

# ESG PERFORMANCE REPORT 2024

THE TALLEST  
GREEN & WELL BUILDING  
IN THE WORLD

TAIPEI IOI



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## Message from the Chairperson



Sustainability is a long and enduring marathon, and every step we take represents our dedication to building a better future together.

As a benchmark for sustainability among the world's supertall buildings, TAIPEI 101 recognizes that its role goes beyond shaping the skyline and it is also a platform for amplifying Taiwan's voice on the world stage. In response to the global focus on sustainability in recent years, from net-zero transformation and digital innovation to social responsibility, TAIPEI 101 has remained actively engaged. With steady steps, TAIPEI 101 continues to lead the industry, driving value chain transformation and embracing new challenges.

In 2023, TAIPEI 101 received the WELL v2 Core Platinum certification with the highest score in the world. In 2024, TAIPEI 101 took another bold step by becoming one of the pioneers to pursue the LEED v5 certification under the latest and most rigorous international green building standard, and successfully achieved certification in June 2025.

Fortunately, we are not alone on the journey toward green transformation. TAIPEI 101 has teamed up with world-class tenants such as CHANEL, KPMG, and HSBC to jointly purchase green electricity. Together, we have procured over 7.08 million kWh of green electricity annually through green energy initiatives and integration. From promoting joint purchase of green power and implementing the ISO 50001 Energy Management System to launching a micro carbon credit offsetting project, TAIPEI 101 continues to invest in making the building more environmentally friendly. Through the "TAIPEI 101 ESG Academy" and "ESG Sustainability Consulting Services", we share our experience and help nurture the next generation of sustainability and green-collar talents. We believe that change requires working together with partners and keeping moving forward.

What makes people proud of TAIPEI 101 is not only its efforts in adopting green energy, but also its leading call for cultural and public welfare, creating touching memories for all the people. In 2024, TAIPEI 101 launched the "Dream High" event series, rallying public welfare partners and donating a total of NT\$8 million to support the development of sports education in rural schools. A baseball-themed exhibition on the Observatory drew international attention, blending sports culture with tourism to showcase Taiwan's vibrant diversity. We also continued our long-running Christmas charity concert, inviting over 500 children from rural areas to perform on the TAIPEI 101 Dream Stage, sharing their musical talents and shining brightly. At that moment, we stood beside them, affirming that "Your dreams deserve to be seen."

The road to sustainability is a race without a finish line. Every action in environmental protection, charity, education, culture, also the persistence, help safeguard the future of our shared society and environment. We will continue to strengthen our operational resilience and expand our social impact, working together with tenants, suppliers, and partners across industries and charities to lead the way in creating sustainable value.

We sincerely thank every partner who has journeyed with us in this long-run toward sustainability. With your support, TAIPEI 101 can proudly stride on the global stage, allowing Taiwan's light to shine brightly and inspire more people to join the cause!

**Taipei Financial Center Corporation**  
Chairperson Janet Chia

A handwritten signature in black ink that reads "Janet Chia". The signature is written in a cursive, flowing style.

## Message from the President



Looking back in 2024, the global political and economic landscape changed rapidly. The booming rise and adoption of generative AI brought new challenges to cybersecurity and operations, while extreme climate events further tested the resilience of industries and companies worldwide in anticipating and managing sustainability risks. As a landmark of Taiwan and a benchmark among the world's supertall buildings, TAIPEI 101 is committed to the vision of "accelerating innovation, sustainability and brand value". Through a dual-track strategy of digital transformation and sustainable development, we continue to respond steadily to the challenges of 2025.

We continue to advance our digital development initiatives by refining our digital platform and membership system, strengthening data applications, and deepening customer relationship management to improve satisfaction. We have also integrated generative AI into our workflows to enhance operational efficiency leveraging technology. In the face of future market uncertainties, we embrace cutting-edge technologies while safeguarding information security, to secure a solid foundation amid the evolving global technological landscape.

In our pursuit of environmental sustainability, TAIPEI 101 remains committed to green transformation. In 2023, we obtained the WELL v2 Core Platinum Certification with the highest score globally. In 2024, we led the way by applying for the highly challenging LEED v5 Certification, and in 2025, became one of the world's first commercial office buildings to achieve the most rigorous LEED v5 green building certification. In addition, TAIPEI 101 has consistently maintained a high standard in the use of green materials for renovation. With the scale of green electricity group purchasing growing steadily, we support tenants in procuring green electricity and drove the consumption surpassing 7 million kWh annually, reinforcing our commitment to the circular economy and expanding our green impact.

In the realm of social and cultural engagement, we continue to leverage our diverse spaces to showcase the beauty of Taiwan to the world. The dual exhibitions, "The Beauty of Ferns and Orchids" and "Four Seasons in the Clouds, the Beauty of the Mountains and Forests", brought native plants from across Taiwan to the Observatory. In the Tower lobby, we hosted the "Heart to Heart, Blooming Hualien" Farmers Market and the charity "Love Market" inviting tenants to support local agriculture and social innovation. At Gallery 101, we also featured year-round exhibitions to expand artistic horizons. By the end of the year, we launched the "Dream High" event series, rallying charity partners to provide financial support for the development of rural sports and education, and invited children to visit the Observatory and bring their dreams to life through the stage performance.

TAIPEI 101 continues to enhance the development and institutionalization of its sustainable strategic blueprint, focusing on three core goals: being the world's tallest Green and Well building, creating diverse social value, and building a sustainable corporate culture. In 2024, the Corporate Sustainability Development Team held 5 meetings to formulate and implement short-, medium- and long-term ESG goals. These efforts reinforced cross-departmental collaborations and ensured that sustainable actions were closely aligned with corporate operating objectives.

Looking ahead, TAIPEI 101 will continue to pursue its dual-track strategy of digital transformation and sustainable development, while deepening its investment in various aspects of ESG, to create long-term value for diverse stakeholders, drive innovation breakthroughs, and open a new chapter for the sustainability journey of Taiwan's industries.

Taipei Financial Center Corporation  
President Lillian Chu

*Lillian Chu*



# About this Report

## Reporting period

This report discloses the ESG management policies, actions and performance information of Taipei Financial Center Corp. in 2024 (from January 1 to December 31, 2024). Some contents cover the results before 2024 to present in order to demonstrate more comprehensive information and project implementation progress.

## Scope of Report

TAIPEI 101 2024 ESG Performance Report mainly focuses on the Taipei Financial Center Corp., but the scope of some material information includes suppliers, customers, tenants, and other individuals outside the company.

## Contact Person

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## Themes of this Report

The 2024 ESG Performance Report adopts TAIPEI 101's sustainability strategy "Pursuing Sustainability, Circle of Life" as the theme. Using "S, O, A, R" (SOAR) in the title of the four chapters, symbolizing that TAIPEI 101 starts from the highest point of the Taipei skyline and soars to a higher and farther future, exerting influence in all aspects of governance, environment, and society. TAIPEI 101 conveys its expectations for itself to all stakeholders through the report.

This Report is divided into four chapters, starting with the Company's sustainable development and management, disclosing the Company's business performance and corporate governance. It is then followed by our efforts in diversified social participation and employee welfare and descriptions of the implementation of low-carbon value chain including green buildings and environmentally friendly actions, finally showcasing TAIPEI 101's emphasis on customer satisfaction and innovative services. Thereby, the report has provided a complete description of the economic, environmental, and social value created by TAIPEI 101, while it also communicates TAIPEI 101's efforts and achievements on the path to sustainability and low carbon transition as well.

## Record of Awards

2009	<ul style="list-style-type: none"> <li>TAIPEI 101 was awarded the Fire Prevention Label by the Taiwan Architecture and Building Center</li> </ul>
2011	<ul style="list-style-type: none"> <li>Officially obtained LEED Platinum certification from the U.S. Green Building Council (USGBC), becoming the tallest green building in the world</li> </ul>
2012	<ul style="list-style-type: none"> <li>Obtained the first third-party certification for ISO 14064-1 greenhouse gas inventory</li> <li>Awarded the Excellent Water Conservation Performance Label from the Water Resources Agency, MOEA</li> </ul>
2013	<ul style="list-style-type: none"> <li>Awarded the Green Building Diamond-class label by the Ministry of the Interior</li> <li>Awarded as one of the "World's Top 10 Green Offices" by Greenbiz.com</li> <li>Published the first Corporate Sustainability Report and received the "Silver Award" from the Taiwan Institute for Sustainable Energy</li> </ul>
2015	<ul style="list-style-type: none"> <li>Obtained British Standards Institution BS 10012:2009 Personal Information Management System (PIMS) international standard certification</li> <li>Obtained the Green Power Usage over 1,000,000 kWh label from Energy Administration, MOEA</li> <li>Received the "Climate Leadership Award" from the Taiwan Corporate Sustainability Award (TCSA)</li> </ul>
2016	<ul style="list-style-type: none"> <li>Awarded the "Environmental-Friendly Category Model Award" by CSR Awards of Global Views Magazine</li> <li>Awarded the "Green Leadership Award" in the Asia Responsible Enterprise Awards (AREA) from Enterprise Asia</li> <li>Obtained the USGBC LEED v4 Platinum Upgrade Certification, setting a record for the highest score in the rating and becoming the first super-high-rise LEED v4 Platinum managed building outside the United States</li> <li>Awarded the "Operational Achievement Award" at the CTBUH 2016 Tall Building Award</li> </ul>
2017	<ul style="list-style-type: none"> <li>Received the "Bronze Award" at the National Enterprise Environmental Protection Award hosted by the Ministry of Environment, Executive Yuan</li> <li>Honored with "Corporate Citizenship Award" by Commonwealth Magazine</li> <li>Received the TCSA "Gold Award" and "Innovative Growth Award"</li> <li>Received the First Prize and Special Award in the "Buying Power Social Innovative Products and Services Procurement Incentive Mechanism" organized by the Small and Medium Enterprise Administration, Ministry of Economic Affairs</li> </ul>
2018	<ul style="list-style-type: none"> <li>Received the "Sports Enterprise Certification" by the Sports Administration</li> </ul>
2019	<ul style="list-style-type: none"> <li>Obtained "50 Most Influential Tall Buildings of the last 50 Years" by Council on Tall Buildings and Urban Habitat (CTBUH)</li> </ul>
2021	<ul style="list-style-type: none"> <li>Obtained LEED O+M v4.1 Platinum Certification, USGBC</li> </ul>
2022	<ul style="list-style-type: none"> <li>Obtained ISO 27001 information security management system and ISO 27701 privacy information management system certification</li> </ul>
2023	<ul style="list-style-type: none"> <li>Obtained the International Wellness Building Institute (IWBI) WELL v2 Core Platinum certification, setting a record for the highest score in this rating, and holding both LEED and WELL Platinum certifications, becoming the world's tallest healthy green building</li> <li>Awarded the "Net Zero Leadership Award - Benchmarking Award" by Taipei City Government</li> <li>Awarded the Ministry of Economic Affairs "Energy Conservation Benchmark Award - Silver Award"</li> <li>Awarded the "Sustainability Resilience Pilot Award" by the British Standards Institution (BSI)</li> <li>Awarded the Silver Award at the "National Enterprise Environmental Protection Award" hosted by the Ministry of Environment</li> </ul>
2024	<ul style="list-style-type: none"> <li>Awarded the Ministry of Environment "National Enterprise Environmental Protection Award - Silver Award"</li> <li>Obtained the "500 Dishes Award : Sustainability Green Paper Special Award - Sustainable Diet Practitioner Award"</li> <li>Obtained the "Badge of Accredited Healthy Workplace" for the fourth consecutive time, by the Health Promotion Administration, Ministry of Health and Welfare</li> <li>Awarded the "Parenting Friendly Enterprise Award" by Taipei City Government</li> </ul>

## Sustainability Highlights

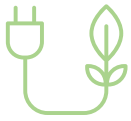
102.5

Highest WELL v2 Core score in the world



7.08 million

Total number of kWh of green power purchased by tenants in a year



35 categories

Waste disposal category



17 years

Consecutive GHG Inventory 3rd party verification



4 times

LEED O+M Platinum Certification



2,718 tons

Approved EPA Carbon Credits



90%

Office Tower domestic waste (Processed through a vertical garbage delivery system)



135,670 tons

Accumulated carbon emission reduction of ISO 14064 Scope 1 and 2 (from 2009-2024)



512 ppm

Average indoor carbon dioxide



33

Electric vehicle charging stations



82 groups

Contacts for the Eco-Education Courses



35 companies invited

Social Enterprise Promotion



12 restaurants

Food safety: Addition of 12 restaurants receiving an excellent rating (All food court tenants have obtained the Excellent Label)



60,000 per child

Childbirth subsidy starting from 2024



4 consecutive times

Obtained the advanced "Badge of Accredited Healthy Workplace"



75% catering tenants

Obtained environmentally friendly restaurant certification



# SUSTAINABILITY

## CHAPTER 01

### Sustainable Governance

As a sustainability model of supertall building among the world, TAIPEI 101 continues to make steady progress in sustainable operation and governance. Guided by a clear vision, mission, and strategic blueprint of sustainability, these efforts are driven across the entire organization, fostering and enhancing a culture of sustainability.

### AI Service

#### Service Enhancement through Digital Innovation

In response to the trend of digitalization, we continue to improve our digital development plans, enhance our capabilities of data utilization, use mobile platforms and membership systems to strengthen customer relationships, and create a smart service experience.

6.28 billion

#### Record-high Revenue and Profit

In 2024, the overall revenue reached NT\$6.28 billion, an annual increase of approximately 8%, with the net profit after tax reaching NT\$2.57 billion. The number of visitors to the observatory reached nearly 1.5 million, hitting a new historical record.

5 times

#### Institutionalization of ESG Governance

In 2024, the Corporate Sustainability Development Team held five meetings to establish short-, medium-, and long-term goals on environmental, social, and governance (ESG) issues. The cross-departmental team regularly tracked progress and pursued continuous improvement under leadership by the President.

6 sessions

#### Strengthen Legal Compliance and Information Security Awareness

Six training sessions covering personal information, information security and business regulations were conducted in 2024, combined with online assessments and social engineering drills, aimed to strengthen colleagues' legal compliance and information security awareness.



# 1.1 Sustainable Business Strategy

## About TAIPEI 101

Since Taipei Financial Center Corp. published the first ESG report in 2013, we strive to be the bridge that connects Taiwan to the world community with a dedicated vision of sustainability development. TAIPEI 101 has been awarded LEED Platinum certification for three consecutive sessions since 2011 and just obtained the LEED v5 Platinum Certification with the highest score in the world in June 2025.

Additionally, in 2023, we obtained the WELL v2 Core Platinum Certification with a record-breaking score. In fulfilling our role as Taiwan's highest charity platform, we partnered closely with our tenants to spread positive values and realize a vision of shared prosperity.

### Introduction to Taipei Financial Center Corp.

Company Name	Taipei Financial Center Corp.
Date of Establishment	October 14, 1997
Address of Head Office	59F, No. 7, Sec. 5, Xinyi Road, Xinyi District, Taipei City 110
Business Activities	Main brand: TAIPEI 101 Office leasing, Department store retail, and Observatory operations
Ownership and Legal Form	The Company is a limited company and a public company. The stock code of Taiwan Stock Exchange is 2899
Number of Employees	316 people
Capital	NT\$ 14.7 billion
Revenue	NT\$ 6.28 billion
Operation Bases and Logistics Centers	TAIPEI 101 operates a single venue, with no other branches or operation sites, and without self-owned or leased logistics centers.
Management of Total Area Available for Leasing	Tower: 181,545.19 square meters Mall: 38,211 square meters

## Overview of Products and Services

### • Office Tower

Main Products and Services	Leasing office tower with 62 floors of office space in Taipei City. Furthermore, 35F works as community and facilities floor, 88F operates as a conference center, 85F and 86F are sky dining restaurants.
Customer Base	Tenants operate businesses including financial and related services, food and beverage, high-tech and information technology, SaaS, professional consulting service, general services, medical and biotechnology, and foreign representative offices.

### • Shopping Mall and Observatory

Main Products and Services	<p>TAIPEI 101 operates a shopping mall spanning from the 6F to B1, with a total floor area of approximately 26,000 pings (85,950 square meters). The main tenants include international flagship stores, luxury jewelry and watch boutiques, major fashion brand outlets, high-end supermarkets, fitness center, tech product retail centers. Other stores include designer accessories, fine jewelry, fashion apparels, sportswear, beauty and fragrance, home goods, electronics, souvenirs, food courts, restaurants, cafes, convenience stores, and culinary classrooms.</p> <p>The underground levels from B2 to B4 are served as parking spaces for cars and motorcycles with EV charging services. In addition, the all-inclusive membership service "TAIPEI 101 MALL" app consolidates convenient services including mobile payment, member offers, reward points earning and redemption. The online platform "Stage @ TAIPEI 101" primarily focuses on shopping, experiences, and reservation services for famous in-house brands as well as renowned restaurants inside and outside of the mall, providing members with a more comprehensive experience.</p> <p>5F, 89F, 91F, and 101F are levels for the Observatory related facilities, with the entrance and ticket center located on 5F.</p>
Customer Base	In addition to general consumers, visitors to the shopping mall also include domestic and international tourists, building tenant occupants, MRT commuters, and foreign trade exhibitors. The visitor base of the Observatory is diversified and includes tourists from all around the world.

## Organizational Structure

TAIPEI 101 has a clear organizational structure and delegation of authority. It can be divided into three main divisions: Mall Management BU, Tower Management BU, and Administrative BU. It also has an Audit Office, Corporate Branding & Communications Department, and Safety Office to assist in the management of various affairs and operations.

### Mall Management BU

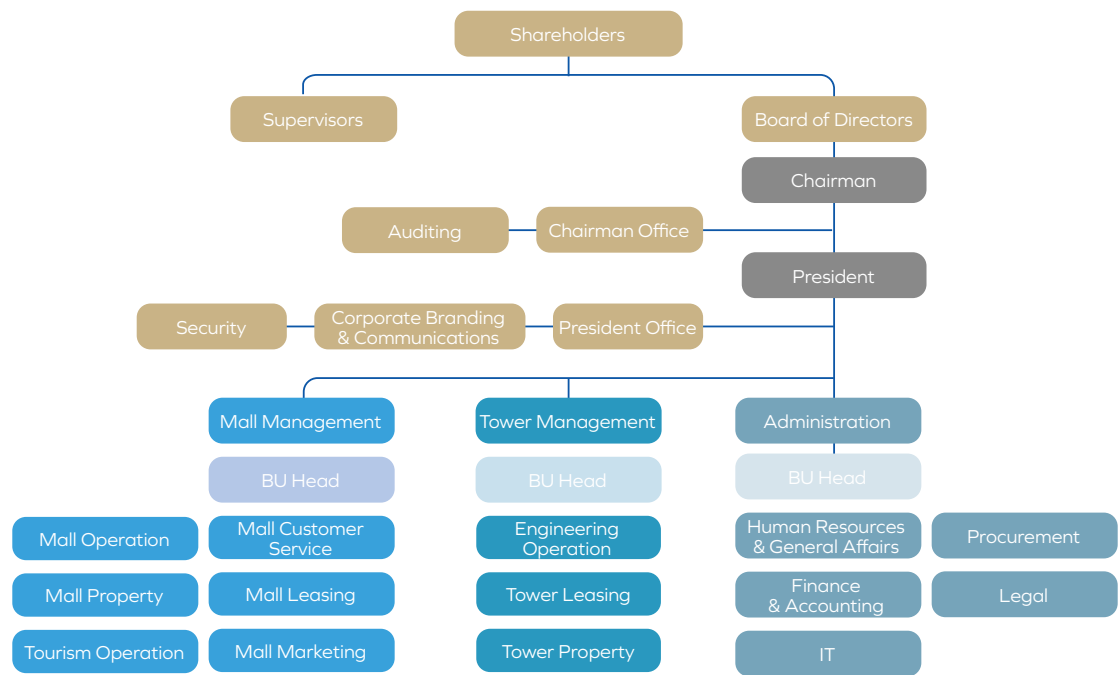
- Responsible for brand leasing, internal operations, property management, marketing planning, customer service, operation and management of the Observatory, and sale of proprietary merchandise within the shopping mall and Observatory.

### Tower Management BU

- Responsible for the leasing and property management of office buildings, business conference centers, and sky dining restaurants, as well as the company's equipment maintenance management and energy-saving label certification.

### Administrative BU

- Covers administrative work including human resources & general affairs, finance, information technology, procurement, and legal affairs.



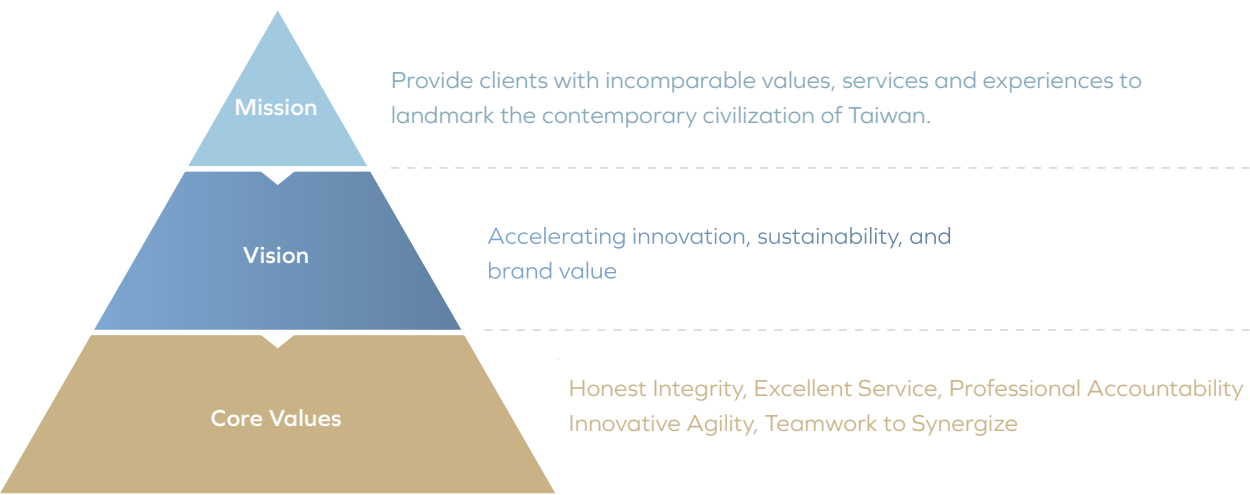
Organizational Chart of Taipei Financial Center Corp.

Mission and Vision

TAIPEI 101 upholds the value of "Bringing Taiwan to the world" and "Being the world-leading model in management and operation among supertall buildings." In response to the rapid-changing digital era, we have reshaped our business strategies and established digital development plans, including business models, consumer behavior patterns, product transactions, information processing, and social information. By effectively utilizing digital tools and mastering customer insights, we develop a smart service model, which makes us navigate toward success and embrace value transformation when facing future uncertainties in business operations.

TAIPEI 101 adjusted its direction with a rebranded mission, vision, and core values, upholding the mission of "providing customers with unparalleled value, service, and experience, to contribute to contemporary civilization in Taiwan." We are dedicated to achieving the vision of "accelerating innovation, sustainability, and brand value," guided by the five core values of "Honest Integrity," "Excellent Service," "Professional Accountability," "Innovative Agility," and "Teamwork to Synergize." We incorporate smart technology to enhance our employees' data management mindset and capabilities, and to provide customers with high-quality service and experience, creating positive and sustainable value.

In order to implement and achieve the company's vision and mission, TAIPEI 101 conducts an organizational workshop to set annual business strategy and objectives, and review performance at quarterly meetings. We also hold an annual optimization workshop to refine processes and performance and continue to strengthen the momentum for meeting challenges and driving growth. Meanwhile, TAIPEI 101 utilizes scientific assessment tools and core competencies to provide supervisors with a reference basis for talent selection, aiming to improve the suitability and effectiveness of talent recruitment.



## Blueprint of Sustainability Strategies and Performance Highlights

As a model of supertall green building in the world, TAIPEI 101 was designed based on the concept of "Prosperity Meets Nobility, Enduring Fortitude," and the vision of "Pursuing Sustainability, Circle of Life" is the core value of the strategy blueprint, symbolizing that TAIPEI 101 never stops moving towards sustainability, and constantly challenges itself to upgrade. At the same time, we respond actively to the 17 Sustainable Development Goals (SDGs) of the United Nations that correspond to the 11 goals of TAIPEI 101's core businesses and continue to improve our ESG performance to maximize our influence on sustainability issues. These efforts aim to make us take the lead in the management of high-rise buildings around the world.

### Green Operation Upgrade

#### Fulfilling Our Commitment to Environmental Sustainability

We strengthen energy and resource management, promote the circular economy, encourage tenants to procure green electricity, and obtain sustainable building certifications to reduce environmental impact - setting a benchmark for green operations in super-high-rise buildings.

### Sustainable Management Advancement

#### Deepening the Culture of Corporate Sustainability

We enhance business resilience by implementing climate and emerging risk management practices, embedding ESG factors into supply chain mechanisms, and collaborating with brands and tenants to foster sustainable environments.



Sustainability Themes of TAIPEI 101

### Expanding Social Impact

#### Building Diversified Sustainable Cooperation

We expand our social impact by cultivating a safe and inclusive workplace, engaging in social care, promoting philanthropic initiatives, and supporting disadvantaged groups.

Based on the blueprint of sustainability strategies, TAIPEI 101 is committed to strengthening sustainable practices across the three core pillars of ESG, focusing on three major goals: "Becoming the World's Tallest Green & Well Building," "Creating Diverse Social Value," and "Fostering a Sustainable Corporate Culture." We adopted the strategy of "Landlord Recruits Tenants," collaborating with mall brands, corporate tenants, and strategic partners, to jointly promote environmental sustainability, social inclusion, and governance innovation, striving towards the 2045 net-zero target to expand our sustainable influence and co-prosperity value.



Key implementation results in 2024 are as follows:

### Sustainable Management Advancement



<b>Business Performance Highlights</b>	TAIPEI 101 achieved a historically high record in 2024, which overall revenue reached NT\$6.28 billion, an increase of about 8% over 2023.
<b>Legal Compliance Education and Training</b>	In 2024, 6 training sessions were held on information security, personal data management, and business-related regulations, achieving a participation rate of 95%, thereby strengthening employees' awareness of compliance.
<b>Expand Talent Recruitment Channels</b>	In 2024, we cooperated with 5 universities on talent development programs, and led continued discussions with the Overseas Community Affairs Council and domestic science and technology universities to expand talent recruitment channels.
<b>Strengthening the Protection of Internal and External Information Security</b>	In 2024, TAIPEI 101 implemented several information security projects, including MDR threat detection and response services, information security threat detection management (SOC) services, and pre-arranged incident response (IR) partnership agreements. These efforts aim to comprehensively strengthen internal and external protection capabilities for information security.
<b>Develop Sustainable Procurement Policy</b>	In 2024, all personnel from the requisition and procurement departments completed the ISO 20400 training courses, achieving a 100% completion rate.

### Green Operation Upgrade



<b>WELL Building Standard</b>	With the highest WELL v2 Core score in the world, TAIPEI 101 achieved the WELL Platinum Certification for healthy buildings in 2023, and received full marks in the key [Air], [Water], and [Innovation] categories. Making TAIPEI 101 the first of the world's top 10 tallest buildings to receive both the WELL and LEED Platinum certifications.
<b>LEED v4.1 Platinum Certification Upgrade</b>	Optimization and upgrade has been carried out in response to the LEED O+M v4.1 rating, especially the energy efficiency performance, which is the best among skyscrapers around the world.
<b>Carbon Offsetting</b>	We became the first micro offsetting project in the residential/commercial sector, to reduce 2,718 metric tons of carbon emissions over ten years, and obtained a 50% carbon right with the Taipei City Government.
<b>ISO 50001 Energy Management System Certification</b>	Implemented an energy management control system and have continuously obtained third-party verification of the ISO50001 Energy Management System to enhance energy efficiency.
<b>Recycled Interior Decorations</b>	From 2022 to 2024, the building maintained an average usage rate of 93.19% for green building materials during renovations. In addition, some tenants in the building and the mall adopted recycled materials to support the implementation of a circular economy.
<b>Promotion of Eco-Education Courses</b>	In 2024, TAIPEI 101 continued to implement and promote its environmental education programs, collaborating with 82 schools and organizations and reaching a total of 2,731 participants. Since the program's launch in 2023, it has engaged a cumulative total of 5,878 participants.
<b>Green Energy APPA Procurement</b>	TAIPEI 101 has supported multiple tenants in achieving their ESG goals, including helping their transition to buy green energy usage — making it the first commercial office building in Taiwan to reach this milestone. In 2024 alone, TAIPEI 101 and its tenants collectively purchased 7.08 million kWh of green electricity.



## Expanding Social Impact

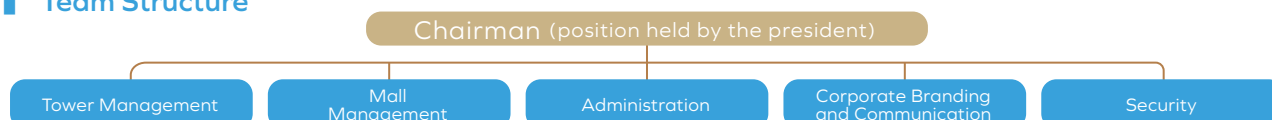
<b>Healthy Workplace Accreditation</b>	We obtained the Accredited Healthy Workplace - Health Promotion Badge (Advanced) from the Health Promotion Administration, Ministry of Health and Welfare for four consecutive times.
<b>TAIPEI 101 Music Camp "Dream High Christmas Concert"</b>	TAIPEI 101 brought together 6 charity organizations, 15 schools, and 16 rural teams, with over 500 children and youth taking the stage to showcase their talents and pursue their dreams. Through the "Dream High Charity Project," businesses were invited to support education in remote areas, collectively illuminating a beacon of hope for the youth.
<b>"Dream High" Charity Exhibition</b>	The special "Dream High" exhibition was held at the observatory, showcasing the "50/50 Commemorative Baseball" and memorabilia signed by legendary baseball players. The event combined tourism promotion with support for Taiwanese baseball, and drew global attention. By the end of 2024, the exhibition had hosted 18 charity group visits, welcoming a total of 526 participants, and raised NT\$8 million in collaboration with corporate partners to support rural education and grassroots baseball development.
<b>Social Enterprise Promotion</b>	The 12th "Love Market: Hand in Hand for Charity" public welfare event was held with participation from 27 sheltered workshops, social welfare organizations, and social enterprises. In addition, eight local food and agriculture brands from Hualien were specially invited to join the initiative.
<b>Collaboration in ESG Promotion</b>	TAIPEI 101 collaborated with floral artists, local governments, and corporate partners to curate seasonal exhibitions on the 89th floor, including the "Heart to Heart, Blooming Hualien" farmers market and the "Dream High" charity exhibition. These initiatives promote environmental education, regional revitalization, and cultural heritage, transforming the observatory into a cloud-level sustainable experience hub and reinforcing its role as a landmark that integrates tourism, public welfare, and ESG action.
<b>ESG Travel Series</b>	TAIPEI 101 pioneered the ESG Travel Experience, connecting the observatory, Taipei Zoo, Grand Hotel, Maokong Gondola, and a painting competition to promote environmental education, low-carbon travel, and international cultural exchange — creating an educational yet entertaining green journey.
<b>Food Safety</b>	In line with the catering hygiene management grading evaluation of the Department of Health, Taipei City Government, 12 new restaurants received an excellent rating. In partnership with SGS Taiwan, we introduced a food service hygiene management audit. Independent inspections were conducted on food production, equipment disinfection, and raw material handling. This enhanced our GHP self-management, ensuring regulatory compliance and providing consumers with a safe and hygienic dining experience.
<b>Village Safety Box</b>	Seven years in a row, we make donations with Village Safety Boxes.

## Corporate Sustainability Development Team

To achieve the vision of sustainable development, the Corporate Sustainability Development Team (the Team) of TAIPEI 101 and the Corporate Sustainability Development Committee Operating Procedure was established to promote corporate sustainable development in the areas of ESG and information disclosures.

The Team is responsible for communication and coordination of related matters, tracks and manages the progress of corporate social responsibility work items, and makes improvements for related issues. The Team follows the Corporate Sustainability Development Committee Operating Procedure and organizes meetings every quarter, with department heads and senior managers at the department level, led by the President. With senior executives reporting on the progress of each quarter to track and manage the execution of ESG projects, the Team address issues for improvement and report to the Board of Directors nonperiodically.

### Team Structure



The TAIPEI 101 Corporate Sustainability Development Team held a total of 5 ESG conferences in 2024, setting short-, medium-, and long-term quantitative or qualitative goals for important annual proposals, including: (1) Formulation of sustainability issues and related target policies, such as greenhouse gas inventory implementation progress, green power group purchasing, green procurement, waste management, and supplier management.; (2) Talent training and employee welfare ; (3) Promotion of charity and education; (4) ESG activities and cultural and creative promotion, etc. We regularly track performance and urge adjustments on a quarterly basis to ensure the achievement of the company's sustainable development goals.

## 1.2 Business Performance

Operations of TAIPEI 101 can be mainly divided into Shopping Mall operations and Office Tower leasing, in which Shopping Mall accounts for 45.6% of revenue and Office Tower leasing accounts for 39.7%.



Shopping  
Mall  
Operations

45.6%

In 2024, Taiwan recorded a historic high in tourism deficit, as the outbound travel boom among locals impacted the performance of the luxury retail sector. Nevertheless, the mall continued to deepen its segmented membership strategy, focusing on cultivating the local customer base. By offering refined services that surpass market standards, it strengthened relationships with high-end members. Additionally, the renovation of luxury flagship stores introduced exclusive products and customized services, delivering a globally synchronized, premium shopping experience. This not only retained high-end clientele but also attracted new potential customers, driving steady growth in performance. As a result, the mall once again achieved a record-high annual revenue, ranking second nationwide and first in northern Taiwan.



Office Tower  
leasing

39.7%

TAIPEI 101 actively advocates for policies and social issues, successfully showcasing its landmark status to enhance Taiwan's international presence and exert its social influence. Furthermore, TAIPEI 101 has launched the "TAIPEI 101 ESG Sustainability Academy." As ESG becomes prominent, TAIPEI 101 aspires through the deepened practice of ESG and SDGs, to set a new paradigm for healthy green buildings among supertall architecture worldwide.

### Financial Performance

In recent years, with the absence of Chinese tourists, TAIPEI 101 has focused its operations on the local Taiwanese market and international tourists." In 2024, the mall's gross revenue (including tax) exceeded NT\$23 billion, maintaining its position as the top performer in northern Taiwan. The observatory attracted approximately 1.5 million visitors, contributing to an 8% year-over-year increase in total annual revenue to NT\$6.28 billion, setting a new historical high. The net profit after tax for 2024 reached NT\$2.567 billion, with earnings per share (EPS) of approximately NT\$1.75, also hitting a record high in profitability.

Unit: NT\$1,000

	2023	2024
Revenue	5,790,603	6,279,578
Cost	1,327,891	1,360,844
Gross Profit	4,462,712	4,918,734
Operating Expense	1,423,324	1,447,516
Operating Income	3,039,388	3,471,218
Non-Operating Income and Expense	-270,747	-262,919
Net Profit Before Tax	2,768,641	3,208,299
Income Tax Expense	553,007	641,284
Net Profit of the Term	2,215,634	2,567,015
Earnings per Share (NT\$)	1.51	1.75
Cash Dividend per Share (NT\$)	1.3566	1.5716

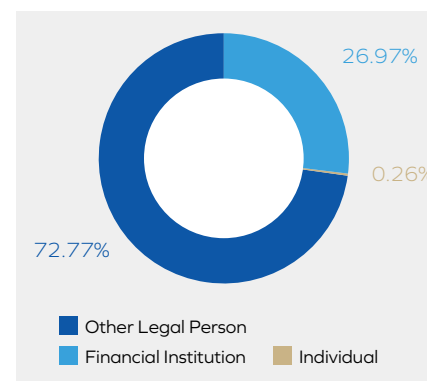
## 1.3 Ethical Corporate Management

### Corporate Governance

#### Shareholder Structure

The company is a public company, with the majority of the shares held by 18 major shareholders, all of whom are benchmark companies in various industries in Taiwan. TAIPEI 101 has established the "Rules and Procedures for Board of Directors Meetings" and regularly holds annual shareholders' meetings. If necessary, extraordinary shareholders' meetings are convened to keep all shareholders informed of the Company's direction and to provide suggestions. In 2024, TAIPEI 101 convened 1 regular shareholders' meeting and 1 extraordinary shareholders' meeting, thoroughly implementing its shareholder communication and governance mechanism.

Shareholder Categories	Number of Individuals / Institutions	Number of Shares Held	Shareholding Ratio %
Government Agency	-	-	-
Financial Institution	11	396,446,273	26.97%
Other Legal Person	10	1,069,843,242	72.77%
Individual	291	3,710,395	0.26%
Foreign Institution and individual	1	90	-
Total	313	1,470,000,000	100%

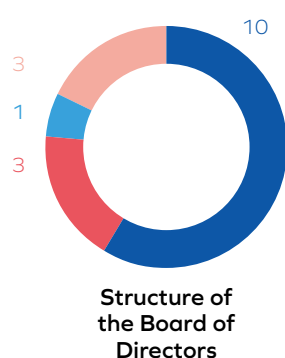


#### Board of Directors Governance Structure

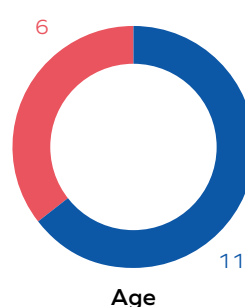
TAIPEI 101's directors and supervisors are elected by the shareholders' meeting in accordance with the "Director and Supervisor Election Rules" established by the company. The board members are all representatives appointed by major shareholders, with a total of 13 directors and 4 supervisors, each serving a three-year term. As the Company is not listed on the stock exchange, there is neither provision for independent directors, nor audit, remuneration, functional committees.

Currently, the directors of the Company are outstanding individuals selected from various fields, with notable achievements and expertise in areas including accounting, finance, and building management. They not only provide many suggestions and strategies for the Company's future development but also oversee the governance of the Company for the benefit of the shareholders.

#### Board of Directors Composition



Director	
Male	10
Female	3
Supervisor	
Male	1
Female	3



Age 50 and above	
Male	11
Female	6



## Operations of the Board of Directors

TAIPEI 101 has established the "Rules and Procedures for Board of Directors Meetings." The board of directors meets once every two months. In 2024, a total of 9 board meetings were held with an average attendance rate of 94.87%.

To implement corporate governance, the Company's Articles of Incorporation stipulate the compensation system for TAIPEI 101 directors, supervisors, and managers. We have deepened the connection between ESG performance and compensation through the following three major action plans:

01

Regular participation in external annual compensation surveys to promptly update the latest market compensation trends, providing a regularly reviewed overall compensation structure that is competitive in the market

Implementation  
status in 2024

Annual compensation market survey has been completed

02

Conducting performance evaluations and salary adjustments for all employees annually based on their job commitments, responsibilities, and contributions. Performance-based rewards, such as performance bonuses and employee remuneration, are provided to motivate employees

Implementation  
status in 2024

Performance evaluations for all employees have been conducted, and rewards have been given based on performance

03

Providing paid volunteer leave to encourage employees to engage in volunteer services

Implementation  
status in 2024

Paid volunteer leave provided to participating employees

## Composition of the Management Team



**Janet Chia**  
Chairman's Office  
Chairman



**Lillian Chu**  
President's Office  
President (concurrently  
as Chief Operation  
Officer of Tower  
Management)



**Nadia Fang**  
Mall Management  
Chief Operation Officer



**Ivan Chang**  
Tower Management  
Chief Operation Officer



**Candy Chiang**  
Administrative  
Management Division  
Chief Administrative  
Officer / Corporate  
Spokesperson

## Corporate Governance Meeting

Under the leadership of the management team, TAIPEI 101 holds regular internal governance meetings to stay updated on operational status and facilitate communication at all levels. The operating mechanisms for these meetings are as follows:

Item	Frequency	Objectives	Key Participants
Operation and Management Meeting	Monthly	Discuss future strategic planning	<ul style="list-style-type: none"> <li>Chairman</li> <li>President</li> <li>Unit Supervisor</li> </ul>
Profit and Loss and Business Review Meeting	Monthly	Review profit and loss and business performance upon completion of monthly financial statements, propose contingency plans and improvement measures for future business targets or potential operational issues	<ul style="list-style-type: none"> <li>President</li> <li>Department Head</li> </ul>
Supervisor Meeting	Weekly	Review operational management matters and specific work objectives, continuously improve operational performance	<ul style="list-style-type: none"> <li>President</li> <li>Department Head</li> </ul>
Financial Status Review Meeting	Daily	Review daily revenue through performance reports, track and analyze differences from projected targets regularly	<ul style="list-style-type: none"> <li>Unit Supervisor</li> <li>Entry Level Employees</li> </ul>

## Executive Committee


TAIPEI 101 has established the Personnel Evaluation Committee, Pension Supervisory Committee, Major Procurement Selection Committee, Occupational Safety and Health Committee, Risk Management Committee, Information Security and Personal Information Protection Supervisory Committee, and Sexual Harassment Grievance Review Committee.

Committee	Objectives	Committee Members	Operation Mechanism
<b>Personnel Evaluation Committee</b>	Established to institutionalize and ensure fairness and equity in employee promotion and rewards.	Matters are handled based on the "Decision-Making Authorization Criteria Table," with the President or Chairman of the Board as the chairperson, and department-level managers and audit supervisors serving as members.	In accordance with the "Employee Reward and Penalty Regulations," when rewards and punishments occur at management level or above, the Human Resources Department consolidates the relevant data and presents it to the Chairman for approval and convening of the personnel evaluation meeting. At least two-thirds of the committee members must be present for the personnel evaluation meeting to be held. Resolutions require the agreement of more than half of the attending committee members.
<b>Pension Supervisory Committee</b>	Responsible for managing the pensions for employees under the old labor pension system within the Company, in accordance with Paragraph 5, Article 56 of the Labor Standards Act and <a href="#">Rules Governing Organization of Supervisory Committee of Business Entities' Labor Retirement Reserve</a> .	Comprises representatives appointed by the employees and employer. The committee comprises three to fifteen members, including one chairperson and one deputy chairperson, with at least two-thirds of the members representing the employees.	The supervisory committee is required to provide workers with access to information about their pension account balances and related payment matters in accordance with the law. °
<b>Major Procurement Selection Committee</b>	Conducts procurement operations through open selection by a procurement evaluation team.	Committee members include department supervisors and division supervisors of the requesting (procuring) units, budget supervisors, audit supervisors, and legal affairs supervisors, with the approving authority being the President or Chairman of the Board.	Applicable to all procurement cases where the contract amount exceeds NT\$3 million (tax-inclusive).
<b>Occupational Safety and Health Committee</b>	The Occupational Safety and Health Committee is established in accordance with the Occupational Safety and Health Act and is to review, coordinate, and make recommendations on occupational safety and health-related matters.	Chaired by the President, with the Safety Director serving as the secretary. It includes department supervisors, worker representatives (one representative recommended by each business division and the Engineering Operations Department, with each term lasting two years), occupational safety and health managers, and occupational health service nursing staff.	Meetings are held quarterly to report on occupational safety and health management work, as well as to discuss, recommend, and coordinate relevant safety management matters.
<b>Risk Management Committee</b>	To strengthen the risk management mechanism and enhance corporate governance, the company has established a Risk Management Committee. This committee enables the management team to report on, communicate, and provide recommendations regarding risk management issues.	The President serves as the Chairman and Convener of the committee, while other members are unit-level supervisors. Under the committee, a Risk Management Task Force is established, with members comprising relevant department-level supervisors.	The meeting is held once a year and may be convened at any time as necessary.
<b>Information Security and Personal Information Protection Supervisory Committee</b>	Reviews important decisions and implementation results of the Personal Information Protection Management Team.	The President serves as the convener, and unit-level supervisors from the Administrative BU serves as the deputy convener. The Legal Office supervisor serves as the executive secretary, and department-level supervisors serve as committee members.	A "Personal Information Protection Supervisory Meeting" is held once every six months, with the attendance of all supervisory committee members. Meeting frequency may be adjusted based on the implementation of personal data management work.
<b>Sexual Harassment Grievance Review Committee</b>	To maintain a workplace free from sexual harassment in order to protect the rights and interests of the Company's employees, to eliminate sexual or gender hostile factors in the workplace, and to protect employees from the threat of sexual abuse and harassment.	The Review Committee consists of five members, with the Head of the Administrative Management Division as the Chairman and the Manager of the Human Resources & General Department as the ex-officio member. The remaining members shall be appointed by the President from among the Company's manager and above, including at least one professional with gender awareness, and women shall constitute no less than one-half of the membership.	Complaints can be filed by the parties involved via written submission, email, or verbally. If necessary, a preliminary complaint may be made by phone, followed by a written supplement within 3 days. Once the committee confirms that the acceptance criteria are met, the subcommittee will initiate an investigation within 5 days. The local competent authority will also be notified according to the content and method prescribed by the Ministry of Labor.

Code of Conduct


TAIPEI 101's primary goal is honesty and integrity in business management. TAIPEI 101 set forth its ethical corporate management policy and methods in the "Code of Conduct for Executive Directors" and "Employee Code of Conduct," ensuring that directors and all employees actively fulfill commitments in our business policies. We schedule courses on related topics during annual training to strengthen the right concepts and conduct among employees.

Code of Conduct for Executive Directors



Covers the aversion of conflicts of interests, avoiding acting in one's own interests or committing acts of dishonesty along with regulations on nondisclosure obligations and corporate social responsibilities.

Employee Code of Conduct



Covers employees' obligation for legal compliance, asset security, preventing conflict of interest, maintaining moral conduct and fulfillment of corporate social responsibilities. In addition, the guideline also clearly establishes relevant procedures for reporting, protection, penalties, and remedies.

Internal Audit Mechanism

TAIPEI 101 has established an independent internal audit unit under the Board of Directors, responsible for evaluating and strengthening the effectiveness of corporate governance, internal control and risk management. The internal audit unit sets an audit plan each year based on risk assessment, and the audit results will be compiled into a report and submitted to the Board of Directors regularly. The improvement status of major deficiencies or corrective actions will be tracked to ensure the effective implementation of the internal control systems and proper risk management.

Grievance Mechanism

TAIPEI 101 provides numerous reporting channels. We take confidentiality measures to conduct the subsequent investigation carefully. Therefore, whistleblowers or individuals assisting the investigation could be strictly prevented from being treated unfairly and from retaliation.

Grievance Channel

Employees



- Employees are able to express their opinions to related units through the Human Resources Department or directly file a complaint to the president via e-mail to the "President Office Mailbox"
- Employees may send a report to their supervisor or responsible unit in writing
- Complaints may be delivered to the employee suggestion box
- Employees are provided with smooth channels of communication with executives through quarterly labor-management meetings and periodic division and department meetings

Office Tower tenant



- Tower tenant service center
- File a complaint with the manager, deputy manager, or case officers of the Tower Leasing Department via e-mail or phone

Shopping mall customers



- Shopping Mall service counter and hotline
- Observatory service counter and hotline

All stakeholders



- Customer feedback form on the official website of TAIPEI 101
- Social media (such as  Facebook,  LINE,  Instagram)

Implementation of Ethical Corporate Management and Communication

To implement ethical corporate management, TAIPEI 101 organized promotional conferences in 2024 through the Legal Office, Procurement Department and the Human Resource Service Department for employees and suppliers, including:

- 1. Promoting and Evaluating Corporate Ethics and Ethical Management:**

To promote TAIPEI 101's commitment to upholding fair trade and preventing corruption and bribery, and to require employees to refrain from requesting, contracting, delivering, or accepting gifts, hospitality, kickbacks, and bribes for their own benefit or for the benefit of others in the performance of their duties, with the objective of increasing employees' risk identification and to raise their awareness of legal and regulatory compliance.
- 2. Supplier Conference 2024:**

The Legal Office announced TAIPEI 101's Corporate Ethics and Ethical Management Policy during the conference; the Human Resources Services Department announced sustainable management and employee rights protection at the conference.

## 1.4 Legal Compliance

TAIPEI 101 complies with legal regulations when revising internal regulations. The Company's Legal Affairs Office is responsible for reviewing contracts, legal affairs, legal education, intellectual property, and reviewing rules and regulations. When related laws and regulations are amended or abolished, business-in-charge departments will revise internal regulations timely for compliance. All products sold in the Observatory of TAIPEI 101 must comply with the Commodity Labeling Act, and food products must comply with the Act Governing Food Safety and Sanitation to protect consumer rights. All products must have content labels and warning signs in accordance with the law and must also pass our internal quality inspection procedures before launch. TAIPEI 101 did not have any incident of fraud, workplace discrimination, sexual harassment, corruption, or violations of food safety and sanitation, and did not receive any fines for violating environmental laws and regulations in 2024.

### Legal Compliance and Training

TAIPEI 101 requires all new employee to take a legal compliance training program, and legal compliance training programs are offered in response to business needs, such as trademark, copyright, intellectual property right, Personal Data Protection Act, Money Laundering Control Act, and introduction to the Civil Code. In addition, "Online Course and Assessment on Training of Personal Information Management," "Practical Training on Incident Notification and Contingency Drills for the Information Officers Responsible for Personal Information," "Digital Economy-Related Industry Training Course," "2024 Corporate Ethics and Anti-Corruption Advocacy and Online Assessment" and "Special Topic on Intellectual Property Protection and Utilization" were conducted to strengthen employees' awareness of personal data protection. The Information Department organized company-wide information security and social engineering drill education and training in 2024; furthermore, it conducted social engineering drill education and training once again for employees falling victim to social engineering drills.

Type of Training	Course Hours	Training Subjects	Participation Headcount
 <b>Online Course and Assessment on Training of Personal Information Management</b>	1 hour	All employees	315 people
 <b>Practical Training on Incident Notification and Contingency Drills for the Information Officers Responsible for Personal Information</b>	1 hour	"Personal Information Officer of each department" and "Personal Information Officer"	20 people
 <b>Digital Economy-Related Industry Training Course</b>	1 hour	Supervisors and E-commerce team members	34 people
 <b>2024 Corporate Ethics and Anti-Corruption Advocacy and Online Assessment</b>	1 hour	All employees (including temporary employees)	340 people
 <b>Special Topic on Intellectual Property Protection and Utilization</b>	2 hours	All employees	316 people
 <b>2024 Information Security and Social Engineering Drill Education and Training</b>	2 hours	All employees	203 people



Legal Compliance Risk Management Mechanisms

TAIPEI 101 actively enforces legal compliance and strengthens its monitoring functions, establishing a comprehensive mechanism for managing compliance risks. The framework covers risk identification, assessment, control, measurement, and monitoring, which not only strengthens operating procedures and the internal control system, but also fully realizes our compliance implementation culture. Measures we took in response to material issues are described below:

 Personal Information Protection	<p>Related Regulations</p> <p>The Company manages and protects all personal data it obtains in accordance with the "Personal Data Management Regulations," and has appointed a privacy officer to safeguard the information security of all customers.</p> <p>Risk Management Mechanism</p> <p>A temporary "Emergency Response Team" consisting of necessary departments and related personnel will be formed to handle it.</p>
 Anti-Corruption and Integrity	<p>Related Regulations</p> <p>The company has established the "Employee Code of Conduct," "Code of Conduct for Procurement Personnel," and "Regulations for the Management of Gift" to create an environment for sustainable development.</p> <p>Risk Management Mechanism</p> <p>Handled in accordance with the Company's "Employee Reward and Penalty Regulations." All the Company's contracts contain an ethical corporate management clause to create the corporate culture of ethical corporate management, and also provide the Company's whistleblowing channels.</p>
 Human Rights Protection in Workplace (including workplace bullying, sexual harassment, etc.)	<p>Related Regulations</p> <p>The company has established the "Employee Sexual Harassment Prevention Measures" to eliminate gender-based hostility in the work environment, respect and protect internationally recognized basic human rights, oppose any discrimination and human rights violations, and strictly abide by labor laws and regulations to protect the legal rights of employees.</p> <p>Risk Management Mechanism</p> <p>We set up channels for filing complaints (hotline, fax, e-mail) and have established a Sexual Harassment Grievance Committee to handle sexual harassment complaints.</p>
 Anti-Money Laundering	<p>Related Regulations</p> <p>The Company has established a Foreign Exchange Division to handle foreign exchange affairs according to the Company's "Regulations Governing Foreign Exchange." The head of the Finance Department is designated by the Company to supervise personnel handling foreign exchange affairs, ensuring the compliance with the law and AML/CFT provisions in the regulations.</p> <p>Risk Management Mechanism</p> <p>If a risky incident occurs, it will be reported according to relevant procedures.</p>

Description of Major Violations in 2024

TAIPEI 101 recorded 1 incident of labor law violation in 2024, involving a shift worker who was not provided with adequate rest time during a rotation system adjustment, which resulted in a fine of NT\$50,000. Corrective measures have since been implemented, including strict enforcement of scheduling regulations to ensure reasonable rest periods for shift personnel. Additionally, there were no financial losses related to violations of Employment Discrimination Act or related litigation during the year.

# OPENNESS

## CHAPTER 02

### Openness

For a more environmentally friendly and sustainable society, TAIPEI 101 constantly communicates with stakeholders and conveys concepts of sustainability through aperiodic events, in addition to taking actions to support social welfare organizations, strengthening partnership and cooperation with different institutes to upgrade multicultural society.

60,000 / per child

#### Thoughtful Employee Benefits Enhancement

TAIPEI 101 launched its childbirth subsidy program in 2024, offering a subsidy of NT\$ 60,000 per child. It also provides childcare allowance and a range of unpaid leave options to create a friendly and family-friendly workplace, and received the "Parenting Friendly Enterprise Award." from the Taipei City Government.

6,100 hours

#### Strengthening Talent Development

The total annual employee training hours exceeded 6,100 hours and employee attendance was nearly 2,900; we trained 8 students to participate in internships and work-study programs, shortening the gap between industry and academia and strengthening workplace integration.

4 consecutive times

#### Continued Recognition as a Healthy Workplace

TAIPEI 101 has received the "Healthy Workplace Accreditation - Health Promotion Badge" by the Health Promotion Administration, Ministry of Health and Welfare for consecutive years. We continued to organize health lectures and vaccination services in 2024 to safeguard the physical and mental well-being of our employees.

8 million

#### Year-End Charity Concert Event

The "TAIPEI 101 Music Camp - Dream High Christmas Concert" invited 6 charity groups, 15 schools in Taipei City and New Taipei City, and 16 teams from rural areas where more than 500 children and teenagers performed on the stage at TAIPEI 101. Through the "Dream High" event series, we worked with companies to raise NT\$ 8 million in donations to support rural education and grassroots baseball development.

7.08 million kWh

#### Innovative Model for Green Power Procurement

TAIPEI 101 recruited tenants (such as CHANEL, KPMG, HSBC, etc.) to jointly purchase green electricity in 2024, placing an significant impact on net zero transformation.

27 brands

#### Promoting Social Enterprises and Local Brands

The 12th "Love Market: Hand in Hand for Charity" was held with 27 social welfare organizations and social enterprises joined. A dedicated IMPACT area and sustainable product counters were set up in the supermarket to promote the concept of common good.

Observatory exhibitions

#### Exhibition Showcasing Local Sustainability

TAIPEI 101 curated the "Four Seasons in the Clouds, the Beauty of the Mountains and Forests" and "The Beauty of Ferns and Orchids" series exhibitions, combining local greeneries with specialized products to attract domestic and foreign visitors to learn about the beauty of Taiwan, to practice sustainable tourism and cultural inclusion.

## Highlight Column

## Dream high with charity in mind, creating the warmest sustainable stage in the city

In 2024, TAIPEI 101 exerted its landmark influence and connected enterprises and public welfare groups to jointly promote the "Dream High" initiatives. Starting from November 2024, the "Dream High" exhibition was held at the TAIPEI 101 Observatory, supervised by the Ministry of Transportation and Communications and the Tourism Administration of the Ministry of Transportation and Communications. Through this exhibition, TAIPEI 101 leverages its icon influence to combine international sports culture with tourism promotion, allowing visitors from all over the world to witness Taiwan's vitality and passion, and its unique charisma.

In addition to bring the record-breaking "50 homerun and 50 steals" commemorative ball to the public, exhibits of Taiwanese baseball legends such as Chen Jin-Feng and Wang Chien-Ming are also on display in this special exhibition. With the support of Starlux Airlines, BenQ and SECOM, a pioneering exhibition combining sports, tourism, and culture was created. Fulfilling our responsibility as a corporate citizen, TAIPEI 101 donated NT\$ 2 million to call on more companies to work together for charity, redirecting the charity lighting fees to support rural education and grassroots baseball development. A total of NT\$8 million was donated to support 11 elementary and junior high schools' youth baseball teams to acquire essential equipment and resources for training.

In December 2024, TAIPEI 101 spread creativity and warmth with the "Music Camp Dream High Christmas Concert", cooperating with 6 charity groups, 15 schools from Taipei City and New Taipei City, and 16 rural and charity performance groups. More than 500 children stepped under spotlight with a Nordic Christmas Town backdrop, showing their confidence and potential through music, dance, and singing. TAIPEI 101 determines to help realize their dreams and wish to make every corner of the city a warm and hopeful spot.

In early 2025, the "Dream High" exhibition undergo a complete refreshment, including new exhibits commemorating the careers of American Major League legends such as Babe Ruth, Aaron Judge, Mariano Rivera, and the autographed jersey of Taiwanese baseball hero Chen Wei-Yin, allowing fans to physically witness and experience the glorious moments of the momentums. This update also included the goodbye double-kill glove that Chu Yu-Hsien used in the Taiwan-Japan battle in the 2024 WBSC Premier 12 Championship. Together with the fans, TAIPEI 101 is cheering for a victorious new baseball chapter to come.

## 2.1 Thoughtful Care in Workplace

TAIPEI 101 insists on being people-oriented and protects employees' rights, providing excellent benefits and room for career development opportunities while actively cultivating and retaining talents.

### Employment Situation

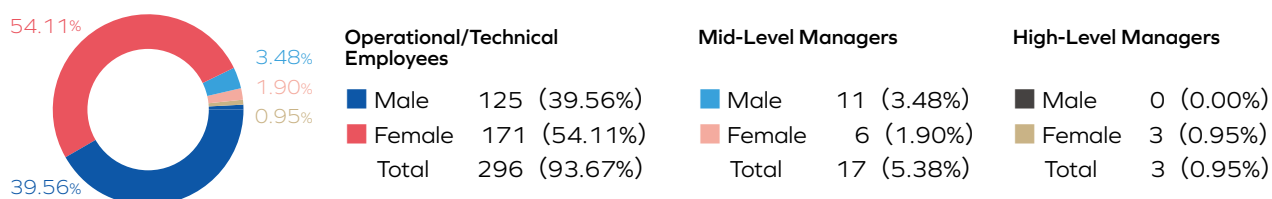
TAIPEI 101 hires employees in compliance with current government laws and regulations, including the Labor Standards Act, Employment Service Act, and Act of Gender Equality in Employment, and upholds the principle of meritocracy. The Employee Code of Conduct clearly and strictly prohibits any forms of discrimination in the workplace, including age, race, skin color, gender, and religion. Furthermore, all employees are treated fairly in recruitment, appointment, compensation, performance management, and career development, and we prohibit the employment of child labor, forced labor, and infringement of human rights. We also hire visually impaired masseurs and welcome indigenous peoples and people who are re-entering the job market.

In 2024, TAIPEI 101 had a total of 316 employees, with males and females accounting for 43.04% and 56.96% of the workforce, respectively. This demonstrates that we are carrying out diversity and gender equality in the workplace.

### • Employee Gender and Age Distribution

Age Gender	Age 30 and Under		Age 31-49		Age 50 and Above		Total	Percentage
	Number of People	%	Number of People	%	Number of People	%	Number of people	%
Male	15	4.75%	86	27.22%	35	11.07%	136	43.04%
Female	35	11.07%	127	40.19%	18	5.70%	180	56.96%
Percentage of Employees in each Age	50	15.82%	213	67.41%	53	16.77%	316	100.00%

### • Employee Distribution by Gender and Job Level

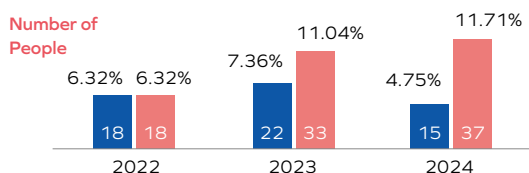


### • Employee Turnover Statistics

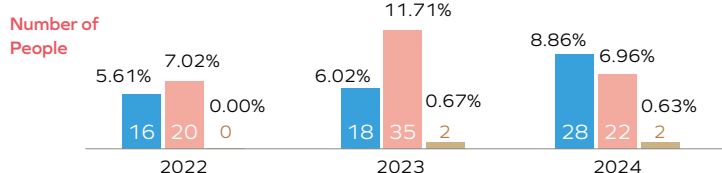
			2022		2023		2024	
			Number of People	%	Number of People	%	Number of People	%
New Employees	Gender	Male	18	6.32%	22	7.36%	15	4.75%
		Female	18	6.32%	33	11.04%	37	11.71%
	Age	Age 30 and Under	16	5.61%	18	6.02%	28	8.86%
		Age 31-49	20	7.02%	35	11.71%	22	6.96%
		Age 50 and Above	0	0.00%	2	0.67%	2	0.63%
Voluntarily Resigned Employees	Gender	Male	13	4.56%	19	6.35%	8	2.53%
		Female	25	8.77%	22	7.36%	17	5.38%
	Age	Age 30 and Under	16	5.61%	13	4.35%	9	2.85%
		Age 31-49	21	7.37%	25	8.36%	16	5.06%
		Age 50 and Above	1	0.35%	3	1.00%	0	0.00%

Note: The ratio represents the number of individuals in this category, divided by the total number of employees in the year.

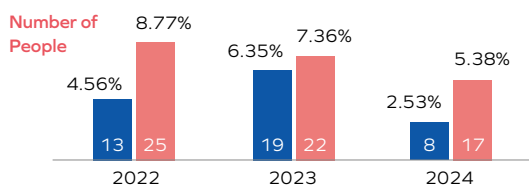
#### New Employees: Gender



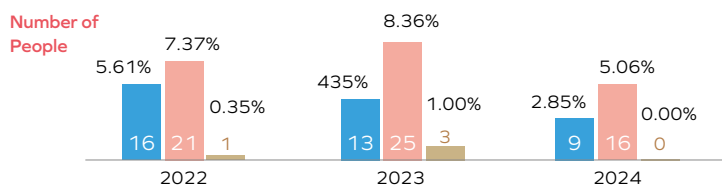
#### New Employees: Age



#### Voluntarily Resigned Employees: Gender



#### Voluntarily Resigned Employees: Age



■ Male ■ Female ■ Age 30 and Under ■ Age 31-49 ■ Age 50 and Above

## Employee Rights and Interests

A competitive and comprehensive salary structure is the key to attracting and retaining talent. We established many open and transparent compensation regulations to ensure that we provide employees with competitive salaries and extensive benefits.

### Employee Compensation

TAIPEI 101 has formulated comprehensive Employee Treatment Regulations, Employee Bonus Regulations, Employee Remuneration Regulations and other related policies, and benchmarks the external salary market every year to grasp the rationality of current salaries and ensure that it has the advantage of retaining and attracting talents. On average, the company's monthly salaries are approximately 10–20% higher than the regular monthly earnings reported by the Directorate-General of Budget, Accounting and Statistics for the wholesale, retail, and real estate sectors in 2024. In addition to fixed salaries, TAIPEI 101 distributes annual bonuses and employee profit-sharing to share business achievements with staff and establish a competitive total rewards system.

Full-Time Employee from Non-Managerial Positions	2023	2024
Number of People	278	296
Average Salary	54,429	55,201
Median Salary	50,988	52,177

Note:

1. Only the salaries of employed non-managerial staff are included in the comparison
2. Fixed salary refers to basic salary plus allowances

### Benefits system

TAIPEI 101 established the Employee Welfare Committee with an allocated budget limited to 0.5% of the estimated net profit before tax each year and NT\$30,000 for each full-time employee by principle, to handle matters related to employee welfare. We provide various employee benefits, including bonuses, allowances, and subsidies to creating a supportive and comfortable work environment.

Bonus Distribution	Year-end bonus, Employee remuneration
Welfare Benefits	Three festivals cash, birthday bonus and gifts, childcare allowances, and childbirth subsidies
Recreational Allowance	Club funding subsidy of NT\$60,000, Happy Hour, employee domestic and international travel subsidy up to NT\$17,000, movie tickets and snacks, and a 30% discount on Observatory tickets (up to four tickets per person per month)
Vacation System	Statutory holidays, volunteer leave, and paid leave during work stoppages caused by natural disasters; overtime pay is provided to personnel required to work under such circumstances
Insurance and Health	Labor insurance, health insurance, group insurance, maternity protection measures, employee health check-up subsidies of NT\$6,000, emergency relief funds, visually impaired masseurs providing daily massage services for employees
Convenient Services	Employee parking discounts, nursing room, and SKY PARK
Marriage and Maternity Benefits	Childbirth subsidy (NT\$60,000), was provided to 3 new parents in 2024 Childcare subsidy (NT\$7,200/year/child), a total of 166 employees' children were subsidized in 2024 Parental leave without pay, 2 applications in 2024



## Comprehensive Childbirth, Childcare, and Parenting Policies

TAIPEI 101 protects the rights of employees in accordance with the Labor Standards Act and provides a number of family-friendly welfare measures that comply with or exceed the law, including the establishment of nursing room, parental leave that exceeds statutory requirements, family care leave and unpaid leave for recuperation, as well as flexible support for colleagues to transfer positions to take care of family needs, helping employees to balance family and work and promote gender equality in the workplace.

Over the years, TAIPEI 101's family-friendly measures have been highly recognized. In 2024, it was awarded the "Parenting Friendly Enterprise Award-Financial Support Group" by the Taipei City Government, recognizing that TAIPEI 101 has long been responding to the government's workplace-friendly childcare policies and has continued to create a friendly workplace environment so that employees can work with peace of mind.



Taipei Mayor Chiang Wan-An presents the Parenting Friendly Enterprise Award. TAIPEI 101 is represented by Connie Lee from the Human Resources & General Affairs Department.

### Maternity Benefits



In response to the government's policy of encouraging childbirth, TAIPEI 101 launched the "Birth Subsidy" program in the second quarter of 2024, providing a subsidy of NT\$60,000 per birth. In 2024, three employees applied for the subsidy—two expectant fathers and one expectant mother—demonstrating the company's commitment to supporting employees and their families.

### Childcare Allowance



To help employees reduce the pressure of raising children, TAIPEI 101 provides employees with children aged 0 to 12 with a childcare subsidy of NT\$ 7,200 per child per year. In 2024, 123 employees applied, covering 166 children, which effectively alleviated the burden of raising children for families.

### Parental Leave and Flexible Support



In addition to providing parental leave and reduced working hours leave in accordance with regulations, in 2024, two employees applied for parental leave without pay. TAIPEI 101 also assisted employees in department transfer arrangements based on actual needs and provided a leave-without-pay mechanism for physical and mental care, demonstrating the company's flexible support for employees' diverse needs of care.

## Employee Health Care

TAIPEI 101 takes its commitment to employee safety very seriously. The Human Resources Services Department and the Safety Office cooperated with government policies to provide information on influenza vaccinations and domestic and foreign infectious diseases, reminded employees of the current epidemic situation, and cared for employee health.

## A Friendly Work Environment Embraces Diversity, Equality, and Inclusion

TAIPEI 101 values the uniqueness of every employee and firmly believes that individual differences are the foundation of corporate competitiveness. At the same time, TAIPEI 101 supports gender-friendly initiatives and is committed to creating a diverse, inclusive and equal work environment through various legal measures and management mechanisms. In 2024, three gender diversity and sexual harassment prevention and control lectures and case studies were held, with more than 400 participants. The average course satisfaction score was 4.5 points (out of 5 points), allowing gender equality awareness to naturally exist and flow in employees' daily work. No employee complaints

related to employment discrimination were received in 2024, reflecting TAIPEI 101's ongoing efforts to promote gender equality and workplace friendliness-efforts that have gradually been internalized into daily management and organizational culture.

## ■ Labor-Management Relations and Internal Communication Channels

In accordance with the law, TAIPEI 101 held labor-management meetings every quarter in 2024, with representatives from both labor and management participating. The average participation rate was 90%, which met the required attendance. The communication topics were as follows, and the resolutions were made after discussion by labor and management representatives:

1. Discussion on working hours: annual office calendar, total number of holidays, , and the implementation and applicability of four-week and eight-week modified working hour systems
2. Employee welfare: Promote the annual budget of the welfare committee, the term of the committee members, travel subsidies for employees, and relevant plannings

To ensure that workplace communication channels are unimpeded, employees can express their opinions and suggestions to their superiors at any time via email. In 2024, there were no violations of relevant laws and no complaints related to discrimination.

In order to prevent sexual harassment in the office, TAIPEI 101 has established relevant regulations and methods and set up a " Special Mailbox for Sexual Harassment Prevention Complaints" (claim@tfc101.com.tw). For sexual harassment incidents, the Human Resources Services Department also has a dedicated telephone line to accept complaints. If sexual harassment or suspected incidents occur, the "Sexual Harassment Complaint Review Committee" will initiate an investigation procedure on the principle of confidentiality and non-disclosure. Investigation results are submitted within two months. If the complaint is substantiated, the findings are forwarded to the chairman for approval and disciplinary action. The Sexual Harassment Complaint Review Committee has a total of 5 members, with the head of the Administrative Management Office as the chairman, the manager of the Human Resources Services Department as an ex-officio member, and the remaining members are appointed out of managers-and-above levels by the general manager. At least one member must be a professional with gender awareness, and the proportion of female members must not be less than one-half. There were no sexual harassment-related cases in 2024.

## Talent Cultivation and Development

In a rapidly changing market environment, the key to corporate growth depends not only on innovation and strategy, but also on the continuous improvement and development of talents. Therefore, our company is committed to building a learning organization, through a complete education and training system, so that every employee can continue to grow in professional knowledge, skills and career development.

In 2024, education and training plans were closely linked to the company's mission, vision and core values, and integrated operational strategies . Through internal training, employees are engaged in strategic planning, core values, core functions, ESG sustainable development, and a variety of courses and lectures. TAIPEI 101 provides them with multiple learning and development opportunities to ensure the continuous improvement of corporate competitiveness. In the past three years, a total of NT\$ 8.24 million had been invested in education and training, with nearly 6,200 people trained, and the course satisfaction rate reached a highly positive evaluation of 4.6 points (out of 5 points).

In terms of cultivating young talents, TAIPEI 101 cooperates with various colleges, institutions and foundations to provide students with opportunities for industry internships before officially entering the workplace. In 2024, 8 interns were trained, and a total of 8 students were recruited to work as part-time employees and interns at the company, offering them opportunities to gain practical workplace experience and to learn diverse skills. For example, in various work-study programs such as marketing, customer service, and information technology, students can not only accumulate practical experience but also learn and grow through the guidance and feedback from supervisors in daily work, enabling them to think about future career development and skill development, shorten the gap between learning and application, and possess soft and hard skills in the workplace early.

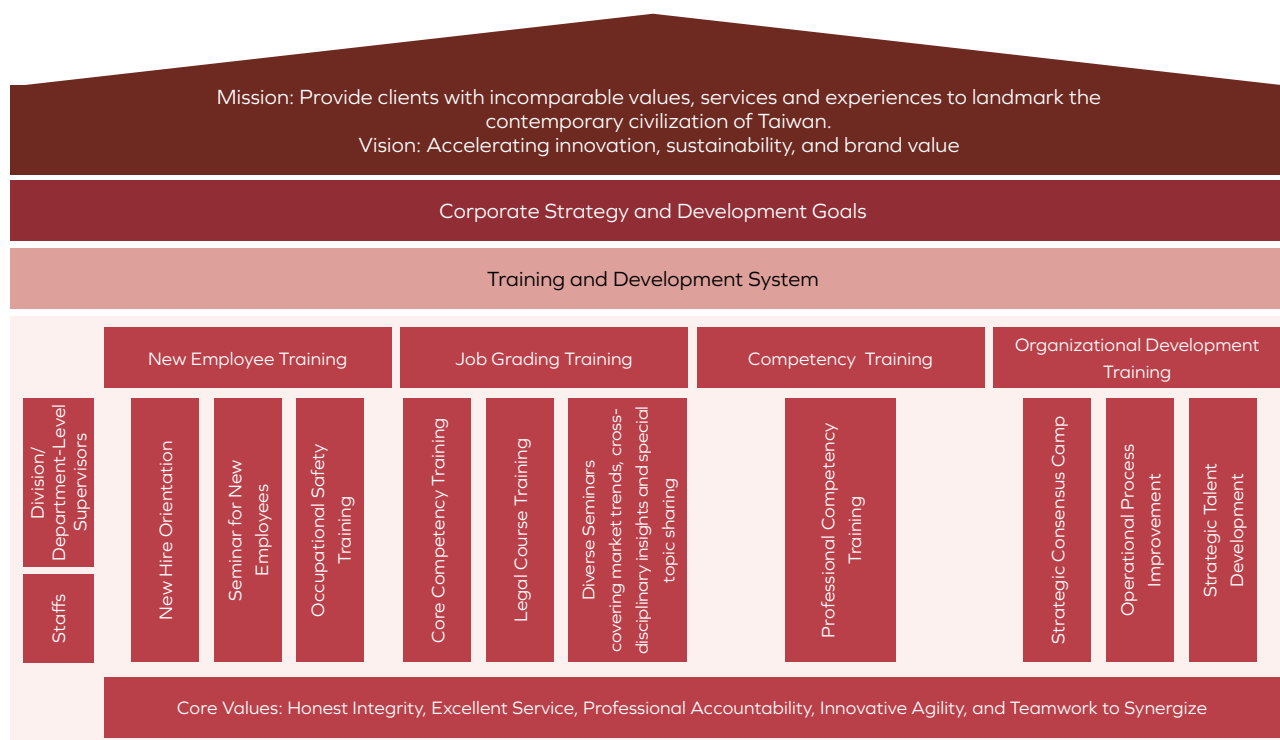
### ● Statistics on Internal / External Employee Training

TAIPEI 101 conducts internal and external training for employees every year. In 2024, 2,891 employees received training, with a total training time of 6,128.5 hours, an increase of 53% and 13.6% respectively over the previous year.



## Internal Training

In accordance with the internal training system, the Company formulates and implements annual training programs each year based on the Company's business strategy combined with employee competencies and needs. The figure below illustrates contents of the Company's training system.



Training Type	Implementation and Description
<b>New Employee Training</b> Deeply rooted corporate culture	<ul style="list-style-type: none"> <li>• <b>On-the-job training when on board:</b> On the first day of work, employees would be introduced to the company introduction, core values, system regulations, workplace ethics and basic operating procedures.</li> <li>• <b>Quarterly newcomer seminar:</b> Logistics Directors shared departmental responsibilities and collaboration processes to promote cross-departmental understanding and communication.</li> <li>• <b>Occupational safety training:</b> Cultivated new employees' occupational safety awareness and reduced workplace risks.</li> </ul>
<b>Job Grading Training</b> Strengthen professional capabilities	<ul style="list-style-type: none"> <li>• <b>Core competency courses:</b> Communication skills, problem solving, teamwork and leadership, etc.</li> <li>• <b>Legal courses:</b> Provided the latest legal and compliance knowledge.</li> <li>• <b>Diverse seminars:</b> Implemented digital management, technology applications, economic lectures, to strengthen employees' awareness of new trends.</li> <li>• <b>Corporate sustainability course:</b> Aligned with our commitment to the SDGs, we engaged external DEI and sustainability experts to conduct training sessions aimed at enhancing our employees' sustainability mindset.</li> </ul>
<b>Competency Training</b> Tailor-made professional courses	<ul style="list-style-type: none"> <li>• <b>Professional customer service training:</b> The "Excellence in Customer Service" course, conducted in 2024, focused on improving communication and service techniques through real-world simulations.</li> <li>• <b>Business English Training for Customer Service:</b> Designed to improve handling of typical customer complaints and boost interaction with global clients.</li> </ul>
<b>Organizational Development Training</b> Enhance corporate sustainability competitiveness	<ul style="list-style-type: none"> <li>• <b>Strategic consensus camp:</b> Facilitated by consultants, senior executives build strategic consensus.</li> <li>• <b>Operational process improvement workshop:</b> Optimized processes and improved organizational operational efficiency.</li> <li>• <b>Strategic talent development:</b> Conducted talent assessment paired with training and coaching to develop key talents with strong decision-making abilities and forward-looking vision.</li> </ul>



## External training

In addition to the internal training resources, each department allocated a budget for employees to participate in external courses in order to enhance their professional skills and increase the competitiveness of the organization. Examples of training are as follows:

External Training	Sustainable Development and Governance Trends	Professional Functions	Occupational Safety and Health	Total
Attendees	144	70	28	242

Professional Training Courses	Description	Targeted Personnels	Course Enrollments
Occupational Health and Safety	Become familiar with occupational safety and health laws, risk assessment, hazard prevention, equipment automatic inspection, and submit occupational safety documents.	Occupational safety and health management personnel	9-Trainees
Fire Prevention Supervisor Training	Fulfill professional knowledge on fire safety, describe the duties of fire prevention supervisor and the implementation of routine maintenance and repair of fire-fighting equipment.	Fire safety managers	7-Trainees
Safety and Health of First Aid Responders	Provide training for emergency incidents, which directly or indirectly benefit emergency response and patient treatment when an accident occurs.	First aid responders of business units	5-Trainees
Fireworks and Firecracker Supervisors	Conduct an introduction to fireworks and firecracker management regulations, discussions on safety management practices, and practical considerations for protection plans and implementation.	Fireworks and firecracker supervising personnel	6-Trainees
Environmental Education Personnel Training Course	Provide instruction on environmental education and regulations related to nature conservation, along with planning and designing environmental education facilities and management plans, to conduct a series of training sessions.	Environmental education personnel	5-Trainees
Real Estate Broker	Learn relevant management regulations and practices to strengthen and protect residential rental relationships and professional services.	Leasing professionals	2-Trainees
Property Management Training Course	Enable the personnel who carry out the management and maintenance of the apartment building to have a deep understanding of the apartment building management regulations and the management methods of the apartment building management service personnel, and to be familiar with the management and technical services of the apartment building affairs, to facilitate the performance of the assigned work.	Related personnel of business units	1-Trainees
ISO Environmental and Energy Management Training	Learn how to align with policies and regulations, apply core technologies, and integrate existing management systems to enhance operational performance and reduce business risks.	Related personnel of business units	3-Trainees
ESG Sustainability	Assist listed and OTC companies in Taiwan in achieving their sustainable development goals, through six key focus areas: trend development, strategic planning, risk management, low-carbon transformation, disclosure and reporting, and evaluation and guidelines. By integrating functional planning, the program aims to drive ESG transformation and upgrading, helping enterprises establish new competitive advantages in the global market.	Related personnel of business units	15-Trainees

## Occupational Safety

We established the "Health and Safety Codes of Conduct," "Occupational Safety and Health Committee Charter," "Labor Safety and Health Inspection Regulations," "Labor Safety and Health Self Inspection Measures," and "Fire Safety Supervision Measures" in accordance with occupational safety and health related laws and regulations to create a healthier and safer workplace. We also established an Occupational Safety and Health Committee, in which the president chairs, and one third of members are employee representatives. The committee convenes a meeting on a quarterly basis to discuss issues related to safety and health along with suggestions to the Company on occupational safety and health policies and review of relevant matters.

### • Occupational Safety Data

	2022			2023			2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Incidence Rate (IR)</b>	0	0	0	0.12%	0	0.12%	0	0.09%	0.09%
<b>Occupational Disease Rate (ODR)</b>	0	0	0	0	0	0	0	0	0
<b>Absence Rate (AR)</b>	0.33%	0.55%	0.88%	0.43%	0.82%	1.25%	1.05%	0.67%	1.72%
<b>Lost Day Rate (LDR)</b>	0	0	0	0	0	0	0	0	0
<b>Death Rate</b>	0	0	0	0	0	0	0	0	0

Note: The scope of data is based on the full-time staff of TAIPEI 101.

## Safety Training

Every new employee of TAIPEI 101 receives safety and health training by dedicated personnel to raise their safety awareness. As for the safety awareness of tenants, TAIPEI 101 invites tenants to participate in fire safety lectures every six months to periodically update their safety concepts. We also organize evacuation drills for the entire building, so that tenants will be familiar with the alarm and evacuation routes. Furthermore, TAIPEI 101's Emergency Response Team carries out taskforce training every six months, and conducts simulation drills for various emergency situations, ensuring that personnel handle incidents according to standard procedures. In 2024, 4 fire safety lectures and 2 evacuation drills were held, and two evacuation drills were conducted with over a thousand people participating in each drill, achieving an attendance rate of over 80%. Among them, TAIPEI 101 collaborated with the Taipei City Fire Department to implement rescue drills in difficult areas. Through on-site inspections and rescue drills, the fire department became familiar with the rescue operations and dispatch of the site and was able to develop targeted response strategies and improvement plans based on the actual drill conditions.

With regard to the occupational safety of contractors, TAIPEI 101 has formulated comprehensive management mechanisms, including implementing contractor training before operations, requiring related personnel to provide a health statement, conducting preliminary inspections for high-risk tasks, and appointing dedicated supervision personnel. The contractor consultative organization meeting is periodically convened to ensure that the occupational safety and health management mechanisms of contractors are operating smoothly. Furthermore, we compiled the Green Renovation Manual which provides work safety notices and requires contractors to comply with occupational safety and health related laws and regulations. Construction workers must submit their occupational safety training certificate issued by an external institution before entering the site. Occupational safety personnel are required to provide construction workers with safety notices before construction each day. We also provide construction contractors occupational safety lectures each quarter to raise their safety awareness and prevent labor injuries. TAIPEI 101 did not have any casualties related to engineering accidents in 2024.



Fire Drill - ambulance class



Fire Drill - evacuation assembly

## Health Promotion

TAIPEI 101 values the physical and mental health of its employees and is committed to creating a healthy workplace. We not only regularly manage and implement health risk assessments and classification management but also actively organize health promotion activities to promote a healthy workplace.

### Workplace Health Risk Assessment

To promote the physical and mental health of employees, TAIPEI 101 implements a workplace health risk assessment and prevention plan, including hazards related to human factors, abnormal workloads, illegal infringements, and maternal health protection. Such assessments can identify workplace hazards related to human factors, physical, chemical, biological, work pressure or workplace violence risk hazards, and then divide the risk level according to various hazards. Depending on the risk situation, preventive measures such as engineering control, administrative management, and protective gear protection are taken to prevent occupational injuries and illnesses.

Summary of the 2024 Assessment Results: The labor health physician conducted 6 onsite consultation services with a total of 57 follow-ups including abnormal workload of risk level 3, physical and mental balance, maternal health protection targets, and autonomous health counseling. Individualized healthcare guidance was provided to the follow-up targets, and all were able to continue with general work.



Note: TAIPEI 101 carried out workplace pregnancy risk assessments. The assessment results were classified as Level 1 management and low-risk hazards (no special hazards; regular assessment and care for the protected subjects).

### Health Examination Risk Grading and Management

In 2024, TAIPEI 101 conducted employee health examinations and surveys, including musculoskeletal discomfort, self-assessment of work and personal workload, lifestyle and exercise habits, and so on; we observed employees' health behaviors and health needs based on the assessment indicators.

Cardiovascular Disease Risk within 10 years	2023	2024
<10%: Low Risk	91%	90%
10-20%: Medium Risk	7%	8%
>=20%: High Risk	2%	2%

Note: The ten-year risk of myocardial infarction or sudden death is calculated based on five traditional atherosclerosis risk factors: age, diabetes status, smoking status, hypertension, and dyslipidemia.

Occupational Induced Cardiovascular Disease Risk Levels		2023	2024
Low Risk	0 No consultation required	51%	52.5%
	1 No consultation required	32%	30.7%
Medium Risk	2 Consultation recommended	15%	16.5%
	3 consultation Needed	2%	0.3%
High Risk	4 consultation Needed	0%	0%

Note: The calculation method integrates the following conditions: 1. Cardiovascular disease risk level. 2. Overtime hours and workload. 3. Employees' self-assessed work and life load.

The 2024 assessment results showed that the risk of cerebrovascular disease had not fluctuated significantly compared to the previous year. Therefore, continued attention to the prevention and treatment of metabolic and

chronic conditions remained necessary. Regarding the risk level of occupational cerebrovascular disease, the number of high-risk people tracked in 2024 decreased by 4 compared to 2023, and high-risk people would continue to be tracked on a case-by-case basis and health measures would be taken.

At TAIPEI 101, 80% of workplace tasks involve office-based computer work, making the upper body the most prominent area for suspected musculoskeletal risks. In recent years, after implementing ergonomic hazard prevention and improvement measures, potential risks in the work environment have been mitigated or eliminated, resulting in a low-risk assessment for workplace musculoskeletal hazards. In addition, according to the 2024 employee health survey, a total of 21 individuals were identified as having "suspected hazard risks." A "suspected hazard risk" refers to a self-reported pain level exceeding 3 on the scale. There were 23 individuals (10%) in 2023 and 21 individuals (7%) in 2024, indicating a significant decrease. Based on these results, stretching activities, ergonomic improvements, and health education efforts have been strengthened. Individual guidance and follow-up have also been provided to the 21 individuals identified as at risk.

## Healthy Workplace

In accordance with the standards of the Healthy Workplace Accreditation by the Health Promotion Administration, TAIPEI 101 has planned a series of initiatives to promote a healthy workplace. These include publishing a monthly health magazine, and releasing an annual health management analysis report along with tracking strategies. In March 2024, in collaboration with the Xinyi Health Center, the Industrial Medical Clinic on the 35th floor administered free workplace COVID-19 XBB and influenza vaccinations, with a total of 34 COVID-19 and 20 influenza vaccines given. Additionally, free public influenza and COVID-19 vaccination services were provided starting from November 1. In addition, we regularly hold health promotion lectures. In 2024, a total of three sessions, both in-person and online, were conducted:

### Green and Healthy Building



The sustainability team introduced the highest standards of TAIPEI 101 WELL healthy buildings, and sports nutritionists delivered lectures on new knowledge about healthy diet and bone health exercise. A total of 71 participants attended, with a satisfaction rate of 98%.

### Friendly and Healthy Workplace



- Conducted digital education training and post-training assessment on "Preventing Illegal Infringement in the Workplace"; 311 participants took the assessment and all of them passed the assessment.
- Invited a psychologist from the Teacher Chang Foundation to deliver online courses on workplace conflicts, mind-changing skills, and emotional management skills. A total of 51 participants attended, with a satisfaction rate of 85%.

TAIPEI 101 continues to invest in employee health promotion and is committed to creating a safe and friendly working environment. Since 2016, it has applied for and received the "Health Promotion Administration" from the Ministry of Health and Welfare (MOHW) for four times, covering the following periods:



2017-2019

Received the Accredited Healthy Workplace Health Promotion Badge (Basic)

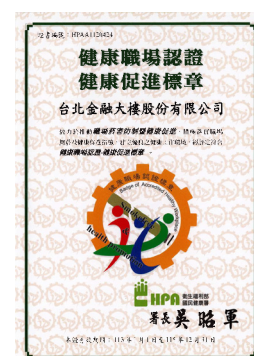


2018-2020, 2021-2023, 2024-2026

Received the Accredited Healthy Workplace Health Promotion Badge (Advanced)

The most recent application was approved in 2023, awarding TAIPEI 101 the Accredited Healthy Workplace - Health Promotion Badge (Advanced) which is effective from 2024 to 2026. This certification recognizes TAIPEI 101's high level of implementation in health policies, environment creation, promotion of health activities, chronic disease management, etc., demonstrating the company's long-term commitment and proactive efforts toward enhancing employee health and well-being.

Accredited Healthy Workplace -  
Health Promotion Badge





## 2.2 Connect Society with Love

TAIPEI 101 actively fulfills its corporate social responsibility by leveraging influence as a landmark to inspire public participation in charitable causes. It continuously innovates brand activities, promotes Taiwan on the global stage, and delivers care and support for society.

### Team Taiwan – Dream High and Make Taiwan Prominent

In August, Taiwanese athletes won 2 gold and 5 bronze medals at the Paris Olympics 2024. In November, Team Taiwan broke through the siege and took home the championship trophy at the WBSC Premier 12 Championship. While Taiwan heroes maintained a winning streak in international competitions, TAIPEI 101 stepped up and rally resources in support of Taiwan's soaring dreams, allowing the world to witness the island's vitality and passion.

Coinciding with the WBSC Premier 12 Championship, TAIPEI 101 organized the "Dream High" exhibition featured the "50/50 Memorial Ball" and signed memorabilia from baseball legends on the observatory. The exhibition integrated tourism promotion and cheering for Taiwan's baseball which successfully attract global attention. By the end of 2024, the special exhibition had hosted 18 charity groups and 526 participants. As a gesture to inspire others, TAIPEI 101 donated NT\$2 million and joined hands with fellow enterprises to support charitable initiatives. Participating enterprises redirected the fee for charity lighting cheering for "Team Taiwan WIN" as donation to support grassroots baseball. As a result, 10 companies responded and a total of NT\$8 million was donated. Through the "Music Camp Dream High Christmas Concert " at the end of the year, TAIPEI 101 continued to support the educational development of children in rural schools. In collaboration with 6 charity groups, 15 school bands in the greater Taipei area, and 16 youth performance groups from rural communities, children and teenagers brought their talents on stage, fulfilled their dreams and spread their wings.

The globally anticipated TAIPEI 101 New Year's Eve fireworks show also carry this passion forward, with the theme of "Team Taiwan 🏆 Champion," celebrating the glorious moment together and showing the world Taiwan's resilience and strength. On New Year's Eve, a special façade projection was displayed on the building, vividly portraying Taiwan's sports heroes. The music of the fireworks show also included many familiar cheering songs, allowing the fireworks to bloom with passionate melodies as we welcomed 2025 with hope together.



Team Taiwan 🏆 Champion New Year's Eve  
Fireworks Show and Façade Projection



Dream High Exhibition

### Cheers to Taiwan, Celebration of National Day

To celebrate the National Day, TAIPEI 101 held the "Heartfelt Taiwan, Cheers" TAIPEI 101 National Day Show for the first time in 2024, combining fireworks, laser show, façade projections, and building lighting to illuminate the Taipei night sky and send birthday wishes to Taiwan.

Through vibrant and stylish animations, iconic elements representing Taiwan—such as famous tourist landmarks, local

specialty goods, the universally beloved bubble tea, and the AI industry chain symbolizing technological strength—were creatively woven together. These visuals highlighted Taiwan's unique characteristics and advantages, creating a joyful atmosphere in celebration of the National Day. At the same time, they conveyed a hopeful vision of prosperity and showcase Taiwan's diverse charm and potential.

After the main show, we took the opportunity to show the world the surprising charm of Taiwan's in tourism brand 3.0 version "TAIWAN - Waves of Wonder", and called on global players to participate in the World Master Games 2025. It was not only TAIPEI 101's sincere congratulations to Taiwan and the world on the National Day, but also an expression of deep love for this land.



Heartfelt Taiwan, Cheers - TAIPEI 101 National Day Show

## Light Up and Speak for Public

TAIPEI 101 responded to both domestic and global events by lighting up the tower with messages, raising public awareness and echoing the pulse of the world. In 2024, TAIPEI 101 illuminated messages for 21 public topics, using its high-visibility tower façade to highlight key issues. The total media value of these sky-high displays exceeded NT\$22 million. This public service effort responded to world events, advocated for the process of sustainable development, and spoke out for Taiwan.

### Cheerleading for TEAM TAIWAN

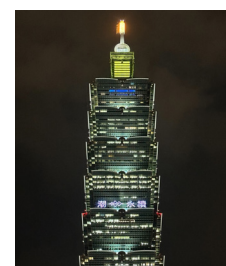
In 2024, the national sports spirit surged, and TAIPEI 101 was also filled with passion. In March, we celebrated the 35th anniversary of the Chinese Professional Baseball League. In August, TAIPEI 101 joined the global Olympic madness to cheer for the national team in their pursuit of medals. In November, during the WBSC Premier 12, TAIPEI 101 called on 10 companies to join in charity efforts, light up the tower for TEAM TAIWAN and made a wish for the championship!



### Green Sustainability

TAIPEI 101 invited everyone to save energy and care for our environment. Participating in the "Earth Hour" initiative on March 23rd to invest in the earth through action.

In response to the 2024 SDG Asia's advocate, the theme of "Tide. Sustainability" was lit up on August 7th. TAIPEI 101 expressed its commitment to working alongside the government and the public toward the 2050 net-zero carbon emission goal.



### Technological Innovation

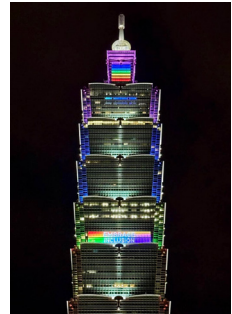
Taiwan stands at the forefront of the global development of AI technology. TAIPEI 101 joined the celebration of the milestones of the technology industry, partnering with COMPUTEX TAIPEI in June and SEMICON TAIWAN in September, to light up "Connecting AI" and "Spotlight on Taiwan and Vision for the future."





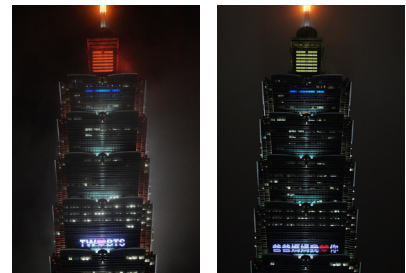
### Inclusive Society

We pride Taiwan's diversity, tolerance and mutual assistance. In 2024, TAIPEI 101 responded to various social issues and events with warm support. In April, Hualien was struck by a strong earthquake. That night, TAIPEI 101 immediately lit up the tower with messages to pray for the injured, encourage the rescuers, and wish for peace in Taiwan. In October, TAIPEI 101 was colored rainbow and wrote "EMBRACE INCLUSION" in response to the Taiwan Pride Parade. In November, TAIPEI 101 also participated in advocacy for breast cancer and AIDS prevention and care for the health of the people.



### People Joint for Charity with Love

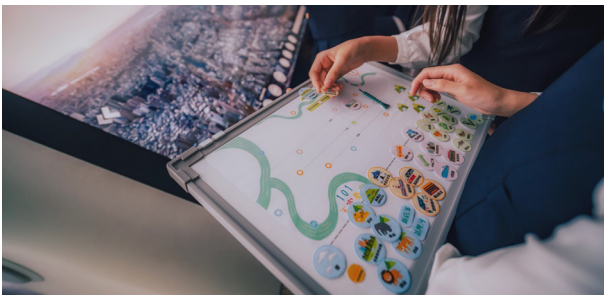
From December 24th to 25th, TAIPEI 101 was open to the public to apply for personalized lighting messages. Through the "TAIPEI 101 Christmas ♥ Share Love with Lighting" event, participants expressed their love and creativity by lighting up the tower, where 20% of the fees were donated to support charitable causes. All donations were dedicated to the "Dream High Christmas Concert" project, which provides a platform for children in rural areas to showcase their artistic talents.



## Horizon-Expanding Trip

By the end of 2024, more than 26,700 students had visited the TAIPEI 101 Observatory. TAIPEI 101 officially obtained the Environmental Education Center certification in December 2022 and has since used the observatory's panoramic views to conduct environmental education.

TAIPEI 101 continues to take actions to care for and assist underprivileged groups in society. We invited children from rural areas and underprivileged groups to visit the observatory free of charge, actively promoting public welfare visits and off-campus educational visits. In 2024, there were 18 visits by welfare organizations, with 526 visitors from elementary schools in rural areas as well as 10,387 visitors on school field trips, totaling 10,913 visitors. TAIPEI 101 aims to provide more children with the opportunity to expand their life experiences through such perspectives.



Environmental Education Course

### TAIPEI 101 Music Camp "Dream High Christmas Concert"

In 2024, TAIPEI 101 joined the charitable initiative by expanding the Music Camp "Dream High Christmas Concert" which was held every weekend afternoon in December at the "Nordic Christmas Town Dream Stage" on the 4F City Square. The event invited more than 500 children and teenagers from across Taiwan to perform and bring the most touching Christmas dream stage! This concert called on 6 charitable public welfare groups and foundations such as the Taiwan Found for Children and Families (TFCF) and the Taiwan Hope in Love Children Care Association (HLCCA), 15 schools in the Taipei City and New Taipei City area, and 16 groups of rural and public welfare performance teams to participate in the event, allowing children to show their talents and realize their dreams through music, singing and dancing. This event was not only an important performance opportunity in the lives of children, but also an important platform for raising public awareness of rural education and diversified development.

On Thanksgiving Day, November 28th, the Christmas Lighting Party was held on the 4th floor, officially kicking off

the Christmas event. TAIPEI 101 Chairman Janet Chia and President Lillian Chu jointly lit up the light of hope, inviting corporate partners and charity representatives to join in the celebration and share 101% of love.



TAIPEI 101 Music Camp Dream Stage Christmas Concert

## Saluting the Guardians of the Nation! Military Appreciation Month Showcases National Defense Solidarity

In celebration of Military Day on September 3rd and to honor the frontline heroes of the military, TAIPEI 101 launched the "Courtesy for the Military" program in September 2024. Active-duty military personnel were granted free admission to the observatory, and through a series of interactive events we invited the public to join in the tribute. On August 31st, TAIPEI 101 partnered with the Ministry of National Defense to host the "Combat Carnival" at the Water Dance Plaza. The event featured 15 national defense experience booths and five dynamic military performances, showcasing the strength, morale, and youthful energy of Taiwan's armed forces, and drawing enthusiastic public participation. During the event, all ticket holders received a limited edition "Military Version of Kuai Kuai Corn Snacks", turning loyalty and honor into fun souvenirs to convey their feelings. Additionally, TAIPEI 101 lit up the tower on the nights of August 31st and September 3rd to express its respect and support for national defense, illuminating the city with a message of gratitude. This series of Military Day events, blending national defense education, cultural experiences, and public engagement highlighted TAIPEI 101's role not only as a national landmark but also as a symbol of social responsibility and patriotic spirit.



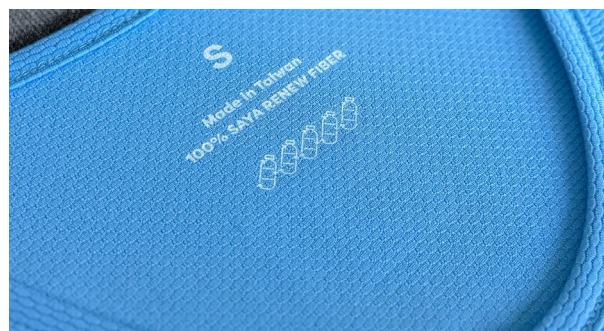
TAIPEI 101 Observatory Military Salute Ticket for Free

## TAIPEI 101 RUN UP, Another World Championships at Taiwan

The 2024 TAIPEI 101 RUN-UP was certified as the World Championships 2024 for the Towerrunning World Association (TWA). It attracted nearly 5,000 runners from 34 countries around the world to challenge the World's Tallest Green & Well Building. As part of tourism promotion, the runners' handbook provided suggested routes for exploring Taipei in an interesting way. The event also continued the sustainable innovation introduced in 2023 and provided runners with 100% fully recycled functional race jerseys. The jerseys made of environmentally friendly yarn can reduce carbon emissions by about 1.73 kilograms of CO<sub>2</sub>e per kilogram compared to virgin yarn. They are eco-friendly while comfortable to wear, showing Taiwan's innovation in green materials to the world's top runners and conveying TAIPEI 101's creative practice of environmental protection.



TAIPEI 101 Vertical Marathon World Championship



100% recycled functional racing jersey



## Inviting Tenants to Keep Sustainability in Mind

TAIPEI 101 adopted the strategy of "Landlord Recruits Tenants" inviting brands to participate and focus on "social care" to create synergies, hoping that more companies will be influenced by TAIPEI 101 and jointly create greater value for society.

TAIPEI 101 Tower and Shopping Mall attract numerous internationally renowned companies to reside. In response to the ESG policies required by multinational corporate headquarters, more and more companies are beginning to value the sustainable performance of their site locations. They actively monitor and regularly report data on energy conservation, waste reduction, water conservation, renewable energy, and other related aspects, striving to achieve the environmental sustainability goals set by their headquarters. Therefore, corporate tenants actively participate in discussions with TAIPEI 101 on promoting the purchase of green energy, ESG activities, zero waste lectures, and the installation of electric vehicle charging stations and other sustainable initiatives, working together with TAIPEI 101 to create a more sustainable environment.

With three LEED Platinum certifications and a WELL v2 Core Platinum Certification-achieved with the highest score in the world, TAIPEI 101's also provides one-stop WELL and LEED building consulting services for tenants. Due to the rapid increase in demand for LEED/WELL office certification from the Tower and Shopping Mall tenants, the Tower Sustainability Team has begun offering in-house LEED/WELL consulting services. Through this service, tenants can authorize TAIPEI 101 to apply for the relevant certifications on their behalf, providing them with exclusive benefits and significantly reducing communication costs.

In 2024, TAIPEI 101 further expanded its sustainable impact into a broader sustainable ecosystem by assisting partner companies in obtaining international certifications, including the WELL Platinum certification for the German KEIM Mineral Paint Showroom, the LEED Gold certification for Tzu Chi Guandu Jingsi Hall, and the LEED Gold certification for the FAB Headquarters.

TAIPEI 101 also hosted the "WELL RECHARGE – Create a ESG Ecosystem together Forum" in conjunction with industry, government, and academia, with approximately 200 participants.



WELL RECHARGE – Create a ESG Ecosystem together Forum

## Collaboration in Renewable Energy Procurement

Furthermore, TAIPEI 101 offers its tenants to join Renewable Energy Group Purchasing initiatives to reduce carbon emissions using renewable energy and many more services for sustainability actions. This helps local and multinational corporate tenants achieve their environmental sustainability goals and create a "sustainable ecosystem." It also aligns with the spirit of UN Sustainable Development Goal 17, which emphasizes global sustainable partnerships, working together towards the "ROAD TO NET ZERO."

In 2020, TAIPEI 101 partnered with its tenant to pioneer Taiwan's first green electricity procurement model for commercial office buildings, "Renewable Energy procurement for - Multiple Users in Single Account." In 2022, TAIPEI 101 further advanced to provide tenants with the "Multiple Users Single Account Version 2.0 (Green Leasing)" to its tenants. Under this model, the landlord supplies green electricity, while tenants participate in a "Group Purchase of Green Electricity". The landlord acts as the integrator and advocate for green electricity. After the unified procurement of green electricity, energy dispatch and management have been carried out to help corporate tenants collectively move toward the net-zero goal. In 2024, the total green electricity purchased by TAIPEI 101 and its tenants (CHANEL / L'Oréal / Taiwan Stock Exchange / KPMG / Nomura / HSBC / Taiwan Index) exceeded 7.08 million kWh per year.

## Village Safety Box

TAIPEI 101 collaborated with 66 companies to purchase "Village Safety Box" for ceremonial usage in traditional and religious festivals, replacing a large number of gifts and offerings that used to be purchased in the past. "Village Safety Box" contains 12 daily necessities. After the sacrificial ceremony, the Xinyi District Office of Taipei City assists in transferring these daily necessities to the village head's office, where they are distributed to households in need by the village heads. In parallel, TAIPEI 101 consistently donates 10 boxes of essential supplies each month, which are then provided to households in need. In 2024, 713 Village Safety Boxes were donated by TAIPEI 101, tenants and suppliers, benefiting accumulated 7,073 households from 2018 to the end of 2024.

## One-Day Blood Donation Drives

TAIPEI 101 has been organizing one-day blood donation drives in collaboration with the Taipei Blood Center since 2008. On the day of each drive, the building's restaurants provide complimentary red bean soup to encourage tenants and employees to roll up their sleeves and participate in this act of kindness. In June and November 2024, TAIPEI 101 in collaboration with building tenants "Coupang" and "Nomura Funds" organized one-day blood drives. A total of 395 people responded, and 519 bags of 250cc blood were collected, creating a broader social impact through concrete actions. For 17 consecutive years, we have been holding one-day blood donation events with tenants, involving 4,613 participants and collecting 6,053 bags of 250cc blood.



One-day blood donation event

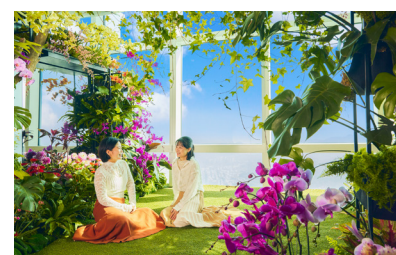
## Collaboration in ESG Promotion

### Displayed Beauty of Taiwan on the Cloud, Creating a New Landmark of Aesthetics in Nature

In 2024, TAIPEI 101 adopted the concept of "forest in the city" and "sustainability in the landmark," working with florist Alfie Ling and partners such as county and city governments, to launch a series of four-season themed exhibitions, presenting the "Ferns and Orchids" and "Four Seasons in the Clouds and the Beauty of Forests" dual-axis exhibitions on the 89th floor Secret Garden Observation Deck. The exhibition integrated Taiwan's native flowers and alpine scenery, emphasized local co-creation, nature education and cultural connotations, attracted international tourists to learn about Taiwan's rich landscape, ecology and agricultural culture, and successfully implemented the company's goal of promoting sustainable tourism and local prosperity.

#### ● Orchids Bloom in Spring: From Native Plants to a Sustainable Garden for Nature Education

In January 2024, "Ferns and Orchids" was officially launched, with Taiwan as the "Orchid Island" and "Fern Kingdom" as the curatorial inspiration, showing the natural charm of more than 400 native orchids and unique ferns. The first wave of exhibitions was combined with New Year's festivals, launching window paper-cut red envelope gifts and five-sense viewing experiences. The exhibition not only strengthened tourists' understanding of Taiwan's natural resources, but also successfully integrated environmental education into the tourism experience, opening "the first window to see Taiwan from TAIPEI 101."



#### ● Late Spring in the Mountains: Together with Chiayi County to Create an Immersive Experience in the "Alishan Forest"

From the end of March to the beginning of April, TAIPEI 101 and the Chiayi County Government worked together to create a "flower wonderland" on the cloud with Alishan's unique flowers such as lisianthus, alpine lilies, and oncidiums, and combined vision, smell, touch, and hearing to reproduce the image of the Alishan forest. Protozoa simulation devices and natural soundscapes were introduced on site, inviting the public to experience natural meditation on the observation deck, conveying the value of Taiwan's natural education, and promoting local tourism and the flower industry through limited postcards.



#### ● Midsummer in the Southern Island: Shared the Love of Orchids with Pingtung and Promoted the Local Flower Industry

We planned the "Ferns and Orchids" summer exhibition area with the Pingtung County Government, exhibiting abundant Phalaenopsis and Vanda orchids, and creating a "summer fresh flower landscape" with a strong holiday atmosphere. As an important global supply base for Phalaenopsis orchids, Pingtung showcased Taiwan's soft power of flowers to international tourists through this exhibition. Postcards featuring Pingtung and ticket discounts were also provided on site to encourage local participation. Through the practice of romantic summer flower art and county and city co-operation, TAIPEI 101 deepened its local connectivity and social inclusion spirit as a national tourism platform.





### ● Winter Opening: Re-Enacting the "Fushoushan Maples and Apples" with Veterans Affairs Council, Creating a Four-Season Cloud Journey in the Mountains and Forests

The finale exhibition at the end of the year, "Winter in the Clouds - The Beauty of the Mountains and Forests", was inspired by Fushoushan Farm, recreating the alpine scenery of maple leaves and apple orchards in autumn and winter. The exhibition area included five-sense forest experience, camping area and agricultural education content, deeply presenting the ecology, agriculture and veterans' reclamation history of Taiwan's medium and high-altitude forests. This exhibition was expected to continue to be exhibited in Qingjing, Wuling, Mingchi and other stations next year, constructing a year-round alpine aesthetic path and deepening the sustainable connection between cities and mountains and forests.



### ■ "Heart to Heart, Blooming Hualien" Showed Support for a Post-earthquake Refreshing Life

In response to the government's post-earthquake revitalization of Hualien, TAIPEI 101 and the Ministry of Agriculture jointly held the "Heart to Heart, Booming Hualien" event to raise awareness. In July, the lobby of the office building was transformed into a small farmer's market. In cooperation with the Fuli Township Farmers' Association, 17 Hualien local produce merchants were invited to set up stalls, which received an overwhelming support from tenant employees. Starting in August, a dedicated counter area was set up in the TAIPEI 101 GIFT SHOP to display and sell curated local products, continuing to market Hualien to tourists from all over the world.



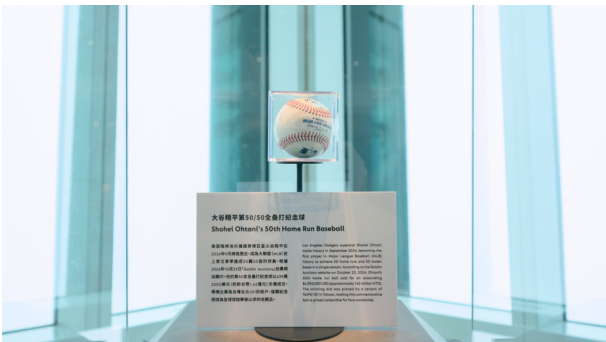
Ministry of Agriculture and TAIPEI 101 jointly held "Heart to Heart, Blooming Hualien" farmers market



A dedicated counter in the TAIPEI 101 GIFT SHOP displayed and sold local products from Hualien

### ■ "Dream High" Exhibition Connecting Sportsmanship with Social Care

In 2024, TAIPEI 101 held the "Dream High" exhibition on the 89th floor observatory. The exhibition displayed the record-breaking "50 homerun and 50 steals" commemorative ball, along with exhibits of Taiwanese baseball legends such as Chien-Ming Wang and Chin-Feng Chen. It combined sports spirit with local culture to become the world's highest baseball exhibition. The exhibition collaborated with companies such as Starlux Airlines, BenQ, ELTA Technology, and SECOM to create an exhibition journey on the cloud, from the dream elevator to the immersive projection experience. At the same time, it called on companies to join and redirect the lighting fee to support rural education and grassroots baseball development. With a total donation of NT\$8 million, the event fulfilled the dual mission of cultural promotion and public welfare, making TAIPEI 101 not only a tourist landmark, but also a foundation for dreams.



## Social Enterprise Promotion

### • Social Enterprise Products from Small Farmers in Supermarkets

TAIPEI 101, as a landmark in Taiwan, takes on the responsibility of promoting high-quality social enterprise brands that prioritize public welfare, allowing more consumers to appreciate the beauty of local Taiwanese products. TAIPEI 101 Shopping Mall collaborates with supermarkets, enabling tenants and customers to directly purchase products from social enterprises within the supermarkets. An IMPACT zone was also set up at the entrance, displaying fair-trade products and Rainforest Alliance certified sustainable agricultural products. Through these actions, the concept of social enterprise is conveyed to a wider audience, fostering positive social cycles.



Supermarket social enterprise small agricultural products

### • TAIPEI 101 ESG Sustainable Merchandise

TAIPEI 101 Shopping Mall and various brands have been jointly promoting eco-friendly and sustainable merchandise through event campaigns. For example, environmentally friendly and sustainable products have been made from recycled materials or leftover stock fabrics that have been recycled and reclaimed, so that more people can join the sustainability bandwagon and create a better and more sustainable world (see [3.3 Environmentally Friendly Actions](#) for details).

### • TAIPEI 101 Love Market: Hand in Hand for Charity

In 2024, TAIPEI 101 collaborated with the Agricultural and Food Agency, Ministry of Agriculture and the building's tenants KPMG, Taiwan Stock Exchange, World Gym, Jones Lang LaSalle, Nomura Investment Trust, and Ansys Technology to hold the 12th "Love Market: Hand in Hand for Charity" charity event. In addition to inviting 27 sheltered workshops, social welfare groups, and social enterprises to participate, 8 local food and agri-food brands in Hualien were also specially invited to join the initiative. Behind each stall booth, there were warm stories, hard work of volunteers and efforts of social welfare organizations, aiming to draw public attention to social welfare organizations and spread the power of goodness.



## Charity Donations

TAIPEI 101 continued to implement the sustainable concept of resource sharing and recycling with concrete actions. In 2024, we actively counted reusable resources, including hangers, flower vases, pots, office furniture, etc. abandoned by tenants, and provided them to the public for free through online platforms, or donated them to public welfare groups in need. Over the course of the year, approximately 244 items were donated, giving new life to discarded materials and realizing the vision of green resource redistribution. At the same time, TAIPEI 101 also cooperated with non-profit organizations such as the Carpenter's Houseme Association, Taoyuan City and the Parent Volunteer Education and Growth Association, New Taipei City to donate large equipment such as refrigerators, ice makers, sofas, office desks and chairs, monitors, etc. These efforts became a valuable platform to continuously transform corporate resources into social welfare. On the eve of the Mid-Autumn Festival, TAIPEI 101 donated 300 boxes of mooncakes to families in need and cooperated with organizations such as the "Taiwan Found for Children and Families," "Xinyi Social Welfare Service Center, Department of Social Welfare, Taipei City Government," "Parents' Association for Person with Intellectual Disability, Taipei City," and "Xinyi Women's Support and Empowerment Center, Taipei City." Not only did it share delicious treats, but it also conveyed love and warmth, allowing those in need to feel cared for and blessed on this special day.

Moreover, surplus materials generated from various events were also effectively repurposed. For example, after the vertical marathon, leftover of daily necessities such as towels, beverages and food were sorted and donated to the Xinyi Women's Support and Empowerment Center, which not only supported underprivileged groups but also reduced resource waste, embodying the dual values of environmental protection and public welfare. Through the redistribution of each item, TAIPEI 101 promoted a green lifestyle while fostering a positive cycle of resource sharing and social care, demonstrating the multifaceted actionability of corporate sustainability.





Office furniture donation



Mid-Autumn Festival mooncake donation

## International Stage for Cultural Creativity

To introduce Taiwanese cultural and creative industries to more tourists, TAIPEI 101 has set up Gallery 101 in the office building. This platform allows Taiwanese artists to engage in international dialogues and expand opportunities for Taiwanese artists to be seen by the world.

### GALLERY 101

TAIPEI 101 Office Tower receives more than 10,000 visitors per day, offering excellent visibility and a strong platform for promoting cultural and creative industries. For this purpose, a nearly hundred-square-meter space on the first floor of the Office Tower has been transformed into an art corridor, adding an artistic and cultural atmosphere to the office building, as well as sharing the beauty of Taiwanese arts and culture with tenants and domestic and foreign visitors.

2024 Gallery 101 hosted exhibitions throughout the year, including "LUMINOUS WHISPERS," "Embrace the Art Within-Limited Print Edition Show of San Yu," "International Forum for Art and Sustainability," "2024 TAIPEI 101 International Photography Contest," "LOVE Starting from the Heart-KELLY MI. Love solo exhibition," "Realm of Five Elements," and "Canvas of Tomorrow."

#### 2024 ARTISTS AS GIVERS- ARTISTIC REFLECTIONS ON SUSTAINABILITY



#### CANVAS OF TOMMORROW



Through Gallery 101, local Taiwanese artists and tenants are able to showcase paintings, sculptures, and visual arts, offering future literary and artistic talents the opportunity to shine on the world stage. By leveraging TAIPEI 101's international reputation, the platform can attract world-class artists to Taiwan for cultural exchanges, further enhancing Taiwan's global visibility.



# ACTION

## CHAPTER 03

### Action on the Environment

TAIPEI 101 has adhered to the vision of "protecting the local environment" and is fully committed to green buildings, energy resource management, and environmentally friendly actions. It has set short-, medium-, and long-term goals and continues to reduce negative impacts through environmental management policies and systems, thereby comprehensively upgrading its green influence.

## WELL v2 Core

### Evolution of the World's Tallest WELL Building

Building on the achievement of receiving the highest score of WELL v2 Core Platinum certification in 2023, TAIPEI 101 coordinated the "WE ARE WELL @ TAIPEI 101" activity series in 2024. This initiative deepened the Health and Circulation concept of SKY PARK on the 35th floor and built a relieving vertical community.

## LEED v5

### Leading the Way in Obtaining LEED v5 Certification

Obtaining the LEED v5 Certification with the highest score in the world in June 2025, TAIPEI 101 was among the global pioneers of office buildings obtaining this certification. TAIPEI 101 once again demonstrated its determination to lead the global trend of sustainable high-rise buildings.

## 7.08 million kWh

### Steadily Advancing the 2045 Net Zero Blueprint

TAIPEI 101 advanced our energy transformation plans, increasing the use of renewable energy from 7.73% in 2023 to 8.44 % in 2024. TAIPEI 101 also worked with tenants to promote group purchases of green electricity, totaling 7.08 million kWh, to expand the green electricity ecosystem.

## 9,674 tons

### Smart Water Conservation and Recycling

In 2024, by monitoring water consumption with digital water meters and upgrading several water-saving devices, the amount of recycled and reused water reached 9,674 metric tons. 100% of rainwater and drainage water was reused, further enhancing the efficiency of water resource utilization.

## 92.37 %

### Promoting Circulation of Interiors and Upgradation of Green Construction Materials

In 2024, the average green construction material utilization rate for newly renovated tenants in the building reached 92.37%, promoting the use of circulated materials, servicing products, and practicing low-carbon decoration and resource circulation.

## 2,883 people

### Influence of Environmental Education

TAIPEI 101 continues to serve as the highest environmental education platform in Taiwan. In 2024, we welcomed over 2,883 participants in environmental education tours and courses; through the Green Tour, we promoted the concept of green buildings both internally and externally with 397 visitors from more than 10 countries throughout the year.

## Highlight Column

### A global benchmark for sustainable supertall buildings, TAIPEI 101 creates a healthy and low-carbon vertical community

With the rise of global climate change, the COVID-19 pandemic and other global incidences, companies have become increasingly aware of the health and sustainability of office buildings. As a global landmark of Green and Well buildings, TAIPEI 101 upholds its dual commitment to the environment and health and continues to move forward to becoming a benchmark in LEED and WELL certification. It is also committed to promoting and enhancing the understanding of green buildings among companies, communities and the public.

#### Green and Well Building Certification:

As a green building model for skyscrapers around the world, TAIPEI 101 has been awarded the highest level of LEED Platinum certification three times since 2011. In 2023, TAIPEI 101 obtained the WELL v2 Core Platinum Healthy Building Certification. And became one of the first commercial and office buildings in the world to obtain the LEED highest level (v5) certification with the highest score in 2025, continuously consolidating its position as a sustainable benchmark for global supertall buildings.

#### LEED+WELL dual certification

- The world's tallest healthy green building
- Highest score in LEED v5 globally
- Highest score in WELL v2 Core globally
- LEED and WELL platinum certified commercial and office building in Taiwan
- The first of the world's top ten tallest buildings to receive WELL and LEED platinum certification
- The only WELL-certified building among the world's top ten tallest buildings

Combining the experience and practice of LEED and WELL platinum certification, "TAIPEI 101 ESG Sustainability Academy" aims to cultivate more green-collar talents to meet market demand. Over the years, TAIPEI 101 has continued to hold the "WELL AP International Wellness Building Certification Training Class" to teach the ten major concepts of WELL and healthy building standards and has also held the "LEED GA International Green Building Certification Training Class". The TAIPEI 101 Sustainability Consulting Team leads students from various fields such as architecture, interior design, developers, and real estate to prepare for the LEED GA green building certification. As of 2024, TAIPEI 101 had helped CTBC Financial Park, German Kane Paint Showroom, Tzu Chi Guandu Park, and Jiangjie International Commercial Building obtain LEED Platinum and Gold certifications, and supported the German Kane Mineral Paint Taipei Showroom in achieving WELL Platinum certification.

#### Green and Well Building Promotion:

To further promote Green and Well building, TAIPEI 101 held 9 "WE ARE WELL @ TAIPEI 101" health lectures and activities for tenants in 2024 and promoted health demonstrations at the SKY PARK on the 35th floor to create a relieving vertical community. It also continued to work with tenants to achieve the vision of environmental sustainability. In 2024, IWBI held physical carnivals and seminars in more than ten cities around the world with the theme "WELL RECHARGE · Healthy Building Symbiosis". TAIPEI 101 also held the "Healthy Building Symbiosis, Jointing Creating an ESG Sustainable Ecosystem" Forum in October to communicate with ten global corporate sustainability partners and share each other's exciting journey towards ESG sustainability, attracting nearly 200 participants.

TAIPEI 101 will continue to expand its influence through green buildings and healthy buildings, and through various external speeches and experience exchanges, TAIPEI 101 hopes to use these experiences to lead buildings in Taiwan towards net zero.

## 3.1 Green and Sustainable Buildings

TAIPEI 101 is committed to implementing environmental sustainability and mitigating the negative impact of corporate operations on the environment and hopes to become a model for the management of super-tall buildings in the world. To achieve this goal, TAIPEI 101 has established a 2045 Net Zero Blueprint based on global building benchmarks and international standards. We continuously invested in energy-saving and carbon management systems, upgraded green buildings and healthy buildings, created more sustainable and comfortable spaces for tenants, and collaborated with global sustainable strategic partners to further build an ESG ecosystem for commercial and office buildings and expand sustainable impact.

### WELL Healthy Building Certification

People's lives and working patterns have changed significantly since the COVID-19 pandemic, making office property management more challenging. As a global model of green buildings for supertall buildings, TAIPEI 101 not only provides tenants with a sustainable office environment but also cares about the physical and mental health of tenants, always keeping an eye on the air quality in the building and tracking the health of employees in the building. TAIPEI 101's public area air quality monitoring equipment project, healthy vegetarian restaurant on the 35th floor, the massage chair area, and the exhibition area for introducing the top ten concepts of WELL have all been completed, hoping to provide the building's tenants with a safer and healthier indoor environment. In 2023, with the world's highest WELL v2 Core score, TAIPEI 101 obtained the WELL Healthy Building Platinum certification, becoming the only building among the world's top 10 supertall buildings to obtain both LEED and WELL platinum certifications. Obtaining the WELL Healthy Building Platinum certification demonstrates TAIPEI 101's firm commitment and efforts to environmental sustainability and healthy living and consolidates TAIPEI 101's leading position in global healthy green building management.



WELL certification requires on-site "Performance Verification" by an independent organization. Items such as air quality, water quality, lighting illumination, thermal comfort and noise were measured in TAIPEI 101 and sent to the laboratory for testing to ensure that the building meets the most stringent health standards and provides a healthy environment for the tens of thousands of users in the building. In the end, TAIPEI 101 became the world's highest healthy building with the highest score of 102.5 points. Among the ten major concepts of WELL certification, the most important "Air", "Water", and "Innovation" received full marks, and "Community" was close to full marks as well.






### Upgrading to LEED v 5 certification

Since TAIPEI 101 obtained the highest LEED rating of Platinum in 2011, TAIPEI 101 has been constantly striving for excellence as a global model of super-tall green building. In 2019, TAIPEI 101 was awarded the "50 Most Influential Tall Buildings" award. TAIPEI 101 actively invested in green building certification upgrades and obtained LEED O+M v4.1 Platinum certification in 2021. This was the third LEED Platinum medal for TAIPEI 101. As a global pioneer in domestic and foreign commercial and office buildings, TAIPEI 101 strives to provide tenants and consumers with a more sustainable, energy-saving and healthy environment. It continues to pursue excellence by challenging itself regarding the global priority test of LEED v5 version. The application was successfully submitted for review at the end of 2024 and in June 2025, TAIPEI 101 obtained the latest and most difficult version of LEED v5 certification with the highest score in the world.



LEED Platinum Certification Medal

TAIPEI 101 has adopted the ARC data platform developed by the United States Green Building Council (USGBC). Through the system, the performance of the building is tracked. The big data behind the platform is used to compare the environmental performance of TAIPEI 101 with other international green buildings, helping TAIPEI 101 continuously optimize the performance of green buildings. In 2024, the LEED O+M v4.1 assessment was further optimized and upgraded and the key results are summarized in the following table.

 <p>User Experience (Indoor Air Quality and Satisfaction)</p>	<ul style="list-style-type: none"> <li>The building's air conditioning system was equipped with a carbon dioxide sensor. If the CO<sub>2</sub> level is too high, the system automatically introduces fresh air.</li> <li>TAIPEI 101 had been implementing LEED international standards for a long time. TAIPEI 101 used MERV 13 high-efficiency air filters that meet the medical epidemic prevention grade. Indoor CO<sub>2</sub> levels were maintained at around 500-700ppm, which was better than the government standard of 1,000ppm.</li> <li>Cleaning was done using non-toxic products, and the concentration of TVOC (Total Volatile Organic Compounds) remained far below the regulatory standard.</li> </ul>
 <p>Transportation</p>	<ul style="list-style-type: none"> <li>The exit of the basement level 1 directly connected to the MRT station, and there were convenient bus stops and YouBike stations nearby. There were also electric vehicle charging stations in the parking lot, providing convenient low-carbon transportation options and encouraging tenants, employees and consumers to commute in a low-carbon manner.</li> </ul>
 <p>Energy</p>	<ul style="list-style-type: none"> <li>TAIPEI 101 had completed 50 energy-saving projects over the past decade and also introduced the ISO 50001 energy management system and ISO 14064 greenhouse gas inventory management system to continuously track and monitor energy usage and carbon emissions.</li> </ul>
 <p>Water</p>	<ul style="list-style-type: none"> <li>TAIPEI 101 had rainwater recycling platforms on every eight floors for watering plants and flushing toilets. The cooling water of the building's chiller units was also recycled to improve water conservation.</li> </ul>
 <p>Traceability and Waste Reduction</p>	<ul style="list-style-type: none"> <li>Waste was classified into 35 categories, including 32 categories of resource recycling, which greatly improved the resource recycling rate and food waste recycling rate and allowing resources to be properly reused.</li> <li>A vertical garbage delivery system had been set up to reduce the volume of non-recyclable garbage to 1/3 of its original size after crushing, draining and compacting, effectively reducing the number of trips and carbon emissions of the garbage trucks.</li> <li>TAIPEI 101 promoted circulated interior decoration and green building materials and established strict procedures from interior decoration to decoration waste to reduce the generation of construction waste.</li> <li>With the goal of "waste resource utilization" and "reducing disposal costs", TAIPEI 101 started from the source of waste production and planned waste reduction strategies and specific practices through measurement, inventory and diagnosis:             <ul style="list-style-type: none"> <li>The clothing industry in the shopping mall discarded hangers and cooperated with the building tenant "California Dry Cleaners" to provide hangers with complete functionality and appearance to the dry cleaners for recycling. In 2024, 82,183 hangers were recycled, totaling 4.93 metric tons, a record high number. Since 2020, more than 260,000 hangers had been recycled, totaling more than 16 metric tons.</li> <li>To increase the recycling of tenants' discarded items, tenants' still usable items were donated through the gift network. Approximately 244 items were donated in 2024.</li> </ul> </li> </ul>



## WE ARE WELL @TAIPEI 101 Tenant Event Series

In order to enable tenants to better understand the concept of TAIPEI 101 as the highest healthy building, a series of 9 seminars and activities had been organized under the theme "WE ARE WELL @ TAIPEI 101" since the second quarter of 2024, and TAIPEI 101 restaurants had also been connected to provide exclusive package discounts for healthy eating.

### WE ARE WELL @TAIPEI 101 Event



### WE ARE WELL Health Salon Lectures and Workshops

Topics included TAIPEI 101 ESG sustainable architecture tour, modern dietary and health trends and practices, stress management, common eye diseases and eye care tips for the 3C products-intensive population, sleep tips for a healthy mind, art tour of the Realm of Five Elements, floral braided wrist lanyards, crystal sonic baths, LUV DU yoga, etc.



### Green Building Promotional Activities

TAIPEI 101 promotes its own green building upgrade experience and actively shares green building technology and management mechanisms. TAIPEI 101 participates in various international forums and holds environmental protection guided tours to promote the public's understanding of green buildings. The following table shows the results and media exposure of green building promotion activities in 2024:

TAIPEI 101 Green Building Promotion Related Exposure

5/21

ESG visit by the Management Committee of the Architecture Association of the R.O.C.



9/19

Xin Media Exclusive Interview - When Sustainability Becomes an Attitude



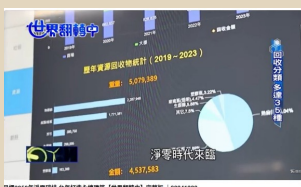
10/30

Interview with the General Manager featured in the 30th Anniversary Special Issue of the TAIPEI 101 Shopping Mall



12/3

TVBS "The World Turns" Resource Circulation Workstation Filming



6/27

Business Today's special speech of "Taiwan Future International Summit"



10/9

TAIPEI 101 x IWBI - "RECHARGE WELL for ESG - Sustainable Ecosystem Forum"

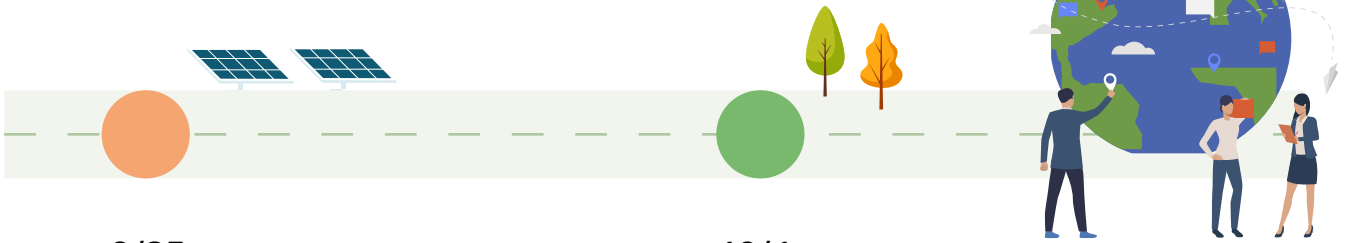


11/19

Special speech of "Great Taichung Real Estate Development Association"



## Maintaining the Status of a Global Sustainable Model: Participating in International Activities



9/25

TAIPEI 101 Special Speech and Panel on the World's Four Tallest Buildings – "2024 CTBUH Global Annual Meeting"



10/1

CTBUH Speech and Serving as Jury Chair for the 2024 Interior Space Awards



## Green Tour

To call on more people to jointly protect the Earth, TAIPEI 101 allows various organizations to apply for Green Tour services, with participants consisting of local and foreign guests, industries, governments, and academic organizations, and shares the environmental protection experience of TAIPEI 101, allowing the public to gain a better understanding of green buildings and raising environmental awareness. Thus, green lifestyles can be more widely adopted in this city's buildings and daily lives.

The Green Tour had 397 visitors in 2024. Since its launch in 2016, a total of more than 1,800 people had participated, including visitors from Taiwan, Germany, France, Sweden, Hong Kong, Japan, Singapore, Indonesia, Spain, the United States, Thailand, South Korea, India, Vietnam, Hungary, Myanmar, Colombia, Panama, Austria and other countries.

2016-2024  
more than  
**1,800** people

2024  
**397** people





## 3.2 Energy and Resource Management

In alignment with the government's commitment to achieving net zero carbon emissions by 2050, TAIPEI 101 took a holistic approach to managing the environmental impact of its operations, implementing applicable international standards and monitoring systems. TAIPEI 101 aims to achieve net zero goal by 2045, five years ahead of government's target, focusing on carbon reduction through two approaches: optimizing equipment operation and advancing energy transition.

### Equipment Improvements

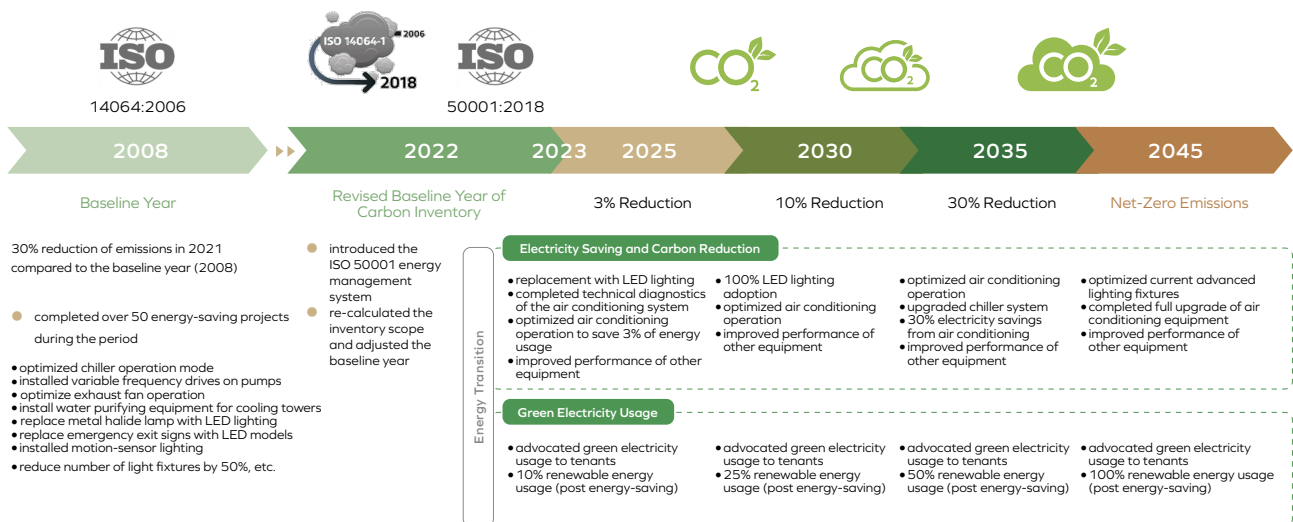
- Based on diagnostic and analysis of the air conditioning system, the control logic was modified to achieve optimal performance.
- Since 2023, TAIPEI 101 has been upgrading office lighting to LED lighting in alignment with its net zero pathway. In 2024, a total of 9,430 lamps were replaced, resulting in annual saving 641,000 kWh. The upgrades will continue in 2025.

### Energy Transition

- Since 2020, TAIPEI 101 has pioneered a collaboration with the Taipei City Environmental Protection Bureau to promote the Micro Carbon Offsetting Project, the first registered "Residential/Commercial Sector Micro Offsetting Project" in the country -securing a reduction quota of 2,718 metric tons over a 10-year period. A total of 184 metric tons of carbon credits were approved in 2022. TAIPEI 101 will continue to apply for carbon reduction quotas in the future.
- Group purchase of green electricity has been in place since 2020, representing 7.73% of total electricity in 2023 and 8.44% in 2024, with a target to reaching 10% in 2025. TAIPEI 101 will continue to advocate the use of green electricity to tenants and promote comprehensive energy transformation through group purchase of green electricity.

### Net Zero Pathway Planning

Implementing carbon reduction strategies through "electricity saving and carbon reduction" and "green electricity usage", TAIPEI 101 has developed a carbon reduction pathway with short-, medium-, and long-term greenhouse gas (GHG) reduction targets: By 2025, reduce emission by 3% from the baseline year by 2025 (short-term target); by 2030, reduce emissions by 10% (medium-term target); and by 2035 reduce emissions by 30% reduction (long-term target), ultimately targeting net-zero emissions by 2045.



### Energy Management

In response to the challenges posed by global climate change, TAIPEI 101 implemented an energy and resource management control system. Through precise measuring and monitoring the building's electricity, lighting, water supply and drainage, and air conditioning systems, the company enables efficient and automated energy-saving management. TAIPEI 101 achieved ISO 50001 energy management system certification in 2022 and maintained third-party certification in 2024. It provides facility operation and maintenance services for shopping malls and office buildings. TAIPEI 101 expects that through the implementation of systematic energy inventory and the promotion of energy-saving and carbon-reduction equipment and measures, energy efficiency will be comprehensively improved, fulfilling its commitment to the environment stewardship.





TAIPEI 101 has established an energy policy controlling its own energy consumption every year, reducing greenhouse gas emissions and lowering negative environmental impacts, so that it can benefit the society and the environment while operating businesses. TAIPEI 101 is committed to:


1. Complying with government regulations on environmental protection and energy management and aligning TAIPEI 101's business strategies with environmental protection, energy-saving and carbon reduction.
2. Developing green operation management to improve energy and resource utilization efficiency, reduce energy consumption, improve recycling and reuse technology, and reduce and prevent pollution and emissions.
3. Implementing communication, coordination and environmental education and training to fulfill TAIPEI 101's commitment to protecting the planet's ecological environment.
4. Enhancing employees' and stakeholders' awareness of the environment and energy, and providing appropriate channels for consultation and participation.
5. Implementing energy conservation and carbon reduction policies, continuously replacing outdated energy-consuming equipment, and promoting electricity-saving measures.
6. Setting goals with various quantitative management, and enhancing management performance through regular review and improvement.
7. Supporting the design, procurement, and activities that could reduce environmental impacts and improve energy efficiency.



## Equipment and Measures for Energy-Conservation and Carbon-Reduction

To effectively reduce energy consumption, TAIPEI 101 has implemented energy efficiency initiatives across three key areas: energy-efficient lighting, optimizing air conditioning, and power usage management. By replacing outdated lighting with advanced LED lighting, optimizing air conditioning operation schedules and modes, and introducing remote monitoring and control for major electrical equipment, we aim to achieve the combined benefits of improved energy efficiency, carbon reduction, and reduced operating costs.

Dimensions	Energy-Saving Measures	
 Lighting Energy Saving	Replace with Energy-Saving Lamps	<ul style="list-style-type: none"> <li>Cooperated with the Department of Environmental Protection, Taipei City Government to promote the first micro-replacement project in the residential and commercial sectors, used the latest LED lamps to replace traditional lamps, extended the lifespan of lamps and significantly reduced overall electricity consumption</li> <li>Replaced lamps in the office area with LED lamps</li> <li>The number of mirror lamps in the restrooms was halved</li> <li>The downlights in the public area of the Shopping Mall, the lighting in the high ceiling area, and the external wall projection lights were upgraded</li> </ul>
	Induction Lamps	<ul style="list-style-type: none"> <li>Lights for the public area aisles are automatically turned off during off-work hours and are activated with sensors to provide basic lighting</li> <li>Infrared sensors are installed to control lighting in the shelter on the mechanical floors</li> </ul>
	Manual Energy Saving	<ul style="list-style-type: none"> <li>The cargo elevator lobby is equipped with a manual switch for lighting control</li> <li>Manual switches have been installed for aisles lighting on mechanical floors</li> </ul>
 Air Conditioning Energy Saving	Performance Improvement and Optimization	<ul style="list-style-type: none"> <li>Implemented energy management control system to improve the efficiency of ice storage air conditioning system</li> <li>Optimized operating schedule for ventilators on the mechanical floors</li> <li>Adjusted the chiller system control mode to improve chiller supply efficiency</li> <li>Installed water purifying equipment for air conditioning cooling water tower, which can improve the quality of cooling water to maintain chiller performance and reduce water discharge, saving both electricity and water</li> <li>Exhaust equipment in public areas of the Tower was replaced to improve efficiency</li> </ul>
	Equipment Replacement	<ul style="list-style-type: none"> <li>The rinsing machine equipment in the Shopping Mall was adjusted</li> <li>Exhaust equipment on the mechanical floor of the Tower was replaced to improve efficiency</li> </ul>
	Operation Settings and Adjustments	<ul style="list-style-type: none"> <li>Changed the model of operation for the chiller</li> <li>Automatically adjusted the air handling unit's circulation mode</li> <li>Adjusted air handling unit's operation duration according to seasonal changes</li> <li>Adjusted parking lot ventilation system operating time</li> <li>Adjusted transformer room's air handling unit temperature setting and operating time</li> </ul>

Dimensions	Energy-Saving Measures
 Electricity Consumption Management	<ul style="list-style-type: none"> <li>Implemented energy management system and electricity management system</li> <li>Implemented Taiwan Power Company's demand-side load management (Note 1) to obtain the most economic load shifting</li> <li>Participated in Taiwan Power Company's electricity trading platform (Note 2), became a virtual generator that can be dispatched at any time to maintain grid stability when needed by Taiwan Power Company, and optimized the efficiency of electricity utilization</li> <li>Monitored, remotely controlled, analyzed electricity quality, and scheduled unloading functions for major electricity consumption equipment</li> <li>In response to the on-site demand for exhaust air volume at shopping mall counters, implemented alternate operations to reduce electricity consumption</li> <li>Effectively monitored electricity demand during peak hour in summer to reduce load and save energy via effective diversion</li> <li>Adopted infrared traffic sensing device for escalators</li> </ul>
Other Energy-Saving Related Implementation Aspects and Contents	<ul style="list-style-type: none"> <li>Based on the air conditioning system measurement and analysis, the control logic was modified to achieve optimization</li> <li>A digital water meter was added to the water supply pipeline of the shopping mall's washing machines</li> </ul>

Note 1: Demand Response (DR) refers to suppressing peak load from the electricity demand side to achieve a stable balance between electricity supply and demand.

Note 2: Electricity trading platform refers to a series of services to maintain the safe and stable operation of Taiwan Power Company's power system or to restore the power system to normal condition after an incident.

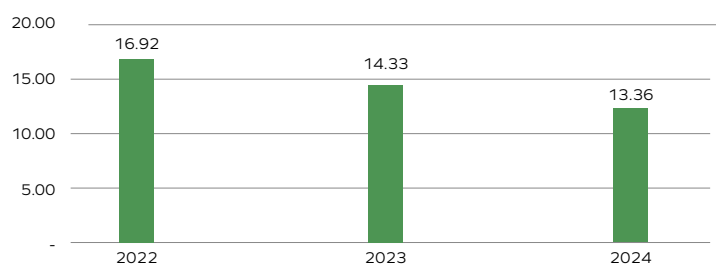
## Explanation of Energy Use Data

TAIPEI 101's electricity consumption is primarily attributed to its office buildings, shopping mall and parking lots. The total electricity consumption in 2024 was 83.904 million kWh. The electricity consumption in 2024 was effectively reduced by improving energy-efficient lamps in the office areas, and the overall electricity consumption in the tenant area decreased by 7.5% compared with 2023. However, factors such as the addition of food and beverage tenants, increased foot traffic following the pandemic, and greater use of EV charging stations partially offset these savings. TAIPEI 101 continues to advance energy management and reduce carbon emissions, and actively participates in Taipower's demand response and energy trading platform programs.

Item	2022	2023	2024
Electricity Consumption (kWh)	77,877,600	82,964,201	83,904,000
Total Energy Consumption (GJ)	273,705.5	291,582.7	294,885.6
Energy Source: Purchased Electricity As a Percentage of Total Electricity Consumption (%)	100	100	100
Use of Renewable Energy (%)	0.56	7.73	8.44
Operating Income (NT\$ 1,000)	4,603,029	5,790,603	6,279,578
Electricity Consumption per NT\$ 1,000 (kWh / NT\$ 1,000)	16.92	14.33	13.36

### • Average Electricity Consumption in Business Over the Years

Average Electricity Consumption per NT\$ 1,000 ( kWh / NT\$ 1,000 )



## Tenant Participated in Green Energy APPA Procurement to Build a Sustainable Ecosystem

To increase the share of green electricity used by the Tower's tenants and to work together towards net zero carbon emissions, TAIPEI 101 promoted the green energy APPA procurement for tenants in 2020, with a total of approximately 7.08 million kWh in 2024. For more details on this initiative, please refer to Chapter [2.2 Connect Society with Love](#).

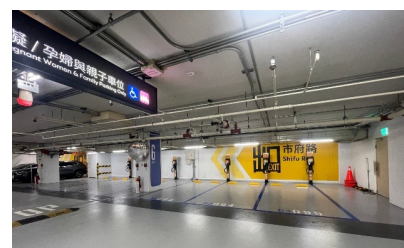
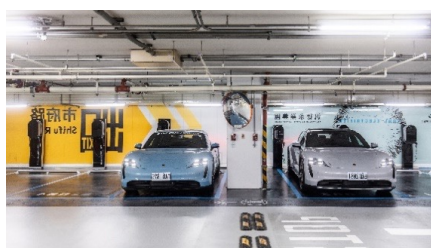
## Management of Greenhouse Gas Emissions

Since 2008, TAIPEI 101 has implemented the ISO 14064 standard for greenhouse gas (GHG) inventories and conducts annual assessments. In response to environmental changes and in alignment with the ISO 14064:2018 update, TAIPEI 101 reassessed the sources and scope of its carbon emissions, resetting the baseline year to 2022. TAIPEI 101 also developed a carbon reduction pathway and advances towards its 2045 net zero carbon emission goal.

In 2020, TAIPEI 101 pioneered by supporting national policy initiatives. Through replacing lighting fixtures in the shopping mall's parking facilities, the project registered a 10-year quota of 2,718 metric tons of carbon credits. The quota is shared equally between the Taipei City Government and TAIPEI 101, with each party receiving 50% of the carbon credits. In 2022, a total of 184 metric tons of carbon credits were approved.

Additionally, TAIPEI 101 partnered with BMW, Mercedes-Benz, Porsche, and Fortune Electric to install electric vehicle charging stations in the parking lot for customers use from 2023. The T-Bar lamps in the office area of the Tower were updated to LED flat panel lamps, with 6,170 lamps replaced in 2024 and a total of 9,430 lamps replaced in the past two years, fostering a sustainable low-carbon lifestyle for tenants and consumers alike.

In 2024, TAIPEI 101 actively participated in Taiwan's domestic carbon credits trading mechanism, successfully executing the nation's first-ever carbon credits transaction with an initial trade of 30 metric tons. This milestone not only demonstrated the company's strong commitment to carbon reduction but also set a benchmark for and inspired domestic industries, providing tangible momentum for low-carbon transformation.



## Greenhouse Gas Emissions

In 2022, in line with the revision of ISO 14064, TAIPEI 101 adjusted its original baseline year from 2008 to 2022. The company's Scope 1 and Scope 2 greenhouse gas emissions totaled 24,803.12 metric tons of CO<sub>2</sub>e, primarily from purchased electricity. To further reduce emission, the inventory scope was expanded to categories 3 to 6 under Scope 3, resulting in total greenhouse gas emissions of 49,297.75 tons of CO<sub>2</sub>e in 2024. Going forward, TAIPEI 101 will implement its reduction plan progressively each year, increase the share of renewable energy in its consumption mix, and advance the energy transition to effectively reduce carbon emissions.

Item	2022	2023	2024
Direct GHG Emissions and Removals (Category 1)	506.92	705.03	111.98
Energy Indirect GHG Emissions (Category 2)	26,427.65	25,320.46	24,691.14
Other Indirect GHG Emissions (Categories 3 to 6)	23,174.68	24,751.17	24,494.63

Note: In 2022, following the revision of ISO 14604, TAIPEI 101 reassessed its emissions inventory based on the materiality of emission sources and designated 2022 as the new base year. Water and waste-related emissions were added to categories 3 to 6.

## Water Resources Management

Intensifying climate change has disrupted rainfall patterns, making water resources an increasingly critical environmental issue. To minimize water waste, TAIPEI 101 uses a monitoring system to track consumption, identify high-usage equipment such as cooling towers and sanitary facilities, and implement optimization measures. These water-saving actions help mitigate the overall environmental impact of the company's operations.

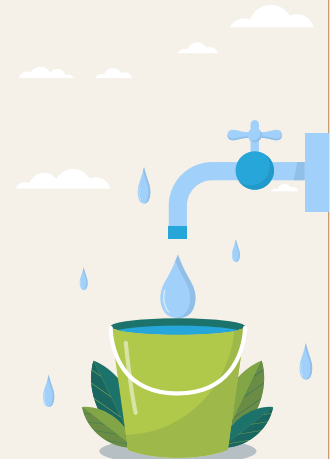
### Water Conservation Equipment and Measures

- Installation of water-saving devices on sanitary facilities saves approximately 50,000 metric tons of water annually.
- 100% of collected rainwater is recycled, saving about 16,000 metric tons of water per year.
- Water used for the bathroom facilities can be changed from tap water to rainwater which was captured in the rainwater storage system.
- The flower garden irrigation system is equipped with a multi-function timer for zoned, scheduled irrigation, and rain sensors to adjust watering based on weather conditions. The water source can be switched from tap water to rainwater storage system, and the sprinkler irrigation has been replaced with drip irrigation.
- Digital smart water meters are installed on both tap water and cooling towers to provide real-time consumption data, enabling users to monitor and manage water usage, as well as detect and alert for potential leaks to avoid unnecessary costs.
- TAIPEI 101 follows guidance and certification of "Beautiful Taipei Wonderful Water" to provide high-quality water standards.
- The cooling water system of the air conditioner is equipped with water purification equipment to circulate and reuse the cooling water after filtration.
- Digital smart water meters are installed on shopping mall's washing machines to provide real-time monitoring support leak detection, and reduce water wastage.



### Emergency Response to Water Supply Interruption in the Building

- The Tower's tap water tanks have a storage capacity maintained at 2,600 cubic meters.
- Dual backup pipelines via Xinyi Road and City Hall Road, both supplied by the Feitsui Reservoir.
- The Tower's tap water storage can supply tenants for two days, including potable, washing, and refrigeration needs.
- In the event of an emergency water supply interruption, water to restaurant tenant floors will be temporarily suspended if the outage lasts longer than the two-day supply for reserve for the building.
- To ensure drinking water safety, water quality testing and monitoring are conducted 4 times a year (quarterly).
- Cisterns are cleaned and tested annually.
- In response to potential water shortages, TAIPEI 101 actively recycles water by collecting reject water from RO filtration of drinking water and discharge from the fire sprinkler system. This water is stored in a large rainwater storage tank for future use, substituting for daily non-potable water needs and reducing environmental impact.



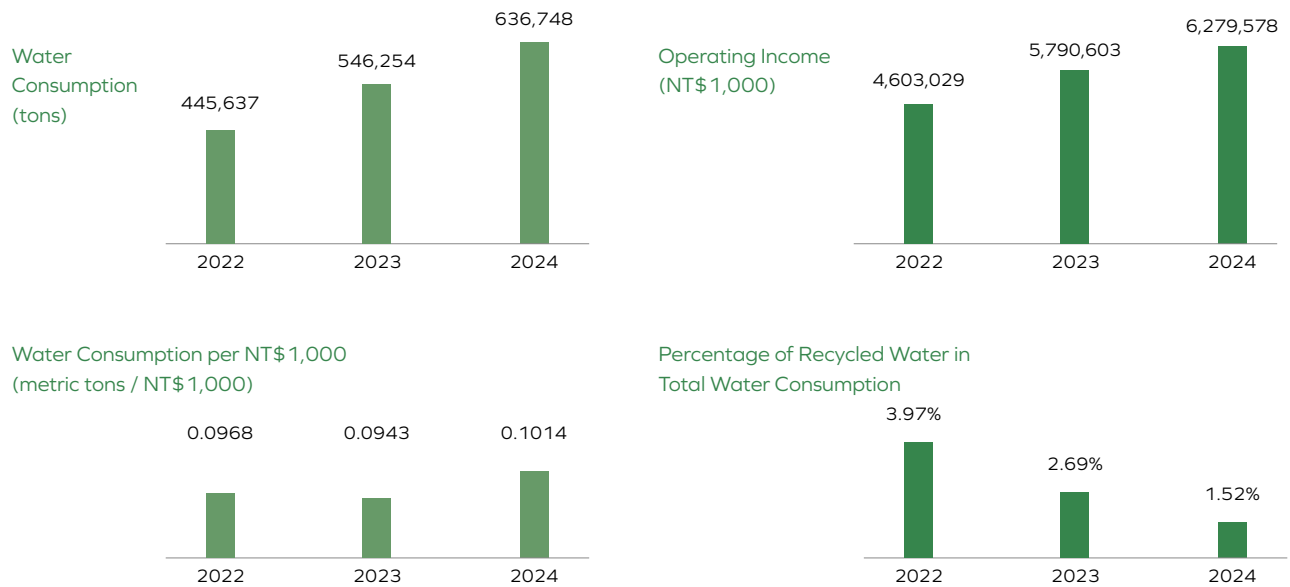
Water Consumption

TAIPEI 101 is committed to promoting environmental sustainability by actively implementing water conservation initiatives and conducting real-time monitoring and management of water usage. Regular awareness campaigns are carried out to enhance environmental consciousness among employees, tenants, and consumers.

Water for TAIPEI 101 is supplied by the Taipei Water Department. The company regularly monitors and analyzes water consumption, adopting conservation measures to minimize waste. In 2024, total water consumption reached 636,748 metric tons, of which 9,674 metric tons were recovered through rainwater harvesting and drainage water recycling systems, achieving a 100% reuse rate. Of the recycled water, 22% was used in the office tower and 78% in the shopping mall.

The increase in total water consumption in 2024 was primarily attributable to higher visitor and tenant numbers, as well as the operation of Sky Dining and the conference center. Going forward, TAIPEI 101 will continue to strengthen the promotion of water-saving practices, cultivate water stewardship habits among tenants, and organize public activities highlighting the benefits of water conservation, with the aim of achieving year-on-year reductions in water consumption.

• Total Water Consumption Statistics



Note: The total water consumption increased in 2024, which was due to a rise in the number of visitors and tenants as well as the operation of new Sky Dining.

Waste Management

TAIPEI 101's waste is mainly generated by daily operations, tenants' household waste, and renovation waste. For proper disposal of waste, TAIPEI 101 sorts the waste and implements reduction methods; additionally, TAIPEI 101 has collaborated with excellent companies to assist with waste clearance and disposal to increase circulation and reuse of resources.

Cherish Food



- Promote the culture of cherishing food among restaurant tenants and encourage retail and restaurant tenants to donate food that is about to expire to charity groups, to reduce food waste (see Chapter 3.3 Environmentally Friendly Actions for details).

Plastic Restriction



- Provide incentives for customers who bring their own cups / recyclable tableware and encourage retail tenants to use recyclable containers.
- TAIPEI 101's convenience stores and cafes are required to set up re-use or rental recycling mechanisms for tableware.



### Waste Reduction and Recycling



- The waste disposal system is divided into 35 categories, including 32 categories of recycling, which significantly increases the recycling rate and food waste recycling rate, allowing resources to be properly reused.
- A vertical garbage delivery system has been set up to reduce the non-recyclable garbage to 1/3 of its original volume through processes such as crushing, draining and compacting.
- The unused hangers of shopping mall tenants have been provided to the dry cleaners of the building tenants for recycling.
- Promote recycled interior decoration and green building materials, establish strict procedures from interior decoration to decoration-related waste, and reduce the generation of construction waste.
- Established green building material standards and promoted recycled interior decoration (renting instead of buying) to reduce the amount of construction waste generated when lease is due (see Chapter 3.3 [Environmentally Friendly Actions](#) for details).
- Promote the weighing and measurement of waste produced by restaurant tenants. A total of 26 tenants completed weighing in 2024, and the coverage rate of weighing of waste produced by the restaurant industry reached 100%.

### Gifting and Circulation

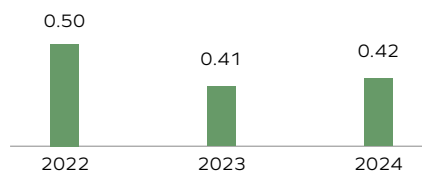


- By collaborating with a dry-cleaning tenant, the clothing hangers discarded by the apparel businesses in the Shopping Mall are available for reuse.
- Sort out resources discarded by tenants, such as hangers, flowerpots, and office furniture, and then give them to charity groups or people who need it free of charge through an online platform, and around 224 items were donated in 2024. (See Chapter 2.2 [Connect Society with Love](#) for details.)

## Total Waste Statistics

TAIPEI 101 Industrial Waste Statistics		2022 <sup>(Note 2)</sup>		2023		2024	
		Weight(kg)	Percentage	Weight(kg)	Percentage	Weight(kg)	Percentage
Household Waste	Non-recyclable	923,900	40.10%	1,188,280	49.90%	1,317,860	50.43%
	Recycling	893,985	38.81%	1,152,140	48.38%	1,260,527	48.24%
Construction Waste	Non-recyclable	220,015	9.55%	20,345	0.85%	14,839	0.56%
	Recycling	265,795	11.54%	20,675	0.87%	20,031	0.77%
Total Industrial Waste		2,303,695	100%	2,381,440	100%	2,613,257	100%
Total Change in Industrial Waste (Note 1)		+128,508		+206,253		+438,070	
Operating Income (NT\$ 1,000)		4,603,029		5,790,603		6,279,578	
Industrial Waste per NT\$ 1,000 (kg/ NT\$ 1,000)		0.50		0.41		0.42	

Industrial Waste per NT\$ 1,000 (kg/NT\$ 1,000)



Note 1: Total industrial waste change is the difference between the amount of waste in each year and the amount of waste in 2020, which was 2,175,187 kg.

Note 2: The number of visitors and tenants increased, resulting in an increase in waste generation. TAIPEI 101 continues to control waste reduction through educational lectures and publicity outreach.

## 3.3 Environmentally Friendly Actions

TAIPEI 101 actively participates in environmentally friendly actions. By implementing food saving and food waste reduction plans, introducing the concept of circular economy into interior decoration and developing items for souvenirs and consignment goods on the observation deck, which are in line with green materials and circular economy plans, TAIPEI 101 aims at reducing the use of energy and resources and improving the recycling effect. At the same time, TAIPEI 101 cooperates and communicates with tenants on these environmental sustainability issues, in hopes of achieving environmental sustainability through collective efforts with tenants.

### Cherish Food and Reduction on Food Waste

To reduce the negative impact of wasting and air pollution resulting from incineration of food waste, TAIPEI 101 communicated and counseled tenants, and recommended that counters sell expiring goods at a discount and actively encourage customers to order in moderation and to take unfinished food to go to achieve the goal of reducing food waste. In addition, TAIPEI 101 cooperated with supermarkets to distribute expiring food to local food banks and disadvantaged groups or social welfare organizations in need, to achieve the goal of cherishing food and making good use of it.

In 2024, 1,496.76 kg of food-saving products were donated, and 19 catering tenants such as supermarkets, restaurants and food courts were assisted in terms of limited-time discounts of expiring products, accurate ordering, cherishing food, food waste classification, oil-water separation, and effective implementation of auditing operation procedures. At the same time, in response to the government's promotion of environmentally friendly restaurants, 12 catering tenants in TAIPEI 101 obtained environmentally friendly restaurant certification in 2024. The certification rate of environmentally friendly restaurants was expected to reach 80% in 2025.

### Communication and Counselling Program for Cherishing Food

For  
Counters



- TAIPEI 101 implemented planned procurement from the source, classification of food waste, separation of oil and water, and auditing and counseling for tenants with high food waste

For  
Consumers



- Food courts added notices to encourage customers to clean up their plates and proactively suggested that customers order in moderation and take unfinished food to go

### Circulated Interior Decorations

In response to energy conservation, carbon reduction, and waste reduction, TAIPEI 101 encourages tenants to use recycled materials that can be taken apart and reused, and modalized construction techniques based on the concept of "zero waste." TAIPEI 101 also established green renovation standards to reduce construction waste from renovations and repairs by tenants, effectively increasing the use of green construction materials while promoting resource circulation. TAIPEI 101 adds information on recycled interior decorations to the Green Renovation Manual for tenants and continues to promote the concept of circulated interior decorations among tenants, as well as provides guidance for relevant certifications.

In 2024, the renovation area of the Tower reached 7,902 square meters, and the utilization rate of green building materials was 92.37%, while the Shopping Mall renovation area reached 14,278 square meters, and the utilization rate of green building materials was 84.85%, both of which were higher than the regulatory requirements. Some of the Shopping Mall counters also used circulated materials to implement the circular economy.



Certificate of Green Building Materials



Completed Decoration Using Green Building Materials



Case of Tenant Promoting Green Building  
- SAINT LAURENT

## Innovative Model of Rent Instead of Buy to Achieve Efficient Circular Economy

TAIPEI 101 has adopted a leasing approach to replace the traditional method of outright purchasing, and the SKY PARK on the 35th floor is the best example. The business model of Products as a Service is applied in lighting, furniture, and plants. The lighting suppliers maintain ownership of lights and are responsible for repairing and maintenance, which motivates suppliers to make more durable and easy-to-repair lighting products. As for furniture, TAIPEI 101 creates the world's first commercial furniture rental service model, where the suppliers provide all furniture in SKY PARK, change the decorations and replace damaged furniture every quarter, so that the damaged furniture can be taken back by the suppliers and restored to a state where it can be used again. This extends the service life of raw materials and builds long-term partnerships with suppliers to maximize the benefits of resources.

In 2024, SKY PARK adjusted the style of the furniture configuration, and returned the originally leased furniture, updating the style to create a lively and relaxing atmosphere. This not only maintains the purpose of maximizing resource efficiency by replacing purchase with rental and implementing a circular economy, but also demonstrates TAIPEI 101's spirit of continuous innovation.



Photo of SKY PARK adjusting the furniture configuration style

## Observatory Sustainable Products

To promote the concept of environmental sustainability, related sustainable merchandise and green material development items have been included as souvenirs of the TAIPEI 101 Observatory. These include:

### Charity Sales Cooperation

To express care for the local community in Hualien after the earthquake, TAIPEI 101 cooperated with the Hualien Fuli Township Farmers' Association to promote Hualien's local high-quality agricultural and food products. It selected representative and characteristic small farmers' products, such as Hualien rice, tea, camellia oil, pineapple vinegar, honey, bitter melon, daylily, lemon juice, wine, soy sauce, among others, to support Hualien farmers through practical actions and convey the spirit of corporate sustainable charity.



Hualien Organic Tea

### Prioritize Cooperation with Sustainable and Environmentally Friendly Products

Products sold in the TAIPEI 101 GIFT SHOP, such as 101 3D puzzle boxes, kiwi mesh bags, 101 brushed hooded jackets, beverage bags, lunch bags, Damper Baby luggage tags, and other items, were designed with recyclable and renewable materials. The original wood of the luggage tag was crafted from FSC-certified sustainable forests, demonstrating TAIPEI 101's commitment to environmental protection.



Wooden luggage tag

## Application of Sustainable Packaging Material and Reduction on Packaging Material

To meet the government's plastic reduction goals, TAIPEI 101 began submitting annual packaging material reduction results for souvenirs and counter products sold at Stage 101 starting from 2024, and the results were verified by a third party. The average packaging material weight reduction rate in 2024 reached 61.05% (with 2023 as the base year), which greatly exceeded the 25% weight reduction rate target set by the law. Through the continuous inventory and promotion of packaging material reduction, TAIPEI 101 hopes to develop more diverse application scenarios of sustainable packaging material and to steadily move towards the circular economy and net zero sustainable goals.

### • Results of Packaging Material Reduction

Year	Number of Items	Total Weight (g)	Packaging Material Weight Reduction Rate
2023 (Baseline Year)	257	92,916	
2024	1,275	18,009	-61.05%

## Tea Service

In response to the government's environmental protection policy, TAIPEI 101 set up tea stations in three locations: the B1 Visitor Service Center, the B1 Breastfeeding Room, and the 4F Breastfeeding Room. The tea stations provided hot and warm drinking water to reduce the use of disposable plastic bottles and cans and to achieve the goal of reducing waste.

## Green Procurement

The Green Procurement Policy of TAIPEI 101 aims to incorporate environmental sustainability and social responsibility into the procurement decision-making process. It continuously focuses on global environmental protection issues and strives to procure products that are complied with domestic and international environmental label standards. TAIPEI 101 leverages its influence to encourage suppliers to strengthen their positive environmental and social impacts and continuously promote this goal. To achieve this goal, the "Code of Conduct for Suppliers" and "Supplier Management Regulations" have been established as guidelines for management and compliance.

In 2024, TAIPEI 101 purchased green label products and leased equipment for various projects with a total amount of approximately NT\$ 14.85 million and purchased FSC -certified paper for building and shopping mall sanitary consumables, with an investment of approximately NT\$9.46 million. At the same time, in order to reduce the negative impact of cleaning products on air quality, human health and the environment, TAIPEI 101 established green building cleaning program specifications, requiring that cleaning suppliers give priority to purchasing sanitary products and cleaning products that meet environmental standards for at least 50% of their cleaning purchases. Tenants were also encouraged to adopt the same green cleaning policy. TAIPEI 101 will continue to work hand in hand with suppliers, leveraging their influence to contribute to Taiwan's sustainable development.

Year	Sanitary Paper Supplies (FSC compliant)	Sanitary Equipment (water saving label)	Green Label and Rental Equipment
2024	\$9,464,700	\$39,617	\$14,810,045
2023	\$8,262,200	\$ 198,770	\$28,823,340
2022	\$5,173,075	\$1,141,275	\$25,664,120



## Green Office Environment both Inside and Outside

TAIPEI 101 has worked with its own employees to implement several plans to reduce environmental impact, such as increasing the green area of the office, promoting operational paper reduction, office machine rental projects, placing recycling bins in the tearoom, using environmentally friendly materials and cleaning equipment, turning off lights during lunch breaks, and so on. At the same time, greening measures have been conducted in both the Tower and Shopping Mall to increase the green area, including the installation of plant walls in office buildings and the promotion of greening of urban plazas in the Shopping Mall.

TAIPEI 101 responds to the Ministry of Environment's policy and encourages tenants to choose environmentally friendly ways of worship, reduce the pollution caused by burning large amounts of joss paper during the Zhongyuan Festival or other worship ceremonies, improve the quality of the environment and safeguard people's health.

## Certification on Environmental Education Site

In recent years, TAIPEI 101 has been dedicated to promoting learning and education, outdoor classes, guided tours, family activities, and themed exhibitions, guiding the public to understand TAIPEI 101 through diverse participating channels. Starting from 2022, TAIPEI 101 has incorporated "environmental education" as a primary core objective. It encourages schoolchildren and the public to deepen their understanding and recognition of their hometown through TAIPEI 101's distinctive environmental education programs. These programs allow participants to learn about the geographical environment, cultural development, and the interaction between TAIPEI 101's architecture and the environment from a high-altitude perspective. Through these programs, participants are encouraged to develop an innate sense of environmental protection and a mindset of coexistence between humans and the environment. TAIPEI 101 obtained the Environmental Education Site Certification in 2022, becoming the highest environmental education platform in Taiwan. In 2024, 112 schools and institutions were approached, and 2,883 participants completed the environmental education courses.



Certification on Environmental Education Facility and Site



Environmental education courses

## Guarding Urban Air Quality

Originally, Taipei City had only 15 PM2.5 monitoring stations, mostly located near schools, government agencies, or roads, at a height of 12 to 15 meters above ground level. To enhance the monitoring of air pollution in Taipei City, TAIPEI 101 collaborated with the Department of Environmental Protection, Taipei City Government. Taking advantage of TAIPEI 101's unique vantage point, PM2.5 monitors were installed on 6F, 50F, and 90F. This enabled a more comprehensive understanding of the vertical distribution of PM2.5 concentration in Taipei City, strengthened the city's air pollution monitoring system, and served as an important reference for formulating policies and measures aimed at improving air quality and enhancing the public living environment.

### • PM2.5 Monitor Location

This height reflects the influence of external PM2.5 sources due to stronger atmospheric convection and better dispersion at this altitude. Air pollutants tend to be more prevalent during the summer months.

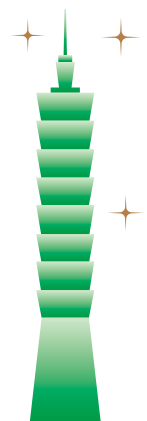
This height experiences more stable weather conditions and lower wind speeds, resulting in poor dispersion. As a result, higher concentrations of air pollutants are often observed here, particularly during the winter season.

This height reflects the impact of local traffic-related pollution sources, providing data on near-ground air quality conditions.

90<sup>th</sup> floor  
(about 390 meters)

50<sup>th</sup> floor  
(about 220 meters)

6<sup>th</sup> floor  
(about 40 meters)



# RESPONSIBILITY

## CHAPTER 04

### Responsible Hospitality

To ensure high-quality products and services, we have continuously engaged in dialogue with stakeholders, upheld the core values of TAIPEI 101, provided services with enthusiasm, executed business with integrity, and strove to offer customers a better and more diverse experience.

## ESG

### Broadening ESG Travel Experiences

Extending the ESG travel experience activities, in 2024, we launched the "Lowland Animal Ecology Parent-Child Experience Area", "Sustainable and Happy Travel in Taipei", "Passionate Taiwan International Painting Competition" and exclusive high-altitude cultural itineraries for cruise passengers. These initiatives are aimed at deepening sustainable environmental education, cultural exchanges, and low-carbon tourism practices.

## 12 restaurant tenants

### Upgrading Food Safety Management

Twelve new tenants achieved an "Excellent" rating in catering hygiene management grading evaluation. We've also continuously introduced SGS food service hygiene management audits to strengthen food safety and GHP self-management systems, thereby ensuring consumers' health and a safe dining environment.

## ISO certifications

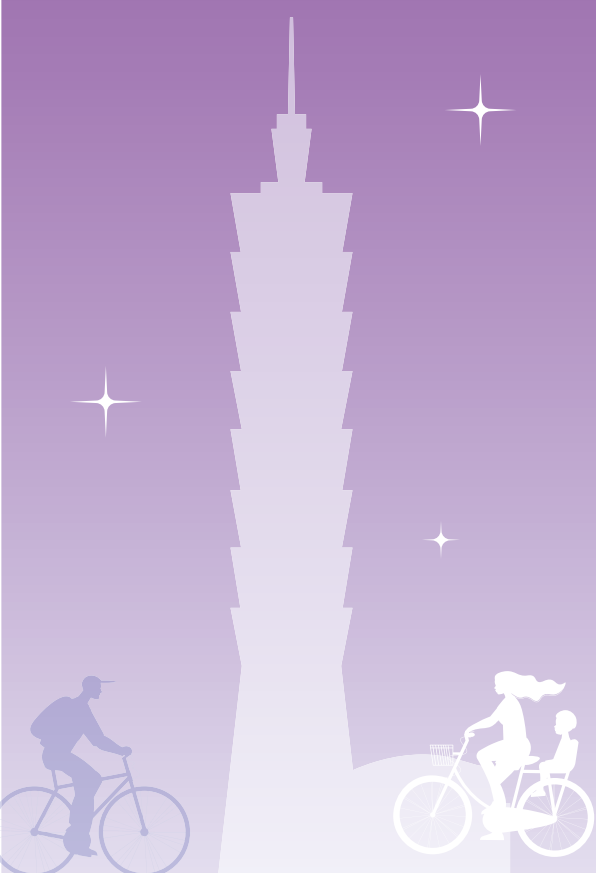
### Further Strengthening of Information Security

In 2024, we initiated several information security projects, such as MDR threat detection, SOC services, and IR response partnership mechanism. Concurrently, we passed the latest versions of ISO 27001 and ISO 27701 certifications, further strengthening our internal and external information security resilience.

## 24 million

### Deepening Sustainable Procurement and Supply Chain Management

We implemented ISO 20400 Sustainable Procurement Guidelines training, achieved 100% supplier self-assessment and on-site audits, and reached a green procurement amount exceeding NT\$24 million, demonstrating a high level of supply chain responsibility and green action.





## 4.1 Innovative Services and Experiences

As an international tourist attraction, TAIPEI 101 not only offers visitors innovative and thoughtful services but also enhances service inclusivity, providing customers with unparalleled value and experiences.

### ESG Travel Experience Series

#### Experience 1 Lowland Animal Ecology Zone for Family X ESG Environmental Education Walking Tour Program

TAIPEI 101 has continuously promoted environmental education and sustainable ecological concepts. In the summer of 2024, it collaborated with the Taipei Zoo to create Taiwan's highest "Lowland Animal Ecology Zone for Family"™ on the 89th-floor observation deck. Recycled driftwood was utilized to arrange simulated lowland habitats, combined with the zoo's collection of specimens and native plant materials to create an immersive olfactory, visual and auditory interactive field. This exhibit aimed to convey the importance of habitat conservation for Taiwan's rare species such as leopard cats, pangolins, Jacanas, kingfishers, among others. Simultaneously, from July to October of the same year, a limited-time guided tour course was launched. Professional guides from the zoo were combined with TAIPEI 101's ESG Environmental Education Walk course to deepen children's understanding of natural sustainability and animal conservation. After completing the course, a TAIPEI 101 environmental education learning certificate was issued, making high-altitude learning a truly meaningful summer memory.



#### Experience 2 Sustainable and Happy Travel in Taipei X Connecting Low-Carbon Attractions in the City

During the summer vacation of 2024, TAIPEI 101 collaborated with the Taipei Zoo, Maokong Gondola, and The Grand Hotel to launch the "Sustainable and Happy Travel in Taipei" series of packages for the first time. These packages connected various low-carbon tourist attractions that are easily accessible by MRT and boosted rich natural ecology and cultural significance. The initiative aimed to create a unique one-day green journey beginning from high altitudes.

Starting from the TAIPEI 101 Observatory, visitors could choose to combine it with entry packages to the Taipei Zoo, an unlimited Maokong Gondola tour ticket, or The Grand Hotel's secret passage cultural guided tour. By linking these city attractions through public transportation, the program effectively reduced carbon footprints and supported low-carbon transformation. This collaboration also reflected TAIPEI 101's spirit of sustainable partnership, as we advocate for green travel and cultural exploration alongside key city landmarks, extending sustainable values from our iconic building to the entire city experience.



#### Experience 3 Passionate Taiwan X Connecting the World with Painting

To promote cultural sustainability and deepen international exchanges, TAIPEI 101 hosted its second "Passionate Taiwan International Painting Competition". This event attracted 986 entries from 8 countries, with contestants ranging from 4 to 90 years old, showing art's universal appeal across ages and boundaries. The competition themes revolved around Taiwan's unique animals, vibrant night market culture, festive atmosphere, and urban cycling, among other diverse aspects. This allowed creators worldwide to depict their vision of Taiwan through their brushes, successfully bringing Taiwan's beauty to international attention.

Concurrently, TAIPEI 101 held an exhibition of outstanding artworks and an awards ceremony on the observation deck, inviting both domestic and international tourists to appreciate pieces that seamlessly blend environmental awareness with local culture. The initiative also integrated environmental education and biodiversity promotion to deepen the audience's understanding of and connection with Taiwan's spirit of sustainability, thereby fulfilling its social responsibility for cultural inclusivity and diversity.



## Experience 4

### The World's Top Cruise Ship's First Stop to Experience Sustainable Landmarks and Showcase Cultural Hospitality

Responding to the recovery of international tourism and cruise travel post-pandemic, TAIPEI 101 for the first time teamed up with Royal Caribbean International, the world's largest cruise operator. In March 2024, we welcomed 600 foreign VIPs from over 60 countries who were part of an exclusive global cruise incentive trip. The trip combined a visit to the 89th-floor Secret Garden Observatory with a traditional Taiwanese art Pili Puppetry performance. Through this 3-hour immersive cultural experiences, we showcased Taiwan's unique sustainable architectural aesthetics and diverse cultural facets.

In addition to deepening sustainable awareness through customized high-altitude guided tours, traditional arts and cultural interactions, and energy-saving green building experiences, the introduction of the International VIP Card system also brought sophisticated tourism services, expanding opportunities for eco-friendly shopping and cultural exchange. This initiative not only demonstrated Taiwan's genuine hospitality but also fulfilled TAIPEI 101's responsibility to leverage its urban landmark as a platform for promoting cultural sustainability and deepening international friendly exchanges.



## Thoughtful Customer Service

TAIPEI 101 exerts every effort to care for and meet customer needs. Besides providing basic services, such as consultation and guidance, language translation, and tax refund, we also provide thoughtful and customized services to customers with special needs, such as infants, elderly people, and people with disabilities.

### Family-Friendly Facilities



- TAIPEI 101 Shopping Mall has family-friendly restrooms and breastfeeding rooms at multiple locations, building a family-friendly shopping environment.

### Accessible Facilities and Services



- TAIPEI 101 Shopping Mall has an accessible elevator and an electric wheelchair charging area, which include Braille system, voice assistant system, emergency contact button, service bell, and handrail for people with disabilities and the elderly. By pressing the service bell in the accessible elevator, TAIPEI 101 staff will be dispatched immediately to help.

### E-Rental Service for Equipment



- We thoughtfully adopted electronic operations for equipment borrowing, including strollers, wheelchairs, and blankets. Customers no longer have to fill out paper slips or provide physical ID. Instead, customers can complete the process with their TAIPEI 101 membership card, protecting their personal information, saving paper, and actively practicing environmental protection.

### Electric Vehicle Charging Station



- In response to the government's promotion of electric vehicles, we have installed 18 electric vehicle charging stations on B3 and 15 stations on B4.

### Lost and Found Item Handling



- Lost and found items will be cataloged in the OMS system, simultaneously cross-referencing any customer-registered lost reports. If there's a match, the owner will be notified to reclaim their possession. If no match is found, the items will be kept under custody of the local police station. Should no one claim the items within six months, and the finder does not assert ownership, TAIPEI 101 will evaluate whether the items can be donated. Items suitable for donation will be tallied semiannually and given to relevant charitable organizations.

## 4.2 People's Health and Safety

We aim to comprehensively provide customers and tenants with the most thoughtful services and a safe and comfortable environment. We established strict management rules for first aid, infectious diseases, and public health in the building, in order to provide tenants, customers, and employees with a safe and high-quality Office Tower and Shopping Mall environment.

### Indoor Environmental Quality



Air Quality

TAIPEI 101 has installed carbon dioxide detectors in all the return air ducts of its air-conditioning system to monitor CO<sub>2</sub> concentration in real-time. The system filters fresh air from outside and directs it to the needed area at any time in order to maintain indoor air quality. At the same time, we have actively promoted indoor air quality self-management and implemented an indoor air quality maintenance and management plan.

The Shopping Mall and Observatory have continuously obtained the "Excellent Indoor Air Quality Label" issued by the Environment Protection Administration (EPA) after regular inspections since 2023. This label is valid for three years and remains within its validity period. The next regular inspection will be carried out in 2026.



Noise Interference

With consideration to the health and safety risks that may be caused by noise and other pollution generated by renovations of tenants, we compiled the Green Renovation Manual that stipulates tenants must prevent noise pollution when planning the base design and during the construction period of renovations.



Public Area Cleanliness and Public Health Precautions

#### Office Tower

- TAIPEI 101 organizes regular on-the-job training sessions for Office Tower cleaning personnel to ensure the cleaning quality and standards of public areas. Training content includes cleaning operating procedures, cleaning tool usage and maintenance, detergent usage, as well as interpersonal relationship related training such as occupational health and safety hazard identification, dress code, etiquette, and emotion management. In 2024, 50 on-the-job training sessions totaling 25 hours and with 2,127 participants were held.
- Based on environmental sanitation maintenance management, TAIPEI 101 cleans the public areas and elevator cars on each floor of the office building daily, and regularly sanitizes elevator cars, panel buttons, escalator handrails, restrooms, pantries, and safety door handles.
- TAIPEI 101 also monitors tenants' public health risk situations and assists them with cleaning and disinfection operations.

#### Shopping Mall

- TAIPEI 101 provides cleaning personnel with 48 cleaning training sessions each year. In 2024, there were 4 training sessions every month and 30 minutes for each session, accumulating 24 hours. The content covered cleaning operating procedures, the use and maintenance of cleaning tools, detergent usage and labor safety and hygiene. These trainings ensured the cleanliness of public areas and the personal safety of cleaning personnel during their cleaning procedures.

#### Observatory

- A total of 20 automatic hand sanitizing machines have been set up at the 5F elevator entrance, ticketing counters, ticket validation counters, entrance, service desks and elevator entrances on 89F, exit on 88F, and checkout counters at various store counters. Deep cleaning of these sites is also carried out twice a month.
- We have joined the Safe Travels Stamp program, initiated by the World Travel & Tourism Council (WTTC), which is a globally recognized organization in the tourism industry. Over 250 destinations worldwide have joined the program. Applicants for the stamp must comply with the latest global health standards and implement various operational and hygiene measures under the "Safe Travel Mechanism."
- The ventilation system operates air conditioning ventilation four times per hour during business hours to ensure fresh air intake.

Food Safety

TAIPEI 101 requires food court and restaurant tenants to comply with food hygiene standards to ensure food safety and chemical risk management, thereby safeguarding the company's reputation and protecting consumer rights. Pursuant to the Company's "Shopping Mall Management Rules", food service tenants must periodically inspect employees' personal hygiene, cleanliness of the store environment, and the expiration date and condition of food. Tenants who violate regulations will be penalized accordingly.

To ensure food safety and hygiene management, we cooperate with the Department of Health, Taipei City Government to conduct irregular inspections and sampling. The food court and restaurant tenants all met the sanitation standards and have continued to strengthen food safety management to ensure that consumers enjoy a safe and healthy dining environment. If non-compliant items are found, the tenants will be immediately required to improve, and we will follow up on improvements to implement food safety and hygiene management.

In addition, all tenants annually comply with the catering hygiene management grading evaluation of the Department of Health, Taipei City Government. As of 2024, 12 new tenants had received the "Excellent" mark, indicating that our catering tenants demonstrated high-standard hygiene management capabilities. To further enhance food safety and chemical risk management, we cooperated with SGS Taiwan to introduce SGS catering hygiene management audits, conducting independent inspections on food preparation, equipment disinfection, and raw material management, including microbial and chemical residue testing, to strengthen GHP self-management and ensure compliance with legal requirements for food safety.

• Food Safety Management Principle

Employee  
Personal  
Hygiene



Restaurant tenants must examine the health of employees to verify that they are in good physical condition and do not have any infectious diseases, so that they can be exposed to food and provide services.

Store  
Cleanliness




Food service tenants must clean their store after closing each day; food court tenants thoroughly clean the environment once a month and make improvements for deficiencies found in inspections until standards are met.

Food Product  
Expiration Date  
and Condition



Restaurant tenants must verify that food (product) is within its expiration date and its condition after being processed. Tenants shall bear medical and legal liabilities if customers become ill after eating their food.

Food Safety  
Inspection



The storage of food is periodically inspected, including the temperature range of refrigerators and freezers, food preservation and delivery and food disposal and recycling procedures, to ensure that all suppliers comply with instructions of the competent authority.


Safe Places

To maintain safety in the Office Tower lobby, Shopping Mall, and Observatory, TAIPEI 101 continues to provide complete safety facilities and equipment. Also, we strengthen management of related equipment and periodically conduct inspections and maintenance by professional and approved external vendors. We have also installed first aid equipment for accidents and infectious disease incidents, ensuring that our business premises are safe while maintaining the health of all personnel.

Public Safety Plan

Earthquake  
and Wind  
Prevention  
Facilities

When there is an earthquake or strong winds, the wind damper on 87F to 92F can counteract most of the swaying, so that personnel can feel safe in TAIPEI 101 and do not experience discomfort.



Emergency Power Generation System	When there is a blackout, the emergency power generators will provide emergency power for emergency facilities automatically. There are 8 diesel fuel emergency power generators installed in TAIPEI 101. It can provide emergency power continually for 46 hours without refueling.
Pressurized Safety Corridors and Staircases	TAIPEI 101 Tower has two emergency staircases with pressurization fans to prevent smoke from entering the staircase when emergency evacuating.
Safe Shelter	There are two shelters every eight floors with a surveillance system, emergency phone, drinking water facilities, and emergency kits, so that personnel who have difficulty evacuating can wait for help in the shelters.
Fire Safety Equipment	All areas are equipped with fire alarms and automatic fire extinguishing systems. The Disaster Response Center has personnel stationed 24/7 to monitor. When a fire occurs, they can report it and direct people to extinguish the fire as soon as possible. The equipment is periodically maintained and tested by maintenance contractors, and fire safety equipment inspections and declarations are made periodically.
Emergency Evacuation Plan	TAIPEI 101 conducts an evacuation drill for the entire building every six months under the supervision of the Taipei City Fire Department. Evacuation routes have indicator lights showing the direction for evacuation, hallways and staircases have emergency smoke dampers, and dedicated personnel provide instructions for evacuation in the staircases.
Typhoon Response	When a land/sea typhoon warning is issued, the Safety Office immediately convenes a typhoon coordination meeting and assembles a typhoon response team to prepare for the typhoon (including lowering flags, cleaning drains, fixing plants and streetlights, and locking doors). Electromechanical staff and cleaning personnel take shifts around the clock and conduct inspections during a typhoon, and plan routes in sections in advance when it cannot be directly reached by elevator.

## Emergency Medical Care

TAIPEI 101 has established standardized operating procedures for man-made and natural disasters. AEDs (Automated External Defibrillators) are provided on key floors that are available at any time. The equipment has been in normal function within the past four years, and the AED was used zero times. TAIPEI 101 has been certified as a safe place four times since 2014, 2017, 2020, and 2023, obtaining AED Safe Place certification. All staff in the building, shopping mall, and observation deck have first aid-related certificates. In addition, there is one AED manager in the Office Tower, Shopping Mall, and Observatory respectively, and 93% of the qualified personnel are equipped with first aid training certificates within two years, so that they can respond to emergency situations at any time and further strengthen the function of the emergency medical response net.



Shopping Mall: 9



Office Tower: 5



Observatory: 5



Emergency Medical Care Training



### • AED Installation



Location/Management Department	Number of AEDs
Shopping Mall/Mall Property BU	9
Office Tower /Tower Property BU	5
Observatory/Tourism Operation BU	5
Total	19

### • Safety Personnel Certification



Professional First Aid Certification	Number of Certifications Obtained by Personnel
Occupational Safety and Health First Aid Personnel	12
BLS-I (Basic Life Support Instructor)	5
EMT-1 (Emergency Medical Technician-1)	6

## Medical Evacuation Response Mechanism

The Company collaborates with the adjacent Taipei Medical University Hospital to provide an emergency medical service. When a health and safety-related accident occurs, the emergency medical evacuation mechanism is immediately launched. After notifying the hospital to dispatch ambulances, the Company's qualified first aid personnel will provide assistance on site and use the emergency elevator to transport patients. Dedicated personnel will be assigned to guide ambulances and medical personnel to provide first aid and transport patients to hospital.

### • Operating Standard and Procedures for Accident

01

- Emergency rescue personnel receive alert notification



02

- Emergency response personnel arrive on-site with gear and equipment



03

- Inquire about and determine the injured/patient's symptoms and identify potential causes for their discomfort



04

- For major injuries/loss of consciousness, immediately administer necessary first aid before transporting the injured/patient to the nearest medical institution
- Proactively offer suitable suggestions and comply with the injured/patient's preferred treatment
- Offer assistance to alleviate the discomfort/pain of the party involved
- With the exception of minor injuries/symptoms and people who are clearly conscious, can respond to questions, and can move about on their own without assistance, all other cases of injuries/illnesses shall be reported and sent to a medical institution by dialing 119



# 4.3 Customer Service and Communication

We insist on service quality and thus continue to engage in dialogue with Tower tenants and Shopping Mall and Observatory customers through satisfaction surveys, which improve interactions and connections. Furthermore, as we provide customers with channels for expressing their opinions and keeping track of customer satisfaction, we also protect customers' privacy and confidential data.

## Feedback Management

Taipei 101 listens to customers' voices through a variety of channels, actively communicates with customers, and proposes suitable solutions that can effectively resolve customers' queries, so that we can earn their trust and recognition. We review customers' suggestions and make improvements and have strengthened the management and tracking of customer opinions, striving to provide customers with the highest quality services.

### • Process of Feedback Channels

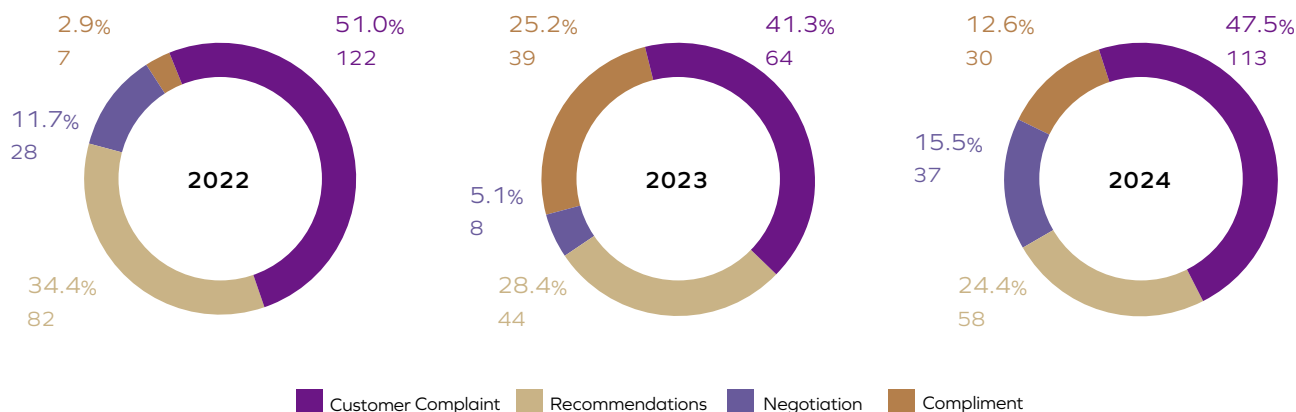
Service Counter Telephone (Customer Service Hotline)		Customer service personnel listen to the description of customers, list key points in the Customer Opinion Form, send the form to relevant units for their awareness, and wait for the relevant department to follow up and summarize how it was subsequently handled for case closure.
Official Website of TAIPEI 101		Customer service personnel must express apologies or gratitude to customers via telephone or e-mail within 24 hours after receiving a letter and forward the letter to relevant units to handle subsequent follow-up.
Official Accounts on Social Media (Facebook and Instagram)		The official social media accounts are managed by the Corporate Branding Communications Department and Mall Marketing Department. When customer feedback is received via private message, it will be immediately forwarded to the Customer Services Department. Customer service personnel will record the feedback on the Customer Opinion Form, send the form to relevant units for their awareness, and wait for the relevant department to follow up and summarize how it was subsequently handled for case closure.
Mail Letter		Customer service personnel will first review the contents of the letter, then scan it and record it onto the Customer Opinion Form, send the form to relevant units for their awareness, and wait for the relevant department to follow up and summarize how it was subsequently handled for closure.

## Customer Feedback Mechanism

Taipei 101 periodically carries out the feedback survey mechanism and analyzes customer feedback on 13 key indicators, including the services and facilities provided by TAIPEI 101 Mall, through interviews with customer groups. This allows us to understand customers' experience when shopping in the Mall and their suggestions, which are summarized and provided to related units as the basis for future improvements. Data analysis from 2022 to 2024 shows that although the number of customer complaints dropped significantly in 2023, from 122 to 64, it rebounded to 113 in 2024, indicating that it is still necessary to continue to strengthen customer service quality and personnel response training. The number of suggestions also declined year by year from 82 in 2022 to 58 in 2024, reflecting that customers' willingness to provide suggestions had slightly weakened.

The number of compliments increased from only 7 in 2022 to 39 in 2023, and then slightly dropped to 30 in 2024. Overall, the proportion of positive customer feedback increased year by year, indicating that the service optimization results had gradually been recognized by some customers. In the future, we will continue to improve the service quality of our staff and the customer interaction mechanism to increase the proportion of positive experiences and reduce customer complaints.

### • Number of Customer Opinions Each Year



### Approach to Handling Customer Opinions

Customer service personnel immediately forward customers' opinions to relevant units based on the subject of feedback and require relevant units to provide handling results within 7 days for case closure. The customer opinion handling rate in 2024 was 100%. Most of the handling approaches by relevant units involved the supervisor apologizing to the customer and promising to improve personnel training. If there is room for improvement, as determined after evaluation, we propose improvement measures and include them in the direction of future operational adjustments. Compliments are handled as follows: customer service personnel thank the customer after receiving compliments and forward the contents to relevant departments or head office and brands.

### Information Security and Personal Information Protection

TAIPEI 101 takes "protecting the security of information assets and personal data files" and "maintaining business continuity to achieve sustainable business operation" as its goals of information security and personal information protection. Through comprehensive information security and personal information protection policies and management systems, the company protects the information and personal data owned and used by the Company. In addition, TAIPEI 101 has maintained long-term cooperation with the professional information security consultancy CHT Security to establish a comprehensive mechanism for the identification, reporting, response, and post-incident reinforcement of information security events. This ensures that the Company's information systems and equipment are protected from data leakage risks resulting from human error or inadequate controls.

### Information Security and Personal Information Management Policy

While providing customers with products and professional services, TAIPEI 101 has placed great emphasis on customer privacy and information protection. The company has established an internal "Information Security Policy" and has continuously promoted awareness among all employees, reinforcing the mindset that "Information security is everyone's responsibility."

### Information Security and Personal Information Management Mechanism

Recognizing the significance of information security risks in its operations, TAIPEI 101 has established an internal Information Security Management Team to manage the complete lifecycle of information security incidents, including identification, reporting, response, and remediation. The company also implements reporting and notification procedures in accordance with the "Personal Data Protection Act" and other relevant regulations to mitigate potential risks and ensure the protection of customer rights.

We conduct irregular audits through the audit office, providing timely corrective guidance, and also commission an annual red teaming exercise performed by a third party to simulate hacker attack scenarios to evaluate our information security defense and response capabilities, which reinforces our overall resilience and incident response. Concurrently, we implement the identification, reporting, and response of information security and personal data incidents, and regularly optimize the mechanisms. Below is a detailed overview of this process:

# 01

## Information Security Incidents Identification and Reporting



- If a related incident occurs, it will be immediately reported to the Information Security Management Team, which will be responsible for assessing the level of the incident. Internally, incident classification management is implemented, and the incident is divided into four levels according to the degree of impact of the information security incident, to ensure that the response measures correspond to the severity of the incident.
- If you discover or observe any suspicious warning events or personal information incidents, please report them to the Legal Office immediately and fill out the Personal Information Incident Report Form to detail the content of the report.
- If personal information leakage or contractual obligations are involved, the information will be reported to the Information Security and Personal Information Protection Supervisory Committee internally according to procedures, and the competent authorities and affected parties will be notified externally in accordance with the "Personal Data Protection Act", GDPR, and other regulations.

# 02

## Information Security Incidents Response and Handling



- Upon discovery or being notified of an information security incident, the Information Security Management Team shall assess whether it is classified as an information security incident and whether it involves personal information. Based on the incident level, the appropriate notification and handling procedures will be determined. Depending on the type and severity of the incident, responsible units will be convened to initiate the response plan.

### Personal Information-Related Security Incidents

1. An Emergency Response Team, composed of departments responsible for handling personal information incidents, shall complete a preliminary analysis within 24 hours of receiving the notification. The analysis shall include the type of incident, severity, scope of impact, root cause, and a timeline of incident. A report shall be submitted to the competent authority.
2. Prevent further escalation of the incident by interrupting intrusion or leakage channels, preserving data that has yet been damaged, and activating backup procedures or alternative solutions.
3. Protection and monitoring mechanisms shall be reviewed, and appropriate solutions or remediation plans shall be proposed based on the incident. The affected department and other departments with potential risks shall be notified to prevent recurrence.

### Non-Personal Information-Related Security Incidents

1. The Information Security Management Team shall complete a preliminary analysis within 24 hours of receiving the notification and submit a report to the Emergency Response Team. The Information Security and Personal Information Protection Supervisory Committee shall convene the Emergency Response Team to coordinate the incident response.
2. Isolate affected devices to prevent virus spread or continued attacks, examine system logs to identify the type and scope of data leakage, and preserve evidence through digital forensics to support subsequent analysis.
3. Activate backup or disaster recovery plans, continuously patch system vulnerabilities, strengthen access controls and protection mechanisms, and notify affected parties with appropriate remedial measures.

# 03

## Post-Incident Review and Reinforcement



- The department responsible for the personal information incident should fill out a Information Security Incidents Handling Record or Personal Information Incident Handling Report, including the accident process, result records, and corrective action plan, and submit it to the personal information management team and the general manager before the case can be closed.
- Keep records of incident handling for internal review and improvement.
- Regularly perform host, source code, and website vulnerability scans to prevent potential security risks and optimize future response processes.
- Strengthen employee education and technical protection to enhance information security awareness and response capabilities.

## Information Security and Personal Information Protection Education and Training

TAIPEI 101 continues to hold educational training to promote the importance of information security and personal information protection. In 2024, we organized 2 personal information protection-related drills and educational trainings, namely the "Personal Information Incident Response Drill" and the "Information Security and Personal Information Education Training and Personal Information Protection Management Assessment", with attendance rates and assessment pass rates both reaching 100%.

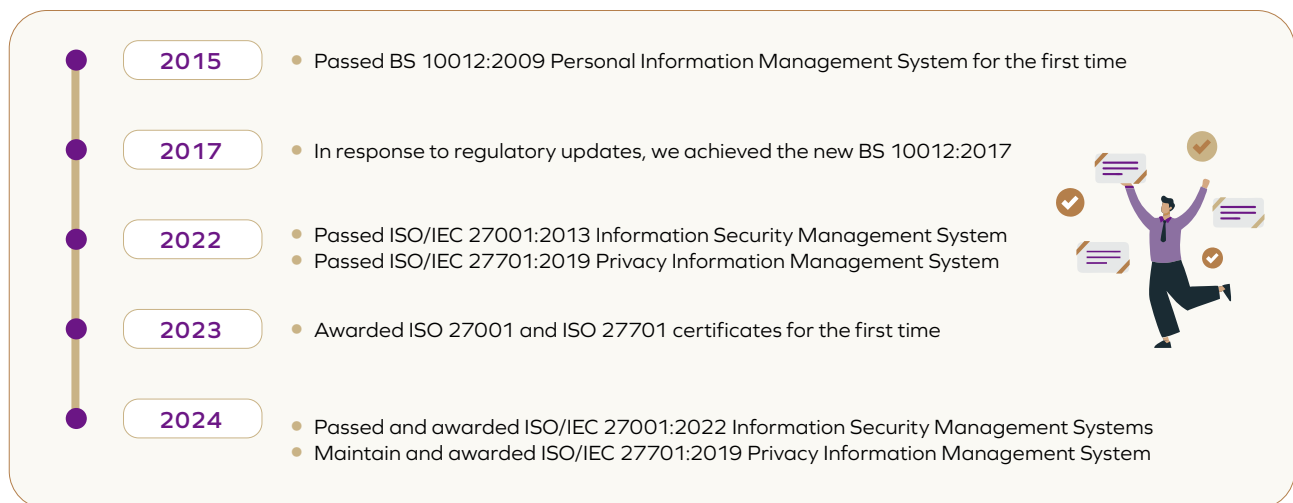
In 2024, the Information Department conducted a company-wide information security education and social engineering drill training and additionally conducted social engineering drill education training for employees falling victim to social engineering drills. Through continuous drills and educational training, we ensure that the Company responds to personal information protection and strengthens the incident reporting process, so that we can effectively report, handle, and respond to emergencies when personal information security incidents occur in the future.

## Information Security and Personal Information Protection Achievements in 2024

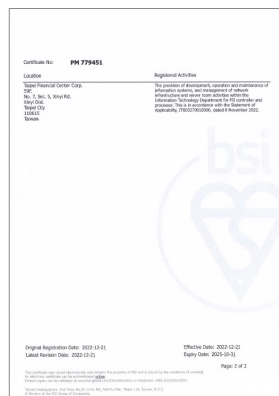
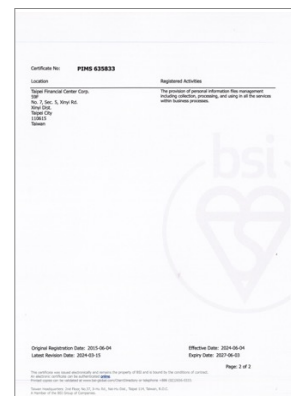
In 2024, TAIPEI 101 implemented and promoted MDR threat detection and response services, information security threat detection management (SOC) services, and pre-arranged incident response (IR) partnership agreements, among other information security projects. No information leakage incidents occurred in 2024, nor was any personal information leakage involved.

## Third-Party Certification for Information Security and Personal Information Management

We regularly engage third-party audit companies to review information security and personal information operational processes to strengthen customer personal information protection and management.



ISO 27001 and ISO 27701 Certificates

BS 10012:2017 Certificate (4<sup>th</sup> cycle)



## 4.4 Sustainable Supply Chain

TAIPEI 101 strives to provide tenants and customers with the highest quality services and the most comfortable environment. Hence, we audit and screen suppliers and contractors with high standards; we simultaneously strengthen their understanding of TAIPEI 101's safety and ethical requirements, as well as their responsibility to society and the environment, so that we can jointly work towards a sustainable value chain.

### Value Chain Management

TAIPEI 101 hopes to make its supply chain cooperation decisions more transparent to achieve better supply chain management. We encourage suppliers to not only maintain the quality of their products and services but also jointly work towards sustainable operations.

Supplier-Related Regulations	Content of Measures
<b>Supplier Code of Conduct</b>	All suppliers are required to comply with environmental, health and safety regulations, ethical and legal regulations, and labor rights. All suppliers must agree to this code. If suppliers are found in violation of the code, improvement measures will be proposed, and follow-ups will be conducted to ensure they do not continue to violate it.
<b>Supplier Commitment</b>	We ask all suppliers who have signed the Supplier Commitment to duly abide by the terms described in the "Supplier Code of Conduct" and to cooperate with TAIPEI 101's relevant audit measures. If suppliers violate the code, they will be expected to rectify the situation immediately and be subject to penalties for breaching their contract with TAIPEI 101. The number of suppliers that signed the Supplier Commitment was 175 in 2024, achieving a 100% signing ratio.
<b>Addition of Social Responsibility Clause in Contract</b>	We've added corporate social responsibilities and integrity clauses to contracts for suppliers, which will be included in new contracts upon renewal. We'll also continue to add social responsibility clauses to subcontractor agreements in the future.
<b>Supplier Management Procedure</b>	In order to ensure that the products, materials, and services provided by suppliers meet the company's requirements and management, and to understand and grasp the environmental conditions of suppliers and carefully select them, TAIPEI 101 has formulated the "Supplier Management Measures" as the basis for procurement and established standards for supplier development, application, evaluation, and verification.
<b>Supplier Evaluation System</b>	We evaluate and categorize suppliers, rewarding those who receive an excellent rating while replacing those who receive a poor rating in the evaluation. The completion rate of supplier self-inspection and on-site inspection in 2024 was 100%.
<b>Supplier Cooperation and Communication</b>	Convene the annual supplier conference to communicate TAIPEI 101's sustainable development policies and procurement-related information.
<b>Formulating Sustainable Procurement Policies and Strategies</b>	In 2024, we implemented the ISO 20400 Sustainable Procurement Guidelines education and training course for relevant requisition and procurement personnel, with a pass rate of 100%.

2024  
Supplier  
Conference












### Green Procurement

To implement the green procurement policy, TAIPEI 101 not only prioritizes the procurement of energy-saving products with environmental labels every year, but also proactively participates in the green procurement declaration of governmental units, with the total claimed amount of NT\$ 24,314,362 in 2024.

Documents of the Amount of Green  
Procurement in 2024



Sustainable Development Goals (SDGs)	TAIPEI 101's Actions in Response to the SDGs	Corresponding Chapters / Sections
<b>Goal 2</b> End hunger and achieve food security 	<ul style="list-style-type: none"> <li>TAIPEI 101 collaborates with supermarkets to redistribute near-expiry food to food banks and underprivileged groups or social welfare organizations across Taiwan. This initiative aims to reduce food waste and ensure optimal utilization of resources.</li> <li>In celebration of the Mid-Autumn Festival, TAIPEI 101 donated 300 boxes of mooncakes to multiple social welfare organizations. This effort was intended to share festive warmth and support disadvantaged families in accessing essential food resources.</li> </ul>	<a href="#">3.3 Environmentally Friendly Actions</a> <a href="#">2.2 Connect Society with Love</a>
<b>Goal 3</b> Ensure healthy lives and promote well-being for all at all ages 	<ul style="list-style-type: none"> <li>Provided TAIPEI 101 employees, tenants, and contractors with safety and health training to raise their safety awareness.</li> <li>Obtained the WELL Building Standard certification and established strict management rules for air quality, noise disturbance, and public area cleanliness in the building, in order to provide a safe and high-quality environment.</li> <li>Obtained the advanced "Badge of Accredited Healthy Workplace" of the Health Promotion Administration, Ministry of Health and Welfare for consecutive years, as well as the AED certification.</li> <li>Continued to implement workplace health risk assessment programs and take preventive measures to prevent occupational injuries and illnesses.</li> <li>Organized healthy workplace activities to educate employees the correct knowledge to maintain their health and create a healthy career.</li> <li>Organized a one-day blood donation event and invite tenants to participate in it to create a wider value for social health and well-being.</li> <li>Organized the TAIPEI 101 Run Up, an environmentally sustainable race, advocating the green concept of environmental sustainability.</li> <li>TAIPEI 101 has established food safety inspection standards, and we take part in the catering hygiene management grading evaluation, and all food court tenants have obtained the Excellent Label to date. SGS Taiwan has carried out the catering hygiene management grading evaluation, in order to strengthen the food court tenants' independent GHP management and to comply with the regulatory requirements on food safety.</li> <li>Providing emergency medical care services: Installed AEDs, hired certified first aid personnel, and established a medical evacuation mechanism.</li> </ul>	<a href="#">2.1 Thoughtful Care in Workplace - Employee Rights and Interests</a> <a href="#">2.1 Thoughtful Care in Workplace - Occupational Safety</a> <a href="#">2.1 Thoughtful Care in Workplace - Health Promotion</a> <a href="#">2.2 Connect Society with Love - Inviting Tenants to Keep Sustainability in Mind</a> <a href="#">4.2 People's Health and Safety</a>
<b>Goal 4</b> Ensure inclusive and equitable quality education 	<ul style="list-style-type: none"> <li>We obtained certification as an environmental education center in 2022, becoming the highest environmental education platform in Taiwan.</li> <li>Collaborate with colleges/universities, organizations and foundations to provide and create internship opportunities for students before they formally enter the workplace, deepening industry-academia collaboration and creating value for students' workplace experience and skill enhancement.</li> <li>Implemented core talent and high-level manager development program to improve employees' professional knowledge and competencies.</li> <li>The "Dream Stage Christmas Concert" provided a platform for 15 school orchestras in the Greater Taipei area to showcase their talents. We invited 16 performing groups from rural villages and youth/children's groups throughout Taiwan to participate in this event. At the same time, we launched the "Dream High" charity project and called on companies to donate and support rural education.</li> <li>Promoted public welfare visits and off-campus visits, invited children from rural areas and underprivileged groups to visit the Observatory free of charge, as to get more children broaden their horizons and enrich life experiences.</li> <li>We promoted a series of ESG travel experience activities, including: lowland animal ecology parent-child experience area, ESG Environmental Education Walk, sustainable and happy travel in Taipei, "Passionate Taiwan" international painting competition, and the first stop experience for the world's top cruise ship, integrating the spirit of sustainability with travel.</li> </ul>	<a href="#">3.3 Environmentally Friendly Actions</a> <a href="#">2.1 Thoughtful Care in Workplace - Talent Cultivation and Development</a> <a href="#">2.2 Connect Society with Love - Horizon-Expanding Trip</a> <a href="#">4.1 Innovative Services and Experiences</a>
<b>Goal 5</b> Achieve gender equality and empower all women and girls 	<ul style="list-style-type: none"> <li>Increased the proportion of women in the management level of the company, to create a diverse and equal work environment.</li> <li>Complied with the Act of Gender Equality in Employment by strictly prohibiting any form of discrimination in the workplace and ensured that all female employees are treated fairly.</li> <li>Provide employee benefits such as childcare subsidies.</li> <li>Provide gender/family friendly restrooms and breastfeeding rooms at multiple locations, providing a friendly shopping environment for females.</li> </ul>	<a href="#">2.1 Thoughtful Care in Workplace - Employment Situation</a> <a href="#">2.1 Thoughtful Care in Workplace - Employee Rights and Interests</a> <a href="#">4.1 Innovative Services and Experiences</a>
<b>Goal 6</b> Ensure availability and sustainable management of water and sanitation for all 	<ul style="list-style-type: none"> <li>Managed water consumption through a real-time monitoring system and carried out water conservation actions to improve the efficiency of water use.</li> </ul>	<a href="#">3.2 Energy and Resource Management - Water Resource Management</a>

Sustainable Development Goals (SDGs)	TAIPEI 101's Actions in Response to the SDGs	Corresponding Chapters / Sections
<b>Goal 7</b> Ensure access to affordable, reliable, sustainable, and modern energy for all 	<ul style="list-style-type: none"> <li>Established energy policy, implemented ISO 50001 Energy Management Systems and implemented a real-time monitoring system to monitor energy and resource consumption.</li> <li>Office buildings with the highest number of EV charging stations (33) in Taiwan.</li> <li>Applied the "Multiple Users Single Customer Version 1.0/2.0 (Green Leasing)" model and collaborated with tenants in the green energy APPA procurement.</li> </ul>	<a href="#">3.2 Energy and Resource Management</a> <a href="#">2.2 Connect Society with Love</a>
<b>Goal 8</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 	<ul style="list-style-type: none"> <li>Organized the "Love Market: Hand in Hand for Charity" event, inviting 27 social enterprises to participate. We specially invited 8 local agricultural brands from Hualien to participate in the event. There is a heartwarming story behind each stall, hoping to arouse the public's attention to social welfare groups.</li> <li>In collaboration with the Ministry of Agriculture, we held the "From the Heart, Blooming Hualien" event, inviting 17 Hualien agricultural product vendors to set up stalls in the office building and the TAIPEI 101 GIFT SHOP to support local products through direct purchases.</li> <li>We set up supplier regulations and rewarded excellent suppliers according to the evaluation results, so that we can work together toward the goal of corporate sustainability.</li> </ul>	<a href="#">2.2 Connect Society with Love - Cooperation in ESG Promotion</a> <a href="#">4.4 Sustainable Supply Chain -Value Chain Management</a>
<b>Goal 11</b> Make the cities and human settlements inclusive, safe, resilient and sustainable 	<ul style="list-style-type: none"> <li>We continue to obtain and promote LEED Green Building and WELL Building Standard Platinum certifications, we are committed to creating healthy, resilient, super-high-rise buildings.</li> <li>In the Net-Zero Blueprint, we have set up the goal to reach net zero by 2045.</li> <li>Conducted office environment health examinations for tenants and inspected indoor air quality standards and lighting illuminance; results were all better than the threshold.</li> <li>In collaboration with the Taipei City Fire Department, the Company conducted emergency response drills to enhance the familiarity of firefighting units with on-site rescue operations. These exercises also facilitated the identification of potential challenges and the development of targeted contingency plans.</li> <li>In support of the 2024 SDG Asia, the Company participated in a themed lighting display titled "Sustainability Wave" on August 7, symbolizing a united front with both public and private sectors in the collective pursuit of the 2050 net-zero carbon emissions goal.</li> </ul>	<a href="#">3.1 Green and Sustainable Buildings</a> <a href="#">3.2 Energy and Resource Management</a> <a href="#">3.3 Environmentally Friendly Actions</a> <a href="#">2.1 Thoughtful Care in Workplace</a> <a href="#">2.2 Connect Society with Love</a>
<b>Goal 12</b> Ensure sustainable consumption and production patterns 	<ul style="list-style-type: none"> <li>TAIPEI 101 sorts waste, implements waste reduction measures, and contracted excellent companies to assist with clearance and disposal, in order to increase recycling and reuse.</li> <li>Implement cherished food and kitchen waste reduction plans to reduce food waste.</li> <li>Promoted "recycled interior decorations," established green renovation standards, and encouraged tenants to use recycled materials and materials that can be taken apart and reused.</li> <li>TAIPEI 101 implemented the business model of products as a service in SKY PARK on 35F, and purchased services provided by the supplier instead of products, maximizing the benefits of resources.</li> <li>TAIPEI 101 works with tenants and supermarkets to reduce waste by selling products that are about to expire at a discount and distributing them to local food banks.</li> <li>Donated unused items in the Tower and shopping centers to extend the life of resources and implement a circular economy.</li> <li>Formulate Sustainable Procurement Policy: TAIPEI 101 adopted the ISO 20400 Sustainable Procurement Guidelines and initiated implementation in 2024. As part of this initiative, procurement personnel completed ISO 20400 training programs, achieving a 100% certification rate.</li> </ul>	<a href="#">3.2 Energy and Resource Management- Waste Management</a> <a href="#">3.3 Environmentally Friendly Actions</a> <a href="#">2.2 Connect Society with Love - Collaboration in ESG Promotion</a> <a href="#">4.4 Sustainable Supply Chain</a>
<b>Goal 13</b> Take urgent action to combat climate change and its impacts 	<ul style="list-style-type: none"> <li>Obtained the third consecutive LEED Green Building Platinum Certification, continuing to improve the energy efficiency of its operations and reduce greenhouse gas emissions and negative environmental impacts.</li> <li>By replacing lighting fixtures in the shopping center's parking areas, the Company successfully registered the nation's first "Residential/Commercial Sector Micro Offsetting Project," securing a 10-year carbon reduction quota totaling 2,718 metric tons. The reduction credits were equally allocated between the Taipei City Government and TAIPEI 101, each receiving 50% of the quota. In 2022, a total of 184 metric tons of carbon credits were officially approved.</li> </ul>	<a href="#">3.1 Green and Sustainable Buildings</a> <a href="#">3.2 Energy and Resource Management</a>
<b>Goal 17</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development 	<ul style="list-style-type: none"> <li>TAIPEI 101 attaches importance to promoting its experience with upgrading green buildings, actively participates in international forums, and organizes related promotional events and educational training, in order to improve public understanding of green buildings, and to assist enterprises interested in transitioning to a green building.</li> <li>We are working with brands and building tenants to engage in environmental and social initiatives through a Landlord Recruits Tenants strategy.</li> </ul>	<a href="#">3.1 Green and Sustainable Buildings</a> <a href="#">2.2 Connect Society with Love - Inviting Tenants to Keep Sustainability in Mind</a>

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