



## O-Bank Group Profile



Certified



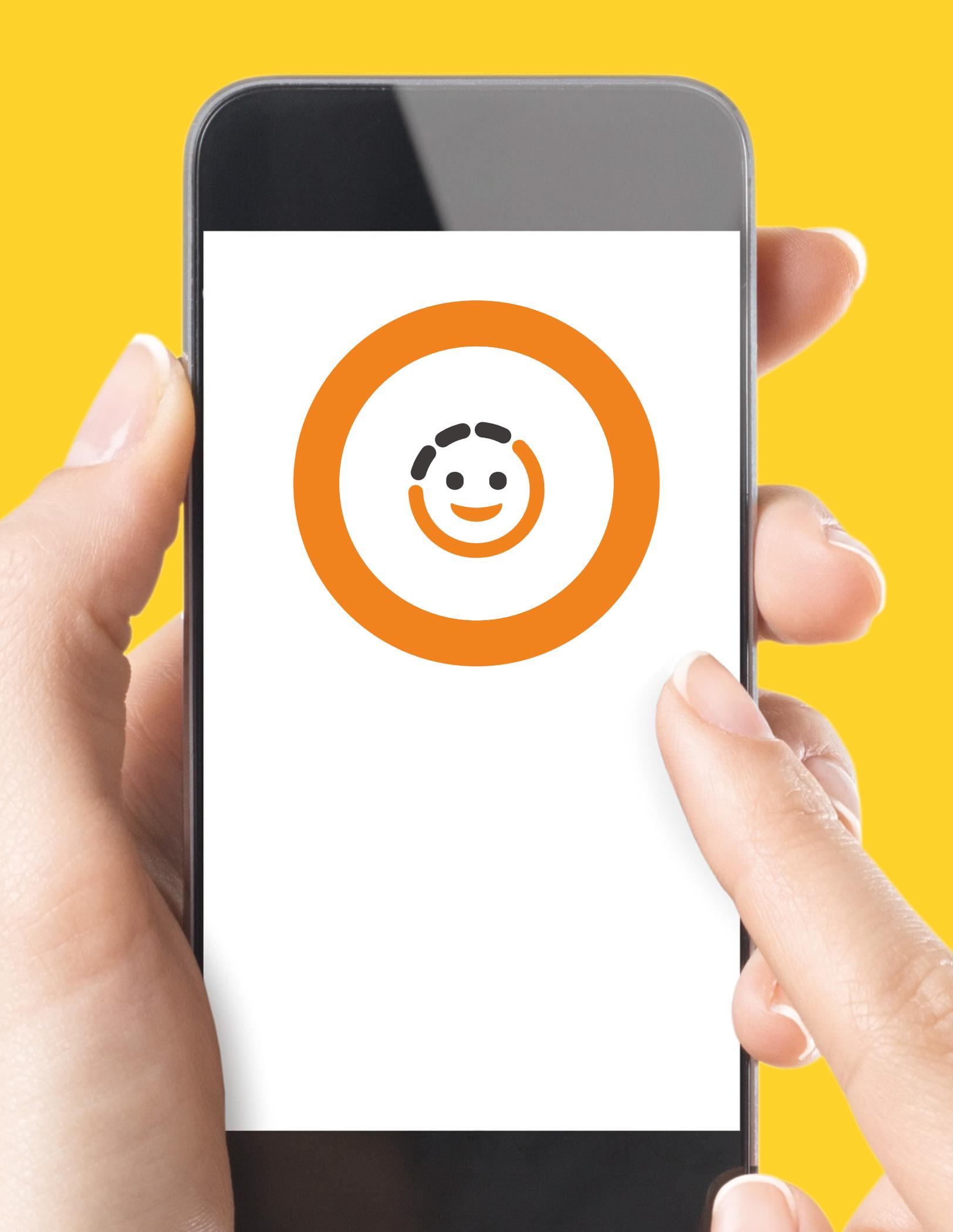
Corporation

## B Corp Certification

O-Bank seeks to run its business sustainably. Besides being the first listed financial company in Taiwan to become a B Corp, O-Bank is also the first listed bank in the world to do so.

# **Online Focus with Offline Assist, Create the Best User Experience**

O-Bank strives to provide convenient digital financial services supplemented by offline wealth management services to satisfy customers' various needs and to create the best user experiences.

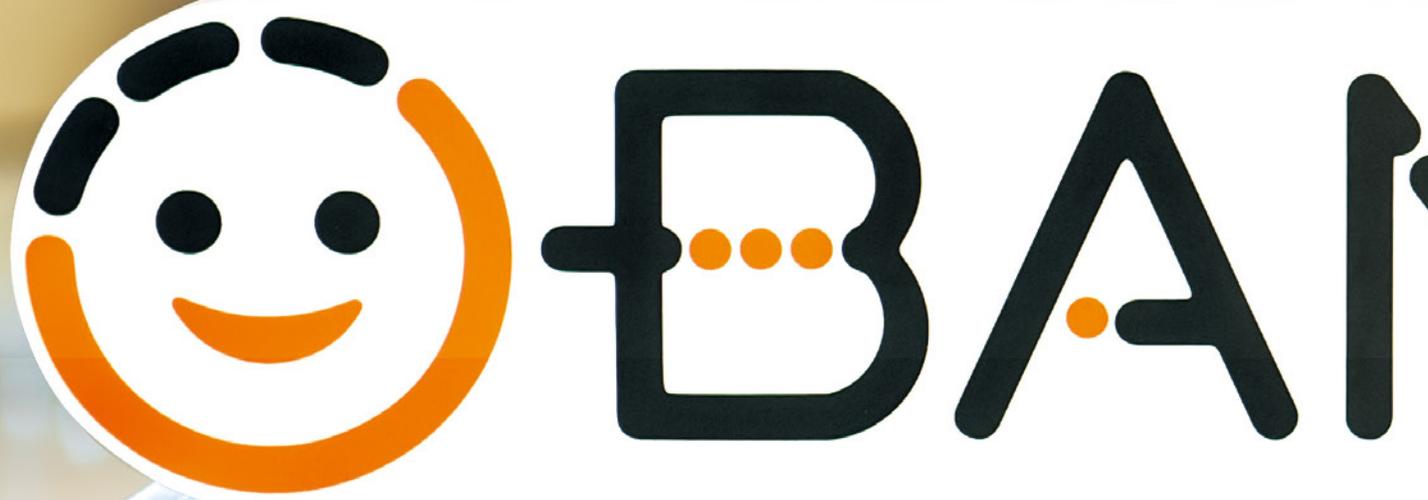




# ALL FOR YOU

O-Bank's Chinese name 王道 (Wangdao) is drawn from a spirit of inclusiveness, walking the right path, and "Fulfilling Oneself by Benefiting Others". The English letter "O" represents fulfillment and the unending cycle of life.

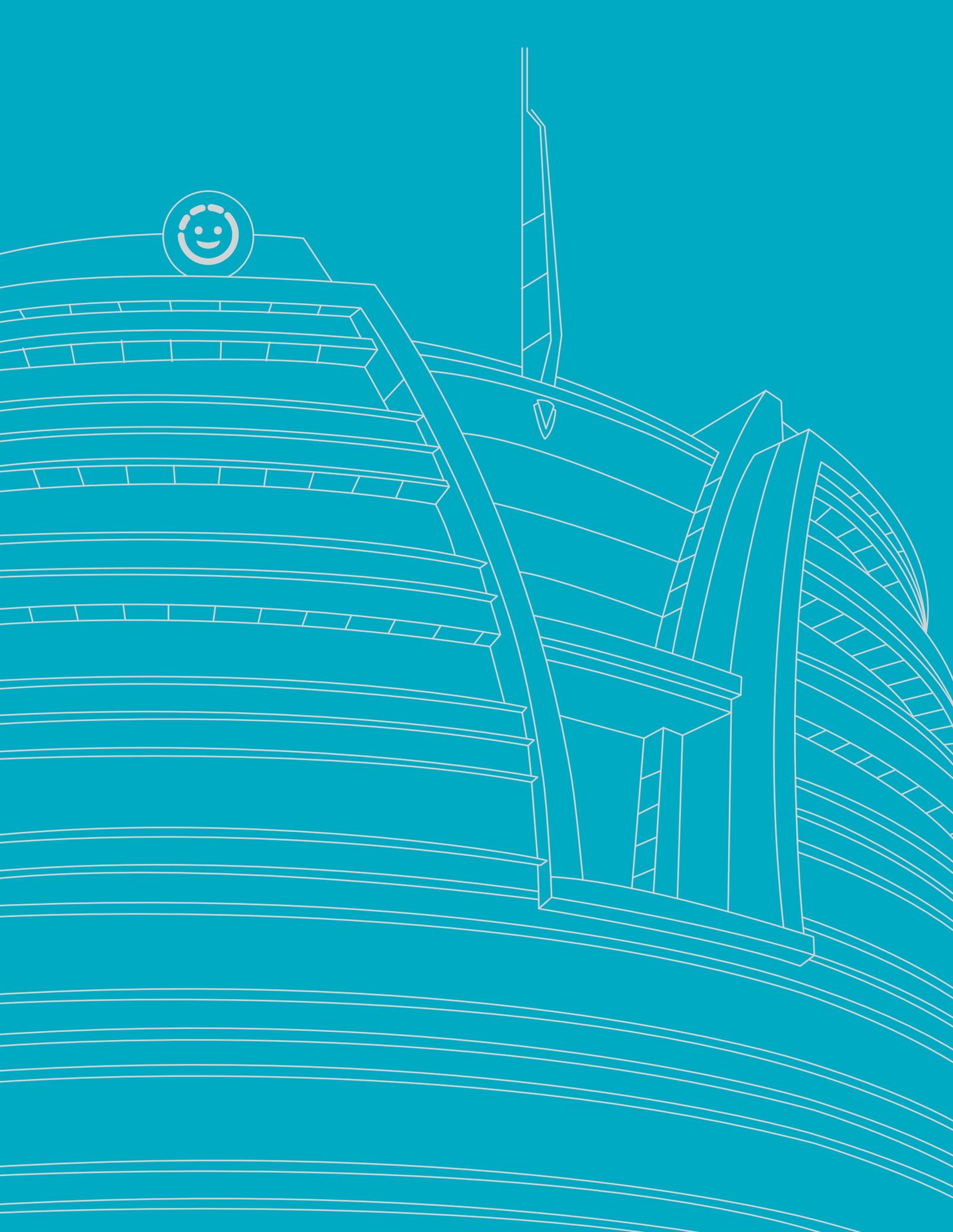




## O-Bank Logo Design

The design of the O-Bank logo expresses two main ideas. First, it features a young, smiling face. This is meant to show that O-Bank provides its customers with friendly, considerate, and interesting services, and that our influence, like a smile, knows no boundaries. And second, the Morse code incorporated into the English letters alludes to the tight confidentiality and security that our bank ensures. In addition, the five letters formed by the Morse code dots and dashes spell out our name: O B A N K!





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## Greetings from the Founder and Honorary Chairperson

In 1999, I created the Industrial Bank of Taiwan to promote and assist industrial development in Taiwan. After years of hard work, the Group has developed into a diversified and international conglomerate with a unique culture of its own, with businesses encompassing banking, bills finance and venture capital business in Taiwan, Hong Kong, and the United States.

In response to changes in the economic environment, the Industrial Bank of Taiwan, was restructured and renamed O-Bank in 2017 to expand our clientele, aiming to fulfill the vision of inclusive finance by incorporating digital technologies to create personal financial services without boundary and time lag. O-Bank also seeks to provide financial services to each customer and make every customer O-Bank's VIP.

O-Bank's Chinese name 王道 (Wangdao), is drawn from a spirit of inclusiveness through "Fulfilling Oneself by Benefiting Others" which was the founding principle I adopted when I created O-Bank, with the hope of helping customers achieve the success that would otherwise be beyond their reach if they relied only on their own resources. O-Bank's sustainability and long-term development are based on this founding principle and shall continue to improve and create greatness, achieve prosperity, and create win-win situations for all.

駱錦明



# Greetings from the Chairperson

## "It is always about banking, not banks."

The definition of banks has evolved since the arrival of the digital era. With the omnipresent demand for financial services and the vast reach of digital networks, financial services are no longer defined by the number of branches or outlets, but by whether a bank can provide convenient and thoughtful customer experiences.

In response to these trends, the Industrial Bank of Taiwan began providing personal financial services to fulfill the vision of inclusive finance while becoming the first native digital bank in Taiwan when it was transformed into O-Bank in 2017. After years of hard work, O-Bank has leveraged continuous innovation as well as internal improvements to create online services and products and has also strengthened offline personalized and customized service experiences, with the goal of creating an integrated and comprehensive online and offline financial services. In terms of corporate banking, O-Bank assumes responsibility for the customer base and solid foundation from the Industrial Bank of Taiwan and continues to operate as a boutique bank. O-Bank upholds the philosophy of providing comprehensive customer services and providing corporate customers with swift and effective total solutions to grow with our customers. As for the subsidiary companies of the Group, China Bills Finance Corp., EverTrust Bank, IBT Management Corporation, and IBT VII Venture Capital Co., Ltd., altogether have created an international financial services platform which powers the Group's stable profitability.

Pursuing sustainable development, O-Bank continues to improve business operations and commit to creating co-prosperity with all stakeholders. Since the establishment of the Group, O-Bank has supported youth entrepreneurship, promoted art and cultural activities, and cultivated young artists through the O-Bank Education Foundation. As of 2015, O-Bank began to implement corporate social responsibility more systematically and actively implemented measures in CSR, including corporate governance, employee care, customer relationships, environmental protection, social engagement, and green finance to fulfill corporate mission of benefiting the economy, society, and the environment. In May 2017, O-Bank was listed on the Taiwan Stock Exchange(TWSE) to seek for implementing corporate governance with higher standards and achieve sustainable development. By the end of 2017, O-Bank became the first financial institution in Taiwan, the first listed company on TWSE, and the first listed bank in the world to receive the B Corp Certification. All these past records have shown O-Bank's belief and values of "Fulfilling Oneself by Benefiting Others." O-Bank shall continue to pursue corporate sustainability and growth as remaining committed to the goals and ideals of sharing good times with employees, winning together with customers, enjoying the fruits of labors together with shareholders, co-existing with the natural environment, and benefitting together with society from a shared prosperity.



A handwritten signature in black ink, appearing to be 'Kuo', is positioned in the upper right area of the page. The signature is written over a yellow curved background element.



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# 1. The Beginnings of Wangdao

# Overview of the O-Bank Group



O-Bank, formerly named the Industrial Bank of Taiwan, was founded in 1999 by financial industry veterans Kenneth C.M. Lo and Samuel C. Shieh as the first private-sector industrial bank in the nation's history. Following its establishment, the Industrial Bank of Taiwan has coordinated with national economic development strategies, participated in major economic development projects, provided professional investment banking services, nurtured strategic new businesses, and accelerated the restructuring of the nation's industry.

However, with changes in Taiwan's industrial structure and digital technology breaking like a tidal wave across the world, the Industrial Bank of Taiwan decided to restructure into O-Bank in January 2017 in order to work toward the newly adopted vision of financial inclusion. O-Bank is Taiwan's first native digital bank that offers financial services mainly online and supplemented by offline.

The O-Bank Group, including the following members: O-Bank, China Bills Finance Corp., EverTrust Bank, IBT Management Corporation, IBT VII Venture Capital Co., Ltd., and the O-Bank Education Foundation, is a diversified and international conglomerate with a unique culture. The O-Bank Group is seeking to build up an international financial services platform for customers in Taiwan, Hong Kong, and the United States and tap into this platform to provide a wide range of services that meet the financial needs of different markets.

## EverTrust Bank

Greater Los Angeles Area  
and Silicon Valley

### O-Bank Group Business Performance

	2018	2019	2020	2021	2022
<b>Total Net Revenue</b>	7.82 bn	8.31 bn	8.06 bn	9.32 bn	12.1 bn
<b>Income before Income Tax</b>	2.67 bn	2.71 bn	3.10 bn	4.24 bn	6.62 bn
<b>Net Income</b>	1.94 bn	2.03 bn	2.30 bn	3.20 bn	5.81 bn

Currency: NTD

The key missions of O-Bank's predecessor, the Industrial Bank of Taiwan, were to support the development of emerging companies and provide comprehensive financial services to corporate customers. Since restructuring into a commercial bank in January 2017, O-Bank has officially entered the personal finance market. As the first native digital bank in Taiwan, O-Bank is now working mainly to provide customers with innovative, convenient, and safe financial services online and supplemented by offline personal wealth management services, to fulfill customers' various financial needs.

### Serving the Greater Good, Promoting Financial Inclusion

O-Bank's Chinese name 王道 (Wangdao) is drawn from a spirit of inclusiveness, walking the right path, and "Fulfilling Oneself by Benefiting Others". The English letter "O" represents fulfillment and the unending cycle of life. O-Bank aims to embrace this spirit of sustainability and continue innovating, providing financial services that create win-win outcomes and mutual prosperity for customers.

O-Bank firmly believes that the fundamental role of the financial industry is to use financial services to help others achieve their dreams, which is why O-Bank has adopted 王道 (Wangdao) "Fulfilling Oneself by Benefiting Others" as guiding philosophy. As O-Bank strives to develop online financial services for customers that break down barriers, extend horizons, and reduce time lags to zero, O-Bank hopes to achieve financial inclusion. O-Bank also offers offline personal wealth management services to provide customized financial planning assistance to fulfill customer's various financial needs.

In addition, O-Bank actively maintains a corporate culture of "Always Sincere, Always Here." O-Bank stays true to the founding principle of humanitarian concern, creates win-win outcomes by seeking to help ourselves by helping others, and abides by commitments. O-Bank sticks to the business community's code of seeking a meeting of minds and sharing prosperity and seeks to build long-term partnerships with customers based on trust and shared benefits. Also, O-Bank strives to take advantage of emerging business opportunities by maintaining a forward-looking attitude, actively innovating, and honing professional capabilities.

### Stable Growth in Profits

O-Bank has worked for many years to develop its corporate banking business. Growth has been steady and performance numbers have risen continually. In addition to a highly efficient operating model, O-Bank also has excellent asset quality. More recently, O-Bank has capitalized on the strong foundation built up over the years in corporate banking to expand into personal banking and is looking forward to a brighter future than ever.

### Seeking Sustainability

In May 2017, O-Bank listed its shares publicly to ensure sustainable business operations and improve corporate governance. In the same year, O-Bank also obtained B Corp Certification, as the first listed company in Taiwan to become a B Corp, and the first listed bank in the world to do so. O-Bank went through the review process again in 2021 and got recertification for an even higher score than the first time, a clear indication that O-Bank has again received positive international attention for continued pursuit of sustainable operations. Obtaining a seal of approval from a noted international CSR rating body demonstrates O-Bank's commitment to its employees and society, and its determination of prospering with employees, profiting with customers and shareholders, co-existing with the environment, and benefitting with society.

## O-Bank Awards

Received TCSA "Excellent Sustainability Comprehensive Performance Award," "Gender Equality Leadership Award," "Social Inclusion Leadership Award," "Workplace Wellbeing Leadership Award," "Creative Communication Leadership Award", and "Corporate Sustainability Report Award - Silver Medal."

Received "Financial Service Award – Sustainability Award" from China Times.

**2023**

Received an excellent ESG Risk Rating of 8.65 in the ESG Risk Rating published by Morningstar Sustainalytics, good in Taiwan for a No. 1 ranking among financial industry, and even among the top 1% of all companies rated by Sustainalytics worldwide, as of Sep, 2023.

Awarded "first-grade performance of lending by domestic banks to enterprises in target countries of the New Southbound Policy " by Financial Supervisory Commission.

Received the "Best Online Bank Award" from Excellence Magazine.

Received the "Best Digital Innovation Award" and "Best Digital Inclusive Financing Award" of Digital Financial Award from Commercial Times.

Received TCSA "Taiwan Top 100 Corporate Sustainability Award," "Gender Equality Leadership Award," "Creative Communication Leadership Award," and "Corporate Sustainability Report Award - Silver Medal."

**2022**

Scored among the top 5% in the Taiwan Stock Exchange's "2022 Corporate Governance Evaluation".

Received "Certificate for Gender Equality in Employment – Gold Award."

Received the "Best Online Bank Award" from Excellence Magazine.

Received the "2nd Prize in Medium-Size Enterprises Division Award" of Commonwealth Magazine at Excellence in Corporate Social Responsibility.

Received TCSA "Corporate Comprehensive Performance Award," "Gender Equality Leadership Award," "Creativity in Communication Leadership Award," "Corporate Sustainability Report Award – Gold Medal," and GCSA "Great Practice Award" in the World Class category (Social Impact program) from the Taiwan Institute for Sustainable Energy.

**2021**

Scored among the top 5% in the Taiwan Stock Exchange's "2021 Corporate Governance Evaluation".

Obtained "B Corp Recertification" from US-based B Lab.

Received the "Best Online Bank Award" from Excellence Magazine.

Received the "Best Digital Information Service Award" in the Bank category of "2021 Digital Financial Service Award" from Commercial Times.

Received the "2nd Prize in Medium-Size Enterprises Division Award" of Commonwealth Magazine at Excellence in Corporate Social Responsibility.

**2020**

Received TCSA "Corporate Comprehensive Performance Award," "Gender Equality Award," "Creativity in Communication Award," and "Corporate Sustainability Report Award – Silver Medal" from the Taiwan Institute for Sustainable Energy.

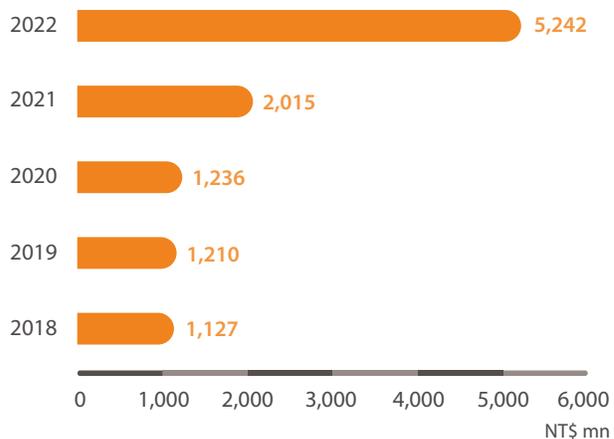
Scored among the top 5% in the Taiwan Stock Exchange's "2020 Corporate Governance Evaluation".

Received the "Best Online Bank Award" from Excellence Magazine.

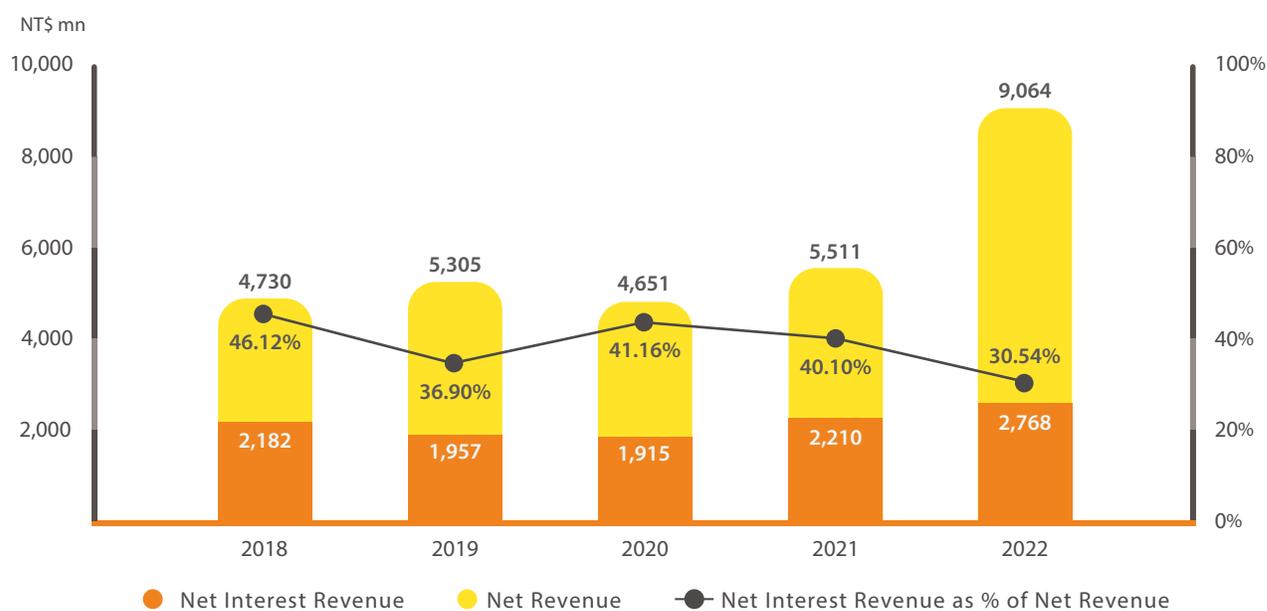
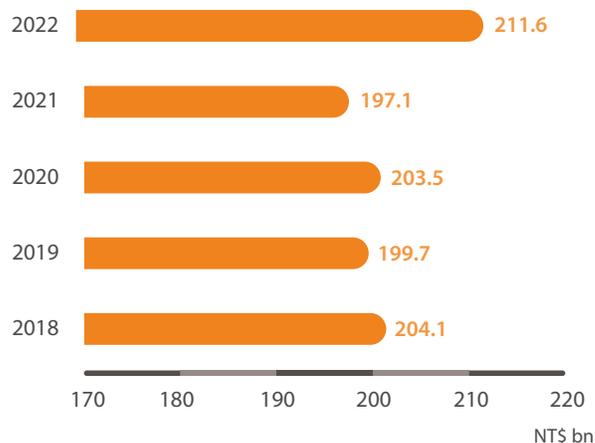
## O-Bank Awards

- Received the "6th Prize in Medium-Size Enterprises Division Award" of CommonWealth Magazine at Excellence in Corporate Social Responsibility.
- 2019** Received TCSA "Corporate Comprehensive Performance Award," "Gender Equality Award," "People Development Award," "Creativity in Communication Award," and "Corporate Sustainability Report Award – Gold Medal" from the Taiwan Institute for Sustainable Energy.
- Received a 2019 "Award for Excellence" from Global Views Monthly for the "Bank With the Best Digital Services".
- Received the "Best Cloud Based Initiative, Application or Programme in Taiwan" at the 2019 Asian Banker Taiwan Awards.
- Received the "Rookie Award" in the medium-sized enterprise category of CommonWealth Magazine "Excellence in Corporate Social Responsibility Award".
- Received TCSA "Gender Equality Award" and "Corporate Sustainability Report Award - Silver Medal" from the Taiwan Institute for Sustainable Energy.
- Recognized as "The Best Digital Bank in Taiwan" at the 2018 Asian Banker Taiwan Awards.
- 2018** Received a 2018 "Award for Excellence" from Global Views Monthly for the "Bank With the Best Digital Services".
- O-Bank was named an "Information Visionary" at the 2018 IDC Digital Transformation Awards.
- At the 2018 National Brand Yushan Awards of Republic of China National Enterprise Competitiveness Development Association, O-Bank won First Prize in "Enterprise Excellence" category and receives the "Best Product Award" for robo-advisor service. The O-Bank President received an "Outstanding Business Leader" Award.
- Received the "Best Digital Banking Award" at the Taiwan Academy of Banking and Finance "Taiwan Banking and Finance Best Practice Awards".
- Obtained "B Corp Certification" from US-based B Lab.
- 2017** Received TCSA "Corporate Sustainability Report Award - Gold Medal" from the Taiwan Institute for Sustainable Energy.
- Won two awards from Gartner ("2017 Gartner Eye on Innovation Award for Asia Pacific" and "Most Innovative Digital Business Model") at the third Gartner Eye on Innovation Awards for the Asia Pacific region.
- 2016** Received TCSA "Corporate Sustainability Report Award - Silver Medal" from the Taiwan Institute for Sustainable Energy.
- 2014** Received the "Golden Quality Award" from the Joint Credit Information Center.
- 2012** Received the "Golden Quality Award" from the Joint Credit Information Center.
- 2004** Received the "Best Product Design Award" at the Taiwan Academy of Banking and Finance "Taiwan Banking and Finance Best Practice Awards".
- 2002** Received the "Best Risk Management Award" at the Taiwan Academy of Banking and Finance "Taiwan Banking and Finance Best Practice Awards".

### Standalone net profit before tax



### Loans and Credits



**Note:** In December 2022, the original subsidiary of O-Bank, IBT Leasing Co., Ltd., merged with Jih Sun International Leasing and Finance Co., Ltd. O-Bank recognized about NT\$3 billion of investments gain on disposal of accounted for using equity method and related expenses.

EverTrust Bank (ETB) was established in Los Angeles, California in 1995 by a group of overseas Chinese bankers and entrepreneurs. In order to meet its client's financial needs in the U.S., IBT (currently known as O-Bank) reached a definitive agreement and acquired a majority shareholding of ETB in July 2006. ETB became an overseas subsidiary of O-Bank in March 2007. For years, ETB has built a solid market in the west coast of the U.S. The outstanding management performance contributes a stable profitability to its shareholders.

ETB's main office is located in City of Industry, California, and it has eight full-service branches providing business and personal financial services in metropolitan Los Angeles and San Francisco area. Savings, lending, fund management, international trade finance, and consumer banking are just a few of the many services provided by EverTrust Bank. Savings services include checking accounts and various types of savings accounts. Lending services include commercial real estate loans, commercial & industrial loans, construction loans, Small Business Administration (SBA) Loans, and residential mortgage loans. Fund management services include online account opening, account inquires, money transfer, commercial remote deposits and online payment collection, and mobile deposits and payments. International trade finance services include trade finance, domestic and international remittances, issuance of letters of credit, and foreign exchange spots and forwards. Consumer banking is mainly credit cards.

With operating prudently, ETB's annual compound growth rate of profits after tax was 10% from 2020 to 2022, and its total assets almost reached US\$840 million as of 2022. In response to strong economic growth in the Chinese-speaking world and the trend toward globalization in the financial industry, EverTrust Bank is actively tapping into the O-Bank Group's network of resources in Asia to further expand its base of Chinese-run clientele. EverTrust Bank positions itself as a key provider of corporate and private financial services to Chinese-run businesses, as well as commercial and real estate developers.

Moving forward, EverTrust Bank will expand its services to customers in the greater Los Angeles and San Francisco areas. It will optimize asset portfolio and enhance the diversity of products to strengthen revenue stream structures, as well as strengthen capital efficiency and asset quality to drive profitability. In addition, it shall optimize online banking and mobile banking services to reinforce its positive relationships with its customers. EverTrust Bank will also integrate resources of O-Bank Group and actively develop intercontinental financial services to provide comprehensive financial services to customers in Taiwan, Hong Kong, China, and the United States.



Founded in 1978, China Bills Finance Corp. (CBF) is one of Taiwan's "top three" bills finance firms. The tasks of CBF are to help the government diversify the national economy by establishing a money market, supporting liquidity in the short-term bills market, facilitating the allocation of short-term fund by industrial and commercial enterprises, and providing individuals with favorable financial planning services. Since the O-Bank Group became the principal CBF shareholder in 2006, the two parties have enhanced synergy and provided more comprehensive corporate -financial services through cooperation in the areas of sales, technology, and channels. In addition to its head office in Taipei, CBF also has five branches, one each in Banqiao, Taoyuan, Taichung, Tainan, and Kaohsiung, and its customers run the gamut from publicly listed corporations to small and medium businesses.

What CBF does, in essence, involves matching up supply and demand for short-term capital and providing short-term financing to enterprises to support economic development. CBF's lines of business include underwriting and initial purchase of bills, bills trades, bond trades, guarantees of commercial paper, and equity product investments. Companies can raise working capital by issuing short-term bills, and CBF can guarantee and underwrite such issues to help companies obtain low-cost funding in the marketplace. CBF can also help customers with short-term investment needs use repo transactions to purchase government bonds, other types of bonds, and short-term bills. Such purchases offer an attractive combination of high yields and safety.

CBF has been a stellar performer in recent years on a number of fronts, including operating revenues, profitability, assets, and market share by trading volume, and has won numerous Best Practice Awards from the Taiwan Academy of Banking and Finance. Furthermore, CBF's outstanding performance in corporate governance has ranked among the top 6%-20% of the best TWSE/TPEX listed companies by Securities and Futures Institute for several consecutive years. The firm's well-considered asset allocations and market operations strategies have yielded stable annual profitability and NPL ratio has remained 0% for many years, and Fitch Ratings has fully recognized this performance in recent years, assigning a Long-Term Issuer Default Rating (IDR) of BBB, a Short-Term IDR of F3, a National Long-Term Rating armed of A+(twn), and a National Short-Term Rating of F1(twn), with a stable outlook for all of these ratings. As of the end of 2022, CBF's total assets stood at NT\$207.6 billion.

As a company that specializes in corporate finance and fixed-income trading, CBF is a trustworthy partner of industrial and commercial enterprises. It has a stable customer base and a highly developed financial transactions network, and will continue focusing on development of the bill and bond markets, expansion of its trader clientele, and active development of new products. The company seeks to become a leading specialist in fixed-yield securities trading. And, against the backdrop of a rapidly changing business environment, CBF will rely on its stable business to maintain a firm market position and remain one of the three largest bills finance firms in Taiwan.

## Awards

- Taiwan Corporate Sustainability Awards: Won the Silver Prize of Corporate Sustainability Reports
- 2021** Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2021 (8th Round) Corporate Governance Evaluation Results.
- Sports Administration, MOE: Taiwan i Sports Certification
- 2020** Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2020 (7th Round) Corporate Governance Evaluation Results.
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2019 (6th Round) Corporate Governance Evaluation Results.
- 2019** Taipei City Government: Won the 1st Prize of Excellent Healthy Workplace  
Ministry of Health and Welfare: Won the "Sustainable Excellence Award," the highest honor of the National Outstanding Healthy Workplace
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2018 (5th Round) Corporate Governance Evaluation Results.
- 2018**
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2017 (4th Round) Corporate Governance Evaluation Results.
- 2017**
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2016 (3rd Round) Corporate Governance Evaluation Results.
- 2016** Taiwan Academy of Banking and Finance: Received "Award for Best Bills Finance Services" at the 8th Taiwan Banking and Finance Best Practice Awards.  
Taipei City Government: Won the 2nd Prize of Excellent Healthy Workplace  
Ministry of Health and Welfare: Won the "Sociable Healthy Award" of the National Outstanding Healthy Workplace
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2015 (2nd Round) Corporate Governance Evaluation Results.
- 2015**
- Securities and Futures Institute: Ranked among the top 6%-20% of the best TWSE/TPEX listed companies in the 2014 (1st Round) Corporate Governance Evaluation Results.
- 2014** Taiwan Academy of Banking and Finance: Received "Award for Best Bills Finance Services" at the 7th Taiwan Banking and Finance Best Practice Awards.

IBT Management Corporation (IBTM), a subsidiary of O-Bank, was founded in 2000 shortly after the opening of the Industrial Bank of Taiwan. IBTM's main business is to raise and operate venture capital funds, as well as to provide investment and management consulting services to venture capital clients. Over the years, IBTM has long been dedicated to integrating network resources in the venture capital industry and leveraging its investment management expertise. In addition to coordinating the development of venture investment business within the Group, IBTM has assisted clients in seizing investment opportunities. With extensive investment experience in the Asia-Pacific region and across diverse industries, IBTM has become a trusted partner in the industry.

Founded in 2014, O-Bank's subsidiary IBT VII Venture Capital Co., Ltd. (VC7) primarily focuses on venture investment business. For years, VC7 has closely stayed abreast of the development trends of Taiwan's industry and commerce, remained vigilant for investment opportunities in the Greater China region, as well as extended its reach to emerging markets such as the Asia-Pacific region. VC7 has actively invested in emerging industries such as green energy, eco-friendly, high-tech, and healthcare industry, committed to supporting the development of industries in Taiwan and across the regions and enhancing the Group's return on investment.

With many years of accumulated investment experience and industry resources, the overall venture capital business has effectively captured investment opportunities and delivered stable performance. The overall after-tax net income has exceeded NT\$100 million for each of the past two years.

In the future, in line with the Group's strategy of diversified development, in addition to continuing to deepen customer service, IBTM will strengthen the integration of internal and external resources of the Group, complemented by VC7's investment capacity, to jointly build O-Bank Group's investment service platform, further regional investment capabilities, and enhance the synergy of the entire venture capital business.

Originally founded in 2000 as the IBT Education Foundation and renamed in 2017 as the O-Bank Education Foundation, the organization emphasizes in "Learning, Innovation, and Sustainability" in order to encourage the younger generation to boldly pursue their dreams. In addition to seeking sustainable business practices, the foundation helps to fulfill O-Bank's corporate social responsibility by taking part in highly educational community service activities.

Soon after its establishment, the O-Bank Education Foundation (O-BankEF) joined forces with the business and academic communities to launch the WeWin Entrepreneurship Competition, which took place annually for the next 10 years. This event supported the cultivation of a new generation of entrepreneurs and helped lead to the birth of many new companies in Taiwan, thus spurring a wave of innovation throughout the country. Over the past years, however, O-BankEF has shifted its top priority to artistic and cultural undertakings, and has long used the concert hall on the first floor of the O-Bank Group headquarters to held events, such as lectures, concerts, and art exhibits. O-BankEF provides open venues for young artists, and encourages members of the public to take an interest in arts activities. This sparks interaction, and generates interest in the arts.

To encourage young artists to devote their full energies to art, O-BankEF since 2010 has held the annual "Stars of Tiding" art advocacy projects providing performance venues and publicity support. By supporting concerts and exhibits, the foundation helps young artists mature in their chosen fields. The activities also foster the development of audiences for artists. In 2022, the Art Advocacy transfer to "Stars of Tiding 2.0" Project Grants, encouraging young artists working in collaboration between creativity and society.

In addition, O-BankEF is a big supporter of arts education. The foundation sponsors dozens of performances, concerts, film viewings & discussions, lectures, and exhibits each year. As a platform for exchange between artists and the public, O-BankEF breaks down the barriers between these two groups, and creates a friendly environment for enjoyment of arts and culture. It encourages families to take part in culture and arts activities, and hopes its long-running efforts will incorporate the beauty of arts and culture into daily life. O-BankEF occasionally invites experts to speak on topics of general interest as part of its "Art Salons" series. These Art Salons afford opportunities to pass knowledge on to generations and build channels of communication between young artists and established veterans. At the same time, the effort has generated more lectures, and this is spurring more people to take an interest in culture and the arts.



LEARNING



INNOVATION



SUSTAINABILITY

Culture is the foundation of social harmony. O-BankEF will continue to engage in social participation and assist the underprivileged, thereby enhancing the sustainable development of Taiwan's society.

## Awards

- 2023** Granted by Ministry of Culture the 16<sup>th</sup> Arts & Business Awards.
- 2011** Recipient of the 9<sup>th</sup> "National Civic Service Award".
- 2010** Granted by Council for Cultural Affairs the 10<sup>th</sup> Arts & Business Awards.
- 2005** Received highest honor by the Ministry of Education for the second time.
- 2003** Recognized as The Model for Social Innovation Promotion by National Innovation Promotion Movement Committee.
- 2002** Received highest honor by the Ministry of Education.



## 2. Online Focus with Offline Assist, Boutique Services

### Overview of O-Bank services

By restructuring into a commercial bank, O-Bank becomes the first native digital bank in Taiwan that mainly provides online personal banking services supplemented by offline services. As for corporate banking, O-Bank focuses on its positioning as a boutique bank to provide corporate customers with professional services and comprehensive solutions.



With financial markets undergoing structural transformation, digital technologies are affecting people's financial needs and business models. Developments such as the declining number of cash transactions, emerging new payment tools, and increasing market interest in big data applications are proof of the growing power of FinTech.

It is for this reason that O-Bank has decided to concentrate on digital channels to proactively respond to changes and emerging trends in FinTech. We are pulling out all stops to create digital personal banking services supplemented by physical ones giving customers access to a full range of financial services via their mobile phones, which in effect are now becoming "bank branches" in their own right. We are aiming at providing our customers more efficient, convenient, and secure financial services online as well as interpersonal wealth-management services with a comprehensive and diverse range of offerings.

To bring financial services closer to customers, O-Bank, in collaboration with e-commerce and startups, has formed strategic alliances with platforms catering to the needs of different lifestyles and backgrounds. These measures satisfy customers' needs under different circumstances and increase their stickiness to O-Bank's financial services.

O-Bank's information system operates on the industry-leading Temenos core banking platform. Also, O-Bank uses the Salesforce.com cloud-based customer service system to provide the best and most efficient service while ensuring information security. O-Bank also employs big data analytics and algorithms to identify unmet market needs. By continuing to design new products and services based on consumer needs, O-Bank fully utilizes the advantages of FinTech.

Since the debut of personal banking services in 2017, O-Bank has rolled out a wide range of personal financial products and services. Customer can quickly open an O-Bank account online, which significantly reduces the time and cumbersome procedures. O-Bank's main personal banking services include the following:



## Deposits

Not only benefit from high interest rate saving account, O-Bank customers also enjoy convenient digital banking products and services such as mobile remittances and utilities payments. Multiple transactions are automatically categorized which helps account holders easily analyze personal financial activities. Our customers can also purchase and sell foreign currencies online using the graphic operating interface which helps new users quickly understand the app's functionality.



## Payment cards

The spending limit on an O-Bank debit card is tied to the cardholder's deposit balance so that customers can effectively manage their spending and avoid getting overdrawn accounts. O-Bank debit card also provides immediate notification on spending transaction. Payments can be made anywhere that you see respective logos of Visa Debit Cards or MasterCard Debit Cards, associated with uncapped cash-back rewards. We provide a variety of card designs for customers to choose from, and co-branded cards with discounts in different scenes and "Low-Carbon Lifestyle" debit card that encourages carbon deduction. O-Bank also encourages customers to contribute to charitable causes. O-Bank works with several charity organizations to launch affinity cards with different charitable themes. Those who hold such kind of cards, a certain percentage of rebates on their spending will be donated to charitable organizations.



## Loans

O-Bank has launched a variety of loan products, including unsecured loans and mortgage loans to meet customer's various needs. Applications of personal loans are completely processed online at fingertips. Customers can apply for loans 24 hours a day and dispersals are allocated immediately upon receiving approvals. O-Bank's goal is to meet consumers' financial needs and help them achieve their dreams with a simple and convenient process.



## Investments

O-Bank is committed to fulfilling financial needs of different customers and actively developing wealth management. O-Bank provides customized financial planning for high net worth clients, and also provides low capital threshold and various online investment for common needs, including being the first to offer a robot-based mutual fund advisor service, which makes use of big data and system algorithms to provide investment portfolio advice, and offering over 2,300 domestic and overseas mutual funds that customers could easily purchase through Internet and mobile bank.



## Insurance

O-Bank provides a variety of insurance products that enable customers to plan for their insurance needs at every stage of life. These include endowment insurance, indemnity insurance, and investment insurance which helps customers strengthen their risk-prevention portfolio.

O-Bank has concentrated on corporate banking services for over 20 years, and is therefore a formidable presence in this line of business. As a "boutique bank," O-Bank relies on superior efficiency to overcome its limited assets, and its advanced internal systems effectively reduce risk overheads, liquidity costs, operating costs, and the cost of funds. At the same time, O-Bank will continue to improve service quality by quickly responding to market changes and meeting customer needs.

O-Bank's corporate banking services include corporate finance, global trade finance, financial market, securitization, and trust services, while its products include mid- and long-term credit, syndicated loans, cash management, factoring, trade finance, exchange rate and structured products, securitized asset, and trust products. O-Bank's customers are located in greater China area and global top-tier corporations in many different industries.

## Corporate Finance



In addition to ordinary corporate financial services such as deposits, wire transfers, factoring, and trade finance, O-Bank also provides total solutions that include everything from corporate loans to asset integration planning. O-Bank also helps companies carry out important investment projects, and is especially adept at quickly putting together syndicated loans tailored to the overall financial planning needs of corporate borrowers. In addition, O-Bank also provides corporations with project financing and financial advisory services. Through flexible account management and efficient collection and payment services, O-Bank provides corporate customers with effective collection and payment solutions. And through the use of an innovative electronic platform, O-Bank enables companies to achieve better capital efficiency.

## Global Trade Finance

In order to meet the trade financing needs of corporate customers, O-Bank provides factoring, trade finance, and integrated cash management solutions to help companies smoothly expand their business, transform and upgrade operations, and embark upon international markets. In the process of establishing mutually beneficial, long-term cooperation with customers, O-Bank will become the best financial advisor, and one that shares the fruits of win-win cooperation. O-Bank provides professional finance framework planning and services that meet a diverse range of trade finance needs. In addition to ordinary import/export services and cross-strait financial services, O-Bank also helps companies resolve problems with documentary credit negotiations in high-risk countries, and provides forfaiting services.



In order to provide a full range of prompt, high-quality services to corporations, O-Bank maintains an elite corps of financial professionals and a highly developed digital services network. These strengths have enabled O-Bank to build an efficient and convenient e-banking platform.

Also, in order to strengthen its international financial services, O-Bank launched an offshore banking unit (OBU) in 2003, and then opened its first overseas branch in Hong Kong in 2009 in an active quest to develop its overseas investment, finance, and RMB businesses. The main focus has been on creating an international financial services platform that spans the markets of Taiwan, Hong Kong, mainland China, and the United States. The goals are to provide customers with a diverse range of capital raising channels and financial services, and to meet the cash-flow and financial needs of Taiwanese corporations seeking to build up their global presence.



## Financial Transactions

Financial products are another of O-Bank's key lines of business. Key products handled fixed-income equity securities (such as bonds and bills) as well as equities and equity-related securities, foreign exchange transactions, and financial derivatives. O-Bank is able to provide its customers with a diverse array of financial products and financial planning services. Paying due attention to the issues of security, liquidity, and returns, O-Bank actively conducts financial product transaction services, flexibly trading exchange rate and interest rate products to increase operating revenues, and developing its financial marketing business and foreign currency bond proprietary trading in order to grow its customer base and provide rapid financial consulting services, thereby helping customers to effectively manage their exchange rate and interest rate risks.

## Securitization and Trust Services

When Taiwan first legalized the formation of securitization markets, O-Bank relied on its competitive edge in financial engineering to act in a systematic and planned manner to develop new types of products and become the leading brand name in securitization markets. O-Bank has been the first firm in the industry on many occasions to roll out innovative new investment products. In addition, O-Bank also provides trust services, including monetary trusts, real estate trusts, superficies trust, security trust custodian services, financial consultancy services, escrow services, and certification of securities business services. O-Bank also relies on trust frameworks to promote its asset management business and help customers to complete their asset portfolio allocations.



# 3. The Practices of Wangdao

## Practicing Sustainable Management, Creating a Shared Future

Since its founding, O-Bank has sought to achieve sustainable business practices, sparing no effort to do the best possible job with six major facets of corporate social responsibility, namely: corporate governance, customer relationships, employee care, environmental protection, social engagement, and green finance. O-Bank seeks to establish a corporate culture of "Always Sincere, Always Here," and to implement in a way that is appreciably felt by all stakeholders, including employees, customers, shareholders, the public, suppliers, and government agencies.

O-Bank firmly believes that a company exists not merely to generate profits, but also to protect the environment, care for society, and answer to the needs of all its stakeholders. These goals dovetail quite nicely with O-Bank's philosophy of "Fulfilling Oneself by Benefiting Others."

In 2016, O-Bank issued its first CSR report and obtained third-party certification to hold the firm accountable to the highest CSR standards. Since then, O-Bank's CSR reports published every year have won the "Corporate Sustainability Report Award" by the Taiwan Institute for Sustainable Energy for several consecutive years.

In addition, O-Bank received B Corp Certification in 2017 from the US-based B Lab. Besides being the first listed bank in the world to become a B Corp, O-Bank is also the first listed company in Taiwan to do so, and got recertification in March 2021.

In the latest ESG Risk Rating published by Morningstar Sustainalytics in September 2023, O-Bank received an excellent rating of 8.65, good in Taiwan for a No. 1 ranking among financial industry based on the ranking of Taiwan Investor Relations Platform and among the top 1% of all companies rated by Sustainalytics worldwide. This superb result highlights the outstanding job that O-Bank has done in implementing sustainable business practices and controlling its business risks.



In order to properly fulfill its corporate social responsibility, O-Bank in January 2015 established a Corporate Social Responsibility Committee, which is responsible for establishing CSR systems and policies, as well as plans for their implementation. The Committee meets regularly to monitor the progress of CSR undertakings, and reports to the Board of Directors each year. In addition to the members of the CSR Committee, each O-Bank division has a special contact person for CSR matters. To conduct sustainability management in a long-term and systematic manner, O-Bank has established a Sustainable Development Section under the Corporate Communications Department to promote sustainability measures throughout the Bank and ensure their effective implementation.

O-Bank's CSR Committee has 12 members and is chaired by O-Bank's Chairperson, and O-Bank's President serves as the committee's Vice Chairperson. To establish the CSR committee's place and role in O-Bank's organizational structure, the "CSR Committee Organizational Rules" was implemented after approved by the Board of Directors in December 2015. The committee's membership composed of the highest-ranking manager of each CSR-related function, and is divided into five major subcommittees: Corporate Governance, Customer Relationships, Employee Care, Environmental Protection, and Social Engagement. In 2021, the O-Bank CSR Committee has set up a Green Finance subcommittee to respond to the international trend toward the development of green finance, and to coordinate with the Financial Supervisory Commission's (FSC's) launch of the "Green Finance Action Plan 3.0". The CSR Committee's organizational structure is shown in Fig. 3-1.



Fig. 3-1 Organizational chart of the Corporate Social Responsibility Committee

In order to fulfill its corporate social responsibility, O-Bank adopted a set of CSR Principles in December 2015 to provide a yardstick for setting project goals and evaluating the success of CSR undertakings. Then in June 2016 O-Bank adopted a set of "Corporate Social Responsibility Best Practice Principles", in which it sets out standards, the scope of coverage, policies, and other requirements that address the five major facets of CSR and have been approved by the board or directors and have entered into force, will ensure that O-Bank will do a better job of fulfilling its corporate social responsibility. On that basis, O-Bank has continued to update our CSR Best Practice Principles, in 2021 adding a chapter on "development of green finance" and changing the name to the "Sustainable Development Best Practice Principles" to ensure more thorough fulfillment of corporate social responsibilities.

O-Bank CSR Code :

- 1 Insist on integrity, and realize our corporate culture of "Always Sincere, Always Here" in relationships with employees, clients, shareholders, public society, and all stakeholders.
- 2 Commit to sustainable business management and strive to maximize shared value for employees, clients, shareholders, and all stakeholders.
- 3 Uphold the law, value corporate governance, and effectively manage risks.
- 4 Work to balance employee's work and life, provide them with high-quality care, multifaceted talent development plans, and a comfortable and safe work environment.
- 5 Promote our corporate culture, value teamwork, build a warm, cooperative, and friendly workplace, and give employees a sense of belonging, happiness, and mission.
- 6 Provide sophisticated service, enhance professional value, and grow up with our clients, to make contributions to the economy and industry, and further create a win-win situation.
- 7 Actively promote and lead innovation in O-Bank, industry, and society.
- 8 Value and continue to implement environmentally friendly policies.
- 9 Carry out public welfare and arts and education activities, care for the community and students, give back to the local community and society, and promote and lead employees to engage in charitable service.

O-Bank has always adhered steadfastly by its commitment to ethical business practices in its pursuit of the "Wangdao spirits" of fulfilling oneself by benefiting others, and it continues to hold itself to the highest standards in the six main facets of corporate social responsibility—corporate governance, customer relationships, employee care, environmental protection, social engagement, and green finance.

### Corporate Governance

O-Bank has worked hard to build a sound corporate governance structure and continue to strengthen its internal controls and reinforce its corporate infrastructure. O-Bank implements three lines of defense of its internal control system to bolster risk management and improve communication and coordination of its internal controls.

O-Bank attaches great importance to the need for sustainable business practices. In addition to adopting a "Code of Ethical Conduct" to guide its board members, executive officers, rank-and-file employees, and advisors, O-Bank has also adopted a set of "Ethical Corporate Management Best Practice Principles" as well as "Operating Procedures and Code of Conduct for Ethical Corporate Management" to govern the company's legal compliance. O-Bank is firmly committed to ethical business practices and adamantly refuses to engage in illegalities or cheating. To prevent malfeasance, moreover, O-Bank has established a well-operating open and independent internal reporting system.

The highest corporate governance unit at O-Bank is the Board of Directors. It consists of 12 seats, four of which are filled by independent directors. The board membership is diverse in terms of professional expertise, skills, and financial industry experience. Board members also regularly attend training courses to improve their professional knowledge and legal expertise. These courses also help directors keep up to date on domestic and foreign legislative developments to improve O-Bank's operations and governance performance. To strengthen the Board of Directors' management and oversight functions, O-Bank has established an Audit Committee, a Compensation Committee, a Corporate Governance and Nomination Committee, a Corporate Social Responsibility Committee and a Corporate Culture Committee reporting to the Board of Directors. The professionalism and independence of these committees can be expected to improve corporate governance performance.

### Employee Care

O-Bank strives to create a friendly and happy workplace. By implementing progressive and comprehensive human resources policies, O-Bank structures a secure work environment for employees, builds excellent talent development systems, maintains open channels of communication, and provides a good pay and benefits system. These enable O-Bank to provide well for the needs of employees.

In order to truly care for employees and build employee solidarity, O-Bank has established several employee benefits initiatives and increased the frequency of various benefit projects and well-being activities each year to enable employees to enjoy their work. Athletic competitions and other sporting events were organized to help to create cohesion and to maintain an important work-life balance. O-Bank received the "Sports Activist Award" from the Sports Administration of the Ministry of Education and the "Badge of Accredited Healthy Workplace" from the Health Promotion Administration of the Ministry of Health and Welfare in 2018 for these activities. These awards confirm the effectiveness of O-Bank's promotion of a healthy workplace environment.



Employee Benefits Systems

- Employee Share Ownership Trust
- Preferential loans
- Insurance planning
- Health examinations
- Three bonuses for Chinese festivals
- Birthday gift coupons
- Childbirth, marriage, and funeral subsidies
- Leave benefits that exceed statutory requirements (paid leave), including childbirth leave, paternity leave, family ties leave, community service leave, long service leave, honor leave, adoption leave, and organ donation leave
- Childcare services discounts
- Athletic contests and other sporting events
- Retirement pension system
- Flextime system



- Subsidies for external training courses
- Subsidies for continuing education
- Subsidies for overseas education programs
- Subsidies for license test registration fees
- Online courses via a digital learning platform
- Talent development system
- Executive Succession Development and Management Tier Program
- Inter-Departmental Job Rotation Program for Entry-Level and Junior Employees
- Internal instructor certification

## Customer Relationships

O-Bank has always upheld the core values of "Trust, Outstanding, Unity, Creativity, Honor" (TOUCH). Besides providing total solutions for corporate customers by creating professional and secure boutique-style corporate banking services, O-Bank officially began to offer personal banking services after restructuring into a commercial bank in January 2017. O-Bank has created the first native digital bank in Taiwan using digital financial technologies and providing financial products that meet customers' needs with best user experiences. O-Bank also continues to offer new solutions based on opinions and feedback from customers to create online digital financial services. Coupled with O-Bank's offline professional wealth management services, O-Bank satisfies customers' diverse financial service needs.

O-Bank also continues improving customer-friendly financial services, not only by creating the first 24-hour video conference customer service in the industry, but also providing diverse communication channels including in-app text conversation and phone conversation services that help O-Bank receive and process customer requirements at all times. O-Bank also offers multiple accessible services to people with disabilities who need access to convenient financial services and customer services. At the same time, O-Bank uses systematic methods to collect customer feedback and convenes for regular meetings to review service quality and identify areas where improvement is needed. O-Bank converts Voice of the Customer(VOC) feedback into concrete action plans to continue improving the customer experience.

In addition, O-Bank also provides barrier-free websites and barrier-free online banking services, and has obtained an A-class web accessibility accreditation badge from Taiwan's Ministry of Digital Affairs. While paying balanced attention to the needs for cyber security and consumer interests, O-Bank enables customers to check account information, transfer NT dollars, change user IDs and passwords, and check interest rates and exchange rates.

## Environmental Protection

O-Bank seeks to operate sustainably. While working to grow our business, O-Bank also pays due attention to protecting the environment. Measures to achieve this include replacing energy-consuming equipment, resource recycling, purchasing renewable energy certificates, using green electricity and increasing the green purchase ratio to reduce the negative environmental impact of our business activities.

To respond to global climate change and reduce carbon emissions, O-Bank in 2018 instituted an ISO 14001:2015 environmental management system and obtains annual ISO certification. The system ensures effective and comprehensive environmental management, including tight control over the use of power and water as well as generation of waste. The scope of the ISO certification covers all O-Bank business locations throughout Taiwan. And in order to effectively inventory and monitor carbon emissions generated in the course of operations, O-Bank in 2018 has also instituted an ISO 14064-1:2018 greenhouse gas inventory system and obtains annual ISO certification, and from 2022 these certifications cover the Hong Kong Branch and the Tianjin Representative Office, while inventories and verifications cover 100% of all O-Bank global business locations. Beginning in 2021, O-Bank installed an ISO 50001:2018 energy management system at its headquarters building to measure and monitor energy usage, thus ensuring more efficient energy usage.

Moreover, O-Bank has committed to the target of reaching 50% renewable energy usage at all global business locations by 2030, and 100% by 2050 to reach the target of net zero emissions by 2050. In addition, as a member of the Chinese National Association of Industry and Commerce, we publicly support its "1.5° C Climate Action Declaration" and pledge to support the plans and goals of "Taiwan's Pathway to Net-Zero Emissions in 2050", consolidating commercial resources to carry out industrial low-carbon transformation. At the same time, O-Bank follows the "Sustainable Development Guidemap for TWSE and TPEX Listed Companies" of the Taiwan Financial Supervisory Commission to conduct annual greenhouse gas inventory and certification as well as set operational carbon reduction goals to achieve the vision of the Paris Agreement to control global warming to within 1.5° C.

O-Bank has also established the "O-Bank Rules for Promotion of Fulfillment of Corporate Social Responsibilities by Suppliers" to fulfill O-Bank's commitment and responsibilities involved with supplier management. Alongside suppliers, O-Bank seeks to achieve goals of good moral standards, respect for labor rights, and the promotion of sustainable development. O-Bank also uses the "O-Bank Supplier Self-Assessment Form Regarding Fulfillment of Corporate Social Responsibilities" to assess whether suppliers' operations have any negative impact on the environment and society. Assessment standards include compliance with occupational health and safety (OHS) regulations, no discrimination, prohibition of child and forced labor, guaranteed minimum basic compensation, carrying out environmentally sustainable development, and legal violations and legal penalties within the past six months to avoid transactions with suppliers that do not fulfill their corporate social responsibilities.

## Green Finance

Given the trend toward pursuit of sustainable development, O-Bank in recent years has made a concerted effort to pursue green finance measures in hopes of progressing hand-in-hand with customers toward a low-carbon transformation. In addition to establishing a fully developed climate change management framework and introducing climate-related scenario analyses, O-Bank has fully incorporated ESG (Environment, Social, Governance) risk factors into due diligence procedures for the review of loans and investments. In addition, O-Bank has actively adopted multiple international standards and implemented sustainable finance. For example, O-Bank disclosed climate-related information in conformance with Task Force on Climate-related Financial Disclosures (TCFD) requirements and became a TCFD Supporter in 2021. In the same year, O-Bank became the 124th financial institution in the world to formally sign on to the Equator Principles.

In addition, in order to further promote responsible lending, O-Bank in early 2022 incorporated ESG evaluations into corporate lending procedures. As a result, all customers' corporate lending projects must undergo an ESG evaluation, and after it has been confirmed that a prospective borrower is not a banned counterparty, an "ESG Comprehensive Assessment Form" must be filled. It is then assigned a low, medium or high ESG risk score by checking environmental, social and governance-oriented risk indicators performance, such as their GHG emissions, environmental penalties, human rights risks, violation of labor rights regulations, transparency of corporate disclosures, board independence, penalties for breach of good faith, or judicial decisions, and making reference to a third-party sustainability assessment of the corporate customer. On the basis of this risk rating a decision is made on whether to offer financing on preferential terms, or whether restrictive conditions are required. In so doing, we seek to take full advantage of our power as a financial intermediary to guide industries toward sustainable development.

In terms of responsible investment, O-Bank voluntarily complies with the UN Principles for Responsible Investment (PRI), and has incorporated its set of six principles into the O-Bank "Financial Transactions Handbook.". We intend to include ESG considerations in our investment analysis and decision-making process. When selecting what to invest in, besides considering how a particular investment will contribute to the environment and society (thereby reducing an investment's environmental and social impact), O-Bank also refuses to invest in sanctioned countries or high-risk sectors. In addition to pursuing economic value with its investments, O-Bank also considers whether an investment is likely to create environmental and social value, so as to achieve the co-existence of economic, environmental, and social well-being.

Moreover, in the face of the risks related to climate change, O-Bank has drawn up a list of the 10 biggest carbon-intensive industries, and in order to measure and inspect the carbon footprint of investment and corporate lending positions, O-Bank in February 2022 signed on to the Partnership for Carbon Accounting Financials (PCAF) to measure (using the methods set out in the Global GHG Accounting and Reporting Standard for the Financial Industry, which was developed by the PCAF) the GHG emissions of our corporate lending and investment portfolios. In the future, O-Bank will gradually expand the measurement scope of corporate lending and investment portfolios, so as to enhance management of the latent risks of carbon-intensive customers under climate change conditions. O-Bank moves steadily toward the achievement of sustainable finance, and using the power of finance to spur sustainable development.

## Social Engagement

O-Bank has long acted in the spirit of "fulfilling oneself by benefiting others" and corporate culture of "always sincere, always here." We firmly believe that enterprises have well-developed systems and resource integration ability, as well as outstanding industry expertise, and can give back to society by taking advantage of these strengths. This would enable enterprises' social engagement efforts to become a force for social progress. To effectively manage the resources invested for social welfare projects, O-Bank utilizes the B4SI (Business for Social Impact) Framework as a guide to quantify and measure the social and business impact of each social welfare project in 2022.

O-Bank established a Volunteer Club in 2015 and Ms. Tina Lo, the Chairperson and Chair of the Corporate Social Responsibility Committee serves as the Honorary Club Chairperson, to encourage employees to promote social care and join social participation. The major mission of the Club is to contribute long-term care to schools in remote areas with higher percentages of new immigrant residents, and also actively develop financial education to help schoolchildren in remote areas establish correct saving and wealth management concepts. Thus, reducing the gap in financial education between urban and rural areas, and simultaneously creating diverse extracurricular activities that enrich the life experiences of the students.

O-Bank has been organizing the "Summer Internship Program for Underprivileged Students" since 2015 to train outstanding students who lack resources. Several outstanding students are selected from economically-challenged families and provided with opportunities to learn professional financial knowledge, receive onsite training in operating units, and earn a salary during the internship. In addition, O-Bank has also created the "Long-Term Scholarship and Employment Program for Outstanding Interns" since 2018 which selects several interns each year with outstanding performance and government-issued certification for low-income households or medium to low-income households, and provides them with a scholarship of NT\$50,000 each semester. The scholarship is provided upon selection until the students' graduation. Selected interns can directly work at O-Bank after graduation. O-Bank seeks to use long-term support programs to help outstanding students from economically-challenged households through school and help them increase their competitiveness during the internship so that they can start working as soon as they graduate.

In addition, the O-Bank Education Foundation (O-BankEF) once organized the WeWin Entrepreneurship Competition for ten consecutive years. This event encouraged the next generation of entrepreneurs to innovate and fulfill their dreams of starting their own businesses. In recent years, O-BankEF has changed to concentrate interest on the promotion of art and culture and thus has organized the annual "Stars of Tiding" arts program for more than a decade. O-BankEF creates a stage for new artists, helps disadvantaged schoolchildren develop creativity and potential in art, and contributes to improving Taiwan's cultural heritage.

In recent years, O-Bank intends to take advantage of our banking expertise and has launched a series of financial products with public welfare and CSR features. In 2018, O-Bank launched a charity affinity card platform that makes it easy for customers to engage in charitable giving by taking the cashback rewards from purchases and redirecting them to selected non-profit organizations. In 2019, O-Bank launched the "Green Consumption Power@O-Bank" project. By providing a cashback reward, O-Bank encourage consumers to buy products that have a positive impact on the environment and society. In 2020, O-Bank launched the "Social Impact program". The funds deposited in these special accounts will be used solely for the specific purpose of backing microloans to help economically disadvantaged persons deal with financial emergencies.

To understand and measure the influence of the Social Impact Program on society, in 2022, O-Bank adopted the Social Return on Investment (SROI) methodology developed by Social Value UK to publish an evaluation report, which found an SROI index of 5.61, meaning that every NT\$1 invested creates NT\$5.61 in social value.

In 2022, O-Bank launched a "Consumer Spending Carbon Calculator" function that can be used to check the carbon footprint of card purchases. O-Bank has also launched the Low-Carbon Lifestyle Debit Card, the first debit card in Taiwan that makes it possible to set cashback reward percentages on the basis of carbon emissions. When a customer's average carbon emissions per NT Dollar spent in a given month are below a specific level, that customer receives an extra 0.5% cashback reward on all purchases made that month. In this manner, O-Bank has joined with customers to achieve low-carbon lifestyles and to do our part to achieve sustainability goals.

Moreover, O-Bank has adopted active measures to support social enterprises and B Corporations. O-Bank has organized internal activities such as markets with a special focus on social enterprises, contracted procurement, and social enterprise seminars. O-Bank's expertise in finance has also been leveraged to launch financial programs for B Corporations and social enterprises to support these environmentally and socially friendly enterprises.

# Timeline



- 2022** • IBT Leasing Co., Ltd. ("IBTL") and Jih Sun International Leasing & Finance Co., Ltd. have formally merged to become Infinite Finance Co., Ltd.

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- 2017** ● O-Bank formally opens for business.  
● O-Bank shares list on Taiwan Stock Exchange.
  - 2012** ● Establishes representative office in Tianjin, China.
  - 2011** ● Establishes IBT Leasing Co., Ltd.  
● Establishes IBT International Leasing Co., Ltd.
  - 2009** ● Opens first overseas branch in Hong Kong.
  - 2007** ● China Bills Finance Corp. joins O-Bank Group.  
● O-Bank acquires US-based EverTrust Bank.
  - 2000** ● Establishes IBT Education Foundation.
  - 1999** ● Industrial Bank of Taiwan formally opens for business.



 BANK 王道銀行