



About this Report

Chairman's Message

Identification of Stakeholders and Material Topics

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Stakeholders

SinoPac Holdings identified the stakeholders for the first time in 2014 and formulated major management policies and implementation plans accordingly to respond to the needs and expectations of stakeholders. The Company has periodically reviewed the groups of stakeholders based on market trends and engagement result with stakeholders in each year thereafter. In 2018, in response to the trend of sustainable supply chain management and to expand the social influence, SinoPac Holdings invited suppliers and contractors to implement corporate social responsibility together and regarded them as a new group of stakeholders. The integrity of the stakeholder group is regularly reviewed annually thereafter. There is no change in the stakeholder groups in 2022 compared to 2021 after conducting benchmarking analysis and internal interviews and confirmations. As a result, there are 7 stakeholder groups currently, including employees, customers, shareholders (investors), media, communities/non-profit organizations (NPOs)/non-governmental organizations (NGOs), competent authorities, and suppliers. SinoPac Holdings has established diversified communication channels for each stakeholder group to promptly respond to their needs and concerns.



Stakeholder Communication Channels and Concerned Topics

Stakeholder	Significance to SinoPac Holdings	Communication Channel	Frequency	Concerned Topics	Referring Chapters
<p>Employees</p>	SinoPac Holdings values employees' development in the organization as well as their physical and mental health. SinoPac Holdings provides comprehensive on-the-job training, a fair performance evaluation system, and benefits for employees to grow in the organization, to fulfill corporate responsibilities and create value for society.	Company labor union (including labor-management meeting)	Regularly/ Irregularly	<ul style="list-style-type: none"> Talent Attraction Competitive Compensation and Benefits Talent Cultivation Occupational Health and Safety Corporate Human Rights and Diversity and Inclusion 	Special Chapter 1 Business Strategy and Performance 4 Fulfillment of Healthy Workplace
		Product seminars / education and training	Irregularly		
		Internal feedback platform/ commendation announcements	Irregularly		
		Employee satisfaction survey	Annually		
		Internal digital platform education and training	Irregularly		
<p>Customers</p>	SinoPac Holdings upholds the sustainability vision of "fulfillment of a beautiful life through finance" and maintains friendly and close relations with customers. The establishment of customer feedback mechanisms and improvement of customer satisfaction have always been important issues for the financial service sector.	Customer service hotline	Irregularly	<ul style="list-style-type: none"> Financial Service Quality Digital Financial Innovation 	Special Chapter 1 Business Strategy and Performance Special Chapter 2 Business and Profit Models of SinoPac's Subsidiaries 3.3 Smart Finance 3.4 Customer Relations
		Smart customer services	Irregularly		
		Virtual channels (internet banking, mobile banking)	Irregularly		
		Customer opinions	Irregularly		
		Seminars	Irregularly		
		Customer satisfaction surveys	Irregularly		
		Customer grievance	Irregularly		
		Other channels	Regularly/ Irregularly		