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**Table 31 Information Security Implementation Results**

	2020	2021	2022
Completion Rate for Information Security Training (%)	100	100	100
No. of Information Security Violation Incidents (cases)	0	0	0

**Table 32 Distribution of Personal Information Cases in 2022**

Subsidiaries	Cases Reported by the Central Competent Authority	Investigation Initiated by Cathay
Cathay FHC	0	0
Cathay Life	0	8
CUB	2	0
Cathay Century	0	0
Cathay Securities	0	0
Cathay SITE	0	0
Total	2	8

**Table 33 Customer Satisfaction**

Subsidiaries	2020 Satisfaction (%)	2021 Satisfaction (%)	2022 Satisfaction (%)	2022 Satisfaction Goal (%)
Cathay Life	97.7	98.5	97.8	90
CUB	92.5	92.6	92.5	90
Cathay Century	97.3	97.8	96.7	90
Cathay Securities	86.0	89.8	91.7	90
Cathay SITE	89.25	90.94	89.46	88

## 7.3 PRI/PRB/PSI Implementation Status

### Implementation Status of the Principles for Responsible Investment (PRI)

#### Principle 1:

Incorporate ESG issues into investment analysis and decision-making processes

- Established the Responsible Investment and Lending Policy and the Investment and Lending Exclusion Policy for the group.
- Established an ESG risk review process and investment management principles for sensitive industries.
- Cathay SITE incorporated an external ESG database into its investment management support system.
- The investment team conducts regular investment-related training sessions.
- Defined themed investing and increased investments in sustainable investment targets.
- Cathay Life conducts impact investing and tracks impact results.
- Continue to monitor investment portfolio emissions and calculate climate risks for appropriate ESG management.
- Established net zero and SBT targets for financial assets.
- Cathay SITE launched ESG investment products.

#### Principle 2:

Be active owners and incorporate ESG issues into our ownership policies and practices

- Established the Cathay FHC Engagement Policy, the engagement process, and approaches for engagement escalation activities.
- Cathay Life, Cathay SITE, Cathay Century, CUB and Cathay Securities are all signatories to the Taiwan Stewardship Principles for Institutional Investors. We have also established our voting policy. The voting results are disclosed annually.
- Engage with investee companies through dialogues, engagement activities, voting and advocating Cathay's interests at shareholder meetings to facilitate improvement in ESG management and disclosure.

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Principle 3:

Seek appropriate disclosure on ESG issues by the entities in which we invest

- Identify companies of concern through Cathay's engagement strategy; conduct engagement activities to encourage investee companies to improve their ESG disclosure and strengthen their climate change management.
  - Participate in the CDP Non-Disclosure Campaign (CDP NDC); encourage investee companies to respond to the CDP questionnaire and disclose emissions data and climate-related management actions.
  - Joined CDP's Science-Based Targets (SBT) campaign; urge influential global companies to join the SBT pledge to collectively work towards meeting the emissions target set out in the Paris Agreement.
  - Joined the Climate Action 100+ initiative; encourage industry peers to commit to climate targets and strengthen climate-risk disclosure and management
  - Joined the Asian Utilities Engagement Program (AUPEP) of the Asia Investor Group on Climate Change (AIGCC); encourage Asia utilities through engagement activities to adopt emission reduction mechanisms in line with the net zero scenarios outlined in the Paris Agreement.
  - Continue to host the Cathay Sustainable Finance and Climate Change Summit; urge the financial industry to prioritize ESG disclosure and management, and take proactive action on climate change.
- Participate in or support the Partnership for Carbon Accounting Financials (PCAF), Partnership for Biodiversity Accounting Financials (PBAF), TCFD, and TNFD initiatives as part of our commitment to promoting sustainable disclosure for financial institutions and companies.

Principle 4:

Promote acceptance and implementation of the Principles within the investment industry

- Proactively participate in external activities to communicate Cathay's responsible investment policies and encourage industry peers to jointly implement responsible investment policies.
- Proactively share responsible investment trends with the government to help government agencies understand their importance and strengthen responsible investment promotion.
- Include responsible investment considerations and requirements in our investment mandate agreements. Asset managers are required to report regularly on their activities and progress toward ESG implementation. We also check whether the manager is a PRI signatory or a signatory of their home country's stewardship code.
- Support academic institutions in their research and study of sustainable investment development in Taiwan to understand the status of sustainable investment in Taiwan and help the industry and the government promote its development.
- Cathay Securities provides research reports on the ESG performance of individual stocks. This is to fill the industry's ESG analysis gap and to facilitate investors' responsible investment actions.

Principle 5:

Work together to enhance our effectiveness in implementing the principle

- Cathay is a participating member of the Asia Investor Group on Climate Change (AIGCC). We aim to facilitate international investors' understanding of the risks and opportunities associated with climate change and low-carbon investments and collaborate to increase the effectiveness of investor engagement.
- Joined the Ceres' Valuing Water Finance Initiative to work with global financial institutions. Cathay is committed to promoting water resource management among global investors and companies in response to water resource challenges.
- Cathay participates in Climate Action 100+ and the CDP Non-Disclosure Campaign to facilitate engagement with international investors and improve the effectiveness of corporate engagement.

Principle 6:

Report on our activities and progress towards implementing the Principles

- Cathay FHC publishes a Sustainability Report every year and also publishes ESG Integration Report
- Cathay Life, CUB, Cathay Century, Cathay Securities and Cathay SITE publish an annual report to disclose responsible investment activities and the status of implementation of stewardship principles.