



2024

Land Bank of Taiwan

Sustainability Report



臺灣土地銀行
LAND BANK OF TAIWAN

Contents

	About This Report	002
	Land Bank's Honors in 2024	003
1	Sustainable Development	005
2	Corporate Governance	017
3	Sustainable Finance	025
4	Customer Rights and Interests	033
5	Sustainable Environment	043
6	Employee Care	053
7	Social Participation	061

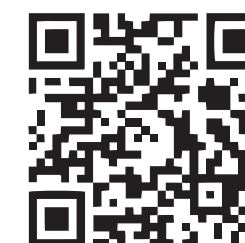
About This Report

This is the 7th Sustainability Report (hereinafter referred to as the "Report") issued by Land Bank of Taiwan (hereinafter referred to as "Land Bank"). It presents Land Bank's vision and strategy for sustainable development in the areas of corporate governance, economy, environment and society, as well as its performance in the implementation of corporate social responsibility, and responds to the concerns of stakeholders about Land Bank's sustainable development. In particular, the Report consists of chapters on sustainable development, corporate governance, sustainable finance, customer rights and interests, sustainable environment, employee care, and social participation.

Boundaries and Scope of Disclosure

The Report discloses Land Bank's implementation status and specific performance in corporate governance, as well as in economic, environmental, and social matters. The scope of reporting is aligned with that of the financial reporting entity. The content disclosed in the Report is based on relevant operating activities in Taiwan as the main reporting area (some information pertains to both Taiwan and overseas regions). The Report mainly covers the period from January 1, 2024, to December 31, 2024. Some of the content also covers situations after 2024, as well as future management policies, goals, and plans. There were no significant changes in the size, structure, ownership, or supply chain of Land Bank in 2024 as compared with 2023.

Company Website: <https://www.landbank.com.tw>



Land Bank's Honors in 2024

Comprehensive sustainability performance

Ministry of Finance (MOF)
7th Government Service Award

Excellence

Taiwan Institute for Sustainable Energy (TAISE)
17th Taiwan Corporate Sustainability Awards

**Sustainability Report Category
- Gold Award
Social Inclusion Leader Award**

Excellence Magazine
2024 Excellent Bank Ratings
Best ESG Sustainability Award in Non-Financial Holding Category

Social and environmental performance

Financial Supervisory Commission (FSC)
Assessment of implementation of the treating customers fairly (TCF) principles by financial institutions

Top 50% in the banking industry

Financial Supervisory Commission (FSC)
High-performing bank for providing loans to the Six Core Strategic Industries

Distinction Award

Ministry of Economic Affairs (MOEA)
High-performing financial institutions for SME credit guarantee

Post-Pandemic Recovery Award

Joint Credit Information Center
18th Sustainable Financing Award

**Outstanding Institution for
Promoting Sustainable Financing**

Sports Administration, Ministry of Education
Sports Activist Awards
**Gold Award for the SponsorshipCategory
Long-term Sponsorship Award
Gold Award for the Promotion Category**

Ministry of Economic Affairs (MOEA)
Assessment of electricity performance management programs in government agencies and schools

**Second place in the Electricity
Conservation Category**

Product innovation performance

Financial Supervisory Commission (FSC)
Evaluation of Trust Enterprise Promoting Trust 2.0 Program (Phase 3)

**High Performing Bank in Group
A of the Elder Care Trust Award**

Financial Information Service Co., Ltd. (FISC)
Excellent institution for promoting electronic cash management business

Inter-bank Service Innovation Award

Promotion of TWQR Partner Merchant Incentive Program

**Third place in a ranking-based
incentive competition**

Taiwan Clearing House
ACH Business Financial Institution Incentive Competition

**Total Number of ACH Substitute Payment
Business Transactions-Outstanding
Performance Award**

**ACH Batch Substitute Payment Business
Transactions-Growth Award**

Commercial Times
Trust Award

**Best Charitable Trust Innovation
Award - Quality Award**

**Best Sustainable Trust Innovation
Award - Quality Award**

**Best Real Estate Management Trust
Innovation Award - Quality Award**

Business Today
18th Wealth Management Bank and Securities Evaluation

Best Trust Innovation Award

1 Sustainable Development



Key Achievements

Awards for ESG performance

- Won the Best ESG Sustainability Award in Non-Financial Holding Category for 2024 Excellent Bank Ratings from Excellence Magazine.

Formulation and implementation of ESG scheme

- Land Bank's Environmental, Social, and Corporate Governance (ESG) scheme has set targets for sustainable development, which were adjusted and implemented on a rolling basis in 2024.

Sustainability Report won awards and recognitions

- Won the 17th TCSA - Gold Award in Sustainability Report - Finance and Insurance 1st Category from TAISE.

Excellent credit ratings

- Taiwan Ratings Corp. (TRC) assigned a long-term rating of twAA+, and a short-term rating of twA-1+ to Land Bank.
- Standard & Poor's assigned a long-term rating of A, and a short-term rating of A-1 to Land Bank.
- Moody's Investors Service assigned a long-term rating of Aa3, and a short-term rating of P-1 to Land Bank.

Overview of Land Bank

Land Bank is the only professional bank designated by the government of the Republic of China to handle real estate credit. Land Bank was qualified as a juristic person in accordance with The Banking Act of The Republic of China in 1985. In 1998, Land Bank was reorganized and became a state-owned company in accordance with the provincial simplification and refinement regulations. It was reorganized to form Land Bank of Taiwan in 2003, and was approved to be restructured into a listed company in 2004.

Business Scope and Locations of Land Bank

Business locations: Taiwan, United States, Singapore, Hong Kong, Mainland China, Australia, and Malaysia.

Basic Information of Land Bank



* The number of employees does not include those on fixed-term contracts.

Company name
Land Bank of Taiwan

TWSE stock code
5857

Date established
September 1, 1946

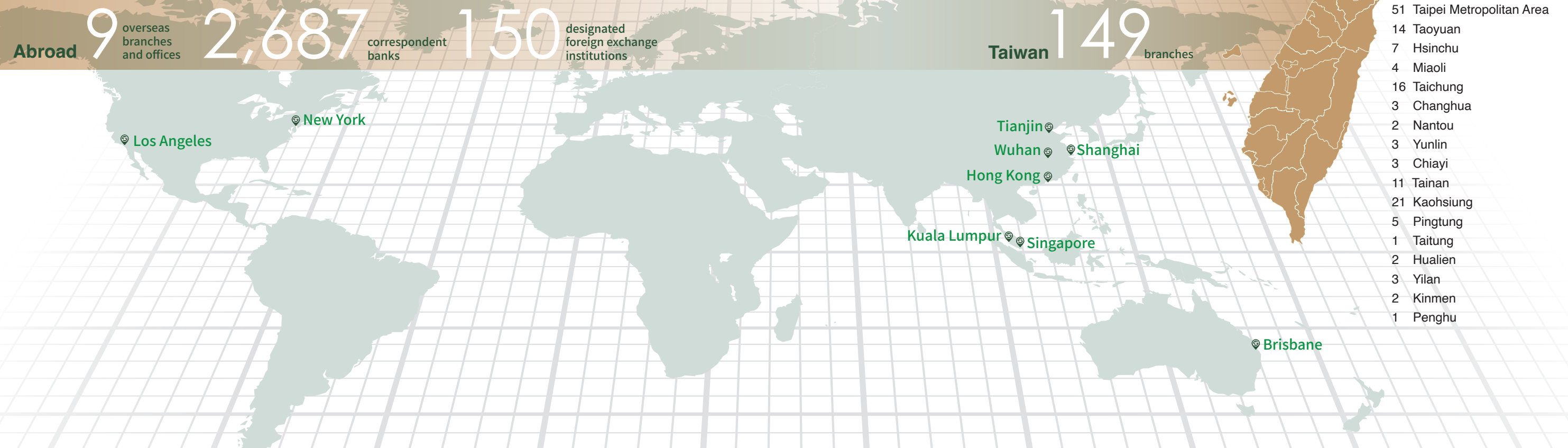
Location of headquarters
No. 46, Guanqian Rd., Zhongzheng Dist.,
Taipei City 10047, Taiwan (R.O.C.)

Number of employees
5,729

Paid-in capital
NT\$86.2 billion (as of December 31, 2024)

Net profit for the period
NT\$14.642 billion (January 1 to December 31, 2024)

Locations Around the World



Providing Diversified Businesses

Consumer banking
Mortgage loans
Comprehensive consumer loans
Policy-based loans
Credit card business

Corporate banking
Integrated corporate financing
Corporate syndicated loans
Corporate supply chain financing
Corporate electronic cash management business
Import and export financing
Corporate financial management

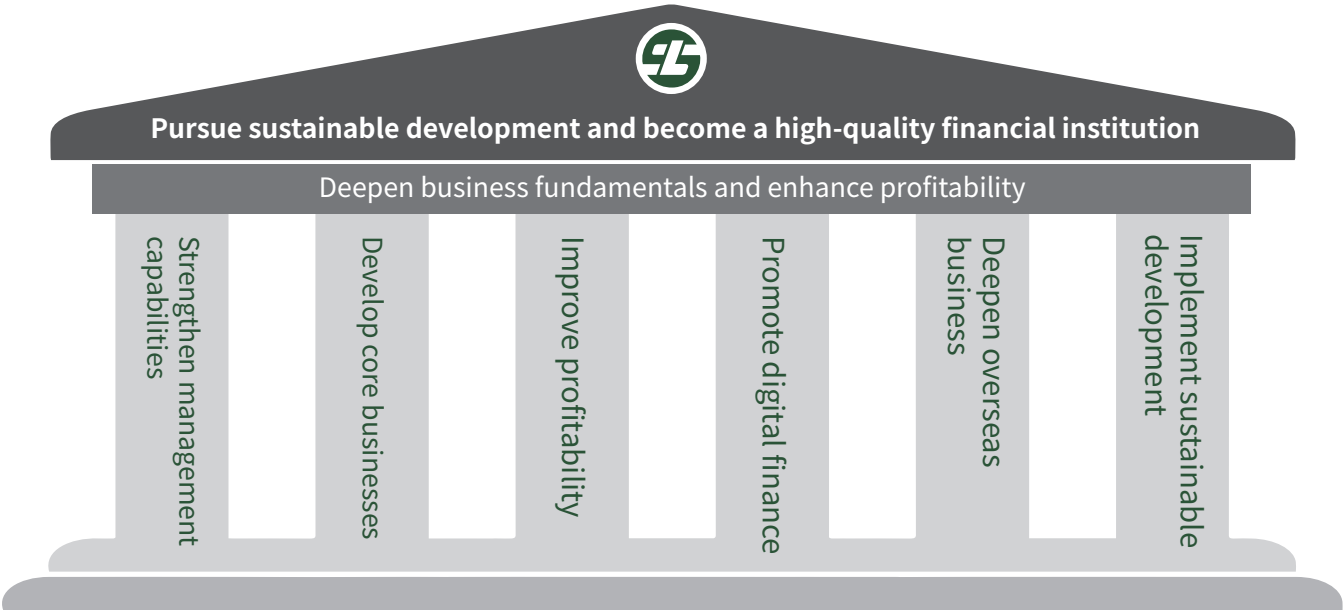
Foreign exchange trading
Import and export letters of credit
Foreign currency exchange
Foreign currency deposits

Trust service
Trust funds
Real estate investment trust
Real estate securitization
Financial asset securitization

Wealth management
Bank insurance
(mortgage life insurance/life insurance/property insurance)
Fund investment
Securities brokerage
Asset management

Electronic banking
Mobile banking
Corporate/personal internet banking
Account link
Open banking

Business Vision and Strategies



Financial Performance

Financial Information for the Past Three Years
Unit: NT\$ thousand

Item		2022	2023	2024
Direct economic value generated	Operating revenues	62,378,081	85,675,341	94,312,946
	Operating costs	34,509,803	54,633,542	61,416,865
	Employee salaries and benefits	9,504,231	9,910,200	10,084,887
	Interest payments	953,163	904,780	874,681
	Payments to the government	6,136,496	7,292,389	7,800,866
Economic value distributed	Community investment (charity expenditure and donations to organizations)	137,776	124,398	95,460
	Economic value retained	11,136,612	12,810,032	14,040,187



Note: The figures for 2022–2023 are restated amounts based on the numbers approved by the National Audit Office and audited by certified public accountants; the figure for 2024 is the amount as signed off through financial approval. For detailed operating performance and financial information, please refer to Land Bank's 2024 Annual Report.

Land Bank's Annual Reports

Credit Rating

Credit rating agency	Latest rating date	Rating results		Other information on ratings
		Long-term rating	Short-term rating	
Moody's Investors Service	2025.01.24	Aa3	P-1	Outlook:Stable
Standard & Poor's	2024.06.24	A	A-1	Outlook:Stable
Taiwan Ratings Corp.	2024.06.25	twAA+	twA-1+	Rating outlook: Stable



Subsidies Received from Government

2024 Subsidized Interest or Processing Fees for Major Policy-Based Loans Granted by the Government in Cooperation with Land Bank

Unit: NT\$ thousand

Item	Subsidizing unit	Subsidized interests	Processing fees
Preferential housing project loans of NT\$1.8 trillion and an additional NT\$400 billion	National Land Management Agency, Ministry of the Interior	34,052	
Preferential housing loans for civil servants	National Land Management Agency, Ministry of the Interior	113	
Loans for assisting workers to build or buy houses	National Land Management Agency, Ministry of the Interior/local governments	15,584	
Loans for self-purchase of public housing	National Land Management Agency, Ministry of the Interior	7,342	
Preferential loans of house purchase and house improvement	National Land Management Agency, Ministry of the Interior	95,197	
Preferential Housing Loan Program for Successful Family Foundation of Youth	National Land Management Agency, Ministry of the Interior	13,210	
Entrusted public housing loans	National Land Management Agency, Ministry of the Interior		47,131
Entrusted housing loans for public servants	National Land Management Agency, Ministry of the Interior/local governments		77
Entrusted housing loans for labor	National Land Management Agency, Ministry of the Interior		80
Loans from the Indigenous Peoples Integrated Development Fund	Council of Indigenous Peoples		2,888
Labor Relief Loan	Bureau of Labor Insurance, Ministry of Labor		86,010
Loans for 921 Earthquake reconstruction projects	Department of Banking, Central Bank of the Republic of China (Taiwan)		895
Emergency loans for civil servants	Directorate-General of Personnel Administration, Executive Yuan		768

Revenue Breakdown by Country

2024 Country-by-Country Report

Unit: NT\$ thousand

Tax jurisdiction	Income			Profit before tax	Income tax paid (cash payment system)	Current income tax payable	Paid-in capital	Number of employees	Tangible assets (excluding cash and cash equivalents)
	Unrelated party	Stakeholder	Total						
R.O.C.	75,605,043	1,072,414	76,677,457	14,704,852	3,313,129	3,655,730	86,200,000	5,707	2,316,990,997
Singapore	1,701,703	4,728	1,706,431	209,273	12,842	27,555	599,800	19	14,867,093
Hong Kong	1,711,386	6,545	1,717,931	335,342	99,849	63,544	330,141	23	16,009,019
United States	4,418,711	-	4,418,711	1,076,228	224,734	223,180	590,528	43	50,650,026
Mainland China	1,551,165	-	1,551,165	726,167	44,794	136,840	14,691,728	77	26,588,672
Malaysia	-	-	-	-8,069	-	-	-	2	2,534

Note: The number of employees is the total number of full-time employees of all members in their country/region of residence.

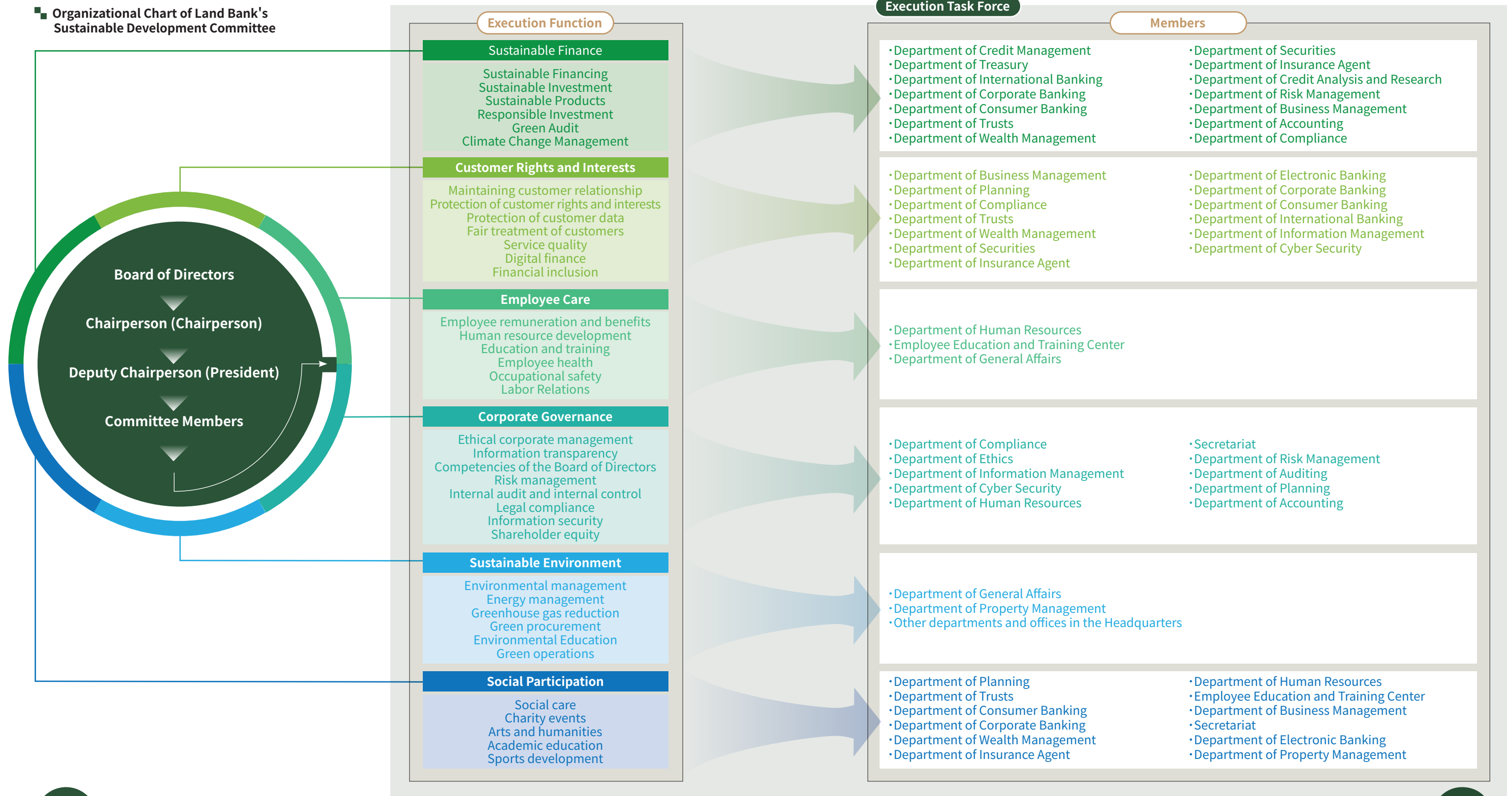


Sustainable Development Committee

The Sustainable Development Committee of Land Bank was established after approval by the Board of Directors in 2021 and consists of six execution task forces that work to promote ESG-related matters. In January 2025, the Sustainable Development Committee was restructured

into a functional committee, with members comprising the Chairperson, President, and all independent directors. Two Sustainable Development Committee meetings were convened in 2024 to improve and promote sustainable development operations and competencies. Additionally, two consultation meetings were held in 2024 to discuss the progress toward targets and issues related to sustainable development.

Organizational Chart of Land Bank's Sustainable Development Committee



Major Sustainability Events

2017

- Published the first Corporate Social Responsibility Report.

2019

- Published the second Corporate Social Responsibility Report.
- Designated the "Corporate Governance Officer."
- The "Land Bank of Taiwan Customer Care Committee" was established in order to protect the rights and interests of customers and enhance the protection of financial consumers.

2020

- Joined the Climate Change Stress Test Protocol Project (BASEL III - Stress Testing Subgroup) of the Bankers Association of the Republic of China to jointly plan climate change stress test (scenario analysis) operations.

2021

- Published the third Corporate Social Responsibility Report and won TCSA - Bronze Award in the Sustainability Reporting category.
- Established the Sustainable Development Committee, and formulated the "Guidelines for the Establishment of Sustainable Development Committee of Land Bank of Taiwan."
- Adopted the framework of the Task Force on Climate-related Financial Disclosures (TCFD).
- Participated in the "Climate Change Risk Management Task Force" organized by the Bankers Association of the Republic of China.
- Issued sustainability bonds of NT\$1 billion.
- The headquarters, Huaining Building, passed the ISO 14064-1 greenhouse gas inventory (Scopes 1 and 2).

2023

- Published the fifth Sustainability Report, prepared for the first time in accordance with both GRI and SASB standards, with limited assurance conducted on selected SASB indicators.
- Published the first English version of the Sustainability Report and set up a dedicated section on Sustainable Development on the English website.
- Won the TCSA - Gold Award in the Sustainability Reporting Category, as well as the Gender Equality Leader Award and the Social Inclusion Leader Award in the individual sustainability performance evaluations.
- Won the Best ESG Sustainability Award in the Non-Financial Holding Category for the 2023 Excellent Bank Ratings.
- Won the Sustainable Development Award and Age-Friendly Award at the Want Want China Times Financial Services Evaluation Awards.
- TCFD report was verified by BSI, a third-party verification agency, and the verification result was Level 5: Excellence.
- All domestic and overseas branches and offices passed the ISO 14064-1 greenhouse gas inventory (Scopes 1 and 2) certifications.
- The business headquarters passed two international standard certifications: ISO 50001 Energy Management System and ISO 14001 Environmental Management System.
- Set greenhouse gas (Scope 1 and 2) carbon reduction targets with reference to the Science-Based Targets (SBTs.)

2024

- Published the sixth Sustainability Report, which was compiled in accordance with both the GRI and SASB Standards.
- Published the second English version of the Sustainability Report.
- Won the TCSA - Gold Award in the Sustainability Reporting Category and the Social Inclusion Leader Award in the individual sustainability performance evaluations.
- Won the Best ESG Sustainability Award in the Non-Financial Holding Category for the 2024 Excellent Bank Ratings.
- TCFD report was verified by BSI, a third-party verification agency, and the verification result was Level 5+: Excellence.
- All domestic and overseas branches and offices passed the ISO 14064-1 greenhouse gas inventory (Scopes 1 and 2) certifications.
- The Jianye Building headquarters, IT Building, Employee Education and Training Center, Taichung Branch, and Yuanlin Branch passed energy management system certification, and a total of eight locations obtained ISO 50001 Energy Management System certification.

2022

- Published the fourth Sustainability Report (previously known as the Corporate Social Responsibility Report) and won the TCSA - Silver Award in the Sustainability Reporting category as well as the Social Inclusion Leader Award in the Sustainability Best Performance of Specific Categories evaluation.
- The corporate image film "Deep Roots in Sustainable Management" won the best online popularity award at the 2022 Taipei Golden Eagle Micro-Movie Festival.
- Awarded the National Sustainable Development Award in the corporate category by the National Council for Sustainable Development, Executive Yuan.
- Won the Best Sustainability Management Award in the Non-Financial Holding Category for the 2022 Excellent Bank Ratings.
- Formulated the "Land Bank of Taiwan Sustainable Development Policies."
- Compiled a list of high carbon-emitting industries, conducted an inventory of assets exposed to physical and transition risks, and signed on to the TCFD initiative.
- Signed on and adopted the Equator Principles.
- Issued NT\$2.5 billion of sustainability bonds.
- All branches and offices passed the ISO 14064-1 greenhouse gas inventory (Scopes 1 and 2) certifications.

2025

- The Sustainable Development Committee was restructured into a functional committee, and its charter was renamed "Organizational Rules of the Sustainable Development Committee of the Land Bank of Taiwan."
- Published the seventh Sustainability Report, which was compiled in accordance with both the GRI and SASB Standards.
- Published the third English version of the Sustainability Report.

2026

2027

2 Corporate Governance



Key Achievements

Diversified and enriched training programs for directors

- ▶ The total training hours of Land Bank's directors reached 262.2 hours, and each director's training hours exceeded the statutory requirement.

Achieved excellent performance in external corporate governance evaluation

- ▶ The 2024 corporate governance evaluation score was 100 (out of 102 points).

Implemented anti-money laundering and countering the financing of terrorism (AML/CFT) training

- ▶ Cumulatively, as of the end of 2024, 963 employees obtained anti-money laundering and counter terrorism financing professional certifications, and 42 employees had obtained the Certified Anti-Money Laundering Specialist (CAMS) certification.

Excellent information security

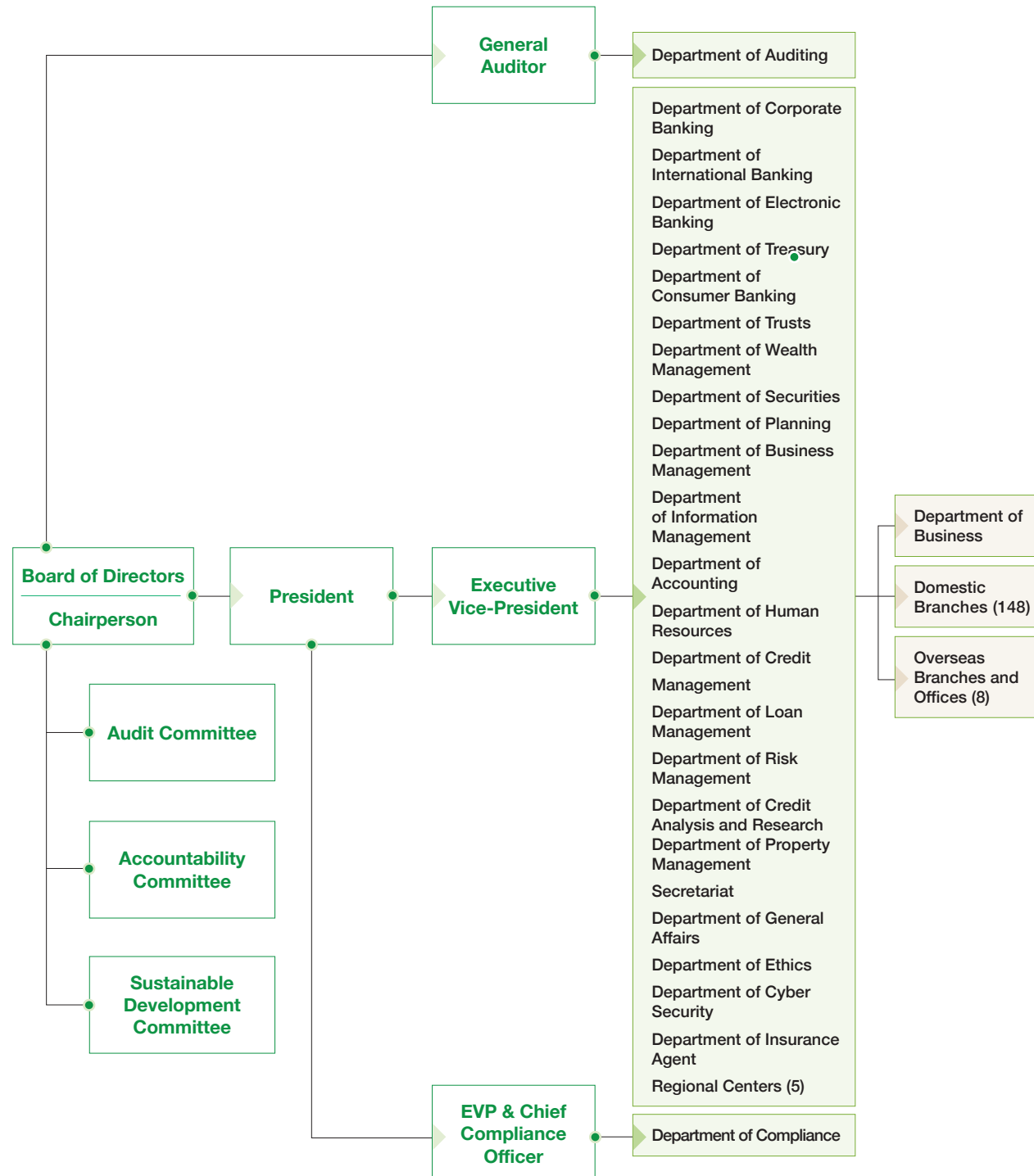
- ▶ 0 serious cyber security incidents.
- ▶ In the malicious email social engineering drill, both the open rate and click-through rate were below the 0.4% benchmark set by the Ministry of Finance.

Passed the re-evaluation of information security and related systems

- ▶ Passed the transition audit for the ISO 27001:2022 Information Security Management Systems certification in June to maintain the validity of the certificate.
- ▶ Passed the reassessment for the ISO 20000:2018 Information Service Management Systems certification in May to maintain the validity of the certificate.
- ▶ Passed the reassessment for the ISO 22301:2019 Business Continuity Management Systems certification in May to maintain the validity of the certificate.
- ▶ Passed the triennial re-certification audit for the BS 10012:2017 Personal Data Management Systems in May to maintain the validity of the certificate.

Corporate Governance Organization of Land Bank

Corporate Governance Framework of Land Bank

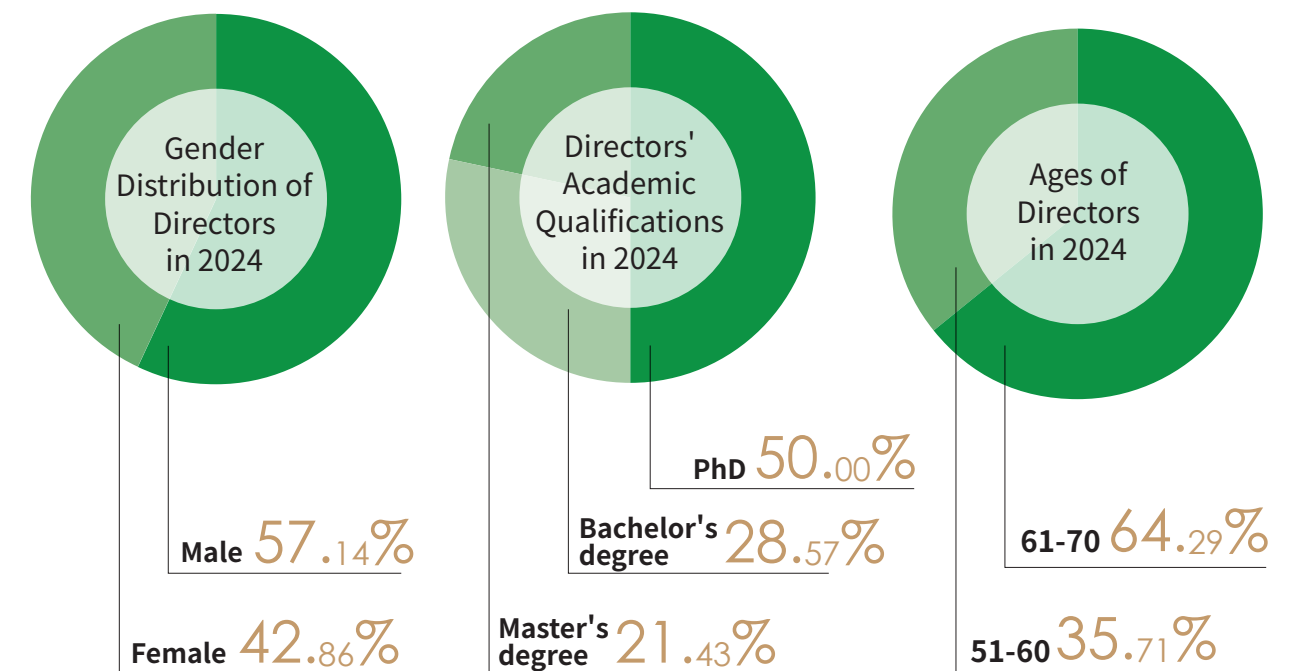


Structure and Operations of the Board of Directors

The Board meetings of Land Bank are held at least once every three months. In 2024, Land Bank held a total of eight Board meetings and three interim meetings of the Board. For details, please refer to Land Bank's 2024 Annual Report.



Land Bank's Annual Reports



Audit Committee

Land Bank's Audit Committee meets at least once a quarter. In 2024, the Audit Committee met five times.

Strengthening the Functions and Remuneration System of the Board of Directors

Pursuant to the relevant laws and regulations, the performance appraisal and remuneration system for directors and senior managers of Land Bank is based on periodic assessments conducted by the Ministry of Finance on the level of Chairperson and President's contribution to Land Bank in meeting its goals and cooperating with government policy. The "Cooperating with Government Policy Projects and Achieving Goals Plan" in 2024 included seven major projects, and sustainable development was included in the performance evaluation of the Chairperson and the President.

Corporate Governance Evaluation

In 2024, the Ministry of Finance selected PwC Management Consultant Co., Ltd. to conduct the corporate governance evaluation of Land Bank. The Bank achieved a score of 100 points (out of 102) in its 2024 corporate governance evaluation.

Ethical Management Policies and Regulations

Name	Participants	Purpose
Ethical Corporate Management Best-Practice Principles	Directors, the management, and all employees	These best-practice principles are formulated as a policy in order to foster a corporate culture of ethical corporate management.
Procedures for Ethical Management and Guidelines for Conduct		Standardize matters that Land Bank employees should pay attention to when performing business activities for implementing ethical corporate management conduct.
Code of Ethical Conduct for Directors and Managers	Directors and the management	Guide the behavior of Directors and the management to conform to ethical standards, and allow stakeholders to better understand Land Bank's ethical standards.
Precautions for Evaluating Risks of Unethical Conduct of Land Bank of Taiwan	Directors, the management, and all employees	Confirm the probability and degree of internal risks, calculate Land Bank's risk level after controlling risks, and propose and implement risk mitigation plans.
Guidelines for the Implementation of the Whistle-blowing System	Directors, the management, and all employees	Establish multiple whistle-blowing methods to preserve ethical corporate management.
Precautions on the Code of Ethics for Employees	All employees	Ensure that employees perform their duties with integrity and honesty, and preserve confidentiality of official matters, business secrets, and customer information.

Implementation of Land Bank's Ethical Corporate Management in 2024

Implementation items	Description
Evaluated the risks of unethical conduct	The 2024 unethical conduct risk assessment results did not exceed the risk appetite level set by Land Bank for unethical conduct risks. All relevant risk mitigation plans have been improved, and related training and awareness programs are continuously carried out to reduce associated risks.
Conducted a special audit for "Comprehensive Consumer Loans"	A special audit for "Comprehensive Consumer Loans" was conducted without prior announcement to randomly check whether 20 branches of Land Bank had carried out their business in accordance with the standard operating procedures and relevant internal control regulations. The audit results were compiled and forwarded to the relevant departments for action.
Conducted a special audit of "cash on hand, vault management, and teller operations"	A special review of "cash on hand, vault management, and teller operations" was conducted without prior notification to randomly check whether 20 branches of Land Bank had carried out their business in accordance with the Land Bank Deposit and Remittance Business Regulations and other relevant rules. The audit results were compiled and forwarded to the relevant departments for action.

Anti-money Laundering and Countering the Financing of Terrorism

Land Bank has established a committee and a task force to report regularly to the Board of Directors on the implementation of its operations. This is supplemented with monthly implementation reports from overseas branches to the headquarters and annual statements on the internal control system for anti-money laundering (AML) and countering the financing of terrorism (CFT) to achieve AML/CFT objectives.

Land Bank Responsibility Map

Land Bank has introduced a responsibility map system and established relevant guidelines, including the "Land Bank of Taiwan Responsibility Map System Management Guidelines" and the "Guidelines for the Establishment of the Accountability Committee of the Land Bank of Taiwan." These regulations were approved by both the Audit Committee and the Board of Directors. Additionally, an "Accountability Committee" was established under the Board of Directors to ensure effective implementation of the responsibility map system.

Internal Audit and Internal Control System

Land Bank has established an internal control system in compliance with the law and issued a statement of internal control. The establishment of three lines of defense has been a part of internal control to clearly define the scope of authority of each line, helping all units understand their functions in the overall risk and control structure of Land Bank. The persons in charge (directors) of Land Bank regularly hold review meetings with internal audit personnel to discuss deficiencies in the internal control system. Meeting minutes are documented and reported to the Board of Directors.

Annual Results of Internal Audits

Internal audit items	Number of audits	2024 internal audit results	Follow-up and improvements	Audit goals for 2025
Routine business audits	To complete 110 scheduled audits for the year.	Actual completion of 110 scheduled audits,i.e.,a 100.00% execution rate.	A total of 1,455 audit findings were identified and will be included in general or special audits conducted in 2025 for follow-up reviews until improvements are made.	Audits will be implemented in accordance with Land Bank's annual audit plan and the FSC's "Guidelines for Bank Audit Performance Evaluation."
Special audits	To complete 221 scheduled audits for the year (including 151 audits of the head office and the branches,38 audits of securities and futures,12 discretionary audits, and 20 non-routine special audits).	Actual completion of 229 scheduled audits,i.e.,a 103.62% execution rate.	A total of 969 audit findings were identified and will be included in general or special audits conducted in 2025 for follow-up reviews until improvements are made.	
Supervision of self-audits	All units conducted 346 general self-audits and 1,325 project self-audits, totaling 1,671 audits.	The number of audits meets the requirements prescribed by the competent authorities.	A total of 2,550 deficiencies were identified through self-audits conducted by all units. Improvements have been made for all findings after follow-up reviews.	

Business Continuity Management System

Land Bank has established a business continuity management system (BCMS) certified by BSI with the ISO 22301:2012 certification. In line with the standard transition, Land Bank conducted the transition audit procedures and passed the ISO/IEC 22301:2019 reassessment in 2024.



Information and Communication Security Management Policy

Land Bank has established an information security management system (ISMS) and a personal information management system (PIMS), both of which have been certified by BSI and obtained the ISO/IEC 27001:2005 Information Security Management System standard certification and BS 10012:2009 Personal Information Management System certification, respectively. In 2024, in line with the standard transition, Land Bank conducted the transition and certification procedures for both certifications.



3 Sustainable Finance



Key Achievements

Actively promoted sustainable financial services

- ▶ Awarded by the FSC for excellent lending services to the Six Core Strategic Industries.
- ▶ The construction green financing program was continued in 2024, with a cumulative loan balance of NT\$69.075 billion by the end of 2024.
- ▶ Green building mortgage loans were launched in March 2023, and as of the end of 2024, the cumulative loan balance was NT\$24.357 billion.

Responsible lending

- ▶ A total of 5,715 corporate loan cases were reviewed for the ESG checklist in 2024.

Arrangement of ESG syndicated loans

- ▶ Land Bank arranged a total of 15 ESG syndicated loan cases in 2024.

Significant growth of solar photovoltaic financing

- ▶ The balance of solar photovoltaic financing increased by 48.09% in 2024.

Significant growth of offshore wind power financing

- ▶ The balance of offshore wind power financing increased by 102.36% in 2024.

Significant growth of reconstruction of urban unsafe and old buildings financing

- ▶ The total approved credit line for the reconstruction of unsafe and old buildings increased by 25.85% in 2024.

Issuance of sustainability bonds

- ▶ The outstanding balance of sustainability bonds issued as of the end of 2024 reached NT\$4.5 billion.

Issued sustainable credit cards

- ▶ The "Lin-Yang Cards" issued as of the end of 2024 have allocated NT\$3,855,515 for consumer rebates to promote the domestic development of the badminton sport.

Launched green and sustainable NTD time deposits

- ▶ The cumulative amount of green and sustainable deposits raised by the end of 2024 was NT\$12.968 billion.

Sustainable Lending

☞ Responsible Lending

Land Bank officially implemented the "ESG Checklist for Corporate Borrowers" in January 2022. In 2024, the Bank reviewed a total of 5,715 "ESG Checklists for Corporate Borrowers" and completed ESG engagement with 10 companies.

☞ ESG Syndicated Loan Cases

In 2024, Land Bank arranged 15 ESG syndicated loan cases, with an approved amount of NT\$33.311 billion, and participated in 45 loans, with an approved amount of NT\$36.334 billion.

☞ Land Bank High Risk Industry Policies

Land Bank established the Credit Risk Exposure Limit Ratio Table for Highly Polluting/Energy-Consuming Industries in 2023, setting quota controls for 23 oil, gas and mining-related industries, as well as conducting daily monitoring and periodic reviews.

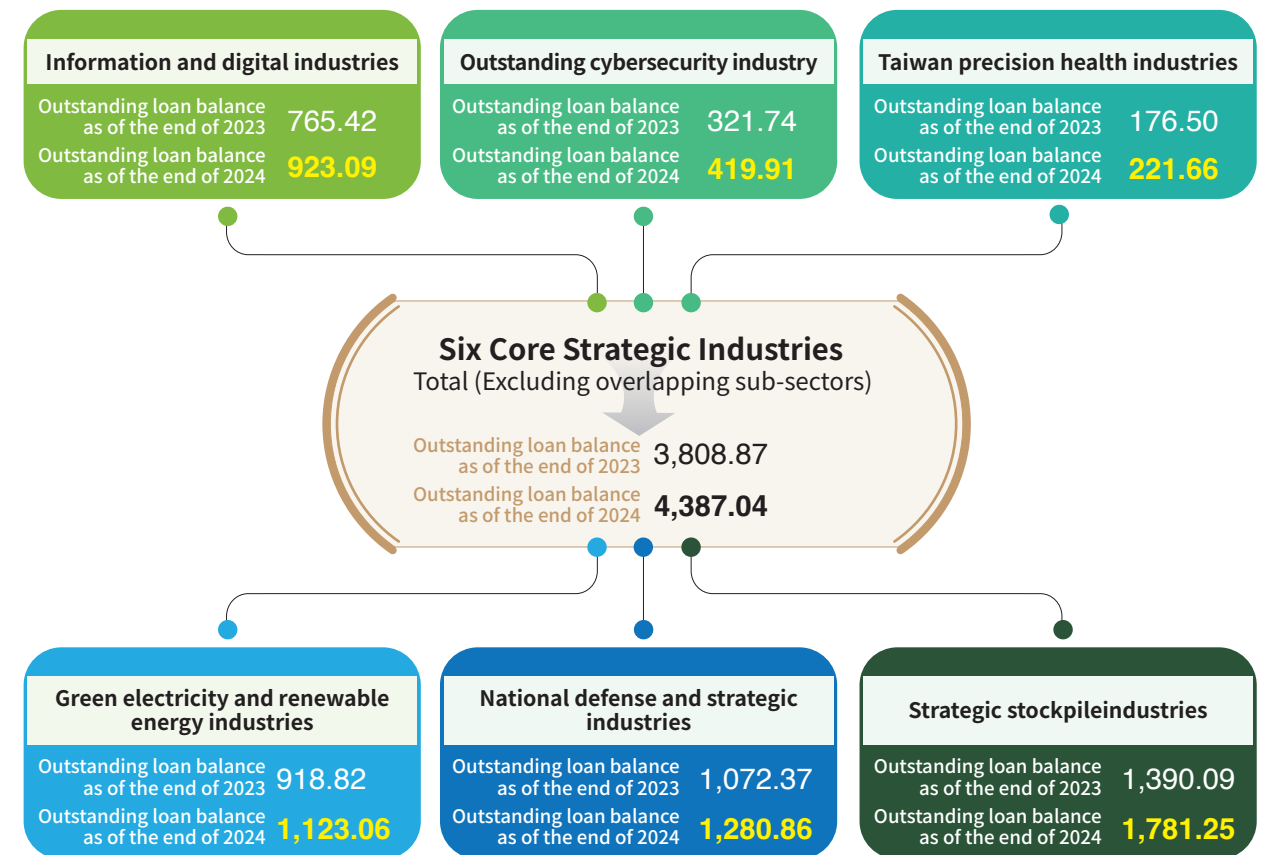
☞ Equator Principles

Land Bank has signed the Equator Principles and established relevant operating instructions. In 2024, Land Bank held training on the Equator Principles, with a total of 111 employees participating in the 1-hour training session.

☞ Cooperating with the "Six Core Strategic Industries Promotion Projects"

Land Bank has fully cooperated with this program launched by the government to promote lending to related industries. The loan balance at the end of 2024 was NT\$438.7 billion.

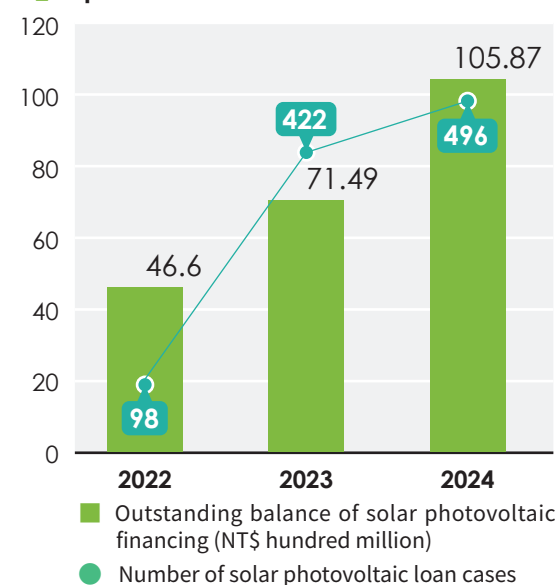
■ Outstanding Loans for the Six Core Strategic Industries (NT\$ hundred million)



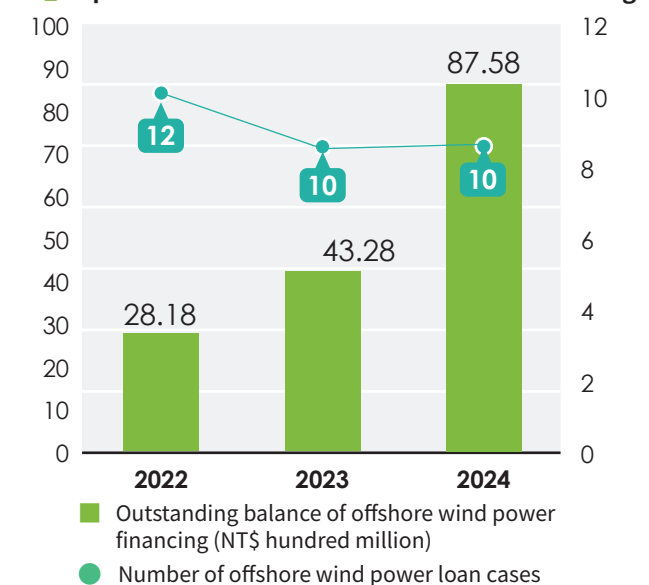
☞ Promoting Loans Related to Renewable Energy

As of the end of 2024, there were a total of 496 solar photovoltaic loan cases with a total loan balance of NT\$10.587 billion, and a total of 10 offshore wind power loan cases with a total loan balance of NT\$8.758 billion (including surrounding facilities and infrastructure projects).

■ Implementation of Solar Photovoltaic Financing



■ Implementation of Offshore Wind Power Financing



Green Loans

Land Bank developed a "Sustainable Economic Activity Self-Assessment Questionnaire" to understand whether corporate borrowers comply with or are applicable under the "Guidelines for the Determination of Sustainable Economic Activities." As of the end of 2024, the outstanding balance of 1,999 green loans cases totaled NT\$216.538 billion, with renewable energy project financing accounting for 56.83% of the total.

Construction Green Financing and Green Building Mortgage Loans

As of the end of 2024, a total of 236 construction green loans were undertaken, with a loan balance of NT\$69.075 billion. In addition, the "Green Building Mortgage" preferential loan program was launched in 2023. As of the end of 2024, the balance of green building mortgage loans was NT\$24.357 billion.

Supporting Urban Renewal and Reconstruction of Urban Unsafe and Old Buildings

Results of Urban Renewal and Reconstruction of Unsafe and Old Building Projects

Item		As of the end of 2024	Growth rate in 2024 compared with the end of the previous year
Urban renewal	Total number of approved loans (cumulative)	185	3.93%
	Total approved credit limit (cumulative)	NT\$200 billion	8.07%
	Approved credit outstanding	NT\$50.2 billion	-3.42%
Reconstruction of unsafe and old buildings	Total number of approved loans (cumulative)	232	22.75%
	Total approved credit limit (cumulative)	NT\$75.8 billion	25.85%
	Approved credit outstanding	NT\$40.8 billion	23.20%

Sustainable Investment

Incorporating ESG Factors into Investment Assessments

When investing in stocks, Land Bank not only complies with relevant laws and regulations and aligns with government policies, economic development, and the Bank's business development needs, but also evaluates investment returns and ESG-related risk factors. The Bank also regularly tracks the implementation of these matters to fulfill its role in shareholder oversight.

Investment objectives for Land Bank	
At least 60% of bonds (except public bonds, supranational bonds, public utilities, and bank guarantees) and equity investments are reviewed for inclusion of ESG factors.	
Category objectives	
Equity investments	Bond investments
Different risk levels are assigned according to whether the individual company meets the ESG criteria. The classification criteria are based on the ESG and corporate governance-related information provided by the Taiwan Depository and Clearing Corporation (TDCC). At least 60% of the Bank's equity investment positions must be allocated to targets rated in the top three tiers of the corporate governance evaluation under the TDCC ESGIR Platform.	The investment position for issuers or their parent companies whose Sustainalytics ESG rating is below 30 points (inclusive) must be at least 63%.
Implementation status of Land Bank	
93.77% met the standards by the end of 2024.	71.96% met the standards by the end of 2024.

Investing in Corporate Green Transformation

As of the end of 2024, the foreign currency position of Land Bank's green bond investment was US\$99 million, and the New Taiwan dollar position was NT\$6.28 billion.

Sustainable Products

Green and Sustainable Deposits

The "Green and Sustainable NTD Time Deposit" program was launched in 2023. A third-party certification institution is appointed to verify that the funds of green and sustainable deposits are properly invested in green and sustainable projects on an annual basis.

Implementation Results of the "Green and Sustainable NTD Time Deposit" Program

Item	Cumulative amount raised at the end of 2024 (Unit: NT\$ hundred million)	Outstanding loan balance as of the end of 2024 (Unit: NT\$ hundred million)
Green and sustainable deposits	129.68	68.67

Sustainable Insurance

Land Bank provides engineering insurance for the construction period of photovoltaic plants. It also provides property insurance, electronic equipment insurance, and business interruption insurance to help diversify the operational risks faced by businesses whose plants are completed and in operation.

Implementation Results of Photovoltaic Plant Property Insurance for the Green Energy Industry

Item	Number of cases undertaken	Amount of insurance (NT\$)
2022	2	239,250
2023	112	1,517,269
2024	325	3,791,825

Sustainable Trusts

Results of Urban Renewal and Reconstruction of Old and Unsafe Buildings Real Estate Trusts

Trust types	Urban renewal trust		Reconstruction trust for old and unsafe buildings	
Item	Number of cases undertaken	Scale of trust assets (NT\$ ten thousand)	Number of cases undertaken	Scale of trust assets (NT\$ ten thousand)
2022	9	\$886,225	14	\$171,403
2023	5	\$164,052	21	\$313,579
2024	7	\$390,223	20	\$262,415

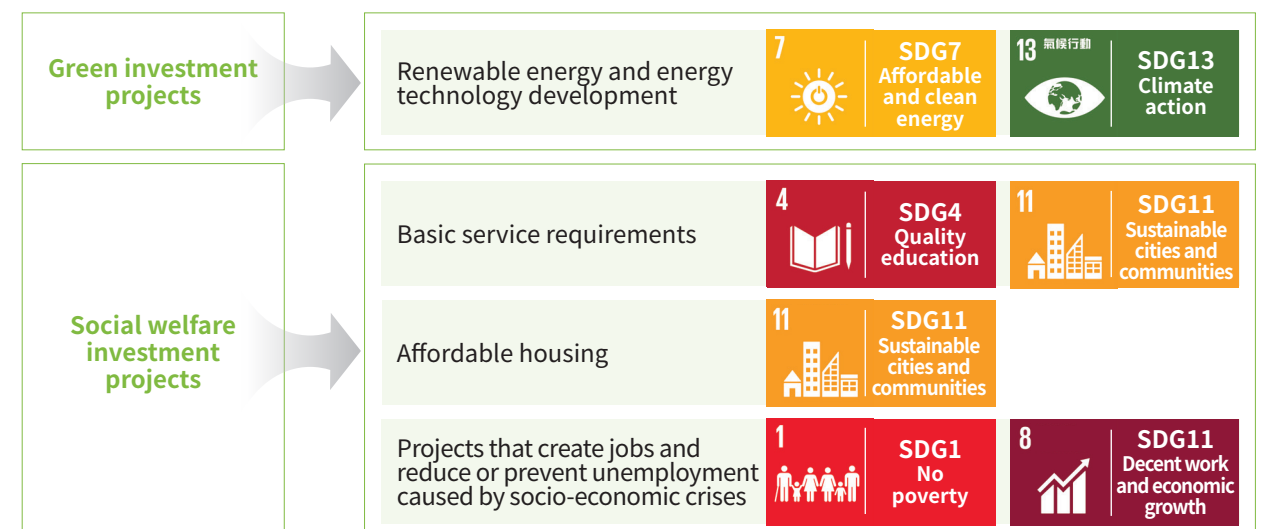
Sustainable Funds and Bonds

The number of ESG funds in 2024 was 155, accounting for 6.42% of all funds on the market in that year. In 2024, 12 foreign bonds with an MSCI ESG rating of BBB and above were launched.

Issuance of Sustainability Bonds

The outstanding amount of sustainability bonds at the end of 2024 was NT\$4.5 billion, and the total funds raised were used for green investment and social welfare investment projects.

Alignment Between Recent Sustainability Bond Investment Projects and UN SDGs



4 Customer Rights and Interests



Key Achievements

Top 50% in the Assessment of the Implementation of Treating Customers Fairly Principles

- ▶ Recognized by the FSC for six consecutive years in the "Assessment of the Implementation of Treating Customers Fairly Principles by Financial Institutions," including the distinction of ranking in the top 25% for five consecutive years.

Customer service satisfaction reached 99.54%

- ▶ The average satisfaction rate with Land Bank services was 99.54%.

Maintained the quality of information service management

- ▶ Passed ISO 20000-1:2018 Information Technology Service Management System reassessment certification.

Award recognition for digital capabilities

- ▶ Received two awards from the Taiwan Clearing House, namely the "Business Excellence Award - Outstanding Performance in ACH Substitute Payment Business" and "Inclusive Finance Model Award - Smart Government Payment Services."
- ▶ Won the Inter-bank Service Innovation Award from FISC as an Excellent Institution for promoting electronic cash management business.
- ▶ Participated in the promotion of the TWQR Partner Merchant Incentive Program organized by FISC and obtained third place in a ranking-based incentive competition.

Affirmation for inclusive and friendly services

- ▶ Awarded the Post-Pandemic Recovery Award by the Ministry of Economic Affairs, recognizing the Bank as a high-performing financial institution for SME credit guarantee.

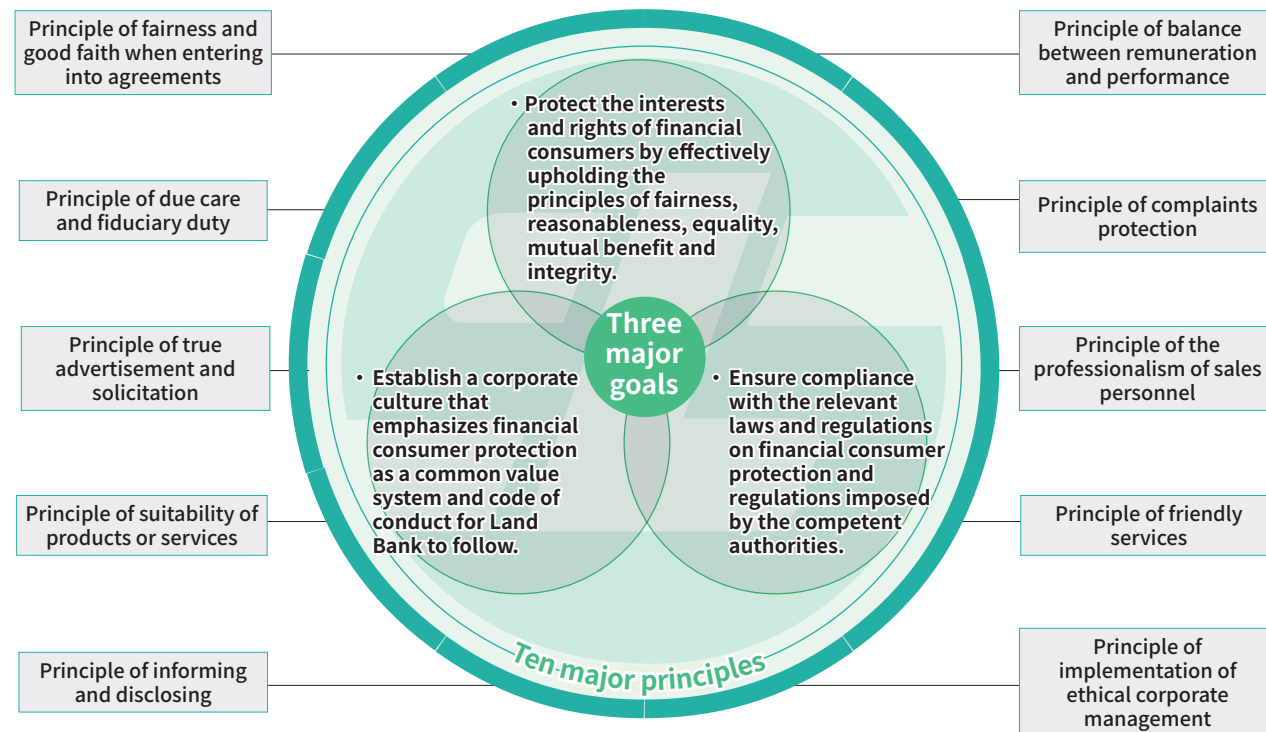
Diversified Trust Award

- ▶ Won the Best Charitable Trust Innovation Award - Quality Award, the Best Sustainable Trust Innovation Award - Quality Award, and the Best Real Estate Management Trust Innovation Award - Quality Award, presented by the Commercial Times' Trust Award.
- ▶ Recognized as a High Performing Bank in Group A of the Elder Care Trust Award by FSC's Trust Enterprise Promoting Trust 2.0 Program.



Principles of Treating Customers Fairly

Land Bank of Taiwan Principles of Treating Customers Fairly



Protection of Customer Rights and Interests

Land Bank issued the "Financial Fraud Prevention Incentive Measures" in 2024, with a total of 93 fraud prevention cases qualifying for rewards.

Customer Satisfaction Survey

Land Bank's Customer Satisfaction Survey and Results in 2024



Service Quality Management

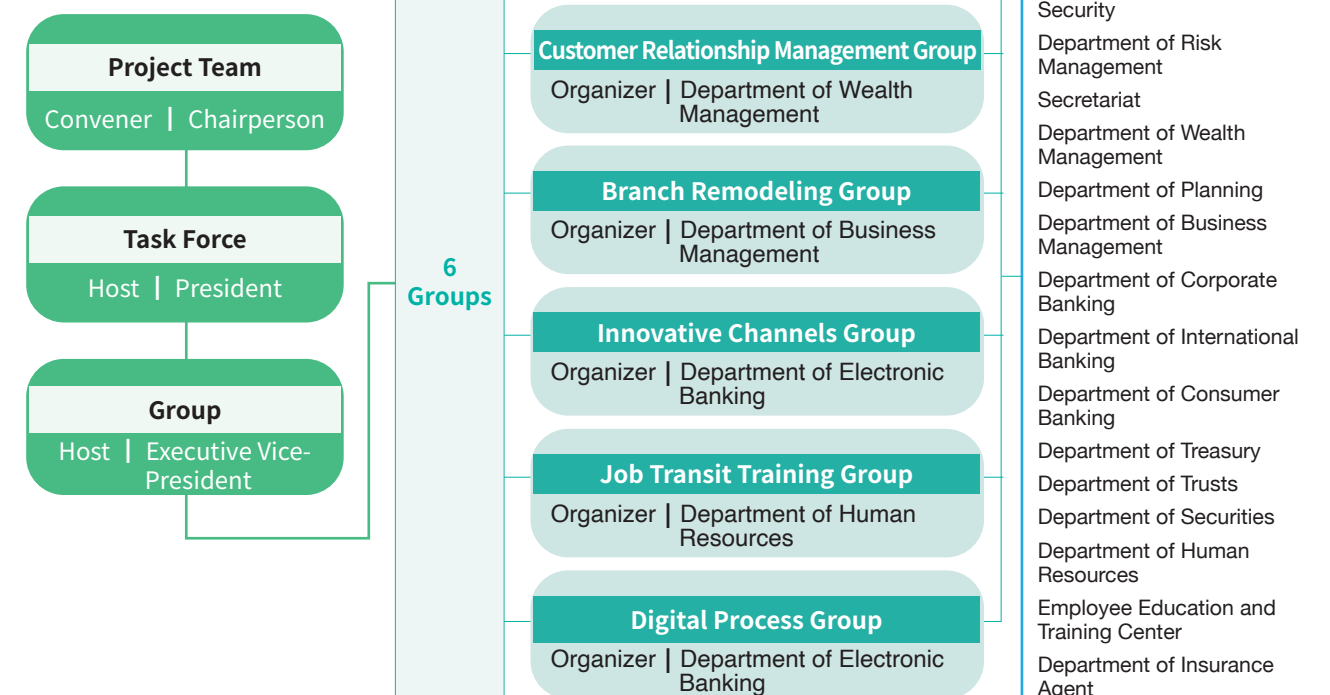
Land Bank has established an information technology management system (ITMS) and passed the ISO/IEC 20000:2018 reassessment in May 2024 to strictly control its information technology management quality.



Digital Finance

Digital Finance Project Team

Organizational Chart of the Digital Finance Project Team



Development of Digital Finance Innovation Strategies

Land Bank Blueprint of Internet Banking Development



Digital Finance Services

Online Insurance

In order to improve customer convenience, Land Bank launched its online insurance services in 2021, and offered multiple payment methods, including Land Bank credit cards, NTD demand deposit accounts, and digital deposit accounts.

Implementation Results of Land Bank's Online Insurance Products in 2024

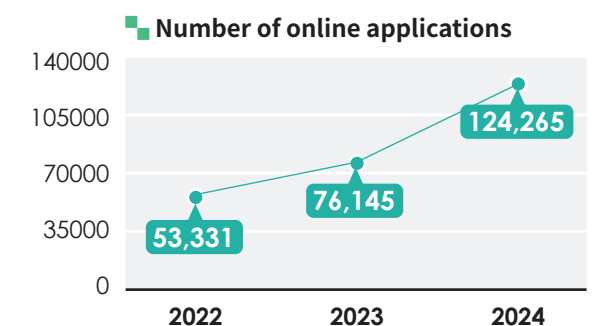
Product name	Number of cases undertaken in 2024	Amount of insurance (NT\$)
Tokio Marine Nawa Insurance's "Driver's Omamori" Motorcycle Insurance	130	145,149
Tokio Marine Nawa Insurance's "Personal and Automobile Protection" Car Insurance	84	209,636
Tokio Marine Nawa Insurance's "Safety Omamori" Personal Travel Insurance	849	97,458
Taian Insurance's "Tai Hao Bao" Motorcycle Insurance	184	155,516
Taian Insurance's "Tai Hao Xing" Car Insurance	40	80,702
Taian Insurance's "Tai Hao Wan" Comprehensive Personal Travel Insurance	808	372,494

Online Loan and Credit Card Applications

Land Bank launched its "online credit card application service" in 2023, along with a variety of new services. In 2024, the Bank processed 64,852 cases, an increase of 75.93% compared to 2023.

Online Application for Worker Relief Loans

Land Bank has integrated the online application and contract signing verification processes for worker relief loans. The number of applications received in 2024 has increased by 63.19% compared with the previous year.



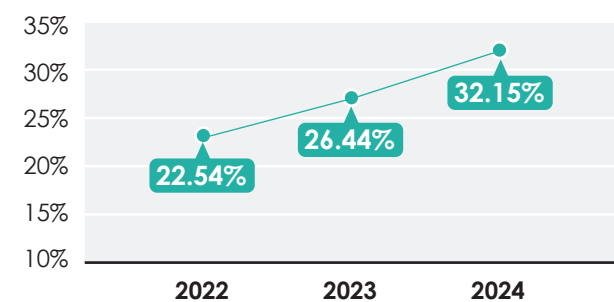
Online Mortgage and Personal Loan Calculation

In 2024, a total of 11,955 online mortgage trial calculations and 14,095 online personal loan trial calculations were completed.

Digital Accounts and Mobile App

In 2024, the number of digital deposit accounts in NTD reached 269,185, an increase of over 60% compared to the previous year, with an account penetration rate of 32.15% and an NTD digital deposit balance of NT\$8.89 billion. As for digital deposit accounts in foreign currencies, the number of accounts in 2024 was 264,019, with a deposit balance of US\$39.9205 million. Regarding mobile phone number transfer services, there were a total of 75,829 registered users in 2024, with 158,597 transactions and a transaction amount of NT\$270 million.

Land Bank NTD Digital Account Penetration Rate



Number of Land Bank Digital Deposit Accounts

Currency	2022	2023	2024
NT\$	109,370	168,005	269,185
Foreign currency	108,433	167,979	264,019

Artificial Intelligence Applications

Smart Customer Service and Robotic Process Automation (RPA)

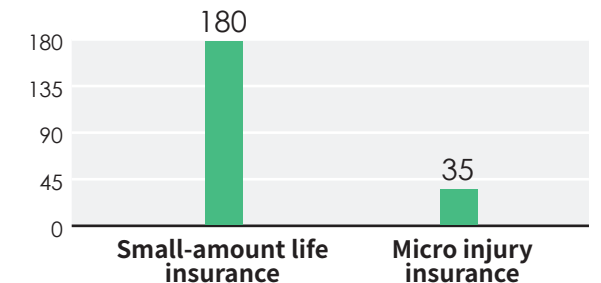
In 2024, the smart customer service system received 411,290 visits, and RPA was introduced to 54 workflows to optimize procedures such as report generation, business data analysis, tax filing, and internal personnel management.

Financial inclusion

Inclusive Insurance

In response to an aging society, Land Bank has been offering small-amount life insurance since 2018, with easy-to-understand, low-threshold, and low premium features to satisfy the basic protection needs of senior citizens.

2024 Land Bank's Inclusive Insurance Products



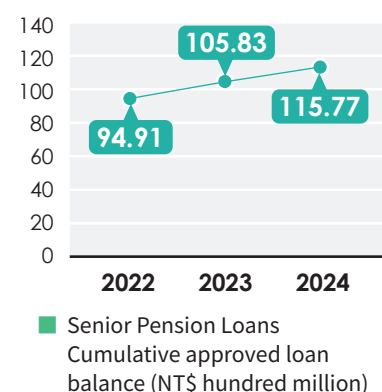
Charitable and Retirement Trust Outcomes

(Unit: NT\$ ten thousand)

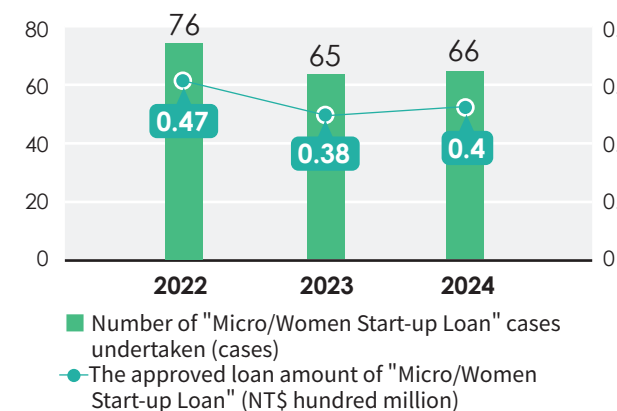
Trust types		Trust features	Cumulative assets up to 2022	Cumulative assets up to 2023	Cumulative assets up to 2024
Diversified Elder Care Trust	Social Welfare Elder Care Trust	Assists underprivileged individuals with comprehensive retirement plans through social welfare organizations.	1,033	2,653	2,653
	Social Welfare Charitable Elder Care Trust	Provides financial support for the living and care of low- and middle-income individuals on eligibility lists provided by the government.	26,866	31,755	32,110
Pre-opening Elder Care Trust (including Insurance Trust)		Encourages the public to plan for retirement early by setting up trust arrangements in advance, with payments to be initiated at a later stage.	1,348	2,084	1,729
Cross-Industry Alliance	Social Housing and Renting Trust	In connection with the "Social Housing Subleasing and Management" policy of the Construction and Planning Agency, Ministry the Interior, this trust is newly established in collaboration with subleasing and management service providers. It provides diverse trust services.	142.20	292.80	334.80
Integrated Service of the Elder Care Trust		Integrates real estate trust services to provide a one-stop trust solution, with properties serving as facilities for nursing institutions offering daycare or long-term care services.	8,593	11,810	11,810

Senior Pension Loans

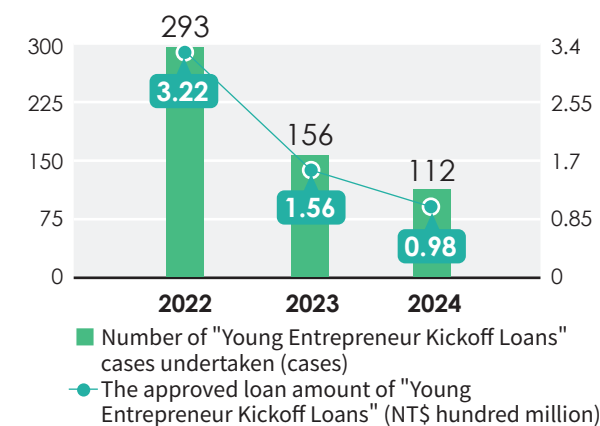
In 2024, the approved loan amount of Land Bank Senior Pension Loans increased by NT\$994 million as compared with the previous year. The cumulative approved loan amount reached NT\$11.577 billion, representing approximately 0.1206% of the total mortgage business balance as of the end of the year, and the number of cases undertaken reached 2,431.



Micro/Women Start-up Loans



Young Entrepreneur Kickoff Loans



Epidemic Relief Loans

Participants	Relief package	Number of acceptances (number of cases)	Amount (NT\$ hundred million)
Personal	Labor relief loan	141,241	141.18
	Leniency for existing borrowers	197	0.03
	Deferral of credit card bill payment	1,775	1.32
Total number of individual relief customers		143,213	142.53

Debt Elimination Operation

In 2024, there were 272 cases of pre-negotiation from Land Bank, and the amount recovered was NT\$147.6 million; there were 103 cases of mediation, and the amount recovered was NT\$15 million; and there were 181 rehabilitated cases, and the amount recovered was NT\$17.5 million.

Hundred Billion Revitalization Loan

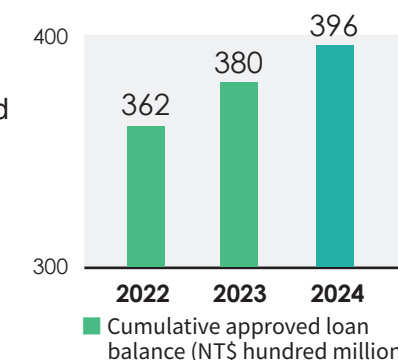
In 2024, Land Bank received 5,368 applications, and the approved loan amount was NT\$85.876 billion.

Corporate Loans for SMEs

As of the end of 2024, the balance of corporate loans for SMEs processed by Land Bank was NT\$584.4 billion, accounting for approximately 49.16% of the total corporate loan balance at the end of the year.

New Southbound Policy Loans

As of 2024, the New Southbound Policy Loan balance approved by Land Bank was NT\$39.6 billion.



Land Bank Friendly Financial Measures in 2024

Item	Content
Signed a contract with the Taiwanese Association of Sign Language Interpreters	Signed a contract with the Taiwanese Association of Sign Language Interpreters to support branches in providing services to individuals with hearing and speech impairments.
Friendly banking services and assistances	Added the "Accessible Facilities/Services Suggestion Mailbox" to the friendly financial services section of Land Bank's corporate portal for people with physical and mental disabilities to voice their opinions.
Education and training for providing friendly financial services	1. Friendly financial standards and financial services for people with disabilities (added a 1-hour of sign language interpreting training session) 2. Invited external speakers to give lectures on the experiences of people with disabilities and life education, and incorporated interactive courses (an experiential activity on guiding the visually impaired).

Bilingual Branches

In 2024, Land Bank added 38 new bilingual branches, with 127 branches operating bilingually in total accounting for 85.2% of all branches. By March 2025, Land Bank had met its goal of having all branches in Taiwan operate bilingually. Land Bank currently has 3 Japanese-language branches to provide diverse and friendly financial services.

5 Sustainable Environment



Key Achievements

TCFD third-party verification

- ▶ In May 2025, Land Bank obtained third-party verification for its TCFD report, and was awarded the highest rating of Level 5+: Excellence.

Scope 3 greenhouse gas emissions of investment/lending portfolio

- ▶ The coverage rate of inventory conducted using the PCAF methodology increased to 78.33%.

Won awards for saving electricity by government

- ▶ Ranked second in the electricity conservation of public enterprise category of the MOEA's 2023 assessment of electricity performance management programs in government agencies and schools in 2024.

All domestic and overseas branches and offices passed the ISO 14064-1:2018 inventory and certification

- ▶ In 2024, all domestic and overseas branches and offices passed the greenhouse gas inventory (Scopes 1 and 2) and obtained the ISO 14064-1:2018 certification.

The Huaining Building and Jianye Building headquarters passed the ISO 14001:2015 Environmental Management System certification

- ▶ The Huaining Building and Jianye Building headquarters passed the environmental management system verification and obtained the ISO 14001:2015 certification.

The Jianye Building headquarters, IT Building, and other locations passed the ISO 50001:2018 Energy Management System certification

- ▶ In 2024, the Jianye Building headquarters, IT building, Employee Education and Training Center, Taichung Branch, and Yuanlin Branch passed the energy management system certification, and a total of eight locations obtained the ISO 50001:2018 certification.

Installing photovoltaic systems

- ▶ In 2024, Land Bank completed the installation of photovoltaic systems at five branches: Meinung Branch, Fangliao Branch, Tachia Branch, Shalu Branch, and Chaochou Branch. A total of 15 branches have rooftop photovoltaic systems installed.

Use of green electricity

- ▶ In 2024, Land Bank continued to respond to the government's renewable energy policy, procuring 1,040,000 kWh of green electricity.

Internal carbon pricing

- ▶ In response to the international trend of carbon pricing, Land Bank adopted an implied price model, and the calculated price for 2024 was NT\$3,179.



Climate Change Management

To implement climate risk and opportunity management, Land Bank established the "Task Force on Climate Change Management" under the Sustainable Development Committee's Sustainable Finance Group, which held two meetings in 2024.

In April 2022, Land Bank signed on to support the TCFD and has since continued implementing related disclosures. In 2025, the Bank obtained third-party verification and was awarded the highest rating of Level 5+: Excellence. For complete climate-related financial disclosure information, please visit the Sustainable Development Section on Land Bank's official website.

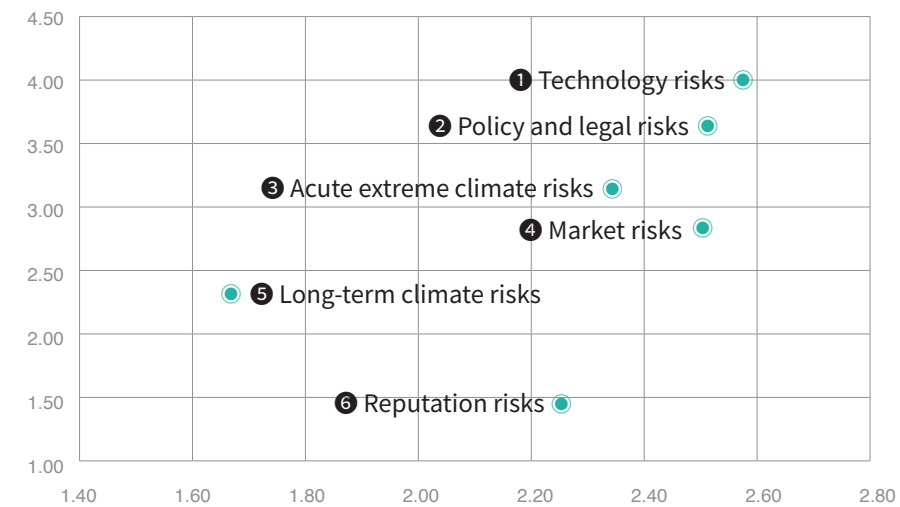


Scenario Analysis Results

Ratio of Expected Losses from Exposures across Various Business Categories under the Long-Term Scenario to Net Value and Pre-Tax Profit for the Year 2024

Risk exposure position	Orderly net-zero scenario				Disorderly transition scenario				Passive transition scenario			
	The ratio of expected losses to the net value		The ratio of expected losses to pre-tax profit and loss		The ratio of expected losses to the net value		The ratio of expected losses to pre-tax profit and loss		The ratio of expected losses to the net value		The ratio of expected losses to pre-tax profit and loss	
	2030	2050	2030	2050	2030	2050	2030	2050	2030	2050	2030	2050
Corporate loans	3.06%	3.69%	36.96%	44.65%	4.30%	4.50%	52.03%	54.45%	4.03%	6.74%	48.75%	81.44%
Personal loans	0.75%	0.87%	9.05%	10.49%	1.07%	0.98%	12.92%	11.85%	0.93%	1.23%	11.26%	14.92%
Investments	0.73%	0.84%	8.88%	10.16%	0.96%	0.91%	11.63%	11.02%	0.90%	1.07%	10.83%	12.96%
Total	4.54%	5.40%	54.89%	65.30%	6.33%	6.39%	76.58%	77.32%	5.86%	9.04%	70.84%	109.32%

Land Bank Climate Risk Matrix



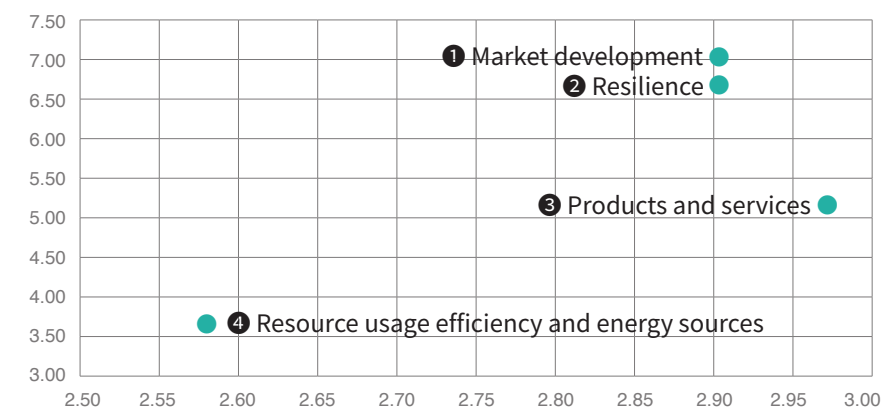
Physical risks

Risk ranking	Risk items
3	Acute extreme climate risks
5	Long-term climate risks

Transition risks

Risk ranking	Risk items
1	Technology risks
2	Policy and legal risks
4	Market risks
6	Reputation risks

Land Bank Climate Opportunities Matrix



Climate Opportunities

Opportunity ranking	Climate opportunity items
1	Market development
2	Resilience
3	Products and services
4	Resource usage efficiency and energy sources

Ratio of Expected Losses from Exposures across Various Business Categories under the Short-Term Scenario to Net Value and Pre-Tax Profit for the Year 2024

Risk exposure position	Physical risk - intensity-adjusted scenario		Transition risk scenario		Comprehensive loss scenario	
	The ratio of expected losses to the net value	The ratio of expected losses to pre-tax profit and loss	The ratio of expected losses to the net value	The ratio of expected losses to pre-tax profit and loss	The ratio of expected losses to the net value	The ratio of expected losses to pre-tax profit and loss
Corporate loans	4.18%	50.55%	2.43%	29.32%	4.19%	50.62%
Personal loans	4.82%	58.25%	0.93%	11.30%	4.82%	58.25%
Investments	0.94%	11.32%	0.90%	10.90%	0.94%	11.34%
Total	9.94%	120.12%	4.26%	51.52%	9.95%	120.21%

Low-Carbon Operations

The Huaining Building and Jianye Building headquarters obtained third-party certification for ISO 14001:2015 Environmental Management System in 2024. The Jianye Building headquarters, IT Building, Employee Education and Training Center, Taichung Branch, and Yuanlin Branch also obtained ISO 50001:2018 Energy Management System third-party certification in 2024.



Greenhouse Gas Management

With reference to the Science-Based Targets (SBTs), Land Bank set its goal to cumulatively reduce greenhouse gas emissions (Scope 1 + Scope 2) by 42% by 2031 compared to the base year (2021), which is equivalent to an average annual reduction of 4.2%.

Land Bank set its 2024 greenhouse gas (Scope 1 and 2) reduction target at 12.6%. Inventory showed that total greenhouse gas emissions (Scope 1 and Scope 2) across all locations amounted to 14,799.8594 metric tons CO₂e, a 20.73% decrease from the 18,669.5003 metric tons in the baseline year (2021).

Greenhouse Gas Emissions of Land Bank's Branches and Offices (All Domestic and Overseas Branches and Offices)

Item		2022	2023	2024
Direct emissions	Category 1 ^(Scope 1) (metric tons of CO ₂ e)	2,662.8425	2,650.0460	2,516.9290
Energy indirect emissions	Category 2 ^(Scope 2) (metric tons of CO ₂ e)	14,210.9980	13,435.1506	12,282.9304
Category 1 + Category 2 (metric tons of CO ₂ e)		16,873.8405	16,085.1966	14,799.8594
GHG emissions intensity (metric tons of CO ₂ e / NT\$ million)		0.51	0.46	0.40
Carbon emissions per capita (metric tons of CO ₂ e / person)		2.934	2.788	2.58
Other indirect emissions	Category 4 ^(Scope 3) (Indirect GHG emissions from the products used by Land Bank's branches and offices) (metric tons of CO ₂ e)	2,459.4818	2,652.5388	2,689.1122
Total carbon emissions (metric tons of CO ₂ e)		19,333.322	18,737.735	17,488.972
Percentage of inventoried branches and offices (%)		100	100	100
Percentage of verified branches and offices (%)				



Gas and Electricity Energy Management

Item	Energy usage			2024 compared with the previous year
	2022	2023	2024	
Power consumption(kWh)	25,187,718	24,431,930	23,875,867	-2.28%
Fuel consumption(liters)	221,127	209,418	198,066	-5.42%

Renewable Energy Usage

In 2024, Land Bank installed rooftop photovoltaic systems at Meinung Branch, Fangliao Branch, Tachia Branch, Shalu Branch, and Chaochou Branch. Such systems have been installed at a total of 15 branches. As of the end of 2024, the cumulative power generation capacity was approximately 1.98 million kWh, and carbon emissions were reduced by 978.12 metric tons. The amount sold to Taipower in 2024 was NT\$2.08 million. Furthermore, Land Bank headquarters' Jianye Building and Huaining Building used 220,000 kWh of green electricity, while the Heping Building used 820,000 kWh of green electricity.

Internal Carbon Pricing

In 2024, Land Bank adopted an implicit pricing model and calculated an internal carbon price (Scope 1 and 2) of NT\$3,179 per metric ton. The Bank also plans to further incorporate internal carbon pricing (Scope 1 and 2) into energy-saving competitions and procurement decision-making for high-energy-consuming equipment in 2025.

Nankang Branch "Greenhouse Gas Voluntary Reduction Project"

Land Bank's "Nankang Branch Air Conditioning System Energy Efficiency Improvement and Offset Project" was reviewed and approved by the Ministry of Environment in 2024. In addition, registration applications have been completed for emission reduction plans at five other branches, with an estimated reduction of 1,780 metric tons of carbon emissions over 10 years.

Water Resource Management

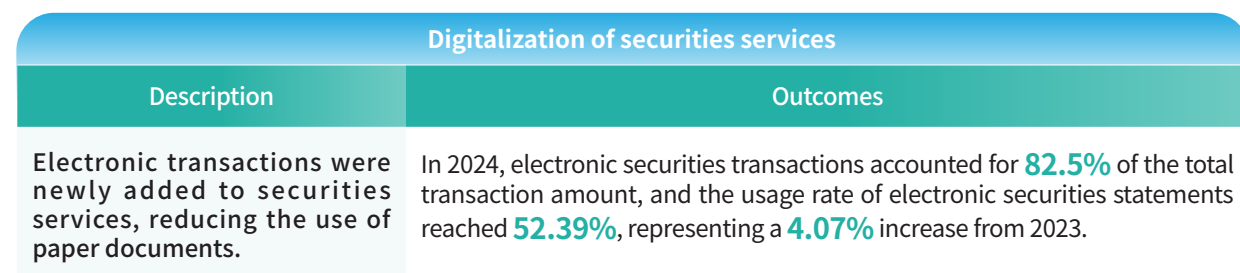
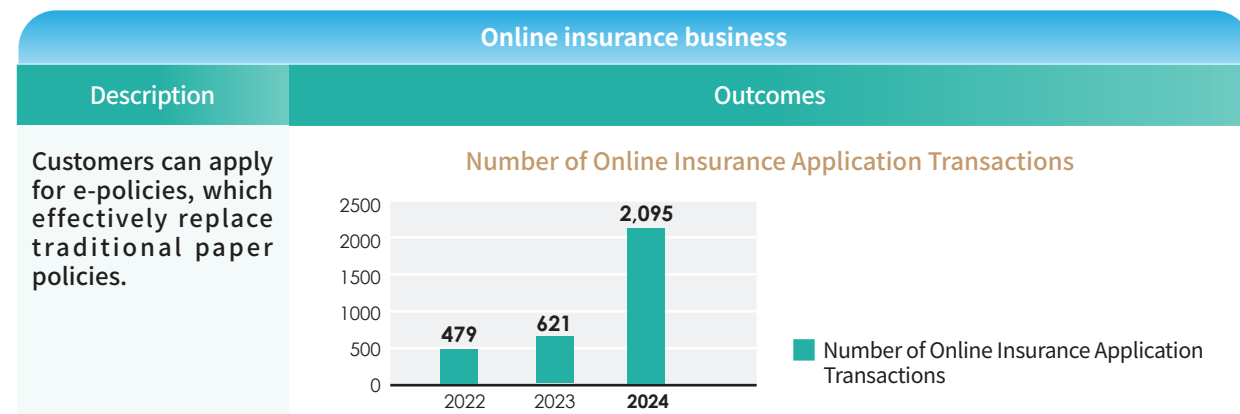
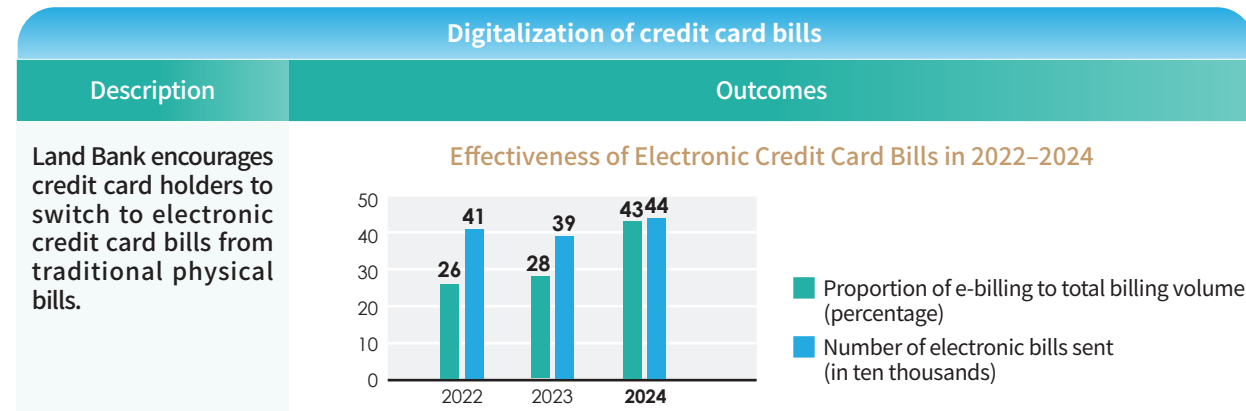
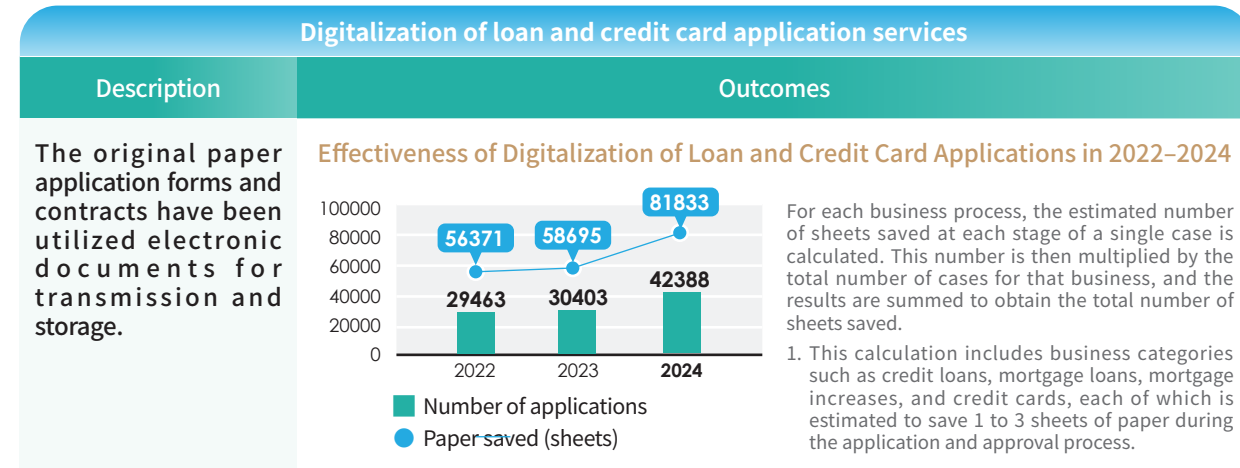
Item	Year			2024 compared with the previous year
	2022	2023	2024	
Annual water consumption (cubic meters)	190,104	186,371	181,525	-2.60%
Number of employees (people)	5,752	5,769	5,729	-
Water consumption per capita (cubic meters / people)	About 33.05	About 32.31	About 31.69	-1.92%

Waste Volume and Resource recycling volume

Item	2022	2023	2024	Year-over-year (2024)
Waste Volume	372,680	347,321	282,501	-18.66%
Resource recycling volume	162,036	149,680	160,601	+7.3%

Promotion of Paperless Processes

Effectiveness of Digitalized Services



Sustainable Supply Chain Management

Supplier Management

Land Bank's supply chain sustainability management strategy includes the implementation of procurement bidding and supplier management. Each year, the achievement rate of green projects designated by the Ministry of Finance is set as a specific target for sustainable supply chain management. In 2024, Land Bank had a total of 309 suppliers, with a 100% domestic procurement rate.

Green Procurement

In 2024, Land Bank prioritized the purchase of Category I eco-friendly-labeled products among the 48 designated green procurement projects, with a total procurement amount of NT\$15.33 million. The Bank achieved a 100% green procurement rate for these designated projects, surpassing the Ministry of Finance's target of 95%.

6 Employee Care



Key Achievements

Creating a friendly childcare environment in work places

- ▶ Land Bank has set up education and childcare service centers at its Tainan, Lotung, and Taichung branches, all of which have started operations and continue to provide services.

Paying attention to talent development

- ▶ Land Bank employees received an average of 64 training hours in 2024.

Implementation of the parental leave system

- ▶ The reinstatement rate of Land Bank employees on unpaid parental leave in 2024 was 100% for both male and female employees.

Provision of employee leave subsidies

- ▶ Leave subsidies were distributed to 5,008 employees in 2024, with a cumulative amount of approximately NT\$62.40 million.

Provision of psychological support for employees

- ▶ Continued to provide employee counseling services, and three lecture sessions on "Psychological Stress Adjustment for Fresh Graduates in the Workplace" were held in the pre-employment course for new employees.

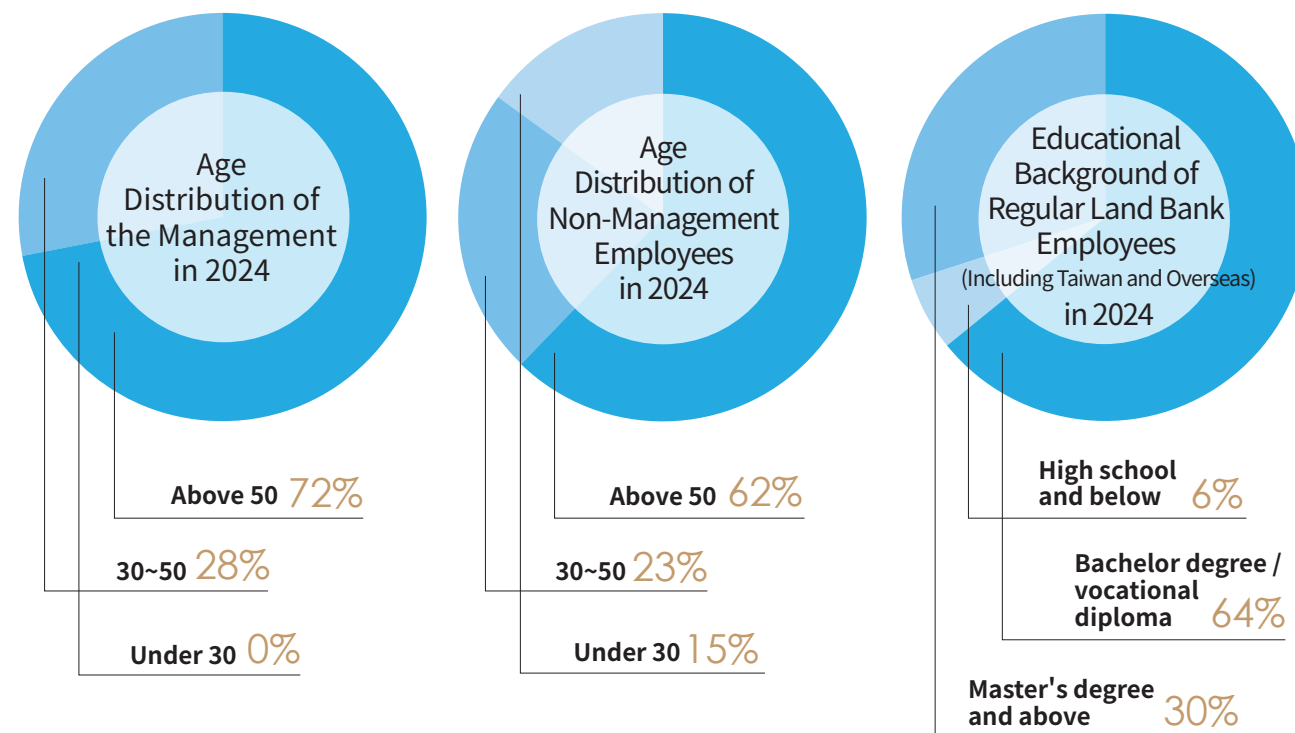
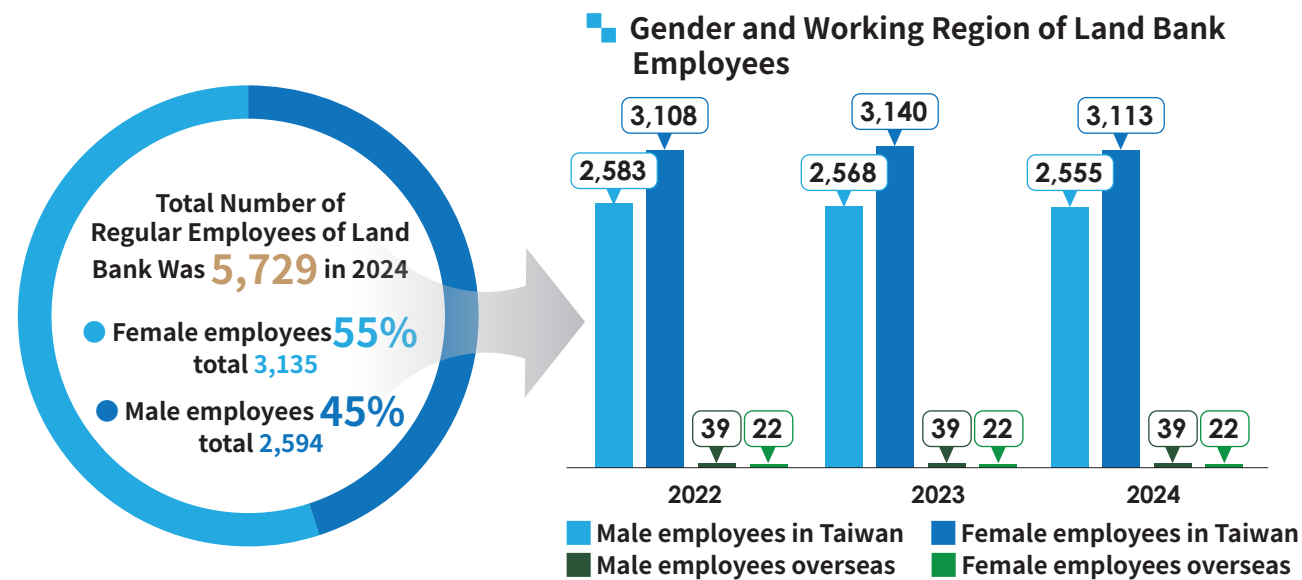
Healthy Workplace Certification

- ▶ Land Bank's headquarters obtained the Health Promotion Administration's Badge of Accredited Healthy Workplace.
- ▶ A total of 60 units, including the Department of Business and other branches have obtained the Badge of Accredited Healthy Workplace.



Human Resources

Employee Composition, Diversity, and Inclusiveness



Talent Recruitment and Retention

Status of Land Bank's Employment of Short-Term Staff in 2024

Short-term part-time student workers	Number of people 19	From the Youth Development Administration, Ministry of Education, and China Youth Corps
Short-term contract workers	Number of people 311	Recruitment based on the business needs of each branch

New and Resigned Employees in Taiwan in 2024

Gender	New employees				Resigned employees*			
	Male	Female	Male	Female	Male	Female	Male	Female
Age distribution	Number of people	New employee ratio*	Number of people	New employee ratio	Number of people	Employee turnover ratio*	Number of people	Employee turnover ratio
Under 29	49	0.86%	92	1.61%	13	0.23%	18	0.31%
30~49	23	0.40%	24	0.42%	10	0.17%	20	0.35%
Above 50	0	0.00%	0	0.00%	1	0.02%	4	0.07%
Total	72	1.26%	116	2.02%	24	0.42%	42	0.73%

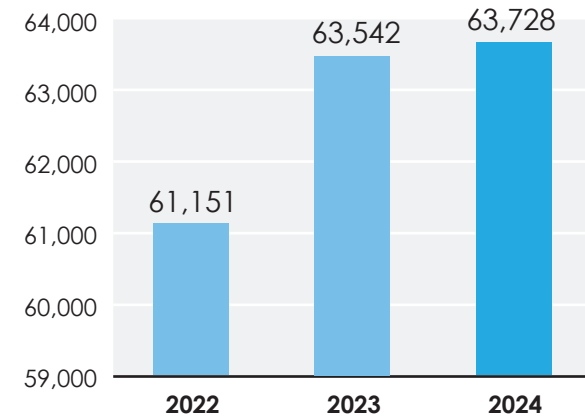
Employees' Salary Structure

Average Basic Salary of Male and Female Employees at Each Rank and Salary Ratio between Male and Female Employees (NT\$/month)

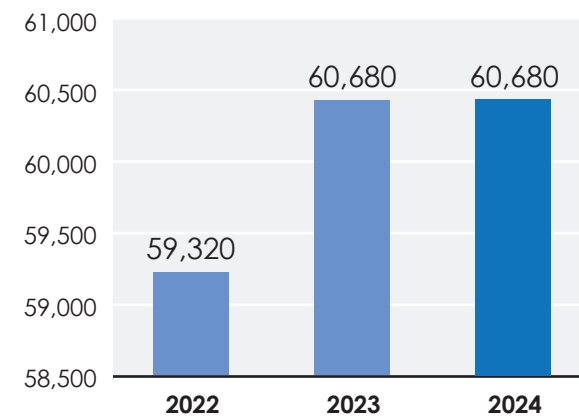
Year	2022			2023			2024		
	Female	Male	Salary ratio	Female	Male	Salary ratio	Female	Male	Salary ratio
Vice President and above	157,036	158,282	1:1.01	164,962	162,223	1:0.98	163,405	172,892	1:1.06
Assistant manager/manager level	131,348	124,137	1:0.95	136,983	128,753	1:0.94	139,913	132,312	1:0.95
Section manager level	93,358	94,353	1:1.01	96,911	99,130	1:1.02	99,187	101,905	1:1.03
Regular employees	60,672	61,750	1:1.02	62,723	64,590	1:1.03	62,746	64,991	1:1.04

Note: The salary ratios in this table are based on monthly salaries (female:male), and the salary of female employees is 1. "Non-managerial employee in the past three years" is defined as a full-time employee of Land Bank who has not held a position of section manager, deputy section manager, associate manager, or higher.

■ Average Salary of Full-Time Non-Managerial Employees of Land Bank in the Last Three Years (NT\$/month)



■ Median Salary of Full-Time Non-Managerial Employees of Land Bank in the Last Three Years (NT\$/month)

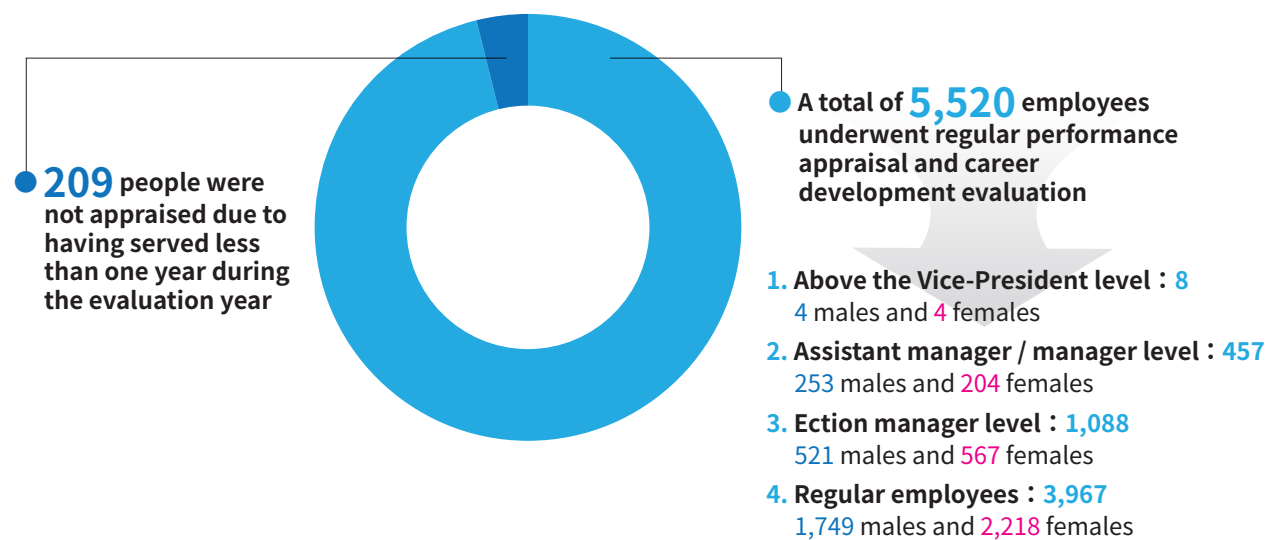


Employee Benefits Policies

Land Bank established a corporate union in accordance with the Labor Union Act and has signed a collective bargaining agreement. As of the end of 2024, the number of employees covered by the collective bargaining agreement was 5,577, accounting for approximately 97% of all employees.

Performance Evaluation

A total of 5,520 Land Bank employees were subject to regular performance appraisal in 2024, accounting for 96.35% of total employees.



■ Number of Non-Managerial Employees and Average Annual Spending on Employee Benefits (NT\$ thousand)

Year	Number of employees at the end of the year	Number of managerial employees	Number of non-managerial employees	Spending on employee benefits	Spending on managerial employee benefits	Average annual spending on employee benefits
2022	5,752	194	5,558	9,607,317	456,256	1,646
2023	5,769	194	5,575	10,012,398	475,495	1,711
2024	5,729	193	5,536	10,185,597	485,846	1,752

Promotion for Gender Equality and Maternity Protection in the Workplace

Land Bank promotes the maternal health protection plan and implements maternal health protection measures such as holding interviews with occupational physicians and performing risk classification management and work suitability assessments for female employees during pregnancy and within one year postpartum. In 2024, 61 female employees and 15 male employees applied for unpaid parental leave. The reinstatement rate for both male and female employees who took unpaid parental leave reached 100%.

■ Parental Leave Statistics in the Past Three Years

	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Employees eligible for parental leave during the year	186	244	183	258	149	205
Actual number of parental leave applicants during the year	17	62	15	61	15	61
Application rate	9%	25%	8%	24%	10%	30%
Number of employees on parental leave due to be reinstated in the current year	12	47	17	47	10	63
Number of employees reinstated in the current year	12	47	17	47	10	63
Reinstatement rate	100%	100%	100%	100%	100%	100%
Number of employees reinstated in the previous year	8	38	12	47	17	47
Number of employees who have completed one full year after reinstatement in the previous year	8	37	12	47	17	46
Retention rate	100%	97.40%	100%	100%	100%	97.87%

Note: Employees eligible for parental leave in 2022 and 2023 include: Employees eligible for parental leave during the year refers to the number of applicants for prenatal checkup leave, paternity leave, and maternity leave in the current year and the previous two years. Employees eligible for parental leave in 2024 include: According to the Gender Equality in Employment Act, employees who have worked for six months may apply for unpaid parental leave before each child reaches the age of three.

Results of Education and Training in 2024

	Item	2022			2023			2024		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
Vice President and above	Training hours	44	177	221	151.3	256.9	408.2	238.40	220.50	458.90
	Number of attendees	4	5	9	5	4	9	5	4	9
	Average training hours per person	11.00	35.40	24.56	30.26	64.23	45.36	47.68	55.13	50.99
Assistant manager/manager level	Training hours	15,820	13,997	29,817	18,965	16,303	35,267	21,130.90	16,997.10	38,128.00
	Number of attendees	240	219	459	238	219	457	265	213	478
	Average training hours per person	65.92	63.91	64.96	79.68	74.44	77.17	79.74	79.80	79.77
Section manager level	Training hours	35,418	33,835	69,253	38,458	41,155	79,614	37,705.10	43,659.90	81,365.00
	Number of attendees	554	562	1,116	524	550	1,074	510	562	1,072
	Average training hours per person	63.93	60.20	62.05	73.39	74.83	74.13	73.93	77.69	75.90
Regular employees	Training hours	72,165	93,163	165,328	91,923	123,765	215,689	104,755.40	142,930.50	247,685.90
	Number of attendees	1,845	2,323	4,168	1,840	2,389	4,229	1,814	2,356	4,170
	Average training hours per person	39.11	40.10	39.67	49.96	51.81	51.00	57.75	60.67	59.40
Total number of employees	Training hours	121,624	142,994	264,618	149,498	181,480	330,978	163,829.80	203,808.00	367,637.80
	Number of attendees	2,622	3,130	5,752	2,607	3,162	5,769	2,594	3,135	5,729
	Average training hours per person	46.39	45.68	46.00	57.34	57.39	57.37	63.16	65.01	64.17

Cultivating Sports Talents and Promoting Sports for All

Badminton Team Year of establishment 1976	Tennis Team Year of establishment 1997
Funds invested in 2024 NT\$50.515 million	Funds invested in 2024 NT\$4.818 million
Male team members 43 Female team members 28 Including reserve team members	Male team members 0 Female team members 8 Including reserve team members
Representative sports stars Wang Chi-Lin, Chiu Hsiang-Chieh, Lin Chun-Yi, Su Li- Yang, Lee Fang-Jen, Lee Fang-Chih	Representative sports stars Liang En-Shuo, Tsao Chia-Yi
Total number of team members 71	Total number of team members 8

Occupational Safety and Health Committee

Land Bank has set up an Occupational Safety and Health Committee which meets once every three months to review the effectiveness of occupational safety and health management, and to discuss, coordinate, and recommend safety and health-related issues.

Occupational safety and health training lectures	Participants
Employee safety and health training	5,580
Driver traffic safety awareness and pre-drive safety inspection training	115
Musculoskeletal injury prevention training for food service workers	25
Lecture on prevention and handling of unlawful infringement in the workplace	5,520
Occupational safety and health manager training	106
Fire prevention management training	70
Emergency medical technician (EMT) training	50

7 Social Participation



Key Achievements

Promotion of social inclusion

- ▶ Won the 17th TCSA - Social Inclusion Leader Award under the Sustainability Best Performance of Specific Category evaluation and the Gold Award in the Sustainability Reporting Category from TAISE.
- ▶ Participated in the Financial Services Charity Carnival to publicly disseminate financial knowledge, prevent financial fraud, and perform charity. The event attracted a total of 28,050 visitors.

Consecutive wins of sports awards

- ▶ Won the Sports Activist Award by the Sports Administration, MOE, for 16 years in a row.

Support for charity procurement

- ▶ Actively participated in the charity procurement campaigns for "Leopard Cat Conservation Friendly Rice" and "Children Are Us Meal Boxes," with a total procurement amount of approximately NT\$135,000.

Dedication to social donations

- ▶ In response to the earthquake that struck Hualien on April 3, a donation of NT\$200,000 was made for post-disaster reconstruction and livelihood needs.
- ▶ Donated NT\$200,000 to the Financial Services Industry Education Charity Fund established by the Taiwan Financial Services Roundtable (TFSR) to issue education scholarships and provide financial education courses.

Cultivation of tennis and badminton sports

- ▶ The funding for training outstanding tennis and badminton players amounted to about NT\$55.33 million in travel expenses, dietary expenses, and training equipment.
- ▶ Collaborated with 11 colleges and universities on badminton and tennis cooperative education; organized two "Badminton, Here I Come!" charity coaching sessions and the "Land Bank Invites Lin-Yang Fans for a Badminton Showdown" charity event and fair. We also held the "Youth Badminton Summer Camp" at Nantun Elementary School in Taichung City.

Sport Promotions

Land Bank has long provided financial support for national team training and the promotion of community sports initiatives. For 16 consecutive years since 2009, the Bank won the Ministry of Education's Sports Activist Awards under the categories of "Sponsorship Award Gold Class," "Long-term Sponsorship Award" and "Promotion Award Gold Class."



The 16th Sports Activist Awards Ceremony

Land Bank Has Been the "Cradle of National Players"

The Land Bank badminton team has repeatedly delivered outstanding performances in domestic and international competitions. In 2024, Land Bank badminton player Wang Chi-Lin teamed up with Li Yang (a non-Land Bank player) and won a gold medal in men's doubles at the Paris Olympics. Several other badminton players have also achieved outstanding results in top domestic and international competitions.

Land Bank Badminton and Tennis Cooperative Education



Badminton Cooperative Education-University of Taipei



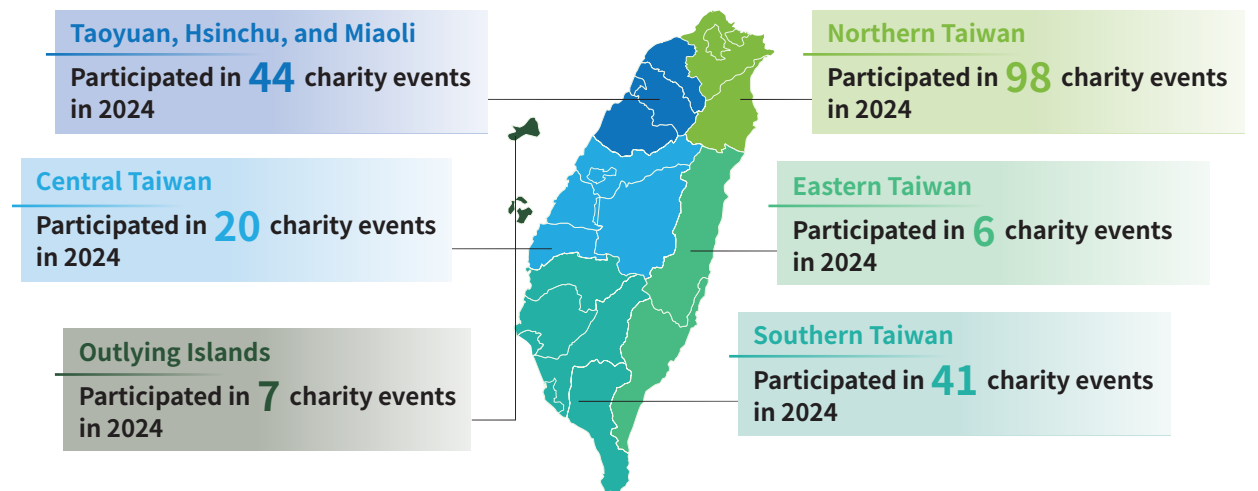
Badminton Cooperative Education-Bailing High School

Land Bank Sports Charity Promotion Activities

In 2024, Land Bank held two badminton charity coaching sessions, with more than 600 participants in total. Land Bank regularly organizes badminton summer camps, inviting current national badminton players from Land Bank to serve as instructors. In collaboration with the Taiwan Fund for Children and Families, the Bank provides opportunities for children from low-income, underprivileged families to participate in the summer camps. In 2024, a total of 250 people signed up to participate.

Community Building

Land Bank encourages its branches to care for the community and promote public welfare activities throughout Taiwan to fulfill its corporate social responsibility. It incorporates the results of the branches' public welfare activities into its evaluation and rating mechanism.



Charity Procurement

Children Are Us Meal Box		Friendly rice	
Seller		Seller	
Children Are Us Foundation		Rice farmers working in collaboration with the Leopard Cat Association of Taiwan	
Volume procured	Amount procured(NT\$)	Volume procured	Amount procured(NT\$)
700 charity meal boxes	105,000	200 bags	30,000



Land Bank of Taiwan

Head Office: No. 46, Guanqian Road,
Zhongzheng District, Taipei 10047

Tel: (02)2348-3456

Website: <https://www.landbank.com.tw>

