

A close-up photograph of several hands stacked together in a circle, symbolizing teamwork and partnership. The hands are of various skin tones and are wearing business attire, including a blue and white striped shirt and a dark suit jacket. The background is a bright, out-of-focus window with a view of a cityscape, creating a bokeh effect with light blue and white circles.

Innovation and Partnerships



Innovation and Service

Improving Technical Services

In addition to the mainstream technologies that our clients are demanding, currently we are also foraying into new technologies such as AI, big data, cloud computing, IoT, and 5G application.

Keeping with our previous big data strategy, Wistron ITS is continuing work in big data warehousing, assisting our clients in digital behavior analysis, digital process optimization, and digital channel expansion, in order to help them personalize financial services and realize the idea of data-driven decision-making. Guided by the trends of financial technology, when collaborating with clients to develop systems, we have placed great emphasis on developments in areas such as big data, Open API (application programming interface), and enterprise middle platform construction. Thinking outside of the box, we have been breaking through the existing framework of the financial system, developing innovative application systems at rapid speed, and quickly making modifications according to market feedback data. This has allowed us to ensure that the functions and services we provide can meet the needs of our clients, and enhance the power of our digital services.

In addition, as 3D AR/VR (augmented reality/virtual reality), IoT, cloud computing, and AI/ML (machine learning) are trending in the industry, we plan to use our own IP to create real-time 3D visualization application products that integrate AR/VR, with the final goal of industrial automated production.

Research, Development, and Innovation (RD&I)

Wistron ITS has three main Research and Development Centers in Taipei, Wuhan, and Dalian, accumulating great RD&I capabilities in service of our Global

500 clients. Combining our experience collaborating with clients, our teams work together to brainstorm ideas and research technological trends. We have also established reward schemes to encourage project teams to bring out innovative solutions and explore different possibilities. Wistron ITS implements innovation with different strategies according to the aspects listed below:

• RD&I at the Project Team Level

As our project teams work and interact with clients on a daily basis, they fully understand the client' s industry and needs. Wistron ITS encourages our teams to formulate RD&I plans according to the client' s needs/pain points, helping the client gain advantages and create strategic value, which in turn allows Wistron ITS to improve our IT service capabilities and remain competitive. This client-centric innovation approach not only increases Wistron ITS' competitiveness, but also creates value for the clients in their target market. For example, we have successfully applied this approach in fields such as visualization, cloud migration, and industrial automation.

• RD&I at the Innovation Center Level

Wistron ITS is focused on RD&I in areas such as AI, big data, cloud, financial technology, IoT, 5G application, and AR/VR, conducting our research from a broader enterprise (client) perspective. For example, as 3D AR/VR, IoT, cloud computing, and AI/ML are trending in the industry, we have set goals in various aspects according to these trends, in order to establish the roles we can play as well as the value and services we can provide. We then formed small teams to construct proofs of concept (PoC). In long-term collaborations, we consider our clients' projects and needs, and combine them with current trends to build tangible results for our clients, in order to seek more business collaboration opportunities at a larger scale. In addition, we are able to leverage the innovative work of our Innovation Centers and add them into the client' s ecosystems for discussion. This allows us to substantially modify and complete PoC along with basic implementation plans, and implement



them in the client's business ecosystem. We have successfully applied this approach in areas such as IoT, 3D visualization, and multi-cloud integration.

▪ **RD&I at the Strategic Collaboration Level**

In the future, Wistron ITS will collaborate and interact with various partners and relevant business ecosystems through our Innovation Centers, in order to use our own IP to create real-time 3D visualization application products that integrate AR/VR, with the final focus of industrial automated production.

Digital transformations

In the midst of the digital transformation trend, Wistron ITS has continued to strengthen its internal digital transformation capabilities and goals. Currently, the digital transformation is divided into three stages: information digitization, digital upgrade and digital transformation. The three major directions are data commercialization, business digitization and digital governance, respectively, for optimization and transformation. The specific objectives are as follows.

Promote information applications:

closely follow the business needs and pain points, assist in sorting out the operation process, choose to develop/import suitable application systems, daily application system maintenance and operation, as well as data value-added application support; adopt the digital transformation method to reconstruct the application system with a platform idea.

Take care of the information environment:

maintain the proper operation of software, hardware, systems, networks and communications, regularly review the information environment in line with the Company's operational status, and flexibly adjust the resources of the infrastructure and reduce the impact of any unexpected events on daily operations.

Strengthen information security:

Cross-departmental cooperation to implement the necessary education, training and promotion to strengthen and internalize employees' awareness of information security, and to continuously strengthen the security of information software and hardware systems and network architecture.

Creating Service Value

In addition to our performance, we continue to improve the professionalism and quality of our information services. Since 2005, we have obtained CMMI (Capability Maturity Model Integration) Level 3, ISO 9001, ISO 27001 and TIPS certifications. By optimizing the use of intellectual property and systematically managing the company's intellectual property, it makes the company more competitive and increases clients' trust. In 2017, Wistron ITS further passed ISO20000 Information Technology Service Management System, ISO22301 Business Continuity Management System and many other ISO series certifications. As the same time, in 2020 Wistron ITS attained CMMI Level 5 certification, the highest level of certification offered by the CMMI Institute. This achievement illustrates that our capabilities in software development processes, organization, technology research and development, project management, solution delivery, and other areas meet the highest level of global standards. This marks Wistron ITS' software development, quality control, and service management standards as industry leaders.



Customer Service

Emphasis on Service Responsibility and Quality

To enhance the quality of our services, we also manage the quality of our services through customer satisfaction surveys and customer interviews. In 2021, there were no violations of laws and regulations in connection with the provision of our services.

Client Satisfaction Management

Client satisfaction is an important indicator of customer feedback on the services provided by Wistron ITS. We use clients' satisfaction evaluations and recommendations as the basis for internal operational improvements. At the same time, we are able to adjust the direction of our services in a timely manner in order to achieve maximum benefits for our customers. In order to enhance client satisfaction, we regularly collect client satisfaction data and suggestions through "Client Satisfaction Survey", and provide the relevant information and results to internal organizations for analysis, review and propose follow-up improvement measures to avoid the recurrence of similar problems, so as to maintain clients' trust in the quality of our products and services and become a long-term and trustworthy partner of our clients.

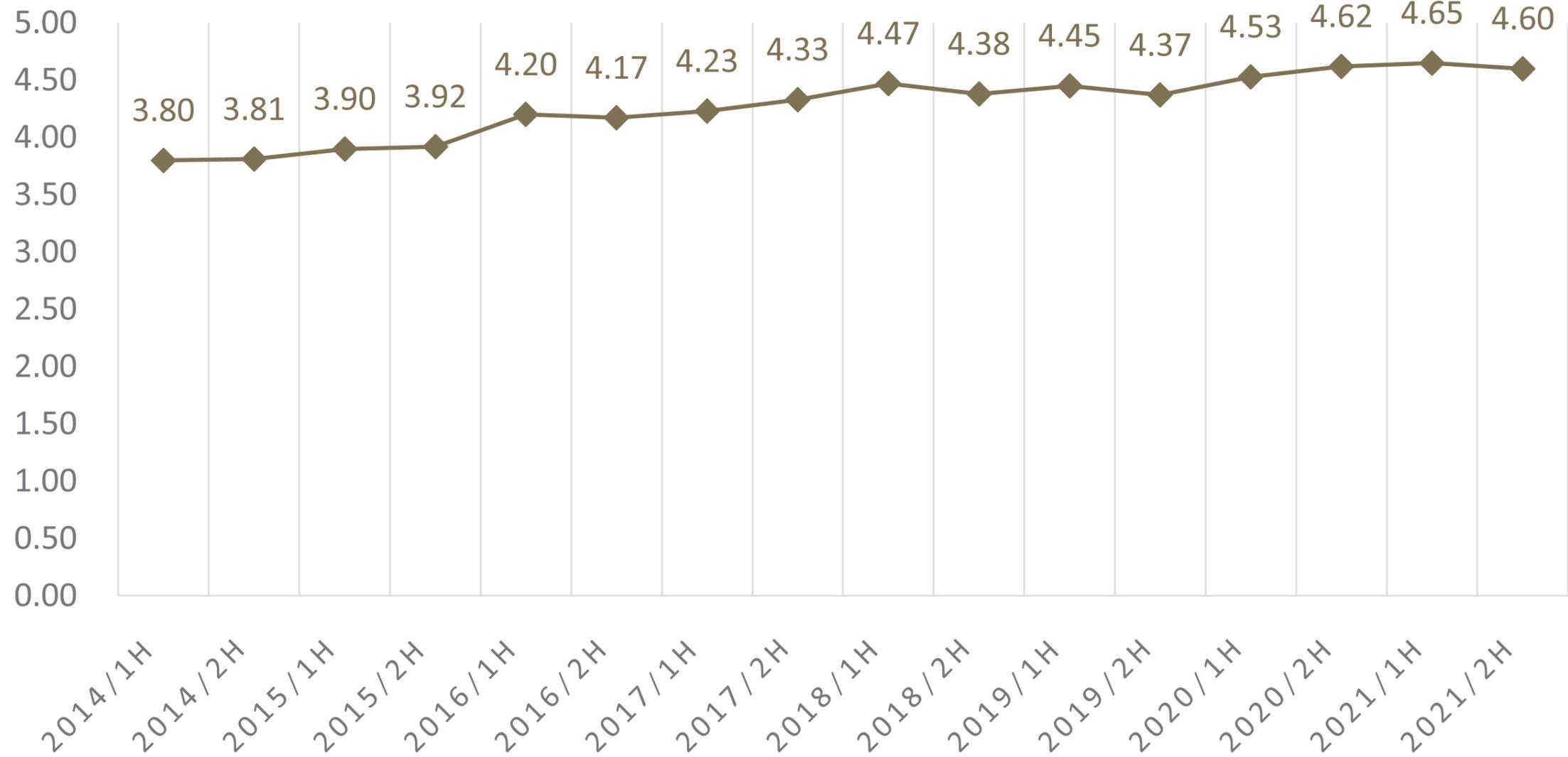
Wistron ITS' client satisfaction rating is divided into five levels: excellent (5 points), good (4 points), acceptable (3 points), poor (2 points), and inferior (1 point). The rating is based on overall evaluation, project management, professional competence of personnel, service and support, cost/quality/delivery, and cooperation relationship. For clients with low client satisfaction, we will ask the responsible department to propose improvement plans and track the results in a timely manner. In addition, we also conduct client interviews for important clients or major projects to hear our clients feedback.

Wistron ITS Client Satisfaction Level	Scores
Excellent	5 points
Good	4 points
Acceptable	3 points
Poor	2 points
Inferior	1 points

Wistron ITS Client Satisfaction Management Indicators	Description
Project Management Capabilities	Project planning skills, client communication skills, risk awareness and judgment, and confidentiality.
Professional Competence	Adequate project staffing, professional skills, service attitude, and work attitude of expatriates
Service and Support	The performance of Wistron ITS contacts, the ability to respond immediately to customer needs, the ability to solve problems, and the ability to handle change requests.
Cost/Quality/Delivery	Competitive price, product quality, on-time delivery



Client satisfaction survey and results



(Note)The results of this survey are the overall results of the 2014-2021 client satisfaction survey in Taiwan and China.



Sustainable Management of Suppliers

Wistron ITS has long been concerned with social responsibility, environmental protection, labor rights, Occupational Health and Safety, and has made reference to international initiatives and requirements, including the "Responsible Business Alliance Code of Conduct", the "Universal Declaration of Human Rights", and the "UN Guiding Principles on Business and Human Rights", to establish a code of conduct for suppliers.

Wistron ITS' current vendor management mechanism is as follows:

- New supplier selection: New suppliers are selected based on internal and procurement-related control processes and procurement practices, as well as respect for human rights and labor rights.
- Supplier assessment: Conduct supplier audits and spot checks from time to time, and include supplier quality, performance, and information security quality in the assessment scope.
- It is confirmed in the supplier contract that the company should follow the Code of Ethical Conduct, the Code of Ethical Management, the current environmental protection, labor safety and health laws, and cooperate with the government to promote environmental protection, energy saving and carbon reduction, and enhance corporate sustainable development policies, to jointly protect the rights and interests of employees and increase profits for clients, in order to create a win-win-win situation for clients, manufacturers, and employees.

Sustainable Assessment of Suppliers

Wistron ITS provides information-related services. We view our suppliers as important partners and hope to build a long-term, stable supply chain through

mutual cooperation. The main supply chains are information service providers, with local supply being the main focus of the local suppliers. In addition to considering suppliers' technical capabilities, quality, and competitive pricing, we require Wistron ITS' suppliers to comply with the following items:

- Consideration of human rights: No forced labor, no child labor, no use of foreign illegal workers, including wages and labor conditions, and safety and health standards require compliance with the laws and regulations of the country and region where they are employed.
- Endorsement of clean procurement: fair and equitable dealings.
- Ensuring Information Security: The proper handling and secure and prudent management of customer information requires that vendors adopt the same level of information security as Wistron ITS.

The supplier audit management indicators are as follows:

Management Indicators	Description
Management Systems	Whether the supplier has education and training programs, and whether the supplier provides employee training from time to time.
Employee Management	Whether or not there are written labor regulations, and advocate that suppliers should not employ child labor, should not discriminate, and should provide reasonable and lawful humane treatment to workers.
Environment Management	Providing a safe workplace, remind the supplier of their environmental responsibility and requires suppliers to be held accountable as well.
Ethics Management	All suppliers have signed contracts, respect the employment ethics, fair trade, clean business, comply with confidentiality agreements and anti-corruption.