

A pair of hands is shown holding a circular globe of vibrant green grass. The background is a soft-focus bokeh of warm, golden-yellow and light green circles, suggesting a bright, sunny outdoor setting. The overall mood is positive and environmentally conscious.

**wistron**<sup>®</sup>

**Wistron ITS**

# **2020 Wistron ITS CSR Report**



## Editorial Policy

This is the Report on Corporate Sustainability and Social Responsibility published by Wistron Information Technology Services (Wistron ITS). The original report has been published in Chinese and can be found on the official Company website ([www.wistronits.com](http://www.wistronits.com)). Corporate Social Responsibility (CSR) is the transparent disclosure of data, allowing stakeholders that care about Wistron ITS a better understanding of various CSR performances and results during 2020.

### Period Covered

The Wistron ITS CSR report is published once a year. This report discloses various CSR commitments, strategies, principles, key issues, responses, and performances during the calendar year of 2020 (January 1 to December 31, 2020). The 2019 report was published in June 2020.

### Scope and Boundary

The scope of this report covers Wistron ITS Taiwan & China:

Wistron ITS Taiwan Offices

Wistron ITS China Offices

The scope of the data in this report covers economic, environmental, and social performance. The methods of calculation are detailed in each chapter. The timeframe of this report is consistent with the public annual report published by the company. The fiscal figures and relevant information utilized in this report are based on the consolidated financial report of the company. The other data in this report are limited to Taiwan and China

### Guideline for Report

This report was written with reference to the GRI Standards developed by the Global Reporting Initiative (GRI), and it complies with the requirements disclosed in 'Core'. This will be verified by a third-party if required.

### Feedback

Should there be any questions, comments, or suggestions regarding this report, feel free to let us know through the following channels:

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# Performance Summary

## Performance at a Glance

Aspects	Performance Index	Unit	2019	2020
Economy	Total Revenue	NT\$ million	5,323	5,101
	Earnings per Share	NT\$	6.23	7.06
Environment	Greenhouse Gas Emissions	Metric Ton of Carbon Dioxide Equivalent (CO2e)	510.24	560.06
	-Category 1		0	0
	-Category 2		510.24	560.06
	GHG Emissions per Revenue	Thousand Metric Ton/NT\$ billion	0.096	0.11
	Water Consumption	Cubic Meter	5,586	4,063
	Water Consumption per Revenue	Thousand Metric Ton/NT\$ billion	1.05	0.80
	Waste Total	Metric Ton	15.1	22.2
Waste per Revenue	Metric Ton/NT\$ billion	2.84	4.35	
Society	Supervisor Percentage: Local vs. Total	Percentage (%)	99.9	99.9
	Supervisor Percentage of Department Head and above for Locals	Percentage (%)	99.9	99.9
	Total Social Investment	NT\$ 10,000	40	20



## A Message from the Chairman & CEO

2020 was a year of challenges. As the COVID-19 pandemic swept the globe, Wistron ITS quickly adapted to safeguard the health of our employees, developing a health monitoring system, and implementing plans for prevention, control and returning to work. We also rolled out flexible and diverse working modes in collaboration with our clients, supporting them as they faced the changes brought on by the pandemic, which enabled revenues to return to normal very quickly. Although our annual revenue slightly decreased due to the pandemic and a strong New Taiwan Dollar, we worked hard to optimize our overall operations and management performance, and ultimately met the expectations of our shareholders by delivering a higher profit than previous years.

As we are committed to corporate sustainability, apart from focusing on our main business operations and continuing to deliver the best possible performance, we have also been placing our efforts into the environment, society, and corporate governance. In regards to the environment, we pay close attention to the issue of climate change, and have undertaken climate change risk management. We have set goals for reducing greenhouse gases, and reinforced our energy control and management systems to reduce our overall electricity use, as well as enforced energy-saving measures throughout the company. We have advocated for taking action to protect the environment, and called on our employees and their families to participate in trail cleanups, beach cleanups, tree planting fundraisers, and desertification prevention, among other activities. In addition, we have also enforced waste sorting and recycling on company premises.

In regards to society, we are focused on creating a happy work environment and promoting social participation. As a provider of information technology services, Wistron ITS' employees are our most valuable assets. We value human resource development, and strive to create a friendly work environment. We have established an employee service center and optimized our systems and procedures with our employees in mind, aiming to improve employee experience and allow them to shine. As a corporate citizen, the focus of our social participation is to protect the environment and help underprivileged groups, echoing three of the United Nations' Sustainable Development Goals: Good Health and Well-being, Life on Land, and Life Below Water. In 2020, Wistron ITS leveraged our advantage in information technology services, and began to provide computer programming courses at elementary schools in rural areas, offering children in these areas the opportunity to learn about programming and cultivate logical thinking.

In regards to corporate governance, we are concentrated on building an effective corporate governance framework, protecting shareholder interests, enhancing the functionality of the Board of Directors, as well as respecting the rights and interests of stakeholders and increasing transparency. We have been gradually rolling out various regulations and solutions to improve corporate governance quality and effectiveness, in order to ultimately maximize shareholder interests and ensure corporate sustainability.

Information technology services are the heart of Wistron ITS' business operations; as such, we value information security and the protection of client privacy. Information management ensures the stable operation of the Wistron ITS corporation, and we are committed to guaranteeing information security for our clients. This report details how Wistron ITS continues to monitor and review our

information management performance through institutionalized, documentarized, and systematic management processes.

Looking ahead at 2021, Wistron ITS expects revenue growth to resume to normal, and profits to continue rising steadily. While we are working to actively improve our operational performance, we will also strive to protect the environment and care for the society, responding to stakeholder needs with authenticity. We will continue to bring positive impact to society and make the world a better place, operating our business in a sustainable way that allows the economy, the environment, and society to thrive together.

*Ching*

Ching Hsiao,  
Chairman & CEO

Wistron Information Technology & Services Inc.





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