



# 2024 Metro Taipei Sustainability Report



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# FOREWORD

Sustainability Management,  
Communication, and Interaction

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- ◆ External Recognition
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- ◆ Identification of Material Issues and Stakeholder Engagement

## About This Report [GRI 2-1](#)、[2-2](#)、[2-3](#)、[2-5](#)、[2-14](#)

### Scope of This Report

This report presents the corporate sustainability performance of Taipei Rapid Transit Corporation (hereinafter referred to as Taipei Metro, the Company, or we) for the period from January 1 to December 31, 2024. To ensure comprehensive information disclosure and facilitate trend comparison, some content includes data retroactive to 2022 or extends through 2025. The scope of this report aligns with that of the financial report, covering the core transportation business, subsidiaries, and commissioned operations (Taipei Children's Amusement Park, Maokong Gondola, and Taipei Arena). The statistical data disclosed in this report are derived from the Company's internal statistics and survey results. Financial data are sourced from the Taipei City Audit Department's finalized audit reports and are presented using commonly accepted numerical conventions. If the scope disclosed in any chapter of this report differs from the aforementioned scope, it will be explained in the notes of that chapter.

### Report Compilation Guidelines

The Company primarily prepares its report in accordance with the Global Reporting Initiative (GRI) Universal Standards 2021, issued in 2021. It also follows the general and industry-specific sustainability disclosure guidelines of the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-related Financial Disclosures (TCFD) frameworks.

### Report Issuance Date

Since 2024, our company has been compiling sustainability reports in accordance with GRI, publishing them annually and making them available for viewing and download on our official website.

Report Issuance Date: September 2025

Projected Issuance Date for Next Report: September 2026

### Internal Audit

The Company's Sustainability Promotion Committee, comprising four working groups, assists in information collection. The Corporate Planning Division prepares the Sustainability Report, which is reviewed and finalized by the Vice President (Deputy Convener) and the President (Convener) to ensure accurate presentation of sustainability information and performance. The annual Sustainability Report is submitted to the Board of Directors' Sustainable Development Committee and, after approval by the Board, is published every September.

### External Assurance

Ernst & Young (EY) was commissioned for this report to conduct limited assurance in accordance with the GRI Standards and the ISAE 3000 limited assurance standard, ensuring the reliability of the disclosed information. Please refer to [Appendix VI for the CPA's Limited assurance report](#).

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Taipei Metro  
Official Website

## Message from the Chairman GRI 2-22

### Urban Vitality, Sustainable Momentum

In the face of global climate change and sustainable development challenges, ESG has become an indispensable core value for business operations. The United Nations Sustainable Development Goals (SDGs), Paris Climate Agreement, and national commitments to net-zero carbon emissions are profoundly changing the global industrial landscape. In 2024, Taipei Metro released its first sustainability report, comprehensively revealing its efforts and achievements in the three major aspects of environment, society, and governance. As a vital hub in the city's transportation system, the Taipei Metro not only shoulders the daily mobility needs of millions of citizens but also bears the responsibility of leading the city towards sustainable development.

In light of the accelerating pace of global climate action, the Company is actively responding to the government's 2050 net-zero emissions policy and has completed its first Taipei Metro System Organizational Carbon Inventory to comprehensively review carbon emission hotspots and lay the foundation for subsequent net-zero pathways and strategies. In promoting green urban transportation, in addition to revealing the carbon footprint of taking the metro on the "Go! Taipei Metro" App and providing carbon reduction information so that passengers can understand the carbon reduction contributions the Metro has made to the planet, the Company has also built a 3,000m<sup>2</sup> electric bus charging area at the Beitou Depot to promote the widespread use of green transportation.

Our efforts have been highly recognized both domestically and internationally. For the seventh consecutive year, Taipei Metro has maintained a passenger satisfaction rate above 96% and achieved a service milestone of "zero negative feedback," reflecting the continued approval of our service quality by residents and passengers. Additionally, in a list of "cities with the best public transport in the world" published by the well-known British magazine Time Out, Taipei was honored with 5th place, demonstrating our outstanding competitiveness among urban transportation systems worldwide.

In 2024, Taipei Metro was honored with multiple sustainability awards, including the SDG 7 Gold Award and SDG 11 Bronze Award at the Taiwan Sustainability Action Awards, as well as the Gold Award at the ESG Transportation Sustainability Awards. These recognitions affirm Taipei Metro's concrete contributions to promoting clean energy and sustainable urban transportation, and they serve as motivation for us to continue advancing.

Looking ahead, Taipei Metro will continue to deepen its cooperation with the government, citizens, and all stakeholders to jointly create a safer, more convenient, and low-carbon urban transportation network. The Company believes that every metro journey is a small step towards a sustainable future for the city. Taipei Metro thanks all its colleagues and partners for their joint efforts, as well as its passengers for their long-term support and trust, which allows the Company to gradually fulfill its commitment to sustainability.

Chairman

趙紹廉  
*Shiao-Lian Chao*



## Message from the President GRI 2-22

### Sustainable Metro, Creating a Better Life Together

Since its inception, Taipei Metro has consistently upheld the mission of promoting urban transportation transformation and improving quality of life. At its core, the Company embodies the essence of green transportation services, closely aligned with the fundamental principles of ESG. As one of the largest and most efficient public transportation systems in the metropolitan area, Taipei Metro transports over 2 million passenger trips daily. It not only effectively reduces urban carbon emissions and energy consumption but also promotes social equity and enhances urban resilience. We firmly believe that transportation is not only about mobility but also a key force connecting a sustainable vision.

Safety, Quality, and Service are the core foundations of Taipei Metro. Through the joint efforts of all employees, in 2023, the average number of carriage kilometers per incident of delay exceeding 5 minutes (MKBF) was 19.116 million carriage kilometers, ranking first among members of the International Union of Metropolitan Rail Transit (COMET). In 2024, this figure reached 23.009 million carriage kilometers, demonstrating Taipei Metro's high level of professionalism in maintenance, upkeep, and operation management, and strengthening public trust in the metro system.

Taipei Metro actively promotes social inclusion and public welfare initiatives. In 2024, the Company partnered for the first time with the Fubon Charity Foundation to invite children from rural areas to Taipei to participate in diverse experiential activities, advancing educational equity and cultural exchange. At the same time, the Taipei Metro Sustainability Exhibition was held to encourage the public to donate books for charity. A total of 3,006 books were donated to underprivileged children, conveying knowledge and love and deepening the concept of sustainability.

In response to the opening of the Taipei Dome, the Sun Yat-sen Memorial Hall Station implemented a AI-driven Passenger Flow Management System. It can handle crowds of up to 40,000 people during events such as New Year's Eve concerts and large-scale sporting events within 40 minutes, ensuring smooth traffic flow and passenger safety, demonstrating a high level of responsiveness and intelligent management capabilities. Furthermore, the "Go! Taipei Metro" App continues to be optimized, adding the Friendship Alliance and the Go! Map Kintetsu Japan functions, providing tourism information to international partners, expanding their international perspective, and reflecting a passenger-centric service philosophy.

Taipei Metro is committed to promoting green transportation. Through the "You Donate Mileage, I Do Charity" carbon reduction campaign, the Company successfully reduced approximately 90,000 kilograms of carbon emissions, equivalent to the carbon absorption of 7,500 trees over one year, demonstrating a tangible contribution to environmental sustainability. In terms of

urban inclusivity, Taipei Metro advanced the Zhongshan Station Linear Park renovation project, reshaping the green corridor landscape and creating pedestrian-friendly pathways, thereby enhancing urban space quality and realizing the vision of people-centered transportation and a green city.

Facing the challenges of rising electricity costs and increased personnel expenses, Taipei Metro has actively expanded innovative business models by introducing a Metro Points system within its app, establishing an efficient digital ecosystem. By leveraging a points accumulation and spending system, Taipei Metro can enhance passenger loyalty and stimulates business opportunities around stations. Combined with event marketing and real-time rewards, this approach expands application scenarios, achieving a win-win outcome for both transportation services and commercial value.

Looking ahead, Taipei Metro will continue to prioritize sustainable development, deepen smart transportation, strengthen social responsibility, and enhance governance transparency, working together with citizens to create a better urban life. We believe that only through continuous innovation and improvement can we steadily advance in a rapidly changing era and realize our vision of "Making the City Better."

President

黃清信  
C.S. Huang



## Introduction to Taipei Metro GRI 2-1

As the domestic leader in rail transportation, Taipei Metro builds on its core transportation business to develop a diverse range of services, including Metro system affiliated businesses, commissioned operations, equity investments, and consulting services. The Company has also expanded into various lifestyle business opportunities and transit-oriented development (TOD) property projects. While pursuing stable financial growth, Taipei Metro upholds the core values of integrity, teamwork, innovation, and openness and sharing to build an outstanding and efficient management team, creating a more convenient, safe, rich, and diverse lifestyle for all stakeholders.

- Vision** A World-class Metro, A Wonderful Taipei
- Mission** Providing safe, reliable, and friendly transportation services while pursuing sustainable development
- Core Values** Integrity, Teamwork, Innovation, Openness and Sharing

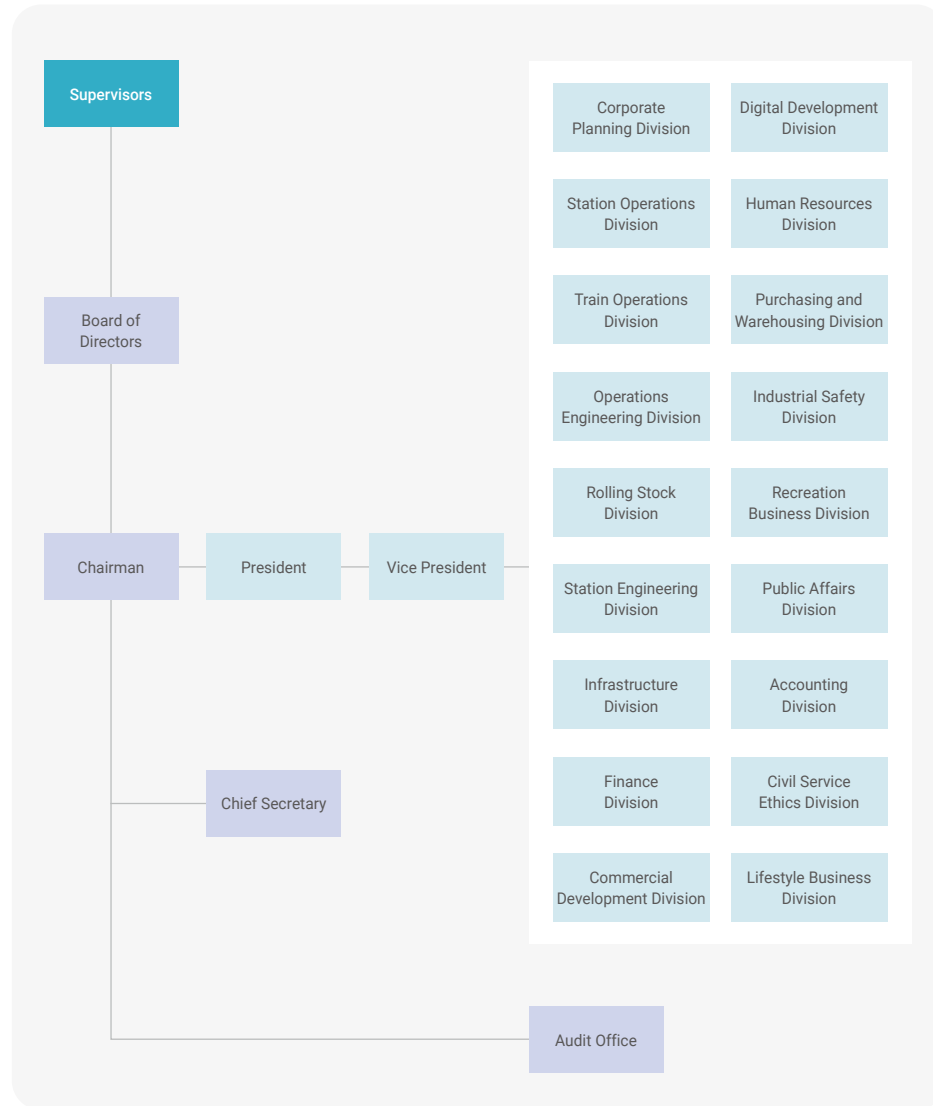
Legal Name	Taipei Rapid Transit Corporation
Nature and Legal Form of Ownership	Public enterprise, non-publicly listed company
Establishment Date	July 27, 1994
Chairman	Shiao-Lien Chao
Number of Employees	6,063 (Based on the number of employees as of December 31, 2024, excluding part-time staff)
Key Operational Location	Taiwan
Location of Headquarters	7, Lane 48, Sec. 2, Zhongshan N. Rd., 104216, Taipei City

### Organizational Structure and Operations

The Company was established in accordance with the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. The Board of Directors serves as the highest decision-making body, responsible for corporate governance and major business decisions. Its members include professionals from the transportation and corporate management sectors across industry, government, and academia. The Chairman and President are elected by the Board of Directors and submitted to the Taipei City Government for approval and forwarded to the Ministry of Transportation for record. The President is responsible for the Company's operations and policy implementation and is accountable to the Board of Directors and the Taipei City Government for achieving strategic objectives. Currently, Taipei Metro has 18 business units covering diverse functions such as planning, operations, maintenance, engineering, digital development, human resources, etc. The Company will continue to refine organizational operations based on business development needs to enhance governance effectiveness and resource integration capabilities.



## Organizational Structure



Note: The organizational structure is presented as of March 2025.

## Business Scope GRI 2-6

### Transportation Business

- ◆ Wenhua Line (Brown Line)
- ◆ Tamsui-Xinyi Line (Red Line)
- ◆ Songshan-Xindian Line (Green Line)
- ◆ Zhonghe-Xinlu Line (Orange Line)
- ◆ Bannan Line (Blue Line)

### Commissioned Business

- ◆ Maokong Gondola
- ◆ Taipei Arena
- ◆ Taipei Children's Amusement Park

### Affiliated Business

- ◆ Advertisements
- ◆ Station shops
- ◆ Pop-up shops
- ◆ Metro Corner
- ◆ Metro malls
- ◆ Parking lots
- ◆ Facility relocation and passage connection
- ◆ Taipei Metro Merchandise

### Investment and Financial Management Business

- ◆ EasyCard Corporation
- ◆ EasyCard Investment Holding Co., Ltd.
- ◆ Taipei Metro Consulting Service Co., Ltd

### Consulting Business

- ◆ Consulting
- ◆ Technical services
- ◆ Operational management
- ◆ Operational maintenance

# External Recognition

## Awards Received in 2024



Taiwan Sustainability Action Awards

- ◆ Gold Award for SDG 07
- ◆ Bronze Award for SDG 11



ESG Transportation Sustainability Awards

- ◆ Gold Award



Taipei City Indoor Air Quality Certification

- ◆ Gold Level



Parenting Friendly Enterprise Award

- ◆ Benchmark Enterprise Category



Taipei City Workplace Gender Equality Certification

- ◆ Silver Award



Taiwan Healthy Cities and Age-Friendly Cities Awards

- ◆ Accessibility Award



Taiwan Continuous Improvement Awards

- ◆ Silver Tower 5-Star Award-Excellence Group
- ◆ Bronze Tower 5-Star Award-Excellence Group



Taipei City Labor Safety Awards

- ◆ Workplace Safety Award
- ◆ Outstanding Personnel Award
- ◆ Occupational Safety Innovation Award



Taipei City Government Creative Proposal Competition

- ◆ Improvement Excellence Award



# Sustainability Highlights and SDGs Mapping

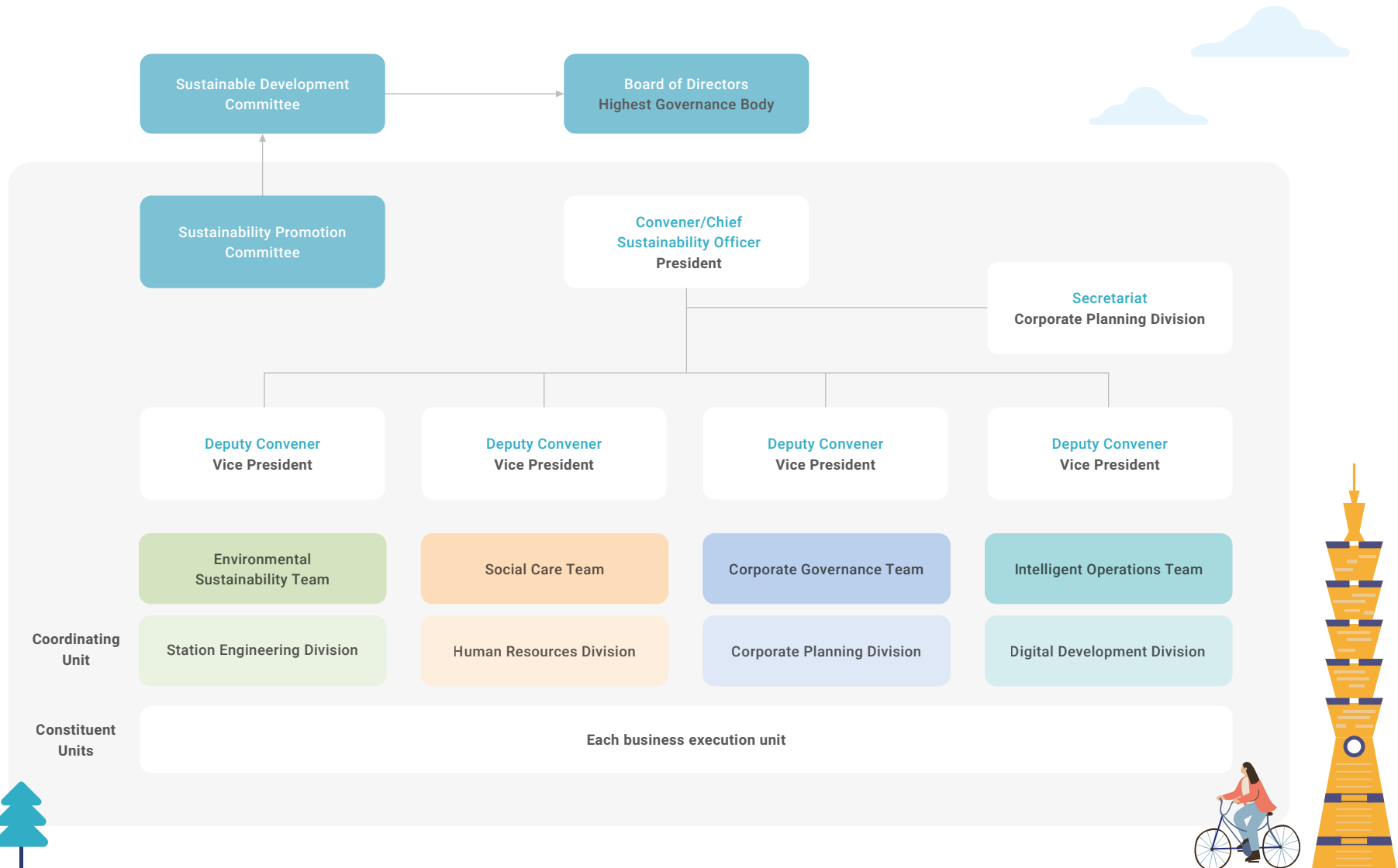
## Sustainability Blueprint GRI 2-22

To ensure the implementation of sustainable development policies, Taipei Metro has adopted the vision "Go Greener, SHINE Brighter!" The Company's five key sustainability pillars are Safety, Harmony, Intelligence, Neutrality, and Efficiency, which together shape its sustainable development blueprint.

Sustainable Development Vision					
Mission	Providing 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"> <li>◆ Strengthened system operation safety</li> <li>◆ Implement quality and risk management</li> <li>◆ Refine operational and service quality</li> </ul>	<ul style="list-style-type: none"> <li>◆ Strengthened talent development and training</li> <li>◆ Enhance employee health and well-being</li> <li>◆ Promote equal communication among employees</li> <li>◆ Expand engagement in social care</li> <li>◆ Promote quality arts and cultural activities</li> </ul>	<ul style="list-style-type: none"> <li>◆ Reinforce digital transformation within the organization</li> <li>◆ Encourage technology R&amp;D and innovation</li> <li>◆ Optimize the digital service experience</li> <li>◆ Expand innovative business models</li> </ul>	<ul style="list-style-type: none"> <li>◆ Practice net zero energy conservation and carbon reduction</li> <li>◆ Investment in green energy development</li> <li>◆ Improve resilience against multiple disasters</li> </ul>	<ul style="list-style-type: none"> <li>◆ Generate sustainable financial performance</li> <li>◆ Increase organizational performance</li> <li>◆ Bolster sustainable supply resilience</li> </ul>
Sustainable Development Goals	SDG 9、11	SDG 1、4、5、8、10、11、15	SDG 4、9、11	SDG 6、7、11、12、13	SDG 12、16、17
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"> <li>◆ Equipment maintenance/updates</li> <li>◆ Reliability project management</li> <li>◆ Safety risk control</li> <li>◆ Zero incident hours competition</li> <li>◆ ISO and information security system audit and verification</li> <li>◆ Enhancement of customer service</li> </ul>	<ul style="list-style-type: none"> <li>◆ Professional skills training</li> <li>◆ Employee assistance program</li> <li>◆ Occupational health and safety</li> <li>◆ Employee diversity and equality</li> <li>◆ Community engagement activities</li> <li>◆ Arts and cultural performances/street dance</li> </ul>	<ul style="list-style-type: none"> <li>◆ Big data/automation applications</li> <li>◆ Promoting innovative technology/POC</li> <li>◆ Participation in academic associations and external competitions</li> <li>◆ Digital experience optimization project</li> <li>◆ App functionality enhancement</li> <li>◆ Innovative business collaboration projects</li> </ul>	<ul style="list-style-type: none"> <li>◆ Carbon footprint and organizational carbon inventory</li> <li>◆ Energy saving management and equipment replacement</li> <li>◆ Water and paper conservation</li> <li>◆ Promoting renewable energy</li> <li>◆ Strengthening waste management</li> <li>◆ Multiple disaster drills</li> </ul>	<ul style="list-style-type: none"> <li>◆ Review of the replacement plan</li> <li>◆ Increasing ridership</li> <li>◆ Cost management</li> <li>◆ Ethics and legal compliance</li> <li>◆ Implementing green procurement</li> <li>◆ Localization of maintenance and spare parts</li> </ul>

## Corporate Sustainability Governance Framework GRI 2-12

In 2024, Taipei Metro focused on five major operational strategies, proposing a total of 18 strategic goals and 114 action plans. The achievement status of each key performance indicator (KPI) is presented at the beginning of the respective chapters.



## Sustainability Contribution and Feedback

### Annual Highlights



- ◆ Through the donation of lost and found items, love was once again spread, with more than 82,000 items donated.
- ◆ Invited students from rural areas, students with disabilities, and underprivileged children to visit company-managed venues such as Taipei Arena and Maokong Gondola. Through diverse experiential activities, over 6,800 teachers and students benefited, helping disadvantaged groups access much-needed resources.



- ◆ Continued to promote the Metro Classroom to embody group learning. Employees independently produced 47 micro-courses, strengthening inter-departmental knowledge exchange and professional expertise, with a total of 108,372 views recorded.
- ◆ Invested approximately NT\$103.52 million in training and development, with an average of 35.46 training hours per employee, including 35.57 hours for men and 35.03 hours for women.
- ◆ Cultivated digital talent, with a total of 6,163 training hours. Systematic training was provided for AI courses to enhance digital competitiveness, including 13 sessions of AI literacy and skills development programs.



- ◆ Women accounted for 40% of the Board of Directors.
- ◆ Enhanced pregnancy and childcare benefits. In 2024, 74 employees took parental leave, with a reinstatement rate of 44%. In addition, 21 pregnant employees were reassigned to the customer service center to reduce physical workload.
- ◆ Organized 29 gender awareness empowerment courses focusing on gender mainstreaming, sexual harassment prevention, and gender equality, with a 100% course completion rate.



- ◆ Taipei Water Department gradually replaced water meters with Smart Water Meter for hydrants exceeding a monthly average of 100 cubic meters, while Automatic Meter Reading was implemented to handle abnormalities in real time.
- ◆ Rainwater recycling usage by commissioned businesses reached 13,211 m<sup>3</sup>.



- ◆ Electricity consumption per passenger-kilometer of the Metro system was 0.119 kWh, lower than the three-year average of 0.146 kWh.
- ◆ Energy-saving measures reduced electricity consumption by 7 million kWh (equivalent to approximately 3,316 metric tons CO<sub>2</sub>e), while renewable energy facilities generated 18.513 million kWh (equivalent to approximately 8,775 metric tons CO<sub>2</sub>e). The total annual carbon reduction reached 12,091 metric tons CO<sub>2</sub>e.



- ◆ To enhance employee physical and mental health and workplace safety, organized wellness promotion activities (including counseling services, sleep assistance, and weight loss programs) as well as occupational safety competitions, with 27 proposals recognized as outstanding improvement initiatives.
- ◆ Completed various workplace improvement projects, including optimization of Beitou Train Crew office and rest areas, improved ventilation at Xinzhuang Depot offices, upgraded seating for high-capacity train drivers, and created relaxation spaces at the I&R Center (Innovation Research Center), contributing to employee health, satisfaction, and a friendlier work environment.



- ◆ The system reliability indicator, Mean Kilometers Between Failures (MKBF) for delays exceeding 5 minutes, reached 23.009 million car-kilometers, the best performance in history.
- ◆ Train punctuality on all lines remained above 99%, with availability of Taipei Metro and Maokong Gondola systems also maintained above 99%.
- ◆ Maintained high service quality for trains and stations. In 2024, there were no passenger fatalities or serious injuries caused by system equipment. The minor injury rate was 0.59 (per million passenger trips), lower than the city government benchmark of 1.5 (per million passenger trips).
- ◆ Achieved 100% activation of authorized information security software and services, with no complaints or incidents of personal data leakage reported.
- ◆ Developed smarter management functions for core systems, including smart safety monitoring (detecting protective gear use, forklift collision warnings), automatic detection of camera misalignment, infrared temperature checks of roadside electrical equipment, and smart intrusion detection in platform restricted areas.
- ◆ Promoted e-office initiatives, including digitizing expense reimbursements over NT\$150,000, implementing digital calibration management system, and optimizing remote work systems.



- ◆ In response to the aging society, implemented the Senior-Friendly Signage Upgrade Plan by enlarging fonts and improving readability. Completed signage upgrades at 44 stations.
- ◆ Employed 103 Indigenous people and 163 persons with disabilities, ensuring equal employment opportunities for Indigenous and disabled groups.
- ◆ Incorporated the human rights protection principles of the United Nations Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights into company policy. Completed executive-level sign-off in February 2024.
- ◆ Organized the August 1 Indigenous Peoples Week SALAMA! Urban Festival and the LiMA Indigenous Innovation Aesthetics Cultural Festival to promote Indigenous cultural traditions and historical significance.

## Annual Highlights



- ◆ Passenger satisfaction for the Metro system exceeded 96% for seven consecutive years, achieving "zero negative feedback." Commissioned businesses (Maokong Gondola, Taipei Arena, and Taipei Children's Amusement Park) also achieved passenger satisfaction above 90%.
- ◆ Optimized various customer-friendly services to enhance passenger experience, including accessible elevator service upgrades, optimized train space, added handrails in inter-car gangways, and restroom renovations.
- ◆ The "Go! Taipei Metro" App provided passengers with diverse information, including travel guides, practical lifestyle tips, and tourism resources. New features such as Go! Map, Metro Points, and the Friendly Alliance were introduced, along with a major app was redesigned to improve visual design and user experience, with total downloads exceeding 3.932 million.
- ◆ Organized multiple events for communities along Metro lines, including Taipei Metro Festival & Carbon Reduction Champion, Metro Street Dance Competition, Exit Music Festival, Taipei Metro 30th Anniversary Spring Music Party, Flash CPR Challenge, Shine! Metro Light Christmas Decorations, station art galleries, family-friendly themed trains cars, pet-friendly trains, music at the station - metro music performance project, establishment of a self-service table tennis court at Nangang Exhibition Center Station, and themed markets, integrating Metro into citizens' daily lives.
- ◆ Promoted diverse ticketing and marketing strategies for different customer groups, including the Megacity Pass (Taipei, New Taipei, Keelung, and Taoyuan area commuter pass), Frequent Passenger Program, status discounts, and tourism/recreation packages. Marketing campaigns were also held via the "Go! Taipei Metro" App. Annual ridership increased by 4.46% year-over-year, surpassing 740 million trips.
- ◆ Built green transport-friendly areas by installing 89 EV charging stations in company-managed parking lots, contributing to transportation electrification.



- ◆ Reduced use of paper vouchers and receipts by 76% through digital expense processing.
- ◆ Reduced paper waste through online approval processes, controlled paper allocation, and digitalized meeting materials, with paper procurement reduced by 50.13% compared with the baseline year.
- ◆ In sustainable supply chain management, hosted a supplier conference in March with participation from 93 vendors. Green procurement and localization rates of spare parts reached 100% and 25.07% respectively, further reducing carbon emissions and enhancing supply chain sustainability.
- ◆ Incorporated ESG initiatives, use of green products during contract execution, and corporate social responsibility into procurement evaluations. All 60 procurement projects in 2024 included these criteria, achieving a 100% implementation rate.



- ◆ Conducted 300 fire and multi-disaster emergency drills.
- ◆ Implemented the Organizational Carbon Inventory and Product Carbon Footprint Project, utilizing emission data and hotspots to support future carbon reduction measures.



- ◆ Held one employee-and-family beach cleanup activity, with 131 participants collecting 415 kilograms of waste.
- ◆ Revitalized the urban green corridor by redesigning the linear park from Zhongshan Station Exit 1 (Nanjing West Road) to Zhongshan Metro Mall Exit R4 (Chang'an West Road), completing the area around Zhongshan Metro Mall Exits R4 and R5 in 2024.
- ◆ Organized the 2024 Five Metro Alliance Tree-Planting Activity, inviting industry peers and banks to plant saplings at depots.



- ◆ A total of 6,367 employees participated in ethics and integrity training courses, with a 100% completion rate. No violations of the Anti-Corruption Act or legal actions related to anti-competitive behavior, antitrust, or monopolistic practices occurred.



- ◆ Achieved pre-tax earnings of NT\$406 million, with a budget achievement rate of 119%, surpassing the target rate of 110%.
- ◆ Expanded innovative business models by transforming stations into convenient lifestyle hubs. In 2024, four stations were developed into Metro Corner micro-malls, generating over NT\$530 million in revenue and NT\$85 million in rental income annually.
- ◆ Participated in domestic and international industry association exchange and learning programs. In 2024, representatives attended 10 domestic association meetings, 19 international external organization conferences, and engaged in cooperation with 18 rail industry peers.
- ◆ Co-founded the Metro Alliance with New Taipei Metro, Taoyuan Metro, Taichung Metro, Kaohsiung Metro, and Singapore's SMRT Group to strengthen talent exchange, enhance technical knowledge sharing, establish joint procurement mechanisms, and develop commercial collaborations.

# Identification of Material Issues and Stakeholder Engagement GRI 2-12、2-14、2-16、2-25、2-26、2-29

## Identification and Communication with Stakeholders

The Company referenced the AA1000AS v3 SES Stakeholder Engagement Standard (2015), past business interactions, and industry characteristics to identify stakeholders. In 2023, eight major stakeholder groups were selected: passengers, community residents, employees, shareholders, government/regulatory authorities, legislative bodies/public representatives, media, and business partners/suppliers. In 2024, a stakeholder questionnaire survey was conducted to confirm the sustainability issues of concern to each stakeholder group. The results of related communications are reported annually to the Board of Directors to fulfill the highest governance body's role in overseeing impact management. The Company has established transparent and smooth communication channels to understand the issues of concern to all stakeholders and continuously improve in order to meet their expectations and needs.

## Identification of Material Issues and Stakeholder Engagement

The Company has established a materiality assessment process to screen sustainability issues across four key dimensions: Environment (E), Social (S), Governance (G), and Products and Services (P). Senior and managerial personnel evaluate the positive and negative economic, environmental, and social impacts of each issue. In 2024, the analysis was expanded to include external stakeholder concerns. The results of both the internal impact assessment and the external stakeholder analysis were integrated to determine the material issues for the year. These were submitted to the Sustainability Promotion Committee, after which relevant departments formulated management policies and strategies to monitor and track performance.



## Material Issue Analysis Process

### Phase 1. Understanding Organizational Context

#### Collecting Data on the Four Key Aspects

Based on the Company's business philosophy, the GRI and SASB standards, stakeholder concerns, domestic and international sustainability trends, and major issues in the transportation industry, Taipei Metro has identified and consolidated 14 sustainability topics across four key dimensions: Environmental (E), Social (S), Governance (G), and Products and Services (P).

### Phase 2. Assessment of Actual/Potential Impact of Issues

#### Assessment of Impact Significance

A total of 423 questionnaires were collected from senior and first-level executives, Sustainability Promotion Committee members, working group personnel, and stakeholders, assessing the impact of various issues on Taipei Metro in terms of likelihood, severity, or level of concern.

### Phase 3. Establishing the Prioritization of Material Issues

#### Deciding of Material Issues

The ranking is based on the total impact score (positive benefits plus negative harms), following the principle of ordering by total impact score from highest to lowest while ensuring coverage across all four dimensions (at least one item in each). The Sustainability Promotion Committee selects the material issues for the year according to the matrix results and industry development considerations.

### Phase 4. Conducting Reporting and Disclosure

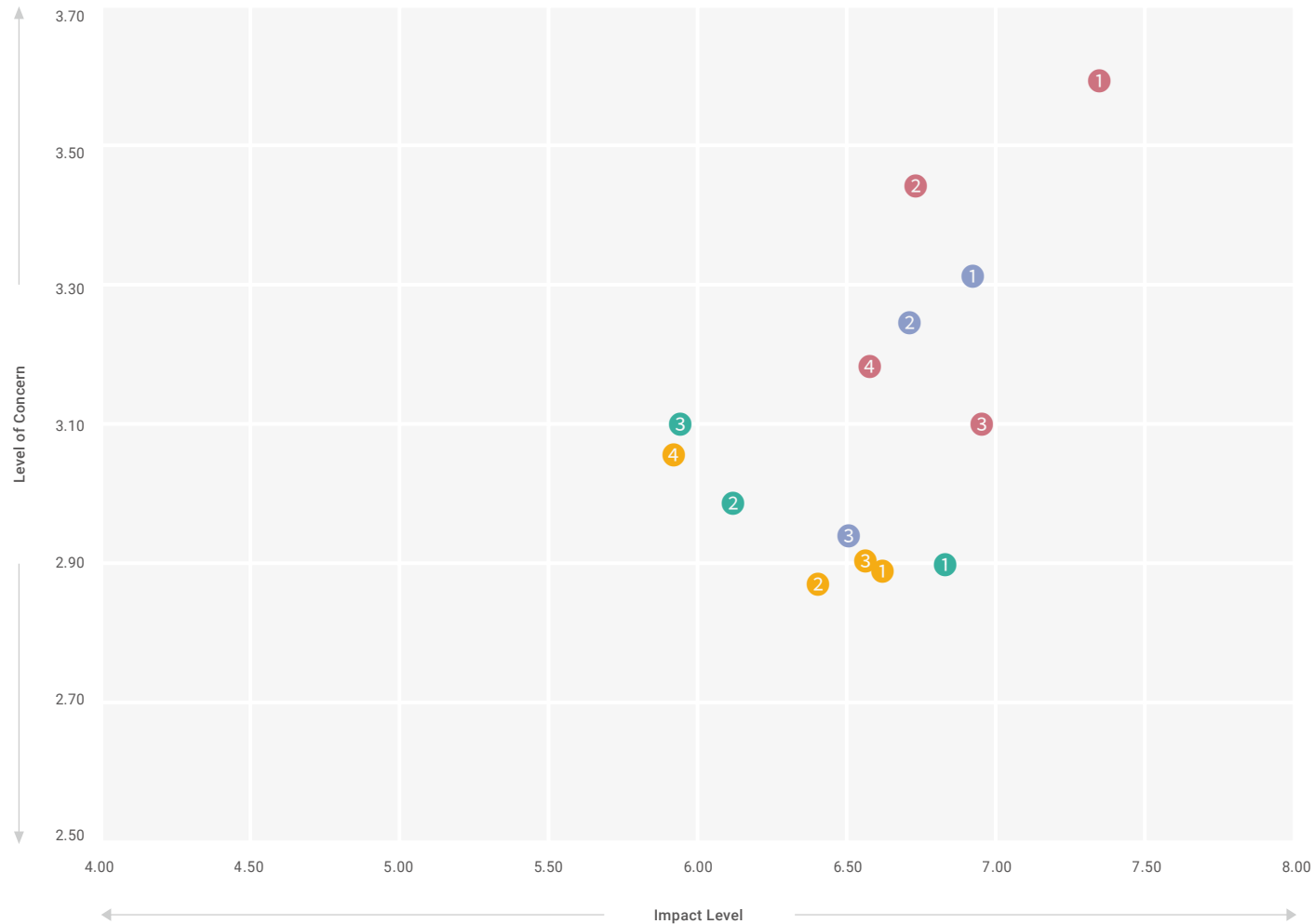
#### Reporting and Disclosing after Submission to Senior Management

Annual sustainability and material issues are reported to senior management, establishing an important foundation for the disclosure of information in the publication of the sustainability report, and regularly reported to the Board of Directors each year. Please refer to respective chapters for the management guidelines of each material issue (including policies and commitments, action plans, management objectives, effectiveness evaluations, and grievance or handling procedures).

## 2024 Materiality Matrix Analysis

The Company conducted an integrated analysis based on the results of a questionnaire survey, combining internal and external perspectives for a comprehensive assessment and prioritization of materiality. This served as the reference basis for the information disclosure in the 2024 Sustainability Report.

### Taipei Metro Sustainability Issue Matrix



**Environment (E)**

- 1 Climate change governance
- 2 Water resource management
- 3 Waste management

**Social (S)**

- 1 Enhance talent development and growth
- 2 Enhance employee health and well-being
- 3 Promote employee communication, diversity, and equality
- 4 Expanded social care and community engagement

**Governance (G)**

- 1 Generate sustainable financial performance
- 2 Ethical management
- 3 Promote sustainable supply chain management

**Products and Services (P)**

- 1 Strengthened system operation safety
- 2 Optimize customer service processes
- 3 Privacy and information security management
- 4 Digital innovation and intelligent operations

## Material Issue Management Policy

Topic	Policies and Commitments		Value Chain Impact				Corresponding Chapter
	Policies	Commitments	Suppliers	Own Operations	Services/ Products	Local Community	
Strengthened System Operation Safety	Taipei Metro has issued the "Operational Safety Policy Statement," committing to safety, reliability, and friendliness as its mission. All employees work together to implement operational safety management, comply with laws and regulations, continuously improve services, and strive toward world-class safety performance.	All Taipei Metro employees comply with laws and operational procedures, while enhancing safety and skills training to ensure information transparency and effective implementation of response mechanisms. By promoting the operational safety management system and establishing a strong communication culture, Taipei Metro aligns with international risk management standards, implements hazard identification and risk control, and regularly reviews regulations and incidents to continuously improve safety management performance, ensuring the safety of passengers and staff.		✓	✓		CH1
Generate Sustainable Financial Performance	Taipei Metro operates and manages the metro system in accordance with the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. The Company also complies with the Company Act, Budget Act, and related financial management regulations to implement corporate governance and enhance financial transparency, thereby creating sustainable financial performance.	Taipei Metro adheres to the principles of corporate management, continuously optimizing service quality to meet public needs. Through diverse business models and affiliated enterprises, the Company increases non-operating income to support its core transportation business. Moving forward, Taipei Metro will continue to promote diversification, group integration, and sustainable mutual prosperity to achieve its corporate sustainability goals.		✓	✓		CH5
Optimize Customer Service Processes	Taipei Metro implements the ISO 9001 quality policy to provide diverse and user-friendly services that respond to passenger needs and enhance overall service quality. The Company has also established relevant passenger regulations and rules to ensure systematic service management.	Taipei Metro continuously promotes diverse and innovative services to enhance the customer experience. Through digital transformation, the Company strengthens operational resilience to ensure the transportation system operates safely, conveniently, and efficiently.	✓	✓	✓		CH1

Topic	Policies and Commitments		Value Chain Impact				Corresponding Chapter
	Policies	Commitments	Suppliers	Own Operations	Services/ Products	Local Community	
Privacy and Information Security Management	The Chief Information Security Officer signs the "Information Security Policy" to ensure the security and smooth operation of system computers and data centers, and to guarantee that Taipei Metro complies with personal data protection management procedures in accordance with the Personal Data Protection Act and other relevant regulations.	Ensure that all system operations comply with the safety responsibility requirements of 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 laws and contractual obligations, in order to achieve effective continuous improvement and proper utilization and preservation.	✓	✓	✓		CH1
Ethical Management	As a state-owned enterprise, the Company conducts all procurement in accordance with the Government Procurement Act, following fair, open, and impartial procedures to enhance procurement efficiency, prevent corruption, and establish a clean and efficient procurement environment.	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, as well as ensuring fairness and reasonableness for employees, thereby establishing a corporate culture of sincere mutual trust.	✓	✓			CH5
Digital Innovation and Intelligent Operations	To promote intelligent operations and digital transformation, Taipei Metro integrates its operational model with technologies such as big data applications, artificial intelligence, the Internet of Things, and automated machine learning to create momentum for transformation. Taipei Metro has established an internal New Technology Development Committee and collaborates externally through the Transportation Innovation Collaboration Program to comprehensively enhance service quality and provide a more convenient user experience.	Established the New Technology Development Committee to oversee the integration of new technologies within the Metro system, promote real-time monitoring systems, and develop predictive maintenance. Externally, Taipei Metro publicly solicits proposals from all parties to participate in the Transportation Innovation Collaboration Program, integrating resources from the public and private sectors and IT technology. Using the Metro system as an open platform, the Company encourages innovation.		✓	✓		CH3

Topic	Policies and Commitments		Value Chain Impact				Corresponding Chapter
	Policies	Commitments	Suppliers	Own Operations	Services/ Products	Local Community	
Climate Change Governance	In response to the Taipei City Government's net-zero emissions strategy, Taipei Metro has implemented various improvement measures and programs focused on enhancing energy efficiency, promoting renewable energy, strengthening waste management, and increasing station greening.	Taipei Metro, in cooperation with the city government's energy-saving and carbon reduction policies, encourages the use of low-carbon transportation. While balancing revenue growth and climate action, the Company also strengthens risk monitoring and prevention. At the same time, it calls on the public and employees to jointly participate in the "Go Greener, SHINE Brighter!" campaign, working together to build a sustainable city.		✓	✓	✓	CH4
Enhance Talent Development and Growth	In response to the Company's core business strategies of "Optimizing Transportation Operations," "Maximizing Commercial Potential," and "Digital Transformation," Taipei Metro continuously enhances organizational efficiency, actively strengthens employees' professional competencies, and cultivates management and marketing capabilities to reinforce talent retention and development.	Talent development adheres to the principles of "training for use," "training before use," "training-use integration," and "internalization of external training" to support the Company's business objectives. Taipei Metro timely optimizes its compensation system, incentive measures, leave policies, and welfare programs to strengthen human capital and realize Taipei Metro's sustainable development vision.		✓	✓		CH2
Enhance Employee Health and Well-being	To promote employees' physical and mental well-being and enhance job satisfaction and productivity, Taipei Metro actively fosters a healthy workplace culture, strengthens health management mechanisms, and provides comprehensive psychological support and health promotion programs to create a healthy, safe, comfortable, and friendly working environment.	The Company is committed to the principles of valuing both physical and mental health and maintaining a work-life balance. It regularly reviews health management measures to enhance employee well-being, ensuring that employees can work in good physical and mental condition and realize the vision of sustainable corporate development.		✓			CH2

Topic	Action Plan		Responsible Unit
	Positive Impact Management	Negative Impact Management	
<b>Strengthened System Operation Safety</b>	<ul style="list-style-type: none"> <li>◆ All employees fully comply with laws and procedures to ensure the safety of passengers, workers, and the system.</li> <li>◆ We enhance safety and skills training to ensure information transparency, and the effective implementation of operations and emergency response.</li> <li>◆ We promote the operation of the safety management system, facilitate information exchange, and cultivate a safety culture.</li> <li>◆ Implement international risk management by conducting hazard identification and risk control.</li> <li>◆ Regularly review systems and incidents to continuously improve safety management performance.</li> </ul>	<p>To prevent equipment failures or malfunctions that could lead to operational accidents or injuries, Taipei Metro is committed to adopting new technologies, including intelligent monitoring systems and data analytics. Through analytical and predictive models, Taipei Metro implements predictive maintenance to enhance the intelligence of equipment upkeep, further improving the safety and reliability of train operations.</p>	Industrial Safety Division
<b>Generate Sustainable Financial Performance</b>	<p>Committed to developing affiliated businesses, transit-oriented development (TOD) property projects, and investment ventures to increase revenue, Taipei Metro continues to expand diversified operations and create multiple profit models to strengthen its financial structure. This approach aims to maintain reasonably low fares, provide convenient and high-quality transportation services, and fulfill the social responsibilities of a public transportation enterprise.</p>	<p>In response to rising operating costs such as electricity prices and minimum wage increases, as well as future Metro system equipment replacement fund requirements, Taipei Metro has established a long-term financial planning strategy. The Company regularly evaluates and conducts rolling reviews of this strategy, actively promotes revenue enhancement and cost-saving measures, and maintains Metro system service quality and operational safety to ensure sustainable business operations.</p>	Finance Division, Accounting Division
<b>Optimize Customer Service Processes</b>	<ul style="list-style-type: none"> <li>◆ Conducting Metro safety and etiquette promotion and service quality audits.</li> <li>◆ Actively identifying the varied needs of different passengers and providing a range of friendly and convenient services.</li> <li>◆ By collaborating with various organizations and integrating smart technologies, Taipei Metro provides passengers with a novel and convenient metro experience.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Taipei Metro proactively forecasts large-scale events near Metro areas and integrates intelligent and visual technologies to assist in planning crowd evacuation strategies, thereby avoiding hazards such as stampedes.</li> <li>◆ To alleviate passengers' worries about the Metro system due to COVID-19, track intrusions, or criminal incidents, Taipei Metro proactively listens to passenger feedback and employs new technologies to manage crowd flow, designs improved standard operating procedures, and increases police presence to ensure passenger safety and confidence.</li> </ul>	Public Affairs Division
<b>Privacy and Information Security Management</b>	<ul style="list-style-type: none"> <li>◆ Establish information security policies and procedures, and conduct regular risk assessments to identify potential information security threats and weaknesses.</li> <li>◆ Adopt enhanced protective measures including firewalls and antivirus technologies.</li> <li>◆ Conduct information security education and training to reduce internal risks.</li> <li>◆ Establish a dedicated task force to conduct personal data protection audits and provide recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>◆ To improve incident response efficiency, establish a threat intelligence sharing mechanism to enhance real-time information security response capabilities, and develop an information security incident response plan to ensure incidents can be promptly addressed and potential damage minimized.</li> <li>◆ By introducing advanced technologies and implementing measures such as backup, vulnerability scanning, and access control, Taipei Metro strengthens its security defenses; at the same time, Taipei Metro establishes a cross-division collaboration mechanism to promote information sharing and coordinated response, while integrating information security into the company's core values to drive the continuous improvement of its cybersecurity strategy.</li> </ul>	Digital Development Division Personal Data Protection Contacts from each Division
<b>Ethical Management</b>	<p>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.</p>	<p>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.</p>	Civil Service Ethics Division

Topic	Action Plan		Responsible Unit
	Positive Impact Management	Negative Impact Management	
Digital Innovation and Intelligent Operations	<ul style="list-style-type: none"> <li>◆ Implement predictive maintenance to enhance transportation safety and reliability.</li> <li>◆ Enhance operational resilience through digital transformation to prevent major incidents from causing service disruptions.</li> <li>◆ Integrate big data and cloud information to optimize the riding experience and utilization rate.</li> </ul>	<ul style="list-style-type: none"> <li>◆ In response to data privacy and information security risks, Taipei Metro has strengthened information security protections, implemented zero-trust measures, and cultivated information security professionals.</li> <li>◆ In response to the high pressure of substantial technological investments, Taipei Metro has combined public and private sector resources to promote innovative experiments, creating a win-win situation.</li> </ul>	Transportation Innovation Collaboration Program: Operations Engineering Division
			New Technology Development Committee: Rolling Stock Division
Climate Change Governance	<ul style="list-style-type: none"> <li>◆ Enhance energy efficiency by replacing equipment and implementing smart technologies to reduce carbon emissions.</li> <li>◆ Introduce renewable energy sources such as solar power to generate and use energy independently, thereby reducing energy dependence.</li> <li>◆ Promote waste and plastic reduction, and strengthen waste management.</li> </ul>	<ul style="list-style-type: none"> <li>◆ To reduce environmental impact, regularly conduct organizational carbon inventories and periodically perform product carbon footprint assessments to track emission data and identify hotspots, and formulate carbon reduction measures and promote environmental education to mitigate the impacts of climate change.</li> <li>◆ Through disaster simulation drills and regular inspections of emergency repair equipment, enhance disaster response capabilities; at the same time, monitor regulatory changes in advance, develop countermeasures proactively, and reduce potential financial impacts.</li> </ul>	Station Engineering Division
Enhance talent development and growth	Taipei Metro achieves its goals of retaining and developing high-quality talent through comprehensive training programs and regular employee satisfaction surveys. This contributes to enhancing organizational stability, competitiveness, and the Company's positive image.	The talent demand in the rail transit industry is similar to that of other state-owned enterprises. To prevent shortages of skilled professionals or talent loss, Taipei Metro is committed to creating a diverse and inclusive workplace by offering comprehensive employee second-skill training and rotation programs.	Human Resources Division
Enhance Employee Health and Well-being	Taipei Metro enhances employee health through regular medical checkups, health promotion activities such as sports clubs and health seminars, maternal health protection, prevention of workplace harassment, and psychological counseling services. These efforts improve productivity and organizational stability while fostering a healthy and employee-friendly corporate image.	In response to the increasing modern work-related stress and the trend of chronic diseases affecting younger populations, Taipei Metro has established an overwork prevention and early warning system, as well as support measures for major life changes.	Industrial Safety Division Human Resources Division



# CH1 SAFETY

Safe Transportation, Reliability and Attentive Service

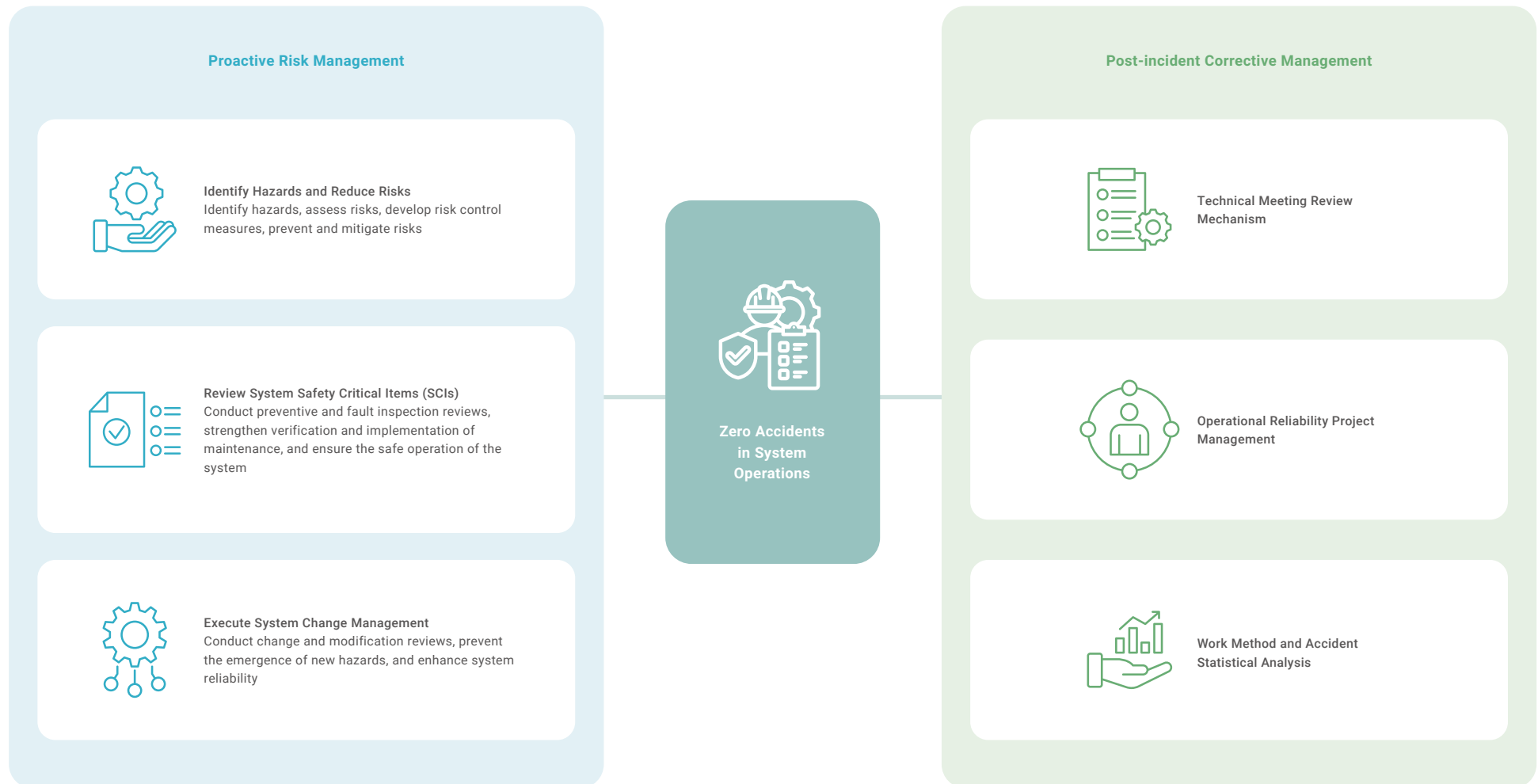
- 1.1 Operational Continuity Management
- 1.2 Friendly Riding Environment
- 1.3 Information and Personal Data Security

## Sustainable Development Strategies and Goals

Strategic Goals	Corresponding Sustainability Issues	Material Issue	2024 Performance	Medium-term Goals	Long-term Goals
Strengthened System Operation Safety	Strengthened System Operation Safety	★	◆ Maintaining Zero Fatalities/Serious Injuries	◆ Maintaining Zero Fatalities/Serious Injuries	◆ Maintaining Zero Fatalities/Serious Injuries
			◆ Operational Reliability of 23,009,000 Car-Kilometers	◆ Maintain a High Standard of Operational Reliability	◆ Maintain a High Standard of Operational Reliability
			◆ Average On-Time Performance Rate of Trains on All Lines Above 99%	◆ Maintaining On-Time Performance Rate of Trains on All Lines Above 99%	◆ Maintaining On-Time Performance Rate of Trains on All Lines Above 99%
			◆ Minor Injury Rate of 0.59 Persons per Million Passenger Trips	◆ Minor Injury Rate Below 1.5 Persons per Million Passenger Trips	◆ Minor Injury Rate Below 1.5 Persons per Million Passenger Trips
Implement Quality and Risk Management	Privacy and Information Security Management	★	◆ Quality Management System (ISO 9001) Completed External Certification	◆ Maintaining Quality Management System Certification	◆ Maintaining Quality Management System Certification
			◆ Information Security Management System (ISO 27001) Completed External Certification	◆ Maintaining Information Security Management System External Certification	◆ Maintaining Information Security Management System External Certification
Refine Operational and Service Quality	Optimize Customer Service Processes	★	◆ Overall Passenger Satisfaction Rate of 97.7%	◆ Continue to maintain satisfaction above 95%	◆ Continue to maintain satisfaction above 95%

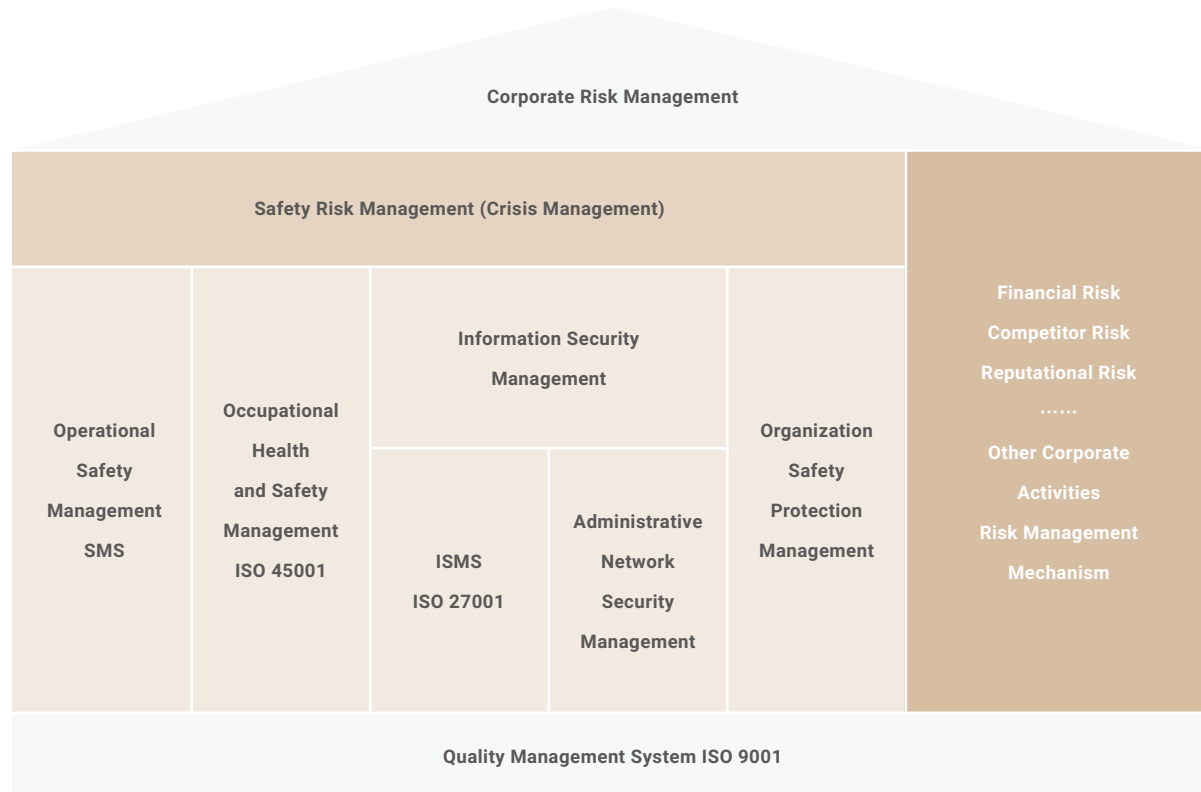
# 1.1 Operational Continuity Management

Transportation safety is Taipei Metro's responsibility and core value. By developing digital and intelligent systems, the Company is able to build a safer metro system and can rigorously conduct maintenance and daily upkeep after each day's train operations. Safety is a key commitment of Taipei Metro to its passengers. Through the integration of both proactive risk management and post-incident corrective management, the Company can better manage safety hazards and the review and rectification of incidents. At the same time, Taipei Metro will continue to enhance safety awareness and implement friendly, reassuring measures based on international trends and public feedback, ensuring passengers experience a reliable, comfortable, and secure journey.



## 1.1.1 Safety Risk Management TR-RA-540a.4

### Safety Management System



The Company has established the Operational Safety Management Handbook, which clearly defines safety policies, personnel responsibilities, training, emergency response, incident reporting, auditing, and improvement measures through the PDCA management cycle. A safety risk management meeting mechanism has been established, chaired by the President or an authorized representative. These regular company-level meetings cover operational safety, fire protection, technical matters, occupational safety, and information security, and are responsible for overseeing the performance of safety systems and the implementation of improvement measures. Department-level units hold monthly meetings to strengthen the monitoring and communication of various safety issues.

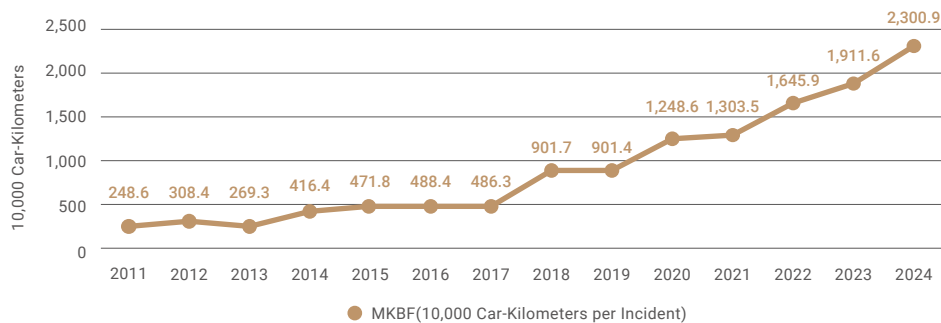
### Service Standards

In 2024, the on-time performance rate of trains on all lines exceeded 99%. During the Taipei City Government New Year's Party event, Taipei Metro operated continuously for 42 hours without closing. At key stations—Taipei City Hall Station, Sun Yat-Sen Memorial Hall Station, and Taipei 101/World Trade Center Station—skip-stop measures were flexibly implemented based on passenger flow to enhance crowd management. From 06:00 on December 31, 2024, to 06:00 on January 1, 2025, ridership across the entire Metro system totaled approximately 3.13 million passengers. The main lines operated with a minimum headway of 2 minutes and 28 seconds on the Bannan Line and a maximum frequency of 3 minutes on the Tamsui-Xinyi Line, successfully achieving transportation targets.

### Operational Reliability

The Metro system uses "Mean car-Kilometers Between service-delay Failures of more than 5 minutes" (MKBF) as an indicator of operational reliability. A higher MKBF value signifies a more stable system and greater reliability. To enhance reliability, Taipei Metro has strengthened maintenance inspections, analyzed the root causes of abnormal incidents, conducted weekly meetings and reviews, and implemented a reliability bonus program. For system availability statistics, please refer to [Table 1 of Appendix I: Sustainability Performance Statistics](#).

#### Mean Car-Kilometers Between Service-Delay Failure of More than 5 Minutes (MKBF)



MKBF reached **23.009** Million Car-Kilometers

### Accident Prevention

As the transportation lifeline of the Greater Taipei area, Taipei Metro's primary mission is to safeguard passenger safety and prevent accidents and intentional harm. In addition to collaborating with the Taipei City Police Department's Rapid Transit Division to increase police visibility within the Metro system, the Company has deployed elite security personnel at key stations to maintain vigilance, handle criminal and safety incidents, and address passenger altercations. Furthermore, train inspection duties on high-risk routes have been assigned to elite security staff, establishing a comprehensive Metro safety patrol network. (Statistics on accidents, injuries, and criminal incidents are provided in the [Appendix V](#).)

### Communicating a Safety Culture

Taipei Metro has established a "safety culture" through comprehensive management systems and rigorous occupational health and safety training. The Company communicates safety matters with all stakeholders via internal meetings, vendor meetings, forums, issued notices, and electronic media. In addition, through the Ministry of Labor's 2024 National Workplace Safety and Health Week Campaign, various promotional and educational training sessions were conducted to enhance the overall awareness and recognition of safety among all employees and external contractors. The Company also promotes related matters through the Occupational Health and Safety Committee. For details on its operations, please refer to [Chapter 2.4 Occupational Health, Safety, and Well-Being](#).

### Routine Maintenance Performance

Taipei Metro conducts an annual operational maintenance and safety supervision inspection. In 2024, a total of 158,032.5 pieces of equipment were managed and all have been fully inspected. With regard to track inspection, the frequency of inspections reached 100% for the three consecutive years from 2022 to 2024. In addition, the Company has also cooperated with the Taipei City Public Transportation Office in conducting annual regulatory inspections. From 2022 to 2024, there were no violations or deficiencies, and Taipei Metro received the highest rating of "Excellent" for three consecutive years.

## 1.1.2 Enhancement of Emergency Response Awareness

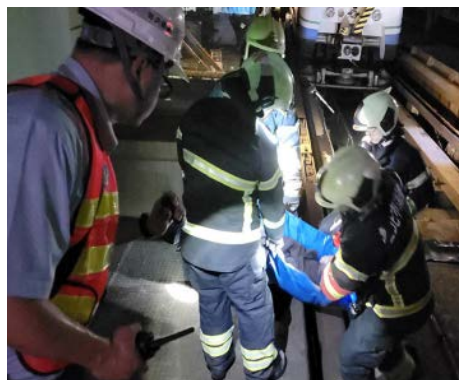
Taipei Metro continuously improves its emergency response measures by organizing simulation drills and training courses for fire incidents, security threats, equipment malfunctions, typhoons, floods, and medical emergencies. Additionally, the Company conducts risk assessments and reviews response strategies for major public safety events to ensure that all Taipei Metro employees can respond promptly and mitigate harm during emergencies.

### Disaster Response Training

Taipei Metro, in accordance with fire safety regulations and following the ISO 9001 Quality Management System, has established standard operating procedures for disaster drills. These procedures regulate related planning, execution, and assessment activities to enhance management practices and drill effectiveness across internal departments. In 2024, a total of 300 drills were conducted.



▲ Fire Drills and Multi-Hazard Emergency Exercises

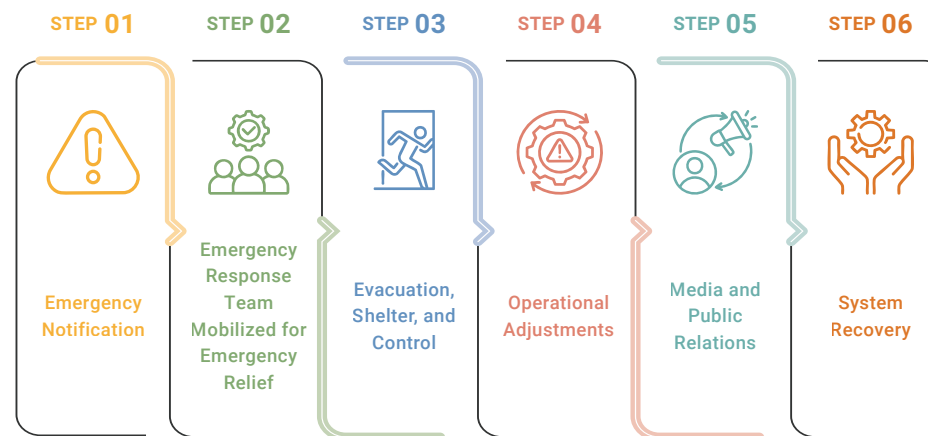


▲ Fire Drills and Multi-Hazard Emergency Exercises



300 fire drills and multi-hazard emergency exercises

### Taipei Metro Emergency Response Procedure



### AED Training

To seize on the golden rescue period following accidents, Taipei Metro has equipped all operational stations with first aid kits and automated external defibrillators (AEDs) to enhance emergency medical treatment before hospital arrival. All frontline service personnel are required to undergo annual first aid training. Instructors share case studies on-site and provide hands-on practice with actual equipment to establish a first aid safety net for passengers. In 2024, a total of 854 people received First Aid Personnel Safety and Health Education and Training courses.



## 1.2 Friendly Riding Environment

### 1.2.1 Passenger Assurance Measures

To ensure passenger safety, Taipei Metro has comprehensively installed various safety and accessibility facilities throughout the Metro system and is actively fostering an inclusive and friendly riding environment. For women, senior citizens, and individuals with mobility impairments, Taipei Metro provides secure waiting areas, senior-friendly signage design, and accessible elevator services. In addition, the Company actively promotes sexual harassment prevention and earthquake safety, providing real-time reporting channels to enhance passengers' sense of security. Taipei Metro is committed to ensuring that every passenger enjoys a safe, convenient, and comfortable travel experience.

#### Promotion of Sexual Harassment Prevention and Reporting Procedures

Taipei Metro provides real-time reporting services through multiple channels, including intercoms, help buttons, and its official app, and reinforces sexual harassment prevention awareness through posters and announcements. Safe Waiting Areas are equipped with full-time surveillance and night-time fixed-point monitoring. Additionally, in cooperation with Taipei City Police Department's Rapid Transit Division, patrol inspections are boosted. Upon receiving any report, the Company immediately notifies the police and assists in the investigation.

#### Passenger Feedback Channels

Intercoms, emergency help buttons, Taipei Metro AI smart customer service, police report hotlines 110 and 113, and the Taipei City Citizen Hotline 1999.



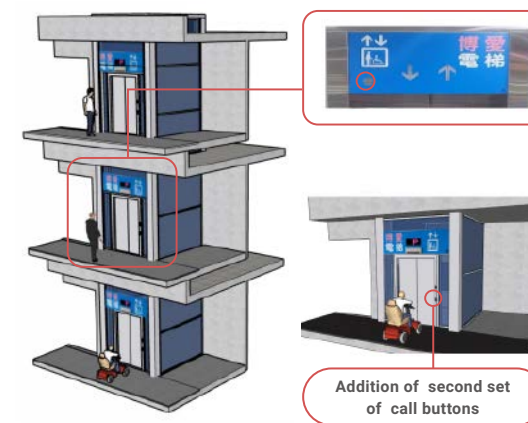
#### Key Awareness Campaigns

To create a high-quality riding environment, Taipei Metro is committed to promoting metro safety and etiquette, urging passengers to pay attention to courtesy, manners, and safety awareness when taking the Metro.



#### Elevator Accessibility Service Enhancement Project

To enhance service quality for passengers with visibility impairment, Taipei Metro introduced bilingual (Chinese/English) audio announcements for station elevators in 2024, facilitating easier use for blind or low vision travelers. In addition, to enhance the convenience of travel for passengers with disabilities, a second set of call buttons was installed.



## Senior-Friendly Signage Update Project

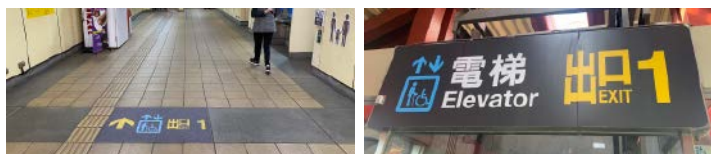
Since 2022, Taipei Metro has been implementing the Senior- and Dementia-Friendly Signage Optimization Project, updating its senior-friendly signage.

In 2024, priority was given to transfer and high-traffic stations. By the end of the year, indicator updates were completed at 44 stations, achieving a coverage rate of 38%. In the future, 12 to 15 stations will be upgraded each year, gradually completing the optimization of all 117 stations across the network.

The three key focus areas for signage optimization are:

### 01 Additional Signage

Added new elevator and directional signage, and installed large wall and floor decals at turns to assist elderly and dementia-affected passengers in navigating routes.



### 02 Larger Fonts

Enlarge the font size of major landmarks and exit information, enhance color contrast, and improve readability.



### 03 Content Readability

Simplify the information on guide light boxes to avoid displaying excessive content in the same location, thereby reducing confusion and inconvenience.

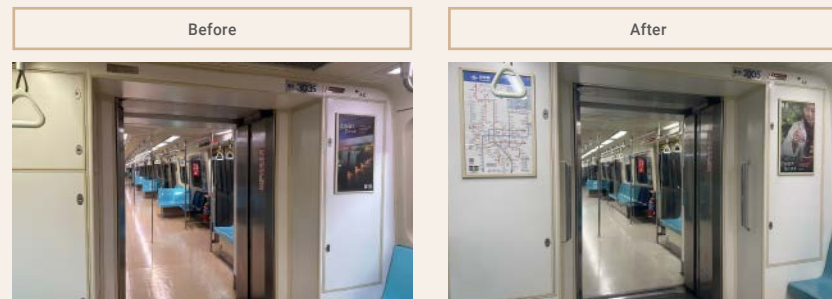


## 1.2.2 Enhanced Riding Experience

### Optimize The Train Interior Environment

Since 2024, Taipei Metro has been implementing carriage space optimization. On the Wenhu Line, modifications include removing some seats and luggage racks in central areas, eliminating door-area vertical bars in each carriage, and adding new supports and hand straps. Additionally, a similar pilot program has been planned for high-capacity trains, involving the aforementioned alterations plus the relocation of draft screens and the addition of handrails in inter-carriage passageways.

To enhance passenger comfort, a new function allowing real-time temperature control from either the driver's cabin or the Operations Control Center has also been introduced. Multiple train models underwent system upgrades in 2024, with full completion expected by the end of 2025.



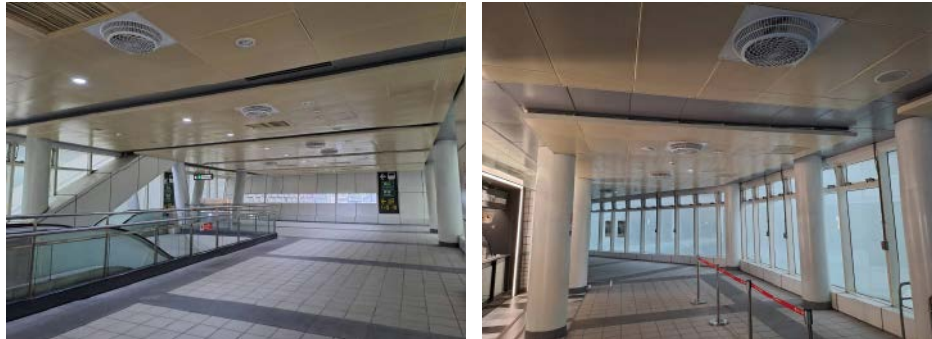
▲ Installation of Handrails in Inter-Carriage Aisles



▲ Seat Removal in High-Capacity Trains

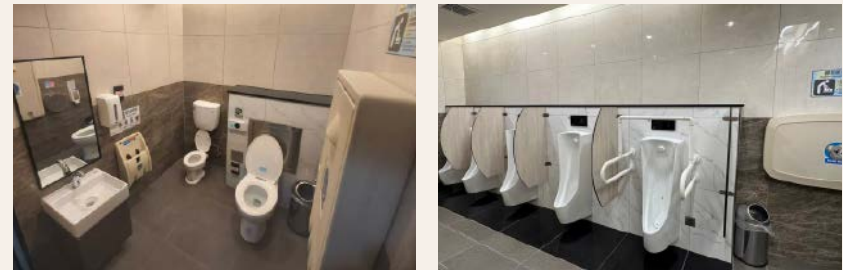
### Comfort Improvements in the 3F Paid Transfer Area of Nanjing Fuxing Station, Wenhua Line

To enhance passenger comfort, in May 2024, Taipei Metro installed 13 ceiling-mounted circulation fans along the transfer corridor to improve air circulation and increase comfort.



### Restroom Improvements and Addition of Separate Accessible Family Restrooms

In 2024, we have plans to renovate the 3 Metro Mall locations as well as the restrooms at Tamsui Station, with completion expected in 2025.



### Diverse and Convenient Services

#### Station Information and Signage Update Efficiency Improvement Plan

Starting in 2023, information in Japanese and Korean has been gradually added to train arrival announcements, station platform signage, and network maps. By June 2024, all signs across the entire system's 117 stations were updated.



▲ Station Name Above Platform Doors

▲ Station Name on Platform Columns

▲ Route Map on Platform Doors

#### Further Expansion of Train Car Crowdedness Guiding Light Bars

In 2024, guiding light bars were installed at Zhongxiao Dunhua Station, Nanjing Fuxing Station, Sun Yat-sen Memorial Hall Station, Taipei City Hall Station, and Zhongshan Junior High School Station. Currently, this service is available at a total of 9 stations (12 platforms).



## Taipei Metro Redesign Project

To provide convenient services for passengers and meet diverse visual experience needs, while also improving the working environment and enhancing work efficiency for employees, Taipei Metro has continued the experience gained from the Zhongshan Station environment improvement project by launching the “Red Line Taipei Station Space and Smart Equipment Renovation Project.” Taipei Main Station was selected for optimization as it was one of the initial Metro stations and the busiest station in terms of passenger flow. The main hall involves transfers among the Metro, Taiwan Railways, and High-Speed Rail, resulting in complex passenger flow. Operational quality and safety must be maintained throughout the construction process. Planning and designs were completed in June 2024. Starting from November 2024, phased renovation work on station concourses began. The entire project is expected to be completed by the end of 2025, aiming to provide the public with a more comfortable and convenient travel experience.

### ◆ Spatial Renovation Design Highlights ◆



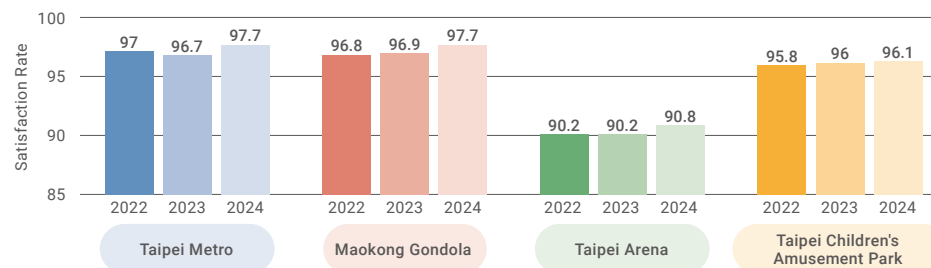
▲ Design Simulation Diagram    ▲ Business Box Redesign Outcomes    ▲ Gate Redesign Outcomes    ▲ Information Desk Redesign Outcomes

- ◆ Expansion of information counters and visitor information centers; optimization of commercial space, flooring, and ceilings
- ◆ Implementation of Zhongshan Station-piloted service box modules and optimized signage to enhance guidance efficiency and information accessibility
- ◆ Integrated end-wall train operation assistance, one-touch station open/close, platform doors, and station equipment monitoring system
- ◆ Incorporated escalators, lighting, and other equipment into centralized remote management to replace on-site operation, thereby improving efficiency and safety
- ◆ Installed smart restrooms that provide real-time information, electronic inspections.

## 1.2.3 Maintain a High Level of Satisfaction

Since 2018, Taipei Metro's customer satisfaction rate has exceeded 96% for seven consecutive years, achieving a "zero negative feedback" record. For commissioned businesses, satisfaction rates in 2024 all exceeded 90%, with overall satisfaction showing an upward trend from 2022 to 2024. In 2024, in response to digital transformation, Taipei Metro upgraded its AI intelligent voice customer service system, covering lost item inquiries, Metro information, incident reporting, and more. This upgrade provides a more natural and convenient interactive experience while effectively alleviating the workload of live customer service staff. The average monthly volume of live customer service calls decreased from 28,565 in 2023 to 22,526 in 2024, a reduction of 6,039 calls per month. Passengers can provide feedback through multiple channels, including the customer service hotline, customer service email inbox, and the "Go! Taipei Metro" App. Response rates have been 100% for the past three years.

### ► Overall Satisfaction with Taipei Metro and Commissioned Businesses



### ► 2024 Customer Feedback Statistics



Opinions per 1,000,000 trips **17.6**

## 1.3 Information and Personal Data Security

### 1.3.1 Information Security and Privacy Management

#### Information Security Risk Assessment and Management

The Company's risk management and assessment practices refer to the risk sources listed in the Handbook for Risk Management and Crisis Handling (issued by the central government). Risk identification is conducted based on the Company's business plans, corrective actions and impeachment cases from the Control Yuan, recommendations from the Taipei City Audit Division of the National Audit Office, and public opinion feedback. In terms of information security, regular identification of potential threats and vulnerabilities is conducted, and appropriate protective measures are implemented. In addition, based on the results of risk identification and qualitative analysis, if an information security incident occurs due to failure to effectively implement information security management, and it causes damage to the Company's reputation or system security, it will be assessed as a moderate risk. For information on relevant risk management systems and the response measures for medium- to high-risk items, please refer to Section 5.2.1 Internal Control and Audit.



Identified Risks

- ◆ **Personal Data Management Risk** : Monthly personal data protection awareness sessions are conducted, and regular audits are performed in accordance with the Personal Data Protection Act. In 2024, no incidents of unlawful use of personal data occurred.
- ◆ **Information Security Risks** : Audit and verification results are incorporated into information security meetings, and information security protection measures are implemented according to the planned schedule.



Identification of and Compliance with Information Security Regulations

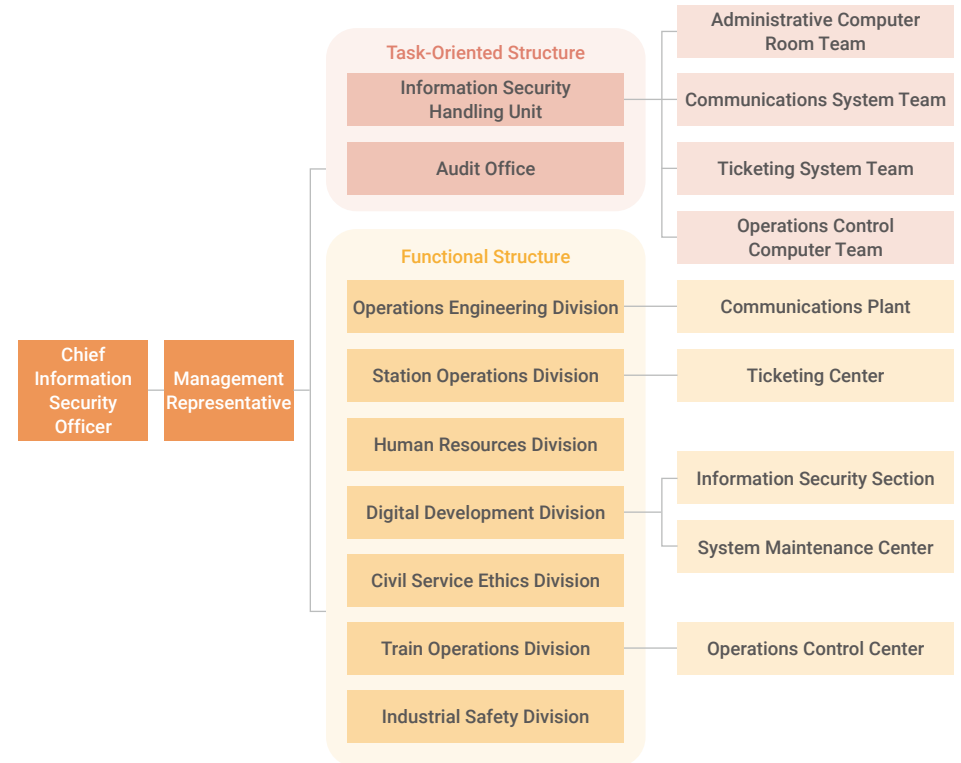
- ◆ Each quarter, Taipei Metro urges all departments to review and revise their authority and management regulations, promptly adjusting them in accordance with regulatory changes to enhance compliance efficiency and social trust.
- ◆ The primary regulations followed include the Mass Rapid Transit Act, the Cyber Security Management Act, and the Personal Data Protection Act.



Information Security Management Policies and Procedures

- ◆ Established the "Personal Data Protection Management Guidelines," formed a dedicated implementation team, and regularly conducted audits and improvement recommendations.
- ◆ In accordance with the Cyber Security Management Act, Taipei Metro has completed ISO 27001 Information Security Management Systems certification and established an information security manual and management procedures, effectively strengthening system security.

#### ISO 27001 Information Security Management Systems

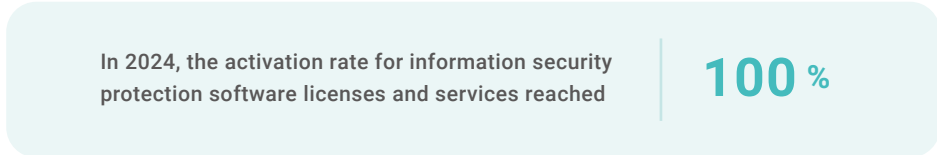


#### ISMS Certification



### Information Security Management Meeting

The Director of the Digital Development Division convenes the Information Security Management Meeting quarterly to review network traffic monitoring, intrusion detection, virus reports, vulnerability scans, and social engineering drill analyses related to the Company's computer systems. This process aims to enhance employees' cybersecurity awareness and ensure a secure information environment. The Chief Information Security Officer presides over the annual Information Security Management Executive Briefing to review the Company's information security management system and the implementation of various information security measures.

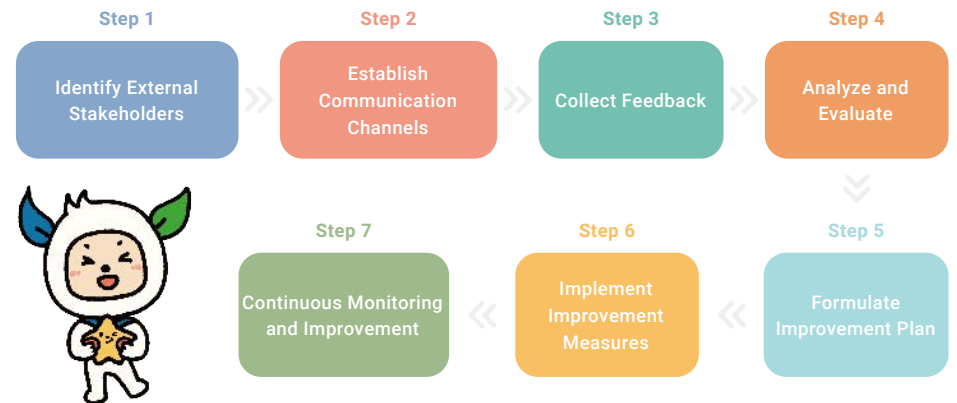


### Annual Information Security and Privacy Management Performance



### Handling Procedure

If any division receives complaints related to personal data protection, the division's personal data protection contact person shall promptly notify the Public Affairs Division's Legal Affairs Section and the Personal Data Protection Management Implementation Team. This is to ensure timely implementation of effective control measures and adjustments to protection management strategies or processes, thereby maintaining the continuous effectiveness of the personal data protection mechanism.



## 1.3.2 Information Security Protection and Management Measures

To reduce exposure risks for the Company's information systems and customer privacy, Taipei Metro strictly implements and adheres to relevant information security laws and regulations, as well as implements its Information Security Maintenance Plan, Computer Confidentiality and Information Security Audit Implementation Plan, Internal Audit Plan for the Information Security Management System, and the Verification Audit Plan for the Information Security Management System. Audit and verification results are incorporated into the Information Security Management Meetings for oversight. Additionally, information security protection measures are carried out and fully implemented according to the established schedule.





## CH2 HARMONY

Harmony, Inclusion, and a Happy Life

- 2.1 Enhanced Human Resources and Organizational Development
- 2.2 Human Rights Protection, Remuneration, and Benefits
- 2.3 Training and Talent Development
- 2.4 Occupational Health, Safety, and Well-Being
- 2.5 Lifestyle Care and Community Welfare

## Sustainable Development Strategies and Goals

Strategic Goals	Corresponding Sustainability Issues	Material Issue	2024 Performance	Medium-term Goals	Long-term Goals
Strengthened Talent Training and Development	Enhance Talent Development and Growth	★	<ul style="list-style-type: none"> <li>Average employee training time is approx. 35.46 hours</li> </ul>	<ul style="list-style-type: none"> <li>Average training hours ≥ 40 hours</li> </ul>	<ul style="list-style-type: none"> <li>Average training hours ≥ 45 hours</li> </ul>
			<ul style="list-style-type: none"> <li>Employee turnover rate of 2.83%</li> </ul>	<ul style="list-style-type: none"> <li>Annual turnover rate below 5%</li> </ul>	<ul style="list-style-type: none"> <li>Annual turnover rate below 5%</li> </ul>
Enhance Employee Health and Well-being	Enhance Employee Health and Well-being	★	<ul style="list-style-type: none"> <li>Internal customer service chain satisfaction score reached 3.96</li> </ul>	<ul style="list-style-type: none"> <li>Internal customer service chain satisfaction score ≥ 3.5</li> </ul>	<ul style="list-style-type: none"> <li>Internal customer service chain satisfaction score ≥ 3.5</li> </ul>
			<ul style="list-style-type: none"> <li>Occupational Injury Indicator (S) = 96</li> </ul>	<ul style="list-style-type: none"> <li>Zero Major Occupational Accidents</li> </ul>	<ul style="list-style-type: none"> <li>Zero Major Occupational Accidents</li> </ul>
Promote Equal Communication Among Employees	Promote Employee Communication, Diversity, and Equality		<ul style="list-style-type: none"> <li>Labor-management communication was conducted 49 times</li> </ul>	<ul style="list-style-type: none"> <li>The labor-management communication platform hosts ≥ 33 sessions</li> </ul>	<ul style="list-style-type: none"> <li>The labor-management communication platform hosts ≥ 33 sessions</li> </ul>
			<ul style="list-style-type: none"> <li>The proportion of diverse recruitment and employment reached 5.05%</li> </ul>	<ul style="list-style-type: none"> <li>The combined employment ratio of Indigenous and disabled employees is at least 4.8%</li> </ul>	<ul style="list-style-type: none"> <li>The combined employment ratio of Indigenous and disabled employees is at least 5%</li> </ul>
Expand Engagement in Social Care	Expanded Social Care and Community Engagement		<ul style="list-style-type: none"> <li>A total of 219 community engagement and public welfare events were held with 31,263 participants, spanning cultural performances, street dance, and Metro culture promotion activities.</li> </ul>	<ul style="list-style-type: none"> <li>Organize at least 164 community engagement events, including art exhibitions, street dance performances, and Metro culture promotion activities, with more than 32,000 participants.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously collaborate with local communities and public welfare organizations to engage the public through lifestyle-themed and diverse cultural performances, while promoting Metro culture and fostering a sense of happiness that makes the city a better place.</li> </ul>
Promote Quality Arts and Cultural Activities					

## 2.1 Enhanced Human Resources and Organizational Development

GRI 2-7、2-8、SASB TR-RA-000.E

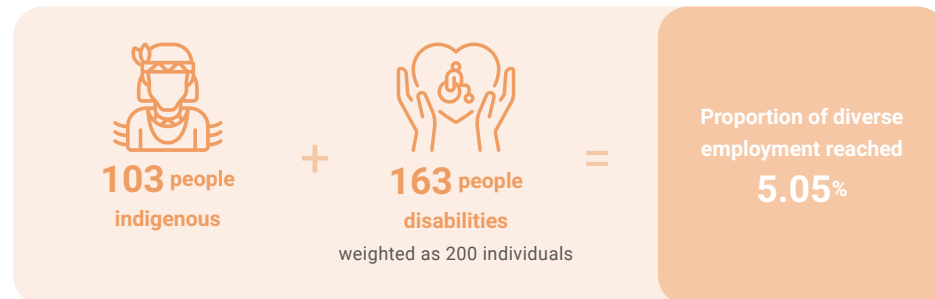
As of the end of 2024, Taipei Metro had a total of 6,063 full-time employees (excluding part-time personnel). For detailed statistics on workforce composition, including employees and non-employee workers by age and other factors, please refer to [Tables 2 through 4 in Appendix I: Sustainability Performance Statistics](#).

### 2.1.1 Employment and Care for Diverse Groups

The Company is legally required to employ 180 individuals with disabilities and, after weighting, has employed a total of 200 individuals with disabilities, in compliance with legal requirements. In 2024, Taipei Metro assisted employee with disabilities in submitting applications for job redesign services. After successfully passing the evaluations conducted by the Taipei City Workforce Development Agency, they received subsidies for assistive devices, including a desktop video magnifier, a monitor stand, and a monitor light. For detailed statistics on the employment of diverse personnel, please refer to [Table 5 of Appendix I: Sustainability Performance Statistics](#).

#### ► Diverse Employment Performance 2024

To implement equal employment opportunities, the Company hires disadvantaged groups in accordance with the Indigenous Peoples Employment Rights Protection Act and the People with Disabilities Rights Protection Act. In 2024, there were no incidents of infringement or violation of Indigenous peoples' human rights.



### 2.1.2 Talent Recruitment and Retention

#### ■ Industry-Academia Collaboration to Cultivate Outstanding Students

##### ► Taipei Metro Industry-Academia Collaboration

#### Internship Program

- ◆ On-Site Internship Category  
Higher Education Student Internship Program

Number of participants reached **20**

- ◆ Thematic Research Category  
Thematic Research Internship Program

Number of participants reached **10**



#### Taipei Metro Site Visits

- ◆ Beitou Depot (Track Maintenance Plant, Carriage Maintenance Plant)
- ◆ Evacuation Experience Center

Number of participants reached **45**



#### Taipei Metro Micro-Courses

- ◆ Maintenance Strategy
- ◆ Maintenance Planning
- ◆ Electric Traincar Maintenance Management
- ◆ Rail Infrastructure Maintenance Management
- ◆ Ticketing System Planning and Development
- ◆ Practical Management of Mass Rapid Transit Information Systems

Number of participants reached **84**



## Recruitment of Diverse Talent

In addition to its official website, the Company disseminates recruitment information through job banks, campus recruitment, recruitment briefings, and announcements on Facebook and YouTube. Leveraging years of accumulated professional experience, Taipei Metro gives back to society by promoting multiple professional training and exchange programs, making active contributions to rail transit education. In 2024, a total of 152 hours of training were provided to help participants enhance their professional knowledge and skills in rail transit, cultivating outstanding talent for Taiwan's railway industry. In 2025, Taipei Metro plans to establish interdisciplinary training positions that are not limited to specific departments, aiming to recruit and cultivate outstanding cross-disciplinary talent. This initiative will be complemented by in-house foundational knowledge training courses to enhance the professional capabilities of new employees. By offering more diverse recruitment channels and formats, the Company seeks to better respond to future labor market competition and its own operational development needs.

## Overview of New Hires and Employee Turnover

In 2024, Taipei Metro welcomed a total of 74 new employees, representing a new hire rate of approximately 1.22%, continuously injecting innovation and vitality into the Company. Exit interviews are conducted with departing employees to gain an in-depth understanding of their reasons for leaving and any difficulties requiring assistance. This information serves as a reference for the Company's subsequent actions, with the aim of retaining outstanding talent. In 2024, the total number of resignations was 173, consistent with the turnover rates of previous years. The primary reasons for resignation were retirement, passing civil service examinations and joining government-owned enterprises, and employment in private companies. For detailed statistics on new hires and employee turnover, please refer to [Tables 6 and 7 in Appendix I: Sustainability Performance Statistics](#).

### 2.1.3 Regular Performance Evaluation

Taipei Metro conducts regular performance evaluations for all employees. Except for the Chairman and President, who are directly assessed by the Taipei City Government, all other employees are evaluated in accordance with the "Employee Appraisal Directions." The same performance assessment standards apply to all employees, with no differences based on gender. Performance is rated on a scale from 1 to 7. In addition to serving as an important basis for personnel transfers, training, and development, these ratings are also reflected in assessment bonuses and performance bonuses. In 2024, Taipei Metro achieved a performance evaluation coverage rate of 99.97%. Only the Chairman and the President, who are not within the scope of responsibility, were exempt from the Company's evaluation. Excluding these two individuals, the performance evaluation coverage rate for all other employees was 100%. Detailed statistics on the number and proportion of employees evaluated can be found in [Table 8 of Appendix I: Sustainability Performance Statistics](#).

## 2.2 Human Rights Protection, Remuneration, and Benefits

### 2.2.1 Human Rights and Labor-Management relations

GRI 2-23、2-24、2-26、2-30

#### Human Rights Protection and Advocacy

##### Human Rights Policy

Taipei Metro is committed to safeguarding the fundamental human rights of employees and stakeholders. The Company recognizes and supports the human rights principles embodied in the United Nations Universal Declaration of Human Rights, the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. In addition to establishing relevant policies and guidelines—such as the "Prevention Plan for Illegal Infringement during Duty Execution" and the "Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Guidelines"—Taipei Metro sets key performance indicators related to these issues annually to ensure effective implementation of human rights practices. The Company also encourages its suppliers and contractors to comply with Taipei Metro's human rights policies (please refer to [the Company's Human Rights Policy](#)) to jointly uphold human rights. Taipei Metro strictly complies with the Labor Standards Act, strictly prohibiting the employment of child labor, forced labor, or coerced work. In 2024, government labor inspection agencies conducted irregular inspections of labor conditions, all of which met regulatory requirements and were fully implemented.



##### Sexual Harassment Prevention Measures

Formulated the "Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Guidelines," and announced the relevant provisions for sexual harassment prevention and complaint channels on both the company's internal and external websites. Conducted regular annual promotional courses; for vendor personnel, the vendor is responsible for conducting sexual harassment prevention briefings before commencement of work.



##### Sexual Harassment Prevention Complaint Channels

Complaint Hotline: +886-2-2536-3001 ext. 8539  
 Complaint Email Address: 5134@metro.taipei  
 Complaint Fax: +886-2-2511-4904

► **Taipei Metro Human Rights Protection Initiative**

Human Rights Issues	Concrete Actions	Explanation
Promotion of Labor-Management Communication	<ul style="list-style-type: none"> <li>◆ Personnel Review Committee</li> <li>◆ Assessment Committee</li> <li>◆ Personnel Appeals Handling Committee</li> <li>◆ Sexual Harassment Appeals Handling Committee</li> <li>◆ Labor-Management Conference</li> <li>◆ Collective Bargaining Meeting</li> <li>◆ Occupational Health and Safety Committee</li> <li>◆ Labor Retirement Reserve Fund Supervision Committee</li> </ul>	Together with the company labor union, labor and management representatives are jointly appointed to regularly review and communicate on matters including promotions, performance evaluations, labor rights, working conditions, employee benefits, labor retirement, and occupational safety.
	<ul style="list-style-type: none"> <li>◆ Discussion Meeting Between the President and Representatives of the Corporate Union</li> <li>◆ Online Meeting Between Department Representatives and Their Union Representatives</li> </ul>	Held annually to strengthen communication between labor and management.
Gender Equality Protection	Formulation of the "Taipei Rapid Transit Corporation's Implementation Plan for Promoting Gender Mainstreaming and Gender Equality"	Taipei Metro actively participates in the Taipei City Government's "Gender Equality Work Incentive Program" and the "Taipei City Workplace Gender Equality Certification." The General Manager serves as convener of the Gender Equality Task Force, which is composed of experts, scholars, representatives from various company departments, and gender equality liaisons. This task force promotes the Company's gender equality initiatives <sup>1</sup> , each as per it was introduced.

Note : In addition to conducting gender analysis, providing gender equality promotion and education to the public, and holding annual gender awareness training courses for internal employees, the Gender Equality Task Force also carries out a specialized gender analysis each year. In 2024, this focused on the "Gender Analysis of Station Staff Rotating Night Shifts" to facilitate appropriate improvements or responses from an objective perspective in the future.

■ **Advocacy for Human Rights and Gender Equality**

In recognition of the importance of human rights and gender issues, Taipei Metro annually offers related courses to employees, promoting the concepts of equality and human rights throughout the Company. In 2024, a total of 216 sessions were conducted covering topics such as gender, personal data protection, occupational safety and health training, and legal compliance as part of the human rights series. These courses trained 22,256 participants, accumulating a total of 73,171 training hours. Additionally, 29 sessions focused on gender mainstreaming, sexual harassment prevention, and the implementation of gender equality were held to enhance gender awareness. In 2024, the completion rate for human rights and gender awareness training courses reached 100%, demonstrating employees' strong willingness to engage with these topics and their commitment to learning. This achievement further strengthens the foundation for Taipei Metro's promotion of a diverse, equitable, and inclusive workplace culture.



▲ Enhance Gender Awareness Course\_Analysis of Gender Equality in Employment Act

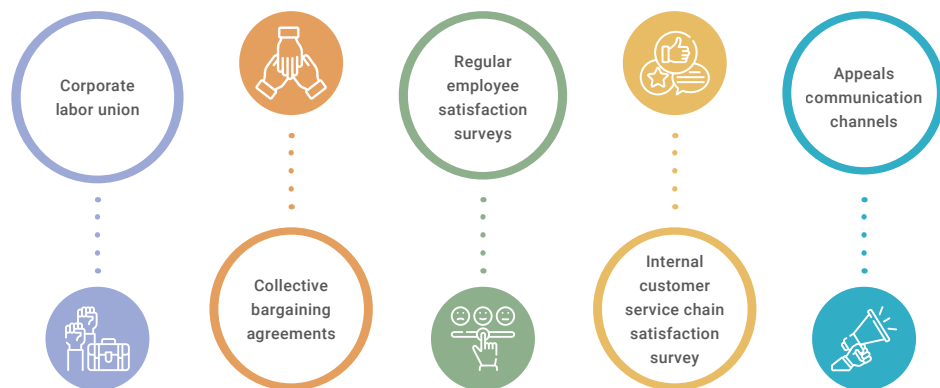


▲ Gender Equality and Sexual Harassment Prevention Course



## Harmonious Labor-Management Relations

In addition to policies, systems, and routine advocacy, harmonious and smooth labor-management communication is a key measure to protect human rights. Therefore, the Company has established diverse communication channels and rights protection mechanisms to ensure that every employee's opinions and concerns are accurately conveyed and properly addressed. In 2024, a total of 15 complaints were received and all have been processed in accordance with established procedures.



### Collective Bargaining Agreement and Operational Changes

The Company has established a corporate labor union and signed a three-year collective bargaining agreement to protect the rights and interests of both labor and management. As of the end of 2024, the number of corporate union members was 5,868, accounting for 98% of the total employees. The labor conditions of non-members are also managed in accordance with relevant laws, regulations, and company policies to ensure consistent protection.

### Internal Customer Service Chain Satisfaction Survey

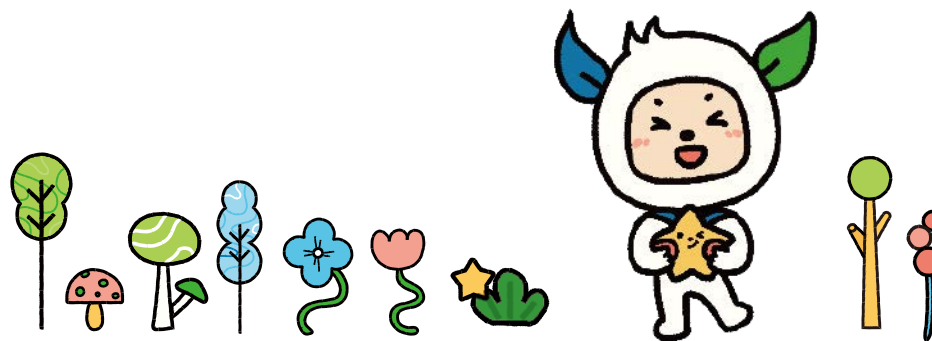
Taipei Metro firmly believes that only when employees are satisfied with internal services can they provide excellent service externally. Therefore, the Company conducts an annual internal customer service satisfaction survey to regularly review whether internal processes and services provided to employees meet their needs. This survey identifies satisfaction differences and cooperation bottlenecks among departments, assisting each department in optimizing service processes and pursuing continuous improvement.

### 2024 Internal Customer Satisfaction Survey Results



## 2.2.2 Employee Compensation Policy GRI 2-21

The compensation for Taipei Metro employees includes monthly salaries and annual bonuses, which are administered in accordance with Articles 9 and 10 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. The distribution of bonuses is based on operational performance and employee service contributions. The issuance of bonuses is governed by Article 6 of the Taipei Rapid Transit Corporation Employee Salary Guidelines and requires approval from the Taipei City Government. For information on the Board of Directors' remuneration policy and the linkage between remuneration and ESG performance, please refer to [Section 5.1.3 Accountable Corporate Governance](#). The highest individual annual total compensation is 3.29 times the median annual compensation of employees; the increase rate of the highest individual's annual compensation is 2.34 times the increase rate of the median annual compensation of employees.



## 2.3 Training and Talent Development

To achieve its vision, mission, and core values, Taipei Metro has established a comprehensive and robust training system and framework. This is designed to enhance employee competencies, optimize human resources, improve operational efficiency, and foster diverse talent development while promoting the breadth of employees' career growth. In 2024, Taipei Metro invested NT\$103,525,219 in training and development. The total training hours for employees amounted to 212,736 hours, with an average of approximately 35.46 hours of training per employee. The average training hours for managerial staff were approximately 43.5 hours, while the average training hours for non-managerial staff were approximately 33.51 hours.

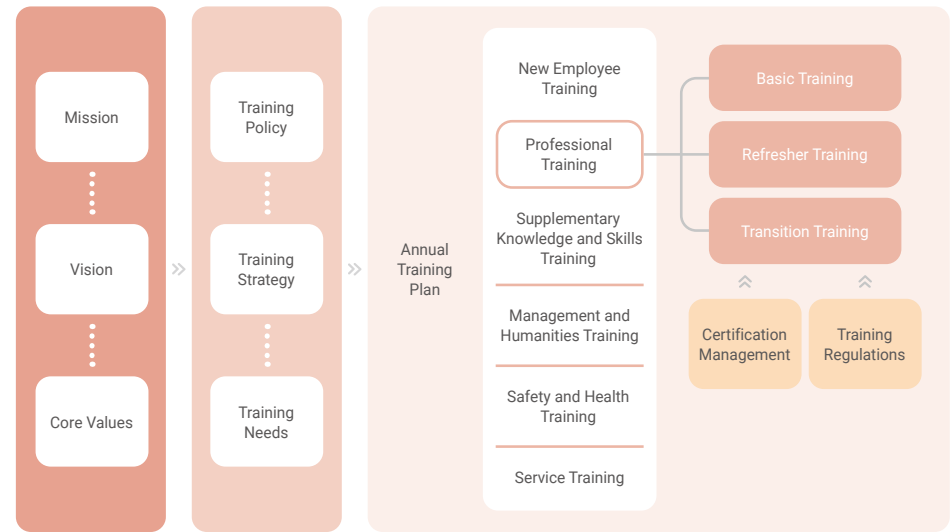
### 2.3.1 Employee Basic Training Plan and Outcomes

#### Employee Code of Conduct Training






Taipei Metro conducts employee code of conduct training in accordance with the Employee Training Operational Guidelines. The training content not only closely relates to the Company's daily operations but also covers four key areas: gender awareness and sexual harassment prevention, environmental education, information security awareness, and occupational health and safety. All employees are required to complete courses in these four areas. Additionally, the Company employs a variety of learning methods, combining in-person and e-learning courses, and implements the Talent Quality management System (TTQS) training quality assessment system to monitor training quality and continuously improve. Taipei Metro also provides diverse training and continuing education subsidies to encourage employees' self-directed learning, promoting mutual growth for both individuals and the Company.

In 2024, the employee Code of Conduct training completion rate reached 100%, with a total of 52,296 training attendances conducted. Among these, "Supplementary Knowledge Skills Training" accounted for the highest number of attendances at 22,013, while "Professional Training" recorded the highest number of hours, totaling 98,660.5 hours. For training-related statistical information, please refer to [Tables 9 and 10 in Appendix I: Sustainability Performance Statistics](#).

#### Training Framework Diagram



#### Training Course Outcomes in Six Major Categories

 <p><b>New Employee Training</b></p> <p>Orientation for New Staff (Introduction to the Metro System and Safety Awareness Course)</p>	 <p><b>Professional Training</b></p> <p>Basic Training Course for High-Capacity Station Management Personnel</p>	 <p><b>Supplementary Knowledge and Skills Training</b></p> <p>Workplace Stress Adjustment and Emotion Management Course</p>
 <p><b>Management and Humanities Training</b></p> <p>Mid-Level Management Seminar</p>	 <p><b>Safety and Health Training</b></p> <p>Basic First Aid Training for Injuries Sustained by Visitors at the Ice Land</p>	 <p><b>Service Training</b></p> <p>Courtesy Service Training Course for Station Staff</p>

## 2.3.2 Employee Career Development Planning

### ► Career Development Framework

**New and Current Management Talent Development Program**

	 Senior Managers	 Mid-Level Managers	 Entry-Level Managers	 New Mid-Level and Entry-Level Managers
<b>Description of Training Programs</b>	<ul style="list-style-type: none"> <li>◆ Cultivate leadership and cross-disciplinary perspectives through off-site meetings.</li> <li>◆ Enhance transformative capability, decision-making ability, and crisis management skills.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Focus on integration, creativity, and leadership.</li> <li>◆ Assist in implementing high-level decisions and translating them into actionable plans.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Develop professional skills, project management, and interpersonal communication abilities.</li> <li>◆ Enhance daily operational execution and team management.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Establish a job adaptation training mechanism.</li> <li>◆ Cover personnel management, business management, budgeting, and materials control.</li> </ul>
<b>2024 Achievements</b>	<ul style="list-style-type: none"> <li>◆ 2 Internal Senior Management Lectures</li> <li>◆ 1 Industry Expert Special Lecture</li> <li>◆ 2 Cross-Industry Visits</li> </ul>	<ul style="list-style-type: none"> <li>◆ 2 Internal Mid-Level Management Lectures</li> <li>◆ 1 Cross-Industry Visit</li> </ul>	<ul style="list-style-type: none"> <li>◆ 1 Internal Entry-Level Management Lecture</li> <li>◆ 1 Performance Review Interview Course</li> <li>◆ Site visits to the Company's major Transit-Oriented Development (TOD) projects.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Arranging essential core management, cross-domain expertise, problem-solving decisions, work guidance, work improvement, and work relationships management courses.</li> </ul>

**Diverse Talent Development Training**

<b>Description of Training Programs</b>	 <b>Rotation of Management Positions</b> <ul style="list-style-type: none"> <li>◆ Arrange a five-year rotation based on capabilities and expertise.</li> <li>◆ Promote cross-domain capability development and knowledge integration.</li> </ul>	 <b>Second Specialty Training</b> <ul style="list-style-type: none"> <li>◆ Promote cross-disciplinary skills learning through a "learning by doing" approach.</li> <li>◆ Emphasizing the integration of practical experience to expand career opportunities.</li> </ul>	 <b>Internal Trainer Training</b> <ul style="list-style-type: none"> <li>◆ Established a specialized lecturer system for Metro design.</li> <li>◆ Promoting knowledge transfer and a culture of organizational learning.</li> </ul>
<b>2024 Achievements</b>	<ul style="list-style-type: none"> <li>◆ The rotation rate for managerial positions in 2024 reached 6.13%.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Since its launch in August 2021, a total of 155 employees and 5 supervisors have been trained, with nearly 70% of the personnel transferred to new positions.</li> </ul>	<ul style="list-style-type: none"> <li>◆ In 2024, the cumulative number of active internal instructors reached 1,682.</li> </ul>
<b>Description of Training Programs</b>	 <b>Standard Training Course</b> <ul style="list-style-type: none"> <li>◆ Design KSA training specifications in accordance with the job standards set by the Ministry of Labor.</li> <li>◆ Senior management conducts diagnostic oversight, incorporating issues related to quality, safety, and service.</li> </ul>	 <b>Specialist ESG Knowledge and Skills</b> <ul style="list-style-type: none"> <li>◆ Since 2023, Taipei Metro has successively conducted ESG Classroom sessions, ESG proposal competitions, and special lectures.</li> <li>◆ Establish a fundamental understanding of ESG and its practical application among all employees.</li> </ul>	 <b>Digital Learning Advancement Plan</b> <ul style="list-style-type: none"> <li>◆ Implementation of AI-produced microlearning courses.</li> <li>◆ Encourage focused learning during fragmented time periods.</li> </ul>
<b>2024 Achievements</b>	<ul style="list-style-type: none"> <li>◆ By the end of 2024, a total of 91 standardized professional foundational training modules had been developed.</li> <li>◆ 5,357 effective certificates were issued.</li> </ul>	<ul style="list-style-type: none"> <li>◆ 14 ESG Classroom Lessons</li> <li>◆ The Clean Living Campaign was conducted in 3 phases, with a total participation of 4,304 people.</li> <li>◆ The thematic proposal competition received 12 submissions.</li> </ul>	<ul style="list-style-type: none"> <li>◆ In 2024, a total of 47 Classroom micro-courses, 35 digital technology sharing sessions, and 60 professional courses were published, with a cumulative readership of 108,372.</li> </ul>

## Highlights of Talent Training

### Diverse Training and Continuing Education Subsidy

Taipei Metro provides various training subsidies to employees who have completed more than one year of service and whose applications have been reviewed and approved.

#### ◆ 2024 Performance ◆

General Subsidies ..... **142 people**

#### Project Subsidies

English Project ..... **10 people**

Key Business Development Projects ..... **29 people**

English Proficiency Test ..... **7 people**



A total of  
**NT\$ 1.76 million**

### Internal Trainer Training

In 2024, Taipei Metro advanced the internal instructor development management system by comprehensively reviewing the selection of internal instructors, training content, implementation methods, and qualification management. This was conducted in accordance with the Training Quality Management System (TTQS) promoted by the Ministry of Labor and by referencing the current "Training Standards" operating guidelines. The instructor training system was optimized and enhanced based on the key quality elements of PDDRO—Planning, Design, Delivery, Review, and Outcome.



## Management Training Outcomes

Taipei Metro implements management competency development programs tailored to different managerial levels. These programs vary in depth and scope according to each management tier, ensuring effective execution and expansion of the Company's business decisions. They cultivate management talent with forward-looking vision and outstanding leadership to drive continuous innovation and growth.

### Senior Management Seminar

Visit to Hon Hai Technology Group



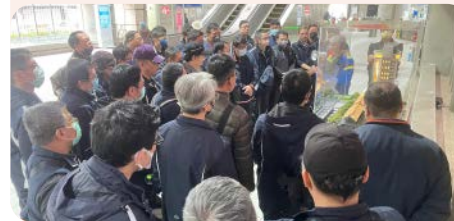
### Mid-Level Management Seminar

Visit to TSMC Museum of Innovation



### Entry-Level Management Seminar

Site Visit to TOD Engineering Development Project

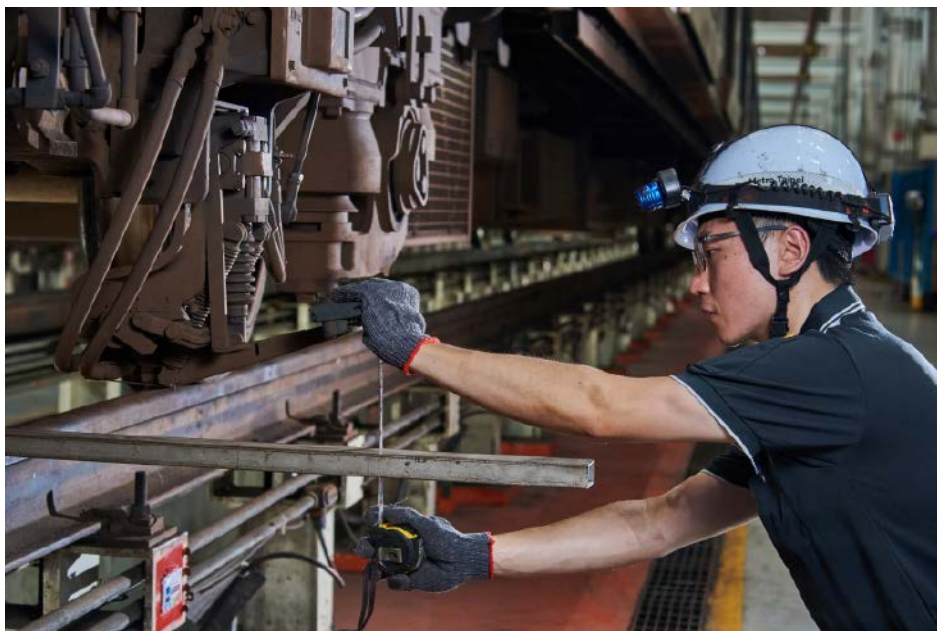


## 2.3.3 Security Training Practice

As security personnel bear the important responsibility of safeguarding Taipei Metro, its affiliated contracted employees, customers, and assets, the Company requires that only those who have completed security background checks and vendor training are permitted to perform duty. They must also participate in all Company training programs, including daily pre-shift briefings, weekly pre-shift education, and irregular multi-disaster simulation drills. Every six months, the Company assigns professional personnel, supervisors, or elite security staff from contractors to serve as instructors, providing 8 hours of Metro-related professional training to their security personnel. The training covers Metro duty tasks, safety and security, self-defense techniques, and basic first aid knowledge. In 2024, the security personnel completed pre-contract training and quarterly professional training with a 100% execution rate.

## 2.4 Occupational Health, Safety, and Well-Being

The Company has established an effective occupational health and safety management system to ensure the safety and health of all employees and to prevent occupational accidents. To ensure all employees comply with and understand the requirements of the occupational health and safety management system, Taipei Metro provides education and training during daily work activities. Through communication and advocacy, the Company fosters a safety-conscious culture among employees. In the event of emergencies, timely response and handling are implemented to minimize the likelihood and severity of injuries.



### 2.4.1 Occupational Health and Safety Policies and Systems

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). In selecting suppliers and contractors, Taipei Metro implements the Supplier Evaluation Procedure to control the quality of services provided. Among the evaluation criteria is the inclusion of "major occupational accidents attributable to the supplier." Furthermore, contracts require suppliers providing labor services on Company premises to comply with the "Contractor Management Plan" regarding occupational safety and health matters. Workers entering Company premises must adhere to the "Supplier Safety and Health Work Regulations" and, in accordance with the "Supplier Work Permit Management Regulations," must complete supplier safety training to obtain a supplier work permit or apply for a temporary supplier work consent form.

#### Occupational Safety and Health Committee

The Company has established an occupational safety and health management unit (the Industrial Safety Division) to plan and promote safety and health-related activities. In accordance with Article 12-2 of the Occupational Safety and Health Management Regulations, the Company has implemented an occupational safety and health management system that meets or exceeds the national CNS45001 standard. An Occupational Safety and Health 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 Safety and Health 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 Safety and Health Management Review Meeting is held to discuss and review annual goals.

### Risk and Opportunity Assessment Management Process

In accordance with ISO 45001, the Company has established the Occupational Safety and Health Opportunity Assessment Management Process. After inventorying existing control measures, risks and opportunities are identified. Appropriate control measures are then implemented, followed by a reassessment of residual risks, with the aim of preventing or reducing the likelihood or severity of incidents. The risk and opportunity assessment for contractors' contracts must also comply with the Company's Contractor Management Plan. Risk control measures should be planned and completed prior to the tendering process and incorporated into the contract's engineering specifications or the statement of work.

### Occupational Disaster Reporting and Investigation Process

The Company has established the Labor Accident Reporting and Response Procedure and the Occupational Safety and Health 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.

### Health Protection Plan

Taipei Metro is committed to protecting employee health. In 2024, the Company implemented multiple health management programs, including the Human Factors Hazard Prevention Plan and the Abnormal Workload-Induced Disease Prevention Plan for all employees. These programs employ risk assessments, health questionnaires, tiered management, and medical intervention for prevention and follow-up, achieving a 100% questionnaire response rate. To protect pregnant and breastfeeding female employees, the Company also implemented the Maternal Labor Health Protection Program and completed health education for all participants. In accordance with regulations, the Company implemented the Labor Health Service Plan, conducting a total of 216 health service events and providing care to 519 participants. At the same time, the Company continues to implement the Prevention Plan for Illegal Harm Encountered While Performing Duties, conducting education and training and ensuring appropriate personnel placement to reduce the risk of workplace violence.

## 2.4.2 Creating a Healthy and Safe Work Environment

The Company conducted educational training with a total of 7,954 participants, accumulating 15,689 training hours. In addition, to ensure the safety management of contractors during construction, safety training was provided to all personnel entering the site, including both new and refresher courses. Hazard notifications and safety guidance were conducted to prevent occupational accidents. In 2024, a total of 8,010 contractor safety training participants were completed, comprising 4,710 new training participants and 3,300 refresher participants.

### Occupational Safety and Health Education and Training Plan

Course Category	Target Participants	Total Training Hours	Number of Trainees
General Safety and Health	New Employees, Current Employees	7,375	6,564
Initial Training for Occupational Safety and Health Personnel	Personnel Engaged in Hazardous or Harmful Work	3,405	219
AED + CPR Emergency Rescue	Personnel Directly Serving Passengers/Tourists or the General Public	3,285	879
Disaster Prevention and Relief	Personnel Engaged in Civil Defense Teams, Disaster Prevention Operations, and Fire Management	1,624	292

In 2024, no occupational diseases occurred among all workers, and there were no work-related fatalities. There were zero cases of employee disability throughout the Company. There were a total of seven occupational injury cases involving contractors, and corrective measures have been implemented. For statistics related to occupational injuries, please refer to [Table 11 of Appendix I: Sustainability Performance Statistics](#).

## 2.4.3 Health Promotion Activities and Health Checkups

To care for the physical and mental well-being of employees, the Company has arranged various programs and activities, broadly categorized into four types:



▲ Suburban hiking ESG health trip



▲ Health promotion group activities in each division



▲ Health promotion group activities in each division

## 2.4.4 Employee welfare and retirement system

### On-the-Job Support for Peace of Mind

To demonstrate care for all employees, the Company not only provides support and assistance when necessary but also offers additional benefits to promote their physical, mental, and emotional well-being.

#### Parental Leave for Childcare

Female employees are entitled to menstrual leave, maternity leave, and prenatal leave, while male employees have the right to paternity leave. In 2024, a total of 411 employees were eligible to apply for parental leave without pay. Among them, 74 employees applied for such leave, resulting in an application rate of 18%. The average return-to-work rate was 44%, and the retention rate was 60%. Detailed statistics on parental leave are provided in the appendix section.

#### Pregnant Employees are Transferred to the Customer Service Center

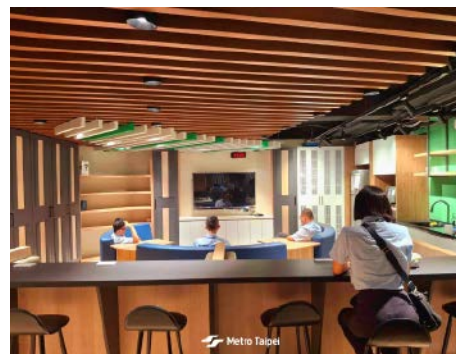
To accommodate the physical condition of pregnant employees working in station services, train operations, and maintenance shifts, they can apply for transfer to the Customer Service Center during pregnancy. This allows them to perform tasks such as answering calls and administrative work, reducing the physical and mental stress of pregnancy. In 2024, a total of 21 employees were temporarily transferred to the Customer Service Center. This measure not only fulfilled the goal of supporting employees during pregnancy but also allowed staff to gain experience and understanding of different positions through job rotation, enabling them to learn about the Company's culture from diverse perspectives.

#### 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.

### Improvement of the Working Environment

To enhance the work environment and employee well-being, Taipei Metro implemented multiple improvement initiatives in 2024. These included optimizing the workspace and rest areas at Beitou Depot, installing electronic privacy film in the Operations Control Center's visitor area to balance privacy and tour needs, and completing three projects: ventilation upgrades at Xinzhuang Depot offices, seat improvements for high-capacity trains, and rest area enhancements at the Innovation and Research Center. These efforts comprehensively created a more comfortable, safe, and employee-friendly work environment, improving staff satisfaction and mental and physical health.



▲ Optimization of the Beitou Crew Rest Area



▲ Addition of New Electronic Privacy Film in the Operations Control Center Observation Area

#### Workplace Childcare Service Center

To create a family-friendly workplace childcare environment, Taipei Metro established the first publicly operated Metro Taipei Childcare Center in the Metro Administrative Building, with a maximum capacity of 55 children. Since its inception, the center has been fully enrolled every semester. In 2024, its welcoming childcare environment and high-quality, affordable services were recognized with the Indoor Air Quality Gold Certification issued by the Taipei City Government Department of Environmental Protection, as well as the Friendly Childcare Enterprise Award—Benchmark Enterprise Category—hosted by the Taipei City Government Department of Labor.

## Clubs and Family Activities

In 2024, Taipei Metro organized a total of three employee family activities, with over 7,000 employees and their relatives participating. These events aimed to enhance employees' and their families' sense of identification with the Company, while also promoting family relationships and creating a happy workplace. In addition, in 2024, the Company held its first group wedding ceremony, extending sincere blessings to 16 pairs of newlywed employees.

In addition, the Company subsidizes employees in establishing clubs. Currently, there are 19 clubs, with 12,922 participations in club activities in 2024.

30th Anniversary Employee Family Gathering



Employee Family Activity



Beach Cleanup Activity



Group Wedding



▲ Badminton Club



▲ Slow Pitch Softball Club



▲ Tennis Club



▲ Table Tennis Club



▲ Chao Tian Club

## Recognition of Outstanding Employees

To encourage employee innovation, enhance quality, and strengthen a sense of belonging, Taipei Metro has implemented a diversified incentive system. This system includes proposal programs, quality control circles, outstanding employee selection, long-term service recognition, and occupational safety and health improvement competitions. In 2024, NT\$4,098,000 in gift certificates, 39 accommodation vouchers, and 78 travel tickets were issued.

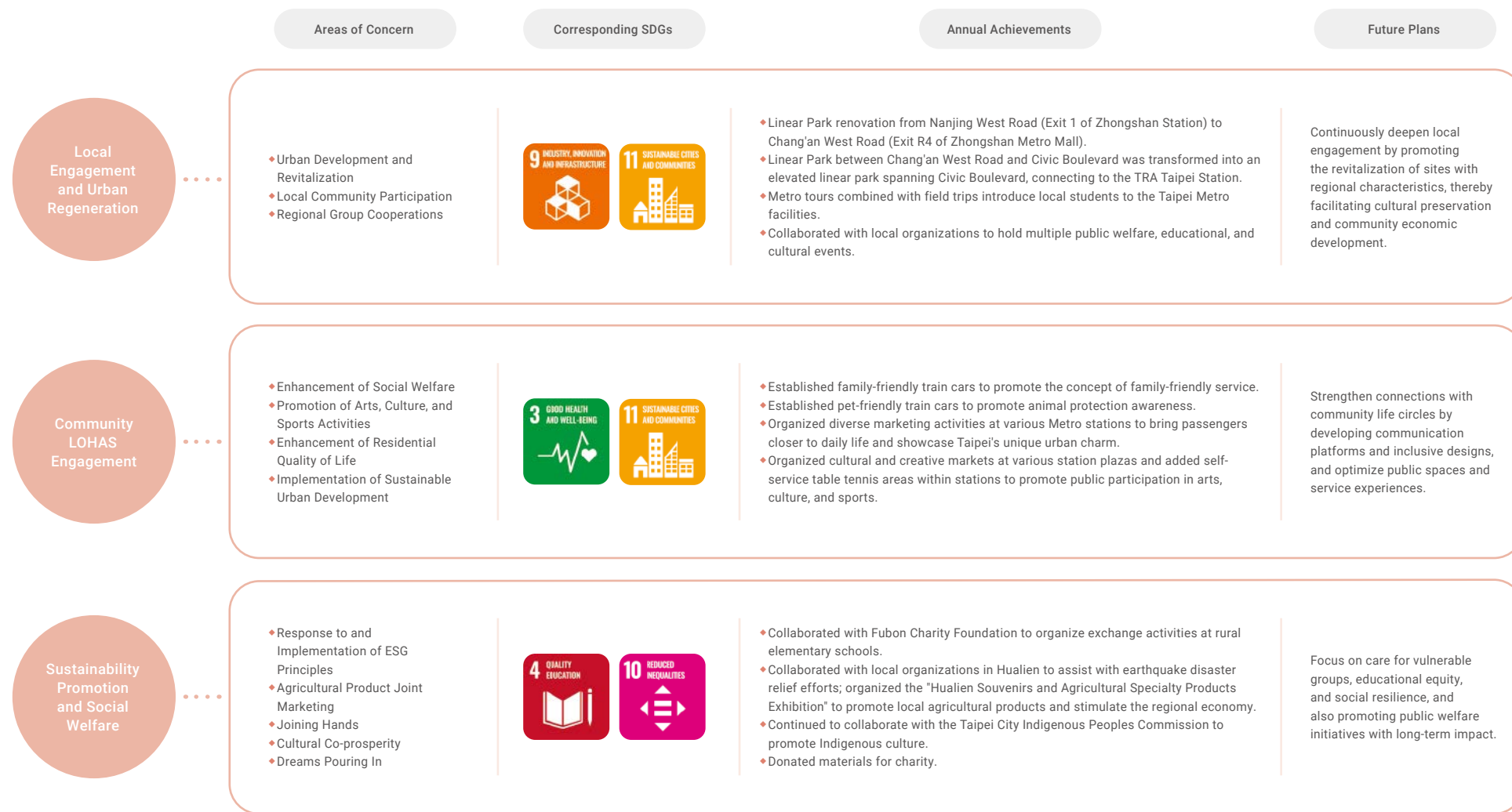
## Retirement System and Lifestyle

The Company has established a comprehensive retirement system in accordance with the Labor Standards Act, the Labor Pension Act, and regulations approved by the Taipei City Government. The system is implemented following labor-management agreements filed with the government for record. Its execution is jointly supervised by the Pension Supervisory Committee and the Taipei City Government's Department of Labor. The Chairman and President shall receive retirement benefits in accordance with exclusive regulations, while all other employees shall handle retirement, severance, and survivor benefits in accordance with the Company's internal guidelines.

For retiring employees, the Company presents a certificate of appreciation, a retirement certificate, and a commemorative gift during the retirement ceremony. Those with significant contributions are additionally awarded a commemorative medal. Retirees may also enjoy discounts at the various Taipei City venues with their retirement certificate. To continuously support retired personnel, Taipei Metro invites them to join retirement communities (Facebook groups and Line groups) and participate in major company events, demonstrating care and gratitude for retirees.

## 2.5 Lifestyle Care and Community Welfare

### ► Taipei Metro Social Co-Prosperty Development Blueprint



## 2.5.1 LOHAS Taipei

### Rebuilding the Urban Green Corridor

To create more recreational and activity spaces as well as urban highlights, Taipei Metro has steadily worked to transform the linear parks at Xinzhongshan, Xinshuanglian, and the Yuanshan Section since 2018. In particular, Xinzhongshan Linear Park has even become a famous tourist attraction in Taipei.

Building on the experience of park renovations, the project aims to revitalize the green corridor landscape and establish pedestrian-friendly routes. Since 2023, renovations of the linear park from Nanjing West Road (Exit 1 of Zhongshan Station) to Chang'an West Road (Exit R4 of Zhongshan Metro Mall) have been underway, with the areas around Exits R4 and R5 of Zhongshan Metro Mall completed and opened to the public in August 2024.



### Deepening Community Relations

#### Metro Tour Visit

Combining off-campus education with Metro education, Taipei Metro offers Metro Tour activities open for registration by government agencies, organizations, or schools. Guided tours are provided within restricted areas, including visits to the High-Capacity Operations Control Center and the Beitou Depot Vehicle Maintenance Facility. In 2024, a total of 120 groups registered, with a participation of 4,420 individuals.



## Regional Group Cooperations

In addition to organizing its own events, the Company also collaborates irregularly with local organizations, using Metro facilities as a platform to conduct various public welfare, educational, and cultural activities through cross-industry partnerships or community cooperation.

## Diverse Marketing Activities

Taipei Metro enhances passenger engagement and strengthens brand affinity and public participation through events such as concerts, dance competitions, family and pet-friendly trains, combined with markets and marketing promotions.

Baseball-themed Station



Happy 30<sup>th</sup> Anniversary to Taipei Metro



Metro Street Dance Competition



Taipei Metro 30<sup>th</sup> Anniversary Spring Music Party



Taipei Metro 30<sup>th</sup> Folk Song Concert



Flash CPR Challenge



"Let's Go Camping" Family-themed Train



Exit Music Festival



Shine! Metro Light Christmas Decorations



Promoting green dining at markets



Taipei Metro 13.5 Billion Passenger Trips Event



Pet-Friendly Trains: Spring Outing for Fur Babies



### Integrating into the Lives of Citizens

Taipei Metro actively develops cultural spaces and market event platforms, providing venues for public welfare cultural activities, establishing art galleries and self-service exercise areas, and promoting the Music in Stations program to deepen connections with citizens' daily lives and foster community integration.

Surrounding Plazas and Station Art Galleries



Station and Community Co-Prosperty Development



OPEN METRO - Hotel & Tour Package



Nangang Exhibition Hall Station Self-Service Table Tennis Space



Music at the Station - Metro Music Performance Project



Holiday Family Movie Theater



### 2.5.2 Conveying Love and Care

"Conveying love and care" has always been a goal of Taipei Metro. This commitment reflects the public's expectations of a successful enterprise, encompassing not only operational performance but also social and environmental responsibilities. Therefore, Taipei Metro actively participates in public welfare activities, cares for remote and disadvantaged communities, and promotes positive values through tangible actions such as donating supplies and providing resources for public service campaigns.

#### Agricultural Product Joint Marketing

Taipei Metro collaborated with the governments of Taitung and Hualien Counties to promote events such as the "Good New Year Market" and "Exploring Flavors of Eastern Island," assisting in the revitalization of agricultural and specialty product sales following the earthquake. Additionally, Taipei Metro provided venue support for the "2024 Book Your Taitung Holiday" event to boost tourism and local revitalization in the Hualien and Taitung regions, demonstrating the Company's commitment to corporate social responsibility and shared prosperity.

"Good New Year Market" Event



"Exploring Flavors of Eastern Island" Event



"2024 Book Your Taitung Holiday"



Taipei Metro Spreads Love, United in Support for Hualien



### Cultural Co-prosperity

Taipei Metro has collaborated with the Council of Indigenous Peoples to promote the August 1 Indigenous Peoples Week and the LiMA Indigenous Cultural Festival. For four consecutive years, these diverse activities have fostered the preservation of indigenous cultures and social dialogue, creating an inclusive platform for cultural exchange.

**Salama! Urban Festival: Series of activities for August 1 Indigenous Peoples Week**



**LiMA Indigenous Innovation Aesthetics Cultural Festival**



### Dreams Pouring In

By encouraging outstanding Indigenous employees to give back to their alma maters, Taipei Metro extends its intangible network into remote rural areas. Additionally, in collaboration with the company managing the food court at the Taipei Children's Amusement Park, Taipei Metro jointly supports schools in experiencing the "Metro Journey" program in Taipei.

**Spreading Love to Hualien-Dewu Elementary School**



**Step into Taipei Arena: Dare to Dream Program**



### Joining Hands

In 2024, Taipei Metro promoted a variety of public welfare activities, including tree planting, urban-rural exchanges, blood donations, flower reuse, material donations, special education entertainment, and charity ice skating. Collaborating with the government and foundations, the Company strives to create a friendly, caring, and sustainable urban environment and social value.

**2024 Metro Alliance Joint Tree-Planting Event**



**Conveying Love and Care, Promoting Urban-Rural Exchange**



**Charity Blood Drive**



**Ice Land: Let's Skate Together**



**Taipei Children's Amusement Park Charity Donation by Harmony Home Foundation Taiwan**



**Caring for Disadvantaged Groups in the local community**



## Response to and Implementation of ESG Principles

### Taipei Metro Festival & Carbon Reduction Champion

To promote green transportation and achieve low-carbon sustainability, Taipei Metro has designated the anniversary of Metro service commencement as Metro Day. In 2024, Metro Day features activities such as "You Donate Mileage, I Do Charity," "My Carbon Collection Card," "Five-Lines Prediction King," and the "Carbon Reduction Leaderboard." These initiatives involve collaboration with industry partners, market vendors, and employees to engage in charitable activities, encouraging the public to participate in mileage donation campaigns in support of Taipei Metro's charitable contributions.

To fulfill its corporate social responsibility and promote positive impact, Taipei Metro **donated NT\$10,000** to the charity organization Taitung Children's Book House. In addition, for every **250,000 kilometers** donated by the public, Taipei Metro contributes **NT\$10,000**. The Company also plans to implement a carbon coin redemption program to encourage public participation in these activities.

#### ◆ The Three Main Themes of the 2024 Metro Festival ◆



### Taipei Metro Sustainability Exhibition

Taipei Metro, under the theme "Metro Growing into a Big Tree," held the 2024 Taipei Metro Sustainability Exhibition at the Taipei Children's Amusement Park to promote public welfare and environmental protection. The event featured four main exhibition areas, four interactive zones, and a secondhand book collection and donation campaign. Through diverse interactive exhibits and heartfelt activities, Taipei Metro encouraged the public to contribute to a sustainable lifestyle.

#### Invited 1919 Reading Companions Students to participate in the exhibition

Taipei Metro invited participants and their families from the 1919 Reading Companions Program to enjoy a free visit to the Taipei Children's Amusement Park and attend an exhibition. During the guided tour, they gained an in-depth understanding of Taipei Metro's sustainability initiatives, inspiring the children's environmental awareness.

#### Used Book Donation: Spreading Love

The public is invited to donate children's books suitable for ages 3 to 15 or books on ESG and sustainability themes, accompanied by complimentary amusement tickets.

#### Publishing Industry Responds with Compassion

In collaboration with the publisher, Times Publishing provided 200 sustainability-themed books at a discounted price to support public welfare. After the exhibition, the books will be donated to underprivileged children to extend the value of reading.





# CH3 INTELLIGENCE

Smart Operation and Digital Innovation

- 3.1 Focus on Digital Innovation
- 3.2 AI and Smart Operations
- 3.3 Digital Drive and Talent Development

## Sustainable Development Strategies and Goals

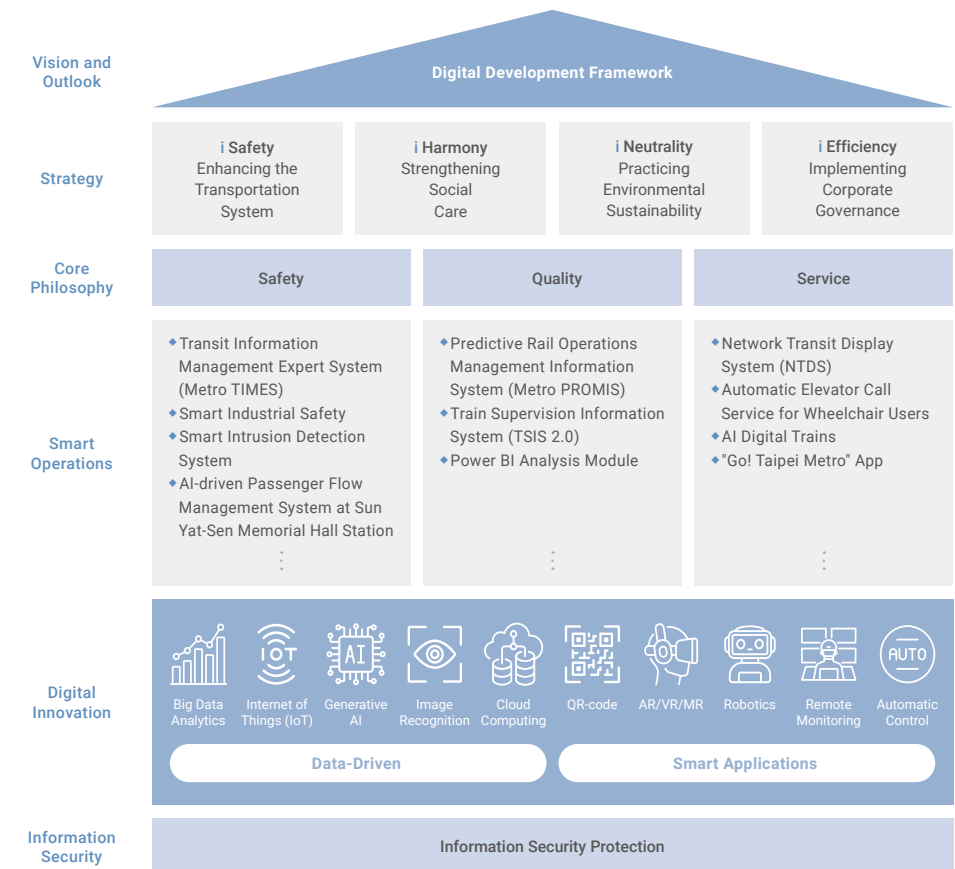
Strategic Goals	Corresponding Sustainability Issues	Material Issue	2024 Performance	Medium-term Goals	Long-term Goals
Reinforce Digital Transformation within the Organization	Digital Innovation and Intelligent Operations		<ul style="list-style-type: none"> <li>Average organizational digitalization level of 4.3</li> </ul>	<ul style="list-style-type: none"> <li>Overall score for digitalization self-assessment increases by 5% by 2027.</li> <li>Maintenance units' level of digitalization self-assessment all reach Expert Level by 2027.</li> </ul>	<ul style="list-style-type: none"> <li>Level of digitalization self-assessment reaches or exceeds Advanced Level by 2030.</li> </ul>
			<ul style="list-style-type: none"> <li>Launching of big data/automation applications: 21 projects</li> </ul>	<ul style="list-style-type: none"> <li>Establish a more comprehensive smart technology integration and application platform.</li> </ul>	<ul style="list-style-type: none"> <li>Establish a more comprehensive smart technology integration and application platform.</li> </ul>
Encourage Technology R&D and Innovation	Digital Innovation and Intelligent Operations		<ul style="list-style-type: none"> <li>The New Technology Development Committee promoted 8 innovative technologies, 4 proof of concept (POC) projects, organized 1 hackathon competition.</li> <li>Won awards in 3 external innovation competitions.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote innovative technologies and proof-of-concept experimental sites, and hold or participate in at least 2 innovation-related competitions annually.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote innovative technologies and create an excellent experimental environment for new technologies, striving for long-term corporate partnerships and encouraging both internal and external innovation.</li> </ul>
Expand Innovative Business Models	Digital Innovation and Intelligent Operations		<ul style="list-style-type: none"> <li>Completed 6 "Go! Taipei Metro" App membership marketing campaigns.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote cross-industry alliances to enhance member service experience.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote cross-industry alliances to enhance member service experience.</li> </ul>
			<ul style="list-style-type: none"> <li>Launched 9 new business cooperation projects</li> </ul>	<ul style="list-style-type: none"> <li>Continuously expand cross-industry alliance cooperation and extend commercial service scope.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously expand cross-industry alliance cooperation and extend commercial service scope.</li> </ul>
Optimize the Digital Service Experience	Optimize Customers Service Process		<ul style="list-style-type: none"> <li>Launched 8 customer experience optimization projects</li> </ul>	<ul style="list-style-type: none"> <li>Annual improvement and optimization projects: <math>\geq 8</math> per year</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote an innovative, convenient, secure, and customer-centric service environment</li> </ul>
			<ul style="list-style-type: none"> <li>Total Downloads Reached 3.93 Million, with an average of 600,000 active devices.</li> </ul>	<ul style="list-style-type: none"> <li>"Go! Taipei Metro" App downloads: increase of 10% annually; average active user increase of 2% annually</li> </ul>	<ul style="list-style-type: none"> <li>Continuously advancing the "Go! Taipei Metro" App optimization project, deepening member engagement, and creating shared value.</li> </ul>

### 3.1 Focus on Digital Innovation

Amid the rapid development of digitalization and smart technology, Taipei Metro is actively advancing toward comprehensive innovation. Upholding the vision of “Smart × Resilient × Sustainable,” Taipei Metro actively promotes digital innovation and smart operations, striving to build an operational framework centered on Safety, Quality, and Service. By introducing innovative technologies, strengthening system resilience, enhancing quality management, and optimizing customer service experience, Taipei Metro comprehensively promotes the improvement of operational safety and system performance. Taipei Metro continues to create a more reliable and convenient smart metro environment, leading urban transportation toward a smart and sustainable future.



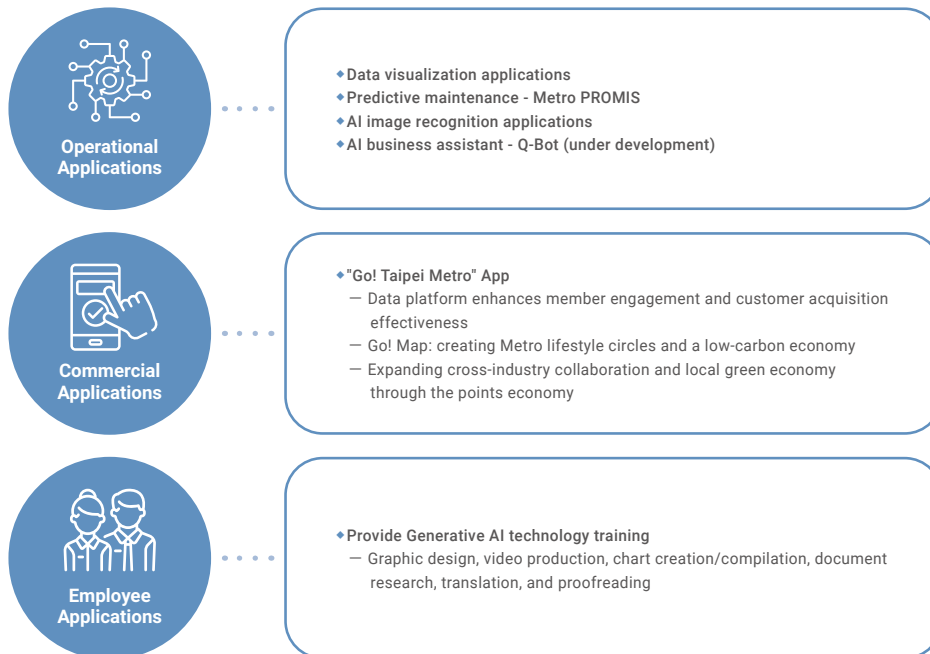
Taipei Metro is actively building a digital development framework centered on smart operations, dedicated to advancing the Metro system toward the three core principles of safety, quality, and service. In line with the sustainable development strategy, Taipei Metro has introduced various digital innovation technologies. Based on information security, the Company leverages data-driven and smart innovation technologies to comprehensively enhance operational efficiency and customer service experience. All of this demonstrates Taipei Metro's forward-looking vision and practical capabilities in digital innovation, smart operations, and the future development of urban transportation.



## 3.2 AI and Smart Operations

In addition to continuously advancing smart operations through digital tools to enhance work efficiency, Taipei Metro is also actively expanding the diverse applications of artificial intelligence (AI) technology. On the operational front, AI-powered image recognition and predictive maintenance have been introduced to effectively strengthen system stability and improve maintenance efficiency. For the commercial aspect, the "Go! Taipei Metro" App leverages a data platform to enhance member engagement, while the integration of the Go! Map and loyalty points systems fosters cross-industry collaborations and expands the Metro lifestyle network. Regarding employees, generative AI training programs have been conducted, and AI technology has been applied to the production of Metro Classroom educational videos, enabling the automated generation of voiceovers and subtitles, thereby significantly improving production efficiency. By implementing AI-driven smart operation strategies, Taipei Metro not only optimizes internal processes and enhances overall operational performance, but also demonstrates a systematic approach and forward-looking execution in digital transformation, operational innovation, and sustainable development.

### ► AI Application Promotion and Action Plan



### 3.2.1 Operational Applications

Taipei Metro continues to advance smart operations by integrating data, AI technology, and IoT applications to optimize scheduling management, maintenance operations, and passenger services, thereby enhancing overall operational efficiency and safety quality.

#### Data Visualization Applications

By integrating TSIS, TLOS, the ticketing system, and the data platform, Taipei Metro utilizes Power BI, customized web pages, and internal programs to conduct cross-system integration and visual analysis, thereby enhancing headway scheduling, crowding monitoring, and operational risk management.

#### Predictive Maintenance (Metro PROMIS)

By implementing IoT technology to integrate monitoring information from stations, trains, and wayside equipment, Metro PROMIS enables real-time detection of anomalies, improving maintenance efficiency and reducing impacts on mainline operations. At the same time, an operational information dashboard has been established to support decision-making.

#### AI Image Recognition Applications

##### Automatic Elevator Calling Service

AI recognizes passengers in wheelchairs and with strollers and automatically activates elevators. As of 2024, this system has been implemented at nine stations, serving over one million passengers.



### Smart Intrusion Detection

Taipei City Hall Station conducted a pilot test of an infrared warning system, effectively preventing accidents caused by climbing over platform screen doors.



### Camera Angle Deviation Detection

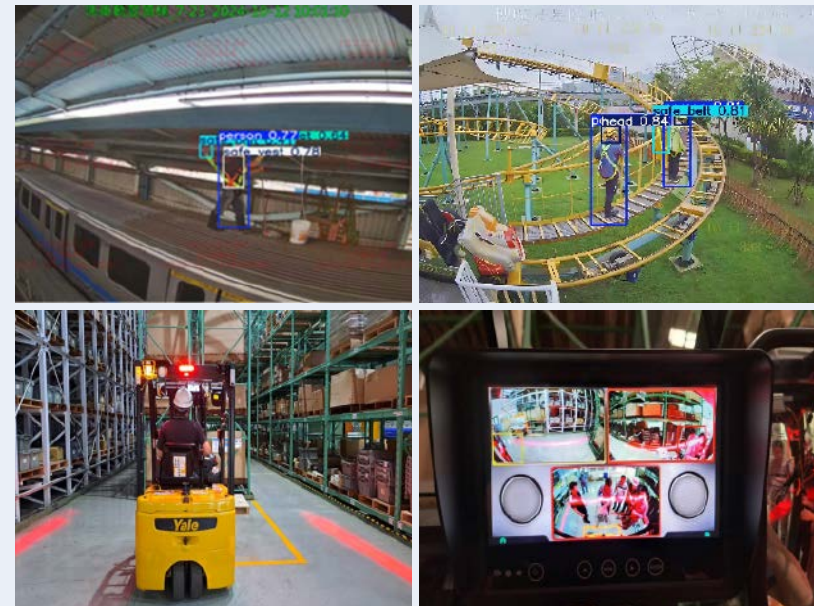
Automatically detecting changes in surveillance cameras reduces the burden of manual inspections.



### Smart Industrial Safety

To strengthen operational safety and risk management, AI technology is used to promote independent research and development and the application of smart security technology, allowing for the realization of on-site real-time monitoring and early warnings.

- ◆ Build a full-time protection system to reduce human risks.
- ◆ Taipei Metro has saved approximately NT\$5.38 million in outsourcing and maintenance costs over five years.
- ◆ 2024 Applications :
  - AI monitoring of train roof rust removal operations at Beitou Depot.
  - Forklift anti-collision device.
  - AI monitoring of Magic Star Trek (roller coaster) maintenance operations at Taipei Children's Amusement Park.



## Other Smart Management Applications

### Operations Control Center Engineering Vehicle e-Navigation

Real-time sharing through a cloud-based graphical interface to enhance engineering scheduling efficiency.



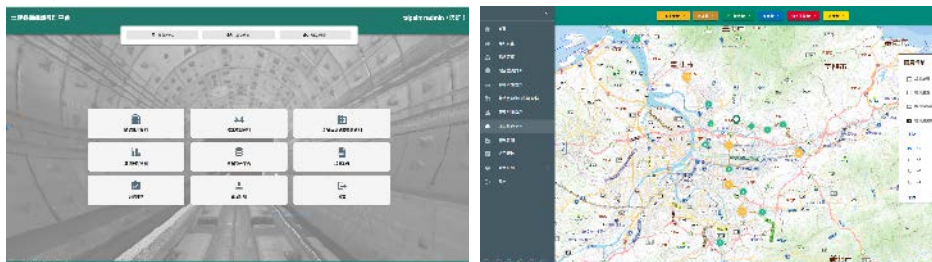
### Metro Security Personnel Positioning Visualization App

Immediate location of security personnel positions, enhancing the efficiency of incident response.



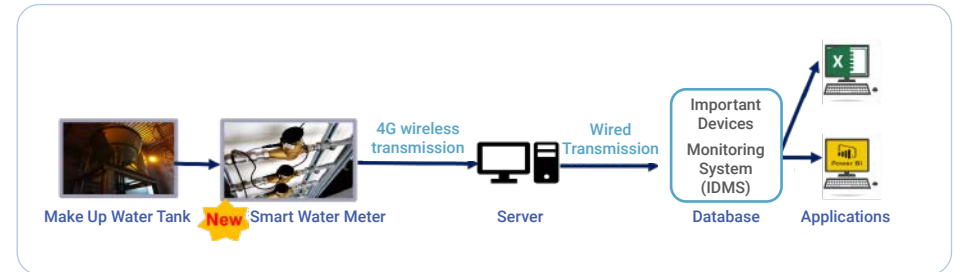
### Establishment of Smart Management Platforms for Civil Engineering Structures

Establish a tunnel maintenance system and image database to enhance structural inspection efficiency.



### Smart Water Meter for Air Conditioning

Automated water usage data transmission analysis saves approximately 240 hours of meter reading time annually.



### Pilot Program for Smart Restrooms

Sensors and automatic adjustment equipment have been installed to improve restroom quality and odor management. A pilot project at Taipei Main Station is expected to be completed in 2025.



## 3.2.2 Commercial Applications

### "Go! Taipei Metro" App

The "Go! Taipei Metro" App has an integrated Go! Map feature which provides themed maps of dining spots, tourist attractions, and more around Metro stations, enhancing passenger convenience and willingness to ride. This has helped to increase ridership and commercial revenue. The App also includes a points system and Metro Points map, allowing members to accumulate and redeem points through marketplace and store purchases, thereby promoting the development of station business districts and boosting user engagement and spending momentum. Additionally, the newly added "Friendship Alliance" feature further expands international cooperation and tourism exchange. Through its diverse applications, the "Go! Taipei Metro" App effectively integrates transportation, commerce, and tourism resources, creating new value for the metro economy. As of 2024, the "Go! Taipei Metro" App has been downloaded a total of 3,932,599 times and has an average of 600,973 active devices.

#### The New Feature in 2024



Go! Map Service

The Go! Map feature integrates business and lifestyle information around the Metro, offering themed maps for dining, tourist attractions, and more. It facilitates passengers in accessing resources near stations, providing a convenient and intelligent service experience.



Metro Points Map

Sales point maps and point accumulation spot maps have also been added to Go! Map, enabling the public to quickly search for offline physical stores and market events that offer Metro Points, and to receive real-time information on online virtual participation point vouchers and discounts.



Friendly Alliance

The Friendly Alliance feature provides an overview of friendly organizations and tourism resources in Taiwan, Japan, and Singapore to broaden international perspectives. The Go! Map-Kintetsu Japan offers app members discounts on various businesses under the Kintetsu Group.



Point Core System

Members can check their points records through the points system platform and accumulate points at marketplaces, station shops, and other locations. At the same time, it offers conversion of Metro Points to Tree Points and FamilyMart Points, enhancing the user experience.

### AI-driven Passenger Flow Management System at Sun Yat-Sen Memorial Hall Station

Integrating visualized passenger flow display panels, AI technology, and guiding light strips, the smart facilities accurately monitor train occupancy and passenger flow at station gates. By providing real-time information feedback, the on-site command center is able to dynamically adjust crowd management strategies and passenger guidance routes, significantly improving crowd dispersion efficiency while enhancing overall safety and transportation service quality. The New Year's Eve of 2025 fell on a working day and coincided with the Taipei Dome New Year's Eve concert crowd, making it the most challenging New Year's transportation operation in Taipei Metro's history. The New Year's transportation was successfully completed at 02:10 on January 1, with a total Metro system ridership of over 3.127 million passengers, setting a new post-pandemic record.



▲ Sun Yat-Sen Memorial Hall Station Gate Diversion System Dashboard



▲ Passenger Flow Display Panel



▲ AI Image Recognition Gate Entry Passenger Flow

### AI Digital Train - Creating a Smart Transportation Demonstration Carriage

In accordance with the Metro Commercial Development Strategic Alliance Cooperation Plan, Taipei Metro collaborated with manufacturers in 2024 to develop AI digital trains on the Tamsui-Xinyi Line. By leveraging advanced AI technology, Taipei Metro has initiated carriage safety detection to provide passengers with a safer and smarter travel experience. For the first time, glasses-free 3D advertising technology and full-car digital displays have been introduced, creating a technological marketing platform. This marks a step toward a more efficient digital transportation era, establishing an international-class transportation demonstration site and setting a new milestone in the development of smart metro systems.



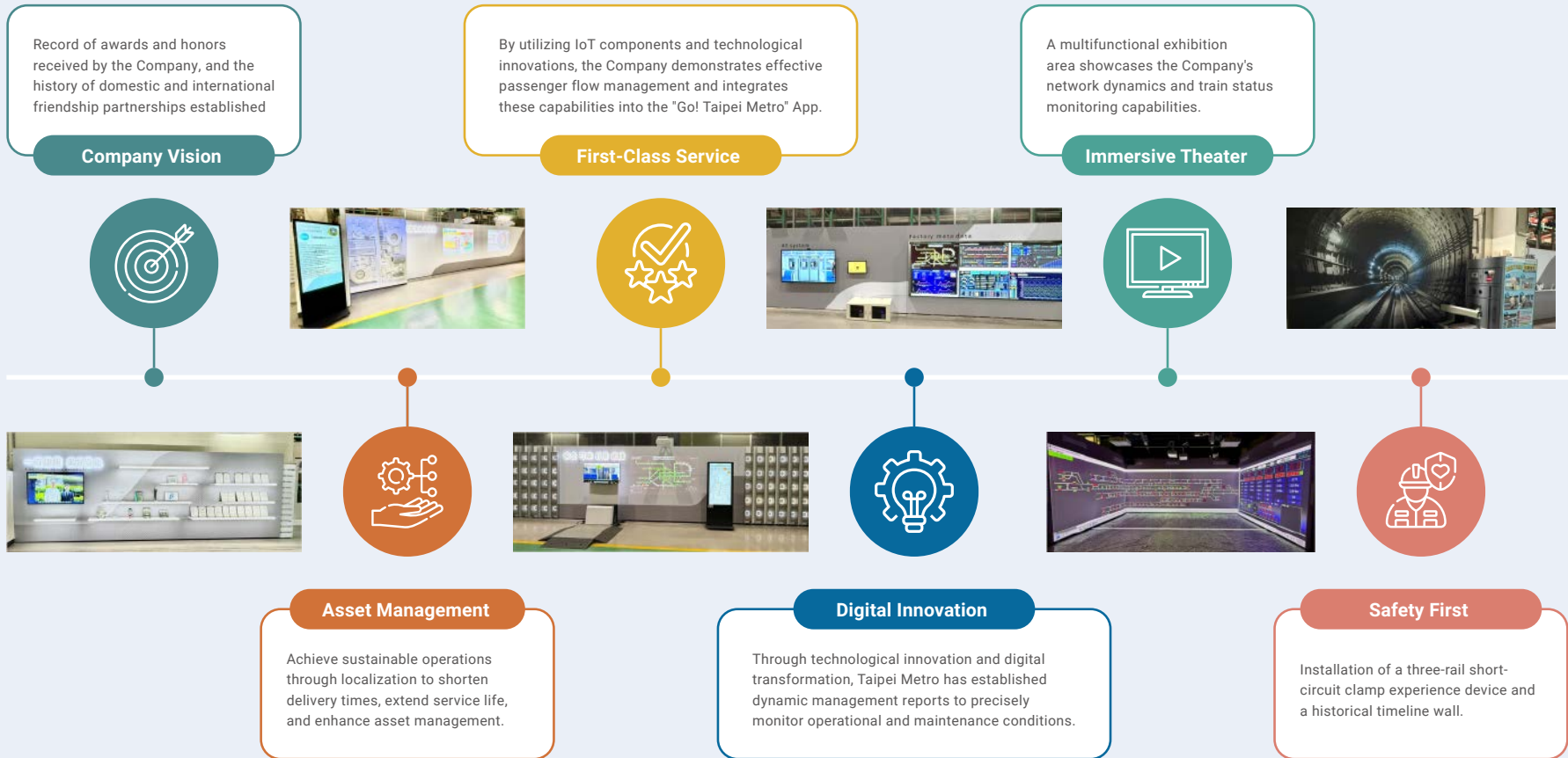
▲ Station Indicator Display



▲ AI Digital Train

## Beitou Depot Installs The Innovative Metro Exhibit

In 2024, The Innovative Metro Exhibit was built in the main factory area of Beitou Depot, featuring six exhibition areas to highlight the company's efforts and achievements in sustainable management.



## 3.3 Digital Drive and Talent Development

With the advancement of technology, Taipei Metro has gradually integrated digital technologies into various processes, including remote work support mechanisms, enhancement of existing network infrastructure, and the digitization and automation of internal administrative procedures. By adopting emerging technologies, the Company has effectively improved internal efficiency, reduced the time required for traditional manual verification and inventory through automation, minimized human errors while increasing accuracy, and decreased the use of paper. These efforts have allowed resources to be allocated to more critical areas, thereby enhancing the Company's competitiveness and advancing toward sustainability.

### 3.3.1 Smart Office

#### Remote Work

##### Optimizing the Application Systems User Experience

Taipei Metro optimized the application system architecture. After enabling a VPN, employees can access the system through Chrome and Edge browsers. At the same time, the VPN has been upgraded to support connections to certain external services under the premise of ensuring cybersecurity, significantly improving operational efficiency.



#### Equipment Upgrade

##### Network Infrastructure Construction

A total of 151 wireless network access points (APs) have been installed at Metro stations to effectively enhance the convenience and performance of mobile office networks.

##### Introduction of Laptop Equipment

Increase the proportion of laptops to 50% in 2024 to meet digital resilience needs such as dispersed work, remote work, or equipment reallocation under special or extreme circumstances.

#### Digital Administration

##### E-procurement verification for purchases exceeding NT\$150,000

Since 2023, the Company has begun digitizing the paper vouchers and receipts used for verification. Reduced use of paper vouchers and receipts by 76% through digital expense processing.

##### Application of RPA (Robotic Process Automation)

This project utilizes RPA to automate highly repetitive and logically clear operational processes, reducing error rates and saving administrative time, thereby allowing personnel to focus on more complex tasks.



##### Digitalization of the Calibration Management System

The system program was independently developed by staff to directly input calibration measurement data into the system and automatically generate electronic calibration reports, reducing manual labor hours and paper consumption.



##### News Search Pro

Saving employees' daily manual search time for collecting news and public opinion content.

### Exhibited at SmartRail 2024 to Showcase Smart Rail Achievements

Taipei Metro was the only operating organization to participate in the SmartRail 2024 Taipei International Smart Rail Exhibition. The Company showcased technologies including smart rail communications, AI image recognition, and passenger information systems. Taipei Metro also collaborated with the Five Metro Alliance to promote domestic rail industry exchange. Taipei Metro also presented on the theme of “Vision and Development of Smart Rail Systems,” sharing achievements in smart operations, predictive maintenance, and video surveillance.



### 3.3.2 Digital Talent Training

During the digital transformation process, Taipei Metro continuously monitors the level of internal digitalization. Referring to the 2019 COMET study on digital transformation strategies and levels of various metro systems, each department conducted a self-assessment survey. In 2024, the organization's digitalization was evaluated using a five-point scale, resulting in an average self-assessment score of 4.3, classified as Advanced Level, progressing toward Expert Level. Facing the rapid changes of the digital era and the wave of smart technology, Taipei Metro upholds its commitment to sustainable development, fully recognizing that talent is the core driving force behind organizational innovation and sustainable operations. To comprehensively enhance employees' digital literacy and AI application capabilities, the Company has established a systematic AI talent training framework. This framework aims to equip employees at all levels with the skills to apply emerging technologies, enabling them to meet future operational challenges and strengthen service resilience. The Company also organizes hackathons and startup proposal contests to encourage creativity within academia and industry, thereby continuously promoting smart transportation services.

#### ◆ 2024 Performance ◆

##### Digital Transformation Talent Training Program

26 sessions

- ◆ AI software applications
- ◆ cybersecurity
- ◆ programming languages

##### Innovative Business Talent Training Program

5 sessions

- ◆ investment promotion planning
- ◆ retail operations management
- ◆ building information modeling software

##### AI Literacy and Skills Training Program

13 sessions

- ◆ AI Literacy Course
- ◆ AI Practical Training Course
- ◆ AI Collaborative Video Class
- ◆ AI Professional Class
- ◆ AI Industry Case Sharing Class

A total of **6,163** training hours

### Wenhu Line Operations Control Center Integrated Training & Simulation Platform

The Wenhu Operations Control Center established a development team to create the Wenhu Line Operations Control Center Integrated Training & Simulation Platform. The development achievements cover train control, wayside control, and power control, and incorporate scenario-based training, enabling Operations Controllers to undergo training without restrictions on time or location and without impacting operations. This platform integrates intelligent operations and digital innovation to comprehensively enhance the training effectiveness of Operations Controllers, and is expected to effectively cultivate talent toward excellence.



▲ Trainees operating the simulation platform



▲ Scenario drills for application systems

### 4<sup>th</sup> Metro Cup Hackathon

To encourage information technology talent to unleash creativity and promote diversified services in transportation and member lifestyle businesses, Taipei Metro held the Metro Cup Hackathon, inviting external teams to develop innovative applications. This year, a total of 91 teams participated, competing for a total prize of NT\$150,000. The finals included a panel discussion attended by the Presidents of Singapore SMRT and Taipei Metro, who shared their experiences collaborating with startups and encouraged the participants. The event was a complete success.



### Inno Idea Startup Proposal Competition for Taipei Metro

Taipei Metro held the Metro Cup Inno Idea Startup Proposal Competition, inviting youth and creative talents from society to form teams and use open data to propose ideas on themes such as smart transportation and innovative business. This year, a total of 221 teams participated, competing for a total prize of NT\$320,000. Where feasible, implementation on-site is expected to proceed in accordance with the public solicitation procedures, enhancing service and operational efficiency, stimulating innovation, and injecting new momentum into the sustainable development of the Metro.











# CH4 NEUTRALITY

Eco-friendliness, Neutrality, and Sustainability

- 4.1 Climate Change Strategy
- 4.2 Energy and GHG Management
- 4.3 Resource Management and Pollution Prevention

## Sustainable Development Strategies and Goals

Strategic Goals	Corresponding Sustainability Issues	Material Issue	2024 Performance	Medium-term Goals	Long-term Goals
Practice Net Zero Energy Conservation and Carbon Reduction	Climate Change Governance		<ul style="list-style-type: none"> <li>Completed the collection of activity data and the preparation of reports for the Organizational Carbon Inventory and Product Carbon Footprint Inventory.</li> </ul>	<ul style="list-style-type: none"> <li>Make flexible adjustments in accordance with Article 12 of the "Taipei City Net Zero Emissions Management Autonomy Ordinance".</li> <li>Starting in 2026, Taipei Metro will reduce its annual greenhouse gas emissions to be lower than the average emissions from 2023 to 2025 and comply with the reduction standards set by the Taipei City Government.</li> </ul>	<ul style="list-style-type: none"> <li>Make flexible adjustments in accordance with Article 12 of the "Taipei City Net Zero Emissions Management Autonomy Ordinance".</li> <li>Starting in 2026, Taipei Metro will reduce its annual greenhouse gas emissions to be lower than the average emissions from 2023 to 2025 and comply with the reduction standards set by the Taipei City Government.</li> </ul>
			<ul style="list-style-type: none"> <li>The installation ratio of electric vehicle charging spaces in parking lots has reached 1.78%.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve a 2% installation ratio of electric vehicle charging spaces in parking lots.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve a 5% installation ratio of electric vehicle charging spaces in parking lots.</li> </ul>
			<ul style="list-style-type: none"> <li>Electricity consumption per passenger-kilometer reached 0.119 kWh, lower than the average of the previous 3 years.</li> </ul>		
			<ul style="list-style-type: none"> <li>The quantity of paper purchased decreased by 50.13% compared to the base year.</li> </ul>	<ul style="list-style-type: none"> <li>Make flexible adjustments in accordance with Article 46 of the "Taipei City Net Zero Emissions Management Autonomy Ordinance".</li> <li>A reduction of more than 1% annually, based on the preceding year, starting in 2026.</li> </ul>	<ul style="list-style-type: none"> <li>Make flexible adjustments in accordance with Article 46 of the "Taipei City Net Zero Emissions Management Autonomy Ordinance".</li> <li>A reduction of more than 1% annually, based on the preceding year, starting in 2026.</li> </ul>
	Water Resource Management		<ul style="list-style-type: none"> <li>In 2024, the volume of 2,185,621 m<sup>3</sup> showed a 5.15% increase compared to the base year.</li> </ul>		
	Waste Management		<ul style="list-style-type: none"> <li>Achieved a 99.33% recycling rate for industrial waste.</li> <li>Reached a 40.95% waste recycling rate within the Rapid Transit Administrative Building.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce total waste volume, increase recycling rates.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce total waste volume, increase recycling rates.</li> </ul>
Investment in Green Energy Development	Climate Change Governance		<ul style="list-style-type: none"> <li>Installed renewable energy capacity is 17.7 MWp.</li> </ul>	<ul style="list-style-type: none"> <li>Cumulative installed capacity of renewable energy at depots and stations &gt; 17.7 MWp.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to install renewable energy equipment.</li> </ul>
Improve Resilience Against Multiple Disasters			<ul style="list-style-type: none"> <li>A total of 300 fire simulation and multiple disaster drills were conducted.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct annual fire simulation and multiple disaster drills &gt;287 sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct annual fire simulation and multiple disaster drills &gt;287 sessions.</li> </ul>

## 4.1 Climate Change Strategy

Taipei Metro refers to the disclosure framework recommended by the Financial Stability Board (FSB) in the Task Force on Climate-related Financial Disclosures (TCFD) report officially released in June 2017. Additionally, the Company follows the climate-related information disclosure requirements outlined in Appendix 2-2-3 of the Regulations Governing Information to be Published in Annual Reports of Public Companies, as revised in November 2023. Please refer to [Appendix III: TCFD Content Index Table for details](#).



### Governance

The Board of Directors of Taipei Metro is the highest governing body of the Group. It oversees the progress and implementation of ESG and climate-related risks and opportunities through the Sustainable Development Committee and the Sustainability Promotion Committee.



### Strategy

Identify and analyze risks and opportunities related to potential changes in policies, regulations, markets, and technology, as well as goodwill and material risks, across different contexts. Through discussions among the relevant departments of the committee, the overall assessment results regarding the adaptation and mitigation measures for previously identified major risk developments were reported to the Board of Directors.



### Risk Management

Standard operating procedures (SOPs) have been established for typhoons, floods, and other events, with simulation drills conducted to enhance operational resilience and climate adaptation capabilities.

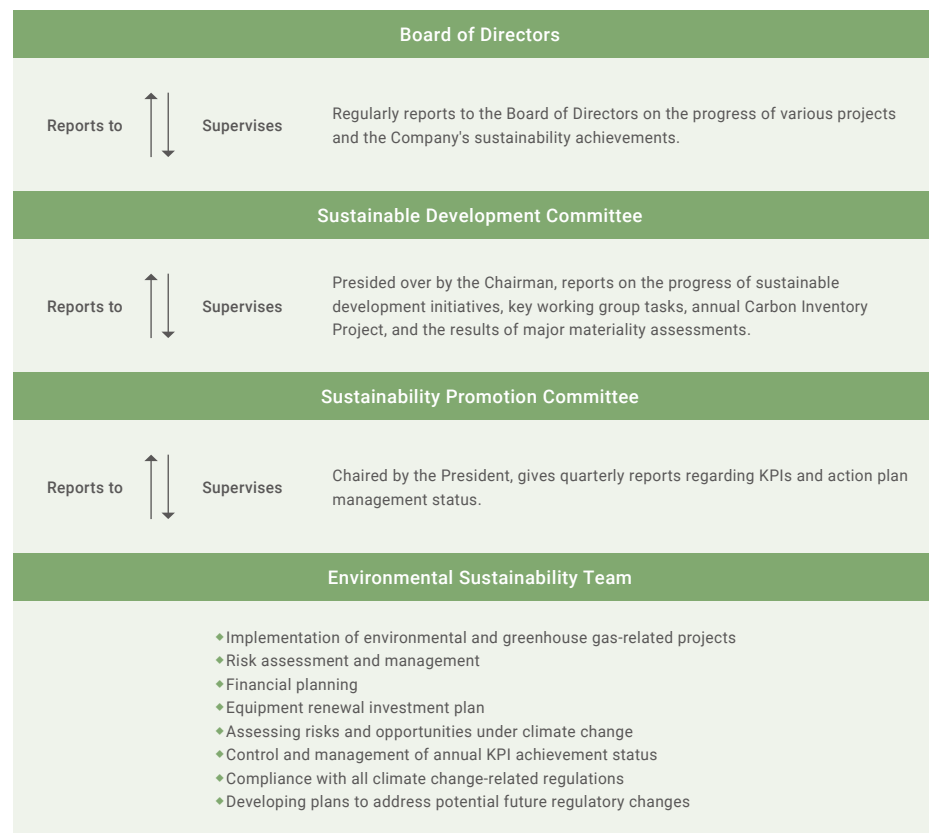


### Indicators and Targets

The Company has established key performance indicators (KPIs) covering greenhouse gas emissions, energy and water resource usage, the proportion of renewable energy, energy-saving benefits, and the promotion of low-carbon services, and has set management targets for progressive annual advancement. The Sustainability Promotion Committee regularly reviews the performance indicators to serve as the basis for adjusting strategies and resource allocation, continuously enhancing climate management performance.

### 4.1.1 Climate Change Governance and Risk Management System

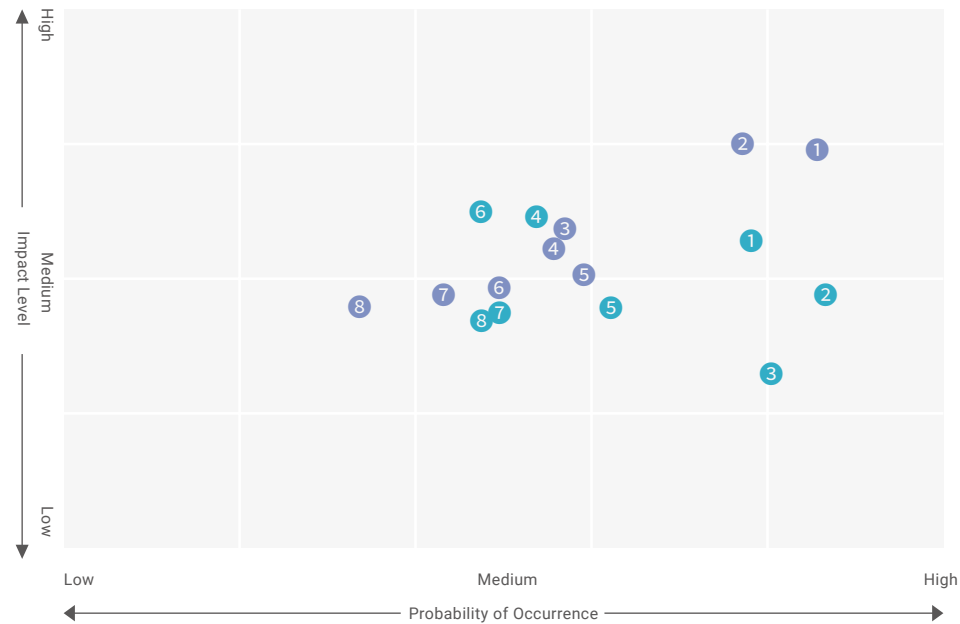
The Board of Directors of Taipei Metro has established the Sustainable Development Committee, comprised of the Board and the Chairman who oversee the implementation of ESG-related matters. Additionally, the Company has formed the Sustainability Promotion Committee, chaired by the President, with four Vice Presidents serving as deputy chairs. They supervise four working groups (see [Sustainable Governance Organization for details](#)), of which the Environmental Sustainability Team is responsible for advancing climate governance-related projects and reports quarterly to the Sustainability Promotion Committee on annual KPIs, action plans, and project management outcomes. Based on the progress of each project, regular reports are submitted to the Sustainable Development Committee and the Board of Directors.



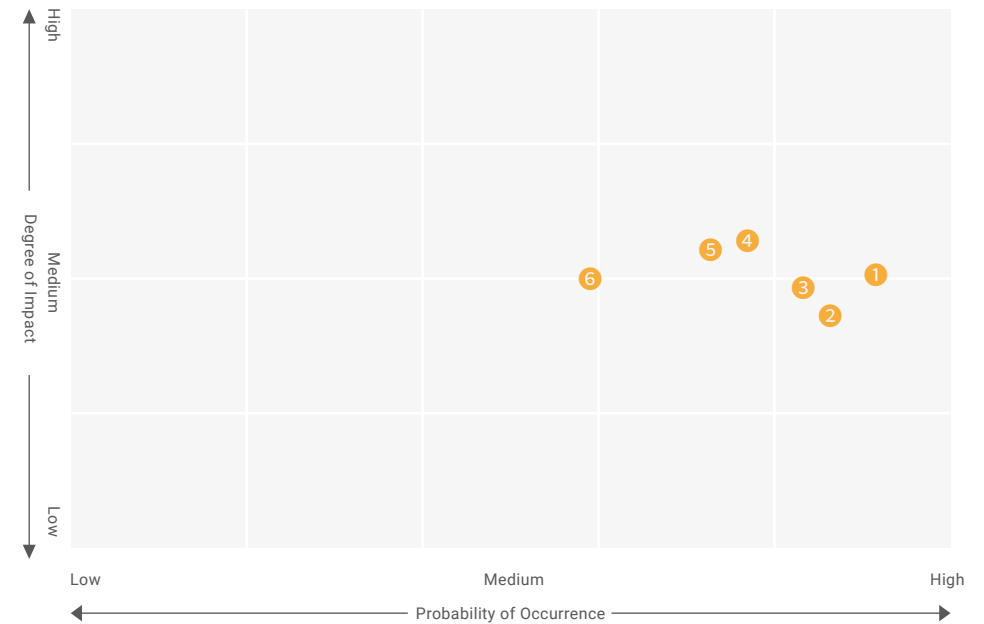
## 4.1.2 Climate Governance Strategy

### Climate Change Risks and Opportunities Matrix

#### ► Climate Change Risks Matrix



#### ► Climate Change Opportunities Matrix



#### Physical Risks

- ① Typhoon or wind disaster - causing operational disruption
- ② Heavy rainfall or lightning strikes - causing operational disruption
- ③ Employee health and safety
- ④ Supply chain disruption
- ⑤ Increasing average temperatures
- ⑥ Compensation and restoration costs
- ⑦ Causing infectious diseases
- ⑧ Drought

#### Transition Risks

- ① Rising costs of energy transition
- ② Unstable energy supply leads to increased costs
- ③ Carbon fees
- ④ Technical risks in low-carbon transition
- ⑤ Environmental regulations becoming more stringent
- ⑥ Demand for low-carbon services
- ⑦ Changes in consumer behavior and preferences
- ⑧ Impact on corporate reputation

#### Opportunity

- ① Energy management - boosting energy resource efficiency
- ② Products and services – green innovative services
- ③ Products and services - negotiating sustainability and green transportation concepts with customers
- ④ Enhancing corporate resilience – deepening climate-related risk management mechanisms
- ⑤ Market - increase in passenger volume
- ⑥ Energy management - implementation of renewable energy

## Climate Risk and Opportunity Response Strategy

Based on the potential operational impacts caused by major risks and opportunities, a downward analysis of the resulting potential financial effects was conducted, and corresponding response strategies were agreed upon, as detailed in the table below:

	Risk and opportunity type	Operational Impact	Financial Impact	Climate Action
Physical Risk	<b>Typhoon or Wind Disaster - Causing Operational Disruption</b>	<ul style="list-style-type: none"> <li>♦ Typhoons may cause debris to be blown onto the tracks or result in external objects striking the train cars, leading to operational disruptions.</li> <li>♦ The Company may face natural disaster events caused by extreme weather, resulting in casualties and infrastructure damage, which would require compensation, repairs, and reconstruction.</li> </ul>	<ul style="list-style-type: none"> <li>♦ Operational disruptions result in a decrease in revenue.</li> <li>♦ Additional manpower and operational costs required for the repair of damaged equipment and facilities.</li> </ul>	<p><b>Pre-Disaster Preparation:</b></p> <ul style="list-style-type: none"> <li>♦ Prepare disaster prevention supplies and emergency repair equipment, and regularly conduct simulation drills to mitigate the impact of extreme weather events on operations.</li> <li>♦ Monitor the water levels of the Keelung, Xindian and Dahan River and adjust train frequency accordingly; monitor rainfall changes; relocate train cars to safe areas; and implement SOP training.</li> <li>♦ Install flood and typhoon prevention devices and monitor wind speeds; in the event of strong winds, relevant units are notified to conduct inspections.</li> </ul> <p><b>In the Event of a Disaster:</b></p> <ul style="list-style-type: none"> <li>♦ Power outage management, bidirectional train operation scheduling, and manpower deployment based on on-site conditions, with simultaneous release of press statements and app notifications.</li> <li>♦ Establish an emergency repair SOP and conducted simulation training to create a reporting procedure. In the event of a disaster, personnel are immediately dispatched for repairs, with the on-site commander centrally coordinating repair manpower and resources to minimize losses caused by the disaster. (Please refer to <a href="#">Chapter 1.1.2 Enhancement of Emergency Response Awareness for more details.</a>)</li> </ul>
	<b>Heavy Rainfall or Lightning Strikes - Causing Operational Disruption</b>	<ul style="list-style-type: none"> <li>♦ Heavy rainfall may cause damage to precision electrical equipment (circuit boards), elevators, and the exterior of train cars.</li> <li>♦ The Wenhua Line and Maokong Gondola are highly susceptible to lightning strikes, which can cause damage to vehicles and systems.</li> </ul>	<ul style="list-style-type: none"> <li>♦ Operational disruptions result in a decrease in revenue.</li> <li>♦ Additional manpower and operational costs required for the repair of damaged equipment and facilities.</li> <li>♦ Costs are incurred to boost infrastructure resilience.</li> </ul>	<ul style="list-style-type: none"> <li>♦ The Wenhua Line and Maokong Gondola are equipped with lightning strike monitoring systems and are prepared to adjust transport intervals at any time.</li> <li>♦ During heavy rainfall, rainfall levels are monitored to relocate train cars to safe areas.</li> <li>♦ Establish standardized SOP training to ensure a composed response in the event of an accident.</li> </ul>
Transition Risk	<b>Rising Costs of Energy Transition</b>	<ul style="list-style-type: none"> <li>♦ Taipei Metro has not yet fully replaced all equipment with lower carbon emissions and energy-efficient alternatives.</li> </ul>	<ul style="list-style-type: none"> <li>♦ Costs incurred from replacing high energy-consuming equipment.</li> <li>♦ Taipei Metro expects an increase in the proportion of renewable energy usage, resulting in higher associated costs.</li> <li>♦ Future increases in electricity costs will lead to higher operating expenses.</li> </ul>	<ul style="list-style-type: none"> <li>♦ Replacement of high-energy-consuming transformers has been completed on the Bannan Line. The next phase will focus on replacing transformers on the Zhonghe-Xinlu Line.</li> <li>♦ Actively comply with all environmental protection and climate change-related regulations, continuously monitor new regulatory developments, and adjust operations to meet regulatory requirements.</li> <li>♦ Actively promoting energy-saving and equipment efficiency improvement programs, including implementing energy conservation measures, enhancing equipment energy use efficiency, and seeking applications of renewable energy, to reduce energy consumption and save costs.</li> </ul>

Risk and Opportunity Type	Operational Impact	Financial Impact	Climate Action	
<b>Opportunity</b>	<b>Energy Management - Boosting Energy Resource Efficiency</b>	<ul style="list-style-type: none"> <li>Where conditions permit, the installation of self-generated renewable energy can reduce carbon fees and carbon credit costs.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced Operating Costs</li> </ul>	<ul style="list-style-type: none"> <li>Continuously assessing and expanding the installation of solar energy equipment, and progressing toward self-generation and self-consumption, the current installed capacity of renewable energy is 17.7 MWp.</li> </ul>
	<b>Enhancing Corporate Resilience – Deepening Climate-Related Risk Management Mechanisms</b>	<ul style="list-style-type: none"> <li>Better respond to ESG disclosures, carbon inventory, carbon pricing, and other policy requirements to avoid fines or reputational risks, and to enhance the trust of investors and customers.</li> </ul>	<ul style="list-style-type: none"> <li>The implementation of the inventory system and the hiring of consultants led to an increase in operating expenses.</li> </ul>	<ul style="list-style-type: none"> <li>Established the Sustainable Development Committee and the Sustainability Promotion Committee, responsible for advancing climate governance-related projects.</li> </ul>
	<b>Products and Services – Green Innovative Services</b>	<ul style="list-style-type: none"> <li>Incorporating environmental costs through a life cycle perspective helps reflect true value as a basis for decision-making.</li> <li>Introducing green services to attract new customer segments and high-value markets enhances customer recognition of corporate value, which helps promote long-term partnerships and improve reputation benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Initial development and implementation costs.</li> <li>Helps secure government subsidies, green financing programs, and resources related to climate policies.</li> <li>Attract passengers and partners who support sustainability principles, thereby driving revenue from ticketing and extended services.</li> </ul>	<ul style="list-style-type: none"> <li>Through industry collaboration and mutual learning, Taipei Metro works with suppliers to innovate product design and reshape design, production, and consumption models.</li> </ul>
	<b>Products and Services - Negotiating Sustainability and Green Transportation Concepts with Customers</b>	<ul style="list-style-type: none"> <li>Collaborating with customers to promote sustainability helps strengthen the corporate image, establish an environmentally responsible brand, and enhance customer loyalty.</li> </ul>	<ul style="list-style-type: none"> <li>By encouraging the use of public transportation, integrating ticketing systems, and implementing incentive mechanisms, Taipei Metro helps increase ridership and strengthen revenue stability.</li> </ul>	<ul style="list-style-type: none"> <li>Taipei Metro's official website has established a dedicated Sustainability Development section to promote sustainability concepts to customers and engage in communication with stakeholders.</li> </ul>

## Extreme Weather Response Measures

### Typhoon and Flood Prevention Operations

Starting in March, Taipei Metro began flood prevention preparations and conducted a multi-hazard simulation drill for typhoon and flood disaster prevention in May. This exercise enabled frontline personnel to become proficient in emergency response, enhancing their disaster preparedness awareness and capabilities.



▲ Flood Control Operations



### Lightning Protection Operations

In April 2025, Taipei Metro completed the installation of isolation relays and dual power supplies on the Wenhui Line output boards to enhance system resilience.



▲ Signal Equipment Improvement Diagram

## Carbon Fee Risk Scenario Analysis

In response to the net-zero targets announced by the Taiwan government and the carbon pricing regulations established by the Ministry of Environment, Taipei Metro evaluates future carbon emissions and the potential financial impact of carbon fees by applying three carbon emission scenarios proposed by the International Energy Agency (IEA): the Stated Policies Scenario (STEPS), Announced Pledges Scenario (APS), and the Net Zero Emissions by 2050 Scenario (NZE). This assessment incorporates four carbon price references: the Ministry of Environment's recommended rate, Greenpeace's suggested rate, the European Union's estimated carbon tax rate, and the NGFS 2050 Net Zero rate.

### Applied Scenario

- ◆ Stated Policies Scenario (STEPS)
- ◆ Announced Pledges Scenario (APS)
- ◆ Net Zero Emissions by 2050 Scenario (NZE)

### Rate Assumptions

- ◆ Ministry of Environment Rate
- ◆ Greenpeace Proposed Rates
- ◆ European Union's estimated carbon tax rate
- ◆ NGFS 2050 Net Zero

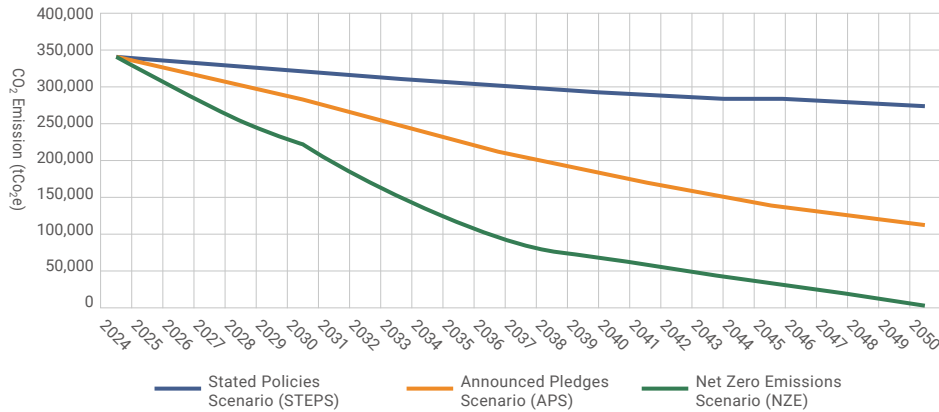
### Develop Response Strategies

- ◆ Implementation of Renewable Energy
- ◆ Energy Conservation Measures
- ◆ Enhancing Energy Efficiency
- ◆ Improving Equipment

### Mitigating Potential Financial Impacts Arising from Future Carbon Fees

Climate Scenario	Stated Policies Scenario (STEPS)	Announced Pledges Scenario (APS)	Net Zero Emissions by 2050 Scenario (NZE)
Definition	Based on current policies and those announced by various governments, reflecting the present circumstances.	Assuming that the climate commitments of governments worldwide, including long-term net-zero targets, are fulfilled as scheduled.	Achieve net-zero carbon dioxide emissions by 2050.
Scope of Evaluation	Until year 2100		
Temperature Increase (°C)	By the year 2100, the global average temperature is projected to rise by 2.6°C and continue to increase.	By the year 2100, the global average temperature is projected to be approximately 2.1°C higher than before the Industrial Revolution.	There is a 50% probability that global temperature increase will be limited to within 1.5°C by the year 2100.

### ► Carbon Emissions Scenario Valuation Scenarios



### ■ Response Actions

To address the financial risks associated with future carbon tariffs, Taipei Metro has established an "Energy Conservation Committee" to coordinate energy-saving strategies and target setting. Given that purchased electricity is a primary source of carbon emissions, the committee focuses on three main areas: improving equipment energy efficiency, optimizing operation management, and introducing innovative technologies to reduce greenhouse gas emissions.

Specific actions include:

1. Improving Equipment Energy Efficiency – Replacing high-energy-consuming equipment such as traditional lighting, hydraulic elevators, fixed-speed air conditioners, and transformers to improve system energy efficiency.
2. Optimizing Operation Management – Implementing management measures such as adjusting the headway based on peak and off-peak periods and optimizing escalator operation, as well as completely replacing all official gasoline motorcycles to achieve low-carbon operations and green transportation.
3. Introducing Innovative Technologies – Utilizing new technologies to maximize equipment performance, such as AI-Driven Automatic Air Conditioning Control and illuminance simulation to optimize lighting efficiency.

Through the aforementioned measures, not only can cost burdens arising from the implementation of the carbon fee system be alleviated, but operational resilience and resource utilization efficiency can also be strengthened, demonstrating the leading role of public transportation in moving towards net-zero carbon emissions.

### ■ Carbon fee estimation

Based on the estimated carbon emissions for 2024, Taipei Metro is projected to produce 287,347 metric tons and 116,531 metric tons of carbon emissions by 2050 under the STEPS and APS scenarios, respectively. Under the Net Zero Emissions Scenario (NZE), the Company is expected to successfully achieve its zero-carbon emission target. Using the carbon fee standard currently proposed by the Ministry of Environment as an example, a fee of NT\$300 will be charged per metric of carbon emissions. The carbon fees payable by the Metro system are expected to increase annually. Without advancing low-carbon transformation and improving energy efficiency, the Company will face significant carbon fee pressures in the future under any carbon fee rate.

### ► Indicators and Targets

- 

◆ **Reduction of Greenhouse Gas Emissions**  
Conduct annual organizational carbon inventories to analyze results, identify emission hotspots, and develop corresponding carbon reduction plans to progressively reduce greenhouse gas emissions year by year.
- 

◆ **Enhancing Energy Use Efficiency**  
In accordance with Article 46 of the "Taipei City Net Zero Emissions Management Autonomy Ordinance", Taipei Metro will flexibly adjust its targets to achieve a reduction of more than 1% compared to the baseline year one year prior, starting from 2026.
- 

◆ **Enhancing Resource Management**  
Reduce total waste volume and increase recycling rates.
- 

◆ **Promoting Green Transportation**  
To encourage the public to use electric vehicles, Taipei Metro has gradually increased the number of electric vehicle charging spaces in coordination with the parking lot contract renewal schedule.

## 4.2 Energy and GHG Management

Taipei Metro implements various energy-saving measures and enhances energy use efficiency. By reducing energy consumption, the Company not only lowers electricity costs but also decreases carbon emissions. Since its establishment in 2006, the Energy Conservation Committee has been chaired by the Vice President, with supervisors from various departments selected as members. The committee deliberates on energy-saving measures, sets energy conservation targets, reviews energy-saving plans, and oversees their implementation. Through a gradual, step-by-step approach, the committee progressively achieves energy-saving and carbon reduction goals.



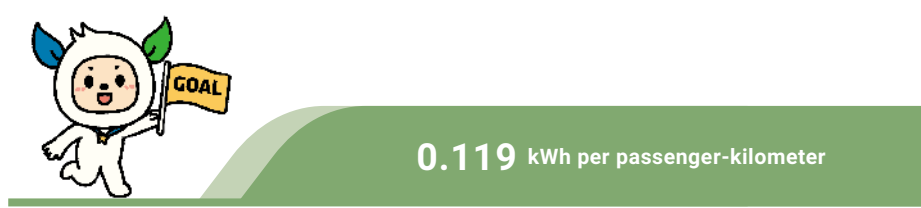
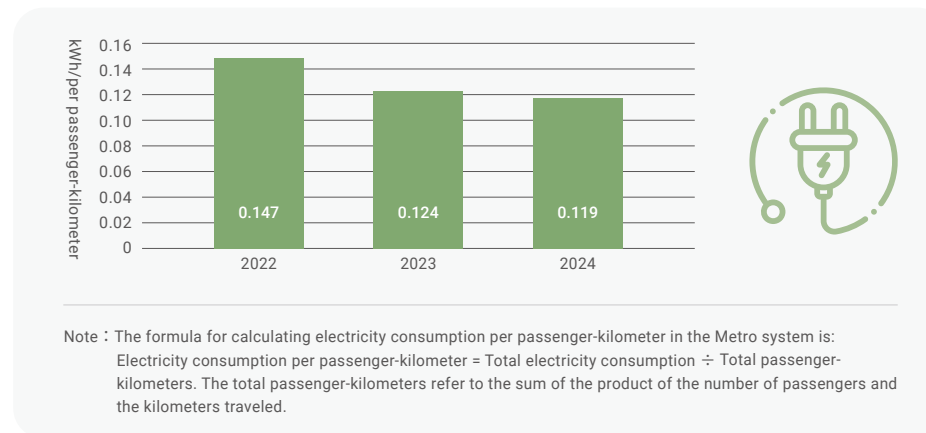
### 4.2.1 Energy Use and GHG Emissions

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

Taipei Metro's operations cover the Taipei Metro system, Maokong Gondola, Taipei Arena, and the Taipei Children's Amusement Park. The primary energy source used across these areas is electricity. In 2025, the Company conducted its own 2024 Organizational Carbon Inventory, with the scope defined as the MRT system, in accordance with ISO 14064-1. The total emissions amounted to 357,345 metric tons of CO<sub>2</sub>e, including 31,748 metric tons of CO<sub>2</sub>e (Category 1) and 325,597 metric tons of CO<sub>2</sub>e (Category 2) emissions.

Purchased electricity accounts for approximately 693 million kWh of Taipei Metro's total energy consumption, representing over 90% of overall emissions. Therefore, the 1% increase in total energy use in 2024 was primarily due to the rise in purchased electricity. In 2024, electricity consumption per passenger-kilometer was 0.119 kWh/passenger-kilometer, a 4% decrease compared to the previous year, and also lower than the average of the past three years (0.146 kWh/passenger-kilometer).

#### ► Electricity Consumption per Passenger-Kilometer in the past three years

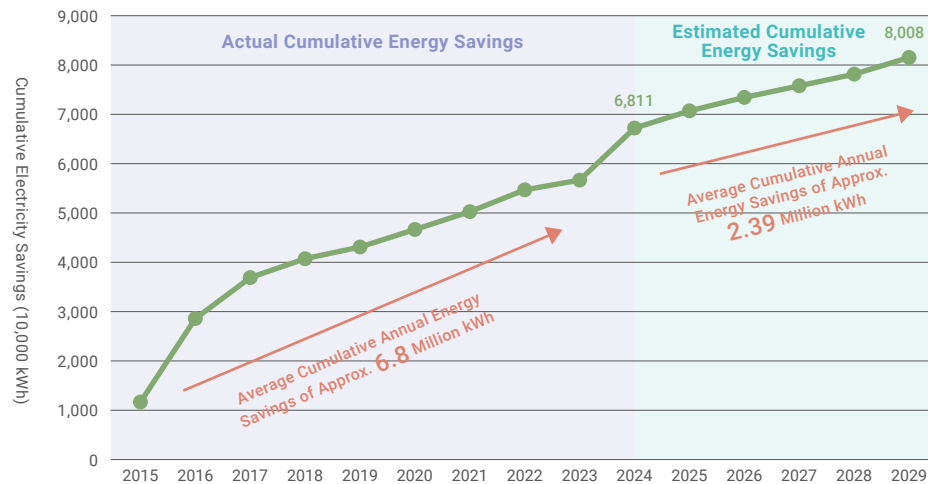


## 4.2.2 Energy Use and GHG Reduction SASB TR-RA-110a.2

### Reduction Measures and Pathways

Taipei Metro, through the Energy Conservation Committee, researches various energy-saving measures and establishes energy-saving targets and plans. In 2024, quantifiable energy savings reached 7 million kWh, resulting in a carbon reduction equivalent to 3,316 tCO<sub>2</sub>e. From 2015 to 2024, the average annual electricity savings were approximately 6.8 million kWh, with an average energy-saving rate of 1.56%. Additionally, an equipment replacement plan has been scheduled for 2025 to 2029, with an estimated annual electricity savings of about 2.39 million kWh, corresponding to an expected average energy-saving rate of 1.2%.

#### ► Cumulative Energy Savings of Taipei Metro



#### ► Energy Conservation Strategy

##### ◆ Low-Fuel Consumption New Milling Vehicle

Reduced fuel consumption by 60%.

##### ◆ Train Equipment Renewal

Reduce equipment energy consumption by 10%

##### ◆ Air Conditioning Equipment and Operational Improvements

Replacing the cooling tower's heat dissipation material successfully lowered the cooling water temperature. For every 1° C reduction in the chiller's inlet water temperature, efficiency increases by 2%.

Air conditioning operation patterns were adjusted according to station passenger volume, and the operating times of some equipment were modified (chiller start-up was delayed/shutdown was advanced).

##### ◆ Optimization of Exhaust Air Fan Operation

The operation schedule was adjusted from full-time service to temperature-based control.

##### ◆ Environmental Monitoring and AI-Driven Automatic Air Conditioning Control

AI-controlled water temperature was piloted at Zhongshan Station. By analyzing big data (passenger flow, outdoor temperature, etc.), AI was introduced to automatically adjust the water temperature of the chilled water unit. The AI computer was completed in November 2024 to improve energy efficiency.

##### ◆ Escalator Adjustments

Instantly adjust the number of operating escalators or run them at idle speed based on peak and off-peak passenger flow.

##### ◆ Power Supply Voltage Fine

Compared to the previous adjustment, an 8% reduction in power consumption can be achieved.

##### ◆ Electrification and Fuel Efficiency of Official Vehicles

All official fuel-powered motorcycles have been completely replaced with electric motorcycles. Moving forward, the Company will continue to plan the replacement of official cars with electric vehicles or other emerging energy vehicles. In 2024, Taipei Metro saved 3,165.50 liters of fuel compared to 2015.

► **Quantifiable Energy Saving and Carbon Reduction Benefits**

Item			Electricity Savings (10,000 kWh/year)	Energy Savings (GJ/year)	Carbon Reduction Benefits (tCO <sub>2</sub> e/year)
<b>Lighting Replacement</b>	Traditional Lighting	» LED Lighting	372	13,395	1,763
<b>Main Chiller Unit Replacement</b>	Fixed-speed Model	» Inverter Model	141	5,077	668
<b>Elevator Replacement</b>	Hydraulic Elevators	» Machine-room-less Elevators	83	2,988	393
<b>Transformer Replacement</b>	Conventional Silicon Steel Sheet Transformer	» Amorphous Core Transformer	52	1,872	246
<b>Air Conditioner Replacement</b>	Fixed-speed Model	» Inverter Model	52	1,872	246
<b>Total</b>			<b>700</b>	<b>25,204</b>	<b>3,316</b>

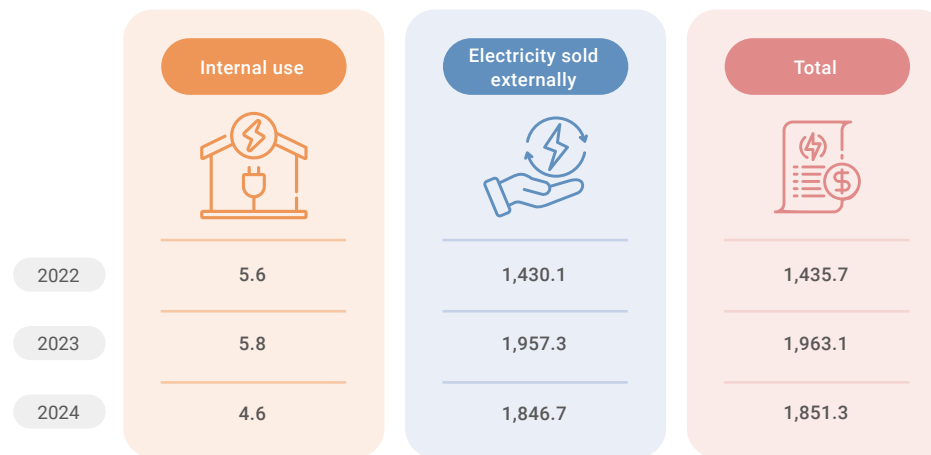
**Renewable Energy Integration**

Taipei Metro actively responds to energy policies by utilizing asset revitalization and reuse. The Company has converted the rooftops of six depots, parts of station rooftops, and Metro signage lights into solar photovoltaic plants in cooperation with energy enterprises, providing a stable supply of green energy. A portion of the generated electricity is used by the stations, while the vast majority (over 99%) is sold to Taiwan Power Company, helping to alleviate electricity demand pressure and contributing to the reduction of carbon emissions per kilowatt-hour.

In 2024, Taipei Metro generated 18.513 million kWh of electricity, of which 46,000 kWh was used internally (including lighting, station operations, and affiliated businesses). This amount of electricity is equivalent to supplying approximately 60,000 households with monthly power and reduces annual carbon dioxide emissions by about 8,775 metric tons.

► **Solar Power Generation and Usage Statistics in the past three years**

Unit: 10,000 kWh



Note: Solar power facilities include various depots, Metro signage lights, a portion of station rooftops, and commissioned businesses

## 4.3 Resource Management and Pollution Prevention

### 4.3.1 Water Resource Management and Pollution Control

To effectively manage water resources, Taipei Metro reviews and controls water consumption quarterly through the Energy Conservation Committee. In 2024, in accordance with the Taipei City Government's "2023–2026 Water Conservation Implementation Plan for Municipal Agencies and Schools," which set a target of reducing water consumption by 1% compared to 2023 levels, the Company did not meet the target this year due to an approximately 5.7% increase in passenger volume. All water fixtures in public restrooms are equipped with water-saving certified devices. In addition, the Taipei Water Department, has installed Smart Water Meter on faucets with a monthly average consumption exceeding 100 cubic meters. Through Automatic Meter Reading, abnormal conditions are promptly addressed. Improvement plans have been proposed for the three water faucets with the highest increase in quarterly water consumption to achieve water-saving targets.

#### Water Intake

The water supply for Taipei Metro's stations, depots, and affiliated enterprises is sourced from the Taipei Water Department and Taiwan Water Corporation. As this is an indirect water supply with no groundwater extraction measures in place, there are no factors affecting the water source. In 2024, water consumption totaled 2,185,621 m<sup>3</sup>, representing a 5.15% increase compared to the previous year.

#### Drainage Impact Management

The wastewater generated by Taipei Metro's 117 stations and its affiliated enterprises is primarily domestic sewage. If the stations are not located within areas served by public sewer systems, septic tanks are installed in principle for treatment, with the effluent discharged or the sludge extracted and transported to wastewater treatment plants. If the eight depots do not connect to the public sewage system, they must install wastewater treatment facilities to treat the wastewater to meet the discharge water quality standards approved by the permit before releasing it into nearby water bodies. According to the Water Pollution Control Act, the discharge water quality standards must be reported semiannually, in January and July each year. No incidents of effluent discharge exceeding standards have occurred in the past three years.

#### Discharge Water Quality Statistics

Regulated Locations			Xindian Depot	Tucheng Depot	Luzhou Depot	Xinzhuang Depot
Testing Items	Unit	Emission Standards	Actual Water Quality	Actual Water Quality	Actual Water Quality	Actual Water Quality
PH Value		6~9	6.9	7.5	6.5	7.2
Chemical Oxygen Demand (COD)	mg/L	<100	28	39.1	13.8	27.1
Biochemical Oxygen Demand (BOD)	mg/L	<30	12	17.2	7.2	7.8
Suspended Solids (SS)	mg/L	<50	13.4	17.2	10	6.3
Discharge Volume	CMH	NA	1.04	0.46	1.71	20
Discharge Destination	-	-	Xindian River	Dahan River	Tamsui River	Taliaokeng River

Note 1 : The water quality testing data were collected in November 2024 and reported to the Environmental Protection Department of the New Taipei City Government.

Note 2 : The standards for discharged water are established in accordance with Article 7, Paragraph 2 of the Water Pollution Control Act.

## 4.3.2 Waste Management and Pollution Control

### Identification and Assessment of Significant Impacts from Waste

The Company handles and reports waste in accordance with the Waste Disposal Act. Items designated for recycling or reuse, as well as certain scrapped assets and materials, are entrusted to qualified contractors for recycling or resource recovery. Items that cannot be recycled, have no use, or hold no residual value are entrusted to qualified contractors for disposal. The Industrial Safety Division regularly reviews the latest revised regulations announced by the Ministry of Environment and provides relevant departments with these updates to assess whether their suppliers comply with the applicable requirements.



### Generation and Disposal of Waste

Waste generated from Taipei Metro's operations—including general household waste, centrally processed waste materials, decommissioned assets, and civil engineering construction waste—is managed in accordance with the Waste Disposal Act. Detailed waste generation data can be found in [Appendix I, Table 12 of the Sustainability Performance Statistics](#).

### Waste Reduction and Impact Mitigation

In alignment with Taipei City's plastic reduction policy, the Company continues to promote the elimination of bottled water, single-use, and melamine tableware, while encouraging the use of personal reusable cups and utensils to foster sustainable living habits. In 2024, Taipei Metro implemented three-dimensional container recycling and waste weighing measurement at the Rapid Transit Administration Building. Through electronic announcements and on-site promotion, the recycling rate was increased, achieving an annual recycling rate of 40.95% and a total recycled volume of 18,013 kg. At the same time, Taipei Metro has actively implemented paper-saving measures, including online approvals and digitization of meeting materials. In 2024, paper procurement was reduced to 1,017 boxes, significantly below the target, achieving a savings rate of 50.13%.

## 4.3.3 Other Environmental Protection Measures

SASB TR-RA-120a.1

### Air Quality Management

In accordance with the Ministry of the Environment's Indoor Air Quality Management Act, Taipei Metro regularly commissions air quality inspections. All monitoring results fully comply with the Indoor Air Quality Standards, and the Company has been awarded the Excellent Grade certification by the competent authority.

### Noise and Vibration Management

The primary impacts of Metro operations on the surrounding environment are noise and vibration. Taipei Metro has implemented multiple improvement measures and adjusts its operational model as needed. In 2024, there were no noise exceedance incidents. A total of 84 noise and vibration complaints were received throughout the year, representing a decrease of 24 cases compared to the previous year. All complaints have been properly addressed.

### Environmentally Friendly Facilities

In November 2024, Taipei Metro installed protective frosted window films at Linguang Station, a known bird collision hotspot, to reduce bird-window strikes.

### 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. In 2024, the total environmental protection expenditure was 2.88 million.

## Low-Carbon Operations

Taipei Metro promotes green transportation through a multifaceted strategy and actions, including walking, cycling, transit-oriented development, the use of green vehicles, and car sharing, as well as transfer facilities and the electrification of urban transportation. These efforts guide citizens to choose low-carbon travel options, creating a more resilient and healthier living environment, reducing reliance on private vehicles, and thereby lowering greenhouse gas emissions.

### ◆ Promotion of Green Transportation ◆

#### Frequent Passenger Program Promotion

Based on the number of rides taken by passengers each month, Taipei Metro provides tiered rewards to encourage the public to use mass transit. The total amount of cashback offered for the year 2024 was NT\$1.142 billion, benefiting 253.11 million passengers.



#### TPASS Executive Yuan Commuter Monthly Pass / Megacity Pass

In 2023, the NT\$1,280 monthly pass was upgraded to the NT\$1,200 Megacity Pass, expanding its coverage and transportation modes to include Taiwan Railway, Taoyuan Metro, and intercity highway buses. In 2024, Taipei Metro had sold 4.678 million Megacity Passes, with a satisfaction rate of 98.5%. This effectively reduced the city's carbon footprint, made a substantial contribution to urban decarbonization.



#### “Enjoy Taipei Anytime” Taipei Metro Travel Pass

The Taipei Metro Travel Pass promotes green travel, encouraging visitors to explore the urban charm of Taipei through low-carbon methods. A variety of joint passes were also released in collaboration with other transit operators to boost intermodal travel convenience, including Taoyuan Airport MRT/Taipei Metro Joint Tickets, THSR Holiday Tickets, and the Taipei Metro x China Airlines Metro-Airline Combo Ticket. In 2024, the "Travel Taipei by Metro" pass sales reached 249,000.

### ◆ Electrification of Urban Transportation ◆

Considering the growth trend of electric vehicles, Taipei Metro continued to install additional charging stations in 2024, completing a total of 89 charging stations across the entire network. In addition, fire blankets have been installed in underground and multi-level parking lots to enhance safety management and emergency response capabilities.

In alignment with the national policy goal of achieving full electrification of domestic large buses by 2030, Taipei Metro has assessed the available space at the Beitou Depot for the establishment of a charging facility. Through coordination by the Taipei City Government's Department of Public Transportation, bus operators have partnered with the Company to develop an electric bus dispatch station and a shared charging area covering approximately 3,000 square meters. The facility accommodates 31 parking spaces, including 10 shared charging spots. This initiative not only addresses the shortage of land resources for charging infrastructure but also supports green energy policies and promotes the widespread adoption of environmentally friendly transportation.



▲ Groundbreaking Ceremony on July 19, 2024

### ◆ Transfer Facilities and Discounts ◆

Transfer parking facilities, such as public bicycles, have been established around Taipei Metro stations. Currently, all 106 Taipei and New Taipei City Metro stations have bike rental stations, with a total of 9,497 parking spaces and 4 service centers. The convenience and density of these rental stations can encourage passenger usage habits as well as facilitate transfers between various transportation modes and the Metro. Transfer discounts are also offered; in 2024, the total subsidy amount for transfer discounts was NT\$295 million.



# CH5 EFFICIENCY

Efficient Operations and Ethical Governance

- 5.1 Stable Operations and Business Performance
- 5.2 Internal Control and Risk Management
- 5.3 Integrity Governance and Regulatory Compliance
- 5.4 Sustainable Supply Chain Management

## Sustainable Development Strategies and Goals

Strategic Goals	Corresponding Sustainability Issues	Material Issue	2024 Performance	Medium-term Goals	Long-term Goals
Generate Sustainable Financial Performance	Generate Sustainable Financial Performance	★	<ul style="list-style-type: none"> <li>Total revenue was approximately NT\$21.359 billion, with a pre-tax profit of NT\$406 million, or 119 % achievement rate.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-tax profit achievement rate of 110%</li> </ul>	<ul style="list-style-type: none"> <li>Pre-tax profit achievement rate of 110%</li> </ul>
			<ul style="list-style-type: none"> <li>Average daily ridership reached 2.027 million passengers/day.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve average daily ridership of 2.088 million passengers/day</li> </ul>	<ul style="list-style-type: none"> <li>Achieve average daily ridership of 2.216 million passengers/day</li> </ul>
Increase Organizational Performance	Ethical Management	★	<ul style="list-style-type: none"> <li>Civil service ethics training class completion rate 100%</li> </ul>	<ul style="list-style-type: none"> <li>Achieve 100% integrity and anti-corruption training and promotion coverage</li> </ul>	<ul style="list-style-type: none"> <li>Achieve 100% integrity and anti-corruption training and promotion coverage</li> </ul>
			<ul style="list-style-type: none"> <li>No major cases of violations or penalties related to labor standards, occupational safety, or environmental regulations during the year.</li> </ul>	<ul style="list-style-type: none"> <li>No major violations or penalties related to labor standards, occupational safety, or environmental regulations</li> </ul>	<ul style="list-style-type: none"> <li>No major violations or penalties related to labor standards, occupational safety, or environmental regulations</li> </ul>
Bolster Sustainable Supply Resilience	Promote Sustainable Supply Chain Management		<ul style="list-style-type: none"> <li>Procurement completion rate for government-designated green products reached 100%.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve 100% compliance rate for government-designated green procurement products</li> </ul>	<ul style="list-style-type: none"> <li>Achieve 100% compliance rate for government-designated green procurement products</li> </ul>
			<ul style="list-style-type: none"> <li>Percentage of domestically procured maintenance parts reached 25.07%.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve ≥ 25% ratio of domestically procured maintenance parts</li> </ul>	<ul style="list-style-type: none"> <li>Achieve ≥ 28% ratio of domestically procured maintenance parts</li> </ul>

## 5.1 Stable Operations and Business Performance

### 5.1.1 Stable Operational Performance SASB TR-RA-000.A

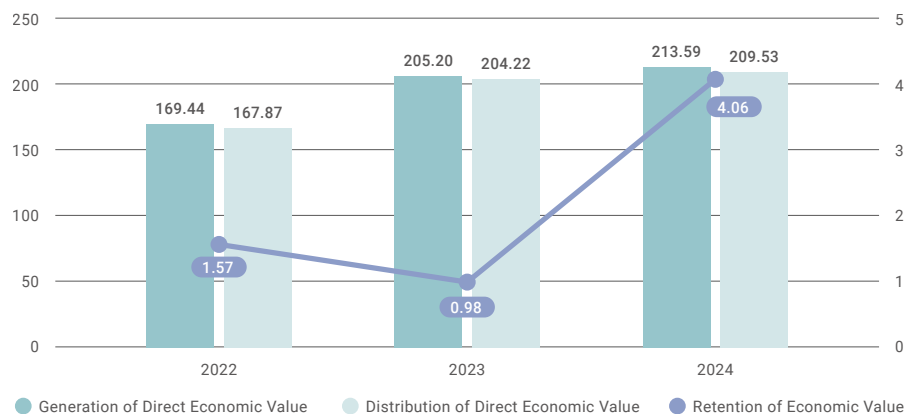
Taipei Metro achieved a pre-tax profit of NT\$406 million in 2024, reaching 119% of the target, surpassing the budgeted pre-tax profit achievement rate of 110%, demonstrating strong performance. For detailed financial data of the past three years, please refer to [Appendix I, Tables 13 and 14](#). To continuously achieve sustainable financial performance, the Company has established business strategy action plans and regularly reviews and monitors performance through periodic meetings. Discussion topics include annual capital allocation and utilization, cost management, Metro system equipment replacement, and property lease contract rents, among other plans and review items. For additional financial performance details, please refer to [the audited financial statements](#).

#### Three-Year Economic Performance

In 2024, Taipei Metro's annual revenue reached NT\$21.359 billion, representing a 4.1% increase compared to 2023, and has returned to pre-pandemic levels. Passenger revenue remains the Company's primary source of income, accounting for approximately 80% of total revenue. While revenue rebounded, the Company also faced multiple cost pressures, including salary adjustments, electricity price increases, and rising commodity prices. Annual operating costs reached NT\$20.953 billion, representing a slight increase compared to 2023. Overall, through prudent management and cost control, the Company has continuously promoted operational recovery, strengthened its financial position, and demonstrated growth momentum in the post-pandemic period.

#### Three-Year Trends

Unit: NT\$100 million



#### Operational Status

Following the pandemic, Metro ridership has steadily increased year by year. In 2024, the total ridership reached 742 million passengers, representing a 4.46% growth compared to 2023. Additionally, the average daily ridership in 2024 was 2.027 million passengers, recovering to 93.7% of pre-pandemic levels (2019).



**Average Daily Ridership + 4.17%**

**Annual Total Ridership + 4.46%**

Taipei Metro passengers include commuters, students, tourists, and recreational travelers. Through targeted marketing strategies, the Company has developed various promotional offers tailored to different customer groups to increase their incentives to use the Metro, encourage public ridership, and effectively boost Metro passenger volume.

#### Status Discounts



- Seniors aged 65 and above, persons with disabilities and their necessary companions
- Children from Taipei and New Taipei City

#### Stored Value Card Users



- Executive Yuan TPASS/ Megacity Pass
- Taipei Metro Frequent Passenger Program
- Transfer discounts

#### Tourism and Recreation



- One-day Metro Pass, 24-/48-/72-hour Passes
- Joint tickets including the Taoyuan Airport MRT/Taipei Metro Joint Ticket and THSR Holiday Ticket
- Launched the "Enjoy Taipei Anytime" marketing campaign, in collaboration with well-known attractions and local businesses.

#### Other



- In addition to the regular discounts offered, Taipei Metro periodically conducts marketing campaigns. By linking their transit cards to the "Go! Taipei Metro" App and riding the Metro, passengers can participate in lottery draws, which helps to increase Metro ridership.

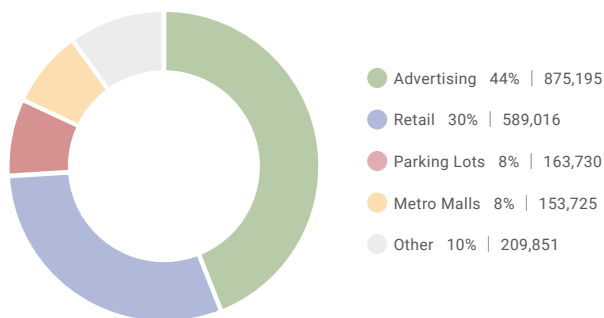
## 5.1.2 Performance of Diversified Business Operations

### Performance of Affiliated Operations

The Company's affiliated businesses include advertisements on stations and trains throughout the entire Metro line, station retail stores, parking lots, and the East and Zhongshan Metro Malls. Through diversified operations, Taipei Metro has been able to increase profitability, create shareholder value, and provide passengers with a variety of services. Among these, advertising revenue accounts for the largest share at 44%. The total revenue of subsidiary businesses in 2024 is approximately NT\$1.992 billion, with a pre-tax profit of NT\$1.992 billion.

### Proportion of Subsidiary Business Revenue in 2024

Unit: NT\$1 thousand



To vigorously develop commercial revenue beyond the core transportation business and generate surplus to subsidize fares, the Company has continued to formulate related action plans. The actual results for 2024 are as follows:

#### Retail Shops

Assess existing station spaces and repurpose available areas for commercial use to increase the Company's revenue. In 2024, 11 new commercial spaces were added across 5 stations, bringing the total number of retail shops throughout the entire Metro system to 460.



#### Metro Corner and Pop-up Kiosks

By 2024, Metro Corners have been established in 4 stations, while pop-up kiosks have been set up at various stations to introduce a variety of brands. These retail outlets generate more than NT\$530 million in annual revenue and NT\$85 million in rental income.



#### Co-branded Products with Well-Known Intellectual Properties

Taipei Metro partnered with Sanrio and Disney to create IP co-branded collaborations, establishing themed merchandise stores and scenic displays at select stations. 11 photo spots were set up, and markets were held to engage the public. The Company also launched themed painted trains and limited edition merchandise, shaping a new urban exploration experience.



#### Promotion of QB House Quick Haircut Service in the Metro System

Non-retail spaces within stations have been transformed into uniquely rail-themed framed shops. The first store began operations in April 2024, with a total of 3 stores planned by the end of the year. They offer passengers quick and convenient haircut services, creating a new Metro lifestyle experience.



### Zhongshan Station Commercial Box

In collaboration with the Taiwan Design Research Institute, Taipei Metro has developed a stylish "commercial box" space at Zhongshan Station as a pilot project. The space includes a redesigned customer service area and four commercial shops. Operations began in June 2024, generating approximately NT\$60 million in annual revenue and NT\$10 million in rental income.



### Expanding the Scope of Metro Point Applications

Taipei Metro launched a Metro Points marketing campaign in collaboration with Mister Donut. Starting October 2024, 50,000 Metro points were distributed for members to redeem discounts on donuts, expanding the application of member benefits and brand partnerships.



### Collaboration on Zhongshan Arts Corridor Restroom Renovations

The Company collaborated with a well-known sanitary ware brand to renovate the restrooms at Zhongshan Station's Zhongshan Art Corridor, introducing antibacterial facilities and multimedia design to enhance user comfort. This project increases annual rental income by at least NT\$432,000.



### Complete Renovation of the Metro Link International Hall in the Rapid Transit Administration Building

The Rapid Transit Administration Building's B1 Metro Link International Hall has been renovated into a multifunctional performance and exhibition space, equipped with digital and audio systems. Operated by a professional team, it officially opened to the public at the end of 2024, generating at least NT\$660,000 in annual rental income for Taipei Metro.



## Property Development

To pioneer a new model of rail-based economy and promote urban development, Taipei Metro, referencing international trends in rail property development, has undertaken multi-purpose building projects at Shilin Station, Jiantan Station, and Jiannan Road Station. These mixed-use buildings, integrated with transfer facilities, aim to create new urban landmarks for Taipei.

Shilin Multi-Purpose Building



Jiantan Multi-Purpose Building



Jiannan Road Multi-Purpose Building



## Performance of Commissioned Business Operations

### Maokong Gondola

In 2024, total operating revenue amounted to NT\$213,970,374. Although operational performance declined compared to the previous year, gross operating profit still exceeded the budgeted expectations.

#### ◆ Annual Highlights ◆



The Maokong Gondola extended its operating hours until 02:00 for New Year's Eve celebrations and introduced exclusive charter cabins for viewing the fireworks launched from Taipei 101. For the first time, the Maokong Station rooftop was opened to the public for fireworks viewing. Additionally, a New Year's Eve concert was held in the storage yard. The Maokong Station Lens provided exclusive live footage of the Taipei 101 fireworks, offering a real-time broadcast for audiences unable to attend in person. Event tickets sold out immediately upon release, successfully attracting widespread attention.



To effectively enhance the international recognition of the Maokong Gondola, in 2024 Taipei Metro established sister-gondola relationships with Beppu Ropeway, the largest gondola system in Kyushu, Japan; Shimoda Ropeway, operated by Izukyu Corporation; Nokogiriyama Ropeway, operated by Keisei Electric Railway; and Tsukuba Ropeway. These partnerships promote mutual publicity, increasing awareness and exposure.



▲ Maokong Fireworks Concert



▲ Maokong Fireworks Concert

## Taipei Arena

In 2024, total operating revenue was NT\$480,459,124. After deducting contract payments, the operating gross profit balance was NT\$58,607,898.

### ◆ Annual Highlights ◆



In 2024, the main arena achieved a usage rate of 92.1%, hosting 95 events of various types, including the ISU World Junior Figure Skating Championships, Taipei Open Badminton Tournament, Jacky Cheung Concert, SUPER JUNIOR ASIA TOUR, Super Slippa 13, (G)I-DLE Concert, and the 35th Golden Melody Awards Ceremony.



The Ice Land at the secondary arena welcomed a total of 380,053 visits in 2024. In addition to providing recreational skating for the general public, it also serves as a professional venue for domestic figure skaters and national team training.



▲ ISU World Junior Figure Skating Championships



▲ Training of the Chinese Taipei Delegation for the Special Olympics World Games

## Taipei Children's Amusement Park

In 2024, total operating revenue amounted to NT\$247,808,677, with a gross operating profit, after contract payments, of NT\$5,727,620.

### ◆ Annual Highlights ◆



Since 2017, Taipei Children's Amusement Park has organized an annual Halloween Costume Snack Party through cross-industry collaboration, pooling resources from multiple partners. During the event, snack packages are distributed, and a series of activities—including performances, games, and challenges—are held to ensure visitors of all ages leave the park with a fulfilling experience.



In 2024, the park hosted its first-ever aerial drone and fireworks show for Halloween. Nearly 40,000 visitors entered the park, setting a new record over the event's eight-year history.



▲ Halloween Costume Snack Party



▲ Aerial drone and fireworks show

### Performance of Investment and Financial Management Operations

Taipei Metro's investment and financial management businesses are divided into three sectors: in addition to the three equity-invested companies mentioned below, the other two are Financial Investments and Leasing and Others. The Financial Investment category, which includes interest income from bond purchases or time deposits, generated a pre-tax net profit of approximately NT\$164.67 million in 2024. The Leasing and Other category, which involves leasing space to financial institutions or telecommunications companies for installing ATMs or base stations, generated a pre-tax net profit of approximately NT\$510.91 million in 2024.


Equity-Invested Company Name	EasyCard Investment Holdings Co., Ltd.	EasyCard Corporation	Metro Taipei Consulting Service Ltd.
Paid-in Capital	NT\$665,960,000	NT\$704,452,880	NT\$50,000,000
Company Shareholding (%)	27.49%	10.93%	20%
Main Business Activities	General Investment Business	Electronic Payment Industry	Management Consulting Industry
2024 Annual Financial Performance	<ul style="list-style-type: none"> <li>The net profit after tax was approximately NT\$123.25 million.</li> <li>The Company recognized investment income of NT\$33.74 million based on equity method accounting.</li> </ul>	<ul style="list-style-type: none"> <li>The net profit after tax was approximately NT\$232.96 million.</li> <li>The Company recognized investment income of NT\$25.58 million based on equity method accounting.</li> </ul>	<ul style="list-style-type: none"> <li>The net profit after tax was approximately NT\$5.12 million.</li> <li>The Company recognized investment income of NT\$1.02 million based on equity method accounting.</li> </ul>

### Consulting Services Operational Performance



**Consulting, Technical Services, Operations Management, and Transportation Maintenance**

Taipei Metro actively expanded its external technical service operations, offering a diverse range of professional services to rail industry peers, generating approximately NT\$24.12 million in revenue for the Company.



**Technical Exchanges**

Taipei Metro continuously enhances its technical and management capabilities through international exchanges. In 2024, the Company hosted distinguished guests and delegations from Singapore's SMRT Trains Ltd, Singapore's Land Transport Authority (LTA), Malaysia's Prasarana Malaysia Berhad, and South Korea's Airport Railroad Co., Ltd.

### 5.1.3 Accountable Corporate Governance GRI 2-9、2-10、2-11、2-12、2-13、2-14、2-15、2-17、2-18、2-19、2-20

#### Corporate Governance and Operations

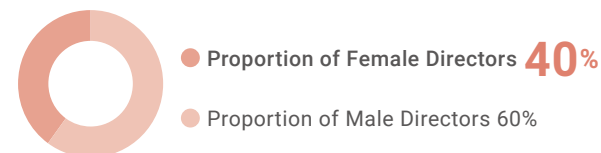
The Company leases the Metro system from the property owner, the Taipei City Government, through a lease agreement. Per Article 5 of the Company's Articles of Incorporation, the registered capital is NT\$10 billion.

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	0.36%
Mega International Commercial Bank Co., Ltd.	142,860	
Taiwan Cooperative Bank Co., Ltd.	142,860	
Taipei Fubon Commercial Bank Co., Ltd.	142,860	
<b>Total</b>	<b>10,000,000,000</b>	<b>100%</b>

#### Board of Directors

The Board of Directors of Taipei Metro is the Company's highest governing body. In accordance with legal regulations and authorization from the shareholders' meeting, it is responsible for formulating and enforcing various rules and regulations, making decisions on major matters, supervising the effectiveness of implementation, and guiding the management team in advancing the Company's operations. The Board of Directors, chaired by the Chairman, holds the authority to approve the Company's major business and personnel plans. The Board authorizes the President to guide managerial departments in developing corporate social responsibility strategies and to implement work plans covering the areas of "Refine Transportation System," "Strengthen Social Care," "Innovate Intelligent Operations," "Practice Environmental Sustainability," and "Implement Corporate Governance." Each year, the Corporate Planning Division consolidates and submits the annual plan to the Board for approval and is responsible for the final performance evaluation. The Company's Chairman does not concurrently hold the positions of Chief Executive Officer or President, in order to prevent and mitigate conflicts of interest. For detailed information on the Board of Directors, please refer to [the Annual Report](#).

The Board of Directors consists of 15 directors and 5 supervisors, totaling 20 members, each serving a three-year term. The directors possess expertise in transportation, electromechanical integration, land administration, accounting, civil engineering, architecture, and politics to ensure the professionalism and objectivity of the Board's resolutions. 12 of the board seats are appointed by the Taipei City Government, which holds 73.75% of the shares, in accordance with the Selection Guidelines for Directors and Supervisors of Taipei City Municipal Enterprises. The Board of Directors convenes quarterly, with extraordinary meetings held as necessary. In 2024, a total of 46 reports and discussion topics were presented to the Board, among which sustainability-related proposals are detailed in the Sustainability Governance Organization.



**2 labor directors**  
elected by representatives from the Company's corporate labor union.

## Conflict of Interest Avoidance

The directors and supervisors of Taipei Metro are appointed by the shareholders. Among them, representatives of the government shareholders must avoid conflicts of interest in accordance with the regulations of their respective supervisory authorities. The regulations are as follows:

1. If a civil servant has direct supervisory authority over an invested institution, they shall not concurrently serve as a director or supervisor.
2. However, if the individual is not a head or deputy head of an agency, and has declared no conflict of interest and passed the review, the competent authority may appoint them at its discretion.
3. In cases of illegal or negligent conduct, concurrently appointed personnel shall be held legally responsible.

**Taipei Metro strictly complies with relevant laws and regulations. In 2024, no conflicts of interest involving directors or supervisors occurred.**

### Taipei Metro's Conflict of Interest Avoidance Complies with Regulations

- ◆ Guidelines for the Selection, Management, and Evaluation of Directors and Supervisors Appointed by the Taipei City Government to Invested or Reinvested Public and Private Enterprises and Foundations Receiving Donations (Subsidies)
- ◆ Regulations on the Selection, Management, and Evaluation of Representatives Appointed by the Ministry of Transportation and Its Affiliated Enterprises to Public-Private Enterprises and Foundations

## Board of Directors Performance Evaluation

As a publicly owned company, Taipei Metro's board performance evaluations are conducted by each shareholder assessing the directors they have appointed. The Company's Board of Directors consists of 15 members, with 12 appointed by the Taipei City Government, 2 by the Ministry of Transportation, and 1 by the New Taipei City Government. To strengthen management, the Taipei City Government, as a shareholder appointer, has established the Guidelines for the Selection, Management, and Evaluation of Directors and Supervisors Appointed by the Taipei City Government to Invested or Reinvested Public and Private Enterprises and Foundations Receiving Donations (Subsidies). In accordance with these guidelines, an annual evaluation of appointed directors is conducted based on their attendance and participation in meetings. This internal board assessment is completed by March each year, and the results serve as an important reference for reappointment decisions.

## 2024 Performance Overview

- ◆ The representatives of the government's shareholding appointed by the Company actively attended meetings throughout 2024. They provided timely suggestions during meetings, participated in Company decision-making, and safeguarded the interests of public shareholders. They also facilitated Taipei Metro's support for transportation policies and the sound development of public transportation. Their performance in executing their duties in 2024 was satisfactory.
- ◆ In the future, Taipei Metro will continue to organize special lectures and advanced training courses, inviting directors and supervisors to participate in order to enhance their professional knowledge and strengthen the effectiveness of the board's supervisory and management functions.

## Remuneration policy for Directors and senior management

The Company has established a remuneration system for the Board of Directors and senior management in accordance with legal requirements, balancing regulatory compliance, fairness, and performance linkage to ensure transparent governance and strengthen sustainability responsibilities.



### Remuneration policy of the Board of Directors

The part-time remuneration for the Company's directors and supervisors is paid in accordance with the standards approved by the Ministry of Transportation, at NT\$9,300 per person per month. However, for those whose primary employment is with a government agency, the amount is NT\$8,500. No remuneration is paid to Taipei Metro personnel serving concurrently, nor are there any other bonuses or profit-sharing.



### Remuneration policy for senior management

Senior management remuneration includes monthly salary and annual bonuses. The salary system for personnel below the Vice President level is approved by the Taipei City Government and reported to the Ministry of Transportation for record. The salary standards for the Chairman and President are also determined according to the same mechanism. Bonuses are awarded based on operational performance and service contributions, and the issuance regulations must be approved by the Taipei City Government.

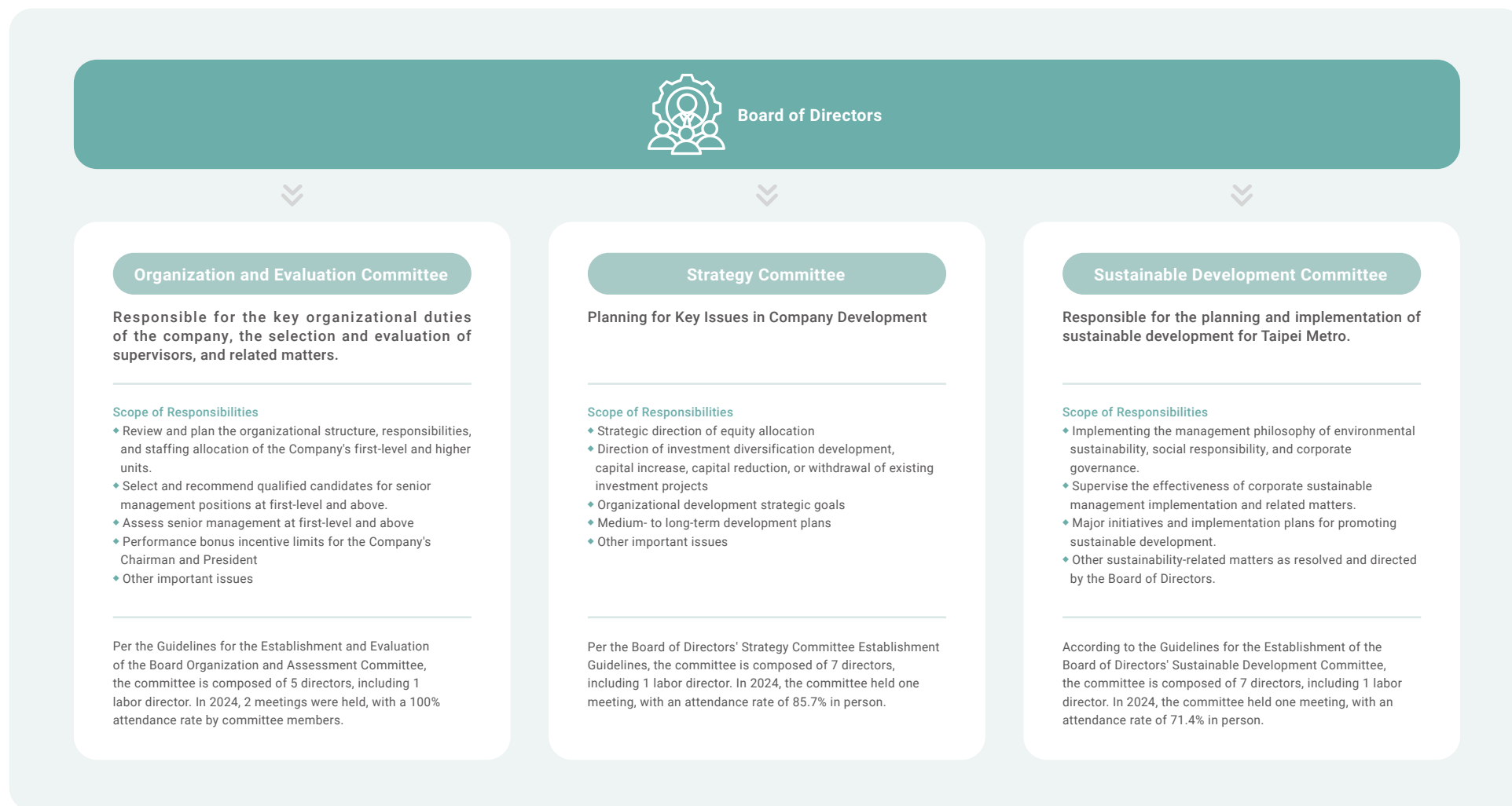


### Connection between remuneration and ESG performance

If senior management is involved in actions that damage the Company's image, reputation, or violate economic, environmental, or social responsibilities, it will affect their performance evaluation and bonus distribution, and may result in demotion and salary reduction.

## Functional Committees

Taipei Metro firmly believes that sound, transparent, and efficient corporate governance is the fundamental basis for achieving stable operations, enhancing operational safety and sustainability performance, and ultimately creating long-term value. To protect shareholders' rights, strengthen the board structure, enhance information transparency, and implement corporate social responsibility, the Company's Board of Directors has established functional committees, including the Organization and Evaluation Committee, the Strategy Committee, and Sustainable Development Committee. Important resolutions of each committee are submitted to the Board of Directors for approval when necessary, thereby improving overall governance effectiveness through a systematized management mechanism.



## 5.1.4 Sustainable Governance Organization GRI 2-12、2-13、2-14、2-16

In 2023, the Company established the Sustainability Promotion Committee, chaired by the President, who also serves as the Chief Sustainability Officer. Four working groups were formed under the committee: Environmental Sustainability, Social Care, Corporate Governance, and Intelligent Operations. The Corporate Planning Division serves as the Secretary unit, promoting cross-departmental collaboration and coordination within the Company to ensure the implementation of sustainable development policies. In the same year, the Company's Board of Directors approved a proposal to elevate ESG to a Board-level issue and established the Sustainable Development Committee within the Board. This committee, composed of the highest governance and management levels, optimizes the decision-making process and leads the Company in effectively utilizing resources to implement ESG initiatives.

Sustainable Governance Organization	Responsibilities (Key Work Items)	2024 Governance Performance
<p><b>Board of Directors</b></p>	<ul style="list-style-type: none"> <li>◆ Identification of material sustainability issues for the reporting year</li> <li>◆ Determination of key ESG schedules and plans</li> <li>◆ Supervision of the overall promotion of sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>◆ Verify the Company's organizational carbon inventory and product carbon footprint results.</li> <li>◆ Confirm the structure of the 2023 Sustainability Report.</li> <li>◆ Confirmation of the 2024 Key Topic Identification Method (Stakeholder Questionnaire Survey).</li> </ul>
<p><b>Sustainable Development Committee</b></p>	<ul style="list-style-type: none"> <li>◆ Chaired by the Chairman, the overall sustainability management of the Company is discussed and regularly reported to the Board of Directors.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Review of the Identification Method for Material Topics in 2024 (Based on Stakeholder Questionnaire Survey).</li> <li>◆ Review Company's organizational carbon inventory and product carbon footprint results.</li> <li>◆ Review the structure of the 2023 Sustainability Report.</li> <li>◆ Reviewed the key business reports from the four working groups on Environmental Sustainability, Social Care, Corporate Governance, and Intelligent Operations.</li> </ul>
<p><b>Sustainability Promotion Committee</b></p>	<ul style="list-style-type: none"> <li>◆ Held quarterly and chaired by the President.</li> <li>◆ Determine and track the KPIs and action plans of each working group, and report on the management status quarterly.</li> <li>◆ Continuously strengthen the promotion and implementation of ESG culture both internally (employees) and externally (suppliers, customers, and other stakeholders), conveying the importance of sustainable development and leveraging Taipei Metro's influence.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Integrate the analysis results of major issues, review KPIs and action plans, and assess whether domestic and international sustainability trends, national and industry policy regulations, and stakeholder expectations are aligned. Make appropriate adjustments accordingly and report regularly.</li> <li>◆ Organized internal promotional activities to enhance employees' ESG knowledge and carbon reduction awareness, including 14 Metro Classroom lessons, three rounds of the Clean Living Campaign lottery events with over 4,300 participants, and 11 ESG proposal competitions.</li> <li>◆ External ESG promotion enables society and the public to understand the Company's efforts toward sustainable development and enhances its social image. This includes Facebook posts introducing the SDGs, carbon reduction contributions disclosed on the app, and the addition of a dedicated sustainable development section on the official website.</li> </ul>

## 5.1.5 External Participation and Communication

Taipei Metro enhances the professional knowledge and skills of its executives and staff by participating in annual meetings, seminars, lectures, and site visits organized by domestic and international public and private associations. The Company also exchanges valuable experiences with peers in the rail transit industry and transportation professionals to improve maintenance technology standards and operational management efficiency, serving as a reference for operational development. For detailed statistics on annual participation of associations, please refer to [Table 15 of Appendix I: Sustainability Performance Statistics](#).

### Experience Sharing from Meetings

In 2024, Taipei Metro sent representatives to attend 10 domestic public association meetings.



### External Organization Participation

In 2024, Taipei Metro sent representatives to attend 19 international conferences organized by external organizations.



### Collaboration with Industry Peers

In 2024, Taipei Metro completed collaborations with 18 peer rail operators, including railway and cable car companies in Japan, as well as transportation agencies and rail operators in Singapore.



### Reception for Visiting Foreign Dignitaries

In 2024, Taipei Metro hosted 63 visiting delegations totaling 1,584 guests.



## 5.2 Internal Control and Risk Management

### 5.2.1 Internal Control and Audit

Taipei Metro, in accordance with the Financial Supervisory Commission's revised regulations on the Regulations Governing Establishment of Internal Control Systems by Public Companies and considering industry characteristics, divides its business activities into 9 major cycles and 2 operations. The Company annually updates its Internal Control System, which is implemented after approval by the Board of Directors. The Company has established an Audit Office, which reports to the Board of Directors. The Audit Office conducts internal audits from an independent and objective standpoint, examining and evaluating various operational activities. It provides timely improvement recommendations or early warning opinions to assist management in fulfilling their responsibilities and to ensure the continuous effectiveness of the design and implementation of internal control systems.

The Audit Office has established the Internal Audit Operation Guidelines. Each year, based on the Company's 9 internal control cycles and 2 operational procedures, and in alignment with the Company's business policies, key work objectives, and risk assessment results, an Annual Audit Plan is formulated. After approval by the Board of Directors, the plan is announced and implemented. The audit recommendations proposed in 2024 were reported at the 2nd Board of Directors meeting of the 11th term, covering the implementation status of the annual audit plan. Execution and improvements were monitored and controlled until completion was confirmed.



**14** Audit Topics were Approved by the Board of Directors



**64** Audit Recommendations were Proposed

#### Internal Control Self-Assessment Operations

Each department within Taipei Metro regularly executes internal self-assessment in accordance with annual plans and puts forward improvement suggestions. After review and tracking by the Audit Office, the relevant results are summarized and submitted to the Board of Directors. In 2024, a total of 19 departments conducted 222 self-assessment tasks, covering 2,244 evaluation points. Additionally, 146 self-assessment improvement recommendations were proposed, all of which have been completed, achieving a 100% improvement rate.

#### Internal Control Self-Assessment Process

##### Step 1

Each department has completed a self-assessment report in accordance with its independently established annual self-evaluation plan.



##### Step 2

The Audit Office reviews key control points and provides improvement recommendations.



##### Step 3

The Audit Office issues the Improvement Suggestions and Implementation Status Control Form, which is completed and processed by the audited units.



##### Step 4

The Audit Office tracks and confirms the completion of improvements and compiles the results for presentation to the Board of Directors.

## 5.2.2 Risk Management

The Company's risk management and assessment practices refer to the Handbook for Risk Management and Crisis Handling (as promulgated by the central government), incorporating identified risk sources listed therein. Additionally, risks are identified based on the Company's business plans, corrective actions and impeachment cases from the Control Yuan, recommendations from the National Audit Office Taipei City Audit Office, and public opinion responses. These identified risks are then evaluated to determine those requiring management. Items assessed as medium or high risk in the risk evaluation are included as key audit focus areas.

Based on the results of the risk analysis and considering factors such as manpower, resources, and organizational environment, each department conducts risk assessments using qualitative analysis methods. After review and approval by the Company's Planning and Budget Review Committee, improvement and control measures will be implemented for medium- and high-risk items.

### Digital Development Division

**Risk Items** Information Security Risk

**Risk Level** Moderate Risk

#### Explanation of Evaluation Results

Considering that failure to comply with or properly implement information security management regulations may lead to cybersecurity incidents, which could impact the Company's reputation and system security, this risk is assessed as moderate.

#### Improvement and Control Measures

In accordance with relevant cybersecurity laws and management plans, Taipei Metro implements information security operations, incorporates audit and verification results into cybersecurity meeting controls, and timely enforces cybersecurity protection measures.

### Industrial Safety Division

**Risk Items** Occupational Health and Safety Risk

**Risk Level** Moderate Risk

#### Explanation of Evaluation Results

Considering the occupational health and safety risks, failure to comply with regulations or to effectively implement them may result in occupational accidents, potentially affecting personnel safety and the Company's reputation. Therefore, this risk is assessed as moderate.

#### Improvement and Control Measures

Relevant operational principles have been established for all units to follow, including hazard identification and control in the work environment, equipment and tool management, procurement and contract change management, formulation of safety operation standards, inspection and patrol mechanisms, education and training, personal protective equipment management, emergency response measures, disaster investigation and statistical analysis, as well as management records and performance evaluation, systematically promoting occupational health and safety management.

## 5.3 Integrity Governance and Regulatory Compliance GRI 2-23、2-24、2-27



### 5.3.1 Integrity Management Measures

Taipei Metro operates in accordance with Articles 1 and 4 of the Act for the Establishment and Management of Government-Owned Mass Rapid Transit (MRT) Corporation. The Company is managed as a corporatized entity providing metro services with the purpose of enhancing public welfare. It is not a profit-driven company engaged in trade competition. Additionally, the Company is not publicly listed and is therefore not subject to the regulations of the Insider Trading Act. In summary, the Company has not engaged in any anti-competitive behavior or insider trading. In 2024, investigations confirmed that none of Taipei Metro's operational sites were involved in violations of the Anti-Corruption Act, nor were there any legal actions related to anti-competitive practices, antitrust issues, or monopolistic conduct. If any employee is involved in such cases, an analysis will be conducted on the causes, process, and internal control supervision deficiencies. A special report reviewing the incident and recommending corrective and preventive measures will be prepared. After approval by the head of the relevant authority, the follow-up actions will be tracked and managed.

#### ➤ 2024 Integrity Management Promotion Achievements

- 01 Conducted **11** integrity-themed advocacy sessions for both internal and external audiences.
- 02 Conducted **4** confidential personnel examination security measures.
- 03 Conducted 4 sessions of administrative ethics and legal compliance training, 1 special lecture on anti-corruption laws, and 1 online training course on anti-corruption education, training a total of **6,367** participants.
- 04 A total of **326** corrective actions were identified and implemented during the procurement supervision, bid opening, acceptance, and related documentation processes.
- 05 A total of **12** sessions on station authority security, confidentiality maintenance, and anti-fraud awareness were conducted.

#### ➤ Stakeholder Appeals Channels

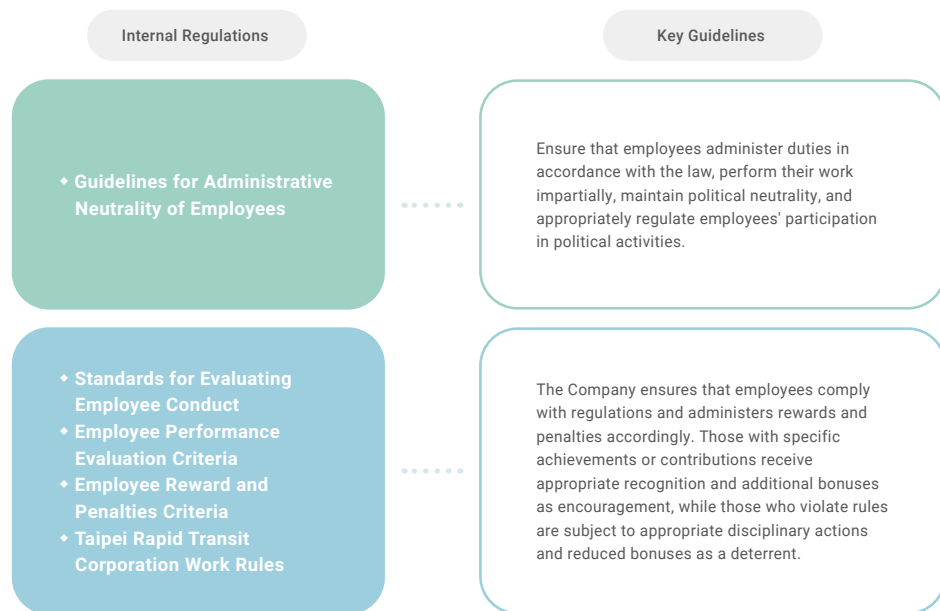
	<p><b>Mail Address</b></p> <p>5F, 7, Lane 48, Sec. 2, Zhongshan N. Rd., 104216, Taipei City (Civil Service Ethics Division)</p>
	<p><b>Complaints line</b></p> <p>+886-2-2536-3001 ext. 8595</p>

### 5.3.2 Implementing Professional Ethics

Taipei Metro, in accordance with the Taipei City Government Ethics Guidelines for Civil Servants, requires its employees to prioritize the public interest and perform their duties in compliance with the law, ensuring public trust in the fair execution of their responsibilities. Key regulations include restrictions on solicitation, acceptance of gifts, and social banquets. They also explicitly govern official meals or other activities held for business purposes, prohibit visiting inappropriate venues, and forbid improper contact with individuals who have a professional interest in the Company's operations.

In accordance with the Taipei City Government and Affiliated Agencies' Integrity Protection Network Plan, Taipei Metro conducted regular evaluations in May and November 2024. These assessments comprehensively reviewed all employees' financial status, ethical conduct, business performance, and other irregularities in personal life or operations that could potentially affect the Company's reputation.

To better understand vendors' satisfaction with Taipei Metro's procurement and contract management integrity, the Company plans to conduct a vendor questionnaire survey every two years. This survey will not only provide insight into the practical interactions between procurement staff and vendors but also gather vendor feedback to reflect their evaluation and expectations of the Company's overall procurement operations and anti-corruption efforts. The results will serve as a reference for future improvements. In summary, through the aforementioned procedures, the objectives of integrity risk assessment and identification are achieved, enabling the implementation of relevant preventive measures in advance to safeguard the Company's integrity image.



### 5.3.3 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. It has formulated internal regulations based on relevant autonomous ordinances and management measures to ensure compliance with laws and regulations. To reduce operational risks and liabilities, each quarter Taipei Metro supervises all departments in reviewing and revising their authority and responsibility regulations, and announces key changes through the internal document download center.

In 2024, the annual consolidation and control of regulations were completed, and 14 legal compliance awareness sessions (including the Personal Data Protection Act) and 2 specialized courses were conducted to enhance employees' legal compliance awareness and response capabilities. In addition, Taipei Metro continuously strengthens education on integrity and regulations through multiple channels, including the Ethics Training Program, new employee courses, the OA system, platform televisions, and the "Go! Taipei Metro" App.

The Company also regularly conducts promotional activities in accordance with Labor Standards Act, Occupational Safety and Health Act, and environmental regulations (noise and air pollution), striving to achieve a zero-penalty goal. In 2024, there were no violations of major regulations resulting in fines of NT\$100,000 or more.

## 5.4 Sustainable Supply Chain Management

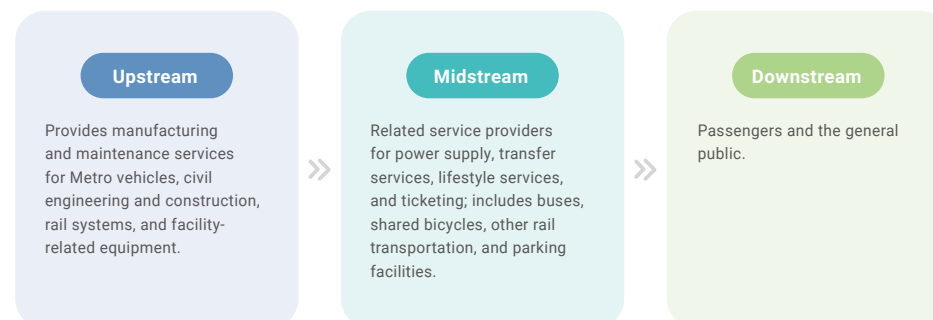
GRI 2-6

To achieve a net-zero transition and strengthen the sustainability resilience of its supply chain, Taipei Metro has initiated the establishment of a sustainable procurement management system in accordance with the ISO 20400 Sustainable Procurement Guidelines. This system introduces a systematic management mechanism to enhance the Company's sustainable supply chain management. In 2024, Taipei Metro conducted a specialized training course on the Establishment of Sustainable Supply Chain Management Guidelines. Through this education and training, the professional knowledge and practical skills of internal procurement personnel were comprehensively enhanced, laying the foundation for future system implementation.

In the vendor selection criteria, Taipei Metro includes as a bonus item the willingness to use green products during contract performance (such as cleaning agents, building materials, paper products, electrical appliances, and other green products), supported by documents such as purchase orders, supply certificates, or letters of intent, as well as relevant green product certifications including environmental labels, energy-saving labels, water-saving labels, and green building material labels. Through this scoring mechanism, the Company promotes sustainability concepts among suppliers. In 2024, a total of 60 ESG procurement cases incorporated this evaluation criterion.

### 5.4.1 Taipei Metro Supply Chain

The upstream, midstream, and downstream relationships within Taipei Metro's supply chain are illustrated in the following diagram. Supplier categories are primarily divided into three major types: engineering, labor services, and goods. In alignment with national policies on supplier localization and green procurement, Taipei Metro implements sustainable supply chain management through three main action plans. For detailed data on local and green procurement over the past three years, please refer to [Appendix I, Table 17](#).



➤ **Three Pillars of Sustainable Supply Chain Management**

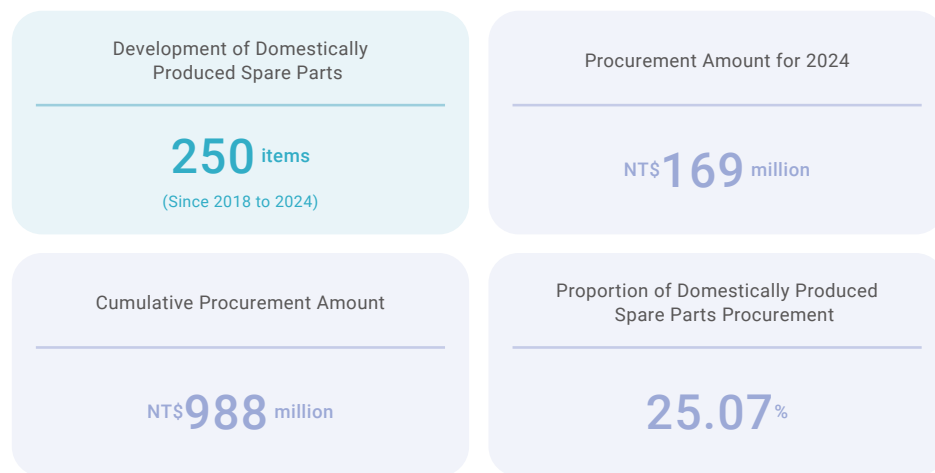
Main Pillar	Continuity Management	Future Improvement Plan
<p><b>Supplier Communication and Requirements</b></p> <ul style="list-style-type: none"> <li>◆ ESG Promotion</li> <li>◆ Incorporation of ESG into Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>◆ Through audits, management, and training sessions, Taipei Metro demonstrates strict compliance with laws and procedures, while enhancing suppliers' awareness of ESG to achieve sustainable development goals.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Taipei Metro regularly holds supplier workshops and invites professional lecturers to share sustainability-related topics. During these sessions, suppliers with outstanding performance in green procurement and corporate social responsibility from the previous year are also recognized.</li> <li>◆ ESG factors have been incorporated into the scoring criteria for procurement evaluations, and the Company will continue to expand their scope and deepen management in the future.</li> </ul>
<p><b>Localization of Maintenance and Spare Parts (Local Procurement)</b></p>	<ul style="list-style-type: none"> <li>◆ By integrating supplier resources and facilitating technology transfer, Taipei Metro supports domestic suppliers in the establishment of a local supply chain offering high-quality materials and components.</li> <li>◆ An internal meeting was held to establish specifications for domestic production and safety verification procedures.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Integrate information from domestic manufacturers and proactively match maintenance demand units to increase the number and value of domestically sourced procurement items.</li> <li>◆ Establish equivalent product specifications and verification standards to develop domestic commercial sources.</li> <li>◆ Promote the domestic production of replaced systems, such as air conditioning systems and lighting systems.</li> <li>◆ Exchange experiences on domestic rail system production among industry peers to increase business opportunities.</li> <li>◆ Established cooperation guidelines to provide facilities for vendors to conduct product verification (such as transformers and TSIS verification sites).</li> <li>◆ In accordance with the Ministry of Transportation's regulations on subsidies for domestic product development, Taipei Metro plans procurement of domestically produced products to facilitate subsidy applications and maximize development benefits.</li> </ul>
<p><b>Green Procurement</b></p>	<ul style="list-style-type: none"> <li>◆ <b>Procurement of Goods and Services:</b> In accordance with the Executive Yuan's Ministry of Environment's "Annual Green Procurement Performance Evaluation Method," the procurement of designated green products achieved a 100% fulfillment rate.</li> </ul>	<ul style="list-style-type: none"> <li>◆ <b>Engineering and Labor Service Procurement:</b> <ul style="list-style-type: none"> <li>— Encourage suppliers to increase the procurement of green and low-carbon products.</li> <li>— Vendors are encouraged to provide green products during contract fulfillment, including environmentally friendly, energy-saving, water-saving, green building materials, and low-carbon items. These must be reported on the Private Enterprises and Organizations Green Procurement Reporting Platform established by the Ministry of Environment, Executive Yuan.</li> </ul> </li> </ul>

## 5.4.2 Promoting Supply Chain Localization and Green Procurement

To promote supply chain localization and enhance supply chain autonomy and resilience, Taipei Metro, in cooperation with the Railway Bureau of the Ministry of Transportation and Communications, has participated in the localization promotion program under the "Guidelines for the Localization of Railway System Maintenance Spare Parts," striving to reduce reliance on imported original equipment manufacturer components.

Promoting domestic production not only helps reduce procurement costs but also shortens delivery times and decreases carbon emissions caused by long-distance transportation, thereby achieving energy-saving and carbon reduction goals.

### ► 2024 Highlights of Domestic Production Promotion



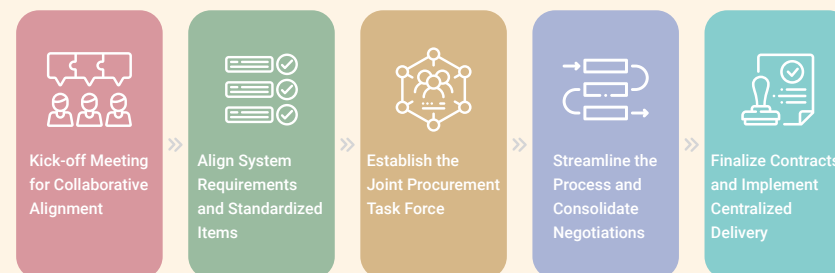
Taipei Metro implements a green procurement policy in accordance with the Executive Yuan's Ministry of Environment's green procurement guidelines. The Company incorporates environmentally friendly products into its procurement of goods and materials, achieving a 100% compliance rate for designated green product items.

In addition to green procurement, Taipei Metro has actively implemented digitalization in its procurement operations, completing paperless processes across all procedures and establishing an electronic platform for small-amount procurements to enhance process efficiency and environmental benefits.

### Breaking Past Models to Promote "Five Metros Joint Procurement"

To enhance resource integration efficiency while addressing transportation carbon reduction and administrative simplification goals, Taipei Metro has implemented the "Five Metros Joint Procurement" mechanism. In collaboration with the Taichung, Kaohsiung, Taoyuan, and New Taipei Metros, the Company conducts unified procurement of standardized materials and common supplies required for daily operations.

### ► Five Metro Joint Procurement Process



### ◆ Highlights and Benefits of 2024 Joint Procurement ◆

- ◆ Established a communication platform
- ◆ Established a Standard Operating Procedure (SOP) for joint procurement
- ◆ Incorporated "non-material" procurement cases into joint procurement
- ◆ In 2024, a total of 119 items were procured through joint purchasing, with a procurement amount of approximately NT\$21.29 million. This approach enabled price control based on quantity, enhanced economies of scale, and reduced procurement costs.

## Supplier Conference

On March 25, 2024, Taipei Metro held a seminar titled "Essential Strategies for Corporate Sustainability Transformation from a Global Perspective". Suppliers were invited to participate in the event, with representatives from 93 companies and over 100 attendees in total. Additionally, outstanding partner suppliers were publicly recognized during the event, with awards presented for "Excellence in Environmental Sustainability and Cleanliness," "Excellence in Occupational Safety and Health," "Excellence in Collaborative Development of Domestic Spare Parts," and "Cleanliness Experts." In total, 14 companies and 7 cleanliness experts received honors.



## Joint Promotion of ESG with Vendors

Taipei Metro organized first aid knowledge promotion activities with vendors, focusing on the correct use of cardiopulmonary resuscitation (CPR) and automated external defibrillators (AEDs) to enhance passengers' ability to respond to emergencies while riding the Metro. Additionally, basic knowledge and skills for preventing violence were provided to improve passengers' awareness of self-protection and their ability to respond to security incidents.





# Appendix

Appendix I: Sustainability Performance Statistics  
Appendix II: GRI Standards Content Index  
Appendix III: TCFD Content Index Table

Appendix IV: SASB Contents Index  
Appendix V: Section Appendix  
Appendix VI: CPA's Limited Assurance Report

## Appendix I: Sustainability Performance Statistics

**Table 1: System Availability Statistics**

Item		2024
Taipei Metro	Actual Operating Time (Hours)	33,851
	Total Operating Time (Hours)	33,855
	Average System Availability	99.99%
Maokong Gondola	Actual Operating Time (Minutes)	225,654
	Total Operating Time (Minutes)	226,120
	Average System Availability	99.79%

Note: Average system availability = Actual operating time/Total operating time × 100%.

**Table 2: Employee Workforce Statistics** GRI 2-7、SASB TR-RA-000.E

Unit: Person

Category	2024		
	Full-time Position	English Translator	Total
Male	4,776	0	4,776
Female	1,287	1	1,288
<b>Total</b>	<b>6,063</b>	<b>1</b>	<b>6,064</b>

Note: The Company hires full-time and part-time employees. Full-time employees are permanent staff positions, whereas the English translator is a part-time employee.

**Table 3: Non-Employee Workforce Statistics** GRI 2-8

Unit: Person

Category		2024
<b>Labor Dispatch</b>		
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.	309
Contractual Relationship	Third-Party Employment	
<b>Labor Service Contracting</b>		
Type of Work	Labor service contracts are full-time contracts (8 hours per day). Main duties include cleaning, security, and maintenance-related labor.	1,898
Contractual Relationship	Third-Party Employment	
<b>Volunteers</b>		
Type of Work	Volunteers mainly provide consultation and guidance services for passengers at stations and visitors at Taipei Children's Amusement Park.	290
Contractual Relationship	No labor contracts are signed due to the voluntary nature of this service	
<b>Total</b>		<b>2,497</b>

**Table 4: Distribution of Employees by Age Group, Job Position, and Education** Unit: Person

Category	Group	2024		
		Female	Male	Total
Job Position	Personnel at the level of senior management and above	4	42	46
	Administrative non-shift personnel	590	1,698	2,288
	Front-line shift personnel	693	3,036	3,729
Subtotal		1,287	4,776	6,063
Age	20 and below (incl.)	0	0	0
	21~30	79	303	382
	31~40	458	960	1,418
	41~50	534	2,207	2,741
	51~60	193	1,246	1,439
	61~70	23	60	83
Subtotal		1,287	4,776	6,063
Highest Educational Attainment	Doctorate	0	4	4
	Master's Degree	178	601	779
	Bachelor's Degree	902	2,795	3,697
	Associate's Degree (Including Junior College)	154	1,007	1,161
	Senior/Vocational High School	53	367	420
	Junior High School	0	2	2
	Subtotal		1,287	4,776

**Table 5: Employment of a Diverse Workforce** Unit: Person

Category	2024	
	Employees with Disabilities	Indigenous Employees
Legally Required Number of Employees	180	60
Actual Number of Employees Hired	Male	76
	Female	27
	Total	103

Note: "Actual 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 2024 was 200, meeting regulatory requirements.

**Table 6: New Employee Statistics** Unit: Person

Category	Group	2024			
		Female	Male	Total	
Age Group	20 and below (incl.)	0	0	0	
	21~30	9	33	42	
	31~40	5	18	23	
	41~50	1	7	8	
	51~60	0	1	1	
	61~70	0	0	0	
	Subtotal		15	59	74

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

**Table 7: Departing Employee Statistics**

Unit: Person

Category	Group	2024		
		Female	Male	Total
Age Group	20 and below (incl.)	0	0	0
	21~30	7	8	15
	31~40	11	44	55
	41~50	6	34	40
	51~60	5	37	42
	61~70	9	12	21
	Subtotal	38	135	173

**Table 8: Employee Performance Appraisal Statistics**

Category	2024					
	Female	Male	Total	Supervisor	Non-Supervisor	Total
Number of Employees Receiving Regular Performance and Career Development Reviews	1,249	4,694	5,943	1,160	4,783	5,943
Total Number of Employees	1,249	4,696	5,945	1,162	4,783	5,945
Percentage (Including Chairman and President)	100%	99.96%	99.97%	99.83%	100%	99.97%
Percentage (Excluding Chairman and President)	100%	100%	100%	100%	100%	100%

Note 1: "Total number of employees" includes the Chairman and President, but excludes staff exempt from regular performance and career development reviews such as those on leave without pay.

Note 2: The evaluations of the Chairman and President are carried out directly by the Taipei City Government and are not the responsibility of the Company, and therefore they were excluded from the percentage calculation (both are male supervisors).

**Table 9: Employees' Training Hours by Job Category**

Category		2024		
Category	Gender	Number of Employees	Total Training Hours	Average Training Hours
Operations	Female	827	29,199	35.31
	Male	1,956	69,849	35.71
Maintenance	Female	128	4,485	35.04
	Male	2,344	82,254.5	35.09
Other	Female	297	10,173.5	34.25
	Male	448	16,775	37.44
Total		6,000	212,736	35.46

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 front-line units.

**Table 10: Employees' Training Hours by Employee Category**

Category		2024		
Category	Gender	Number of Employees	Total Training Hours	Average Training Hours
Supervisory Personnel	Female	80	3,893	48.66
	Male	1,087	46,874.5	43.12
Non-Supervisory Personnel	Female	1,172	39,964.5	34.10
	Male	3,661	122,004	33.33
Total		6,000	212,736	35.46

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

**Table 11: Occupational Accident Statistics** TR-RA-320a.1

2024	Employees	Vendor (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	0	0	0
Severe Occupational Injury Rate	0	0	0
Number of Recordable Occupational Injuries	0	7	0
Recordable Occupational Injury Rate	0	0.48	0
Main Types of Occupational Injuries	-	Falls (3 cases)	-
Total Recordable Incident Rate (TRIR)	0	0.48	0
Occupational Injury Incident Fatality Rate	0	0	0
Near Miss Frequency Rate (NMFR)	0	5.06	0

**Note**

1. Occupational injury fatality rate = (number of fatalities due to occupational injuries/total work hours) x 200,000.
2. Severe occupational injury rate = (number of severe occupational injuries/total work hours) x 200,000.
3. Recordable occupational injury rate = (number of disabling injuries/total work hours) x 200,000.
4. Total Recordable Injury Rate (TRIR) = (number of disabling injuries for employees and non-employees/total work hours) x 200,000.
5. Occupational injury incident fatality rate = (number of fatalities caused by occupational injuries among employees and non-employees/total work hours) x 200,000.
6. Near Miss Frequency Rate (NMFR) = (number of near misses by employees and non-employees/total work hours) x 200,000.
7. Total work hours: 11,508,051 hours for employees, 2,885,208 hours for contractors, 29,196 hours for volunteers.

**Table 12: Waste Generation Status**

Type of Waste		Unit	Disposal Method	2024	Range of Fluctuation
General Waste	Taipei Metro	Tons	Not Counted	Not Counted	Not Counted
	Maokong Gondola	Tons	Not Counted	Not Counted	Not Counted
	Taipei Arena	Tons	Not Counted	Not Counted	Not Counted
	Taipei Children's Amusement Park	Tons	Not Counted	Not Counted	Not Counted
General Business Waste	Scrap Metal	Tons	Offsite → Recycling	875.59	19.2%
	Mixed Hardware	Tons	Offsite → Recycling	60.0	Not Counted
	Waste Oil	Liters	Offsite → Recycling	44.2	18.1%
	Waste Light Bulbs	Tons	Offsite → Recycling	5.7	Not Counted
	Waste Cables	Tons	Offsite → Recycling	Not Counted	Not Counted
	Waste Batteries	Tons	Offsite → Recycling	32.7	-57.3%
	Waste Pallets, Wooden Crates, and Wood	Tons	Offsite → Recycling	24.0	-31%
	Construction Waste	Tons	Offsite → Recycling and Incineration	Not Counted	Not Counted
	Material Waste (Non-Recyclable)	Tons	Offsite → Incineration	7.0	-82.7%
Statistics	Total Output	Tons	-	1,049.15	13.5%
	Recycling Rate	%	-	99.33%	8.5%
	Output per Person Served	Tons/10,000 People	-	0.014	8.8%
	Output per NT\$ of Revenue	Tons/NT\$ Million	-	0.0509	8.7%

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.

**Table 13: Economic Performance**

Unit: NT\$1,000

Item	2024	Source of Data
Direct Economic Value Generated(A)	21,358,684	Income Statement – Operating Revenue and Non-Operating Revenue
Distribution of Direct Economic Value (B) [B=C+D+E+F]	20,952,605	
Operating Costs (C)	18,876,870	Income Statement - Operating Costs
Operating Expenses (D)	2,067,590	Income Statement - Operating Expenses
Financial Costs (E)	307	Income Statement - Financial Expenses
Other Gains and Losses (F)	7,838	Income Statement - Other Non-Operating Expenses
Profit Before Tax (G) [G=A-B]	406,079	Income Statement - Profit Before Tax
<b>Supplementary Disclosure Information</b>		
Operating Costs - Employee Compensation and Benefits	6,462,305	Transportation expenses, investment property expenses, agency fees, and miscellaneous operating cost-related personnel expenses
Operating Expenses - Employee Compensation and Benefits	1,226,538	Personnel expenses including sales expenses, management expenses, R&D expenses, and employee training expenses
Subtotal - Employee Compensation and Benefits	7,688,843	
Financial Costs - Interest Expenses	307	Income Statement - Interest Expenses

Note: The economic performance data from 2024 is based on the data of the final accounts of the Audit Department, Taipei City Government.

**Table 14: Financial Performance of Commissioned Businesses**

Unit: NT\$1,000

Commissioned Business	Item	2024	Source of Data
Maokong Gondola	Total Operating Revenue	213,970	Monthly Accounting Report - Maokong Gondola Revenue and Expenses Summary Report
	Total Operating Expenses	247,245	
	Contract Payments	-	
	Losses	33,275	
	Loss Subsidy Amount	33,275	
	Balance	-	
Taipei Arena	Total Operating Revenue	480,459	Monthly Accounting Report - Taipei Arena Revenue and Expenses Summary Report
	Total Operating Expenses	317,659	
	Contract Payments	104,192	
	Losses	-	
	Loss Subsidy Amount	-	
	Balance	58,608	
Taipei Children's Amusement Park	Total Operating Revenue	247,809	Monthly Accounting Report - Taipei Children's Amusement Park Revenue and Expenses Summary Report
	Total Operating Expenses	238,964	
	Contract Payments	3,117	
	Losses	-	
	Loss Subsidy Amount	-	
	Balance	5,728	

**Table 15: Participation in Industry Associations and Organizations** GRI 2-28

No.	Domestic/ Foreign	Name of Industry Association	Identity
1	Domestic	Chinese Institute of Engineers (CIE)	Member
2	Domestic	Rail Engineering Society of Taiwan (RESOT)	Director
3	Domestic	China Road Federation	Member
4	Domestic	Strategic Cost Management Association	Member
5	Domestic	Chung-Hwa Railway Industry Development Association (CRIDA)	Member
6	Domestic	Intelligent Transportation Society (ITS) of Taiwan	Member
7	Domestic	Chinese Management Association	Member
8	Domestic	Taipei Society for Traffic Safety	Member
9	Domestic	Chinese Institute of Transportation	Member
10	Domestic	Taiwan Railway Economy Development Association (TREDA)	Member
11	Domestic	Value Management Institute of Taiwan (VMIT)	Member
12	Domestic	Taiwan Railways Tourism Association (TRTA)	Director
13	Domestic	Chinese Society for Training and Development (CSTD)	Supervisor
14	Domestic	Supply Management Institute, Taiwan (SMIT)	Member
15	Domestic	Elevator Association	Member
16	Domestic	Chinese Society for Quality	Member
17	Domestic	Corporate Synergy Development Center	Member
18	Domestic	Industrial Safety and Health Association (ISHA) of the R.O.C	Member
19	Domestic	Chinese Society of Sound and Vibration	Member
20	Domestic	The Institute of Internal Auditors-Chinese Taiwan	Member
21	Domestic	Chinese Taipei Skating Union	Member
22	Domestic	Chinese Taipei Ice Hockey Federation	Member
23	Domestic	Materials Research Society- Taiwan	Member
24	Domestic	Taiwan Visitors Association	Member
25	Domestic	Taipei Hotel Association	Member
26	Foreign	International Association of Public Transport (UITP)	Vice Chair of the Asia-Pacific Committee Member of Asia-Pacific Urban Rail Platform (APURP)
27	Foreign	Community of Metros (COMET)	Member
28	Foreign	American Public Transportation Association (APTA)	Member
29	Foreign	International Organization for Transportation by Rope (OITAF)	Member

**Table 16: Anti-Corruption Education and Training**

Year	2024		
Category	Number of Trainees	Number of People in This Category	Coverage Percentage
Supervisory Personnel	1,167	1,167	100%
Non-Supervisory Personnel	4,833	4,833	100%
Total	6,000	6,000	100%

**Table 17: Local and Green Procurement**

Local Procurement	2024
Percentage of Contract Bid Amounts Awarded to Domestic Suppliers	95.26%
Percentage of Procurement Amount of Domestic Maintenance Parts	25.07%
Green Procurement	2024
Green Procurement Amount (NT\$)	113,706,330.7

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.

## Appendix II: GRI Standards Content Index

<b>Terms of Use</b>	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, 2024.
<b>GRI 1 Version Used</b>	GRI 1: Foundation 2021
<b>Application of GRI Industry Standards</b>	N/A

### General Disclosures 2021

GRI Standard	Disclosure	Corresponding Chapters	Page(s)
<b>Organization and Reporting Practices</b>			
2-1	Organizational details	About This Report; Introduction to Taipei Metro	3 ∙ 6
2-2	Entities included in the organization's sustainability reporting	About This Report	3
2-3	Reporting period, frequency and contact point	About This Report	3
2-4	Restatements of information	If any data in the report has been restated, annotations will be provided to explain the circumstances of the recompilation.	-
2-5	External assurance	About This Report	3
<b>Activities and Workers</b>			
2-6	Activities, value chain and other business relationships	Business Scope, 5.4 Sustainable Supply Chain Management	7 ∙ 94
2-7	Employees	2.1 Enhanced Human Resources and Organizational Development; Table 2 of Appendix I Sustainability Performance Statistics	34 ∙ 99
2-8	Workers who are not employees	2.1 Enhanced Human Resources and Organizational Development; Table 3 of Appendix I Sustainability Performance Statistics	34 ∙ 99
<b>Governance</b>			
2-9	Governance structure and composition	5.1.3 Accountable Corporate Governance	86
2-10	Nomination and selection of the highest governance body	5.1.3 Accountable Corporate Governance	86
2-11	Chair of the highest governance body	5.1.3 Accountable Corporate Governance	86
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Sustainability Governance Framework; Identification of Material Issues and Stakeholder Engagement; 5.1.3 Accountable Corporate Governance; 5.1.4 Sustainable Governance Organization	10 ∙ 13 ∙ 86 ∙ 89

GRI Standard	Disclosure	Corresponding Chapters	Page(s)
2-13	Delegation of responsibility for managing impacts	5.1.3 Accountable Corporate Governance; 5.1.4 Sustainable Governance Organization	86、89
2-14	Role of the highest governance body in sustainability reporting	About This Report; Identification of Material Issues and Stakeholder Engagement; 5.1.3 Accountable Corporate Governance; 5.1.4 Sustainable Governance Organization	3、13、86、89
2-15	Conflicts of interest	5.1.3 Accountable Corporate Governance	86
2-16	Communication of critical concerns	Identification of Material Issues and Stakeholder Engagement; 5.1.4 Sustainable Governance Organization	13、89
2-17	Collective knowledge of the highest governance body	5.1.3 Accountable Corporate Governance	86
2-18	Evaluation of the performance of the highest governance body	5.1.3 Accountable Corporate Governance	86
2-19	Remuneration policies	5.1.3 Accountable Corporate Governance	86
2-20	Process to determine remuneration	5.1.3 Accountable Corporate Governance	86
2-21	Annual total compensation ratio	2.2.2 Employee Remuneration Policy	37
<b>Strategy, Policies, and Practices</b>			
2-22	Statement on sustainable development strategy	Message from the Chairman; Message from the President; Sustainability Blueprint	4、5、9
2-23	Policy commitments	5.3 Ethical Governance and Regulatory Compliance; 2.2.1 Human Rights and Labor Relations	93、35
2-24	Embedding policy commitments	5.3 Ethical Governance and Regulatory Compliance; 2.2.1 Human Rights and Labor Relations	93、35
2-25	Processes to remediate negative impacts	Identification of Material Issues and Stakeholder Engagement	13
2-26	Mechanisms for seeking advice and raising concerns	Identification of Material Issues and Stakeholder Engagement; 2.2.1 Human Rights and Labor Relations	13、35
2-27	Legal compliance	5.3 Ethical Governance and Regulatory Compliance	93
2-28	Membership associations	Table 15 of Appendix I Sustainability Performance Statistics	105
<b>Stakeholder Engagement</b>			
2-29	Approach to stakeholder engagement	Identification of Material Issues and Stakeholder Engagement	13
2-30	Collective bargaining agreements	2.2.1 Human Rights and Labor Relations	35

## Appendix III: TCFD Content Index Table

### Corresponding Report Section - Climate Change Risks and Opportunities

Aspect	Recommended Disclosures	Page(s)
 <b>Governance</b>	How the Board of Directors supervises climate-related risks and opportunities	66
	How the management evaluates and manages climate-related risks and opportunities	66
 <b>Strategy</b>	Short, medium, and long-term climate-related risks and opportunities identified by the Company	68
	Impact of the issue on the Company's business model, strategy, and financial planning	68
	Organizational strategic resilience, consideration of different climate-related scenarios	68
 <b>Risk Management</b>	Climate-related risk identification and assessment process	66
	Climate-related risk management process	66
	Describe how the above risk identification and management processes are integrated into the Company's overall risk management system	66
 <b>Indicators and Targets</b>	Assess whether the metrics are consistent with the Company's strategy and risk management	66
	Disclosure of Scope 1, Scope 2, and Scope 3 (if applicable) GHG emissions and related risks	70
	Targets used by the organization to manage climate-related risks and opportunities, and related performance	66

## Appendix IV: SASB Contents Index

Topic	Indicators		Value	Unit	Description	Page(s)
Greenhouse Gas Emissions	TR-RA-110a.1	Category 1 Total Emissions	31,748	tCO <sub>2</sub> e	-	72
	TR-RA-110a.2	Discussion of long- and short-term strategy or plan to manage Category 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 Category 1 and Category 2).	73
	TR-RA-110a.3	1. Total fuel consumed 2. Percentage renewable	2,513,596 0.01	GJ %	Total energy includes externally purchased electricity, renewable energy (excluding externally sold electricity), and combustion of gasoline and diesel from stationary and mobile sources.	72
Air Quality	TR-RA-120a.1	1. Total emissions of air pollutants 2. NOx (excluding N2O) 3. Particulate matter (PM10)	0 0 0	Tons Tons Tons	Taipei Metro and its commissioned businesses mainly use electricity as their energy source, hence there were no emissions of regulated pollutants such as NOx, SOx, PM10, or PM2.5.	76
Workforce Health and Safety	TR-RA-320a.1	1. Total Recordable Incident Rate (TRIR) for Occupational Injuries 2. Occupational Injury Incident Fatality Rate 3. Near Miss Frequency Rate (NMFR)	0.09 0 1.01	- - -	Detailed data on different categories of workers are provided in Appendix I, Table 11.	102
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.	-
Accident and Safety Management	TR-RA-540a.1	Number of accidents and incidents	<ul style="list-style-type: none"> <li>• Number of accidents and incidents: 0</li> <li>• General accident rate (accidents/million car-kilometers): 0</li> <li>• Major accident rate (accidents/million car-kilometers): 0</li> <li>• Minor injury rate (persons/million passenger trips): 0.59</li> <li>• Crime Rate (crimes/million passenger-kilometers): 0.03</li> </ul>	-	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.	112
	TR-RA-540a.2	1. Number of accident releases 2. Number of non-accident releases	0 0	Accidents Accidents	No occurrence of related incidents in the past 3 years.	-

Topic	Indicators		Value	Unit	Description	Page(s)
Accident and Safety Management	TR-RA-540a.3	Number of Federal Railroad Administration (FRA) recommended violations and deficiencies	0	Accidents	No occurrence of related incidents in the past three years, as indicated by the "number of deficiencies in inspections by the competent authority."	-
	TR-RA-540a.4	Frequency of internal railway integrity inspections (Number of inspections per week × Inspected track miles / Total main track miles)	100%	-	<ul style="list-style-type: none"> <li>• High-capacity lines: Inspection once a week. Km of track inspected: 435.84 Km of main track: 435.84</li> <li>• Wenhua Line: Inspection every 2 weeks. Km of track inspected: 130 Km of main track: 130</li> </ul>	24
Activity Metrics	TR-RA-000.A	Number of carloads transported	741,824,511	Trips	The Company mainly offers passenger transport services and does not provide cargo shipping services; this indicator discloses the annual passenger volume (number of trips).	80
	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.	-
	TR-RA-000.D	Revenue per passenger per kilometer traveled on the Metro	3.16	NT\$/passenger-kilometers	<p>In view of the characteristics of the Metro 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 Metro for 1 kilometer," and the calculation method is as follows:</p> <ul style="list-style-type: none"> <li>• Ticket revenue per person Annual ticket sales 17,622,344,336 (NT\$) ÷ Annual total ridership of 741,824,511 (Trips) = 23.75 (NT\$).</li> <li>• Revenue per passenger-kilometer [Ticket revenue per passenger trip 23.75 (NT\$) ÷ Average travel distance per passenger 7.89 km] × 1.05 tax rate multiplier (including tax) = 3.16 (NT\$/passenger-kilometers).</li> </ul>	-
	TR-RA-000.E	Number of Employees	6,063	Persons	The number of employees refers to full-time employees, including employees on leave without pay and excluding part-time workers (1 English translator).	34

## Appendix V: Section Appendix

### CH1

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

Year	2024
Number of Incidents	5
MKBF	2,300.9

#### Statistics on Accidents, Injuries, and Criminal Incidents TR-RA-540a.1

Inspection Item		Unit	2024
Accident Rate	Major Traffic Accident Rate	Incidents/million car-kilometers	0
	General Traffic Accident Rate	Incidents/million car-kilometers	0
Minor Injury Rate		Persons/million passenger trips	0.59
Crime Rate		Incidents/million passenger-kilometers	0.03

### CH2

#### New Hire and Turnover Rates

Year	2024
New Hire Rate	1.22%
Turnover Rate	2.83%

#### Statistics on Accidents, Injuries, and Criminal Incidents

Item	Number of Males	Number of Females	2024
Total Number of Employees Eligible for Parental Leave in 2024 (A)	296	115	411
Total Number of Employees Who Actually Took Parental Leave in 2024 (B)	42	32	74
Total Number of Employees on Parental Leave Scheduled to Return to Work in 2024 (C)	41	32	73
Total Number of Employees who were Scheduled to Return to Work and Have Returned to Work from Parental Leave in 2024 (D)	16	16	32
Total Number of Employees Returning from Parental Leave in 2023 (E)	45	51	96
Total Number of Employees who Returned to Work after Parental Leave in 2023 and Remained Employed for 12 Months (F)	19	39	58
Application Rate for Parental Leave Without Pay (B/A)	14%	28%	18%
Reinstatement Rate (D/C)	39%	50%	44%
Retention Rate (F/E)	42%	76%	60%

## CH4

Inspection Item	2024 Performance
Electricity Consumption per Passenger-Kilometer	0.119 kWh/passenger-kilometer
Category 1 Emissions	31,748 metric tons of CO <sub>2</sub> e
Category 2 Emissions	325,597 metric tons of CO <sub>2</sub> e
Average Cumulative Electricity Savings (2015~2024)	6.8 million kWh
Solar Power Generation Statistics	17.7MWp

### Energy Consumption

	Taipei Metro	Maokong Gondola	Taipei Arena	Taipei Children's Amusement Park
Electricity (Unit: GJ)	2,497,396	11,738	65,152	18,226
Diesel (Unit: GJ)	12,461	0	48	17
Gasoline (Unit: GJ)	3,739	165	0	17
Energy Intensity (Unit: GJ/Person)	0.00339	0.00628	0.05739	0.00923

### Water Consumption

	Taipei Metro	Maokong Gondola	Taipei Arena	Taipei Children's Amusement Park
Water Consumption (Unit: Million Liters)	2,008.6	8.7	95.9	87.6
Water Intake Density (Unit: Million Liters/10,000 People)	0.027	0.046	0.96	0.44

### Greenhouse Gas Emissions in 2024

	Taipei Metro	Maokong Gondola	Taipei Arena	Taipei Children's Amusement Park
Category 1 (Unit: tCO <sub>2</sub> e)	31,748	11.43	3.5	2.5
Category 2 (Unit: tCO <sub>2</sub> e)	325,597	1,610.3	8,938.3	2,500.4
Emissions Intensity (Unit: tCO <sub>2</sub> e/10,000 Persons)	4.64	8.56	78.71	12.66

### Rainwater Harvesting in 2024

Facility Location	Reclaimed Water Usage (Unit: m <sup>3</sup> )	Proportion of Reclaimed Water
Maokong Gondola	0	6.2%
Taipei Arena	13,011	18%
Taipei Children's Amusement Park	200	0.21%

### Environmental Protection Expenditure for 2024

Unit: NT\$10,000

Item	2024
Noise and Vibration Measurement Expenses	137
Environmental Monitoring and Indoor Air Quality Monitoring Expenses	151
<b>Total</b>	<b>288</b>

## CH5

### Procurement Types and Amounts for 2024

Procurement Category	Number of Procurement Cases	Procurement Amount	Procurement Proportion
Engineering	11	464,649,694	4.35%
Labor Services	320	3,968,488,461	37.15%
Property	703	6,248,295,014	58.50%
Total	1,034	10,681,433,169	100.00%



## Appendix VI: CPA's Limited Assurance Report



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 Taipei City, Taiwan, R.O.C. www.ey.com/tw

English Translation of a Report Originally Issued in Chinese

**Assurance Report of Independent Auditors**

To Taipei Rapid Transit Corporation

**1. Scope**

We have been engaged by Taipei Rapid Transit Corporation to perform a limited assurance engagement in relation to and report on selected sustainability performance indicators included in Taipei Rapid Transit Corporation 2024 Sustainability Report.

Regarding the sustainability performance indicators selected by Taipei Rapid Transit Corporation and their applicable criteria, please refer to appendix A.

**Management responsibility**

Taipei Rapid Transit Corporation is responsible for the preparation of 2024 Sustainability Report in accordance with adequate criteria, including referencing to Global Reporting Initiatives ("GRI") GRI Standards, and for the design, execution and maintenance of internal controls in regard with report preparation to support the collection and presentation of the Report.

**Independent Auditor's Responsibility**

Our responsibility is to plan and perform limited assurance engagement in accordance with the TWSAE3000 "Assurance Engagements other than Audits or Reviews of Historical Financial Information", issued by Taiwan Accounting Research and Development Foundation.


**2. Assurance**

The procedures performed in limited assurance engagement vary in nature and timing, and are less in extent than for a reasonable assurance engagement so that the level of assurance is substantially lower than reasonable assurance engagement. While we considered the effectiveness of Taipei Rapid Transit Corporation internal controls when determining the nature and extent of procedures, our review was not designed to provide assurance on internal controls.

To conclude for limited assurance, our procedures performed included:

- Interviewing with Taipei Rapid Transit Corporation management and personnel to understand the Taipei Rapid Transit Corporation implementation of overall sustainability and reporting process;
- Understanding the main stakeholders of Taipei Rapid Transit Corporation and their expectations and needs as well as interaction protocols by interview or examination of documentation and

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how Taipei Rapid Transit Corporation responded to those expectations and needs;

- Performing analytical procedures on selected sustainability performance indicators, gathering and checking other supporting documentation and management information obtained, testing on sample basis if necessary;
- Reading Taipei Rapid Transit Corporation Sustainability Report to ensure the implementation of overall sustainability and reporting process is consistent with our understanding.

**3. Limitations**

Non-financial information contained within sustainability reports are subject to measurement uncertainties. The selection of different measurement techniques can result in materially different measurement. Also assurance engagements are based on selective testing of information being examined, and it is not possible to detect all of the existing material misstatements whether resulting from fraud or error.

**4. Quality and Independence**

We are in conformity with TWSQC1 "Quality Control for Public Accounting Firms" to establish and maintain a sound system of quality control, including code of professional ethics, professional standards and those written policies and procedures in applicable regulations. We are also in conformity with related independence and other ethics requirements in Taiwan's Norm of Professional Ethics, which basic principles are integrity, objectivity, professional competence and due care and professional behavior.

**5. Conclusion**

Based on our procedures and obtained evidence, nothing has come to our attention that causes us to believe that any material modifications or adjustments should be made to the selected sustainability indicators in accordance with applicable criteria.

Chen, Chih-Chung  
 Ernst & Young  
 August 15<sup>th</sup>, 2025  
 Taipei, Taiwan, Republic of China

*Notice to Readers*

The reader is advised that the sustainability report has been prepared originally in Chinese. In the event of a conflict between the assurance report and the original Chinese version or difference in interpretation between the two versions, the Chinese language assurance report shall prevail.

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Appendix A

No.	Section	Article Title	Subject matter information	Benchmarking Description	Applicable Benchmarking
1	1.1.1	Safety Risk Management	MKBF reached 23,009 Million Car-Kilometers	The average number of car-kilometers between incidents causing train delays of over 5 minutes on the Taipei Metro in 2024.	This is a custom indicator defined by the client, which records the average number of car-kilometers traveled by Taipei Metro for each incident that caused a train delay of more than 5 minutes during the year. The calculation is based on actual operational data and is not referenced from any established standards or frameworks.
2	CH2	Harmony, Inclusion, and a Happy Life	The proportion of diverse recruitment and employment reached 5.05%	Diversity Hiring Ratio for 2024	This is a custom indicator defined by the client, which records the diversity hiring ratio for the year. It is not referenced from any established standards or guidelines.
3	2.3	Emphasis on Talent Development	The total training hours for employees amounted to 212,736 hours, with an average of approximately 35.46 hours of training per employee.	Number of in-service employees receiving internal training, total training hours, and average training hours per employee in 2024	This is a custom indicator defined by the client, which records the number of in-service employees receiving internal training, the total training hours, and the average training hours per employee during the year. It is not referenced from any established standards or guidelines.
4	4.2.1	Energy Use and GHG Emissions	In 2024, electricity consumption per passenger-kilometer was 0.119 kWh/passenger-kilometer, a 4% decrease compared to the previous year, and also lower than the average of the past three years (0.146 kWh/passenger-kilometer).	Electricity consumption per passenger-kilometer for the year 2024	This is a custom indicator defined by the client, which records the annual electricity consumption per passenger-kilometer based on actual electricity usage. It is not referenced from any established standards or guidelines.



No.	Section	Article Title	Subject matter information	Benchmarking Description	Applicable Benchmarking
5	5.3.3	Legal Compliance	Note: In 2024, there were no violations of major regulations resulting in fines of NTS100,000 or more.	In 2024, the Company had no instances of penalties, including significant cases involving fines of NTS100,000 or more.	GRI 2-27 The organization shall: a. report the total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i. instances for which fines were incurred; ii. instances for which non-monetary sanctions were incurred; b. report the total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by: i. fines for instances of non-compliance with laws and regulations that occurred in the current reporting period; ii. fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods; c. describe the significant instances of non-compliance; d. describe how it has determined significant instances of non-compliance.

The background features a stylized landscape with light blue clouds of various shapes scattered across the sky. At the bottom, a dark blue horizontal band represents the ground, with a white and blue train silhouette crossing it. To the right of the train, there are two stylized evergreen trees in shades of teal and light blue. The overall aesthetic is clean and modern, using a limited color palette of blues, greens, and whites.

# 捷淨生活 美好展開

Go Greener,  
SHINE Brighter!

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