



## APPENDIX 1

# STAKEHOLDERS ENGAGEMENT

## Stakeholder Identification

A paramount purpose for TPEX to release its Corporate Social Responsibility Report is to create an engagement and response mechanism over sustainability issues for stakeholders. Referring to the AA1000 Stakeholder Engagement Standard (SES), TPEX determines stakeholders' scope of engagement based on the following five attributes: responsibility, tension, influence, diverse perspectives, and dependency. Internal questionnaires were collected and analyzed in the cross-departmental meetings, and it came to the conclusion that 5 types of stakeholders were identified as key stakeholders for the operation of TPEX: governments, employees, customers, intermediaries, and investors.

## Communication with Stakeholders

TPEX ensures the multiple communication channels to interact with stakeholders. The channels and frequency of engagement with the key stakeholders are summarized in the Table below.

Stakeholder Groups	Importance to TPEX	Channels to and Frequency of Stakeholder Engagement
<b>Government</b>	TPEX is a chartered business that is authorized by the Securities and Exchange Act and is subject to supervision and inspection by the competent authority. Government agencies can have influence on the operations of TPEX.	<ul style="list-style-type: none"> <li>• Filing of important market statistics (periodically)</li> <li>• Correspondence (occasionally)</li> <li>• Phone calls, faxes, and emails (occasionally)</li> <li>• Conferences and public hearings (occasionally)</li> </ul>
<b>Employees</b>	Employees are important intangibles of TPEX. They create value to TPEX by developing new products, establishing trading systems, supervising the market, promoting corporate fund-raising, and vitalizing the securities market. Talents with competence and experiences are crucial to the solid competitiveness of TPEX.	<ul style="list-style-type: none"> <li>• Training courses (occasionally)</li> <li>• Birthday luncheon (quarterly)</li> <li>• Family sports meet (annually)</li> <li>• Year-end banquets (annually)</li> <li>• Labor-management meetings (quarterly)</li> <li>• Employee Review Committee (semi-annually)</li> <li>• Sexual Harassment Complaint Processing Committee (occasionally)</li> <li>• Employee Pension Fund Committee and Pension Reserve Supervisory Committee (quarterly)</li> </ul>
<b>Customers</b>	TPEX provides enterprises with listing services, trading venues, counselling and compliance advices, etc., which help the economic growth and capital vitalization. Moreover, TPEX provides data and information services.	<ul style="list-style-type: none"> <li>• Visits (occasionally)</li> <li>• Routine inspection (periodically/quarterly/monthly)</li> <li>• Exceptional inspection (occasionally)</li> <li>• Workshops, promotional events, and forums (occasionally)</li> <li>• Correspondence (occasionally)</li> <li>• Phone calls, faxes, and emails (occasionally)</li> </ul>
<b>Intermediaries</b>	TPEX collaborates with the intermediaries in helping the enterprises enter into the capital market. With intermediaries bridging between potential enterprises and the fund, TPEX can significantly enhance the efficiency of capital-raising services processes and the quality of supervision.	<ul style="list-style-type: none"> <li>• Correspondence (occasionally)</li> <li>• Phone calls, faxes, and emails (occasionally)</li> <li>• Conferences, workshops, and briefing sessions (occasionally)</li> <li>• Service satisfaction surveys (semi-annually)</li> <li>• Intermediaries awards ceremony (annually)</li> </ul>
<b>Investors</b>	TPEX provides diversified products, such as bonds, stocks, ETFs, ETNs, and derivatives so that investors of different attributes and types may take part. As such, it is TPEX's mission to provide a fair and safe trading environment for the investors' needs.	<ul style="list-style-type: none"> <li>• TPEX corporate day events (quarterly)</li> <li>• Investor workshops (occasionally)</li> <li>• Email and hotline for investors (instantly)</li> <li>• Market Observation Post System (periodically/occasionally)</li> <li>• Market announcements and press release (occasionally)</li> <li>• Website and social media (occasionally)</li> </ul>