broader area, including Keelung, Taipei, New Taipei, and Taoyuan, and extends to additional transportation modes such as Taiwan Railway, Taoyuan Metro, intercity buses, and highways, beyond the Taipei Metro, New Taipei Metro, LRT, city buses, and YouBike. By the end of 2023, Taipei Metro had sold 2.43 million Megacity Passes, with a satisfaction rate of 99.3%.



Taipei Metro Travel Pass



To cater to diverse passenger needs, Taipei Metro collaborated with other transportation operators to offer joint tickets like the Taoyuan Airport MRT and Taipei Metro joint tickets, THSR Holiday tickets, and Taipei Metro & Taipei Sightseeing Double Decker Bus Joint Tickets, providing travelers with more options.

Additionally, to enhance the appeal and value of Metro travel passes, Taipei Metro continued its Taipei Metro Travel Pass marketing campaign. Purchasers of One-Day Passes or 24/48/72hr Taipei Metro Passes can receive discounts and offers at popular Metro-accessible attractions and merchants, such as the National Palace Museum, National Taiwan Museum, Maokong Gondola, Taipei Children's Amusement Park, as well as special gifts and afternoon tea discounts.

Frequent Passenger Program

Implemented since February 2020, the Frequent Passenger Program offers tiered cashback based on the number of rides passengers take each month—the more rides, the higher the cashback, up to a maximum of 30%. In 2023, the total cashback amounted to NT\$1.369 billion, benefiting 280.45 million passengers. To enhance marketing efforts, special events like the "Metro Frequent Passenger 27-Day Double Pass Giveaway" and the "Icy Dumpling Giveaway" were launched to coincide with Taipei Metro's 27th anniversary and various holidays. Passengers who bound their ticket cards to the "Go! Taipei Metro" App and took the Metro were eligible for a lottery, with more rides leading to better prizes, encouraging the public to ride the Metro more.



4.3 Resource Management and Pollution Prevention

4.3.1 Water Resource Management and Pollution Prevention

GRI 303-1, 303-2, 303-3, 303-4

To effectively manage water resources, the Company reviews and controls water consumption on a quarterly basis through the Energy Conservation Committee. In 2023, following the city's 2023-2026 Water Conservation Implementation Plan for Government Agencies and Schools, the goal was set to reduce water usage by 2% compared to the base year of 2019. This was achieved through measures such as installing smart water meters, switching to water-saving equipment, and developing improvement plans for the top three water faucets with the highest quarterly increase in water usage.

Water Consumption Status

Water Intake⁵

The water sources of the Company's Metro stations, depots, and commissioned businesses are all drawn from the Taipei Water Department and the Taiwan Water Corporation as the water is indirectly drawn without groundwater pumping, so there are no factors that affect the water source. The water consumption in 2023 was 2,078,672 m³, an increase of 16% compared to the previous year (due to an approximately 20% increase in passenger volume) and a decrease of 5.04% compared to the base year of 2019, achieving the 2023 target.

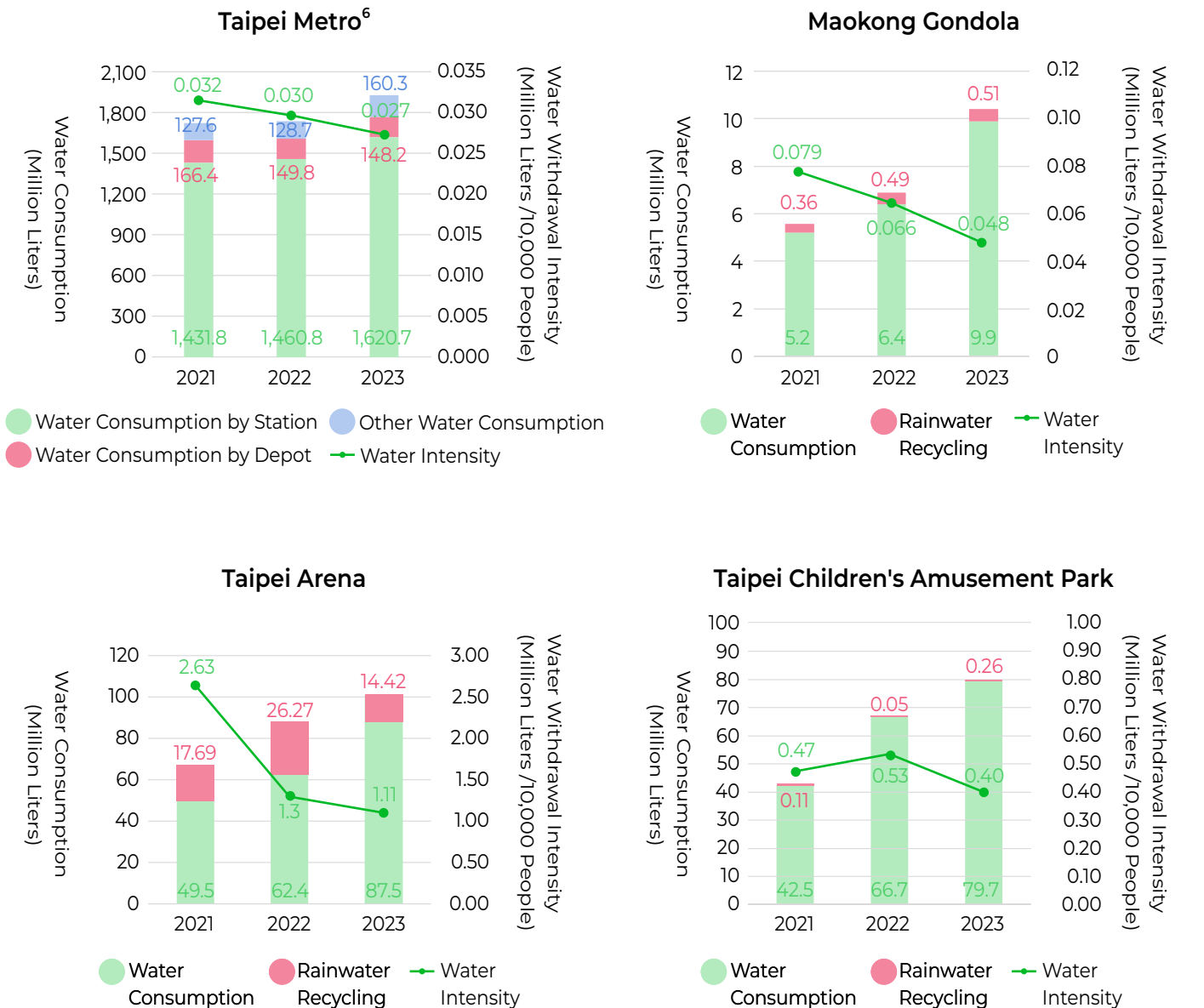


Target Achieved
2023 Target: Reduce by 2% compared to the base year (2,145,281m³)

Year	Water Consumption (m ³)	Change from Base Year
2019	2,189,063 m ³	Base year
2023	2,078,672 m ³	A decrease of 5.04% compared to the base year

To achieve water conservation, in addition to replacing fixtures with sensor faucets and installing water-saving labeled equipment for toilets and flush valves, we have annually cooperated with the Taipei Water Department to promote smart water meters. We have also implemented a smart water management system, which allows for real-time handling of anomalies through alert settings.

Water Consumption by Taipei Metro and its Commissioned Businesses




⁵The statistical scope of each year is defined according to the water bill and the Taipei City Government's 2023-2026 Water Conservation Implementation Plan for Government Agencies and Schools, covering the period from December of the previous year to November of the current year.

⁶Taipei Metro's other water consumption includes substations and underground shopping malls.

Rainwater recycling

We have installed rainwater recycling facilities at Taipei Arena, Taipei Children's Amusement Park, and Maokong Gondola. After filtering, rainwater is used for air conditioning, firefighting, and toilet flushing. In addition, at Maokong Gondola's Zhinan Temple Station, water is diverted from the Zhinan Creek, filtered to meet tap water standards, and directly supplied for the station's domestic use.

Facility location	Water storage capacity (m ³)	Recycled water consumption (m ³)			Percentage of recycled water (Three-year average)	Supplementary explanation	Rainwater recycling facilities
		2021	2022	2023			
Maokong Gondola	54	360	489	510	6.2%	The water is provided for flushing and cleaning in both men's and women's restrooms, with tap water used to supplement when the water level is insufficient.	
Taipei Arena	6,000	17,692	26,265	14,424	23%	Used for air conditioning, firefighting, and toilet water	
Taipei Children's Amusement Park	166	106	50	256	0.21%	The collected rainwater is subjected to sedimentation, filtration, and ozone disinfection before being mainly used for flushing toilets and urinals.	



Drainage Impact Management

The wastewater generated by the 117 Taipei Metro stations and commissioned businesses mainly consists of domestic sewage. If these areas are not connected to the public sewer system, septic tanks are used for treatment and discharge, or the wastewater is collected and transported to sewage treatment plants. For depots that are not connected to the public sewer system, sewage treatment plants must be installed to treat wastewater to meet the permitted discharge quality standards before being discharged into nearby water bodies. According to the Water Pollution Control Act, discharge quality standards are established, with reporting frequency required every 6 months (January and July of each year).

> Drainage methods of Taipei Metro and commissioned businesses

Connected to the public sewer system	Not connected to the public sewer system	
<ul style="list-style-type: none"> ◆ 103 stations of Taipei Metro ◆ Taipei Metro's Beitou, Neihu, Muzha, and Nangang Depots ◆ Taipei Arena and Taipei Children's Amusement Park ◆ Maokong Gondola's Taipei Zoo Station, Taipei Zoo South Station, and Maokong Station 	14 stations of Taipei Metro	The station's septic tanks process waste to meet discharge water standards before discharge, and sludge is regularly extracted and transported to the Dihua Sewage Treatment Plant.
	Taipei Metro Depots - Xindian, Tucheng, Luzhou, Xinzhuang	Sewage treatment equipment is installed to process wastewater to meet the discharge quality standards specified in the permit before it is discharged into nearby water bodies.
	Maokong Gondola's Zhinan Temple Station	The sludge from septic tanks is transported and disposed of at the Dihua Sewage Treatment Plant.

> Statistics on discharge water quality

Listed places		Xindian Depot		Tucheng Depot		Luzhou Depot		Xinzhuang Depot	
Testing item	Unit	Emission standards	Actual water quality	Emission standards	Actual water quality	Emission standards	Actual water quality	Emission standards	Actual water quality
PH value		6~9	7.1	6~9	7	6~9	6.8	6~9	7
Chemical Oxygen Demand (COD)	mg/L	<100	50.3	<100	62.5	<100	29.3	<100	19.8
Biochemical Oxygen Demand (BOD)	mg/L	<30	3.5	<30	18.2	<30	2.2	<30	3.4
Suspended solids SS	mg/L	<50	29.5	<50	28.8	<50	16.9	<50	2.9
Discharge volume	ML	6.356		11.614		8.999		4.573	
Discharge destination	-	Xindian River		Dahan River		Tamsui River		Taliaokeng River	

Note: 1. The water quality data is from the January 2024 inspection and reporting to the New Taipei City Government's Environmental Protection Department.

2. The effluent standards are based on Article 7, Paragraph 2 of the Water Pollution Control Act.

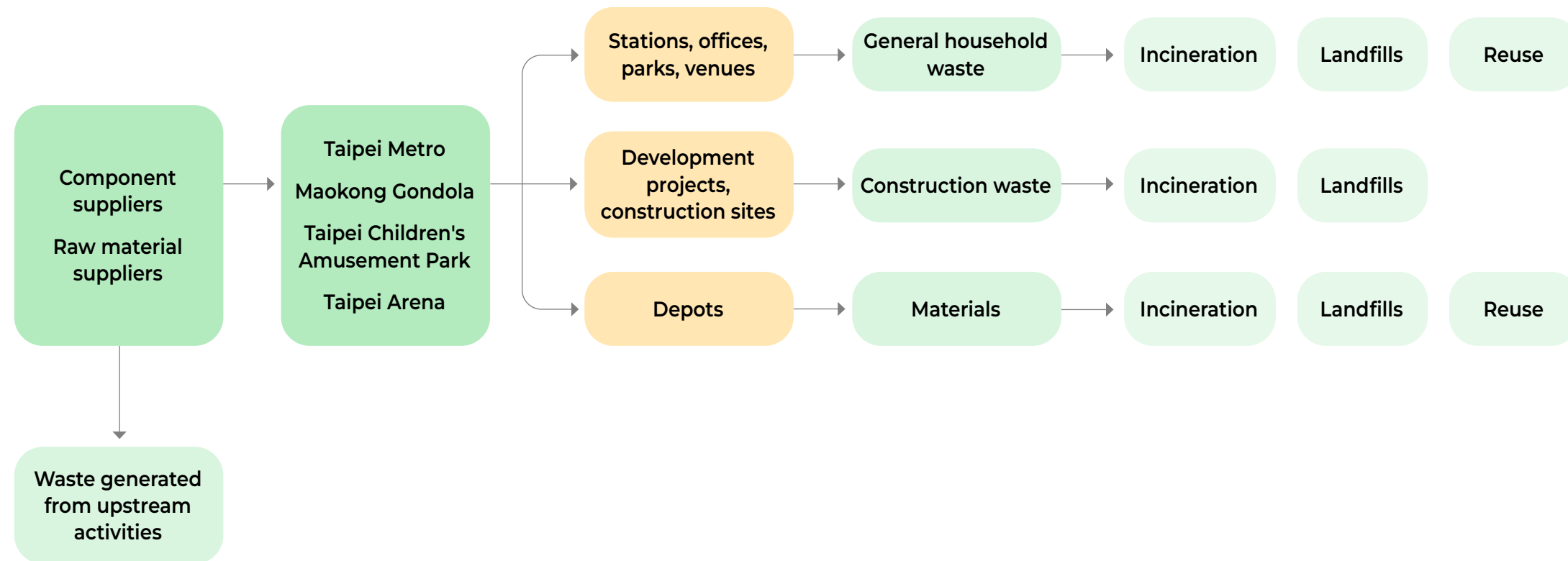
4.3.2 Waste Management and Pollution Prevention

GRI 306-1, 306-2, 306-3, 306-4, 306-5

Identification and Assessment of Significant Waste Impacts

Taipei Metro is part of the public transportation industry. The main waste impacts from its operations and value chain include raw materials and waste generated from vehicle and track maintenance, construction and demolition waste from development projects and construction sites, passenger-generated household waste, and general waste from office activities. The Company's waste management and reporting are conducted in accordance with the Waste Disposal Act. Items that should be recycled or reused, as well as certain discarded assets/items, are entrusted to qualified operators for recycling or resource recycling. Items that cannot be recycled or have no use or residual value are also handled by qualified vendors for disposal. The management regulations for waste disposal operators are regularly reviewed by the Industrial Safety Division, which verifies the latest revised regulations published by the Ministry of Environment. This ensures that relevant departments can check whether their suppliers comply with the applicable regulations.

> Waste output from upstream and downstream value chains and operational activities



Generation and Treatment of Waste

The waste generated by Taipei Metro operations, including general household waste, centralized waste materials, obsolete property and items, and construction and demolition waste, is managed in accordance with the Waste Disposal Act. The following describes the methods for handling various types of waste. Details on waste generation quantities can be found in [Appendix I. Sustainability Performance Statistics Table 6](#).

Type of waste	Handling Procedure		
General domestic waste	The general domestic waste generated by the Company's depots, various stations, and commissioned businesses is classified according to regulations and entrusted to qualified waste disposal contractors for collection and disposal.		
Materials handled centrally	Category 1: Announced reuse (scrap iron, scrap aluminum, waste oil, waste wood)	The products are sold to licensed and legal vendors for recycling.	The waste disposal contracts are clearly stipulated, and the manufacturers shall comply with the environmental protection laws and regulations and related management procedures.
	Category 2: Announced recyclable items (waste fluorescent tubes, waste cables, waste batteries)		
	Category 3: Non-recyclable general industrial waste (waste generated from storage operations that cannot be recycled)	Entrusted to qualified operators for disposal	
Scrapping of assets and goods	Approved scrap assets are disposed of according to their nature and classified as follows: scrap metal or recyclable assets with resale value (sold); telecommunications control radio frequency equipment (destroyed); assets with no use or residual value (disposed); hazardous industrial waste (disposed); transferable assets (transferred); and equipment that can be reused as items or spare parts (reused as items or spare parts).		
Civil and construction waste	For general industrial waste generated from maintenance or improvement projects, a storage area within the depot premises is designated for the classified collection of waste or its mixtures. Additionally, qualified contractors are commissioned to transport the waste to legal treatment facilities, effectively executing waste disposal and resource management.		

Handling status of disposed scrap property and items		
Category	Disposal method	Number of items
Assets	Donated	1,349
	Disposed	818
	Sold	1,850
	Destroyed	97
	Reused and reclassified spare parts	35
	Reused and reclassified items	4
Items	Sale of recyclable or reusable goods ^{Note1}	943
	Items with no residual value, handled and disposed of by qualified waste disposal operators ^{Note2}	2,805

Note: 1. Items that are recyclable or reusable, such as filing cabinets and carts made of aluminum alloy, iron, or stainless steel, are handled for sale

2. Items without residual value, such as signs made of plastic or wood, and parts cabinets, are disposed of by qualified waste disposal operators.

Waste Reduction and Impact Mitigation

Plastic Reduction Policy

In line with the Taipei City Government's policy on prohibiting single-use and melamine tableware, the Company promotes through various channels the avoidance of bottled water, single-use items, and melamine tableware. Employees are encouraged to bring their own reusable cups and utensils, fostering environmentally friendly habits and values, and working towards creating a healthy, sustainable, and livable city.

In addition, at the end of 2023, the Rapid Transit Administration Building began trialing three-dimensional container recycling and implemented garbage weighing and measurement on a floor-by-floor basis. Electronic bulletin board announcements and on-site notices were used to explain the recycling process and promote three-dimensional container recycling, aiming to increase recycling rates and reduce waste generation. The overall recycling rate in December reached 27.3%, with recyclable waste amounting to 945 kilograms.

Reuse of Scrap Conductor Rails

Taipei Metro produces an average of 30 tons of scrap conductor rails each year. Starting in 2023, these scrap rails are being repurposed into gifts and awarded to outstanding suppliers and cleaning personnel, giving the waste materials a chance for regeneration.



› Conductor rail gifts

› Awarded to outstanding suppliers

Reduce Paper Procurement

Various paper-saving practices are implemented to achieve the annual paper-saving goals (as defined by the Principles and Management Mechanism for the E-Government by the Taipei City Government). These include increasing the rate of online document approvals, controlling paper allocation, promoting the use of recycled paper, prioritizing document storage through scanning, digitizing meeting materials, reducing printed materials for meeting, prioritizing double-sided printing, and using bulletin boards or email for document circulation or case promotion.

Year	Number of boxes	Saving rate
Base year	2,039.5 boxes	-
2023 Target	1,917 boxes	6%
2023 Performance	976 boxes	52.15%



Target Achieved
2023 Target: Reduce by 6% compared to the average number of procurement boxes from 2020 to 2021

4.3.3 Other Environmental Protection Measures

GRI 305-6, 305-7

SASB TR-RA-120a.1

Air Quality Management

In accordance with the Ministry of Environment's Indoor Air Quality Management Act, Taipei Metro regularly commissions inspection and testing organizations to conduct indoor air quality monitoring in regulated underground stations as per the Procedures for Indoor Air Quality Testing and Measurement in Public Places. Monitoring items⁷ include carbon dioxide, carbon monoxide, and formaldehyde. All results meet the Indoor Air Quality Standards, and the Company has been awarded a certificate of excellence by competent authorities.



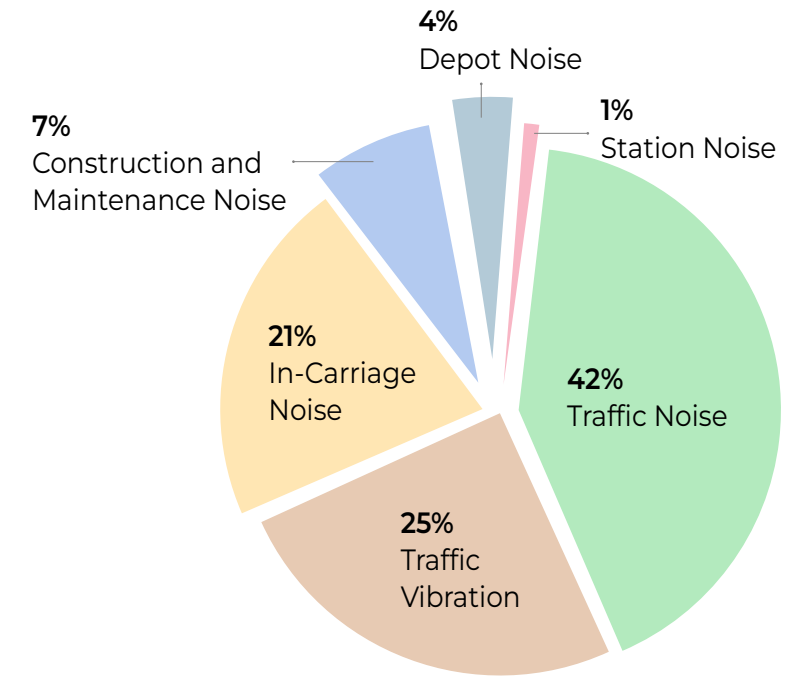
› Taipower Building Station Indoor Air Quality Label

⁷Taipei Metro and its contracted operations mainly use electricity as their energy source, with no emissions of regulated pollutants such as NOx, SOx, PM10, or PM2.5.

Noise and Vibration Treatment

During the operational phase of the Metro, the main impacts on the surrounding environment are noise and vibration caused by Metro trains. Since 2001, the Company has been gradually installing soundproof barriers. To date, a total of 26,708 meters along the Tamsui-Xinyi Line and 36,251 meters along the Wenhua Line have been completed. Noise reduction effectiveness has been significant, with average environmental noise levels reduced by 6 to 10 decibels. Additionally, measures such as lubricating the wheel flanges of electric trains, machining steel wheels, grinding steel rails, replacing base plates, installing new switches, and adjusting operational modes as needed are implemented to further reduce noise and minimize the impact on the surrounding environment.

In 2023, there were no cases of noise exceeding standard levels. A total of 108 complaints regarding noise and vibration were received, all of which were resolved (with resolution rate of 100%). A cross-division noise and vibration improvement team reviewed and discussed relevant improvement measures. If complaints are due to equipment malfunctions, the responsible equipment management unit will perform maintenance and repairs. For cases that exceed regulatory limits, the Noise and Vibration Improvement Team will address the issue, focusing on operations management, maintenance, and engineering improvements. If the noise and vibration are unavoidable due to the operation of the Metro system, the Company gently explains the situation to the complainant to seek understanding. Additionally, 17 interviews were conducted with residents living along the noisy sections of the Metro lines to understand their feelings after the improvements.



Expenditure on Environmental Protection

The Company's environmental-related expenditures mainly include environmental monitoring, indoor air quality monitoring, noise and vibration measurement, and waste management.

(Unit: NT\$10,000)

Environmental monitoring and treatment items and expenses for the past 3 years			
Item	2021	2022	2023
Noise and vibration measurement fees	139	140	131
Environmental monitoring and indoor air quality monitoring expenses	180	163	147
Total	319	303	278

Note: Taipei Metro's expenses on environmental monitoring and treatment projects over the past 3 years are based on actual settlement amounts.

Station Greening

Green Planting Project

Starting in 2023, 100 new plants were planted at Beitou Station, between the Wanfang Community and Muzha Stations, Beitou Depot, and Xinzhuang Depot, achieving a 100% survival rate.⁸ Moreover, maintaining a 100% survival rate will be the long-term goal for future plant maintenance.



Green Building TOD Project

Transit-Oriented Development (TOD) aims to drive urban development through public transportation systems. Given that Shilin Station is a key transfer hub located at the intersection of the Tamsui-Xinyi Line and the Circular Line's northern segment, it was chosen as the main site for TOD multi-purpose building urban planning. Its design incorporates indicators such as green space, daily energy savings, and water resources. In 2022, the project received a silver-level green building candidate status, with plans to achieve green building certification by 2027. Future plans also include achieving green building certification for multi-purpose buildings at Jiantan Station in 2029 and Jiannan Rd. Station in 2030.

⁸ Calculation formula for planting survival rate: (Actual tracking quantity - Death number + Replanting number) / Actual tracking quantity.

Column - New Rail Milling Train On Duty! Driving towards new ESG values together

As part of Metro track maintenance, regular rail grinding is critical for maintaining the safety of the Metro system. Traditional rail grinding trains use grinding stones to refine the rail surface, generating sparks, dust, and other pollutants during operation. Personnel must wear heavy protective clothing for cleaning and operate exhaust vents during the process, which impacts the environment, worker health, and surrounding tranquility.

In 2023, Taipei Metro introduced a new rail milling train for track maintenance operations. Compared to traditional grinding trains, the new model significantly reduces sparks, dust, and harmful pollutants. They meet the EU EURO V emission standards, providing notable benefits for air quality, personnel health, and noise pollution reduction. Additionally, the new rail milling train consumes less fuel than traditional grinding trains, reducing both expenses and GHG emissions. Moreover, the new rail milling train produces pure iron shavings, which not only increase the recycling rate of waste but also reduce disposal expenses and enhance revenue from sales.

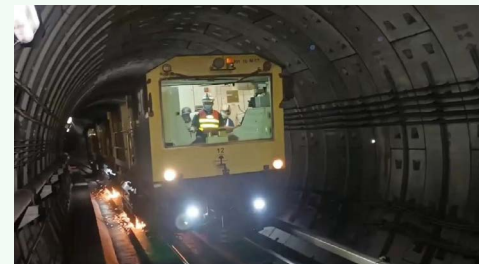


Video of the rail milling train

Air pollution reduction

Unit: gram of emissions/kWh of electricity (g/kWh)

Car model	CO	NO _x	PM	Applicable standards
Traditional rail grinding train	4	7	0.15	EURO II
New rail milling train	1.5	2	0.02	EURO V



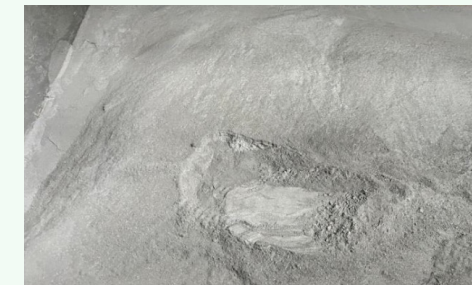
> Traditional rail grinding train



> New rail milling train

Boosted waste recycling rate

Car model	Waste production situation
Traditional rail grinding train	Since the dust collector collects a mixture of grinding stones and iron dust, it cannot be sold.
New rail milling train	The milling operation produces pure iron shavings, which can be sold.



Reduce fuel consumption




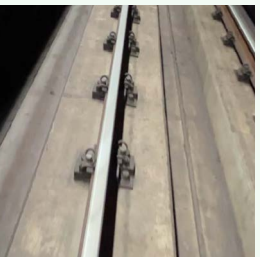
Car model	Fuel consumption (liters/week)	Comparison
Traditional rail grinding train	1,500	Annual fuel consumption savings of about 43,200 liters. Annual expense savings of about NT\$993,600.
New rail milling train	600	

Noise pollution reduction

Car model	Noise situation
Traditional rail grinding train	The operation generates dust and smoke, requiring the tunnel exhaust fans to be activated, which results in noise pollution for residential areas surrounding the exhaust vents.
New rail milling train	The operation does not produce dust, eliminating the need for track exhaust fans. This saves and reduces noise pollution around the exhaust vents.

Column - New Rail Milling Train On Duty! Driving towards new ESG values together

Reduce manpower burden and mitigate health risks

Car model	Vehicle maintenance and cleaning	Track cleaning
Traditional rail grinding train	Grinding train maintenance and cleaning require wearing dust-proof clothing, respirators, and noise-canceling earmuffs, and must be conducted outdoors. 	After grinding operations, manual cleaning of rail dust is required. Dust from tunnel cleaning also poses health risks. 
New rail milling train	Rail milling train maintenance and cleaning can be done in-house to prevent thermal damage. Saves 8 hours of working time per day. 	The new milling train can reduce the manpower required for track cleaning, saving more than NT\$ 2.5 million in expenses every year. 

05 HARMONY



Harmony, Inclusion, and a Happy Life

- ▶ 5.1 Enhanced Human Resources Structure
- ▶ 5.2 Human Rights Protection, Remuneration, and Benefits
- ▶ 5.3 Emphasis on Talent Training
- ▶ 5.4 Occupational Health and Safety
- ▶ 5.5 Care Living Circle



Based on past experience and the increasingly competitive labor market, Taipei Metro recognizes that developing its own talented workforce will be crucial for the Company's sustainable development. The Company continues to develop employees' professional skills while focusing on providing a diverse, safe, healthy, and fulfilling working environment to build a team characterized by professionalism and creativity. In addition to caring for the workers who provide services for the Company, we also aim to spread love and care by actively promoting community co-prosperity and public welfare care activities, to promote positive power to the public and fulfill our corporate social responsibility.

Material issues management approach:

GRI		2-25, 3-3
 		
Bolster talent retention and cultivation		
Policies and commitments	Policies	In response to the Company's operational focuses of optimizing core transportation, maximizing business, and digital transformation, we have made ongoing efforts to enhance organizational performance, actively strengthen employees' professional skills, and build management and marketing capabilities to improve talent retention and development.
	Commitments	Talent development follows the principles of "training for use, training before use, training and use integration, and internalization of external training" to support the Company's operational goals. The Company also optimizes remuneration systems, incentive measures, leave policies, and welfare measures as needed, to strengthen talent capital and realize Taipei Metro's sustainable development vision.
Action plan	Positive impact management	Employees are a crucial asset to the Company, and talent is especially important in the highly competitive rail transportation industry. Therefore, Taipei Metro achieves the goal of retaining and developing high-quality talent through comprehensive training plans and regular employee satisfaction surveys. This not only helps enhance organizational stability and competitiveness but also improves the Company's positive image.
	Negative impact management	Given the similar talent demands in the rail transportation industry and other state-owned enterprises, coupled with intense competition in the labor market, the Company is committed to creating a diverse and inclusive workplace and providing continuous and robust employee development (such as training and job rotation) to prevent potential issues like shortage of skilled professionals or talent attrition.
Annual performance, targets, and achievement status		Please refer to the Sustainable Development Blueprint (Sustainable Development Strategies and Goals)
Grievance mechanism	Responsible unit	Human Resources Division
	Contact information	+886-2-2536-3001 ext 8544 5134@metro.taipei
	Handling procedures	Complaints are processed in accordance with complaint handling instructions.

5.1 Enhanced Human Resources Structure

GRI 2-7, 2-8, 405-1 SASB TR-RA-000.E

Employees are the crucial foundation for a company's steady growth. Only with happy and engaged employees can we provide higher-quality services to the public. Therefore, the Company is dedicated to creating an equal and safe working environment and providing relevant functional training to enhance employee skills.

By the end of 2023, the Company had a total of 6,162 full-time employees (excluding part-time staff), including 45 senior managers, 1,931 administrative personnel, and 4,186 shift workers. The gender distribution is approximately 21% female and 79% male, reflecting a significant disparity. This is mainly due to the operational characteristics of the Metro system and the 24-hour shift schedule, which results in a higher proportion of male employees compared to female employees. In terms of age distribution, the highest proportion of employees are those aged 41 and above, accounting for approximately 66% of the total workforce. In addition to employees, the total number of non-employee workers is 2,482, which includes 1,906 labor contractors, 301 dispatched laborers, and 275 volunteers. The total number of employees combined with non-employee workers amounts to 8,644. For employee and non-employee workforce statistics, and employees and statistical information by age, please refer to [Tables 7 to 9 in Appendix I Sustainability Performance Statistics](#).

5.1.1 Employment and Care for Diverse Groups

To implement equal employment opportunities, the Company employs underprivileged groups in accordance with the Indigenous Peoples Employment Rights Protection Act and the People with Disabilities Rights Protection Act. We have established diverse recruitment targets and set a threshold for the number of persons with disabilities (103% of the statutory number per month) and Indigenous people (103% of the statutory number per month) to ensure compliance with regulations regarding the proportion of persons with disabilities and Indigenous employees. As of the end of 2023, the Company is required by law to employ at least 60 Indigenous people, and it has employed 103 Indigenous people, meeting and exceeding the regulatory requirements. The proportion of Indigenous employees is 1.7%, and there were no incidents of infringement or violation of Indigenous human rights in 2023.

> Distribution of Indigenous Peoples Hired in 2023

Grouping	Grouping subtotal and ratio	
	Number of people	Proportion of total employees
Amis	49	0.81%
Atayal	20	0.33%
Paiwan	14	0.23%
Bunun	9	0.15%
Truku	5	0.08%
Pinuyumayan	2	0.03%
Sediq	2	0.03%
Rukai	1	0.02%
Kavalan	1	0.02%
Total	103	1.70%

Note1: The proportion of Indigenous people is calculated based on the number of employees in accordance with Article 3, Paragraph 1 of the Enforcement Rules of the Indigenous Peoples Employment Rights Protection Act, using the total number of employees insured under public servant and labor insurance as of the first day of each month.

Note2: The total number of Government Employee and School Staff Insurance(GESSI) and labor insurance participants as of January 1, 2024, is 6,058.

In addition, according to the provisions of the Persons with Disabilities Rights Protection Act, the number of employees with disabilities in public enterprises must not be less than 3% of the total number of employees. If employing individuals with severe or profound disabilities, each person employed counts as 2. As of the end of 2023, the Company was legally required to employ 181 persons with disabilities. After weighting is applied, the Company employed a total of 197 persons with disabilities, in compliance with legal requirements. We also take the initiative to understand the physical and mental needs of new employees with disabilities and provide diversified assistance measures to actively create a friendly workplace. For detailed statistics on the recruitment of diverse personnel, please refer to [Appendix I, Table 10 of the Sustainability Performance Statistics](#).

> Distribution of disabilities among employed persons with disabilities in 2023

Disability Level	Category subtotal and ratio	
	Number of people	Proportion of total employees
Very severe	14 (After weighting, it is calculated as 28 people)	0.23% (0.46% after weighting)
Severe	22 (After weighting, it is calculated as 44 people)	0.36% (0.73% after weighting)
Moderate	36	0.59%
Mild	89	1.47%
Total	161 (After weighting, it is calculated as 197 people)	2.65% (3.25% after weighting)

Note1: The disability employment ratio is calculated based on the total number of employees as of the first day of each month, in accordance with Article 38, Section 3 of the People with Disabilities Rights Protection Act. For severe and above disabilities, each employed person is counted as 2 according to Section 6 of the same act.

Note2: The total number of Government Employee and School Staff Insurance(GESSI) and labor insurance participants as of January 1, 2024, is 6,058.

5.1.2 Talent Recruitment and Retention

GRI 401-1

A sufficient talent pool is the foundation for Taipei Metro to provide high-quality service and continuously improve. The Company recruits talent through various channels each year to ensure we are always aware of new hires and resignations and make improvements as needed.

Diversified Talent Recruitment

To ensure that recruitment information reaches a broader audience, the Company not only posts job openings on our official website but also utilizes job banks, campus recruitment,

recruitment seminars, and Facebook to disseminate job information. Additionally, to nurture potential future talent, we collaborate with vocational high schools to offer internship positions in 4 major fields, including Information and Communication, Electronics, Electrical Engineering, and Mechanical Engineering, enhancing students' workplace adaptability and competitiveness. Furthermore, we offer internship programs for higher education students in 3 categories, including Operations, Maintenance, and Information Technology, aiming to provide students with a deeper understanding of the metro rail transportation industry. We also collaborate with Kainan University to offer a course titled "Practical Operations of Rail Transportation", which includes 18 diverse modules such as Introduction to Rail Transportation Management, Station Management and Passenger Service, Train Dispatch Management Practice, and Train Operations and Passenger Service. This initiative allows Taipei Metro to contribute its long-term accumulated experience back to society and support education, with a total of 54 teaching hours conducted in 2023.



> Railway Industry Career Fair



> Industry-academia collaboration with vocational high schools in Taipei City

Overview of New and Resigned Employees

In 2023, a total of 143 new employees were hired, with a new hire rate of approximately 2.32%, an increase from 1.98% in 2022. This continuous influx of new talent injects innovative energy and vitality into the Company. Exit interviews are conducted with resigning employees to gain a deeper understanding of their reasons for leaving and any difficulties they encountered. The insights gathered from these interviews serve as a reference for the Company's future actions, with the aim of retaining outstanding talent. In 2023, a total of 295 employees left the Company, a significant increase from the 206 employees who left in 2022. The main reason for this rise is the transfer of the operational responsibilities of the Circular Line Phase I to New Taipei Metro

Corporation in May 2023. Consequently, 91 employees chose to transfer to the new company for their career planning, leading to the substantial increase in the number of resignations. Excluding the aforementioned 91 employees who transferred, the attrition rate stands at 3.27%, which is comparable to the turnover rates in previous years. The main reasons for leaving include retirement (resignation), obtaining public sector and state-owned enterprise positions, and joining private enterprises. For the statistics of new and resigned employees, please refer to [Table 11 and Table 12 in Appendix I Sustainability Performance Statistics](#).

> Recruitment and Turnover Rates

Item	2021	2022	2023
Recruitment rate	3.14%	1.98%	2.32%
Turnover rate	2.80%	3.24%	4.73% (3.27%)

Note1: The Company employs both full-time and part-time employees. Full-time employees are regular staff, while part-time staff includes an English translator and interns. However, interns were completely phased out in March 2022 and are no longer employed. To standardize the basis for turnover statistics, the turnover rates for 2021 and 2022 exclude part-time staff.

Note2: Recruitment rate = Number of new recruitments for the year/ Number of employees at the end of the year (including those on leave). Turnover rate = Number of employees who left during the year/ [Average of the number of employees at the beginning and end of the year (including those on leave)].

Note3: In 2023, a total of 295 employees resigned, resulting in an annual turnover rate of 4.73%. Excluding the number of employees who transferred to New Taipei Metro Corporation, the annual turnover rate is 3.27%.

5.1.3 Regular Performance Appraisal

GRI 404-3

The Company conducts regular performance evaluations for employees, with the exception of evaluations of the Chairman and President, which are carried out directly by the Taipei City Government. The remaining evaluations are conducted according to the Employee Appraisal Directions. Please refer to [1.3.1 Organizational Structure and Operations](#) for details. All employees are subject to the same performance evaluation standards, regardless of gender. Performance is categorized into 7 levels. In addition to serving as a key basis for personal transfers, training, and development, it also impacts appraisal bonuses and performance bonuses. Therefore, relevant performance assessment indicators and procedures are established to ensure fairness and impartiality in the implementation process.

Performance evaluation (appraisal) indicators are formulated

Based on the nature of the job, positions are divided into management and non-management roles. Non-management roles are further categorized by business type into maintenance, operations, and other categories, each with its own evaluation indicators and criteria.

Performance evaluation (appraisal) personnel and approval procedures

For division-level managers and above, performance evaluations are conducted by the President. For all other employees, initial evaluations are performed by each unit's department head and then submitted to Appraisal Committee composed of labor and management representatives for review, with final approval by the President.

In 2023, the Company's performance evaluation rate reached 99.97%, with the exception of the Chairman and the President, who were not evaluated due to their roles. Excluding these 2 individuals, the performance evaluation rate for all other employees was 100%. Based on annual performance evaluation results, those with good performance ratings are considered for priority in promotion decisions. Please refer to [Table 13 in Appendix I Sustainability Performance Statistics](#) for statistical information on employees' performance review.

> 2023 Performance Evaluation Results

	Level 1 to 3 in the performance evaluation	Level 4 to 5 in the performance evaluation	Level 6 to 7 in the performance evaluation
Percentage of employees	75%	24.5%	0.5%
Rewards and disciplinary actions received	30 to 50 days' worth of salary performance bonus	10 to 20 days' worth of salary performance bonus	Salary reduction or demotion

5.2 Human Rights Protection, Remuneration, and Benefits

The Company understands that the key to sustainability lies with our employees. Therefore, we spare no effort in protecting human rights. Through human rights policies and relevant training programs, we ensure the protection of our employees' rights. In addition to preventive measures and advocacy, we actively establish transparent and open communication channels to ensure that all employees' opinions are accurately conveyed. To protect the basic rights and interests of employees, the Company has established a comprehensive employee remuneration and welfare system to ensure that every employee can enjoy their rightful benefits and remuneration and create a happy workplace.

5.2.1 Human Rights and Labor Relations

GRI 2-23, 2-24, 2-26, 2-30, 402-1, 406-1, 408-1, 409-1

Human Rights Protection and Advocacy

► Human Rights Policy

We are dedicated to maintaining and protecting the fundamental human rights of our employees and stakeholders. We recognize and support the United Nations' Universal Declaration of Human Rights, the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), and the ILO's Declaration on Fundamental Principles and Rights at Work. In addition to establishing relevant policies and guidelines (such as the Prevention Plan for Unlawful Infringement during the Performance of Duties and the Measures for the Prevention, Complaint, and Discipline of Sexual Harassment), we also set pertinent KPIs each year to ensure the Company's commitment to human rights issues. Furthermore, we encourage our suppliers and contractors to adhere to our human rights policies (for details, please refer to [the Company's human rights policy](#)), jointly upholding human rights. Taipei Metro strictly adheres to the Labor Standards Act, strictly prohibiting the employment of child labor, forced labor, or coerced work. In 2023, our labor conditions were subjected to occasional inspections by government labor inspection units, all of which were found to comply with regulatory standards and were effectively implemented.

► Human Rights and Gender Equality Maintenance Actions

The Company strictly adheres to regulations, does not restrict employees' freedom of speech or collective bargaining rights, ensures personal freedom, and guarantees non-discrimination. To protect employees' labor rights, the Company collaborates with the labor union to jointly appoint labor representatives to form committees such as the Personnel Review Committee, Performance Appraisal Committee, and Personnel Grievance Handling Committee. These committees regularly review and discuss matters related to promotions, evaluations, work rights, working conditions, employee benefits, labor retirement, and occupational safety. In addition, the President holds a meeting every year with representatives of the labor union to enhance the exchange of opinions between labor and management.

In addition to protecting human rights, to further promote gender equality and mainstreaming, and to foster a harmonious working environment, we actively participate in the "Gender Equality Workplace Incentive Program" and "Taipei City Workplace Gender Equality Certification" promoted by the Taipei City Government. We also established the "Taipei Rapid Transit Corporation Gender Mainstreaming and Gender Equality Implementation Plan", with the President serving as the Convener. The plan involves experts, scholars, representatives from various departments, and Gender Equality Liaisons to form the Gender Equality Task Force. This task force promotes the Company's gender equality plan, which is implemented by each department according to their respective responsibilities.

In addition to conducting gender analysis, providing gender equality promotion and education to the public, and organizing annual gender awareness training courses for internal employees, the Gender Equality Task Force also conducts thematic gender analysis each year (e.g., the "Gender Statistics Analysis of Visitors to the Taipei Arena's Ice Land" in 2023). This allows for appropriate improvements or responses from an objective perspective in the future. The Gender Equality Task Force comprises a total of 17 members. To ensure gender diversity, the membership includes 11 men and 6 women, with women making up 35% of the members. This composition demonstrates no significant disparity between male and female members (as of September 5, 2024).

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In addition, measures and reporting channels for preventing and addressing sexual harassment are provided for both passengers and staff, aiming to minimize the likelihood and impact of such incidents.

1. Passengers

Posters are set up at stations and in cars for promotion. If passengers experience sexual harassment, they can seek help through station or train intercoms, emergency call buttons in restrooms, or by directly reporting to Metro police or service staff, who will respond immediately.

Passengers' feedback channels
24-hour customer service hotline: +886-2-2536-3001 ext.9
Taipei Citizen Hotline: 1999 Other cities and counties: +886-2-2720-8889
Customer service email (AI customer service)

2. Employees and Contractors

We have established the Workplace Sexual Harassment Prevention Measures Complaint and Disciplinary Guidelines and announced the related regulations and reporting channels on both the Company's internal and external websites, and conduct annual awareness training courses. Additionally, contracted personnel receive sexual harassment prevention training before starting work.

Employee grievance channels
Grievance hotline: +886-2-2536-3001 ext. 8544
Grievance email: 5134@metro.taipei
Grievance fax: +886-2-2511-4904

► **Human Rights and Gender Equality Advocacy**

In recognition of the importance of human rights and gender issues, the Company provides relevant courses for employees annually to communicate the importance of equality and human rights to all staff. In 2023, the completion rate for courses on human rights and gender awareness training reached 100%.

1. Human Rights Courses

In 2023, a total of 211 courses were conducted, with 15,544 participants and a total of 56,295 training hours. The training covered topics such as gender issues, personal data protection, safety and health, and regulatory awareness. All sessions had a completion rate of 100%, with the highest number of training hours and participants in safety and health courses, reflecting on the Company's commitment to employee health and safety.

2. Gender Awareness Training Courses

In 2023, a total of 28 gender awareness training courses were conducted, including 14 online courses, 2 in-house courses, and 12 recommended training courses. Through these diverse formats, every employee had the opportunity to participate. The training covered topics such as gender mainstreaming, sexual harassment prevention, and implementing gender equality, enhancing employees' recognition and support for gender equality. In response to the amendments to the Gender Equality in Employment Act in August this year, we collaborated with the Ministry of Justice to hold a lecture. The lecture explored how to eliminate gender discrimination and bias in the workplace, establish a friendly and equitable working environment, and understand and respect diverse genders and family structures.



► Advanced Gender Awareness Training - Implementing Gender Equality/Constructing a Friendly Workplace



► Gender Equality and Sexual Harassment Prevention Lecture

Harmonious Labor Relations

In addition to policies, systems, and regular promotions, smooth and harmonious labor-management communication is also a key measure in protecting human rights. Therefore, the Company has designed various communication channels to ensure that every employee's opinions and concerns are effectively conveyed and properly addressed.

► Enterprise Union and Collective Agreement

The Company has established a Enterprise Union to protect the rights and interests of both labor and management, strengthen cooperation, and achieve a win-win outcome for both parties. We have signed a Collective Agreement with the union. All personnel-related committees are jointly formed with labor representatives, and regular labor-management meetings are held to facilitate two-way communication and ensure that workers' rights are upheld. Additionally, the Company's Collective Agreement is a fixed-term contract valid for three years. Three months before the contract expires, both parties appoint representatives to negotiate either a renewal or a new agreement. The original agreement remains in effect until the new agreement is approved by the competent authority. Proposals for amendments to the Collective Agreement can be made by either party and revised with the consent of the other party. The proposed amendments must be communicated in writing with detailed reasons and content at least one month in advance, and both parties will negotiate the modifications.

The most recent renewal of the agreement was completed in November 2023, with the Taipei City Mayor Chiang Wan-an present as a witness. The agreement not only maintains existing labor conditions and welfare, but also improves labor conditions for working during national holidays—such as Chinese New Year (from New Year's Eve to the third day of the New Year), Labor Day, Dragon Boat Festival, and Mid-Autumn Festival—by providing an additional day's wage and a day off in lieu. Additionally, to promote work-life balance and enhance employees' family life, one day paid family leave has been added. This demonstrates the Company's commitment to employee welfare and social responsibility, fostering a win-win situation for both labor and management.



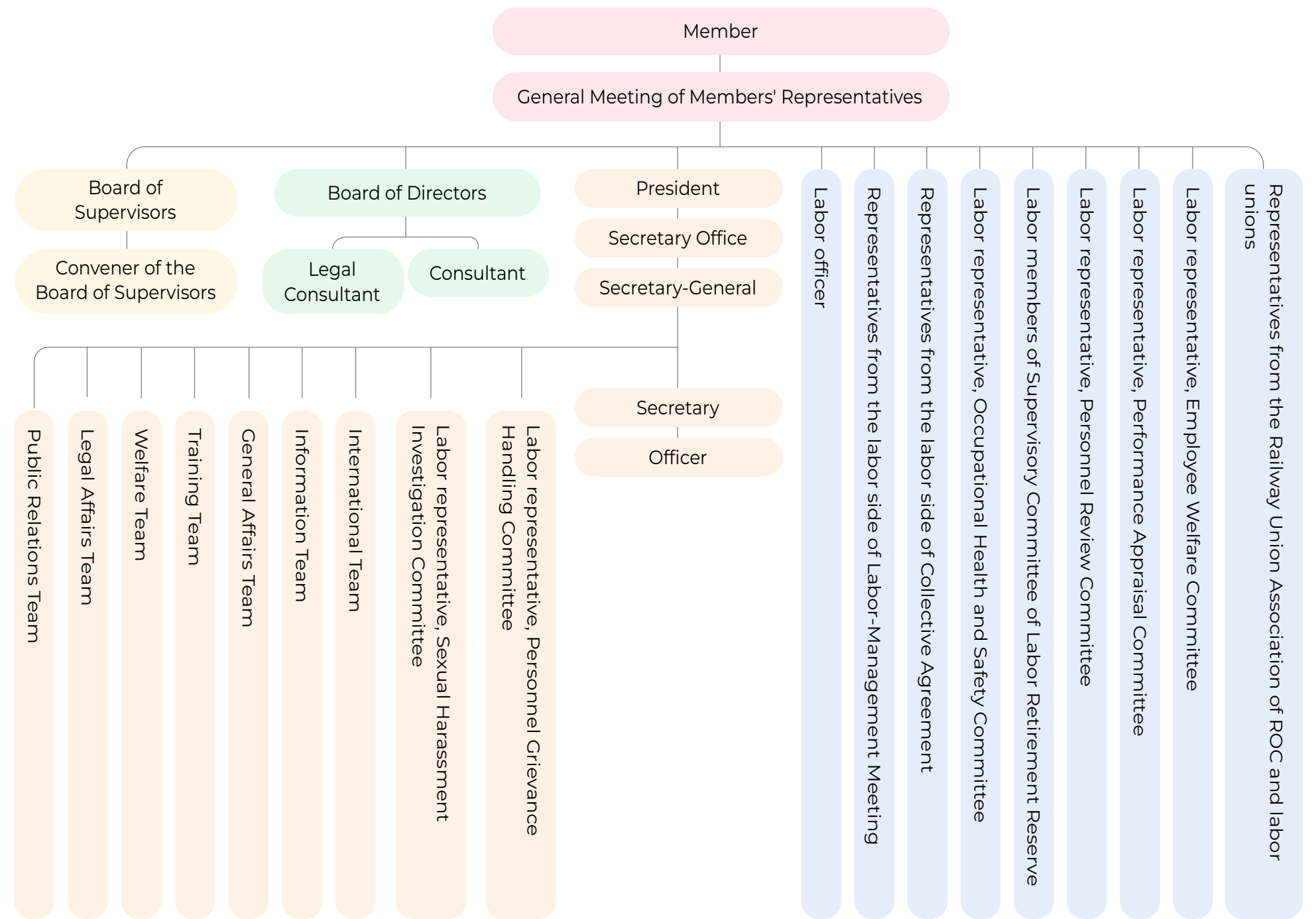
► Mayor Chiang Wan-an witnesses the signing of a Collective Agreement

According to the Labor Union Act, all workers shall have the right to organize and join labor unions. The Company adheres to legal regulations and, without affecting public duties, provides necessary assistance and official leave for handling union affairs. This ensures that union leaders and member representatives can participate in meetings smoothly. Additionally, appropriate spaces are provided for the labor union to conduct its activities. As of the end of 2023, the number of employees covered by the Collective Agreement through membership in the Enterprise Union is 6,042, accounting for 98% of the workforce. For employees who are not members of the Enterprise Union, their employment terms and conditions are governed by labor laws and company regulations, and are applied uniformly.

► **Operational changes and organizational adjustments**

Taipei Metro has a Collective Agreement with the Enterprise Union. When dealing with matters related to operations, such as the establishment, amendment, or abolition of company regulations, or organizational changes, communication is first conducted in internal meetings within each unit to ensure accurate information and smooth implementation. After approval by the relevant authorities, the Enterprise Union must be notified within 20 days to facilitate good labor relations, minimize operational disruptions, and jointly ensure operational success. The Company has established labor contracts that specify the minimum notice period for terminating employment. For employees who have worked continuously for more than 3 months but less than 1 year, a 10-day notice is required. For those who have worked continuously for more than 1 year but less than 3 years, a 20-day notice is required. For those who have worked continuously for more than 3 years, a 30-day notice is required.

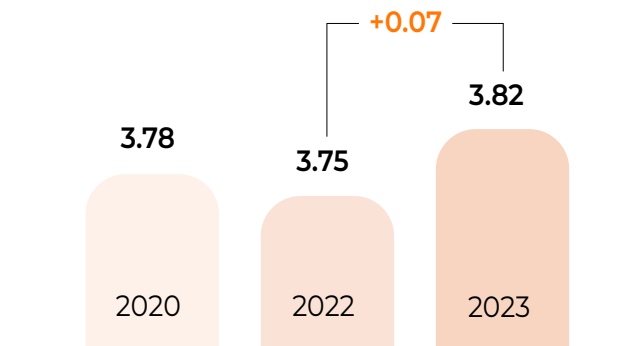
► **Organizational Chart of the Labor Union of Taipei Rapid Transit Corporation**



Employee Satisfaction Survey

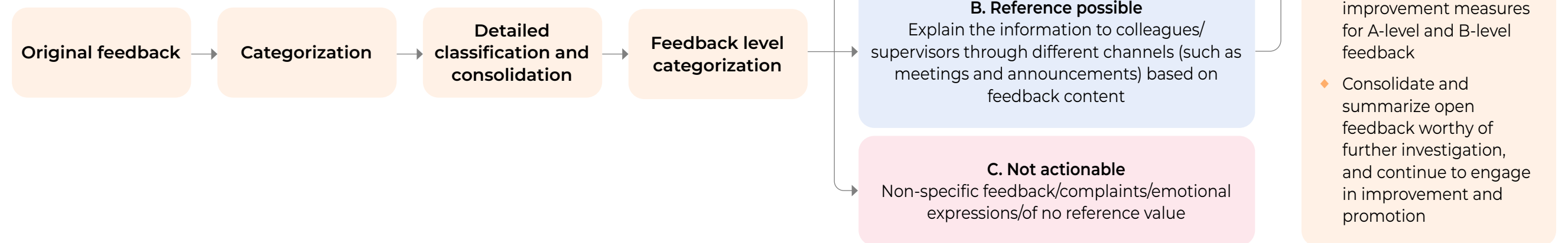
Taipei Metro conducts annual employee satisfaction surveys, followed by detailed analysis and review of the results to ensure that employee needs and opinions are addressed and resolved. In 2023, the overall employee satisfaction score was 3.82, an improvement of 0.07 points compared to 3.75 in 2022. In addition, open-ended surveys are conducted to collect employee opinions, which are used as references for future business execution and timely reviews.

> Employee Satisfaction Score



Note: No employee satisfaction survey was conducted in 2021

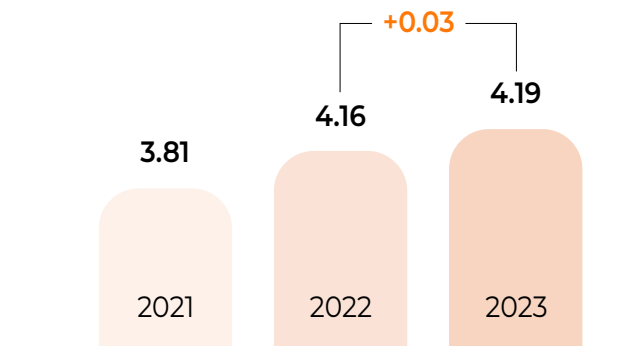
> Open feedback channels



Internal Customer Service Chain Satisfaction Survey

Taipei Metro firmly believes that only when employees are satisfied with the Company's internal services can they provide excellent services to external customers. Therefore, an internal customer service chain satisfaction survey is conducted annually to regularly review whether the Company's internal processes or services provided to employees meet their needs. In 2023, the average satisfaction score was 4.19, making an increase of 0.03 points compared to 2022.

> Internal customer service chain satisfaction score

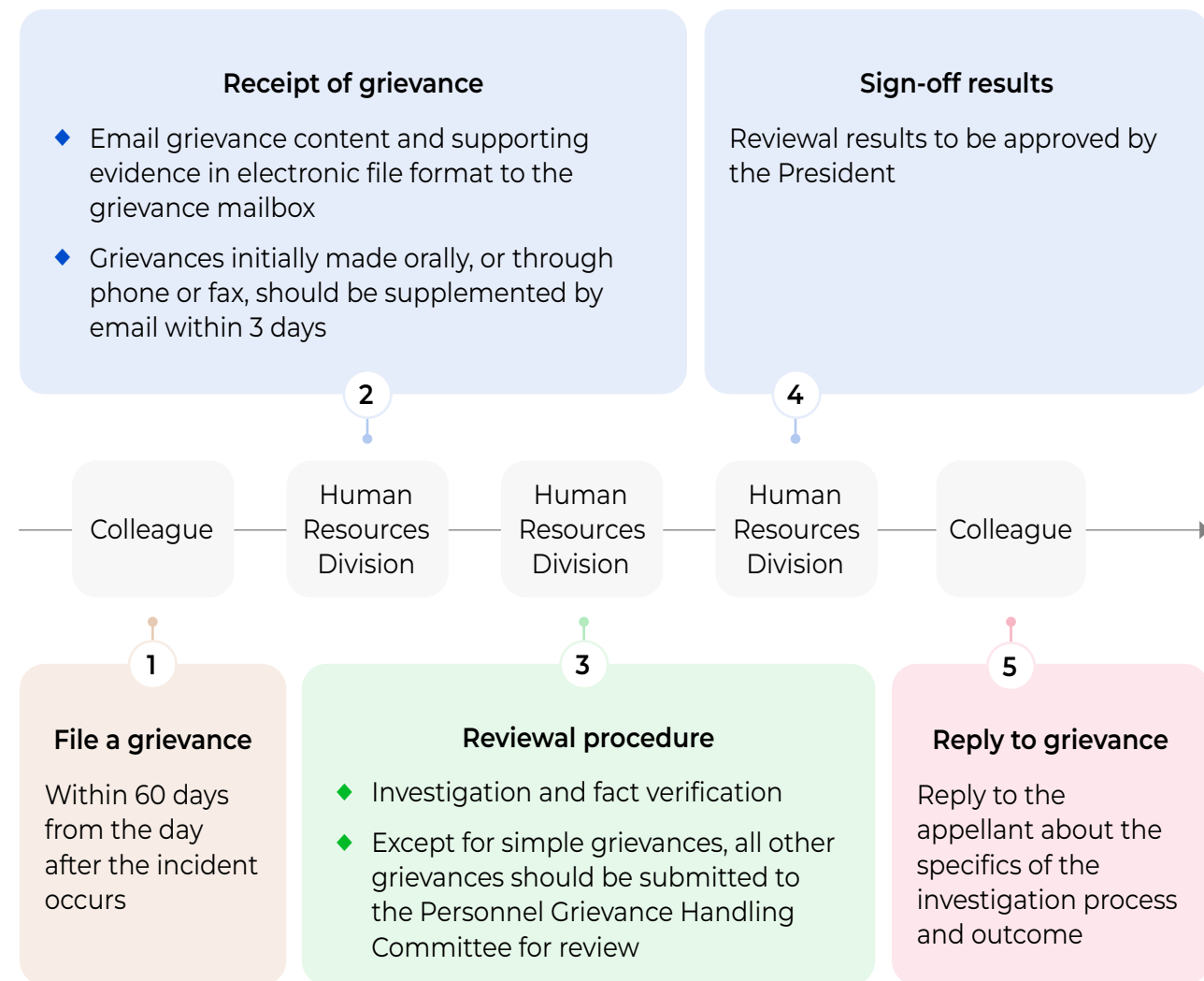


Note: In 2021, the survey targeted one-third of the employees from each department. Starting from 2022, it has been a census of all employees.

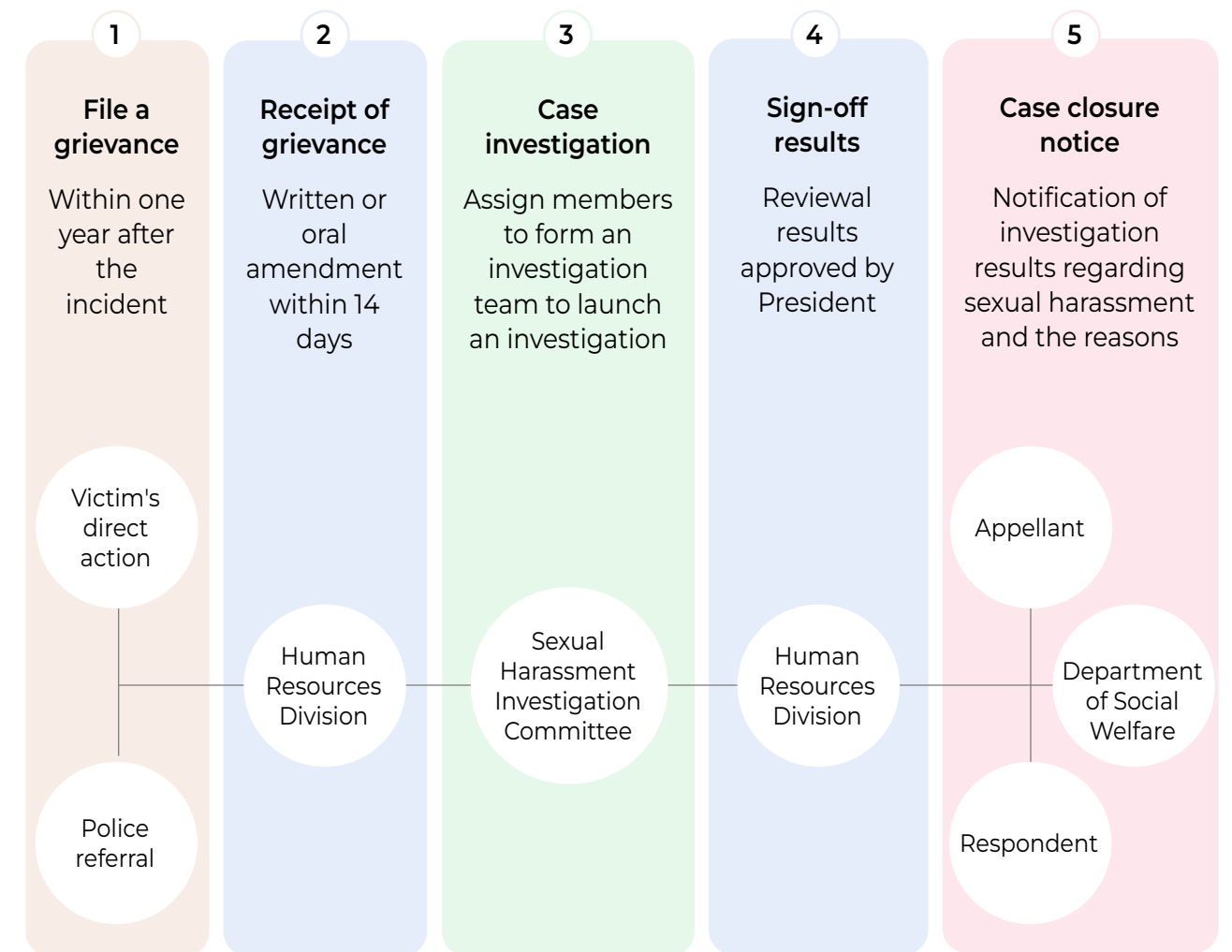
Provide employees with open communication channels

In order to communicate with employees in a timely manner and address their concerns, the Company provides administrative channels for employees to report to their direct managers. All levels of management are required to assist in consulting the relevant departments for resolution. Additionally, members of the union can submit proposals to the union for appropriate handling (if the issue is related to benefits, the Labor Welfare Committee serves as the main communication channel). However, if employees experience violations of their legal rights, improper or rule-breaking actions, grievances, or difficulties in performing their duties, and if these issues are not reasonably resolved through administrative channels, the Company has a dedicated grievance handling unit (Human Resources Division) where employees can report issues any time to ensure that every complaint is properly addressed. A total of 23 complaints were accepted in 2023, and all of them have been handled according to the established procedures.

> Personnel grievance flow chart



> Sexual harassment complaint flow chart (2023 process before the amendment of the three gender equality laws)



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> 2023 Employee Complaint Handling Status

Category		Number of items
Personnel complaint	Rewards, punishments, evaluations, and promotions	15
	Other grievances or unfair treatment related to work	6
Sexual harassment complaint		2
Total		23

Cancelled the Employee Evaluation Classification System

When Taipei Metro was established in 1994, its personnel system initially referenced state-owned enterprises, dividing positions into “evaluation” and “classification” types. Considering that current positions are defined by selection criteria and job descriptions, featuring professional division and clear responsibilities, this system was abolished from August 2023. Relevant regulations were amended, and various supportive measures were developed to make the personnel system more flexible. Employees are no longer restricted by evaluation-to-classification qualification requirements, breaking career barriers and aiding in human resource development and utilization.



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5.2.2 Employee Remuneration Policy

GRI 2-19, 2-20, 2-21

Taipei Metro's remuneration includes monthly salaries and annual bonuses, and is administrated in accordance with Articles 9 and 10 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. Bonuses are distributed based on operational performance and employee service contribution. The issuance regulations must be submitted to and approved by the Taipei City Government in accordance with Point 6 of the Guidelines for Employee Salaries. For the remuneration policy of the Board of Directors and the connection between remuneration and ESG performance, please refer to [1.3.1 Organizational Structure and Operations](#).

Additionally, if the Company achieves profits in a given year, 0.1% to 7% of the profits are allocated as employee remuneration in accordance with Article 33, Paragraph 2 of the Articles of Incorporation. The distribution of this remuneration, while following the Company's Articles of Incorporation, must also be reported to the shareholders' meeting of the following year for ratification, ensuring the legality and appropriateness of the employee remuneration distribution. The total annual remuneration for the highest-paid individual is 3.34 times the median annual remuneration of employees. The increase rate of the highest-paid individual's annual remuneration is 0.94 times the annual increase rate of the median employee remuneration.



5.2.3 Employee Welfare and Retirement System

GRI 201-3, 401-2, 401-3

Retirement System and Plan

The Company has a well-established retirement system, and employee resignations are handled according to the regulations approved by the city government. The related systems comply with the Labor Standards Act and the Labor Pension Act, and are reported to the city government after labor-management agreements. Ultimately, the Supervisory Committee of Labor Retirement Reserve, composed of both labor and management representatives, along with relevant units such as the Taipei City Government's Department of Labor, oversees and executes matters related to the allocation and distribution of retirement reserves. When the Chairman or President resigns, their severance pay is governed by the Principles for the Retirement, Resignation, and Bereavement Compensation of the Chairman and President of Taipei Rapid Transit Corporation. For other personnel below the Vice President level, severance and retirement payments are handled according to the Directions of Retirement, Bereavement Compensation, and Severance of Employee.

The pension contribution plan is divided into two categories: Old Labor Pension Systems and New Labor Pension Systems. Full provision is contributed in accordance with the Labor Standards Act and the Labor Pension Act respectively.

1. Labor Retirement Reserve Fund (old pension system): Since 2002, the Company has commissioned external certified actuaries annually to actuarially determine the pension contribution rate according to International Accounting Standards 19 (IAS 19), in compliance with the Labor Standards Act. As of December 31, 2023, the Company's pension reserve balance in the special account within the Bank of Taiwan amounts to approximately NT\$4.8 billion. According to the actuarial assessment report for the year, if all eligible retirees were to retire or settle their old system preserved years, the total required pension payout would be approximately NT\$4.5 billion. Accordingly, the Company has made adequate provisions for retirement funds based on the annual actuarial assessment report, ensuring full allocation for eligible retirees each year.
2. Labor Pension Fund (new pension system): In accordance with the Labor Pension Act, the Company contributes 6% of monthly salary to Individual Labor Pension Accounts established by the Bureau of Labor Insurance, which employees can access and review at any time.

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Benefits for Full-time Employees

Taipei Metro, in addition to providing employee care in accordance with the Labor Standards Act, also fulfills its responsibility through three main areas: On-the-job Support, Club and Family Activities, and Comfortable Retirement Life.

► On-the-job Support

To show care for all employees, in addition to providing support and assistance when needed, the Company offers various types of benefits to promote the overall well-being of employees. For example, online unit shift employees are given the opportunity to be reassigned to the Customer Service Center during pregnancy to reduce potential stress. Additionally, parental leave is provided to eligible employees, regardless of gender, to ensure a balance between family and work. Furthermore, the Company has a well-established Employee Welfare Committee that provides various subsidies and benefits to employees. To ensure that employees regularly monitor their health and receive early treatment for potential illnesses, Taipei Metro also offers comprehensive health checkups, allowing staff to maintain good health while working.



1. Parental Leave

Female employees are entitled to menstrual leave, maternity leave, and parental leave, while male employees have paternity leave benefits. In 2023, a total of 113 employees were eligible for parental leave. Of these, 44 employees applied for unpaid parental leave. The application rate for parental leave was 39%, with an average reinstatement rate of 86% and a retention rate of 91%.

► Parental leave statistics in 2023

Item	Number of males	Number of females	Total
Total number of employees entitled to unpaid parental leave in 2023 (A)	75	38	113
Total number of employees who took unpaid parental leave in 2023 (B)	14	30	44
Total number of employees who should be reinstated from unpaid parental leave in 2023 (C)	19	25	44
Total number of employees who took parental leave and were reinstated in 2023 (D)	16	22	38
Total number of employees reinstated from unpaid parental leave in 2022 (E)	44	20	64
Total number of employees who have worked for 12 months after reinstatement from unpaid parental leave in 2022 (F)	41	17	58
Application rate for unpaid parental leave (B/A)	19%	79%	39%
Reinstatement rate (D/C)	84%	88%	86%
Retention rate (F/E)	93%	85%	91%

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2. Pregnant Employees are Transferred to the Customer Service Center

To accommodate the physical condition of pregnant employees working in station services, train operations, and maintenance shifts, they can apply for transfer to the Customer Service Center during pregnancy. This allows them to perform tasks such as answering calls and administrative work, reducing the physical and mental stress of pregnancy and minimizing potential exposure risks in public areas like stations. In 2023, a total of 20 employees were temporarily transferred to the Customer Service Center. This not only achieved the goal of caring for pregnant employees but also allowed them to gain experience through job exchange, increasing their understanding of different positions and their own development. Upon returning to their original positions, employees benefited from the customer service experience and learned about the Company's culture from different perspectives.

3. Well-established Employee Welfare Committee

The Company allocates 0.15% of monthly total revenue and 0.5% of each employees' monthly salary as employee welfare funds, in accordance with the law. These funds are managed by the Employee Welfare Committee, which is composed of both labor and management representatives. The Committee determines the allocation for purposes such as group insurance, marriage, emergencies, and assistance for the death of direct family members. Additionally, the Employee Welfare Committee Subsidy Measures for Extra Activities and Clubs was established to support the formation of employee clubs and subsidize activities. During the three major festivals and employees' birthdays, the Company also provides vouchers and other welfare items. Additionally, in 2023, to provide employees with more comprehensive protection, major burn injury insurance was added to group insurance coverage.

4. Health Checkups

The Company conducts health checkups for drivers according to the Mass Rapid Transit Act and performs regular health checkups for workers in accordance with the Regulations of Labor Health Protection. In 2023, the Company added abdominal ultrasound, carotid ultrasound, and 7 cancer screening tests (for liver cancer, prostate cancer, ovarian cancer, carcinoembryonic antigen, pancreatic cancer, lung cancer, and nasopharyngeal carcinoma) to the worker health checkups. The goal is to use comprehensive checkups and analyze the results to monitor and follow up on employees with brain and cardiovascular high-risk conditions. Regular follow-ups by doctors and nurses, along with health promotion activities, are implemented to protect employee health.

5. Improvement of the Working Environment

To care for employees and provide a safe and comfortable working environment, 4 improvement projects were completed in 2023. These include the addition of a women's washroom at Beitou Depot, office and conference room renovations at Xinzhuang Depot, and upgrades to the bathroom at Muzha Depot and the night shift room of the Operations Control Center (OCC). These improvements contribute to employee well-being, increase satisfaction, and reduce hazards associated with the working environment. For example, the OCC's night shift room features warm-colored designs, energy-saving lighting, aesthetic enhancements, and eco-friendly materials to create a comfortable resting space. This helps night shift employees reduce fatigue-related risks, ensures proper rest and stress relief, and enhances work focus.

6. Workplace Childcare Service Center

To create a family-friendly workplace childcare environment, the Company established Taiwan's first public sector workplace-support childcare center, the Metro Taipei Childcare Center, at the Metro Administration Building. Since its inception, the Center has cared for 55 children each semester, providing a friendly childcare environment and high-quality, affordable services. In 2022, it received the Silver Cradle Award from the Executive Yuan for the Evaluation of Childcare Facilities in Public Sector Enterprises. To further protect children's health, additional equipment such as air purifiers and total heat exchangers were installed in 2023 to improve indoor air quality and optimize the workplace childcare environment.



› Night Shift Room of the Operations Control Center



› Workplace Mutual Support Childcare Service Center

► Clubs and Family Activities

In 2023, a total of 3 employee family activities were organized, aiming to enhance employees' and their families' sense of belonging to the Company while also promoting family relationships and creating a happy workplace.



Children's Day at Maokong

On May 6, 2023, an employee-family event was held at Maokong Gondola and Taipei Zoo, with a total of 1,064 employees and their families participating. In addition to organizing two visits to the Maokong Gondola car storage area, zoo tickets and exclusive discounts at specific Maokong businesses were also provided to

support the local economy. This event not only promotes employee interaction and cohesion, but also demonstrates the Company's commitment to and practice of ESG through green mobility and local consumption.



Three-Museum Event

On August 18 and September 9, 2023, to promote parent-child relationships and enhance learning interest, Taipei Metro for the first time held an employee-family event in collaboration with three establishments in Shilin District, Taipei. Activities included a parent-child reading session

and a handmade cotton candy experience at the Taipei Children's Amusement Park; astronomical displays at the Taipei Astronomical Museum; and interactive science exhibitions and an aerial bicycle experience at the National Taiwan Science Education Center. A total of 2,877 people participated in the parent-child activities over the two days.



Beach Cleanup Activity

On September 26 and October 14, 2023, the Company organized two environmental beach cleanup events for employees and their families at Zhongjiao Bay on the North Coast. A total of 190 participants attended and collected 430 kg of marine debris. We organize activities to raise employees' and their families' awareness of

environmental protection and give them a first-hand experience of the importance of ocean protection.

Additionally, the Company provides subsidies for employees establishing clubs, with a current total of 18 clubs. In 2023, there were 9,517 participants in club activities. Employees also participated in external sports competitions such as the Taipei City Cup, the Railway Cup, and the City Government Sports League. Among these, we achieved third place in the Railway Cup Slow-Pitch Softball Tournament and second place in the City Government Employee Leisure Tennis Tournament, among many other honors. Additionally, our own Entertainment Troupe debuted their first Metro New Year's Eve stage at Exit 2 of Taipei City Hall Station, performing tap dance and singing to promote safety while accompanying waiting passengers in celebrating the New Year.



► Taipei City Government Department of Rapid Transit System Employee Badminton Competition



► Entertainment Troupe



▶ Intelligent Transportation Society (ITS) of Taiwan Badminton Competition



▶ Whale Cup Dragon Boat Tournament

▶ Peaceful Retirement Life

For retired employees, in addition to having unit managers present appreciation plaques, retirement certificates, and electric train models during retirement events, commemorative medals will also be awarded to those who have made significant contributions to the Company, expressing gratitude for their years of hard work. The retirement certificate grants retirees discounts at numerous venues in Taipei. Additionally, after retirement, employees are invited to join the Taipei Rapid Transit Corporation Retirees Facebook group and the Taipei Metro Retired Managers' LINE group. These platforms serve to share information and maintain connections. Retired employees are also invited to participate in major company events (such as employee family days, company anniversary celebrations, and themed dinners) to embody the spirit of retirement care.

Reward Outstanding Employees

The Company has established various award systems for outstanding employees, aiming to foster a positive competitive environment, encourage proactive performance, and drive continuous improvement at Taipei Metro through internal motivation. The related systems include the employee suggestion program, quality control circles, selection of outstanding employees, long-service employee recognition, and occupational health and safety improvement competitions. For information on the occupational health and safety improvement competition, please refer to [5.4.1 Occupational Health and Safety Policy and System](#).

	Employee Suggestion Program	Quality control circle competition	Selection of employees with outstanding performance	Long-service employees
Handling basis	Employee Suggestion Program Award Guidelines	Regulations for Annual Quality Control Circle Competition	Annual Incentive System Implementation Plan	Long-Service Reward Regulations
Purpose	To encourage colleagues to propose business improvement ideas and enhancements, thereby enhancing the Company's operational performance and reducing operating costs, we have implemented a employee suggestion program to solicit suggestions from colleagues. Awards and bonuses are given to recognize and reward these contributions.	To instill a focus on quality, problem-solving, and proactive improvement among employees, we promote the quality control circle competition. This initiative encourages all employees to demonstrate teamwork and a spirit of self-improvement by following the steps and methods of the quality control circle. The goal is to continuously innovate work processes, enhance operational efficiency and service levels, and build a quality culture at Taipei Metro.	An annual selection event is held to recognize outstanding employees in various fields. In addition to tangible rewards such as gift vouchers, an awards ceremony is organized where employees and their families can participate. This initiative aims to motivate top performers and foster the Company's continuous progress and positive development.	To honor long-service employees with excellent service performance, those who have served for 10, 20, or 30 consecutive years will receive, in addition to a service commemorative plaque, gift vouchers worth NT\$ 5,000, NT\$ 10,000, and NT\$ 20,000, respectively.

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	Employee Suggestion Program	Quality control circle competition	Selection of employees with outstanding performance	Long-service employees
Achievements in 2023	In 2023, a total of 1,345 proposals were submitted by colleagues, with 56 recognized as excellent or above. Additionally, thematic proposal competitions were held, including the ESG Environmental Sustainability. The Proposal Implementation Outcome Competitions were also held.	In 2023, a total of 27 teams were completed. In the maintenance and operational administration categories, 1 gold, 1 silver, 1 bronze, and 3 excellence awards were selected in each category, totaling 12 awards. Additionally, the improvement project "Reducing the Number of Brake System Failures in the Wenhua Line 370 Type EMU" won the Bronze Tower Award in the Taiwan Continuous Improvement Competition in 2023.	A total of 33 employees with outstanding performance were selected.	A total of 345 people were rewarded.
Total amount of bonuses or awards.	A total of NT\$1,046,200 in gift vouchers were distributed.	A total of NT\$288,000 in gift vouchers were awarded.	A total of NT\$660,000 in gift vouchers, 33 Metro Inn accommodation vouchers, and 66 Taipei Metro 24-hour tickets were awarded.	A total of NT\$2,370,000 in gift vouchers and individual trophies were awarded.



➤ Proposal implementation outcome competition award ceremony



➤ 2023 Taiwan Continuous Improvement Competition Award



➤ Awards ceremony for outstanding colleagues



➤ Commendation for long-service employees

5.3 Emphasis on Talent Training

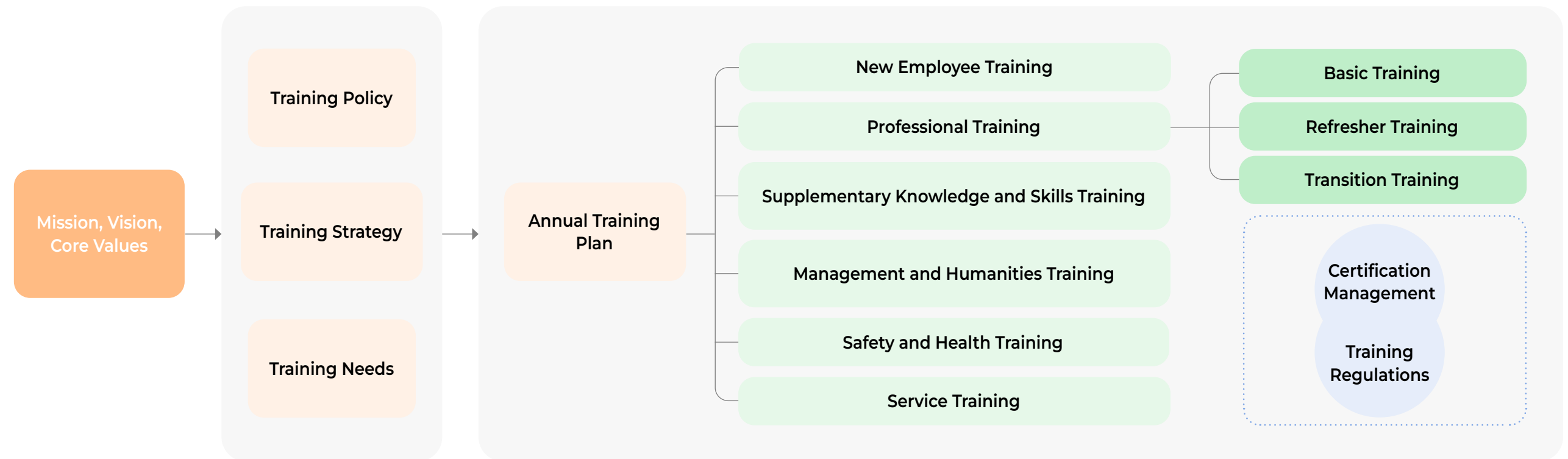
5.3.1 Training Planning

GRI 404-2

Training Framework

The Company has established a comprehensive training system and structure to achieve our vision, mission, and core values. To enhance employee competencies, utilize human resources effectively, and promote operational efficiency and development, we have formulated the Employee Training Procedures. These procedures encompass 6 major categories of training, including new employee training, professional training, knowledge and skills supplementary training, management and humanities training, safety and health training, and service training. Training content not only aligns closely with the Company's daily operations but also includes the Company's code of conduct, covering cover four main topics comprising gender equality, environment, information security, and labor safety. This ensures that the Company's code of conduct is communicated to all employees. Additionally, our training incorporates diverse learning methods, combining physical and online courses. We have implemented the TTQS to monitor and continuously improve training quality. Furthermore, we provide various training and further education subsidies to encourage employees to engage in self-directed learning.

Training Framework Diagram



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Appendix

> Education and training on the Company's code of conduct

Training Content	Gender awareness and sexual harassment prevention training	Environmental education and training	Information security general education and training	Occupational health and safety in-service education and training
Training Targets and Numbers	Full-time employees of the Company	Full-time employees of the Company	Full-time employees of the Company	Full-time employees of the Company
Is it mandatory?	Yes	Yes	Yes	Yes
Training hours	2 hours per session for shift personnel 3 hours per session for non-shift personnel	4 hours per year	3 hours per year	At least 1 hour per year
Physical/Online	Online	Online	Online	Both online and physical
Training frequency	Once every two years for shift personnel Once a year for non-shift personnel	Once a year	Once a year	Once a year
Completion rate	100%	100%	100%	100%

The Company upholds the spirit of “training for use, training before use, training and use integration, and internalization of external training” to cultivate professional talent in the Metro system. For professional competency training, we ensure quality through both professional certifications and health check qualifications. Simultaneously, in line with the Company's management philosophy and development strategy, we continuously deepen the perspectives of various management levels and refine the necessary knowledge and skills of our employees. Additionally, to ensure the Company's sustainability and long-term success, the training and development of management levels are crucial. For both current and new management

personnel, we map out each year's training foci based on the Company's management philosophy and development strategy, arranging management series courses accordingly.

New and current management talent development program

Senior managers

For senior managers, all decisions impact the Company's direction. Therefore, the Company focuses on training senior managers by involving them in external meetings and similar activities to develop their leadership abilities and cross-disciplinary thinking. This process also aims to enhance their capacity for change management, decision-making, and crisis handling. In 2023, the Company provided current senior managers with training courses on the Company's overall future business outlook and a visit to Far EastOne (FET).

Mid-level managers

Mid-level managers play a crucial role in integrating the Company's full operations, making skills such as integration, creativity, and leadership essentials for this position. In 2023, the Company provided new mid-level managers with training on cross-departmental communication, corporate culture inheritance, and management. Current managers also received training on UITP (International Association of Public Transport) and key company strategies and management concepts.

Entry-level managers

Entry-level managers are the management closest to front-line personnel, so how to lead personnel to complete the tasks assigned is one of their important tasks. Therefore, the Company focuses on the cultivation of entry-level managers' professional capabilities, project management capabilities, and interpersonal communication skills. In 2023, the Company provided new entry-level managers with training on performance reviews, accountability, and time management, and offered current managers courses including a visit to the Shilin TOD project.

Diversified Talent Development Training

In addition to existing internal training programs, the Company promotes manager job rotations, secondary specialty training, diverse training subsidies, internal lecturer training, standard training course education, and ESG professional knowledge. These initiatives aim to provide diverse learning resources for all employees, enhance their skills, and enable them to make greater contributions to the workplace.

► Manager job rotations

To enhance managers' professional knowledge and management skills and to cultivate outstanding cross-disciplinary talent, the Company provides job rotation opportunities for managers of all levels which takes into account their job nature, abilities, and expertise, with a term limit of 5 years. We also set a target of 5% for job rotation among managers in 2023. By the end of December, the actual rate reached 5.42% (15 out of 277 supervisors¹). The aim of this is to cultivate management skills, break existing thinking patterns, and overcome organizational limitations through job rotation or internal department transfers.

► Secondary specialty training

Taipei Metro emphasizes career development for its employees with a core concept of "learning through working." The Company plans secondary specialty training to both prepare employees for job transitions and to align with its development needs. With the Company's business transformation, development of lifestyle enterprises, and digital technology initiatives, the President has led a reform in secondary specialty training. The original approach, which focused solely on certification for a secondary skill, has been expanded to include cross-division professional skill development. Employees can proactively apply for and undergo secondary specialty training (such as business development, lifestyle enterprises, and smart operations) after unit evaluation. During the training period, employees retain their original positions while their training is evaluated. If they pass, they can transfer to the new position; if not, training is terminated, and they return to their original role. This approach aims to enhance talent mobility and increase flexibility in manpower utilization. (For more information about secondary specialty training, please refer [to the Company's official video](#))

► Diverse training subsidies

To encourage continuous learning and skill enhancement, Taipei Metro provides various training subsidies for employees with at least 1 year of service who apply and are approved after review. The subsidies include general subsidies, manager-recommended English or specific business project subsidies, and English proficiency test subsidies. General subsidies granted can be up to NT\$10,000, while project subsidies are reimbursed according to approved costs without repayment required. For English proficiency tests, the full fee is subsidized for those who passed, and half the fee is subsidized for those who did not, with reimbursement based on registration fees and test results published by the testing organization. This helps reduce the learning pressure and costs for employees. In 2023, 147 people were subsidized, with a total subsidy of about NT\$1.52 million.

► Internal lecturer training

The Company values knowledge and skill transfer as well as talent development. We have established a lecturer management system and training tailored to the characteristics of Metro operations. When there is a shortage of or demand for lecturers, units recommend individuals with over 1 year of experience to undergo lecturer training and evaluation. Those who pass the trial teaching review are registered as qualified lecturers. The goal is to enhance the capabilities of participating employees through internal lecturer training, promote the transfer of corporate experience, and build a culture of organizational learning. Additionally, to ensure the quality of all internal lecturers, those whose training class satisfaction ratings fall below 80% for 3 or more instances will have their lecturer qualifications revoked. As of the end of 2023, a total of 1,856 internal lecturers have been trained.

► Standard training course education

Due to the specialized nature of the Company's business, obtaining personnel qualifications is highly valued. To ensure that all operations are executed timely and accurately, the Company refers to the Ministry of Labor's job standards framework. By analyzing the skills required for each job role, the Company has developed talent specifications for both operational and maintenance roles. Based on these specifications, the required KSA (knowledge/skills/attitudes) are used to plan standardized training subjects, basic hours, training methods, on-the-job training (OJT), assessments, and skill certificates, with instruction and guidance provided by a team of professional lecturers. As of the end of 2023, 73 standardized professional basic training modules have been established, and 5,441 valid certificates have been issued.

¹The number of managers who had been in their current department for more than 5 years as of the end of 2022 was 277.

► ESG professional knowledge

Recognizing the growing importance of sustainability issues in recent years, Taipei Metro has been working to implement a sustainable transformation and establish an ESG culture within the Company. Starting in May 2023, Taipei Metro has organized initiatives such as Taipei Metro ESG Elementary School, ESG proposal competitions, and special lectures. These efforts aim to promote ESG knowledge internally, ensuring that all employees understand ESG principles and incorporate a culture of ESG awareness into their daily lives and work. In 2023, we also launched the Clean Living Campaign, guiding colleagues to engage in sustainable actions. We further promoted the importance of ESG through an ESG slogan voting activity, which successfully attracted over 13,000 participants.



5.3.2 Training Achievements

GRI 404-1

In 2023, the Company invested NT\$111,257,944 in training and development-related expenses. Total training hours for employees amounted to 248,686 hours, with an average of approximately 41.07 hours² of training per employee. Managers received an average of approximately 40.56 training hours, while non-managers received an average of approximately 41.19 training hours. When grouped into 6 major training categories—New Employee Training, Professional Training, Supplementary Knowledge and Skills Training, Management and Humanities Training, Safety and Health Training, and Service Training—the total number of training session participants reached 39,985 in 2023. Among these, Supplementary Knowledge and Skills Training had the highest number of participants, with 19,298 participants, while Professional Training had the highest number of hours, totaling 118,801 hours. For training-related statistical information, please refer to [Table 14 and Table 15 in Appendix I Sustainability Performance Statistics](#).

²The calculation of average training hours does not include those who are on leave without pay.



Six Categories of Training Courses



New Employee Training - Metro field observation (Operations Control Center)

Provide training for new employees on the corporate culture, basic concepts, ethics, service attitude, and general knowledge of safety and health.



Professional Training - Chief Controller training course (refresher training)

To enrich employees' professional knowledge of business management, operation, and maintenance for effective development of various positions, the Company provides training, including pre-employment basic training, on-the-job refresher training, and job transition training.



Supplementary Knowledge and Skills Training - Advanced AI software application - Microfilm production

To improve work efficiency, employees receive training on new knowledge, techniques, concepts, newly issued laws and regulations, and operating procedures related to their business.



Management and Humanities Training - Entry-level management seminar

Enhance employees' comprehensive planning, management coordination, and task handling abilities, as well as improve their work quality and provide training that enables self-development and job satisfaction.



Safety and Health Training - Fire management personnel training (refresher training)

To ensure the safety of customers, employees, and system equipment, the Company organizes trainings on occupational health and safety, fire emergency response, and emergency incident handling.



Service Training - Courtesy service training for station personnel

Training for all employees to ensure they possess the awareness and behavior required for customer service, thereby enhancing the service standards of the Company's operations.

Manager Training

In addition to consistent annual training plans, the Company designs management competency development programs of varying depths and breadth for different management levels. This ensures the effective continuity and expansion of the Company's operational decisions, enhancing the core management competencies of supervisors at all levels and strengthening their existing abilities and perspectives.



Senior Management Seminar (Visit to FET)

To continue advancing ESG sustainability and digital transformation, the Company arranged for senior managers to visit the Far EastTone (FET) TPKC Cloud Computing Center. During the visit, FET introduced the design principles of TPKC's building, which focus on implementing sustainability, optimizing operational efficiency, and conveying an agile culture. The design integrates the park's natural ecological environment and uses 5G technologies to create an agile office for digital applications. The visit allowed senior managers the opportunity to better understand the application of smart technology by benchmark companies, to serve as a reference for future transformation.



Mid-level Management Seminar (ESG Group Discussion Report)

In addition to the President's lecture on Company Key Strategies and Business Philosophy to ensure all attending managers understand the Company's operational direction, the mid-level management seminar incorporated ESG sustainable development discussions based on UITP's 5 major topics. The Sustainability Promotion Committee organized thematic proposals according to the five major business strategies for group discussions. Each group's recommendations were recorded by the organizing units, consolidated, and reported to the Sustainability Promotion Committee. The seminar aimed to gather input from mid-level managers and promote sustainability from a more diverse perspective.



Entry-level Management Seminar (Shilin TOD Project Visit)

The entry-level management seminar, in addition to inviting four Vice Presidents to conduct lectures on Company Key Strategies and Business Philosophy to enhance entry-level managers' understanding of the Company's business philosophy, also included a session by the Deputy Director of the HR Division. This session focused on leadership and management tips to further assist managers in effectively leading their teams. Additionally, the seminar included a visit to the Shilin TOD Project, allowing entry-level managers to understand the phased progress of major company construction projects and stay informed about important business developments.

5.3.3 Security Training Practices

GRI 410

Due to the critical responsibility upheld by security personnel to protect Taipei Metro and its commissioned businesses, employees, customers, and assets, the Company has established comprehensive regulations beginning from the personnel selection stage. Only those who have completed security investigations and contractor training are permitted to undertake duties. Furthermore, subsequent education and training, duty hours, and measures for preventing sexual harassment and assault are regulated through contracts. Currently, security contracts are in compliance with the Labor Standards Act, and training is implemented in accordance with the Occupational Safety and Health Act.

▶ 2023 Taipei Metro and commissioned businesses security personnel statistics

Item		Number of people
Metro system, park-and-ride parking lots, and underground malls)	Stations	283
	Parking lots	9
	Underground malls	7
Maokong Gondola security		11
Taipei Arena security		13
Taipei Children's Amusement Park security		5
Metro depot security		43

Education and Training

Security contractors are required to cooperate with the Company in executing various training activities, such as daily pre-duty briefings, weekly pre-duty education, and irregular multi-disaster simulation drills. Every six months, contractors are required to assign professionals, supervisors, or elite security personnel to serve as instructors, conducting 8-hour Metro-related professional training for their security personnel. Training includes Metro duty tasks, safety and security, self-defense, and first aid knowledge. In 2023, all security personnel received pre-

contract initiation training and quarterly professional training, achieving a 100% implementation rate.

Contract Requirements

- Contracted security personnel are entitled to at least 6 days of rest per month and must not work more than 288 hours per month, with the exception of February, where 5 rest days are given.
- Every 2 weeks, security personnel should be given at least 2 days off. Additionally, this applies to newly hired security personnel even if they have not worked for a full month's period.
- Each person should not work more than 12 hours per shift, including overtime, and must have at least 11 hours of rest.
- Contractors must submit proof of labor insurance, National Health Insurance coverage, and records of occupational safety and health education and training for inspection to protect the rights of security personnel.
- If a security personnel commits theft, sexual harassment, assault, or other illegal acts against a third party, the contractor shall be liable for consequential damage and other legal responsibilities, and must immediately replace the individual upon notification by the authority.
- Regarding the "Prohibition of Sexual Assault and Harassment" notice and sexual harassment prevention announcements, the contractor shall take one of the following actions:
 - Distribute the "Prohibition of Sexual Assault and Harassment" notice to all personnel for detailed reading, which should be signed and retained alongside contract documentation.
 - Before starting work, inform all personnel about the prohibition of sexual harassment and the channels for submitting harassment complaints to the organization, and include this information in the meeting minutes.

5.4 Occupational Health and Safety

The Company has established an effective occupational health and safety management system to ensure the safety and health of all workers and to prevent occupational accidents. To ensure that all employees comply with and understand the requirements of the occupational health and safety management system, the Company provides education and training during daily work routines. Additionally, through communication and promotion, we foster a culture of safety among employees. This approach aims to drive the prompt response and handling of emergency incidents, minimizing the likelihood and severity of injuries.

5.4.1 Occupational Health and Safety Policy and System

GRI 403-1, 403-2, 403-4, 403-7, 403-8

The Company adheres to the core values of “respect for life, compliance with regulations, education and care, and hazard reduction” (refer to the [Company's occupational health and safety policy](#)). We have established and received ISO 45001: 2018 Occupational Health and Safety Management System certification, which covers employees, dispatched personnel, and contractors (excluding those on unpaid leave and the Circular Line).

Additionally, to prevent and mitigate significant occupational health and safety impacts related to company operations, the Company controls the quality of services provided by suppliers through the Supplier Evaluation Procedure. Major occupational hazards attributable to suppliers are included in the evaluation criteria. Contracts require that suppliers providing services at company sites comply with the following:

1. Have a Contractor Management Plan, which details the implementation of occupational health and safety-related matters.
2. Must obtain a contractor work permit through contractor safety training according to the Contractor Work Permit Management Regulations, or apply for a temporary contractor work consent form.
3. Workers entering the Company's premises must comply with the Contractor Safety and Health Work Regulations.

Occupational Health and Safety Committee

The Company has established an occupational health and safety management unit (the Industrial Safety Division) to plan and promote safety and health-related activities. In accordance with Article 12-2 of the Occupational Health and Safety Management Regulations, the Company has implemented an occupational health and safety management system that meets or exceeds the national CNS45001 standard. An Occupational Health and Safety Management Plan has been developed, which instructs each unit to adhere to a PDCA cycle, aiming for continuous improvement through self-management to ensure the safety and health of all workers.

In addition, the Company has legally established and regularly convenes an Occupational Health and Safety Committee to provide recommendations on the Company's occupational health and safety policies. The Committee also reviews, coordinates, and advises on matters related to occupational health and safety, discusses subsequent measures and policy procedures during meetings, and conducts quarterly reviews of occupational accidents and the achievement of unit goals. Furthermore, an annual Occupational Health and Safety Management Review Meeting is held to discuss and review annual goals.

Taipei Rapid Transit Corporation Occupational Health and Safety Committee

◆ Number of management representatives	15
◆ Number of employee representatives	8
◆ Employees as a percentage of the total number of committee members	35%
◆ Number of meetings	Convened 4 meetings in 2023
◆ Frequency of meetings	Once a quarter

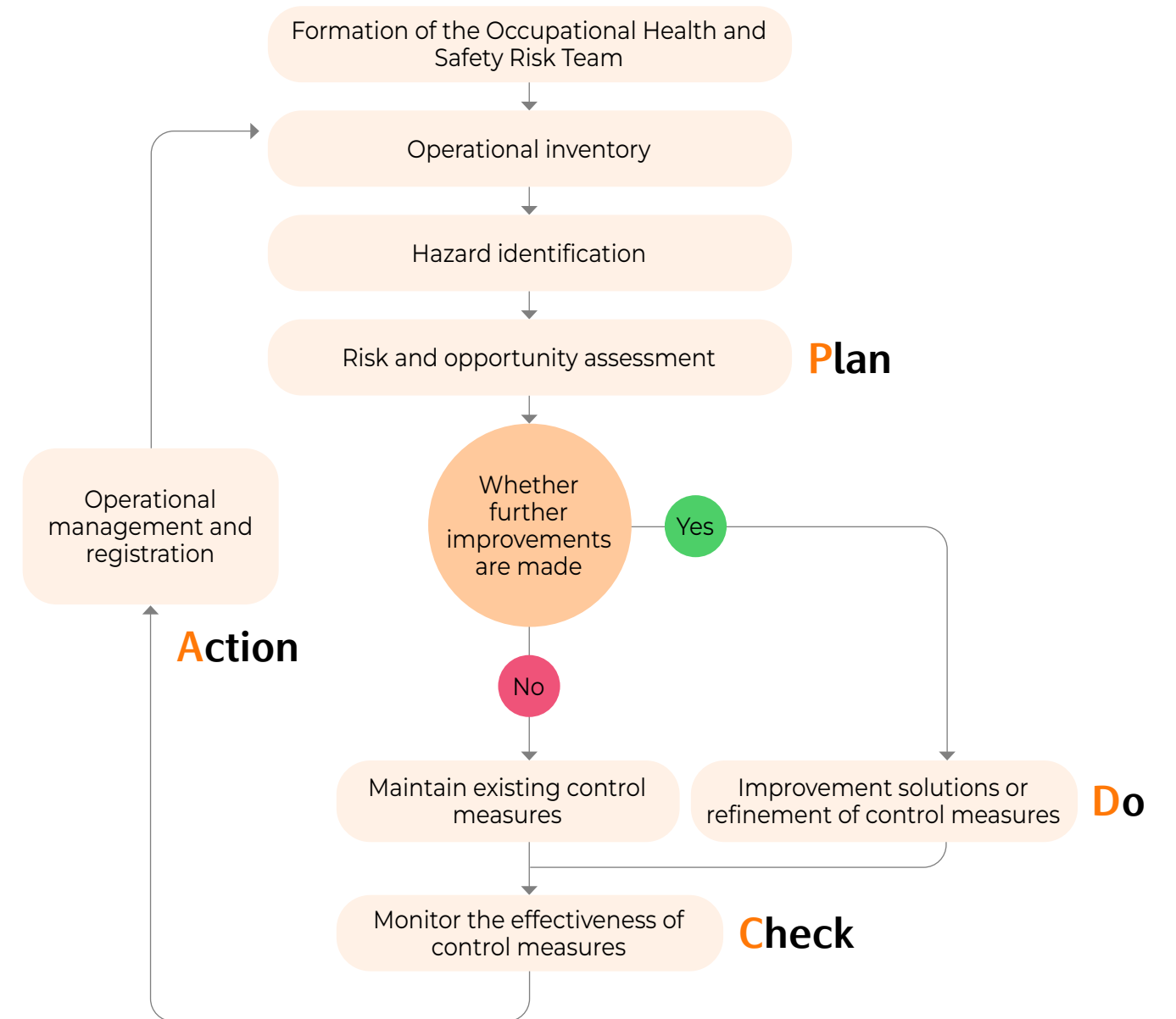
Communication Topics of the Occupational Health and Safety Committee in 2023

- ◆ Quarterly occupational health and safety performance competition results
- ◆ Quarterly reviews of occupational accidents and goal achievement evaluation and improvements
- ◆ Quarterly occupational health and safety inspections
- ◆ Review of 2023 occupational health and safety management goals and key focus areas
- ◆ Contractor occupational health and safety performance evaluation pilot results report
- ◆ 2023 annual improvement of stepladder inspection operations
- ◆ 2023 health promotion plan submitted

Risk and Opportunity Assessment Management Process

Only effective risk management can prevent disasters and reduce losses. To meet occupational health and safety management requirements, the Company has established an Occupational Health and Safety Risk and Opportunity Assessment Management Process in accordance with ISO 45001. This involves actively identifying risks and opportunities, assessing the risk level after reviewing existing control measures, and implementing appropriate control measures. The residual risks are then reassessed to achieve the goal of preventing or reducing the likelihood or severity of disasters. For contractors, risk and opportunity assessments must also comply with the Company's Contractor Management Plan regulations. Before bidding, contractors are required to complete risk control measure planning, which should be included within their contract specifications or work description. Additionally, they must have a budget allocated for safety and health expenses, and should conduct hazard notification and education before the commencement of work. The goal is to reduce risks to an acceptable level through the management practices of both the Company and its contractors, ensuring the safety and health of all workers.

Occupational Health and Safety Risk and Opportunity Assessment Management Operation Flowchart



► **Examples of Risk and Opportunity Assessment Management**

The Company uses the above process to control risks at each level. As an example, let us view a few cases which were rated at the highest risk level (R1) before improvement measures were implemented:

1. **Personnel inspections of station/depot electrical (manual) flood gates**

After deployment, a flood gate may fall down due to lack of support once hydraulic pressure is released, posing risks of death and limb fractures to personnel. Considering the existing controls, improvements can be made through measures such as using supporting pipes appropriate for the size and weight of the flood gate, tripod supports, and updating relevant work instructions, to manage and reduce the risk level.

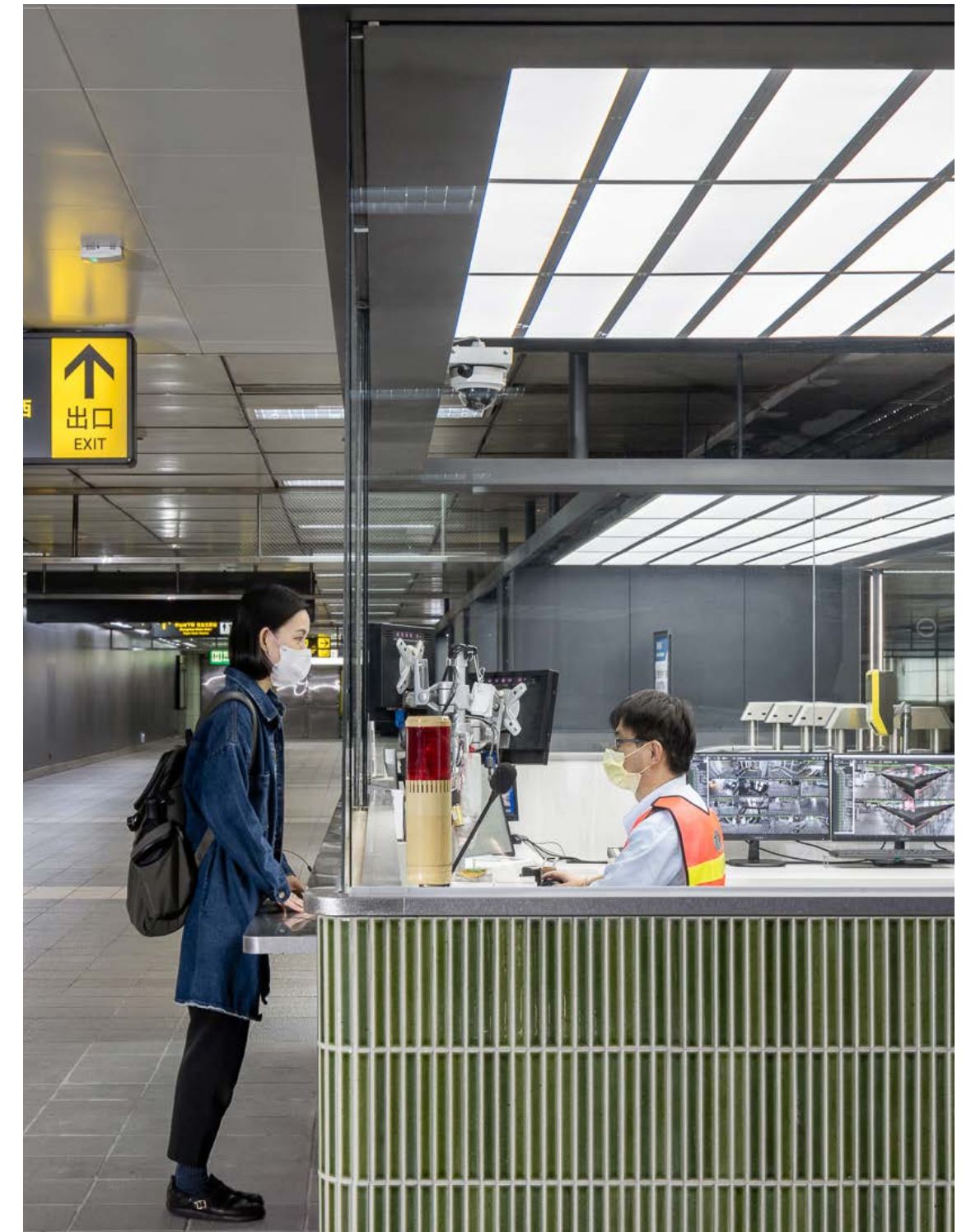
2. **Carrying out platform hoisting operations in the Maokong Gondola station area**

If hooks are not properly secured during operation, there is a risk of foot fractures from accidental missteps. Considering the current risks, proposed improvement measures include installing warning signs along personnel pathways, adding guardrails at the opening of the hoisting and lifting ports, and implementing a two-person operation mode. These measures are expected to reduce the risk level.

3. **Improvement and update of lighting fixtures**

While maintenance personnel switch off lighting before removing lighting fixtures, there is a risk of electric shock and potential injury or fatality if they come into contact with the live wires and their body forms a circuit with the light steel frame of the ceiling. To address this risk, improvement measures include revising work procedures, conducting relevant training, and incorporating electric shock prevention processes into hazard communication. These actions aim to reduce the risk level.

► Risk and opportunity assessment management operation flow chart



► Occupational Health and Safety Competition

The best understanding of daily operations comes from the colleagues or units that perform them. Therefore, the Company has established the Occupational Health and Safety Performance Competition Rules to encourage employees to proactively propose improvements for identified high-risk work environments. Outstanding improvement cases are selected each quarter and recognized by the Occupational Health and Safety Committee. In 2023, a total of 793 proposals were submitted. After the initial review, 103 proposals were selected, with 21 being chosen as outstanding improvement proposals.

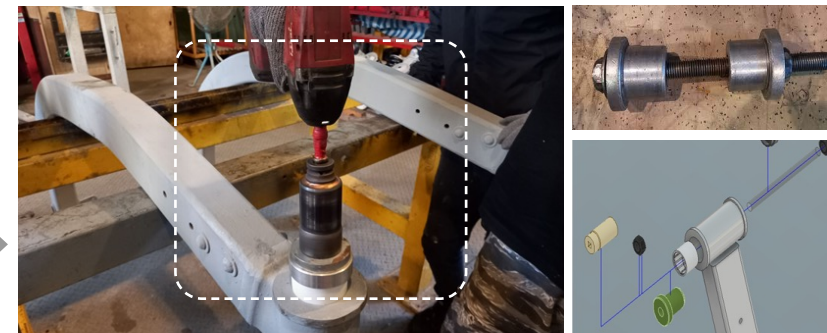
Improvement proposal for the installation fixture of the carriage suspension arm subframe bushing

Before - Risk Level R3



During the refurbishment of the carriage suspension arm, there is a risk of injury from the bushing being struck by a hammer and flying off during the installation of the axle hole bushing.

After - Risk Level R4



Developed an installation jig to be used with a power gun to prevent injuries and bushing ejection, thereby enhancing operational safety.



Improvement of safety support frame protection for Drop Tower maintenance

Before - Risk Level R3



Colleagues may be injured by the cabin while performing maintenance under the Drop Tower cabin.

After - Risk Level R4



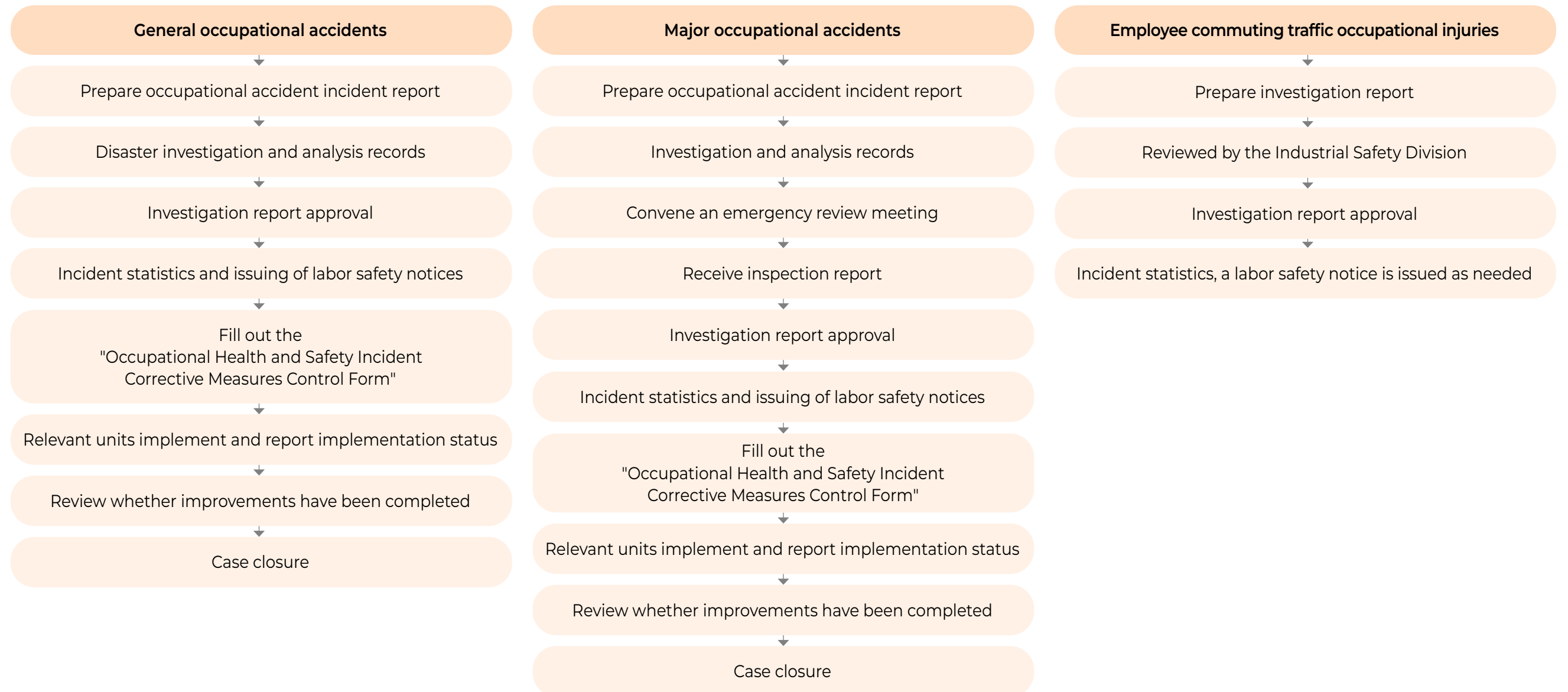
After having professional technicians calculate the dimensions and material design of the safety guard frame, the manufacture of a custom guard bracket was outsourced for use during on-site maintenance operations, improving safety concerns during maintenance under the Drop Tower cabin.



Occupational Disaster Reporting and Investigation Process

The Company has established the Labor Accident Reporting and Response Procedure and the Occupational Health and Safety Incident Investigation, Review, and Correction Procedure. If an accident occurs resulting in injury to personnel, both employees and contractors working at company-managed sites are required to follow the standardized reporting mechanism to notify relevant authorities. Additionally, necessary response actions, condolences, and investigations into the occupational health and safety incident will be initiated. To effectively and accurately clarify the causes of occupational health and safety incidents, appropriate investigation processes are implemented based on the severity of injuries and the type of incident. Corrective measures are then proposed and managed according to the investigation results to prevent recurrence of similar incidents and reduce the overall incidence rate of occupational health and safety events.

> Occupational Accident Investigation Process



Health Protection Plan

The Company is committed to protecting employees' health by establishing an Ergonomic Hazard Prevention Plan, Maternal Health Protection Plan, Abnormal Workload-induced Disease Prevention Plan, Labor Health Service Plan, and Prevention Plan for Workplace Misconduct Encountered During Duty. To ensure the quality of these plans, they have been established by primarily referring to relevant guidelines and are implemented by occupational health and safety management personnel or medical personnel.

Item	Service target audience	Management practices	2023 Performance
Ergonomic Hazard Prevention Plan	All employees	This plan is mainly structured into the following stages: Investigation of Occupational Musculoskeletal Disorders and Hazards, Management of Musculoskeletal Disorder Prevention, Evaluation and Control of Prevention Improvements, and Performance Assessment and Review. Through initial investigation of workers' musculoskeletal disorders, mid-term screening, and risk assessment and classification, appropriate improvement plans and execution are devised. In the later stages, tracking management and regular follow-up evaluations are conducted. After each stage is completed, the plan is adjusted based on feedback, continuously implementing ergonomic hazard prevention according to the PDCA cycle.	After the previous plan cycle's investigation, 26 individuals were identified and managed as having potential musculoskeletal disorder risks. The improvement completion rate was 100%.
Maternal Health Protection Plan	Applicable to female colleagues of childbearing age who are pregnant, within one year postpartum, and those who continue to breastfeed after childbirth	For female colleagues engaged in work that may pose risk to maternal health, we implement maternal health protection by establishing the Maternal Health Protection Plan and planning and adopting necessary safety and health measures. Pregnant female colleagues shall not engage in dangerous or hazardous work as listed in Paragraph 1, Article 30 of the Occupational Health and Safety Act. Additionally, female colleagues who have given birth within the past year shall not engage in dangerous or hazardous work as listed in Paragraph 2, Article 30 of the same act. For female colleagues in non-administrative roles during pregnancy, their respective units will assist in applying for reassignment to the customer service center or administrative work.	Medical personnel have completed the new health education program for pregnant and postpartum colleagues, achieving a 100% completion rate.
Abnormal Workload-induced Disease Prevention Plan	All employees	To prevent workers from developing disease due to shift work, night work, and long working hours, the Company has established the Abnormal Workload-induced Disease Prevention Plan. Through the health management system, we analyze the risk of cerebrovascular and cardiovascular diseases and combine the results of workload questionnaires surveys to identify high-risk groups. High-risk employees are scheduled for physician consultations to receive health guidance; medium-risk employees receive health education from nurses; and low-risk employees are provided with preventive health information through regular health bulletins to enhance their awareness of self-health management. For employees identified with high workloads based on the workload scale results, the HR Division's Employee Counseling Procedures are followed. A counselor provides support and ensures the well-being of these employees. The process adheres to the PDCA cycle to continuously implement the prevention of diseases caused by abnormal workloads.	The recovery rate for the workload scale questionnaire reached 100%.
Labor Health Service Plan	All employees	This plan is established in accordance with Article 12 of the Regulations of Labor Health Protection to enable our medical personnel, labor health service personnel, and relevant department personnel to promote and execute labor health services, prevent occupational diseases, and promote worker health. It stipulates that the Company shall appoint medical personnel in accordance with the law, provide labor health services and examinations, and appoint emergency personnel to manage emergency medications and equipment to maintain the health of employees.	In 2023, a total of 216 sessions were conducted, with nurses referring 646 individuals for evaluation by physicians.

Item	Service target audience	Management practices	2023 Performance
Prevention Plan for Workplace Misconduct Encountered During Duty	All employees	According to the Prevention Plan for Workplace Misconduct Encountered During Duty, the plan specifies that responsible units should provide training as needed and ensure appropriate staffing to achieve the goal of preventing violence.	Continuous implementation

5.4.2 Health Promotion Activities and Health Checkups

GRI 403-3, 403-6

To care for the physical and mental well-being of employees, the Company has arranged various programs and activities, broadly categorized into four types: Mental Health Support, Overwork Prevention, Physical Health, and Employee Physical Examinations.

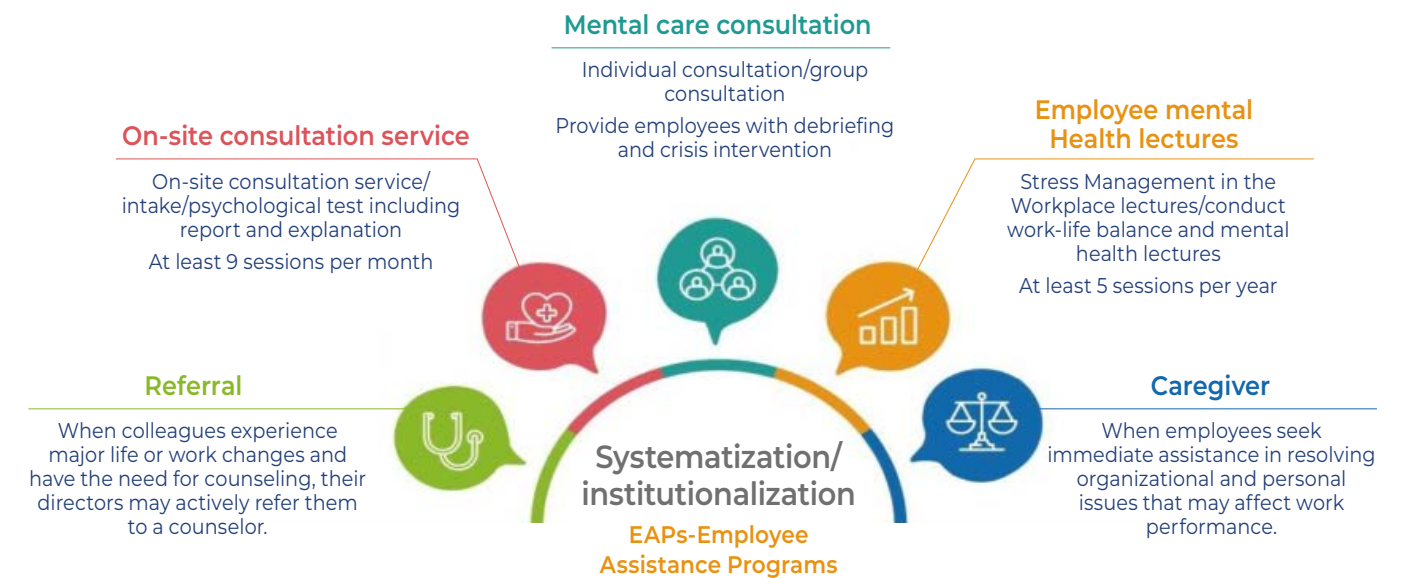
1. Mental Health Support: Assist colleagues in maintaining mental and physical well-being and create a supportive workplace atmosphere for health.

(1) Employee Counseling Service Program: Employees who use this program are often those actively seeking counseling, those who witnessed people being caught under vehicles or in employee accidents, or are referred by managers. In 2023, a total of 190 employees were referred by managers to receive individual counseling services, reflecting the Company's commitment to the care and support of its personnel.

(2) Employee Care Program: Courses and seminars are organized and conducted through various promotional channels, tailored to meet the needs of organizational culture. In 2023, a total of 5 sessions of courses and seminars were organized, focusing mainly on stress management and employee care.

(3) On-site counseling services: Counselors are stationed at various depots, administrative buildings, and the Operational Control Center to provide on-site services. Colleagues can consult on work-related and personal issues, receive preliminary counseling, and undergo basic psychological assessments (including explanations). In 2023, a total of 96 on-site counseling sessions were provided.

➤ Employee Assistance Program

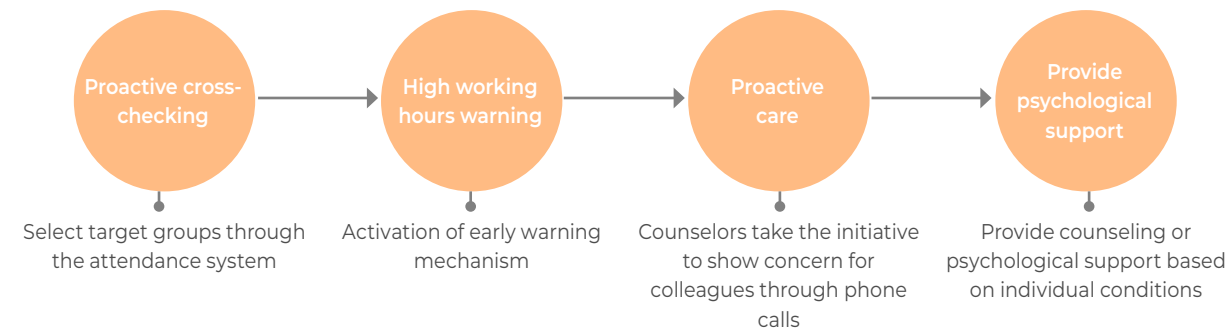


2. Overwork Prevention: The Company has established a high working hours alert system and sleep management assistance to support employees identified as being at high risk of overwork.

(1) High working hours warning: Prolonged high working hours significantly impact employees' physical and mental well-being. The attendance system actively screens and alerts for high working hours, and counselors provide proactive support and psychological assistance.

(2) Sleep assistance: Adequate sleep significantly impacts employees' daily performance and overall well-being. The Company plans to hold a sleep enhancement seminar in 2024 to help employees understand sleep strategies, ensuring they get sufficient rest to face work challenges with renewed energy.

➤ High working hours warning and care



3. Physical Health: Through competitions, courses, activities, and employee health checkups, the Company aims to address unhealthy habits early, prevent diseases, and maintain overall physical health.

(1) Smoking Cessation Program: In collaboration with Cathay General Hospital, a smoking cessation competition is organized where each team consists of a “smoker” and a “non-smoking witness.” The winners are determined based on the difference in CO levels, and successful quitters or reducers receive rewards. Post-competition, both Cathay General Hospital’s case managers and the Company’s nurses follow-up with participants. The goal is to assist employees who wish to quit or reduce smoking. In 2023, 30 participants registered for the Smoking Cessation Program. Out of these, 7 successfully quit or reduced smoking, achieving a success rate of 23%.

(2) Weight Loss Program: Planned by a nutritionist, this program includes a series of progressively advanced lessons on nutrition and dietary concepts. This program helps participants learn about the nutritional content of food and weight loss diet techniques. Additionally, fitness trainers provide exercise methods tailored to individual physical conditions to prevent injuries and establish good exercise habits. In 2023, 239 people participated in the program, achieving a total weight loss of 823 kg.

(3) Energy-saving and carbon-reducing biking trips: Combining healthy exercise with green transportation, these events support environmental protection and corporate social responsibility. Two Shezi Island Creek Clean-up events were held on September 25 and November 2, 2023, with a total of 128 participants.



➤ Energy-saving and carbon-reducing biking trips

4. Employee Physical Examinations: The Company provides physical examinations for all full-time employees that exceed legal and industry standards to protect their health.

➤ Implementation of physical examinations for drivers in the past three years (excluding employee physical examinations)

	2021	2022	2023
Budget amount (NT\$)	8,575,000	8,575,000	10,800,000
Amount executed (NT\$)	8,414,000	8,235,500	9,675,500
Number of executions	2,404	2,353	2,171
Amount executed per person (NT\$)	3,500	3,500	4,500

Foreword

01 EFFICIENCY

02 INTELLIGENCE

03 SAFETY

04 NEUTRALITY

05 HARMONY

5.1 Enhanced Human Resources Structure

5.2 Human Rights Protection, Remuneration, and Benefits

5.3 Emphasis on Talent Training

5.4 Occupational Health and Safety

5.5 Care Living Circle

Appendix

> General employee health checkups in the past three years

	2021	2022	2023
Budget amount (NT\$)	930,000	900,000	2,975,000
Amount executed (NT\$)	884,816	794,666	2,105,494
Number of executions	743	667	623
Amount executed per person (NT\$)	1,195	1,195	3,500

Note1: In 2023, to provide employees with greater protection, the Company added abdominal ultrasounds, carotid ultrasounds, and 7 cancer screening tests (liver cancer, prostate cancer, ovarian cancer, carcinoembryonic antigen, pancreatic cancer, lung cancer, and nasopharyngeal carcinoma) to general employee health checkups. Consequently, the budget and expenditure significantly increased.

Note2: According to the Regulations of Labor Health Protection, health checkups are required every 5 years for employees under 40 years old. The Company exceeds this requirement by providing health checkups every 2 years.

5.4.3 Occupational Health and Safety Education and Training

GRI 403-5

To enhance colleagues' knowledge of occupational health and safety and the acquisition of certificates, the Company conducted education and training for a total of 10,316 participants, spanning 40,030 training hours. Additionally, to ensure the safety management of contractors' construction activities, the Company provided safety training (both new hires and refresher) to construction personnel, conducted hazard notifications, and carried out safety promotions to prevent occupational accidents. In 2023, a total of 7,613 people completed contractor safety training (with 4,983 as new recruits and 2,630 as refresher training).

> Occupational health and safety education and training courses

Course category	Training audience	Total training hours	Number of trainees
General safety and health: General safety and health education and training	New recruits and in-service employees	29,427	8,358
Initial training for safety and health personnel: Conducting safety and health education and training for hazardous or harmful work in accordance with the law (e.g., mobile crane operators, oxygen-deficient work, organic solvent operations, etc.)	Personnel engaged in hazardous or harmful work	4,773	696
AED+CPR and other emergency care: AED+CPR and other first aid training are held according to Regulations of Labor Health Protection	Personnel directly serving passengers/visitors or the general public	3,948	1,014
Disaster relief: Organize disaster prevention training in accordance with the Disaster Prevention and Protection Act	Personnel engaged in civil defense teams, disaster prevention operations, and fire management	1,882	248

5.4.4 Creation of a Healthy and Safe Working Environment

GRI 403-9, 403-10

SASB TR-RA-320a.1

The Company provides a safe working environment for all workers through comprehensive occupational health and safety management, crisis and risk control, health promotion activities, and safety education and training. In order to manage occupational health and safety performance, the Company has established relevant internal management goals based on the characteristics of the industry to control and make timely improvements at any time. In 2023, there have been no occupational diseases or work-related deaths recorded in our workforce. A total of 4 employee disability cases and 6 contractor work-related accidents occurred across the Company, and improvement measures have been implemented. For statistical data on occupational hazards, please refer to [Table 16 in Appendix I Sustainability Performance Statistics](#).

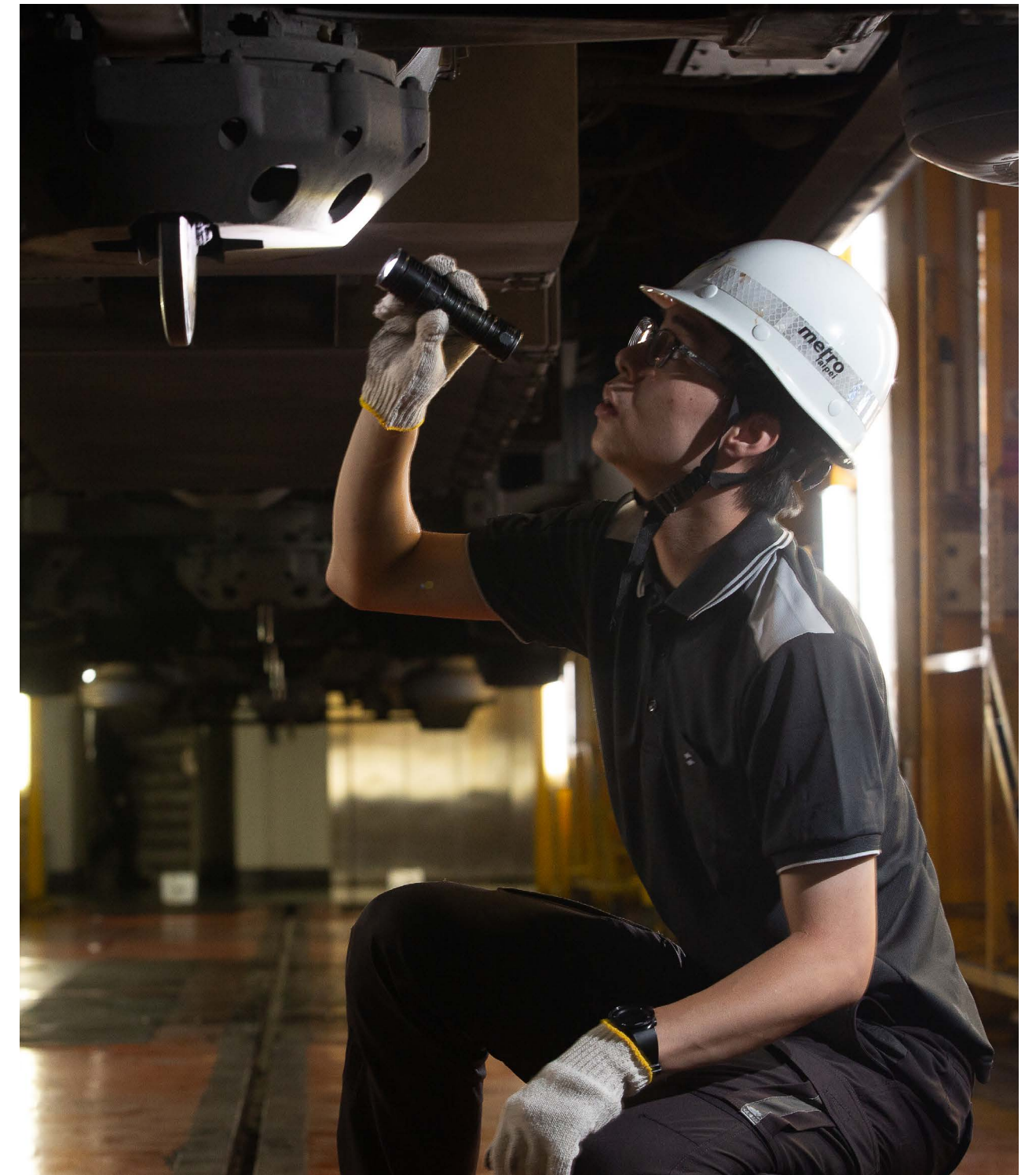
In 2023, falls were the most prevalent type of occupational accident within the Company. Additionally, there were incidents of crushing injuries, electric shocks, and falls from heights. Improvement measures have been implemented in the current year, including safety promotion, warning signs, equipment adjustments, and increased inspection frequency, hoping to reduce the possibility of similar occupational disasters in the future.

> Taipei Metro's Occupational Health and Safety Management Target Goals

	2023	Target goal	Actual data
Colleagues	Number of fatalities due to major occupational accidents	0 cases	0 cases
	Disabling Frequency Rate (FR)	0.16 individuals/ million working hours	0.44 individuals/ million working hours
	Disabling Severity Rate (SR)	5 days/ million working hours	31 days/ million working hours
	Frequency-Severity Indicator (FSI)	0.03	0.12
Contractors	Number of fatalities due to major occupational accidents	0 cases	0 cases
	Number of work-related disability injuries	0 cases	6 cases

Note1: Frequency-Severity Indicator FSI = $(FR \times SR / 1000)^{1/2}$

Note2: In 2023, a total of 4 occupational accidents (5 individuals) occurred to employees.



5.5 Care Living Circle

GRI 203-1, 413-1

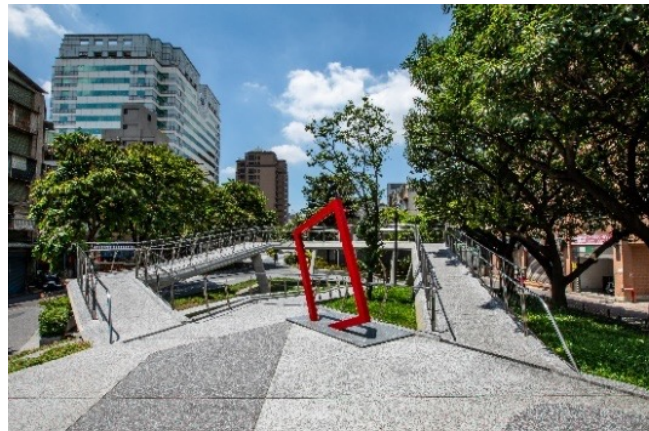
5.5.1 LOHAS Taipei

Rebuilding the Urban Green Corridor

To continuously create more recreational and activity spaces and urban highlights, Taipei Metro has been promoting the transformation of linear parks. Starting in 2018 with Xinzhongshan Linear Park, which revamped green corridor landscapes and established pedestrian-friendly pathways, followed by Xinshuanglian Linear Park in 2021, which turned Shuanglian Market into a successful example of urban open spaces. In 2022, the Yuanshan Section was combined with nighttime lighting effects to attract visitors. Additionally, since February 2023, transformation of the linear park running from Nanjing W. Rd. (Exit 1 of Zhongshan Station) to Chang'an W. Rd. (Exit R4 of Zhongshan Underground Mall) has been underway, with an estimated completion date by the end of December 2024, aiming to create an even better urban environment.



> Xinshuanglian



> Xinzhongshan



> Yuanshan Section

Development of Community Relation

► Metro Tours and Visits

In order to enhance the public's understanding of the basics of the Metro system and automated transportation equipment, the Company provides opportunities to visit. Visit activities in 2023 can be roughly divided into two categories:

1. Combining field trips and Metro education, we opened up the Metro system to organizations and schools to register for guided tours. These tours are led by dedicated personnel and include visits and explanations within controlled areas. Various itineraries include the heavy-capacity Operation Control Center (OCC) and Beitou Depot vehicle maintenance facilities. In 2023, a total of 133 groups signed up, with about 4,535 participants.
2. In conjunction with the Open House Taipei event, we conducted 14 tours of the heavy-capacity Operation Control Center (OCC) from November 11 to 12, 2023. A total of 305 members of the public, 24 distinguished guests, and volunteers participated. Additionally, to express gratitude to the volunteers, an extra session was organized on December 9, 2023, with 28 volunteers participating.



> Metro visit - Beitou Depot



> Open House Taipei - Heavy-capacity OCC

► Collaborations with Local Groups

In addition to organizing our own events, the Company occasionally collaborates with local groups. Using Metro venues as a medium, we've organized various activities spanning the realms of public welfare, education, and art and culture through cross-industry partnerships or community collaborations. The total number of collaboration cases in 2023 was 20.

Foreword

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Appendix

Baseball-themed Station

In collaboration with the Taipei City Government and professional baseball team Wei Chuan Dragons, Taipei Metro started decorating Zhishan Station on the Red Line with a baseball theme beginning September 26. This initiative aims to promote national sports and baseball activities.



City Ciphers - Captured by the Lens

In collaboration with the Museum of Contemporary Art Taipei (MoCA), we organized an art exhibition titled "City Ciphers - Captured by the Lens," held from September 23 to November 19. The exhibition featured 9 photographers from 4 countries—Taiwan, France, Japan, and Malaysia—whose work was showcased throughout Xinzhongshan Linear Park, integrating art into the community and bringing it into the daily lives of the public.



Flash CPR Challenge

On September 9, World First Aid Day, Taipei Metro teamed up with the Annie First Aid Education Association for the Flash CPR Challenge. This event took place at 6 Metro stations and aimed to promote first aid skills through engaging challenges, encouraging the public to learn and practice first aid techniques.



Shine! Metro Light Christmas Decorations

From December 2, 2023, to March 3, 2024, the 2023 Christmas light decorations were set up in four exhibition areas: Xinzhongshan, Xinshuanglian, Daan Park, and Fuzhong Station. The Xinzhongshan and Xinshuanglian exhibition areas featured a "Roaming the Universe" theme, with astronaut and planet-shaped light decorations creating a festive atmosphere. Collaborations with Jo Malone London and Shin Kong Mitsukoshi Department Store evoked an English holiday ambiance. At Daan Park, a 9-meter-tall Christmas tree was set up in coordination with the Taipei Christmas - Infinite Love event; paired with light decorations on Xinyi Road, they symbolized the blossoming of hopes and dreams. At the Fuzhong Station exhibition area, a 3-meter Space Bear was placed in the flowerbed, inviting people to take photos.



Spartan Training Camp

Held during summer vacation and in conjunction with the Metro Street Dance Competition, Spartan Training Camp events were held on August 19, 20, 26, and 27. The campaign was organized in collaboration with the Spartan Race international obstacle course race brand, featuring member events that incorporated the Evacuation Experience Center and activities in the forestlands surrounding the Beitou Resort area.



Watch Baseball, Take the Metro

In line with the city's policy during the Asian Baseball Championship at the Taipei Dome in December, a series of marketing and transit promotions were implemented under the theme "Watch Baseball, Take the Metro." These included 3 painted trains, baseball-themed decorations and photo spots at Sun Yat-Sen Memorial Hall Station, production of Metro baseball uniforms for station personnel with a jersey unveiling event, the creation of a commemorative stamp for Taipei Dome's opening, limited edition Taipei Dome commemorative EasyCards, a 320-inch LED TV wall at Sun Yat-Sen Memorial Hall Station showcasing NTDS and related promotional videos, as well as 4 rounds of Metro member and Facebook giveaways.



Diverse Marketing Activities



Rock Beitou

On May 20, a Metro members-only music party was held at Beitou Resort, featuring performances by seven renowned bands including Chih Siou and Mixer, among others. Activities at Beitou Resort included a market and food trucks, interactive games, and a member-exclusive train, allowing people to ride directly from Shilin Station to Beitou Depot. Additionally, the event included visits to the Evacuation Experience Center and maintenance depot. Collaborations with well-known brands and restaurants allowed Metro members to receive complimentary gifts.



Metro Street Dance Competition

The 2023 Metro Street Dance Competition, themed "The Power from the Streets," took place for the first time at Beitou Depot from August 19 to August 27. In addition to Mayor Wan-an Chiang's promotion of the event through the "50 Years of Hip-Hop in Taipei" video and his attendance at the competition, four international judges were invited to officiate and put on demonstration dances. The event featured entertainment in the form of performances by 13 groups alongside GBOYSWAG and other spokespersons. A total of 183 teams participated in the event.



Exit Music Festival

Taipei Metro hosted a Metro member-exclusive music performance on December 2, inviting 4 renowned bands including Accusefive to perform at the Jazz Square. The event was complemented by a market held in Xinzhongshan Linear Park, a large photowall, and street performances. For the first time, we invited five Bib Gourmand award-winning restaurants to set up shop in the themed market, attracting fans and visitors alike to the event.



Taipei Metro 27th Anniversary Series

Under the theme "Metro 27, Happiness Together," events such as "Celebrating 12.5 Billion Passengers Station Flash Mob" and "Double Giveaway for 27-Day Metro Pass" were organized. During the event period, passengers were encouraged to take the Metro for the chance to participate in a prize draw. On March 28, the 27th anniversary of Taipei Metro, a surprise birthday gift was given to one lucky passenger at each station. A Birthday Celebration Party press conference was held at Taipei Main Station, where afternoon tea was provided by the newly opened Metro Corner shops. Passengers with March birthdays were also invited to participate in a lucky draw.



13 Billion Passengers - Low-Carbon Sustainability Together

To celebrate reaching the milestone of 13 billion trips, we invited Deputy Mayor Shu-chuan Lee to broadcast greetings to the public aboard Metro trains on October 28. Combined with the theme of low-carbon sustainability, we also held online and offline activities, including "Ride the Metro with a Linked Card, You Could Be the Lucky 13 Billionth Passenger" and "Online Prediction of the 13 Billionth Passenger" events, rewarding passengers and encouraging continued Metro ridership. Prizes included the NT\$1,200 Megacity Pass commuter monthly pass, promoting green transportation and environmental sustainability.



Now Open! Hidden Metro Line

For the first time, we organized a campaign integrating the "Go! Taipei Metro" App's "Metro Route" feature from September 4 to September 30. An online lottery was held incorporating innovative digital marketing methods such as "Naming My Metro Line" and digital doodles. Successful buzz was generated through social media sharing and word-of-mouth.



Family-friendly Trains Events and Marketing Series

In July 2023, Taipei Metro completed the installation of family-friendly areas on all 140 high-ridership trains, as well as introduced themed family-painted trains for the first time on the Bannan Line, which featured a prize draw event. Photo backdrops were also set up at Nangang Station to boost promotional effectiveness. Additionally, Taipei Metro organized the first cross-district collaboration with Taoyuan Metro Corporation and New Taipei City Library, launching the Autumn Family Outdoor Library and Cinema event in September. Taking place at the New Taipei Metropolitan Park near Sanchong Station, the event showcased family activities, film screenings, as well as a digital mobile library truck, which allowed access to both physical and e-book resources.



Metro Pet Charter Train Event Series

In celebration of National Pet Day on April 11, 2023, a special Pet Day Charter Train event was organized. On April 9, a dedicated train ran on the Tamsui-Xinyi Line from Xiangshan Station to Yuanshan Station. Participating pets were required to pass qualification review (e.g., pet registration). The special train was equipped with double-layer filters, and pets could be uncrated to enjoy the ride with their owners while wearing harnesses and leashes. The event also featured a pet-themed market and mobile workshops by behavior trainers to create an engaging atmosphere. After the event, the carriages were thoroughly disinfected to maintain a safe and pleasant environment for future passengers.

Integration into People's Daily Lives



Surrounding Plazas and Station Art Corridors

To provide the public with good activity spaces and encourage artistic creation, the Company offers surrounding plazas and art corridors for public use:

1. 18 station venues and designated linear parks and pedestrian areas are available for public events such as policy promotion, public welfare, cultural, or educational activities. In 2023, a total of 44 applications were accepted.
2. The Company provides exhibition space in art corridors (at Zhongshan Station, Chiang Kai-Shek Memorial Hall Station, the North and South ends of Zhongxiao Fuxing Station, Jiangzicui Station, and Dingxi Station, totaling 6 exhibition areas). There are 72 slots available annually, with each slot lasting one month.



Stations Provide Library Lending Services

In order to build a book-loving society, Taipei Metro provides a variety of reading services. We have collaborated with the Taipei and New Taipei City Libraries to set up facilities within Ximen and East Metro Malls, including 2 smart libraries, 4 fully automated book borrowing stations, and 8 book crossing bookcases for public use. Additionally, in partnership with the Taipei City Government Department of Environmental Protection's Knowledge Extension Library initiative, we've established book donation boxes at 15 locations in Taipei and New Taipei City to extend the life of books and promote the love of reading.



Banqiao Station Self-service Table Tennis Space

To better use station space, we have created a unique international standard table tennis court featuring Metro elements at Banqiao Station, a hub for four railway lines, to promote health among the public. In 2023, we hosted various events such as the Transport Cup Table Tennis Championships and the Google Taiwan Employee Cup, becoming the ideal venue for hosting such competitions.



Music at the Station - Metro Music Performance Project

To create an artistic atmosphere in and around stations, Taipei Metro launched the Music at the Station - Metro Music Performance Project in 2019. This project invites music groups to perform at five station locations: Xinzhongshan Stage at Exit 4 of Zhongshan Station, Plaza 2 in the East Metro Mall, Daan Park Station, the Dome Plaza at Songshan Station, and the plaza at Xindian Station. As of December 2023, 92 groups have participated in performances.



Enhancing Community Prosperity Through Station Initiatives

To revitalize the development of surrounding communities, Taipei Metro has opened the station squares at Tamsui, Yuanshan, Daan Park, Xindian, and other key stations to various themed market events. These activities can activate spaces along the line and enhance their economic value. Additionally, for the first time, a “cashless payment” market model was introduced, offering a diverse array of electronic payment methods. Events such as the Beer Girl Food Festival and Xinzhongshan Nancy’s Halloween Event were launched to provide enjoyable food and a lively market experience. In 2023, nearly 200 market events were held, and in the future, Taipei Metro will continue to organize diverse commercial activities, providing railside communities with multifunctional spaces for shopping, leisure, and social interactions.



Beitou Resort

To revitalize the Beitou Resort area (including the Recreation Center, classrooms and training rooms, Metro Inn [former trainees' dormitory], and Evacuation Experience Center), Taipei Metro developed various marketing campaigns that combined the Evacuation Experience Center with existing facilities at Beitou Depot to provide passengers with a quality accommodation experience. These include "Mini-Employee for a Day" events, "Kids' Fun Vacation" summer program, and the annual "Lucky818 for Two" travel package. The uniqueness of these packages generated a strong buzz. Additionally, the introduction of the Imperial Hotel's Imperial House brand enriched the dining facilities at the Beitou Resort, making it a comprehensive venue for meetings, accommodations, dining, and recreational experiences, fulfilling all needs in one place.

Response to ESG Activities

As a major green transportation provider, Taipei Metro actively promotes public transportation and energy conservation to fulfill its commitment to environmental sustainability. In addition to promoting sustainability concepts internally to employees (please refer to [5.3.1 Training Planning](#)), Taipei Metro also actively promotes its ESG sustainability concepts to the public. This includes advocating for energy conservation, carbon reduction, and plastic reduction at stations, as well as organizing themed activities such as energy-saving and carbon reduction, public welfare, energy transformation, and sustainable cities. Two themed trains were decorated to highlight these initiatives. Moreover, ESG elements were integrated into various marketing activities like the Travel Fun app feature and the “Watch Baseball, Take the Metro” initiative, inviting the public to join and support environmental sustainability.

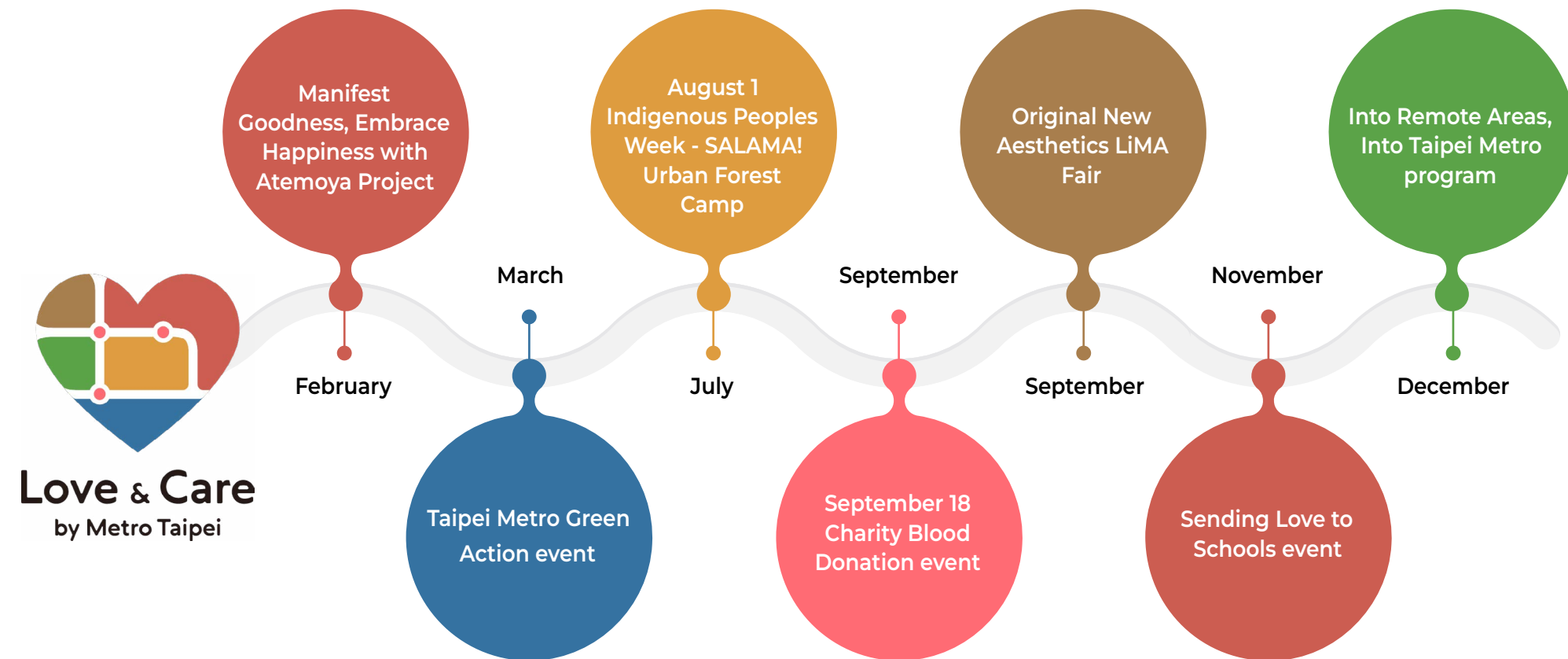


► ESG-themed train

5.5.2 Spread Love and Care

"Spreading love and care" has always been the goal of Taipei Metro. Also, due to the public having expectations for a successful company to do well not only operations-wise, but also show awareness for social and environmental issues, Taipei Metro actively participates in public welfare activities, cares for remote areas and underprivileged groups, and promotes positivity through practical actions such as donating goods and providing public welfare resources.

Highlighted Taipei Metro Public Welfare Activities





Love & Care by Metro Taipei



"Manifest Goodness, Embrace Happiness with Atemoya" Atemoya Charity Program

The Company fulfilled its CSR by internally promoting atemoya purchasing programs for employees and corporations. Additionally, we used station spaces to expand business opportunities, prioritizing the use of prime booths at Taipei Main Station for onsite sales by small farmers from Taitung, thereby promoting the sustainable development of local agriculture.

Through connections made by Taipei Metro, the program has won support from all walks of life, amounting to the sales of 26,000 tkg (15,600 kg) of atemoya, totaling about NT\$1.52 million.



"Taipei Metro Green Action" Tree Planting Event

On the eve of Arbor Day on March 12, the Company invited railway peers and financial cooperation banks in Taiwan to plant saplings at Beitou Depot and Xinzhuang Depot to contribute to a sustainable environment.

Planted 100 Chinese Elm trees, characterized by their small green leaves and suitable for garden or roadside planting, to help with sound absorption, dust capture, and carbon reduction.



First Event of the August 1 Indigenous Peoples Week series - SALAMA! Urban Forest Camp

The event, co-organized by the Taipei City Government's Indigenous People Commission and Taipei Metro, invited Mayor Wan-an Chiang, foreign diplomats, and indigenous council members to attend. It featured indigenous performances, a marketplace showcasing indigenous specialties, and various related activities. This is in line with the Company's long-term interest and promotion of diverse indigenous cultures.

Over the course of the 2-day activity, a total of 3 stages were raised, hosting 19 performances, and more than 60 booths were set up.

05 HARMONY

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5.2 Human Rights Protection, Remuneration, and Benefits

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September 18 Charity Blood Donation

For the first time, the Company, in collaboration with the Taipei Blood Center and the Department of Rapid Transit Systems, organized a blood donation drive. Our employees enthusiastically participated, encouraging the public to actively donate blood and embodying the spirit of corporate social responsibility.

A total of 91 employees participated, and 120 bags of blood were collected.



Original New Aesthetics LiMA Fair

Jointly organized by the Executive Yuan's Council of Indigenous Peoples and Taipei Metro, the LiMA Fair combined an indigenous-themed marketplace, specialty food, stage performances, hands-on experiences, and public welfare exhibitions, reflecting the Company's long-term commitment to indigenous culture through our ESG principles.

The event featured indigenous themed marketplaces, 40 specialty food stalls, 14 stage performances, 9 handicraft experience sessions, and a charity exhibition zone.



Sending Love to Schools - Central Air Conditioning Maintenance at Guangfu Elementary School, Hualien County

Professional volunteer colleagues leveraged their expertise in mechanical and electrical maintenance, collaborating with partner companies to repair the central air conditioning at Guangfu Elementary School in Hualien County, as well as rewiring the lighting distribution circuits and replacing light bulbs. This effort helped alleviate the venue's heat issues and improve the learning environment for the children.

A total of 208 school children were benefited.



Into Remote Areas, Into Taipei Metro

We invited Danan Elementary School, the country's only indigenous school focused on the East Rukai tribe, to participate in the Taipei Metro 2023 Exit Music Festival event. The students also visited the Operation Control Center, Taipei Children's Amusement Park, and experienced riding the Metro and Maokong Gondola, extending their engagement with social care.

78 schoolchildren benefited from 2 sessions.

Public Welfare Activities of Commissioned Businesses



Taipei Children's Amusement Park's Charitable Donation to Chung Yi Social Welfare Foundation

The Taipei Children's Amusement Park organized a Mid-Autumn Festival Baby Sports Day. After the event, the remaining materials, totaling 6 crates, were donated to the Chung Yi Social Welfare Foundation, which supports preschool-aged children.

Taipei Children's Amusement Park's Recreational Activities for Special Centralized Education Classes

In alignment with the Taipei City public and private elementary schools' special centralized education recreational activities program, discounted tickets were provided, benefiting a total of 1,262 people.



Maokong Gondola's Field Trips for Junior High and Elementary School Students

Student field trips were organized to the Maokong Gondola Maokong Station storage area, including gondola operation and maintenance knowledge tours, cable replacement introductions, and interactive exploration experiences. Free admission was provided for students from low-income families. A total of 147 sessions were held, with 7,535 students and teachers participating.



Recycling of Flowers at Taipei Arena Concerts

The Taipei Arena collaborated with the performing arts industry to support public welfare initiatives. After concerts concluded, any flower decorations were donated to adult day care centers, fostering community harmony and mutual benefit.

Ice Land's Happy Father's Day Ice Skating Together!

On August 6, 2023, we collaborated with Special Olympics Chinese Taipei to organize the Ice Skating Together! event, and invited individuals with physical and mental disabilities and their families to experience ice skating together and issued completion certificates.

Other Public Welfare Activities



Lost and Found Donations

The Company's lost property handling procedures are conducted in accordance with Articles 803 to 807-1 of the Civil Code and the Taipei City Government Guidelines for Handling Lost Property Belonging to Taipei City. After the announcement and custody periods have expired and the lost items remain unclaimed, personal items are donated to the district offices of Taipei City Government. Food items are donated to social welfare organizations under the Department of Social Welfare, and umbrellas are provided to stations for use as courtesy umbrellas.

A total of 64,162 items were donated in 2023.



Sheltered Stores

In alignment with city government policies and to support underprivileged groups, retail spaces within the Metro system are provided to sheltered stores for free, charging only for utilities and legally required property taxes such as house tax and land value tax.

In 2023, a total of 5 sheltered workshops were provided for free use (Guting Station, Nanshijiao Station, Shandao Temple Station, Dazhi Station, and Taipei Nangang Exhibition Center Station).



Public Welfare Promotion Resources

In addition to promoting Metro safety etiquette and municipal announcements, station electronic media and light boxes are also used as platforms for public service advertisements. Currently, each hour, 15 minutes of the platform TV screens are allocated for public service use, and 459 light box advertisement spaces in the Metro stations are designated for public service advertising.

In 2023, there were a total of 543 platform TV applications and 496 applications for public welfare light boxes.

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Table 1. Participation in Industry Associations and Organizations

GRI 2-28

Domestic/Foreign	Name of Industry Association	Identity
Domestic	Chinese Institute of Engineers (CIE)	Member
	Rail Engineering Society of Taiwan (RESOT)	Director
	China Road Federation	Member
	Materials Research Society-Taiwan (MRS-T)	Member
	Strategic Cost Management Association	Member
	Chung-Hwa Railway Industry Development Association (CRIDA)	Member
	Intelligent Transportation Society (ITS) of Taiwan	Member
	Chinese Management Association	Member
	Taipei Society for Traffic Safety	Member
	Chinese Institute of Transportation	Member
	Taiwan Railroad Economy Development Association (TREDA)	Member
	Value Management Institute of Taiwan (VMIT)	Member
	Taiwan Railways Tourism Association (TRTA)	Director
	Chinese Society for Training and Development (CSTD)	Supervisor
	Supply Management Institute Taiwan (SMIT)	Member
	Elevator Association of R.O.C.	Director
	Chinese Society for Quality	Member
	Corporate Synergy Development Center	Member
	Industrial Safety and Health Association (ISHA) of the R.O.C	Member
	Chinese Society of Sound and Vibration	Member
The Institute of Internal Auditors-Chinese Taiwan	Member	
Taipei Hotel Association	Member	
Foreign	UITP International Association of Public Transport	Vice Chair of the Asia-Pacific Committee Member of Asia-Pacific Urban Rail Platform (APURP)
	COMET Community of Metros	Member
	APTA American Public Transportation Association	Member
	OITAF International Organization for Transportation by Rope	Member

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Table 2. Economic Performance

GRI 201-1

Unit: NT\$ thousand

Item	2021	2022	2023	Source of data
Direct economic value generated	15,451,315	16,944,128	20,519,781	Income Statement - Operating Revenue and Non-Operating Revenue
Distribution of direct economic value	15,272,000	16,787,422	20,422,147	
Operating cost	13,393,198	14,811,270	18,397,267	Income Statement - Operating Cost
Operating expenses	1,874,263	1,972,826	2,017,848	Income Statement - Operating Expenses
Financial cost	159	173	2,913	Income Statement - Financial Expenses
Other gains and losses	4,380	3,153	4,119	Income Statement - Other Non-Operating Expenses
Profit before tax	179,315	156,706	97,634	Net profit before tax
Supplementary disclosure information				
Operating cost - employee compensation and benefits	6,218,410	6,367,923	6,272,750	Transportation expenses, investment property expenses, agency fees, and miscellaneous operating cost-related personnel expenses
Operating expenses - employee compensation and benefits	990,812	1,022,853	1,084,007	Personnel expenses including sales expenses, management expenses, R&D expenses, and employee training expenses
Subtotal - employee compensation and benefits	7,209,222	7,390,776	7,356,757	
Financial cost - interest expenses	159	173	287	Income Statement - Interest Expenses

Note: The economic performance data from 2021 to 2023 are based on the data of the final accounts of the Audit Department, Taipei City Government.

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Table 3. Financial Performance of Commissioned Businesses

Unit: NT\$ thousand

Commissioned business	Item	2021	2022	2023	Source of data
Maokong Gondola	Total operating revenue	77,861	128,888	239,363	Monthly Accounting Report: Maokong Gondola Revenue and Expenses Summary Report
	Total operating expenses	227,538	233,510	237,449	
	Contract payments	-	-	1,225	
	Losses	149,677	104,622	-	
	Loss subsidy amount	149,677	104,622	-	
	Balance	-	-	689	
Taipei Arena	Total operating revenue	208,007	402,741	489,904	Monthly Accounting Report: Taipei Arena Revenue and Expenses Summary Report
	Total operating expenses	222,197	282,660	294,394	
	Contract payments	-	60,407	125,127	
	Losses	14,190	-	-	
	Loss subsidy amount	14,190	-	-	
	Balance	-	59,674	70,383	
Taipei Children's Amusement Park	Total operating revenue	120,819	169,208	260,021	Monthly Accounting Report: Taipei Children's Amusement Park Revenue and Expenses Summary Report
	Total operating expenses	196,068	203,669	230,674	
	Contract payments	-	-	16,444	
	Losses	75,249	34,461	-	
	Loss subsidy amount	75,249	34,461	-	
	Balance	-	-	12,903	

Table 4. Local and Green Procurement

GRI 204-1

Local procurement		2021	2022	2023
Percentage of contract bid amounts awarded to domestic suppliers		97.93%	99.29%	99.64%
Percentage of procurement amount of domestic maintenance parts		22.93%	23.23%	23.35%
Green procurement		2021	2022	2023
Green procurement amount (NT\$)		79,035,040	70,257,116	90,531,680

Note: The Company procures green and environmentally friendly products per the Annual Green Procurement Performance Evaluation Method of the Ministry of Environment, which adjusts and announces the procurement items every year.

Table 5. System Availability Statistics

Item		2021	2022	2023
Taipei Metro	Actual operating time (hours)	33,759	33,758	33,759
	Total operating time (hours)	33,763	33,763	33,763
	Average system availability	99.99%	99.99%	99.99%
Maokong Gondola	Actual operating time (minutes)	126,926	217,814	229,488
	Total operating time (minutes)	126,933	217,858	229,551
	Average system availability	99.99%	99.98%	99.97%

Note: Average system availability = Actual operating time/total operating time*100%

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Table 6. Waste Generation Status

GRI 306-3, 306-4, 306-5

Type of waste		Unit	Disposal method	2021	2022	2023	Range of fluctuation
General waste	Taipei Metro	Ton	Not counted	Not counted	Not counted	Not counted	-
	Maokong Gondola	Ton	Not counted	Not counted	Not counted	Not counted	-
	Taipei Arena	Ton	Not counted	Not counted	Not counted	Not counted	-
	Taipei Children's Amusement Park	Ton	Not counted	Not counted	Not counted	Not counted	-
General business waste	Scrap metal	Ton	Offsite >> Recycling	614.7	863.4	734.8	Decreased by 15%
	Mixed hardware	Ton	Offsite >> Recycling	15.0	27.0	Not counted	-
	Waste oil	Ton	Offsite >> Recycling	38.0	44.9	37.4	Decreased by 17%
	Waste light bulbs	Ton	Offsite >> Recycling	1.7	Not counted	Not counted	-
	Waste cables	Ton	Offsite >> Recycling	Not counted	5.5	Not counted	-
	Waste batteries	Ton	Offsite >> Recycling	30.1	56.1	76.6	Increased 37%
	Waste pallets, wooden boxes, wood	Ton	Offsite >> Recycling	Not counted	Not counted	34.8	-
	Construction waste	Ton	Offsite >> Recycling and incineration	Not counted	Not counted	Not counted	-
Statistics	Total output	Ton	-	845.5	1,080.9	924.0	Decreased by 15%
	Recycling rate	%	-	82.73%	92.23%	95.63%	Increased 4%
	Output per person served	Tons/10,000 people	-	0.0159	0.0183	0.0129	Decreased by 29.5%
	Output per NT\$ of revenue	Ton/NT\$ million	-	0.0573	0.0663	0.0468	Decreased by 29.5%

Note 1: Recycling rate is defined as the ratio of "recycling and processing volume to total waste output volume."

Note 2: The density of waste oil declared is in liters without additional weighing. The density of 0.9 kg/liter of waste oil is used for conversion.

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Table 7. Employee Manpower Statistics

Category	2021				2022			2023		
	Full-time position	Part-time work hours		Total	Full-time position	English translator	Total	Full-time position	English translator	Total
		English translator	Student workers							
Male	5,065	0	7	5,072	4,997	0	4,997	4,852	0	4,852
Female	1,330	1	14	1,345	1,317	1	1,318	1,310	1	1,311
Total	6,395	1	21	6,417	6,314	1	6,315	6,162	1	6,163

Note: The Company hires full-time and part-time employees. Part-time employees include an English translator and part-time student workers. However, student workers were phased out completely in March 2022 and are no longer hired.

Table 8. Non-Employee Workforce Statistics

Category		2021	2022	2023
Labor dispatch				
Type of work	Labor dispatch contracts are full-time contracts (8 hours per day). Main roles include dispatched station staff, dispatched (assistant) venue managers for the Taipei Children's Amusement Park or Maokong Gondola, and dispatched customer service staff.	409	361	301
Contractual relationship	Third-party employment			
Labor service contracting				
Type of work	Labor service contracts are full-time contracts (8 hours per day). Main duties include cleaning, security, and maintenance-related labor.	2,106	2,042	1,906
Contractual relationship	Third-party employment			
Volunteers				
Type of work	Volunteers mainly provide consultation and guidance services for passengers at stations and visitors at Taipei Children's Amusement Park.	287	292	275
Contractual relationship	No labor contracts are signed due to the voluntary nature of this service			
Total		2,802	2,695	2,482

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Table 9. Distribution of Employees by Age Group, Job Position, and Education

GRI 405-1

Unit: person

Category	Group	2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Job position	Personnel at the level of senior management and above	4	38	42	4	41	45	4	41	45
	Administrative non-shift personnel	563	1,381	1,944	574	1,340	1,914	582	1,349	1,931
	Online shift personnel	763	3,646	4,409	739	3,616	4,355	724	3,462	4,186
Subtotal		1,330	5,065	6,395	1,317	4,997	6,314	1,310	4,852	6,162
Age	20 and below	0	0	0	0	0	0	0	0	0
	21-30	172	508	680	135	436	571	107	362	469
	31-40	564	1,369	1,933	545	1,248	1,793	505	1,094	1,599
	41-50	466	2,486	2,952	493	2,459	2,952	521	2,337	2,858
	51-60	106	668	774	118	811	929	151	1,002	1,153
	61-70	22	34	56	26	43	69	26	57	83
Subtotal		1,330	5,065	6,395	1,317	4,997	6,314	1,310	4,852	6,162
Highest educational attainment	Ph.D.	0	5	5	0	5	5	0	4	4
	Master's degree	172	647	819	173	622	795	176	607	783
	Bachelor's degree	931	2,921	3,852	922	2,907	3,829	916	2,823	3,739
	Associate's degree (including college)	166	1,086	1,252	164	1,065	1,229	162	1,036	1,198
	Vocational high school	61	401	462	58	393	451	56	380	436
	Junior high school	0	5	5	0	5	5	0	2	2
Subtotal		1,330	5,065	6,395	1,317	4,997	6,314	1,310	4,852	6,162

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Table 10. Employment of Diverse Manpower

GRI 405-1

Unit: person

Category	2021		2022		2023		
	Number of employees with disabilities	Ethnic minority (indigenous peoples) employees	Number of employees with disabilities	Ethnic minority (indigenous peoples) employees	Number of employees with disabilities	Ethnic minority (indigenous peoples) employees	
Legally required number of employees	197	63	187	62	181	60	
Number of employees hired	Male	140	75	131	75	126	74
	Female	46	29	36	30	35	29
	Total	186	104	167	105	161	103

Note: "Number of employees hired" refers to the number of full-time employees (including those on leave without pay), excluding part-time employees. According to the People with Disabilities Rights Protection Act, every employee with a severe disability or above hired counts as 2, so after weighting, the total number of employees with disabilities in 2023 was 197, meeting regulatory requirements

Table 11. New Employee Statistics

GRI 401-1

Unit: person

Category	Group	2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
By age	20 and below	0	0	0	0	0	0	0	0	0
	21-30	16	51	67	13	68	81	22	62	84
	31-40	10	39	49	3	34	37	12	24	36
	41-50	2	15	17	0	6	6	3	16	19
	51-60	0	0	0	1	0	1	2	1	3
	61-70	0	0	0	0	0	0	0	1	1
	Subtotal	28	105	133	17	108	125	39	104	143

Note: The number of full-time employees (including those on leave without pay), excluding part-time employees.

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Table 12. Departing Employee Statistics

GRI 401-1

Unit: person

Category	Group	2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
By age	20 and below	0	0	0	0	0	0	0	0	0
	21-30	13	40	53	8	50	58	18	57	75
	31-40	5	38	43	16	39	55	18	78	96
	41-50	4	41	45	1	42	43	5	59	64
	51-60	6	20	26	2	38	40	2	38	40
	61-70	2	11	13	3	7	10	4	16	20
	Subtotal	30	150	180	30	176	206	47	248	295

Note: This number refers to full-time employees and includes 91 individuals who, for personal career planning reasons, opted to transfer to New Taipei Metro Corporation when the first phase of the Circular Line operation contract expired. However, it does not include part-time personnel.

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Table 13. Employee Performance Appraisal Statistics

GRI 404-3

Category	2021						2022						2023					
	Female	Male	Total	Supervisor	Others	Total	Female	Male	Total	Supervisor	Others	Total	Female	Male	Total	Supervisor	Others	Total
Number of employees receiving regular performance and career development reviews	1,288	5,045	6,333	1,196	5,137	6,333	1,267	4,956	6,223	1,193	5,030	6,223	1,257	4,800	6,057	1,163	4,894	6,057
Total number of employees^(Note1)	1,288	5,047	6,335	1,198	5,137	6,335	1,267	4,958	6,225	1,195	5,030	6,225	1,257	4,802	6,059	1,165	4,894	6,059
Percentage (including Chairman and President)	100%	99.96%	99.97%	99.83%	100%	99.97%	100%	99.96%	99.97%	99.83%	100%	99.97%	100%	99.96%	99.97%	99.83%	100%	99.97%
Percentage (excluding the Chairman and General President)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note1: "Total number of employees" includes the Chairman and President, but excludes those who are leave without pay to reviews of year performance assessment.

Note2: The evaluations of the Chairman and President are carried out directly by the Taipei City Government and are not the responsibility of the Company, so they were excluded from the percentage calculation (both are male supervisors).

Table 14. Employees' Training Hours by Job Category

		2021			2022			2023		
Category	Gender	Number of employees	Total training hours	Average training hours	Number of employees	Total training hours	Average training hours	Number of employees	Total training hours	Average training hours
Operations	Female	756	22,060	29.18	745	27,243	36.57	834	39,911	47.85
	Male	1,935	49,508	25.59	1,882	71,929	38.22	1,973	82,062	41.59
Maintenance	Female	121	2,920	24.13	123	4,961	40.33	132	5,480	41.52
	Male	2,277	66,147.5	29.05	2,259	87,129	38.57	2,381	94,146	39.54
Other	Female	404	10,492	25.97	388	12,148	31.31	293	9,851	33.62
	Male	826	24,675.5	29.87	810	28,686	35.41	442	17,236	39.00
Total		6,319	175,803	27.82	6,207	232,096	37.39	6,055	248,686	41.07

Note 1: The number of employees refers to full-time employees, excluding employees on leave without pay and part-time workers.

Note 2: "Other" refers to employees of administrative units other than online units.

Table 15. Employees' Training Hours by Employee Category

		2021			2022			2023		
Category	Gender	Number of employees	Total training hours	Average training hours	Number of employees	Total training hours	Average training hours	Number of employees	Total training hours	Average training hours
Supervisors	Female	76	2,790	36.71	79	3,953	50.04	79	3,510.5	44.44
	Male	1,118	32,677	29.23	1,129	46,851	41.50	1,062	42,764	40.27
Non-managerial staff	Female	1,205	32,682	27.12	1,177	40,399	34.32	1,180	51,731.5	43.84
	Male	3,920	107,654	27.46	3,822	140,893	36.86	3,734	150,680	40.35
Total		6,319	175,803	27.82	6,207	232,096	37.39	6,055	248,686	41.07

Note: The number of employees refers to full-time employees, excluding employees on leave without pay and part-time workers.

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Table 16. Occupational Accident Statistics

	GRI 403-9	SASB TR-RA-320a.1			
	2023		Employees	Vendors (including contractors and dispatched personnel)	Volunteers
Number of fatalities caused by occupational injuries			0	0	0
Occupational injury fatality rate			0	0	0
Number of severe occupational injuries			2	0	0
Severe occupational injury rate			0.04	0	0
Number of recordable occupational injuries			3	6	1
Recordable occupational injury rate			0.05	0.42	8.43
Main types of occupational injuries			Falls (3 cases)	-	Fall (1 case)
Total Recordable Injury Rate (TRIR)			0.07	0.42	8.43
Occupational injury fatality rate			0	0	0
Near Miss Frequency Rate (NMFR)			0.02	4.64	0

Note 1: Fatality rate due to occupational injuries = (number of fatalities due to occupational injuries/total work hours) x 200,000.

Note 2: Percentage of severe occupational injury rate = (number of severe occupational injuries/total work hours) x 200,000.

Note 3: Percentage of recordable occupational injuries = (number of disabling injuries/total work hours) x 200,000.

Note 4: Total Recordable Injury Rate (TRIR) = (number of disabling injuries for employees and non-employees/total work hours) x 200,000.

Note 5: Occupational injury fatality rate = (number of fatalities caused by occupational injuries among employees and non-employees/total work hours) x 200,000.

Note 6: Near Miss Frequency Rate (NMFR) = (number of near misses by employees and non-employees/total work hours) x 200,000.

Note 7: Total work hours: 11,364,145 hours for employees, 2,885,208 hours for contractors, 23,716 hours for volunteers.

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Terms of Use	Taipei Rapid Transit Corporation prepared this Sustainability Report in accordance with the GRI Standards. The scope of data and information covers the period from January 1 to December 31, 2023.	
GRI 1 Version Used	GRI 1: Foundation 2021	
Application of GRI Industry Standards	None	

General Disclosures 2021

GRI Standards	Disclosure	Corresponding chapters and supplementary description	Page
Organization and reporting practices			
2-1	Organizational details	1.1 Introduction of Taipei Metro	36
2-2	Entities included in the organization's sustainability reporting	About this Report	4
2-3	Reporting period, frequency, and contact point	About this Report	4
2-4	Restatements of information	About this Report If there is any restated information in the data content of the report, annotations will explain the nature of the restatements.	4
2-5	External assurance	About this Report	4
Activities and workers			
2-6	Activities, value chain, and other business relationships	1.4 Symbiosis and Growth with Suppliers	70
2-7	Employees	5.1 Enhance the Human Resources Structure, Table 7 of Appendix I Sustainability Performance Statistics	141, 188
2-8	Workers who are not employees	5.1 Enhance the Human Resources Structure, Table 8 of Appendix I Sustainability Performance Statistics	141, 188
Governance			
2-9	Governance structure and composition	1.3.1 Organizational Structure and Operations	55
2-10	Nomination and selection of the highest governance body	1.3.1 Organizational Structure and Operations	55

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	GRI Standards	Disclosure	Corresponding chapters and supplementary description	Page
	2-11	Chair of the highest governance body	1.3.1 Organizational Structure and Operations	55
	2-12	Role of the highest governance body in overseeing the management of impacts	Stakeholder Identification and Communication, Sustainable Development Blueprint, 1.3.1 Organizational Structure and Operations	17, 22, 55
	2-13	Delegation of responsibility for managing impacts	Sustainable Development Blueprint, 1.3.1 Organizational Structure and Operations	22, 55
	2-14	Role of the highest governance body in sustainability reporting	About this Report, Sustainable Development Blueprint, 1.3.1 Organizational Structure and Operations	4, 22, 55
	2-15	Conflicts of interest	1.3.1 Organizational Structure and Operations	55
	2-16	Communication of critical concerns	Sustainable Development Blueprint	22
	2-17	Collective knowledge of the highest governance body	1.3.1 Organizational Structure and Operations	55
	2-18	Evaluation of the performance of the highest governance body	1.3.1 Organizational Structure and Operations	55
	2-19	Remuneration policies	1.3.1 Organizational Structure and Operations	55
	2-20	Process to determine remuneration	1.3.1 Organizational Structure and Operations	55
	2-21	Annual total compensation ratio	5.2.2 Employee Remuneration Policy	151
Strategy, policies and practices				
	2-22	Statement on Sustainable Development Strategy	Words from the Chairman, Words from the President	5, 7
	2-23	Policy commitments	1.3.3 Integrity and Compliance with Laws and Regulations, 5.2.1 Human Rights and Labor Relations	67, 144
	2-24	Embedding policy commitments	1.3.3 Integrity and Compliance with Laws and Regulations, 5.2.1 Human Rights and Labor Relations	67, 144
	2-25	Processes to remediate negative impacts	Stakeholder identification and Communication, Material issues management approach	17
	2-26	Mechanisms for seeking advice and raising concerns	5.2.1 Human Rights and Labor Relations, Material issues management approach	144
	2-27	Compliance with laws and regulations	1.3.3 Integrity and Compliance with Laws and Regulations	67
	2-28	Membership associations	Appendix I. Sustainability Performance Statistics Table 1	183
Stakeholder engagement				
	2-29	Approach to stakeholder engagement	Stakeholder Identification and Communication	17
	2-30	Collective bargaining agreements	5.2.1 Human Rights and Labor Relations	144

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GRI indicator		Detailed disclosure item	Corresponding chapter and special description	Page
GRI 3 Material Topics	3-1	Process to determine material topics	Analysis of Material Issues	20
	3-2	List of material topics	Analysis of Material Issues	20
	3-3	Management of material topics	Sustainable Development Blueprint, Material issues management approach	22
Ethical management				
GRI 205 Anti-Corruption	205-1	Operations assessed for risks related to corruption	1.3.3 Integrity and Compliance with Laws and Regulations	67
	205-2	Communication and training about anti-corruption policies and procedures	1.3.3 Integrity and Compliance with Laws and Regulations	67
	205-3	Confirmed incidents of corruption and actions taken	1.3.3 Integrity and Compliance with Laws and Regulations No occurrence of related incidents during the year	67
GRI 206 Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	1.3.3 Integrity and Compliance with Laws and Regulations No occurrence of related incidents during the year	67
Generate sustainable financial performance				
GRI 201 Economic Performance	201-1	Direct economic value generated and distributed	1.2.1 Financial Performance, Table 2 of Appendix I Sustainability Performance Statistics	43, 184
	201-3	Defined benefit plan obligations and other retirement plans	5.2.3 Employee Welfare and Retirement System	151
	201-4	Financial assistance from government	1.2.1 Financial Performance	43
Digital innovation and intelligent operations				
NA	NA	NA	2.1 Digital Transformation, 2.2 Smart Operation Management, 2.3 Digitalization of Administrative Processes, 2.4 Digital and Innovative Talent Cultivation	76, 80, 84, 85
Bolster talent retention and cultivation				
GRI 401 Employment	401-1	New employee hires and employee turnover	5.1.2 Talent Recruitment and Retention, Table 11 and Table 12 of Appendix I Sustainability Performance Statistics	142, 190, 191
GRI 404 Training and Education	404-1	Average hours of training per year per employee	5.3.2 Training Achievements, Table 14-15 of Appendix I Sustainability Performance Statistics	160, 193
	404-2	Programs for upgrading employee skills and transition assistance programs	5.3.1 Training Planning	157
	404-3	Percentage of employees receiving regular performance and career development reviews	5.1.3 Regular Performance Appraisal, Table 13 of Appendix I Sustainability Performance Statistics	143, 192
GRI 410 Security Practices	410-1	Security personnel trained in human rights policies or procedures	5.3.3 Security Training Practices	163

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Strengthened system operation safety					
GRI 416 Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories		3.1.1 Safety Risk Management	89
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		No occurrence of related incidents during the year	-
Privacy and information security management					
GRI 418 Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		3.3 Information Security and Personal Data Protection No occurrence of related incidents during the year	107
Optimize customer service processes					
NA	NA	NA		3.1.3 Reassuring Measures for Passengers, 3.2.1 Further Upgrading the Riding Experience, 3.2.2 "Go! Taipei Metro" App, 3.2.3 Maintain a High Level of Satisfaction	98, 101, 104, 105
Energy and GHG emissions, climate change mitigation and adaptation					
GRI 201 Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change		4.1.1 Climate Change Governance and Risk Management, 4.1.2 Climate Governance Strategy, 4.1.3 Climate Governance Indicators and Targets	114, 115, 117
GRI 302 Energy	302-1	Energy consumption within the organization		4.2.1 Energy Use and GHG Emissions	120
	302-2	Energy consumption outside of the organization		4.2.1 Energy Use and GHG Emissions	120
	302-3	Energy intensity		4.2.1 Energy Use and GHG Emissions	120
	302-4	Reduction of energy consumption		4.2.2 Energy and GHG Reduction	122
	302-5	Reductions in energy requirements of products and services		4.2.2 Energy and GHG Reduction, 4.2.3 Green Transportation Development	122, 126
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions		4.2.1 Energy Use and GHG Emissions	120
	305-2	Energy indirect (Scope 2) GHG emissions		4.2.1 Energy Use and GHG Emissions	120
	305-3	Other indirect (Scope 3) GHG emissions		Not included in the scope of inventory for the time being.	-
	305-4	GHG emissions intensity		4.2.1 Energy Use and GHG Emissions	120
	305-5	Reduction of GHG emissions		4.2.2 Energy and GHG Reduction, 4.2.3 Green Transportation Development	122, 126
	305-6	Emissions of ozone-depleting substances (ODS)		Due to the characteristics of the industry, no ODS is emitted.	-
	305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions		4.3.3 Other Environmental Protection Measures Due to the characteristics of the industry, no nitrogen oxides (NO _x) or sulfur oxides (SO _x) are emitted.	135

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GRI	Disclosure item	Corresponding chapter and special description	Page
Promoted sustainable supply chain management			
GRI 204 Procurement Practices	204-1 Proportion of spending on local suppliers	1.4 Symbiosis and Growth with Suppliers, Table 4 of Appendix I Sustainability Performance Statistics	70, 186
GRI 408 Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	1.4 Symbiosis and Growth with Suppliers No occurrence of related incidents during the year	70
GRI 409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	1.4 Symbiosis and Growth with Suppliers No occurrence of related incidents during the year	70
Promote employee communication, diversity, and equality			
GRI 401 Employment	401-1 New employee hires and employee turnover	5.1.2 Talent Recruitment and Retention, Table 11 and Table 12 of Appendix I Sustainability Performance Statistics	142, 190, 191
	401-2 Benefits provided to full-time employees that are not provided	5.2.3 Employee Welfare and Retirement System	151
	401-3 Parental leave	5.2.3 Employee Welfare and Retirement System	151
GRI 402 Labor/Management Relations	402-1 Minimum notice periods regarding operational changes	5.2.1 Human Rights and Labor Relations	144
GRI 405 Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	1.3.1 Organizational Structure and Operations, 5.1 Enhanced Human Resources Structure, Table 9 and Table 10 of Appendix I Sustainability Performance Statistics	55, 141, 189, 190
GRI 406 Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	5.2.1 Human Rights and Labor Relations No occurrence of related incidents during the year	144
GRI 408 Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	5.2.1 Human Rights and Labor Relations No occurrence of related incidents during the year	144
GRI 409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	5.2.1 Human Rights and Labor Relations No occurrence of related incidents during the year	144

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Enhance employee health and well-being				
GRI 403 Occupational Health and Safety 2018	403-1	Occupational health and safety management system	5.4.1 Occupational Health and Safety Policy and System	164
	403-2	Hazard identification, risk assessment, and incident investigation	5.4.1 Occupational Health and Safety Policy and System	164
	403-3	Occupational health services	5.4.2 Health Promotion Activities and Health Checkups	170
	403-4	Worker participation, consultation, and communication on occupational health and safety	5.4.1 Occupational Health and Safety Policy and System	164
	403-5	Worker training on occupational health and safety	5.4.3 Occupational Health and Safety Education and Training	172
	403-6	Promotion of worker health	5.4.2 Health Promotion Activities and Health Checkups	170
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.4.1 Occupational Health and Safety Policy and System	164
	403-8	Workers covered by an occupational health and safety management system	5.4.1 Occupational Health and Safety Policy and System	164
	403-9	Work-related injuries	5.4.4 Creation of a Healthy and Safe Working Environment, Table 16 of Appendix I Sustainability Performance Statistics	173, 194
	403-10	Work-related ill health	5.4.4 Creation of a Healthy and Safe Working Environment	173
Expanded social care and community engagement				
GRI 203 Indirect Economic Impacts	203-1	Infrastructure investments and services supported	5.5 Care Living Circle	174
GRI 413 Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	5.5 Care Living Circle	174
Water resource management				
GRI 303 Water and Effluents	303-1	Interactions with water as a shared resource	4.3.1 Water Resource Management and Pollution Prevention	130
	303-2	Management of water discharge-related impacts	4.3.1 Water Resource Management and Pollution Prevention	130
	303-3	Water withdrawal	4.3.1 Water Resource Management and Pollution Prevention	130
	303-4	Water discharge	4.3.1 Water Resource Management and Pollution Prevention Due to operational characteristics, only water discharge at depots can be calculated	130
	303-5	Water consumption	Due to operational characteristics, no statistics on water consumption are available.	-

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GRI	Disclosure item	Corresponding chapter and special description	Page	
Waste management				
GRI 306 Waste	306-1	Waste generation and significant waste-related impacts	4.3.2 Waste Management and Pollution Prevention	133
	306-2	Management of significant waste-related impacts	4.3.2 Waste Management and Pollution Prevention	133
	306-3	Waste generated	4.3.2 Waste Management and Pollution Prevention, Table 6 of Appendix I Sustainability Performance Statistics	133, 187
	306-4	Waste diverted from disposal	4.3.2 Waste Management and Pollution Prevention, Table 6 of Appendix I Sustainability Performance Statistics	133, 187
	306-5	Waste directed to disposal	4.3.2 Waste Management and Pollution Prevention, Table 6 of Appendix I Sustainability Performance Statistics	133, 187

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Four major themes	TCFD recommended disclosure items	Climate-related information of TWSE/TPEX-listed companies	Corresponding chapters and supplementary description	Page
Governance	How the Board of Directors supervises this issue	1. Describe the supervision and governance of climate-related risks and opportunities by the Board of Directors and management.	4.1.1 Climate Governance and Risk Management System	114
	How the management evaluates and manages this issue			
Strategy	Short-, medium-, and long-term climate-related risks and opportunities identified by the Company	2. Describe how the identified climate risks and opportunities affect the Company's business, strategy, and finances (short-, medium-, and long-term).	4.1.2 Climate Governance Strategy	115
	Impact of the issue on the Company's business model, strategy, and financial planning	3. Describe the financial impacts of extreme climate events and transitional actions.		
	Scenario analysis (including the 2°C or more stringent scenarios)	5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors, and major financial impacts used should be described.	In 2023, Taipei Metro did not conduct non-scenario analysis operations	
Risk management	Climate-related risk identification and assessment process	4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	4.1.1 Climate Governance and Risk Management System 1.3.2 Internal Control System and Risk Management	114, 62
	Climate-related risk management process			
	Describe how the above risk identification and management processes are integrated into the Company's overall risk management system			
Indicators and targets	Assess whether the metrics are consistent with the Company's strategy and risk management	6. If there is a transition plan for managing climate-related risks, describe the content of the plan, as well as the metrics and targets used to identify and manage physical risks and transition risks	4.1.2 Climate Governance Strategy	115
	Disclosure of Scope 1, Scope 2, and Scope 3 (if applicable) GHG emissions and related risks	9. GHG inventory and assurance	4.2.1 Energy Use and GHG Emissions	120
	Management objectives and related performance	8. If climate-related goals are set, the activities covered, the scope of GHG emissions, the planning period, and the progress of each year should be explained; if carbon offsets or Renewable Energy Certificates (RECs) are used to achieve the relevant goals, the source and amount of carbon offset credits or the number of Renewable Energy Certificates (RECs) should be specified.	Sustainable Development Blueprint 4.1.3 Climate Governance Indicators and Targets Currently, Taipei Metro has no planned carbon offsets or RECs	22, 117
		7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be explained.	Currently, Taipei Metro does not plan to use internal carbon pricing as a tool	

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Topic	Indicators	Value	Unit	Description	Corresponding chapter	Page	
Greenhouse Gas Emissions	TR-RA-110a.1	Gross global Scope 1 emissions	26,305.2	tCO ₂ e	Please refer to the corresponding chapter for statistical data for the last 3 years.	4.2.1 Energy Use and GHG Emissions	120
	TR-RA-110a.2	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	-	-	Please refer to the corresponding chapter for short-, medium-, and long-term strategies and reduction targets for GHG emissions (including Scope 1 and Scope 2).	4.2.2 Energy and GHG Reduction	122
	TR-RA-110a.3	(1) Total fuel consumed (2) Percentage renewable	2,488,260 0.0077	GJ %	Total energy includes externally purchased electricity, renewable energy (excluding externally sold electricity), and combustion of gasoline and diesel from stationary and mobile sources.	4.2.1 Energy Use and GHG Emissions 4.2.2 Energy and GHG Reduction	120, 122
Air Quality	TR-RA-120a.1	(1) Total emissions of air pollutants (2) NO _x (excluding N ₂ O) (3) Particulate matter (PM10)	There were 0 abovementioned emissions over the last 3 years	Ton	Taipei Metro and its commissioned businesses mainly use electricity as their energy source, hence there were no emissions of regulated pollutants such as NO _x , SO _x , PM10, or PM2.5.	For other air quality information, please refer to 4.3.3 Other Environmental Protection Measures	135
Workforce Health & Safety	TR-RA-320a.1	(1) Total Recordable Incident Rate (TRIR) (2) Fatality rate (3) Near Miss Frequency Rate (NMFR)	0.15 0 0.95	- - -	Please refer to the corresponding chapter for statistical data for the last 3 years.	5.4.4 Creation of a Healthy and Safe Working Environment Table 16 of Appendix I Sustainability Performance Statistics	173, 194
Competitive Behavior	TR-RA-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	0	Currency	No relevant incidents occurred during the year	1.3.3 Integrity and Compliance with Laws and Regulations	67

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Topic	Indicators		Value	Unit	Description	Corresponding chapter	Page
Accident & Safety Management	TR-RA-540a.1	Number of accidents and incidents	<ul style="list-style-type: none"> ◆ Number of accidents and incidents: 0 ◆ General accident rate (accidents/per million car-kilometer): 0 ◆ Major accident rate (accidents/per million car-kilometer): 0 ◆ Minor injury rate (person/million trips): 0.61 ◆ Crime rate (crimes/million car-kilometers): 0.01 	-	According to Article 13 of Implementation Regulations for the Operation, Maintenance, and Safety Supervision of Mass Rapid Transit Systems, accidents occurring in mass rapid transit systems are classified into major traffic accidents, general traffic accidents, and traffic irregularities based on the resulting casualties, asset damage, and the impact on mainline operations.	3.1.1 Safety Risk Management	89
	TR-RA-540a.2	Number of (1) accident releases and (2) nonaccident releases (NARs)	(1) 0 (2) 0	Accidents Accidents	No occurrence of related incidents in the past 3 years	-	-
	TR-RA-540a.3	Number of Federal Railroad Administration (FRA) recommended violations and deficiencies	There were 0 abovementioned incidents over the last 3 years	Accidents	No occurrence of related incidents in the past three years, as indicated by the "number of deficiencies in inspections by the competent authority"	3.1.1 Safety Risk Management	89
	TR-RA-540a.4	Frequency of internal railway integrity inspections (Number of inspections per week × Inspected track miles/ Total main track miles)	100% for the past 3 years	-	High transportation volume: Inspection once a week Km of track inspected: 435.84 Km of main track: 435.84 Wenhu Line: Inspection every 2 weeks Km of track inspected: 130 Km of main track: 130	3.1.1 Safety Risk Management	89

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Topic	Indicators		Value	Unit	Description (calculation method)	Page
Activity Metrics	TR-RA-000.A	Number of carloads transported	710,185,578	trips	For the annual total ridership, please refer to 1.2.2 Transportation.	45
	TR-RA-000.B	Number of intermodal units transported	Not applicable	-	The Company mainly offers passenger transport services and does not provide cargo shipping services; thus, it is not applicable	-
	TR-RA-000.C	Track miles	565.84	km	Length of the high-capacity track: 435.84 km; the concrete pavement surface of Wenhua Line: 70.8 km; the steel driving surface of Wenhua Line: 59.2 km; totaling 565.84 km, of which the operational network length is 131.1 kilometers. Please refer to 1.2.2 Transportation for details.	45
	TR-RA-000.D	Revenue tonne-kilometres (RTK)	3.09	NT\$/passenger-kilometers	In view of the characteristics of the MRT business, it mainly provides transportation services on a per-person basis and does not provide cargo transportation services. Therefore, this indicator is presented as "revenue per person taking the MRT for 1 kilometer", and the calculation method is as follows: <ul style="list-style-type: none"> ◆ Annual ticket sales (comprising the 5 Metro Lines and Circular Line, of which Circular Line statistics are only up to May 22, 2023) 16,584,950,883 (NT\$) ÷ annual total ridership of 710,185,578 = ticket sales per passenger = 23.35 (NT\$) ◆ Revenue per passenger-km = [ticket sales per passenger ÷ average passenger distance] x tax markup = [ticket sales per passenger of 23.35 (NT\$) ÷ average passenger distance 7.93 (km)] x 1.05 (tax-inclusive) 	-
	TR-RA-000.E	Number of employees	6,162	persons	The number of employees refers to full-time employees, including employees on leave without pay and excluding part-time workers (1 English translator). Please refer to Table 7 of Appendix I Sustainability Performance Statistics.	188

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Strategic Axis	Key Item	Applicability Criteria	Page
Safety	In 2023, the "Mean car-Kilometers Between service-delay Failure of more than 5 minutes" (MKBF) reached 19.116 million car-kilometers.	In 2023, the average car-kilometers between incidents causing train delays of 5 minutes or more is defined according to TRTC internal operating procedures. ^(Note)	91
Harmony	In 2023, the average training hours per employee were 41.07 hours.	The average number of training hours completed by full-time employees in 2023.	160
Intelligence	As of the end of 2023, the "Go! Taipei Metro" App has been downloaded 3.629 million times.	The total number of downloads of the "Go! Taipei Metro" App (both Chinese and English versions) on iOS and Android platforms since its initial release in 2015, up to the end of 2023.	104
Neutrality	In 2023, the electricity consumption per passenger-kilometer for the metro system was 0.124 kWh/passenger-kilometers.	The electricity consumption per passenger-kilometer for the metro system in 2023. ^(Note)	120
Efficiency	In 2023, the punctuality rate rate for trains on all lines was over 99%.	According to the internal operating procedures defined by Taipei Rapid Transit Corporation, the average punctuality rate rate of trains in 2023. ^(Note)	46

Note: As the Circular Line was transferred to the New Taipei Metro Corporation for operation starting from May 23, 2023, all operational data does not include information related to the Circular Line.

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Independent Limited Assurance Report

To Taipei Rapid Transit Corporation

We have been engaged by **Taipei Rapid Transit Corporation** ("the Company") to perform assurance procedures in respect of the key performance indicators identified by the Company and reported in the 2023 Sustainability Report (hereinafter referred to as the "Identified Key Performance Indicators") and have issued a limited assurance report based on the result of our work performed.

Subject Matter Information and Applicable Criteria

The subject matter information is the Identified Key Performance Indicators of the Company. The Identified Key Performance Indicators and the respective applicable criteria are stated in the "Summary of Subject Matter Assured" on Appendix 5 of the Sustainability Report. The scope of the aforementioned Identified Key Performance Indicators is set out in the "Report scope" on page 4 of the Sustainability Report.

Management's Responsibility

The Management of the Company is responsible for the preparation of the Identified Key Performance Indicators disclosed in the Sustainability Report in accordance with the respective applicable criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Identified Key Performance Indicators that are free from material misstatement, whether due to fraud or error.

Inherent Limitations

Certain subject matter information assured involves non-financial data which is subject to more inherent limitations than financial data. Qualitative interpretations of the relevance, materiality and the accuracy of data are more dependent on individual assumptions and judgments.

Compliance of Independence and Quality Management Requirement

We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies the Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Key Performance Indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" of the Republic of China. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Key Performance Indicators are free from material misstatement.

Under the requirements of the aforementioned standards, our limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Key Performance Indicators, assessing the risks of material misstatement of the Identified Key Performance Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Key Performance Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Made inquiries of the persons responsible for the Identified Key Performance Indicators to obtain an understanding of the processes, and the relevant internal controls relating to the preparation of the aforementioned information to identify the areas where there may be risks of material misstatement; and
- Based on the above understanding and the areas identified, performed analytical procedures on the Identified Key Performance Indicators and performed substantive testing on a selective basis, including inquiries, observation, inspection, and reperformance to obtain evidence for limited assurance.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Key Performance Indicators have been prepared, in all material respects, in accordance with the respective applicable criteria.

We also do not provide any assurance on the Sustainability Report as a whole or on the design or operating effectiveness of the relevant internal controls. Furthermore, our assurance does not extend to information disclosed in the Sustainability Report for periods other than the year ended December 31, 2023.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Key Performance Indicators in the Sustainability Report are not prepared, in all material respects, in accordance with the applicable criteria.

Other Matter

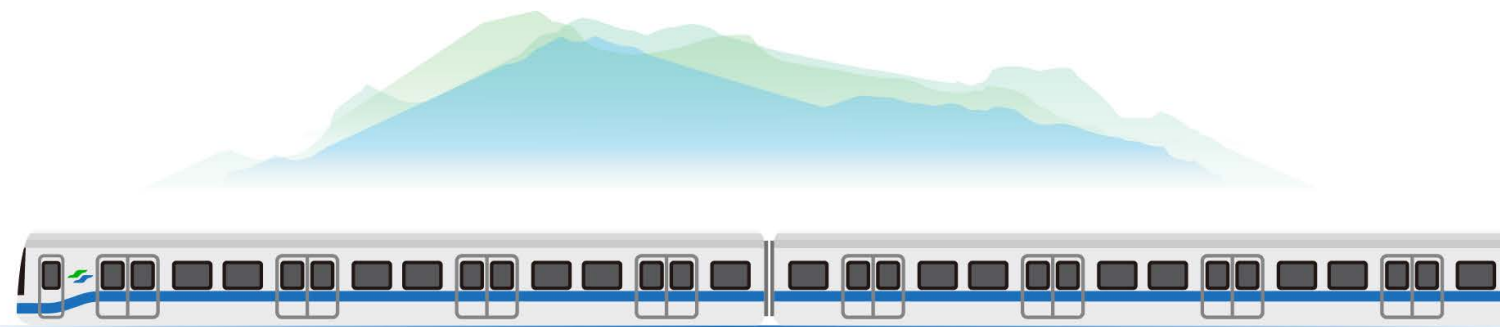
The Management of the Company is responsible for maintaining the Company's website. We have no responsibility to re-perform any procedures regarding the Identified Key Performance Indicators after the date of our assurance report, even if the Identified Key Performance Indicators or the applicable criteria have been subsequently modified.

Yu, Shu-Fen

For and on behalf of PricewaterhouseCoopers, Taiwan

August 30, 2024

For the convenience of readers and for information purpose only, this document has been translated into English from the original Chinese version. In the event of any discrepancy between the English version and the original Chinese version or any differences in the interpretation of the two versions, the Chinese-language version shall prevail.



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