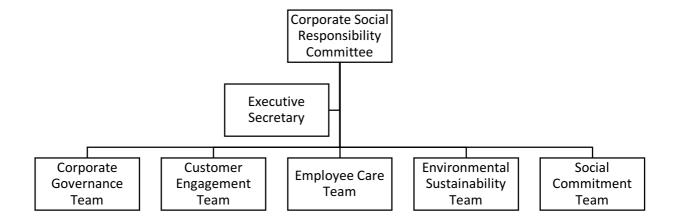
# **Corporate Social Responsibility**

## WWUnion Corporate Social Responsibility Committee Structure



### **Corporate Governance Team**

Maintenance of Shareholders' Interests

Spokesperson

Name: James Pan

Title: Deputy General Manager Phone: 02-2776-5567 ext. 626

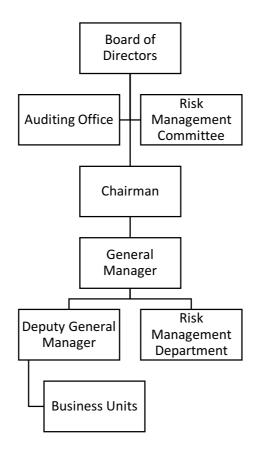
Acting Spokesperson

Name: Craig Chen

Title: Assistant Vice President Phone: 02-2776-5567 ext. 375

#### Risk Management

#### Organizational Structure of Risk Management

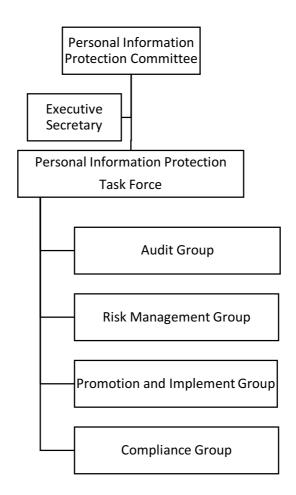


#### Mechanism of Risk Management



## **Customer Engagement Team**

#### Personal Information Protection



### ♣ Training from External Lecturers



#### Customer Rights Protection

Toll-free Services: 0800-024-024

#### Investors' Contact Person

Spokesperson

Name: James Pan

Title: Deputy General Manager Phone: 02-2776-5567 ext. 626 E-mail: james.pan@wwunion.com

Acting Spokesperson Name: Craig Chen

Title: Assistant Vice President
Phone: 02-2776-5567 ext. 375
E-mail: craig.chen@wwunion.com

### **Employee Care Team**

#### ♣ The combination of employees

Year		2016	2017
The number of employees	Headquarter	357	374
	Branches	670	681
	Total	1027	1055
Average age of employees		41.51	41.64
Years of service		11Y10M	11Y6M

We actively appoint employees who are physically or mentally challenged and recruitment information could be found on job search websites. They would be hired preferentially by WWUnion. There are 14 employees with physical, mental, visual challenges working in WWUnion in 2017.

Year	Stipulated numbers	Actual numbers	Excess numbers of recruitment	
2016	5	13	8	
2017	5	14	9	

## Employee's benefits





Cooperated with medical institution for injection of flu vaccines in 2017



**Bowling Club** 



Mountaineering Club



**Badminton Club** 



Softball Club



**Staff Outings** 

## Training

## Avg. training hours – Office workers

	Male			Female			
District	Цолго	Number of	Avg.	Hours	Number of	Avg.	
	Hours	people	Hours		people	Hours	
North/Yilan	3508.5	153	22.9	3751.5	205	18.3	
Tao-Chu-Miao	606.5	23	26.4	515	32	16.1	
Central	795.5	28	28.4	846.5	50	16.9	
Yun-Chia-Nan	514.5	17	30.3	508.5	31	16.4	
Kao-Ping	394.5	16	24.7	688.5	36	19.1	

## Avg. training hours – Underwriter

	Male			Female			
District	Цольк	Number of	Avg.	Hours	Number of	Avg.	
	Hours	people	Hours		people	Hours	
North/Yilan	705.5	19	37.1	1137	32	35.5	
Tao-Chu-Miao	35	1	35.0	273	7	39.0	
Central	92.5	3	30.8	327.5	10	32.8	
Yun-Chia-Nan	30	1	30.0	189.5	5	37.9	
Kao-Ping	110.5	3	36.8	254.5	7	36.4	

## Avg. training hours – Adjuster

	Male			Female			
District	Hours	Number of	Avg.	Hours	Number of	Avg.	
	Hours	people	Hours		people	Hours	
North/Yilan	534	12	44.5	184	5	36.8	
Tao-Chu-Miao	226.5	6	37.8	0	0	0.0	
Central	446	11	40.5	0	0	0.0	
Yun-Chia-Nan	328	8	41.0	60.5	2	30.3	
Kao-Ping	279	7	39.9	0	0	0.0	

Avg. training hours - Auditor

	Male			Female			
District	Hours	Number of	Avg.	Hours	Number of	Avg.	
	Hours	people	Hours		people	Hours	
North/Yilan	30.5	1	30.5	182.5	5	36.5	
Tao-Chu-Miao	0	0	0	0	0	0.00	
Central	0	0	0	0	0	0.00	
Yun-Chia-Nan	0	0	0	0	0	0.00	
Kao-Ping	0	0	0	0	0	0.00	

#### Avg. training hours – Sales Staff

	Male			Female			
District	Hours	Number of	Avg.	Hours	Number of	Avg.	
	Hours	people	Hours		people	Hours	
North/Yilan	1444.5	104	13.9	1378.5	95	14.5	
Tao-Chu-Miao	734.5	46	16.0	615	39	15.8	
Central	947.5	62	15.3	575.5	43	13.4	
Yun-Chia-Nan	964.5	62	15.6	378.5	27	14.0	
Kao-Ping	779.5	59	13.2	745	55	13.5	

#### **Environmental sustainability Team**

#### Let's conserve energy and reduce carbon footprint!

We're devoted in more efficiency of the resources which we utilized in order to use them sustainably.

- Energy saving
- 1. Turning off office lights during lunch time
- 2. Choosing LED tube
- 3. Cleansing air conditioner regularly
- 4. Turing off printers and personal computer after getting off work
- 5. Purchasing electronics with green mark
- 6. Making plans for automatic inspections
- 7. Avoid using disposable paper cups in meetings
- 8. Adjustment for water consumption in each restroom
- 9. Replacing drinking fountains for branches

## 10. Sorting and recycling garbage

## **Social Commitment Team**

## Micro-insurance





## Adopting children from remote areas



## Beach cleanup

