

## 業務推動要項 Business Development Items

因應數位、永續轉型浪潮以及國際政經局勢變化，本公司依循主管機關政策及年度業務計畫，積極推動市場創新、永續及多元化，塑造資本市場的新里程碑，列舉 2024 年重大業務執行情形如下：

In response to the twin transformations toward digital and sustainable operations, as well as to geopolitical and economic shifts, the TWSE continues to push forward with various work items in compliance with our annual business plan under the leadership of the regulatory authority, the FSC, to promote market innovation, sustainability, and diversification. A number of major tasks were undertaken in 2024 as illustrated below:

### 壹 壯大資本市場 提升市場價值

#### 一、深化投資人關係 解鎖企業價值潛力

- (一) 公告修正「上市上櫃公司治理實務守則」條文並增訂「提升企業價值計畫參考範例」，另推出「提升企業價值計畫專區」，鼓勵上市公司揭露更全面、深入的財務業務現況分析及未來策略等資訊，並於公司治理評鑑新增相關指標。

### I Market Expansion for Enhanced Market Value

#### 1. Deepen Investor Relations and Unlock Corporate Potential

- (1) The TWSE has revised the “Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies” and provided the “Template for Corporate Value Enhancement Plan.” In addition, the “Corporate Value Enhancement Plan Zone” was launched to encourage listed companies to disclose more comprehensive and in-depth financial and business analysis as well as future strategies. Similar indicators have been added to the Corporate Governance Evaluation.

- (二) 2024 年度有 363 家百億市值企業辦理兩場以上法說會，合計共辦理 2,271 場次之法說會。另上市公司受邀參加法人說明會者，共計 704 家有上傳會議影音連結資訊。
- (三) 舉辦「壯大臺灣資本市場高峰會」，邀請金管會彭金隆主委、環境部彭啓明部長及多位產官學界專家出席，吸引近 220 家上市公司，約 250 位公司領袖及高階主管共同參與。



本公司舉辦「壯大臺灣資本市場高峰會」

The TWSE holds the "Taiwan's Capital Market Summit."

- (四) 建置 IPO 資訊揭露專區，整合各大網站之 IPO 資訊，並進一步延伸至發行公司申請上市（櫃）進度，提供投資人一站式的友善查詢管道，據以優化投資人關係。

## 二、孕育臺股護國群山 引領創新產業多元發展

- (一) 為推動具創新特質、未來發展性及競爭力之優質企業匯聚於臺灣創新板，強化扶植新興產業功能，推動創新板制度全面升級，聚焦取消合格投資人限制、提升創新性審查嚴謹度、打造彈性友善籌資環境，以及強化投資人權益保障等四大主軸，打造具臺灣特色及國際競爭力之籌資平台。
- (二) 2024 年度辦理及參與新創生態圈交流活動計 31 場次，包含規劃多場次交流分享會及「證在小聚」活動，連續三年度參展 Meet Taipei 及 Meet 大南方等大型新創展會，及出席創投公會活動及 AAMA 新創交流會等。

- (2) In 2024, there were 363 companies with market capitalization of over NT\$10 billion that held two or more investor conferences, amounting to 2,271 investor conferences held. In addition, of listed companies invited to investor conferences, 704 uploaded video recordings of briefing content.
- (3) The TWSE held the “Taiwan Capital Market Summit” with Dr. Jin-Lung Peng, Chair of the FSC; Dr. Chi-Ming Peng, head of the Ministry of Environment; and members of the government, industry, and academia in attendance. Approximately 250 leaders and senior executives from nearly 220 listed companies participated in the event.
- (4) The IPO information hub webpage was established, compiling IPO-related information spread out across multiple sources into one convenient website, allowing investors to easily track the current status of the IPO filing process and facilitating the improvement of investor relations.

## **2. Nurture Multiple Noteworthy Companies and Lead Emerging Industries for Diversifying Development**

- (1) To nurture emerging industries and encourage innovative companies with high growth potential and competitiveness to list on TIB, the TWSE has comprehensively upgraded the Taiwan Innovation Board, aiming to blend Taiwanese spirit and global competition in establishing it as the premier fundraising platform for startups. TIB 2.0 will focus on removing restrictions on qualified investors, enhancing the rigor of innovation assessments, creating a flexible and friendly fundraising environment, and strengthening the protection of investor rights.
- (2) In 2024, the TWSE conducted and participated in 31 events within the startup ecosystem, including the “Meet the Experts” series, large startup expos such as the third consecutive Meet Taipei Startup Festival and Meet Greater South, and events held by the Taiwan Venture Capital Association and Asia America Multi-Technology Association (AAMA).

- (三) 2024 年海外推動招商共計 13 次，透過實地拜訪交流，瞭解臺商在海外營運的契機與挑戰；另受國發會邀請赴日本參與「臺灣日本創新高峰會」及赴新加坡 SWITCH 新創展會設攤參展，擴大接觸亞太地區案源公司及金融機構。



本公司舉辦「創新資本領航，共創明日獨角獸」交流分享會

The TWSE leads Biotechnology and Medical Care Innovation, Ushering in a New Era of Diversified Industries.

### 三、強化國際連結及交流 提升台股能見度

- (一) 積極參與國際證券組織會議及活動，多元強化交易所網絡連結。與日、韓、港及東南亞交易所交流市場制度及商品規劃，並與歐洲及中東當地交易所深化交流、探索合作機會。另就資訊共享與未來合作與史瓦帝尼及菲律賓交易所簽署 MoU。
- (二) 赴歐洲及新加坡宣傳臺灣市場投資利基，舉辦「Taiwan Day」活動；前往中東拜會機構投資人及交易所，分享資本市場經驗與規劃引資合作；與新交所分別在臺星兩地辦理論壇。2024 年度辦理 60 場以上重要機構來訪及會議。另藉 CNBC、韓國經濟日報、韓國東亞日報及 yahoo! finance 等國際媒體專訪首長，強化宣傳臺灣資本市場。

- (3) The TWSE conducted a total of 13 overseas capital roadshows in 2024 to attract investment. We also visited overseas Taiwanese-owned businesses to better understand their business opportunities and challenges. We attended the Japan-Taiwan Startup Summit at the invitation of the National Development Council, and took part in the Singapore SWITCH exhibition to expand our reach in the Asia-Pacific region to financial institutions and companies with high potential.

### **3. Strengthen Global Connections, Enhance International Visibility of Taiwan's Stock Market**

- (1) The TWSE continues to proactively take part in the meetings and affairs of international securities-related organizations and strengthen connections with fellow exchanges. We shared experience and insights regarding market systems and product development with Japanese, Korean, Hong Kong, and Southeast Asian exchanges. We expanded our international outreach to Europe and the Middle East, enhancing collaboration and exploring opportunities for cooperation, plus signed MoUs with the Eswatini Stock Exchange and the Philippine Stock Exchange for information sharing and future collaboration.
- (2) To promote Taiwan's capital market, the TWSE conducted more than 60 visits and meetings with major institutions in 2024. Significant events include Taiwan Day events in Europe and Singapore; forums in Taiwan and Singapore jointly held with the Singapore Exchange; and visits to Middle Eastern institutional investors and exchanges to share capital market experience and lay the groundwork for investment cooperation. TWSE Chairman Lin further highlighted the strengths of Taiwan's capital market in interviews with major international outlets such as *CNBC*, *Korea Economic Daily*, *Dong-A Ilbo*, and *yahoo! finance*.

## 貳 鏈結利害關係人 落實永續再造

### 一、ESG 資訊揭露再升級 引領企業實現永續目標

- (一) 為增進永續資訊透明度，提升「ESG InfoHub」效能及使用體驗，於 2024 年 4 月全面升級。5 月推出「ESG 數位平台」，匯集企業 ESG 指標資訊、永續報告書及永續經濟活動等資訊，並擴充 ESG 主題及永續指標項目。
- (二) 為進一步鑑別上市櫃公司 ESG 表現，2024 年公司治理評鑑已增加環境面及社會面指標及權重，且已規劃以公司治理評鑑為基礎，於 2026 年轉型為第一屆 ESG 評鑑。
- (三) 子公司指數公司 IR 議合服務平台 2024 年 11 月 1 日上線試營運，提供「法說會資訊」、「ESG 加值資訊」、「議合媒合服務」三大功能，並積極向上市公司及機構投資人推廣及宣傳。

### 二、淨零轉型全面啟動 建構國內外多元碳權交易平台

- (一) 因應 IFRS 永續揭露準則要求，辦理 5 場次「溫室氣體盤查實作工作坊」，藉由實務操作提升上市櫃公司範疇三盤查能力。
- (二) 子公司碳交所 2023 年 12 月底啟動國際碳權交易平台，引進再生能源、潔淨水源等國際碳權專案，2024 年中新增藍碳及綠碳等自然碳匯專案，滿足企業減碳及碳中和多元需求。另國內減量額度交易平台於 2024 年 10 月啟動交易，上架專案橫跨農業、石化、鋼鐵、客運、服務業等多元產業。



## II

**Connecting Stakeholders for Sustainable Transformation****1. Upgrade ESG Disclosure to Achieve Sustainability Goals**

- (1) To improve sustainability disclosures and enhance user experience, the TWSE upgraded the ESG InfoHub to version 2.0 in April. In May, the ESG Digital Platform was launched, which compiles information from listed companies' ESG indicators, sustainability reports, sustainable economic activities, and other information.
- (2) To further spotlight the ESG performance of listed companies, the TWSE added environmental and social indicators and weighted ratings to the 2024 Corporate Governance Evaluation, which will be restyled as the first annual ESG Evaluation in 2026.
- (3) The Taiwan Index Plus (TIP) IR ENGAGE platform began its trial phase on November 1, 2024, offering services such as earnings calls, ESG data, and matchmaking. Listed companies and institutional investors are strongly encouraged to make use of the platform's services.

**2. Create Diversified Carbon Trading Platform for Comprehensive Net-Zero Emissions**

- (1) In accordance with IFRS Sustainability Disclosure Standards, the TWSE conducted five sessions of the Scope 3 Greenhouse Gas Accounting Workshop, helping listed companies conduct greenhouse gas (GHG) inventory through practical applications.
- (2) The Taiwan Carbon Solution Exchange (TCX) was officially launched as an international carbon credit trading platform in late December 2023, and introduced international carbon credit projects such as renewable energy and clean water projects. In mid-2024, blue and green carbon was added to their natural carbon sequestration initiatives to meet business needs for reducing carbon or achieving carbon neutrality. In addition, the "Domestic Carbon Credit Trading Platform" was launched in October 2024, with projects spanning multiple industries such as agriculture, petrochemicals, steel, transportation, and services.

- (三) 為培育綠領人才，碳交所 2024 年辦理 2 場國際論壇，與本公司攜手北中南標竿大學、研究單位、查驗機構、數位平台業者，共同辦理超過 50 堂碳管理之教育培力課程，培訓超過 5 千人次。另辦理 38 場之碳盤查、碳足跡及碳中和等國際標準（ISO）認證課程，發出超過 1,200 張的 ISO 證照，提升我國產業減碳標準與國際接軌。

## 參 落實普惠金融 增強投資人保護

### 一、拓展多元投資商品 活化資金運用效率

- (一) 持續精進零股交易，繼 2023 年 11 月 27 日試算行情揭露間隔由 10 秒縮短至 5 秒之後，2024 年 12 月 2 日接續將撮合間隔自 1 分鐘縮短為 5 秒，以提升成交機會與效率，並自 12 月 30 日起開放零股交割借券，鼓勵更多投資人擔任出借人。
- (二) 為推動臺日 ETF 相互掛牌，協助主管機關完成法規比對、監理合作及市場分析。金管會業於 2024 年 12 月 19 日公告日本為臺灣承認的境外 ETF 基金註冊地與基金管理機構所在地。
- (三) 研議主動式及多資產 ETF 可行性及配套措施，以利主管機關 2024 年 7 月 30 日公布開放範圍，12 月 31 日完成各項修正規章對外公告，並於同日推出資訊申報及揭露系統。本公司亦持續蒐集國外市場狀況及業者意見，並持續投入金融教育。

113年12月2日起

### 盤中零股縮短撮合間隔時間

**1**分鐘  **縮短至** **5**秒鐘

小小的投資・給你大大的世界・讓零股交易更為友善及便捷

- (3) To foster green collar workers, the TCX conducted two international forums in 2024, and jointly held 50 carbon management courses with the TWSE, working with top academic institutions, research institutes, verification agencies, and digital platforms, in training over 5,000 participants. Furthermore, there were 38 sessions of ISO certification programs in carbon inventory, carbon footprint verification, and carbon neutrality that issued more than 1,200 certifications to support Taiwan's efforts to align our carbon reduction practices with international standards.

### III Inclusive Finance and Augmented Investor Protection

#### 1. Diversify Products and Activate Fund Utilization

- (1) The TWSE continues to refine intraday odd lot trading with simulated market information disclosure shortened from 10-second to 5-second intervals starting from November 27, 2023. To increase transactions and optimize trading efficiency, odd lot trading matching intervals were shortened from one minute to five seconds starting December 2, 2024. In addition, odd lot securities are included in settlement-driven securities borrowing and lending starting December 30, 2024, to provide more opportunities for odd lot investors.
- (2) The TWSE assisted the FSC in completing regulatory comparisons, supervisory cooperation, and market analysis to promote cross-listing of Taiwan-Japan ETFs. The FSC announced on December 19, 2024 that Japan is a recognized registration location and fund manager for offshore ETFs.
- (3) Following the feasibility study of supporting measures for actively-managed and multi-asset ETFs, the FSC announced the widening of its regulatory scope on July 30, 2024, and the revised regulations on December 31, with the launch of the information reporting and disclosure system on the same day. The TWSE continues to collect information on foreign market conditions and industry feedback, and remains dedicated to furthering financial education.

(四) 自 2024 年 11 月 11 日起實施證券商辦理認股借貸業務，開放上市櫃公司員工及原股東能夠參與新股認購。

## 二、反詐宣導多管齊下 金融知識深入社會

- (一) 啟動「5D 反詐行動」，以「給你的錢，一首歌的時間」為第一波宣傳主軸，帶動網路反詐聲量，透過多重管道觸及約 2 千萬人次。同步藉由一系列宣導，包含建置創意反詐騙網站，結合棒球賽事、饒舌音樂會、反詐騙乖乖、趣味防詐知識測驗以及 10 多場線上及線下活動，幫助民眾認知詐騙態樣及陷阱，並於多元通路加強生活化有聲宣導，觸及數百萬人。
- (二) 強化證券商反詐聯防，建置反詐騙聯防行動專區，分享詐騙案例逾 200 餘則，點擊破萬次，同步辦理反詐宣導會、補助 35 家券商建置反詐專區，暨頒發 27 家券商反詐評鑑獎項，提升整體市場防詐意識。另優化善意關懷訪談作業，協助券商透過警政署查詢告誡戶，強化風險管控及人頭戶防堵。



本公司啟動「5D 反詐行動」反詐騙誓師大會  
The TWSE launches the "5D Anti-Fraud Initiative."

- (4) Starting November 11, 2024, securities firms are allowed to engage in margin lending for new share subscription. Employees and original shareholders of listed companies are allowed to participate in the subscription of new shares.

## **2. Promote Anti-Fraud and Financial Knowledge**

- (1) The TWSE launched the “5D Anti-Fraud Initiative,” raising awareness of online fraud and reaching approximately 20 million people through the first wave of the campaign, “For Your Money, One Song at a Time.” The initiative has a series of promotions, including an innovative anti-fraud website, anti-fraud rallies at baseball events, rap concerts, limited edition good luck snacks that incorporate anti-fraud slogans and information, plus quizzes to test the public’s knowledge of investment scams. More than ten online and in-person activities were held to help the public recognize fraud patterns along with scams, reaching millions of people.
- (2) The TWSE established the Anti-Fraud Joint Defense Section to combat fraud and strengthen the overall security of securities firms. Over 200 fraud cases were shared through this initiative, receiving over 10,000 views. We held anti-fraud seminars, subsidized 35 securities firms to establish anti-fraud zones, and awarded anti-fraud evaluation awards to 27 securities firms, in order to enhance the market’s overall anti-fraud awareness. Our guidance consultations have been optimized to facilitate brokerage firms in working with the National Police Agency to conduct inquiries and issue warnings with the aim of strengthening risk management and prevention of dummy accounts.

## 肆 強化維運韌性 增進市場機制

### 一、研議交割效率優化 推動有利投資機制

- (一) 就我國證券市場縮短交割週期評估案，統籌周邊單位工作項目及規劃時程，並透過訪談及問卷調查廣泛蒐集市場參與者建議，作為後續策略規劃與決策之重要參考。
- (二) 為打造友善外資投資環境，開放證券商與保管機構間得採買賣互抵淨額交割，大幅簡化款項交割作業流程、降低成本及提升金流效率。另放寬境外華僑及外國人買賣處置證券預收款券得圈存於保管機構，已有 20 家券商採用，顯著降低成本並提升便利性。為提升資金調度效率及便利性，規劃開放境外華僑及外國人得指定二家以上保管機構，經協調各方意見，於 2024 年 8 月 26 日法規公布，於 2025 年 2 月 24 日實施。

### 二、資安防護全面升級 應對數位轉型挑戰

- (一) 持續精進本公司及市場整體資訊安全成熟度，於 2004 年即通過國際資訊安全管理標準 ISO 27001/BS 7799 驗證，並於 2024 年 6 月通過新版 ISO 27001:2022 轉版驗證。



## IV Strengthening Operational Resilience and Promoting Market Mechanisms

### 1. Optimize Settlement Efficiency to Facilitate Trading

- (1) To evaluate the shortening of the settlement cycle in Taiwan's securities market, the TWSE has compiled information regarding peripheral units' work items and timelines, plus collected feedback from market participants through interviews and questionnaires as an important reference for subsequent strategic planning together with decision-making.
- (2) In order to improve operational processes, reduce the costs associated with settlements between securities firms and custodian institutions, as well as enhance the overall efficiency of utilization of market funds, custodian institutions are now permitted to conduct settlement with securities firms based on the net amount offset by the total buy and sell amounts for all transactions. In addition, policies have been relaxed so that overseas Chinese and foreign investors can deposit securities advance payment certificates in a custodian institution; there were 20 securities firms that have already adopted this policy, which has significantly reduced costs and improved convenience. Furthermore, to enhance the efficiency of foreign investments in the Taiwan capital market, it was announced on August 26, 2024, that offshore overseas Chinese and foreign investors can appoint more than one custodian institution, effective from February 24, 2025.

### 2. Comprehensive Information Security Upgrade for Digital Transformation

- (1) The TWSE first certified for ISO 27001/BS 7799 information security management system in 2004, and has since continued to augment our overall information security maturity and that of the whole market. In June 2024, the TWSE transitioned to and was re-certified for ISO 27001:2022.

- (二) 研議上市公司資通安全強化措施，包含修正公開發行公司「內部控制制度有效性判斷參考項目」、修訂「上市上櫃公司資通安全管控指引」、修訂資安事件之「重大性」標準並推動企業加入台灣電腦網路危機處理暨協調中心（TWCERT/CC）。另辦理上市公司資通安全主題式內控查核，提高查核家數，並持續追蹤其改善情形。同時，藉由辦理資安教育訓練、協助檢視資安事件及適時發布資安警訊等措施，強化資安聯防。
- (三) 為提升證券商資安防護能力，獎勵 33 家證券商建置 IPS/WAF 防禦機制、辦理資安治理成熟度評鑑，協助 30 家券商人員取得 ISO 27001 證照，並完成 68 家資安總體檢。即時處理重大資安事件逾 50 件，辦理 6 場市場會測及 32 家次營運持續／故障復原演練查核，確保證券市場穩定運作。此外，亦持續精進資安法規，廣納雲端等議題，以因應新興資安挑戰。

### 三、提升證交所系統效能 以支持新興業務發展

- (一) 導入新撮合主機系統、高速 InfiniBand 網路系統及前端委託交易主機，以提升交易速率及容量，增進效率及韌性。另外，更新交易資訊四合一網路系統的核心路由器、核心交換器、防火牆等設備，作為後續全面導入 10G 骨幹的前置基礎。
- (二) 汰換 101 辦公室網路近百部設備與非交易備份及儲存設備，對非交易系統進行架構優化、傳輸骨幹頻寬提升及容量擴充以強化系統韌性及 GCB 資安合規的防護。



- (2) The TWSE has strengthened information security measures for listed companies, including revising the “Reference Items for Assessing the Effectiveness of Internal Control Systems,” amending the management guidelines for listed companies’ information and communications security, clearly defining the standard for “materiality” of cybersecurity events, and strongly urging companies to join the Taiwan Computer Emergency Response Team / Coordination Center (TWCERT/CC). We also increased the number of internal control audits on information security for TWSE-listed companies and continued to follow up on the progress of their improvements. To augment overall cyber security, the TWSE conducts relevant education and training courses, assists in reviewing information security incidents, and issues security alerts in a timely manner.
- (3) To encourage the bolstering of information security protection capabilities, the TWSE provided incentives to 33 securities firms for establishing IPS/WAF security solutions and undergoing Cyber Security Governance Maturity Assessment. We assisted 30 brokerage personnel in acquiring ISO 27001 certification and completed the comprehensive cyber security assessment of 68 brokerage firms. In 2024, there were 50 material information security incidents that were immediately dealt with, six market tests were conducted, and 32 business continuity drills were carried out to ensure the stable operation of the securities market. In addition, we continually assess cybersecurity regulations in response to emerging challenges and address issues such as cloud computing.

### **3. Enhance TWSE Performance to Support Emerging Business Development**

- (1) The TWSE has introduced new servers for the trading matching system, high-speed InfiniBand interconnect technology, and front-end trading servers to boost the speed, capacity, efficiency, and resilience of the overall system. In addition, the core routers, core switches, firewalls, and other equipment of the new all-in-one system were updated for the subsequent full upgrade to the 10G backbone network.
- (2) As for the non-trading network, the TWSE replaced nearly 100 storage devices in the Taipei 101 Office, optimized network architecture, upgraded transmission backbone bandwidth, and improved capacity and system resilience in line with Government Configuration Baseline (GCB) standards.

## 伍 數位 x 永續雙軸轉型 打造永續、高效能服務

### 一、數位技術賦能 邁向智慧監理

- (一) 首創與財金公司合作，自 2024 年 12 月 30 日起於金融區塊鏈平台推出「金融區塊鏈有價證券借貸銀行保證」服務，實現有價證券借貸銀行保證之新增開立與退還申請數位化作業，未來銀行透過線上開立證券商之銀行保證，本公司於平台「一鍵」審核即可生效。
- (二) 依據「資訊揭露、市場監理、營運韌性、內部應用」四大面向，規劃 18 項儀表板大數據應用，其中 11 項儀表板整合跨市場數據，供主管機關迅速掌握。另規劃數據治理制度，以提升數據品質、完整性、安全性及合規性，增進數據價值及未來應用。同時，本公司亦持續強化大數據入口網站資訊安全，整合周邊單位系統，導入帳號整合暨生物辨識登入，以零信任架構強化資訊防護。
- (三) 建置證券商查核報告數位化系統，以線上系統取代紙本查核，並推動證券商智慧監理機制，以應對多元違規態樣。擴充大數據儀表板應用，搭配導入機器人流程自動化及新增「事件時間軸」、「時序查詢」功能，提升監理效率及精準度。



本公司舉辦金融區塊鏈有價證券借貸銀行保證簽約儀式

The TWSE holds the signing ceremony of financial blockchain bank guarantees for securities lending and borrowing.

## V Twin Transformation towards Digitalization and Sustainability, Delivering Sustainable and Efficient Services

### 1. Leverage Digital Technology for Smart Supervision

- (1) Together with the Financial Information Service Co., Ltd. (FISC), the TWSE launched the digital service of financial blockchain bank guarantees for securities lending and borrowing on the Financial Blockchain Platform on December 30, 2024. This groundbreaking collaboration innovates the process of securities firms' new issuance and return of bank guarantees through the online platform. On the same platform, banks can issue bank guarantees of securities firms, and the TWSE can process and approve applications online with just one click.
- (2) To facilitate information disclosure, market supervision, operational resilience, and internal applications, there were 18 dashboards using big data that were completed, of which 11 dashboards integrate cross-market data for easy monitoring by the FSC. In addition, a data governance system is in the works to improve data quality, integrity, security, and compliance, and enhance data value and support future applications. At the same time, the TWSE continues to strengthen the information security of the big data portal, integrate peripheral unit systems, introduce account integration and biometric login, and strengthen information protection with a zero-trust architecture.
- (3) The TWSE established a digital system for transmitting broker audit reports and implemented an online and paperless audit and approval process. The smart supervision mechanism of securities firms was rolled out to respond to abnormal market signals. The application of big data dashboards was expanded to advance supervision efficiency and accuracy, including the integration of robotic process automation and the addition of "event timeline" and "time-series query" functions.

## 二、以使用者需求為核心 拓展資訊服務及收入

(一) 推動平台服務再升級，除前述 ESG InfoHub 以外，陸續推動以下網站升級及優化：

1. 推出投資資訊中心 2.0，聚焦於內容擴充與圖表優化，新增多元數據與分析功能，涵蓋整體市場指數、法人交易、財務分析等，並強化單一公司與市場比較分析，全面提升投資人決策效率與數據應用價值。
2. 因應機構法人的需求，e 添富 2.0 增設中英雙語介面，同步擴充歷史配息表、財報及公開說明書等內容，並新增 ETF 分割與反分割資訊；另設置「新種哈燒專區」，整合重要資訊、新聞稿、推廣專文、影音素材。
3. 推出公開資訊觀測站優化網站，以提升使用者體驗、好讀美觀之視覺及 RWD 響應式網頁作為優化主軸，依投資人反饋增設常用功能區塊，使網站呈現更加簡潔明瞭，利於投資人查找所需資訊。

(二) 2024 年戮力與國外 Transaction Network Services、BMLL Technologies、Brown Brothers Harriman & Co. 等多家機構，完成即時交易資訊、延遲資訊、延遲指數、盤後資訊或即時交易資訊非揭示用途等契約簽訂，推廣臺股資訊使用普及。



## 2. Augment User-Centric Information Services to Boost Revenue

- (1) Promote, upgrade, and optimize website services in addition to ESG InfoHub
  - A. The launch of Investment InfoHub 2.0 focused on content expansion and optimization of visualized analytical tools. Diversified data and analysis functions were added, spanning overall market indexes, institutional investor transactions, company finances, and comparative analysis of single companies and markets. This upgrade provides more comprehensive insight and enhances investors' decision-making.
  - B. In response to the needs of institutional investors, the newly upgraded ETFortune 2.0 website has added a Chinese-English bilingual interface. The site has expanded to include information on historical dividends, financial reports, public prospectuses, and news on ETF splits and reverse splits. The page on new ETFs compiles material information, press releases, educational articles, and videos in one convenient place.
  - C. The optimized MOPS website was launched, enhancing user experience with a visually pleasing RWD (responsive web design) webpage. Based on investor feedback, we have gathered commonly used features to make the website cleaner and more appealing while providing investors easier access to the information they need.
- (2) The TWSE signed contracts this year with global organizations including Transaction Network Services, BMLL Technologies, and Brown Brothers Harriman & Co. to provide real-time trading information, delayed information, delayed indices, after-market information, and real-time trading information for non-disclosure purposes, to make information regarding Taiwan's stock market more accessible.

### 三、形塑企業永續文化 達成碳中和目標

(一) 以永續發展為主題辦理內部研習課程，結合永續攜手公益、舉辦千人大型親子活動，以「四季共融，八方永續」為主題，進行環保減碳的SDGs系列活動。同時，也持續推動業務無紙化及供應商永續發展承諾，相關節能減碳措施如下：

1. 一資中心使用再生能源目標達50%、101大樓增租36樓100%使用綠電。
2. 一資中心太陽能光電板年度發電量達18,000度。
3. 汰換公務車為環保節能車款，更換本公司所有辦公區域、倉庫等為LED燈具。
4. 減少購買瓶裝礦泉水，提供會議室環保水杯方案，減少一次性用品。



### 3. Create Corporate Culture of Sustainability to Achieve Carbon Neutrality

- (1) To embrace the culture of sustainability, the TWSE held training courses for staff on sustainable development, conducted large-scale family-friendly charity events to promote sustainable living, and carried out a series of activities, titled “Co-prosperity in all four seasons, sustainability in all directions,” in line with SDGs on environmental protection and carbon reduction. We continue to implement paperless office policies and sustainable development commitments for suppliers. Our energy-saving and carbon-reduction measures are as follows:
  - A. The First Information Center has achieved 50% renewable energy, and the additional office space on the 36th floor of the 101 Building uses 100% green energy.
  - B. The solar panels installed on the First Information Center can generate 18,000 kWh annually.
  - C. Older company cars have been replaced with environmentally friendly and energy-saving models. All lighting in TWSE offices, warehouses, and other areas have been replaced with LED light fixtures.
  - D. To cut down on the use of disposable products, the TWSE has reduced purchases of mineral water and provides environmentally friendly, reusable cups in conference rooms.

(二) 2024 年完成 2023 年溫室氣體盤查及確信，成為全球首家通過 BSI 查證並頒發 ISO 14068-1 碳中和證書之交易所，並獲得多項永續發展獎項的肯定，包含：

1. 2024 年度 HR Asia 亞洲最佳企業雇主獎與特別獎項「企業永續獎」。
2. 2024 年度臺北市零碳標竿獎工商產業甲組激勵獎。
3. 2024 年度第八屆資誠永續影響力獎社會組銀獎。
4. 2024 年度勞動部工作生活平衡獎友善家庭獎。



本公司成為全球首家碳中和交易所

The TWSE becomes first exchange to receive ISO 14068-1 Carbon Neutrality Certificate.

#### 四、人才招募及培育

- (一) 培育學子、普惠金融，與國立政治大學合作開設學分班，並於 2024 年初首次參與北部校園徵才博覽會。
- (二) 積極招賢納士，吸引優秀人才加入，除了在各大媒體及平台積極宣傳外，更採用精準數位廣告投放。繼 2023 年招募逾 70 名新血，2024 年接續招募會計、法律、商管、資訊、機電等領域菁英。

- (2) In 2024, the TWSE completed its 2023 GHG inventory and assurance, and became the world's first exchange to be awarded the ISO 14068-1 carbon neutrality certificate by the British Standards Institution (BSI). We have received numerous sustainable development awards, including the following:
- A. HR Asia Best Companies to Work For in Asia 2024 and Sustainable Workplace Award 2024.
  - B. 2024 Taipei City Net Zero Leadership Award in the Industrial and Commercial Industry Segment.
  - C. Silver Award at the 2024 8th PwC Sustainability Impact Awards.
  - D. Family-Friendly Award at the 2024 Ministry of Labor's Work-Life Balance Award.

#### **4. Talent Recruitment and Training**

- (1) To cultivate student engagement and promote inclusive finance, we have partnered with National Chengchi University to offer credit classes and participated in the Northern Taiwan Campus Job Fair for the first time in early 2024.
- (2) The TWSE actively recruits talents through publicity campaigns on major media platforms as well as precision targeting digital advertising. Following the recruitment of more than 70 new personnel in 2023, we continued to attract top talent in accounting, law, business management, data sciences, mechanical and electrical engineering, and other fields in 2024.

## 陸 其他重點業務

### 一、擴大證券市場規模及新商品上市

- (一) 2024 年國內發行公司申請股票上市者計有 24 家（含 5 家創新板），新增上市掛牌計有 30 家（含 11 家創新板）；外國發行公司申請股票上市者計有 7 家（含 1 家創新板），新增上市掛牌計有 6 家（含 1 家創新板）。
- (二) 2024 年新上市 ETF 為 21 檔，主題涵蓋：10 檔臺股、9 檔海外股票、2 檔債券，相較前一年度共 13 檔新上市 ETF 大幅成長。



### 二、強化上市公司監理

- (一) 督促上市公司即時揭露重大訊息，2024 年上市公司計發布 41,397 則重大訊息，召開 107 場重訊記者會。
- (二) 申請暫停（恢復）交易案件，2024 年上市公司計 16 件，均屬市場矚目之重大案件，有助證券市場透明度之提升。
- (三) 為增進上市公司對重大訊息、資訊申報及法規之瞭解，共辦理 8 場上市公司業務宣導會。
- (四) 修訂重大訊息查證暨公開處理程序及資訊申報作業辦法，以加強上市公司重大訊息及資訊揭露之品質。

## VI Other Major Businesses

### 1. Expand the Scope of the Securities Market and New Product Offerings

- (1) In 2024, there were 24 domestic companies that applied for stock listing (including five on TIB), with 30 newly listed companies (including 11 on TIB). Seven foreign companies applied for stock listing (including one on TIB), with six newly listed companies (including one on TIB).
- (2) A total of 21 ETFs were listed in 2024, a significant increase over the 13 listed in the previous year. The new ETFs include ten domestic securities ETFs, nine overseas securities ETFs, and two bond ETFs.

### 2. Strengthen Monitoring of Listed Companies

- (1) The TWSE advises listed companies to disclose material information promptly. In 2024, listed companies issued 41,397 such announcements and held 107 press conferences on this matter.
- (2) A total of 16 applications for trading halt/resumption were recorded in 2024, all dealing with major incidents garnering market-wide concern, which helped enhance the transparency of the securities market.
- (3) The TWSE held eight Business Seminars for Listed Companies, highlighting regulations on material information and reporting.
- (4) “The Taiwan Stock Exchange Corporation Procedures for Verification and Disclosure of Material Information of Companies with Listed Securities” and “Taiwan Stock Exchange Cooperation Rules Governing Information Filing by Companies with TWSE Listed Securities and Offshore Fund Institutions with TWSE Listed Offshore Exchange-Traded Funds” have been amended to strengthen the quality of material information disclosure.

### 三、精進市場交易制度

- (一) 持續規劃辦理股票造市競賽獎勵活動，並參考國外實務及實施狀況，檢討調整股票造市標的篩選標準、股票造市者及交易獎勵參與者之資格條件。
- (二) 因應 ETF 發行需求，修正編碼原則，股票型 ETF 代號由 5 碼數字調整為 6 碼數字，自 2024 年 11 月 18 日起分三階段實施。

### 四、優化證券商管理

- (一) 優化證券商交割專戶客戶分戶帳功能：
  1. 開放預收款項得圈存於分戶帳，提升便利性及作業效率。
  2. 開放以分戶帳辦理 ETF IPO 款項收付，達多元化基金申購款項支付管道，與擴大分戶帳可支應範圍之雙重效益。
  3. 申購或競拍未中籤、未得標或不合格件之預扣價款，得於抽籤或開標當日退至證券商交割專戶分戶帳，將退款時間提早一天，提升客戶資金運用效益。
  4. 開放分戶帳申請融資認股，提升資金運用效率與彈性。
  5. 新增電子支付帳戶為證券商交割專戶分戶帳出入金管道約定選項，提高分戶帳與客戶資金流動靈活性，推動數位金融服務暨促進證券業者與電子支付機構異業結盟。



### 3. Enhance Trading System

- (1) To incentivize market making, the TWSE continues to hold market making competitions. Referring to international practices, we review our screening criteria liquidity targets, as well as eligibility requirements for market makers and exchange incentive program participants.
- (2) In response to ETF issuance needs, the coding principles for securities ETFs have been revised from five digits to six digits, and is being implemented in three phases starting from November 18, 2024.

### 4. Optimize Management of Securities Firms

- (1) Optimize use of funds in customer ledgers under securities firms' settlement accounts:
  - A. To make better use of funds in customer ledgers under securities firms' settlement accounts, the permitted uses of said funds have been expanded beyond their original limited purpose. Advance payments may be deposited or earmarked to customer ledgers so as to enhance convenience and efficiency.
  - B. Customer ledgers may be used to handle payment and receipt of funds for ETF IPOs. This allows investors more flexibility in subscription payments and expands the use of funds in customer ledgers.
  - C. The withheld funds for unsuccessful subscription or non-allotment, unsuccessful bids, or unqualified bids at auction may be refunded to customer ledgers under the securities firm's settlement account on the day of auction or allotment, one day earlier than previously stipulated, thus maximizing customer fund utilization.
  - D. Investors can use funds in their customer ledger to apply for rights issue.
  - E. Electronic payment accounts were added as an option for account transfer for securities firms' customers, which activates funds in customer ledgers and promotes digital financial services through cross-industry cooperation among securities firms and e-payment institutions.

- (二) 開放簡易分公司：研提簡易分公司增加財富管理據點，實踐亞洲資產管理中心政策，擴大服務範圍，增強市場競爭力。
- (三) 審查證券商與資訊公司異業合作模式，計有 25 家證券商經本公司審查並陳報主管機關核備。

## 五、增進市場交易監理

- (一) 配合大量取得股份申報門檻調降至 5%，推動多元化宣導，包括 3 場次線上宣導會、建置宣導專區、通函提醒、發布新聞稿、臉書貼文、電子報及修正宣導手冊、申報指引等。另訂定審查作業程序、修正資訊申報作業辦法，並建置審查作業系統，自 2024 年 5 月 10 日起受理證期局行政委託之大量取得股份申報公告案件審查、建檔作業及函報證期局。
- (二) 推動新興科技應用於資本市場監理，優化「新聞資料庫與搜尋引擎平台」，自動擷取新聞輿情，並結合價量走勢，產製視覺化分析介面，增進市場監視效率。
- (三) 配合主管機關防詐政策，運用資訊搜尋技術，建置「網路媒體平台可疑非法投資詐騙廣告巡查抽檢機制」，辦理可疑詐騙廣告蒐報作業，篩檢逾 24,000 筆疑似投資詐騙廣告。



- (2) Opening mini-branches: The TWSE is studying the feasibility of securities firms offering wealth management services at mini-branches. This would expand services and enhance market competitiveness in line with the policy to establish Taiwan as the premier Asian Asset Management Center.
- (3) In reviewing cross-industry cooperation among securities firms and IT companies, a total of 25 applications from securities firms have been reviewed and reported to the FSC for approval.

## **5. Improve Monitoring of Trading**

- (1) Following the reduction of the threshold for declaration and public disclosure of substantial shareholding to 5%, the TWSE has worked to promote awareness of this rule change through various channels, including three online briefings, a dedicated webpage, notification reminders, press releases, FB posts, newsletters, and revised promotional handbooks and declaration guidelines. The procedures for reporting of substantial shareholding have been amended, and relevant review operation procedures and systems have been established. Starting May 10, 2024, the Securities and Futures Bureau of the FSC has commissioned the TWSE to review, file, and report cases of acquisition of substantial shareholding.
- (2) The TWSE promotes the application of emerging technologies in capital market supervision. The news database and search engine platform has been optimized to automatically extract relevant media and public opinion, combine trading price and volume trends into a visual analysis interface, and enhance market surveillance.
- (3) In conjunction with the FSC's policy to prevent investment fraud, the TWSE utilized information retrieval technology to establish a mechanism to inspect and conduct sample checks of suspected illegal investment fraud advertisements on internet media platforms. The mechanism receives reports of suspicious fraud advertisements, and has screened over 24,000 cases.

- (四) 公布注意交易資訊之有價證券計 566 檔 3,621 次，採取處置措施者計 119 檔 176 次。另於交易時間即時對新聞報導及網路訊息進行監看，發現影響上市公司股票價格之重大訊息並請其公告澄清者計 45 次，執行跨市場監視資訊通報計 12 次。側錄檢視電視投資理財節目計 2,850 節目次。節目分析人員言論明顯涉有違規情事已陳報主管機關卓處者，計有 13 件、12 人。
- (五) 辦理 4 場次之「防範內線交易宣導說明會」及 5 場次之「內部人股權交易法律遵循宣導說明會」暨「證券交易法第 43 條之 1 第 1 項大量取得股份申報新制宣導會」，協助與會人員充分熟悉規範。

## 六、推廣宣導及公益

- (一) 辦理證券投資教育宣導：

開拓線上影音課程及有聲宣導，擴大觸及年輕受眾。推動金融教育向下紮根，編製及推廣國、高中之投資理財教材，獲 2024 年度金融教育貢獻獎最佳創新獎。耕耘臉書、宅在家學習網、投資人知識網等社群平台及專網，全年度瀏覽數合計逾百萬，另辦理上百場講座課程及展會，持續推廣普及金融知識。



- (二) 媒體傳播：

為傳播市場重要資訊，共計發布 873 則中英文新聞稿；與國內主要財經媒體合作，宣導本公司重點推動業務及證券市場資訊。

- (4) In 2024, there were 3,621 announcements or notices of attention to trading information regarding 566 securities, and 119 disposition measure types taken 176 times. Furthermore, monitoring of news reports and internet messages during real-time trading found 45 cases where material information affected listed companies' share prices and requests were issued to the listed companies for clarification. There were 12 information reports conducted on cross-market surveillance. A total of 2,850 investment and wealth management television programs were recorded and reviewed this year. Twelve program analysts were reported to the competent authority 13 times for making comments that clearly violated regulations.
- (5) To ensure sufficient knowledge of relevant regulations, in 2024, the TWSE held four sessions of the "Prevent Insider Trading Seminar" and five sessions promoting compliance with insider trading regulations as well as raising awareness of the amended regulations on substantial shareholding reporting.

## **6. Promotion, Education, and Public Interest**

- (1) Promote securities investment education:

The TWSE develops online video courses and promotional material to reach young audiences. We believe that financial literacy programs should start early, and have compiled investment and wealth management teaching materials for junior and senior high schools, winning the best innovation prize of the 2024 FSC Financial Literacy Contribution Award. The TWSE provides online promotional materials on social media platforms and dedicated networks such as our FB fan page, TWSE Learning at Home Network, and the Investor Knowledge Network website, with a total of over one million page views throughout the year. We have also organized hundreds of lectures, courses, and exhibitions to continuously promote and popularize financial knowledge.

- (2) Media and press:

The TWSE issued 873 press releases in Chinese and English to communicate important market news. The TWSE cooperated with major domestic finance media to promote awareness of key operations and information on the securities market.

(三) 善盡企業社會責任，社會公益活動贊助金額約 2 億 2,823 萬元：

1. 捐贈社福機構：評估「衛福部公益勸募管理系統」所列活動，捐贈 138 家社福機構營運經費，藉此扶助獨居長者、單親孩童、身心障礙及重大傷病患者等弱勢族群，金額合計 5,000 萬元。另透過「聯合勸募協會」捐助社福機構共 1,800 萬元。
2. 關懷經濟弱勢學子：捐贈「教育部學校教育儲蓄戶」，關懷 19 縣市，272 所學校，共 8,738 名學生，金額合計 4,000 萬元。
3. 參與證券期貨周邊單位及金融總會公益捐贈活動：捐贈「金融服務業教育公益基金」、「國際金融研究學院計畫」、「大專生金融就業公益專班計劃」、「金融有愛—食(實)物銀行」、「臺灣少年足球聯誼賽」、及「金融服務愛心公益嘉年華」等公益活動，捐贈金額約 3,613 萬元。
4. 培育 ESG 生態系人才：贊助國立中山大學、中興大學、清華大學、成功大學、政治大學、證基會及中華公司治理協會等永續推動相關活動及教育訓練經費，捐贈金額合計 2,850 萬元。
5. 配合政府政策及支援突發重大災難：捐贈全國各縣(市)政府「社會救助金專戶」、捐贈花蓮強震賑災經費及社福團體慰問禮品，捐贈金額合計 1,955 萬元。



偕同專家學者探討 ESG 相關議題，共同舉辦趨勢論壇

Collaborate with experts to explore ESG issues and co-organize the trends forum.

- (3) To fulfill our corporate social responsibility, the TWSE donated a total of NT\$228.23 million toward social causes.
- A. Donations to social welfare organizations: The TWSE donated a total of NT\$50 million towards 138 officially registered charitable organizations via the “MOHW Charity Donations Destined for Social Welfare Funds Administration System,” assisting the economically vulnerable elderly, families in need, the disabled, and those in disease treatment. A total of NT\$18 million was donated to social welfare organizations in cooperation with United Way of Taiwan.
- B. Assistance for underprivileged students: The TWSE donated a total of NT\$40 million to the “School Education Special Savings Account” on the Ministry of Education’s philanthropy fundraising platform to assist 8,738 economically disadvantaged students from 272 schools in 19 counties and cities across Taiwan.
- C. Charitable activities with peripheral agencies and the Taiwan Financial Services Roundtable: The TWSE donated and funded such activities as the Financial Services Education Fund, the International Finance Institute (IFI), special public welfare classes in finance for college students, “Financial love – (real) food bank,” the Taiwan Youth Soccer Cup, and the Financial Service Public Welfare Caring Carnival to a total of NT\$36.13 million.
- D. ESG talent cultivation: The TWSE made donations toward National Sun Yat-sen University, National Chung Hsing University, National Tsing Hua University, National Cheng Kung University, National Chengchi University, the Securities & Futures Institute, and Taiwan Corporate Governance Association for sustainability related events and educational training, totaling NT\$28.5 million.
- E. Donations in line with government policies or for major disasters: The TWSE donated to several social welfare causes, including to the social assistance funds of county/city governments nationwide, Hualien earthquake disaster relief fund, and social welfare relief groups to a total of NT\$19.55 million.

6. 支持各類藝文活動：贊助「2024 總統府音樂會、國慶光雕展演」、雲門基金會、三立慈善基金會、國立臺灣交響樂團、金門國樂團、彩虹古謠隊、賽德克青年會、瑪大藝術恆舞集、台灣室內樂協會及台北 101 等藝文表演活動，合計 1,625 萬元。
7. 推動創新產業發展：贊助財團法人臺北市創業者共創平台基金會「AAMA 台北搖籃計畫」、國際青商會、台灣經濟研究院、TiEA 及中正大學舉辦之相關活動及研討會，合計 777 萬元。
8. 運動相關發展：贊助足協、高協、臺中市足球未來發展協會參賽、高爾夫振興基金會、銘傳大學足球隊、棒球名人堂協會等活動及訓練經費，合計 520 萬元。
9. ESG 相關議題推廣：捐贈臺北榮總及雙和醫院貧困病患醫療費用、中央社「全球中央」公益贈閱計畫、屏東縣「113 年內埔鄉蔬果文化藝術節暨珍惜水資源活動」、原聲教育協會等相關單位經費，合計約 683 萬元。



TWSE 臺灣證券交易所

# 永續發展 攜手同行

臺灣證券交易所永續發展專區全新上線  
推動證券市場長期穩定成長，兼顧ESG核心價值



永續發展專區 new

## ESG

綠色經濟 社會共融 誠信治理

- F. Support for the arts: The TWSE made contributions to the 2024 Presidential Office Building concert and National Day light show; Cloud Gate Culture and Arts Foundation; Sanlih Television Charity Foundation; National Taiwan Symphony Orchestra; Kinmen Chinese Orchestra; Rainbow Ballad; Taiwan Indigenous Association of 3S3T Youths; Mata Dance Company; Taiwan Chamber Music Society; and performing arts activities at the Taipei 101 Building; totaling NT\$16.25 million.
- G. Nurture development of innovative industries: The TWSE donated a total of NT\$7.77 million to relevant events and seminars held by the Taipei Co-Creation Foundation for Entrepreneur's "AAMA Taipei Cradle Program," Junior Chamber International Taiwan, Taiwan Institute of Economic Research, Taiwan Internet and E-commerce Association, and National Chung Cheng University.
- H. Sports-related development: The TWSE sponsored events and training funds for the Chinese Taipei Football Association, the Golf Association of the Republic of China, Futuro Taichung Football Academy, Foundation for Taiwan Masters Golf Tournament, Ming Chuan University Football Club, and Taiwan Baseball Hall of Fame, totaling NT\$5.2 million.
- I. ESG-related issues: The TWSE donated to various ESG-related organizations and projects, including the medical expenses of impoverished patients at Taipei Veterans General Hospital and Taipei Medical University Shuang Ho Hospital, the Central News Agency's "Global Central" charity subscription plan, Pingtung County's "2024 Neipu Township Fruit and Vegetable Culture and Art Festival and Water Resources Conservation Activities," and Vox Nativa Association, totaling approximately NT\$6.83 million.