

1.3.2 Identification of Stakeholders

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Taipower has spared no effort in building mechanisms that develop mutual trust and 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	Party
Board of directors	Directors
Shareholders	All shareholders
Employees	Employees and the union
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
Public representatives	Legislators and elected village/township representatives
The media	Printed, electronic and online media
Private organizations	Environmental conservation groups, enterprise associations, academics
Customers	General and large-scale customers
Residents / general public	Residents near facilities and the general public

1.3.3 Stakeholder Engagement

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Stakeholder Communication Performance

Taipower values stakeholder voices and communicates with them through multiple channels. In addition to listening to and collecting suggestions for Taipower's sustainable development, the Company also incorporates stakeholder suggestions into management measures and operational behavior optimization projects in order to respond to appeals and expectations. As of 2022, the total number of visits to the Sustainable Development section of the Taipower website has reached 500,000, fully demonstrating Taipower's performance and achievements in various sustainability issues.

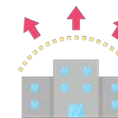
To strengthen the effectiveness of communication with stakeholders and demonstrate proactive efforts and achievements in promoting sustainable development to the broader world, the Company participated in the "2022 Asia-Pacific Sustainable Action Expo" from August 12 to August 14, with over 20,000 visitors in attendance and coverage in over 330 media reports.

In order to minimize the impact on employees during the Company's transformation and to achieve effective communication with external parties regarding the plans involved, the Company has developed a communication plan and continues to engage in two-way communication with both internal and external stakeholders.



Internal Communication

This includes reporting progress to the Board of Directors, timely meetings with the Workers' Union to provide explanations, conducting communication and advocacy seminars for employees at various levels and units of the Company, as well as employee education and training for the union. Over 200 such events were held from 2017 to 2022. In the future, various communication activities will continue to be carried out in line with the transformation process.



External Communication

Timely meetings and correspondence with superior authorities to explain the Company's transformation plans and progress, and promptly contacting relevant authorities to seek explanations and suggestions for addressing difficulties and clarifications regarding transformation plans. In the future, communication channels with external stakeholders will be kept open as required by the transformation.

Stakeholders	Main Concerns	Frequency and Methods of Engagement	2022 Engagement Performance	Related Actions
Board of Directors	<ul style="list-style-type: none"> Corporate governance and sustainable management Power Industry Transformation and Adaptation Management and Financial Performance Climate change and low-carbon strategies 	<ul style="list-style-type: none"> One regular Board and Functional Review Committee meeting per month At least one Audit Committee meeting per quarter Continuing education for directors (including independent directors) Annual Board performance evaluations 	<ul style="list-style-type: none"> Held 16 Board of Directors' meetings, 9 Investment Project and Business Plan review committee meetings, and 6 Land review committee meetings Held 8 Audit Committee meetings. Directors (including independent directors) received professional training on corporate governance totaling 189 hours Performance evaluation in 2022 was conducted in accordance with the Board Performance Evaluation Guidelines, and the results were disclosed on the Taipower official website Key reports on the progress of Taipower's transformation were presented 	<ul style="list-style-type: none"> Regularly reported to the Board of Directors on progress highlights Conducted timely reporting on projects
Shareholders	<ul style="list-style-type: none"> Corporate governance and sustainable management Management and Financial Performance 	<ul style="list-style-type: none"> Shareholders' meetings Taipower's official website and Market Observation Post System (MOPS) 	<ul style="list-style-type: none"> Annual general meeting held on June 24 and shareholders' extraordinary meeting held on December 16 Relevant information disclosed on the Public Information Observation Station and Taipower's official website under the Corporate Governance/Shareholders section 	<ul style="list-style-type: none"> Communicate status with shareholders through the minutes of the regular shareholders' meeting
Employees	<ul style="list-style-type: none"> Power Industry Transformation and Adaptation Corporate Governance and Sustainable Management 	<ul style="list-style-type: none"> On-the-job training Labor-management meetings Keynote speeches, symposiums Communication briefings on organizational transformation 	<ul style="list-style-type: none"> On-the-job training at the Training Institute, training organized by each unit, and external training for a total of 80,822 participants Held seven labor-management meetings Organized five keynote speeches 	<ul style="list-style-type: none"> Organized corporate-level labor-management meetings and labor-management communication seminars for each system Collected proposals from union member representatives or branch directors and implemented them after discussions and resolutions at meetings
Partners	<ul style="list-style-type: none"> Renewable and Clean Energy Development Worker Health and Safety Climate Change and the Low-Carbon Strategy 	<ul style="list-style-type: none"> Periodic consultation meetings 	<ul style="list-style-type: none"> Currently, these are in the preliminary discussion phase 	<ul style="list-style-type: none"> Ongoing discussions with partners. Discussions addressed whether the renewal of contracts involve environmental assessments or impact, additional investment in equipment improvement projects, costs, tenure of use, the signing of pure capacity contracts, etc.
Government Agencies / Competent Authorities	<ul style="list-style-type: none"> Corporate Governance and Sustainable Management Stability and Reliability of Power Supply Accessibility and Affordability of Electricity Renewable and Clean Energy Development Power Industry Transformation and Adaptation Climate Change and Low-carbon Strategies Environment Impact Management Power Plant Renewal and Decommissioning 	<ul style="list-style-type: none"> Board of Directors' meetings Official documents Submission of various work schedules Cooperating and participating in meetings Smart generation and dispatching forum meeting Project communication meeting 	<ul style="list-style-type: none"> Important motions of the monthly Board meeting were submitted to the competent authority in advance The minutes of monthly Board meetings were submitted to the competent authority 	<ul style="list-style-type: none"> Provided relevant information and attended review meetings in accordance with government regulations and requirements
Elected Representatives	<ul style="list-style-type: none"> Climate Change and Low-carbon Strategies Environment Impact Management Renewable and Clean Energy Development Power Plant Renewal and Decommissioning 	<ul style="list-style-type: none"> Attendance at committee meetings of the Legislative Yuan as a non-voting participant Coordination meetings and public hearings Provide relevant explanatory information on the corporate business Take the initiative to visit legislators 	<ul style="list-style-type: none"> Executives at the level of Vice President or above attended 56 sessions at the Legislative Yuan as non-voting participants Supervisors and staff at all levels attended coordination meetings and public hearings held by the Legislator's Research Office and provided information a total of 932 times throughout the year Executives at the level of Vice President or above had a total of 65 communication sessions with legislators throughout the year 	<ul style="list-style-type: none"> Arranged senior executive visits to elected representatives to explain important business Actively responded to elected representatives' queries and provided written information in due course Attended public hearings and coordination meetings to explain the implementation of the Company's business

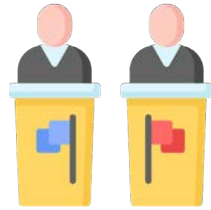
Stakeholders	Main Concerns	Frequency and Methods of Engagement	2022 Engagement Performance	Related Actions
Media	<ul style="list-style-type: none"> Power Industry Transformation and Adaptation Renewable and Clean Energy Development Environment Impact Management Stability and Reliability of Power Supply 	<ul style="list-style-type: none"> Press releases Printed media Public hearings / Explanatory meetings On-site visits / Commissioner visits Taipower's official website Market Observation Post System (MOPS) 	<ul style="list-style-type: none"> Published a total of 68 press releases and 89 instant explanations on issues related to air quality improvement, power supply and demand percentages, renewable development, power development projects, environmental protection, and sudden major events to provide immediate external clarification or proactively release information to the media for dissemination Proactively releasing news materials in response to external concerns, such as promoting renewable energy, energy-saving measures, preservation of power-related cultural heritage, and recruitment of new personnel. These actions demonstrated Taipower's concrete efforts in response to energy transformation, active development of green energy, and transformation within the power industry. Implementing a spokesperson system to promptly respond and promote important Taipower policies in addressing societal concerns related to people's livelihoods. 	<ul style="list-style-type: none"> Offered complete press information proactively for media coverage regarding the Company's important business strategies and external concerns to demonstrated the Company's specific actions in response to government policies and social expectations Immediately clarified any misunderstandings in response to external concerns or temporary emergencies and issued press releases and "instant explanations" when necessary to communicate with the public promptly Arranged media interviews on diverse issues
Non-Governmental Organizations	<ul style="list-style-type: none"> Environment Impact Management Power Industry Transformation and Adaptation Climate Change and Low-carbon Strategies 	<ul style="list-style-type: none"> Briefing sessions Proactive visits Participation in relevant forums and activities Taipower's official website Taipower publications 	<ul style="list-style-type: none"> Meetings according to project needs Publication of the Monthly Journal of Taipower Disclosed the latest corporate information on Taipower's official website 	<ul style="list-style-type: none"> Visited non-governmental organizations based on project needs to gain insight into public sentiment and needs and harmonized interactions with stakeholders Published the Taipower Journal, targeting government agencies, business-related units, Taipower employees (including retirees), colleges and universities, etc.
Customers	<ul style="list-style-type: none"> Demand-side Management and Energy Conservation Digital Transformation and Information Security Accessibility and Affordability of Electricity Service and Product Satisfaction Climate Change and Low-carbon Strategies Stability and Reliability of Power Supply Environment Impact Management 	<ul style="list-style-type: none"> Customer comment box Specialist visits Occasional newsletters 	<ul style="list-style-type: none"> The customer comment box received 5,434 letters in 2022 Conducted advocacy to promote the usage of high-efficiency electrical appliances and power conservation techniques. A total of 1,502 meetings were held in 2022, with about 200,000 participants Organized a series of power-saving activities over ten consecutive years Power-Saving Service Teams visited 4,456 customers in 2022, with an estimated power saving potential of 103.24 GWh 	<ul style="list-style-type: none"> Data collection for energy-saving advocacy campaigns: Each year, a schedule is set for advocacy sessions, which are carried out by regional business offices to promote the use of energy-efficient appliances and energy-saving techniques among users, effectively conveying energy-saving knowledge. Data collection for energy-saving events: Continuously organizing a series of activities to embed energy-saving education through entertaining methods, ensuring that energy-saving knowledge takes root and becomes a nationwide trend. Data collection for user visits by the energy-saving service teams: Each year, a target number of household visits is set, and regional business offices are responsible for assessing the potential for energy-saving and promoting demand response measures to achieve the desired visitation benefits.
Residents / The General Public	<ul style="list-style-type: none"> Environment Impact Management 	<ul style="list-style-type: none"> The Taipower fan page on Facebook Public information on the official website 	<ul style="list-style-type: none"> The Facebook fan page had more than 40 million views in 2022 Set up an "Information Disclosure Section" to provide information on corporate operations and tariffs, and established an independent section on sustainable development to deliver corporate performance information related to sustainable development Disclosed financial information and corporate governance status in the "Corporate Governance Section" 	<ul style="list-style-type: none"> The themes of the Taipower's fan page include electricity knowledge, electrical safety, energy-saving tips, and other content related to electricity in daily life, as well as the latest convenient services and activities. In terms of policy promotion, the Company explains the reinforcement of grid resilience, regional power outages, and Taipower's efforts towards net-zero emissions through infographics and texts

Material External Communication Policies ▶▶



Media Communication

Taipower proactively releases complete press information packages for media coverage that demonstrate the Company's specific actions in response to government policies and social expectations. For public concerns or temporary emergencies, such as air pollution issues, nuclear energy issues, regional power outages, and major emergencies Taipower issues press releases and real-time explanations for immediate clarification. In addition, Taipower actively assists in arranging media interviews to attract media coverage and enhance its corporate image.



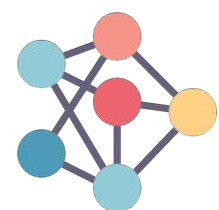
Communication with Elected Representatives

Elected representatives are at the frontline of communicating public concerns, policy direction, and planning. Taipower has been actively responding to questions of legislators and seeking policy planning support. Taipower attends various business-related issue commissions, public hearings, press conferences and explains policies and implementation practices to achieve bilateral communication. Taipower also establishes contact and meets with each elected representative to assist in handling business-related service cases and to establish mutual trust and communication. Through various means of engagement, Taipower gains understanding into the concerns of elected representatives and works out the best solutions to achieve win-win solutions.



Communication with Customers and the General Public

Taipower actively maintains honest and transparent communication with customers and the general public. Through Taipower's various business areas and diversified mediums, the public can express relevant opinions in a timely and effective manner. Taipower also earnestly builds an image of positive corporate citizenship and conveys information on the Company's actions and performance in management, environment, and society by proactively communicating on issues in advance. The public can therefore engage in deeper interaction with Taipower and establish a sustainable social relationship.



Participation in External Associations

The electricity industry is highly professional and its related technologies are evolving rapidly. Taipower enthusiastically participates in major technology and exchange organizations in the energy industry. In 2022, the Company engaged with 25 international organizations, 78 academic organizations, and 6 professional organizations for a total of 109 external organizations, including the World Association of Nuclear Operators (WANO), the Taiwan Business Council for Sustainable Development, the Industrial Safety and Health Association (ISHA) of the R.O.C., the Taiwan Wind Industry Association, the Taiwan Institute for Climate Change and Sustainable Energy, the Taiwan Electrical Contractors Association, and other international, academic, and professional organizations. The topics discussed included energy transformation, clean energy technology, sustainable governance, the energy economy, and occupational health and safety.