



**NEX**  
community

**Farglory 2023  
Sustainability Report**





NEX Community



# Farglory Sustainability Report

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# About this Report

This is the second Sustainability Report published by the Farglory Group (below, “Farglory” or “we”). We aim to disclose Farglory Group’s sustainability strategies and performance in corporate governance, brand reinforcement, low-carbon operations, supply chain management, employee rights and interests, social inclusion, and other related aspects, and to communicate Farglory’s sustainability progress to the public and internal/external stakeholders.

Contact Information

**Farglory Website** [www.farglory.com.tw](http://www.farglory.com.tw)  
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**Farglory Youtube** [www.youtube.com/@Farglory\\_Official](https://www.youtube.com/@Farglory_Official)





## Reporting Boundary GRI2-2

The Report’s basic information scope is Farglory Headquarters’ sustainability policies, goals, actions and performance. The scope of some quantified statistics includes the Group’s directly managed companies’ and the whole Group’s ESG KPIs indicated in Level 1 and Level 2 companies’ ESG implementation progress (see [1.1.3 Sustainability Practices](#) for details). Some affiliate ESG performance is also presented in the Report. Details of specific information boundaries are given in their corresponding sections.

- Level 1 companies (“L1 companies”):** Refers to the major affiliates designated for the first-stage ESG implementation, including Farglory Land, Farglory Life, and Farglory FTZ.
- Level 2 companies (“L2 companies”):** Refers to major affiliates with 50 or more employees designated for second-stage ESG implementation, including Farglory Hotel, Farglory Construction, Tong Yuan Construction, Farglory Realty, Farglory Ocean Park, and iFG Farglory Square.
- Other companies:** Refers to Farglory Foundation and companies directly managed by the Group’s Headquarters.

## Reporting Period and Contact Method GRI2-3

This report’s coverage period is from January 1, 2023 to December 31, 2023. One Sustainability Report is scheduled to be published on an annual basis, and be publicly disclosed on the Farglory Website. For any suggestions about or advice on Farglory’s 2023 Sustainability Report, please contact us through the following methods:

Current release: Published in June, 2024  
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<b>Photographs</b> Lu Hsueh-Wei, Wang Cheng-Hsiang, Sung Hsiu-Ya, and Kang Chih-Hao	<b>Images provided by</b> Ahead Concept

## Report Management Process [GRI2-4](#) 、 [GRI2-5](#) 、 [GRI2-14](#)

This Farglory Sustainability Report is compiled based on the GRI Standards 2021; the AA1000 Accountability Principles: 2018; and the UN Sustainable Development Goals (SDGs), under the planning and implementation of the Group Headquarters’ Office of Brand Development. The Report is published upon being approved by the highest governance body.

### Data Compilation

The Office of Brand Development serves as the core implementation department for report-related planning, communication/coordination, data compilation, and editing/revising. The report editing team is primarily composed of Group Headquarters departments, supported by other affiliates via data provision and compilation.

### Report Editing & Review

The report is compiled and completed by the implementing department, reviewed by the heads of different departments, and then considered complete. The complete report is then submitted to and reviewed by the Vice Chairman and the President (no external guarantee/assurance information is currently available).

### Report Publication

Once reviewed by the Vice Chairman and the President, after the highest governance body’s joint resolution and approval, the report is published.





# Our Promise GRI2-22

**Living organizations need constant thinking and communicating**

Since I took this post, I have challenged employees to improve their value- and system-related critical thinking abilities and coordination skills for communication and fault-tolerance. People don't like to be challenged. However, if we don't consciously step outside our comfort zones, it becomes extremely easy to fall into a rut and limit possibilities for breakthroughs. In an evolving world, the answers don't always stay the same. By reconfiguring our work spaces and reshaping corporate culture, Farglory is striving to create an open, transparent atmosphere, and build up an active team who dares to say, dares to act, and dares to take responsibility.

**Only if you know yourself can you take your own path**

I hope that Farglory's transformation toward sustainability will not be limited to mere behaviors. It needs to bring about a fundamental change in thinking, because real influence can only be created when the real purpose is clear. The Farglory Group Headquarters and our eight business groups have been thinking about our corporate value again and again in recent years, in order to re-position our brand proposition. By playing a more active role in response to environmental and social issues, Farglory has gained energy for product and service innovation. We are creating positive cycles for mutual benefit.

Such changes have convinced me that Farglory now possesses the ability to turn our vision into reality, and bring more positive influence to our world.



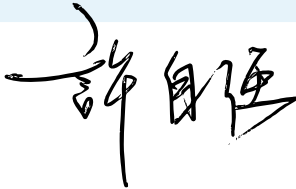
Farglory Vice Chairman

**Change is happening now**

ESG has been part of the landscape in Taiwan for more than a decade. It has brought significant economic, political, legal, social and other impacts. With the regulations developed by capital markets themselves, and the availability of a variety of authoritative ESG evaluations, financial market structures and enterprise financing methods have changed. The 2050 Net Zero Pathway set by the government has also sketched out Taiwan’s path for transformation in the future. Auxiliary regulations such as the Climate Change Response Act, carbon fees, etc. are also accelerating the pace of enterprise transformation. These significant changes all indicate that ESG has become an indispensable element in enterprises’ operations.

**Respond to sustainability trends with real practices**

For Farglory, sustainability is not a derivative issue. Instead, it’s a new type of risk and opportunity for the Company. When faced with climate change, regional conflicts, and all manner of environmental/social changes, how to practically assess different events’ impacts on the Company’ finances, and follow the right governance logic for an international company to appropriately respond to stakeholders’ expectations, has been a business philosophy upheld by Farglory. I hope Farglory can give full play to our stable and down-to-earth corporate character, and explore paths for the sustainability transformation based on modesty and moderation.



Farglory President



# Sustainable Brand Philosophy

## Incorporating core value to make sustainability more impactful

If we compare a business to a person, a brand is like the person’s core value and thoughts. We believe that only when a brand can be firmly connected with sustainability will changes and actions be brought forth from within. As Vice Chairman Chao Wen-chia stated in the Our Promises section, to extend Exploring Value for sustainability, Farglory examines the present based on our past, and develops a unique interpretation of sustainability for the future.

At the beginning of 2021, we officially announced that the Farglory Enterprise Group was renamed as “Farglory Group”. We launched a rebranding plan and a new brand proposition, “Dream Bigger. Do Together.” To extend our brand proposition, we further define our corporate core value as “P.A.R.T.N.E.R.S.”. With our enterprise foundation built upon the Property Development Business, the Farglory Group expands our horizons to the Financial & Insurance Business, to protect people’s health and financial security; the Recreation & Hospitality Business, such as hotels, theme parks, Dome Complexes, retail services, etc., to enrich people’s life experiences; and the Logistics Business, to establish an efficient free trade zone for Taiwan. In all of this, we see ourselves as having the ability and the obligation to create Multidisciplinary Life Experiences for the public.



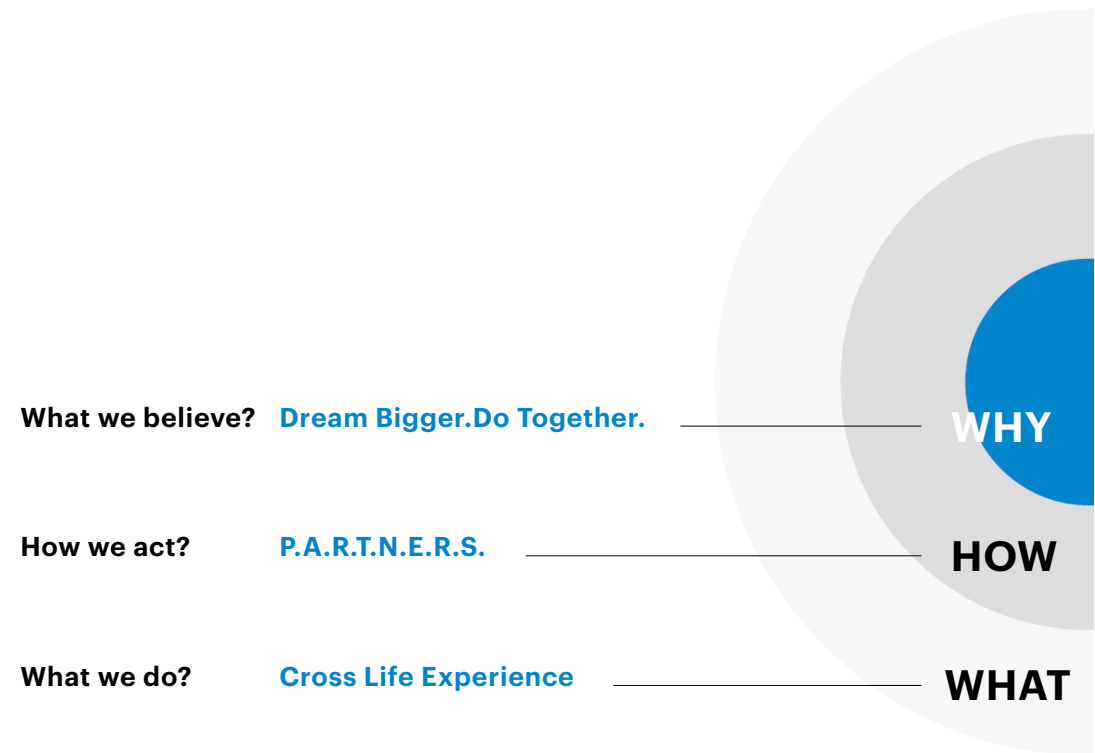
Sustainability “With Soul”, nurtured through thinking **GRI 2-1**

"Dream Bigger, Do Together" is Farglory Group’s slogan as we surpass the frame of commercial competition logic, and make good use of our leading position in the industry to help realize people’s dreams. The notion of “P.A.R.T.N.E.R.S.” reveals our focus on eliminating parochialism and emphasizing a corporate culture of collaboration and equality. Providing multidisciplinary life experiences is a redefinition of Farglory’s position that comes in step with the expansion of our corporate territory.

In 2022, we put forward our NEX Community sustainability vision that unites three corporate values. Through this, we hope that all the spaces and services created by Farglory can strengthen sharing and connections between people, and help our people coexist harmoniously with society and the environment to achieve equality and mutual benefit. “NEX” is an acronym: Navigation, Eco-Inclusion, and Xpansion. This echoes Farglory’s ESG spirit in corporate governance, environmental sustainability, and social participation, and has become Farglory Group’s new vision for sustainable operations and governance.

At Farglory, we believe that a brand-value-based commitment is a company’s most profound promise to society, and also our most practical responsibility for sustainability.

“Sustainability involves comprehensive change; without solid core beliefs, it quickly just becomes discrete projects. Group affiliates can’t find focus, and influence isn’t created.”







Headquarters location	23F, No. 200, Section 1, Keelung Road, Xinyi District, Taipei City
Headquarters is composed of	Xinyu Investment Co., Ltd. Farglory International Investment Co., Ltd. Far East Land Development Co., Ltd.
Businesses covered	8 enterprises



# Highlights

“Each of us is a single drop,  
but together, we form an ocean.”

The sustainable development of human society cannot be achieved by just one person. Likewise, Farglory Group’s sustainability transformation also relies on the joint efforts of our eight businesses. Therefore, through internal interviews and with reference to external trends, Farglory has developed 48 shared ESG KPIs under the NEX Community framework for the whole group to achieve. By creating shared goals and aligning each business’s sustainability commitments, resources can be effectively utilized to carry out the most impactful sustainability transformation. In addition to shared KPIs, we also encourage each business group to develop its own industry-specific KPIs to practice sustainability based on the business’s strength. Please refer to [1.1.3 Sustainability Practices](#) for the 48 shared KPIs and each company’s industry-oriented KPIs performance.

## Navigation

**NT\$99.385 billion**

Total 2023 revenue for the Group’s publicly-listed companies

**91%**

Customer satisfaction score

**97%**

Supplier Social Responsibility Commitment Statement signing rate

**30 actions**

Digitization implementation

## Eco Inclusion

**23%**

Annual power consumption reduction

**17%**

Annual water consumption reduction

**8.5%**

Annual paper consumption reduction

## Xpansion

**99%**

Local procurement

**61%**

Use of eco-friendly cleaning products

**84%**

Employee benefits satisfaction score

**103%**

Sustainability educational training plan achievement rate

**1.5%**

Turnover rate

**NT\$83.7 million**

Charity donation amount

**6,898 hours**

Corporate volunteer service hours

\*Combined 2023 achievements for Group Headquarters’ and nine affiliates.

# Sustainability Recognitions and Honor

The right evaluations can make the quality of action more assured. The 26 sustainability awards we received in 2023 not only recognized the Group’s overall sustainability efforts, but also highlighted Farglory’s orientation in sustainability practices. Two publicly-listed Farglory companies, Farglory Land and Farglory Life, have taken the lead in carrying out sustainability practices; and their demonstrated excellent performance earned them many sustainability awards in 2023. Farglory is committed to creating a workplace culture of gender equality and age inclusion. With outstanding performance, the Group has won a number of happy and healthy workplace awards.

## Navigation

### Farglory Land

- 2023 TCSA (Taiwan Corporate Sustainability Awards) > Sustainability Reporting Category > Real Estate & Construction Industry: Category 1 - Gold Award

### Farglory Life

- AREA (Asia Responsible Enterprise Awards) > Sustainability Reporting Award
- TWSIA (Taiwan Sustainable Investment Awards) > Sustainable Theme Investment- Silver Award

- TCSA > Taiwan Enterprise Excellent Sustainability Performance Award
- TCSA > Sustainability Reporting Category > Financial and Insurance Industry: Category 1 - Silver Award

## Eco Inclusion

### Farglory Group Headquarters

- Old Building Improvement Category > Green Building Label -Silver Certification

### Farglory Life

- TSAA (Taiwan Sustainability Action Awards) > SDG15 Terrestrial Ecosystem - Silver Award
- Shortlisted in Global Views Monthly’s ESG Corporate Sustainability Award > Protect 100 Million Owls program

## Xpansion

### Farglory Group Headquarters

- Taipei City’s Middle-aged and Elderly Employees Friendly Enterprise Certification
- Shortlisted in the Workplace Gender Certification Award

### Farglory Construction

- 1111 Job Bank Happy Business Award > Construction Category - Gold Award

### Tong Yuan Construction

- 1111 Job Bank Happy Business Award > Construction Category - Gold Award

### Farglory Life

- AREA (Asia Responsible Enterprise Awards) > Social Empowerment Award

### Farglory Ocean Park

- 1111 Job Bank Happy Business Award > Hotel & Recreation Category - Gold Award
- Healthy Workplace Accreditation > Badge of Accredited Healthy Workplace

## Other sustainability awards

### Farglory Construction

- Environmental Protection Bureau, Kaohsiung City - Smart Construction Site Certification

### Farglory Life

- Faith, Hope, and Love Awards > Best Sense of Social Responsibility Award
- FSC Insurance Competition > Treating Customers Fairly Assessment - Excellence Award/Microinsurance Business - Excellence Award/Microinsurance - Disability Care Award

- Taiwan Insurance Excellence Award > Excellent Public Care Project Planning Award > Silver Award
- Shortlisted in PwC Sustainability Impact Awards > Gold Insurance Award - Risk Education Rooting Program

- Insurance Excellence Rating > Excellence in Social Welfare Award
- Buying Power > Social Innovative Product & Service Procurement Award > 3rd Award
- Sports Promoter Awards > Bronze Winner in the Sponsorship Category

### Farglory Ocean Park

- Department of Health, Hualien County - GHP (Regulations on Good Hygiene Practice for Food)



# Ch.1

## Sustainability Cornerstone







## 1.1 Sustainability Philosophy

Over the decades, with our unique business insight and inherent adventurous character, Farglory Group has expanded our scope of business step by step. Our businesses now range from food, clothing, and housing, to transport, education, leisure activities, and more. Now, based on a robust business foundation, we are determined to become an all-round corporate group that emphasizes value and influence, and can bring change to the world.



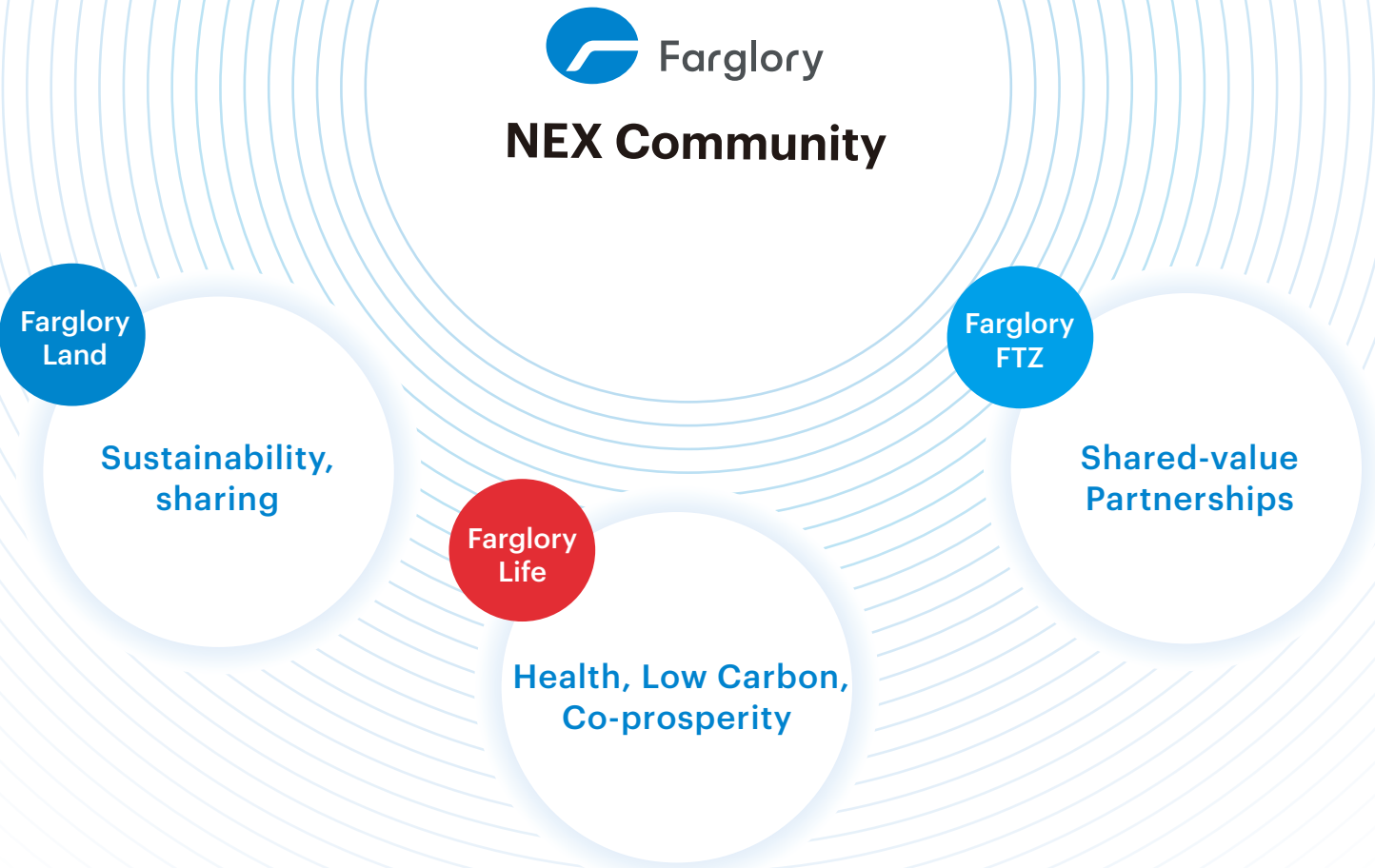




1.1.1 Sustainability  
Contents and Achievements

By carrying out brand spirit redefinition and product service re-evolution, and gradually integrating sustainability philosophy into business entities’ business strategies, Farglory’s sustainability development is not just a slogan advocated by the management or a responsibility of specific departments; instead, this is a new direction toward which the entire group will move.

Among the affiliates covered in the 2023 report, the L1 companies have all established and publicized their businesses’ Main Sustainability Axis. All of these are in alignment with the Group’s shared vision of NEX Community. The L2 companies also continuously implement sustainability projects based on their main businesses, to gradually build their core value.



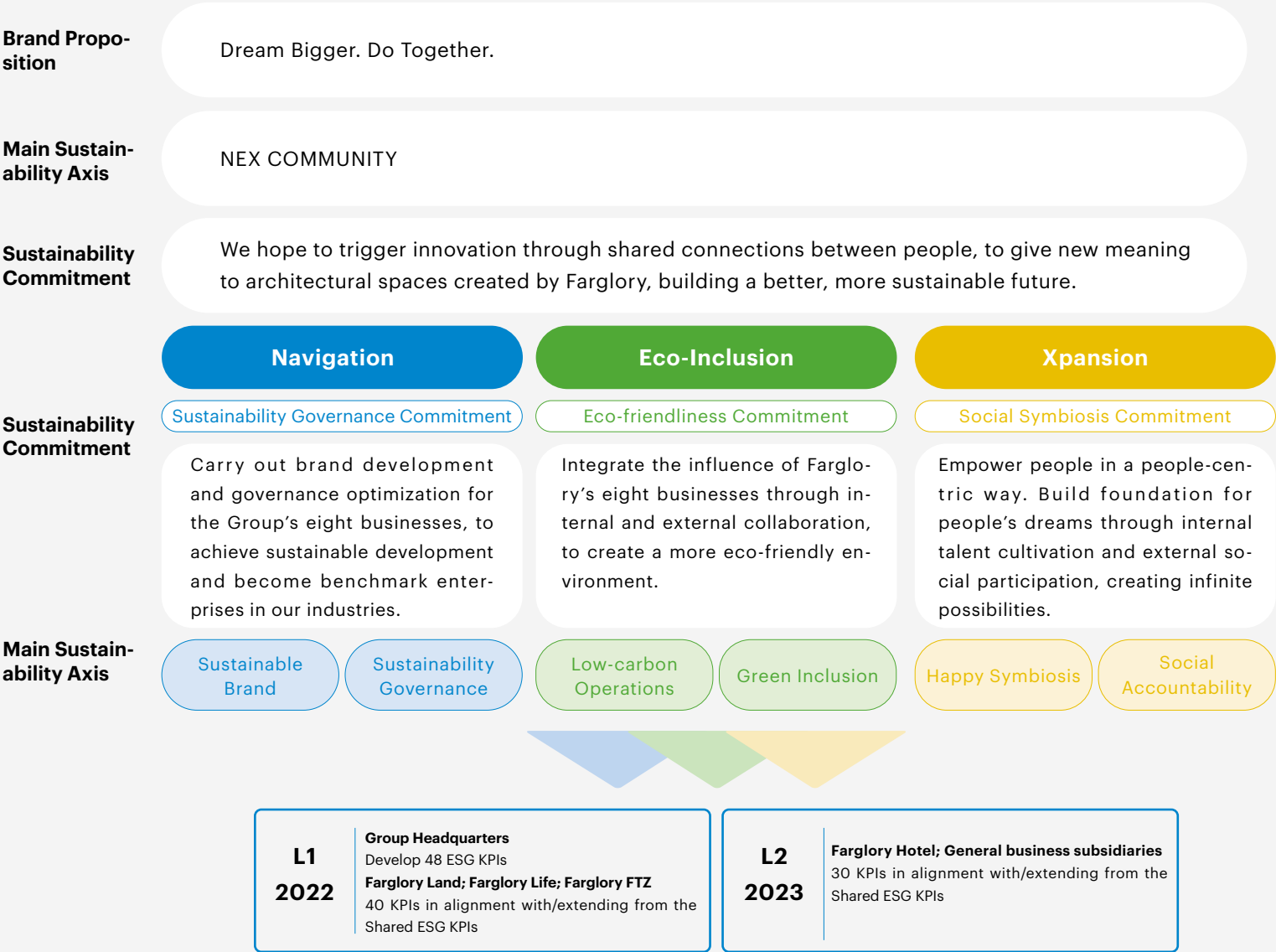
### 1.1.2 Sustainability Management & Blueprint

GRI2-12 GRI2-13 GRI2-16 GRI2-17 GRI2-22 GRI2-24

Farglory Group Headquarters’ Office of Brand Development is the dedicated department for sustainability implementation. They collaborate with all departments and senior managerial personnel in holding monthly business review meetings, and explaining Farglory Group’s economic, environmental and social impacts and material topics to the highest governance body. The main issues for communication in 2023 were early risk warnings and response in the Group’s operations; market conditions and data trends; affiliates’ major developments and projects; Group and affiliate ESG performance; and summarized reporting and discussion for major decision.



With the vision built based on our brand proposition and main sustainability axis, we extend six major ESG-oriented sustainability dimensions to create Farglory’s complete sustainability strategy blueprint. In addition, depending on the particular affiliate enterprise’s business scale, we have introduced 48 shared ESG KPIs step by step, to facilitate stable transformation for the whole group.







### 1.1.3 Sustainability Practices

Based on a mission-oriented spirit, “KPI” has become a common term within Farglory Group. As long as the direction is correct and the goal is clear, Farglory members will definitely forge ahead. Thus, Farglory’s sustainability transformation is founded on 48 ESG KPIs, through which a corporate culture with emphasis on Change and Fault-Tolerance is reinforced. This is combined with multi-faceted training for employees, to give them more flexible, more active thinking and ways to respond to complex and changing sustainability trends.

# The Foundation for Sustainability – 48 Shared ESG KPIs

The Headquarters holds KPI target review meetings every year, to look at suggestions for lower-achievement targets and review their reasonableness, thus ensuring the KPIs are in alignment with affiliates’ actual operations. Affiliates with excellent KPI performance are encouraged to develop their own industry-focused ESG KPIs. For example, Farglory Ocean Park, with its vast setting in Hualien, has developed its own solar power generation targets for sustainable operations.

Sustainability Dimension	Navigation	Eco Inclusion	Xpansion
Material Topics	Sustainable operations; legal compliance; brand value; customer rights & service quality	Green partner and supplier management	Brand identity; talent cultivation; safe & healthy workplace
KPI	<div><div><div>· Total revenue from the Group’s publicly-listed companies: NT\$99.385 billion</div><div>· * Reach of sustainability issues on social media: 2.04 million views</div><div>· Sustainability awards: 26</div><div>· Customer satisfaction score: 91%</div><div>· * Innovation proposals: 2</div><div>· Litigation risk control achievement rate: 100%</div><div>· Legal risk loss control achievement rate: 100%</div><div>· Supplier Social Responsibility Commitment Statement signing rate: 97%</div><div>· Property management department audit achievement rate: 175%</div><div>· Formulation of internal code of conduct: 100%</div><div>· Ethical Corporate Management Best Practice Principles announcement rate: 99.7%</div><div>· Training on legal compliance for supervisors/general employees: 173 hours; achievement rate: 131%</div><div>· Information service availability: 96%</div><div>· Information security training: 20 sessions; achievement rate: 111%</div><div>· * Information security application training: 2 sessions; achievement rate: 100%</div><div>· Phishing email test achievement rate: 100%</div><div>· Digitization implementation: 30 actions</div><div>· Information service satisfaction score: 98%</div></div></div>	<div><div><div>· Workplace paper consumption reduction: 8.5%</div><div>· Workplace water consumption reduction: 17%</div><div>· Workplace power consumption reduction: 23%</div><div>· * Target energy efficiency equipment upgrade completion rate: 46%</div><div>· Workplace waste reduction: -4.2%</div><div>· Green procurement percentage: 4.5%</div><div>· Local procurement percentage: 99%</div><div>· Eco-friendly cleaning product usage rate: 61%</div></div></div>	<div><div><div>· Annual training program achievement rate: 105%</div><div>· Group succession plans in place: 68%</div><div>· Competency course training program achievement rate: 103%</div><div>· Sustainability course training program achievement rate: 103%</div><div>· Employee health examination attendance rate: 94%</div><div>· Health promotion activities satisfaction score: 94%</div><div>· Average occupational safety and health training hours per permanent property management employee: Meets legal requirements</div><div>· Employee benefit plan achievement rate: 79%</div><div>· Employee benefits satisfaction score: 84%</div><div>· Workplace benefit activity achievement rate: 100%</div><div>· Employee turnover rate: 1.5%</div><div>· Charity donation amount: NT\$83.7 million</div><div>· Corporate volunteers’ service hours: 6,898</div><div>· Internship opportunities for students: 157</div><div>· * Impact investing fraction: 40%</div></div></div>

Explanation of performance/achievement rate

**Workplace waste reduction: -4.2%**  
With the work from home approach implemented by some business entities in 2022, less waste was generated in 2022, contributing a smaller denominator for waste reduction rate calculation. In addition, the expansion of business and operation sites in 2023 also led to total waste increase.

**Target energy efficiency equipment upgrade completion rate: 46%**  
The scheduled replacement of six energy recovery ventilation (ERV) units has been postponed and will be conducted after observing the newly installed chiller units’ energy saving performance, to achieve the best energy savings.

## Xpansion – Ideas Create Resonance, Resonance Makes Partnership

The Group Headquarters, serving as a back-office department, does not have its own separate operating domain, yet has the responsibility to raise sustainability awareness among all members. Therefore, the Headquarters launched a quarterly ESG Empathy Activity in 2023. This helps employees to experience ESG concepts in daily life through diverse online interaction and in-person activities.

### ESG Empathy Activity: Economy? Environment? Which is more important?

Game participants are required to hold their breath and shovel paper money, which is aimed to help participants realize that humans often sacrifice the environment for economic development. However, when nature is destroyed and human survival is threatened, no matter how strong economic development is, such development means nothing in comparison with a breath of fresh air.





Sustainability cannot be performed in the dark. Rather, it needs to spread like inspiring stories are shared, so that like-minded people can come together to bring about greater impactful change. Therefore, in addition to internally building our corporate culture, we also welcome external visits to help more people understand Farglory’s circular economy methodology. With the aid of NEX Special Issues, affiliates can communicate Farglory’s new culture to customers. Diverse consumer education activities held by affiliates that bring closer contact with consumers, such as at Farglory Ocean Park, iFG Farglory Square, etc., also help the public learn more about current sustainability issues.

Farglory Land Workplace Visits

**2023**  
**15 sessions/200-300 visitors**  
For details and visit booking, please check the [Construction Waste Upcycling Project](#) website.

By focusing on the issue of construction waste in Taiwan, participants see how Farglory has turned the workplace into an experiment, learning step by step about waste materials’ characteristics and applications. Through miraculous techniques, the waste can be transformed into aesthetic, practical, and story-based furniture. This helps visitors sense Farglory’s innovation-oriented corporate culture, which makes us different from traditional industries.



Ocean Park Marine Education

**2023**  
**2,162 sessions/345,176 visitors**

Farglory Ocean Park set 2011 as our baseline year for marine education. Since then, we have organized many beach cleaning campaigns, ecological interpretation sessions, educational activities related to food/agriculture/fishery, and more. We hope that the Park can extend its influence to all levels of schools through a variety of learning channels, to help people see the ocean’s diverse ecosystems from a variety of perspectives. This way, consensus on conservation can be reached, and the public can play their own part in protecting the marine environment, every day.



iFG Farglory Square ESG Activities

**2023**  
**4 sessions/c. 400-500 participants**

Using iFG Farglory Square’s large indoor space, we hold ESG-related activities every quarter. Organizations related to eco-arts, organic farming, etc. are invited to offer workshops for participants, so the public can learn about social and environmental issues and diverse consumption options through craft activities/courses.



# Ch.2

## Navigation

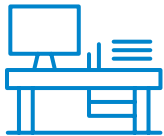






## 2.1 Sustainable Brand

Farglory Group embraces the brand’s core spirit of “Dream Bigger. Do Together” to fulfill our corporate social responsibility and lead our eight business units in meeting the public’s expectations for a better life. Additionally, we are committed to a people-oriented approach, guided by the principles of “Data, Speed, Storytelling,” creating brand value centered on transparent communication, timely responses, and conveying warmth to bring a new vision of symbiosis and inclusion to the world.



### Data

Extract insight from data and immediately introduce products and services that meet customers’ expectations.



### Speed

Make data on every aspect cloud-based and digitized.



### Storytelling

Focus on consumers and shape the value and warmth of a life through contextual and storytelling planning.



2.1.1 Brand Management & Value

Material Topic: Brand Value

Our brand is Farglory Group’s most important asset. It represents not only our image and presence, but also our place in the hearts of our customers, and their overall perception of Farglory. We cherish our name and reputation, continuously enhancing our brand awareness and recognition while also focusing on safeguarding customers’ rights and interests to add real significance to our brand.

Headquarters Management Guidelines

Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
<ul style="list-style-type: none"><li>Implement the NEX Community sustainability framework <b>Achieved:</b> Continuously communicate our main pillar of sustainability internally and externally, and influence all affiliates</li><li>Continue transforming the workplace with the concepts of sustainability and sharing <b>Achieved:</b> Promote the concepts of sustainability and sharing from the Headquarters workspace to public restrooms in the building</li><li>Maintain ongoing communication with stakeholders through multiple channels (website, Facebook page, Youtube, etc.) <b>Achieved:</b> Continuously manage stakeholder communication channels from a sustainability perspective</li><li>Leverage core business values to promote public welfare activities, such as rural area renovations and architectural education <b>Achieved:</b> For details, please refer to <a href="#">4.2 Social Accountability</a></li></ul>	<ul style="list-style-type: none"><li>Promote the concepts of sustainability and sharing to public spaces to communicate the Group’s brand spirit and sustainability philosophy to stakeholders</li><li>Promote Group-wide sustainability projects</li><li>Publish the Group’s annual Sustainability Highlights Report</li><li>Continue to establish and ensure smooth communication with all stakeholders</li><li>Evaluate the effectiveness of public welfare activities to create more synergistic service models</li></ul>	<ul style="list-style-type: none"><li>The 8 business units jointly practice core value to strengthen the Group’s brand resilience and expand its influence</li></ul>

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Guidelines for Brand Management
- Group Brand Identity Management Manual
- General Principles for Public Crisis Management

## Brand Internalization: Bringing Brand Proposition to Life

Brand influence must be built on solid internalization. When employees deeply understand and agree with the brand’s values, they naturally reflect it in their work. Therefore, Farglory translates its brand proposition “Dream Bigger. Do Together” into simpler, more understandable daily team communication skills and a spirit of fault-tolerance. This approach extends the power of rebranding to drive overall corporate culture reform, making the brand more than a rigid doctrine to memorize, but a tangible presence within the organization, allowing employees to feel truly connected and take pride in being a part of the Farglory brand.





## Brand and Corporate Culture Reform

Farglory Brand Internalization Process

### Farglory Today

- Focus on teamwork and partnership
- Flexibility and willingness to break through, showcasing business vitality
- Clear division of responsibilities with strong collaboration

**Inspiring employee reflection.** Vice Chairman’s sharing and interaction with employees has brought employees and the management closer together.

**Inspiring employee reflection (excerpt).** The Vice Chairman's profound understanding of the definition of values, and his support for doing the right things resonated with me. Since corporate culture is created by the collective, middle and new generation teams should collaborate and communicate with each other to reach mutual understanding for progress.

**Internal publications.** Publish internal publications to promote partnership and collaboration by breaking down departmental silos and encouraging a culture of tolerance for trying new things.

**Lectures.** Invite the Vice Chairman to engage in dialogues with all employees, breaking down hierarchical barriers and establishing a model for transparent communication.

**Workplace renovation.** Focus on sustainability and sharing, using recycled construction waste for workplace renovation and increasing the proportion of shared areas to encourage cross-departmental interaction.

### Farglory in the Past

- Strong, authoritative leadership, top-down work model
- Resilient and stable Taiwanese business spirit
- Clearer, more defined organizational boundaries



# Workplace Renovation — New Space, New Atmosphere

By creating open and welcoming shared spaces and transforming regenerated stone and plastic materials into bathroom stalls, developed with the help of internal and external partners, we foster vertical and horizontal communication among employees. These spaces, along with various gathering and learning activities, subtly cultivate a more open and transparent corporate atmosphere. Beyond the office spaces, we have also renovated the the restrooms in the Headquarters building, reflecting Farglory’s respect and care for its partners in every corner.



Headquarters Building’s renovated toilet



Farglory Foundation’s shared space



# Internal Special Issues and Lectures — Shaping a Culture of Transparent Communication through Casual and Intimate Exchange



In the NEX TALK session, employees can directly talk to the Vice Chairman

The NEX Special Issue captures the essence of “breakthrough” and “adventure” during workplace renovation, faithfully presenting it to employees in printed words. Moreover, we have moved away from the traditional top-down communication model adopted in the past where superiors convey ideas to subordinates by introducing engaging TALK sessions where employees can freely ask questions and have two-way dialogues with the Vice Chairman. During these sessions, employees candidly express their concerns about company policies and feelings about their career, gradually melting the barriers between departments and job levels in an open communication atmosphere. We believe that strengthened partnerships are essential nutrients for implementing sustainability



## From the Inside Out — Crafting a Unique Narrative Perspective

What makes a story stand out is not its details, but the storyteller’s unique perspective and depth that resonates with one’s personal life experiences. Reflecting on Farglory’s 2020 business guidelines of “Data, Speed, Storytelling,” particularly the storytelling aspect, the Group’s deep internalization of brand propositions has led to a fundamental shift in the focus and method of external communication across all business units. We now place more emphasis on the value and experiences we bring to people, narrating through words and actual services how we can all move towards a more harmonious and inclusive future.

### Key Statistics

Headquarters self-media reach  
(Facebook, website)

**2.04 million**

Completion of Farglory Hotel's  
renovation project

**NT\$400 million invested**





“Brand internalization and external communication is an ongoing sustainability journey. However, we have already begun to see a corporate culture that embodies our brand spirit, gradually shaping a unique and inimitable identity for Farglory.”

Headquarters Website

**Before**

Focused on showcasing Farglory’s business scope and functionalities, such as the links to the eight business units, the latest news, Farglory People area, supplier section.

**After**

**A story of a future created by the collective effort of the Group:** Using the distinctive visuals of the sustainability-focused NEX Community future symbiosis to illustrate how the eight business units collaborate in creating a promising, aspirational future . A “Highlight Actions” section was added to present the sustainability achievements of each business unit, cultivating a dream land of hope and breakthroughs. [Visit the Farglory Website.](#)



Farglory FTZ

**Before**

Provide a 24-hour air freight logistics service platform for raw materials import, processing, production, and delivery arrangement, etc., extending the warehouse door to the customer production line, integrating upstream, midstream and downstream operations/services.

**After**

**A story of connecting Taiwan to the world:** Aiming to establish a global logistics hub with comprehensive software and hardware facilities, we aspire revitalize Taiwan’s trade prospects. Attracting foreign companies to settle in Taiwan, we introduce advanced global management concepts and technologies, promoting Taiwan’s economic liberalization and internationalization.



Farglory Realty

Before

Focus on product display and sales such as property location, area, performance, etc., prioritizing the satisfaction of customers’ needs.

After

**A story from the perspective of a dream builder:** Let customers understand that Farglory, an enterprise that builds the hopes of family and career, is going through internal cultural transformation. Together with customers, we aim to foster a deeper understanding of the beautiful life that Farglory envisions. Such exchange of values gradually elevates the relationship between Farglory and customers from simple transaction to a partnership of mutual recognition, even inspiring other business leaders.



Farglory Ocean Park

Before

Focus on the satisfaction of customers’ needs for entertainment, marine life observation and appreciation, and creation of wonderful memories.

After

**A story of coexisting and thriving with cetaceans:** Incorporating a brand identity system that blends the imagery of waves and cetaceans and with the park’s new brand proposition of “Joyful Coexistence, Shared Nurturing, Symbiotic Living,” we are creating a marine-themed education and recreation park that emphasizes the well-being of marine life, marine conservation and raising awareness.



Farglory Hotel

Before

Centered around the grandeur of Victorian-style elegance and the serene, vast seascape of Hualien, we aim to provide customers with the most luxurious and relaxing getaway.

After

**A story about a Pacific traveler:** The hot air balloon in the lobby symbolizes an adventurer gently landing on a Pacific island, immersed in magnificent scenery and enjoying a feast of fresh, local flavors, fully experiencing the beauty and vitality of Hualien.





## 2.1.2 Customer Rights and Service Innovation

### Material Topic: Customer Rights and Service Quality

Farglory upholds a Customer First philosophy, striving not only for the best quality, but also listening attentively to customers’ needs to provide satisfactory solutions. Given the diverse industries Farglory engages in, we are also deeply committed to protecting customer privacy and information security, making Farglory the most trusted company in the hearts of our customers.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Establish information security management standards and information security assessment criteria <b>Achieved</b></li></ul>	<ul style="list-style-type: none"><li>Conduct annual audits of affiliated companies’ information security to ensure thorough on-site inspections</li></ul>	<ul style="list-style-type: none"><li>Enhance the information security supervision mechanisms for affiliated companies, ensuring comprehensive information security</li><li>Establish a digital property management platform to strengthen resident care and legal compliance awareness</li></ul>
	<ul style="list-style-type: none"><li>Establish internal knowledge management regulations Not achieved (scheduled to be established in September 2024)</li></ul>		
	<ul style="list-style-type: none"><li>Achieve an 85% satisfaction rate for maintenance service in property management <b>Achieved (95%)</b></li><li>Obtain EEWB-RN Green Building Label – Bronze Certification <b>Achieved (obtained Silver Certification)</b></li></ul>	<ul style="list-style-type: none"><li>Achieve an 85% satisfaction rate for maintenance service in property management</li><li>Establish compliant barrier-free spaces at the Headquarters</li><li>Develop a customer needs at the Headquarters, raising the service satisfaction standard to 90%</li></ul>	

Internal management policies formulated by Farglory Group Headquarters for this material issue

- General Principles for Information Security Promotion and Management
- Condominium Master Deed
- Tenant Agreement
- Building Affairs Management Regulations



Key Statistics

Customer satisfaction rate

91%

Information service availability

96%

Information service satisfaction rate

98%

Digital solutions implemented

30

Brand recognition will further enhance the quality of customer service. Beyond striving to meet the needs of customers with the products and services of our eight business units, Farglory has also incorporated “data” and “speed” benefits brought by information and digital transformation into our management guidelines. From digitizing internal processes and launching digital transformation projects to safeguarding customer data, we aspire for Farglory, with its half-century of maturity and stability, to deliver more agile, considerate, and customized services through digital transformation.

2023 performance summary of the Headquarters and 9 affiliates

Practical Digital Transformation: Delivering Efficiency and an Enhanced Experience

Digital transformation plays a critical role in today’s business environment. Farglory has actively introduced new digital tools and technologies, gradually automating workflows to reduce human errors while increasing improve operational efficiency. In 2023, Farglory implemented 30 digital initiatives and solutions. The Headquarters and construction departments primarily focused on the optimizing internal management systems, while customer-facing departments such as real estate and the ocean park introduced projects like online property-viewing platforms and digital maps to enrich customer experience.

Workflow Optimization

As the company expands, internal information management and operating procedures also grow. In 2023, Farglory began focusing on enhancing the integration of heterogeneous systems and associated forms, ensuring process consistency and reducing errors. New systems were introduced as needed to create a highly efficient working environment.



Data and Trend Analysis

To provide customers with better services, Farglory’s affiliated companies have introduced various systems such as website history analysis and customer behavior analysis to optimize services. Farglory Ocean Park, with its gradual transition into a marine life conservation center, has also introduced an animal behavior analysis system to ensure better animal health care.



Through continuous digital reform, Farglory aims to establish a more flexible and efficient business operation model to deliver an enhanced interactive experience for customers.

Improving Customer Experience

Farglory Realty Online Reception Center

The Center offers virtual property viewing service to break the constraints of time and space. The online platform also integrates comprehensive information, saving customers travel time and providing a more secure home-buying experience. Visit [Farglory Xia Mu Online Reception Center](#)



Farglory Ocean Park Digital Experience

The Park collaborated with emerging Taiwanese artists in creating the virtual world Whale Island where players can freely explore different parts of Taiwan, and gradually unlock special missions. Additionally, the Park has launched the Adventure Island Aquarium, blending interactive technology and artistic creations, immersing visitors in a mysterious underwater world.



Farglory Hotel Smart Customer Service System

The Hotel introduced an intelligent service that integrates room services with local Hualien business resources, improving hotel service quality while creating new business opportunities in Hualien.







## Joint Efforts to Safeguard Customer Information

In the digital era, ensuring the security of customer information has become an important part of customer service. While robust systems are essential, user awareness is equally important in mitigating risks. Therefore, Farglory has proactively organized and implemented information security training programs aimed at reducing information security vulnerabilities caused by employee oversight. The Headquarters has also obtained ISO 27001 information security management system certification, strengthening security from organizational structure down to individual awareness.

Many data leaks stem from employees accidentally clicking on phishing

emails or messages, while data loss mainly results from employees’ poor backup habits. To combat these issues, Farglory offers both in-person and online courses to strengthen employees’ information security knowledge and encourage the adoption of better information management practices, ensuring the protection of customer data and corporate assets.

Through these initiatives, Farglory remains committed to upholding its information security obligations, ensuring that customer data is well-protected, while simultaneously enhancing the company’s reputation and competitiveness in the digital era.

## Dedicated Property Management: Creating Smiles of Satisfaction

As the Headquarters primarily functions as a management organization without tangible products, the focus is on property management services for the building’s tenants. A management committee and service center have been established to ensure governance, with annual comprehensive building inspections and evaluations of property management companies to improve customer communication and care. In terms of operational efficiency, efforts include investing in equipment upgrades and energy resource management, as well as improving maintenance service satisfaction and refining property management evaluations. In 2023, Headquarters’ public restrooms and recycling areas were also renovated to provide tenants with more aesthetically pleasing and cleaner public space.

### Key Statistics

Property maintenance service  
average satisfaction rate

95%

Headquarters performance only





## 2.2 Sustainability Governance

Behind every sustainable brand lies a commitment to sustainable governance. For our stakeholders, sustainable governance means enhancing every aspect of our operations—from management systems, legal compliance, digital information security to risk management and information sharing. Farglory is fully prepared to make strides towards the next 50 years.







## 2.2.1 Sustainable Operations

### Material Topic: Sustainable Operations

Farglory believes that responsible business practices involves building each product from the customer’s perspective and integrating ESG self-assessments and standards into our value chain. These are fundamental to our corporate social responsibility. We place emphasis on corporate governance and ethical business practices, and actively nurturing and retaining talent, all to create a positive and transparent organizational culture. This approach ensures stable operational performance and reinforces our identity as a company that embodies integrity, while establishing our value and position in fostering a positive cycle within the broader environment.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Publish annual Sustainability Highlights Reports <b>Achieved</b></li></ul>		
	<ul style="list-style-type: none"><li>Implement the Group’s ESG framework within non-publicly listed affiliated companies <b>Achieved:</b> The framework has been implemented in 5 companies, including Farglory Construction, Tong Yuan Construction, and Farglory Realty</li></ul>	<ul style="list-style-type: none"><li>Ongoing evaluation and integration of the ESG framework based on company size to non-publicly listed affiliated companies</li></ul>	<ul style="list-style-type: none"><li>Embed ESG into Farglory’s operational DNA, driving meaningful change and positive cycles</li></ul>
	<ul style="list-style-type: none"><li>Achieve a 30% ratio of responsible investments <b>Achieved (40%)</b></li></ul>	<ul style="list-style-type: none"><li>Continuous assessment of the proportion and targets of responsible investments</li></ul>	

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Corporate Governance Best Practice Principles
- Sustainable Enterprise Development Best Practice Principles
- Sustainability Standards for Investment Targets by the Holding Company

Diverse and Resilient Governance Team

GRI 2-9 、 GRI 2-10 、 GRI 2-11 、 GRI2-15 、 GRI 405-1

Farglory’s diverse business operations are designed to ensure operational independence and risk diversification by adopting separate governance approaches for each of its eight business units. For publicly listed companies, each has established their own Board of Directors, as well as robust “Remuneration and Audit committees in compliance with the Financial Supervisory Commission’s (FSC) corporate governance requirements. These measures ensure the independent functioning of the Board of Directors, with the nomination and selection processes of publicly listed companies detailed in each company’s [sustainability reports](#).

Although the Group itself does not have its own Board of Directors, it still prioritizes professional and diverse expertise in selecting its top governance team. This team includes Vice Chairman Wen-Chia Chao, President Zi-Qiang Xu, and Chief Operating Officer Mei-Ling Chen, all of whom have professional backgrounds and management expertise. The top governance team operates without any conflicts of interest. In addition to holding regular meetings every year to review operational performance, they also conduct a company-wide management seminar at the beginning of each year, during which the top governance members publicly present the overall operational achievements for all employees to review.

Member	Professional background	Gender and Age	Position
Wen-Chia Chao	Graduated from the Graduate School of Architectural Design at University of Pennsylvania	Male, 51 years old (incl.) and above	<ul style="list-style-type: none"><li>• Vice Chairman of the Farglory Group</li><li>• Chairman of Xinyu Investment Co., Ltd.</li><li>• Chairman of Farglory International Investment Co., Ltd.</li><li>• Chairman (legal representative) of Yuan Jian Investment Co., Ltd.</li><li>• Chairman (legal representative) of Far East Land Development Co., Ltd.</li><li>• Chairman (legal representative) of Farglory Land Development Co., Ltd.</li><li>• Chairman (legal representative) of Farglory Realty Development Co., Ltd.</li><li>• Chairman (legal representative) of Farglory Dome Co., Ltd.</li><li>• Chairman of FarGlory Sowwah Development Co., Ltd.</li></ul>
Tzu-Chiang Hsu	Graduated from the Department of Finance and Taxation at Feng Chia University	Male, 51 years old (incl.) and above	<ul style="list-style-type: none"><li>• President of the Farglory Group</li><li>• Director of Farglory Land Development Co., Ltd.</li><li>• Director (legal representative) of Farglory Free Trade Zone Investment Holding Co., Ltd.</li><li>• Supervisor (legal representative) of Farglory Dome Co., Ltd.</li><li>• Director (legal representative) of Kaohsiung Arena Development Corporation</li><li>• Director (legal representative) of Sanxin Outlet Co., Ltd.</li><li>• Chairman (legal representative) of Qi-Xing Land Development Co., Ltd.</li></ul>
Mei-Ling Chen	Graduated from the Executive Master of Business Administration (EMBA) program at National Chengchi University	Female, 51 years old (incl.) and above	<ul style="list-style-type: none"><li>• Chief Operating Officer of the Farglory Group</li><li>• Director (legal representative) of Farglory Free Trade Zone Co., Ltd.</li><li>• Director (legal representative) of Farglory Logistics Co., Ltd.</li><li>• Director (legal representative) of Farglory Ocean Park Co., Ltd.</li><li>• Director (legal representative) of Farglory Hotel Co., Ltd.</li><li>• Director (legal representative) of OLAH Poshtel Co., Ltd.</li><li>• Chairperson (legal representative) of Farglory Retail Management &amp; Service Co., Ltd.</li><li>• Director (legal representative) of Family Treasure Career Co., Ltd.</li><li>• Director (legal representative) of Enriched Life International Co., Ltd.</li></ul>

## 2.2.2 Legal Compliance

**Material Topic: Legal Compliance**

Legal compliance should not be merely a passive adherence to laws and regulations, but rather a strategic component of market competitiveness and corporate reputation. By fostering employee awareness of legal compliance and ethical responsibilities during the promotion of compliance, we can instill a culture of “prudent management” across the organization, establishing a foundation of integrity and honesty throughout the company.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Promote the Group’s ESG policy <b>Achieved</b></li><li>Include relevant clauses in contractor agreements, trading agreements, and commissioning agreements. <b>Achieved:</b> Vendor contracts now include corporate social responsibility clauses</li></ul>	<ul style="list-style-type: none"><li>Continue to monitor the changes in legal developments and improve management efficiency to ensure legal compliance</li></ul>	<ul style="list-style-type: none"><li>Further expand the corporate governance culture</li><li>Promote ethical management practices throughout the supply chain</li><li>Establish relevant control measures</li></ul>
	<ul style="list-style-type: none"><li>Continue to implement legal compliance educational training <b>Achieved</b></li></ul>	<ul style="list-style-type: none"><li>Continue to establish a proactive risk culture through educational training and testing to strengthen legal compliance awareness among all supervisors</li></ul>	

Internal management policies formulated by Farglory Group Headquarters for this material issue

- Corporate Governance Best Practice Principles
- Sustainable Enterprise Development Best Practice Principles
- Ethical Corporate Management Best Practice Principles
- Ethical Corporate Management Operating Procedures and Code of Conduct
- Code of Ethical Conduct
- Management Guidelines for Gifting Activities



## From Legal Affairs to Proactive Legal Compliance

GRI2-23 、GRI2-24 、GRI2-27

Given the Group’s diverse business units, ensuring the stability of each industry sector starts with establishing a professional legal team. This team rigorously conducts legal risk assessments to manage the losses caused by regulatory changes. Furthermore, Farglory has adopted a more proactive approach to legal compliance by creating comprehensive internal regulations and codes of conduct such as the Human Rights Policy, Sexual Harassment Prevention Measures, and "Regulations on Complaints and Disciplinary Measures. To embed a fundamental ethical management culture, Farglory Group Headquarters has implemented 6 major ESG management guidelines, which are fully integrated into all 8 business units.

Externally, Farglory is committed to transparent communication with stakeholders, including the government and non-governmental organizations, striving to fulfill their corporate social responsibility in addressing contentious issues, and extending legal compliance requirements to its suppliers. By advancing both internal and external compliance strategies, Farglory achieves impressive operational performance and holds itself fully accountable for the services it provides and to all relevant stakeholders.

### Key Statistics

Litigation risk loss control achievement rate

100%

Legal risk loss control achievement rate

100%

2023 performance summary of the Headquarters and 9 affiliates

### Farglory Group’s 6 Major ESG Guidelines



# Making Legal Compliance the Standard for Conduct

GRI2-24

While strict regulations serve as the foundation of a lawful organization, they represent only the minimum standard in the world of ethics. Farglory firmly believes that true compliance stems from the inherent goodness of human nature. Therefore, the entire Group has established an annual legal compliance educational training goal of 2-6 hours per employee. This training includes the cultivation of general legal knowledge, updates on industrial laws, and ethical management discussions. The Headquarters also publishes quarterly legal newsletters that relate to daily life and industry trends, aiming to improve the overall legal literacy of Farglory employees and create a company-wide culture of lawfulness and integrity.

## Key Statistics

Ethical management self-assessment questionnaire coverage rate

99.7%

Legal compliance educational training hours

173 hours

## Three steps to cultivating legal compliance awareness

01

New employee training

Eight Virtues, Five Disciplines

The core principles of ethical management are distilled into eight virtues and five disciplines. During training, we encourage all new employees that in addition to work performance, ethics and integrity are equally crucial traits of a Farglory employee.

02

Quarterly legal newsletters

Life, Industry, Current Events

Keep track of trends in new and amended laws and regulations for employees in categories of life, industry and news. Case studies are included to strengthen employees' legal understanding.

There are also plans in the future to strengthen communication on employee rights, ensuring that knowing the law is not just about avoiding wrongdoing but also about protecting oneself.

03

Annual legal compliance educational training

ESG practices

Organize 1-2 legal compliance training sessions every year that focus on common legal issues in business conduct, major regulatory amendments in Taiwan, and industry-specific case studies. These sessions aim to equip employees with the basic knowledge needed for compliance and to help them accurately interpret and apply legal requirements in their daily work, ensuring the company's adherence to regulations and the propriety of its business practices.



For areas that are not yet fully compliant, we will continue to strengthen relevant supervision and provide training, and establish effective monitoring mechanisms to further improve the company’s compliance standards.

Farglory Group Penalty Cases in 2023 GRI2-27

Legal basis	Description and improvement measures	Penalty amount
Article 55 of the Act for the Development of Tourism and Article 24 of the "Regulations for the Administration of Hotel Enterprises	The expansion of guest rooms and business premises was handled in accordance with regulatory requirements, and the necessary usage change applications were submitted as required by law.The expansion of guest rooms and business premises was handled in accordance with regulatory requirements, and the necessary usage change applications were submitted as required by law.	100,000
Article 77 of the Building Act	The fire safety equipment in business premises experienced operation-al issues, which have since been repaired in compliance with relevant laws and regulations.	60,000
Articles 9 and 10 of the Taipei City Fire Prevention Autonomous Regulations	Improvements were made to fire safety personnel responsibilities and equipment operations in compliance with legal regulations. Equipment usage guidelines have been reinforced.	20,000
Road Traffic Management and Penalty Act	Measures were implemented to enforce public vehicle usage rules and enhance traffic safety education, reducing traffic violations.	60,000

**Note:** The above table includes information on Level 2 (L2) companies and other companies under the Headquarters’ management. Information related to Level 1 (L1) companies is disclosed in their respective sustainability reports.



# Ch.3

## Eco-Inclusion







## 3.1 Low-carbon Operations

Green transition relies on a company's ability to shift towards energy-efficient and carbon-reducing operational models, while also collaborating with its supply chain to truly drive industry-wide transformation and effectively reduce environmental impact.

Therefore, Farglory has begun by focusing on fundamental practices such as energy conservation, water saving, paper reduction, and waste recycling. Additionally, the Group is building a like-minded and transformation-focused team through mechanisms such as supplier evaluations and the signing of the Supplier's Commitment to Corporate Social Responsibility. These efforts are geared towards realizing a vision of eco inclusion.

### 3.1.1 Energy Conservation and Waste Reduction

**Material Topic: Low-carbon Operations**

The international community has long been concerned about the potential survival crises posed by global warming. In response, major domestic companies are increasingly taking action to reduce carbon emissions and promote environmental protection. Farglory is no exception, striving to implement green workplace initiatives, advancing digital transformation, and moving towards low-carbon operations in line with both international and Taiwanese carbon reduction trends, thereby fulfilling its corporate responsibility.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Achieve 100% implementation of electronic invoices across all business units <b>Achieved (100%)</b></li></ul>		
	<ul style="list-style-type: none"><li>Reduce workplace paper usage by 5% <b>Achieved (6.4%)</b></li></ul>	<ul style="list-style-type: none"><li>Reduce workplace paper usage by 5%</li></ul>	<ul style="list-style-type: none"><li>Align with the international 1.5°C climate target by setting specific carbon reduction goals and strategies</li></ul>
	<ul style="list-style-type: none"><li>Reduce workplace energy consumption by 3% <b>Achieved (7.0%)</b></li></ul>	<ul style="list-style-type: none"><li>Reduce workplace energy consumption by 3%</li></ul>	
	<ul style="list-style-type: none"><li>Replace 90% of energy consuming equipment in office buildings with energy-efficient alternatives Not achieved (46%) <sup>[Note 1]</sup></li></ul>	<ul style="list-style-type: none"><li>Replace 100% of energy consuming equipment in office buildings with energy-efficient alternatives</li></ul>	
	<ul style="list-style-type: none"><li>Reduce office building waste by 5% Not achieved (-65%) <sup>[Note 2]</sup></li></ul>	<ul style="list-style-type: none"><li>Establish dedicated recycling stations with recycling separation bins on each floor of the office building</li></ul>	
	<ul style="list-style-type: none"><li>Complete voluntary GHG inventory <b>Achieved</b></li></ul>	<ul style="list-style-type: none"><li>Assist the TWSE- and TPEx-listed companies within the Group in conducting carbon inventories and verification</li></ul>	<ul style="list-style-type: none"><li>Assist the TWSE- and TPEx-listed companies within the Group in completing carbon inventories and verification</li></ul>

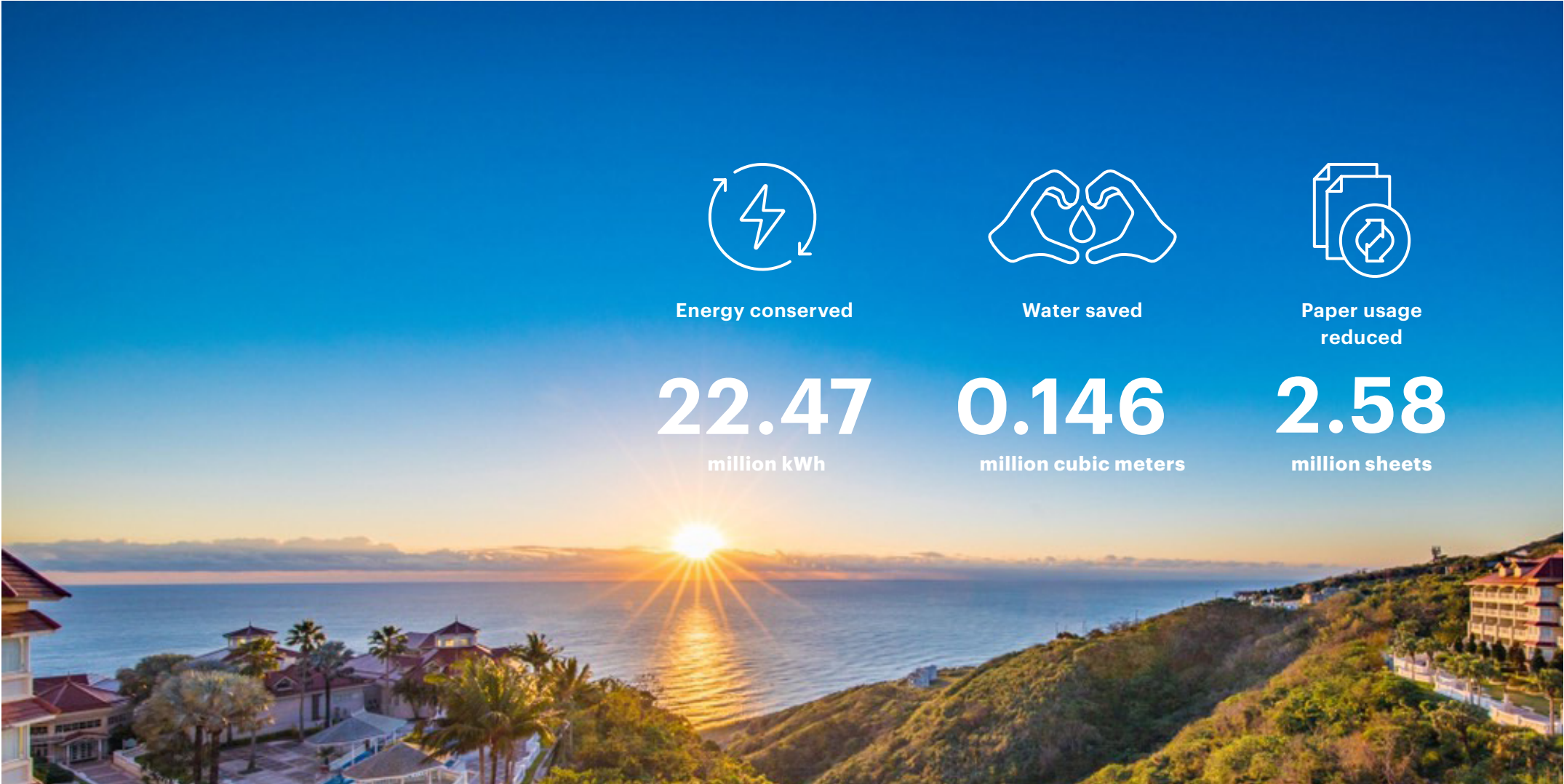
In response to this material issue, Farglory Group Headquarters has established the following internal management policy

- Sustainable Enterprise Development Best Practice Principles

**Note 1:** The replacement of six total energy recovery ventilation, ERV has been deferred to assess the energy-saving performance of the new chiller first, ensuring optimal efficiency.

**Note 2:** As the achievement rates are compared with the previous year (2022), during which work-from-home policies reduced overall waste, the 2023 waste reduction target was not met.





2023 performance summary of the Headquarters and 9 affiliates

# Navigating Together Towards a Green Future

The Farglory Group spans multiple businesses, but through shared KPIs established by the Headquarters for energy conservation, water conservation, and paper reduction, all affiliated companies can align their operations toward an eco-inclusive model together. In terms of office power saving, the Headquarters Building, Farglory International Center, which also serves as the birthplace of Farglory, plays a leading role model in office energy conservation. By upgrading to LED lighting, installing energy-saving equipment, and installing automated lighting controls, the office building successfully reduced its annual power consumption by 360,000 kWh, achieving an energy-saving rate of 8.3%. In 2023, the building was awarded the Taiwan EEWH-RN Green Building Label Silver Certification, marking a significant milestone in Farglory’s green transition. All affiliated companies within the Group have also introduced reduction strategies tailored to the major environmental issues pertinent to their industries:

## Farglory Land Energy Conservation

The most electricity-intensive phrase of a building’s lifecycle is the “use phase,” which accounts for about 60-80% of the total energy consumption. This phase is also the most challenging for construction companies to manage. To solve this issue, Farglory Land has set goals for 60% of new projects to achieve at least the Silver-level Green Building Label, and for 50% of projects to obtain at least the Bronze-level Low Carbon Building Certification in the year of completion The aim is to reduce the energy consumption of users by incorporating energy-efficient designs from the outset.

Gradually introduce energy-saving assessment methods as they progress with obtaining Green Building Labels.

## Farglory Life Paper Reduction

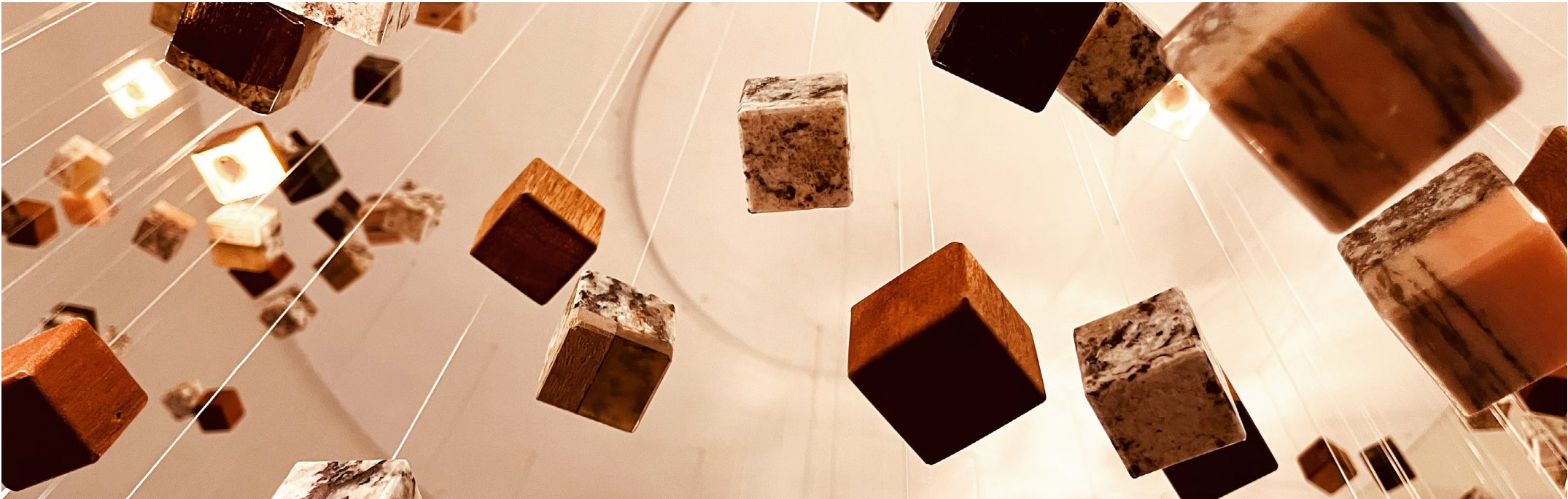
The financial industry often consumes a significant amount of paper due to contracts and documents exchanged with customers. To solve this issue, Farglory Life is promoting secure and convenient digital services such as external mobile insurance applications, electronic insurance policy services, online insurance, and online after-sales services. The company is also optimizing internal daily business processes to gradually reduce paper usage in regular meetings, educational training, personnel management, and other routine operations, moving towards a paperless office environment.

Compared to the previous year (2022), 8.9% of paper was reduced

## Farglory Ocean Park Energy and Water Conservation

Theme parks are significant consumers of water and electricity. To solve this issue, the Park has effectively conserved energy through system re-evaluation, optimization of life support systems, equipment upgrades, and air conditioning adjustments. The electricity generated through the solar panels installed in the Park reached 674,000 kWh in 2023. However, since the electricity is directly sold to the Taiwan Power Company, it is not counted in the Park’s internal energy savings. The Park also uses many pirate barrel-style rainwater containers, with approximately 34% of the Park’s water sourced from reclaimed water, balancing functionality with a playful design.

Compared with the previous year (2022), 9.3% of energy is conserved and 9.0% of water is saved.



## Creative Regeneration: Ending the Era of Waste

Within Farglory’s business units, we have taken the lead by experimenting with the construction waste from our construction and development businesses, as well as the household waste from our leisure and recreational businesses. We encourage our affiliated companies to harness their creativity, using artistic aesthetics elements and other innovative techniques to repurpose waste into surprising new uses. These transformed products are then integrated into our office and operational spaces, continuously shaping the awareness of both employees and consumers. In terms of basic workplace waste reduction, the Headquarters has assisted in establishing recycling stations in all offices, encouraging employees to bring their own tableware, and giving employees eco-friendly gifts, gradually fostering a zero-waste lifestyle among Farglory employees.



Headquarters

Making Sustainability Resonate

To make the concept of waste regeneration a more tangible and meaningful experience, the Headquarters decided to launch a series of recycled gifts, moving away from traditional, didactic approaches. From material selection to design and packaging, Farglory meticulously embeds seeds of sustainability into each gift, hoping that when the gift box is opened, the sincerity contained within and the symbolic meaning of the gift will cause these seeds to take root, touching the recipient’s heart.



Farglory Land

Infusing Aesthetics: Reimagining Recycled Construction Materials

Taiwan generates about 7,000 metric tons of construction waste every year, which leads to numerous environmental issues due to insufficient waste disposal options and high treatment costs. In response, and in conjunction with Farglory Land’s FGNext initiative in 2016, we used the workplace as experimental grounds. Starting from scratch, we focused on the themes of sustainability and sharing, transforming construction waste into office furniture, lighting fixtures, and even wall panels. As we become more experienced, we have embraced more diverse recycling methods and expanded our renovation efforts to include all floors of Farglory Group Headquarters and improving the comfort of tenant workplaces by upgrading restrooms, all while sparking sustainability awareness.

Recycled construction waste used

15 metric tons





A Story of Trust and Mutual Growth

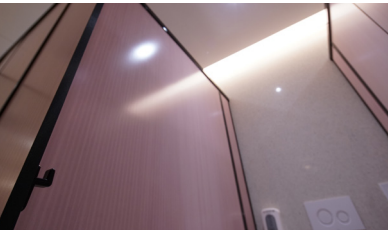
Nurturing Sustainability and Innovation

In the process of researching and developing recycled construction materials, Farglory Group Headquarters, Farglory Land, and partners, Saiens Inc. and Sxing Da Industrial Co., Ltd., unexpectedly forged a beautiful story of mutual achievement and harmonious collaboration.

Thanks to Farglory’s openness, we were willing to serve as the best sandbox for testing business models, providing our partners with the confidence to face the risks of innovation.. Moreover, Saiens’ and Sxing Da’s drive and commitment infused the project with a fearless spirit of craftsmanship, resulting in the development of groundbreaking new materials. Drawing on their experience with Farglory, Saiens has since received collaboration inquiries from other large companies, while Sxing Da reflected that through working with Farglory, they gained a deeper understanding that, in addition to quality and aesthetics, exploring values and telling stories is also key to making products resonate with people.

The innovative and daring spirit of Saiens and Sxing Da mirrors the courage required for sustainability to break away from traditional business thinking that prioritizes shareholders and profits, and instead focus on the collective well-being of all stakeholders, including the environment and society. In addition, Farglory’s stability and inclusiveness provide the steady fuel needed to keep driving sustainable transformation forward. Together, these elements create a continuous momentum for the development of sustainability.

For more workplace renovation stories and information, please visit the [Construction Waste Upcycling Project](#) website



Farglory, along with Saiens and Sxing Da, jointly developed recycled plastic partitions and regenerated stone materials, which were applied in the renovation of the restrooms in the Group’s Headquarters building.



Farglory Ocean Park

Creating a Haven for Marine Life: Park-wide Waste Reduction Makeover

In 2023, Farglory Ocean Park redefined its brand with the motto “Joyful Co-existence, Shared Nurturing, Symbiotic Living.” The new logo, combining the imagery of waves and cetaceans, symbolizes the free-spirited nature of cetaceans. To mitigate the impact of waste on marine life, Farglory Ocean Park has initiated an extensive waste reduction plan. The entire Park now uses eco-friendly straws made from bulrush, and recycles PET bottles, which are mixed with other post-consumer plastic waste to make eco-friendly soap containers. Even the Park uniforms have been upgraded to garments made from recycled PET fibers, demonstrating a commitment to reducing the environmental impact of human activities.

In 2023, Farglory Ocean Park reduced waste reduction by  
81 metric tons

*\* The is calculated as the difference between the targeted and actual waste generated for the year*



Visitors will be provided with 5050 mini containers made from recycled plastic to take home soap that hasn't been used up from their stays.



By adopting bulrush fields, it is estimated that about 500,000 eco-friendly straws made from bulrush can be produced and provided for the Park's visitors to use.



The ISP sustainable uniforms are made from fibers spun from recycled PET bottles, highlighting the Park's vibrant and lively nature.



"A Breath of Fresh Air for Taiwan, Leaving  
Behind a Legacy of Sustainability and  
Continuous Evolution."





### 3.1.2 Low-carbon Transition **GRI 305-5**

Climate change is one of the most significant challenges facing human society, making carbon emission the ultimate indicator for evaluating environmental efforts. Farglory is currently focusing on reducing purchased electricity. Through initiatives to enhance workplace energy efficiency and significantly upgrade outdated operational equipment, the Headquarters and its 9 affiliated companies have collectively achieved an outstanding annual electricity savings of approximately 22.47 million kWh.

#### Key Statistics

Carbon reduction

**11,098.28**  
**metric tons of CO<sub>2</sub>e**

2023 performance summary of the Headquarters and 9 affiliates

The calculation of Farglory Group's 2023 carbon reduction is based on the conversion of purchased electricity.

The emission factor for purchased electricity greenhouse gas emissions is based on the power emission factor announced by the Ministry of Economic Affairs Energy Administration, which was 0.494 kg CO<sub>2</sub>e/kWh in 2023.



Carbon Inventory and Assurance Pathway for Headquarters and Publicly Listed Companies

Currently, all of the Group’s TWSE- and TPEx-listed companies have already initiated carbon inventories in compliance with relevant laws and regulations, using the TCFD framework to identify and manage climate risks. Farglory will continue to refine the scope of carbon inventories and set appropriate carbon reduction targets, in response to societal expectations for a low-carbon transition.

		2021	2022	2023	2024	2025	2026	2027	2028	2029
GHG inventory information	Headquarters			★ Voluntary GHG inventory						
	Farglory Land		Parent company GHG inventory	Combined corporate GHG inventory						
	Farglory Life	Parent company GHG inventory		★ Life insurance service carbon footprint inventory						
	Farglory FTZ			Parent company GHG inventory						
	Farglory Hotel					Parent company GHG inventory				

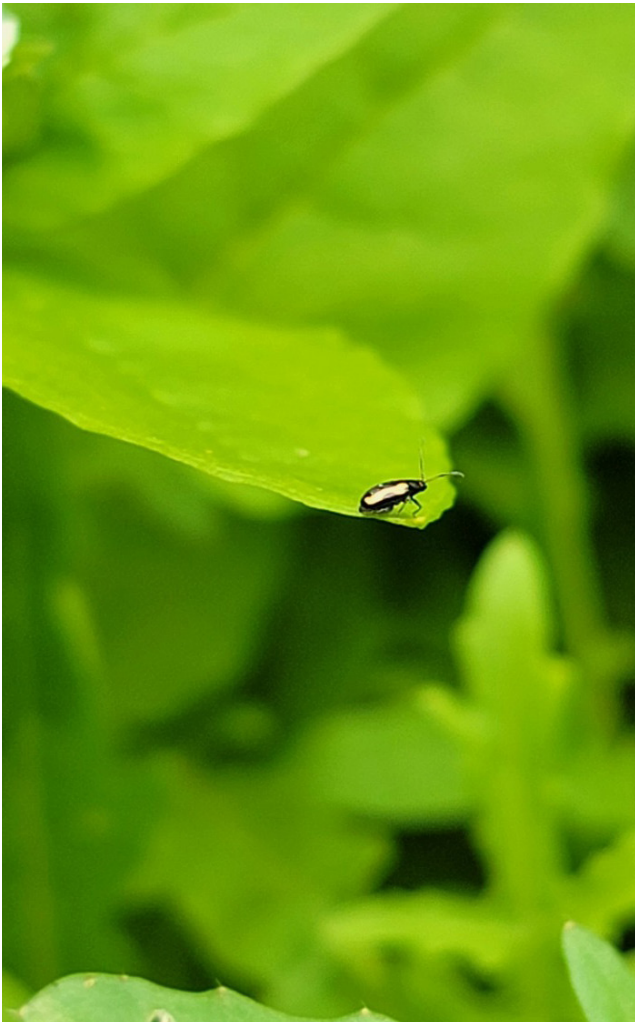
Before disclosing the annual report, the annual GHG inventory and assurance for consolidated companies must be completed in accordance with regulatory requirements

★ The inventory and assurance Farglory conducts exceed regulatory requirements

		2021	2022	2023	2024	2025	2026	2027	2028	2029
GHG inventory assurance	Headquarters									
	Farglory Land		Parent company inventory assurance	Combined corporate inventory assurance						
	Farglory Life		Parent company inventory assurance		★ Life insurance service carbon footprint assurance					
	Farglory FTZ							Parent company inventory assurance		
	Farglory Hotel					Parent company inventory assurance				

Before disclosing the annual report, the annual GHG inventory and assurance for consolidated companies must be completed in accordance with regulatory requirements

★ The inventory and assurance Farglory conducts exceed regulatory requirements



## 3.2 Green Inclusion

### Material Topic: Green Partner/Supplier Management

Farglory has extended its sustainability principles to every external collaboration across the eight business units. We hold ourselves to the highest standards, carefully examining procurement processes and suppliers to ensure alignment with environmental and localization values, thereby promoting green procurement and management. We are also committed to establishing transparent procurement platforms, fostering equal partnerships, and advancing a low-carbon supply chain environment with suppliers.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Supplier commitment statement signing rate: 70% <b>Achieved (100%)</b></li></ul>	<ul style="list-style-type: none"><li>Supplier commitment statement signing rate: 90%</li></ul>	<ul style="list-style-type: none"><li>Supplier commitment statement signing rate : 100%</li></ul>
	<ul style="list-style-type: none"><li>Green supplier inventory Not achieved <sup>[Note 1]</sup></li></ul>		
	<ul style="list-style-type: none"><li>Percentage of green procurement: 20% Not achieved (4.5%) <sup>[Note 2]</sup></li></ul>	<ul style="list-style-type: none"><li>Green supplier growth rate: 10%</li></ul>	<ul style="list-style-type: none"><li>Green supplier growth rate: 20%</li></ul>
	<ul style="list-style-type: none"><li>Percentage of local procurement: 50% <b>Achievement rate (97%)</b></li><li>Percentage of eco-friendly cleaning product procurement: 70% <b>Achieved (82%)</b></li></ul>	<ul style="list-style-type: none"><li>Supplier new electronic platform (SRM) adoption rate: 10%</li></ul>	<ul style="list-style-type: none"><li>Supplier new electronic platform (SRM) adoption rate: 100%</li></ul>

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Standard Procurement Operating Guidelines
- Supplier Review Guidelines

**Note 1:** Since the Headquarters does not directly produce products, the scale of suppliers is relatively small. The initial focus has been on obtaining signed Supplier’s Commitment to Social Responsibility.


**Note 2:** The green procurement target for Farglory Group headquarters is measured in monetary terms, including expenses and engineering. The percentage of green building materials, which represents a significant portion of the engineering category, is still in the development phase and has not yet reached the procurement stage, resulting in a lower achievement rate.

### 3.2.1 Sustainable Value Chain GRI 2-6、GRI 204-1、GRI 2-28


Farglory’s business spans 8 business units, and we place a high value on expertise in each field. We adopt a decentralized approach, granting our affiliated companies maximum autonomy to create value for both the Group and society. The Group assumes the responsibility of oversight and governance, offering overall strategic planning as well as actively and extensively participating in relevant public associations to enhance Farglory’s positive influence.




2023 performance summary of the Headquarters and 9 affiliates




建設營造事業  
Property Development & Construction




金融保險事業  
Financial & Insurance




空運物流事業  
Air Cargo Logistics




遊憩休閒事業  
Recreation & Hospitality




巨蛋園區事業  
Dome Complex




百貨流通事業  
Retail Services




新創育成事業  
Innovation & Incubation




文化教育公益  
Philanthropy




Farglory Land  
遠雄建設




Farglory Life  
遠雄人壽




Farglory FTZ Holding  
遠雄自貿港控股




Farglory Ocean Park  
遠雄海洋公園




TAIPEI DOME  
臺北大巨蛋




iFAG 遠雄廣場




Farglory Creative  
遠雄創藝




Farglory Foundation  
遠雄文教公益基金會




Farglory Construction  
遠雄營造




Farglory FTZ  
遠雄自由貿易港區




FARGLORY  
遠雄悅東大飯店




Farglory Realty  
遠雄房地產




Farglory Logistics  
遠雄物流



OIAH  
悅樂旅店



EvoVision Properties  
遠創力行銷



Tong Yuan Construction  
東源營造



## Purchasing Power: The Superpower to Change the World

We realize that procurement is more than just a transaction; it can be a force for social change. Hence, Farglory has established procurement goals across the entire Group, focusing on green, local, and eco-friendly cleaning products and supplies. We encourage our affiliates to use their procurement power to support green and Taiwanese industries. Farglory Life, for instance, has won the first prize of Ministry of Economic Affairs’ Buying Power Social Innovation Product and Service Procurement Award , signifying a purchase volume exceeding tens of millions of dollars injected into Taiwan’s green and social innovation industries, fostering more forward-looking industries.



Farglory Life supports the eco-friendly cultivation of pineapples, and has purchased thousands of pineapples as gifts to employees.

### Priority Procurement Product Categories

- Materials or equipment with eco-labels such as green building materials, energy saving, water conservation, and environmental protection.
- Vendors with a commitment to sustainability.
- Products with a charitable nature.

### Headquarters Association Membership

Name of Association	Role
The Real Estate Development Association of Taipei	Director & Member
Taiwan Society for Construction Safety (TWSCS)	Director
Taiwan Society for Circular Economy	Member

### 3.2.2 Supplier Management GRI 2-6、GRI 204-1、GRI 2-28

In the transition to sustainability, Farglory understands that supplier awareness and participation are crucial to amplifying the impact of sustainability efforts. Therefore, in 2023, the Supplier’s Commitment to Social Responsibility was implemented across the entire Group. All existing and new suppliers are required to sign this agreement to ensure that Farglory partners with suppliers committed to specific environmental and social standards. In 2024, we will continue to strive for a 100% signing rate across all affiliated companies.

Looking ahead, we plan to incorporate supplier sustainability performance into our evaluation mechanisms, and gradually implement this across the Group, depending on the size of the affiliated companies, to strengthen our sustainable value chain.

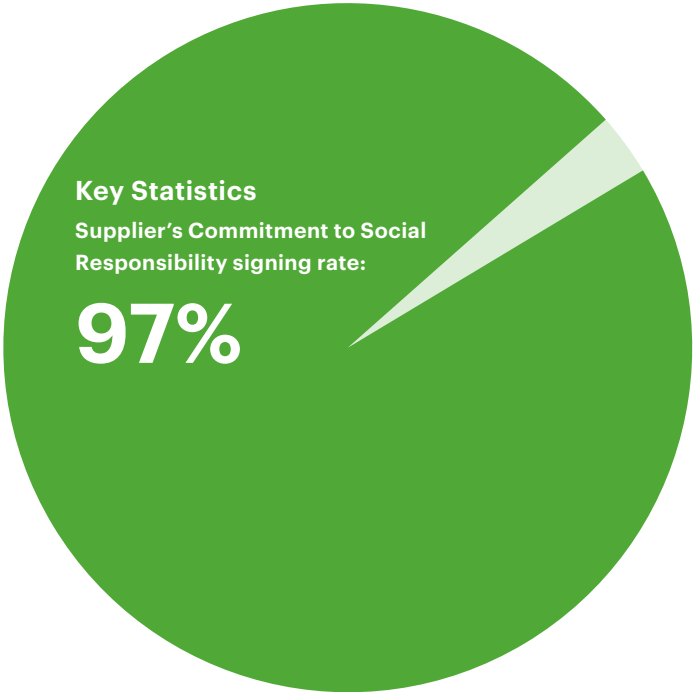
#### Supplier’s Commitment to Social Responsibility includes

##### Environmental Commitment

- Suppliers must comply with relevant laws and standards concerning the treatment of industrial waste, emissions of air pollutants, and the discharge of waste (or wastewater), avoiding environmental harm. Suppliers should prioritize the use of raw materials and processes that have no negative environmental impact while meeting product or service quality requirements.

##### Social Responsibility Commitment

- Ethical management:**  
Suppliers should conduct business activities with honesty, fairness, transparency, and legality, adhering to principles of integrity.
- Labor rights protection:**
  - Employment, termination, and layoffs should be handled in accordance with relevant labor laws and regulations.
  - Forced labor, child labor, discrimination, and inhumane treatment are all strictly prohibited.
  - To ensure the safety and health of workers, suppliers should take necessary preventive measures and strive to create a safe and hygienic work environment.



2023 performance summary of the Headquarters and 9 affiliates

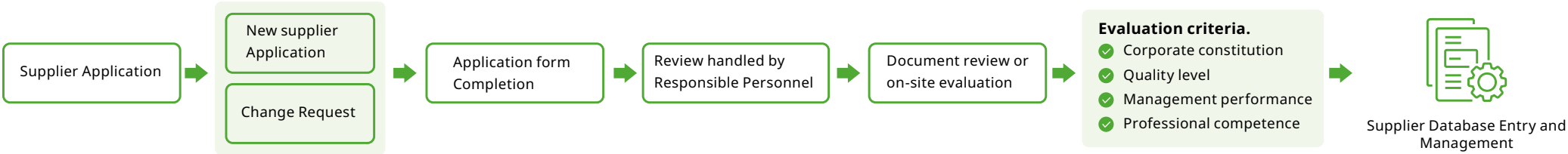
In terms of supplier quality, Farglory adopts the Guidelines for Contractor Management and Standard Procurement Operating Guidelines as the foundation for supplier management. We employ a dual-track system, combining New Supplier Evaluation with

Ongoing and Post-Execution Quality and Progress Evaluation to systematically assess and document supplier performance. This evaluation serves as a reference for future supplier selection, supported by the implementation of rewards and penalties to enhance management effectiveness. When submitting collaboration application documents, suppliers must sign an Anti-Bribery Pledge, committing to a consensus on anti-bribery and providing whistleblowing instructions so suppliers are aware of the channels for raising concerns.

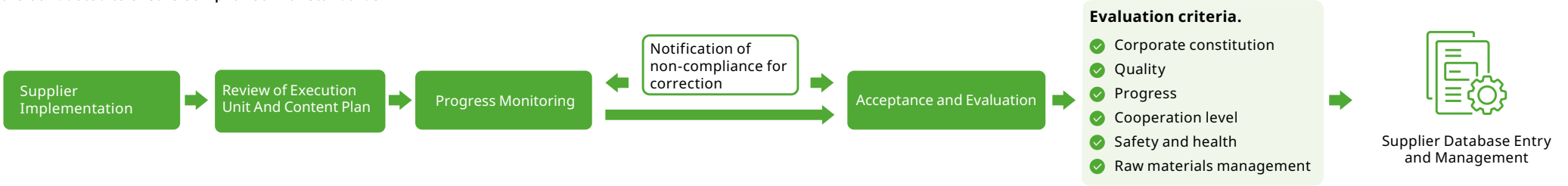
Supplier evaluation and management

- Suppliers are categorized and documented into five levels: A+, A, B, C, and D
- Suppliers as accumulating a C-level rating are assigned to lower-tier tasks and placed under observation and guidance
- Suppliers as accumulating a D-level rating, upon confirmation, will be disqualified and removed from the supplier list.

New Supplier Evaluation



Based on the execution of the project, service, or delivery, an initial and subsequent inspection, along with acceptance procedures, are conducted to ensure compliance with standards



Supplier Grievance Channels

Headquarters | Office of Compliance & Risk Control

Mailing address : 24F., No. 200, Section 1, Keelung Road, Xinyi District, Taipei City

Tel: (02) 8722-8999

Chairman's mailbox: Taipei Post No. 80-28



# Ch.4

## Xpansion





## 4.1 Welfare for All

In 2021, Farglory launched a rebranding centered around the core spirit of P.A.R.T.N.E.R.S. aiming to overturn the stereotype of traditional industries as hierarchical and self-preserving. This transformation fostered a culture emphasizing equality and inclusivity within the company. By emphasizing corporate values of partnership, robust management policies combined with a series of talent cultivation and shared workplace plans, Farglory has created a unique workplace that promotes happiness and well-being where every employee can thrive in their ideal role.







## 4.1.1 Brand Identity

**Material Topic: Brand Identity**

Farglory fosters a harmonious and team-oriented atmosphere by offering a competitive compensation and benefits system and a friendly workplace. This helps maintain corporate identity alignment and cohesion among employees. In addition, Farglory also embraces sustainable and shared values, thoroughly transforming the workplace environment in the hope of becoming the most appealing “best company to work for” for job seekers.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Average monthly turnover rate below 2.5% Achieved (1.2%)</li></ul>	<ul style="list-style-type: none"><li>Average monthly turnover rate below 2.5%</li></ul>	
		<ul style="list-style-type: none"><li>Publish 2 workplace-related special issues annually and host a series of lectures to deeply transform employee mindsets, cultivate sustainable values, and foster a sense of identity.</li></ul>	<ul style="list-style-type: none"><li>Establish a value-driven enterprise guided by mission and vision, dedicated to creating a shared workplace, learning-oriented culture, and implementing DE&amp;I (diversity, equity, and inclusion) initiatives to improve employee job and career satisfaction.</li></ul>

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Farglory Group Human Rights Policy
- Employee Code of Conduct and Disciplinary Management Guidelines
- Employee Welfare Management Guidelines
- Training and Development Management Guidelines
- Training and Development Effectiveness Management Guidelines



Effective and fair human resources management policies, regulations, and reward systems allow employees to focus on utilizing their strengths and reach their full potential. Therefore, at the early stages of the development of the directly managed companies, Farglory Group Headquarters assists in implementing the same set of human resources management approach and system. Once the companies are stabilized, these systems are gradually adjusted according to industry characteristics. Hence, the contents disclosed in Chapter 4.1 primarily focus on the consolidated data from the Group and directly managed companies.



## Creating a Warm Workplace that Fosters Belonging GRI401-2

In addition to salaries, employee benefits represent a way for labor and management to share the fruits of their collective efforts. With thoughtful planning, the rewards that employees are entitled to are transformed into richer, more diverse, and emotionally resonant forms. Farglory does not view employee benefits as an additional cost, but rather as a way to show its appreciation for employees and foster a sense of community. The Group offers many allowances that exceed regulatory requirements, proving comprehensive support for employees’ daily needs. We also strive to foster a harmonious atmosphere and enjoyable workplace atmosphere through initiatives such as Happy Hour and club subsidies.

### Benefits exceeding regulatory requirements at the Group Headquarters and directly managed companies

<div>Welfare Allowances</div> <div><ul style="list-style-type: none"><li>• Wedding cash gifts</li><li>• Bereavement allowances/condolence money</li><li>• Childcare allowances</li><li>• Maternity allowances</li><li>• Scholarships and book vouchers for employee's children</li><li>• Injury or illness condolence payments</li><li>• Emergency assistance funds for employees</li><li>• Mid-Autumn Festival gifts/cash</li><li>• Dragon Boat Festival cash gifts</li><li>• Travel allowances</li><li>• Birthday gift vouchers</li><li>• Club subsidies</li></ul></div>	<div>Employee Activities</div> <div><ul style="list-style-type: none"><li>• Company trips</li><li>• Bi-monthly Happy Hour events</li><li>• Seasonal warmth initiatives at construction project sites</li><li>• Employee discounts across the Group's business units</li><li>• Discounts at authorized stores</li><li>• Year-end banquets</li></ul></div> <div>Leave Policies</div> <div><ul style="list-style-type: none"><li>• Paid pandemic leave</li><li>• Birthday leave</li><li>• Company trip leave</li><li>• Volunteer leave</li></ul></div> <div>Insurance Plans</div> <div><ul style="list-style-type: none"><li>• Group insurance benefits</li></ul></div>
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Faglory also offers additional leave policies to reflect the company’s respect for employees’ personal time and commitments. Birthday leave encourages employees to relax or celebrate the day with family and friends, while volunteer leave demonstrates the company’s commitment to valuing public service, allowing employees to contribute to society and be compensated with time off for their efforts.

Company Trips

Company trips allow us to shed the formality of the workplace and get to know our colleagues, the people we spend 8 hours a day, in a more personal and relaxed setting. In 2023, Farglory offered travel options to Kinmen, Kenting, Hualien, Seoul and Jeju Island, giving everyone the freedom to choose a destination that suits their preferences.



Seasonal Warmth Initiatives

Many of our employees work at construction sites across Taiwan and are unable to enjoy the Happy Hour events at the Group Headquarters. To address this, we take the initiative to visit the sites, bringing with us fun competitions and small, generous gifts. We also hire food trucks to serve freshly prepared hot meals for employees. This ensures that the warm, welcoming atmosphere of our workplace is felt throughout Taiwan!



## Continuous Communication Fosters Corporate Identity Alignment GRI2-3 、 GRI401-3

Creating an environment where employees feel respected inevitably stems from consistent communication and mutual understanding. In compliance with legal requirements, Farglory holds quarterly labor-management meetings to discuss various benefits plans and listen to employee suggestions. We also conduct employee satisfaction surveys, using both qualitative and quantitative methods to comprehensively evaluate whether current mechanisms effectively address employee needs. Moreover, we have established human rights policies, sexual harassment prevention measures, and grievance and disciplinary procedures., which are communicated clearly, encouraging employees to report any unlawful incidents they may encounter in the workplace.

Training and Communication Channels

- New employee orientation
- New employee consensus training (within 3 months of employment)
- Annual management seminar
- Group intranet and public website.

Grievance Channels

- Direct reporting to supervisors
- Mailing or emailing the Personnel & General Affairs Office
- Mailing or emailing the Compliance & Risk Control Office's grievance mailbox

## Statistics on unpaid parental leave at Group Headquarters and directly managed companies

item	Male	Female	Total
Number of employees entitled to unpaid parental leave in the current year	1	1	2
Number of employees who applied for unpaid parental leave in the current year	1	1	2
Number of employees expected to return to work from unpaid parental leave in the current year	0	1	1
Number of employees who returned to work from unpaid parental leave in the current year	0	1	1
Number of employees who returned from unpaid parental leave in the previous year	0	0	0
Number of employees who continued working for a year after returning from unpaid parental leave in the previous year	0	1	1
Unpaid parental leave application rate (%)	100%	100%	100%
Unpaid parental leave reinstatement rate (%)	Since there were no employees entitled to unpaid parental leave last year, the denominator is zero, making it impossible to calculate the rates.		
Unpaid parent leave retention rate (%)			

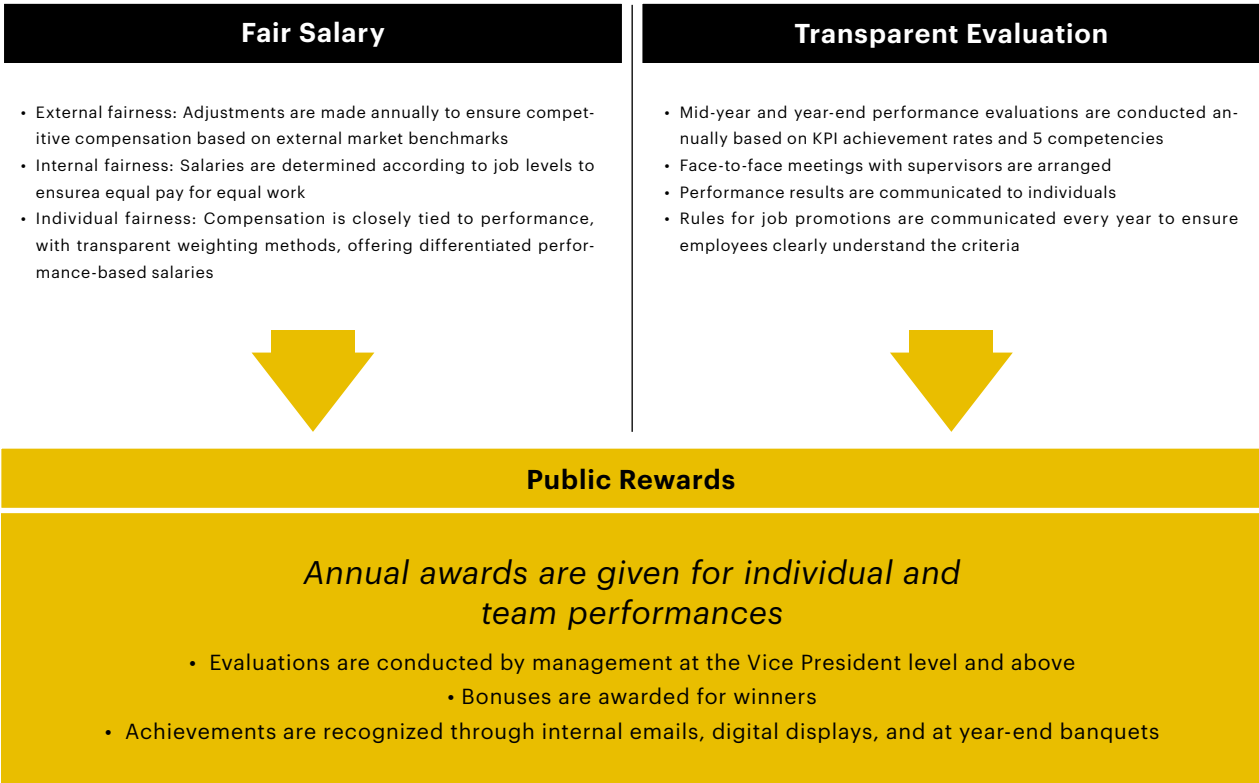
Whether employees feel secure in taking unpaid parental leave is a critical indicator of whether the company respects their role transition and supports childcare. In 2023, at the Group Headquarters and directly managed companies, 2 employees were entitled to unpaid parental leave, with a 100% unpaid parental leave application rate. One employee returned to work, and the rate of returning to work and continuing for one year was 50%.



“The ‘fairness’ of compensation policies must be deeply linked to individual performance; and the ‘transparency’ of individual performance should be built upon a sound and clear performance appraisal system.”

**Fair and Transparent Compensation Builds Trust** **GRI2-19** 、 **GRI2-20**  
**GRI2-21** 、 **GRI404-3** 、 **GRI405-2**

At Farglory, the conversion ratio between individual performance and compensation, as well as the evaluation criteria, are publicly available information and strictly adhered to. In addition to basic salaries, Farglory also provides generous year-end bonuses and profit-sharing, conveying the company’s high regard for talent





We also place great importance on the fairness of compensation across different job levels and between genders. In terms of mid-to-senior-level management, the average salary of male managers is lower than that of female managers due to the company divisions they belong to, whether

they are part of the Headquarters or the directly managed companies, and the resulting salary gaps caused by the scale of the company and industry characteristics.

Performance appraisal and compensation ratio at the Group Headquarters and directly managed companies

	Employee Category	Number of Employees		Evaluation Rate		Average base salary ratio (F:M)	Average compensation ratio (F:M)
		Male	Female	Male	Female		
Management	EXECUTIVE MANAGEMENT (PRESIDENT MANAGER AND ABOVE)	3	1	100%	100%	1:1.5	1:1.3
	DIRECTOR-LEVEL AND ABOVE(SENIOR MANAGEMENT)	2	1	100%	100%	1:0.6	1:0.4
	DEPARTMENT/SECTION HEADS(MIDDLE MANAGEMENT)	15	8	107%	138%	1:0.9	1:1.1
	SECTION/PROJECT SUPERVISORS (JUNIOR MANAGEMENT)	28	9	71%	111%	1:1	1:1
General	GENERAL STAFF	149	77	99%	101%	1:1	1:1

Ratio of the highest individual salary to all employees' salary

3.8 : 1

Ratio of the annual increase in the highest individual salary to all employees' salary

1.1 : 1

Due to timing discrepancies between the performance evaluations and the year-end employee headcount, the ratios may not equal 100%. However, the Headquarters and directly managed companies have fully implemented performance appraisals.

Belonging, Identity Alignment,  
and Trust: Building a Solid Talent  
Pool **GRI 2-7**、**GRI401-1**、**GRI402-1**、**GRI405-1**

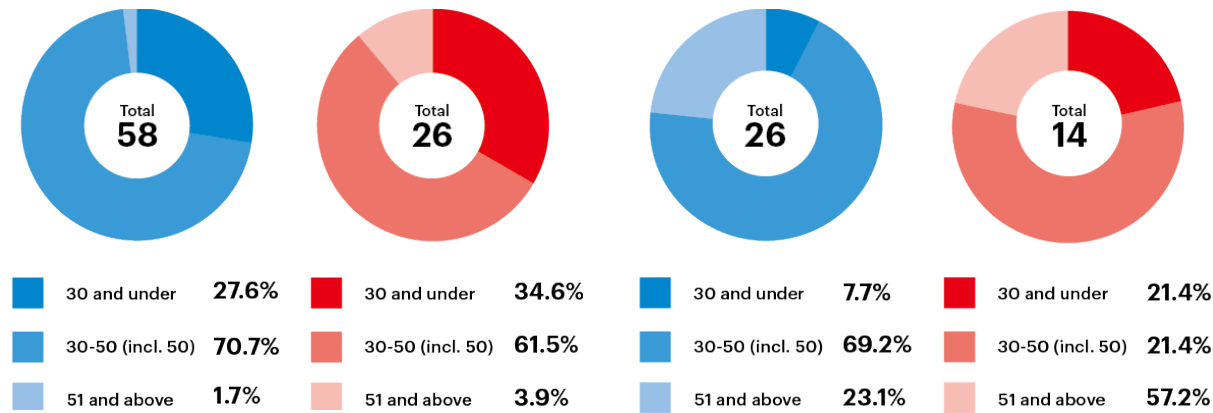
To ensure a stable talent structure, each new employee is assigned a mentor upon joining the company. By having them maintain a three-month journal, supervisors can fully understand how well they are adapting to their new jobs. Moreover, the annual Newcomer Awards is aimed at giving outstanding new employees the opportunity to be recognized.

For employees with over 10 years of service, we express our gratitude each year by giving them gifts. Additionally, at the annual year-end banquet, we give special recognition to those who have served for over 20 years, with each award presented personally by the Vice Chairman to express sincere appreciation for their loyal dedication. For employees expression their intension to resign, Farglory follows procedures to understand the reasons for resignation and offers opportunities for internal transfers within the Group’s businesses. Alternatively, we respect personal career plans by terminating the employment relationship with the shortest notice period required by law in case of operational changes.

Ratio of new hires to departures at the Group Headquarters and the directly managed companies

Total number of new employees 84/  
New hire rate 30.2%

Total number of departing employees 40/  
Turnover rate 14.4%



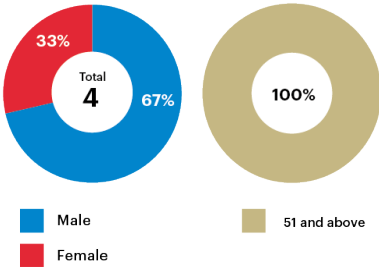
**Note:** The high turnover rate in Tong Yuan Construction is due to the nature of the industry, leading to higher overall new hire and turnover rates.



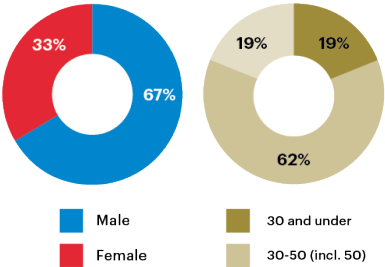
We regularly keep track of the gender and age structure of management units and employees to ensure the workplace environment is welcoming to all types of employees.

Currently, the gender ratio of management and employees at Farglory Group Headquarters and directly managed companies is 1:2, indicating equal promotion opportunities for both male and female employees within the company. Most employees are between 30 and 50 years old, providing a stable and mature workforce, with about 20% under 30 years old, bringing new hope for succession and innovation.

Gender and age ratio of senior management at the Group Headquarters and directly managed companies



Gender and age ratio of employees at the Group Headquarters and directly managed companies



# 4.1.2 Talent Cultivation

## Material Topic: Talent Cultivation

Farglory firmly believes that dreams elevate people to greatness. We are committed to supporting the birth of extraordinary dreams with our resources, laying the foundation for each growing dream through a spirit of partnership to bring these dreams to life and soar to new heights. With dreams and hope as our guiding principles, we seek out exceptional partners who embody the Farglory DNA to join us, providing comprehensive educational and training programs. Together, we strive to “Dream Bigger. Do Together.” for the future.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>• Succession talent placement rate for department- and section-level: 70% or higher <b>Achieved (74%)</b></li></ul>	<ul style="list-style-type: none"><li>• Succession talent placement rate for Department-level (90%) and section-level (70%)</li></ul>	<ul style="list-style-type: none"><li>• Completion of succession talent placement for management positions Key talent retention rate: 90%</li></ul>
	<ul style="list-style-type: none"><li>• Average hours of in-person training: 15 hours or more <b>Achieved (21 hours)</b></li></ul>	<ul style="list-style-type: none"><li>• Average hours of in-person training: 18 hours or moreperson training: 18 hours or mor</li></ul>	<ul style="list-style-type: none"><li>• Establishment of a learning organization balancing in-person and digital courses</li></ul>
	<ul style="list-style-type: none"><li>• Self-directed digital learning and reading frequency: 13.5 times per person per month <b>Achieved (14 times)</b></li></ul>	<ul style="list-style-type: none"><li>• Self-directed digital learning and reading frequency: 15 times per person per month</li><li>• Self-established digital courses: 3 courses per year</li></ul>	

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Succession Planning Management Guidelines
- Training and Development Management Guidelines
- Training Effectiveness Management Guidelines
- On-the-job Training and Off-site Teaching Operations Guidelines
- Personnel Transfer Management Guidelines

Growing Together with You

GRI404-1 、 GRI404-2

Farglory’s educational and training programs focus equally on the cultivation of basic competencies and the encouragement of self-learning. Through interactive activities, we aim to establish a “living” organization, preventing employees from becoming stagnant in their skills as they grow more familiar with their work.

We welcome all who seek self-improvement to join Farglory. At Farglory, there is never a shortage of learning resources. You can dive in at any time and emerge as a stronger version of yourself! The average training hours at Farglory Group Headquarters and directly managed companies are 26 hours for male employees and 54 hours for female employees.

Key Statistics

Training hours

2,209 hours

Achievement rate

105%

2023 performance summary of the Headquarters and 9 affiliates

Farglory Group Education & Training Framework



Culture Academy

Focused on operational foundations, legal compliance, and sustainable management. This academy nurtures basic workplace ethics awareness and deeply ingrains corporate culture, gradually shaping the distinctive qualities of a Farglory employee.



Management Academy

Focused on management consensus, management competencies, and talent development. This academy equips employees with essential communication, decision-making, and leadership skills needed when transitioning into managerial roles.



Professional Academy

Focused on professional knowledge, general competencies, and certification training. This academy helps employees update their knowledge and skills in line with corporate developments and supports their pursuit of relevant professional certifications.



Self-directed Learning

Aiming at building a learning organization, we promote collective learning and digital courses, allowing employees are to form motivating learning communities and access training resources anytime, anywhere.



“ The workplace is a crucible that almost everyone must experience in life, but we believe that systematic education and like-minded partners are essential elements for career growth and fulfillment. This is a responsibility that every company should uphold. ”



**Management Seminar**

At the beginning of the year, the Chief Operating Officer personally shares the Group’s vision, development status, business performance, and the latest news from each business unit during the Management Seminar. This is a crucial moment for uniting the team and aligning everyone’s efforts.



**Leadership Consensus Camp**

Breaking away from the traditional classroom setting, Farglory leads its management team to the Farglory Ocean Park for a two-day, one-night Leadership Consensus Camp. Through carefully designed games, they cultivate team spirit and learn the principles of motivational leadership.



**Group Study Sessions**

In the Group Study Sessions, an employee acts as the facilitator, summarizing the key concepts from four selected books for 2023, aimed at building a cohesive thought framework for Farglory employees. With guidance from external professional instructors, employees learn to apply these techniques to their work, enhancing their workplace soft skills.



The shared spaces in Farglory Realty’s workplace are furnished with comfortable sofas and decorated with plants to create a serene and pleasant atmosphere for reading.

Self-directed Learning  
Stems from a Welcoming  
Space

In addition to the software of education and training, Farglory, a leading brand in architecture, also focuses on the subtle influence of physical spaces. Since 2020, we have been transforming our workplaces, collaborating with well-known bookstores to curate regular book selections and integrating elements like fragrance, coffee, music, and

lighting design. This creates a multi-sensory experience that fosters a relaxing atmosphere for reading. It quietly communicates the importance of reading and acquiring new knowledge, while also providing reading enthusiasts with a sense of belonging and satisfaction akin to stepping into their own world.

**Retire with Honor, Return with Purpose:  
A Lifetime Commitment** **GRI404-2**

**Executive 65 Retirement Program**

We have implemented the Executive 65 Retirement Program, inviting retired senior and mid-level managers to return as company advisors. This program is designed with flexible work hours and adjusted responsibilities to accommodate the physical and lifestyle needs of our retirees. This not only allows the transfer of their wisdom and experience to the new generation within the company but also provides a smooth transition as they enter the next phase of their lives, helping them to open a fulfilling new chapter.

**Welcome Farglory Seniors Back Home**

In addition to executives, we are also very happy to welcome our senior employees to return to appropriate roles. For instance, the reception desk at our Group Headquarters is currently staffed by a retired employee. Compared to outsourcing, having former employees who are deeply familiar with the company’s culture and who bring a calm, experienced approach creates a reassuring and reliable point of contact for all visitors and employees seeking assistance.





# 4.1.3 Safe and Healthy Workplace

**Material Topic: Safe and Healthy Workplace**

The company is committed to providing a safe, healthy, and hygienic workplace environment for all employees. We adhere to relevant regulations and continuously improve workplace safety and hygiene to prevent accidents and reduce the risk of occupational hazards. In addition, we conduct safety and health training, offer regular health check-ups, and organize various health promotion activities to ensure the physical and mental well-being of our employees.

Headquarters Management Guidelines	Short-term Goals (2023)	Medium-term Goals (2025)	Long-term Goals (2030)
	<ul style="list-style-type: none"><li>Number of occupational accidents: 0 Achieved</li><li>Number of major occupational hazard cases: 0 Achieved</li><li>Employee health check-up participation rate: 80% Achieved (100%)</li><li>Number of occupational accidents: 0 Achieved</li></ul>	<ul style="list-style-type: none"><li>Number of occupational accidents: 0 Achieved</li><li>Number of major occupational hazard cases: 0</li><li>Employee health check-up participation rate: 80%</li><li>Health promotion activity satisfaction rate: 90%</li></ul>	<ul style="list-style-type: none"><li>Place importance on the physical and mental health of our employees and create a workplace environment and culture that is respectful, safe and fulfilling</li></ul>

In response to this material issue, Farglory Group Headquarters has established the following internal management policies

- Employee Welfare Management Guidelines
- Compliance Management Guidelines for Employee Relations
- Workplace Management Guidelines
- Checklist for Compliance with Regulations and Standards
- Sexual Harassment Prevention Measures and Regulations on Complaints and Disciplinary Measures
- Maternity Health Protection Measures and Prevention Plan for Unlawful Acts While on Duty

“ Our company supports and adheres to international human rights norms and principles, ensuring that everyone, both within and outside the company, is treated with equality and dignity. ”



# Rigorous Approach to Occupational Safety and Health

GRI 403-1、GRI403-2、GRI403-4、GRI 403-5、  
GRI403-7、GRI403-8、GRI403-9、GRI403-10

Since Tong Yuan Construction, one of the Group's directly managed companies, operates within the Class I high-risk industry, it is crucial to highlight the implementation of occupational safety and health measures in this chapter. A single safety incident at a construction site can have a profound impact on a human life. Therefore, Tong Yuan Construction established a comprehensive occupational safety and health management department and system in accordance with Article 2 of the Regulations on Occupational Safety and Health Management that covers the Headquarters and 10 construction sites across Taiwan. For Farglory, occupational safety and health is a fundamental priority that must never be overlooked.

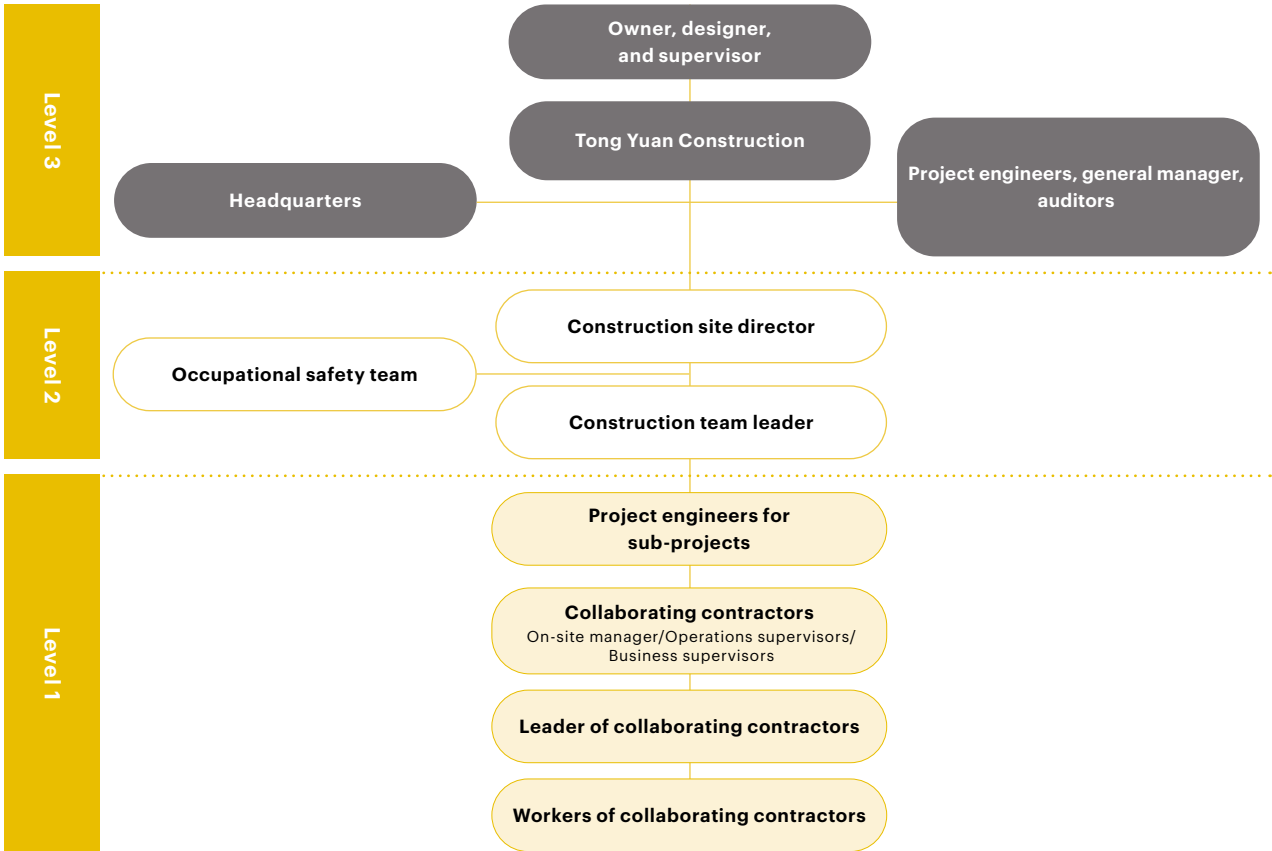




# Building a Safety Foundation Through Rigorous Management

Many workplace risks are not immediately apparent. As a result, Farglory has established a Joint Audit Team to address a wide range of concerns, from the working environment and workers’ musculoskeletal health to the protection of pregnant women and the prevention of potential unlawful activities in the workplace. This team schedules precise audit months, regularly identifies and eliminates risks, and proactively implements measures in advance.

Organization structure of Tong Yuan Construction’s Joint Audit Team





## Keeping Regret on Paper — Training and Occupational Safety and Health Committee

The occurrence of an occupational safety incident often represents the intersection where life and death meet. When exploring the causes of the incidents, we often find that tragedies are built upon a series of “it doesn't matter” moments, where complacency on the ground stems from underestimating the dangers of risk. Therefore, all employees are required to undergo fundamental occupational safety and health training before starting work. On-site, we continuously publicize case studies and display warning signs. All of the training and awareness materials mentioned above are provided in multiple languages, ensuring that migrant workers receive the same level of protections.

In addition to on-site education, Tong Yuan Construction has established a formal Occupational Safety Committee, which convenes quarterly to review the results of labor safety inspections and improvements, reporting directly to the committee chair, the General Manager. By analyzing major occupational incidents from other companies, the committee proactively develops preventive measures to enhance construction site safety. The utmost diligence and caution are applied to eliminate any chance of accidents. At Farglory, we strive to ensure that any regret remains confined to training documents and awareness campaigns, never becoming a reality.

**Key Statistics**  
Average occupational safety and health  
training hours for new employees

**7 hours**  
(exceeding the legally required  
6 hours per year)

Tong Yuan Construction's performance only

In 2023, due to our stringent management and audit systems, Farglory Group Headquarters and Tong Yuan Construction reported only 8 occupational injuries, half of which were traffic accidents that occurred during commutes. One case involved an employee who was injured from falling on a staircase at the construction site office, while the remaining involved non-employees who were injured on-site. Fortunately, there were no fatal incidents, and the number of occupational diseases reported was zero.

		Male	Female	Total
Employee	Number of occupational injuries	4	1	5
	Number of occupational fatalities	0	0	0
	Disabling Injury Frequency Rate (FR) <sup>[1]</sup>	16.89	18.75	17.22
	Disabling Injury Severity Rate (SR) <sup>[2]</sup>	84	38	76
Non-Employee	Number of occupational injuries (A)	2	1	3
	Number of occupational fatalities (B)	0	0	0
	Disabling Injury Frequency Rate (FR) (=(A+B)*10^6/D)	1.18	17.17	18.35
	Disabling Injury Severity Rate (SR) (=C*10^6/D)	33	3,193	138

**Note 1:** Calculated as the number of disabling injuries per million work hours  
**Note 2:** Calculated as the number of lost work days due to disabling injuries per million work hours



Occupational safety and health awareness posters and common hazard prevention measures are displayed at construction sites to enhance worker’ safety awareness. All documents include Indonesian translations.



One-on-one services provided for migrant workers on ergonomic hazards and health consultations.



Key Statistics

Average health check-up participation rate

94%

2023 performance summary of the Headquarters and 9 affiliates

Empowering Employees to Make Healthier Choices Every Day — Health Promotion Activities

GRI 403-3 、GRI403-6

Many Farglory employees are in the 30-50 age group, facing the dual pressures of family and work. In the midst of their busy lives, they tend to neglect their health needs. To address this, Farglory has organized a series of measures, from basic prevention to fostering a culture of self-awareness regarding health. Step by step, we help employees regain sensitivity to their bodies’ needs. We offer biennial health check-ups for employees under 40 exceeding legal requirements.



Farglory employees can be seen sweating it out at an appointed gym during lunch break, motivating each other.



2023 Health Seminars

To achieve good health, besides exercise, another important factor is your diet. Therefore, Farglory invited well-known figures and influencers with backgrounds in traditional Chinese medicine (TCM), renowned chefs, and family medicine physicians to discuss dietary concepts, cooking techniques, and how to assess and adjust their dietary habits according to personal health conditions.

2023 Ten Thousand Steps a Day Challenge

To encourage employees to develop a habit of walking 10,000 steps a day and maintain a good physique, Farglory introduced a walking and weight-loss system. Participants who reached specific point thresholds could win prizes ranging from NT\$3,000 to 16,000, with no limit on the number of winners. Once the activity was launched, it quickly became popular at the workplace, with post-meal walks becoming a favorite leisure activity among colleagues.

# 4.2 Social Accountability

## 4.2.1 Public Welfare Initiatives

Farglory’s brand proposition “Dream Bigger. Do Together.” is not just a promise to internal employees, but also a commitment to empowering disadvantaged groups and creating an equitable society where everyone has the ability to pursue their dreams. Established in 1997, Farglory Foundation, began with basic social assistance such as student grants and material donations. Over time, it has developed larger-scale projects focused on architectural aesthetics education and rural building repairs.

At the same time, we hold the Spirit of Partnership as a core corporate value, encouraging employees to participate in public welfare activities. Farglory Foundation is not seen as a peripheral organization but as the vibrant heart connecting and supporting the eight business units of the Group. The overwhelming response to every event reflects genuine collaboration among colleagues from different business units. To realize your dream, you must make changes; and on the path of change, Farglory is here to support you!

### Key Statistics

Funds invested

NT\$54.92 million

Service hours

2,200

Beneficiaries

1,518,650 people

Farglory Foundation’s performance only

“Change, with our support.”



Farglory Sustainability Report



Story 01

# Supporting You on Your Journey of Growth: The Navigator of Architectural Dreams

Most of the time, kids are not lacking capabilities, but the motivation generated from dreams. Students in cities tend to lose their enthusiasm under the values focused on entering better schools only, while kids in rural areas tend to limit their career paths to the jobs taken by people around them. In this situation, a course that goes beyond imagination may become a spark that will change a child's life.

Often, it's not a lack of ability but a lack of motivation driven by dreams that hinders children. Urban students may lose enthusiasm due to the single-minded focus on academic advancement, while children in rural areas may limit their paths due to similar career models they see around them. At such times, an imaginative course can spark a lifelong change in a child's life.

Therefore, Farglory Foundation is committed to promoting architectural

education focused on topics such as construction methods, aesthetics, lifestyles under different architectural structures, etc. Through lectures, hands-on tasks, parent-child activities, and other educational forms, children can have opportunities to create piece by piece the buildings of their dreams, and their career interest might be encouraged.

Thus, the Farglory Cultural and Educational Charity Foundation is dedicated to promoting education. From architectural techniques and aesthetics to lifestyles within architecture, we use a variety of methods including lectures, hands-on activities, and parent-child interactions to give children the opportunity to piece together their dream buildings and spark career interests in the process.

**In 2023**  
**6 course sessions were held Number of people engaged 12,947**

## Architectural Education for Children

By analyzing famous architects' architectural works, participants can learn about buildings' space, passages for movement, and interaction with surrounding environment based on the perspectives of architecture. The courses encourage children to give full play to their imagination, and help them explore the mysteries of architecture through multiple techniques such as paper folding, simple calculation, model building, etc.

## Rural Campus Architecture Courses

By introducing architecture ideas into schools and encouraging students to observe local environment and architectural characteristics, the courses help students understand how living functions and spatial layouts are considered and planned through architecture. Students can also observantly discover the wisdom crystalized in the process of human's interaction with nature. Moreover, students were invited to propose improvement plans, and in the process of problem solving, they could step by step build up their self-confidence.



Story 02

# Holding Umbrella for You during Heavy Rain: Rural-area Building Repairs

Farglory has built countless people's solid dream homes over the past 50 years. However, with long-term lack of social resources, many disadvantaged people are still unable to have proper dwelling places, from which many social problems have occurred. In response to this issue, we started our repair services in 2016. Wherever there is a need, there will be Farglory members lending a helping hand there — from the deep mountains in Nantou to offshore island areas. Volunteers use their professional skills to jointly improve disadvantaged people's living spaces.

Moreover, to build up the focus of repair work and echo with the foundation's educational purpose, we launched a Taiwan-wide Campus Repair Plan in 2024 by carrying out one repair project per month to assist under-resourced schools in improving their environment.

In 2023 15 residential and school buildings were repaired  
Number of beneficiaries: 942

## Old House Renovation

There is an old house in Guoxing Township, Nantou County, which is in disrepair with poor lighting and high electrical-fire hazards. In addition, its damaged windows and roof cannot protect residents against heavy rain and cold winter winds. There are five Wu family members living in the house, including Grandma Wu, who is nearly 80 years old. The old lady encountered a traffic accident and lost her job and left leg many years ago. Now she needs to walk with a prosthetic leg. In response to this situation, the first task is to create a barrier-free space so that the grandma can walk safely even at night. Next, the house should be further renovated to provide a safe and comfortable living space for the Wu family.

Fore more story details, please click on [“Renovation Process of Grandma Wu's House in Nantou's Guoxing Township”](#)



## Hope You Can Believe the Wo

“Many of these children have disappointing or ignorant past, which concerns many organizations; but when I asked Farglory for help, Farglory gave us a helping hand without hesitation.” Although teaching personnel have been gradually introduced since Li Zhi High School was restructured from a reform school in 2021, the school was still troubled by its poor hard-service conditions such as serious water and electrical leakage problems in campus buildings, which had prevented the spaces from being properly utilized.

In addition to limiting the use of the spaces, the battered and dilapidated environment may even make users feel deprived. Being neglected by family and society, many children in this school had experienced various storms in their young lives. Therefore, Farglory hopes that a well-renovated space can give them a belated welcome and hug on behalf of the world, and convey a message that “You are important, and deserve to be treated better.”

For more details, please click on [“Charity Campus Repair for Changhua Li Zhi High School”](#)



## 4.2.2 Responsible Investment



### Capital — A Power that Moves the World around

As one of the top 50 corporate groups in Taiwan, Farglory is always thinking how to create positive influence through the resource flows at hand, even lead the whole world towards a more equal, beautiful and prosperous future. To realize this hope, Farglory has actively promoted impactful investment by carefully selecting investment objects and industries to effectively assist the industries focused on innovation, eco-friendliness, and social and environmental issues. We have adopted the positive and negative (exclusion) listing approach for our responsible investment to ensure that Farglory can contribute more to society and the environment.

Farglory Life, as a financial and insurance business, also follows the responsible investment principles to be in alignment with the "Green Finance Action Plan 3.0" Green Energy Transition Policy by gradually increasing the investment in ESG-related industries such as low-carbon green energy, water resources, renewable energy, etc. to accelerate the development of domestic renewable energy industry, and protect the rights and interests of policyholders and shareholders by maintaining long-term stable investment revenue to fulfill corporate social responsibilities. The accumulated investment market value in green energy technology, smart machinery, new agriculture, circular economy, and other Taiwan's five-plus-two innovative industries in 2023 reached NT\$155.82 billion.

#### Key Statistics

Percentage of Group Headquarters' responsible investment

40%



In addition to individual investments, the Farglory Group and Farglory Land have set up program-based public welfare trusts through Land Bank of Taiwan and Taiwan Cooperative Bank since 2016 to support disadvantaged groups in society with multiplied benefits. The accumulated funds invested in public welfare trusts during 2016 to 2023 were NT\$ 106 million, with the scope covering 13 counties and cities, and the number of beneficiaries exceeding 2,687, demonstrating Farglory's most direct assistance for public welfare and educational development.

Public Welfare Trust Programs

	Social Benefit Public Welfare Trust	Aged Care Public Welfare Trust	Educational Public Welfare Trust	Educational Grants Public Welfare Trust
Accumulat- ed donation amount (NT\$10,000)	6,560	3,440	300	300
Accumulated beneficiaries (headcount)	1,058	540	559	530

Location and Amount of Farglory Group's Public Welfare Trust Programs		
2016 to 2023		
County / City	Funds invested (NT\$10,000)	Number of beneficiaries (headcount)
Keelung City	1,000	165
Hsinchu County	300	559
Miaoli County	900	150
Taichung City	2,451	489
Changhua County	1,440	205
Nantou County	300	530
Yunlin County	1,280	180
Chiayi County	420	70
Chiayi City	300	50
Pingtung County	540	90
Hualien County	949	79
Yilan County	300	50
Penghu County	420	70

Appendix 1: GRI Standards

GRI 2: General Disclosures 2021				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
The organization and its reporting practices	2-1	Organizational details	About this Report	<a href="#">10</a>
	2-2	Entities included in the organization's sustainability reporting	About this Report	<a href="#">5</a>
	2-3	Reporting period, frequency and contact point	About this Report	<a href="#">5</a>
	2-4	Restatements of information	About this Report	<a href="#">6</a>
	2-5	External assurance	About this Report	<a href="#">6</a>
Activities and workers	2-6	Activities, value chain and other business relationships	3.2.1 Sustainable Value Chain	<a href="#">60</a>
	2-7	Employees	4.1.1 Brand Identity	<a href="#">72</a>
			Appendix 3: ESG Data Table	<a href="#">101</a>
	2-8	Workers who are not employees	Appendix 3: ESG Data Table	<a href="#">102</a>
Governance	2-9	Governance structure and composition	2.2.1 Sustainable Operations	<a href="#">41</a>
	2-10	Nomination and selection of the highest governance body	2.2.1 Sustainable Operations	<a href="#">41</a>
	2-11	Chair of the highest governance body	2.2.1 Sustainable Operations	<a href="#">41</a>
	2-12	Role of the highest governance body in overseeing the management of impacts	1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
	2-13	Delegation of responsibility for managing impacts	1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
	2-14	Role of the highest governance body in sustainability reporting	About this Report	<a href="#">6</a>
	2-15	Conflicts of interest	2.2.1 Sustainable Operations	<a href="#">41</a>
	2-16	Communication of critical concerns	1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
			Appendix 2: Material Sustainability Issues and Stakeholders	<a href="#">98</a>
	2-17	Collective knowledge of the highest governance body	1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
	2-18	Evaluation of the performance of the highest governance body	The highest governance body has not established any ESG performance evaluation procedures	-
	2-19	Remuneration policies	4.1.1 Brand Identity	<a href="#">70</a>
	2-20	Process to determine remuneration	4.1.1 Brand Identity	<a href="#">70</a>
	2-21	Annual total compensation ratio	4.1.1 Brand Identity	<a href="#">70</a>

GRI 2: General Disclosures 2021				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Strategy, policies and practice	2-22	Statement on sustainable development strategy	Farglory's Sustainability Commitments	<a href="#">7</a>
			1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
	2-23	Policy commitments	2.2.2 Legal Compliance	<a href="#">43</a>
	2-24	Embedding policy commitments	1.1.2 Sustainability Management & Blueprint	<a href="#">18</a>
			2.2.2 Legal Compliance	<a href="#">43</a>
	2-25	Processes to remediate negative impacts	Appendix 2: Material Sustainability Issues and Stakeholders	<a href="#">98</a>
	2-26	Mechanisms for seeking advice and raising concerns	Appendix 2: Material Sustainability Issues and Stakeholders	<a href="#">98</a>
	2-27	Compliance with laws and regulations	2.2.2 Legal Compliance	<a href="#">43</a>
	2-28	Membership of associations	3.2.1 Sustainable Value Chain	<a href="#">60</a>
	2-29	Approach to stakeholder engagement	1.2 Material Sustainability Issues and Stakeholders	<a href="#">98</a>
2-30	Collective bargaining agreements	4.1.1 Brand Identity	-	
GRI 3: Material Topics 2021				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Management Guidelines	3-1	Process to determine material topics	Appendix 2: Material Sustainability Issues and Stakeholders	<a href="#">94</a>
	3-2	List of material topics	Appendix 2: Material Sustainability Issues and Stakeholders	<a href="#">94</a>
	3-3	Management of material topics	2.1 Sustainable Brand (Brand Value)	<a href="#">26</a>
			2.1 Sustainable Brand (Customer Rights & Service Quality)	<a href="#">34</a>
			2.2 Sustainability Governance (Sustainable Operations)	<a href="#">40</a>
			2.2 Sustainability Governance (Legal Compliance)	<a href="#">42</a>
			3.1 Low-carbon Operations (Low-carbon Operations)	<a href="#">47</a>
			3.2 Green Inclusion (Green Partner/Supplier Management)	<a href="#">59</a>
			4.1 Welfare for All (Brand Identity)	<a href="#">66</a>
			4.1 Welfare for All (Talent Cultivation)	<a href="#">74</a>
			4.1 Welfare for All (Safe and Healthy Workplace)	<a href="#">79</a>

Appendix 1: GRI Standards

GRI 200: Topic-Specific Standards (Economic)				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Procurement Practices	204-1	Proportion of spending on local suppliers	3.2.1 Sustainable Value Chain	60
Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No occurrence of relevant incidents	-
GRI 300: Topic-Specific Standards (Environmental)				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Energy	302-1	Energy consumption within the organization	Appendix 3: ESG Data Table	100
	302-3	Energy intensity	Appendix 3: ESG Data Table	100
	302-4	Reduction of energy consumption	Appendix 3: ESG Data Table	100
Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Appendix 3: ESG Data Table	100
	305-5	Reduction of GHG emissions	3.1.2 Low-carbon Transition Appendix 3: ESG Data Table	57 100
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	3.2.2 Supplier Management	62
	308-2	Negative environmental impacts in the supply chain and actions taken	3.2.2 Supplier Management	62
GRI 400: Topic-Specific Standards (Social)				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Employment	401-1	New employees and resigned employees	4.1.1 Brand Identity	72
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.1.1 Brand Identity	67
	401-3	Parental leave	4.1.1 Brand Identity	69
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	4.1.1 Brand Identity	72
Occupational Safety and Health (2018)	403-1	Occupational safety and health management system	4.1.3 Safe and Healthy Workplace	81
	403-2	Hazard identification, risk assessment and incident investigation	4.1.3 Safe and Healthy Workplace	81
	403-3	Occupational health services	4.1.3 Safe and Healthy Workplace	85

GRI 400: Topic-Specific Standards (Social)				
Disclosure	Number	Disclosure Title	Report Chapter or Explanation	Page
Occupational Safety and Health (2018)	403-4	Worker participation, consultation and communication on occupational safety and health	4.1.3 Safe and Healthy Workplace	81
	403-5	Worker training on occupational safety and health	4.1.3 Safe and Healthy Workplace	81
	403-6	Promotion of worker health	4.1.3 Safe and Healthy Workplace	85
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.1.3 Safe and Healthy Workplace	81
	403-8	Workers covered by an occupational health and safety management system	4.1.3 Safe and Healthy Workplace	81
	403-9	Work-related injuries	4.1.3 Safe and Healthy Workplace	81
Training and Education	403-10	Work-related ill health	4.1.3 Safe and Healthy Workplace	81
	404-1	Average hours of training per year per employee	4.1.2 Talent Cultivation	75
	404-2	Programs for upgrading employee skills and transition assistance programs	4.1.2 Talent Cultivation	75 78
	404-3	Percentage of employees receiving regular performance and career development reviews	4.1.1 Brand Identity	70
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	2.2.1 Sustainable Operations 4.1.1 Brand Identity	41 72
	405-2	Ratio of basic salary and remuneration of women to men	4.1.1 Brand Identity	75
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	No occurrence of relevant incidents	-
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	3.2.2 Supplier Management	62
	414-2	Negative social impacts in the supply chain and actions taken	3.2.2 Supplier Management	62



## Appendix 2: Material Sustainability Issues and Stakeholders GRI3-1

Farglory Group follows the GRI standards and AA1000 SES (Stakeholder Engagement standards) to engage with various stakeholders. Our engagement process is built on five key principles: Dependence, Responsibility, Tension, Influence, and Diverse Perspectives. In 2023, we conducted a comprehensive analysis of global sustainability trends, corporate development vision, and the operational models of our affiliated companies. We also examined the impact of our business value chain on external factors and gathered input from various stakeholders. This process led to the identification and management of material sustainability issues for the first time. Moreover, we systematically developed implementation goals for each material topic, regularly evaluating implementation performance and integrating them into our operational strategies to meet stakeholders’ expectations.

Identification Procedures for Material Sustainability Issues		
Step	Actions	Results
Step 1 Understanding the organizational context	<ul style="list-style-type: none"><li>Follow the AA1000 SES to examine operational activities and sustainability context to identify 16 groups of stakeholders that are highly relevant to Farglory’s operations. These stakeholders are selected as the main communication targets for identifying material topics.</li><li>Consider Farglory’s development status, international ESG trends and risks, the SDGs, SASB indicators, GRI standards, and domestic and international industry benchmarks to conduct a comprehensive analysis of the economic, environmental and social impacts of Farglory’s operational activities, focusing on 28 sustainability issues after considering the impact areas and management entities.</li></ul>	16 stakeholder groups 28 sustainability issues
Step 2 Evaluating issues and identifying actual and potential impacts	<ul style="list-style-type: none"><li>Use the material sustainability issue analysis questionnaire system to explain the impact connections of various issues to stakeholders and collect their concerns, as well as those of senior management, regarding sustainability issues.</li><li>Analyze the sources of the sustainability impacts and identify the actual and potential positive and negative impacts on the economy, environment and people (including human rights) based on Farglory’s operational activities and business value chain.</li></ul>	11 executives 413 stakeholders
Step 3 Assessing the significance of impacts	Explore the severity/scale and likelihood of occurrence of the impacts, particularly focusing on the key issues of concerns to stakeholders, considering factors such as business assessment, operational type, and actual reach. This identified 9 material sustainability issues, which were plotted in a matrix to determine the management priorities for Farglory.	9 material sustainability issues
Step 4 Prioritizing and reporting the most significant impacts	Develop management guidelines for the 9 material sustainability issues and disclose information according to reporting requirements. These communications, through channels such as our website, sustainability reports, serve as the core of Farglory Group’s sustainability development, ensuring ongoing dialogue with stakeholders.	9 management guidelines

Material Sustainability Issues Matrix



Value Creation for Material Topics GRI3-2								
Material Topic	Sustainability Content	Corresponding Significant Impact	Level of Impact	Likelihood of Occurrence	Value Chain Impact Boundary			Corresponding GRI standard>>Report
					Upstream	Operational Entity	Down-stream	
Sustainable Operations G	Operational stability and continuity are the most important principles that guide enterprises towards the future. For Farglory, ensuring that our operations are “sustainable” requires adhering to ethical management, achieving good operational performance, and having a robust succession plan. These elements are essential for providing employees with a secure work environment, and effectively avoiding business crises.	● Achieve balanced development across industries to create stable overall performance.	1	4		V		Industry-specific issue >> <u>2.2 Sustainability Governance</u>
		● Generate sustainable economic benefits that meet stakeholders’ expectations.	1	4	V	V	V	
		● Balancing stability with innovation to achieve proactive and stable operations.	1	4		V	V	
		● Diversify and expand governance structure to explore innovative opportunities through resource transformation and allocation.	2	4		V		
		● Integrate the Group’s information through digital transformation to improve the accuracy and efficiency of decision-making.	2	4		V		
		○ Poor operational performance could harm stakeholders’ economic interests.	2	1		V		
		○ Obstructed industrial transformation or upgrading could hinder operations if business models fail to evolve sustainably.	2	1		V	V	
		● Corporate systems could affect the timeliness of decision-making or implementation efficiency.	1	4		V		
		○ Unstable financial management could lead to liquidity issues, undermining investor confidence.	1	1		V		
Legal Compliance G	The Group has a diversity of businesses , operates in diverse industries, and is committed to a multi-faceted development approach. Since the reputation and growth of each industry are closely interlinked, any issue in one area could impact the entire group. Regulatory compliance forms the foundation and baseline of the Group’s strategic planning. Farglory places particular emphasis on legal compliance and thorough implementation, ensuring full responsibility for all services provided and to all related stakeholders.	● Establish a stable operational environment to effectively respond to risks and challenges.	3	4	V	V		Industry-specific issue >> <u>2.2 Sustainability Governance</u>
		● Improve governance performance and develop independent operational models for each industry.	3	4		V		
		● Effectively manage information security to protect the confidential information of customers and suppliers.	1	4	V	V	V	
		○ Anticipate regulatory changes and enhance the Group’s ability to respond to new legal requirements.	2	2		V		
		● The occurrence of risk events could cause operational disruptions.	2	4	V	V		
		○ Poor information security management could hinder digital development and increasepenalty risks.	1	1		V	V	
Brand Value G	Building a strong brand image requires the wholehearted support and promotion from every team member, integrating it into daily communication and operational culture. It is essential for stakeholders to consistently experience Farglory’s positive and sustainable brand presence. Among stakeholders, customer satisfaction is the most significant affirmation of a brand’s reputation, as it attracts more potential customers and retains existing ones to increase economic value and solidify market position.	● Strengthen stakeholder engagement and enhance brand visibility and credibility.	2	4	V	V	V	Industry-specific issue >> <u>2.1 Sustainable Brand</u>
		● Reinforce the brand culture for clear brand positioning.	1	4		V	V	
		● Actively contribute to society and local communities, and create shared social value through core businesses.	1	4		V	V	
		○ Damaged brand image could affect company reputation and talent recruitment.	2	1		V	V	

**Note 1:** ● Actual positive impact. ● Actual negative impact. ○ Potential positive impact. ○ Potential negative impact.

**Note 2:** The upstream value chain includes suppliers and partners. The operational entity (core operations) encompass investors, employees, and the eight businesses. The downstream value chain involves neighboring communities, customers, and the environment.

Value Creation for Material Topics GRI3-2								
Material Topic	Sustainability Content	Corresponding Significant Impact	Level of Impact	Likelihood of Occurrence	Value Chain Impact Boundary			Corresponding GRI standard>>Report
					Upstream	Operational Entity	Down-stream	
Customer Rights & Service Quality G	Protecting customer rights and maintaining service quality is not only Farglory's commitment to customers, but also a demonstration of our confidence in our own service quality. This approach extends the value of sustainable operations to encompass sustainable customer relationships.	● Effectively manage the quality of products and services to meet industry and customer expectations and improve brand loyalty.	2	4		V	V	Industry-specific issue >> 2.1 Sustainable Brand
		● Develop innovative business opportunities and differentiating products to increase the added value of products and services.	2	4		V	V	
		○ Products and services face the risk of transformation or obsolescence, which could lead to a loss of competitive advantage for the company.	2	1		V		
Low-carbon Operations E	Incorporate global warming and environmental issues into company's sustainable development goals to reduce the environmental harm caused by resource usage and pollution.	● Leverage digital transformation to optimize operational efficiency and develop innovative business opportunities.	1	4		V		302 Energy >> 3.1 Low-carbon Operations
		● Digitalize operation processes to reduce physical costs and minimize waste, thereby decreasing environmental impact.	1	4		V	V	
		● Start from the operational level and review practices such as office water usage, power consumption, and the use of supplies to create an energy-efficient, sustainable, and green workplace.	1	4		V	V	
		● Create effective carbon management plans to understand potential climate/carbon costs, ensuring environment and ecological protection.	1	4		V	V	
		● Climate change could increase operational costs and risks.	1	4		V		
		○ Poor management of emissions and carbon could result in environmental damage and potential increase of carbon cost pressures.	1	1		V	V	
		○ Wasting energy, resources, and water could increase operational costs and environmental impact.	1	1		V	V	
Green Partner/ Supplier Management E	With a broad and extensive network of partners, every action taken by our partners and everything they do directly impacts the brand value that Farglory has built over our 53-year history. Farglory aims to achieve true sustainability in collaboration with our partners, while also effectively managing the overall supply chain to ensure stable production and operations.	● Build diverse partnerships to spark innovation and drive new ideas.	3	4	V	V	V	204 Procurement Practices 308 Supplier Environmental Assessment 414 Supplier Social Assessment  >> 3.2 Green Inclusion
		○ Develop a comprehensive green supply chain that facilitates growth in the industry and the supply chain.	1	2	V	V	V	
		● Ensure stable raw materials supply to ensure consistent product and service quality.	1	4	V	V	V	
		○ Poor supply chain management could cause delays in raw material supply, resulting in postponed product deliveries.	1	1	V	V	V	
		● Poor supply chain/property management may cause environmental and social impacts, negatively affecting the Group's reputation.	1	4	V	V	V	
		● Supplier financial or management issues, or suppliers abandoning contracts, could hamper sales.	1	4	V	V	V	
Note 1: ● Actual positive impact. ● Actual negative impact. ○ Potential positive impact. ○ Potential negative impact.								
Note 2: The upstream value chain includes suppliers and partners. The operational entity (core operations) encompass investors, employees, and the eight businesses. The downstream value chain involves neighboring communities, customers, and the environment.								



Value Creation for Material Topics GRI3-2								
Material Topic	Sustainability Content	Corresponding Significant Impact	Level of Impact	Likelihood of Occurrence	Value Chain Impact Boundary			Corresponding GRI standard>>Report
					Upstream	Operational Entity	Down-stream	
Talent Cultivation S	Talent is a fundamental cornerstone of sustainable business operations, and also a key indicator of organizational competitiveness. By implementing the General Guidelines for Education and Training Management and the Annual Educational Training Plan, Farglory aims to enhance the knowledge and skills of employees across various dimensions .	● Build a succession/leadership pipeline that fosters both energy cultivation and innovative elements to bring about the growth of various businesses.	1	4		V		401 Employment 404 Training and Education 2016 405 Diversity and Equal Opportunity  >> <a href="#">4.1 Welfare for All</a>
		● Offer competitive salaries and benefits to attract talent and enhance employees' sense of belonging.	1	4		V		
		● Strengthen decision-making capabilities and responsibility among employees through a robust talent development system to increase the Group's operational resilience.	2	4		V		
		● Cultivate digital talents to address the Group's information-related challenges.	1	4		V	V	
		● Talent shortages could lead to delays in project timelines or services, reducing industry competitiveness.	1	4		V		
		○ Lack of expertise or cross-disciplinary skills among employees could affect product/service quality or pose operational risks.	2	1		V	V	
		● Organizational transformation may result in time-consuming construction of new competencies or communication of new ideas.	1	4		V		
Safe and Healthy Workplace S	Employees are important assets of the Company. In addition to meeting regulatory requirements, we also promote various measures to maintain employees' physical and mental health, while providing a safe, comfortable and high-quality work environment.	● Ensure occupational health and safety and provide a secure and comfortable working environment.	1	4		V		402 Labor/Management Relations 403 Occupational Safety and Health 2018 406 Non-discrimination  >> <a href="#">4.1 Welfare for All</a>
		● Create an environment that facilitates smooth, effective communication between employees and management, and support the mental and emotional well-being of employees while promoting corporate values and philosophy.	1	4		V		
		○ Work-related injuries/accidents could impact the health and safety of employees.	1	1		V		
		● Poor safety management could lead to potential penalties and increased risks for the organization.	1	4		V		
Brand Identity S	Cultivate a strong sense of belonging among new employees and enhance cohesion among veteran employees to create an effect greater than the sum of its parts (1+1>2).	● Enhance employees' identification with the brand and their cohesion within the organization to ignite passion for product innovation.	1	4		V	V	Industry-specific issue  >> <a href="#">4.1 Welfare for All</a>
		● Formulate clear policies, regulations, reward and punishment systems and grievance channels to ensure the protection and advocacy of employees' rights.	1	4		V		
		● Create a stable workplace for a solid operational foundation and swift strategic implementation.	1	4		V		
		○ Rapid organizational growth may impact the preservation of culture and the transmission of established systems and values.	1	2		V		
		○ A high turnover rate can negatively affect operational stability.	1	1		V		
<b>Note 1:</b> ● Actual positive impact. ● Actual negative impact. ○ Potential positive impact. ○ Potential negative impact.								
<b>Note 2:</b> The upstream value chain includes suppliers and partners. The operational entity (core operations) encompass investors, employees, and the eight businesses. The downstream value chain involves neighboring communities, customers, and the environment.								

Stakeholder Engagement <b>GRI2-16</b> 、 <b>GRI2-25</b> 、 <b>GRI2-26</b> 、 <b>GRI2-29</b>				
Stakeholder Group	Significance to the Group	Material Topics of Concern	Communication Method and Frequency	Results and Response
Customer	Customers are the primary recipients of Farglory’s products and services. Every piece of feedback and expectation from our customers serves as a guiding direction for our efforts. We strive to deliver high-quality service and innovation aimed to earn and maintain the trust of our customers.	<ul style="list-style-type: none"><li>• Customer Rights &amp; Service Quality</li><li>• Safe and Healthy Workplace</li><li>• Low-carbon Operations</li></ul>	<ol style="list-style-type: none"><li>1. Farglory Group website (real-time)</li><li>2. Social media platforms (real-time)</li><li>3. Sustainability Report (annually)</li></ol>	Headquarters and directly managed companies <ol style="list-style-type: none"><li>1. Replies to “Contact Us” inquiries on our website: <b>85 cases</b> responded to</li><li>2. Social media engagement on sustainability issues: <b>2.04 million</b> reached</li></ol> Average satisfaction for the Headquarters and 9 affiliated companies: <b>91%</b> Sustainability reports published by the Headquarters and its publicly-listed affiliated companies <a href="#">Farglory Group Website</a>
Employees	Human capital is a key factor for business operations and growth. The Farglory Group is built by the collective efforts of all employees. We take employee communication very seriously, ensuring that every member of the Farglory family is cared as we work together to shape the future of the Farglory.	<ul style="list-style-type: none"><li>• Legal Compliance</li><li>• Safe and Healthy Workplace</li><li>• Low-carbon Operations</li></ul>	<ol style="list-style-type: none"><li>1. Internal employee grievance channels (real-time)</li><li>2. Workplace shared area activities (monthly)</li><li>3. Labor-management meetings (quarterly)</li><li>4. Employee satisfaction surveys (annually)</li><li>5. Sustainability Reports (annually)</li><li>6. New employee/employee training program (irregularly)</li><li>7. Internal company website and app, Email, the sustainability section on our website, and digital bulletin board (irregularly)</li></ol>	Headquarters and directly managed companies <ol style="list-style-type: none"><li>1. <b>No complaints</b> received through internal grievance channels</li><li>2. <b>7 workplace</b> shared area welfare activities</li><li>3. <b>4</b> labor-management meetings</li><li>4. Annual average training hours for male employees (<b>26.4 hours</b>) and female employees (<b>54 hours</b>)</li></ol> Average welfare satisfaction for the Headquarters and 9 affiliated companies: <b>84%</b>
Partners	Partners play an important role in the development process of Farglory. We hope to work together and support each other, aiming to build a partnership based on mutual trust and benefit, emphasizing the importance of a “partnership spirit” for achieving shared success.	<ul style="list-style-type: none"><li>• Sustainable Operations</li><li>• Talent Cultivation</li><li>• Low-carbon Operations</li></ul>	<ol style="list-style-type: none"><li>1. Telephone/e-mail (real-time)</li><li>2. The supplier section on our website (real-time)</li><li>3. Telephone complaint calls made to the Office of Compliance &amp; Risk Control and complaint letters sent to the whistleblowing mailbox (real-time)</li></ol>	<ol style="list-style-type: none"><li>1. Number of supplier grievance cases of the Headquarters and directly managed companies: <b>0</b>.</li><li>2. Signing rate of Supplier’s Commitment to Social Responsibility across the Headquarters and 9 affiliated companies: <b>97%</b>.</li></ol>
Suppliers	Farglory’s products and operations are closely related to suppliers, and any changes in suppliers may affect the entire supply chain. We strive for effective and integration of suppliers into our sustainability vision to build a high-quality, responsible supply chain.	<ul style="list-style-type: none"><li>• Sustainable Operations</li><li>• Talent Cultivation</li><li>• Low-carbon Operations</li></ul>		
Public sectors	Compliance with laws and regulations is fundamental for a company’s operational standards. We adhere to regulations and government policies and maintain good relations with the public sector.	<ul style="list-style-type: none"><li>• Legal Compliance</li><li>• Safe and Healthy Workplace</li><li>• Low-carbon Operations</li></ul>	<ol style="list-style-type: none"><li>1. Official correspondence (irregularly)</li><li>2. Telephone and e-mail communication (irregularly)</li></ol>	<ol style="list-style-type: none"><li>1. Prompt response to inquiries from competent authorities</li><li>2. Proactive participation in relevant meetings and courses</li></ol>
Shareholders	Shareholders are vital to company operations. Farglory focuses on building a stable and positive operating system to provide long-term returns for shareholders, supported by effective interaction and a robust oversight mechanism for sustainable development.	<ul style="list-style-type: none"><li>• Sustainable Operations</li><li>• Legal Compliance</li><li>• Safe and Healthy Workplace</li><li>• Green Partner / Supplier Management</li></ul>	<ol style="list-style-type: none"><li>1. Shareholder meetings</li><li>2. Investor conferences</li><li>3. Annual reports and financial reports</li><li>4. Sustainability Reports</li></ol>	<ol style="list-style-type: none"><li>5. 4 Shareholder meetings</li><li>6. 4 investor conferences</li></ol> <a href="#">Farglory Land</a> <a href="#">Farglory Life</a> <a href="#">Farglory FTZ</a> <a href="#">Farglory Hotel</a>

Stakeholder Engagement GRI2-16 、GRI2-25 、GRI2-26 、GRI2-29				
Stakeholder Group	Significance to the Group	Material Topics of Concern	Communication Method and Frequency	Results and Response
Media	Farglory achieves effective communication with the public through media and social media platforms, while maintaining good relations with the media, ensuring the accuracy of communication information to improve brand image and increase the public's understanding of and trust in Farglory.	<div><div>• Brand Value</div><div>• Talent Cultivation</div><div>• Low-carbon Operations</div></div>	<div><div>1. Communication software/telephone/e-mail (real-time)</div><div>2. Press parties (irregularly)</div><div>3. Press releases (irregularly)</div><div>4. Press conferences (irregularly)</div><div>5. Interviews with the media or public responses to news reports (irregularly)</div></div>	Adhere to the Group's General Principles for Crisis Management and respond to the media's demand based on the severity of the issue within the specified timeline.
Neighboring Communities	Neighboring communities are stakeholders that should be valued by all businesses. Farglory establishes seamless communication channels and appropriate measures to manage operational impact on local communities to achieve symbiosis, mutual benefit, and harmonious coexistence with communities.	<div><div>• Sustainable Operations</div><div>• Legal Compliance</div><div>• Talent Cultivation</div><div>• Green Partner/Supplier Management</div></div>	<div><div>1. Communication software and tenant hotline (real-time)</div><div>2. Management center work meetings, management committee meetings, and construction site meetings (monthly)</div><div>3. In-person visits (quarterly)</div></div>	Headquarters <div><div>1. <b>One</b> management center work meeting per month</div><div>2. <b>1 to 3</b> management committee meetings per month</div><div>3. <b>1 to 3</b> construction site meetings per month</div><div>4. <b>95%</b> property management satisfaction rate</div><div>5. <b>More than 50</b> in-person visits to neighboring communities</div></div>
Eight Businesses	This stakeholder group is defined particularly for the development of Farglory's 8 business units to ensure the consensus and coherence regarding the Group's overall development, maximizing the Group's advantages.	<div><div>• Sustainable Operations</div><div>• Talent Cultivation</div><div>• Low-carbon Operations</div></div>	<div><div>1. Vision and strategy meetings for the 8 businesses (annually)</div><div>2. Management seminars for non-publicly listed affiliated companies (annually)</div><div>3. Training for the Group's middle and senior management (annually)</div><div>4. Management review meetings for the 8 businesses (quarterly/biannually)</div></div>	<b>85</b> annual vision and strategy meetings, and management review meetings in total
Note 1: For the stakeholder engagement of publicly listed affiliated companies, please visit their websites.				



# Appendix 3: ESG Data Table

## CH. 3 Eco Inclusion

GRI 302-1、GRI302-3、GRI302-4、GRI 305-2、GRI305-5

Total purchased electricity consumption and carbon emissions of the Headquarters and directly managed companies					
	Category	Unit	2023	2022	2021
Purchased electricity consumption	Consumption	GJ	1,510.95	1250.71	1,336.14
	Intensity	GJ per capita	5.99	13.59	15.91
GHG emissions from purchased electricity	Emissions	ton-CO <sub>2</sub> e	207.34	171.97	188.92
	Intensity	ton-CO <sub>2</sub> e per capita	0.82	1.87	2.25

**Note 1:** The data scope includes purchased electricity for the Headquarters and directly managed companies. Although this report includes the Taipei Dome, it is not included in the calculations as it officially opened on December 22.

**Note 2:** Due to the inclusion of Tong Yuan Construction in the data scope in 2023, the emissions intensity decreased as the employees rotate between the Headquarters building and other project sites.

**Note 3:** The purchased electricity consumption data is converted from MWh to GJ (GJ = MWh × 3.6)

**Note 4:** The emission factors for purchased electricity GHG emission are determined based on the electricity emission factors announced by the Ministry of Economic Affairs' Energy Administration, which were 0.509 (kg CO<sub>2</sub>e/kWh), 0.495 (kg CO<sub>2</sub>e/kWh), and 0.494 (kg CO<sub>2</sub>e/kWh) in 2021, 2022, and 2023, respectively.

**Note 5:** The Intensity is measured based on the total number of employees.

CH. 4 Xpansion

The workforce structure at Farglory Group, including directly managed companies but excluding foreign workers <a href="#">GRI 2-7</a>				
	Contract Type	Male	Female	Total
Employment Contract	Full-time employees <sup>[Note 1]</sup>	196	96	292
	Temporary employees <sup>[Note 2]</sup>	0	0	0
	Non-guaranteed hours employees <sup>[Note 3]</sup>	1	0	1
Employment Type	Full-time employees	196	96	292
	Part-time employees <sup>[Note 4]</sup>	1	0	1
Job Position	Executive management (General manager and above)	3	1	4
	Division-level and above (Senior management)	2	1	3
	Department/section heads (Middle management)	15	8	23
	Section/project supervisors (Junior management)	28	9	37
	General staff	149	77	226
Age	30 years old and below	36	20	56
	31 to 50 years old	126	56	182
	51 years old and above	35	20	55
Educational Background	Ph.D.	2	1	3
	Master's	41	17	58
	Bachelor's	114	61	175
	Other	40	17	57

The workforce structure at Farglory Group, including directly managed companies but excluding foreign workers <a href="#">GRI 2-7</a>				
	Contract Type	Male	Female	Total
Work Tenure	Less than one year	36	19	55
	1-3 years	66	24	90
	3-5 years	39	13	52
	5-10 years	9	12	21
	10-20 years	31	9	40
	More than 20 years	16	19	35
Diversity Structure	Non-nationals	0	1	1
	Indigenous people	1	0	1
	People with disabilities	0	0	0
<b>Note 1:</b> Full-time employees: Employees with an open-ended employment contract for either full-time or part-time work.				
<b>Note 2:</b> Temporary employees: Employees with a fixed-term employment contract that ends at a specific time or upon the completion of a particular task or event (e.g., when a project is completed).				
<b>Note 3:</b> Non-guaranteed hours employees: Employees with no guaranteed minimum or fixed working hours daily, weekly, or monthly.				
<b>Note 4:</b> Part-time employees: Employees working fewer hours per week, month, or year than full-time employees.				

Non-employee workers at Farglory Group Headquarters and directly managed companies GRI2-8			
	(Please list the common categories)	Male	Female
Non-employee workers	Special consultants	6	0
	Fixed-term contract workers	2	2
	Part-time workers	1	0
	Migrant workers	80	0