

Shin Shin Natural Gas Co., Ltd.

2024 Sustainability Report



Table of Contents

About the Report	3
Message from Management	5
Sustainability Highlights	7
I. Flourishing and Growing.....	8
1.1 About Shin Shin Natural Gas	8
1.2 Stakeholder Engagement.....	12
1.3 Material Topic Analysis and Identification	15
II. Corporate governance.....	19
2.1 Material Topic Management Approach	19
2.2 Governance structure	21
2.3 Operational Performance.....	45
2.4 Compliance with Laws and Regulations	47
III. Gas Management	49
3.1 Material Topic Management Approach	49
3.2 Products and Services.....	52
3.3 Supply Chain Management.....	62
IV. Environmental Sustainability	64
4.1 Major Topic Management Approach.....	64
4.2 Climate Change Management.....	66
4.4 Energy Conservation and Carbon Reduction	77
4.5 Water Management.....	80
4.6 Waste Management.....	81
V. Social Responsibility.....	82
5.1 Material Topic Management Approach	82
5.2 Talent Recruitment and Training	85
5.3 Employee Benefits and Security	95
5.4 Health and Safety	101
5.5 Social Contributions	115
Appendix.....	119
Appendix 1: GRI Sustainability Reporting Standards (GRI Standards) Correspondence Table	119
Appendix 2: SASB Standards Cross-Reference Table– Gas Utilities & Distributors	124
Appendix 3: TWSE Sustainability Disclosure Indicators – Oil, Electricity and Gas Industry	127
Appendix 4: Climate-related Disclosures by Listed Companies	129

About the Report

In pursuit of sustainable corporate management and increased information transparency, Shin Shin Natural Gas Co., Ltd. (ticker: 9918) publishes its first sustainability report (“Shin Shin,” “the Company,” or “we”) in 2024, under the “Operational Directions for Listed (and Over-the-Counter) Companies to Prepare and Submit Sustainability Reports.” The Company will publish a sustainability report yearly hereafter. This is the first sustainability report of Shin Shin Natural Gas Co., Ltd. Through the publication of the Report, we reveal our sustainability performance and initiatives across three key areas – environmental, social, and governance – showing our commitment to corporate sustainable development and social responsibility. We invite stakeholders to join us in advancing sustainable operations.

Scope of the Report

The Company publishes its annual financial statements and annual report yearly. The disclosure period for the Report covers the year 2024 (January 1 to December 31), and the scope of data and publication frequency remain consistent with past reporting periods. The contents of the Report cover specific practices and performance data across economic, governance, social, and environmental dimensions. To ensure the completeness of project and activity performance, some content covers periods before January 1, 2024, and after December 31, 2024. The Report covers information for Shin Shin Natural Gas Co., Ltd. and its subsidiary, Evfa International Co., Ltd. Therefore, some data will be combined and noted at the end of the article.

As the Company prepared its first sustainability report in 2024, no restatement of information was required. However, the Report has not yet undergone external assurance, and we plan to arrange for assurance under government regulations. To ensure the accuracy of all content and data, the Company has established a sustainability task force comprised of the President, Vice President, and other senior management. The Sustainability Task Force is responsible for developing strategies and goals for the Company’s corporate social responsibility and sustainability initiatives, preparing the sustainability report, regularly reviewing performance against targets, and tracking progress toward goal achievement. Additionally, the Task Force leads cross-functional teams to address corporate ethics issues and implements process improvements.

Items	Company Information
Scope of the Report	Shin Shin Natural Gas Co., Ltd.
	EVFA INTERNATIONAL CO., LTD.

Reporting Framework

The structure of the Report references the GRI Standards published by the Global Reporting Initiative (GRI) in 2021 as its foundation. Beyond adherence to GRI Standards reporting principles, information disclosure also aligns with the “Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies,” the SASB Standards issued by the Sustainability Accounting Standards Board (SASB), and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board. A content index is in the Appendix.

The information and statistical data disclosed in the Report result from self-compiled statistics and surveys from various departments within the Company, with accuracy and compliance with the Report’s purpose confirmed by respective unit heads. Financial data sources come from the annual combined financial reports audited by certified public accountants (BDO Taiwan) and are presented in New Taiwan dollars (NT\$). Environmental, safety, and health performance are presented using internationally recognized indicators. Certain data are sourced from publicly available information on government agency websites and are expressed using common numerical descriptions. Any estimations will be noted in the corresponding sections. The Report was compiled and edited by the Sustainability Reporting Team. Following review of its accuracy by the President and Chairman, the final version was approved by the Board of Directors for publication.

The Company does not have a dedicated sustainability department, but it has established a sustainability committee to oversee and maintain the Company's sustainability initiatives and ensure their implementation in daily operations.

Issue Date

This is the first sustainability report published by Shin Shin Natural Gas Co., Ltd. The Company will issue a sustainability report yearly.

- Current issue: Published August 2025.
- Next issue: August 2026.

Contact Information

If you have any questions, or suggestions regarding the Report, please contact us.

- Contact: Shin Shin Natural Gas Co., Ltd. / Management Department
- Address: No. 100, Section 1, Yonghe Road, Yonghe District, New Taipei City
- Telephone: 02-29217811
- E-mail: ssngas11@ms67.hinet.net

Message from Management

The Company is a privately owned public utility providing economic, convenient, safe, and clean energy through natural gas pipeline distribution. Our service area covers Yonghe, Zhonghe, Xindian, and Shenkeng districts in New Taipei City, and Wenshan District in Taipei City.

We commemorate the founder, Mr. Gen-Chu Chen (alias Ching-Hsiu), whose philosophy of “safety first, service excellence, and sustainable operations” laid a solid foundation for the Company. This was achieved through the exceptional leadership of the Board of Directors, the dedication of the Management Department and employees, and the unwavering support of our shareholders. The Company will continue to build a sustainable future grounded in the founder’s vision and mission, focusing on sustainability to achieve mutually beneficial outcomes for environmental protection, social responsibility, and corporate governance.



Environmental protection: The Company addresses the challenges posed by environmental issues such as climate change as global warming is affecting our ecological environment. The Company continuously monitors green initiatives for net-zero carbon reduction, actively complies with green procurement policies, and is dedicated to promoting paperless electronic billing, managing energy consumption, water resources, and waste disposal, all in pursuit of human well-being and ecological preservation. The Company is dedicated to integrating sustainability into every facet of its operations, pursuing concrete energy conservation and carbon reduction initiatives through innovation and transformation, and embedding sustainability values within its corporate culture.

Social responsibility: The Company is committed to social responsibility and employee well-being. We annually provide comprehensive professional training, a range of employee benefits, and subsidies for employee development initiatives, alongside health checkup programs. At Shin Shin, we foster diverse employee communication channels to uphold employee human rights, welfare, and a positive working environment. Guided by the principle of “giving back to the community,” we dedicate ourselves to disaster relief, public welfare activities, and educational support. Instances of unscrupulous businesses using deceptive practices – such as falsely claiming to conduct safety inspections as a marketing tactic – to improperly sell gas appliances have been frequently reported. The Company proactively implements fraud prevention and public awareness campaigns to protect customers from financial losses and actively encourages the adoption of microcomputer gas meters to enhance user safety, contributing to a harmonious and secure society.

Corporate governance: Regarding information disclosure and corporate governance enhancement, the Company operates on a foundation of ethical management. We uphold the principles of transparency and openness, continuously strengthening Board effectiveness through a diverse Board composition, ongoing professional development for directors, and enhanced internal controls to ensure the ongoing optimization and effective implementation of our governance mechanisms. In addition, to enhance risk control and management, the Board of Directors authorized the Audit Committee in 2024 to oversee risk management, ensuring the Company’s stable operations and long-term development.



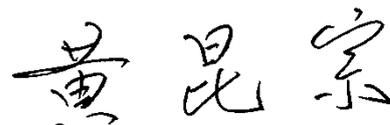
In the past year, the Company exceeded its annual operating targets and completed information tracking and management of the supply systems for key facilities, including gas storage tanks and pressure stations. We also introduced advanced testing instruments and disaster prevention equipment to enhance safety. We established a computerized personnel and equipment information management system, gradually replacing traditional manual processes. This automated system audits the status of the gas supply network across our entire service area, proactively mitigating potential risks and achieving our gas supply safety management objectives. Regarding user service, the Company simplifies the procedure of user application by telephone and internet, and provides gas meter self-report by telephone / internet and bill payment service by post office, banks and various financial institutions. The “eFCS” platform and “BeePay” mobile payment options were provided, providing multiple payment channels. In addition, we continue to implement concrete energy conservation and carbon reduction initiatives, including replacing air conditioning units with energy-efficient models, upgrading to LED lighting throughout our facilities, and installing water-saving faucets. These actions show our commitment to reducing carbon emissions and improving energy management efficiency.

Looking ahead to 2025, we will continue to focus on enhancing operational performance, supporting government policies to promote the adoption of microcomputer gas meters, accelerate the replacement of aging pipelines, and strengthen regular safety inspections of pipeline infrastructure. In addition, we actively respond to global sustainable development initiatives and net-zero targets, aiming to integrate the efforts of our employees, customer trust, supply chain collaboration, and shareholder support with our core values of “sharing, cooperation, and inclusion.” Grounded in social sustainability, we have adopted ISO 14001 environmental management standard to further enhance corporate value while pursuing economic growth, ultimately achieving our long-term goals of “safety first, service excellence, and sustainable operations.”

Chairman



President



Sustainability Highlights

E – Environmental Aspect
In 2024, Shin Shin Natural Gas did not emit ozone-depleting substances (e.g. chlorofluorocarbons (CFCs), hydrochlorofluorocarbons (HCFCs)).
In 2024, electricity consumption went down by 2.1% compared to 2023, resulting in total energy savings of 13,217kWh and a reduction of 6,529 metric tons of CO ₂ e emissions.
In 2024, water resource savings went up by 0.16 million liters compared to 2023.
S – Social Aspect
In 2024, no human rights violations occurred.
In 2024, Shin Shin Natural Gas contributed over NT\$2.86 million to social welfare initiatives.
In 2024, Shin Shin Natural Gas provided 1,830 training participants with 3,454.5 training hours.
In 2024, Shin Shin Natural Gas invested NT\$563,625 in employee education and training.
G – Corporate Governance Aspect
In 2024, no customer data was missing and no privacy breaches occurred.
In 2024, there were no instances of violations related to ethical management, anti-competitive practices, or anti-trust and monopoly regulations.
In 2024, we received NT\$62,400 in government subsidies.
In 2024, Shin Shin Natural Gas conducted one information security training session for all employees, with 190 participants and three training hours. 12 information security briefings were held for management, and daily personal data and information security awareness reminders were delivered twice a day.
In 2024, we conducted one social engineering exercise and provided refresher training to 26 employees who clicked on links.

I. Flourishing and Growing

1.1 About Shin Shin Natural Gas

Shin Shin Natural Gas was established on May 25, 1971, with a capital of NT\$60 million, as a public utility supplying natural gas (a safe, hygienic, convenient, economical and environmentally friendly energy source) to residential, commercial, and service sector customers via pipeline. Having operated for over five decades, the Company has consistently upheld a business philosophy of “safety first, service excellence, labor–management harmony, and community contribution.” Throughout its history, the Company has continuously expanded and upgraded its facilities, enhanced its technical capabilities, and strengthened customer service, resulting in consistently strong performance.

The Company (current address: No. 100, Section 1, Yonghe Road, Yonghe District, New Taipei City) operates in five areas: Wenshan District in Taipei City, and Zhonghe, Yonghe, Xindian, and Shenkeng Districts in New Taipei City. In addition, to pursue diversification, the Company established Evfa International Co., Ltd. on October 12, 1995, to engage in natural gas-related businesses and create new operational opportunities.

The Company’s performance has earned strong recognition from investors. Its stock was successfully listed on the stock exchange on April 26, 1994, marking its transition to a publicly held company.

Company Profile	
Company Name	Shin Shin Natural Gas Co., Ltd.
Date of establishment	1971-05-25
Market Segment	Listed
Ticker	9918
Industry	Oil, electricity, and gas sector
Principal Business Operations	Supplying combustible natural gas via pipeline for non-industrial fuel applications.
Chairman	Ho-Chia Chen
President	Kun-chung Huang
Number of Employees	161 persons
Address of Headquarters	No. 100, Section 1, Yonghe Road, Yonghe District, New Taipei City
Paid-in capital	NT\$1,805,374,530
Subsidiary	EVFA INTERNATIONAL CO., LTD.
Number of Subsidiary Employees	35 persons

The following is the Company’s shareholder structure. Given the diverse range of investors, we have aggregated data from the top 10 shareholders for calculation purposes. The Company holds a 100% stake in its subsidiary, Evfa International. Please refer to the table below for details.

Shareholder Structure of Shin Shin Natural Gas		
Up to: 2025-04-27		
Shareholders	Number of shares held	Shareholding percentage (%)
Government Agencies	46,563,922	25.79
Financial Institutions	21,000	0.01
Other Juridical Persons	69,062,531	38.25
Domestic Natural Persons	60,210,054	33.36
Foreign Institutions and Natural Persons	4,679,946	2.59

The Company’s primary business involves supplying natural gas to customers via pipeline and providing design and construction services for natural gas pipeline infrastructure and emergency shut-off safety systems. Our service area includes Wenshan District in Taipei City, and Zhonghe, Yonghe, Xindian, and Shenkeng Districts in New Taipei City, with a customer base primarily including residential, commercial, and service sector users. The Company also sells a range of natural gas safety equipment – including business and system-type devices – to enhance gas safety management.

In addition, to align with government policies and enhance gas supply safety for end users, the Company actively promotes and installs “microcomputer gas meters.” Microcomputer gas meters are a focus of the Company’s promotional efforts and service offerings. Their main functions include advanced safety mechanisms such as real-time detection of unusual gas usage and automatic shut-off during earthquakes. The Company annually tracks the number of microcomputer gas meters installed as a key performance indicator for enhancing gas safety and advancing smart management practices. For details of relevant products and services, please refer to the table below. The data listed for microcomputer gas meters represents the number of units installed during the year, reflecting a key area of policy promotion and service delivery. Please refer to the table for further details.

Overview of Shin Shin Natural Gas Products	
	
<p>All-weather, high-performance automatic natural gas shut-off safety management system</p> <ul style="list-style-type: none"> ● Gas leak detection – Rapid identification and automatic natural gas shut-off. ● Earthquakes – Natural gas supply is immediately shut off when an earthquake of magnitude 5 or greater is detected. ● Centralized tracking – tracking of natural gas usage within buildings. ● Uninterrupted power supply – a UPS is installed in the control box. 	
	
<p>All-weather, high-performance automatic natural gas shut-off safety management system</p> <ul style="list-style-type: none"> ● Gas leak detection – Rapid identification and automatic natural gas shut-off. ● Earthquake – Natural gas supply is automatically shut off when an earthquake of magnitude 5 or greater is detected. ● Centralized tracking – tracking of natural gas usage within buildings. ● Uninterrupted power during outages – a UPS is installed in the control box. 	<p>Ensure a safe home with a microcomputer gas meter – a top choice for home use</p> <ul style="list-style-type: none"> ● When there is a sudden surge in gas flow, the gas supply is immediately shut off. ● When the usage exceeds the preset time limit, the gas supply to the stove is automatically shut off. ● When an earthquake of magnitude 5 or higher is detected, the gas supply is immediately shut off. ● When the supply pressure is low, the gas supply is immediately shut off.

- Installing carbon monoxide detectors can automatically detect leaks and prevent carbon monoxide poisoning from elevated concentrations.

The Company's business development depends on close collaboration with valued partners, including specialist contractors for natural gas pipeline installation and the construction of emergency shut-off safety systems. Through joint efforts and cooperation, we have built a comprehensive and efficient business ecosystem. We will continue to strengthen our partnerships, collaborate on industrial upgrading, and generate broader positive societal impact.

To ensure user safety and gas quality, the Company sources its natural gas exclusively from CPC Corporation, Taiwan. Natural gas has multiple features including high efficiency, cleanliness, low carbon emissions, and complete combustion. Natural gas is not only more environmentally friendly and economically viable but also contributes to improved environmental quality. Widely recognized as the most environmentally sustainable fossil fuel available, natural gas effectively supports the achievement of energy transition and sustainable development goals.

As of 2024, the Company served 372,707 household users, with total natural gas sales reaching 87,264,841 m³ for the year. We also served 2,336 business users, with a total usage of 21,888,783 m³. We supplied gas to 375,043 customers with a total gas supply of 109,153,624 m³ for the year. The Company will continue to deliver safe, reliable, and high-quality energy services, responding to the expectations of our customers and the broader community.

Products / Services				
Products / Services	Sales / Service Areas	Customer Type	Sales / Installation Volume	Unit
Natural gas	Wenshan District, Taipei City; Zhonghe, Yonghe, Xindian, and Shenkeng Districts, New Taipei City.	Household users and business & service sector users	10,915	10,000 m ³
Commercial / System Natural Gas ESV Safety Equipment	Wenshan District, Taipei City; Zhonghe, Yonghe, Xindian, and Shenkeng Districts, New Taipei City.	Household users and business & service sector users	47	Package
Microcomputer gas meter (promotion of installation)	Wenshan District, Taipei City; Zhonghe, Yonghe, Xindian, and Shenkeng Districts, New Taipei City.	Household users and business & service sector users	25,124	Unit

The natural gas supply chain consists of three key segments: upstream, midstream, and downstream. The Company is positioned in the midstream of the supply chain, serving as a critical link between energy sources and end users. Upstream is natural gas import and supply upstream, which is managed by CPC Corporation, while the Company purchases natural gas from CPC and delivers it stably to downstream household, business, and service sector customers via a comprehensive gas pipeline network.

The Company strives to ensure a seamless supply chain and operational safety to meet the evolving needs of household and industrial consumers, and to continuously support regional economic development and social sustainability. Please refer to the diagram below for our supply chain structure.



The Company's Supply Chain Diagram for Upstream, Midstream, and Downstream		
CPC Corporation, Taiwan	Shin Shin Natural Gas Co. LTD.	Household users Business and service sector users

List of Industry Associations and Organizations	
Industrial Associations, Other Member Associations, and National or International Advocacy Groups	Membership (Position)
New Taipei City Chamber of Commerce	Member
Chinese Petroleum Institute	Member
Industrial Safety and Health Association of the R.O.C. (Taiwan)	Member
Taiwan Area Gas Pipe Technic Industry Association	Member
Gas Association of the Republic of China	Honorary Chairman
Gas Association of the Republic of China	Executive Director
Gas Association of the Republic of China	Director

1.2 Stakeholder Engagement

The Company's stakeholders may include: shareholders and other investors, financial institutions, government (regulatory bodies), employees and other workers, consumers/customers, business partners (dealers, distributors, product supply chain), suppliers/contractors, local communities (community residents), non-governmental organizations/civil society organizations, trade unions, social welfare organizations, industry associations, and vulnerable groups, etc. To identify stakeholders with a material impact on the Company's operations in 2024, we primarily employed the five principles of dependency, responsibility, influence, diversity of perspective, and concern tension as outlined in the AA1000 Stakeholder Engagement Standards (AA1000 SES). We also follow the principles of the GRI Standards to ensure a comprehensive and objective stakeholder identification process.

The identification process was delegated to external experts following GRI guidelines to assess the Company's actual and potential negative impacts on stakeholders, as well as its actual and potential positive contributions. This assessment also considered the results of the AA1000 SES evaluation and feedback from senior management. Stakeholders achieving a total score of 10 or higher were identified as the Company's key stakeholders for 2024. After discussions with external experts and consideration of the AA1000 SES materiality assessment, the Company has identified **seven** stakeholder groups: suppliers/contractors, government (regulatory bodies), employees and other workers, local communities (community residents), consumers/customers, shareholders and other investors, and trade unions.

Stakeholder Engagement Channels

Stakeholder Communication Channels and Effectiveness				
Stakeholders	Significance of Stakeholders to the Company	Communication Channels	Frequency	Communication Effectiveness
Government (regulatory bodies)	The Company operates under the supervision of the relevant regulatory bodies and complies with all applicable laws and regulations for listed companies. The Company carries out various operational and maintenance activities, while local governments oversee policy implementation and ensure normal business operations. This oversight directly impacts the legality and social responsibility of the Company's operations, provides policy support, and contributes to effective corporate governance.	● Policy discussions and forums	● From time to time	<ul style="list-style-type: none"> ● Joined the LINE groups established by the Taipei City Government's Department of Economic Development and the New Taipei City Government's Department of Economic Development to promptly report on the construction of the management network, as well as damage to and repairs of the pipeline infrastructure. ● Took part in the Natural Gas Industry Management Information System established by the Department of Economic Development, Taipei City Government to address and resolve user complaints and concerns. ● Participated in seminars or online courses organized by regulatory bodies on an unscheduled basis, with four sessions in 2024. ● In 2024, in response to amendments to laws and regulations, the Company revised its internal controls and related operating procedures, which were implemented following approval by the relevant authority. ● 3 annual audits were conducted in 2024. ● 12 regular work meetings were held in 2024. ● 2 project report meetings were held in 2024. ● About 10 to 30 pieces of official correspondence per month were exchanged in 2024
		● Email/Line groups	● Real time	
		● Phone	● Real time	
		● Annual review by regulatory bodies	● Periodically	
		● Official correspondence	● Real time	
		● Regular work meetings	● Periodically	
		● Project report meeting	● As needed	

Shareholders / Investors	Shareholders holding shares in the Company must safeguard shareholder rights and provide channels for investor communication.	●AGM	●Every year	<ul style="list-style-type: none"> ● An AGM was held on June 21, 2024. ● 2 earnings calls were held in 2024. ● Quarterly financial information was disclosed 4 times and monthly revenue was announced 12 times as required by the regulations in 2024. ● A total of 54 material disclosures in both Chinese and English were released within the prescribed timelines in 2024.
		●Earnings calls	●Twice a year	
		●Preparation of financial statements and monthly revenue releases	●Regularly (quarterly, monthly)	
		●Announcements and publication of material information on the Market Observation Post System (MOPS)	●From time to time	
		●Establish a spokesperson email address on the company website and create an investor relations section	●From time to time	
Consumer / customer	Consumer trust in the Company's products and services is fundamental to our sustainability efforts. We are committed to safety first, information transparency, and customer satisfaction. We continuously improve the quality of our products and services to meet customer needs and ensure user rights, safety, and convenience.	●Telephone customer service/SMS/Email	●Real time	<ul style="list-style-type: none"> ● 24-hour leak detection and repair hotline, website feedback form, and dedicated support team for prompt responses. ● Regular user pipeline inspections were conducted 152,280 times in 2024. ● Strengthened gas supply safety management: By continuously promoting the adoption of microcomputer gas meters, we held five community outreach events by the end of 2024 to improve consumer engagement and enhance user safety awareness. The overall installation rate has reached 65.44%, significantly improving user safety. ● The Company conducts monthly random telephone surveys to assess customer service satisfaction and gather timely feedback and suggestions for service improvement. The Company actively utilizes the user service mailbox and Google Reviews platform on its official website to continuously enhance engagement with users. Through diverse communication channels, we actively collect feedback, promptly address stakeholder concerns, and effectively ensure consistent improvement in service satisfaction. This feedback is important for enhancing user experience and optimizing service processes.
		●Establish physical communication channels, including service counters, community outreach programs, and local community forums.	●As needed	
		●Customer service satisfaction survey	●Periodically	
Employees and other workers	Employees are central to the Company's sustainability efforts, and their knowledge and dedication are directly linked to operational performance and	●Labor-management meeting	●Quarterly	<ul style="list-style-type: none"> ● 4 labor-management meetings were held in 2024. ● 3 Employee Welfare Committee meetings were held in 2024. ● 4 Occupational Safety and Health Committee meetings were held in 2024. ● Employee complaint contact: Chief Auditor; email: service@shinshingas.com.tw; No
		●Employee Welfare Committee	●At least three times per year	
		●Occupational Safety and Health Committee meeting	●Quarterly	

	service quality. Maintaining employee rights and fostering a positive work environment are key to enhancing corporate competitiveness.	<ul style="list-style-type: none"> ●Complaint hotline ●Sexual Harassment Prevention Investigation Task Force 	<ul style="list-style-type: none"> ●Real time ●Real time 	complaints or sexual harassment incidents were reported in 2024.
Suppliers/ Contractors	Our extensive product and service chain depends on the reliable support of many suppliers. The products and services provided by suppliers and contractors are fundamental to the Company's operational quality. Ensuring supply chain stability and service quality is critical for maintaining the Company's competitiveness and sustainable development.	<ul style="list-style-type: none"> ●E-mail ●Contractor meetings ●Quality control inspection of pipeline construction ●Hazard communication meeting ●Education and training for suppliers and subcontractors ●Supplier briefing ●Technical conference ●Professional training for meter readers ●Inventory meeting 	<ul style="list-style-type: none"> ●Real time ●Every six months ●Before project execution ●Before project execution ●Periodically ●Periodically ●Periodically ●Twice a year ●Twice a year 	<ul style="list-style-type: none"> ● Two contractor meetings were held in 2024. ● Before each construction project, we conduct quality control inspections of pipeline engineering as required. About 7,665 inspections were carried out in 2024. ● 72 hazard communication meetings were held in 2024. ● 3 project workshops were organized in 2024. ● 3 supplier/contractor education and training sessions were held in 2024. ● 2 professional training sessions for meter readers were held in 2024. ● 2 material inventories were performed in 2024. ● 2 technical conferences in 2024.
Local communities (community residents)	Community residents are directly affected by the Company's local operations and environmental impacts, and maintaining positive community relations is important for the Company's long-term success.	<ul style="list-style-type: none"> ●Opinion exchange platform ●Resident and community meetings 	<ul style="list-style-type: none"> ●Real time ●As needed 	<ul style="list-style-type: none"> ● Secure community support through timely participation in community events and social initiatives, fostering positive relationships with stakeholders. ● Took part in one community meeting in 2024.
Trade unions	Trade unions safeguard employee rights and enhance internal communication and collaboration, enabling employers to understand employee needs and perspectives and better address their legitimate concerns.	<ul style="list-style-type: none"> ●Face-to-face/telephone ●Members' meeting ●Social events 	<ul style="list-style-type: none"> ●Real time ●Every year ●Every year 	<ul style="list-style-type: none"> ● One members' meeting was held in 2024. ● To foster positive labor-management relations, the Company holds annual domestic social events to strengthen employee loyalty and encourage participation in outdoor activities with family members, thus enhancing interpersonal connections.

1.3 Material Topic Analysis and Identification

The Company’s choice of material topics references the GRI Standards and SASB (Sustainability Accounting Standards Board) standards published by the Global Sustainability Reporting Initiative. To ensure the information disclosed in the sustainability report meets stakeholder needs, the Company scores topics based on a four-step process: “understanding organizational context,” “identifying actual and potential impacts of sustainability issues,” “assessing impact significance,” and “sustainability issue disclosure reporting.” This process determined the Company’s material sustainability topics for 2024.

The evaluation process has four stages:

STEP 1 Understanding organizational context	The sustainability issues relevant to Shin Shin Natural Gas are based on frameworks such as the GRI Standards and SASB Standards, encompassing a total of 32 sustainability topics.
STEP 2 Identifying actual and potential impacts of sustainability issues	External experts, company representatives, and departmental heads assess the Company’s actual and potential negative impacts and positive contributions related to sustainability issues. These assessments – covering actual negative impacts, potential negative impacts, actual positive contributions, and potential positive contributions – are then scored and aggregated across economic, environmental, and social (people and human rights) dimensions. Those scoring above 30 points are identified as the Company’s material issues.
STEP 3 Assessing impact significance	After aggregating scores from external experts, Company representatives, and department heads, a comprehensive assessment was made to identify seven material sustainability issues with significant impact on the Company.
STEP 4 Sustainability issue disclosure reporting	Finally, the seven material sustainability issues were combined into five material topic management areas, and communicated to stakeholders through the sustainability report.

Material Topic Identification Results

The Company ultimately identified the material topics directly related to its operations: “Economic performance,” “emissions (GHG emissions),” “natural gas supply safety,” “labor/management relations,” and “occupational safety and health (worker health and safety).”

Material Topic Identification Results					
Material Topics					
1. Economic Performance	2. Emissions (GHG Emissions)	3. Natural Gas Supply Security	4. Labor/Employment Relations	5. Occupational Safety and Health (Worker Health and Safety)	
Other Topics					
6. Energy	7. Supplier Social Assessment	8. Marketing and Labeling	9. Energy Affordability	10. Procurement Practices	11. Customer Health Safety
12. Diversity and Equal Opportunity	13. Customer Privacy	14. Market Presence	15. Anti-corruption	16. Training and Education	17. Anti-competitive Behavior
18. Tax	19. Supplier Environmental Assessment	20. Child Labor	21. Local Communities	22. Security Practices	23. Rights of Indigenous Peoples
24. Materials	25. Waste	26. Forced or Compulsory Labor	27. Water and Effluents	28. Freedom of Association and Collective Bargaining	29. Indirect Economic Impacts
30. Biodiversity	31. Non-discrimination	32. Public Policy			

List of material topics

Material Topic Management Contents			
List of Material Topics	Describe the organization's policies or commitments related to material topics and explain their significance	Describe the impacts (economic, environmental, and social – including human rights) and actual or potential positive and negative effects (The scenarios may occur concurrently)	Stakeholder affected (groups affected by the organization's operations)
Economic Performance	<p>Through economic performance indicators, we assess the key drivers of financial performance and engage with stakeholders to align sustainability goals with market needs. Meanwhile, we conduct quarterly regional surveys of business users to identify and engage large-volume gas users, thus increasing gas revenue and maintaining gas supply safety. We continue to collaborate on the design and construction phases of new projects to expand our market reach and enhance overall operational efficiency.</p>	<p>Positive Economic Impact:</p> <ol style="list-style-type: none"> 1. Stable operating performance contributes to resource conservation and reduced energy costs. Aligned with the 2050 net-zero target, the Company invests in the purchase of “renewable energy certificates,” advances digitalization by implementing e-billing, adopts green procurement practices, and reduces paper consumption. 2. Due to a thriving housing market and related factors, the number of new construction projects is rising, leading to an increase in natural gas pipeline installation work. <p>Potential Negative Economic Impact:</p> <ol style="list-style-type: none"> 1. Purchase of renewable energy certificates and the implementation of e-invoicing policies may increase the Company's green costs. 2. If the property market weakens or a shift toward alternative energy sources occurs, the number of new construction projects will decline, reducing natural gas pipeline installation work. <p>Actual Positive Impact on People (Including Human Rights): The Company's stable operations and contributions to employees and the community will support talent acquisition and retention.</p> <p>Potential Negative Impacts on People (Including Human Rights): If the Company's operations are unstable, it may lead to talent attrition, which could impact business performance.</p>	<p>Shin Shin Natural Gas (causing) Government agency (facilitating) Shareholders and investors (directly related) Customer (facilitating) Employees (directly related) Suppliers/contractors (facilitating)</p>
Emissions (GHG Emissions)	<p>In alignment with the national GHG reduction strategy, the Company annually reviews and develops future business strategies. The Company has also established a Sustainability Committee, and strengthened the roles of the Board of Directors and its functional committees. This includes refining internal systems and regulations, enhancing information disclosure, mitigating operational risks, and promoting sustainable business practices.</p>	<p>Potential Negative Economic Impact: If the Company violates government emission regulations, it will be subject to government fines.</p> <p>Actual Positive Environmental Impact: In line with the 2050 net-zero target, the Company is progressively implementing circular economy principles and carbon reduction initiatives yearly to address external environmental changes, reduce carbon dioxide emissions, and promote environmental stewardship.</p> <p>Actual Negative Environmental Impact:</p>	<p>Shin Shin Natural Gas (causing) Shareholders/Investors (facilitating) Government agency (facilitating) Suppliers/contractors (directly related) Employees (directly related)</p>

		<p>Due to a thriving housing market and related factors, the number of new construction projects is increasing, leading to a rise in waste generation and emissions.</p> <p>Actual Positive Impact on People (Including Human Rights): By complying with government emission reduction policies, the Company will contribute to a sustainable environment for current and future generations.</p> <p>Potential Negative Impacts on People (Including Human Rights): Failure to adhere to emissions policies will exacerbate the Earth’s deteriorating condition and lead to irreversible environmental consequences.</p>	
Natural Gas Supply Security	<p>The Company is committed to maintaining a stable natural gas supply to avoid disruptions with material impacts on business operations and society. The policy includes coordinating with CPC to ensure a stable supply, strengthening the construction, maintenance, and risk management of transmission and storage infrastructure. We conduct regular pipeline inspections for users every two years to ensure the continuity and stability of the natural gas supply and user safety.</p>	<p>Positive Economic Impact: Stable natural gas supply ensures smooth company operations and mitigates financial risks associated with energy shortages or price volatility.</p> <p>Actual Negative Economic Impact: Unstable natural gas supply resulting from environmental factors could create financial risks related to energy shortages or price volatility.</p> <p>Actual Positive Environmental Impact: Natural gas, as a relatively clean fossil fuel, offers some benefits in reducing carbon emissions and air pollution.</p> <p>Actual Negative Environmental Impact: Unstable natural gas supply and leaks during transportation could have environmental impacts on ecosystems.</p> <p>Actual Negative Impact on People (Including Human Rights): Damage to roads from construction by other parties, coupled with the repair work conducted under pressure and the potential impact of natural gas leaks, could affect the quality of life for local communities.</p>	<p>Shin Shin Natural Gas (causing) Government agency (facilitating) Customers (directly related)</p>
Labor/employment relations	<ol style="list-style-type: none"> The Company is committed to providing a dignified and safe working environment for all employees, promoting employment diversity, and ensuring fair compensation and advancement opportunities. We ensure employees are not discriminated against, harassed, or unfairly treated based on race, gender, religion, age, political affiliation, or any other characteristic protected by applicable laws and regulations. To keep the Company’s and its subsidiaries’ businesses on the right track toward sustainability, it especially 	<p>Positive Economic Impact:</p> <ol style="list-style-type: none"> The Company implements a transparent and equitable compensation policy, offering competitive remuneration to employees and linking business performance to employee rewards, thereby attracting and retaining talent. To strengthen ethical management, the HR Department is responsible for developing and overseeing the implementation of the ethical conduct policy and preventive measures, and reports to the Board of Directors yearly. Based on a business philosophy of integrity, transparency, and responsibility, the Company has established integrity-based policies and a strong corporate governance and risk management system to foster a sustainable operating environment. 	<p>Shin Shin Natural Gas (causing) Shareholders and other investors (facilitating) Employees (directly related)</p>

	<p>adopted the “Regulations for Filing Complaints and Whistleblowing” in protecting employees’ rights and boosting its performance in corporate governance. Complaint and whistleblowing email: service@shinshingas.com.tw</p> <p>3. To ensure compliance with the Labor Standards Act, the Company also references the International Labor Organization’s Core Labor Standards to implement related human rights protection policies. The Company strives to ensure a safe working environment for employees, treating all employees with respect and dignity, and upholding ethical business practices.</p>	<p>Potential Negative Economic Impact: If the Company experiences any instances of dishonesty or unethical conduct, it will lead to corporate governance issues and erode trust with stakeholders, including employees and the wider community.</p> <p>Actual Positive Impact on People (Including Human Rights): The Company is committed to improving employee well-being and providing career development opportunities. The Company’s investment in human resources – encompassing training programs, employee well-being initiatives, and health management schemes – effectively supports both talent development and corporate growth.</p>	
<p>Occupational safety and health (worker health and safety)</p>	<p>Workers are the greatest asset of a company, and safety is the top priority for business operations. Only by establishing a safe working environment and striving for “safety of people, works, and assets” can we enhance employee morale and improve service quality. We will continue to coordinate across departments to implement our occupational health and safety policies and promote various self-management initiatives for safety and health. We will dedicate ourselves to proactive inspections and accident prevention to enhance our corporate image and pursue sustainable business practices.</p>	<p>Positive Economic Impact: By following relevant laws and regulations, and implementing best-in-class management practices, the Company strengthens its reputation and fosters trust among employees, customers, and investors.</p> <p>Actual Negative Economic Impact: If relevant units are found to violate the law, they may incur financial or reputational damage, thereby impacting the trust of employees, customers, and investors.</p> <p>Actual Positive Impact on People (Including Human Rights):</p> <ol style="list-style-type: none"> 1. Emphasizing corporate social responsibility enhances human rights protection and reduces inequality and discrimination. 2. In line with our core business philosophy of “safety first,” we enhance workplace safety and the working environment, and proactively promote diversity and inclusion policies to safeguard employee rights and well-being. <p>Potential Negative Impacts on People (Including Human Rights): If an industrial safety incident occurs at the Company, it may cause employee injury, concerning employees and the wider community.</p>	<p>Shin Shin Natural Gas (causing) Shareholders and other investors (facilitating) Government agency (facilitating) Employees (directly related) Suppliers/contractors (directly related)</p>
<p>Remark: Description of key stakeholder groups:</p> <ol style="list-style-type: none"> 1. Causing: Both the Company’s actions and omissions can lead to negative impacts. 2. Facilitating: Actions taken by the organization to cause, promote, or contribute to the occurrence or significance of a material topic. 3. Directly related: Directly and immediately affecting relevant stakeholders. 			

II. Corporate governance

2.1 Material Topic Management Approach

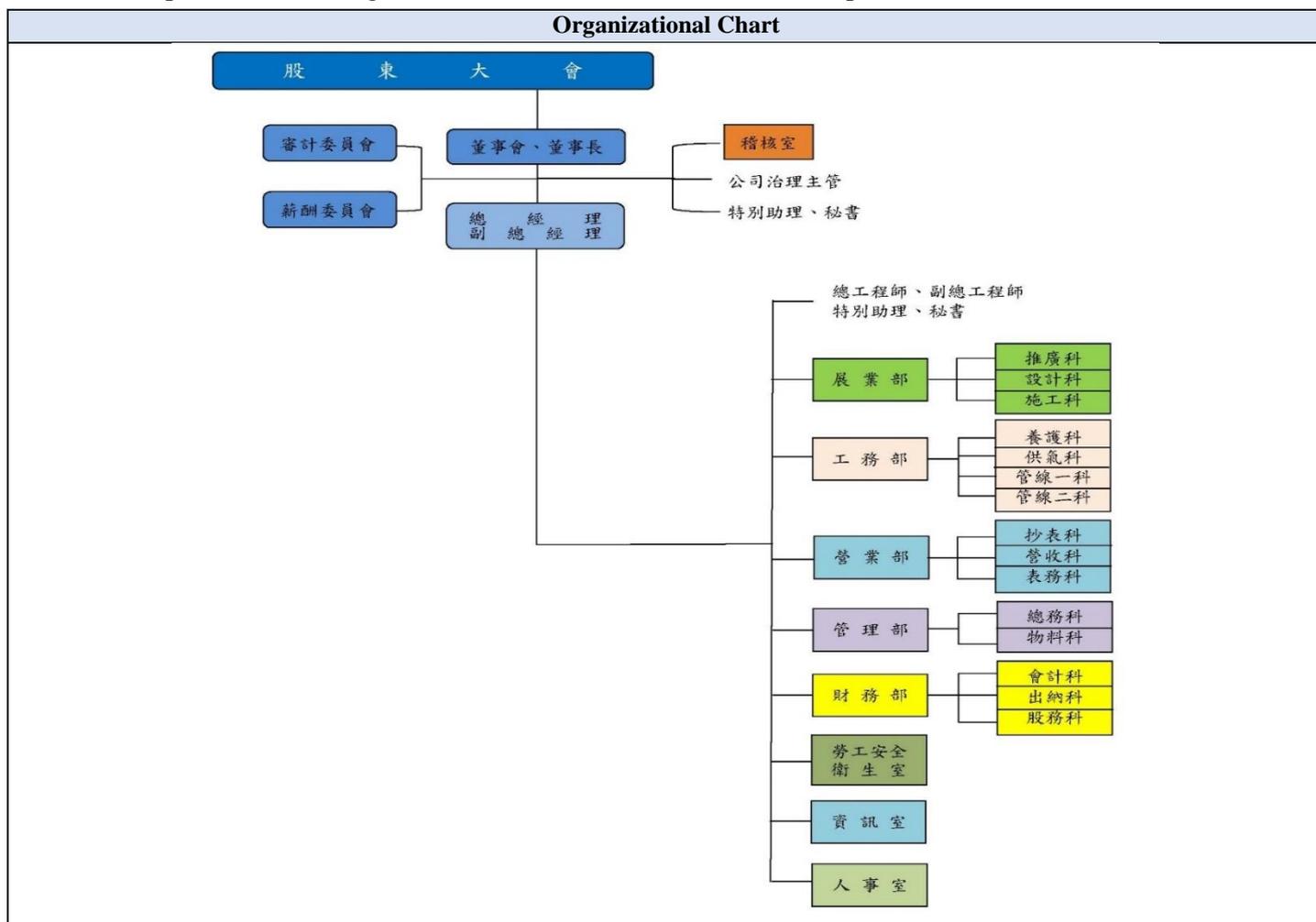
We follow the principles of “safety first, service excellence, and sustainable operations,” and continuously expand and update our equipment to enhance our technical capabilities, strengthen customer service, and broaden our business scope. We pursue operational excellence to achieve sustainable corporate operations. At safety first, service excellence, and sustainable operations, we are committed to strengthening operational management and financial resilience, driving sustainable corporate growth through short-, medium-, and long-term strategies, and meeting the expectations of shareholders and stakeholders.

Material topics: Economic Performance	
Importance	Through economic performance indicators, we assess the key drivers of financial performance and engage with stakeholders to align sustainability goals with market needs. Meanwhile, we conduct quarterly regional surveys of business users to identify and engage large-volume gas users, thus increasing gas revenue and maintaining gas supply safety. We continue to collaborate on the design and construction phases of new projects to expand our market reach and enhance overall operational efficiency.
Impact and Effects	<p>➤ Positive Economic Impact:</p> <ol style="list-style-type: none"> 1. Stable operating performance contributes to resource conservation and reduced energy costs. Aligned with the 2050 net-zero target, the Company invests in the purchase of “renewable energy certificates,” advances digitalization by implementing e-billing, adopts green procurement practices, and reduces paper consumption. 2. Due to a thriving housing market and related factors, the number of new construction projects is rising, leading to an increase in natural gas pipeline installation work. 3. Promote large-volume gas customers, increase gas revenue, and ensure gas supply safety. Continue to track applicants and proactively offer incentives to drive company revenue growth. <p>➤ Potential Negative Economic Impact:</p> <ol style="list-style-type: none"> 1. Implementation of sustainability policies may increase the Company’s operating costs. 2. If the real estate market weakens or a shift toward alternative energy sources occurs, the number of new construction projects will decline, leading to a corresponding decrease in natural gas pipeline installation work. 3. Installation rates may be affected by factors such as installation costs and lease terms. <p>➤ Actual Positive Impact on People (Including Human Rights): The Company’s stable operations and contributions to employees and the community will support talent acquisition and retention.</p> <p>➤ Potential Negative Impacts on People (Including Human Rights): If the Company’s operations are unstable, it may lead to talent attrition, which could impact business performance.</p>
Policy	<ol style="list-style-type: none"> 1. To maintain stable operations, the Company develops an “Operational Plan” yearly to govern the progress of key tasks across all departments and offices, ensuring annual growth targets are met. The Audit Committee and the Board of Directors oversee quarterly financial performance to align with investor expectations. 2. To ensure a stable and safe gas supply for our customers, we conduct quarterly business user surveys segmented by area, actively identify and engage high-volume gas users, increase gas revenue, and maintain gas supply safety. We continue to collaborate on new construction projects, providing promotion, design, and construction support in alignment with project timelines.
Strategy	<ol style="list-style-type: none"> 1. Strengthen our market position, drive business growth, and support regional development. 2. Create job opportunities, enhance industrial chain collaboration, and drive local economic development. 3. Enhance business development potential and operational efficiency through digital transformation, strengthening long-term corporate competitiveness. 4. Stable management fosters the Company’s long-term growth and sustained profitability, improves shareholder returns, and attracts long-term investment.
Goals and Targets (Short term)	<p>Short-term targets (1–3 years):</p> <ol style="list-style-type: none"> 1. Increase profitability and improve cash flow management. 2. Enhance operational efficiency and sustain market competitiveness. 3. Continue to conduct quarterly regional surveys of business users and collect and promote engagement with large-volume gas users.

Goals and Targets (Medium term)	<p>Medium-term targets (3–5 years):</p> <ol style="list-style-type: none"> 1. Strengthen our core business and expand our customer base within existing operating areas. 2. Strengthen research and development and digital transformation to enhance the Company’s competitive advantage. 3. Upgrade and replace network infrastructure in operating areas. 4. Conduct quarterly regional surveys of business users and identify and promote large-volume gas users. We assess the willingness of communities not yet connected to our gas network to apply for service and plan pipeline extensions with a focus on investment viability. We proactively promote the adoption of natural gas in communities and homes with existing pipeline infrastructure that have not yet connected. We also engage with local community leaders and conduct regular promotional events for communities and businesses in remote areas that do not currently use natural gas.
Goals and Targets (Long term)	<p>Long-term targets (5+ years):</p> <ol style="list-style-type: none"> 1. Optimize industry structure and promote sustainable development and green operations. 2. Explore market and energy transition opportunities to maximize enterprise value. 3. Invest in green energy industries to support government renewable energy initiatives. 4. Through short-term financial management optimization, medium-term strategic positioning, and long-term value creation, we can sustainably enhance competitiveness while improving our financial resilience and shareholder returns. 5. Continue to track urban renewal plans and collaborate on the promotion, design, and construction phases of new construction projects.
Management and Assessment Mechanism	<ol style="list-style-type: none"> 1. Prepare business plans and annual budgets, conduct regular business reviews, and track the progress of contracted partners to improve goal attainment. 2. Review the number of homes promoted, applied for, designed, and constructed each quarter.
Performance and Progress	<p>➤Operational performance:</p> <ol style="list-style-type: none"> 1. In 2024, operating revenue reached NT\$1,992,727 thousand, and consolidated net income after tax was NT\$397,412 thousand. 2. Earnings per share: NT\$2.23; a cash dividend of NT\$1.6 per share will be distributed following approval by the Board of Directors in 2025. 3. In 2024, the Company installed new and replaced 25,124 microcomputer gas meters, bringing the cumulative total to 245,420 units. This is an installation rate of about 65.44% of total gas connections. This initiative has significantly improved gas supply safety management efficiency and successfully prevented secondary disasters. We also actively strengthened the safety of residential gas use for customers, showing our firm commitment to continuous improvement in smart gas management and sustainable operations. <p>➤Management Approach:</p> <p>The Board of Directors oversees business performance quarterly, and the chairman and president regularly convene business meetings to review the operational progress of each department, enabling proactive responses to external economic and market dynamics and the implementation of effective measures.</p>

2.2 Governance structure

The shareholders' meeting serves as the Company's highest governing body. The Board of Directors is responsible for decision-making and oversight. To strengthen supervisory functions and enhance management capabilities, an Audit Committee and a Remuneration Committee have been established as specialized committees. The Audit Office is responsible for the planning and implementation of the internal audit system. The Company does not have a combined chairman and president role. Reporting to the president are two vice presidents, and five departments – sales, marketing, engineering, administration, and finance – along with three units: industrial safety, information technology, and human resources. The Management Department is responsible for business planning and execution, operating under a two-level management system to advance all business operations. The organizational structure and division of responsibilities are detailed below:



Shareholders Meeting				
Audit Committee	Board of Directors, Chairman			
		Audit Office		
Remuneration Committee	President Vice President	Corporate Governance Officer Special Assistant, Secretary		
			Chief Engineer, Vice Chief Engineer Special Assistant, Secretary	
			Development Department	Promotion Section
				Design Section
				Construction Section
			Department of Engineering	Maintenance Section
				Gas Supply Section
				Pipeline First Section

				Pipeline Second Section
			Business Department	Meter Reading Section
				Revenue Section
				Meter Affairs Section
			Management Department	General Affairs Section
				Materials Section
			Finance Department	Accounting Section
				Cashier Section
				Shareholders' Service Section
			Labor Safety and Health Office	
			Information Systems Office	
			Personnel Office	

Responsibilities

Main segments	Business operations
Audit Office	Under the Board of Directors, Deputy General Manager is responsible for creating the Company's internal audit system and conducting business audits.
Development Department	Responsible for promotion, engineering planning, design, installation, construction supervision, and engineering safety management.
Business Department	Responsible for meter reading, meter management, and revenue.
Department of Engineering	Responsible for engineering maintenance, gas supply, pipeline repair, inspections, and related tasks.
Management Department	Responsible for document control, administrative support, procurement, logistics, and security.
Finance Department	Responsible for managing financial affairs, cashier operations, budgeting, final accounting, cost analysis, accounting, statistics, and shareholder affairs.
Labor Safety and Health Office	Responsible for overall planning and implementation of occupational safety and health matters and overseeing engineering safety inspections.
Information Systems Office	Responsible for planning, managing, and executing information system development, maintenance, and information security operations.
Personnel Office	Responsible for organizational structure, staff appointments, performance management, performance appraisal, attendance, rewards and disciplinary actions, compensation and benefits, retirement, termination, severance, employee insurance, and health insurance.

Board of Directors

The Company's Board of Directors is composed based on the development and scale of its development and the shareholding of its major shareholders by considering the actual operational needs. As stated in the ““Corporate Governance Best-Practice Principles”Corporate Governance Best-Practice Principles” it is advisable that the composition of the Board shall be diverse and attentive to gender equality, professional qualifications and domains of work experience, and the members shall have knowledge, skills and experience necessary to perform their duties.

The 20th Board of Directors of the Company has 24 Board members (including 5 independent directors) with a diversified composition, and their respective knowledge and experience. The term of office for the current Board of Directors runs from June 21, 2024, to June 20, 2027. There are currently three female directors, accounting for 12.5% of all directors; there are five independent directors, accounting for 21% of all directors; there is one director who is also an employee, accounting for 4% of all directors.

The following table presents information on each director:

Date of information: December 31, 2024

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification								
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences
Chairman	Ho-Chia Chen	Male	Over 71	-	<ul style="list-style-type: none"> Graduated from Tamsui Institute of Business Administration Chairman, Shin Shin Natural Gas Co. LTD. Honorary Chairperson, Gas Association of the Republic of China Political Advisor to the Executive Yuan Municipal Consultant to the New Taipei City Government National Assembly Member Chairman, Hsin Kuang Co., Ltd. 	-	V	V	-	V	V	-	-	V	V
Director	Richard H Wu	Male	Below 50	-	<ul style="list-style-type: none"> Bachelor, The New School for General Studies, New York Chairman, Taiwan Shin Kong Security Co., Ltd. 	-	V	V	-	-	V	-	-	-	V

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification								
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences
					<ul style="list-style-type: none"> ● Vice Chairman, The Great Taipei Gas Corporation ● Vice Chairperson, Gas Association of the Republic of China 										
Director	Chin-chiang Li	Male	51~70	-	<ul style="list-style-type: none"> ● Master of Resource Management, Management College, National Defense University ● Deputy Director, Kaohsiung Veterans Home ● Director, Pingtung County Veterans Affairs Office ● Director, Shin-Hu Natural Gas Co., Ltd. 	Director Mr. Yi-Gang Li resigned on June 24, 2024, and was replaced by Mr. Ching-Kuo Li.	-	-	V	-	-	-	-	-	-
Director	Shi-shuenn Chen	Male	Over 71	-	<ul style="list-style-type: none"> ● Ph.D., Department of Civil Engineering, University of California Berkeley ● Chairperson, Taiwan Reliability Engineering Association; ● Director, NTUST Architecture Center ● Principal, National Taiwan University of Science and Technology ● Director, Public Construction Commission, Executive Yuan 	Director Ms. Pao-Kuei Chen Chien resigned on December 9, 2024, and was replaced by Mr. Hsi-Shun Chen.	V	V	V	V	-	-	-	V	V
Director	Jung-Chun Huang	Male	51~70	-	<ul style="list-style-type: none"> ● Graduated from Qiang Shu High School 	-	V	V	-	V	-	-	-	-	-

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification								
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences
					<ul style="list-style-type: none"> ● President, Ifu Enterprise Co., Ltd. 										
Director	Kun-chung Huang	Male	51~70	-	<ul style="list-style-type: none"> ● 2000 Year Class, War College, National Defense University ● President, Shin Shin Natural Gas Co. LTD. ● President, EVFA INTERNATIONAL CO., LTD. ● Director-General of Service Care Division, Veterans Affairs Council 	-	V	V	V	V	-	-	-	-	V
Director	Hsin-Ju Wu	Female	Below 50	-	<ul style="list-style-type: none"> ● MBA, Columbia Business School, Columbia University, New York, USA ● President, Shin Kong Financial Holding ● Director, Shin Kong Life Insurance Co., Ltd. 	-	V	-	-	V	V	-	-	-	V
Director	Hui-Chun Chen Wu	Female	51~70	-	<ul style="list-style-type: none"> ● Graduated from National Keelung Commercial & Industrial Vocational Senior High School (KLCIVS) ● CEO, Mr. Chen Gen-Chu Foundation for Education and Culture ● President, New Taipei City Women's Association 	-	V	-	V	-	-	-	-	V	V

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification								
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences
					<ul style="list-style-type: none"> ● Chairwoman, Yonghe District Women's Association ● Municipal Consultant to the New Taipei City Government 										
Director	Hung-Wen Chuang	Male	51~70	-	<ul style="list-style-type: none"> ● Masters, Cornell University, USA ● Masters, University of Leicester, UK ● Chairman, HSIN TAI GAS CO., LTD. 	-	V	V	-	V	V	-	-	-	-
Director	Cheng-Cheng Wong	Male	51~70	-	<ul style="list-style-type: none"> ● Graduated from Tamsui Institute of Business Administration ● Director, Shunyi International Co., Ltd. ● Director, HONDA Cars Tucheng ● Supervisor, Shin Shin Natural Gas Co. LTD. 	-	V	V	-	V	V	-	-	-	-
Director	Kuang-yu Chan	Male	51~70	-	<ul style="list-style-type: none"> ● Master for Eminent Public Administrators in Cross-Strait Study, National Chengchi University ● Directorate-General, Department of Administrative Management, Veterans Affairs Commission, Executive Yuan ● Director, Gangshan Veterans Home 	-	-	-	V	-	-	-	-	-	V

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification									
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences	
Director	Yen-chun Wu	Male	51~70	-	<ul style="list-style-type: none"> ● Master for Eminent Public Administrators, National Chengchi University ● Veterans Affairs Commission, Executive Yuan, Department of Personnel, Directorate-General ● Director, Department of Personnel, Ocean Affairs Council ● Deputy Director, Department of Personnel, Ministry of Culture 	-	-	-	V	-	-	-	-	-	-	
Director	Tung-fa Tsao	Male	51~70	-	<ul style="list-style-type: none"> ● Master's Degree in Business Administration, National Chiayi University ● Chief of Political Warfare of the 261st Navy Team ● Officer, Section Chief, Senior Inspector, Specialist, Service and Care Department; Executive Officer and Directorate-General, Department of Administrative Management, Veterans Affairs Council ● Directorate-General, Nantou 	Director Mr. Chih-Chiang Chang resigned on June 24, 2024, and was replaced by Mr. Dong-Fa Tsao.	-	-	V	-	V	-	-	-	-	-

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification							
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience
					County Veterans Service Office									
Director	Po-Fong Lin	Male	51~70	-	<ul style="list-style-type: none"> College of Law, National Taiwan University Chairman, TAIWAN SHIN KONG SECURITY CO., LTD Director, The Great Taipei Gas Corporation 	-	V	-	-	-	-	V	-	-
Director	Chen-lung Lee	Male	51~70	-	<ul style="list-style-type: none"> Master of Management, Ming Chuan University President, The Great Taipei Gas Corporation 	-	V	V	V	V	V	-	-	-
Director	Chi-hao Wu	Male	51~70	-	<ul style="list-style-type: none"> MBA, National Chengchi University Executive Vice President, The Great Taipei Gas Corporation 	-	V	-	-	V	V	V	-	-
Director	Kuo-Tai Chang	Male	Over 71	-	<ul style="list-style-type: none"> Graduated from Chihlee Commercial College Vice President, Evfa International Co., Ltd. Vice President, Shin Shin Natural Gas Co., Ltd. Director, Yuda Commercial Senior High School 	-	V	-	-	V	-	V	-	-
Director	Ko-Tseng Li	Male	Over 71	-	<ul style="list-style-type: none"> Graduated from Hsing Wu College Special Assistant to Chairman, EVFA 	-	-	V	-	-	-	V	-	-

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification							
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience
					INTERNATIONAL CO., LTD. ● Supervisor, Yuanta Securities ● Manager, Shin Shin Natural Gas Co. LTD.									
Director	Ma-ko Lo	Male	51~70	-	● Class 1988, National Defense College ● Class 1999, National Defense Information Institute ● Class 2005, National Defense University ● Specialist, Hsinchu Veterans Affairs Office ● Section Chief, Senior Inspector, and Deputy Director, Pension Division ● Director of Veterans Service Office of Hualien County	Director Ms. Chien-Ching Tsai resigned on June 24, 2024, and was replaced by Mr. Ma-Ke Lo.	-	-	V	-	-	-	-	-
Independent Director	Ching-kuo Lee	Male	Over 71	3~6 years	● Masters, School of Management, National Taiwan University of Science and Technology ● Chairman, Taipei Golf Club ● President, Shin Shin Natural Gas Co. LTD. ● Lieutenant General and Deputy commander, Army	-	V	V	-	V	V	-	-	-

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification								
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience	Charity experiences
					General Headquarters										
Independent Director	Chin-Ming Kuo	Male	51~70	3~6 years	<ul style="list-style-type: none"> ● PhD, Department of Law, National Chengchi University (NCCU) ● Professor, Department of Law, Chinese Culture University 	-	V	-	-	-	-	V	-	-	
Independent Director	Shu-Ping Hsu	Female	Below 50	Less than 3 years	<ul style="list-style-type: none"> ● Graduated from Department of Accounting, Tamkang University ● CHAMPiON CPA firm ● Deloitte & Touche 	-	-	-	-	V	V	-	-	-	
Independent Director	Ming-Hsiung Chen	Male	Over 71	Less than 3 years	<ul style="list-style-type: none"> ● Graduated from High School ● Chairman, Daxin Investment Co., Ltd. ● Chairman, Ambassador Construction Co., Ltd. ● Advisor to the Office of the President 	-	V	-	-	-	-	-	V	V	
Independent Director	Han-Lin Tseng	Male	51~70	Less than 3 years	<ul style="list-style-type: none"> ● Masters, Birmingham Business School, University of Birmingham, UK ● Managing Director, Tong Hsin Water Business Inc. ● Principal, Huikuang Guide Dog School Taiwan 	-	V	-	-	-	V	-	-	V	V

Title	Name	Gender	Age (years old)	Independent Director Term of office	Main Academic and Professional Background	Remark	Professional qualification							
							Management and leadership	Natural gas industry	Public administration management	Risk management	Finance management	Accounting expertise	Legal expertise	Government affairs experience
					<ul style="list-style-type: none"> Chairman of the Institute for the Blind of Taiwan Municipal Consultant to the New Taipei City Government 									
<p>Remark: There are three directors in the 30–50 age range and twenty-one directors aged 50 or above. Term of office of the Board of Directors: June 21, 2024 to June 20, 2027.</p>														

[Specific Management Objectives for the Board’s Diversity Policy and Current (20th Term) Progress]

Management goals	achievements	Remark
At least one seat of female director	V	3 seats of female director
No more than one-third of the directors who are concurrently managers of the company	V	Accounting for 4%
Must be more than one-fifth of the directors who are independent directors	V	Accounting for 21%
Years of service by independent directors at not more than 9 years	V	None of such situation

The election of the Company's directors is governed by the Company Act and the Articles of Incorporation. The Company maintains a board of 15 to 24 directors, including independent directors, who serve three-year terms and are eligible for re-election. The Company employs a candidate nomination system for director elections, with a requirement that at least three directors are independent, representing no less than one-fifth of directors elected. For further details, please refer to the "Procedures for Election of Directors":

The election of directors should consider the overall composition of the Board. The Board of Directors should have a diverse composition, focusing on gender equality and a range of professional backgrounds and areas of knowledge, ensuring members have the knowledge, skills, and attributes required to effectively fulfill their responsibilities. The Board of Directors should demonstrate sound business judgment, accounting and financial analysis skills, operational management expertise, crisis resolution abilities, leadership qualities, and decision-making capabilities. The qualifications and appointment of independent directors must comply with applicable laws and regulations.

The number of directors is determined by the Articles of Incorporation and elected based on the Company's needs. Independent and non-independent directors must be elected concurrently, with voting rights for each category calculated separately. The candidates receiving the most votes are elected in order of vote count. In the event of a tie for the final seat(s), the winner(s) will be determined by lottery. If a winning candidate is not present, the chair will conduct the lottery for them.

After voting concludes, votes will be tallied right away. The chair, or a moderator designated by the chair, will announce the election results on-site, including the names of elected and unelected directors and the number of votes each received. The ballots for the elections referenced in the preceding paragraph must be sealed and signed by the scrutineers and securely stored for at least one year. However, such records must be retained until the conclusion of any lawsuit filed by shareholders under Article 189 of the Company Act.

The Company has not yet established a Sustainable Development Committee. However, to enhance corporate sustainable competitiveness and show a commitment to sustainable operations, a Sustainability Task Force has been formed comprising the President, Vice President and other senior executives. The Task Force is responsible for coordinating the strategy and target setting for corporate social responsibility and sustainable development initiatives across the Company. In addition to overseeing the preparation and submission of the sustainability report to the Board of Directors for review and publication, the Task Force also regularly tracks performance and progress toward targets, and guides departments in addressing business ethics concerns and implementing process improvements. The implementation performance of ESG targets is subject to regular review and reporting to the Board of Directors. Currently, all material ESG issues are discussed and decided upon. If any negative incidents affecting stakeholders occur, the responsible department will report the details and proposed solutions to the Board of Directors, thus improving the effectiveness of sustainability initiatives.

The shareholders' meeting is the Company's highest governing body. The Company's operations are executed and overseen by the Board of Directors under the leadership of the Chairman. To enhance the Company's overall operational efficiency and decision-making, the Board of Directors comprises 24 directors, including five independent directors. The Board of Directors has five meetings yearly to review and oversee decisions on significant economic, social, and environmental matters, maximizing value for the Company's shareholders.

The Company's Board of Directors had seven meetings in 2024 to review matters submitted by the Management Department (average director attendance rate was 97%).

The Management Department goes to Board meetings for questioning, helping with thorough communication between the Board of Directors and management. Motions address policy, economic, environmental, and social issues. The Board of Directors delegates responsibility for managing economic, environmental, and social issues arising from operations to senior management, with regular reporting to the Board as needed. Progress on Board resolutions is tracked and reported at each Board meeting. The Company proactively communicates important proposals to directors through phone calls or in-person meetings and helps with site visits to the Management Department for detailed briefings as needed. This ensures thorough communication among directors and a deep understanding of the proposals. We conduct our business in full compliance with applicable laws and regulations and report on the Company's sustainable development roadmap and the

execution status of GHG inventory and verification to the Board of Directors quarterly. There were no material violations in 2024.

The Company has established “Rules of Procedures for Board Meetings.” Any director with a conflict of interest in a matter to be discussed at a Board meeting – whether directly or on behalf of a legal entity they represent – must disclose the nature of their interest at the meeting. Should their participation harm the Company’s interests, they are prohibited from discussing or voting on the matter, must recuse themselves from the discussion and vote, and may not exercise voting rights on behalf of other directors. In 2024, all Board meetings were held in compliance with applicable regulations.

The table below presents reports on ESG-related matters discussed at the Board of Directors meetings:

Nature	Meeting Category	Overview of Motions and Their Description
Environmental Aspect	The Company reported to the Board of Directors four times in 2024 on the progress of sustainability initiatives.	Under the Board's recommendations, a Sustainability Task Force meeting is regularly held to review implementation progress, ensuring accurate data collection and a comprehensive sustainability report.
Economic Aspect	<ol style="list-style-type: none"> 1. Financial statements: Submitted to the Audit Committee and the Board of Directors for review on a quarterly basis, totaling four times per year. 2. Earnings distribution: Submitted to the Audit Committee and the Board of Directors for review on March 12. 3. Operational plan: Submitted to the Board of Directors for review on November 11. 	The financial statements and earnings distribution proposals were approved by the Audit Committee and the Board of Directors. The operational plan was approved by all directors in attendance at the Board meeting in November.
Social Aspect	<ol style="list-style-type: none"> 1. Motion for employee salary change plan for 2025. 2. Motion for the 2024 year-end bonus standards for directors and managers, and the 2025 salary changes and performance bonuses for managers and employees. 3. Motion for distribution of cash payment to employees for 2023. 	<ol style="list-style-type: none"> 1. Employee salary increase: To align with government salary policy and incentivize employees, changes were implemented. 2. Standards for year-end bonuses and performance-based incentives for directors and managers, and the evaluation process for special merit awards. 3. The cash payment to employees from the annual surplus distribution was approved by the 2024 annual general shareholders' meeting.

The Company provides directors with ongoing access to diverse professional development resources to support continuous learning and ensure regulatory compliance. Director training activities in 2024 are detailed below:

Title	Name	Organizer	Course	Duration/Hr	Total hours
Chairman	Ho-Chia Chen	Taiwan Stock Exchange	2024 Cathay Sustainable Finance and Climate Change Summit	6	6
Executive Director	Richard H Wu	Taiwan Stock Exchange	Summit on Strengthening Taiwan's Capital Market	3	6
		Taipei Foundation of Finance	Corporate Governance – Information Security – Personal Information Security Audit	3	
Director	Yee-kong Lee	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Chin-chiang Li	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Pao-Kway Chen Chien	BCSD-Taiwan	Build a New Era of Carbon with Sustainable Knowledge	7	7
Director	Jung-Chun Huang	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	6	6
Director	Kun-chung Huang	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar	12	12

Title	Name	Organizer	Course	Duration/Hr	Total hours
			suggested for middle and senior executives		
Director	Hsin-Ju Wu	Taiwan Corporate Governance Association	Ethical Corporate Management Best-Practice Principles and How to Avoid the Red Line of the Responsibilities of Directors and Supervisors	3	9
		Taiwan Corporate Management and Sustainable Development Association	Latest Developments and Impacts of CFC Laws and Regulations	3	
		Taipei Foundation of Finance	Corporate Governance – Sustainable Finance	3	
Director	Hui-Chun Chen Wu	Securities and Futures Institute	Sustainability Development Workshop for TWSE Listed Companies	3	9
		Taiwan Stock Exchange	2024 Cathay Sustainable Finance and Climate Change Summit	6	
Director	Hung-Wen Chuang	Securities and Futures Institute	2024 Insider trading prevention promotion session	3	6
		Securities and Futures Institute	2024 Insider trading laws and regulations compliance promotion session	3	
Director	Cheng-Cheng Wong	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	6	6
Director	Kuang-yu Chan	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Yen-chun Wu	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Chy-Chung Chang	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Tung-fa Tsao	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Po-Fong Lin	Chinese National Association of Industry and Commerce	Industry Upgrades and Industry Cooperation Promoted by AI Big Data	3	9
		Taiwan Corporate Governance Association	Best Practice of the Audit Committee's Exercise of Powers – The Role of the Convener	3	
		Chinese National Association of Industry and Commerce	Risks Associated with Emerging Payment Trends and Compliance	3	
Director	Chen-lung Lee	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Chi-hao Wu	Securities and Futures Institute	2024 Insider trading prevention promotion session	3	9
		Securities and Futures Institute	2024 Insider trading laws and regulations compliance promotion session	3	
		Securities and Futures Institute	Workshop for the Application of Derivatives to Expand the Asset Management in Asia	3	

Title	Name	Organizer	Course	Duration/Hr	Total hours
Director	Kuo-Tai Chang	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	6	6
Director	Ko-Tseng Li	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	6	6
Director	Chien-ching Tsai	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Director	Ma-ko Lo	Accounting Research and Development Foundation	2024 Seminar on corporate management for directors and supervisors and seminar suggested for middle and senior executives	12	12
Independent Director	Ching-kuo Lee	Chinese National Association of Industry and Commerce	Innovative Business Model and Business Opportunities Under the Green Supply Chain Era	3	6
		Chinese National Association of Industry and Commerce	Carbon Risk Management Strategy for Enterprises in the Carbon Era	3	
Independent Director	Chin-Ming Kuo	Chinese National Association of Industry and Commerce	Interviewing the Company and the Family Governance on the Legal Tax Saving Layout	3	6
		Chinese National Association of Industry and Commerce	Global and Taiwan's M&A Trend of the Biomed Industry	3	
Independent Director	Ming-Hsiung Chen	Chinese National Association of Industry and Commerce	Innovative Business Model and Business Opportunities Under the Green Supply Chain Era	3	6
		Chinese National Association of Industry and Commerce	Analysis of Irregular Transactions	3	
Independent Director	Han-Lin Tseng	Chinese National Association of Industry and Commerce	Innovative Business Model and Business Opportunities Under the Green Supply Chain Era	3	6
		Securities and Futures Institute	Forum for Perspectives of Institutional Investors	3	
Independent Director	Shu-Ping Hsu	The National Federation of CPA Associations of the R.O.C.	Analysis of the Development Trend and Case Study of Anti-money Laundering	3	12
		Chinese National Association of Industry and Commerce	Innovative Business Model and Business Opportunities Under the Green Supply Chain Era	3	
		Securities and Futures Institute	Forum for Perspectives of Institutional Investors	3	
		The National Federation of CPA Associations of the R.O.C.	International Development Trends and Practices of Money Laundering Prevention	3	

Board Performance Evaluation

Under Article 37 of the “Corporate Governance Best-Practice Principles for Listed Companies” and Article 3 of the “Rules Governing the Performance Evaluation of the Board of Directors” approved by the Company’s Board of Directors on November 11, 2024, an external professional institution is engaged every three years to conduct a performance evaluation of the Board of Directors.

In February 2025, we commissioned an external organization, the Taiwan Association of Board Governance, to evaluate the performance of the Company’s Board of Directors from 2022 to 2024. The organization

appointed three assessment experts to evaluate the seven major parts of “Board’s composition and structure,” the “selection and continuing education of directors,”

“Board involvement in company operations,” “Board’s decision-making quality enhancement,” “internal controls,” “sustainable development,” and “value creation” to support 42 indicators. The Company’s Board governance performance was evaluated through a self-assessment questionnaire and an on-site visit assessment conducted on February 6, 2025. The participants included the Chairman, President, Independent Director Ching-Kuo Li (also Convener of the Audit Committee), Chief Governance Officer, and Chief Auditor. The Company has undergone and successfully completed a third-party assessment for Board performance evaluation. The current Board comprises 24 directors, including five independent directors, with three female directors, thus achieving gender diversity within the Board composition. The Company’s core values are “safety first, service excellence, labor–management harmony, and community contribution.” The governance and operations of the Board of Directors align with corporate governance assessment criteria.

The overall evaluation is summarized below:

The Company maintains a stable shareholding structure with a sizable Board of Directors. A significant number of Board members have extensive supervisory and management experience within the Company’s industry. The directors represent a diverse range of professional backgrounds and demonstrate strong engagement through active participation in shareholder and Board meetings, diligently fulfilling their oversight responsibilities and leveraging their expertise.
The corporate shareholder, Veterans Affairs Commission, provides pre-employment training and annual continuing education to its directors serving on the Boards of its investees, enabling them to effectively fulfill their roles.
The Chairman and President focus on corporate governance and continuously review and enhance corporate governance assessments. The Audit Department is proactive and careful in finding ways to improve management effectiveness based on audit findings.
The Company significantly emphasizes operational risk management, including pipeline equipment safety and information security. Achievement of ISO 27001 information security certification is a positive development.
The Company maintains strong employee welfare and development programs, offering competitive compensation and benefits to ensure job security. Internal career development pathways are continuously enhanced, providing employees with diverse training and advancement opportunities, resulting in low employee turnover and a positive work environment.
The Board of Directors conducts an annual self-evaluation and commissions an external independent assessment of its performance every three years, showing its commitment to self-discipline and leading by example.

Overall recommendations:

The Company website discloses key information. To improve stakeholder engagement, we recommend making the stakeholder section more easily accessible from the homepage.
The Company has achieved ISO 27001 certification and appointed a dedicated information security officer responsible for creating the Company’s information security management system. We recommend considering information security liability insurance to mitigate potential cybersecurity risks.
The Company’s corporate shareholders have established comprehensive training procedures for the directors and representatives they nominate to investee company boards. The Company should develop a comprehensive and systematic onboarding program for new directors, enabling them to understand their roles and responsibilities, company operations, and the industry landscape, thereby facilitating their effective contribution.

The Company has established an internal self-assessment and Board of Directors performance evaluation system, with specific indicators and evaluation standards detailed in the table below.

No.	Scope of evaluation	Evaluation method	Evaluation period	Evaluation content	Evaluation results
1	All members of the Board of Directors	Board of Directors Internal self-assessment	Start: January 1, 2024 To: December 31, 2024	<ul style="list-style-type: none"> ● Participation in the company’s operations. ● Improvement in the quality of decision making by the board of directors. ● The composition and structure of the board of directors. ● The election of the directors and their continuing education. ● Internal controls 	There are 5 major parts, 8 indicators, overall score is 96.25 points (100 points as the full score). This shows the Board has exercise due care in guiding and supervising the company strategies leading to the overall operations in good state. The Company will continue to strengthen based on this appraisal results to enhance its corporate governance effects and outcomes.

2	Individual Board member	Self-assessment by director	Start: January 1, 2024 To: December 31, 2024	<ul style="list-style-type: none"> ● Grasp of the company's goals and missions. ● Recognition of director's duties. ● Participation in the company's operations. ● Management of internal relationships and communication. ● Director's professionalism and continuing education. ● Internal controls 	There are 6 major parts, 7 indicators, overall score is 95.94 points (100 points as the full score). This shows the Board members' professionalism and responsibility to each of the operation indicators. Communications have been good, and meets the corporate governance requirements.
3	Functional Committees (Audit Committee)	Self-assessment by director	Start: January 1, 2024 To: December 31, 2024	<ul style="list-style-type: none"> ● Participation in the company's operations. ● Awareness of Audit Committee responsibilities ● Enhancement of Audit Committee's decision-making quality ● Composition and appointment of Audit Committee members ● Internal controls 	There are 5 major parts, 22 indicators, and the overall score is 4.82 points (5 points as the full score). This shows the Board of Directors' professional oversight and careful guidance, as well as effective communication with the management team.
4	Functional Committees (Remuneration Committee)	Self-assessment by Committee members	Start: January 1, 2024 To: December 31, 2024	<ul style="list-style-type: none"> ● Participation in the company's operations. ● Awareness of Remuneration Committee responsibilities ● Enhancement of Remuneration Committee's decision-making quality ● Composition and appointment of Remuneration Committee members ● Internal controls 	There are 5 major parts, 22 indicators, and the overall score is 5.0 points (5 points as the full score). This shows the Board of Directors' professional oversight and careful guidance, as well as effective communication with the management team.

Audit Committee

The Audit Committee consists of all independent directors, with at least five members. One member is designated as the convener, and at least one member must have accounting or financial expertise. The committee meets at least quarterly, and may convene more meetings as necessary, primarily to help the Board of Directors to oversee the quality and integrity of the Company's accounting, audit, financial reporting processes, and financial controls.

Responsibilities of the Audit Committee:

1. Establishment or revision of the internal control system as stipulated in Article 14-1 of the Securities and Exchange Act.
2. Evaluation of the effectiveness of the internal control system.
3. Establish and revise procedures for material financial transactions – including the acquisition or disposal of assets, derivatives trading, lending funds to others, and providing endorsements or guarantees – as stipulated in Article 36-1 of the Securities and Exchange Act.
4. Matters about the interests of directors.
5. Material transactions of assets or derivative financial instruments.
6. Material loans, providing endorsements or guarantees.
7. Raising funds through the issuance or private placement of equity securities.
8. Appointment, dismissal, and payment for the auditor.
9. Appointment or removal of financial, accounting, or internal audit officers.

10. Annual financial reports signed or stamped by the chairman, managers, and chief accounting officer, and second quarter financial reports subject to audit and certification by certified public accountants.

11. Other significant matters stipulated by the Company or the competent authorities.

The Company's Audit Committee functions in accordance with its "Audit Committee Charter" and meets at least quarterly.

The Company's Audit Committee was established on August 31, 2021, and comprises five members.

On June 21, 2024, the second term of committee members was re-elected (term of office from June 21, 2024 to June 20, 2027, with no change in members).

Up to December 31, 2024, six meetings (A) were held, with member attendance:

Title	Name	Actual attendance (B)	Attendances by proxy	In-person attendance (%) (B/A)
Convener	Ching-kuo Lee	6	0	100
committee member (Legal knowledge)	Chin-Ming Kuo	5	1	83.33
committee member	Ming-Hsiung Chen	6	0	100
committee member (Financial knowledge)	Han-Lin Tseng	6	0	100
committee member (Accounting expertise)	Shu-Ping Hsu	6	0	100

Please refer to the following for details on resolutions passed by the Audit Committee:

Meeting date	Motion content	Decision	Implementation
2024.03.12	Report of the Company's 2023 annual accounting final report and statements including Business Report, Financial Statements, and Consolidated Financial Statements.	Passed by all attending members as proposed.	All motions of this meeting were passed during the 16th meeting of the 19th Board of Directors.
	Propose the 2023 earnings distribution and cash dividend distribution.	Passed by all attending members as proposed.	
	Propose the 2023 Statement of Internal Control System.	Passed by all attending members as proposed.	
	Amendment to the "Audit Committee Meeting Procedure Management" of the internal control system.	Passed by all attending members as proposed.	
	Amendment to the "Audit for the Audit Committee Meeting Procedure Management."	Passed by all attending members as proposed.	
2024.04.16	The Company intends to sign a joint investment and construction contract with Han Huang Development Co., Ltd.	Passed by all attending members as proposed.	The proposal was passed during the 1st meeting of the 19th Board of Directors.
	The Company intends to purchase the "Farglory Qingguang" Building from Farglory Land Development Co., Ltd.	Committee member Chin-Ming Kuo provided an instructive opinion, and the amended proposal was passed by all attending members.	The proposal was sent to the 1st extraordinary meeting of the 19th Board of Directors and was approved by all attending directors, as recommended by the Audit Committee.
2024.05.10	Propose to submit the 2024 Q1 (January to March) consolidated financial statements of the parent company and subsidiaries.	Passed by all attending members as proposed.	The proposal was approved in the 17th meeting of the 19th Board of Directors.
2024.06.21	Proposal to continue Mr. Huang Yi-Yang as the Manager of Finance Department.	Passed by all attending members as proposed.	All motions of this meeting were passed during the 1st extraordinary meeting of the 20th Board of Directors.
	Proposal for continuing the appointment of Ms. Chen An-Yi as the Chief Auditor.	Passed by all attending members as proposed.	
2024.08.12	Propose to submit the 2024 Q2 (January to June) consolidated financial statements of the parent company and subsidiaries.	Passed by all attending members as proposed.	The proposal was approved in the 20th meeting of the 1st Board of Directors.
2024.11.11	Propose to formulate the "2025 Annual Audit Plan."	Passed by all attending members as proposed.	The 2025 Business Plan was submitted to the 2nd meeting of the 20th Board of Directors, and approved by all attending directors.
	Propose to submit the 2024 Q3 (January to September) consolidated financial statements of the parent company and subsidiaries.	Passed by all attending members as proposed.	The proposal was approved in the 20th meeting of the 2nd Board of Directors.
	Amendments to some clauses of the internal control system for "user installation, disassembly,	Passed by all attending members as proposed.	

	replacement, and meter review operations.”		
	Amendments to some clauses of the internal control system enforcement rules for “audit of user installation, disassembly, replacement, and meter review operations.”	Passed by all attending members as proposed.	
	Amendment to the “Financing” section of the internal control system.	Passed by all attending members as proposed.	
	Amendment to some clauses of the internal control system enforcement rules for “audit of financing operations.”	Passed by all attending members as proposed.	
	Formulation of the internal control system “Sustainable Information Management” and “Sustainable Reporting and Assurance Procedures.”	Passed by all attending members as proposed.	
	Formulation of some clauses of the internal control system enforcement rules for “audit of sustainable information management”	Passed by all attending members as proposed.	
	Assessment of the independence and suitability of the CPAs and the proposal for continuing the appointment.	Passed by all attending members as proposed.	

Remuneration Committee

The Committee must exercise the due diligence of a prudent person in fulfilling these duties and submit its recommendations to the Board of Directors for discussion.

1. Prescribe and sometimes review the performance review and payment policy, system, standards, and structure for the Company’s directors and managerial officers.
2. Evaluate and prescribe the payment for the Company’s directors and managerial officers.

The Company’s Remuneration Committee functions according to the “Remuneration Committee Charter” and meets at least twice yearly.

The Company’s Remuneration Committee was established on December 23, 2011, and comprises three members.

Term of office for the current committee members: June 21, 2024 to June 20, 2027 (Independent Director Chin-Ming Kuo and Member Hsiang-Jui Kuo were re-elected, while Independent Director Tseng Han Lin was newly appointed).

A total of two meetings (A) were held by December 31, 2024.

Title	Name	Actual attendance (B)	Attendances by proxy	In-person attendance (%) (B/A)	Remark
Convener	Chin-Ming Kuo	2	0	100	-
committee member	Han-Lin Tseng	2	0	100	
committee member	Hsiang-Rui Kuo	2	0	100	-

Please refer to the following for details on resolutions passed by the Remuneration Committee:

Meeting date	Motion content	Resolution and result (B)	State of implementation
2024.02.16	2024 Managerial Officer salary for approval.	Passed by all attending members as proposed.	The 16th meeting of the 19th Board of Directors was duly noted.
	The distribution of Directors and managers' payment for 2023.		The 19th Term 16th Meeting of the Board of Directors. All attending members agreed and approved.
2024.11.22	2024 Directors and Managerial Officers end of year bonus appropriation standard	Passed by all attending members as proposed.	The 20th Term 3rd Meeting of the Board of Directors. All attending members agreed and approved.
	The Company's 2025 Managerial Officer (including employees) salary changes suggestions.		

Remuneration policies

If the Board of Directors does not adopt or modifies the recommendations of the Remuneration Committee, the decision requires more than two-thirds of all directors and the approval of more than half of those present. The resolution must detail whether the approved payment is more favorable than the Remuneration Committee’s recommendation, based on comprehensive consideration and specific justification.

If the payment approved by the Board of Directors exceeds the recommendation of the Remuneration Committee, the differences and reasons must be recorded in the minutes of the Board meeting, and a public announcement and report must be filed on the information disclosure website designated by the competent authority within two days of the Board’s approval.

The Remuneration Committee establishes and reviews the policies, systems, standards, and structure for evaluating and compensating directors and managers. The Committee includes independent directors to provide external payment recommendations, and meets at least twice yearly to review and ensure salary competitiveness and reasonableness.

The Company’s policy for director remuneration is established under the Company Act and the Company’s Articles of Incorporation, with the Board of Directors authorized to allocate up to 2.2% of total remuneration to directors. However, when the Company has accumulated losses, an equivalent amount should be reserved in advance for making up such losses before appropriating the employee compensation and directors’ remuneration under the ratio stated in the preceding paragraph.

The payment for the president and vice presidents includes salary, bonuses, severance pay, and other compensation, and is disclosed yearly in the Company’s annual report. The Company is committed to continuously advancing Environmental (E), Social (S), and Governance (G) principles and has established mid- to long-term targets to foster harmony and shared prosperity for both the company and society. So, manager payment considers industry competitiveness and incorporates the development of a sustainable environment and talent cultivation into the evaluation of both fixed and variable pay. ESG performance is integrated into variable payment assessments, with a predetermined percentage of the bonus awarded after achieving established ESG targets. This alignment of company and manager interests fosters corporate sustainability as a shared goal.

The payment for managers comprises salary, bonuses, pensions, and other benefits, and is structured as a combination of fixed and variable pay. Fixed payment is determined based on job responsibilities and their relative importance. Variable payment is linked to the performance of operational strategies and the achievement of goals under the executive’s responsibility, including financial metrics (such as return on equity (%), operating profit margin (%), and earnings per share) and sustainability metrics (such as growth in revenue from sustainable products, market share, integration of core corporate capabilities, minimization of environmental impact, and social value innovation).

Policy Commitments

Although the Company does not have specific human rights policies or certifications, we adhere to the Labor Standards Act and reference the International Labor Organization’s Core Conventions to implement related human rights protections. The Company strives to ensure a safe working environment for employees, treating all employees with respect and dignity, and upholding ethical business practices.

Human rights issues and approach:

Provide a safe and healthy workplace	Eliminate unlawful discrimination and ensure equal opportunities in employment	Prohibit of forced labor	Help employees to maintain their physical and mental well-being and work-life balance	
<ul style="list-style-type: none"> ● Set management goals of “zero accidents” and “zero work-related injuries.” 	<ul style="list-style-type: none"> ● Follow the Labor Standards Act, the Company’s Work Rules, and the Sexual Harassment Prevention 	<ul style="list-style-type: none"> ● Comply with the Labor Standards Act and the Company’s Work Rules, and with reference to the 	<ul style="list-style-type: none"> ● Offer subsidies for employee-led health and wellness initiatives – including basketball, 	<ul style="list-style-type: none"> ● The Company has entered into childcare service agreements with legally registered childcare providers

<ul style="list-style-type: none"> ● Promote occupational safety and health procedures. ● Provide employees with annual health checkups to prevent potential health risks. ● Provide on-site medical services four times per month. 	<p>Measures and Punishment Rules; implement internal regulations and procedures for employment under the law to prevent and eliminate illegal discrimination.</p>	<p>International Labor Organization’s Core Conventions; do not compel or coerce any individual to perform labor against workers’ will.</p>	<p>badminton, yoga, aerobics, and fitness training – to support employee well-being and encourage active participation in healthy lifestyles.</p> <ul style="list-style-type: none"> ● Provide annual employee travel allowances. 	<p>to support employees with childcare needs and ensure peace of mind while at work.</p>
--	---	--	--	--

To enhance employee safety awareness and prevent workplace accidents, the Company provides training on relevant regulatory compliance, covering construction standards, working hour management, and protection of labor rights. We also provide a comprehensive series of occupational safety training courses, including fire safety training, first aid training, general safety and health education, and confined space safety awareness training. In doing this, we enhance occupational safety and health education and training.

Human Rights Concerns	Concrete Actions Taken
Promote occupational safety and health procedures	In 2024, four labor safety and health meetings were held, with a total of 82 attendees.
Follow legal employment procedures to prevent unlawful discrimination.	In 2024, salary for employee recruitment was determined by education, experience, and expertise under applicable laws and regulations.
No coercion or compulsion of any unwilling individual to perform labor	In 2024, all labor contracts were signed following consultation with employees.

Shin Shin Natural Gas assesses its operational impacts and responsibilities toward the community and focuses on the hiring of local talent to foster community engagement. We disclose specific actions taken and their outcomes. The Company is committed to the principles of “safety first, service excellence, and sustainable operations.” We dedicate ourselves to social responsibility and community investment, and focus on environmental sustainability, energy conservation, carbon reduction, and the promotion of clean energy as part of our commitment to corporate social responsibility. At Shin Shin Natural Gas, we have a grievance mechanism in place for employees experiencing human rights violations. Please refer to: Regulations for Filing Complaints and Whistleblowing of Shin Shin Natural Gas Co., Ltd.

1. Purpose: To keep the Company’s and its subsidiaries’ businesses on the right track toward sustainability, it especially adopted the “Regulations for Filing Complaints and Whistleblowing” in protecting employees’ rights and boosting its performance in corporate governance.
2. Applicable Personnel: All employees of the Company and its subsidiaries.
3. Scope of Application: These Regulations applies to illegal, abusive, or improper conduct by all employees of the Company and its subsidiary that infringes on the interests of the Company or individuals.
4. Reporting Channels and Principles
 - (1) The Company’s complaint and whistleblowing email: service@shinshingas.com.tw. Any irregularities within the scope of application can be reported through this dedicated email.
 - (2) Whistleblowers must provide their name, contact details, and other relevant information, along with a detailed and specific account of the report, including the individuals involved, the nature of the event, when and where it occurred, as well as supporting evidence. Anonymous reports will not be accepted.
 - (3) The Company must maintain strict confidentiality regarding the identity of the whistleblower and any information provided, throughout the handling and archiving processes.
 - (4) The grievance and whistleblowing mailbox is checked weekly by the designated unit. Any employee complaints or reports identified will be addressed by the responsible department or staff.

In 2024, no human rights complaints were received and no incidents of human rights violations occurred.

2.3 Operational Performance

The Company and its subsidiary (Evfa International Co., Ltd.) reported operating revenue of NT\$1,992,727 thousand for 2024, with operating costs of NT\$1,401,206 thousand. This is a NT\$60,335 thousand increase in operating revenue compared to 2023.

The table below presents the 2024 operating performance:

Overview of Business Performance Over the Past Three Years			
Items/Year	2022	2023	2024
Operating revenues (NT\$ thousand)	1,946,310	1,932,392	1,992,727
Operating costs (NT\$ thousand)	1,374,486	1,367,465	1,401,206
Gross profit (NT\$ thousand)	571,824	564,927	591,521
Operating income (loss) (NT\$ thousand)	330,262	295,893	320,735
Total of non-operating income and expenses (NT\$ thousand)	(116,946)	121,037	147,173
Pre-tax net income (NT\$ thousand)	213,316	416,930	467,908
Net profit after tax for the current period (NT\$ thousand)	143,859	355,885	397,412
Total comprehensive income for the period (NT\$ thousand)	156,085	357,424	408,618
Earnings Per Share (NT\$)	0.81	2.0	2.23
Employee benefit amount (NT\$ thousand)	10,722	10,403	10,930
Dividends (NT\$ thousand)	180,537	270,806	288,860
Employee salary (including employee benefits) (NT\$ thousand)	275,266	293,938	296,956
Retained economic value (NT\$ thousand)	49,434	13,732	55,821
Payment to investors (NT\$ thousand)	180,537	270,806	288,860
Payments to government (NT\$ thousand)	104,678	102,604	87,740
Community investment (NT\$ thousand)	2,494	2,965	3,064

Remark:

1. Payments to investors refer to dividends paid to all shareholders, plus interest paid to lenders (including interest on any form of debt and borrowing), and any unpaid dividends owed to preferred shareholders.
2. Payments to the government encompass all taxes (including VAT, income tax, and property tax) as well as penalties.
3. The “employee remuneration (including employee benefits)” encompasses employee benefits such as labor and health insurance contributions and pension expenses – the total monetary value of benefits provided to employees (excluding costs for education and training, protective equipment, or other expenses directly related to job duties). The separate item “employee benefit amount” refers to welfare expenses assigned by the Company to the Welfare Committee for employees, such as employee travel, health checkups, and festival gifts, representing the total cost of non-monetary benefits provided to employees.
4. Community investment refers to donations and charitable contributions.
5. Currency is in New Taiwan dollars.
6. Retained economic value: Direct economic value generated less economic value distributed.
 ※Direct economic value generated: Revenue.
 ※Economic value distributed: Operating expenses, employee salaries and benefits, payments to lenders, payments to governments by country, community investments.

During the reporting period, Shin Shin Natural Gas pursued government subsidies and received a total of NT\$62,400 in funding in 2024.

During the reporting period, the Company received financial subsidies from the following government agencies, as detailed in the table below.

Overview of Government Subsidies		
Items	Funding Source	Subsidy Amount (NT\$)
Occupational Safety and Health Administration Health Subsidy	Occupational Safety and Health Administration, Ministry of Labor	46,400
Occupational Safety and Health Administration Health Subsidy	Occupational Safety and Health Administration, Ministry of Labor	16,000
Total		62,400
Note: Tax exemptions, subsidies, and pandemic-related aid are all included in government financial assistance.		

Tax Management

The Company complies with applicable tax laws and regulations, including the Income Tax Act and the Business Tax Act, and ensures timely and correct tax filing and payment, adapting to evolving tax legislation. (The Company does not have established internal tax policies or procedures, and tax compliance is managed under applicable government laws and regulations).

The Finance Department is responsible for tax governance, controls, and risk management and participates in discussions regarding significant tax matters for the subsidiary to ensure effective tax management. We follow the tax laws and regulations of the countries where we operate, adhering to their legislative intent, and fulfill our tax obligations responsibly through timely filing and payment. Appropriate authorization, under internal delegation of authority procedures, must be obtained when processing all types of tax filings. For more detailed information on tax governance and financial performance, please refer to the 2024 Annual Report/consolidated financial statements: https://doc.twse.com.tw/pdf/202404_9918_AI1_20250604_093135.pdf.

In addition to following tax laws and regulations, the Company also manages financial risks to safeguard its operations. Please refer to the following for details:

Risk management:

1. All tax planning must be aligned with principles of sustainability, corporate social responsibility, and risk management to safeguard shareholder rights and create shareholder value.
2. To mitigate domestic and foreign tax risks for the Company and its subsidiaries, including discrepancies arising from differing tax opinions and planning across companies within the Group.

2.4 Compliance with Laws and Regulations

Shin Shin strictly follows government regulations and defines a material incident as any single event resulting in collected penalties of NT\$1 million or more.

The Company had no violations resulting in penalties in 2024, including corrective actions, nor did it engage in any anti-competitive practices, anti-trust violations, or monopolistic behavior, and was not subject to any litigation arising from such activities.

Corporate governance regulations	Labor rights regulations
<ul style="list-style-type: none"> ● No violation of the Company Act. ● No violation of commercial laws ● No instances of corruption 	<ul style="list-style-type: none"> ● No violations of the Act of Gender Equality in Employment ● No forced labor or child labor ● Violation of freedom of association and the right to collective bargaining ● Incidents involving discrimination or human rights violations ● Incidents involving violations of Indigenous rights
Product-related regulations	Environmental protection regulations
<ul style="list-style-type: none"> ● No prohibited or controversial products ● No legal proceedings have arisen from anti-competitive practices, anti-trust violations, or monopolistic conduct. ● Customer privacy breaches 	<ul style="list-style-type: none"> ● No environmental law violations

At Shin Shin Natural Gas, we promote workplace safety, prevent accidents, improve the work environment, and protect employee health. We have established an Occupational Safety and Health Committee and respect employees' freedom of association and their rights to collective bargaining as legally guaranteed. We are committed to providing effective channels for labor–management communication, including labor–management meetings, to integrate all resources and collaboratively pursue shared goals. The Company holds regular labor–management meetings. Four meetings were held during the reporting period, with equal representation from labor and management sides (50% each), ensuring compliance with applicable laws and regulations.

The Company is committed to providing a dignified and safe working environment for all employees, promoting employment diversity, and ensuring fair compensation and advancement opportunities. We ensure employees are not discriminated against, harassed, or unfairly treated based on race, gender, religion, age, political affiliation, or any other characteristic protected by applicable laws and regulations. The Company has not infringed upon the rights of Indigenous peoples, nor has it engaged in using child labor or forced labor.

Anti-Corruption System

On November 8, 2019, the Company’s 18th Term 9th Meeting of the Board of Directors has approved the establishment of the “Ethical Corporate Management Best Practice Principles.” The Board of Directors and management commit to actively fulfil the ethical principles, and instructed all employees to abide to them to prevent unethical behaviors. In ensuring the fulfillment of ethical management, the Company builds a complete accounting system and internal control system, and internal auditors conduct regular audits to check the compliance status of relevant laws and regulations.

Although the Company does not conduct corruption risk assessments, all personnel strictly adhere to the Company’s code of conduct and related regulations, and explicitly reject the provision, promise, request, or receipt of any improper benefits. The Company also prohibits transactions with suppliers, customers, or other business partners with a history of unethical conduct. Upon discovering unethical conduct by a business partner, the Company immediately stops cooperation and designate that partner as restricted, thus implementing the Company’s ethical management policy. There were no corruption incidents in 2024.

In the event of violations of relevant laws and regulations, employees may report incidents through the established reporting procedures. Upon receipt of a report, the appropriate investigation channel will be initiated based on the issue. Cases involving serious misconduct will be escalated to the Board of Directors for resolution. The identity of whistleblowers and any information they provide will be treated as strictly

confidential throughout the handling and archiving process. Information on the Company's reporting channels is below:

Reporting Mechanisms	
Accepting Unit	Chief Auditor
Correspondence Address	5F, No. 100, Section 1, Yonghe Road, Yonghe District, New Taipei City
Email	service@shinshingas.com.tw

III. Gas Management

3.1 Material Topic Management Approach

The Company is committed to maintaining a stable natural gas supply to avoid disruptions with material impacts on business operations and society. The policy includes coordinating with CPC to ensure a stable supply, strengthening transmission and storage infrastructure construction, maintenance, and risk management. We conduct regular pipeline inspections for users every two years to ensure the continuity and stability of natural gas supply and user safety.

Material topics: Natural gas supply security	
Importance	Natural gas supply security is critical to the Company, as natural gas is a key resource for over 370,000 households and essential services within our service area (Yonghe, Zhonghe, Xindian, and Shengkeng Districts of New Taipei City, and Wenshan District of Taipei City). Natural gas supply disrupted or unstable will directly impact the Company's operations, then affecting the production efficiency of business customers and causing inconvenience for household users . So, ensuring a stable and secure natural gas supply is essential to guaranteeing the Company's economic performance and long-term sustainability.
Impact and Effects	<ul style="list-style-type: none"> ➤ Positive Economic Impact: <ol style="list-style-type: none"> 1. The stable supply of natural gas ensures smooth company operations, reduces financial risks associated with energy shortages or price volatility, and supports a secure and reliable gas supply. ➤ Actual Negative Economic Impact: <ol style="list-style-type: none"> 1. The volatility of natural gas prices could increase production costs. Supply disruptions may lead to production halts or reductions, causing economic losses. ➤ Actual Positive Environmental Impact: <ol style="list-style-type: none"> 1. Natural gas, as a relatively clean fossil fuel, offers some benefits in reducing carbon emissions and air pollution. ➤ Actual Negative Environmental Impact: <ol style="list-style-type: none"> 1. Unstable natural gas supply and leaks during transportation could have environmental impacts on ecosystems. 2. Typhoons or prolonged heavy rainfall can cause rivers to swell, eroding natural gas pipelines and leading to pipeline breaks or damage. Earthquakes can also cause natural gas pipelines to fracture or rupture. These factors, driven by extreme climate impacts, can result in natural gas leaks, fires, and explosions. ➤ Actual Negative Impact on People (Including Human Rights): <ol style="list-style-type: none"> 1. Damage to roads from construction by other parties and the subsequent repair work could affect local quality of life due to the high-pressure work environment and potential natural gas leaks. 2. The primary cause of these incidents is the failure of road construction units to notify the Company before commencing work, as well as their failure to hold engineering coordination meetings and conduct pre-excavation site surveys. This often results in damage due to inadequate underground utility mapping. Additionally, pipeline operators' lack of awareness regarding the construction activities of other parties and delayed on-site presence increases the risk of accidental pipeline strikes, potentially leading to natural gas leaks, fires, and explosions.
Policy	<p>The Company has established these policies to address natural gas supply security challenges:</p> <ol style="list-style-type: none"> 1. Natural gas supply security and stability policy and disaster prevention plan: To mitigate the risk of abnormal pipeline pressure or pipeline leakage, tracking and detection equipment has been installed at CPC delivery stations, storage tanks, and regional pressure regulating stations to continuously track high- and medium-pressure gas pipeline pressure for irregularities. Technical staff also conduct regular inspections according to the established inspection schedule to ensure the normal operation of natural gas transmission pipelines within the jurisdiction. This proactive approach enables timely repairs, reduces work safety risks, and maintains a stable gas supply. 2. Environmental and social responsibility policy: We ensure a safe and stable supply of natural gas, reduce leaks during transportation, and maintain gas supply safety. In compliance with Article 48 of the Natural Gas Enterprise Act, we regularly inspect users' internal pipelines every two years. 3. Occupational health and safety improvement measures: <ol style="list-style-type: none"> (1) Using satellite positioning system (GPS) technology, pipeline data is regularly updated to ensure accuracy.

	<ul style="list-style-type: none"> (2) Ensure pipeline management staff are proficient in pipeline location and detection equipment operation, and can apply this knowledge to practical excavation work and effective pipeline tracking. (3) Reduce the risk of pipeline damage through accurate pipeline data and joint pipeline inspections. (4) Before commencing pipeline repair or emergency maintenance, the natural gas within the pipeline must be purged. During work to prevent ignition from static electricity or potential fire sources, concentration tracking must be implemented. (5) Strengthen safety training and education for construction subcontractors. (6) The construction unit must conduct a past risk assessment of potential disaster scenarios during construction and develop an emergency response plan. (7) In the event of a pipeline incident posing safety risks, coordination with local police and fire authorities may be necessary to manage ignition sources or evacuate staff to a safe location. (8) Reinforce pre-construction notification and communication with external parties, proactively implement on-site supervision, observation, and record-keeping during pipeline construction, and continuously track the impact of construction activities on pipelines to prevent damage. <p>4. Climate disaster risk prevention and mitigation strategies:</p> <ul style="list-style-type: none"> (1) The Company must enhance independent pipeline management, rigorously implement pipeline inspection, maintenance, and tracking, investigate the root causes of inspection anomalies, and ensure pipeline safety through follow-up improvements. (2) The Company must review standard operating procedures related to pipeline transportation and storage operations, including procedures for abnormal situation management and emergency response. (3) Before a typhoon, disaster prevention measures for pipelines crossing rivers must be reinforced, routine patrols increased, and preparations and planning undertaken for natural gas supply and emergency response – including ensuring enough inventory levels, and adequate emergency repair staff and equipment. (4) After natural disasters – such as earthquakes, typhoons, prolonged heavy rainfall, flooding, soil liquefaction, debris flows, large-scale landslides, volcanic eruptions, and other climate change-related and extreme weather events – pipeline infrastructure and associated equipment must undergo enhanced inspection and maintenance to ensure safety and integrity. (5) To strengthen our employees’ knowledge and capabilities in responding to pipeline incidents such as ruptures, breaks, and leaks, we emphasize the importance of immediate action. For example, upon discovering a pipeline leak or rupture, or when natural disasters, extreme weather events, or other factors compromise pipeline safety, abnormal operations procedures are started right away, including valve closure and tracking of system pressure changes.
<p>Strategy</p>	<p>➤ Proactive Opportunity Management:</p> <p>To strengthen engineering and construction technology, the Company actively cultivates professional engineering staff and enhances specialized education and training, including cross-functional training. Risk management measures for users with prolonged lack of inspection are:</p> <ul style="list-style-type: none"> 1. The inspection frequency for these users has been adjusted to annual inspections and incorporated into the following year’s inspection plan. This frequency will remain in effect until after the inspection is completed, at which point the original inspection scheduled for every two years will be resumed. Users will also receive a text message and voice message reminder one month before the scheduled inspection to ensure their cooperation. 2. We send letters to tell users who have not undergone inspection for several years to contact the Company to schedule a follow-up inspection promptly, with a copy to the relevant regulatory authority. 3. For communities with low inspection rates in the previous round, we send a letter to the community management committee before inspection. This letter informs the community management center of the age of the community’s gas pipelines, the number of households not inspected within the last five years, and the number of households not inspected within the last ten years. We asked for the management committee and community management center to notify residents to schedule inspections. 4. For users who have not undergone inspection for over 10 years, dedicated staff are assigned to conduct on-site visits. These staff ask neighbors and local community leaders to determine occupancy, long-term absence, or vacancy of the property, and leave a service notification in the mailbox. 5. Each month, we survey electricity consumption patterns and usage status of customers with prolonged inspection intervals using our information system to identify any abnormal increases that may show potential risks or safety issues, and investigate and address them.

	<p>➤ Risk management and prevention:</p> <ol style="list-style-type: none"> 1. Pipeline risk monitoring: Natural gas risk assessment is performed through periodic maintenance inspections, gas supply pressure monitoring, and maintenance data analysis, with a risk warning system in place. We have installed 24-hour SCADA disaster prevention and tracking systems and conduct regular inspections and maintenance of gas storage tanks and associated equipment to ensure firefighting equipment is functioning properly. All inspection results are recorded and archived. These measures contribute to ensuring gas storage safety and maintaining the proper functioning of equipment, thus securing a reliable gas supply. 2. Diversified reserve systems: Ensure the proper functioning and maintenance of natural gas storage tanks in Ankeng and Wanfang to mitigate the risk of sudden supply disruptions. 3. Natural gas emergency response plan: Develop and practice emergency procedures for natural gas supply disruptions or other unforeseen events. 4. Gas pipeline management: Dedicated staff are regularly assigned to inspect and maintain pipelines. We enhance inspection frequency and conduct facility upgrades based on pipeline service life and a risk assessment mechanism, ensuring the safety of public pipeline infrastructure. The Company references the Industrial Technology Research Institute's "Natural Gas Pipeline Network Risk Assessment" methodology to conduct pipeline risk assessments and put mitigation measures into practice. We leverage Kent's long-distance pipeline risk assessment methodology to gather data on pipeline damage factors, enhance pipeline procurement quality and specifications, and focus on pipeline replacement in higher-risk areas. For regions with higher risk profiles, we will integrate them into our risk assessment process and continuously track and manage them to mitigate risks. <p>➤ Remedial Actions for Adverse Impacts:</p> <ol style="list-style-type: none"> 1. Supply interruption response measures: Conduct simulations of natural gas supply disruptions and develop a plan to activate the gas storage tanks in Ankeng and Wanfang, ensuring the effective operation of emergency supply procedures. 2. Legal and compensation mechanisms: In the event of a natural gas supply disruption causing actual economic losses, corresponding compensation and remediation measures will be activated to protect the Company's interests.
Goals and Targets (Short term)	We have completed the tracking and management of the supply system information for key equipment, such as storage tanks and compressor stations. We have also introduced advanced testing instruments and disaster prevention equipment.
Goals and Targets (Medium term)	Continue to adopt new technologies and update equipment and materials regularly to ensure a stable gas supply.
Goals and Targets (Long term)	Ensure a highly secure and sustainable natural gas supply and achieve carbon emission reduction goals.
Management and Assessment Mechanism	We established a computer information management procedure for employees in 2024 to replace the traditional manual management system. The automated system checks the status of the supply network across all business areas to prevent potential risks in advance and meet the goal of supply safety management.
Performance and Progress	<ol style="list-style-type: none"> 1. The Company annually reviews and adjusts its natural gas supply security targets on a rolling basis, and develops management strategies according to pipeline network risk assessments. 2. No natural gas-related incidents occurred in 2024.

3.2 Products and Services

The safety of gas supply is the Company’s top priority. To safeguard user and employee safety and reduce equipment failure and operational risk, all procurement items must follow relevant laws and regulations in the country of origin (such as Taiwan, Japan, and the U.S.) and adhere to internationally or industry-recognized safety standards to ensure ideal quality.

The Company focuses on safety in its management strategy, aligning with stakeholder expectations and building a strong foundation for sustainable operations. This shows our unwavering commitment to public safety, social responsibility, and transparent governance.

In 2024, the Company maintained full compliance with regulations about product safety, information labeling, and marketing promotion. Effective regulatory compliance and risk management have strengthened stakeholder trust in the Company’s products and services, and enhanced its brand image and competitiveness.

Statistics on Product and Service Safety Certifications		
Product or Service Name	Safety Certification	Percentage of Products or Services Assessed and Offered to Customers (%)
Galvanized steel pipes	CNS6445, CNS4626	100
Galvanized pipe fittings	EN10242, EN1562	100
Gas meter	Calibration of measuring instruments by the Bureau of Standards, Metrology and Inspection of the Ministry of Economic Affairs	100
Taiwan-made rigid PVC-coated steel pipes	CNS14345, CNS8910, JIS A 1415	100
Taiwan-made rigid PVC injection-molded coated pipe fittings	CNS14345, CNS5846, CNS1302, CNS1298, UL94, JIS A1415	100
Japanese-made rigid PVC-coated steel pipes	JIS G 3452	100
Japanese-made rigid PVC-coated pipe fittings	JIS B 2301	100
U.S.-made PE pipes	ASTM D2513	100
U.S.-made PE pipe fittings	ASTM D2513	100

Note: Percentage = (total volume of products or services assessed and offered to customers / total volume of products or services offered to customers) x 100.

Photographs of the certificate/standard:

Galvanized steel pipes (CNS6445, CNS4626)

The images show technical certificates and standards for galvanized steel pipes and fittings. The certificates include product names, specifications, and compliance information. The tables in the certificates list various technical parameters such as dimensions, material grades, and test results.

Galvanized pipe fittings (EN10242, EN1562)

bsi.
Kitemark™ Certificate

This is to certify that: Jinan Meide Casting Co., Ltd. No. 3 Meide Road Pingyin Jinan 250400 China

Holds Certificate Number: KM 67615

ISO 9001:2015 / ISO 14001:2015
Metallic cast iron and cast copper alloy threaded pipe fittings

This issues the right and license to use the Kitemark in accordance with the Kitemark Terms and Conditions governing the use of the Kitemark, as may be updated from time to time by BSI Assurance UK Ltd (the "Conditions"). All details appear on this Certificate shall have the same meaning as in the Conditions.

The use of the Kitemark is authorized in respect of the Product(s) detailed on the Certificate provided it is from the above address.

For and on behalf of BSI: Frank Lee, Product Certification Technical and Compliance Director

First issued: 2023-09-20
Latest issue: 2023-09-15
Page: 1 of 6

"making excellence a habit"

CERTIFICATE

Jinan Meide Casting Co., Ltd.
No. 3 Meide Street, Pingyin Town, Pingyin County, Jinan, Shandong Province, China

This is to certify that, upon the relevant request of the applicant, EURO CERT as Third Party authority has verified that the above manufacturer, manufacturer, producer and processor is a Quality Assurance System in accordance with the Pressure Equipment Directive 2010/25/EC (PED) Annex I, Paragraph 4 as a material manufacturer for the case of manufacture of threaded pipe fittings, metallic cast iron and cast copper alloy fittings.

Additional product covered by this certificate are listed in Annex 1 to this certificate.

The manufacturer, producer, processor or provider of the product covered within the scope of the associated safety system and in accordance with the Pressure Equipment Directive 2010/25/EC and applied technical specifications.

Possible additional requirements specific to applied technical specifications to PED-III items are not affected.

The validity of this certificate is subject to a valid certification in accordance with ISO 9001:2015 with automatic production of materials for pressure equipment.

This certificate remains valid only when the signatories possess the annual surveillance audits.

DVGW-Baumusterprüfzertifikat
DVGW type examination certificate

Anwendungsbereich: Produkte der Gas- und Wasserversorgung
Zertifizierter Hersteller: Jinan Meide Casting Co., Ltd.
Produktart: Rohrbolzen und -verbindungen aus Metall
Modell: Tempergussring, verzinkt
Prüfnormen: DIN EN 10242, DIN EN 10242A1, DIN EN 10242A2, USA BWGL-Metalle

Flow meters (Calibration of measuring instruments by the Bureau of Standards, Metrology and Inspection of the Ministry of Economic Affairs)

經濟部標準檢驗局度量衡器檢定結果通知書

本證書係依據中華民國度量衡法及相關法規之規定，由本局檢定合格之度量衡器，其檢定結果如下：

序號	品名	規格	單位	檢定日期	檢定地點	檢定結果
1	標準砝碼	F1000	g	113年11月15日	本局	合格
2	標準砝碼	F200	g	113年11月15日	本局	合格
3	標準砝碼	F50	g	113年11月15日	本局	合格
4	標準砝碼	F10	g	113年11月15日	本局	合格
5	標準砝碼	F2	g	113年11月15日	本局	合格
6	標準砝碼	F0.5	g	113年11月15日	本局	合格

經濟部標準檢驗局度量衡器檢定結果通知書

本證書係依據中華民國度量衡法及相關法規之規定，由本局檢定合格之度量衡器，其檢定結果如下：

序號	品名	規格	單位	檢定日期	檢定地點	檢定結果
1	標準砝碼	F1000	g	113年11月15日	本局	合格
2	標準砝碼	F200	g	113年11月15日	本局	合格
3	標準砝碼	F50	g	113年11月15日	本局	合格
4	標準砝碼	F10	g	113年11月15日	本局	合格
5	標準砝碼	F2	g	113年11月15日	本局	合格
6	標準砝碼	F0.5	g	113年11月15日	本局	合格

EVFA INTERNATIONAL CO., LTD.

製品検査証明書

製品名: 標準砝碼

型式名: MODEL: N845 (常用標準砝碼付マイコンゲージ)

3. 数量, 納入目(正確測定用): 3, 152台

4. 検査結果: (1)計量法特定装置検査結果判定別の検査合格付マイコンゲージに適合しています。 (2)マイコンゲージ(標準砝碼付)の機能に適合しています。検査結果は以下の通りです。

Taiwan-made rigid PVC-coated steel pipes (CNS14345, CNS8910, JIS A 1415)

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 8910

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 8910

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 8910

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 8910

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

Taiwan-made rigid PVC injection-molded coated pipe fittings (CNS14345, CNS5846, CNS1302, CNS1298, UL94, JIS A1415)

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 5846

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 5846

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 5846

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

試驗報告

品名: 鋼管PVC塗層

規格: CNS 14345, CNS 5846

試驗項目: 外觀檢查, 尺寸檢查, 厚度檢查, 彎曲試驗, 剝離試驗, 衝擊試驗, 落球試驗, 耐熱試驗, 耐腐蝕試驗, 滲透試驗, 滲漏試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗, 滲水試驗, 滲油試驗

$2' = 0.68 \times 500ft = 300 \text{ lbs (136)}$

$4' \times 7.7 \times 6.8 / 4.0 = 88.6 \text{ kg}$
 $= 78.7 \text{ kg}$

$6' \times 4.0 \times 5 / 2.2 = 18.2 \text{ kg}$
 $= 81.3 \text{ kg}$

$2' = 0.68 \times 500ft = 300 \text{ lbs (136)}$

Customer Privacy

To protect customer information security, the Company has established a “Personal Data Protection Declaration” and a “Privacy Policy.” We and our subsidiary manage customer data carefully. In 2024, the fines imposed by the competent authority for personal data incidents was NT\$0. There were 0 cases of suspected personal data complaints, and no customer data was leaked. In 2024, the Audit Department conducted audits, including a review the current status of personal data. The audit results showed no misuse of customer data and no major information security incidents occurred. The Company continues to enhance employee education and training and carefully safeguard customer data to improve service quality.

[Personal Data Protection Declaration]:

To ensure the protection of users’ personal data, privacy, and rights, the Company will use personal data during transactions and informs users of the following under Article 8 of the Personal Data Protection Act:

1. Purpose and collection methods

The purpose of data collection is for user management and communication, postal bank payments, bill delivery, and internal statistical surveys and analysis (the statutory specific purpose codes are 005, 069, 081, 090, 145, 150, 160, and 181).

The methods for collecting personal data include website membership registration, completing forms in person, or downloading the pipeline device application form online.

2. Categories of personal data collected: The Company collects these categories of personal data:

- (1) C001 Personal identifiers: Usernames, addresses, phone numbers, email addresses, and other related information.
- (2) C002 Financial identifiers: Credit card or bank account details.
- (3) C003 Government-issued identifiers: National identification numbers or passport numbers (for foreign nationals).

3. Period, scope, objects, and methods of use

- (1) Duration: Throughout our operations.
- (2) Region: User personal data will be used within the Company’s areas of operation.
- (3) Objects and methods of use: User personal data collected will only be used for the Company’s user management and communication, bank payment services, bill delivery, and internal statistical surveys and analysis, and will not be used for any other purpose.

4. User rights regarding personal data: Users who provide the Company with their personal data have the right to exercise the rights outlined in Article 3 of the Personal Data Protection Act:

- (1) The Company reserves the right to charge reasonable costs for processing inquiries or fulfilling document review requests.

- (2) The Company reserves the right to charge reasonable costs for providing copies of documents upon request.
- (3) For requests for supplementary information or corrections, submission of appropriate supporting documentation is required.
- (4) Request to stop collection, processing, or use.
- (5) Request for deletion.

For applications, users may contact the Company's customer service via telephone or in person. However, the Company reserves the right to refuse applications if necessary to execute its duties or business operations, or were restricted by other applicable laws and regulations.

5. Users may choose whether to provide their personal data. However, if the personal data provided is insufficient to verify a user's identity, or if the Company detects misuse, theft, or inaccuracies, users may not access the Company's services and associated benefits.

[Privacy Policy Statement]:

Dear user, thank you for visiting the Shin Shin Natural Gas website. We respect and protect your personal privacy. To help you understand how Shin Shin Natural Gas collects, uses, and protects your personal information, please read the following information carefully.

1. Scope of Policy Application

The following privacy policy applies to the collection, use, and protection of personal data related to your activities on the Shin Shin Natural Gas website. However, the privacy policy does not apply to websites of government agencies, payment websites, or other companies' websites linked to this site's functionality. Any website linked from "Shin Shin Natural Gas" with a login or payment function, whether independently operated by government agencies at all levels or co-managed with other agencies, groups, or companies, has its own privacy policy. "Shin Shin Natural Gas" assumes no joint and several liability for these websites. When applying for services on these websites, the protection of your personal data will be governed by the privacy policy of each respective website.

2. Collection of Personal Data

When browsing the Shin Shin Natural Gas website or downloading files, the website collects no personally identifiable information. When applying for online services or e-receipts through Shin Shin Natural Gas, applicants must provide accurate and up-to-date personal information, including their name, identification number, contact telephone number, email address, and mailing address. The website logs users' IP addresses, browsing times, and the pages they visit. This data is used by Shin Shin Natural Gas' website management team to internally analyze website traffic and user behavior, to help improve service quality. Shin Shin Natural Gas analyzes only aggregate user data and does not analyze individual users. Shin Shin Natural Gas is committed to protecting the privacy of all applicants and will not modify or delete any website user's personal information or files without their consent. Unless prior consent is obtained or these circumstances apply:

- (1) Through legitimate channels.
- (2) Protect or defend the rights or property of users of the relevant website.
- (3) Protect the interests of all parties associated with this website.

Shin Shin Natural Gas does not sell, exchange, or lease your personal data to other organizations, individuals, or private businesses. Except as otherwise below:

- (1) Cooperate with lawful investigations by judicial authorities.
- (2) Cooperate with investigations or data requests by relevant authorities for official purposes.
- (3) Based on good faith, we believe this disclosure is necessary for legal compliance and for managing the maintenance and improvement of our website services.

3. Individual Responsibilities

Users who register on the Shin Shin Natural Gas website and use the online application services provided by the Company are responsible for maintaining and updating their personal information, ensuring its accuracy, currency, and completeness. If you provide any incorrect or false information, Shin Shin Natural Gas' relevant business units reserve the right to reject your use of all or part of the website's services with that account. Maintaining the confidentiality and security of passwords and accounts is a shared responsibility between Shin Shin Natural Gas and our users. If your password or account has been compromised or you encounter any security issues, please immediately report the problem using the "Feedback" function on the website so our team can assist you. Please log out of your account after each session to protect it from unauthorized access. If you are sharing a computer with others or using a public computer, close your browser window to prevent others from accessing your personal information or correspondence. All website user activity must comply with applicable domestic and international laws and regulations, and users are solely responsible for all matters about their personal accounts and passwords.

4. Inquiries and Remedies Regarding the Privacy Protection Policy

If you have questions or suggestions regarding the above clauses, please submit your valuable feedback through "Feedback" on our company website. If any relevant unit of "Shin Shin Natural Gas" violates this policy, we also welcome reports submitted through "Feedback."

5. Website Security Measures

To maintain website host security, network security mechanisms have been implemented for the website's external service host. Conduct vulnerability scans and patch system vulnerabilities regularly. This website also uses web analytics tools. Unknown attempts and intrusions will be logged in the scanning host. For destructive behavior or unauthorized attempts to access server infrastructure, we will follow security policies to report and block the activity, and notify law enforcement agencies.

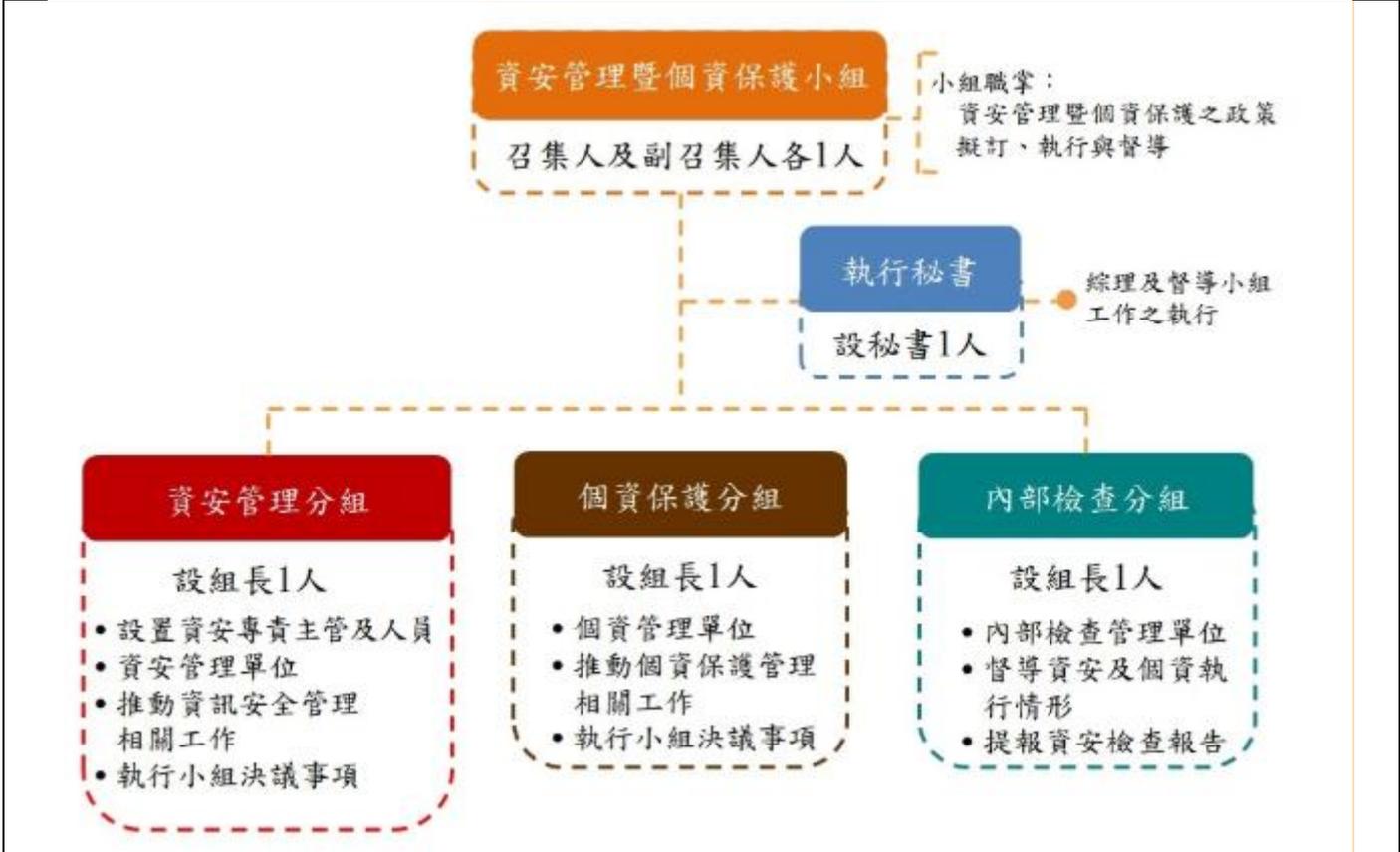
VI. Shin Shin Natural Gas Reserves the Right to Revise This Policy as Necessary When we significantly change our personal data and privacy policy, we will post a notice on our website to inform you.

Information Security Risk Management Organization

The information security management system of Shin Shin Natural Gas is established in compliance with Taiwan's information security laws and regulations. In addition to its information security management policy, the Company maintains a personal data protection management system to enhance information security and personal data management practices. To strengthen the Company's information security management, it has since November 2013 established the "Personal information protection response execution team", and in April 2016 amended its name to "Information security management and personal data protection team". The Vice President acts as the convener, who appoints or invites group members to be responsible for the planning, execution, and control of information security and personal information protection related work. They also organize risk assessments, security classifications, system security control measures, and track information security management matters. In 2023, the dedicated Chief Information Security Officer and information security personnel were appointed under the "Regulations Governing the Establishment of Internal Control Systems by Public Companies." Under the "Information security management and personal data protection team," the "Information management sub-team," "personal data protection sub-team," "Internal inspection sub-team" have been created. They are responsible for the company's information security and personal data protection supervision, promotion and audit, building a comprehensive information security defense capability and making sure there is a good level of awareness among the employees.

For maintaining the confidentiality, completeness and availability of the Company's information assets and to guarantee the safety of the users' privacy information, every information requires permission for its obtaining and storage. This is to safeguard its confidentiality and to avoid revisions being made without permission, retaining its accuracy and completeness.

Organizational Structure of the Information Security and Personal Data Protection Team



	Information Security and Data Protection Team	Responsibilities of the Team: Formulate, implement, and oversee information security management and personal data protection policies	
	1 convener and 1 deputy convener		
		Executive Secretary	Oversee and direct the implementation of team operations
		One secretary appointed	
Information Security Management Sub-team	Personal Data Protection Sub-team	Internal Inspection Sub-team	
1 team leader • Chief Information Security Officer and dedicated staff appointed • Information security management unit • Carry out tasks related to information security management • Execute resolutions adopted by the team	1 team leader • Personal data management unit • Carry out tasks related to personal data protection and management • Execute resolutions adopted by the team	1 team leader • Internal inspection management unit • Supervise and guide the implementation of information security and personal data • Submit information security inspection reports	

Information Security Risk Management

The Company has established software and hardware security facilities and mechanisms, including firewalls, anti-virus software, and email filtering, and continuously strengthens employee information security awareness through training and awareness programs. A robust backup mechanism for critical systems is in place. Cybersecurity attack methods are constantly evolving, and maximizing protection effectiveness with limited resources still cannot guarantee that information systems can avoid network attacks that paralyze the system from any third party. The Company’s natural gas supply system uses an encrypted internet connection and uses a physically partitioned network structure. It is not connected to the external internet; every system control must be managed from within the company or by the storage tank staff to perform the operation. It cannot be controlled via a remote connection. As of the evaluation, the chances of information security attacks can be lowered.

For the effective implementation of information security management, the Company formulates its information security management related four-level documents based on the information security management system (ISMS) ISO/IEC 27001:2013 requirements. The Company has also established “Personal Data File Security Maintenance Management Measures” in compliance with the “Regulations Governing the Security of Personal Data Files for the Electricity, Gas, and Gas Station Industries.”

Items	Specific Management Measures
Firewall protection	<ul style="list-style-type: none"> ● Configure firewall connection rules. ● For specific connection requests, more approval is needed.
Anti-virus software	<ul style="list-style-type: none"> ● Use anti-virus software and update virus definitions automatically to minimize the risk of virus infection.
Operating system update	<ul style="list-style-type: none"> ● The operating system is updated automatically. The IT Department will assist with updates if they fail.
Mail security management	<ul style="list-style-type: none"> ● Automatic email threat scanning provides protection against unsafe attachments, phishing emails, and spam before they reach users, and expands safeguards to cover malicious links.
	<ul style="list-style-type: none"> ● After receiving emails on personal computers, anti-virus software also scans for unsafe attachments.
	<ul style="list-style-type: none"> ● Conduct annual social engineering exercises to enhance staff security awareness.
Data backup system	<ul style="list-style-type: none"> ● Daily backups are performed on critical information system databases.
Important files are uploaded to the server.	<ul style="list-style-type: none"> ● Important files from each internal department are stored on the server and centrally backed up and archived by the IT Department.

The Company implements its “Personal Data File Security Maintenance Management Measures,” “Information Security and Personal Data Protection Team Establishment Guidelines,” and the Information Security Management System (ISMS) ISO/IEC 27001:2013 Level 4 documentation, along with other relevant procedures. To prevent information security attack incidents, the protection capability has been enhanced through firewalls, intrusive defense, spam mail filter, and anti-virus software, and conduct regular information security weakness scanning to understand the weakness of the information equipment and to fortify them. Internally: To increase information security awareness of the employees, continue to organize information security case studies sharing, organize regular information security educational training, and implement social media engineering drills occasionally as the key emphasis for the Company’s information security.

管理循環



Management cycle			
<ul style="list-style-type: none"> Put forth improvement measures based on performance evaluation reports and risk analysis results 	Action	Plan	<ul style="list-style-type: none"> Formulate an information security policy Formulate an annual implementation plan for information security
	Check	Do	
<ul style="list-style-type: none"> Audit the performance as per the management procedures 			<ul style="list-style-type: none"> Implement the annual information security plan Report and cope with information security anomalies

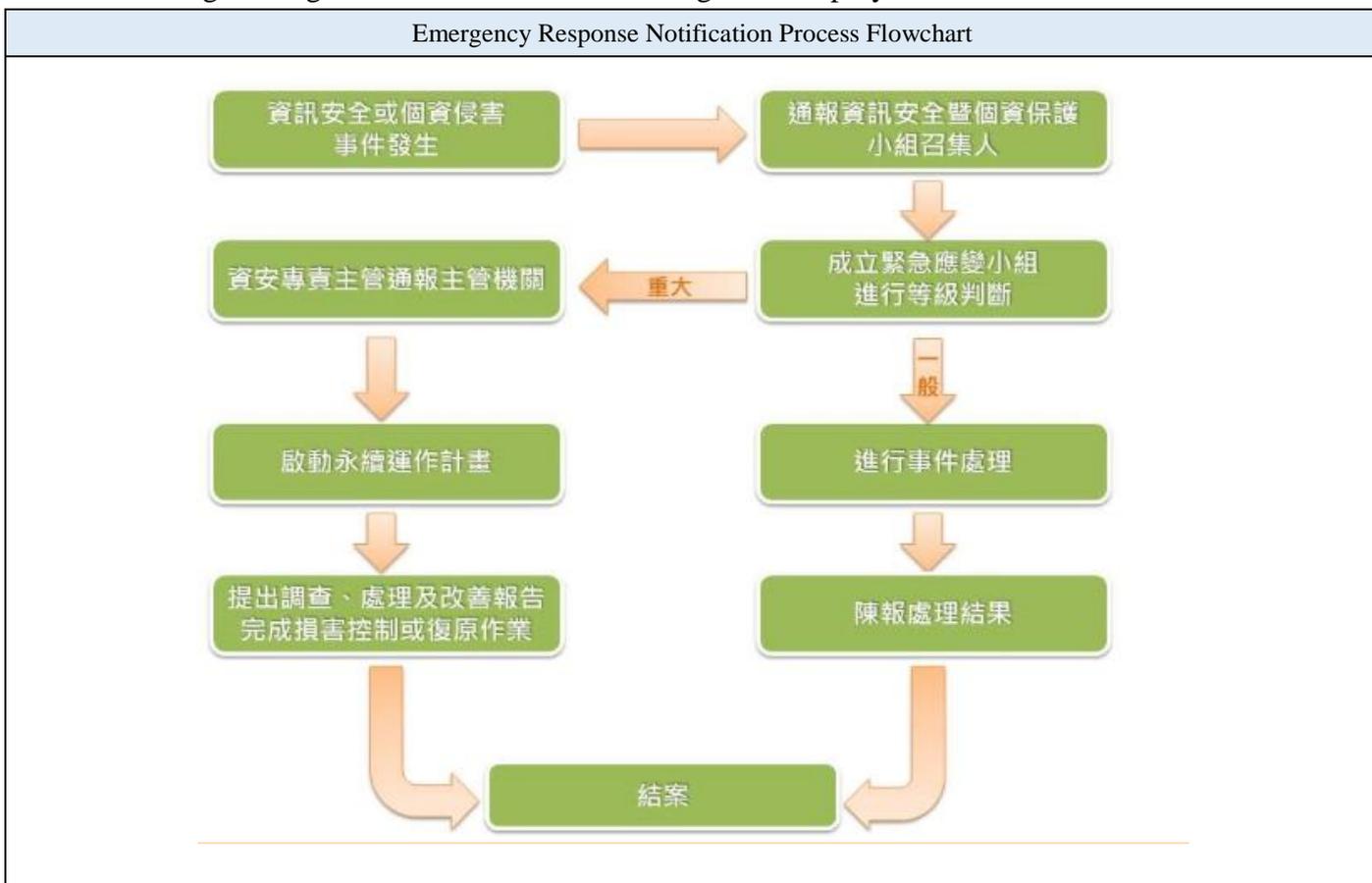
Information Security and Personal Data Management and Reporting Procedures

In late 2023, the Energy Administration, Ministry of Economic Affairs conducted an on-site audit of personal data. Based on the audit report, the Company reviewed and adjusted its management mechanism in 2024.

To strengthen the protection capability of the physical information equipment, the Company has in recent years continued to renew the protection tools and host hardware. The resources invested in 2024 was approximately NT\$1,310,000:

- Construction of a sustainable business environment: The Company uses professional backup software to maintain and store its critical systems and create a practical exercise environment for “sustainable business” drills separated from the official environment.
- Information security fast screening and health examination: System testing is conducted on personal computers and servers to make sure there is no potential threats.
- Personal computers renewal: Replace computers that cannot use Windows 11 operating system.

- Drills on email social engineering: to enhance information security awareness, the Company continues to conduct social engineering drills and training for all employees.
- One review meeting of the information security and personal information protection team.
- One personal information inventory and risk assessment.
- One education and training session totaling three hours for all 190 employees.
- 12 personal information seminars, totaling 348 participants.
- 247 information security awareness campaigns and announcements were conducted.
- One scan of vulnerabilities.
- Four system recovery drills.
- One internal information security and personal information audit
- 1 social engineering exercise and refresher training to 26 employees who clicked on links



Information security or personal data breach occurs		Inform the convener of the information security and personal data protection Team
Information security officer reports to the relevant authority	Material	Establish an emergency response team to assess the severity of the situation
Launch the sustainable operations plan		Conduct incident management
Submit investigation, remediation, and improvement reports and complete damage control or restoration efforts		Reporting results
	Case closed	

3.3 Supply Chain Management

In 2024, the Company collaborated with a total of 36 suppliers across diverse areas, including raw materials, equipment, construction, and human resources services. We consider our suppliers and contractors to be important partners in driving sustainable business growth and implementing our corporate social responsibility initiatives, fostering long-term trust and mutually beneficial value creation.

The main procurement items are gas pipelines and meters. Given the high technical and safety demands of the natural gas industry, we focus on product quality, technical capabilities, relevant certifications, and sustainability principles, alongside price and delivery timelines.

To maintain supply chain stability and strengthen local ties, the Company is dedicated to promoting local sourcing, focusing on high-quality domestic suppliers, reducing the logistics carbon footprint, supporting the local economy, and ensuring responsive operational support. In 2024, 100% of procurement items were sourced from domestic suppliers, showing our commitment to supporting the development of local industries. These details the Company's procurement ratio over the past three years:

Shin Shin Natural Gas Procurement Ratio Over the Past Three Years							
Contract Type	Procurement Areas	2022		2023		2024	
		Number of Households	Proportion of This Procurement Amount to the Total Procurement Amount (%)	Number of Households	Proportion of This Procurement Amount to the Total Procurement Amount (%)	Number of Households	Proportion of This Procurement Amount to the Total Procurement Amount (%)
Services (Contracting and Services)	Domestic	1	100	1	100	1	100
	Overseas	0	0	0	0	0	0
Property (Raw Materials)	Domestic	24	100	22	99.3	24	100
	Overseas	0	0	1	0.7	0	0
Engineering (Buildings and Facilities)	Domestic	11	100	11	100	11	100
	Overseas	0	0	0	0	0	0
Total		36	36	35	100	36	100
Remarks: 1. Domestic refers to Taiwan; overseas refers to areas outside of Taiwan (e.g. the U.S., Vietnam).							

Supplier Assessment

Globalization and sustainable development are now mainstream trends, and supplier management is no longer only a means of cost control and ensuring stable delivery. It is a key strategy for companies to build resilient supply chains, maintain competitiveness, and advance their corporate social responsibility and sustainable development goals.

The Company's supplier management system is founded on fair supplier selection, continuous assessment, and integrity in collaboration. We ensure all supplier partners uphold high standards in quality, price, delivery, safety, compliance, and sustainability through stringent initial due diligence, formalized cooperation guidelines, and regular performance evaluations. In addition, to foster mutually beneficial business opportunities, we not only provide business guidance and technical support, but also actively share market trends and regulatory information, helping our partners strengthen their internal management and sustainability performance.

To progressively advance sustainable procurement, we integrate green procurement, local sourcing, and social responsibility into our procurement decision-making process. The management guidelines and evaluation methods are outlined below:

Management Guidelines:

- Quality stability: Products and services must meet national standards and industry regulations to ensure safe equipment operation.
- Cost-benefit balance: Integrate market price information, secure the most useful bids, and enhance bargaining power.
- Strengthen local sourcing: Promote local economies and support domestic industry development.
- Lead time and supply chain resilience: Suppliers should show the capacity for emergency supply and raw material substitution to mitigate supply chain disruption risks.
- Safety and environmental awareness: Products and processes must incorporate risk management mechanisms and follow environmental regulations.
- Ethical management and social responsibility: Prohibit inappropriate related-party transactions and encourage the implementation of ESG practices.
- Fair trade and intellectual Property rights: We strictly prohibit counterfeiting and infringement, ensuring legal and transparent business transactions and fostering healthy industry development.

Evaluation Method:

- The evaluation team includes staff from the acceptance team.
- Domestic manufacturers are primarily subject to on-site assessments, while overseas manufacturers must provide a certificate of foreign company registration and ensure their products meet the relevant inspection standards of their country of origin.

In 2024, following continuous tracking and management, the Company experienced no instances of supplier non-compliance, showing stable supply chain operations and strong partner relationships.

IV. Environmental Sustainability

4.1 Major Topic Management Approach.

In alignment with the national GHG reduction strategy, the Company annually reviews and develops future business strategies. The Company has also established a Sustainability Committee, and strengthened the roles of the Board of Directors and its functional committees. This includes refining internal systems and regulations, enhancing information disclosure, mitigating operational risks, and promoting sustainable business practices.

Material Topic: Emissions (GHG Emissions)	
Reporting Requirements	Reporting Requirements and Examples
Importance	After stakeholder engagement and materiality assessment, emissions have been identified as a key topic for the Company. Failure to manage GHG emissions could lead to future penalties under applicable laws and regulations. Responsible emission management can reduce the Company’s cost risks and enhance product competitiveness related to sustainability issues.
Impact and Effects	<p>➤ Potential Negative Economic Impact:</p> <ol style="list-style-type: none"> 1. If the Company violates government emission regulations, it may be subject to government fines. 2. The Renewable Energy Development Act and carbon pricing regulations increase corporate operating costs. <p>➤ Actual Positive Environmental Impact:</p> <ol style="list-style-type: none"> 1. In alignment with the 2050 net-zero target, we are contributing to resilience against external environmental changes and reducing carbon dioxide emissions, thus promoting environmental stewardship. 2. Implementing circular economy practices and reducing carbon emissions help reduce the negative environmental impacts of plastic products. <p>➤ Actual Negative Environmental Impact:</p> <ol style="list-style-type: none"> 1. Due to a thriving housing market and related factors, the number of new construction projects is increasing, leading to a rise in waste generation and emissions. 2. Emissions of various GHGs are driving an annual increase in average global temperatures. <p>➤ Actual Positive Impact on People (Including Human Rights): By adhering to government emission policies, we can contribute to a sustainable environment for future generations.</p> <p>➤ Potential Negative Impacts on People (Including Human Rights): Failure to adhere to emissions policies will exacerbate the Earth’s deteriorating condition and lead to irreversible environmental consequences.</p>
Policy	<p>The Company’s emission policy is based on “social responsibility, sustainable development, and international alignment.”</p> <p>The Company provides education and training to its employees, promoting environmental awareness, waste reduction, and recycling. Starting in 2023, LED lighting has been progressively installed on each floor, and employees are encouraged to turn off lights when leaving rooms. Water-saving faucets have been installed to reduce water usage, and we have adopted green energy vehicles. Air conditioning is only activated when indoor temperatures exceed 26 degrees Celsius with set usage times. All appliances are energy-efficient models, and we have replaced office equipment with energy-efficient certified alternatives. To strengthen promotion to users to use high efficiency natural gas burning appliance and actively promotes to schools and hospitals to make the switch to using natural gas as the main fuel for large boilers.</p> <p>The Company’s energy conservation policy is:</p> <ol style="list-style-type: none"> 1. Electricity consumption: <ol style="list-style-type: none"> (1) Enhance energy efficiency: Preference given to products certified for environmental protection or energy conservation. (2) Improvement of the air conditioning system: Turn off the main air conditioning unit early during off-duty hours, and not turn on the central air conditioning during holidays and when only a few people are working overtime. This is to prevent the main unit from operating at low load, low efficiency, and high cost. The user is responsible for adjusting the temperature

	<p>of the refrigeration in the air conditioning area. Regular cleaning of the air filter, cooling tower, water pipes, and heat exchanger of the main unit is essential to maintain its efficiency. Regular system inspections are performed, and if equipment inefficiencies are found, improvement plans are formulated.</p> <p>(3) Lighting system improvement: Procurement of high-efficiency lighting fixtures, sensing lamps, and gradual replacement of low-efficiency lamps. Adjust and close the public area lights according to the work hours in each region. Develop the habit of turning off lights.</p> <p>(4) Smart elevators are installed, and appropriate elevators are assigned to save energy and transportation time.</p> <p>2. Water consumption:</p> <p>(1) Enhance water conservation advocacy and posters</p> <p>(2) Water-saving equipment: Replaced sink faucets with water-saving devices.</p> <p>(3) Regularly check the water-consuming equipment.</p> <p>(4) Installation of water-saving basins</p> <p>3. Waste generation:</p> <p>(1) Use personal cutlery and classify garbage.</p> <p>(2) Use of recycled paper.</p> <p>(3) Encourage employees to use environmentally friendly shopping bags.</p> <p>(4) Pipeline replacement and recycling of waste materials and gas meters to reduce environmental pollution.</p> <p>(5) e-policy: Regular inspection of paperless operations and paperless MIS system.</p>
Strategy	The Company annually reviews its overall carbon reduction performance and develops emissions reduction strategies, while continuing to construct green facilities compliant with green building certifications. Should reduction efforts fall short of expectations, the Company proactively gets renewable energy and seeks collaborative engagement with relevant stakeholders.
Goals and Targets (Short term)	The Company uses 2024 as the base year for GHG emissions and establishes targets based on GHG inventory results as needed.
Goals and Targets (Medium term)	Set targets in alignment with national carbon reduction policies.
Goals and Targets (Long term)	Set targets in alignment with national carbon reduction policies.
Management and Assessment Mechanism	The Company annually assesses the effectiveness of its emission management PDCA cycle in accordance with its ISO 14064 internal management review procedure.
Performance and Progress	<ol style="list-style-type: none"> 1. Saved 13,217 kWh of electricity in 2024 compared with 2023. 2. Saved 164 m³ of water in 2024 compared to 2023.

4.2 Climate Change Management

Due to extreme weather events driven by global warming, and increasing awareness in recent years regarding environmental protection, energy conservation, safety, health, and biodiversity, Shin Shin Natural Gas must show its corporate social responsibility to maintain its position in the industry. The Company has established management strategies and carbon reduction plans to reduce energy consumption and lower carbon emissions, thus enhancing carbon management performance and achieving corporate sustainability goals.

Governance Unit	The Company reports to the Board of Directors about the implementation status of sustainability quarterly, and based on directors' suggestions, it convenes regular sustainability team meetings reviewing the implementation progress to enable greenhouse gas inventory and complete content of the sustainability report and evaluating the impact of climate change on the Company.		
Risk Category	Natural gas is a relatively clean energy source and domestic natural gas consumption is expected to rise further under short- and medium-term energy policies. We are exploring and testing new alternative materials to mitigate material supply disruptions and operational issues stemming from hardware damage, power outages, network interruptions, and service failures caused by natural disasters. We are also strengthening disaster prevention infrastructure to reduce the impact of extreme weather events such as heavy rainfall, typhoons, and floods.		
	Risk topic	Impact level	Timeframe
	Increased price of greenhouse gas emissions	High	Short-term, mid-term and long-term
	Enhanced emissions-reporting obligations	Middle	Short term
	Mandates on and regulation of existing products and services	High	Short-term, mid-term
	Changes in precipitation patterns and extreme variability in weather patterns	High	mid term and long-term
	Increased severity of extreme weather events such as typhoons and floods	Middle	Mid-term
	Increased cost of raw materials	High	Short-term, mid-term and long-term
	Rising mean temperatures	Middle	Mid-term and long-term
Rising sea level	Middle	Mid-term and long-term	
Category of Opportunity	<p>Extreme weather may cause damage to facilities, rising operating expenses, declined or disrupted service productivity, disrupted supply chain and reduced gas usage due to warmer weather. The transition plan may give rise to an increase in costs (such as carbon levy), investment in the acquisition of facilities required for green energy and environmental protection, cost of raw materials and various insurance expenses because of carbon reduction policies and legal compliance.</p> <p>The following are key climate-related opportunities:</p> <ol style="list-style-type: none"> 1. Resource efficiency – Reducing paper consumption 2. Products and services – Developing low carbon products and services 3. Resilience – Investing in green and environmental technologies <p>The following are potential impact areas related to climate opportunities:</p> <ol style="list-style-type: none"> 1. Adjust service processes and integrate related information systems (e-official documents, e-approval workflows, and paperless counter services). 2. Develop innovative customer service solutions to drive revenue growth 3. Enhance corporate reputation and market capitalization 		
Strategy	Natural gas is a relatively clean energy source and domestic natural gas consumption is expected to rise in the short and medium term due to current energy policies. However, extreme weather may lead to damage to facilities, increased operating expenses, decreased or interrupted service productivity, disruptions in the supply chain, and reduced gas consumption due to warmer temperatures. The transition plan may give rise to an increase in costs (such as carbon levies), investment in the acquisition of facilities required for green energy and environmental protection, cost of raw materials and various insurance expenses because of carbon reduction policies and legal compliance. To prevent this, the Company will implement these measures:		

	<ol style="list-style-type: none"> 1. Actively explore and test new alternative materials to mitigate operational risks from material supply disruptions. 2. Reinforce disaster prevention infrastructure to mitigate the impact of extreme weather events such as severe rainstorms, typhoons, and floods. 3. Install an uninterruptible power supply (UPS) to ensure critical equipment remains operational during power outages. 4. In response to climate change, we are installing high-efficiency energy-saving equipment and optimizing cooling systems to reduce carbon emissions and improve energy efficiency. 5. Actively identify and establish a list of alternative domestic material suppliers to mitigate risks related to high procurement costs or supply chain interruptions.
Risk management	Regarding the risk management system, each business unit shall identify and manage risks incurred in its scope of business. Based on the risk property, it then shall create effective internal control procedures. The management review the risks involved in various business activities of the Company, and the internal audit unit shall audit and evaluate the effectiveness of risk management and relevant internal control systems with timely suggestions for improvement afterwards. The Board of Directors shall approve risk management policies and the material risk management system while supervising the implementation of this risk management system.
Indicators and Targets	Promote digitalization initiatives such as e-billing and online attendance management, and plan to establish an electronic document management system and paperless service counters to reduce paper consumption costs. Replace aging hosts and equipment with high-efficiency, energy-saving models.
Financial Performance	<p>➤ Type of Financial Impacts:</p> <p>1. Actual Negative Impacts:</p> <ol style="list-style-type: none"> (1) Fluctuations in raw material prices could increase procurement costs for imported pipes, affecting profitability. (2) Changes in regulations and international market challenges increase operational uncertainty. (3) The Company's stock and financial asset holdings are subject to international market volatility, which may impact non-operating income and financial stability. <p>2. Potential Negative Impacts:</p> <ol style="list-style-type: none"> (1) International political trade disputes and tariffs have affected raw material market price volatility, increasing the cost of operating supplies and affecting the Company's profitability. (2) Government regulation of the housing market, limiting the number of new projects launched by developers within their operating areas, has affected the Company's short-term revenue. <p>➤ Risk Description: Financial risks encompass market systemic risk, credit risk, policy risk, and funding liquidity risk.</p> <p>➤ Financial Impact Description: Due to the factors, operating costs may increase. The Company will put appropriate measures into practice to mitigate this risk and ensure business continuity.</p>
Carbon Pricing Basics	The Company is currently developing its approach to internal carbon pricing.
GHG Inventory Plan	The Company conducted its first GHG inventory in 2024 and will continue an annual GHG inventory after that.
External Assurance	Although the Company has not yet obtained external assurance for its GHG inventory, it plans to complete assurance for both the parent company and its subsidiary by 2028.

Risks and Opportunities and Financial Impacts

The Company has designated the Administration Department as the unit to promote sustainable development, which is jointly executed by various units to perform various related business activities. The department submits major work reports to the Board of Directors for review and implementation of the Company's sustainable development efforts.

The Company has established the timeline for the "Sustainable Development Roadmap for TWES/TPEs Listed Companies" and reported such to the 6th meeting of the 19th Board of Directors. It has also participated in counseling courses held by government and private organizations. In 2023, we held a kick-off meeting for the GHG inventory, defining its scope and boundaries. From January 2024, we began collecting relevant data

for the inventory and convened a kick-off meeting to prepare the sustainability report. Based on the principle of materiality, we identified key topics and stakeholders and assessed risk levels to confirm the Company’s operational strategy. Please refer to the Company’s risk management website for detailed information on our risk management policies and strategies.

Types of risks	Focus of risk management	Work plan	State of implementation
Operation risk	Corporate image	Formulate the annual business plan	<ol style="list-style-type: none"> 1. Convene an annual review meeting to assess the operating performance of the previous year, formulate new operating strategies and goals for the upcoming year, and submit them to the Board of Directors for review. 2. Convene a business expansion meeting monthly to review business performance and prospects. Present business performance results to the Board of Directors regularly.
		Ethical management plan	<ol style="list-style-type: none"> 1. The “Ethical Corporate Management Best-Practice Principles” have been published on the Company’s official website and the “Ethical Corporate Management Terms” have been added to the outsourced contract. The importance of ethical management is emphasized in business meetings and monthly employee meetings. Repeated training is carried out under an outsourced contract to shape the corporate culture. 2. The “Ethical Corporate Management Best-Practice Principles” stipulate that directors, managers, employees, mandators, and substantial controllers of the Company shall not offer, promise, request, or accept any form of improper benefits, seek business interests, trading advantages, or offer bribes from customers, agents, contractors, suppliers, public officials, or other stakeholders while performing their business. In addition, the contracts for the procurement of various projects and services outline the terms of the ethical management agreement, and we also require suppliers to meet the requirements discussed in the contractor meeting. The operations have been normal. 3. The Company has a rigorous accounting system and a dedicated accounting unit. All financial reports are audited by CPAs to ensure fairness. All board members follow important rules such as recusal for conflicts of interest. The Audit Office exercises its powers independently. Internal auditors also perform audits under the audit plan to ensure the effective operation of the Company’s internal control system.
		Investor conference	<ol style="list-style-type: none"> 1. To enhance communication between the Company and its stakeholders, improve investors’ understanding of the Company’s business overview and future industrial development, and enhance the corporate image and transparency in the capital market. In 2024, two investor conferences were held on March 29 and August 30, respectively.
		Community relations, charity, donations and awards	<ol style="list-style-type: none"> 1. The Company upholds the principle of “giving back to society” and does its utmost to promote social welfare, community services, and safety and health. The Company cares for low- and middle-income users, as well as elderly individuals living alone in its business area, by offering them discounts on gas bills. The Company also organizes internships at the Institute for the Blind of Taiwan, regularly hosts English speech competitions under the Chen Ken-Tu Foundation, and distributes scholarship funds. As well as these, the Company also tries to help the women’s association in Yonghe District arrange the “charity activities for haircuts, perms, and clinics” to look after veterans, their dependents, and orphans. Occasionally, we donate to public welfare activities, such as the Andrew Charity Association. 2. In support of the government’s policy, the Company has actively promoted the installation of microcomputer gas meters for users

			and provided them with safety awareness and instructions on how to use these meters. With the efforts of all parties, the Company was awarded the “Microcomputer Gas Surveying Award” by the Bureau of Energy, Ministry of Economic Affairs, this year, showing our continued improvement and excellence in the promotion of service quality and user safety.
Concentration risk of imports and exports	Sale of natural gas		<ol style="list-style-type: none"> 1. After the gas receivable is confirmed every day and the amount received is confirmed to be correct, the “Daily Statement of Revenues” is prepared and submitted to the Finance Department for confirmation, which is then sent to the Vice President for approval. 2. The Company reviews the purchase and sale of gas with CPC’s “Payment Notice and Billing Statement” and the “Daily Gas Measurement Statistics” provided by the Gas Supply Section, Works Department. After the review, the Company signs the document followed by the Finance Department paying for the gas purchase. 3. The data on the number of suppliers and the number of households are signed monthly and reported to the Bureau of Energy, Ministry of Economic Affairs, on schedule.
	Raw material procurement		<ol style="list-style-type: none"> 1. The Company keeps abreast of the international situation and evaluates the safety stock of materials to prevent material shortages. Meanwhile, the Company consults the material usage of industry peers, explores multiple vendors, implements an inquiry mechanism, and understands the bargaining chips. By doing so, we avoid a situation where a single vendor increases the price and choose the most favorable solution. 2. The procurement of new materials is carefully evaluated and processed under the procurement procedures. Where a trial is required, procurement is evaluated based on the test results to ensure gas supply safety.
Management risk	Professional management team		<ol style="list-style-type: none"> 1. Stable shareholding of major shareholders: The shareholding of Board members accounts for 40.79% of the total shareholding. As the shareholding is concentrated, there is no significant change in the management. 2. Long-term stable stock price: The Company’s operations are stable and profitable, with a low stock price volatility and volume. The Company has been distributing cash dividends for 26 consecutive years, and the average cash yield over the past decade has reached 3.44%, which has effectively supported the Company’s operations and shareholders’ equity.
Supplier management risk	Supplier management		<ol style="list-style-type: none"> 1. The Company has established the “Quality Assurance Certificate,” “Ethical Corporate Management Clause” and “Outsourcing Supplier Confidentiality Agreement” to be included in the procurement contract. The contract specifies that “the seller must pay attention to the rights and interests of the user, environmental protection and public welfare issues, and fulfill its corporate social responsibility. If there is any violation that leads to a significant impact on the environment and society, the buyer may terminate or rescind the contract at any time.” 2. The Company shall review the operations and supply of the suppliers yearly. For each delivery, the shipping country and the certificate of inspection shall be attached. 3. Supplier’s risk to information security: <ol style="list-style-type: none"> (1) Network connection risk <ul style="list-style-type: none"> ➤ Suppliers must use a VPN when connecting to the Company’s information system. The information system allows suppliers to use the applications related to their

			<p>business based on the permission management mechanism, while others are not permitted.</p> <p>(2) Corporate information risk</p> <p>The supplier must have access to the Company’s user data for business needs:</p> <ul style="list-style-type: none"> ➤ Sign the “Non-Disclosure Agreement” with the suppliers. ➤ Promote personal information protection matters at the supplier meeting. ➤ Suppliers must formulate their “Personal Information Management Procedures” and complete the personal information inventory and risk assessment every year. They must also fill in the Personal Information Self-Inspection Form. ➤ The Company may audit suppliers to review their implementation of personal information protection.
	Risk of labor shortages	Human resources recruitment planning	<ol style="list-style-type: none"> 1. The workforce planning process is reported to the Board of Directors on schedule, and current staffing levels are adequate. 2. Through the counseling service office, the Company works with the Gas Association of the Republic of China to organize industrial training classes to supplement the normal workforce. 3. The individual workforce requirement is reported separately.
	Climate change and environmental risks	GHG inventory	<ol style="list-style-type: none"> 1. As requested by the competent authority, the Company completed its GHG inventory in 2024 early, and will complete the report in 2025. Based on the inventory results, improvement plans will be developed to mitigate risks associated with climate change. 2. The Company implements energy conservation and carbon reduction initiatives, maintaining a cooling temperature of no lower than 26°C and proactively turning off air conditioning systems before the end of the workday. Regular maintenance ensures ideal equipment performance. We choose high-efficiency lighting fixtures and motion-sensor lighting, prioritizing products with eco-labels. 3. We gradually transition to paperless operations to reduce paper waste. About 35 metric tons of end-of-life gas meters were recycled through qualified recycling vendors, reducing the environmental impact of waste disposal.
	Compliance with laws and regulations	Annual business plan	<ol style="list-style-type: none"> 1. Each unit reviews the external legal/regulatory status on a quarterly basis (February, May, August, and mid-November each year), and prepares a checklist. The supervisor of each unit reviews compliance with the regulations and the legitimacy of the management and business activities promptly. 2. The audit personnel review the implementation of regulatory requirements for each unit periodically and help to add and revise operating procedures.
Financial risk	Market system risk	Interest rate, exchange rate, and inflation	<ol style="list-style-type: none"> 1. Interest rate: Interest rate risk primarily comes from bank loans with floating interest rates. However, the Company had no outstanding loan balances as of December 31, 2023, and faces no material interest rate risk. 2. Exchange rate: The Company is engaged in the public natural gas business, and mainly supplies natural gas through pipelines to domestic users in specific areas, such as households, businesses and services. Therefore, there is no foreign sales business, and the exchange rate changes do not significantly impact the Company. 3. Inflation: Gas prices are determined based on the market price announced by CPC. Prices for installation work and materials

		<p>are adjusted with the billing standards for pipeline equipment and installations of public natural gas utilities. The Company keeps a close eye on fluctuations in market prices and maintains good interaction with suppliers and customers to stabilize prices.</p> <p>4. The Company’s equity instruments exposed to price risk are financial assets at fair value through profit or loss and available-for-sale financial assets. To manage the price risk of equity instrument investments, the Company diversifies its portfolio under the investment limits approved by the Board of Directors.</p>
Credit risk	High leverage investment, endorsements and guarantees, loaning of funds to others, etc.	<ol style="list-style-type: none"> 1. The Company does not engage in high leverage investments and derivatives. 2. No endorsements and guarantees or loaning of funds to others were made. 3. Accounts receivable: The Company is a private natural gas business, and its main customers are general users and business users. To effectively manage the default risk caused by abnormal customer credit, the Company adopts the method of paying natural gas bills after use. For installation projects, fees are paid upfront to protect the Company’s interests. For natural gas tariffs, we have an assessment and control procedure in place for doubtful accounts, which are regularly evaluated and reviewed. We also have a fee collection project for managing overdue accounts. 4. All business applications for reinvestment are established by the investment team to manage credit risk, and only corporate bonds issued by companies rated by the rating agency as equivalent to grade “BBB” or above can be included as trading counterparties. 5. User’s failure to pay for gas <ol style="list-style-type: none"> (1) General user: The user is reminded of their bill payment using voicemail (SMS) before the deadline every month. For users who have missed payments for three or more periods, we send a payment collector to urge them to pay. If they continue to fail to pay, a request will be submitted to the district office to obtain a household registration transcript to identify the landlord’s address for mailing payment notices. When users fail to pay their gas bills for multiple periods, we will plan to remove their gas meters. (2) Business user: The user is reminded of their bill payment via voicemail (SMS). For those with one missed payment, we send a payment collector to elicit payment or remove their gas meters.
Policy risk	Impact of important policy and regulatory changes	<ol style="list-style-type: none"> 1. Risk of financial statement preparation: The organization’s financial statement preparation team can complete the preparation of financial statements on time. 2. “Asset allocation”: There is no significant change in the existing assets, liabilities, and shareholders’ equity structure. Liabilities represented 47.2% of total assets, while long-term assets were 158.68% of property, plant, and equipment, showing a healthy and stable financial structure. 3. Fixed assets of the office building investment: the “Shin Shin Building Self-Land Commissioned Construction Project” was carried out under the “Regulations Governing the Acquisition and Disposal of Assets by Public Companies.” The Company has commissioned a property appraisal based on market conditions, and on March 12, 2024, the Board of Directors authorized the Chairman and President to plan related to the property. 4. Maintenance of financial resources: Through operational asset planning, we plan to generate enough cash flow from operations

			in 2025 to meet future funding needs. Any potential shortfall will be addressed through borrowing from Yuanta Bank.
	Liquidity risk	-	<ol style="list-style-type: none"> 1. Current ratio: The current ratio of 198.76% in Q2 2024 is better than the average in the same industry. 2. Quick ratio: With the quick ratio of 195.79% in Q2 2024, the short-term solvency is not a concern. 3. Debt ratio: With the debt ratio of 47.26% in Q2 2024, liquid assets to debt ratio is high and liquidity risk is low.
Engineering risks	Disaster risks	-	<ol style="list-style-type: none"> 1. The Company has established a disaster prevention business plan under Article 19, Paragraph 1 of the “Disaster Prevention and Protection Act” and with reference to the “Disaster Prevention and Response Basic Plan,” “Public Works Gas Disaster Prevention and Control Business Plan of the Ministry of Economic Affairs,” “Disaster Prevention and Control Plan for New Taipei City,” “Disaster Prevention and Control Plan for Taipei City Area,” and “Natural Gas Enterprise Act.” The Company’s disaster prevention business plan encompasses disaster prevention, pre-disaster preparation, emergency response and recovery and reconstruction measures, to enhance awareness of disaster prevention, reduce disaster losses and ensure the safety of life and property. 2. Before contracting construction projects, the Company shall convene a hazard notice meeting under Article 26 of the Occupational Safety and Health Act, and shall inform the contractor of the working environment, hazardous factors, and measures to be taken under safety and health regulations. 3. At Shin Shin, we require that the Company’s inspectors be present when performing firefighting or gas connections, which must be carried out strictly under the “Construction and Supervision Management Procedures” and the relevant standard operating procedures. 4. Every year, the Company coordinates and jointly conducts natural gas disaster drills with the Fire Bureau, New Taipei City Government. We also engage with local fire departments to discuss emerging issues and enhance our overall disaster preparedness and response capabilities.
	Gas risk	-	<ol style="list-style-type: none"> 1. The Company supplies gas to densely populated urban areas. To fulfill the responsibility of ensuring the supply of gas and safety, the Company has established the “Enhancement of the Management of Public Natural Gas Supply Equipment,” which has been approved by the Energy Administration, Ministry of Economic Affairs. 2. Annual strengthening measures are formulated based on the results of network risk assessments conducted each year, with replacement plans put into practice . 3. The engineering operations shall be conducted under the “Public Natural Gas Utility Gas Distribution Equipment Construction Specification” to ensure the safety of air. 4. According to the Natural Gas Enterprise Act, free safety inspections are conducted regularly. About 152,280 households underwent scheduled inspections in 2024, extending equipment lifespan and preventing gas leakage incidents.
	Risk of workplace hazards	-	<ol style="list-style-type: none"> 1. We have established the “Occupational Disaster and Accident Handling and Investigation Management Procedures” to investigate safety incidents and complete accident investigation reports. These reports support notification, review, corrective action tracking, and preventive controls to avoid recurrence. 2. At the end of each year, we conduct an annual self-inspection and management plan, ensuring thorough implementation of

			<p>annual maintenance, regular maintenance, and other inspection procedures for all machinery and equipment.</p> <ol style="list-style-type: none"> 3. Regular regional fire drills are held yearly. In 2023, there were a total of 171 training participations, including 31 in general occupational safety and health programs, 29 in hazardous materials handling, and 209 in general first aid training. Emergency response training is provided for employees and contractors to enhance their safety management capabilities. 4. Every year, the Company takes out various commercial insurance policies (including public liability insurance, employer’s liability insurance, and commercial property insurance) to show legal compliance and mitigate the risk of bodily injury or property damage to third parties arising from its operations or products. Property and vehicle insurance are also secured to transfer the risks associated with natural and human-caused disasters. 5. On August 7, 2020, the Company issued the “Human-Factor Hazard Prevention Plan” and “Workplace Lactation Health Protection Plan” to implement the “Prevention Plan for Unlawful Assaults in Performing Duties” and “Prevention Plan for Abnormal Workloads,” safeguarding all employees from physical or psychological harm during the performance of their duties. 6. According to the Company’s Measures for the Implementation of Labor Work Environment Monitoring and Management, the Company inspects illumination and carbon dioxide concentration every six months to protect the physical and mental health of employees. 7. The “Occupational Safety and Health Management Measures,” “Prevention Plan for Confined Space Hazards”, “Management Measures for False Alarms, Potential Hazards, and Safety and Health Incidents” have been formulated. 8. Since 2020, the Company has promoted on-site health services and deployed medical personnel for on-site labor health services under the requirements to participate in promoting occupational safety and health in the workplace. In addition to helping prevent occupational disasters and diseases, this can also enhance the physical and mental health and work capacity of workers. 9. Annual employee health checkups are conducted and subsidized to proactively identify potential health risks, safeguard employee well-being, and enhance work efficiency and competitiveness.
	<p>Contractor management risk</p>	<p>-</p>	<ol style="list-style-type: none"> 1. In addition to the annual contract, the Company updates its measures with the requirements of the competent authorities promptly and notifies the contractors to cooperate. A contractor meeting is held every six months to review, communicate, coordinate, and suggestion the cases of the business unit, strengthen safety protection, implement work procedures, and reinforce the awareness of staff in each engineering project. 2. The Company evaluates and reviews the issues raised during the contractor meetings and understands the current operations of the contractor. 3. The confidentiality clause and obligation are in the contract to enhance its content, and the contractor must fulfill this obligation. When one or more contractors work together, the “Occupational Safety and Health Act” is followed to hold an occupational safety meeting before the start of each workday. Contractors must implement safety and health education and hazard awareness among their workers to prevent occupational hazards. 4. To strengthen contractor compliance with contractual obligations, we have established standard operating procedures

			<p>and implemented project-specific and individual accountability measures. This includes formulating relevant contract clauses and penalties to protect the Company's interests. Monthly audits are conducted to monitor for breaches of contract or potential risks, thereby enhancing our risk management capabilities.</p> <ol style="list-style-type: none"> 5. Formulate the Contractor's Safety and Health Management Measures and the Safety Progress of Contractor's On-site Work Measures to implement contractor management. 6. Conduct contractor audits as required, focusing on compliance with occupational safety, environmental protection, and fire safety regulations.
Information risk	Personal information protection	-	<ol style="list-style-type: none"> 1. The Company has strengthened information security management. Since November 2013, a Personal Data Protection Task Force has been established, which was revised in April 2016 to become the Information Security Management and Personal Data Protection Task Force. The Vice President serves as the convener and appoints or invites members to plan, implement, and oversee work related to information security and personal data protection, including conducting risk assessments, security upgrades, and putting system into practice security control measures. 2. In 2024, one personal data inventory and risk assessment was conducted. 3. In 2024, a total of 190 employees took part in one training session, totaling three training hours per employee.
	Cyber Security	-	<ol style="list-style-type: none"> 1. One information security and personal data protection review meeting was convened. 2. 12 personal information seminars, totaling 348 participants. 3. In 2024, one email social engineering drill and one session of refresher training to 26 employees was conducted. 4. In 2024, one vulnerability scan was conducted.
	Internet access control	-	<ol style="list-style-type: none"> 1. Establish software and hardware security facilities and mechanisms, such as firewalls, anti-virus software, and email filtering, while continuing to strengthen employees' information security awareness through training and promotion. 2. Engage professional vendors to build backup systems. 3. The Company's natural gas supply system uses network encryption and a physically segmented network architecture, and is isolated from the public internet. The operation of all systems requires on-site management by company staff, preventing remote access and reducing the risk of cybersecurity threats. 4. In 2024, four system recovery drills were conducted. 5. System privileges were cleared right after use.
	Intellectual property management	-	<p>The Company takes these protective measures for confidential files:</p> <ol style="list-style-type: none"> 1. Internal management All employees must sign confidentiality agreements. Data is automatically and regularly backed up and encrypted to make sure it is not misused. Confidential data is controlled and utilized under authority. The use of personal email and mobile storage devices is prohibited, and education and training on information security seminars and social engineering drills are organized regularly. 2. In 2024, one information security and personal data audit was completed. 3. Engage a professional vendor to develop personal data file security maintenance management measures and obtain relevant information security and personal data certifications.

4.3 Materials Management

Common materials used in the Company’s daily operations – including meters, galvanized steel, hard-PVC-coated pipes, and PE pipes and fittings – are widely applied to new service connection projects, customer-funded pipe replacement projects, and the construction and maintenance of our branch gas distribution pipelines.

We rigorously select materials, and all products must meet national or international standards, such as CNS (National Standard) or JIS (Japanese Industrial Standards), to ensure gas supply safety and service quality.

Natural gas facilities are subject to long-term pressure and environmental stresses, requiring stringent safety performance standards for materials, including high-pressure resistance and corrosion resistance. Currently, no renewable materials can substitute existing materials. still, the Company remains committed to its sustainability goals, pursuing operational efficiency and product quality while also fulfilling its corporate social responsibility. We take a holistic approach to environmental, social, and economic impacts throughout our value chain – from raw material sourcing and process management to supplier collaboration. We focus on suppliers that show capabilities in green manufacturing, pollution control, energy efficiency, and resource circularity management. Through responsible procurement practices, we try to encourage our supply chain partners to jointly embrace environmental stewardship, reduce carbon footprints, and reduce the negative environmental impacts of production.

The consumption of raw materials and non-renewable materials used by the Company is presented in the table below.

Statistics on Material Use Over the Past Three Years					
Name of Raw Materials	Unit	Whether Renewable	2022	2023	2024
Gas meter	kg	Non-renewable	140,554.406	110,915.203	90,938.102
Galvanized steel pipes	kg	Non-renewable	221,596	112,327	131,371
Galvanized pipe fittings	kg	Non-renewable	10,501	14,234	24,397.721
Taiwan-made rigid PVC-coated steel pipes	kg	Non-renewable	1,912.96	4,099.2	3,416
Taiwan-made rigid PVC injection-molded coated pipe fittings	kg	Non-renewable	4,470	7,717	9,960.22
Japanese-made rigid PCV-coated steel pipes	kg	Non-renewable	264,328.781	265,692.25	201,394.375
Japanese-made rigid PCV-coated pipe fittings	kg	Non-renewable	7,482.56	4,340.84	4,033.35
U.S.-made PE pipes	kg	Non-renewable	31,016.23	0.000	623.69
U.S.-made PE pipe fittings	kg	Non-renewable	1,228.54	1,751.24	579.87
Remark:					
1. Materials include original natural resources such as ores, iron, wood, and plastic granules; lubricants for machinery; and semi-finished parts or parts, as well as packaging materials.					
2. Non-renewable resources are those that cannot be replenished within a short timeframe, such as metals, minerals, and petroleum. Renewable resources, conversely, are those that can be naturally regenerated and regrown following harvesting or use.					

4.4 Energy Conservation and Carbon Reduction

Shin Shin Natural Gas primarily uses non-renewable energy sources, including electricity and gasoline. We are dedicated to improving energy efficiency while continuously advancing energy conservation and carbon reduction initiatives. Guided by our commitment to corporate social responsibility and sustainable green production, we have established an “Energy Saving and Carbon Reduction Policy.” This management standard and methods aim to optimize energy efficiency without disrupting current operations.

In 2024, total energy consumption increased by 611.55 GJ compared to 2023, primarily due to the inclusion of gasoline consumption data in 2024, which led to a significant difference from the previous year. We will continue to implement various energy conservation measures to achieve our sustainable energy goals. The table below is the energy consumption of Shin Shin Natural Gas over the past three years:

Shin Shin Natural Gas Energy Use Over the Past Three Years				
Quantitative Metrics	Unit	2022	2023	2024
Electricity Consumption	kWh / Year	398,600	384,680	371,463
	GJ	1,434.96	1,384.85	1,337.26
Gasoline Consumption	L/Year	0	0	23,405
	GJ	0	0	745.62
Total Energy Consumption	GJ	1,434.96	1,384.85	1,996.4
Organization-Specific Metric	Unit	Turnover (NT\$ million)	Turnover (NT\$ million)	Turnover (NT\$ million)
Organization-Specific Metric		1,946.310	1,932.392	1,992.727
Energy Intensity	GJ / Organization-Specific Metric	0.74	0.72	1.01
Remark: <ul style="list-style-type: none"> ● Electricity is converted using a calorific value of 1 kWh = 0.0036 GJ. ● The conversion factors are sourced from the EPA’s Gas Emission Coefficient Management Table Version 6.0.4 for fuel calorific value calculations: gasoline 7,800 kcal/L; diesel 8,400 kcal/L; natural gas 8,000 kcal/m³; 1 kcal = 4.1868 KJ. 				

Energy Saving Results

In 2023 and 2024, the Company purchased 1,000 kWh of electricity through the National Renewable Energy Certification Center, which Taipower then supplied for the Company’s use, resulting in a total reduction of about 989 kg of CO_{2e} emissions. The Company also obtained biomass and solar power generation certificates, contributing to the development of the domestic renewable energy sector while focusing on environmental stewardship.

The following are renewable energy certificates:

Renewable Energy Certificate



The Company provides employees with education and training to promote environmental awareness, waste reduction, and recycling, yielding positive outcomes. To reduce environmental impact and promote resource reuse, LED lighting has been progressively installed throughout the facilities since 2013. We encourage staff to switch off lights when leaving rooms, have installed water-saving faucets to reduce water consumption, and get green energy vehicles. Air conditioning is only activated when indoor temperatures exceed 26°C and is operated on a scheduled basis. All appliances are energy-efficient models, and office equipment is replaced with energy-saving certified alternatives. To strengthen promotion to users to use high efficiency natural gas burning appliance and actively promotes to schools and hospitals to make the switch to using natural gas as the main fuel for large boilers.

The following are the Company's carbon reduction measures:

Major measures for energy conservation and carbon reduction	
Enhance energy efficiency	Preference given to products certified for environmental protection or energy conservation.
Improvement of the air conditioning system	<ol style="list-style-type: none"> 1. Turn off the main air conditioning unit early during off-duty hours, and not turn on the central air conditioning during holidays and when only a few people are working overtime. This is to prevent the main unit from operating at low load, low efficiency, and high cost. The user is responsible for adjusting the temperature of the refrigeration in the air conditioning area. 2. Regular cleaning of the air filter, cooling tower, water pipes, and heat exchanger of the main unit is essential to maintain its efficiency. Regular system inspections are performed, and if equipment inefficiencies are found, improvement plans are formulated.
Lighting system improvement	Procurement of high-efficiency lighting fixtures, sensing lamps, and gradual replacement of low-efficiency lamps. Adjust and close the public area lights according to the work hours in each region. Develop the habit of turning off lights.
Smart elevators are installed	Appropriate elevators are assigned to save energy and transportation time.
Water-saving device installation and replacement	The sinks have been upgraded with water-saving faucets, water-efficient toilets have been installed, and water equipment is regularly inspected,

Thanks to the efforts of our colleagues, in 2024, electricity consumption decreased by 2.1% compared to 2023, resulting in total energy savings of 13,217kWh and a reduction of 6,529 metric tons of CO₂e emissions. In 2024, water resource savings increased by 0.16 million liters compared to 2023.

As the global low carbon economy develops, businesses play an increasingly important role in environmental risk management. To fulfill our corporate social responsibility, we introduced GHG inventory in 2024 and will continue to promote GHG reduction policies throughout our operations and supply chain. We are also implementing practical energy-saving and carbon reduction measures (such as improvements to air conditioning and lighting systems) and water conservation initiatives (including replacing sink faucets with water-saving devices, installing water-saving toilets, and conducting regular water equipment inspections). As the Company does not have manufacturing facilities or production processes, air pollution and ozone layer depletion testing are not required. In 2024, there were no emissions that depleted the ozone layer or caused air pollution.

The following is the 2024 GHG emissions statistics table:

2024 GHG Emissions Statistics Table		
Quantitative Metrics	Unit	2024
Scope 1: Direct GHG emissions	tCO ₂ e	510.6320
Scope 2: Indirect GHG emissions	tCO ₂ e	237.3527
Total emissions = Scope 1 + Scope 2	tCO ₂ e	747.9847
Scope 3-6: Other indirect emissions	tCO ₂ e	103.9119
GHG emissions intensity (tCO ₂ e/NT\$ million revenue)	tCO ₂ e ÷ Organization-Specific Metric Standard	0.4275

4.5 Water Management

In recent years, global demand for water has risen sharply while water resource availability remains limited, resulting in increasing risks related to water scarcity. In Yonghe District, New Taipei City, Shin Shin Natural Gas primarily offers services including the installation and user-funded replacement of natural gas pipelines and equipment, along with gas meter reading and billing. So, water usage at the facility is limited to general domestic purposes, with no industrial water production or discharge. The primary water source is the Feitsui Reservoir, and the withdrawal volumes do not significantly impact the local water supply.

The water risk at the Company's operating locations is assessed as medium-low, according to the World Resources Institute's Water Risk Assessment Tool (<https://reurl.cc/jgajA2>). We have long been committed to water resource and environmental protection. As for water conservation initiatives, we comprehensively implement water-saving measures in daily operations and actively improve the water environment at our facilities through promotion and education. The Company plans to enhance water conservation awareness campaigns with posters and slogans, upgrade sink faucets to water-efficient models, install water-saving toilets, and regularly inspect water equipment. These efforts will maximize the efficient use of available water resources. Through the joint efforts of the Company and its employees in resource conservation, we saved 0.16 million liters of water in 2024 compared to 2023.

Statistics on Water Resource Consumption Over the Past Three Years			
Year	2022	2023	2024
Water Withdrawal (million liters)	2.05	1.81	1.65
Water Discharge (million liters)	2.05	1.81	1.65
Organization-Specific Metric (Unit)	Turnover (NT\$ million)	Turnover (NT\$ million)	Turnover (NT\$ million)
Organization-Specific Metric	1,946.310	1,932.392	1,992.727
Water Intensity	0.001053	0.000937	0.000828
Remark:			
1. The Company does not generate wastewater from its production processes and has no water consumption, in-plant circulating water volume, or water recycling rate.			
2. Calculation method for water intensity: Water withdrawal (million liters) / organization-specific metric			

4.6 Waste Management

The Company's waste management model is presented in the table below. Shin Shin Natural Gas significantly emphasizes all waste streams with potential environmental impacts and adheres strictly to government regulations to protect the living environment and public health. Special measures have been put into practice: strengthening promotion of personal reusable tableware and improved waste segregation; using eco-friendly recycled paper; encouraging employees to use reusable shopping bags; recycling and disposing of obsolete pipelines and gas meters; implementing paperless routine inspections; and transitioning the MIS system to paperless operations. These measures foster collaboration with employees to minimize environmental waste.

The Company's primary waste stream includes decommissioned gas meters. To maximize waste reuse, we collaborate with government policies regarding the ten-year gas meter replacement program, regularly notifying qualified recycling vendors to collect and process the removed meters. In 2024, 34.93 metric tons of decommissioned meters were recycled, contributing to our goal of sustainable resource circularity.

All units have implemented digitization initiatives, including e-billing and an employee intranet, to reduce paper consumption. Recycling bins are available on each floor to encourage employees to properly sort and recycle waste. These efforts have yielded positive results. The Company experienced no significant leaks in 2024.

The weight and treatment of each waste type are:

Waste Statistics Table			
Composition of Waste	Hazardous / Non-hazardous	Off-Site Disposal	
		Waste Generation (Metric tons)	Treatment Method
Decommissioned meters	Non-hazardous	34.93	Recycling and reuse (vendor-managed recycling)
General waste	Non-hazardous	8.830	Incineration (not including energy recovery)

Certificates of Qualification for Meter Recycling Vendors



V. Social Responsibility

5.1 Material Topic Management Approach

The Company adheres to the Labor Standards Act and implements related human rights protection policies under the International Labor Organization’s Core Labor Standards. The Company strives to ensure a safe working environment for employees, treating all employees with respect and dignity, and upholding ethical business practices.

Material topics: Labor/employment relations	
Importance	The Company is committed to providing a dignified and safe working environment for all employees, promoting employment diversity, and ensuring fair compensation and advancement opportunities. We ensure employees are not discriminated against, harassed, or unfairly treated based on race, gender, religion, age, political affiliation, or any other characteristic protected by applicable laws and regulations.
Impact and Effects	<p>➤ Positive Economic Impact:</p> <ol style="list-style-type: none"> 1. The Company implements a transparent and equitable compensation policy, offering competitive remuneration to employees and linking business performance to employee rewards, thereby attracting and retaining talent. 2. To strengthen ethical management, the HR Department is responsible for developing and overseeing the implementation of the ethical conduct policy and preventive measures, and reports to the Board of Directors yearly. 3. Based on a business philosophy of integrity, transparency, and responsibility, the Company has established integrity-based policies and a strong corporate governance and risk management system to foster a sustainable operating environment. <p>➤ Potential Negative Economic Impact:</p> <p>If the Company experiences any instances of dishonesty or unethical conduct, it will lead to corporate governance issues and erode trust with stakeholders, including employees and the wider community.</p> <p>➤ Actual Positive Impact on People (Including Human Rights):</p> <ol style="list-style-type: none"> 1. To keep the Company’s and its subsidiaries’ businesses on the right track toward sustainability, it especially adopted the “Regulations for Filing Complaints and Whistleblowing” in protecting employees’ rights and boosting its performance in corporate governance. 2. To ensure compliance with the Labor Standards Act, the Company also references the International Labor Organization’s Core Labor Standards to implement related human rights protection policies. The Company strives to ensure a safe working environment for employees, treating all employees with respect and dignity, and upholding ethical business practices. 3. The Company is committed to improving employee well-being and providing career development opportunities. The Company’s investment in human resources – encompassing training programs, employee well-being initiatives, and health management schemes – supports both talent development and corporate growth.
Policy	Based on a business philosophy of integrity, transparency, and responsibility, the Company has established integrity-based policies and a strong corporate governance and risk management system to foster a sustainable operating environment.
Strategy	<ol style="list-style-type: none"> 1. Each department promotes the principles of ethical management, with mutual oversight through its organizational structure. 2. The Audit Department also conducts various internal audits as part of its daily operations. 3. Convene regular labor–management meetings to help with communication with employees.
Goals and Targets (Short term)	Internal and external training is provided regularly and as needed.
Goals and Targets (Medium term)	In 2024, there were no labor disputes.
Goals and Targets (Long term)	No incidents of misconduct were reported in 2024.

Management and Assessment Mechanism	<ol style="list-style-type: none"> 1. The Company adopted the Ethical Corporate Management Best-Practice Principles on November 8, 2019, following approval by the Board of Directors, and has since implemented communication and training programs under the Code. 2. To strengthen ethical management, the HR Department is responsible for developing and overseeing the implementation of the ethical conduct policy and preventive measures, and reports to the Board of Directors yearly.
Performance and Progress	<ol style="list-style-type: none"> 1. All personnel strictly adhere to the Company’s code of conduct and related regulations, and explicitly reject the provision, promise, request, or receipt of any improper benefits. The Company also prohibits transactions with suppliers, customers, or other business partners with a history of unethical conduct. Upon discovering unethical conduct by a business partner, the Company immediately stops cooperation and designates that partner as restricted, thus implementing the Company’s ethical management policy. 2. In 2024, no labor disputes occurred, nor were there any incidents of employee rights violations. 3. 4 labor–management meetings were held in 2024.

Workers are the greatest asset of a company, and safety is the top priority for business operations. Only by establishing a safe working environment and striving for “safety of people, works, and assets” can we enhance employee morale and improve service quality. We will continue to coordinate across departments to implement our occupational health and safety policies and promote various safety and health self-management initiatives. We will dedicate ourselves to proactive inspections and accident prevention to enhance our corporate image and pursue sustainable business practices.

Material topics: Occupational safety and health (worker health and safety)	
Importance	Occupational safety and health are considered fundamental to our corporate sustainability. We have established related management policies and operating procedures, and formed an Occupational Safety and Health Committee dedicated to fostering a safe and healthy work environment. Through education, training, and the implementation of preventive measures, we reduce occupational accident rates, protect employee health and well-being, show a commitment to zero tolerance for safety incidents, and foster a happy and safe workplace.
Impact and Effects	<ul style="list-style-type: none"> ➤ Positive Economic Impact: By following relevant laws and regulations, and implementing best-in-class management practices, the Company strengthens its reputation and fosters trust among employees, customers, and investors. ➤ Actual Negative Economic Impact: If relevant units are found to violate the law, they may incur financial or reputational damage, thereby impacting the trust of employees, customers, and investors. ➤ Actual Positive Impact on People (Including Human Rights): <ol style="list-style-type: none"> 1. Emphasizing corporate social responsibility enhances human rights protection and reduces inequality and discrimination. 2. In line with our core business philosophy of “safety first,” we enhance workplace safety and the working environment, and proactively promote diversity and inclusion policies to safeguard employee rights and well-being. ➤ Potential Negative Impacts on People (Including Human Rights): If an industrial safety incident occurs at the Company, it may cause employee injury, concerning employees and the wider community.
Policy	<ol style="list-style-type: none"> 1. The Company has established an occupational safety and health management system, and all employees comply with the Occupational Safety and Health Act. Case management and follow-up are implemented using health check data management software, and various workplace health management projects are conducted through each department. The health management projects include: work-related cerebrovascular disease prevention, ergonomic assessments and improvements, workplace maternal health protection measures, work suitability assessments and improvements for middle-aged and elderly employees, and disease prevention and first aid. All employees were scheduled for annual health checkups at Shuang Ho Hospital of the Ministry of Health and Welfare in April. 2. The contract explicitly stipulates an additional 3% safety and health management fee for contractors to support their implementation of occupational health and safety programs. This is

	<p>further reinforced through semi-annual contractor meetings and individual case review meetings to communicate pandemic prevention and health guidelines.</p> <ol style="list-style-type: none"> 3. In 2024, general occupational safety and health training was provided to seven times for ten new hires. 4. We planned for 18 employees to take part in the “Confined Space Work Safety and Health Education and Training” course organized by the Taipei City Labor Inspection Office and sent staff to go to their “In-service Education and Training for Occupational Safety and Health Management Personnel.” We also co-hosted the “General Occupational Safety and Health Education and Training” and “Hazardous Materials and Harmful Substances Operator In-service Education and Training” with the Taipei Institute of Occupational Safety and Health, training a total of 64 employees. 20 employees also participated in four sessions of the “Natural Gas Pipeline Professional Personnel Training” organized by the Gas Association of the Republic of China. 5. Doctors from Shuang Ho Hospital, Ministry of Health and Welfare were invited to conduct a seminar on workplace smoking cessation.
Strategy	<ol style="list-style-type: none"> 1. Implement business operations carefully to avoid workplace accidents. 2. Follow up on outstanding business items and expedite completion by all units.
Goals and Targets	Prevent employee rights violations and workplace accidents.
Management and Assessment Mechanism	Implement the occupational safety and health management plan and the self-inspection plan, and ensure strict adherence to the annual implementation policy.
Performance and Progress	<ol style="list-style-type: none"> 1. In 2024, there were no instances of employee rights violations and no workplace safety incidents. 2. In 2024, four occupational safety meetings were held. 3. From October 28, 2009 to December 31, 2024, the total accumulated hours of zero-accident work time reached 5,664,948 hours.

5.2 Talent Recruitment and Training

We have always regarded employees as our most important partners. We are committed to protecting employee rights and complying with the Labor Standards Act, the Occupational Safety and Health Act, the Act of Gender Equality in Employment, and other relevant laws and government human rights policies. Beyond outlining these commitments in our work rules, we have established diverse communication channels and management mechanisms to ensure employees are well cared for and to foster a corporate environment of respect, care, and human rights protection.

As of the end of 2024, the Company (including Evfa International) employed a total of 196 people. Because the Company's primary focus is maintaining gas supply safety, with the majority of operations conducted in the field (and a higher proportion of Class B technical certificate holders being male), the workforce is predominantly male. The Company has 149 male employees and 47 female employees, all of whom are full-time. Also, there are 28 non-employee workers, primarily outsourced staff such as meter readers, cleaning staff, and security guards.

Number of Shin Shin Natural Gas employees						
Region / Type		Female	Male	Others ^{Remark 1}	Not disclosed ^{Remark 2}	Total
Taiwan	Number of Employees	46	115	0	0	161
	Number of regular employees	0	0	0	0	0
	Number of temporary employees	46	115	0	0	161
	Number of full-time employees	46	115	0	0	161
	Number of part-time employees	0	0	0	0	0
Remark:						
<ol style="list-style-type: none"> 1. Gender is self-defined by employees. 2. Employee not disclosing their gender. 3. Employee: Any individual with an employment relationship with the organization according to national laws or applicable requirements (in Taiwan, this refers to employees covered with labor insurance). 4. Regular employee: Individuals under indefinite-term contracts. / Temporary: Individuals under fixed-term contracts. / Full-time: Individuals subject to the working hour regulations stipulated in the Labor Standards Act, which limits working hours to no more than eight hours per day and no more than 40 hours per week in Taiwan. / Part-time employees: Excluding full-time employees. 5. The calculation in this table uses headcount / full-time equivalent. 						

Number of Employees at Evfa International						
Region / Type		Female	Male	Others ^{Remark 1}	Not disclosed ^{Remark 2}	Total
Taiwan	Number of Employees	1	34	0	0	35
	Number of regular employees	1	23	0	0	24
	Number of temporary employees	0	11	0	0	11
	Number of full-time employees	1	34	0	0	35
	Number of part-time employees	0	0	0	0	0
Remark:						
<ol style="list-style-type: none"> 1. Gender is self-defined by employees. 2. Employee not disclosing their gender. 3. Employee: Any individual with an employment relationship with the organization according to national laws or applicable requirements (in Taiwan, this refers to employees covered with labor insurance). 4. Regular employee: Individuals under indefinite-term contracts. / Temporary: Individuals under fixed-term contracts. / Full-time: Individuals subject to the working hour regulations stipulated in the Labor Standards Act, which limits working hours to no more than eight hours per day and no more than 40 hours per week in Taiwan. / Part-time employees: Excluding full-time employees. 5. The calculation in this table uses headcount / full-time equivalent. 						

Information on Non-Employee Workers of Shin Shin Natural Gas			
Region	Worker Type	Contractual Relationships with the Company	Total Number of Workers
Taiwan	Security guards	Contracting	2
	Cleaning staff	Contracting	1

Information on Non-Employee Workers of Evfa International			
Region	Worker Type	Contractual Relationships with the Company	Total Number of Workers
Taiwan	Meter readers	Contracting	25

The Company focuses on hiring local residents to strengthen relationships with local communities and enhance employee retention. Among them, the Company's managers and executives at the managerial level and above are 100% local residents. The distribution of employees by job function over the past three years is:

Shin Shin Natural Gas Employee Demographics Over the Past Three Years					
Year			2022	2023	2024
Item/Gender		Age	Number of People	Number of People	Number of People
Senior management	Male	Under 30	0	0	0
		30~50	1	2	2
		Over 50	8	7	7
	Female	Under 30	0	0	0
		30~50	1	0	0
		Over 50	1	2	2
Total senior management			11	11	11
Non-senior management personnel	Male	Under 30	6	4	6
		30~50	59	62	60
		Over 50	45	44	40
	Female	Under 30	2	5	3
		30~50	27	24	25
		Over 50	21	19	16
Total number of non-senior management personnel			160	158	150
Total number of regular employees			171	169	161
Note: Managerial level and above refers to senior management (e.g. Chairman, President, Vice President, Special Assistant, Manager).					

Evfa International Employee Demographics Over the Past Three Years					
Year			2022	2023	2024
Item/Gender		Age	Number of People	Number of People	Number of People
Senior management	Male	Under 30	0	0	0
		30~50	0	0	0

	Female	Over 50	5	5	5
		Under 30	0	0	0
		30~50	0	0	0
		Over 50	0	0	0
Total senior management			5	5	5
Non-senior management personnel	Male	Under 30	1	1	1
		30~50	12	14	16
		Over 50	7	8	12
	Female	Under 30	0	0	0
		30~50	0	1	1
		Over 50	0	0	0
Total number of non-senior management personnel			20	24	30
Total number of regular employees			19	23	24
Note: Managerial level and above refers to senior management (e.g. Chairman, President, Vice President, Special Assistant, Manager).					

To attract and retain top talent, we foster a positive work environment, focus on work–life balance, and offer employees training and development opportunities, encouraging continuous improvement and supporting their career growth. New hire rate increased by 5.59%:

Statistics on Employee New Hire Rate Over the Past Three Years – Shin Shin Natural Gas												
Year	2022				2023				2024			
Gender	Male		Female		Male		Female		Male		Female	
Age/ Item	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)
Under 30	3	1.75	0	0.00	1	0.59	0	0.00	3	1.86	3	1.86
30~50	0	0.00	1	0.58	3	1.78	0	0.00	0	0.00	3	1.86
Over 50	0	0.00	0	0.00	2	1.18	0	0.00	0	0.00	0	0.00
Total Number of New Hires	4				6				9			
Total Number of Employees	171				169				161			
Total New Hire Rate (%)	2.34				3.55				5.59			

Remark:

1. The number of new hires does not exclude people who left during the year.
2. New hire rate for male (female) employees in the age group = number of new male (female) employees in the age group during the year / total number of employees at the end of the year.
3. Total new hire rate = number of new hires during the year / total number of employees at operating sites at year-end.

New hire rate increased by 17.14%:

Statistics on Employee New Hire Rate Over the Past Three Years – Evfa International												
Year	2022				2023				2024			
Gender	Male		Female		Male		Female		Male		Female	
Age/ Item	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)	Number of People	New hire rate (%)
Under 30	0	0.00	0	0.00	0	0.000	0	0.00	1	2.86	0	0.00
30~50	2	8.00	0	0.00	3	10.34	1	3.4	3	8.57	0	0.00
Over 50	4	16.00	0	0.00	2	6.90	0	0.00	2	5.71	0	0.00
Total Number of New Hires	6				6				6			
Total Number of Employees	25				29				35			
Total New Hire Rate (%)	24.00				20.69				17.14			

Remark:

1. The number of new hires does not exclude people who left during the year.
2. New hire rate for male (female) employees in the age group = number of new male (female) employees in the age group during the year / total number of employees at the end of the year.
3. Total new hire rate = number of new hires during the year / total number of employees at operating sites at year-end.

All employees who left the Company resigned voluntarily, primarily due to personal career planning and similar reasons. There were no involuntary departures. The employee turnover rate for 2024 was 3.11%.

Statistics on Employee Turnover Rate Over the Past Three Years – Shin Shin Natural Gas												
Year	2022				2023				2024			
Gender	Male		Female		Male		Female		Male		Female	
Age/ Item	Number of People	Turnover Rate (%)										
Under 30	1	0.58	0	0.00	0	0.0	0	0.00	0	0.00	2	1.24
30~50	0	0.00	1	0.58	0	0.00	1	0.00	0	0.00	1	0.62
Over 50	2	1.17	0	0.00	1	0.59	1	0.59	2	1.24	0	0.00
Total Number of Departures	4				3				5			
Total Number of Employees	171				169				161			
Total Turnover Rate (%)	2.34				1.78				3.11			

Remark:

1. Define the categories of employee departures: (e.g. resignation, retirement).
2. Departure rate for male (female) employees in the age group = number of resigned male (female) employees in the age group during the year / total number of employees at the end of the year.
3. Total employee turnover rate = Number of employees who left the Company during the year / Total number of employees at operating sites at year-end.

The turnover rate of Evfa International in 2024 was slightly higher than in 2023, primarily due to staff transfers to Shin Shin Natural Gas, resulting in a turnover rate of 11.43%.

Statistics on Employee Turnover Rate Over the Past Three Years – Evfa International												
Year	2022				2023				2024			
Gender	Male		Female		Male		Female		Male		Female	
Age/ Item	Number of People	Turnover Rate (%)										
Under 30	0	0.00	0	0.00	1	3.45	0	0.00	1	2.86	0	0.00
30~50	6	24.00	0	0.00	1	3.45	0	20.69	2	5.71	0	0.00
Over 50	0	0.00	0	0.00	1	3.45	0	0.00	1	2.86	0	0.00
Total Number of Departures	6				3				4			
Total Number of Employees	25				29				35			
Total Turnover Rate (%)	24.00				10.34				11.43			

Remark:

1. Define the categories of employee departures: (e.g. resignation, retirement).
2. Departure rate for male (female) employees in the age group = number of resigned male (female) employees in the age group during the year / total number of employees at the end of the year.
3. Total employee turnover rate = Number of employees who left the Company during the year / Total number of employees at operating sites at year-end.

We have a trade union with 100% employee membership. While we do not have a collective bargaining agreement with the union, we protect employee interests through labor–management meetings and the establishment of a human rights policy. We are committed to peaceful communication and coordination with employees, providing a channel for them to voice their concerns. Four labor–management meetings were held in 2024, with five representatives from each side.

The security personnel of Shin Shin Gas are supplied by a professional security agency and operate under Article 10-2 of the Security and Guard Act. These staff receive annual professional training, as mandated by the Occupational Safety and Health Act, covering areas such as disaster prevention and response, the operation of public facilities, and practical security procedures. The security agency conducts regular supervision and inspections to ensure the effective implementation of management policies. The Company provides human rights policy training to security personnel and requires 100% compliance with responsible practices from its outsourcing partners.

Employing a Diverse Workforce

The Company’s workforce includes local employees and indigenous peoples. To ensure equal employment opportunities for vulnerable groups, the Company complies with the “Physically and Mentally Disabled Citizens. Protection Act” and the “Indigenous Peoples Employment Rights Protection Act” regarding the employment of people with disabilities and indigenous peoples. In 2024, one indigenous person (1% of total employees) and four people with disabilities (2% of total employees) were hired, meeting the legal requirements for inclusive hiring. No incidents involving the infringement of the rights of indigenous peoples or people with disabilities were reported.

The table below is the distribution and employment of employees by ethnicity over the past three years

Statistics on Employee Diversity Over the Past Three Years – Shin Shin Natural Gas				
Year		2022	2023	2024
Item/Gender	Age	Number of People	Number of People	Number of People
Minority and Vulnerable Groups	Male	Below 30	0	0
		30~50	1	1
		Over 51	3	2
	Female	Below 30	0	0
		30~50	3	2
		Over 51	1	0

Note: Minority and vulnerable groups: Groups with certain specific conditions or features (such as economic, physical, political, or social) may be disproportionately affected by the organization’s activities.

Educational training

To enhance the professionalism of employees and across all departments, Shin Shin Natural Gas conducts quarterly education and training programs, using both external and internal resources. These programs ensure employees and supervisors remain current on evolving regulations and market trends. In 2024, a total of 1,830 individuals took part, completing 3,454.5 training hours at a total cost of NT\$563,625.

Overview of Education and Training Classification of Shin Shin Natural Gas		
Total Number of People	Number of People	1,038
Total Training Hours	hours	2,420
Average Total Training Hours per Employee	Hours / People	2.33
Total Training Costs	NT\$	563,625

Overview of Education and Training Classification of Evfa International		
Total Number of People	Number of People	127
Total Training Hours	hours	336
Average Total Training Hours per Employee	Hours / People	2.65
Total Training Costs	NT\$	Paid by Shin Shin Company

Shin Shin Natural Gas Training Programs	Organizer	Number of Participants	Total Participation Hours
First Aider	Industrial Safety and Health Association of the R.O.C. (Taiwan)	4	64
Common Internal Control Weaknesses and Practical Case Studies	Accounting Research and Development Foundation	1	6
January Regular Meeting Topic – New Trends in Audit – Leveraging AI and Data Analytics to Understand Internal and External Risks	The Institute of Internal Auditors - R.O.C. Taiwan	1	3
Policy Analysis of Self-compiled Financial Statements and Sustainability Reporting, and Key Considerations for Internal Audit and Internal Control Practices (including the 2023 Action Plan for Sustainable Development of Listed Companies)	The Institute of Internal Auditors - R.O.C. Taiwan	1	6
February Regular Meeting Topic – Internal Audit’s Role in Sustainability Information Management and Internal Controls	The Institute of Internal Auditors - R.O.C. Taiwan	3	9
2024 Corporate Governance Evaluation Promotion	Taiwan Stock Exchange	3	9
Training Course on Corporate Sustainability Transformation and Internal Audit Strategies in Response to ESG Trends	Securities and Futures Institute	1	6
Corporate Governance Trends Based on Corporate Governance Evaluation Indicators	The Institute of Internal Auditors - R.O.C. Taiwan	1	6
Self-organized training on ESG Development Trends and Audit Positioning	Audit Office	3	9
ChatGPT Proficiency Training for Internal Auditors	The Institute of Internal Auditors - R.O.C. Taiwan	3	9
March Regular Meeting Topic – Latest Industry Topics (ESG, AI, Cybersecurity, etc.) and Response to Internal Audits.	The Institute of Internal Auditors - R.O.C. Taiwan	1	3
March’s Online Regular Meeting Topic – “New Audit Trends – Leveraging AI and Data Analytics for Internal and External Risk Insights” (Video from January)	The Institute of Internal Auditors - R.O.C. Taiwan	1	3
Fire Extinguisher Sales and Promotion Plan Overview and Promotion Techniques Workshop	Promotion Section	7	14
2024 Q1 Discussion of Planned Equipment Replacement Goals	Maintenance Section	8	20
2024 Q1 Contractor Replacement Project Overview	Maintenance Section	8	8
2023 Tripartite Working Review Meeting	Maintenance Section	29	43.5
Lectures for staff on Duty During the 2024 H1 and the Lunar New Year Holiday	First Section	59	29.5

2024 Workshop: Sustainable Risk Management – Emerging Risk Governance Trends	The Institute of Internal Auditors - R.O.C. Taiwan	3	24
Carbon Rights Management and ESG Training Programs	Taiwan Stock Exchange, Taiwan Carbon Solution Exchange, National Taipei University	2	24
April regular meeting; Internal Audit’s Role in Sustainability Information Management and Internal Controls	The Institute of Internal Auditors - R.O.C. Taiwan	3	9
Self-Organized Training on “Overview of Gas Engineering Equipment and High-Rise Construction Safety”	Audit Office	3	15
Online Regular Meeting: May 2024 Regular Meeting	The Institute of Internal Auditors - R.O.C. Taiwan	3	9
Online regular meeting: June 2024 regular meeting; Acting as a Corporate Guardian – Exploring the Interplay of Internal Audit Ethics and Legal Compliance.	The Institute of Internal Auditors - R.O.C. Taiwan	1	3
Sharing of Amendments to the Regulations on Installation of In-Premises Piping by Qualified Public Natural Gas Pipeline Contractors	Promotion Section	7	14
Case Studies and Sharing of Pressure Drop Calculations in Building Design and Planning.	Design Section	10	20
Experience Sharing on the Miaoli 370 Steady Flow Valve Operation and Learning	Construction Section	9	13.5
2024 Discussion of Taipei City’s 2024 Planned Replacement Project Objectives	Maintenance Section	8	4
2024 Discussion of Taipei City’s Enhancement of Cork Engineering Objectives	Maintenance Section	8	4
2024 Tripartite Working Review Meeting	Maintenance Section	29	29
2024 Discussion of audit guidelines of Department of Economic Development, Taipei City Government	Maintenance Section	13	6.5
Safety and Health Refresher Training for High-Pressure Gas Manufacturing Operations Supervisors (Operators)	Taipei Boiler and Pressure Vessel Association	5	20
Management and Prevention of Oil and Gas Pipelines, and Introduction to Third-Party Damage	Second Section	1	8
Gas Fuel Pipeline Competency Test	LSH Office	110	110
Wenshan District Blockade Simulation Exercise	First Section	15	7.5
General Safety and Health Training for New Hires	LSH Office	6	18
2024 Training Course for Natural Gas Pipeline Professionals (First session in the Northern Region)	The Energy Bureau, Ministry of Economic Affairs commissioned the Gas Association of the Republic of China	5	30
Natural Gas Accident Prevention and Pipeline Integrity Practice	Shin Jan Institute of Fuel Gas Research	2	16
2024 1st General First Aid Training Session	LSH Office	49	147
2024 Training Course for Natural Gas Pipeline Professionals (Second session in the Northern Region)	The Energy Bureau, Ministry of Economic Affairs commissioned the Gas Association of the Republic of China	5	30
2024 Work–Life Balance Support and Promotion Plan: Work–Life Balance Best Practices Seminar	Ministry of Labor	1	3
Sharing Best Practices in Promotional Activities	Promotion Section	6	12
Key Considerations for Rotor Table Design and Construction	Design Section	11	33

Road Excavation: Improving and Accelerating the Processes for Road Permits and Traffic Management Plans	Construction Section	9	13.5
2024 Discussion of Taipei City's 2024 Planned Replacement Project Objectives	Maintenance Section	8	4
2024 Discussion of Taipei City's Enhancement of Cork Engineering Objectives	Maintenance Section	8	4
2024 Tripartite Working Review Meeting	Maintenance Section	29	29
Discussion of the 2024 Inspection Guidelines of the Economic Development Department, New Taipei City Government.	Maintenance Section	13	6.5
Continuing Education for Accounting Supervisors of Issuers, Securities Firms and Stock Exchanges	Accounting Research and Development Foundation	1	12
Recent Developments in Corporate Governance and Sustainability Disclosure Regulations	Shareholder Services Association	2	6
Common Deficiencies in Financial Review and Practical Guidance on Key Internal Control Regulations	Accounting Research and Development Foundation	1	6
2024 2H Self-Defense Fire Brigade Training	General Affairs Section	89	356
2024 Training Course for Natural Gas Pipeline Professionals (Third session in the Northern Region)	The Energy Bureau, Ministry of Economic Affairs commissioned the Gas Association of the Republic of China	5	30
2024 2nd General First Aid Training Session	LSH Office	48	144
Confined Space Entry Health and Safety Training	LSH Office	14	42
2024 1st Engineering and Technical Conference	LSH Office	30	90
Article 330-1 of the Occupational Safety and Health Facility Regulations	Occupational Safety and Health Administration, Ministry of Labor	1	3
General Occupational Safety and Health Training	LSH Office	20	60
On-The-Job Training for Personnel Handling Hazardous Materials	LSH Office	22	66
Basic Training for Natural Gas Inspectors	Shin Jan Institute of Fuel Gas Research	2	12
2024 Training Course for Natural Gas Pipeline Professionals (Fourth session in the Northern Region)	The Energy Bureau, Ministry of Economic Affairs commissioned the Gas Association of the Republic of China	5	30
2024 3rd General First Aid Training Session	LSH Office	60	180
Class A Occupational Safety and Health Supervisor Training	Industrial Safety and Health Association of the R.O.C. (Taiwan)	2	86
In-Service Training for Occupational Safety and Health Personnel	Labor Standards Inspection Office, Taipei City Government	1	6
2024 2nd Engineering and Technical Conference	LSH Office	27	81
2024 3rd Asia Pacific Sustainability Expo – Sustainable Talent Trends Forum	Taiwan Institute for Sustainable Energy	1	3
Online Regular Meeting: September 2024 Regular Meeting	The Institute of Internal Auditors - R.O.C. Taiwan	3	9
Lecture on Reflections Regarding the 0815 Incident	Personnel Office	134	201
Watch the Video Reflecting on the 0815 Incident	Personnel Office	53	79.5
Workplace Equality and Sexual Harassment Prevention – Occupational Safety and Health Law Seminar	Labor Affairs Department, New Taipei City Government	1	3

Evfa International Training Programs	Organizer	Number of Participants	Total Participation Hours
2024 Training Course for Natural Gas Pipeline Professionals	Energy Bureau, Ministry of Economic Affairs, commissioned the Gas Association of the Republic of China	2	12
2024 General First Aid Personnel	Shin Shin Natural Gas Co. LTD.	52	156
2024 Engineering and Technical Conference	Shin Shin Natural Gas Co. LTD.	3	9
General Occupational Safety and Health Training	Shin Shin Natural Gas Co. LTD.	15	45
Gas Fuel Pipeline Competency Test	Shin Shin Natural Gas Co. LTD.	37	57
General Safety and Health Training for New Hires	Shin Shin Natural Gas Co. LTD.	7	24
Confined Space Entry Health and Safety Training	Labor Standards Inspection Office, Taipei City Government	4	12
On-The-Job Training for Personnel Handling Hazardous Materials	Shin Shin Natural Gas Co. LTD.	7	21

Fair Performance Management System

Each year, Shin Shin Natural Gas and Evfa International conduct regular performance appraisals to enhance the operational performance of all employees and departments. Appraisal criteria and standards are established based on job title and responsibilities, and serve as the basis for year-end bonus allocation, promotions, and salary changes. According to the requirements, all employees with at least three months of service are subject to the standard procedures. In 2024, 100% of employees underwent performance evaluations.

Statistics on Evaluation – Shin Shin Natural Gas		
Items	Management Personnel	Non-management Personnel
Percentage of Male Employees Who Underwent Performance Evaluations	100	100
Percentage of Female Employees Who Underwent Performance Evaluations	100	100

Remark: If the evaluation participation rate is less than 100%, please explain the excluded individuals and the reasons for their exclusion (e.g. the chairman, new hires within their first three months of employment).

Statistics on Evaluation – Evfa International		
Items	Management Personnel	Non-management Personnel
Percentage of Male Employees Who Underwent Performance Evaluations	100	100
Percentage of Female Employees Who Underwent Performance Evaluations	100	100

Remark: If the evaluation participation rate is less than 100%, please explain the excluded individuals and the reasons for their exclusion (e.g. the chairman, new hires within their first three months of employment).

5.3 Employee Benefits and Security

The basic salary of the Company’s employees is not differentiated based on gender, race, religion, political affiliation, marital status, or trade union membership. However, salary levels are determined in relation to seniority and job performance. As the Company’s primary business is maintaining gas supply safety, a large proportion of its operations involve fieldwork and higher-risk tasks (Class B technical certifications are predominantly held by men). So, compensation is comparatively higher for these roles, resulting in a higher average salary for male employees. Annual salary and salary ratios for the reporting period are shown below:

2024 Salary and Remuneration Ratio at Shin Shin Natural Gas						
Salary Ratio by Job Category	Number of People		Ratio of Remuneration		Ratio of Salary	
	Female	Male	Female	Male	Female	Male
Management Personnel	8	21	1.00	1.22	1.00	1.17
Non-management Personnel	39	93	1.00	1.19	1.00	1.18

Remark:

1. Male-to-female salary ratio (base salary ratio): calculated as the base salary of male employees in the category divided by the base salary of female employees in the category.
2. Male-to-female salary ratio (annual salary ratio): calculated as the average annual salary of male employees in the category divided by the base salary of female employees in the category.
3. Compare the lowest-paid employees (base salary) across job categories.
4. The number of “management personnel” includes senior management.

2024 Salary and Remuneration Ratio at Evfa International						
Salary Ratio by Job Category	Number of People		Ratio of Remuneration		Ratio of Salary	
	Female	Male	Female	Male	Female	Male
Management Personnel	0	5	1	1	1	1
Non-management Personnel	1	29	1	1	1	1

Remark:

1. Male-to-female salary ratio (base salary ratio): calculated as the base salary of male employees in the category divided by the base salary of female employees in the category.
2. Male-to-female salary ratio (annual salary ratio): calculated as the average annual salary of male employees in the category divided by the base salary of female employees in the category.
3. Compare the lowest-paid employees (base salary) across job categories.
4. The number of “management personnel” includes senior management.

To ensure market competitiveness, the Company conducts international market salary surveys yearly and adjusts salaries based on job position and individual performance. As of the end of 2024, the ratio of standard salaries for entry-level male and female employees to the local minimum salary is:

2024 Employee Basic Salary Ratio at Shin Shin Natural Gas		
Country / Region	Ratio of Standard Salary for Entry-Level Male Employees to Local Minimum Wage	Ratio of Standard Salary for Entry-Level Female Employees to Local Minimum Wage
Taiwan	1.25	1.15

2024 Employee Basic Salary Ratio at Evfa International		
Country / Region	Ratio of Standard Salary for Entry-Level Male Employees to Local Minimum Wage	Ratio of Standard Salary for Entry-Level Female Employees to Local Minimum Wage
Taiwan	1.12	1.12

The ratio of the highest-paid individual's total annual payment to the median total annual payment for employees (excluding that highest-paid individual) was 4.21; the ratio of the highest-paid individual's total annual payment increases to the total annual payment increase of employees (excluding the highest-paid individual) was 1.23.

2024 Total Annual Remuneration Ratio at Shin Shin Natural Gas		
Country / Region	Ratio of the highest-paid individual's total annual payment to the median total annual payment for employees (excluding the highest-paid individual)	Ratio of the increase in the highest-paid individual's total annual payment to the increase in the total annual payment for employees (excluding the highest-paid individual)
Taiwan	4.21	1.23
Remark: 1. The chairman is not among the highest-paid individuals. 2. Calculation formula for the annual median payment ratio: Annual salary of the highest-paid individual / annual salary of the median-paid individual. 3. Calculation formula for the annual payment increase ratio: Percentage increase in annual payment for the highest-paid individual for the year / Percentage increase in annual salary of the individuals with the median annual salary for the year.		

2024 Total Annual Remuneration Ratio at Evfa International		
Country / Region	Ratio of the highest-paid individual's total annual payment to the median total annual payment for employees (excluding the highest-paid individual)	Ratio of the increase in the highest-paid individual's total annual payment to the increase in the total annual payment for employees (excluding the highest-paid individual)
Taiwan	1.61	0.99
Remark: 1. The chairman is not among the highest-paid individuals. 2. Calculation formula for the annual median payment ratio: Annual salary of the highest-paid individual / annual salary of the median-paid individual. 3. Calculation formula for the annual payment increase ratio: Percentage increase in annual payment for the highest-paid individual for the year / Percentage increase in annual salary of the individuals with the median annual salary for the year.		

Salary Structure for Full-Time Employees Not in Management Positions at Shin Shin Natural Gas				
Unit: In thousands of NTD				
Items	2022	2023	2024	Difference From the Previous Year [Percentage]
Number of full-time employees not in management positions	168	160	156	-4(2.56%)
Total salary for full-time employees not in management positions	157,260	169,222	170,611	1,389(0.814%)
Average salary for full-time employees not in management positions	936	1,059	1,094	35(3.199%)
Median salary for full-time employees not in management positions	867	892	894	2(0.22%)
Remark: 1. The primary disclosure focus is on Shin Shin Natural Gas. 2. Difference from the previous year [percentage]. Formula: 2023-2022 [(2023-2022)/2022]. 2024-2023 [(2024-2023)/2023].				

Salary Structure for Full-Time Employees Not in Management Positions at Evfa International				
Unit: In thousands of NTD				
Items	2022	2023	2024	Difference From the Previous Year [Percentage]
Number of full-time employees not in management positions	23	27	33	4.83%
Total salary for full-time employees not in management positions	5,951,015	8,596,305	11,127,190	15.01%
Average salary for full-time employees not in management positions	258,740	318,382	337,188	17.14%
Median salary for full-time employees not in management positions	265,000	269,000	277,940	1.81%
Remark:				
1. The primary disclosure focus is on Evfa International.				
2. Difference from the previous year [percentage]. Formula: 2023-2022 [(2023-2022)/2022]. 2024-2023 [(2024-2023)/2023].				

Employee Retirement System and Implementation Status

To secure employees' retirement life, the Company, in compliance with the "Labor Pension Measures," registered with the New Taipei City government (now New Taipei City Government) for review and obtained approval of the registration on February 16th, 1981. We have also established a "Labor Pension Reserve Fund Supervisory Committee" and regularly contribute 2-15% of total salary expenses monthly, depositing these funds into a dedicated account at the Bank of Taiwan to safeguard employee rights. In compliance with Article 56 of the Labor Standards Act, a "Labor Pension Reserve Fund Supervisory Committee" is jointly established by employees and the employer to review contributions to the labor retirement reserve fund, audit payment amounts, and oversee other reserve fund matters. An actuarial report on the labor retirement reserve fund is commissioned yearly from an accountant, and any shortfall in the dedicated account balance is supplemented as required by law to ensure employee rights are protected. As of December 27, 2024, the accumulated balance of the labor pension reserve fund reached NT\$180,700,565. A new retirement scheme was adopted in parallel with the existing scheme from July 1, 2005, covering 41 employees. After the promulgation of the Labor Pension Act, the Company contributes 6% of employee salaries to individual labor pension accounts monthly, held in a dedicated account at the Bank of Taiwan. Employees may also voluntarily contribute up to 6% of their salary to personal accounts and apply for benefits from the Bureau of Labor Insurance under the Ministry of Labor upon retirement. In 2024, eight employees retired and received their pension payments.

The Company respects employees' career development and aims to optimize human capital. To appropriately encourage retirement, we have established the "Rules Governing Labor Pension Preferential Terms" to manage employee retirement applications and benefits. The preferential terms were approved by the Board of Directors and are undergoing review with the local competent authority (to be reviewed once every three years). In addition to pension payments required by the "Labor Standards Act" and the Company's "Labor Pension Measures," we provide an additional six months' salary as retirement benefit.

Implementation of Parental Leave

The Company's parental leave policies are implemented under the "Implementation Measures for Parental Leave Without Pay" under the Labor Standards Act. In 2024, three female employees at Shin Shin Natural Gas were eligible for parental leave, and two applied. One female employee returned to work in 2024. No employees at Evfa International were eligible for or took parental leave in 2024. The following are the parental leave statistics for Shin Shin Natural Gas:

Statistics on Unpaid Parental Leave Over the Past Three Years – Shin Shin Natural Gas									
Year	2022			2023			2024		
Gender/Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of employees eligible for unpaid parental leave A	-	-	-	-	2	2	-	3	3
Number of employees who actually took unpaid parental leave in the year B	-	-	-	-	2	2	-	2	2
Number of employees expected to return to work from unpaid parental leave in the year C	-	-	-	-	1	1	-	1	1
Actual number of employees returning to work after unpaid parental leave in the year D	-	-	-	-	1	1	-	1	1
Number of employees returning to work after unpaid parental leave in the previous year E	-	1	1	-	-	-	-	1	1
Number of employees who remained employed for one year following return from unpaid parental leave in the previous year F	-	-	-	-	-	-	-	1	1
Percentage of annual return-to-work rate in the year % (D/C)	-	-	-	-	100	100	-	100	100
Unpaid parental leave retention rate in the year (%) (F/E)	-	-	-	-	-	-	-	100	100

Remark:

- Number of employees expected to return to work = Number of employees expected to return to work from unpaid parental leave in that year.
- Number of employees retained in 2024 = Number of employees who returned to work in 2023 and remained employed as of December 31, 2024.
- Percentage of annual return-to-work rate in this year % = actual number of employees returning to work after unpaid parental leave in this year / Number of employees expected to return to work from unpaid parental leave in this year (D/C).
- Unpaid parental leave retention rate for the year % = Number of employees who remained employed for one year following return from unpaid parental leave in the previous year / Number of employees returning to work after unpaid parental leave in the previous year (F/E).

Comprehensive Employee Benefits

The Company enforces the employees labor insurance, employee insurance, and national health insurance for the employees, and they can enjoy related right to claim the insurance benefit. If the insured incident occurs to the employee, the Company will claim insurance payment procedures on their behalf in accordance with the law. The Company has an Employee Welfare Committee in place. In compliance with the Employee Welfare Fund Act, the Company assigns 0.15% of its total revenue monthly to a welfare fund for employee benefits. These benefits include subsidies for life events such as weddings and funerals, birthday gifts, educational assistance, cultural and recreational activities, holiday allowances, and retirement gifts. The Company also distributes annual bonuses and year-end awards to employees. If the Company generates a profit in a year, it shall allocate 2.2% of the profit as employee remuneration under Article 33 of the Articles of Incorporation. The Board of Directors will determine whether to distribute this payment in shares or cash, with eligible employees of subsidiaries also included as recipients. Below are the employee benefits for 2024:

Employee Benefits and Welfare Programs	Concrete Actions Taken
To ensure employee health and well-being, we conduct annual health checkups.	In April 2024, annual employee health checkups were conducted, with subsidies offered for comprehensive screening packages.
To enhance employees' health, we organize the health exercises for employees.	Each day at 10:30 and 15:30 (two sessions for 15 minutes each).
Education assistance for employees and their children.	In 2024, we received 96 applications for employee educational subsidies for themselves and their children, with a total disbursement of NT\$52,300.
Gift vouchers for three major festivals (Lunar New Year, Dragon Boat Festival, Mid-Autumn Festival), New Year	In 2024, we distributed a total of NT\$2,274,077 in gift vouchers for the three major festivals.
New Year gifts	In 2024, we distributed a total of NT\$296,170 in New Year gifts.
To support employee well-being, we provide subsidies for club activities and swimming passes. We also hold paintball competitions yearly around Labor Day to foster employee engagement and strengthen their connection to the Company.	<ol style="list-style-type: none"> 1. The Company provides quarterly subsidies for venue fees of the basketball and badminton clubs, instructor fees for the fitness club, and teaching fees for yoga and aerobics classes, totaling NT\$253,000. 2. The 6th Shin Shin Paintball Cup was held, with 48 participants. 3. Each employee received four swimming passes for the Yonghe Sports Center.
To enhance the quality of life for our employees, we established the Shin Shin Chorus in 2000 to foster their artistic and cultural enrichment and promote personal well-being.	In 2024, we engaged a conductor and a piano accompanist at a total cost of NT\$418,000.
Annual travel allowances provided for employees	In 2024, 168 employees received subsidies for domestic travels, with a total amount of NT\$1,000,000.
To foster a supportive workplace and assist employees in balancing work and family responsibilities, the Company has established childcare services in compliance with Article 23 of the Act of Gender Equality in Employment by joining forces with licensed childcare facilities. We have also set up dedicated lactation rooms.	In 2023, we contracted with YoYo Kindergarten to offer childcare services for employees' children (for a three-year term), alleviating the burden on employees.
Every two years, we issue two sets of summer and winter uniforms, differentiated by work type (office-based and field-based roles).	Office staff uniforms are provided by leading brands, focusing on comfort and modern design. Field staff uniforms are made with flame-retardant, safety-certified materials, ensuring job site security while significantly improving company branding.

Photos of employee activities



Minimum Advance Notice for Operational Changes

To ensure the protection of employees' interests, the Company complies with the Labor Standards Act. In the event of significant operational changes or termination of employment, the Company provides notice under Article 16 of the Labor Standards Act, with notice periods:

1. For employees who have worked continuously for more than three months but less than one year, notice of 10 days shall be given.
2. For employees who have worked continuously for more than one year but less than three years, notice of 20 days shall be given.
3. For employees who have worked continuously for more than three years, notice of 30 days shall be given.

5.4 Health and Safety

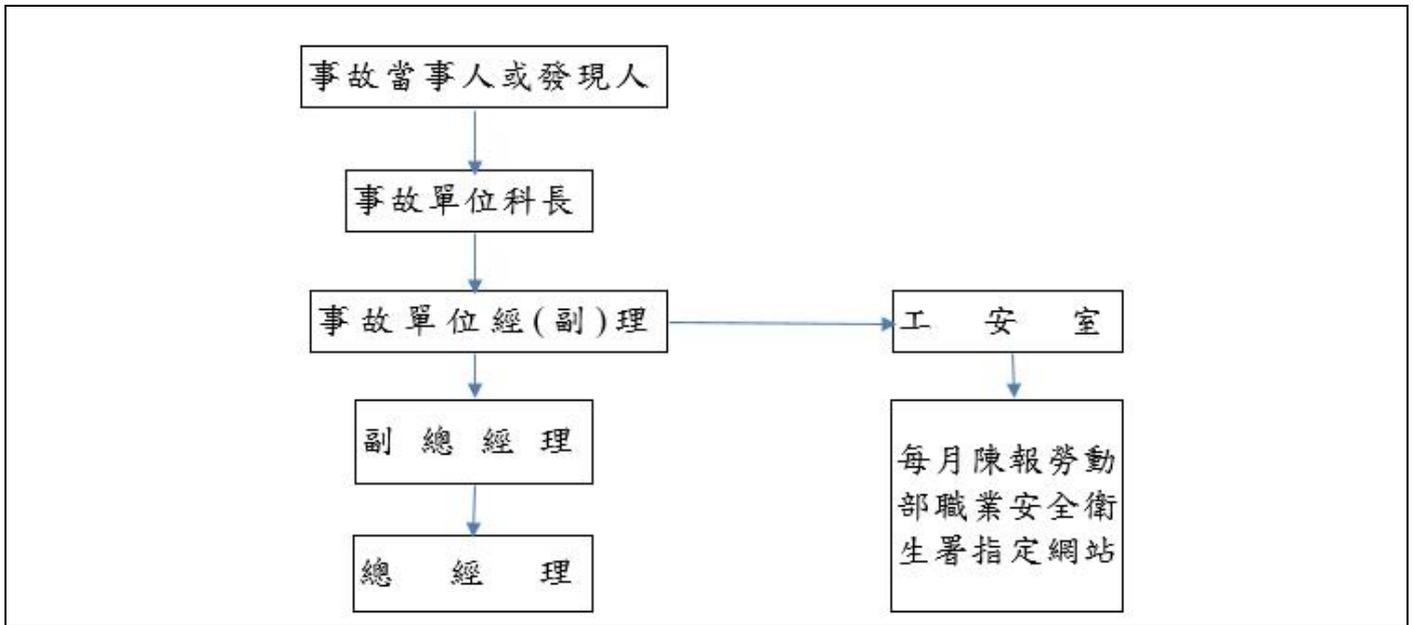
Although the Company does not have ISO 45001 certification for Occupational Health and Safety Management System, we focus on and safeguard the occupational safety of all employees and contractors. The Company established the Occupational Disaster and Accident Handling and Investigation Management Procedures on April 1, 1999, with the first revision issued via letter Xin-An-Zi No. 4009 dated December 4, 2024. Clarify the accidents, reporting procedures, and contact information for relevant authorities and labor inspection agencies, and conduct an investigation through the investigation team. These rules apply to all employees and staff of all contractors of the Company.

Type of Accident	Action
Occupational accidents	The employer must notify the labor inspection authority within eight hours of the following occupational disaster occur at a workplace, <ol style="list-style-type: none"> 1. Fatality. 2. The number of people affected by the disaster is three or more. 3. The number of people affected by the disaster exceeds one, and hospitalization is required. 4. Other disasters as designated and announced by the central competent authority.
Work-related injuries resulting in lost work time	Staff sustained injuries resulting in inability to return to work the following day.
Medical malpractice	Personnel who sustain injuries requiring medical attention must be treated by a doctor or qualified professional before returning to work on the next business day, and must be able to resume their original job duties.
First aid incidents	Personnel who sustain injuries requiring only basic first aid treatment and can return to work.
False alarms	Incidents that did not cause personnel injury, property damage, or production disruption, but caused alarm.
Traffic accidents	<ol style="list-style-type: none"> 1. Traffic accidents during employee commutes or business travel. 2. Traffic accidents involving company vehicles causing personal injuries.

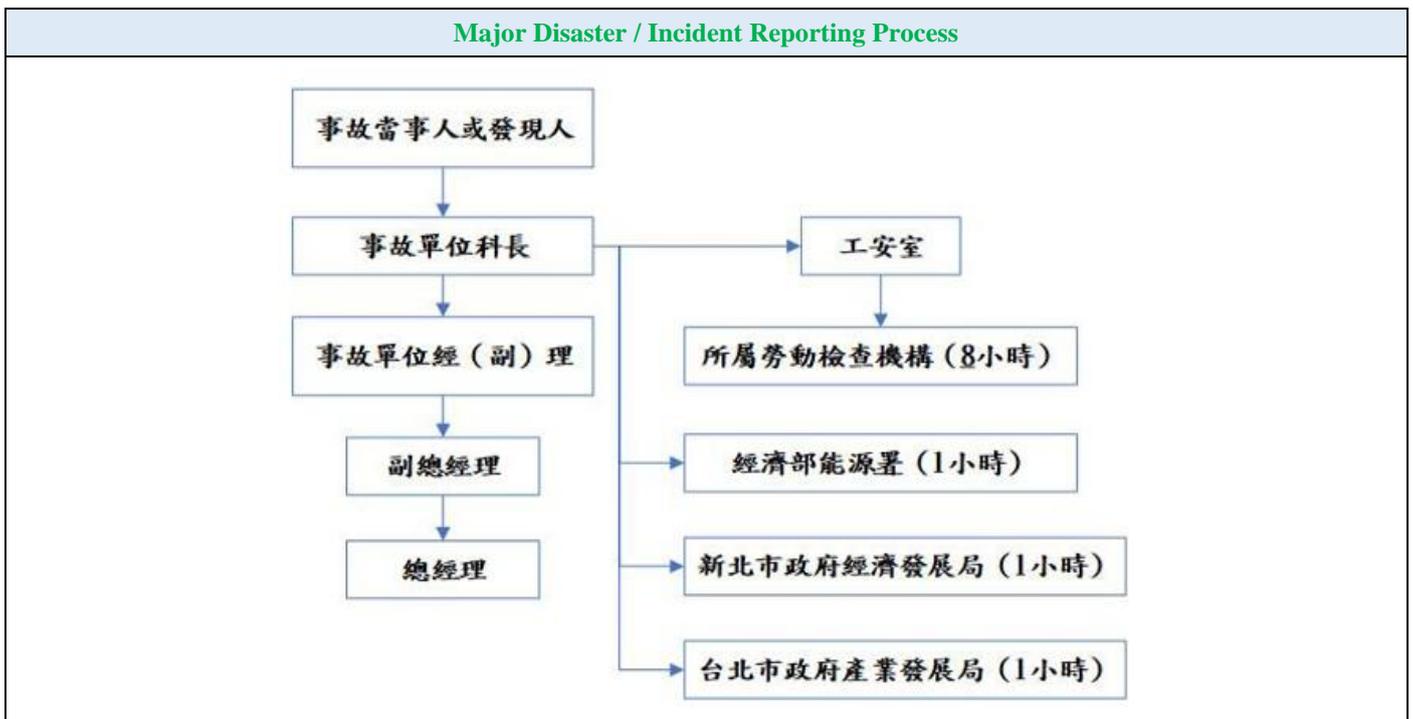
When the above accidents occur, the unit to which the affected individual or the person in charge of the accident site belongs shall be designated as responsible. If staff from more than two units are present, those units shall coordinate to designate a single unit to take responsibility. If the contractor is affiliated with the Company, the relevant department is responsible for project contracting or business oversight. Subsequent reporting requirements: Following the discovery or occurrence of an occupational safety accident, the accident unit and the Head of the Labor Safety and Health Office (the LSH Office) shall be notified by the person involved in or reporting the accident. The section chief of the department shall complete the “Work-related Incident Report” and, following the accident reporting procedure, notify the LSH Office and other relevant departments. General disasters / accidents must be reported within 24 hours, and major accidents to the competent authority within eight hours. In emergencies, initial notification may be provided by telephone or electronic message, followed by a formal report.

Accident reporting process: General disaster accidents are reported to the relevant unit within 24 hours, excluding public holidays.

General Disaster / Incident Reporting Process



	The person involved in or who reports the incident	
	Section Chief of the department involved in the accident	
	Accident Unit Manager (or Deputy Manager)	LSH Office
	Vice President	Monthly reports are submitted to the website designated by the Occupational Safety and Health Administration, Ministry of Labor
	President	



	The person involved in or who reports the incident	
	Section Chief of the department involved in the accident	LSH Office
	Accident Unit Manager (or Deputy Manager)	Labor inspection authority (8 hours)
	Vice President	Energy Administration, Ministry of Economic Affairs (1 hour)
	President	New Taipei City Government Economic Development (1 hour)
		Development of Economic Development Taipei City Government (1 hour)

Contact details for relevant government authorities and labor inspection agencies are:

Emergency Contact Number		
Unit	Normal reporting system	Non-business hours reporting system
Energy Administration, Ministry of Economic Affairs	(02)27757749	(02)27753454
Development of Economic Development Taipei City Government	1999	(02)27208889
New Taipei City Government Economic Development	1999、(02)29603456	1999
Occupational Safety and Health Administration, Ministry of Labor – Northern Region Occupational Safety and Health Center	(02)89956700	(02)89956700
Labor Standards Inspection Office, Labor Affairs Department, New Taipei City Government	(02)22600050	0963700817
Labor Standards Inspection Office, Labor Affairs Department, Taipei City Government	(02)25969928	(02)25969928

Following an accident report, investigations are started, categorized as either general occupational accident investigations or major disaster investigations.

● **Investigation of General Occupational Accidents:**

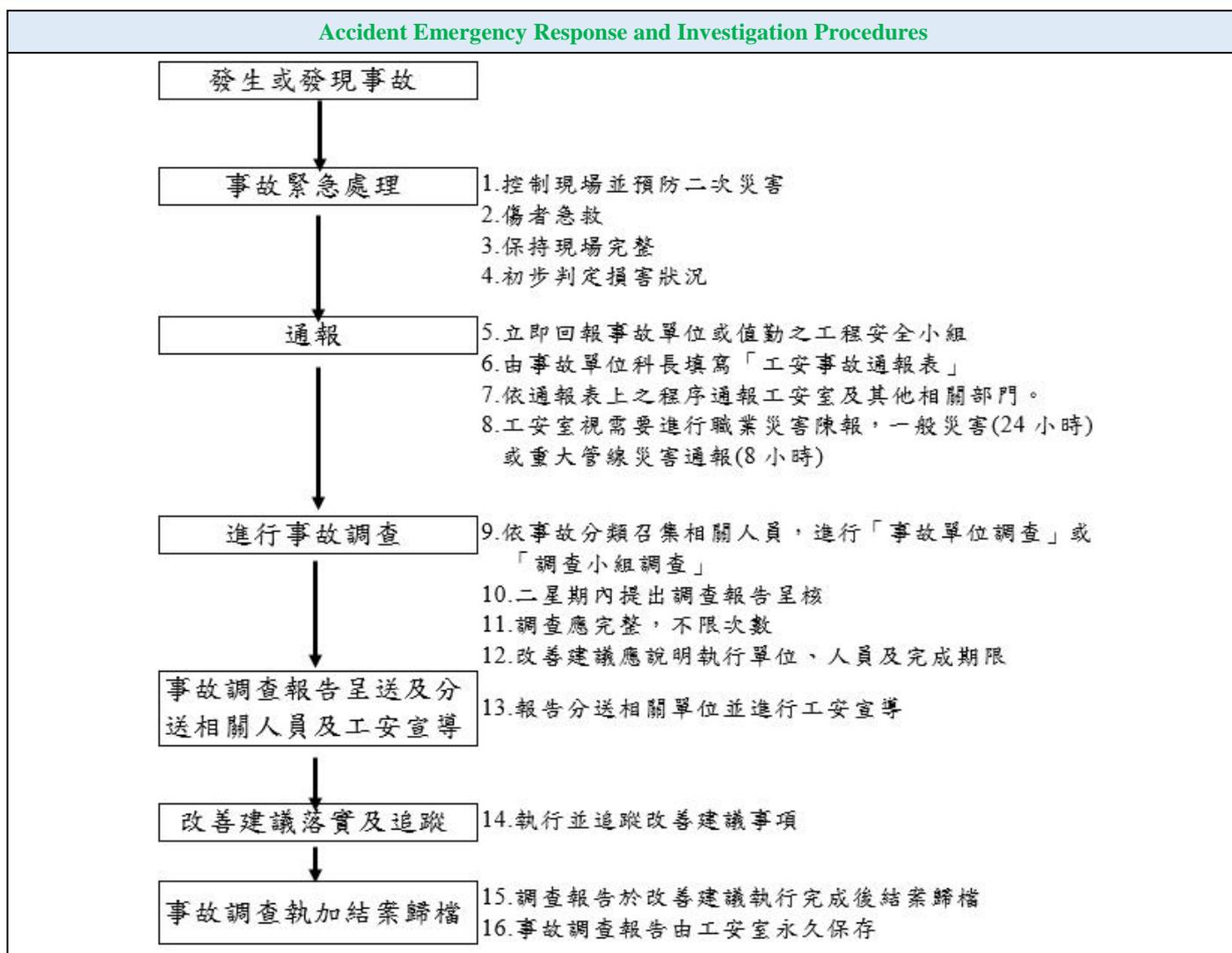
1. The section chief of the unit involved in the accident will lead the investigation, working with staff from the LSH Office. Additional support may be requested from other departments, such as Engineering, relevant business units, or contractors, as needed.

● **Investigation by the Major Disaster Investigation Team:**

1. In the event of a major occupational disaster/incident, the unit involved and the LSH Office must cooperate with the relevant labor inspection authority in conducting investigations and analyses, with the inspection report to be published by the authority.
2. In the event of a major pipeline disaster/incident, the vice president responsible for the relevant business unit will designate the accident response unit, with the LSH Office and heads of other related departments forming an investigation team. The vice president will serve as the convener and lead the investigation team in a joint investigation.

In both “accident unit investigations” or a “task force investigations,” the accident investigation convener may, in addition to convening relevant personnel, request the person who reports the accident, injured parties, relevant accident witnesses, or personnel involved in emergency response and engineering, to participate in investigation meetings to clarify the situation or provide expert knowledge to support the investigation.

The accident investigation report must be comprehensive, and investigation meetings should be convened as often as needed. Meeting minutes must be recorded by staff designated by the accident investigation convener. Any specific improvement recommendations arising from the investigation meetings should be communicated verbally or in writing to the responsible parties for implementation, or discussed at the next meeting to develop concrete and actionable improvement plans. For major accidents (occupational disasters) or those designated by the competent authority, an accident investigation report must be submitted within two weeks. After approval by the LSH Office, the report will be distributed to each department for review. The LSH Office and department heads will then conduct safety awareness training. The responsible implementation unit is accountable for completing improvement recommendations, while the accident unit tracks their implementation. The LSH Office oversees the implementation of corrective actions following accidents.



Incident occurrence or discovery	
Accident and emergency response	<ol style="list-style-type: none"> 1. Control the site and prevent secondary incidents 2. First aid for injuries

	<ul style="list-style-type: none"> 3. Maintain site integrity 4. Initial damage assessment
Notification	<ul style="list-style-type: none"> 5. Immediately report the accident to the relevant department or the engineering safety team on duty. 6. The section chief of the department involved in the accident must complete the “Work-related Incident Report.” 7. Report incidents to the LSH Office and other relevant departments following the procedures outlined in the notification form. 8. The LSH Office will report occupational accidents as required, with incidents reported within 24 hours and major pipeline incidents within 8 hours.
Conduct an accident investigation	<ul style="list-style-type: none"> 9. Gather relevant staff based on the accident category to conduct an “accident unit investigation” or a “task force investigation.” 10. Submit the investigation report for approval within two weeks 11. The investigation should be thorough and conducted as necessary 12. The improvement suggestions should detail the implementing department, responsible staff, and completion date
Accident investigation reports are submitted to and distributed among relevant staff, and are used for occupational safety promotion	<ul style="list-style-type: none"> 13. Distribute the report to relevant departments and conduct workplace safety awareness training
Implement and track improvement suggestions	<ul style="list-style-type: none"> 14. Implement and track improvement recommendations.
Accident investigation case closure and archiving	<ul style="list-style-type: none"> 15. Investigation reports are filed and closed upon completion of the recommended improvements. 16. The LSH Office maintains permanent records of accident investigation reports.

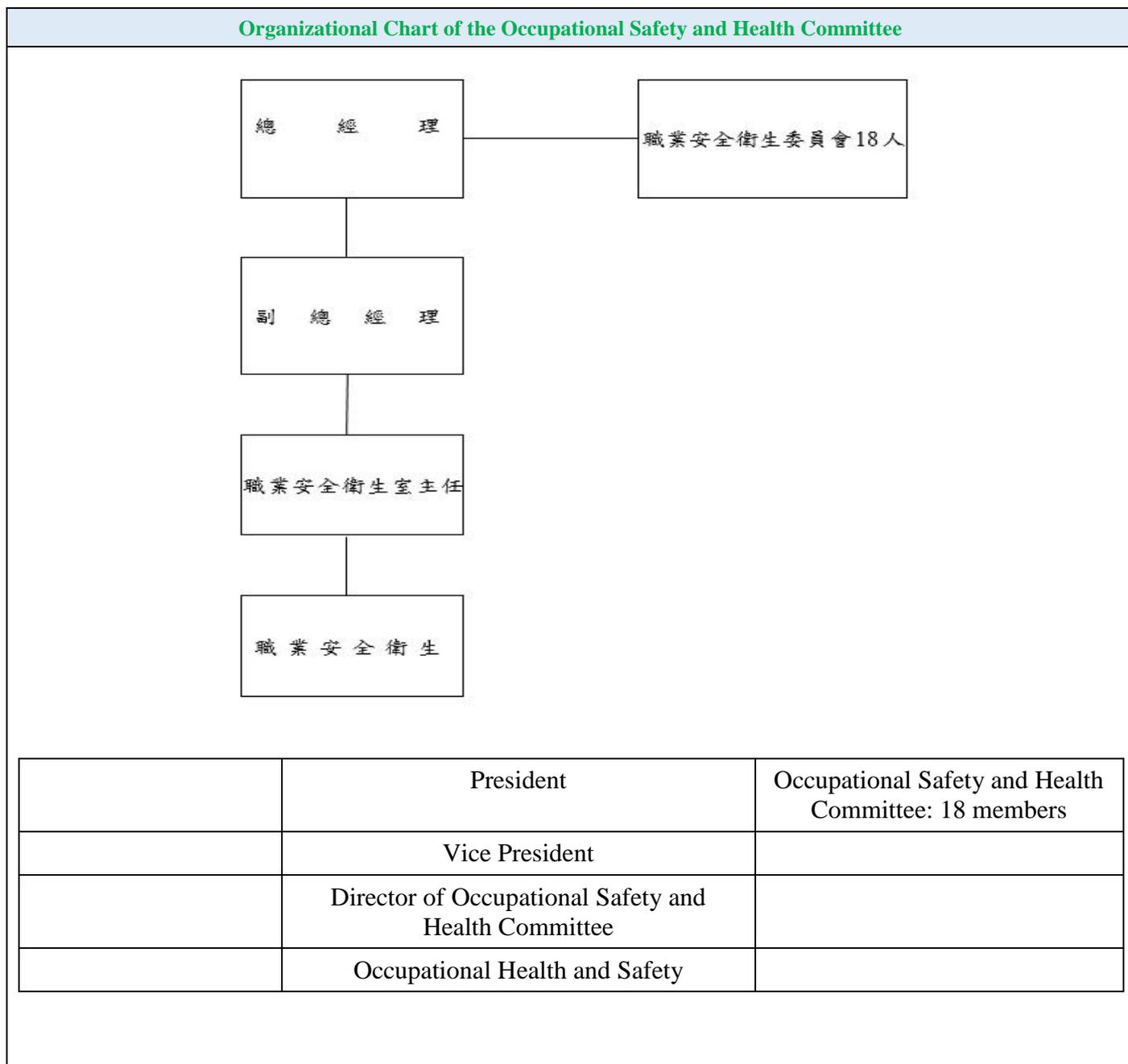
|

The Company focuses on the health and well-being of all employees, fostering a strong health and safety culture. We are committed to establishing an inherently safe work environment, promoting the physical and mental health of both employees and contractors, supporting work–life balance, and collaborating with stakeholders to mitigate occupational safety and health risks. We plan comprehensive health checkups yearly, exceeding legal requirements. Contracted nurses provide on-site services four times per month, while contracted physicians provide on-site services four times per year to regularly monitor employee health, identify potential health risks, and track employee well-being supporting proactive self-health management. This approach focuses on prevention and fosters a safe and healthy working environment. In 2024, 161 people underwent health checkups at the Shuang Ho Hospital Health Checkup Center:

Statistics on the Number of Employees and Costs for Health Checkups – Shin Shin Natural Gas	
General Health Checkup	
Checkup item	Physical examination (height, weight, BMI, blood pressure, pulse, waist circumference), ophthalmological examination, audiometry, urine analysis, stool examination, complete blood count, liver function tests, kidney function tests, gout screening, pancreatic function tests, blood glucose level, insulin, lipid profile, cardiovascular/cerebrovascular disease risk assessment based on lipid profile, thyroid function, tumor markers, body fat percentage, cardiovascular system, bone density, upper abdominal ultrasound; choose 1 of the 3 – 1. Echocardiogram, 2. Carotid artery ultrasound, 3. Ultrasound and carbon-13 urea breath test; choose 1 of the 7 – 1. Vascular elasticity measurement, high-sensitivity C-reactive protein, 2. EBV antibody serology, Cyfra 21-1 for non-small cell lung cancer screening, 3. Free T4, autoimmune screening for rheumatoid arthritis, 4. Thyroid ultrasound, 5. Breast ultrasound, 6. Gynecological pelvic ultrasound or prostate ultrasound, 7. Prostate ultrasound and non-mydratric fundus photography, and chest X-ray, and physical examination.
Number of Employees Who Underwent Health Checkup	161
Health Checkup costs (NT\$ thousand)	1,331.5

Statistics on the Number of Employees and Costs for Health Checkups – Evfa International	
General Health Checkup	
Checkup item	Physical examination (height, weight, BMI, blood pressure, pulse, waist circumference), ophthalmological examination, audiometry, urine analysis, stool examination, complete blood count, liver function tests, kidney function tests, gout screening, pancreatic function tests, blood glucose level, insulin, lipid profile, cardiovascular/cerebrovascular disease risk assessment based on lipid profile, thyroid function, tumor markers, body fat percentage, cardiovascular system, bone density, upper abdominal ultrasound; choose 1 of the 3 – 1. Echocardiogram, 2. Carotid artery ultrasound, 3. Ultrasound and carbon-13 urea breath test; choose 1 of the 7 – 1. Vascular elasticity measurement, high-sensitivity C-reactive protein, 2. EBV antibody serology, Cyfra 21-1 for non-small cell lung cancer screening, 3. Free T4, autoimmune screening for rheumatoid arthritis, 4. Thyroid ultrasound, 5. Breast ultrasound, 6. Gynecological pelvic ultrasound or prostate ultrasound, 7. Prostate ultrasound and non-mydratric fundus photography, and chest X-ray, and physical examination.
Number of Employees Who Underwent Health Checkup	30
Health Checkup costs (NT\$ thousand)	241

The Company has established an Occupational Safety and Health Committee comprising 18 members, including seven representatives from labor and management – nearly 40% of the total. The Committee convenes quarterly, with membership drawn from all levels of the organization to collectively discuss, review, coordinate, and propose recommendations regarding occupational safety and health management. These efforts also include promotion and communication initiatives aimed at providing a safer and more comfortable working environment for all employees. Please refer to the following organizational chart for the Committee’s structure:



To prevent accidents resulting from human error, the Company focuses on training employees to avoid such errors in the workplace. Occupational safety and health education and training are key parts of this effort. All Company personnel must participate in relevant OSH education and training, including “occupational safety and health education and training for new hires,” which is delivered directly by qualified occupational safety and health managers from the LSH Office. Training statistics for the reporting period are:

Statistics on Occupational Safety and Health Training Programs – Shin Shin Natural Gas

Training Program Title	Number of Employees Participating in Training	Training Costs (NT\$)
Occupational Safety and Health Training for New Hires	11	0
General Occupational Safety and Health Refresher Training	35	3,900
Education and Training for Personnel Handling Hazardous Materials	29	5,100
Education and Training for First Aid Personnel	157	39,700
First aid training: 16 hours	4	20,000
2024 Training Course for Natural Gas Pipeline Professionals	20	5,200
Confined Space Entry Health and Safety Training	30	5,100
Class-1 Manager of Occupational Safety and Health Affairs	2	16,975
In-Service Training for Occupational Safety and Health Personnel	1	250
Remark: 1. Including employees and non-employee workers whose work and/or workplace are controlled by the organization. 2. Workers not directly employed by the organization but whose work and/or workplace are under its control, such as security staff, cleaning staff, construction workers, and contracted service providers. 3. Occupational safety and health training covers both general awareness and specific training related to occupational hazards and dangerous conditions.		

Statistics on Occupational Safety and Health Training Programs – Evfa International		
Training Program Title	Number of Employees Participating in Training	Training Costs (NT\$)
2024 Training Course for Natural Gas Pipeline Professionals	2	Paid by Shin Shin Payment
2024 General First Aid Personnel	52	Paid by Shin Shin Payment
2024 Engineering and Technical Conference	3	Paid by Shin Shin Payment
General Occupational Safety and Health Training	15	Paid by Shin Shin Payment
Gas Fuel Pipeline Competency Test	37	Paid by Shin Shin Payment
General Safety and Health Training for New Hires	7	Paid by Shin Shin Payment
Confined Space Entry Health and Safety Training	4	Paid by Shin Shin Payment
On-The-Job Training for Personnel Handling Hazardous Materials	7	Paid by Shin Shin Payment
Remark: 1. Including employees and non-employee workers whose work and/or workplace are controlled by the organization. 2. Workers not directly employed by the organization but whose work and/or workplace are under its control, such as security staff, cleaning staff, construction workers, and contracted service providers. 3. Occupational safety and health training covers both general awareness and specific training related to occupational hazards and dangerous conditions.		

Photos of Occupational Safety and Health Training



To effectively enhance all employees' awareness of health promotion and proactively foster a culture of sport within the Company, we encourage participation in sports clubs and activities, with a commitment to promoting employee well-being as our goal. Sponsoring employee-led clubs including basketball, badminton, yoga, aerobics, and fitness, promoting diverse interests.

Health Promotion Services or Initiatives.	Concrete Actions Taken
Promote occupational safety and health procedures	In 2024, four labor safety and health meetings were held, with a total of 82 attendees.
On-site medical services four times per month	In 2024, the Company received on-site medical services from doctors 4 times and from nurses 48 times.

Offer subsidies for basketball, badminton, yoga, aerobics, and fitness training – to support employee well-being and encourage active participation in healthy lifestyles.	In 2024, we provided NT\$253,000 in funding for health promotion activities, including support for the basketball, badminton, yoga, aerobics, and fitness training clubs.
Annual paintball competition and swimming pool passes	In 2024, the Company subsidized a paintball competition for employee participation and distributed four swimming passes per employee for use at the sports center, fostering team spirit and encouraging healthy work–life balance. The total cost was NT\$117,900.
Smoking cessation education and awareness	On November 26, 2024, doctors from Shuang Ho Hospital were invited to conduct a health briefing.

Photos Related to Health Promotion





We uphold a people-centered safety culture, manage safety risks, and establish an inherently safe workplace that operates responsibly regarding environmental and social impacts. We are committed to sustainable supply chain development, a friendly environment, and safe working conditions, alongside adherence to ethical standards. We proactively assess risks within our upstream supply base, and our supplier management process encompasses four key areas: “establishment of standards,” “risk assessment,” “third-party evaluation and performance monitoring,” and “continuous improvement” – all aimed at fostering strong and sustainable operations throughout our value chain.

Supplier and Contractor Management and Audit Procedures

Procedures:

We focus on the safety and health of workers involved in our operations, products, and services. We require our contractors to adhere to our Contractors’ Safety and the Safety Violations of Contractors’ On-site Work Measures, ensuring a safe working environment for all contractors. We also encourage contractors to promote adoption of these standards throughout their own supply chains. All suppliers, contractors, and subcontractors must adhere to the Company’s environmental, health, and safety (EHS) standards. All relevant guidelines are published on the Company’s website and incorporated into the procurement management process to ensure supplier compliance.

Risk assessment:

To better understand the sustainability performance of our supply chain and manage supply chain sustainability risks, we conduct supplier sustainability risk assessments in three phases yearly.

Evaluation and assessment of third-party vendors:

The sustainability risk assessment considers supplier evaluation results and sustainability self-assessments. New suppliers must submit a self-assessment form for review.

Continuous improvement:

Assist and guide suppliers and contractors in improving occupational safety and health while enhancing the development of a safety culture and awareness of sustainable management. Each contractor has a designated occupational safety unit with a signed agreement in place, and receives occupational safety and health education and training covering: the Company’s sustainable management mechanisms and targets, safety and health regulations, and legal responsibilities related to occupational hazards. Future management requirements and priorities are also communicated through briefings. When signing contracts with contractors yearly, we require them to provide certificates of completion for occupational safety and health training for their supervisors, and confirmation that all tools used meet relevant Occupational Safety and Health Act provisions.

The Company places great importance on workplace safety. To prevent occupational accidents and illnesses, we provide a safe and healthy work environment. We conduct environmental assessments and hazard identification through quarterly Occupational Safety Committee meetings to mitigate workplace risks and ensure the safety and well-being of all employees. In 2024, the Company recorded no occupational accidents or illnesses. The following table presents the 2024 occupational injury statistics:

Employee Work-Related Injury Statistics Over the Past Three Years – Shin Shin Natural Gas				
Category	Items	2022	2023	2024
Total work hours	Total hours worked by female employees	103,128	92,920	92,222

	Total hours worked by male employees	243,720	234,928	229,240
	Total hours worked	346,848	327,848	321,462
Fatalities from work-related injuries Number of People	Number of female fatalities	0	0	0
	Number of male fatalities	0	0	0
	Total number of fatalities	0	0	0
Number of serious work-related injuries (excluding fatalities)	Total number of severe work-related injuries among female employees	0	0	0
	Total number of severe work-related injuries among male employees	0	0	0
	Total number of severe work-related injuries	0	0	0
Number of recordable work-related injuries (including fatalities and serious injuries)	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries among female employees	0	0	0
	Total number of work-related injuries	0	0	0
Percentage of work-related fatalities %		0.00	0.00	0.00
Percentage of severe work-related injuries %		0.00	0.00	0.00
Percentage of recordable work-related injuries %		0.00	0.00	0.00

Remark:

1. Work-related fatality rate = (Number of fatalities from work-related injuries / Total hours worked) × 1,000,000.
2. Percentage of serious work-related injuries = (number of serious work-related injuries (excluding fatalities) / total hours worked) × 1,000,000.
3. Recordable work-related injury rate = [Number of recordable work-related injuries (including fatalities and serious injuries) / Total hours worked] × 1,000,000.
4. Serious work-related injuries are defined as those that result in an inability to return to work within six months.
5. Recorded work-related injuries exclude those during commuting.

Employee Work-Related Injury Statistics Over the Past Three Years – Evfa International				
Category	Items	2022	2023	2024
Total work hours	Total hours worked by female employees	0	856	1,962
	Total hours worked by male employees	8,976	10,300	10,844
	Total hours worked	8,976	11,156	12,806
Fatalities from work-related injuries Number of People	Number of female fatalities	0	0	0
	Number of male fatalities	0	0	0
	Total number of fatalities	0	0	0
Number of serious work-related injuries (excluding fatalities)	Total number of severe work-related injuries among female employees	0	0	0
	Total number of severe work-related injuries among male employees	0	0	0

	Total number of severe work-related injuries	0	0	0
Number of recordable work-related injuries (including fatalities and serious injuries)	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries	0	0	0
Percentage of work-related fatalities %		0	0	0
Percentage of severe work-related injuries %		0	0	0
Percentage of recordable work-related injuries %		0	0	0

Remark:

1. Work-related fatality rate = (Number of fatalities from work-related injuries / Total hours worked) × 1,000,000.
2. Percentage of serious work-related injuries = (number of serious work-related injuries (excluding fatalities) / total hours worked) × 1,000,000.
3. Recordable work-related injury rate = [Number of recordable work-related injuries (including fatalities and serious injuries) / Total hours worked] × 1,000,000.
4. Serious work-related injuries are defined as those that result in an inability to return to work within six months.
5. Recorded work-related injuries exclude those during commuting.

Statistics on Non-Employee Worker Work-Related Injury Over the Past Three Years – Shin Shin Natural Gas				
Category	Items	2022	2023	2024
Total work hours	Total hours worked by female employees	2,480	3,344	4,500
	Total hours worked by male employees	39,736	52,360	60,928
	Total hours worked	42,216	55,704	65,428
Number of work-related fatalities	Number of female fatalities	0	0	0
	Number of male fatalities	0	0	0
	Total number of fatalities	0	0	0
Number of serious work-related injuries (excluding fatalities)	Total number of severe work-related injuries among female employees	0	0	0
	Total number of severe work-related injuries among male employees	0	0	0
	Total number of severe work-related injuries	0	0	0
Number of recordable work-related injuries (including fatalities and serious injuries)	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries	0	0	0
Percentage of work-related fatalities %		0.00	0.00	0.00
Percentage of severe work-related injuries %		0.00	0.00	0.00
Percentage of recordable work-related injuries %		0.00	0.00	0.00

Remark:

1. Work-related fatality rate = (Number of fatalities from work-related injuries / Total hours worked) × 1,000,000.
2. Percentage of serious work-related injuries = (number of serious work-related injuries (excluding fatalities) / total hours worked) × 1,000,000.
3. Recordable work-related injury rate = [Number of recordable work-related injuries (including fatalities and serious injuries) / Total hours worked] × 1,000,000.
4. Serious work-related injuries are defined as those that result in an inability to return to work within six months.
5. Recorded work-related injuries exclude those during commuting.

Statistics on Non-Employee Worker Work-Related Injury Over the Past Three Years – Evfa International				
Category	Items	2022	2023	2024
Total work hours	Total hours worked by female employees	0	0	0
	Total hours worked by male employees	0	0	0
	Total hours worked	0	0	0
Number of work-related fatalities	Number of female fatalities	0	0	0
	Number of male fatalities	0	0	0
	Total number of fatalities	0	0	0
Number of serious work-related injuries (excluding fatalities)	Total number of severe work-related injuries among female employees	0	0	0
	Total number of severe work-related injuries among male employees	0	0	0
	Total number of severe work-related injuries	0	0	0
Number of recordable work-related injuries (including fatalities and serious injuries)	Total number of work-related injuries among female employees	0	0	0
	Total number of work-related injuries among male employees	0	0	0
	Total number of work-related injuries	0	0	0
Percentage of work-related fatalities %		0	0	0
Percentage of severe work-related injuries %		0	0	0
Percentage of recordable work-related injuries %		0	0	0

Remark:

1. Work-related fatality rate = (Number of fatalities from work-related injuries / Total hours worked) × 1,000,000.
2. Percentage of serious work-related injuries = (number of serious work-related injuries (excluding fatalities) / total hours worked) × 1,000,000.
3. Recordable work-related injury rate = [Number of recordable work-related injuries (including fatalities and serious injuries) / Total hours worked] × 1,000,000.
4. Serious work-related injuries are defined as those that result in an inability to return to work within six months.
5. Recorded work-related injuries exclude those during commuting.

5.5 Social Contributions

The Company is committed to the principle of “giving back to society” and dedicates itself to social welfare, community service, and occupational safety, health, and social responsibility. We also encourage employees to volunteer their time and take part in public service activities, fulfilling our corporate social responsibility through contributions to the community. To enhance public understanding of natural gas, the Company collaborates with local government agencies, community management committees, and neighborhood offices to sometimes conduct outreach programs on natural gas safety and the safe operation of gas appliances, aiming to reduce incidents such as gas leaks and carbon monoxide poisoning.

The Company is committed to annual contributions to the community. We focus on the needs of low- and middle-income customers within our service areas and offer natural gas bill assistance programs. We also ensure gas safety for elderly individuals living alone within our service area by offering preferential gas rates for upgrading to microcomputer gas meters. We collaborate with local and central governments on natural gas safety education and the implementation of policies that promote the installation or replacement of microcomputer gas meters to enhance natural gas safety. We provide compassionate support to orphans and vulnerable populations in our service area and actively contribute to local cultural events and arts performances. We also donate to the New Taipei City Fu-He Junior High School Education Foundation, the New Taipei City Human Rights and Ethics Promotion Association, the Teacher Chang Foundation, the Andrew Charity Association, and the Taipei Hua Shin Children’s Chorus. In addition, we donated one rehabilitation bus to the New Taipei City Government to support transportation for people with disabilities. We also collaborated with the Gen-Chu Chen Educational Foundation to regularly organize English speech competitions and provide scholarships. The Shin Shin Chorus occasionally co-hosts charity concerts with external groups and assists the Yonghe District Women’s Association in organizing events offering free haircuts, perms, and medical consultations. These events serve over 600 seniors yearly, and we provide internship opportunities for people with visual impairments at the Institute for the Blind of Taiwan. Funding assigned for activities in 2024 exceeded NT\$2.86 million. We continue to encourage employer-supported volunteering, with 450 colleagues participating, fostering personal growth while contributing to the community.

Overview of Public Welfare Activities	
Social Care	<ol style="list-style-type: none"> 1. In addition to offering preferential gas rates for upgrading to microcomputer gas meters for elderly individuals living alone, we waived about NT\$599,960 in basic natural gas fees for 604 low- and middle-income households within the service area in 2024. 2. Adopted two orphans from the New Taipei City Veterans Service Office for NT\$72,000 per year. 3. Adopted one orphan from the Taipei City Veterans Service Office for NT\$36,000 per year. 4. Adopt one orphan from the Penghu County Veterans Service Office for NT\$36,000 per year. 5. Adopted two orphans from the Kinmen County Veterans Service Office, with an annual contribution of NT\$72,000. 6. Adopted one orphan from the Pingtung County Veterans Service Office for NT\$36,000 per year. 7. Adopt one orphan from the Hualien County Veterans Service Office for NT\$20,000 per year. 8. Banqiao Veterans Home – 2024 Lunar New Year project, totaling NT\$20,000. 9. Banqiao Veterans Home – 2024 Mid-Autumn Festival project, totaling NT\$20,000. 10. Banqiao Veterans Home – 2024 Dragon Boat Festival celebration and living support funds, totaling NT\$20,000 11. New Taipei City Veterans Home – 2024 Lunar New Year project, totaling NT\$20,000 12. New Taipei City Veterans Home – 2024 Mid-Autumn Festival project, totaling NT\$20,000. 13. Taipei City Veterans Home held a “2024 Dragon Boat Festival Activity” with a budget of NT\$20,000. 14. Taipei Veterans Affairs Department – 2024 Mid-Autumn Festival, totaling NT\$20,000 15. Taipei City Veterans Home – Lunar New Year project NT\$20,000 16. Taitung County Veterans Home “Lunar New Year Reunion Dinner for Veterans and Their Families,” totaling NT\$20,000 17. Hualien Veterans Home – NT\$20,000 for the 2025 Lunar New Year Celebration 18. Tainan Veterans Home – 2025 Lunar New Year project, totaling NT\$30,000 19. Tainan Veterans Home – “Opening Ceremony of the Dementia-Friendly Community Park,” totaling NT\$20,000 20. Tainan Veterans Home – Student Meetup, totaling NT\$20,000 21. We made donations or provided resources to various social welfare organizations. With the Chen Ken-Tu Educational Foundation, regular scholarships are distributed to underprivileged students. In 2024, scholarships were awarded to 35 students, totaling NT\$173,000.

	<p>22. Took part in local community initiatives offering free haircuts, perms, and medical services to 900 seniors.</p> <p>23. Donated NT\$100,000 to the Andrew Charity Association to support the healthy development of disadvantaged children.</p> <p>24. Provided 12 internship opportunities for massage students at the Institute for the Blind of Taiwan, showing our commitment to social responsibility; continued to encourage employer-supported volunteering to foster personal growth and contribute to the community.</p> <p>25. In December 2024, the Company launched the “Old Shoes Save Lives” campaign, donating clothing and other essential supplies to people in Africa to improve their basic living conditions.</p>
Community Investment	<p>1. In April 2000, the Company established the Shin Shin Chorus with 52 members. On November 9, 2024, the Fabulous Cultural and Educational Foundation Scholarship hosted the “2024 Gift of Love Chorus Concert,” inviting the Company’s chorus to perform alongside other choruses at Yongping High School.</p> <p>2. In 2024, Wanfang gas-holder tank took part in community environmental beautification, totaling NT\$24,150.</p> <p>3. FHK Cultural and Educational Foundation – Concert in Memory of Mr. Chiang Ching-Kuo, totaling NT\$200,000</p> <p>4. FHK Cultural and Educational Foundation – Musical activity, totaling NT\$100,000</p> <p>5. The Consortium Foundation in Support of the Armed Forces Members and Dependents, totaling NT\$50,000</p> <p>6. Scholarship from the Veterans and Dependents Foundation, totaling NT\$100,000</p> <p>7. Strengthening of adolescent counseling work, totaling NT\$50,000</p> <p>8. Medical rescue professional skills and capabilities at National Defense Medical University, totaling NT\$100,000</p> <p>9. Taipei Hua Shin Children’s Chorus, totaling NT\$500,000</p> <p>10. Department of Law, Chinese Culture University, totaling NT\$100,000</p> <p>11. China Youth Corps for New Taipei City Group Affairs, totaling NT\$20,000</p> <p>12. Association for Commemorating the Chinese People’s War of Resistance Against Japanese Aggression, totaling NT\$50,000</p>
Relief and Disaster Assistance	<p>1. In the event of major disasters such as the 1999 “921 Earthquake,” the 2008 “Sichuan Earthquake,” the 2015 “Bali Dust Explosion,” and the 2016 “Tainan Earthquake,” employees voluntarily donated one day’s salary to support reconstruction and relief efforts.</p> <p>2. In 2023, a total of nine employees voluntarily supported the “0624 Zhubei Gas Explosion,” assisting in post-disaster recovery efforts.</p> <p>3. To support local farmers in addressing short-term sales challenges and reduce the impact on the agricultural economy, we purchased unsold agricultural products, totaling NT\$249,200.</p> <p>4. Donated relief funds for the 2024 “0403 Hualien Earthquake,” totaling NT\$200,000</p> <p>5. Made donation for the rescue of the family of Air Force Academy student Hsu Hao-Ming following a traffic accident in the U.S., totaling NT\$100,000</p>
Environmental Sustainability	<p>1. For many years, we have created an “Energy Conservation and Carbon Reduction Policy,” advocating for voluntary environmental protection, waste reduction, and recycling. We use energy-efficient equipment and promote digitalization initiatives, including electronic billing and an employee intranet, reducing paper consumption.</p> <p>2. Organized employee hiking and litter collection activities on April 22, 2023 to coincide with World Earth Day, promoting environmental stewardship and protecting our communities. A total of 119 employees took part, totaling NT\$15,000.</p> <p>3. Strengthened efforts to promote the use of high-efficiency natural gas appliances among users and actively encouraged schools, hospitals, and large boiler manufacturers to adopt natural gas as their primary fuel source. In 2024, two large boiler manufacturers were supported in their transition to natural gas fuel.</p>
Support for Local Communities	<p>1. The Company’s operating areas are Wenshan District, Zhonghe District, Yonghe District, Xindian District, and Shenkeng District. To enhance customer service quality and improve maintenance response times, the Company actively recruits staff from local communities within these areas, ensuring customers receive high-quality and efficient service. Employees represent about 68% of the Company’s total workforce.</p> <p>2. Cooperated with the Fire Departments of Taipei City and New Taipei City in hosting “National Disaster Prevention Day” to promote basic natural gas safety knowledge and the three key functions of the promotional microcomputer table.</p> <p>3. Every year, we conduct a “Disaster Prevention and Rescue Joint Exercise” with the other three natural gas companies in Taipei City. We also collaborate with the Fire Department of the New Taipei City Government to hold disaster prevention and emergency response drills at the Ankeng gas-holder tank, aiming to address public concerns regarding gas storage and strengthen the Company’s preparedness and response capabilities.</p>

4. In 2024, the Company installed new and replaced 25,124 microcomputer gas meters, bringing the cumulative total to 245,420 units. This represents an installation rate of approximately 65.44% of total gas connections, preventing secondary incidents and improving domestic gas safety.

Photos of Community Service Activities





感謝狀

東議服字第 113000439 號

感謝欣欣天然氣股份有限公司襄助
113 年春節關懷送暖圍爐活動新台幣
2 萬元，熱心公益，嘉惠良多，
義行可風，特致謝忱。

國軍退除役官兵輔導委員會
臺東縣榮民服務處



中華民國 113 年 1 月 30 日

處長張揚興



感謝狀

(113)張基字第 0053 號

茲感謝 陳何家董事長
擔任本會董事，積極推展心理健康
服務，長期支持「張老師」獎學
金，熱心公益貢獻良多，特贈此
狀，以申謝忱。

財團法人「張老師」基金會

董事長 葛永光



中華民國 113 年 11 月 9 日

Appendix

Appendix 1: GRI Sustainability Reporting Standards (GRI Standards) Correspondence Table

Statement of Use	Under the GRI Standards, Shin Shin Natural Gas reports the information referenced in the GRI Content Index for the period January 1 to December 31, 2024.
GRI 1 Use	GRI 1: Foundation 2021
Applicable GRI Sector Standards	n/a

GRI Standards Category/Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
1. Organization and Reporting Practices					
GRI 2 General Disclosures 2021	2-1	Organizational details	1.1 About Shin Shin Natural Gas	8	
	2-2	Entities in the organization's sustainability reporting	About the Report	3	
	2-3	Reporting period, frequency and contact point	About the Report	3	
	2-4	Restatements of information	About the Report	3	
	2-5	External assurance	About the Report	3	
2. Activities and Workers					
GRI 2 General Disclosures 2021	2-6	Activities, value chain and other business relationships	1.1 About Shin Shin Natural Gas	8	
	2-7	Employees	5.2 Talent Recruitment and Training	71	
	2-8	Workers who are not employees	5.2 Talent Recruitment and Training	71	
3. Governance					
GRI 2 General Disclosures 2021	2-9	Governance structure and composition	2.2 Governance structure	20	
	2-10	Nominating and selecting the highest governance body	2.2 Governance structure	20	
	2-11	Chair of the highest governance body	2.2 Governance structure	20	
	2-12	Nomination and selection of the highest governance body	2.2 Governance structure	20	
	2-13	Delegation of responsibility for managing impacts	2.2 Governance structure	20	
	2-14	Highest governance body's role in sustainability reporting	2.2 Governance structure	20	
	2-15	Conflicts of interest	2.2 Governance structure	20	
	2-16	Communication of critical concerns	2.2 Governance structure	20	
	2-17	Collective knowledge of highest governance body	2.2 Governance structure	20	
	2-18	Evaluating the highest governance body's performance	2.2 Governance structure	20	
	2-19	Remuneration policies	2.2 Governance structure	20	
2-20	Process for determining remuneration	2.2 Governance structure	20		
2-21	Annual total compensation ratio	5.3 Employee Welfare and Security	79		
4. Strategy, Policies and Practices					
GRI 2 General Disclosures 2021	2-22	Statement on sustainable development strategy	Message from Management	5	
	2-23	Policy Commitments	2.2 Governance structure	20	
	2-24	Embedding policy commitments	2.2 Governance structure	20	
	2-25	Processes to remediate negative impacts	2.2 Governance structure	20	
	2-26	Mechanisms for seeking advice and raising concerns	2.4 Compliance with Laws and Regulations	39	
	2-27	Compliance with laws and regulations	2.4 Compliance with Laws and Regulations	39	
	2-28	Membership of associations	1.1 About Shin Shin Natural Gas	8	
5. Stakeholder Engagement					
GRI 2 General Disclosures 2021	2-29	Approach to stakeholder engagement	1.2 Stakeholder Engagement	11	
	2-30	Collective bargaining agreements	5.2 Talent Recruitment and Training	71	

Material topics

GRI Code	Issue	Industry Code	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
GRI 3: Material Topics 2021	Management Approach	-	3-1	Process to determine material topics	1.3 Material Topic Analysis and Identification	14	
GRI 3: Material topics 2021	Management Approach		3-2	List of material topics	1.3 Material Topic Analysis and Identification	14	
Material topics: Economic Performance							
GRI 3: Material topics 2021	Management Approach		3-3	Management of material topics	2.1 Major Topic Management Approach	18	
Material Topic: Emissions (GHG Emissions)							
GRI 3: Material topics 2021	Management Approach		3-3	Management of material topics	4.1 Major Topic Management Approach	54	
Material topics: Labor/employment relations							
GRI 3: Material topics 2021	Management Approach		3-3	Management of material topics	5.1 Major Topic Management Approach	69	
Material topic: Occupational safety and health (worker health and safety)							
GRI 3: Material topics 2021	Management Approach		3-3	Management of material topics	5.1 Major Topic Management Approach	69	

*Custom Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
*Gas Management					
GRI 3 Gas management policy	3-3	Management of material topics	3.1 Major Topic Management Approach	40	

Other topic disclosures

GRI Standards Category/Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
Topic-Specific Standards: 200 Series (Economic Topics)					
Economic Performance					
GRI 201 Economic Performance topic disclosures 2016	201-1	Direct economic value generated and distributed	2.3 Operational Performance	37	
	201-2	Financial implications and other risks and opportunities due to climate change	4.2 Climate Change Management	56	
	201-3	Defined benefit plan obligations and other retirement plans	5.3 Employee Welfare and Security	79	
	201-4	Financial assistance received from government	2.3 Operational Performance	37	
Market Presence					
GRI 202 Market Presence topic disclosures 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	5.3 Employee Welfare and Security	79	
	202-2	Proportion of senior management hired from the local community	5.2 Talent Recruitment and Training	71	
Indirect Economic Impacts					
GRI 203 Indirect Economic Impacts topic disclosures 2016	203-1	Infrastructure investments and services supported	5.5 Social Contributions	95	
	203-2	Significant indirect economic impacts	5.5 Social Contributions	95	
Procurement Practices					
GRI 204 Procurement practices topic-specific disclosures 2016	204-1	Proportion of spending on local suppliers	3.3 Supply Chain Management	52	
Anti-corruption					
GRI 205 Anti-corruption topic disclosures 2016	205-1	Operations assessed for risks related to corruption	2.4 Compliance with Laws and Regulations	39	
	205-2	Communication and training about anti-corruption policies and procedures	-		
	205-3	Confirmed incidents of corruption and actions taken	-		
Anti-competitive Behavior					
GRI 206 Anti-competitive Behavior topic disclosures 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2.4 Compliance with Laws and Regulations	39	
Tax					

GRI Standards Category/Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
GRI 207 Tax 2019	207-1	Approach to tax	2.3 Operational Performance	37	
	207-2	Tax governance, control, and risk management	2.3 Operational Performance	37	
	207-3	Stakeholder engagement and management of concerns related to tax	2.3 Operational Performance	37	
GRI 207 Tax topic disclosures 2019	207-4	Country-by-country reporting	-		The Company does not publish a country-by-country report
Topic-Specific Standards: 300 Series (Environmental Topics)					
Materials					
GRI 301 Materials topic disclosures 2016	301-1	Materials used by weight or volume	4.3 Materials Management	64	
	301-2	Use of recycled materials	-		
	301-3	Reclaimed products and their packaging materials	-		
Energy					
GRI 302 Energy topic disclosures 2016	302-1	Energy consumption within the organization	4.4 Energy Conservation and Carbon Reduction	65	
	302-2	Energy consumption outside of the organization	4.4 Energy Conservation and Carbon Reduction	65	
	302-3	Energy intensity	4.4 Energy Conservation and Carbon Reduction	65	
	302-4	Reduction of energy consumption	4.4 Energy Conservation and Carbon Reduction	65	
	302-5	Reductions in energy requirements of products and services	4.4 Energy Conservation and Carbon Reduction	65	
Water and Effluents					
GRI 303 Water and effluents 2018	303-1	Interactions with water as a shared resource	4.5 Water Management	67	
	303-2	Management of water discharge-related impacts	-		
GRI 303 Water and Effluents topic disclosures 2018	303-3	Water withdrawal Disclosure	4.5 Water Management	67	
	303-4	Water discharge Disclosure	4.5 Water Management	67	
	303-5	Water consumption	4.5 Water Management	67	
Biodiversity					
GRI 304 Biodiversity topic disclosures 2016	304-1	Operational sites owned, leased, managed in, or next to, protected areas and areas of high biodiversity value outside protected areas	-		
	304-2	Significant impacts of activities, products, and services on biodiversity	-		
	304-3	Habitats protected or restored	-		
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	-		
Emissions					
GRI 305 Emissions topic disclosures 2016	305-1	Direct (Scope 1) GHG emissions	4.4 Energy Conservation and Carbon Reduction	65	
	305-2	Energy indirect (Scope 2) GHG emissions	4.4 Energy Conservation and Carbon Reduction	65	
	305-3	Other indirect (Scope 3) GHG emissions	4.4 Energy Conservation and Carbon Reduction	65	
	305-4	GHG emissions intensity	4.4 Energy Conservation and Carbon Reduction	65	
	305-5	Reduction of GHG emissions	4.4 Energy Conservation and Carbon Reduction	65	
	305-6	Emissions of ozone-depleting substances (ODS)	4.4 Energy Conservation and Carbon Reduction	65	
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	4.4 Energy Conservation and Carbon Reduction	65	
Waste					
GRI 306 Waste 2020	306-1	Waste generation and significant waste-related impacts	-		
	306-2	Management of significant waste-related impacts	-		
GRI 306	306-3	Waste generated	4.6 Waste Management	68	

GRI Standards Category/Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
Waste 2020	306-4	Waste diverted from disposal	4.6 Waste Management	68	
	306-5	Waste directed to disposal	4.6 Waste Management	68	
GRI 306 Effluents and Waste topic disclosures 2016	306-3	Significant spills	4.6 Waste Management	68	
Supplier Environmental Assessment					
GRI 308 Supplier Environmental Assessment topic disclosures 2016	308-1	New suppliers screened using environmental criteria	3.3 Supply Chain Management	52	
	308-2	Negative environmental impacts in the supply chain and actions taken	3.3 Supply Chain Management	52	
Topic-Specific Standards: 400 Series (Social Aspects)					
Employment					
GRI 401 Employment topic disclosures 2016	401-1	New employee hires and employee turnover	5.2 Talent Recruitment and Training	71	
	401-2	Benefits provided to full-time employees not provided to temporary or part-time employees	5.3 Employee Welfare and Security	79	
	401-3	Parental leave	5.3 Employee Welfare and Security	79	
Labor/Management Relations					
GRI 402 Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	5.3 Employee Welfare and Security	79	
Occupational Health and Safety					
GRI 403 Occupational Health and Safety 2018	403-1	Occupational health and safety management system	5.4 Health and Safety	84	
	403-2	Hazard identification, risk assessment, and incident investigation	5.4 Health and Safety	84	
	403-3	Occupational health services	5.4 Health and Safety	84	
	403-4	Worker participation, consultation, and communication on occupational health and safety	5.4 Health and Safety	84	
	403-5	Worker training on occupational health and safety	5.4 Health and Safety	84	
	403-6	Promotion of worker health	5.4 Health and Safety	84	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.4 Health and Safety	84	
GRI 403 Occupational Health and Safety topic disclosures 2018	403-8	Workers covered by an occupational health and safety management system	5.4 Health and Safety	84	
	403-9	Work-related injuries	5.4 Health and Safety	84	
	403-10	Work-related ill health	5.4 Health and Safety	84	
Training and Education					
GRI 404 Training and Education topic disclosures 2016	404-1	Average hours of training per year per employee	5.2 Talent Recruitment and Training	71	
	404-2	Programs for upgrading employee skills and transition assistance programs	5.2 Talent Recruitment and Training	71	
	404-3	Percentage of employees receiving regular performance and career development reviews	5.2 Talent Recruitment and Training	71	
Diversity and Equal Opportunity					
GRI 405 Diversity and Equal Opportunity Topic disclosures 2016	405-1	Diversity of governance bodies and employees	5.2 Talent Recruitment and Training	71	
	405-2	Ratio of basic salary and payment for women to men	5.3 Employee Welfare and Security	79	
Non-discrimination					
GRI 406 Non-discrimination topic disclosures 2016	406-1	Incidents of discrimination and corrective actions taken	2.4 Compliance with Laws and Regulations	39	
Freedom of Association and Collective Bargaining					
GRI 407 Freedom of Association and Collective Bargaining Topic disclosures 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	2.4 Compliance with Laws and Regulations	39	
Child Labor					
GRI 408 Child labor topic disclosures 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	2.4 Compliance with Laws and Regulations	39	
Forced or Compulsory Labor					
GRI 409	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	2.4 Compliance with Laws and Regulations	39	

GRI Standards Category/Topic	No.	GRI Standards Disclosure	Corresponding Chapter	Page No.	Omission / Remark
Forced or Compulsory Labor topic disclosures 2016					
Security Practices					
GRI 410 Security Practices topic disclosures 2016	410-1	Security staff trained in human rights policies or procedures	5.2 Talent Recruitment and Training	71	
Rights of Indigenous Peoples					
GRI 411 Rights of Indigenous Peoples topic disclosures 2016	411-1	Incidents of violations involving rights of indigenous peoples	2.4 Compliance with Laws and Regulations	39	
Local Communities					
GRI 413 Local Communities topic disclosures 2016	413-1	Operations with local community engagement, impact assessments, and development programs	5.5 Social Contributions	95	
	413-2	Operations with significant actual and potential negative impacts on local communities	5.5 Social Contributions	95	
Supplier Social Assessment					
GRI 414 Supplier Social Assessment topic disclosures 2016	414-1	New suppliers screened using social criteria	3.3 Supply Chain Management	52	
	414-2	Negative social impacts in the supply chain and actions taken	3.3 Supply Chain Management	52	
Public Policy					
GRI 415 Public Policy topic disclosures 2016	415-1	Political contributions	It is a sensitive matter and is therefore not disclosed.		
Customer Health Safety					
GRI 416 Customer Health Safety topic disclosures 2016	416-1	Assessment of the health and safety impacts of product and service categories	3.2 Products and Services	43	
	416-2	Incidents of non-compliance about the health and safety impacts of products and services	3.2 Products and Services	43	
Marketing and Labeling					
GRI 417 Marketing and Labeling topic disclosures 2016	417-1	Requirements for product and service information and labeling	-		
	417-2	Incidents of non-compliance about product and service information and labeling	-		
	417-3	Incidents of non-compliance about marketing communications	-		
Customer Privacy					
GRI 418 Customer Privacy topic disclosures 2016	418-1	Confirmed complaints regarding concerning breaches of customer privacy and losses of customer data	3.2 Products and Services	43	

Appendix 2: SASB Standards Cross-Reference Table– Gas Utilities & Distributors

Sector:						
Disclosure Topic	Code	SASB Accounting Metric	Nature	Disclosure	Corresponding Chapter	Page No.
Energy Affordability	IF-GU-240a.1	<ol style="list-style-type: none"> 1. Average retail gas rate for: Residential customers: single tariff 2. Commercial customers: single tariff 3. Industrial customers: single tariff 4. Transportation services only: None 	Quantitative	<p>The natural gas prices of the Company for 2024 are:</p> <ol style="list-style-type: none"> 1. Residential customers (residential) NT\$11.27/kWh 2. Commercial customers (commercial) NT\$11.27/kWh 3. There are no industrial customers within our operating areas. 	-	-
	IF-GU-240a.3	<ol style="list-style-type: none"> 1. Number of residential customer gas disconnections for non-payment 2. Percentage of disconnections that are reconnected within 30 days 	Quantitative	<p>The Company's performance is:</p> <ol style="list-style-type: none"> 1. In 2024, 33 residential customers had their gas service suspended due to non-payment. 2. Gas supply was restored to 6 residential customers (18.18%) within 30 days. 	-	-
	IF-GU-240a.4	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	Qualitative	The unit price of natural gas must be approved by the competent authority. The Company has established a subsidy program to support customers with financial difficulties. In 2024, subsidies totaling NT\$599,960 were provided to 605 low- and middle-income households.	-	-
End-Use Efficiency	IF-GU-420a.2	Customer gas savings from efficiency measures by market	Quantitative	According to estimates from the Taiwan Gas Appliance Manufacturers Association, upgrading appliances in the Company's service area is projected to save about 104,000 kWh of natural gas, assuming a one-level improvement in energy efficiency.	4.4 Energy Conservation and Carbon Reduction	65
Integrity of Gas Delivery Infrastructure	IF-GU-540a.1	<ol style="list-style-type: none"> 1. Reportable pipeline incidents 2. Corrective Action Orders (CAO) 3. Notices of Probable Violation (NOPV) 	Quantitative	In 2024, the Company experienced no major pipeline incidents.	3.1 Major Topic Management Approach	40
	IF-GU-540a.2	<p>Percentage of distribution pipeline that is:</p> <ol style="list-style-type: none"> 1. Cast and/or wrought iron 2. Unprotected steel 	Quantitative	<p>The figure the Information Office submitted to the competent authority by December 31, 2024:</p> <ol style="list-style-type: none"> (1) High-pressure: 3,997.47 (m), medium-pressure: 474,940.05 (m), low-pressure: 614,427.15 (m) (2) No unprotected pipelines 	-	-

	IF-GU-540a.3	Percentage of gas: (1) Transmission (2) Distribution pipelines inspected	Quantitative	<p>The Information Office submitted the data to the competent authority by December 31, 2024. The figure is 1,093,364.67 meters Transmission percentage: 100/100 (%) Inspection percentage: 114/100(%) Note: Medium-pressure pipelines are inspected semi-annually, while high- and low-pressure pipelines are inspected yearly, resulting in a higher inspection percentage compared to transmission pipelines.</p>	-	-
	IF-GU-540a.4	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	Qualitative	<p>To ensure the safety and quality of the Company's gas supply system, we have installed 24-hour SCADA disaster prevention and tracking systems and conduct regular inspections and maintenance of gas storage tanks and associated equipment to ensure firefighting equipment is functioning properly. All inspection results are recorded and archived. These measures contribute to ensuring gas storage safety and maintaining the proper functioning of equipment, thus securing a reliable gas supply. Each year, we regularly conduct subsidence surveys and thickness measurements around the tank foundations, along with remote functional testing. In addition, engineering staff are on duty around the clock for tracking purposes. The SCADA disaster prevention tracking system transmits real-time status signals – including pressure, flow rate, valve status, and seismic activity – from regional pressure stations, gas stations, and storage tanks to the tracking center, enabling on-duty staff to maintain situational awareness. Once an abnormality is detected, engineering staff can be immediately dispatched to the site for resolution. Regarding pipeline management, dedicated personnel are regularly assigned to inspect and maintain the pipelines. We enhance inspection frequency and conduct facility upgrades based on the pipeline's service life and a risk assessment mechanism, ensuring the safety of public pipeline infrastructure. The Company references the Industrial Technology Research Institute's</p>	3.1 Major Topic Management Approach	40

				“Natural Gas Pipeline Network Risk Assessment” methodology to conduct pipeline risk assessments and implement mitigation measures. We leverage Kent’s long-distance pipeline risk assessment methodology to gather data on pipeline damage factors, enhance pipeline procurement quality and specifications, and focus on pipeline replacement in higher-risk areas. For regions with higher risk profiles, we will integrate them into our risk assessment process and continuously track and manage them to mitigate risks.		
Activity Indicator	IF-GU-000.A	Number of: 1. Residential 2. Commercial 3. Industrial customers served	Quantitative	As of December 31, 2024, the number of billed accounts for the Company is: 1. Residential: 372,707 2. Commercial: 2,336 3. There are no industrial customers within our operating areas.	1.1 About Shin Shin Natural Gas	8
	IF-GU-000.B	Amount of natural gas delivered to: 1. Residential 2. Commercial 3. Industrial customers served 4. Transferred to a third party	Quantitative	The Company’s natural gas sales volume for 2024 is: 1. Residential: 87,264,841 kWh 2. Commercial: 21,888,783 kWh 3. There are no industrial customers within our operating areas. 4. No transfers to third parties occurred during the reporting period.	1.1 About Shin Shin Natural Gas	8
	IF-GU-000.C	Total gas pipeline length	Quantitative	The Information Office submitted the data to the competent authority by December 31, 2024. The figure is: 1,093,364.67 (meters)	-	-

Appendix 3: TWSE Sustainability Disclosure Indicators – Oil, Electricity and Gas Industry

No.	Indicator	Type of Indicator	Annual Disclosure Status	Unit	Corresponding Chapter	Remark
I.	Number of refineries in densely populated areas	Quantitative	There are no refineries within the Company’s area of operations (Zhonghe, Yonghe, Xindian, and Shenkeng Districts, New Taipei City, and Wenshan District, Taipei City).	Number of refineries		
II.	Total water withdrawal and total water consumption	Quantitative	Total water withdrawal in 2024: 1.646 million liters Total water consumption for 2024: 0	Million liters		
III	Total amount of hazardous waste generated in product manufacturing and the percentage recycled, disclosed in compliance with regulations or voluntarily.	Quantitative	No hazardous waste was generated in 2024.	Ton (t), percentage (%)		
IV	Describe the number and rate of work-related injuries	Quantitative	No occupational accidents were reported in 2024.	Ratio (%), Number		
V	Explain the risk management policies for major events	Qualitative description	<p>In 2024, the Company experienced no major incidents. The following outlines our risk prevention measures:</p> <p>Establish a Robust Pipeline Management System: Ensure the natural gas supply pipeline systems within our operating areas are reasonably planned, well maintained, and compliant with safety standards. This includes regular inspection and maintenance of pipelines, valves, and measuring equipment, along with necessary repairs and replacements.</p> <p>Strengthening Safety Monitoring and Inspection: Establish an efficient safety tracking system that includes gas detectors, pressure tracking, leak detection and alarm systems, as well as regular pipeline inspections and testing. These systems enable real-time detection and alerts for any gas leaks or anomalies, allowing for prompt emergency response.</p> <p>Enhance Safety Training and Awareness: Professional safety training is provided to staff to ensure operators are familiar with safety procedures and operating requirements and can respond to emergencies. Strengthen public outreach and education to raise public safety awareness and knowledge.</p> <p>Legal Compliance: We follow relevant laws and standards, ensuring the installation, operation, and maintenance of equipment meet all regulatory requirements.</p> <p>Maintenance, Repair, and Replacement: Conduct regular equipment maintenance and inspections to ensure proper operation and timely repair of any damage or failures.</p> <p>Risk Assessment: Conduct regular risk assessments to identify and evaluate potential safety and security risks, and establish corresponding measures to mitigate them.</p>	Not applicable		

No.	Indicator	Type of Indicator	Annual Disclosure Status	Unit	Corresponding Chapter	Remark
			Establish Comprehensive Disaster Response Plans: Develop implementation procedures for potential accidents and emergencies, and conduct regular drills and exercises.			
VI	Main product output by category	Quantitative	In 2024, natural gas sales totaled 109,153,624 kWh.	M ³		

Appendix 4: Climate-related Disclosures by Listed Companies

Items	Corresponding Chapter	Page No.
1. Describe the board of directors' and management's oversight and governance of climate-related risks and opportunities.	4.2 Climate Change Management	56
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	4.2 Climate Change Management	56
3. Describe the financial impact of extreme weather events and transformative actions.	4.2 Climate Change Management	56
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	4.2 Climate Change Management	56
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	-	
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	-	
7. If internal carbon pricing is a planning tool, the basis for setting the price should be stated.	-	
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	-	
9. GHG inventory and verification status, reduction targets, strategies, and specific action plans (refer to sections 1-1 and 1-2).	4.2 Climate Change Management	56

1-1 GHG Inventory and Assurance Status Over the Past Two Years

1-1-1 GHG Inventory Information

Describe GHG emissions for the most recent two years (in tCO ₂ e), intensity (tCO ₂ e/NT\$ million), and data coverage.			
Statistics on GHG Emissions Over the Past Three Years			
Quantitative Metrics	Unit	2023	2024
Scope 1: Direct GHG emissions	tCO ₂ e	-	510.6320
Scope 2: Indirect GHG emissions	tCO ₂ e	-	237.3527
Total emissions = Scope 1 + Scope 2	tCO ₂ e	-	747.985
GHG emissions intensity	tCO ₂ e/NT\$ million	-	0.4275

Note 1: Direct emissions (Scope 1, i.e. emissions directly from sources owned or controlled by the Company), indirect emissions from energy (Scope 2, i.e. indirect GHG emissions from imported electricity, heat, or steam), and other indirect emissions (Scope 3, i.e., emissions from the Company's activities that are not indirect emissions from energy but are from sources owned or controlled by other companies).

Note 2: The data coverage of direct emissions and indirect emissions from energy shall be handled under the schedule specified in Paragraph 2, Article 4-1 of the Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies ("these Rules"). Other indirect emissions can be voluntarily disclosed.

Note 3: GHG inventory standards: Greenhouse Gas Protocol (GHG Protocol) or ISO 14064-1 published by the International Organization for Standardization (ISO).

Note 4: GHG emission intensity may be calculated per unit of product/service or revenue, but data based on revenue (NT\$ million) must be disclosed at a minimum.

1-1-2 GHG Emissions Assurance Information

Describe the assurance status for the most recent two years, including the scope of assurance, institutions of assurance, criteria of assurance, and opinions of assurance.
<p>Since 2024, Shin Shin Natural Gas has started a voluntary GHG inventory, covering its headquarters (Shin Shin Natural Gas) and subsidiary (Evfa International). This inventory has not yet undergone third-party verification.</p> <p>According to the “Sustainable Development Roadmap for Listed Companies” stipulated by the Financial Supervisory Commission, the parent company plans to officially adopt the ISO 14604-1 organizational GHG accounting system in 2026 and complete GHG inventories for the parent company and its subsidiary in the same year. The verification and assurance of the GHG inventory for the parent company and subsidiary by 2028.</p>

Note 1: The procedures shall be handled according to the schedule specified in Paragraph 3, Article 4-1 of these Rules.

Note 2: The assurance institutions shall meet the requirements set forth by the Taiwan Stock Exchange Corporation and the Taipei Exchange of the Republic of China for assurance institutions.

Note 3: Please refer to the Best-Practice Examples on the website of the Corporate Governance Center of Taiwan Stock Exchange for disclosure.

1-2 GHG reduction targets, strategies and concrete action plans

Describe the GHG reduction base year and its data, reduction targets, strategies, and concrete action plans, and achievement of the reduction targets.	
GHG Emission Reduction Strategy	
<p>Natural gas is a relatively clean energy source and domestic natural gas consumption is expected to rise in the short and medium term due to current energy policies. However, extreme weather conditions may result in damage to facilities, increased operating expenses, reduced or interrupted service productivity, disruption of the supply chain, and reduced gas consumption due to higher temperatures. The transition plan may give rise to an increase in costs (such as carbon levy), investment in the acquisition of facilities required for green energy and environmental protection, cost of raw materials and various insurance expenses because of carbon reduction policies and legal compliance. To prevent this, the Company will implement the following measures:</p> <ol style="list-style-type: none"> 1. Actively explore and test new alternative materials to mitigate operational risks from material supply disruptions. 2. Reinforce disaster prevention infrastructure to mitigate the impact of extreme weather events such as severe rainstorms, typhoons, and floods. 3. Install an uninterruptible power supply (UPS) to ensure critical equipment remains operational during power outages. 4. In response to climate change, we are installing high-efficiency energy-saving equipment and optimizing cooling systems to reduce carbon emissions and improve energy efficiency. 5. Actively identify and establish a list of alternative domestic material suppliers to mitigate risks related to high procurement costs or supply chain interruptions. 	
GHG Reduction Targets	
Promote digitalization initiatives such as e-billing and online attendance management, and plan to establish an electronic document management system and paperless service counters to reduce paper consumption costs. Replace aging hosts and equipment with high-efficiency, energy-saving models.	
2024 Reduction Achievements	
Energy and GHG Emissions Management	Thanks to the efforts of our colleagues, in 2024, electricity consumption decreased by 2.1% compared to 2023, resulting in total energy savings of 13,217kWh and a reduction of 6,529 metric tons of CO ₂ e emissions. In 2024, water resource savings increased by 0.16 million liters compared to 2023.

Note 1: The procedures shall be handled according to the schedule specified in Paragraph 4, Article 4-1 of these Rules.

Note 2: The base year should be the year in which the inventory is completed at the boundary of the consolidated financial statements. For example, according to Paragraph 2, Article 4-1 of these Rules, a company with a capital of more than NT\$5 billion should complete the consolidated financial report for 2025 in 2026, so the base year is 2025. If the Company has completed the inventory of the consolidated financial statements early, the earlier base year can be the base year, and the data for the base year can be calculated based on either a single year or the average of several years.

Note 3: Please refer to the Best-Practice Examples on the website of the Corporate Governance Center of Taiwan Stock Exchange for disclosure.