## Chapter 2 DEEPENED GOVERNANCE

SPECIAL COLUMN: OVERALL CHECKUP OF CORPORATE
GOVERNANCE - CORPORATE GOVERNANCE EVALUATIONS
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# SPECIAL<br/>COLUMNOverall checkup of corporate<br/>governance - corporate<br/>governance evaluations

Under the supervision of the FSC, the corporate governance evaluations are conducted annually by the Securities and Futures Institute (SFI) on all TWSE/TPEx-listed companies. The comprehensive evaluation is the overall checkup of corporate governance of the listed companies. Each year, the evaluation system and indicators are modified and updated. Qualitative indicators are increasingly emphasized, differential scoring is increased and a questionnaire feedback mechanism is added. From the evaluation results of 5 consecutive years, it reveals that the quality of the corporate governance of domestic enterprises have been significantly enhanced.

The 2018 (fifth) corporate governance evaluation was consisted of four major themes, namely a).protection of shareholder rights and equal treatment to shareholders, b).reinforced structure and operation of the Board of Directors, c).improved information transparency, and d).fulfilled corporate social responsibilities. A total of 85 indicators were used for the evaluation on 686 listed companies.

The results of the fifth evaluation were announced to the public at the end of 2019. According to the evaluation scores, the TPEx-listed companies are divided into seven groups of the top 5%, 6% to 20%, 21% to 35%, 36% to 50%, 51% to 65%, 66% to 80%, and 81% to 100%, respectively. Impressively, a total of nine companies on TPEx Main board were ranked among top 5% at the first time and 13 companies were ranked in the top 5% for the fifth consecutive years , indicating that corporate governance evaluation is highly emphasized by many listed companies. The competition among the companies accordingly becomes a push for enhanced corporate governance of companies in Taiwan.

TPEx and the Taiwan Stock Exchange jointly held the "Fifth Corporate Governance Evaluation Award Ceremony" in May 2019 to honor the top 5% companies (34 TPEx-listed companies and 43 TWSE-listed companies). The awards not only recognized the issuers' efforts devoted to corporate governance, but encouraged investors to focus on well-governed companies so that abetter and deepened governance culture may be symbolic of the Taiwan capital market



Corporate Governance Evaluation Award Ceremony

# **2-1** INTERNAL OPERATIONS

## **2-1-1** Governance approaches

### **Governance Framework**

The Board of Directors is the highest governing body of TPEx, featured with independence and public-interest-orientation. It consists of 15 members, some of whom are appointed by the competent authority and the remaining are elected by original donors in addition to 5 supervisors.

The three-year term of current Board of Directors is from August 10, 2018 to August 9, 2021. All of the members are 50 years old or above and male members account for 93% while female accounting for 7%. The board members have rich experiences in industry, academic, and practical field with expertise in management, corporate governance, finance, accounting, mathematics and law. They are capable of making the decisions related to TPEx's operation as well as topics about environmental and social issues. For enhanced transparency, related information of the Board of Directors is published on the TPEx website.

Chairman/Chairwoman of the Board calls for the board meeting every month and chairs the meetings. . During the year of 2019, 12 board meetings were held and the average attendance rate was around 95%.





The board of management consists of Managing Director & CEO that overviews the operations at TPEx in accordance with the scope of business determined by the Board of Directors; one or two Deputy CEO(s) and one Chief Administrative Officer who assist the Managing Director & CEO in daily operations; one head and up to two deputy-heads in each of the 10 departments take the responsibilities of different tasks. Every week, the management meeting is held and chaired by the Chairman/Chairwoman or Managing Director & CEO. During 2019, a total of 52 management meetings took place.

Moreover, an internal audit group was set up directly reporting to the Board of Directors for the duty of internal audits and internal control procedures.

## **Integrity-based Management**

In order to build up a high quality and trustworthy market for the enterprises and the public investors, TPEx, with core value of ethics and integrity, carries out the operational activities in fair and transparent ways. TPEx has set up a comprehensive internal management system that helps shape and maintain a fair, equal, and anti-corruption consensus and culture in organization. Besides demanding that all staff follow the Confidentiality Guidelines, the Ethical Norms, and the Precautions for Staff to Acquire or Dispose of Securities Traded on the Taipei Exchange Market and Stocks on the GISA, among other fundamental disciplinary regulations, for employees taking charge of reviewing and supervision, there are also the Disciplinary Regulations for Reviewers of Securities on the Main board, Emerging Board, GISA and Counselors for the GISA, and the Disciplinary Regulations for Supervisors of Securities in order to prevent conflicts of interest and to avoid negligence such as corruption and violations of laws. TPEx periodically remind the staff of complying with the respective disciplinary rules by internally announced and reiterated. Meanwhile, the internal audit group semi-annually conducts a satisfaction survey among underwriters on the examination process of the listing application, covering the attitude, service provided, professional knowledge, presence/absence of improper behavior of reviewers during reviews, etc. For 2019, the surveys were conducted among 13 securities underwriters and the response rate was 100%. The feedback and advice from the surveyed underwriters have been addressed.



Results of the satisfaction survey among securities underwriters in 2019 did not show improper conduct; the overall satisfaction was around 90%.

In order to enforce integrity-based management, the Board of Directors has approved the Integrity-based Management Regulations in 2019 to convey the importance of integrity. In addition, TPEx holds ethical measures implementation meetings each year to review administrative efficiency, ethical incentives, corporate governance, and corporate integrity.

TPEx has its Whistleblowing System Implementation Guidelines in place. Anyone that finds someone at TPEx with criminal acts, fraud, or violations against laws can report them in person, in writing, by email, or over the phone, among other ways, to reveal them. The internal audit group will accordingly conduct investigation. Besides, the internal audit group inspects any trading of TPEx securities by the staff on a quarterly basis. Internally, employees can file complaints through mailboxes to the top management such as Chairman/Chairwoman, Managing Director & CEO . In the year of 2019, no violations of self-disciplinary regulations, corruption or internal complaints were found.

## Compliance

As the platform between the investors and fund-raisers, TPEx shall set the right example for market participants regarding compliance with laws and regulations. , No violations of laws and regulations concerning environmental protection, social or economic aspects occurred in 2019. There were no violations in the labeling of products and information about services or marketing and broadcasting-related laws and regulations, either.

To ensure compliance, TPEx has set up its Legal Affairs Administration Division under the Administration Department to take charge of compliance relevant to TPEx and advising on the amendments of regulations related to TPEx's businesses. For keeping all staff of TPEx informed of the latest status of relevant legislation, laws and regulations are compiled, tabulated, and published on the TPEx Intranet for the reference..

In cases of additions or revisions to the laws and regulations, applicable internal regulations of TPEx are discussed and revised. After they are filed for reference with the competent authority, they are announced on the exclusive section for laws and regulations of the TPEx website to facilitate review by investors, securities firms, and issuers, among other stakeholders. In order to ensure the validity of internal control system of compliance at TPEx, a self-assessment takes place once every six months at each department and the assessment results are submitted to the internal audit group for review and approval. In addition, the internal audit group inspects compliance practices every year. There were no major abnormal circumstances in 2019 according to the result of annual compliance inspection.



TPEx also followed applicable regulatory requirements and internal regulations by holding compliance training sessions periodically. Throughout 2019, three training sessions on the Personal Information Protection Act and Sharing of Information Safety Practices, Reflection on the Whistleblowing System, and Gender Mainstreaming were held, and the "Important Labor Rights Overview" program was held so that the staff could keep abreast of the times and improve their compliance awareness.

## 2-1-2 Risk management

In order to maintain optimal operations on the TPEx Market and on the capital market, based on the overall operational strategy and environment and in compliance with current applicable laws and regulations, TPEx has a suitable risk management mechanism in place and continues to enforce it so that risk management may be integrated in and become part of the decisionmaking process and that respective departments, while planning and promoting operations, can effectively identify, measure, supervise, prevent, and control risks to keep possible risks controlled at a tolerable level.

## **Risk Management Committee**

In order to enforce the risk management policy and to implement the risk management mechanism, TPEx has set up the Risk Management Committee chaired by the Managing Director & CEO, whose members include Deputy CEOs, the Chief Administrative Officer, and the heads and representatives of the respective departments. The Risk Management Committee meets at least once a year or whenever as needed.

The respective departments have the responsibilities to activate risk management annually focused on their jobs and duties. Risks are evaluated comprehensively following a process consisting of risk identification analysis assessment and countermeasures execution. Risk identification and analysis documents are reported to the Risk Management Committee for approval of any revision based on the operational practices. so that the risk management culture is strengthened to facilitate sustainable development of the organization.

#### **Risk Management Procedure and Implementation Results in 2019**



## **Business Continuity Plan**

In order to ensure that TPEx can activate response procedures correctly and promptly when a disaster or emergency event occurs and that the operation can be recovered within the expected period of time for the sake of trading safety and investor protection, TPEx has a set of the Business Continuity Plan, the Emergency and Abnormality Management Handbook, the Abnormal Computer Trading System Events Management Procedure, and the Full Backup Maintenance and Management Procedure in place. Each department updates its own Business Continuity Plan and Emergency and Abnormality Management Handbook, and submits them to the Continuous Operation Committee for approval. the Continuous Operation Committee is convened by the Managing Director & CEO of TPEx and consists of members that include Deputy CEOs, the Chief Administrative Officer, and heads of respective departments. It takes charge of matters concerning the Business Continuity Plan and risk management, prevention of possible accidents and recovery. In 2019, according to the decision of the Committee, TPEx had successfully completed the stimulation practice of BCP for the chosen scenario that the remote backup system being activated regarding the ESB and bond trading systems. s .

Maintaining the information system functioning is very important for ensuring continuous operation at TPEx. Operating goals such as "no transactions impacted due to program errors of the information system throughout the year", "no interrupted service due to capacity", and "a pass rate of 96% or above in backup system testing and rehearsal" are set. In order to keep the information system functioning, the on-location and remote backup systems are created at TPEx and various types of simulated rehearsals are conducted periodically to ensure that the backup system can be activated within the shortest period of time as expected so that the related operations could recover quickly and smoothly and the damages be minimized. In 2019, the on-location backup testing for respective trading systems took place in May and August, and remote backup testing took place in June and October, respectively. The information system testing covered different trading systems, the website, the after-hour trading information system, the reporting system of cybersecurity events and the distributed denial-of-service (DDoS) attacks, among others. For the year of 2019, the results of such rehearsals met expectations and three goals regarding information system were fulfilled.

Besides, in light of the fact that there may be higher chances of abnormalities given obsolete equipment, various old system servers were replaced in 2019, including equipment for trading the ESB stocks and derivatives, the redundant array of independent disks (RAID), the database machine, and the email and spam filtering devices. The replacement has been completed to facilitate the system to run steadily and safe.



In March 2020, in response to the COVID-19 outbreak, besides synchronizing disease prevention measures with the Central Epidemic Command Center to ensure safety and health of all staff and stakeholders, TPEx, made all efforts to keep the market functioning and operations going such as adopting backup offices and remote working, and preparing equipment for virtual meeting to facilitate communication with the competent authority and related parties.

## **Internal Audits**

The internal control and internal audit mechanism of TPEx is implemented in accordance with the Regulations Governing the Establishment of Internal Control Systems by Service Enterprises in Securities and Futures Markets. Accordingly, each department has set up related internal control procedures reflective of their operational processes and made them available on the Intranet to ensure that the design and implementation of the internal control remain effective. The internal audit group, directly reporting to the Board of Directors, periodically audits the operation of the departments and provides improvement advices on the effectiveness of the internal control procedures. Internal findings and follow-up on improvements are reported to the supervisors of BOD for review on a monthly basis and presented in the board meetings on a quarterly basis, as well as filed to the competent authority. During 2019, a total of 12 advices based on internal auditing were provided for respective departments and all the follow-ups have been completed.

Meanwhile, to cope with changes to the internal and external environments and revisions made to laws and regulations, the departments should revise their internal control procedures accordingly in a timely manner. Any revision should be announced to the staff along with educational trainings when needed. Besides self-assessments performed as required on a monthly basis, every department is responsible to evaluate the validity items in its internal control procedures. For 2019, no incidents of failure in the implementation have been found.

## 2-1-3 Information Security and Personal Information Protection

In order to provide enterprises with an effective fund-raising channel and to provide the general public as investors with a comprehensive market with diversified products and pluralistic trading methods, TPEx, for the sake of providing safe and trustworthy information services, is devoted to maintaining a complete, feasible, and valid information security management system and a personal information protection system that best protects information security on the capital market.

## **Information Security Management System**

TPEx obtained ISO 9001, ISO 27001, and ISO 20000 certifications and continues to maintain the effectiveness of the certificates by performing follow-up inspections once every 6 months and re- inspections once every 3 years as required. The certificates remain effective to this date. Meanwhile, an Information and Communication Security Management Review Meeting is called once every 6 months and chaired by the Deputy CEO to periodically review the implementation of the respective tasks under the Information and Communication Security Management System to ensure the adequacy and validity of the management system. No disclosure of secrets occurred in 2019.

In light of the importance of information security, TPEx established an exclusive unit called Information and Communication Security Section to take charge of information security-related business in August 2018. It holds various safety tests, weakness repairs, and related rehearsals periodically in order to protect the system against information security threats and to ensure that the information system remains operative. Meanwhile, there is professional educational training for information security staff to help enhance their awareness and professionalism. All information systems worked normally throughout 2019. No harmful information security events took place, and for two years in a row the Information Security Overall Implementation Declaration that

was determined to be precisely enforceable was issued in accordance with the Regulations Governing the Establishment of Internal Control Systems by Service Enterprises in Securities and Futures Markets and as required by the FSC.

## **Supplier Service Audit**

TPEx relies mainly on information systems for its major scope of operation. The quality of service provided by suppliers for information security monitoring, network telecommunications, and information security equipment, for example, is

A total of 311 suppliers were reviewed in 2019 and the qualification rate was **100**%

closely related to information security. Therefore, TPEx periodically reviews the actual services provided by contractors awarded a tender to see if it falls in line with what is stated in the contract and records the results of the review to serve as a reference for supplier evaluations in the future.

## **Personal Information Protection**

TPEx is devoted to maintaining the safety of personal information/data that it manages, and ensures that the collection, processing, and utilization of personal data meets all confidentiality, integrity, usability, and regulatory requirements, and reduces any undue risk of disclosure of personal data to accordingly protect the rights of the owners and normalize operations on the capital market. No incidents of personal data files being infringed upon occurred throughout 2019.

#### **Personal Information Protection Committee**

- The Personal Information Protection and Management Committee is across different departments and mission-oriented.
- The Personal Information Protection and Management Committee met twice in 2019: January and June 2019.

#### **Employee contining education**

- Colleagues were arranged to take part in BS10012:2017 lead auditor training program. There were 13 and 10 colleagues participating in it in 2018 and 2019, respectively.
- The educational training program "Personal Information Protection Act and Sharing of Information Security Practice" was held.

#### Internal/external audits

- BSI Semi-annual Audit Qualification: January and July 2019
- Semi-annual audits by the Internal Audit Group: May and November 2019

To protect personal data, TPEx introduced the personal information protection and management system, following the requirements of the Personal Data Protection Act by preparing the Personal Data Protection and Management Handbook and respective instructions and procedures to be followed by all staff while collecting, processing, and utilizing personal data. Meanwhile, the operational effectiveness is examined in accordance with the personal information management standards BS 10012 released by BSI and internationally approved.

TPEx has its Personal Information Protection and Management Committee in place to help with the enforcement and promotion of the personal information protection mechanism and related implementations. The Committee is chaired by the General Manager and CEO, and the Vice Chairman is the Deputy CEO in charge of the Planning and International Affairs Department. The Planning and International Affairs Department is the contact window for personal information protection and the heads of the respective

departments are the members. Each of the departments also has a personal information contact. In order to review the personal information management policy and goals at TPEx, the Personal Information Protection and Management Committee meets twice a year (or more frequently if needed) and it met on both January 16 and June 19, 2019. All the items to be reviewed were confirmed after an item-by-item presentation and discussion. Respective measurement indicators were effectively fulfilled. There were no personal information-related appeals and infringements, either. In order to boost the capability of the staff in coping with personal information infringements and their awareness of any crisis, however, a simulated rehearsal was organized on October 16, 2019, in response to an



infringement upon personal information. In addition, there are dual audits, that is, internal and external ones, once every 6 months to reflect upon, boost, and enforce related personal information protection.

In response to the General Data Protection Regulation (GDPR) of the European Union, BSI has updated its BS10012 to BS10012:2017 over the past few years. After having comprehensively examined its related internal personal information protection and management systems, TPEx has been proactively adjusting its internal operating procedures and specifications and arranging training programs for its staff in order to enhance their professionalism. After all the preparations, the site visit by the certifying body BSI occurred on January 28 and 28, 2019 and TPEx was certified by the BS10012:2017 PIMS and was approved during the re-review that occurs once every three years on July 22 and 23.

## **2-1-4** Business Performance

Impacted by the US-China trade clash and the fluctuating international political and economic turmoil, major exchanges around the world saw a decline in the number of IPOs in 2019. The Taipei Exchange Market was no exception. Overall, however, its performance was steady. With TPEx proactively promoting listing on the emerging stock board among enterprises, introducing diversified innovative products, and embarking on domestic and international promotions, participating in events and conferences held by international organizations or institutions, the business performance was eye-catching. The operating income was NTD 1,909,151,000, NTD 2,114,443,000, and NTD 2,116,175,000, respectively in 2017 through 2019, showing a growing streak. The net profit was NTD 400,107,000, NTD 479,942,000, and NTD 463,147,000, respectively, in 2017 through 2019 and was steady. As of the end of 2019, the overall assets were worth NTD 18,085,457,000.

| Financial performance over the past three years |               |               |               |
|---|---------------|---------------|---------------|
| (Unit: NTD)                                     | 2017          | 2018          | 2019          |
| Operating income                                | 1,909,150,921 | 2,114,443,094 | 2,116,174,900 |
| Operating expenditure                           | 1,518,239,483 | 1,615,786,126 | 1,658,300,580 |
| Non-operating income and<br>expenditure         | 78,891,763    | 81,192,644    | 96,866,662    |
| After-tax surplus                               | 400,107,021   | 479,942,233   | 463,147,449   |
| Taxes   | 69,696,180    | 99,907,379    | 91,593,533    |

# **2-2** CORPORATE GOVERNANCE

## 2-2-1 The New Corporate Governance Roadmap

With the rise of the international trend of corporate social responsibility, business administration has been impacted to quite some extent. The fulfillment of social responsibilities not only concerns the image or reputation of a business, but also substantially affects corporate competitive advantages. The optimal cornerstone of corporate social responsibilities is sound and healthy corporate governance. Corporate governance must be based on morality and integrity with the balanced rights of respective stakeholders and facilitates positive cycles in order to create sustainable value. In order to help enterprises in Taiwan speed up and catch up in the development of corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies, the Corporate Social Responsibility Best Practice Principles for TWSE/TPEx Listed Companies, and the Ethical Corporate Management Best Practice Principles for TWSE/TPEx-Listed Companies and revised the Company Act and the Securities Exchange Act. The hope is to guide domestic TWSE/TPEx listed companies through enforcement of ethical corporate management and to strength sustainable developments. After the five-year plan under the Corporate Governance Roadmap introduced in 2013, in July 2018 the FSC officially announced the New Corporate Governance Roadmap



(2018~2020) to reinforce the quality of corporate government in stages and for the corporate governance culture to take root to enhance the international image and market value.

In line with the government's policy of the competent authority, TPEx has been proactively promoting corporate governance to TPEx listed companies on the Main board and the emerging stock board. TPEx has also encouraged them to fulfill respective tasks under the new roadmap. It revised the Directions for Compliance Requirements for the Appointment and Exercise of Powers of the Boards of Directors of TPEx Listed Companies to gradually reinforce the function of the Board of Directors, improve the quality of information disclosed, enforce activism among the shareholders, and shape the CSR culture, guiding high-ranking managers, directors, and shareholders to further stress the importance of corporate governance while they fulfill the goal of corporate sustainable development.

Important measures will continue to be promoted for corporate governance in accordance with the new roadmap throughout 2020.



- TPEx completed the enrollment of its directors and supervisors in the liability insurance program, established the standard operating procedure for addressing requests made by directors, and fulfilled the goal that a majority of the members of the Compensation and Remunerations Committees were independent directors before June 30, 2019.
- At the end of 2019, there were a total of 12 companies on the Main board that were in the financial industry and not in the financial industry yet with a paid-in capital size of NTD 10 billion and above. All have set up their own corporate governance supervisor.
- In 2019, there were a total of 92 companies on the Main board with a foreign capital holding ratio of 30% and above or with a capital size of NTD 10 billion and above. All have declared their English Shareholders' Meeting Agenda, Annual Report, and Annual Financial Statement, among other documents.
- All of the listed companies already completed filing the compensation information of their fulltime employees not holding managerial positions in the preceding year before April 30, 2019.
- Starting in 2019, there were independent directors set up in companies applying for getting registered on the emerging stock board.
- The Ethical Corporate Management Best Practice Principles for TWSE/TPEx-Listed Companies were revised with reference to the ISO 37001 Anti-bribery Management System released by the International Organization for Standardization (ISO).
- All shareholder meeting proposals shall be voted for on a case-by-case basis and be included in the  $\bigcirc\bigcirc$  Corporation Rules of Procedure for Shareholders' Meetings for reference.

Corporate governance supervisor :

#### LITTLE <u>Diction</u>ary

Corporate governance supervisor is the highest-ranking supervisor handling corporate governance-related affairs for the company. He/She shall be a qualified lawyer or CPA, or have worked in a managerial position in legal affairs, compliance, internal audit, finance, stock affairs, or corporate governance-related units for at least 3 years.

## 2-2-2 Corporate Social Responsibility Information Disclosure

TPEx has the Corporate Social Responsibility Best Practice Principles for TWSE/TPEx Listed Companies, the Ethical Corporate Management Best Practice Principles for TWSE/TPEx-Listed Companies, and the Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TPEx Listed Companies in place. The first two were established and released jointly by TPEx and the Taiwan Stock Exchange as authorized by the FSC in 2010 for the reference of enterprises while they practice corporate social responsibilities, while the latter was established in 2015 in order to reinforce the transparency of environment (E), society (S), and governance (G)-related non-financial information of listed companies so that their ideas about and fulfillment of social responsibilities can be communicated externally.

# According to the existing rules, the following listed companies shall prepare their CSR Report for the previous year.

Food, chemical and finanical sectors at the end of the most recent fiscal year

The financial statement of the most recent fiscal year shows that dining income accounts for 50% and above of its overall operating income.

The financial statement of the most recent fiscal year shows that the capital stock reaches NT\$ 5 billion and above.

Meanwhile, the reporting standards shall be based on the GRI Standards, industrial disclosure, and other applicable standards reflective of industrial characteristics.

In order to provide the assistance needed in preparing the Report, TPEx and the Taiwan Stock Exchange jointly held the seminars on the composition of a corporate social responsibility report to guide TWSE/ TPEx-listed companies through the preparation of a CSR Report correctly in compliance with the GRI Standards and to reinforce the quality of information disclosed. The CSR section is also available on the TPEx website to provide the latest ideas and practices, corporate disclosure examples, and external network resources, among others, and its contents are constantly renewed to facilitate access to related reference information by domestic enterprises.



TPEx corporate social responsibility website

The number of Main board companies that have prepared CSR reports has grown significantly over the past few years. In 2019, up to 116 companies released their reports (among them, 70 voluntarily disclosed their reports).



In order for the information disclosed in CSR reports to keep up with the times and to meet the needs of stakeholders, TPEx has gradually revised the Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TPEx-Listed Companies:

#### **Highlights of 2019**

- The number of full-time employees not holding a managerial position, the mean salary and the median salary (the median salary is applicable to 2020 onwards) of the full-time employees not holding a managerial position, and the differences of the foregoing three elements between this year and the preceding year.
- 2. In order to enhance the usability and timeliness of information disclosed in the report, the deadline for postponed declaration of a CSR Report was moved forward from December 31 to September 30.

## In January 2020, environmental, social, and corporate governance risk assessments were included in the existing disclosure regulations

in order to strengthen the linkage between non-financial information key performance indicators and the administration. In addition, climate change issues-related disclosure regulations were added to guide TPEx-listed companies to stress climate change issues and to increase their capabilities in coping with climate risk.

## 2-2-3 Promotional Campaigns

In order to boost action taken by TPEx-listed companies in corporate governance and corporate social responsibilities, TPEx continued to visit the owners and high-ranking supervisors at TPEx-listed companies throughout 2019. The visits aimed to reinforce communication and drive TPEx-listed companies to value corporate social responsibilities and ethical corporate management. As far as corporate governance evaluations, precautions to be paid attention to in the revision of evaluation-related regulations, investor conference practice, and the compilation of the CSR Report are concerned. On the other hand, respective briefing sessions were held. TPEx will continue to communicate regarding corporate governance to companies on the Main board and emerging stock board to call for their action and cooperate in the competent authority's policy by organizing improvement plans for respective corporate governance indicators in order to build a robust corporate governance system.

#### March August December June Corporate governance Investor conference practice TPEx corporate day event **Corporate Social Responsibility** evaluation system workshop, 4 in total on outstanding corporate **Report Compilation Practice** workshop, 5 in total Workshop, 3 in total governance, 1 Organized jointly Targeting spokespersons or Targeting investors. Three The Business Council for with the Taiwan Stock investor relations staff in TWSE/ companies with outstanding Sustainable Development of Exchange for corporate TPEx-listed companies. The performance in corporate Taiwan was authorized jointly governance-related staff Bureau of Labor Funds and governance evaluations for by TPEx and the TWSE to hold a in TWSE/TPEx-listed intermediaries were invited several years were invited workshop that targeted TWSE/ TPEx-listed companies and companies. Around 2,000 to explain how to maintain to take part in the Main people in total attended investor relations and advise board corporate day event helped guide these companies the workshops. adequate investor conference to encourage TPEx-listed through how to prepare a CSR report in compliance with presentations. Representatives companies to not only from 4 TPEx-listed companies pursue profitability but the GRI Standards in order to were also invited to share also corporate governance, enhance the quality of the their experience in organizing serving as the role model. prepared report. A total of investor conferences. In total, around 450 people took part. more than 600 people took part.

### Promotional campaigns organized throughout 2019