

Stakeholders and Material Sustainability Topics

Stakeholder Identification

Pursuant to the AA1000 Stakeholder Engagement Standards, the TWSE employs the five principles, i.e. Responsibility, Influence, Tension, Diverse Perspectives, and Dependency, in the identification and ordering of stakeholder significance. The TWSE evaluates the mutual impact between stakeholders and the company through an assessment questionnaire, which was filled out by 15 department heads. The results were then sorted by level of significance.

The 2025 results were categorized into the following ten groups key stakeholders of the TWSE : (1) competent authority; (2) employees; (3) customers; (4) investors; (5) listed companies; (6) intermediaries; (7) media; (8) shareholders; (9) suppliers; and (10) community/general public. The group community/general public is newly added this year. The results were reported to the Sustainable Development Committee on December 22, 2025.

・Stakeholder Engagement

Stakeholder	Significance to the TWSE	Main Engagement Channel/Frequency	Engagement Results
Competent Authority	The TWSE is supervised by the regulatory authorities, and strictly complies with their regulations and orders, to build a robust securities market.	• Correspondence (daily) • Appearance at legislature meetings as a guest to answer to interpolation (as needed) • Meetings, publicity events, public hearings (as needed) • Phone calls, faxes, and emails (as needed) • Consolidation and reporting of major business statistics (as needed)	• Attended 5 legislature meetings as a guest for responding to open enquiry. • Participated in 5 meetings at the Securities and Futures Bureau on measures to respond to the securities and futures market. • Participated in the FSC's Policy and Industry Summit on Building an Asian Asset Management Center. • Invited the FSC to participate in the inaugural meeting of the Capital Market Service Team. • Participated in 10 meetings/events related to the FSC's AAMC initiative.
Employees	Employees are the most important asset and key to TWSE core competitiveness.	• Reporting or complaint mechanisms (case-by-case) • Phone calls and emails (case-by-case) • Labor-management meetings (monthly) • Occupational Safety and Health meetings (quarterly) • Employee Welfare Committee meetings (quarterly) • Meetings of the supervisory committee of the Labor Retirement Reserve Fund (quarterly) • Performance evaluation interviews (twice a year) • Collective bargaining agreement meetings (every three years) • On-site visits (aperiodically) • Performance evaluation and follow-up (aperiodically)	• Convened 11 labor-management meetings.[1] • Held 4 Occupational Safety and Health meetings. • Held 5 Employee Welfare Committee meetings. • Held 4 meetings of the supervisory committee of the Labor Retirement Reserve Fund. • One employee applied for parental leave; both the return-to-work rate following a period of parental leave and retention rate were 100%. • Convened 3 collective bargaining agreement meetings and successfully signed the 3 collective agreement between the TWSE and corporate union.

Note 1: Due to the collective agreement signing ceremony in July 2025, the labor-management meeting was not held that month.

Stakeholder	Significance to the TWSE	Main Engagement Channel/Frequency	Engagement Results
Customers	Data vendors, securities investment trust enterprises, and securities firms are TWSE partners that provide economic benefits, recognize the TWSE for its services, and grow together with the TWSE.	• Correspondence (daily) • Site visits (annually) • Seminars (annually) • Business conferences (aperiodically) • Service satisfaction surveys (aperiodically) • Phone calls and emails (aperiodically) • Meetings and publicity events (aperiodically)	• Conducted 17 sessions of the Training Program of the Standard Directions for Internal Control Systems in Securities Firms. • Conducted 15 sessions of the Professional Courses of Securities Regulations and Business Practice. • Conducted 1 session of the Cyber Security Seminar for Securities Firms. • Conducted 1 session of the Securities Brokers and Dealers Senior Executive Seminar. • Conducted 1 session of the Forum for Responsible Persons for Securities Firms. • Conducted 1 seminar on the new rule allowing foreign investors to appoint more than one custodian institution. • Conducted 7 seminars for securities firms on clearing and settlement, competitive auctions, public subscription procedures, in addition to the reporting of defaults or out-trades. • Conducted 1 seminar for custodian institutions. • Conducted 3 seminars on SBL and financing services for securities firms. • Paid 10 on-site visits to ETF issuers; conducted 10 sessions of ETF seminars for the Securities Investment Trust and Consulting Association. • Conducted 1 seminar for investment trust personnel. • Paid on-site visits to 9 domestic data vendors.
Shareholders	Shareholders are a vital part of a company. In addition to having ownership in a company and the right to participate in corporate decision-making, shareholders must also assume corresponding responsibilities and play an active role in corporate governance.	• Financial report (every six months) • Annual general meeting of shareholders (AGM) (annually) • Phone calls, emails, and correspondence (aperiodically)	• Regularly convene shareholders' meetings for in-person communication (shareholder services are handled by a professional shareholder services agency). • Established channels for corporate shareholders to aperiodically review the company's financial information to promote information transparency.
Intermediaries	Intermediaries drive company listings, strengthen the capital market, and facilitate communication between listed companies and the TWSE.	• Phone calls and emails (immediately) • Correspondence (weekly) • Meetings and publicity events (monthly)	• Worked with CPA firms to convene 6 sessions of the Forum for Promoting IPO of Fine-Quality Enterprises. • Held 5 sessions of the Forum for Promoting IPO of Fine-Quality Enterprises with underwriters Yuanta, KGI, Taishin, Fubon, and Grand Fortune Securities. • Held 6 securities underwriters personnel seminars.
Suppliers	Suppliers are long-term TWSE partners that jointly aim to achieve corporate sustainability and create a culture of integrity governance.	• Price negotiation and price comparison meetings (aperiodically) • Phone calls and emails (aperiodically)	• Conducted 334 price negotiation meetings. • Conducted 37 price comparison meetings.

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Media	The media quickly disseminates important information and serves as a vital communication platform for financial literacy, while improving the international visibility of Taiwan's stock market.	• Briefings on material information (immediately) • Themed investor conferences (quarterly) • Corporate ESG report (annually) • Press conferences after board meetings (as needed) • Market announcements and press releases (as needed) • Media interviews (as needed) • Phone calls and emails (as needed) • Financial forums and seminars (aperiodically) • Updates on the official website, MOPS, and social media (as needed)	• The TWSE Chair was interviewed by local media and institutions (Economic Daily News, Commercial Times, Business Today, Wealth Magazine, and Commonwealth) and foreign outlets (Financial Times, Nikkei QUICK NEWS) on issues ranging from developments in the asset management industry, market overview and key measures, the AAMC initiative, and Taiwan-Japan cross-listing ETFs. • Conducted themed investor conferences in March, April, August, and November on the bicycle industry, Touch Taiwan (smart display, smart manufacturing, electronic manufacturing equipment), PCB supply chain, and tib. • Held numerous press conferences on the Taiwan Weeks opening ceremony, Asia Innovation Capital Platform, and tib updates, to convey the company's latest policies and future development. • Produced the 2025 Corporate Environmental, Social, and Governance Yearbook jointly with Economic Daily News.
Listed Companies	Listed companies are indispensable TWSE partners for achieving sustainable governance, co-existence, and co-prosperity.	• Seminar on the Corporate Governance Evaluation (annually) • Correspondence (aperiodically) • Talent development programs (aperiodically) • Meetings and publicity events (aperiodically) • Service satisfaction surveys (aperiodically) • Phone calls, faxes, and emails (aperiodically) • Reporting or complaint mechanisms – not limited to Conduct Watch (aperiodically)	• Conducted **6** educational sessions on the Corporate Governance Evaluation. • Held **5** educational sessions on the ESG Evaluation. • Conducted **8** business seminars for listed companies. • Conducted **3** sessions of the Greenhouse Gas Management Practical Workshop and Sustainability Development Promotion Conference in northern, central, and southern Taiwan. • Conducted **3** sessions of the Sustainable Disclosure Practice Training and Advocacy Meeting for TWSE/TPEx Listed Companies in northern, central, and southern Taiwan. • Held **4** sessions of the IFRS Sustainability Disclosure Standards Conference. • Conducted **4** sessions of the IFRS S2 Disclosure Practice Workshop.
Investors	Individual and institutional investors can supervise listed companies and invigorate the capital market.	• Facebook fan page (immediately) • Investor service hotline (immediately) • Feedback Mailbox on the TWSE website (immediately) • TWSE Conduct Watch for Unlawful Activities (immediately) • Investment and wealth management seminars (as needed) • TWSE Learning at Home Network (as needed) • Investor Knowledge Network (as needed) • Domestic and overseas capital introduction events (as needed) • Institutional Investor Stewardship Code and Evaluation Process Seminar (annually)	• Conducted capital investment events in Japan and the Middle East, as well as online and in-person events in Taiwan, holding **63** investor meetings. • The investor service hotline received over 4,800 calls, with satisfaction reaching **98.97%**. • The TWSE Facebook fan page has over **74,000** followers. • The TWSE Learning at Home Network has over 32,000 members and **1.5 million** views. • The Investor Knowledge Network has over 27,000 members and **2.3 million** views. • Conducted **50** community college seminars on investment and wealth management, with **3,567** participants and satisfaction of **95%**. • Held the Institutional Investor Stewardship Code and Evaluation Process Seminar with a total of **479** online video views.
Community/ General Public	The community/general public refers to the broad swath of society with capital market access. The TWSE seeks to engage community participation through public outreach.	• Financial talent development programs and financial literacy promotional activities (aperiodically) • Public welfare support and donations (aperiodically)	• Continue to conduct campus financial education and training, totaling **TWD64 million** in sponsorship. • Promote financial literacy through **50** community college seminars. • Donations totaling over **TWD196.03** million toward the arts, sports, social assistance and humanitarian aid, education for the disadvantaged, and promotion of ESG issues and development of innovative industries.