



Press release

CTBC wins seven honors at the 2019 Taiwan Corporate Sustainability Awards

Prizes recognize group's concrete ESG achievements

TAIPEI, Taiwan, Nov. 28, 2019—CTBC Financial Holding today announced it has received seven awards at the 2019 Taiwan Corporate Sustainability Awards hosted by the Taiwan Institute for Sustainable Energy. The prizes include a Top 50 Corporate Sustainability Report Award, Top 50 Sustainable Business Award, Growth through Innovation Award, and Creativity in Communication Award.

Rounding out its haul were three Social Inclusion Awards, presented to subsidiary Taiwan Life Insurance, the CTBC Charity Foundation, and the CTBC Foundation for Arts and Culture.

Presented to CTBC Public Relations and Public Welfare Division Head Sam Lin and Taiwan Life General Administration Division Head Joseph Chou at a ceremony attended by Taiwan Vice President Chien-Jen Chen, the awards came as justly deserved recognition of the company's dedication to greater sustainability—and its success in achieving it.

Through its five-pronged approach of corporate governance, environmental sustainability, employee care, quality products and services, and social engagement, CTBC has elevated its CSR practices and policies to a higher level.

Receiving the Corporate Sustainability Report gong was a particular highlight for the company. Earned largely through the integration of U.N. Global Sustainable Development Goals into its CSR Report, the award made CTBC the only financial institution to be an honoree in this category for nine consecutive years.

The company's largest subsidiary, CTBC Bank, earned the Growth through Innovation Award on the back of its launch of Home Bank, its completely redesigned retail banking app. The bank has also been working to integrate digital technology with AI in order to improve the user experience, such as by expanding the services of "Little C," an AI-powered customer service portal. These efforts also helped CTBC collect the Creativity in Communication Award.

Meanwhile, CTBC's grassroots public welfare work across the five areas of charity, anti-drug education, sports, education, and arts and literacy earned it three Social Inclusion Awards. The recognized efforts include a program that, in the face of Taiwan's rapidly aging population, cares for older adults by providing for their health care and long-term needs while also eliminating discrimination against them.

In addition, the CTBC Charity Foundation's CTBC Poverty Alleviation Program provides microfinancing to entrepreneurs from disadvantaged families, empowering them to become self-reliant and financially stable. Also offering a helping hand to marginalized groups is the CTBC Foundation for Arts and Culture, whose Love & Arts for Dreams Initiatives invite arts and crafts tutors to offer classes to



children in rural areas, broadening their horizons and dreams.

As part of its proactive efforts toward financial sustainability, CTBC Bank announced in January that it had become an Equator Principles signatory. It has also voluntarily introduced the U.N.'s Principles for Responsible Banking, Principles for Responsible Investment, and Principles for Sustainable Insurance and is following the recommendations of the Task Force on Climate-related Financial Disclosures. These industry-leading ESG practices have seen CTBC recognized internationally, including by being continually selected as a constituent of Morgan Stanley Capital International's ESG Leaders Indexes, FTSE4Good's Emerging Index, and the Dow Jones Sustainability Indices' Emerging Markets Index.



CTBC Holding's success at this year's Global Corporate Sustainability Awards came as justly deserved recognition of the company's concrete efforts to achieve greater sustainability.

Media inquiries



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About CTBC Holding

CTBC Holding (TPE: 2891) was established in 2002, having grown out of CTBC Bank, which has been helping build customers' personal wealth and Taiwan's economy since 1966. Headquartered in Taipei, its subsidiaries specialize in diverse services including banking, securities, insurance, venture capital and asset management.

With a global team of over 27,000 people, CTBC Holding operates 268 locations in 14 markets, including the U.S., Canada, Japan, China, Hong Kong, Singapore, India, Indonesia, Malaysia, Vietnam, Thailand, Myanmar, the Philippines and Australia. It is also a Taiwan industry leader in corporate and environmental sustainability, consistently being an early adopter of emerging international standards and best practices.