Corporate Sustainability and Social Responsibility Management

Corporate Sustainability and Social Responsibility Policy

In order to fulfill our corporate social responsibility and contribute to economic, environmental, and social progress for sustainable development, the Board of Directors of Wistron ITS adopted the "Code of Practice for Corporate Social Responsibility" in May 2016. We have committed our company to actively practice corporate social responsibility while engaging in business operations in line with international development trends, and to enhance national economic contributions, improve the quality of life of employees, communities, and society through corporate citizenship, and promote a corporate responsibility-based competitive advantage.

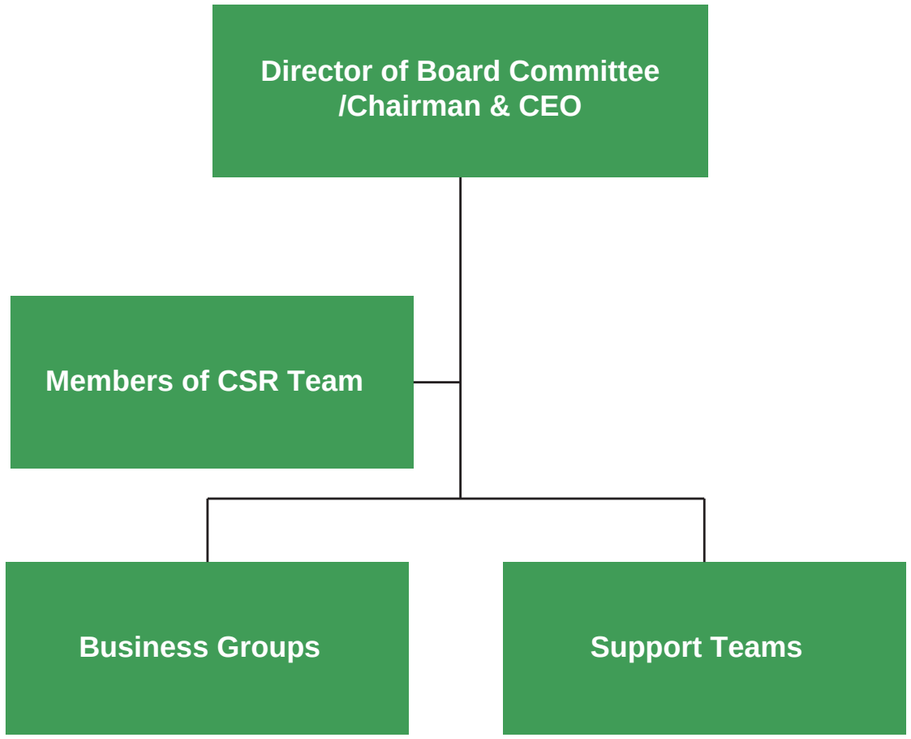
In fulfilling our corporate social responsibility, we pay attention to the rights and interests of our stakeholders. In the pursuit of sustainable development and profitability, we care for the environment, the environment, the environment and the environment. Social and corporate governance factors are incorporated into the company's management policies and operational activities. Wistron ITS approaches CSR from the perspective of key stakeholders (clients, employees, shareholders, government, and society/environment) and divides CSR into three levels. The first level is to focus on our business and treat our customers, colleagues, and shareholders well. The second level is to comply with government regulations to promote the development and growth of the industry and the country. The third level is to protect the natural environment and give back to the community.

Wistron ITS Corporate Sustainability and Social Responsibility Practices

For sound CSR management, we have established the Corporate Sustainability and Social Responsibility Promotion Committee, which serves as Wistron ITS's top corporate sustainability and social responsibility management unit. The committee is chaired by the Chairman of the Board of Directors and the CEO, with members from each business group and support unit serving as first-level managers to ensure CSR implementation and execution and to report regularly to the Board of Directors. At the same time, based on the spirit of continuous improvement, we plan and execute internal audits every year to review whether the system is in compliance with the operational requirements

of the management system and report the operational performance to senior management.

CSR Management System Implementation Committee



Corporate Sustainability and Social Responsibility Operational Mechanisms

Wistron ITS's corporate sustainability and social responsibility is promoted by the Corporate Sustainability and Social Responsibility Promotion Committee, which implements social responsibility based on the four principles set forth by Wistron ITS. The business and support units will implement social responsibility in their daily operations. We will go beyond local regulations and social ethical standards and continue to develop high-quality services while considering the environment, employee health and safety, and human rights in order to protect the rights and interests of our stakeholders. We also expect our corporate social responsibility to be implemented and continuously improved to create a sustainable business model.

Risk Assessment on Significant Issues for Wistron ITS

In accordance with the materiality principle, Wistron ITS conducts risk assessments of important CSR issues and, based on the assessed risks, establishes the following relevant risk management policies or strategies:

Significant Issue	Risk Assessment Item	Risk Management Policies or Strategies
Environmental Climate Change Risk Management	Environmental Protection and Ecological Conservation	The information services sector is the most important target for climate change mitigation, with energy use being the most important. Every year, Wistron ITS tracks its energy usage in Taiwan and China and sets energy usage reduction targets. In response to climate change, Wistron ITS continues to track the financial impact of various physical risks (such as natural disasters) every year and conducts reviews and improvements. The Company is in the information service industry and has no physical products that have an impact on the environment. However, the Company still considers the legal requirements and management status, formulates plans and programs for implementation, and regularly tracks and reviews the progress of each project to ensure that objectives are met. We are committed to improving the efficiency of resource utilization and reducing the burden on the environment by implementing waste separation and recycling, gradually adopting a paperless work environment, and initiating environmental protection activities such as mountain and beach clean-ups.
Society	Service Quality	In order to ensure the quality of customer service and enhance customer satisfaction, we have set up a customer service hotline and communication website and regularly conduct customer service satisfaction surveys every year to strengthen the cooperation relationship with our customers and become the cornerstone of sustainable development through a mutually beneficial relationship with our customers.
Governance	Socio-economic and Legal Compliance	Through the establishment of a governance organization and the implementation of internal control mechanisms, we ensure that all our personnel and operations comply with relevant laws and regulations.

Response to UN Sustainable Development Goals

In 2015, the United Nations adopted Sustainable Development Goals (SDGs), which set out 17 issues and targets related to global sustainable development. Wistron ITS recognizes and supports the SDGs and comprehensively examines the relevance of the SDGs to Wistron ITS's operations, focusing and responding to the following:

Life on Land

Wistron ITS advocates environmentally friendly actions, initiating mountain cleaning activities, raising funds for tree planting, implementing waste separation and recycling, and gradually adopting a paperless work environment.

Life below Water

Wistron ITS advocates environmentally friendly actions, initiating beach cleaning activities.

Climate Action

Each year, Wistron ITS identifies its greenhouse gas emissions, identifies and ranks the relevant risks through a climate change risk matrix, evaluates the possible impact of key risk factors on Wistron ITS' operations, and takes stock of strategies to address them.

Responsible Consumption & Production

Wistron ITS implements energy management, greenhouse gas emissions management, water resource management and waste management, with sustainable production as the basis of operations.

Decent Work and Economic Growth

Wistron ITS is committed to the sustainable growth of operational performance, providing a compensation and benefits system that is superior to the Labor Standards Act, creating an inclusive and friendly workplace environment, and providing employee consultation through the Talent Recruitment and Employee Service Center and the 8855 hotline.

Good Health & Well-being

Internally, Wistron ITS has set up a Talent Recruitment and Employee Service Center to care for its employees and provide annual health check-ups, with dedicated staff responsible for labor safety and hygiene management. Externally, Wistron ITS regularly organizes social care activities, such as blood donation, charity sales, and sponsorship of underprivileged students.

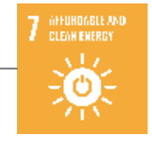
Quality Education

Wistron ITS has established a comprehensive education and training framework, offering training courses for different job levels with external lecturers. This is to help employees develop their potential and find the best job fit. We also leveraged our professional expertise to offer programming lessons to schoolchildren in rural areas.

Gender Equality

There are breast-feeding rooms at Wistron ITS and the ratio of men to women in supervisory positions is equal. The relevant rules and regulations are based on the principles of respecting human rights and preventing sexual harassment and discrimination.

Affordable & Clean Energy



Wistron ITS has long promoted electricity conservation, making good use of natural lighting in the office environment and using energy-efficient lighting fixtures to save energy and reduce carbon emissions.

SUSTAINABLE DEVELOPMENT GOALS

	SDGs	Objectives	Wistron ITS' Response and Actions to SDGs	Wistron ITS CSR Response Section
E-Environment		Affordable energy - Ensure that all people have access to affordable, reliable, sustainable, and modern energy.	Wistron ITS has long promoted electricity conservation, making good use of natural lighting in the office environment and using energy-efficient lighting fixtures to save energy and reduce carbon emissions.	Energy Management
		Responsible consumption and production - Ensuring sustainable consumption and production patterns.	Wistron ITS implements energy management, greenhouse gas emissions management, water resource management and waste management, with sustainable production as the basis of operations.	Energy Management Greenhouse Gas Emissions Management Water Resource Management Waste Management
		Climate action - Adopt emergency measures to cope with climate change and its impact.	Each year, Wistron ITS identifies its greenhouse gas emissions, identifies and ranks the relevant risks through a climate change risk matrix, evaluates the possible impact of key risk factors on Wistron ITS' operations, and takes stock of strategies to address them.	Climate Change Risk Management Greenhouse Gas Emissions Management

	SDGs	Objectives	Wistron ITS' Response and Actions to SDGs	Wistron ITS CSR Response Section
		Marine ecology - Conserve and maintain marine resources, terrestrial ecology, protect, preserve, and promote the sustainable use of territorial ecosystems, sustainable management of forests, combating desertification, halting and reversing land degradation, and halting biodiversity loss.	Wistron ITS advocates for environmentally friendly actions, organizing trail/beach cleanup activities, raising funds for tree planting, enforcing waste sorting and recycling, reducing plastic use, and gradually adopting a paperless work environment.	Social Engagement
S - Society		Health and well-being - Ensure health and promote the well-being for people of all ages.	Internally, Wistron ITS has set up a Talent Recruitment and Employee Service Center to care for its employees and provide annual health check-ups, with dedicated staff responsible for labor safety and hygiene management. Externally, Wistron ITS regularly organizes Social Participation and Care activities, such as blood donation, charity sales, and sponsorship of underprivileged students.	Employee Health and Workplace Safety Social Engagement
		Educational quality - Ensure non-discriminatory, equitable and high quality education, and to promote lifelong learning.	Wistron ITS has established a comprehensive education and training framework, offering training courses for different job levels with external lecturers. This is to help employees develop their potential and find the best job fit. We also leveraged our professional expertise to offer programming lessons to schoolchildren in rural areas.	Talent Cultivation and Career Development Social Engagement

	SDGs	Objectives	Wistron ITS' Response and Actions to SDGs	Wistron ITS CSR Response Section
		Gender equality - Achieve gender equality and empower women.	There are breast-feeding rooms at Wistron ITS and the ratio of men to women in supervisory positions is equal. The relevant rules and regulations are based on the principles of respecting human rights and preventing sexual harassment and discrimination.	Staff Distribution and Diversity Employment and Salary Human Rights and Anti-Discrimination
G - Governance		Employment and economic growth - Sustainable growth in economic performance, so that employees have jobs that are suitable for them.	Wistron ITS is committed to the sustainable growth of operational performance, providing a compensation and benefits system that is superior to the Labor Standards Act, creating an inclusive and friendly workplace environment, and providing employee consultation through the Talent Recruitment and Employee Service Center and the 8855 hotline.	Operational Performance Innovation and Service Staff Turnover Employ Local Talent Employment and Salary Child and Underaged Workers Forced and Compulsory Labor Health Management and Benefits Open lines of communication.