

# Taipower and Sustainability

- 1.1 Taipower Business Overview and Strategy
- 1.2 Implementing Sustainable Development
- 1.3 Promoting Corporate Transformation
- 1.4 Stakeholders and Key Sustainability Issues

## The Implication of a Sustainable Taipower

Taipower takes on the critical responsibility of ensuring a stable power supply and plays a pivotal role in Taiwan's energy transition. To accomplish this, it is necessary to have a sound, sustainable governance structure. Taipower will continue to refine its environmental, social, and governance (ESG) policies to promote and enhance sustainability. In addition, Taipower will communicate and cooperate with both internal and external stakeholders to lay the foundation for its transformation. Moreover, it will plan for sustainable management and develop a long-term vision.

## Major Investments

- Established the Sustainable Development Commission (SDC) and formulated the "Sustainable Development Plan" to review the yearly status of the targeted achievements.
- Adopted "Strengthening the Foundation" and "Seeking Development" as core philosophies as it transforms into a power holding group.
- Focused on stakeholder communication channels to strengthen the quality and frequency of communications.

## Future Plans

Taipower seeks to become an outstanding and trustworthy world-class power business group. While integrating sustainable governance in its business model and promoting its transformation into a holding company, Taipower is committed to overcoming the challenges of transformational change within the power industry. It will develop supporting measures to meet these transformational needs and plan the transformation to a power generation, transmission and distribution, and electricity retailing utility. Taipower is also adopting a parent-subsidiary control and group financial management model. In the process of its corporate transformation, Taipower will strengthen communication and cooperation with its stakeholders and will internalize the suggestions and feedback from them into its operations while gradually developing the next generation of the power industry.

## Performance Highlights

- Leadership Award

Formulated "Taipower's Sustainable Development Plan" and established short, medium and long-term goals for sustainable development

Taipower supports its transformation into a parent holding company with subsidiaries for Power Generation Company and Transmission, Distribution and Retail Company (TD&R Co.). Taipower will be transformed from a comprehensive electricity enterprise to a power industry group; the first transformation of its kind among government-owned enterprises.

Awards received at the 2020 Taiwan Corporate Sustainability Awards (TCSA): the Corporate Sustainability Report Platinum Award, a Top 50 Corporate Sustainability Award, the Social Inclusion Award, the Creativity in Communication Award, the Growth through Innovation Award and a Climate Leadership Award

Awards received from Enterprise Asia at the 2020 Asia Responsible Enterprise Awards: the Social Empowerment Award and the Circular Economy



## **Primary Awards**



- Awards received at the 2020 Taiwan Corporate Sustainability Awards (TCSA): the Corporate Sustainability Report Platinum Award, a Top 50 Corporate Sustainability Award, the Social Inclusion Award, the Creativity in Communication Award, the Growth through Innovation Award and a Climate Leadership Award
- Awards received from Enterprise Asia at the 2020 Asia Responsible Enterprise Awards: the Social Empowerment Award and the Circular Economy Leadership Award
- Ranked 26th place in the large enterprises' category of the 2020 Commonwealth Magazine Corporate **Citizenship Awards**
- Certified as a 2020 Sports Enterprise by the Sports Administration of the Ministry of Education (MOE), and awarded the 2020 Sports Activist Award. Won three major awards including the Gold Award in Sponsorship, the Long-term Sponsorship Award, and the Gold Award in Promotion. The awards were presented by the ROC's President.
- Ranked 1st place in the Ministry of Economic Affairs' Corporate Governance Evaluation of State-owned Enterprises for five consecutive years
- Won two prizes in the 17th National Brand Yushan Awards, including the National First Prize and **Outstanding Enterprise**
- Nine units of the Company received 2020 Occupational Health and Safety Excellent Unit Awards from the Ministry of Labor
- Ranked 9th place globally on the "Getting Electricity" evaluation item in the Doing Business 2020 report published by the World Bank

## Engineering Innovation

**Operations Management** 

- Awarded Innovative Power Technology of the Year, Smart Grid Project of the Year, Information Technology Project of the Year, Environmental Upgrade of the Year, and Power Plant Upgrade of the Year at Asia Power Magazine's 2020 Asian Power Awards
- Awarded the Excellence Award at the 20th Public Construction Golden Quality Awards from the Public Construction Commission of the Executive Yuan
- Four patented works were nominated in the 2020 Taiwan Innotech Expo Invention Contest. These received three gold prizes and one silver prize.
- The Kuosheng Nuclear Power Plant's Unit 1 Fuel Transmission Pool Backing Plate Restoration project received the 2020 Technology Transfer Award from the Electric Power Research Institute (EPRI) of the United States

## Social Co-Prosperity



- The Lighting the Remains of the 13 Levels initiative received the Red Dot Design Award in Germany, the Good Design Award in Japan, and the MUSE Design Award in the United States
- Received two awards at the Seventh Public Art Awards of the Ministry of Culture including the Excellence Award for the Head Office Public Art Installation Plan and the Education Promotion Plan Award for the Taichung Public Art Installation Plan
- Ranked on the 2020 Taiwan Design Best 100 List: Taipower D/S ONE "An Interactive Venue for Refreshing Taipower's Image" received the Brand of the Year Award. TPCreative - "Circular Economy with All Materials Sourced from Power Generation Process" received the Social Care and Friendly Environment Awards

## **1.1 Taipower Business Overview and Strategy**

## 1.1.1 Taipower Profile

Established on May 1, 1946, Taipower operates in generation, transmission, distribution, and the sale of electricity. According to the Electricity Act, Taipower is responsible for providing a stable electricity supply. Revenue from electricity sales accounted for 95% of the total revenue in 2020. As of 2020, the installed capacity in the Taipower System (including independent power producers) was 49.77 GW, which consists mainly of thermal power generation with hydroelectricity and renewable energy.

In recognition of the global trends toward sustainability and the development of future electricity markets, Taipower has been promoting an organizational transformation in recent years. In January 2016, the Company established four business divisions: the Power Generation Division, the Nuclear Power Division, the Transmission System Division, and the Distribution and Service Division. Following the establishment of these divisions, the headquarters and business divisions have adopted policy centralization and management decentralization, in an effort to transform from a government agency into a highly efficient enterprise. In the future, Taipower will abide by the requirements of the Electricity Act and transform itself into a holding company with subsidiaries, which aims to promote market competition, enhance business operation efficiency, and promote corporate sustainability. This will allow Taipower to become a prestigious and world-class power utility group that provides its customers with services of the highest guality.

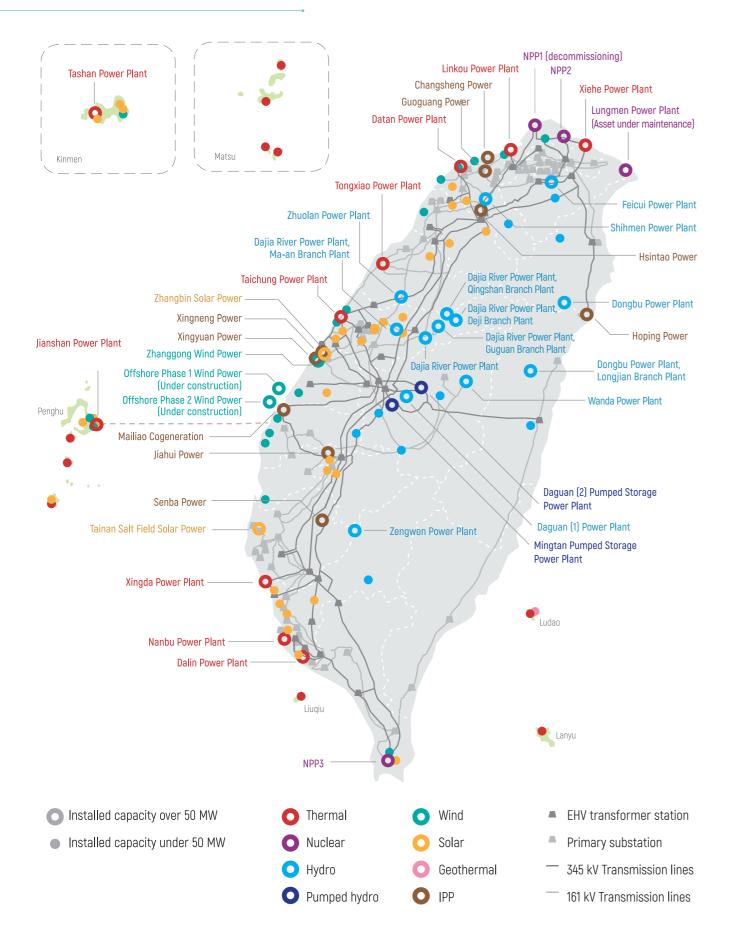
May 1, 194	Founded	
Taiwan, Pe	Coverage	
Taipei City	Headquarters	
NT\$330 bil	Capital	
96.93% go	Shareholding	
NT\$2,141.0	Total assets	8
NT\$604.65	Operating revenue	
27,836	Number of employees	
14.56 millio	Number of users	
49.77 GW i	Installed capacity	15
238,900 G\	Net amount of generated and	



46
enghu, Kinmen and Matsu areas
,
llion
overnment-owned; 3.07% private owned
01 billion
5 billion
on
in the Taipower system (Taipower-owned: 35.21 GW)
Wh

17

**Taipower's Power Plants and Power Grid** 



## 1.1.2 Mission, Vision and Core Values

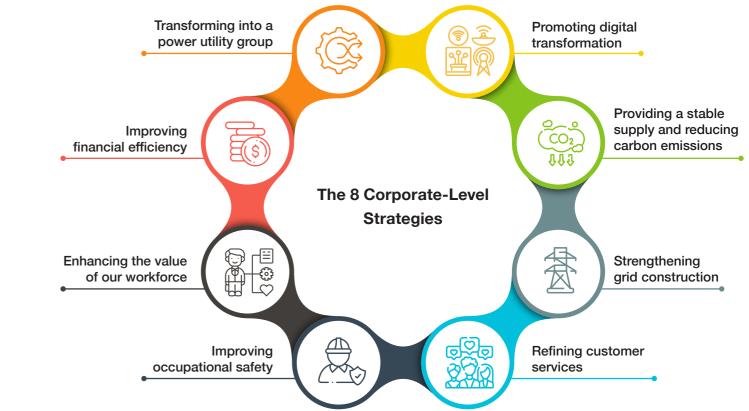
The energy trilemma of energy security, environmental sustainability, and affordable price must be taken into account in the operation of the power industry. In response to the trend of global climate change, domestic energy transition, and the competition resulting from the liberalization of the electricity market, Taipower revised its mission, vision, and core value in 2015. The changes are expected to guide the Company's business direction, change the mindsets of employees, and allow it to move toward becoming superior and sustainable power business group.

Our Mission	To supply stable electricity for the diversion society in an environmentally friendly and
Our Vision	To transform into a prestigious, trustwutility group
Core Values	Integrity, Care, Service, Growth

## 1.1.3 Overall Strategy

## Management Strategy

As a state-owned enterprise, Taipower must provide reliable power and be eco-friendly while implementing national energy policies that meet business and household needs. To comply with the Electricity Act and ensure stable, sustainable development while pursuing green energy, carbon reduction and energy conservation, Taipower has conducted a careful review and analysis of its current operations. After analyzing and summarizing important factors affecting operations, the Company developed eight strategies which will provide direction for the next five years.





**Corporate Goals** 

In order to promote and implement these strategies, specific action plans were discussed after the "overall strategy" was formulated by the CEO and the Vice President of each business unit and system. Subsequently, the Company has set 28 corporate goals (see QR Code below) that are classified according to key performance indicators. The implementation status of each goal will be incorporated into the Company's target and review systems for management and control. Under the framework of the Plan-Do-Check-Act (PDCA) corporate management cycle, continuous adjustments and improvements will be made to enhance the growth of Taipower's sustainable operations.

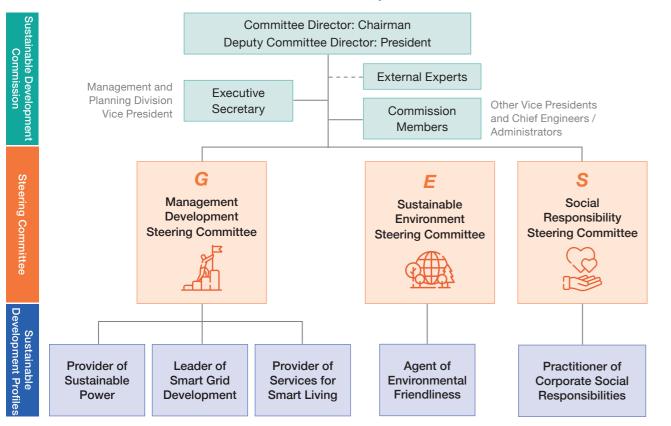


## The Sustainable Development Commission's Organizational Structure

In 2009, Taipower established a Sustainable Development Commission (SDC). The Chairman, one of the highestlevel positions at Taipower, is in charge of the Commission and responsible for hosting SDC meetings and guiding the Company's sustainable development. The SDC has three subordinate promotion teams: the Management Development Promotion Team, the Sustainable Environment Promotion Team, and the Social Responsibility Promotion Team. As coordinators, Vice Presidents are responsible for planning and promoting sustainable development.

The SDC focuses on Taipower's future development. The Company created a Sustainable Development Plan with five major sustainable development profiles, including Provider of Sustainable Power, Leader of Smart Grid Development, Provider of Services for Smart Living, Agent of Environmental Friendliness, and Practitioner of Corporate Social Responsibilities. Taipower also aligned itself with the United Nations Sustainable Development Goals (SDGs) by establishing sustainability strategies with short, medium and long-term goals. Continuous reviews and improvements are implemented each year as key tasks for Taipower's sustainable development.

#### Structure of the Sustainable Development Commission



## Operating Mechanisms and Achievements of the SDC

Through three steering committees, the SDC is able to track the results of Taipower's short, medium and long-term goals. The three committees focus on management development, environmental sustainability, and social responsibility. They analyze the changes in the external environment and policy. The results are used as references for the planning of Taipower's long-term strategies for sustainable development and for identifying the Company's materiality topics.

Taipower promotes sustainability issues mainly through the three steering committees mentioned above. For emerging sustainability risks and issues, Taipower will hold ad hoc meetings to discuss across committees. For example, the recent international trend of carbon neutrality, carbon management and disclosure, and climate change risk response have become emerging issues. Taipower will pay attention to the international trends, industry dynamics and conduct continuous reviews. Currently, Taipower focused on climate-related risks and current phase results have been disclosed in 2.2.3 Environment and Climate Change Risks.

Name of Meeting	Responsibilities	Actual Performance in 2020
Sustainable Development Commission Meeting	Planned the Company's long-term sustainable development, established material topics and approved the Company's Sustainable Development Blueprint	Convened 1 meeting
Steering Committee Meetings	Formulated the Sustainable Development Plan and short, medium and long-term goals	Convened 5 meetings
Sustainable Development Profiles Meetings	Executed and followed up on short-term goals	Meetings were convened when necessary

Under the Chairman's guidance, Vice Presidents and external experts have reviewed and provided feedback on the Sustainable Development Plan and materiality topics proposed by the steering groups. The results of sustainable development will be reported to the Board of Directors in 2021.

## Key Tasks of the SDC



Taipower focuses on planning management direction and transformation execution. The management direction is achieved by establishing visions, management structures and by implementing business plans. In terms of the structure of the Company, plans have been implemented for energy transition, organizational transformation, digital transformation, and diversification management.



Creates a green corporate image and promotes low-carbon environmental development in order to fulfill Taipower's environmentally-friendly corporate mission. Taipower is committed to providing green power and building a green corporate image through environmental policy formulation, environmental goal planning, and environmentally-friendly actions.

## Social Responsibility Steering Committee

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## **Actual Performance in 2020**

## Sustainable Environment Steering Committee

Strengthens Taipower's corporate humanism and social welfare. Implements Taipower's people-oriented business philosophy and corporate citizenship action. Through cultural and employee assistance activities, Taipower demonstrates its commitment to social responsibility. Taipower is committed to expanding its social involvement and proactively reaching out to the public.

Sustainable Development Profiles	SDGs	Taiwan SDGs	Strategy	Corresponding Targets	2020 Goal	Actual Performance Value (as of 2020)	Short-Term Goals (Until 2021)	Medium-Term Goals (Until 2025)	Long-Term Goals (Until 2030)								
			Promote renewable energy power generation plans and	The accumulated total capacity of Taiwan Power Company	2,494MW	2,390MW	2,526MW	3,108MW	3,928MW								
			expand the development of zero carbon energy	Grid connection capacity of the Taipower system	10,807MW	8,582MW	13,025MW	29,602MW	34,962MW								
	7 ATOMANU AND CLEAN DEBET	T-SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all	Promote low-carbon energy, such as gas-fired power generation to ensure stable power supply	Cumulative total capacity	13,149MW	13,149MW	13,149MW	19,945MW	25,924MW								
Provider of Sustainable Power			Improve the power generation efficiency of traditional thermal power-generating units, reduce consumption of fossil energy through recycling, improve the quality of the living environment	The average power generation efficiency of Taipower's own thermal power-generating units (Excluding externally purchased power)	Higher than 40%	Higher than 41%	Higher than 40.3%	Higher than 45%	Higher than 47%								
	3 GOOD HEALTH AND HELL 4EING 	T-SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all	Increase the proportion of self-produced energy (Renewable energy) and maintain the long-term power supply in order to reduce supply chain risks in the fight against infectious diseases	Self-produced proportion of power generation (Renewable energy) in the Taipower System	7.1% (Approximately 17.4 billion kWh)	5.8% (Approximately 13.78 billion kWh)	9.2% (Approximately 22 billion kWh)	19.6% (Approximately 51.1 billion kWh)	24.1% (Approximately 68 billion kWh)								
	13 2000 13 2000	T-SDG 13: Take urgent action to combat climate change and its impacts	Mitigate the impact of climate change on the power supply side through adaptation	Reliable power supply in extreme weather conditions	Collect actual data on renewable energy power generation and extreme climate events in the past five years. Complete quantitative assessments of the impact of renewable energy on power supply due to climate change	Completed climate risk (storm and flooding) assessments for 17 of the Company's hydro and thermal power generation units (Excluding offshore islands)	Complete an in-depth risk assessment of the Company's power generation system (Hydro and thermal power plants)	Horizontal expansion of adaptation strategies and tasks for onsite units of thermal power generation systems (Excluding offshore islands)	Formulate strategic plans for systems to complete adaptation plans for power facilities (Excluding offshore islands)								
		T-SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all	Increase the quantity of energy storage equipment built on company-owned sites, and expand rapid auxiliary services for procurement	Cumulative storage capacity built on owned sites	Reach 24MW storage capacity (9MW of Self-built + 15 MW of Procured; Continuous adjustment)	Reached 26.5MW storage capacity (11.5 MW of Self-built + 15 MW of Procured; Continuous adjustment)	<ol> <li>Donglin P/S (10MW) energy storage equipment grid connection</li> <li>Add 15MW of qualified capacity for energy storage in auxiliary services</li> </ol>	Reach 590MW storage capacity (160MW of Self-built + 430MW of Procured; Continuous adjustment)	The capacity of energy storage can be increased with the improvement of performance and economy value. Taipower shall implement flexible and continuous reviews based on generation capacity and load conditions								
Leader of Smart Grid	9 INCLUSIVE, INNOVALIDA 9 AND INFLISTINGCIDAE		Ensure access to	Ensure access to	T-SDG 7: Ensure access to	T-SDG 7: Ensure access to	T-SDG 7: Ensure access to	T-SDG 7: Ensure access to	Ensure access to	Ensure access to	Strengthen information security, build a cloud data center, andimprove	Information security protection	Complete the construction of three pilot sites that integrate all the operations offices in the six power supply regions into the Security Operation Center (SOC) for monitoring	Completed the installation of two intrusion detection systems (IDS) at the Yunlin District Office and the Taichung Power Supply District Office. Construction subsequently will be completed for Taichung Power Plant and it will be included in SOC monitoring	Complete the plans for 32 sites, evaluate the installation sequence of IDS sites and include them in SOC monitoring. Evaluate the benefits of 3 pilot sites and formulate improvement plans	Complete the security protection and intrusion detection systems (IDS) at 32 sites for all independent system operators and include them in SOC monitoring	Continue to improve the overall security protection capabilities of the smart grid
Smart Gnd Development			backbone/regional fiber optic communications capabilities	Cloud data center construction	Build big data analysis and data sharing platforms	Tender awarded in November 2020	Begin trial operations on the big data analysis and data sharing platform in June 2021. Provide access to the entire company. Taipower will continue to review results and complete construction by the end of November.	Complete the construction of two cloud data centers (Yuan- Hsin and Changhua), which can accommodate 600 cabinets	Complete the construction of a third cloud data center (Taichung), which can accommodate 1,200 cabinets								
		T-SDG 8: Promote stained, inclusive and sustainable economic growth, full and productive employment, and decent work for all	Promote applications of big data and AI on operation and maintenance information for transmission systems to reduce the System Average Interruption Duration Index value	Reduce the national power outage time (SAIDI value)	16.8 minutes per consumer per year	15.9307 minutes per consumer per year	16.7 minutes per consumer per year	15.7 minutes per consumer per year	15.5 minutes per consumer per year								

## Taipower Sustainable Development Plan

202	2021 Taiwan Power Company Sustainability Report—Sustainable Circular Economy, Smart Taipower								
Tai	power Sus	tainable Develop	oment Plan						
Sustainable Development Profiles	SDGs	Taiwan SDGs	Strategy	Corresponding Targets	2020 Goal	Actual Performance Value (as of 2020)	Short-Term Goals (Until 2021)	Medium-Term Goals (Until 2025)	Long-Term Goals (Until 2030)
		T-SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all	Low-voltage AMI smart meter infrastructure	Deployment of smart meters	Complete the deployment of a total of 1 million smart meters	Completed the deployment of a total of 1.09 million smart meters	Complete the deployment of a total of 1.5 million smart meters	Complete the deployment of a total of 4 million smart meters	Complete the deployment of a total of 7 million smart meters after a continuous review of deployment benefits
				Taipower App Memberships	Reach 300,000	Reached 293,484	Reach 360,000	Reach 600,000	Reach 900,000
Provider of Services				The number of transactions via new technology payment channels for each period	Reach 330,000 for each period	Reached 702,000 transactions	Reaches 630,000 transactions for each period	Reaches 800,000 transactions for each period	Reaches 1,200,000 transactions for each period
for Smart Living	AND PRODUCTION Ensure su	T-SDG 12: Ensure sustainable consumption and	Refinement of customer services	Cloud-based services	Complete function development for cloud payment system	Taipower App provides relocation settlement function and provides a PDF payment certificate download service	Increase cloud certificate download services	Number of downloads of cloud payment receipts reach 100,000	Number of downloads of cloud payment receipts reach 300,000
		production patterns		Advanced value- added services on the high-voltage user service portal	Increase at least two advanced value-added services on the High-Voltage User Service Portal	Completed two enhanced value- added services on the High- Voltage Customer Service Portal, "Electricity Dashboard" and "Electricity Warning Setting"	Increase at least one advanced value-added service	Accumulate at least four additional advanced value-added services	Accumulate at least six additional advanced value-added services
				Number of visits to the Power Consumption Examination Center website	Number of visits to the website of the Power Consumption Examination Center reach 15,000	As of the end of 2020, website services were used approximately 15,700 times	Number of visits reach 16,000	Number of visits reach 20,000	Number of visits reach 25,000
				[					
	T-SDG 12: Ensure sustainable consumption and production patterns		Establish a circular business model	The proportion of wastewater recycled at thermal power plants	73%	79%	75%	80%	85%
				Circular product supply model	Complete a manual on coal ash use for marine engineering	Manual of coal ash for marine engineering delivered to the Industrial Development Bureau for review	Inventory of potential circular materials and feasibility trial of developing business models	Complete at least one circular product supply model	Complete at least three circular product supply models
	13 comette Actions	T-SDG 13: Take urgent action to combat climate	Improve mitigation and adaptation capabilities	Net decrease of emission intensity of thermal power-generating units (Greenhouse Emissions) from 2016	Decrease by 5.3%	Decreased by 6.52%	Decrease by 7%	Decrease by 15%	Decrease by 20%
Agent of Environ- mental	V	change and its impact		Climate adaptation action	Complete climate risk assessment for each generation, transmission and distribution unit	Kaohsiung District Office became a demonstration site for the electricity retail system	Complete the risk assessment of the Company's power generation system (Hydro and thermal power plants)	Complete climate risk strategies and action plans for major transmission and distribution units	Complete the Company's overall climate risk assessment report and communications
Friendliness	T-SDG 14: Conserve and sustainably use the marine ecosystems, and prevent the environmental cleaning Marine ecological restoration and conservation and		restoration,	Implement one marine ecological restoration and conservation project and conduct marine pasture research	Plan the Linkou Marine Pasture	Execute one project in marine ecological restoration and conservation, and conduct marine pasture research	Complete the construction on one marine ecological restoration project, and select marine pasture sites	Complete the construction of one marine pasture around a power plant to facilitate marine ecological restoration	
	15 to ensure the persistence of biodiversity		Ecological restoration and environmental maintenance in the areas around power facilities	Ecological integration plan for power facilities	Complete the inspection plan for ecological integration at power facilities, and put forward specific visions for ecological restoration and environmental maintenance in the areas around the facilities	Completed surveys of potential sites and implemented the sequence evaluation indicator system for ecological sites	Plan and construct at least one ecologically inclusive plan for a power facility	Complete at least three ecological integration plans around power facilities to promote ecological restoration and environmental maintenance at power facilities	Complete at least five ecological integration plans around power facilities to promote ecological restoration and environmental maintenance at power facilities

## Taipower Sustainable Development Plan

Sustainable Development Profiles	SDGs	Taiwan SDGs	Strategy	Corresponding Targets	2020 Goal	Actual Performance Value (as of 2020)	Short-Term Goals (Until 2021)	Medium-Term Goals (Until 2025)	Long-Term Goals (Until 2030)
	1 ****** / <b>***</b> ***			Cumulative investments and number of people reached by social care activities	NT\$600 million, 70,000 people	Invested NT\$539.73 million and reached 36,835 people	Invest NT\$550 million, reach 50,000 people	Invest NT\$3.6 billion, reach 450,000 people	Invest NT\$6.6 billion, reach 800,000 people
		T-SDG 1: Strengthen social care services and economic security for the disadvantaged	Deepen social care activities	Cumulative investment in electricity discounts for disadvantaged Groups; Number of beneficiary households	NT\$87 million, 160,000 beneficiaries	Discounts of NT\$91.78 million, 161,871 beneficiaries	Discounts of NT\$91 million, 160,000 beneficiaries	Discounts of NT\$550 million, 1 million beneficiaries	Discounts of NT\$1 billion, 1.8 million beneficiaries
		disadvantaged		Cumulative investment in Power Development and Assistance Fund and number of benefited townships/districts	NT\$2.5 billion, 100 townships / districts	Total investment of NT\$2.17945 billion, 101 beneficiary townships / districts	Total investment of NT\$2.18 billion, 101 beneficiary townships / districts	Total investment of NT\$15 billion, 600 beneficiary townships / districts	Total investment of NT\$27.5 billion, 1,100 beneficiary townships / districts
		T-SDG 4: Ensure inclusive and equitable quality education	Dissemination of accurate	Cumulative number of people reached by diversified energy education	500,000 people	Approximately 840,000 people	600,000 people	3 million people	6 million people
		and promote lifelong learning opportunities for all	energy knowledge	Cumulative number of people reached by online promotions	20 million people	Approximately 25 million people	120 million people	120 million people	220 million people
Practitioner	11 SUSTAINABLE CITIES	T-SDG 11: Make cities and human settlement inclusive, safe, resilient and sustainable	Promote the preservation and rejuvenation of electricity industry cultural assets	Sharing of electricity industry cultural assets	Conduct more than 1,000 cultural relic inspections at relevant units in 2020 under the four major themes of nuclear energy, distribution technology evolution, sale (purchase) of electricity, and the electric industry on outlying islands	The 2020 project survey resulted in the registering 1,675 artifacts	Complete inspections in each business unit by 2025, and inspect a cumulative number of at least 3,500 cultural relics	Launch an online database of historical relics from the electrical industry in 2028 to create a future cultural resource sharing environment and research platform; Continue to promote social communication and education on cultural power	Launch an online database of historical relics from the electrical industry in 2028 to create a future cultural resource sharing environment and research platform; Continue to promote social communication and education on cultural power
of Corporate Social Responsi- bilities				Cumulative number of events and participants in annual cultural asset themed exhibitions, forums, book series sharing sessions and other related activities	Five events, 30,000 participants	Organized one "Charged with Electricity" special exhibition of artifacts; One session of the "Dialogue between Foot Steps and Buildings - 2020 Taiwan Power Company Cultural Asset Forum"; Seven new book launch events / seminars. A total of Nine events were organized for approximately 22,000 participants	Organize one book sharing session on the theme of thermal power on the island. (No special exhibition planned for 2021)	Accumulate 15 events or more than 100,000 participants	Accumulate 25 events or more than 150,000 participants
				Electricity industry cultural assets preservation sites		Carried out preliminary onsite operations in accordance with the accepted operation period of the North District Department of Construction	Carry out the preliminary onsite operations in accordance with the accepted operation period of the North District Department of Construction	Launch the Taiwan Power Cultural Relic Research Center on the 4th floor of the multi-purpose building in Wan-Lung D/S in the second half of 2022 to promote the research and restoration of cultural relics	<ul> <li>Launch the Yuan-Hsin Literature and History Library in 2026 a professional site for research and the display of promotions and preservation of cultural assets by the parent company and subsidiaries</li> <li>Establish permanent exhibition halls for electric heritage in the Northern, Central, Southern and Eastern regions of Taiwan in 2030. Commit to the preservation of local electrical literature. Serve as the main medium for the Company's other types of exhibition space (museum complex)</li> </ul>
			Improving occupational	Employee injury rate	≦ 0.22	0.17	≦ 0.15	≦ 0.15	≦ 0.1
		T-SDG 8: Promote stained, inclusive	safety	Contractor labor injury rate	≦ 0.4	0.42	≦ 0.37	≦ 0.28	≦ 0.18
	8 вселя нове мае сожиме солонти		Establish a happy workplace culture	Employee satisfaction with internal communications	≥55%	56.61%	≥60%	≥60%	≥65%
				Rate of participation in each Employees' Heart- to-Heart assistance programs to care for employees (81 in total)	≥37%	37%	≥38%	≥40%	≥50%

Taipower formulated the "Taipower Sustainable Development Plan" in 2020 and has been implementing it for more than a year. However, due to the rapid changes in sustainability issues, in order to incorporate emerging sustainability issues into the five major sustainability development profiles, Taipower will establish a continuous adjustment mechanism in order to review emerging and major sustainability issues comprehensively. Regarding the emerging sustainable issues that Taipower is concerned about this year, such as COVID-19, digital transformation, and circular economy, have been included in the special issue for futher explanation. For the emerging biodiversity issues in recent years, please refer to 6.4.5 "Power Facilities Coexisting with Ecology" section.

## **1.3 Promoting Corporate Transformation**

## 1.3.1 Core Transformation Concept

An amendment of the Electricity Act was promulgated by presidential decree on January 26, 2017. According to Article 6 of the Act, "The Electricity Transmission and Distribution Enterprise may not engage in the generation or retailing of electricity." This effectively means that before the provision comes into effect in January 2023, Taipower must transform into a parent holding company with separate subsidiaries for Power Generation Company and Transmission, Distribution and Retail Company (TD&R Co.). The electricity industry's regulatory authority may submit a request for a postponement to the Executive Yuan based on its assessment of the development and condition of the electricity market. However, postponement can only be made to January 2026 at the latest.

The transformation of Taipower from an integrated power company to a power business group is the first of its kind for a state-owned company. It is also an organizational transformation that is unprecedented in scale. Taipower has adopted "Strengthening the Foundation" and "Seeking Development" as its two core philosophies as it transforms into a power holding group. The Company is committed to continuing to provide a stable electricity supply, to maintaining positive competition in the market and to maximizing benefits for the Group.

### Strengthening the Foundation

As a state-owned power utility group, Taipower plays an important role in the national policy objectives of a stable power supply, energy transition, a nuclear-free homeland, air pollution reduction, and electric industry development. As subsidiaries of the Taipower Group, the Power Generation Company and the TD&R Company will strive to fulfill their statutory requirements with respect to the scopes of their businesses. The holding company will play a strategic coordinating role and integrate its subsidiaries to accomplish the missions of the Taipower Group.

### Seeking Development

The Electricity Act has fully opened up the option for users to purchase electricity from renewable energy sources. As more private operators enter the electricity market in the future. Taipower Group must consolidate its existing business operations and open up new areas for growth. To do this, Taipower needs to combine external resources with greater efficiency and flexibility to facilitate the Group's sustainable development.

In order to integrate the group's strengths across subsidiaries and create operational synergy, the parent company will be designed to perform the functions of group policy making, strategy coordination, and resource integration. Taipower plans to control its subsidiaries through a "strategic control" model that takes into account both the group's overall efficiency and business flexibility. In addition, it will establish an effective governance structure and system through the appointment of directors and supervisors, a strategic target system, personnel organization, risk management, budgeting and accounting, and internal auditing of subsidiaries.

## 1.3.2 Planning Direction

As a parent holding company, Taipower will hold 100% of all shares in the two subsidiaries and assign them different tasks based on the nature of their operations:

#### Parent holding company:

The Company is not required to hold an electricity license. However, after the Company is divided, both the parent and subsidiary companies will remain state-owned enterprises. They must use their collective strength to support the national energy policies and fulfill the requirement of a stable power supply. The parent company has to play the role of coordinator and allocator of resources within the group, as well as to serve as a window of correspondence and reporting to higher authorities. In addition, if nuclear power plants are decommissioned as scheduled, Taipower shall follow to the model of Tokyo Electric Power Company Holdings by retaining the nuclear power businesses in the parent company along with the responsibility for nuclear power decommissioning and nuclear waste disposal.

#### Power Generation Company:

The subsidiary will retain the electricity generation industry licenses and shall become a non-public utility. It will be responsible for the planning, design, construction, operation and maintenance of the power generation and power sales businesses of the Group. It must closely follow trends in the industry, enhance its competitiveness, strengthen its core technologies, and actively plan electricity sales models that maintain its leading position in the power generation market.

### Transmission, Distribution and Retail Company (TD&R Co.):

The subsidiary will retain the transmission, distribution and public utility licenses. It will remain a public utility and operate in the electricity transmission, distribution, and retailing industries. The electricity transmission and distribution department will continue to bear responsibility for the planning, design, construction, operation and maintenance of the nationwide transmission and distribution networks. It must pay close attention to costs and control operational and maintenance expenses to generate a steady stream of income. The electricity transmission and distribution department should also actively construct smart grids to meet energy transition goals. The electricity retailing utility department will organize the purchase and sale of electricity based on the needs of public utility customers. It will bear the legal responsibility for the reserve power supply capacity and electricity carbon emission factor. Meanwhile, Taipower has progressively improved its customer management and services, and enhanced the added value of its businesses through innovative applications.

## 1.3.3 The Methodology for Promoting and Achieving Transformation

Since the amendment of the Electricity Act in 2017, Taipower has learned from external experiences through research projects and exchanges with benchmark companies. It has established a Transformation Promotion Commission that is chaired by the Company Chairman and set up various related task forces. Through intense discussions, these task forces are actively planning and preparing the organizational, financial, and operational aspects of transformation. The results as of 2020 are as follows:

### Organizational

Taipower's four existing business groups will be assigned to companies based on the businesses they 0 9 0 0-----0 0 1 0 operate. The Nuclear Power Division will be placed under the parent company; the Power Generation Division will be placed under the Generation Company; and both the Distribution and Service Division, and the Transmission System Division will be placed under the TD&R Company. The Company has file proposals for its 19 non-business units on a case-by-case basis with the Company's Transformation Promotion Commission. This process started in 2019 and was completed in May 2020. The organizational structures of the parent holding company and the subsidiaries are currently being discussed.

### Financial



In 2020, the Company formulated principles for the division of the real estate assets of the Group. The Company will also consider issues such as the transfer of corporate bonds, taxation, asset handling for the Lungmen Power Plant (NPP4), decommissioning expenses, and repurchase of dissenting shares. Furthermore, the company will conducted financial evaluations in order to build a stable financial structure for the parent and subsidiary operations.

### Operational



In 2020, Taipower initiated a study of the Group's governance structure and management system. It also planned a trial run of the Group's administrative mechanisms to confirm the feasibility of financial flow plans and the smoothness of business operations before the transformation.

## 1.4 Stakeholders and Key Sustainability Issues

## 1.4.1 Identification of Stakeholders

Taipower has spared no effort in building mechanisms to develop mutual trust and to communicate with its stakeholders. A survey was conducted to identify the main groups of stakeholders for each of the Company's business units in accordance with the five principles outlined in the "AA1000 Stakeholder Engagement Standards (2015)." Taipower's significant stakeholder groups were identified to ensure thorough coverage of all stakeholders who are relevant to different aspects of Taipower's operations. Reviews on a yearly basis are conducted and adjustments are made as necessary.

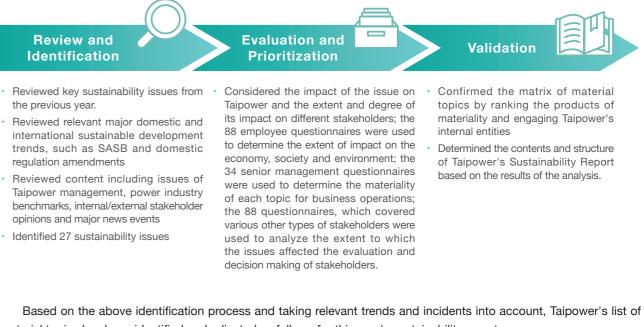
	Stakeholder	Party
	Board of Directors	Directors
SC -	Shareholders	All shareholders
	Employees	Employees and the union
(Total)	Partners	Contractors, IPPs, suppliers and technology exchange partners
	Government/ competent authorities	The Ministry of Economic Affairs, the Bureau of Energy, the State-Owned Enterprise Commission, the Environmental Protection Agency, the Atomic Energy Council, the Legislative Yuan and local government agencies
ଞ୍ଚ କଳ୍ଲଭ ଞ	Public representatives	Legislators and elected village/township representatives
	The media	Printed, electronic and online media
	Private organizations	Environmental conservation groups, enterprise associations, academic organizations
-`\${-	Customers	General and large-scale customers
	Residents/general public	Residents near facilities and the general public

## 1.4.2 Identification of Material Topics

In compiling each annual report, Taipower takes into account the key sustainability reports on the power industry for that year and the previous year, and incorporates them into the materiality reference at its discretion. Taipower also refers to the Sustainability Accounting Standards Board's (SASB) newly released industry materiality map. The map integrates material topics in the energy and power industry, solar power, wind power, and biomass fuel industries into considerations of sustainability issues. Taipower also refers to the four major themes "climate and energy", "people and communities", " "biodiversity", "circular economy"" from the "SDG Sector Roadmap for the Electric Utilities Sector" report published by World Business Council for Sustainable Development (WBCSD) in March 2021. After comparing with Taipower's materiality topic list, it was confirmed that "Circular economy" and "Climate and energy" correspond to the new materiality topic of "Climate change and low-carbon strategies". "People and community" corresponds to the original materiality topic of "Talent management and development" and " Stability and reliability of power supply", and "Biodiversity" corresponds to " Ecological friendliness".

To identify materiality topics that relate to sustainable operations and stakeholders, the Company uses the GRI Standards for materiality analysis to review and identify concerns relevant to Taipower. In addition, Taipower established the Circular Economy Strategy Blueprint this year and will conduct continuous discussion. Taipower will also evaluate the addition of "circular economy" to the list of materiality topics in line with the international trend. In identifying material topics for 2021, Taipower collected 122 copies of the questionnaire from its employees, including 34 from senior executives and 88 copies from other stakeholders. A total of 210 copies were collected.

## **Identification Process for Material Topics**



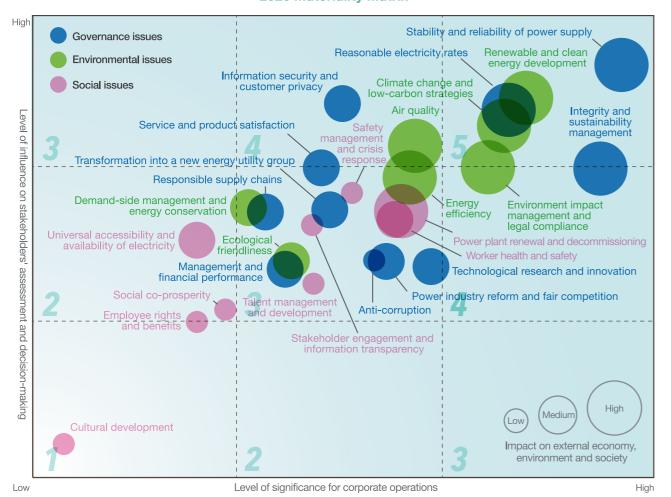


material topics has been identified and adjusted as follows for this year's sustainability report:

#### Reasons for Adjustments

Low carbon transformation action was implemented in response to national policies and climate change. It includes the national adaptation plan and carbon reduction goals, and was conducted in accordance with Taipower's Environmental White Paper Strategy to promote greenhouse gas reduction.

## 1.4.3 Identified Results of Material Topics



**2020 Materiality Matrix** 

Based on the results of the materiality matrix, the Company has compiled a list of relevant sustainability issues that are weighted based on their significance to Taipower. Taipower classified all the issues located in Block 5 (of the matrix) as material topics regardless of the extent of their external impact (represented by the size of their bubbles). Issues in Blocks 3 and 4 have medium or higher external impacts, while issues in Block 2 that have significant external impacts are also classified as material topics. The materiality of the topics was also ranked on the product of the X, Y and Z axes. The stakeholders identified 14 material topics within the scope of this report. The material topics adhere to domestic and international sustainability trends.

In terms of governance, integrity and sustainable management have always been key concerns for Taipower. Stability and reliability of power supply, reasonable electricity rates, innovation, technological development and transforming into a new energy utility group are also important issues for the operation and future transformation of the power industry. As the main supplier of electricity for the public and enterprises of Taiwan, it is important for Taipower to protect users' privacy in the digital age. Therefore, information security and customer privacy are also key issues for governance.

In terms of the environment, the Company must actively address issues such as renewable and clean energy development, climate change and low-carbon strategies, energy efficiency, demand-side management and energy conservation. Companies must pay close attention to the environmental impacts of their operations. Therefore, environment impact management and legal compliance have become basic skills for the power industry. At present, Taipower still relies heavily on thermal power generation (coal-fired and gas-fired) and air quality is therefore a top priority due to the current energy structure.

	Location of economic/ environmental/social impact								
		Busi	iness onship	Ot	her soo ationsh	cial			
Material Topics	Within Taipower	Partners	Users	Private organizations	Government units	Residents/ general public	Relevant GRI Standards	Management policy and corresponding chapters	
Integrity and sustainability management	~				~		General Disclosures: Governance Economic: Anti-corruption Environmental: Environmental Compliance Social: Socioeconomic Compliance	<ul><li>1.1 Taipower Business Overview and Strategy</li><li>1.2 Implementing Sustainable Development</li><li>2.2 Risk Management Mechanisms and Control Measures</li><li>2.3 Integrity and Compliance</li></ul>	
Transformation into a new energy utility group	~				~		Topics Specific to Taipower	1.1 Taipower Business Overview and Strategy 1.3 Promoting Corporate Transformation	
Power industry reform and fair competition	~				~		Topics Specific to Taipower	1.3 Promoting Corporate Transformation	
Reasonable electricity rates	~				~		Economic: Indirect Economic Impacts	2.4 Operational Performance 5.1 Smart Electricity Service	
Stability and Reliability of Power Supply	~	~			~		Economic: Indirect Economic Performance	3.1 Providing Quality Electricity Service 3.2 Planning for New Sources of Energy	
Renewable and clean energy development	~	~			~		Economic: Indirect Economic Impacts Environmental: Emissions	<ul><li>3.2 Planning for New Sources of Energy</li><li>4.2 Tracking Smart Grid Achievement</li></ul>	
Power plants renewal and decommissioning	~				~		Economic: Indirect Economic Performance	3.2 Planning for New Sources of Energy	
Technological research and innovation	~				~		Economic: Indirect Economic Performance	<ul><li>4.1 The General and Action Plan Structures for the Smart Grid</li><li>4.2 Tracking Smart Grid Achievement</li></ul>	
Demand-side management and energy conservation	~		~				Economic: Demand-Side Management Environmental: Energy	<ul><li>4.1 The General and Action Plan Structures for the Smart Grid</li><li>5.1 Smart Electricity Service</li></ul>	
Climate change and low-carbon strategies	~				~		General Disclosures: Governance Economic: Indirect Economic Impacts Environmental: Emissions, Energy	<ul><li>4.2 Tracking Smart Grid Achievement</li><li>6.1 Strengthening Environmental Management</li><li>6.2 Toward the Goal of Low-Carbon Electricity</li></ul>	
Environment impact management and legal compliance	~			~	~		Environmental: Effluence and Waste, Energy Social: Local Communities	6.1 Strengthening Environmental Management 6.4 Minimizing Environmental Impacts	
Energy efficiency	~		~		~		Environmental: Energy, Emissions	6.3 Reducing Use of Energy and Resources	
Air quality	~						Environmental: Emissions	6.4 Minimizing Environmental Impacts	
Worker health and safety	~	~					Social: Occupational Health and Safety	7.2 A Sound Working Environment	

Note: The field of "Location of economic/environmental/social impact" only partially lists stakeholders. Other stakeholders who, after evaluation, were determined to not directly cause ESG impact were omitted.

### **1** Taipower and Sustainability

## 1.4.4 Stakeholder Communication Performance

## The Results of Stakeholder Communication

Taipower communicates with stakeholders through multiple channels and pays close attention to stakeholder voices. In addition to listening to and collecting suggestions on the sustainable development of Taipower, the Company incorporates input into its management measures and operational behavior optimization when appropriate. Taipower actively responds to the appeals and expectations of its stakeholders.



Stakeholder	Main Issue of Concern	Frequency and Method of Engagement	Engagement Results
Board of Directors	<ul> <li>Transformation into a new energy utility group</li> <li>Integrity and sustainability management</li> </ul>	<ul> <li>Convening regular board meeting and hold a functional review team meeting once a month</li> <li>Convening at least one Audit Committee meeting every quarter</li> <li>Conducting Director training (Including independent directors)</li> <li>Annual performance assessment for the Board of Directors</li> <li>Regular project/written reports</li> </ul>	<ul> <li>Convened 12 meeting of the Board of Directors, 8 meetings of the "Investment Plan and Business Plan" Review Committee, and 8 meetings of the "Land" Review Committee</li> <li>Convened 6 meetings of the Audit Committee</li> <li>Totaled 49 participants and 139.5 hours of Professional training on corporate governance for Directors (including independent directors)</li> <li>Conducted Performance Review for 2020 in accordance with the Performance Evaluation Guidelines for Boards of Directors; results are available on Taipower's official website</li> <li>Summary report on Taipower transformation implementation status</li> </ul>
Shareholders	<ul> <li>Integrity and sustainability management</li> <li>Transformation into a new energy utility group</li> <li>Technological research and innovation</li> </ul>	<ul> <li>Shareholders' meetings</li> <li>Taipower's official website, and Market Observation Post System (MOPS)</li> </ul>	<ul> <li>The general shareholders' meeting was convened on May 22, 2020</li> <li>Relevant information is disclosed on the MOPS and the corporate governance/shareholders section on Taipower's official website</li> </ul>
Employees	<ul> <li>Transformation into a new energy utility group</li> <li>Integrity and sustainability management</li> <li>Worker health and safety</li> </ul>	<ul> <li>On-the-job training</li> <li>Labor-management meetings</li> <li>Lectures and seminars</li> <li>Organization of information sessions on corporate transformation</li> </ul>	<ul> <li>Organized orientation training for 2,321 new employees; Total of 78,385 participants in on-the-job training at the Training Institute, unit training sessions, and at external training</li> <li>Convened 9 labor-management meetings</li> <li>Organized four subject lectures</li> </ul>
Partners	<ul> <li>Renewable and clean energy development</li> <li>Worker health and safety</li> <li>Climate change and low-carbon strategies</li> </ul>	<ul> <li>Meetings are convened when necessary</li> </ul>	Currently in the preliminary stages of consultation
Government / competent authority	<ul> <li>Stability and reliability of the power supply</li> <li>Reasonable electricity rates</li> <li>Renewable and clean energy development</li> <li>Power plant renewal and decommissioning</li> <li>Climate change and low-carbon strategies</li> </ul>	<ul> <li>Board of Directors meetings</li> <li>Official correspondence</li> <li>Submission of reports on the progress of various projects</li> <li>Cooperation in meetings (e.g., smart power generation and dispatch meetings and special communication meetings)</li> </ul>	<ul> <li>Important issues to be reviewed during the monthly Board meetings are submitted to the competent authorities in advance</li> <li>Submission of power supply reliability data to the Bureau of Energy on a monthly basis</li> <li>Participation in meetings of government agencies and with legislators from time to time</li> </ul>
Public Represent- atives	<ul> <li>Climate change and low-carbon strategies</li> <li>Air quality</li> <li>Renewable and clean energy development</li> <li>Power plant renewal and decommissioning</li> </ul>	<ul> <li>Participation in committee meetings at the Legislative Yuan</li> <li>Coordination meetings and public hearings</li> <li>Offering relevant materials and information on the Company's operations</li> <li>Visiting legislators</li> </ul>	<ul> <li>Senior managers (ranked Vice President or higher) attended 32 sessions at the Legislative Yuan</li> <li>Supervisors and employees took 996 coordination meetings and public hearings organized by the staff of legislators</li> <li>Senior managers (ranked Vice President or higher) convened 170 communication meetings with legislators</li> </ul>

### **1** Taipower and Sustainability

- Regular summary reports are provided in the quarterly meetings of the Board of Directors
- · Project report on "Taipower's transformation into a parent holding company with subsidiaries"
- Information on communication with shareholders is disclosed in the annual general shareholders meeting's minutes
- Organized company-level labor-management meetings and labor-management communication seminars for each system. Proposals were collected and implemented after discussions with decisions made by union member representatives and regional directors.
- Communicated during contract renewals to increase investment in equipment improvements, cost and useful life, signing of capacity-only contracts and whether environmental impact assessments are required
- Provided information and attended review meetings in accordance with government regulations and requirements
- Senior executives were assigned to meet with public representatives to explain important business operations in order to establish good communication channels and mutual trust
- The Company actively responded with written information to questions raised by public representatives in a timely manner. The information meets the requirements of public representatives in supervising policy implementation
- Attended public hearings and communication meetings to explain the Company's business operations. This created a good atmosphere for discussion for the purpose of maximizing the effectiveness of communication

Stakeholder	Main Issue of Concern	Frequency and Method of Engagement	Engagement Results	Actions
Media	<ul> <li>Transformation into a new energy utility group</li> <li>Renewable and clean energy development</li> <li>Environment impact management and legal compliance</li> <li>Stability and reliability of the power supply</li> <li>Air quality</li> </ul>	<ul> <li>Press releases</li> <li>Printed press</li> <li>Public hearings / information sessions</li> <li>On-site visits / visits by designated personnel</li> <li>Taipower's corporate website</li> <li>Market Observation Post System (MOPS)</li> </ul>	<ul> <li>Published 91 press releases and 20 immediate clarifications on issues related to power supply, demand, renewable energy development, new power source projects, environmental protection, and major emergencies in order to provide prompt and immediate information to the media. Taipower has also taken the initiative to issue press releases to the media for additional dissemination of information</li> <li>Proactively released positive press releases (i.e., promoting renewable energy, energy-saving measures, conservation of power-related historical artifacts and recruitment of new employees, etc.) to demonstrate the Company's active support of the energy transition, the development of green energy, and the transition of the power utility industry</li> <li>Improved the spokesperson system by offering immediate responses. Publicized Taipower's key policies in response to issues that are closely related to the livelihoods of the general public.</li> </ul>	<ul> <li>In response to the important businesses promoted by the Company, Taipower actively released complete news materials for media reporting, showing the Company's specific actions in response to government policies and social expectations.</li> <li>Promptly clarified misunderstandings, issues press releases and real-time clarifications when necessary to promptly communicate information related to emergencies or issues of concern such as power supply and energy policy, air pollution, and the Taichung Power Plant, regional blackouts and major incidents, etc.</li> <li>Actively assisted in arranging media coverage of diverse issues to improve the Company's positive corporate image</li> </ul>
Private organizations	<ul> <li>Air quality</li> <li>Energy efficiency</li> <li>Power plant decommissioning and renewal</li> </ul>	<ul> <li>Organization of information sessions</li> <li>Initiation of visits</li> <li>Participation in relevant forums and activities</li> <li>Taipower's corporate website</li> <li>Taipower publications</li> </ul>	<ul> <li>Visits based on project needs</li> <li>The Taipower Journal is published every month</li> <li>The Company discloses management information about the Company in the "Corporate Governance Section" of the website</li> </ul>	<ul> <li>Visited private organizations based on project requirements to gain insights on social values and needs of the public and to engage stakeholders.</li> <li>Published the Taipower Journal to communicate with government institutions, relevant business entities, Taipower employees (including retired employees) and tertiary education institutions</li> </ul>
- 4 - Users	<ul> <li>Information security and customer privacy</li> <li>Demand-side management and energy conservation</li> </ul>	<ul> <li>Customer suggestion mailbox</li> <li>Visits from designated personnel</li> <li>Brochures and pamphlets (ad hoc)</li> </ul>	<ul> <li>The user opinion mailbox received 4,702 letters in 2020</li> <li>Organized a total of 1,559 events in 2020 to promote energy conservation and the effective use of high-efficiency household appliances; these events were attended by approximately 250,000 people</li> <li>Held awareness campaigns to promote energy conservation for nine consecutive years</li> <li>Taipower's Power-Saving Service Teams visited 5,410 customers in 2020 and the visits are expected to potentially save 96.41 million kWh of electricity.</li> </ul>	<ul> <li>Implementation of user interview services: Taipower has established preliminary and repeated interview mechanisms for users with contracted capacity of more than 100kW.</li> <li>Power-Saving Service Teams conduct customer efficiency visits: The number of visits is set annually. Each district sales office is responsible for conducting an inventory of potential energy savings and promoting demand response measures to achieve the benefits of visits.</li> </ul>
Residents / general public	<ul> <li>Reasonable electricity rates</li> <li>Environment impact management and legal compliance</li> <li>Integrity and sustainability management</li> <li>Transformation into a new energy utility group</li> </ul>	<ul> <li>The Taipower Facebook page</li> <li>Relevant information disclosed on the corporate website</li> </ul>	<ul> <li>Posts published on Taipower's Facebook page in 2020 were viewed more than 22 million times</li> <li>The Information Disclosure Section of Taipower's website discloses information on the Company's operations and tariffs. In addition, Taipower has also setup an independent website on sustainable development to provide information about the company's sustainability performance and development</li> <li>Disclosure of financial information and corporate governance information are in the Corporate Governance Section</li> </ul>	<ul> <li>The Taipower Facebook page promoted topics such as electricity knowledge, safety, and saving that are useful for daily life. It also provided information on the latest convenient services and activities. In terms of the Company's policies, we used graphics and text to explain key issues of concern to external entities such as the replacement of coal with natural gas as fuel for the Taichung Power Plant.</li> </ul>

## Material External Communication Policy

#### Media Communications

Taipower takes the initiative of releasing complete press information for media coverage to demonstrate its specific actions in response to government policies and social expectations. To clarify misunderstandings, when necessary, Taipower promptly issues press releases and real-time clarifications on issues of concern such as emergencies, air pollution, nuclear energy, regional blackouts, and other major incidents. In addition, Taipower actively assists in arranging media interviews to attract more media coverage and positively shape its corporate image.

#### **Communication with Legislators**

Legislators are at the front lines of communication for public concerns, policy direction and planning. Taipower actively responds to legislators' questions and seeks support for policy planning. Company representatives attend various committee meetings, public hearings and press conferences related to business issues and explain Taipower's policies and implementation practices and to achieve two-way communication. In addition, the Company actively seeks to establish communication and to meet with legislators. Taipower takes the initiative in establishing good relationships and building mutual trust and communication by assisting in handling business-related service cases. Through adopting various ways of engagement, Taipower learns about the concerns of the public representatives, and develops solutions to achieve the goals of both parties.

### Communication with the Customers and the General Public

Taipower actively maintains honest communication with its customers and the general public. Being open and transparent is a core principle for the Company. Through the Company's various district offices and diverse media channels, the public can express opinions in a quick and effective manner. At the same time, Taipower can actively establish an image of positive corporate citizenship. In recent years, Taipower has actively sought to communicate about issues in advance. This generally entails the release of information related to company actions and performance in business, environment and society. This allows the general public to engage in deeper interactions with Taipower, and establish sustainable social relations.

#### Membership in Associations

The power industry is a highly specialized industry with rapidly-evolving technologies. Taipower actively participates in major technical and networking organizations in the energy industry. In 2020, Taipower engaged with a total of 129 external organizations, including 24 international organizations, 74 academic organizations and 31 professional organizations. These organizations include the World Association of Nuclear Operators (WANO), the Business Council for the Sustainable Development of Taiwan, the Industrial Safety and Health Association of the R.O.C., the Taiwan Wind Industry Association, the Taiwan Climate Change and Energy Sustainability Association, the Taiwan Electrical Industry Association, and other academic and professional associations. The issues discussed include energy transition, clean energy technologies, sustainable governance, energy economy, and occupational health and safety.

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