

Taiwan Cooperative Financial Holding Co., Ltd.

Ethical Corporate Management Best Practice Principles

Passed by a resolution in the 8th meeting of the 2nd Board of Directors on
December 22, 2014

Amended and passed by a resolution in the 15th meeting of the 3rd Board of Directors on
August 27, 2018

Amended and passed by a resolution in the 34th meeting of the 3rd Board of Directors on
March 23, 2020

Amended and passed by a resolution in the 34th meeting of the 4th Board of Directors on
April 24, 2023

Amended and passed by a resolution in the 8th meeting of the 5th Board of Directors on
January 22, 2024

Article 1 (Purpose and scope of application)

The Ethical Corporate Management Best Practice Principles (the Principles) are adopted to assist the Company and its subsidiaries to foster a corporate culture of ethical management and sound development.

Subsidiaries of the Company and other institutions or juridical persons which are directly or indirectly controlled by the Company shall, in accordance with the Principles, adopt their own ethical corporate management best practice principles. For those that do not put in place their own corporate management best practice principles, the Principles shall apply, and the provisions of the Principles concerning directors shall apply mutatis mutandis to supervisors, if any.

Article 2 (Types of benefits)

"Benefits" in the Principles means any valuable things, including money, endowments, commissions, positions, services, preferential treatment or rebates of any type or in any name and other goods in disguise.

Article 3 (Applicability)

"Personnel of the Company" in the Principles means the Company's directors, managers, employees, and mandataries or persons having substantial control over the Company.

Provision, promise, request, or acceptance of improper benefits by the

personnel of the Company through a third party in any form or name will be presumed to be an act by the personnel of the Company.

Article 4 (Prohibition of Unethical Conduct)

When engaging in commercial activities, the personnel of the Company shall not directly or indirectly offer, promise to offer, request or accept any improper benefits, nor commit unethical acts including breach of ethics, illegal acts, or breach of fiduciary duty ("Unethical Conduct") for purposes of acquiring or maintaining benefits.

Parties referred to in the preceding paragraph include civil servants, political candidates, political parties or members of political parties, state-run or private-owned businesses or institutions, and their directors, supervisors, managers, employees or substantial controllers, or other stakeholders.

Article 5 (Legal compliance)

The Company shall comply with the Financial Holding Company Act, Company Act, Securities and Exchange Act, Business Entity Accounting Act, Political Donations Act, TWSE/TPEX listing rules, or other laws or regulations regarding commercial activities, and shall also refer to the Anti-Corruption Statute, Government Procurement Act, and Act on Recusal of Public Servants Due to Conflicts of Interest as the underlying basic premise to facilitate ethical corporate management.

The personnel of the Company shall abide by laws and regulations when conducting business.

Article 6 (Policy)

The Company shall abide by the operational philosophies of honesty, transparency and responsibility, base policies on the principle of good faith and obtain approval from the Board of Directors, and establish good corporate governance and risk control and management mechanism, so as to create an operational environment for sustainable development.

Article 7 (Commitment and execution)

The Company shall request directors and senior management to issue a statement of compliance with the ethical management policy and require in the terms of employment that employees comply with such a policy.

The Company shall clearly specify on the company website, in internal rules and annual reports, and through publicity the ethical corporate management policy and the commitment by the Board of Directors and senior management on rigorous and thorough implementation of such a policy, and shall also announce them in external activities such as product presentations and investor conferences in a timely manner, so that suppliers, customers, or other business-related organizations and personnel can clearly understand the Company's philosophy and standards for ethical corporate management.

The Company shall compile documented information on the ethical management policy, statement, commitment and implementation mentioned in the first and second paragraphs and retain the said information properly.

Article 8 (Conducting business activities with integrity)

The Company shall engage in commercial activities in a fair and transparent manner based on the principle of ethical management.

The Company shall avoid any dealings with persons involved in unethical conduct.

When entering into contracts with others, the Company shall include in such contracts terms that in the event the trading counterparties are involved in unethical conduct, the Company may at any time terminate or rescind the contracts.

Article 9 (Prohibition of bribery)

When conducting business, the Company and its personnel may not directly or indirectly offer, promise to offer, request, or accept any improper benefits in whatever form, including rebates, commissions,

facilitation fees or otherwise, to or from clients, agents, contractors, suppliers, public servants, or other stakeholders. However, this does not apply to benefits that comply with the laws of the territory where the Company is operating.

Article 10 (Prohibition of the provision of illegal political contributions)

When directly or indirectly offering a donation to political parties or organizations or individuals participating in political activities, the Company shall comply with the Political Donations Act and shall not make such donations in exchange for commercial gains or business advantages.

Article 11 (Prohibition of improper charitable donations or sponsorships)

When making or offering donations and sponsorship, the Company shall comply with internal operational procedures and relevant laws and regulations and shall not surreptitiously engage in bribery.

Article 12 (Prohibition of the infringement of intellectual property rights)

The Company and its personnel shall observe applicable laws and regulations, internal operational procedures, and contractual provisions concerning intellectual property, and may not use, disclose, dispose, or damage intellectual property or otherwise infringe intellectual property rights without the prior consent of the intellectual property rights holder.

Article 13 (Anti-competitive practices)

The Company shall engage in business activities in accordance with applicable competition laws and regulations, and may not fix prices, make rigged bids, establish output restrictions or quotas, or share or divide markets by allocating customers, suppliers, territories, or lines of commerce.

Article 14 (Preventing products or services from harming stakeholders)

In the course of research and development, procurement, manufacture, provision, or sale of products and services, the Company and its personnel shall observe applicable laws and regulations and international standards to ensure the transparency of information about their products and services. They shall also adopt and publish a policy on the protection of the rights and interests of consumers or other stakeholders, and carry out the policy in their operations, with a view to prevent their products and services from directly or indirectly damaging the rights and interests of consumers or other stakeholders.

Article 15 (Prohibition of inappropriate gifts, unreasonable hospitality, or other improper benefits)

The Company and its personnel shall not directly or indirectly offer or accept any unreasonable presents, hospitality, or other improper benefits to establish business relationships or influence commercial transactions.

Article 16 (Prohibition of the provision or acceptance of improper benefits)

Except under any one of the following circumstances, when providing, accepting, promising, or requesting, directly or indirectly, money, gratuity, service, preferential treatment, entertainment, dining, and other benefits, the conduct of the Company and its personnel shall comply with the provisions of the "Ethical Corporate Management Best Practice Principles for TWSE/GTSM-Listed Companies" and the Procedures, and the relevant procedures shall have been carried out:

1. The conduct complies with the laws and regulations of the territory where the Company is operating.
2. The conduct is undertaken to meet business needs and is in accordance with local courtesy, convention, or custom during domestic (or foreign) visits, reception of guests, promotion of business, and communication and coordination.
3. The conduct has its basis in ordinary social activities that are attended or others are invited to hold in line with accepted social

- custom, commercial purposes, or developing relationships.
4. Invitations to guests or attendance at commercial activities or factory visits in relation to business needs, when the method of fee payment, number of participants, class of accommodations, and the time period for the event or visit have been specified in advance.
 5. Attendance at folk festivals that are open to and invite the attendance of the general public.
 6. Rewards, emergency assistance, condolence payments, or honorariums from the management.
 7. Benefits received or given occasionally in accordance with accepted social customs and that do not adversely affect specific rights and obligations.
 8. Other conduct that complies with the rules of the Company.

Article 17 (Procedure for handling those who accept improper benefits)

Except under any of the circumstances set forth in the preceding article, when the Company and its personnel are provided with or are promised, either directly or indirectly, money, gratuity, service, preferential treatment, entertainment, dining, and other benefits, the matter shall be handled in accordance with the following procedures:

1. If there is no relationship of interest between the party providing or offering the benefit and the official duties of the Company's personnel, the personnel shall report to their immediate supervisors within three days from the acceptance of the benefit, and the responsible unit shall be notified if necessary.
2. If a relationship of interest does exist between the party providing or offering the benefit and the official duties of the Company's personnel, the personnel shall return or refuse the benefit, and shall report to their immediate supervisors and notify the responsible unit. When the benefit cannot be returned, then within three days from the acceptance of the benefit, the personnel shall refer the matter to the responsible unit for

handling.

"A relationship of interest between the party providing or offering the benefit and the official duties of the Company's personnel," as referred to in the preceding paragraph, refers to one of the following circumstances:

1. When the two parties have commercial dealings, a relationship of direction and supervision, or subsidies (or rewards) for expenses.
2. When a contracting, trading, or other contractual relationship is being sought, is in progress, or has been established.
3. Other circumstances in which a decision regarding the Company's business, or the execution or non-execution of business, will result in a beneficial or adverse impact.

The responsible unit of the Company shall make a proposal, based on the nature and value of the benefit under Paragraph 1, that it be returned, accepted on payment, given to the public, donated to charity, or handled in another appropriate manner. The proposal shall be implemented after being reported and approved by the Chairman.

Article 18 (Organization and responsibilities)

The Board of Directors shall exercise the due care of good administrators to urge the Company to prevent unethical conduct, always review the results of the preventive measures, and continually make adjustments, so as to ensure thorough implementation of its ethical corporate management policy.

To achieve sound ethical corporate management, a dedicated unit that is established by the Company under the Board of Directors shall report the Company's compliance with the Principles to the Board of Directors on a regular basis (at least once a year):

Article 19 (Avoidance of conflict of interest)

When a proposal at a given Board of Directors meeting concerns the personal interest of, or the interest of the juristic person represented by, any of the directors, managers, and other stakeholders attending or

presenting at Board meetings of the Company, the concerned person shall state the important aspects of the relationship of interest at the given Board meeting. If his or her participation is likely to prejudice the interest of the Company, the concerned person may not participate in discussion of or voting on the proposal and shall recuse himself or herself from the discussion or the voting, and may not exercise voting rights as proxy for another director. The directors shall practice self-discipline and must not support one another in improper dealings. The personnel of the Company shall not take advantage of their positions or influence in the Company to obtain improper benefits for themselves, their spouses, parents, children, or any other person.

Article 20 (Confidentiality mechanism)

Each department of the Company shall implement procedures for managing, preserving, and maintaining the confidentiality of the Company's trade secrets to ensure the sustained effectiveness of the confidentiality procedures.

Article 21 (Prohibition of the disclosure of trade secrets)

The personnel of the Company shall faithfully follow the relevant operational regulations pertaining to confidentiality and may not disclose to any other party any trade secrets of the Company of which they have learned, nor may they inquire about or collect any trade secrets of the Company unrelated to their individual duties.

Article 22 (Prohibition of insider trading)

All personnel of the Company shall adhere to the provisions of the Securities and Exchange Act, and may not take advantage of undisclosed information of which they have learned to engage in insider trading. Personnel are also prohibited from divulging undisclosed information to any other party, in order to prevent other party from using such information to engage in insider trading.

Article 23 (Non-disclosure agreement)

Any organization or person outside of the Company that is involved in any merger, demerger, acquisition and share transfer, major memorandum of understanding, strategic alliance, other business partnership plan, or the signing of a major contract by the Company shall be required to sign a non-disclosure agreement in which they undertake not to disclose to any other party any trade secret or other material information of the Company acquired as a result, and that they may not use such information without the prior consent of the Company.

Article 24 (Accounting and internal control)

The Company shall establish effective accounting systems and internal control systems for business activities possibly at a higher risk of being involved in an unethical conduct, not have under-the-table accounts or keep secret accounts, and conduct reviews regularly so as to ensure that the design and enforcement of the systems are showing results. The Auditing Department, Board of Directors of the Company shall include the compliance of the systems referred to in the preceding paragraph in the audit and prepare an audit report, and shall report deficiencies and improvements to the Audit Committee and the Board of Directors on a regular basis.

Article 25 (Education, training, and assessment)

The Chairman, the President, or senior management shall communicate the importance of corporate ethics to the personnel of the Company on a regular basis.

The Company shall arrange directors to attend training courses held by designated training institutions in accordance with relevant laws and regulations. The Company shall also organize training and awareness programs for managers and employees periodically.

The Company shall apply the policies of ethical corporate management when creating its employee performance appraisal system and human

resource policies to establish a clear and effective reward and discipline system.

Article 26 (Whistleblowing system)

The Company shall establish an independent mailbox or hotline to allow the internal and external personnel to submit reports. Anyone who finds that the Company and its subsidiaries have violated ethical corporate management could report to the Company immediately. The Company shall keep the identity of whistle-blowers and the content of reported cases confidential.

The reported cases referred to in the preceding paragraph shall be verified and investigated by the Company. If the reported cases are verified to be true, the Company shall handle the cases in accordance with the disciplinary regulations. When material misconduct or likelihood of material impairment to the Company comes to its awareness upon investigation, the Auditing Department, Board of Directors shall immediately prepare a report and notify the independent directors in writing.

Article 27 (Disciplinary and grievance system)

The Company shall adopt and publish a well-defined disciplinary and appeal system for handling violations of the ethical corporate management rules, and shall make immediate disclosure on the Company's internal website of the title and name of the violator, the date and details of the violation, and the actions taken in response.

Article 28 (Information disclosure)

The Company shall disclose the status of implementation of ethical corporate management on the company websites and in annual reports and prospectuses, and shall disclose the Principles on the Market Observation Post System.

Article 29 (Review and revision of ethical corporate management policies and measures)

The Company shall at all times monitor the development of relevant local and international regulations concerning ethical corporate management and encourage directors, managers, and employees to make suggestions, based on which the adopted ethical corporate management policy and measures taken will be reviewed and improved with a view to achieving better implementation of ethical corporate management.

Article 30 (Implementation)

The Principles, and any amendments hereto, shall be effective upon approval by the Sustainable Development Committee and the Board of Directors.