2025

ESG Report

Sustainability Report

RICHMOND TOURS

www.travel4u.com.tw

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1. About this Report

1.01 Message from Management

Richmond Tours deeply understands that the long-term value of an enterprise is based on environmental sustainability and the mutual prosperity of its employees. This year, we have made concrete and profound progress in all three aspects of ESG (Environmental, Social, and Governance):

Green Tourism and Environmental Sustainability (E): Richmond Tours is committed to the promotion and practice of green tourism. This year, we not only won the "Silver Green Travel Label" in Taiwan, but also became one of the few travel agencies in Taiwan to obtain green certification for "overseas itineraries". This includes series groups in South Korea, Switzerland, and Sri Lanka, which all feature itinerary products complying with strict green label standards. Simultaneously, our internal operations have achieved high standards for a green office and paperless operations through digital platforms. This not only fulfills our corporate social responsibility to the Earth but also significantly enhances our winning rate and competitive advantage when bidding for foreign and large enterprise clients (who have strict ESG procurement standards).

Initiating Employee Stock Ownership Trust to Build a Happy Enterprise (S & G): In the travel service industry, which is centered around "people", an excellent team and talented individuals are the strongest engines driving the brand forward and the most important assets of the enterprise. To deepen our ESG strategy and implement strong corporate governance, the company officially partnered with Yuanta Bank in November 2025 to launch the "Employee Stock Ownership Trust" system. Through a mechanism combining employees' voluntary monthly contributions with the company's corresponding incentive contributions, we assist our colleagues in strengthening their third pillar of retirement by regularly investing in Richmond Tours' stock. We firmly believe that the sustainable development of an enterprise must be built upon the foundation of sharing results with employees. This system not only transforms employees from "staff" into "partners sharing operating results", but also effectively coheses team spirit. This concrete action will bring a strong "talent retention and recruitment" effect, thereby improving operational performance, stabilizing the equity structure, and truly creating a win-win-win situation of mutual prosperity for employees, shareholders, and the company.

1.02 About the Company

1. Company Profile

Richmond International Travel Service Co., Ltd. was established in 1988, primarily providing comprehensive travel products and services including domestic and foreign group tours, domestic and international flight tickets, FIT (Free Independent Traveler) flight and hotel packages, cruise holidays, corporate employee tours and business travel, as well as visa processing and global hotel reservations. The headquarters is located in Taipei City, Taiwan.

Richmond Tours has been deeply cultivating the Taiwan travel market for over 30 years and was officially listed on the Taipei Exchange (TPEx) in 2020. Adhering to the business philosophy of "Professionalism, Quality, and Integrity", the company actively introduces digital technology, developing ERP systems and B2B/B2C online real-time booking platforms to realize automated and real-time transactions of travel products. In addition to the Taipei headquarters, there are multiple service bases across Taiwan (such as Taichung, Kaohsiung, etc.) to provide the most complete travel solutions for the general public, corporate clients, and industry partners.

2. Value Chain Overview

As a travel agency, Richmond Tours plays the role of a "travel resource integrator and distributor". Its value chain is mainly composed of various upstream travel component suppliers, the midstream Richmond itself (product packaging and digital platforms), and downstream industry partners and end consumers.

Item	Details
Company Name	Richmond International Travel Service Co., Ltd.
Company Type	Company Limited by Shares (Listed on Taipei Exchange, Stock Code: 2743)
Date of Establishment	May 25, 1988
Headquarters Location	Taipei City, Taiwan
Industry Category	Travel Industry
Main Products and Services	Domestic and foreign group tours, air tickets and FIT, cruise tours, corporate travel, global hotel booking, visa agency for various countries, and ticket sales.
Paid-in Capital	NT$ 468,152 thousand
Net Sales	NT$ 6,715,294 thousand
Number of Employees	384

1.03 Report Information

This section aims to explain the basis of preparation, scope, and relevant information of the 2025 Sustainability Report (hereinafter referred to as "this Report") of Richmond International Travel Service Co., Ltd. (hereinafter referred to as "Richmond" or "the Company") to help stakeholders clearly understand its contents.

1.03.1 Basis of Preparation

This report is prepared in accordance with globally recognized sustainability reporting frameworks to ensure the completeness, comparability, and transparency of information disclosure. The main reference and compliance standards are as follows: The GRI Universal Standards 2021 published by the Global Reporting Initiative (GRI), and the relevant regulations of the "Rules Governing the Preparation and Filing of Sustainability Reports by TWSE/TPEx Listed Companies" by the Taiwan Stock Exchange Corporation. For the relevant GRI Standards content index, please refer to the appendix of this report.

1.03.2 Reporting Period and Frequency

Reporting Period: The disclosure period of this report is from January 1, 2025, to December 31, 2025, which aligns with the company's annual financial reporting period. To ensure information completeness and comparability between prior and subsequent periods, some data or performance explanations may trace back to previous years, which will be specified in the relevant chapters.
Publication Frequency: Richmond Tours publishes its sustainability report on an annual basis. The publication date of this year's report is August 2026.
Access to Information: The latest and past reports are published in the Stakeholder section of the company's official website for public reference.

1.03.3 Reporting Boundary and Scope

This report takes Richmond International Travel Service Co., Ltd. as the reporting entity, and the disclosure scope covers all operating bases in Taiwan, including the business activities of the Taipei head office and branch offices across Taiwan. The collection and disclosure of various performance data in the report are generally based on this scope. If the reporting boundary of a specific topic or indicator is different (for example, if some data only cover the head office), it will be explained separately in the text or charts of that chapter.

1.03.4 Information Restatements

There are no information restatements in the 2025 Sustainability Report of Richmond International Travel Service Co., Ltd.

1.03.5 External Assurance

To ensure the timeliness of information disclosure and the effective use of internal resources, this year's sustainability report has not been externally verified or assured by an independent third-party organization. We are committed to ensuring that all disclosed information is as detailed and accurate as possible. In the future, the company will continuously evaluate the feasibility of introducing external assurance to strengthen the credibility of the report.

1.03.6 Responsible Unit for Sustainability Report

Richmond Tours welcomes feedback and suggestions from all stakeholders; your valuable opinions are the driving force for our continuous improvement. If you have any questions or comments about the content of this report, please contact us through the following channels:

Responsible Unit: Spokesperson
Contact Person: Ching-Liang Lee, Vice President
Contact Number: (02) 7734-9628
Email: investor-relations@richmond.com.tw
Company Address: 4F., No. 85, Sec. 2, Nanjing E. Rd., Zhongshan Dist., Taipei City

2. Sustainable Operations

2.01 Sustainable Development Strategy

Since our establishment in 1988, "Conscience and Responsibility" has always been the cornerstone of Richmond Tours' steady operations. In the value chain of the tourism industry, Richmond plays the role of a "key industry integrator". This position endows us with unique influence and also entrusts us with the heavy responsibility of leading the industry toward sustainability. We are not just itinerary planners, but also transmitters and practitioners of the sustainability concept. We deeply understand that every journey is closely linked to the Earth's resources. Therefore, we embed sustainability DNA into every aspect of our operations:

In supply chain management, we not only evaluate price and quality, but also incorporate ESG (Environmental, Social, and Corporate Governance) standards into our supplier selection criteria. We prioritize cooperation with airlines, hotels, and attractions that also value environmental protection, support local communities, and treat employees well, jointly building a "responsible supply chain". This is not just a moral choice, but a strategic investment to reduce operational risks and enhance brand resilience.

In product design and customer communication, we are committed to promoting "Green Tourism". From the tour leader warmly reminding travelers to bring their own toiletries before departure, to arranging environmentally friendly experiences during the trip, we invite every Richmond traveler to become a responsible traveler. We believe that a truly wonderful journey is one that satisfies the desire to explore while also protecting our shared home.

2.02 Mechanism for Promoting Sustainable Development

2.02.1 Governance Structure for Promoting Sustainable Development

The company has established a Sustainable Development Promotion Committee, under which there are the Corporate Governance Group, Sustainable Environment Group, Social Welfare Group, and Sustainable Information Disclosure Group. We have formulated the "IC-MR-963 Sustainable Development Promotion Committee Organization Regulations" and "IC-MR-964 Sustainable Information Management Operating Procedures", overseen by Director Chen Xuan-Rong.

2.02.2 Operations

The company attaches great importance to the risk assessment of environmental, social, and corporate governance issues related to operations. They are raised in operational meetings depending on the degree of risk to respond to various sustainable development issues and challenges.

2.03 Board of Directors and Functional Committees

2.03.1 Role and Achievements of the Board in Sustainable Governance

2.03.1.1 Role in Sustainable Governance and Supervision

1. Board Supervision of Sustainability Projects

The Board of Directors is responsible for guiding long-term business strategies and holds supervisory responsibilities. Every year, the Sustainable Development Promotion Committee formulates sustainability strategies based on material topics and the company's vision, reports them to the Board, and publishes relevant policies upon approval.

The company regularly tasks the Sustainable Development Promotion Committee with conducting material topic assessments annually. By distributing material topic questionnaires to internal executives and stakeholders, we investigate the impacts of various ESG issues on the economy, environment, and people, analyze the material topics of the year, and report them to the Board. Each subgroup drafts sustainability project guidelines, risk assessments, and countermeasures, holds regular meetings to review risk changes and management status, and reports the execution status back to the Committee, which then consolidates the information for the Board.

2. Sustainability Reporting Management

Every year, each subgroup collects relevant content and data, verifies the information, and the Chairman's Office consolidates it. It is submitted to the Board of Directors for review annually and published upon approval.

2.03.1.2 Performance Evaluation of Sustainable Management Supervision

Board Performance Evaluation

To implement corporate governance and enhance board functions, the company has established Board Performance Evaluation Guidelines. Annual self-evaluations of the Board, functional committees (including the Audit and Remuneration Committees), and individual directors are conducted regularly. The evaluation covers attitudes toward sustainable operations, professional competency, duty recognition, participation in company operations, internal control, and continuous education. In 2025, the overall self-evaluation results for the Board and functional committees were "Excellent" and reported to the Nomination Committee and the Board.

The performance evaluation includes three main aspects:

1. **Professional Competency and Decision-making Efficacy:** 4 independent directors with diverse professional backgrounds in taxation, law, finance, and accounting.
2. **Supervision of Enterprise Internal Control:** Established Audit and Risk Committees to discuss strategies, operations, and major events regularly. A Risk Management Committee at the senior management level monitors overall risk policies, enabling the Board to grasp and assess enterprise goals effectively.
3. **Attitude Toward Sustainable Operations:** Established a Sustainable Development Committee, jointly promoted by the Chairman and managers, reporting execution to the Board regularly. ESG audit indicators are included in managers' performance evaluations.

2.03.1.3 Continuous Education on Sustainable Development

The company arranges continuing education courses for directors annually to improve their knowledge on ESG topics. In 2025, the total training hours for all directors reached 51 hours, averaging over 6 hours per director, exceeding the regulatory suggestion.

Type	Date	Course / Seminar Name	Hours
Physical Course	2025/12/10	The Trump Effect on ESG and Sustainable Governance	3 Hours
Forum / Seminar	2025/07/09	2025 Cathay Sustainable Finance & Climate Change Summit	6 Hours

2.03.2 Board Structure and Operations

2.03.2.1 Members and Diversity

The term of the current Board is from June 12, 2024, to June 11, 2027, composed of 8 directors (including 4 independent directors), with 1 female director, accounting for 12.5%. For detailed information on individual members (e.g., gender, age, concurrent positions), please refer to pages 7-9 of the Shareholders' Meeting Annual Report.

Item	Category	Percentage
Gender	Male	87.5%
	Female	12.5%
Age	29 (inclusive) or below	0%
	30-50 years old	25%
	51 (inclusive) or above	75%

2.03.2.2 Operations

The company fundamentally convenes board meetings once a quarter. In 2025, 4 regular board meetings and 3 extraordinary board meetings were held cumulatively, with an average attendance rate of 100%.

2.03.2.3 Nomination and Selection

The company adopts a candidate nomination system for board members. 8 persons are elected by the shareholders' meeting. The term is 3 years. Selection criteria encompass independence, professional background, relevance to operations, and diversity considerations.

2.03.2.4 Avoidance of Conflict of Interest

The Chairman of the company does not concurrently hold a senior management position. Clear rules on conflict of interest are stated in the rules of procedure. Directors must explain any conflicts and recuse themselves from voting if company interests may be harmed. Directors and managers must complete annual related-party transaction declarations.

2.03.2.5 Remuneration Policy

1. Board Remuneration Structure and Determination Process: Remuneration includes salaries, bonuses, and special allowances, given based on position, responsibilities, industry levels, and performance contributions. The Remuneration Committee evaluates these and the Board approves them to balance sustainable operations and risk control.
2. Resignation and Retirement Policy: Notice periods align with local labor laws. Severance calculations do not differ from other employees. No other payments or benefits are given upon resignation.

2.03.3 Functional Committees Structure and Operations

1. Remuneration Committee: Consists of 4 members (all independent directors), gender ratio 100:0 (Male:Female). Held 5 meetings in 2025 with 95% attendance.
2. Audit Committee: Consists of 4 members, gender ratio 100:0. Held 6 meetings in 2025 with 95.83% attendance.

3. Stakeholders and Material Topics

3.01 Stakeholder Engagement

Based on the five principles of the AA1000 Stakeholder Engagement Standard (SES) (Dependency, Responsibility, Influence, Diverse Perspectives, Tension), the company identified four major stakeholder categories: Shareholders/Investors, Customers/Travelers, Employees, and Suppliers/Partners. We maintain good interactions through regular communication mechanisms.

Stakeholder	Communication Channels	Frequency	Main Topics of Concern	Responsible Unit
Shareholders / Investors	Shareholders' Meeting, Briefings, Annual Report, MOPS, Website Investor Section	Quarterly / Annually	1. Sound board structure and governance 2. Long-term profitability and financial performance 3. Effective risk management (e.g., geopolitics, pandemic) 4. Transparency of info disclosure 5. Integrating ESG into core strategies 6. Sustainable tourism strategies under climate change 7. Good talent attraction and retention	Finance Dept.

Customers / Travelers	Customer Service Line, Website & Social Media, Satisfaction Surveys, Direct Tour Leader Comms	Daily	1. Transparent info and reasonable prices 2. Privacy and data protection 3. Convenient grievance/service channels 4. Personal safety and health during travel 5. High-quality services meeting expectations 6. Respect for local cultures 7. Promotion of green tourism 8. Positive economic impact on local communities	Customer Service Dept.
Employees	Dept. Meetings, Suggestion Boxes, Performance Reviews, Training, Welfare Committee	Daily	1. Integrity culture and transparent communication 2. Sound risk management system 3. Competitive salaries and fair appraisals 4. Occupational safety and health (especially for field staff/leaders) 5. Training and career development 6. Gender equality and non-discrimination 7. Internal energy saving and recycling 8. Green travel product development	HR, All Depts., Welfare Comm.

Suppliers / Partners	Supplier Evaluations, Contracts, Regular Meetings, Industry Events	Annually	1. Fair and transparent selection 2. Smooth cooperation and communication 3. Contract compliance and integrity 4. Steady financial and risk control 5. Joint maintenance of traveler safety and quality 6. Compliance with sustainability standards 7. Joint development of sustainable products	Product Dept.

3.02 Process for Determining Material Topics

To ensure this report accurately responds to stakeholder expectations, we follow GRI guidelines to establish a strict three-step identification process:

Step 1: Identify Relevant Topics: Collect sustainability topics related to the tourism industry from global trends, GRI standards, peer benchmarks, and internal meetings to create a candidate list covering E, S, and G aspects.

Step 2: Topic Analysis and Prioritization: Through "Material Topic Questionnaires", we invite stakeholders to score candidates. We map them on a matrix based on:
Y-axis: Degree of influence on stakeholders (questionnaire scores).
X-axis: Degree of impact on Richmond's operations (internal executive assessment).

Quantitative Score of Material Topics' Impact on Operations

Stakeholder Category	Topic	Impact on Operations Score (1-5)	Stakeholder Concern Level (Avg. Score)
A. Travelers / Customers	1. Transparent travel itinerary information and reasonable prices	5	4.83
	2. Protect personal booking data from leakage or abuse	5	4.87
	3. Provide diverse and convenient grievance or customer service channels	3	4.77

	4. Ensure personal safety and health during travel	5	4.88
	5. Provide high-quality travel services and experiences that meet expectations	5	4.84
	6. Itinerary arrangements respect and maintain the culture of travel destinations	3	4.84
	7. Travel agency promotes green tourism or environmental protection concepts	2	4.59
	8. Itinerary planning can bring positive economic benefits to local communities	2	4.58
B. Employees	1. The company has a culture of integrity management and transparent communication channels	5	4.57
	2. The company has a sound risk management system (e.g., pandemic response)	5	4.6
	3. Provide competitive and fair salary, welfare, and performance appraisal system	5	4.47
	4. Value employees' occupational safety and physical/ mental health (especially field staff/tour leaders)	5	4.5
	5. Provide comprehensive training and diverse career development opportunities	3	4.45
	6. The company develops or promotes environment-friendly green travel products	2	4.61
	7. Create a gender-equal, non-discriminatory, friendly work environment	4	4.64
	8. The company promotes internal environmental measures like energy saving, carbon reduction, and waste sorting	1	4.6
C. Suppliers / Partners	1. Have fair, transparent supplier selection and honest partnerships	5	4.89
	2. Smooth cooperation process, effective and real-time communication channels	5	4.87

	3. Abide by the spirit of the contract and maintain honest partnerships	5	4.89
	4. Possess robust financial and risk control capabilities	5	4.87
	5. Jointly maintain traveler safety and service quality during the journey	5	4.89
	6. Richmond Tours requires or encourages its supply chain partners to comply with sustainability standards	4	4.91
	7. Require or encourage supply chain partners to meet sustainability standards	3	4.89
D. Shareholders / Investors	1. Sound board structure and effective corporate governance mechanism	5	5
	2. Long-term profitability and robust financial performance of company operations	5	5
	3. Effective risk management strategies (e.g., responding to geopolitics, pandemics)	5	5
	4. Integrate ESG into the company's core operating strategy	4	4.75
	5. Strategies and opportunities for the company to develop sustainable tourism under climate change	4	4.75
	6. Transparency and timeliness of external information disclosure	5	5
	7. Good talent attraction and retention mechanism	4	4.75

Step 3: Map and Confirm Material Topics: Topics falling in the upper right "High Materiality Zone" are officially listed as material topics for the year after ESG Committee review.

3.03 List of Material Topics

Through the systematic process, we confirmed 11 material topics for 2025.

2025 Material Topics	Previous Year Topics	Change Note

Travel Safety and Health	Travel Safety and Health	No Change
Sound Board Structure & Governance	Sound Board Structure & Governance	No Change
Customer Privacy and Information Security	Customer Privacy and Information Security	No Change
Effective Risk Management Strategies	Effective Risk Management Strategies	No Change
Long-term Profitability & Financial Performance	Long-term Profitability & Financial Performance	No Change
High-Quality Travel Services and Experiences	High-Quality Travel Services and Experiences	No Change
Requiring/Encouraging Suppliers to meet ESG standards	Requiring/Encouraging Suppliers to meet ESG standards	No Change
Gender Equality & Non-discriminatory Workplace	Gender Equality & Non-discriminatory Workplace	No Change
Smooth Cooperation and Communication Channels	Smooth Cooperation and Communication Channels	No Change
Occupational Safety & Health (especially field staff)	Occupational Safety & Health (especially field staff)	No Change
Integrity Management Culture and Transparent Comms	Integrity Management Culture and Transparent Comms	No Change

3.04 Management of Material Topics

ESG Aspect	Material Topic	GRI Standards Mapping	Corresponding Chapter
Governance (G)	Long-term profitability and financial performance	GRI 201, GRI 205	4.01 Economic Performance
Social (S)	Customer Privacy and Info Sec	GRI 418	4.06.2 Customer Privacy
Governance (G)	Sustainable Supply Chain	GRI 417	4.08.2 Marketing and Labeling
Social (S)	Traveler Safety and Health	GRI 417	4.08.2 Marketing and Labeling
Social (S)	Excellent Service and Quality	GRI 416, 417, 418	4.08.1 Customer Health & Safety

Social (S)	Talent Attraction & Employee Care	GRI 401, 403, 404	5.01.4 Employee Rights, 5.02.1 OSH
Environment (E)	Climate Change & Energy Management	GRI 302, 305	6.01 Climate Change

4. Governance

4.01 Economic Performance

4.01.1 Direct Economic Value Generated and Distributed

In 2025, the company's total revenue was NT$ 6,726,161 thousand, and the net profit after tax was NT$ 184,681 thousand, with an EPS of NT$ 3.94. For other financial performance details, please refer to the company's consolidated financial statements.

Financial Performance (In Thousands of NTD)	
Total Assets	2,994,226
Debt Ratio	60.72%
Equity Ratio	39.28%

4.01.2 Defined Benefit Plan Obligations and Other Retirement Plans

The pension system applicable under the "Labor Pension Act" is a defined contribution plan managed by the government. 6% of the employee's monthly salary is contributed to individual accounts at the Bureau of Labor Insurance. In 2025, the recognized pension expense was NT$ 10,773 thousand.

4.01.3 Financial Assistance from the Government

The company received no financial subsidies from the government in 2025.

4.02 Integrity Management

The company has established "Ethical Corporate Management Best Practice Principles" and explains its integrity policy to trading counterparts during business execution.

4.02.1 Integrity Management Philosophy, Policy, and Code of Conduct

We established our policies referring to standard examples. 100% of new employees sign employment agreements covering this, and 100% of governance bodies and management are audited annually.

4.03 Communication Channels and Grievance Mechanism

To promptly mitigate negative impacts, we established grievance mechanisms. When stakeholders discover potential issues, they can report them.
Reporting Email: investor-relations@richmond.com.tw
Written Report: Audit Office, Richmond Tours, 4F., No. 85, Sec. 2, Nanjing E. Rd., Zhongshan Dist., Taipei City. Independent investigation units are set up to ensure fairness.

4.04 Risk Management

4.04.1 Risk Management Mechanism

1. Mechanism: We have an "Internal Control System" covering all operations and execute internal audits. Important crises are commanded by the General Manager or appointed representatives.
2. Risk Management Process: (Example: Info Sec)
- *Identification:* Mapping the data lifecycle from website booking to partners.
- *Assessment:* Recognizing risks of unauthorized access or leakage.
- *Control:* Technical controls (Firewalls, WAF, HTTPS, Vulnerability scans). Organizational controls (Three lines of defense, Principle of Least Privilege, physical document locks).
- *Communication:* Audit Office regularly checks procedures.

4.04.2 Regulatory Compliance

In 2025, there was 1 major violation (fines exceeding NT$ 30,000) related to the Labor Standards Act (wages and overtime) at the Head Office. The fine was NT$ 90,000, and corrective actions complying with regulations have been taken.

4.05 Information Security

4.05.1 Info Sec Management

We established standard procedures for reporting incidents via the Information Security Committee, aiming for resolution within target times and post-incident analysis.

4.05.2 Customer Privacy Protection

To protect online privacy, we comply with the "Personal Data Protection Act" of Taiwan and enforce strict privacy policies internally.

4.06 Participation in Associations

The company continuously participates in business-related associations and organizations to exchange industry knowledge, information, and practical experience with peers and professionals, aiming to respond to international trends and elevate industry standards together.

Association / Organization	Membership Status
Third Wednesday Club	Sponsor Member
Taiwan Association of Listed Companies	Member
Minchuan Rotary Club	Member
Rotary Club of Taipei North	Member
Nanmen Rotary Club	Member
Changhua County Small and Medium Enterprise Association	Member
Shengdu Rotary Club	Member
Happiness Academy Association	Member
Changhua County Joy Polio Care Association	Member
Travel Quality Assurance Association	Member
Taipei Association of Travel Agents	Member
New Taipei City Association of Travel Agents	Member
Taoyuan Association of Travel Agents	Member
Hsinchu City Association of Travel Agents	Member
Taichung Association of Travel Agents	Member
Central Region Class A Travel Agency Fellowship	Member
National Managers Association	Member
Tainan Association of Travel Agents	Member
Changhua Association of Travel Agents	Member

Kaohsiung Association of Travel Agents	Member
Yilan Association of Travel Agents	Member

4.07 Product Management

4.07.1 Customer Health and Safety

Traveler safety is our core priority ("Safety First, Service Foremost"). We have internal emergency response guidelines approved by top management, proven by our long-term solid safety record.

4.07.2 Marketing and Labeling

On Sep 19, 2025, we earned the "Silver Green Travel Agency" label from the Ministry of Environment, covering green procurement, waste reduction, and green itineraries. We are also the first Taiwanese travel agency to purchase Sustainable Aviation Fuel (SAF) in partnership with the Lufthansa Group. Additionally, we obtained Muslim-friendly travel agency certification in 2023.

5. Social

5.01 Human Resources Development

5.01.1 Human Rights Policy and Commitment

The company references international norms (UDHR, UN Global Compact, ILO) to formulate internal human rights policies protecting employees and stakeholders. We conduct annual human rights training. Zero human rights violation incidents occurred in 2025.

5.01.2 Human Resources Structure

5.01.2.1 Employee Structure

As of the end of 2025, the total number of employees was 384, with a male-to-female ratio of 38.54% to 61.46%. Female managers account for 35.71% of all management roles.

Gender	Full-time	Part-time	Total
Male	148	-	148
Female	232	4	236
Total	**380**	**4**	**384**

Employees by Region (Taiwan)

Region	Full-time	Part-time	Total
Taipei	209	4	213
New Taipei	12	-	12
Zhongli	16	-	16
Hsinchu	16	-	16
Taichung	61	-	61
Changhua	5	-	5

Chiayi	2	-	2
Tainan	14	-	14
Kaohsiung	41	-	41
Yilan	4	-	4

6. Environment

6.01 Climate Change

1. Climate Supervision and Governance Structure: We are formulating plans to integrate climate factors into governance and business strategies to address climate uncertainties.
2. Climate Strategy: Assessing potential operational and financial impacts of climate risks and opportunities.
3. Risk Identification: Evaluating how to integrate climate risks into the overall risk management system.
4. Scenario Analysis: Referencing IPCC AR6 scenarios (SSP1 to SSP5) to review physical and transition risks.
5. Metrics and Targets: Currently formulating short, medium, and long-term indicators (GHG, energy, water). No internal carbon pricing or specific climate targets have been set yet.

6.02 Greenhouse Gas Management

6.02.1 Strategy, Methods, and Targets

We use a fixed base year approach, setting 2026 as the base year for Scope 1 and Scope 2 inventory according to GHG Protocol standards (Scope 3 is temporarily undisclosed). Calculations primarily use the "Emission Factor Method", converted to CO_2e (metric tons).

6.02.2 GHG Emissions

Direct GHG Emissions (Scope 1): Includes official vehicles (diesel, gasoline), air conditioning refrigerants, and septic tanks. Total Scope 1 emissions in 2025: **28.0228 tons CO_2e**.
Indirect GHG Emissions (Scope 2): Purchased electricity. Total Scope 2 emissions in 2025: **239.7236 tons CO_2e**.
Scope 3: Not disclosed for 2025.

7. Appendix

7.01 Appendix I: GRI Content Index

Statement of Use: Richmond Tours has reported in accordance with the GRI Standards for the period January 1, 2025 to December 31, 2025.
GRI 1 Used: GRI 1: Foundation 2021

GRI Standard	Disclosure	Corresponding Chapter
GRI 2: General Disclosures 2021		
2-1	Organizational details	1.02 About the Company
2-2	Entities included in sustainability reporting	1.03.3 Reporting Boundary and Scope
2-3	Reporting period, frequency and contact point	1.03.2 & 1.03.6
2-4	Restatements of information	1.03.4 Information Restatements
2-5	External assurance	1.03.5 External Assurance
2-6	Activities, value chain and business relationships	1.02 About the Company
2-7	Employees	5.01.2.1 Employee Structure
2-9	Governance structure and composition	2.02.1, 2.03.2.1, 2.03.3
2-10	Nomination and selection of the highest governance body	2.03.2.3 Nomination and Selection
2-12	Role of the highest governance body in overseeing impact management	2.03.1.1 Role in Sustainable Governance
2-15	Conflicts of interest	2.03.2.4 Avoidance of Conflict of Interest
2-17	Collective knowledge of the highest governance body	2.03.1.3 Continuous Education
2-18	Evaluation of the performance of the highest governance body	2.03.1.2 Performance Evaluation

2-19 / 20 / 21	Remuneration policies / Process / Ratio	2.03.2.5 Remuneration Policy
2-22	Statement on sustainable development strategy	2.01 Sustainable Development Strategy
2-23 / 24	Policy commitments / Embedding	4.03.1 Integrity, 5.01.1 Human Rights
2-26	Mechanisms for seeking advice and raising concerns	4.04 Grievance Mechanism
2-27	Compliance with laws and regulations	4.04.2 Regulatory Compliance
2-28	Membership associations	4.06 Participation in Associations
2-29	Approach to stakeholder engagement	3.01 Stakeholder Engagement
GRI 3: Material Topics 2021		
3-1 / 3-2 / 3-3	Process / List / Management of material topics	3.02 / 3.03 / 3.04
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	4.01 Economic Performance
201-3	Defined benefit plan obligations	4.01 Economic Performance
201-4	Financial assistance received from government	4.01 Economic Performance
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	6.02.2 GHG Emissions
305-2	Energy indirect (Scope 2) GHG emissions	6.02.2 GHG Emissions
305-5	Reduction of GHG emissions	6.02.1 GHG Strategy and Targets
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	2.03.2.1, 5.01.3
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy	4.05.2 Customer Privacy Protection

7.02 Appendix II: Climate-Related Information

Item	Content	Corresponding Chapter
1	Describe board and management oversight of climate-related risks and opportunities.	6.01 Climate Change
2	Describe how identified risks/opportunities impact business, strategy, and finance.	6.01 Climate Change
4	Describe how climate risk identification is integrated into overall risk management.	6.01 Climate Change
5	Scenario analysis parameters, assumptions, and major financial impacts.	6.01 Climate Change
9-1-1	Company GHG inventory information for the past two years.	6.02.2 GHG Emissions