20th wistron

Wistron Corporation

2020 CSR Report

About CSR Report

Editorial Policy

Welcome to the twelvw issue of the "Corporate Sustainability and Social Responsibility (CSR) Report" published by the Wistron Corporation (Wistron). This report is published in both Chinese and English and has been posted on our website for free downloading (https://www.wistron.com). We hope that the greater transparency in this report will provide all stakeholders with a better understanding of Wistron's practices and achievements in fulfilling our CSR obligations in 2020

Scope and Boundary

The scope of the information disclosed in this report covers performance in economic, environmental and social topics with no major change comparing to the previous report. The organizational boundary of this report encompasses Wistron's operations in Taiwan and its main global manufacturing plants. The boundary covers as follows:

- Wistron Corporation (Neihu Headquarters)
- Wistron Corporation (Hsichih Office Complex)
- Wistron Corporation (Hsinchu Plant)
- Wistron InfoComm (Kunshan) Co. (Kunshan Plant)
- Wistron InfoComm (Taizhou) Co. (Taizhou Plant)
- Wistron InfoComm (Zhongshan) Co. (Zhongshan Plant)
- Wistron InfoComm (Chongqing) Co. (Chongqing Plant)
- Wistron InfoComm (Chengdu) Co. (Chengdu Plant)
- Wistron Mexico S.A. de C.V. (Mexico Plant)
- Wistron InfoComm (Czech) s.r.o. (Czech Plant)
- Wistron Optronics（Kunshan）Co., LTD (Kunshan Opt Plant)

Period Covered

The Corporate Sustainability and Social Responsibility (CSR) Report for the preceding year is published by Wistron on an annual basis. The previous report was published in April, 2020. This report covers Wistron's CSR management policy, key issues, actions and performance for 2020 (January 1 ~ December 31, 2020).

Guideline for Report

The preparation of this report followed GRI Standards developed by the Global Reporting Initiative (GRI). The contents of this report have been verified by an independent third party based on the AA1000 standards and comply with GRI Standards core level requirements. Meanwhile, we also response to "UN Sustainable Development Goals (SDGs)", "Sustainability Accounting Standards Board(SASB)" and "Corporate Social Responsibility Best Practice Principles for TWSE/GTSM Listed Companies".

Contact Wistron

Any question, comment and suggestions about this CSR Report, welcome to let us know through the following contact window

Public Relations Office, Wistron Corporation
Joyce Chou (02) 6612-2133 Joyce_WL_Chou@wistron.com
Mike Liang (02) 6612-1952 Mike_Liang@wistron.com
Address: No. 158, Xingshan Rd., Neihu District, Taipei City 11469, Taiwan

Table of Contents

- About this Report 2
- 2020 Sustainability Performance Highlights 5
- Awards & Recognition 6
- A Message from the Chairman 7
- Special Report on Sustainability 8

1 Sustainability and Innovation

1-1 Sustainability Vision and Aspects 12
1-2 Response to the United Nations' Sustainable Development Goals 12
1-3 Corporate Sustainability and Social Responsibility Policy 17
1-4 ESG Committee 18
1-5 Stakeholder Communication and Interaction 19
1-6 Innovation and Development 28
1-6-1 Innovative Businesses 28
1-6-2 Innovation and R&D 30

2 Corporate Governance

2-1 About Wistron 34
2-1-1 Company Profile 34
2-1-2 Products and Services 36
2-1-3 Economic Performance 37
2-2 Governance Structure 39
2-2-1 Board of Directors and Committees 39
2-2-2 Ethical Management and Legal Compliance 41
2-3 Risk Management 43
2-3-1 Business Risks 45
2-3-2 Financial Risks 45
2-3-3 Climate Change Risks 46
2-4 Information Security Management 48
2-4-1 Information Management 48
2-4-2 Customer Privacy Protection 50
2-5 Supply Chain Sustainability Management 51
2-5-1 Supply Chain Management Procedures 53
2-5-2 Responsible Business Alliance (RBA) 54

3 Environmental Protection

3-1 Climate Change Policy 58
- 3-1-1 Greenhouse Gas Emissions Management 59
- 3-1-2 Energy Management 63

3-2 Sustainable Design and Development 66
- 3-2-1 Circular Economy 66
- 3-2-2 Creation of Products with High Added Value 66
- 3-2-3 Product Accountability and Quality Management 70
- 3-2-4 Customer Health and Safety 70

3-3 Green Production 72
- 3-3-1 Raw Material Management 72
- 3-3-2 Water Resource Management 73
- 3-3-3 Waste Management 76
- 3-3-4 Environmental Management and Compliance 78

4 Social Inclusion

4-1 Talent Attraction and Development 82
- 4-1-1 Hiring and Compensation 84
- 4-1-2 Talent Cultivation and Career Development 85
- 4-1-3 Open Communication Channels 92

4-2 Human Rights Management 94
- 4-2-1 Human Rights Risks and Major Issues 94
- 4-2-2 Human Rights Due Diligence 96
- 4-2-3 Diversity in the Workplace 97

4-3 Workplace Health and Safety 98
- 4-3-1 Employee Care and Benefits 98
- 4-3-2 Occupational Safety and Health 102

4-4 Humanity and Social Care 106
- 4-4-1 Cultivation of Future Talents 109
- 4-4-2 Protection of the Ecological Environment 111
- 4-4-3 Transform the Disadvantaged and Educational Improvement 117
- 4-4-4 Corporate Citizen Participation 118

AP Appendices

Performance Summary Table 119
Statement 121
GRI Content Index 123

2020 Sustainability Performance Highlights

Environmental Protection

189 million kWh
Renewable energy certificates

A -
CDP climate change rating

32.21%
Absolute greenhouse gas reduction

Product Stewardship
Compliance with energy label and safety label requirements

Social Inclusion

>NT$150 million
Total social investment amount

9,000
Employees training for digital transformation

10,000
Employees participation in charitable activities

Human Rights Policy
Establishment of Wistron's Global Human Rights Policy

Corporate Governance

Top 5%
Highest rating in the Corporate Governance Evaluation

99.7%
Employee Code of Ethical Conduct Statement signature rate

87.4 %
Suppliers signed the RBA Code of Conduct

Risk Management
Establishment of the Risk Management Policy and Procedures

Innovation Value

>NT$100 billion
New business revenue

- 22,860 tons CO_2e
Reduction of emissions through recycling plastic materials

8,200
Patents awarded

Circular Economy
Innovative business model for the development of a circular economy

Awards & Recognition

MSCI ESG Ratings
AA

Fortune Global 500
Top 500 global companies

CDP Climate Change Rating
A-

Forbes
Top 2000 global companies

The 6th Corporate Governance Evaluation
Top 5%

2020 TCSA Taiwan Corporate Sustainability Awards
Top 50 CSR Report Award

CommonWealth Magazine Top 2000 Survey Ranked
7th in manufacturing by revenue

Commonwealth Magazine Corporate Citizenship Awards
The 25th place in the large enterprises category

A Message from the Chairman

Wistron embodies the philosophy of altruism which is the foundation of the Company's sustainable operations. Wistron's ESG management operations are conducted in a proactive manner respecting the environment, society, corporate governance, and innovation value. Altruism motivates the company's entire digital vision to "The technology powerhouse for better life and environment.

Wistron balances the interests of multiple stakeholders to pursue sustainability issues. We continue to provide feedback to investors while taking into account the interests of employees, communities, governments, the environment, suppliers, customers, and other external stakeholders. When confronted with multi-faceted, complex, and conflicting issues we implement a comprehensive and compassionate assessment and analyze outcomes from the viewpoint of other parties to identify a compromise solution that benefits everyone. Although such solutions may negatively impact short-term profitability, Wistron adopts a long-term perspective and demonstrates how these intangible achievements create more favorable conditions for sustainability that ultimately leads to long-term benefits.

In the current environment, world-class investors are paying closer attention to the ESG achievements of all companies, and companies' performance directly affects investors' decisions. The core of Wistron's ESG activities lies in its legal, sensible, and reasonable corporate governance which manifests itself in investments to protect the environment as well as contribute to society as a whole. In the past few years, Wistron's ESG performance has placed Wistron among the top companies. Wistron earned an AA rating in the MSCI ESG, which ranked our company among the top 5% in the Taiwan Stock Exchange's Corporate Governance Evaluation. Wistron was also selected as a member of the FTSE4Good TIP Taiwan ESG Index.

Looking ahead, Wistron will not stop with its current achievements, but instead will continue to remind ourselves to improve and fully utilize the concept of ESG to enhance the Company's ability to achieve corporate sustainability.

Simon Lin /
Chairman & CSO
Wistron Corporation

[Innovation Partnership]
Work with Partners for Joint Expansion in New AI and 5G Markets

Artificial intelligence and 5G communication technology integration have become a global technology development trend. Wistron formed a strategic partnership with Microsoft AI R&D Center and established an innovative product office. We plan to invest approximately NT$50 million and more than 30 technical personnel in the next two years to jointly cultivate talents through workshops, proof of concept, and onsite operations. In addition, we have also established the "Wistron - NCTU e-AI RD Center" at Chiao Tung University and invest in the development of AI and 5G technologies. We incorporated the "seed wheel" incubation model used for startups into partnerships with universities to help projects with high potential prepare for commercial operations, establish a startup company, and raise operating funds within one or two years.

In response to digital transformation trends, Wistron pays close attention to any software technology that offers an exponential increase in effectiveness with hardware. They include AI, image processing, online education, cloud services, smart medical services, and manufacturing. We invested approximately NT$500 million to form a strategic partnership with iKala to intensify and expand AI-driven digital transformation and new retail services that help Asian companies achieve brand enhancement, transformation, and innovation. Wistron also provides long-term support for the development of startups. The Group has successfully incubated new businesses such as WiAdvance Technology, TibaMe, and Wistron Medical Technology. We have a deep understanding of the challenges faced by startups in their growth period. The Company thus created the Wistron Lab@ Garage+ startup space to cultivate teams that specialize in artificial intelligence, big data, Internet of Things, education technology, and digital health. Five startup teams from Silicon Valley, London, Hong Kong, and Taiwan have already set up offices in the space. Wistron hopes to use innovative collaboration and advanced technologies to continue to improve the value of the Company and establish Wistron as a startup connoisseur in Taiwan.

Develop Advanced Technologies

[Strategic Cooperation]
Strategic partnership between Wistron and Microsoft AI R&D Center

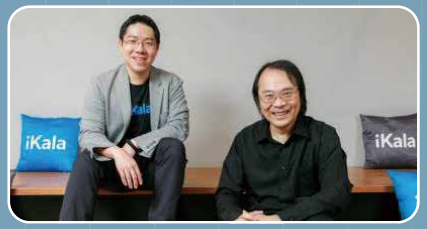
NT$50 million R&D budget

[R&D Technology]
Wistron and NCTU established the e-AI RD Center

Invest in AI and 5G technologies

Support Startups

[Collaborate and Invest]
Invest in Taiwan AI startup iKala



NT$1 billion investment fund

[Startup Incubation]
Wistron Lab @ Garage+ startup space

5 international startup teams

[High-Tech Disease Prevention] Rapid Response to COVID-19 with Innovative Digital Technology Applications

The spread of the COVID-19 pandemic has wreaked havoc across the world. How companies maintain operations and productivity has become a primary mission. Wistron uses technological innovation to respond to the impact of the pandemic. Wistron has implemented digital transformation and digital talent incubation since 2014. The plants took the initiative during the pandemic in 2020 and launched innovative high-tech disease prevention solutions which included the use of AI for body temperature measurement and access control, 3D-printed disease prevention door handles to reduce the risks of contact and infection, the PowerBI real-time pandemic monitoring dashboard, creation of a management system for disease prevention supplies for precision monitoring of supply and demand, and development of various health management applications. These solutions effectively leveraged Wistron's core advantages in digital technologies and were used to respond to potential operational risks and opportunities. For more information on disease prevention, please refer to "4-3-1 Employee Care and Benefits".

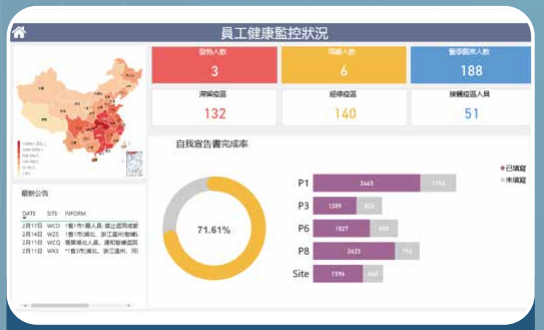
AI body temperature measurement and access control system

The system uses AI image processing technology for real-time body temperature measurement. It automatically sounds an alarm if it detects an individual who is not wearing a face mask. The system improves the efficiency and quality of overall disease prevention measures and can be used to improve its performance with the big data from measurement results.

3D-printed disease prevention door handles

Employees used the 3D printer in the plant to design an innovative "door opener" so that users can use their arm or elbow to open doors without touching the door handle. This measure significantly reduces the possibility of spreading the virus with door handles.

PowerBI real-time pandemic monitoring

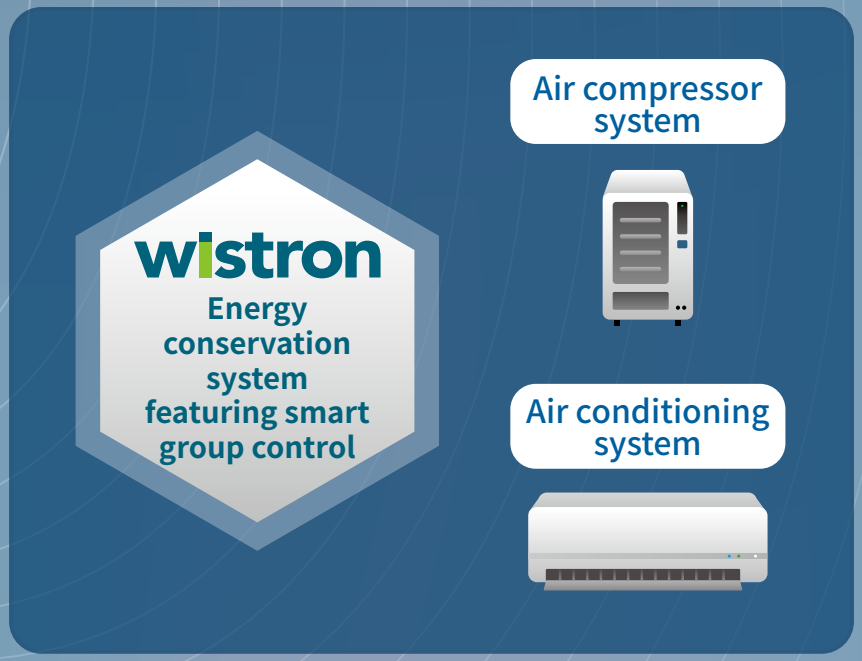


We used agile development to quickly compile data for the real-time disease monitoring dashboard of all Wistron plants. It shows the employees' health monitoring conditions, plant restoration conditions, and suppliers' resumption of work. We use data analysis to gain comprehensive information on the development of the pandemic.

[Smart Energy Conservation] Use of AI and IoT Technologies for Independent R&D of Smart Energy Conservation Systems

The world is committed to achieving net zero emission to meet the goal set in the "Paris Agreement" for limiting global temperature increase to less than 1.5°C. Wistron follows the path to carbon reduction of the Science-Based Targets initiative (SBTi) with the aim of using a variety of carbon reduction and mitigation methods to attain carbon neutrality.

Wistron actively incorporates digital technologies into environmental management to improve energy efficiency. Kunshan Plant conducted independent development and research on IoT information management technologies. It integrated Wistron's cloud database to achieve real-time equipment status feedback, irregularity analysis and tracking, automatic reporting by apps, and automatic application for failure maintenance and repairs. These measures greatly improved the management and maintenance rate for equipment and reduced the impact of equipment irregularities. The Plant created an AI model connected to the needs of the production line to automatically calculate the optimal activation combination for the air compressors and chillers. It selects the optimal combination based on the demand, supply, and equipment efficiency to conserve energy and save electricity. The Company adopted smart energy conservation solutions and effectively saved 2.7 million kWh of electricity in 2020. Wistron will continue to invest more high-tech applications into energy conservation technologies and equipment.



Artificial Intelligence

The AI recommends the most efficient start-stop system based on large quantities of start-stop parameters of machines. The system automatically controls the air compressors and chillers to significantly reduce waste in energy consumption.

Big Data

The system uses data such as machine sensor data, number of people, production schedule, and floor area to calculate and optimize the parameters of the start-stop combinations to ensure maximum operating efficiency of the machines under optimal loads.

Internet of Things

The system uses distributed data storage technologies to achieve real-time data distribution and transmission. The internal data are used as assets with value and applied in the energy conservation system.

2.7 million kWh

Annual electricity savings

1

Sustainability and Innovation

1-1 Sustainability Vision and Aspects
1-2 Response to the United Nations' Sustainable Development Goals
1-3 Corporate Sustainability and Social Responsibility Policy
1-4 ESG Committee
1-5 Stakeholder Communication and Interaction
1-6 Innovation and Development
- 1-6-1 Innovative Businesses
- 1-6-2 Innovation and R&D

1-1 Vision and Main Aspects for Sustainability

Since its establishment, Wistron upholds a business philosophy including altruism and commits to corporate sustainable development. We are fully aware that in the pursuit of the company's continuous growth, our operating strategy must take into account impacts on society and the environment.

Therefore, Wistron's vision is to become "the technology powerhouse for better life and environment." At the same time, Wistron considers the topics of interest and concern to all stakeholders and focuses on the four main sustainability aspects: corporate governance, environmental protection, social inclusion and innovative value to establish a complete ESGI sustainable development strategy.

1-2 Response to the United Nations' Sustainable Development Goals

In 2015, the United Nations adopted the 2030 Agenda for Sustainable Development and officially announced the Sustainable Development Goals (SDGs) to provide a blueprint for the peace and prosperity of mankind and the planet. The Agenda includes 17 sustainable development goals and 169 targets for implementation. The aim of the Agenda is to unite countries, corporates, and people around the world to face challenges and jointly implement the Sustainable Development Goals by 2030.

Wistron regards sustainable development as a long-term business goal in its corporate transformation process and implements organizational changes accordingly with the aim of making full use of the Company's social and environmental influence. To fully respond to the Sustainable Development Goals, the Company compared the SDG Compass guidance documents published by the UN Global Compact, GRI, and WBCSD, and connected Wistron's four major aspects and actions for ESGI sustainable development to the SDGs. The connection helps Wistron's Sustainable Development Strategy meet international sustainable development trends.

Actions Taken in Support of Sustainable Development Goals

Sustainability Aspects	Sustainable Development Goals	Targets	Target Summary	Wistron's Actions
Innovation Value	SDG 4 Quality Education	SDGs 4.1	Provide cloud education resources	Cloud education technology service businesses
		SDGs 4.3 SDGs 4.4	Improve vocational skills	Gap of Learning & Field (GOLF)
	SDG 9 Industry, Innovation, and Infrastructure	SDGs 9.4	R&D of green technologies	Green product patent design
		SDGs 9.5	Encourage R&D and innovation	Wistron Invention and Creation Reward Regulations
	SDG 12 Responsible Consumption and Production	SDGs 12.2 SDGs 12.5	Green business model	Green resources team
	SDG 14 Life Below Water	SDGs 14.1	Prevent and reduce marine debris	Use ocean-bound materials
Corporate Governance	SDG 8 Decent Work and Economic Growth	SDGs 8.2	Innovation and integration of software and hardware technologies	Integrate software and hardware and transform into a comprehensive technical service provider
		SDGs 8.7	Ban on the use of child labor	Supply chain sustainability management
	SDG 12 Responsible Consumption and Production	SDGs 12.7	Supply chain sustainability management	Supply chain sustainability management
	SDG 13 Climate Action	SDGs 13.1	Evaluate climate-related risks	Climate-related financial disclosures (TCFD)
	SDG 16 Peace, Justice, and Strong Institutions	SDGs 16.5 SDGs 16.6	Anti-corruption and transparent governance	Ethical Corporate Management Guidelines and Code of Ethical Conduct
Environmental Protection	SDG 6 Clean Water and Sanitation	SDGs 6.3	Reduce water pollution	Water recycling management
		SDGs 6.4	Improve water-use efficiency	Water conservation and reverse osmosis for water recycling and reuse
	SDG 7 Affordable and Clean Energy	SDGs 7.2	Set up and purchase renewable energy	Energy management and renewable energy strategy
		SDGs 7.3	Improve energy efficiency	Energy conservation measures for plants and office areas
	SDG 9 Industry, Innovation, and Infrastructure	SDGs 9.4	Improve energy equipment	Old equipment replacement
	SDG 12 Responsible Consumption and Production	SDGs 12.2	Environmental management system	ISO 14001 Environmental Management System
		SDGs 12.5	Prevent, reduce, and recycle waste	IECQ QC080000 Hazardous Substance Process Management System
		SDGs 12.4	Secure management of hazardous waste	Closed-loop renewable green services and waste management
	SDG 13 Climate Action	SDGs 13.1	Disclosure of data on greenhouse gas emissions	Greenhouse gas emissions management

Sustainability Aspects: Social Inclusion

Sustainable Development Goals	Targets	Target Summary	Wistron's Actions
SDG 1 No Poverty	SDGs 1.4	Equal rights and access	Improve education and culture and support the disadvantaged to encourage learning
SDG 2 Zero Hunger	SDGs 2.4	Ensure sustainable food production systems	Yilan Shuanglianpi Educational Base
SDG 3 Good Health and Well-being	SDGs 3.7	Provide employees with childcare-related measures	Childbirth benefits and care
	SDGs 3.8	Provide employees with medical and healthcare services	Employee health examinations
	SDGs 3.9	Prevent and reduce water and soil pollution	Soil and water resource survey and supervision and the homeland protection plan
SDG 4 Quality Education	SDGs 4.1	Provide basic education in primary and secondary schools	Improve education resources for disadvantaged schoolchildren in remote and local areas
	SDGs 4.3	Provide vocational and tertiary education	Epoch School cultivates future talents for society
	SDGs 4.4	Improve business management skills	Development of management talents
	SDGs 4.5	Provide educational resources for disadvantaged groups	Improve education and culture and support the disadvantaged in learning
	SDGs 4.7	Organize environmental education courses	Yilan Shuanglianpi Educational Base, Fuyang Eco Park Children's Nature Experience Camp
SDG 5 Gender Equality	SDGs 5.1	Regularly review gender equality in the Company	Include gender equality questions in the "Employee Engagement Survey"
SDG 6 Clean Water and Sanitation	SDGs 6.6	Protect and restore water resources ecology	Yilan Shuanglianpi Educational Base, and the homeland protection plan
SDG 8 Decent Work and Economic Growth	SDGs 8.5	Equal pay for equal work	Remuneration policy of equal pay for equal work and recruitment of people with disabilities
	SDGs 8.7	Ban on the use of child labor	Ban on the use of child labor
	SDGs 8.8	A safe and healthy work environment	Workplace health and safety
SDG 10 Reduced Inequalities	SDGs 10.3	Respect and support human rights	Wistron's Global Human Rights Policy
SDG 12 Responsible Consumption and Production	SDGs 12.4	Secure waste management to minimize the adverse impacts on health	Soil and water resource survey and supervision and the homeland protection plan
SDG 14 Life Below Water	SDGs 14.1	Prevent and reduce marine debris	Soil and water resource survey and supervision and the homeland protection plan
SDG 15 Life on Land	SDGs 15.1	Record and protect nature reserves	Fuyang Eco Park habitat plan and the protection of the "Longqi" landscape in Niupu, Tainan
	SDGs 15.5	Protect and prevent the extinction of endangered species	Quality ecological documentary - Night Hunters: Taiwan Grass Owls
SDG 16 Peace, Justice, and Strong Institutions	SDGs 16.7	Ensure smooth communication between employees and the employer	Provide employees with diverse communication channels
SDG 17 Partnerships for the goals	SDGs 17.17	Establish multiple partnerships	Cooperate with global public welfare units for social participation

Value Chain Centering on Sustainable Development

Wistron understands the industrial value chain must adopt sustainable development concepts and actions. Therefore, each part of Wistron's value chain is connected to an SDG and our action plan, so that stakeholders fully understand the importance of sustainable development to Wistron.

Design and Development

- Circular economy and green product patent design

Supply Chain

- Implement human rights policies and audits in the supply chain
- Procurement policies that promote sustainable development

Operations and Production

- Improve water-use efficiency and recycling
- Implement energy management and renewable energy strategy
- Encourage R&D and innovation and improve energy equipment
- Greenhouse gas management

Care for Employees

- Employee health examinations and childcare measures
- Training and development of digital talents and management talents
- Gender equality issues included in employee engagement
- Workplace health and safety and equal pay for equal work policy
- Implement Wistron's Global Human Rights Policy
- Ensure smooth communication between employees and the employer

Social Engagement

- Support the disadvantaged and improve education and culture
- Yilan Shuanglianpi Educational Base
- Soil and water resource survey and supervision and homeland protection
- Cultivate future talents and educational resources for the disadvantaged
- Yilan Shuanglianpi Educational Base, and the homeland protection plan
- Soil and water resource survey and supervision and homeland protection
- Soil and water resource survey and supervision and homeland protection
- Protect nature reserves and endangered species
- Cooperate with global public welfare units for social participation

ESGI Short, Medium, and Long-Term Goals

Sustainability Aspects	Topics	Strategies	2020 Goals	Progress	2021 Goals	2025 Goals
Environmental Protection	Climate change	Improve energy efficiency	Absolute greenhouse gas reduction of 16.8% compared to 2016	Achieved	Absolute greenhouse gas reduction of 21% compared to 2016	Absolute greenhouse gas reduction of 37.8% compared to 2016
	Energy management	Improve renewable energy consumption	Renewable energy consumption ratio > 10%	Achieved	Renewable energy consumption ratio > 60%	Renewable energy consumption ratio > 74%
	Water resources	Implement water resource management, water recycling, and wastewater management	Business unit water consumption (intensity) reduced by 8% compared to 2016	In progress	Business unit water consumption (intensity) reduced by 9% compared to 2016	Business unit water consumption (intensity) reduced by 13% compared to 2016
	Hazardous substance management	Hazardous Substance Free (HSF)	100% compliance with Hazardous Substance Free standards and customer requirements	Achieved	100% compliance with Hazardous Substance Free standards and customer requirements	100% compliance with Hazardous Substance Free standards and customer requirements
	Waste management	Promote waste classification and reduction and enhance waste recycling and reuse	90% waste recycling rate	In progress	Waste intensity reduced by 2% compared to 2018	Waste intensity reduced by 10% compared to 2018
	Product accountability	Improve environmental benefits of products	100% compliance with energy label and safety label requirements of individual customers and regions	Achieved	100% compliance with energy label and safety label requirements of individual customers and regions	100% compliance with energy label and safety label requirements of individual customers and regions
Social Inclusion	Talent recruitment and retention	Create a quality work environment and increase employee retention	Global IDL employee turnover rate < 18%	Achieved	Global IDL employee turnover rate < 16%	Global IDL employee turnover rate < 15%
	Human capital development	Promote corporate digital transformation and create organizational competitive advantages	Cumulative cultivation of key digital talents > 277 people	Achieved	Cumulative cultivation of key digital talents > 465 people	Cumulative cultivation of key digital talents > 1,000 people
	Human rights	Implement the Company's Human Rights Policy and legal compliance	Establishment of Wistron's Global Human Rights Policy and no violations of laws with a penalty exceeding NT$1 million	Achieved	No violations of laws with a penalty exceeding NT$1 million	No violations of laws with a penalty exceeding NT$1 million
	Occupational safety and health	Value employees' health and safety and commit to providing a safe work environment	Incident rate per thousand persons < 2.2	In progress	Incident rate per thousand persons < 2.0	Incident rate per thousand persons < 1.5
	Social engagement and care	Environmental protection and humanity and social care	A total of NT$50 million in social engagement investments	Achieved	A total of NT$150 million in social engagement investments	A total of NT$180 million in social engagement investments
Corporate Governance	Corporate governance	Improve performance in sustainability evaluations	Remain in the top 5% of the Corporate Governance Evaluation	Achieved	Remain in the top 5% of the Corporate Governance Evaluation	Remain in the top 5% of the Corporate Governance Evaluation
	Ethical management	Implement employee education and training and strengthen the code of conduct and ethical management	100% signature rate for the "Code of Ethical Conduct" Statement	In progress	100% signature rate for the "Code of Ethical Conduct" Statement	100% in the attendance of corporate governance and ethical management course for indirect labor in Taiwan
	Risk management/ internal control	Regularly identify the risk appetite for all levels of the Company	Regularly perform self-assessment of internal control and reach a reliability coefficient >= 95%	Achieved	Regularly perform self-assessment of internal control and reach a reliability coefficient >= 95%	Regularly perform self-assessment of internal control and reach a reliability coefficient >= 95%
	Legal compliance and management	Regularly review changes in regulations related to operations to ensure compliance with laws and regulations	50% digitalization of contracts and intellectual property asset management	Achieved	60% digitalization of contracts and intellectual property asset management	100% digitalization of contracts and intellectual property asset management
	Information security	Establish an updated information security system and mechanism to ensure information security for the Company and customers	Audit pass rate of customers' information security regulations = 100%	Achieved	Audit pass rate of customers' information security regulations = 100%	Audit pass rate of customers' information security regulations = 100%
Innovation Value	Customer relations	Increase customer satisfaction	Customer QBR ranking: More than 70% ranked first or second	In progress	Customer QBR ranking: More than 70% ranked first or second	Customer QBR ranking: More than 90% ranked first or second
	Innovation management	Patent portfolio management	Percentage of invention patents > 85%	Achieved	Percentage of invention patents > 86%	Percentage of invention patents > 90%
	Innovation management	Expand new businesses	New business revenue: NT$100 billion	Achieved	New business revenue: NT$120 billion	New business revenue: NT$300 billion

1-3 CSR Management Policy

In order to implement corporate social responsibility, Wistron's Board of Directors established "Corporate Social Responsibility Best Practice Principles" which clearly defined four major principles. The four principles are: exercising corporate governance, fostering a sustainable environment, preserving public welfare, and enhancing the disclosure of corporate social responsibility information. In addition, the ESG Committee is chaired by Wistron's Vice Chairman who reports to the Board of Directors annually on the implementation and performance of the Wistron CSR program as well as the plans and goals for the coming year.

Wistron Corporate Sustainability and Social Responsibility (CSR) Policy

Wistron is committed to establishing a corporate sustainability and social responsibility (CSR) management system that will exceed local regulatory and ethical standards. The development of high-quality green products and services will also be complemented by protection of the environment, employee health, safety and human rights in order to protect stakeholders' interests.

Quality Management System（ISO 9001）
Wistron values customers and the quality of products and services. Wistron follows international quality standards during R&D and manufacturing processes in order to deliver defect-free, competitive products and services to its customers on time.

Green Product Management System（IECQ QC080000）
In order to reduce the environmental load caused by a product during its life cycle, Wistron upholds the concept of green product design for energy conservation, material reduction, hazardous substance restriction, and recycling. In addition, Wistron follows international regulations and customer requirements while striving to simplify design, production, and operation processes to achieve Earth-friendly, sustainable products.

Environmental Management System（ISO14001 ／ 14064 ／ 50001）
Wistron understands that its activities, products, and services will influence the environment. To minimize the impact to the environment, Wistron is committed to the zero usage of restricted and banned materials and substances, the conservation of energy usage, and the implementation of recycling programs for our wastes. Through our green product program, we carefully select raw materials and suppliers and actively promote pollution reduction by adopting Earth-friendly technologies wherever feasible.

Occupational Safety and Health Management System（ISO 45001）
Wistron is fully aware of the hazards and risks in the workplace that affect all personnel working within the company's control area. Based on preventing personnel injury and affecting health and safety, the occupational safety and health management system aims to ensure that employees are in a healthy and harm-free working environment.

Social Accountability Management System（SA8000 ／ RBA）
Wistron complies with Responsible Business Alliance (RBA) and social responsibility standards, continues to improve rights and benefits, establishes an honest, healthy and safe operating environment, and fulfills social responsibilities.

1-4 ESG Committee

ESG Committee

To strengthen sustainable development, fulfill corporate social responsibilities, promote economic, environmental, and social advancement, and attain sustainable development goals, Wistron established the ESG Committee in 2019 to elevate sustainability and social responsibility to the level of the Board of Directors.

The ESG Committee is placed under the jurisdiction of the Board of Directors(BOD), and the BOD Vice Chairman serves as the Chairman of the Committee. The Committee consists of one independent director, two Presidents and CEOs, a Chief of Staff, a Chief Technology Officer, and a Chief Digital Officer. The Committee is responsible for overall sustainable development plans of Wistron and sets short-, medium-, and long-term goals. It also formulates related management policies, implements detailed action plans, and regularly reports the results to the Board of Directors.

Corporate Sustainability and Social Responsibility Management System Implementation Committee (CSR Management System Implementation Committee)

The "CSR Management System Implementation Committee" is also chaired by the Vice Chairman. The unit supervisors of the Company serve as Committee Members who organize and establish policies, objectives, and strategies of the CSR management system and monitor the implementation of CSR. The heads of manufacturing sites also chair their respective CSR Committees to ensure the full execution and implementation of the CSR Management System.

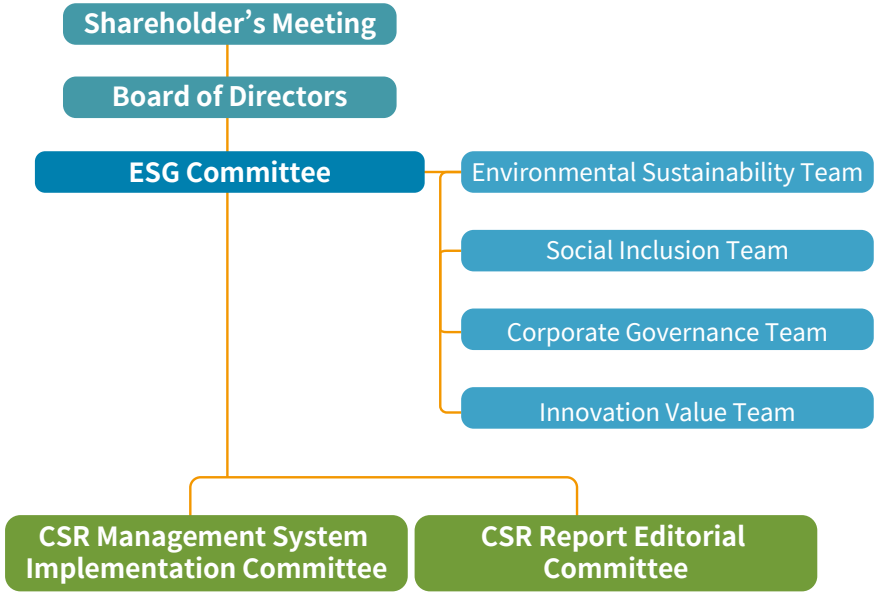
The organization and duties of the "CSR Management System Implementation Committee" are updated and published at the beginning of each year. The Company convenes a "CSR Management System kick-off meeting" in the first half of every year to announce the key points and implementation plans for the Management System in the current year. The Committee plans and executes internal audits to continuously improve the Management System. It reviews whether the requirements of the Management System are met and reports the results to senior executives.

Corporate Social Responsibility Report Editorial Committee (CSR Report Editorial Committee)

The "CSR Report kick-off meeting" is convened in the second half of each year. The CSR Report Editorial Committee uses annual plans, promotion of the CSR management system, and preparation of the CSR Report to review the Company's CSR performance.

Discussions and Implementation Items of the Committees in 2020

- Formulate the ESGI sustainable development aspects
- Review 2020 performance
- Set short-, medium-, and long-term goals (2021-2025)
- Engage stakeholders on topics of concern
- Carry out CSR and ISO training and expansion plans (more than 20 meetings)



1-5 Stakeholder Communication and Interaction

Wistron has adopted the Global Reporting Initiative Standards (GRI Standards) and the AA1000 Stakeholder Engagement Standards as the framework to establish the procedures for identifying material topics for corporate sustainable development. The framework is used as the basis for disclosure of the CSR Report.

Step 1
Identify Stakeholders

8 Major Groups

Stakeholders: Customers, employees, shareholders/investors, suppliers, government agencies/competent authority, communities/non-profit organizations, media, and others (directors, banks, etc.)

Identify Stakeholders

Wistron referenced the five major principles in the AA1000 Stakeholder Engagement Standards (SES) to ensure effective communication with stakeholders, including dependency, responsibility, influence, diverse perspectives, and tension. Stakeholders are classified into eight groups: customers, employees, shareholders/investment institutions, suppliers, government agencies, non-profit organizations/ communities, media, and others based on a five-point scoring system.

Step 2
Establish Communication Objectives

4 Sustainability Aspects

Focus on the four dimensions of sustainable development: "environmental protection", "social inclusion", "corporate governance", and "innovation value"

Establish Communication Objectives for the Report

Since its establishment, Wistron has upheld an altruistic philosophy that is the cornerstone of sustainable operations. We fully understand that the Company's business strategy must account for its impact on the society and environment as it pursues continuous growth. In addition, we consider the topics of concern of all stakeholders and focus on the four dimensions of sustainable development, including corporate governance, environmental protection, social inclusion, and innovation value.

Step 3
Compile Sustainability Issues

40+ Specific Topics

Compile issues from sources such as international sustainability standards and norms, responsible investment evaluation institutions, the Company's sustainable development strategy, and stakeholder communication

Compile Sustainability Issues

Based on international sustainability trends and standards (GRI Standards, UN SDGs, SA8000/RBA, SASB,...), sustainability assesssment (ISS-Oekom, DJSI,...), the company's sustainable development strategy, and the attention of stakeholders topics, as the major sources for collecting sustainability issues to compile

Step 4
Implement Materiality Analysis

270
Questionnaires Collected

Create a matrix of materiality according to the degree of concern of stakeholders on various issues and the impact of the decisions of insiders on the Company's operations

Implement Materiality Analysis, and Determine the Priority of Issues

We conducted materiality questionnaire surveys on identified stakeholders. We collected a total of 270 questionnaires in 2020 and used them to learn about the level of concerns of the stakeholders for each issue. We also surveyed members of the ESG Committee and the Company's participating employees to evaluate the impact on the Company's operations from aspects such as the economy, environment, and society, and summarized the major issues for communication.

Step 5
Determine Disclosure Boundaries

2
Boundaries Identification

Physical boundaries inside and outside the organization

Determine the Scope and Boundaries of Material Issues

The Company conducted a full evaluation of the value chain covered by Wistron based on the identified material topics in accordance with the activities, products, services, related impact, and boundaries of such occurrence in the Company or upstream and downstream sectors of the industry.

Step 6
Review and Discuss

34+
Material Topics

Determine disclosure topics

Review and Discuss

The ESG Report Editorial Committee discussed the results of the materiality analysis before determining the sustainability issues prioritized for disclosure. They correspond to a total of 25 topics in GRI Standards, 4 issues voluntarily disclosed by the Company, and new issues such as COVID-19, the circular economy, air pollution control, use of renewable energy, and financial impact of climate change. A total of 34 issues were listed as material topics for 2020.

Identification of Boundaries of Material Topics

Category	Material Topics	Significance of the Material Topic to Wistron	Corresponding Chapter	Boundaries Identification		
				Internal	External	
					Suppliers / Contractors	Customers
Economy	Economic Performance	Continue to improve operational efficiency, actively invest in product innovation and industrial transformation, and create momentum for financial growth	2-1-3 Economic Performance	✓		
	Hiring Local Talents	Increase local employment opportunities and actively hire local talents	4-1-1 Hiring and Compensation	✓		
	Anti-Corruption	Uphold ethical management and expressly refuse to accept any form of illegitimate interests	2-2-2 Ethical Management and Compliance	✓	✓	✓
	Anti-Competitive Behavior	Uphold ethical management and adhere to fair-trade business practices	2-2-2 Ethical Management and Compliance	✓	✓	✓
	Taxation	All business locations across the globe comply with reasonable tax obligations of respective countries	2-1-3 Economic Performance	✓	✓	✓
	Financial Impact of Climate Change	Identify the financial impact of climate change on operations and effectively manage risks	2-3-3 Climate Change Risks	✓	✓	✓
Environment	Circular Economy	Commit to lowering the impact of products on the environment and create sustainable value for customers	3-2-1 Circular Economy	✓		
	Energy Efficiency	Improve energy efficiency in operations and avoid the depletion of natural resources caused by excessive consumption	3-1-2 Energy Management	✓		
	Use of Renewable Energy	Increase the procurement and installed capacity of renewable energy to avoid the depletion of natural resources caused by excessive consumption	3-1-2 Energy Management			
	Water Resource Management	Use water resources in a reasonable manner and increase water-use efficiency to reduce waste of water	3-3-2 Water Resource Management	✓		
	Greenhouse Gas/Carbon Emissions	Reduce greenhouse gas emissions during operations to reduce the negative impact on the global climate	3-1-1 Greenhouse Gas Emissions Management	✓	✓	
	Air Pollution Control	Effectively control gas emissions in the production process to avoid harming personnel and the environment	3-1-1 Greenhouse Gas Emissions Management	✓		
	Waste Management	Effectively control the waste produced in the production process and adopt appropriate recycling means or outsource waste disposal	3-3-3 Waste Management	✓	✓	
	Compliance with Environmental Laws and Regulations	Support for and compliance with the regulations and standards of local governments are basic obligations of businesses	3-3-4 Environmental Management and Compliance	✓		✓
	Supplier Environmental Assessment	Require suppliers to comply with environmental protection requirements to ensure the sustainable development of the value chain	2-5 Supply Chain Sustainability Management	✓		✓

Category	Material Topics	Significance of the Material Topic to Wistron	Corresponding Chapter	Boundaries Identification		
				Internal	External	
					Suppliers / Contractors	Customers
Society	Employer-Employee Relationship	Recruit diverse talents from around the globe and provide legal rights and benefits	4-1-1 Hiring and Compensation	✓		
	Employee Communication	Wistron respects the freedom and rights of employees and has established an open platform for the expression of opinions	4-1-3 Open Communication Channels	✓		
	Health and Safety	Employee health is the foundation of the sustainable development of the Company, and it enables employees to maximize their potential and create value	4-3 Workplace Health and Safety	✓		
	Talent Cultivation and Career development	The Company provides diverse learning channels and training systems to effectively enhance its competitiveness and the career development of employees	4-1-2 Talent Cultivation and Career Development	✓		
	Employee Diversity and Equal Opportunities	Uphold the core value of a people-oriented philosophy and create a workplace of diversity, equality, and tolerance	4-2-3 Diversity in the Workplace	✓		
	Non-Discrimination	The Company is committed to eliminating and preventing any form of discrimination to ensure equal rights and opportunities for all employees	4-2-1 Human Rights Risks and Major Issues	✓		
	Ban on the Use of Child Labor	Recruitment of employees must meet the local legal minimum age for employment to protect their physical and mental safety and health	4-2-1 Human Rights Risks and Major Issues	✓		
	Ban on Forced Labor	Prohibit any form of forced labor and protect the rights and interests of employees	4-2-1 Human Rights Risks and Major Issues	✓		
	Customer Health and Safety	Effectively control hazardous substances in raw materials to comply with international regulations and requirements and ensure customer health and safety	3-2-4 Customer Health and Safety	✓		✓
	Marketing and Labeling	Comply with customer requirements or regional energy regulations for obtaining energy or safety certifications	3-2-3 Product Accountability and Quality Management	✓		✓
	Data Protection and Privacy	Wistron is committed to ensuring the confidentiality of customer information and upholding the principle of good faith for customer privacy rights	2-4 Information Security Management	✓		✓
	Human Rights	Protect employees' basic human rights and provide a workplace with full protection of human rights	4-2 Human Rights Management	✓		
	Socioeconomic Compliance	Support for and compliance with the regulations and standards of local governments are basic obligations of businesses	2-2-2 Ethical Management and Legal Compliance	✓		
	Supplier Social Responsibility Management	Use investigation and audit mechanisms to ensure the implementation of social responsibilities in operational activities of the value chain	2-5 Supply Chain Sustainability Management	✓	✓	
Others	Sustainable Product Design and Development	Introduce sustainable development concepts during preliminary design to reduce the impact of products on the environment in all stages of the product life cycle	3-2-2 Creation of Products with High Added Value	✓		✓
	Development of New Businesses	Integrate Wistron's core software and hardware capabilities and actively pursue transformation and development of new business models	1-6-1 Innovative Businesses	✓		
	COVID-19	Implement pandemic prevention measures in all business locations around the world to maintain the Company's normal operations	Special Report on Sustainability	✓	✓	✓
	Social Welfare	Utilize technology to improve the quality of life and the environment, protect the ecological environment, and support the society and culture	4-4 Humanity and Social Care	✓		

[Note] The mark " ✓ " in the table indicates the boundaries of the dimension

Stakeholder Engagement and Materiality Analysis Graph

Environment

1. Environmental Compliance
2. Waste management
3. Energy efficiency
4. Air pollution control
5. Renewable Energy Used
6. Greenhouse gas/carbon emissions
7. Water resource management
8. Biodiversity

Society

9. COVID-19
10. Health and safety
11. Employment
12. Customer health and safety
13. Talent cultivation and career development
14. Socioeconomic compliance
15. Employee communication
16. Local Hiring
17. Child labor
18. Social Participation and Care
19. Non-discrimination
20. Ban on forced labor
21. Supplier social responsibility management
22. Human rights
23. Employee diversity and equal opportunities
24. Local Communities
25. Marketing and labeling
26. Anti-corruption
27. Security practices
28. Freedom of association and collective bargaining
29. Rights of indigenous peoples
30. Anti-competitive behavior
31. Public policy

Governance

32. Economic performance
33. Data protection and privacy
34. New Businesses Development
35. Sustainable product design and development
36. Circular economy
37. Tax
38. Financial impact of climate change
39. Indirect economic impacts
40. Procurement practices

Stakeholder Communication Mechanisms

Stakeholders

Customers

Significance of the Stakeholders to Wistron

Wistron's core philosophy is to create value for customers and continuously communicate with customers to understand their needs, increase trust, and help customers achieve their goals and grow together.

Issues of Concern	Communication Channels	Communication Frequency
Products and services	Quarterly Business Review (QBR) meetings	Every quarter or every six months
Customer privacy	E-mail, documents, and telephone	Immediate
Customer information security	Customer questionnaires or onsite audits	Where necessary
R&D innovation and green products	Project meeting, e-mail, video conference, or telephone	Where necessary
Labor human rights	Customer questionnaires or onsite audits	Immediate
Supply chain management	Procurement guidelines, customer questionnaires, or audits	Where necessary

Response and Results

- More than 65% of first or second rates in Customer QBRs
- Completed and responded to customer information security questionnaire feedback for a total of 20 times
- Completed 4 onsite customer information security audits
- Obtained 459 patents
- Green products that helped customers obtain environmental protection labels accounted for 90% of hardware revenue

Stakeholders

Employees

Significance of the Stakeholders to Wistron

Wistron upholds the core value of a people-oriented philosophy and attracts outstanding talents from all over the world. We provide a comprehensive salary, benefits, and training system to unleash employees' potential and maximize business performance.

Issues of Concern	Communication Channels	Communication Frequency
COVID-19 prevention and care	Personal health status reports, establishment of pandemic prevention information networks, and pandemic prevention announcements	Daily and regularly
Training and Development	Strategic planning meeting, training needs survey, and performance communication interviews	Strategy planning meeting: once a year Training needs survey: once a year Performance communication interviews: 3 times per year
Compensation and benefits	Performance interview, evaluation, and meetings of the Employee Welfare Committee	Performance communication interviews: 3 times per year Welfare committee meeting: Quarterly
Labor-management relations and friendly workplace	Employee Relationship Promotion Committee	Quarterly
Human rights	The Company's official website, training for new supervisors, and questionnaires	Immediate
Employee care and benefits	Employee health examinations and medical consultation	Annually

Response and Results

- 100% employee personal health status report rate
- Average of 54 hours of training for employees around the world
- 73% performance communication interview rate
- 100% budget utilization rate for employee welfare activities
- Formulation and promulgation of the Global Human Rights Policy on the Company's official website
- 94% annual employee health examination participation rate in Taiwan

Stakeholders

Investors/ Shareholders

Significance of the Stakeholders to Wistron

The Company's business goal is to maximize the interest of shareholders. Wistron leverages funds in an appropriate manner to create a positive cycle and discloses operational and financial information with transparency.

Issues of Concern	Communication Channels	Communication Frequency
Corporate Governance	Shareholder's Meeting	Annually
Financial performance and dividend policy	Investor conference	Quarterly
Business strategy and outlook	Investor meetings	Ad hoc

Response and Results

- Ranked among the top 5% in the 6th Corporate Governance Evaluation
- Approximately 170 investor meetings with nearly 500 investors in attendance

Stakeholders

Suppliers

Significance of the Stakeholders to Wistron

Suppliers are Wistron' s important partners for sustainable development. We help suppliers evaluate potential risks and opportunities in accordance with global sustainability trends to jointly develop better solutions for customers.

Issues of Concern	Communication Channels	Communication Frequency
Green product management	Supplier green product management platform	Ad hoc
Supply chain management	Supplier sustainability performance evaluation and audit	Annually
Supply chain management	Supplier seminar	Annually

Response and Results

- Management implemented on 484 suppliers
- Onsite audits performed for 110 suppliers
- 177 suppliers participated in the Wistron Group Partner Conference

Stakeholders

Government Agencies/ Competent Authorities

Significance of the Stakeholders to Wistron

Wistron complies with the laws and regulations of the local government at its business locations and maintains good communication with the government agencies to create local employment opportunities and tax revenue.

Issues of Concern	Communication Channels	Communication Frequency
Legal compliance	Official documents, Market Observation Post System, and explanatory seminars	Ad hoc
Ethical management	Explanatory meetings and onsite audits	
Intellectual property rights	Explanatory meetings and regulation seminars	
Labor-management relations	Official documents, explanatory meetings, regulation seminars, and conferences	
Green energy	Official documents/questionnaires	

Response and Results

- Ranked among the top 5% in the 6th Corporate Governance Evaluation
- The Company invited the Investigation Bureau, Ministry of Justice to organize the "Corporate Ethical Conduct Training and Case Studies" for 257 division supervisors and above.
- Hsinchu Plant received the "Authorized Economic Operator" (AEO) certification from the Customs Administration of the Ministry of Finance
- The Company received the Sports Enterprise Certification from the Sports Administration of the Ministry of Education

Stakeholders

Non-profit Organizations/ Communities

Significance of the Stakeholders to Wistron

Non-profit organizations are Wistron's key partners for expanding influence for sustainability. We have established long-term cooperation to respond to environmental and social issues. Wistron continues to communicate with entities and residents in local communities to mitigate the impact of operations and production activities on local communities.

Issues of Concern	Communication Channels	Communication Frequency	Response and Results
Social welfare	The Company's participation and sponsorship of external public welfare projects The Company encourages employees to participate in internal charitable activities	Ad hoc	● A total of NT$151,871,457 invested in social welfare

Stakeholders

Media

Significance of the Stakeholders to Wistron

Wistron maintains good communication channels with the media which helps the Company deliver a broad range of company information, communicate its brand image, and engage more stakeholders.

Issues of Concern	Communication Channels	Communication Frequency	Response and Results
Corporate image	Hold press conferences or investor conferences or issue press releases	Ad hoc	● The Company issued approximately 39 press releases

Stakeholders

Others (Directors)

Significance of the Stakeholders to Wistron

Directors form the core of Wistron's governance and seek to maximize shareholder interests and sustainable development of the Company.

Issues of Concern	Communication Channels	Communication Frequency	Response and Results
Operational performance and sustainable development	Organize meetings of the Board of Directors and Committees	Convened where necessary in accordance with the organization rules	● The average attendance rate is above 95%

Response to the Incident in India

A riot broke out at Wistron's India new manufacturing site in December 2020. This unexpected incident conducted by unknown attackers caused damage to some facilities. Yet the main production equipment and warehouses were not severely damaged. Wistron expanded the production line rapidly in India last year, and together with the impact of the COVID-19 pandemic, we didn't manage the contract worker agents well enough for the labor attendance and failed to respond timely. The wages of certain employees were thus not paid in time.

Wistron highly values labor rights and interests, we took immediate actions for the correction and improvement right after the incident. We actively contacted RBA to explain and discuss the causes of the incident. By January 2021, Wistron has put in place the corrective actions and meet the compliance requirements of the local government and customer's requests. We improved the hiring and payroll systems to ensure that every employee receives the correct salary, proven with complete payroll documentation. In addition, we also enhanced related employee relationship management and set up a 24-hour grievance system (operating languages includes Kannada, Telugu, Tamil, Hindi, and English) to ensure that all employers can express their opinions and share their concerns anonymously. Wistron will continuously seek optimal solutions for creating win-win situation for both the employer and employees and develop sustainable working environment with the local community.

Immediate Action

Actively contact the RBA to explain and discuss the causes of the incident

Improvement Plan

The correction and improvement plan was completed in January 2021

External Audit

Appoint an external agency to ensure the correctness of the improvement plan

Improvement Action

Establish a special labor unit, optimize the employment and salary system, and set up a 24-hour complaint hotline.

1-6 Innovation and Development

1-6-1 Innovative Businesses

Wistron green resources business

Long-term investment in the circular economy business model to develop new technologies for market expansion

22,860 tons
Reduced carbon dioxide equivalent emissions

16,930 tons
Circular economy environmentally friendly materials sold

10,000+ tons
Recycled and processed electronic waste

Closed-loop recycling green services

With eight years of practical experience in the circular economy, the Wistron Green Resources Team now provides recycling and processing services for plastic materials to maximize benefits for customers in the circular economy. The impact of the COVID-19 epidemic in 2020 reduced the volume of electronic waste processed to approximately 10,000 tons. Meanwhile, the Wistron Green Resources Team is committed to developing new recycling technologies for use in more markets.

- **Supply of environmentally friendly recycled materials**
  The Wistron Green Resources Team is committed to providing closed-loop resource reuse services for customers. It shipped 16,930 tons of post-consumer recycled (PCR) green materials in 2020 and has obtained 15 UL Yellow Cards for Plastics. Product lines that use recycled plastic materials have expanded from monitors and televisions to desktop computers, Internet phones, set-top boxes, and other IT products.
- **Reduce the use of new plastic materials**
  The Wistron Green Resources Team approximately reduced the use of new plastics by 7,620 tons in 2020. Calculations based on the estimated carbon footprint of 3kg/kg CO_2e for recycled plastics, the Team reduced approximately 22,860 tons of carbon dioxide equivalent (CO_2e).
- **Expand the circular economy market**
  The customers of the Closed-Loop Gold and Closed-Loop Plastic included the IT industry, healthcare industry, and aviation industry. The Company has also expanded businesses to secured product destruction and recycling for OEM customers.
- **Research and develop recycling technology**
  The Wistron Green Resources Team began the research on the "lithium battery recycling and reuse" technology in 2020 and is expected to complete its development in 2021-2023.
- **Research and develop new products with ocean-bound plastic**
  The Wistron Green Resources Team launched the ocean-bound plastic recycling project in 2020 for use in monitor and fan products. It plans to start mass production in 2021-2022.

Customer service business (after-sales services)

Introduce digital solutions to extend the service life of products

Increase customer satisfaction

Provide customers with maintenance plans as after-sales services to extend product service life and avoid premature discarding of products

- **Second-generation customer service system**
  Establish a web-based user interface to integrate global service data into a single database and facilitate data analysis
- **Eagle Eye system**
  Provide customer demand forecasts to reduce inventory and sluggish material holdings
- **Golden system**
  The system provides the best shipping date for issuing orders to each repair center based on the availability of each material
- **SOPS system 2.0**
  The system uses historical data and the ERP system information to monitor customer service material requirements and inventory levels
- **Semi-automatic system**
  The Company has developed semi-automatic material preparation, packaging, and shipping systems to reduce human errors and increase shipment accuracy

Education service businesses

The Company cooperates with local governments to develop smart campuses and create borderless cloud-based digital learning system services

260,000
Users registered on the CooC Cloud and Da Academy platform

130
Companies using TibaMe for training

900
Students offered with internships in companies

Putting knowledge to use

Wistron develops smart learning-based campus solutions for the future with industrial, government, academic, and research institutions. We have created an education platform to help improve the quality of education in domestic schools.

- **Taipei CooC Cloud education system**
  Wistron and Taipei City Government jointly developed the system, which had approximately 157,000 registered users and 5.82 million visits as of the end of 2020.
- **DrLive self-learning platform**
  Wistron, the Ministry of Education, and the Education Bureau of Kaohsiung City Government jointly developed the platform, which had approximately 105,000 registered users and 3.8 million visits as of the end of 2020.
- **Cloud digital empowerment service system**
  TibaMe, created by the Company's subsidiary Wiedu, recruited nearly 200,000 members, provided external training service to 980 corporates, and introduced training into 130 corporates as of the end of 2020, making it the well-known digital talent cultivation accelerator in Taiwan. In addition, the OnO (On-line and Off-line) mode helped the Ministry of Labor promote AI talent training in Taipei and Taoyuan
- **Gap of Learning & Field (GOLF)**
  As of the end of December 2020, GOLF has provided 41 companies with approximately 234 courses and included 54 universities in the program. It has helped approximately 900 students obtain internships in companies to cultivate skills necessary for meeting needs in the industry.

1-6-2 Innovation and R&D

Wistron has developed strong R&D and technological innovation capabilities and powered its growth and development with a diverse product portfolio in recent years. These developments have allowed the Company to expand its product portfolio, including portable computer products, desktop computer systems, servers and network storage devices, display products, communication products, and after-sales maintenance services, and to extend its businesses to cloud businesses, vertical integration of monitors, and green resources involving scrapped electronic products and renewable resources to become a leading technology service provider (TSP) of innovative technologies and services.

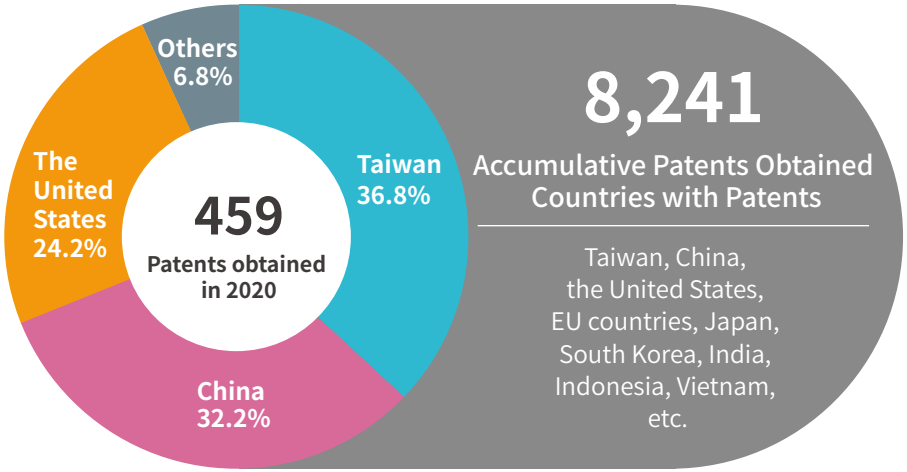
Wistron Invention and Creation Reward Regulations

The Company established the "Wistron Invention and Creation Reward Regulations" to maintain competitive advantages of its innovative technologies, actively encourage employees to continue to improve their engineering capabilities and develop new technologies. The Regulations encourage employees to be creative, propose strategies for the Company's products, and apply for patents for new technologies.

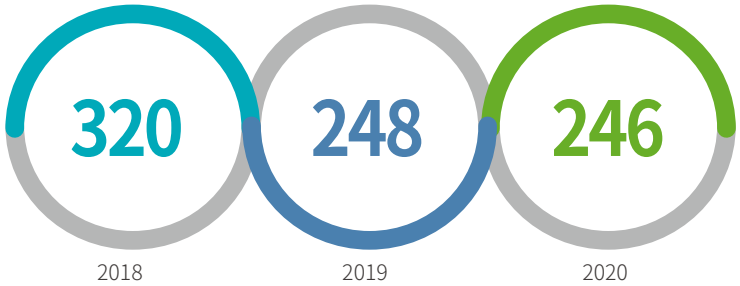
A patent commendation ceremony is held every year to encourage employees to continue the R&D and innovation and strengthen the improvement of patent quality while increasing the quantity of patent filings. We encourage the winners to create commercial applications for the patents so that they can be directly used in the Company's products and enhance R&D competitiveness.

Patent Commendation Ceremony - Awards presented by the Chairman and Vice Chairman

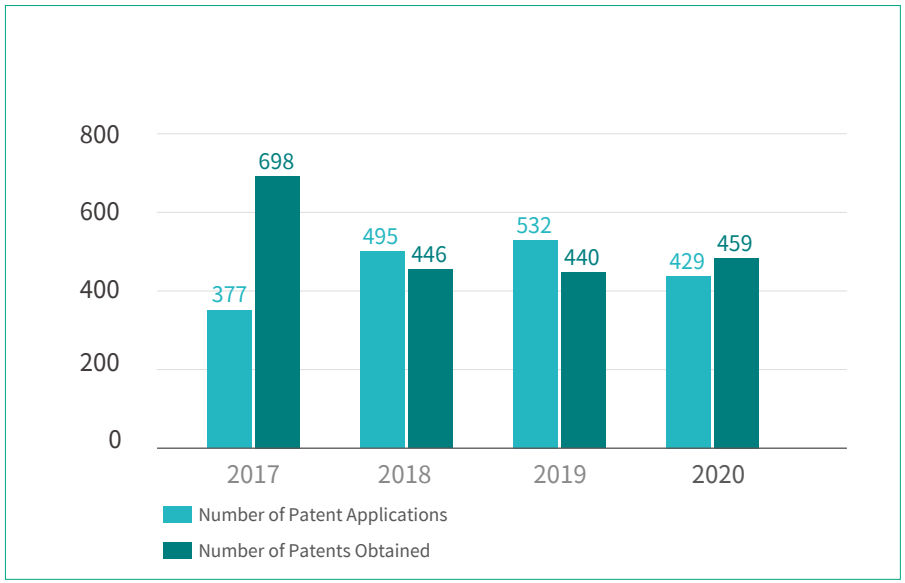
Number and Composition of Patents Obtained in 2020



Number of Patent Commendation Winners



Accumulative Number of Patent Applications and Patents Obtained



The reasons for the slight decrease in the number of patent applications in 2020 included the suspension of work caused by the COVID-19 epidemic in the first half of the year and the internal patent quality control implemented by Wistron. The measures reduced the number of patent applications that are less directly related to the Company's R&D or business development. The Company also adopted different patent application strategies for different technologies and employed other methods of protection for technologies that are less suitable for protection with patents. These measures have improved the quality of patent applications.

Encourage the Development of Green Product Patents

Wistron obtained patents in 2020 to implement the Green Product Policy, including green product patents for environmentally friendly designs such as a design to improve the overall energy conversion efficiency of a system. Green product patents increase the added value of products, improve humans' well-being with innovative technologies, and create a better life for the entire society

Green Product Patent Design Achievements in 2020

1

Portable Electronic Device and Battery Temperature Control Method

Patent number: I688180

To extend the service life of batteries

The temperature of the battery module is increased or decreased through controls based on the battery module temperature. The charging and discharging efficiency of the battery module is improved and prevents excessive heating inside the device from affecting the performance.

2

Heat Dissipation Module and Method

Patent number: I710874

To improve performance with accurate heat dissipation

This module method continuously responds to temperature changes and implements accurate adjustments of the output voltage of the thermoelectric cooling chip. This module method effectively dissipate heat from the source, improve the work efficiency of the chip, attain system stability, and maintain efficient output at high clock rates.

3

Wireless Input Device and Power Management Method of the Sam

Patent number: US10651679

To tackle battery power waste

The device receives input from multiple power sources and adjusts the power accordingly. The wireless input device includes an energy-storage/charging device, which is coupled to the backup battery and the electricity generating device. The energy-storage/charging device stores the electricity generated by the electricity generating device and charges the backup battery when the stored electricity has reached a predetermined volume. This reduces the waste of battery power or natural power depletion issues.

2

Corporate Governance

2-1 About Wistron
- 2-1-1 Company Profile
- 2-1-2 Products and Services
- 2-1-3 Economic Performance

2-2 Governance Structure
- 2-2-1 Board of Directors and Committees
- 2-2-2 Ethical Management and Legal Compliance

2-3 Risk Management
- 2-3-1 Business Risks
- 2-3-2 Financial Risks
- 2-3-3 Climate Change Risks

2-4 Information Security Management
- 2-4-1 Information Management
- 2-4-2 Customer Privacy Protection

2-5 Supply Chain Sustainability Management
- 2-5-1 Supply Chain Management Procedures
- 2-5-2 Responsible Business Alliance (RBA)

Material Topics and Management Strategies

Topics	Company Governance	Ethical Management	Risk Management/ Internal Control	Legal Compliance and Management	Information Security
2025 Goals	Top 5% *Maintain place in the Corporate Governance Evaluation	100% *Attendance of corporate governance and ethical management course for indirect labor in Taiwan	>=95% *Reliability coefficient of regular self-assessment of internal control	100% *Digitalization of contracts and intellectual property asset management	100% *Audit pass rate of customers' information security regulations
2021 Goals	Top 5% *Maintain place in the Corporate Governance Evaluation	100% *Employee signature rate of the Code of Ethical Conduct Statement	>=95% *Reliability coefficient of regular self-assessment of internal control	65% *Digitalization of contracts and intellectual property asset management	100% *Audit pass rate of customers' information security regulations
2020 Goals	Top 5% *Maintain place in the Corporate Governance Evaluation	100% *Employee signature rate of the Code of Ethical Conduct Statement	>=95% *Reliability coefficient of regular self-assessment of internal control	50% *Digitalization of contracts and intellectual property asset management	100% *Audit pass rate of customers' information security regulations
2020 Achievement	Top 5% *Maintain place in the Corporate Governance Evaluation	99.7% *Employee signature rate of the Code of Ethical Conduct Statement	99.92% *Reliability coefficient of regular self-assessment of internal control	55% *Digitalization of contracts and intellectual property asset management	100% *Audit pass rate of customers' information security regulations
Strategy Development	Improve performance in sustainability evaluations	Implement employee education and training and strengthen the Code of Conduct and ethical management	Regularly review the risk appetite for all levels of the Company	Regularly review changes in regulations related to operations to ensure compliance with laws and regulations	Establish an updated information security system and mechanism to ensure information security for the Company and customers
Management Method	Corporate Governance Best Practice Principles Corporate Social Responsibility Best Practice Principles	Corporate Governance Best Practice Principles Ethical Corporate Management Guidelines Code of Ethical Conduct	Risk Management Policy and Procedures	Code of Ethical Conduct	ISO 20000 Information Technology Service Management System ISO 27001 Information Security Management System

2-1 About Wistron

2-1-1 Company Profile

Global Leader in the ICT Industry

Wistron Corporation is a global leading technology service provider supplying innovative ICT (information and communications technology) products, service solutions, and systems to top branded companies worldwide.

Our product and service lines include PCs, server and networking systems, enterprise storage solutions, professional display products, communication devices, after-sales services, and electronics scrap recycling, as well as cloud and display vertical integration solutions. With the development of cloud computing, Wistron combines hardware devices and cloud data systems through software services to provide technical service platforms and solutions to our customers. In addition, Wistron has been dedicated to building value chains in the ICT industry and innovation platforms in the new era of education and enterprise services, IOT, and medical services. The strengths in product development and innovation lead Wistron to become the technology powerhouse of better life and environment.

Wistron was listed as a Fortune Global 500 company in 2011, 2012, 2018, 2019, and 2020. In 2018, Wistron was recognized as one of The 100 Global Technology Leaders by Thomson Reuters. Since 2009, Forbes Magazine has included Wistron among Global 2000 for 12 consecutive years (2009-2020). Forbes Magazine also ranked Wistron in Forbes Asia FAB 50 for Asia' s best publicly listed companies during 2007, 2008, and 2009.

Wistron Honors

- Ranked top 5% of "2019 (the sixth year) Corporate Governance Evaluation"
- Ranked No. 7 in revenue among Taiwan manufacturing companies on the CommonWealth Magazine 2000 list in 2019
- Fortune Global 500 Company
- Forbes Global 2000 Company
- Awarded CommonWealth Magazine Excellence in Corporate Social Responsibility - Large enterprises sector #25
- Won Taiwan Top 50 of Corporate Sustainability Report Award of TCSA in 2020
- Received MSCI ESG ratings: AA (MSCI ACWI index constituents technology hardware, storage, and peripherals)

2001
Year of Establishment

NT$845 billion
Consolidated Revenue (NTD) in 2020

80,000+
Employees Across the Globe

25
Global Manufacturing, Technology, & Service Centers

Global Operations

Wistron has more than 80,000 employees in 12 manufacturing sites, 10 R&D centers, and 14 after-sales service centers worldwide. Located strategically across Asia, Europe, and North America, our worldwide facilities are arranged to provide comprehensive product development and customer services to global customers. Stable growth and sustainable operations are achieved through collaborative effort of Taiwan headquarters with overseas sites. For more information of global operations, please visit Wistron's official website:

https://www.wistron.com/

Participation in External Organizations

Wistron has established positive cooperation with or become members of cross-industry or cross-sector associations and organizations. They help expand exchanges and participation levels and receive the latest news on international developments and trends to achieve continuous growth and progress.

Wistron's Participation in Organizations and Associations in 2020

Category	Organization or Association
Technology	▪ Taiwan Electrical and Electronic Manufacturers' Association ▪ Taipei Computer Association ▪ The Allied Association for Science Park Industries ▪ Information Service Industry Association of the R.O.C. ▪ International Electronics Manufacturing Initiative ▪ Nanotechnlogy and Micro System Association ▪ Taipei University of Science and Technology Electronics Manufacturing and Quality Technology Alliance ▪ Network of Intelligent Camera Ecosystem (NICE) ▪ Taiwan Industry-Academia Research for Collaboration-Integration-Development Association
Medicine	▪ Taiwan Elderly Care Industry Association ▪ Taiwan Assistive Technology Industry Association ▪ Taiwan Medical and Biotech Industry Association ▪ Taiwan Society of Engineering Technology and Practical Medicine
Others	▪ A member of the Responsible Business Alliance (RBA) ▪ Gap of Learning & Field (GOLF)

2-1-2 Products and Services

Wistron retains strong R&D and technological innovation capabilities. Powered by the growth and development of a diverse ICT product portfolio, we provide environmentally friendly products with high added value, and we are committed to our transformation into a comprehensive technology service provider (TSP). Following cloud application development trends, Wistron has integrated hardware devices such as computers and smart devices with cloud data systems through software services to provide technical service platforms and solutions and meet customer and consumer demands.

Main Products and Technology Services

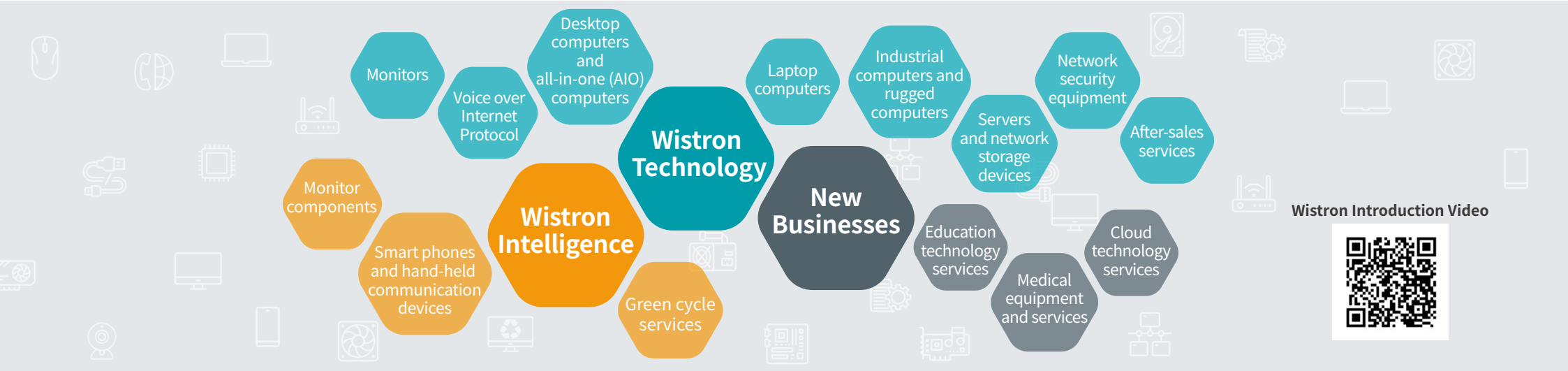
Wistron is not a brand company and the annual growth rate of the shipment volume is used in lieu of market share. In addition to striving for purchase orders of international companies, we also seek to control cost and maintain stable profit margin amid intensifying price wars.

In terms of the performance of Wistron's products in 2020, laptop computers, monitors, smart products, and enterprise products have achieved more prominent growth while the performance of other products remained the same or declined slightly.

Product Sales

Sales volume unit: device/piece/unit
Sales value unit: NT$1 million

Year	2020				2019			
Sales Volume/ Value Main Products	Domestic Sales		Export Sales		Domestic Sales		Export Sales	
	Sales Volume	Sales Value	Sales Volume	Sales Value	Sales Volume	Sales Value	Sales Volume	Sales Value
Computers/ Communication/ Consumer Electronics	717,073	5,222	88,669,215	749,737	572,603	4,986	85,831,656	772,836
Other products	143,395	206	71,259,508	89,847	18,025	324	68,847,128	100,109
Total	860,468	5,428	159,928,723	839,584	590,628	5,310	154,678,784	872,945



Wistron Introduction Video

2-1-3 Economic Performance

Wistron's consolidated revenue results in 2020 was comparable to 2019 revenue.

In terms of operation management, we continue to improve our operation efficiency, material cost management, and manufacturing productivity. In addition, we aggressively engaged in product innovation and business transformation to respond to the intense industry competition.

Financial Performance Summary Table

Unit: NT$1 million

Item \ Year	2020	%	2019	%
Operating revenue	845,011	100	878,255	100
Operating gross profit	46,053	5	42,159	4
Operating expenses	31,582	3	28,859	4
Net operating profit	14,471	2	13,300	1
Net profit before tax	16,845	2	12,776	1
Income tax expenses	3,937	-	3,050	-
Consolidated net income after tax (including minority shares)	12,908	2	9,726	1
Basic earnings per share	3.1	-	2.4	-
Retained earnings	26,853	-	24,399	-
Personnel expenses	43,007	-	38,719	-
Employee bonus	1,547	-	1,165	-
Cash dividends [Note]	6,249	-	5,681	-
Stock dividends	-	-	-	-

[Note]The board approved proposal, and the actual dividend distribution is subject to AGM's approval.

Ratio of Debt and Shareholders' Equity to Total Capital

Unit: NT$1 million

Item \ Year	2020	%	2019	%
Assets	428,822	100	344,176	100
Stockholders' equity	83,926	20	83,901	22
Short-term loans [Note]	102,040	24	59,785	18
Long-term loans	25,324	6	15,752	6

[Note] Including long-term loans due within one year

Profitability Analysis Table

Item		Unit	2020	2019
Profitability	Return on assets	%	3.8	3.9
	Return on shareholders' equity	%	11.93	9.52
	Ratio of net profit before tax to paid-in capital	%	59.30	44.98
	Profit margin	%	1.53	1.11
	Earnings per share	$NTD	3.1	2.4

[Note] The financial information in each table is provided in accordance with the 2019 and 2020 Consolidated Financial Report audited by CPAs. Please refer to Homepage/Investors on the Company's official website (URL: www.wistron.com).

Tax Policy

Wistron is a global citizen and upholds the ideals for the continuous creation of value in the Company's sustainable development and innovation. We are committed to information transparency and sustainable development, and we support social responsibilities by paying reasonable taxes in all countries of operations.

1. The Company makes all major business decisions in accordance with related laws and regulations and evaluates the impact of such decisions on taxation risks.
2. The Related Party Transfer Pricing Policy is established in accordance with the Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrations established by the Organisation for Economic Co-operation and Development (OECD). The Policy defines related party transaction principles and requires compliance with common trading practices.
3. The Company complies with the "Base Erosion and Profit Shifting" (BEPS) of the OECD and generates profits via companies with economic substance. The Company also obtains tax resident status and is governed by the taxation regulations of the country of operations.
4. The Company does not plan or operate transactions in countries with low tax rates for the purpose of tax avoidance.
5. We fully present the financial reports in accordance with relevant regulations and disclose taxation information in accordance with relevant laws and regulations.
6. We have established mutual respect and good communication with the taxation authorities of the countries in which we operate on the basis of good faith.

Taxation Information in the Most Recent Two Years Unit: NT$1,000

Item	2019	2020	Average
Net profit before tax	12,776,066	16,845,375	14,810,721
Income tax expenses	3,049,823	3,937,479	3,493,651
Income tax rate (%)	23.87%	23.37%	23.59%
Income tax paid	2,920,769	4,126,630	3,523,700

[Note] Please refer to Wistron's 2019 Consolidated Financial Report for related information.

Income Tax Paid in Each Region from 2019 to 2020 Unit: NT$1,000

Year	2019		2020	
Region	Amount	Percentage (%)	Amount	Percentage (%)
Asia	2,434,985	83%	2,885,361	70%
Americas	120,184	4%	105,950	3%
Europe	365,600	13%	175,976	4%
Others	-	-	959,343	23%
Total payment	2,920,769	100%	4,126,630	100%

2-2 Governance Structure

2-2-1 Board of Directors and Committee

Board of Directors

In accordance with the Articles of Incorporation, Wistron's Board of Directors consists of seven to nine Directors, who will be elected by the shareholders' meeting from-the director candidate list via the candidate nomination system. Each Director will serve an office term of three years and may be re-elected.

Currently the Board is composed of nine members with rich operations experience and reputation in the industrial circle, which also includes legal and financial expertise for overall consideration, including five independent directors whose qualifications are in compliance with the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies".

The company's Chairman is elected by the Board of Directors and represents the company externally. Please refer to our website and annual reports for the detailed biography of each member of the Board.

The Board is required to hold at least one meeting each quarter, and a total of 6 board meetings were held in 2020. The Board is the highest government unit in the company, which is mainly responsible for improving supervision function and strengthening the management mechanism. The Board members oversee the operations team to ensure that the team strictly abides by all regulations and enhances information transparency. Moreover, it instructs the operation teams in major decision-making instances by using its own experience, so as to achieve sustainable operations for the company and further guarantee the shareholders' rights and interests. If any board member or the represented entity has a stake in any matter of the meeting, which may cause harm to the corporate benefits, the said member shall not join the discussion and voting, nor practice the voting right on behalf of another board member. The management team regularly reports to the Board regarding the operations, development strategies, and other important issues, so as to maintain smooth and open communications with the Board.

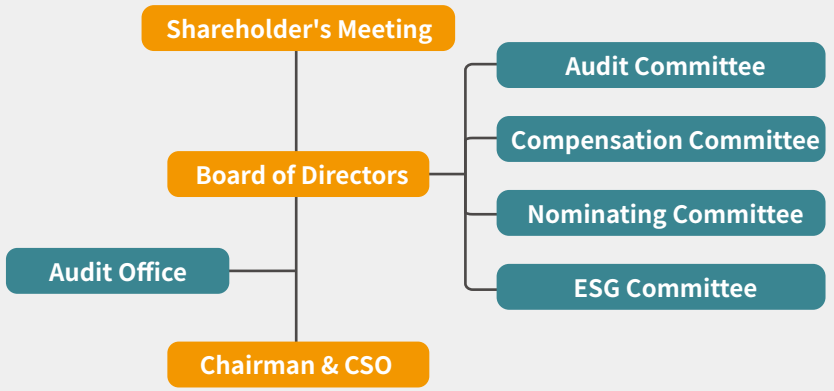
Performance Evaluation of the Board of Directors and Functional Committees

Wistron established the "Board of Directors Performance Evaluation Guidelines" to implement corporate governance, improve the functions of the Board of Directors, set performance targets, and enhance the operational efficiency of the Board of Directors. The Company included the Guidelines in performance evaluation of functional committees in 2019 and renamed the Guidelines "Board of Directors and Functional Committee Performance Evaluation Guidelines". According to the Guidelines, a performance evaluation of the Board of Directors and functional committees must be implemented once every year.

We have completed the performance evaluation of the Board of Directors, Audit Committee, Compensation Committee, Nominating Committee, and the ESG Committee in 2020. After completing the scoring and procedures, the performance evaluation scores of the Board of Directors and functional committees were 98.61%, 100%, 100%, 99.75%, and 98.29%, respectively. All evaluation results have "outperformed the standards" and have been reported to the Board of Directors and functional committees.

Selected as a Constituent of the Taiwan High Compensation 100 Index

Wistron has always been committed to the establishment of an effective corporate governance framework, protection of shareholder interests, enhancement of the functions of the Board of Directors, respect for the rights and interests of shareholders, and improvement of information transparency. We have established systems and policies to continue to improve the quality and effectiveness of corporate governance, fulfill corporate governance ideals, maximize the rights and interests of shareholders, and ensure the sustainability of the Company.



Attendance rate of the Board of Directors and functional committees in 2020

Audit Committee

One of the major functions of Wistron's Audit Committee is to develop a risk management system that monitors the company's potential risks. The scope of this mandate includes verifying the adequacy and accuracy of financial statements, appointing (and dismissing) certified public accountants and assessing their independence and performance, overseeing the integrity of internal controls, evaluating the company's compliance with legal or regulatory requirements, and monitoring the company's existing or potential risks. In addition, the general auditor, senior accounting officers, and certified accountant must attend the Committee's meetings every quarter to report on the status of internal audits and financial performance, as well as the most recent developments in pertinent regulations.

The Audit Committee may by resolution engage lawyers, auditors and/or other professional consultants to seek independent advice within the scope of its authorization. The Audit Committee may also establish direct communication with the internal auditors, certified accountants and/or the management teams. The Audit Committee is required to hold a meeting at least once each quarter, and a total of 6 Audit Committee Meetings were held in 2020. Please refer to the Annual Report and Market Observation Post System (MOPS) for details.

Compensation Committee

Wistron's Compensation Committee is given the authority to establish and review compensation policies for the company's directors and senior management. The policies are linked with the company's performance and goals, designed to recruit and retain high quality personnel and enhance competitiveness. The compensation for Wistron's directors is set up according to the Article of Incorporation and the actual payments are made according to the duties, attendance rate at the Board meetings, and performance of each director. In case of any revisions, they shall be submitted for resolution at the Shareholder's Meeting, so as to evaluate the management performance of the highest governing unit. The compensation package for each senior manager includes a fixed component of wage, three Chinese festival grants paying, and benefits and a variable component of bonus, dividends (cash/stock) and stock options. The fixed terms aim to maintain the company's competitiveness at a certain level and the variable terms are considered based on the company's and the individual's performance. When the company and individual's performance is higher, the ratio of the variable terms to the fixed terms will also be higher. The assessment standards are based on the extent to which the annual goals are achieved, which include annual financial targets (revenues, profits, etc.), market/customer, and the growth and development of the organization and personnel. In the beginning of each year, the Compensation Committee sets the assessment items, goals, and weight ratios, taking internal and external development into consideration. The compensation for the managers is assessed based on personal performance and the terms are evaluated before forwarding to the Board of Directors for approval.

Wistron's Compensation Committee is required to hold a meeting at least twice a year. The Committee is composed of three members and all the memebers are independent directors. The independent director Mr. S J Paul Chien (Shyur-Jen Chien) was unanimously elected by all Committee members to serve as convener and Chairman of the meeting. The Committee members are required to invite the company's the Chairman of the Board to attend the meetings. However, the members of the Compensation Committee should excuse themselves from the meetings if the issues to be discussed involve personal interests. The Committee may also request directors, managerial officers of relevant departments, internal auditors, accountants, legal consultants, and other personnel to attend the meetings and provide them with pertinent and necessary information. A total of 4 Compensation Committee Meetings were hold in 2020. For the attendance records, please refer to the Annual Report and Market Observation Post System.

Nominating Committee

Wistron's board of directors approved the establishment of "Nominating Committee" in 2019. The authority of "Nominating Committee" is to construct and to review the candidates of the directors, executives and the members of committees under the board of directors, and to construct and to review the setup and operation of committees.

The Nominating Committee will hold meetings whenever deemed necessary. The Committee is composed of four members with the Chairman and all independent directors of the Compensation Committee of Wistron. The independent director Mr. Christopher Chang(Liang-Chi Chang) was unanimously elected by Committee members to serve as convener and Chairman of the meeting. The Committee may request management-level personnel of relevant departments, internal auditors, accountants, legal consultants or other personnel of the Company to attend the meeting and provide related information as required, provided such delegates shall leave upon any discussion or voting being conducted. A total of 2 Nominating Committee Meetings were hold in 2020. For the attendance records, please refer to the Market Observation Post System.

ESG Committee

To strengthen sustainable development vision, fulfill corporate social responsibilities, promote economic, environmental, and social advancement, and attain sustainable development goals, Wistron established the ESG Committee in 2019 to elevate corporate sustainability and social responsibility to the level of the Board of Directors. The Vice Chairman serves as the Chairman of the Committee. The Committee consists of one independent director, two President and CEOs, Chief of Staff, Chief Technology Officer, and Chief Digital Officer. Refer to "1-4 ESG Committee" for detailed information.

2-2-2 Ethical Management and Legal Compliance

Integrity is Wistron's core value and the foundation of business operations. To create an ethical workplace that meets moral standards, the Company requires all employees to clearly comprehend and abide by professional ethical requirements. Wistron respects and rigorously abides by confidentiality agreements signed with customers and does not accept gifts or hospitality. We hope that customers, suppliers, business partners, and other entities with whom the Company has business transactions understand and support Wistron's professional ethics.

In 2014, the Company established the Corporate Governance Best Practice Principles (amended in 2020), Ethical Corporate Management Guidelines (amended in 2019), and Codes of Ethical Conduct (amended in 2018) to improve corporate governance. Please refer to Article 9 of the Code of Ethical Conduct for the complaints and reporting mechanisms for employees and external personnel. Refer to the Company's website and the Market Observation Post System for more information.

Ethical Management and Anti-Corruption Management Mechanisms

With regard to the operations of the Board of Directors, Directors may express their opinions and respond to inquiries for meeting agendas that conflict with interest between the Company and themselves or the legal entities they represent. Directors may not participate in discussions or exercise their voting rights, and they are required to recuse themselves from discussions and voting. They also may not exercise voting rights on behalf of other Directors.

Wistron pays close attention to anti-corruption management. We have established an internal control system that includes the accounting system in accordance with related laws and regulations. We evaluate the effectiveness of the design and implementation of the system each year and perform self-inspections. The auditors are responsible for reviewing the results. The Company always evaluates the legality, ethical policies, and records of unethical conduct of distributors, suppliers, customers, or other transaction counterparties before establishing business relations with such entities.

When engaging in business activities, our employees are required to explain the Company's ethical management regulations to the transaction counterparty. They must also expressly refuse to provide, promise, request, or accept, directly or indirectly, any illegitimate interests in any form or name. Where the Company discovers unethical conduct, it shall immediately suspend transactions and blacklist the entity. In addition, the Company also includes the Anti-Corruption Policy into the terms and conditions of business contracts. The terms and conditions include clear and reasonable payment terms, procedures for addressing unethical conduct, and procedures for violation of the ban on commission, kickback, or other interests specified in the terms and conditions of the contract.

Internal Control and Internal Audit

Wistron's internal control system is designed by the management in accordance with the "Regulations Governing the Establishment of Internal Control Systems by Public Companies" in consideration of the Company's overall business activities and approved by the Board of Directors. The internal control system includes constituent elements and key control points for sound operations to reasonably ensure that the following objectives are achieved:

1. Effectiveness and efficiency of operations.
2. Reliability, timeliness, transparency, and regulatory compliance of reportings.
3. Compliance with applicable laws, regulations, and bylaws.

The internal control self-assessment is conducted on a digital platform. The President supervises internal units and subsidiaries which are required to perform at least one internal control self-assessment each year. The Audit office reviews the self-assessment reports of all units and subsidiaries and uses the internal control discrepancies and irregularities found by the Audit office in the past as the basis for the Chairman and President's evaluation of the effectiveness of the overall internal control system and the preparation of the Internal Control System Statement.

The internal Audit office performs routine and special audits to review the appropriateness of the internal control system and ensure the implementation of general operations in accordance with the "Internal Auditing Enforcement Rules". The scope of the audit includes all internal operations of the Company and its subsidiaries. The internal Audit office formulates annual audit plans in accordance with the risk assessment results. The plans are reviewed and passed by the Board of Directors for implementation. The monthly audit reports are reviewed and approved by the Audit Committee and discrepancies found in the audit are tracked until the improvements are completed. The supervisor of the internal Audit office is required to attend meetings of the Audit Committee and the Board of Directors each quarter to report results of audits. With rigorous implementation of the internal control system, no material internal control discrepancies of Wistron were discovered in 2020.

Supplier Anti-Corruption Policy

Wistron communicates its Anti-Corruption Policy to all suppliers through the Wistron Supplier Relationship Management (WSRM) system. We reiterate the Ethical Corporate Management Policy and ideals in annual supplier conferences and the company profile provided to suppliers. The Company also reviews the implementation status of suppliers each year. By implementing the aforementioned communication and management mechanisms, there were no cases of corruption or violations of ethical corporate governance of suppliers in 2020.

The Company's administration and human resources units are responsible for the establishment, supervision, and implementation of the Ethical Corporate Management Policy and related measures. They report to the Board of Directors every year. No violations of ethical conduct were found in 2020 and there had been no violations of ethical conduct or cases of corruption from 2017 to 2020.

Ethical Training and Education

Wistron implements training and education to ensure that all employees fully understand related regulations. Overseas plants require all new employees to attend ethical training courses. Plants in China impose a special requirement for all new employees to sign the " Codes of Ethical Conduct Acknowledgement " while offices in Taiwan conduct online ethical training course for indirect new hires and annual ethical training for indirect current employees to cultivate the culture of integrity in the Company. In addition, the Company also classifies capital, procurement, supply chain management, and administrative units as units with potential risks. Such units are subject to internal audits or job rotations at regular intervals, and the Company also invites professional entities to provide compliance awareness training to supervisors at Wistron.

Whistleblower Protection

All employees are responsible for reporting unethical or illegitimate actions to the Company through reporting channels. The training courses include procedures for reporting illegitimate conduct. The Company also provides whistleblower protection to employees who report or take part in investigations and protect them from retaliation or unfair treatment.

Anti-Competitive Behavior

Ethical management is the most fundamental social responsibility of companies. Wistron has established the Ethical Corporate Management Best Practice Principles which require the Company to conduct business activities in accordance with applicable competition laws and regulations. The Company may not fix prices, rig bids, restrict output or set quotas, or share or divide markets by allocating customers, suppliers, territories, or businesses.

The Company understands that compliance with fair-trade practices is crucial in business activities. Wistron rigorously abides by related regulations in all operations. The Company was not penalized by the competent authority for anti-competitive behavior, antitrust, or monopolization from 2017 to 2020.

Political Contributions

Wistron has always remained politically neutral, objective and detached from public policy. We do not participate in any form of lobbying. We do not take part in the activities of political parties or related organizations. Employees have the freedom to express their political beliefs, and are encouraged to fulfill their civic duty, and vote for their preferred candidate during elections. No political contributions are made by Wistron from 2017 to 2020.

Legal Compliance

The Company has established internal operation regulations in accordance with standards in related regulations for public companies since 2001. After Wistron became a publicly-traded company, we adjusted the internal operation regulations in accordance with amendments of laws by the competent authority. We also require all subsidiaries of the Group to comply with changes in regulations.

The Company also seeks to fulfill its core value, uphold high levels of professional ethics, and ensure that employees rigorously abide by the Company's ethical standards in daily work and businesses to protect the Company's reputation, and earn the respect and trust of our customers, suppliers, and the society.

The Company has therefore established the "Code of Ethical Conduct" to provide guidance to employees and supervisors of all levels. The Company's management pays close attention to any domestic or foreign policy or regulation that may affect the Company's finance and businesses. We have also established related risk management procedures and employee continuous education and training to improve employees' legal expertise. The Company complied with laws and regulations from 2017 to 2020 and therefore did not receive monetary fines or other non-monetary penalties for failing to comply with social or economic regulations.

Ethical Management Implementation Status in 2020

2-3 Risk Management

In order to implement sustainable development, Wistron not only follows the existing organizational management system and internal control system to manage the risks at all operation levels but also commits taking top-down approaches to oversee and control the risks that should be considered at strategic levels. The Company established the systematic "Risk Management Policy and Procedures" in accordance with ISO 31000 Risk Management Principles and Guidelines in 2020. To better tackle relevant risks, we adopted proactive and effective methods for assessing major economic, social, environmental, and innovative technology risks across the world and their potential threat to the Company's sustainable development.

Risk Management and Business Continuity Policy

The Company upholds its sustainable development philosophy and, through the establishment, implementation, and maintenance of active risk management mechanisms, continuously monitors changes in internal and external issues and the environment while implementing business impact analysis and preparing effective and flexible responses to meet challenges. The Company regularly performs self-assessments and continues to improve the Company's resilience to ensure business continuity and protect the rights and interests of customers and stakeholders.

Risk Management Framework

1. The Company's highest risk management body is the ESG Committee, with Wistron's Vice Chairman serving as the committee's chairman. The ESG Committee appoints an independent director and senior executives of the company to serve on the committee. The committee conducts corporate risk assessment and facilitates discussion of risk response measures for major risks through regular meetings held every year.
2. The risk management framework at each organizational level is managed by the President & CEO. Management personnel of various business units and functional units conduct relevant risk assessments in regular business operation meetings to formulate the appropriate response and countermeasures.
3. For the internal controls, the management personnel of each operating unit and subsidiary regularly perform the self-assessment of their internal control systems, and the Audit office supervises the implementation results.
4. The ESG Committee evaluates, determines execution measures, and monitors the impact of material risks for the environmental, social, corporate governance, and technological innovation aspects in accordance with related laws and regulations.

Risk Management Procedures

The Company's risk management procedures include risk identification, risk analysis, risk assessment, risk mitigation, risk monitoring, risk reports and disclosure. The ESG Committee convenes regular meetings each year and requests the Committee Members and Work Group responsible for each aspect to evaluate and discuss the Company's potential risks and emerging risks based on the frequency, level of impact, and level of control of the environmental, social, corporate governance, and technological innovation aspects of CSR. Regualr reports are made to the Board of Director.

Framework of Risk Management Procedures

Identify the industry and environmental background

Define the external and internal factors that must be considered for risk management and set the applicable scope for risk management policies and standards for determining risks

Risk Identification

Collect, identify, and describe risks through brainstorming workshops

Risk Analysis

Evaluate the risk level based on the probability of occurrence and severity

Risk Assessment

Compare the results of risk analysis and risk guidelines to determine which risks are tolerable

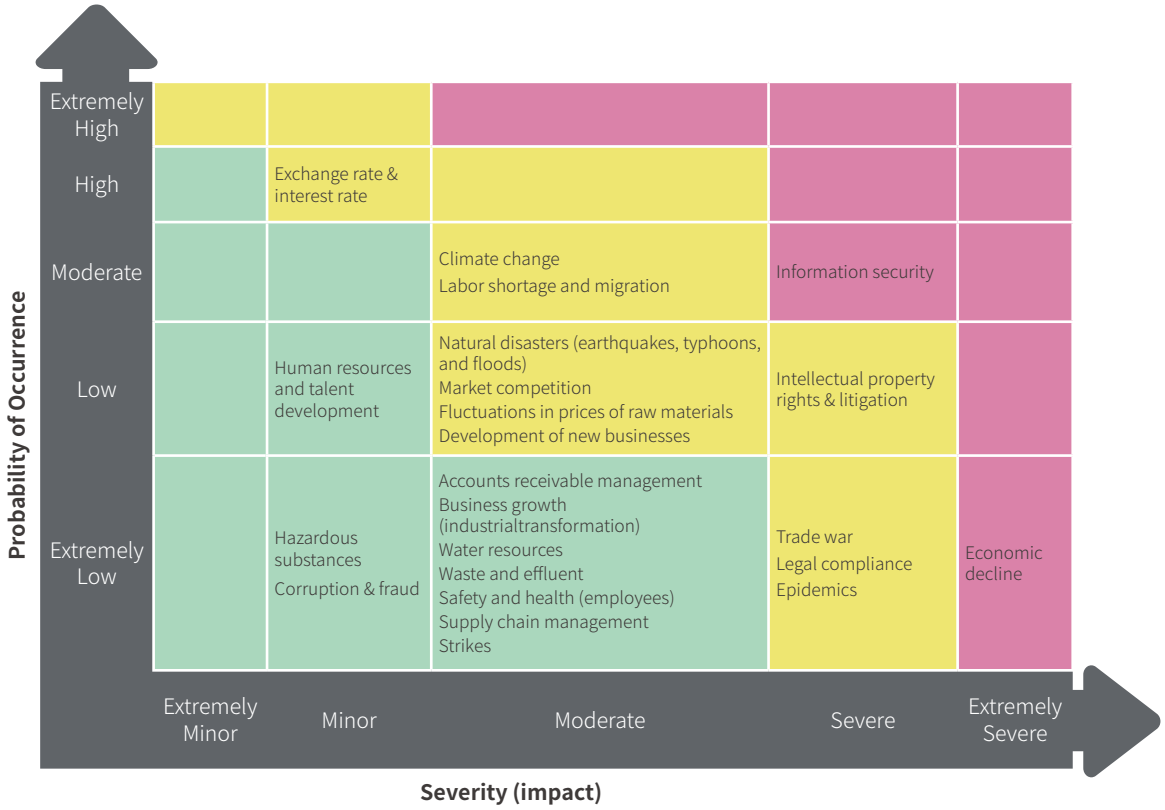
Risk Mitigation, Monitoring, and Review

Assign a department to take charge of formulating response plans or countermeasures; regularly evaluate the structure, progress, and effectiveness of risk management

Risk Identification and Operations

The members of the Risk Management Work Group organized by Wistron include units responsible for corporate governance, legal affairs, finance, investment management, corporate PR, information management, quality, sales, human resources, general affairs, materials (supply chain management), products, and manufacturing. They collect information on risk incidents, causes, and effects for the environmental, social, corporate governance, and technological innovation aspects of CSR. The ESG Committee identified 24 risks after discussions and amendments. The committee also identified risks with medium and high risks in the risk assessment process, including 13 items such as information security, economic decline, intellectual property rights, litigation, and climate change. The Company then assigns a unit to take charge of formulating corresponding risk mitigation procedures and incorporates them into the risk management items to be regularly defined and reviewed by the ESG Committee.

2020 Corporate Risk Matrix



2-3-1 Business Risks

To protect shareholder interests, Wistron focuses on business performance in its own industry and does not engage in high-risk investment activities. In addition, we make full use of our existing equipment to improve the production capacity and quality. We carefully evaluate the risks and benefits of adopting new technologies and take appropriate response measures for ensuring information security. Wistron has accelerated the development of new businesses with the rise of cloud applications. We also use regular strategy development meetings convened each year to discuss future long-term development and operation strategies. We are committed to transformation to provide more comprehensive products and services.

2-3-2 Financial Risks

Due to the rapid changes in the global financial market, the fluctuations in exchange rates, interest rates, and even commodity prices, additional challenges were created for the Company's operations. If such risks are not adequately managed, they may erode the company's profitability and impact the shareholders' interests. To manage such potential market uncertainties, our Finance Department created a Rules and Procedures of Derivative Transactions to specify the qualified hedging tools and authorization procedures, and mitigate the potential risks through timely applying the various types of financial instruments such as spot/forward, swaps, and options. In addition, as approximately 99% of Wistron's sales derives from export businesses, which are mainly quoted in U.S. dollars, most of foreign currency positions can be automatically offset and neutrally hedged. Going forward, the company shall consistently and properly apply neutral hedge and derivatives to reduce the financial risks.

2-3-3 Climate Change Risks

Wistron adopted the framework of the Task Force on Climate-related Financial Disclosures (TCFD) in 2019 to identify climate risks and opportunities and used to create measurement indicators and targets for management. Starting from 2020, the Chairman of the ESG Committee will report climate change risks, response measures, and progress of related targets to the Board of Directors each year.

Governance	Strategy	Risk Management	Metrics and Targets
▪ Board of Directors monitors related climate risks and opportunities ▪ Role of the management in evaluation and management	▪ Short, medium, and long-term climate risks and opportunities ▪ Material impact on business, strategies, and finance ▪ Take different scenarios of climate change into consideration	▪ Procedures for the identification and assessment of climate-related risks ▪ Procedures for the management of climate-related risks ▪ Inclusion of climate-related risks into overall risk management	▪ Disclosure of emissions ▪ Description of targets for risks and opportunities and performance
The ESG Committee is placed under the jurisdiction of the Board of Directors and is Wistron's highest-ranking entity responsible for monitoring climate risks and opportunities. Wistron's Vice Chairman serves as the Chairman of the Committee. The Committee consists of one independent director, two Presidents and CEOs, Chief of Staff, Chief Technology Officer, and Chief Digital Officer. The ESG Committee regularly reviews the Company's risk assessments and countermeasures for the environmental, social, and corporate governance aspects of CSR, which include but are not limited to the implementation status of climate change issues. The Chairman of the ESG Committee reports the results and future plans for sustainable development, including climate change issues, to the Board of Directors at least twice each year.	Related departments of Wistron plants across the world identify climate-related risks and opportunities and calculate the cost of management and financial impact of each risk and opportunity. The head office in Taipei assigns departments to take charge of responding to material risks and opportunities. They convene meetings to form consensus and determine actions to be taken for risks with material impact on the Company's finance. Wistron currently defines financial impact greater than NT$100 million to be a material impact. For Wistron, disasters with physical impact are the biggest source of climate risks in operations and directly affect the production capacity. On the other hand, opportunities appear as customers' demand for preventive products increases. They help increase business opportunities with customers and drive product development by R&D units. As such, Wistron actively assesses investments and R&D for products with increased demand as a result of climate change. They include various medical devices, online video conference systems, analog conference phones, and cloud storage and servers. Climate change risks in the form of potential natural disasters such as floods, typhoons, and damage to agriculture may affect the timeliness of deliveries in the upstream supply chain. Wistron therefore requires suppliers to deploy flexible delivery capabilities and provide multiple shipment points for selection.	Climate-related risks and opportunities have been integrated into Wistron's enterprise risk management (ERM) plans. The Company identifies material risks for management based on ERM survey results. Management measures include verifying whether risks are averted (where applicable) or using mitigation measures to control risks. The Company has adopted the TCFD framework and referenced the risk items in the CDP climate change and water security questionnaires. Each year across the world Wistron identifies plant-specific transition risks and physical risks based on the location of plant business operations. All results of identification are compiled by the head office for an assessment of the scale and scope of the impact across the world. The head office then establishes related strategies and takes response actions. The Company has adopted the ISO 31000 risk management and risk assessment framework and procedures and uses a risk map to evaluate the possibility of the occurrence of various potential risks and emerging risks and the extent of damage after they occur. The Company evaluates the potential threat of risks on the Company's future operations and defines the priorities of risks based on risk level ratings and definitions to create the first version of the risk map.	Comply with the methodology recommended in the science-based targets (SBT) for establishing short, medium, and long-term goals for carbon emissions reduction. Regularly monitor the greenhouse gas emissions in each scope. Refer to the "Environmental Protection" chapter for detailed information.

Climate Risks and Opportunities Matrix

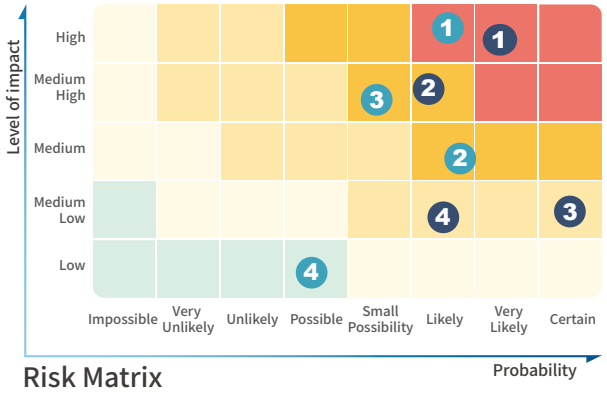
Analyzing the probability of occurrence and the level of impact is used to make judgements regarding risks and opportunities. The results are classified into low, medium, and high-risk ratings. Five levels of impact are determined by the amount of monetary losses (extremely minor, minor, moderate, severe, and extremely severe). Risks classified as high or moderate are listed as main risks for which preventive measures and improvement plans must be established. The Company has identified the climate change transformation risks, real risks, opportunities, financial impact, and response measures for 2020 as described below:

Step 1 Identify risks and opportunities

Step 2 Determine material risks and opportunities

Step 3 Research and plan mitigation/adaptation of risks and opportunities

Step 4 Continuous supervision and improvement



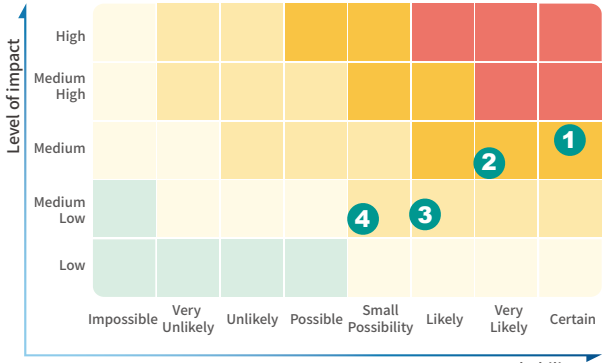
Risk Matrix

Transition Risks

1. Development of renewable energy regulations
2. Demand for low-carbon products and services
3. Mandatory filing
4. Investment in new technology

Physical Risks

1. Typhoons (acute)
2. Floods (acute)
3. Uncertainties in physical risks
4. Rise in average temperature (chronic)



Opportunities Matrix

Climate Change Opportunities

1. Seek new business opportunities
2. Energy-saving buildings
3. Low-carbon energy
4. Energy efficiency improvement

Climate Change Financial Impact Analysis (risks)

Climate Change Risks	Financial Impact	Response Measures
Development of renewable energy regulations	Increase in operating costs (e.g., higher compliance cost or increase in management expenses)	The Company purchased 189 million kWh of Renewable Energy Certificates in 2020 and will increase the use of renewable energy each year.
Demand for low-carbon products and services	Reduce operating costs	Help customers obtain various environmental protection labels such as Energy Star, EPEAT, TCO, Taiwan Green Mark, and China Environmental Labeling. The revenue from products with environmental protection labels account for 90% of hardware revenue.
Mandatory filing	Increase operating costs	The Company established a comprehensive greenhouse gas inventory for all manufacturing sites across the world. We implement greenhouse gas inventory every year and obtain third-party verification from an impartial third party.
Investment in new technology	Increase in operating costs (e.g., higher R&D cost or increase in patent licensing expenses)	The Company increases the number of patents by 5% to 10% each year. We obtained 459 patents in 2020 (approximately 7% of all patents)
Typhoons	Impact on production and loss of operating revenue	In the event of a typhoon, the Company monitors alerts and related information on whether employees should work or suspend work. If work is not suspended, the Company provides vehicles, transportation subsidies, or other necessary assistance.
Floods	Impact on production and loss of operating revenue	The foundations of existing plants were elevated and drainage facilities were built before construction to prevent losses caused by floods. We include "natural disaster evaluation" in siting procedures for new sites.
Uncertainty of climate-related physical risks	Increase operating costs and impact operating revenue	The Company implemented 82 energy conservation projects in 2020 and saved a total of 13.4935 million kWh of electricity.
Rise in average temperature	Increase operating costs (e.g., increase in water and electricity charges)	The Company complies with the SBT 1.5°C carbon emissions reduction methodology by setting annual targets for absolute greenhouse gas reduction starting from 2020.

Climate Change Financial Impact Analysis (opportunities)

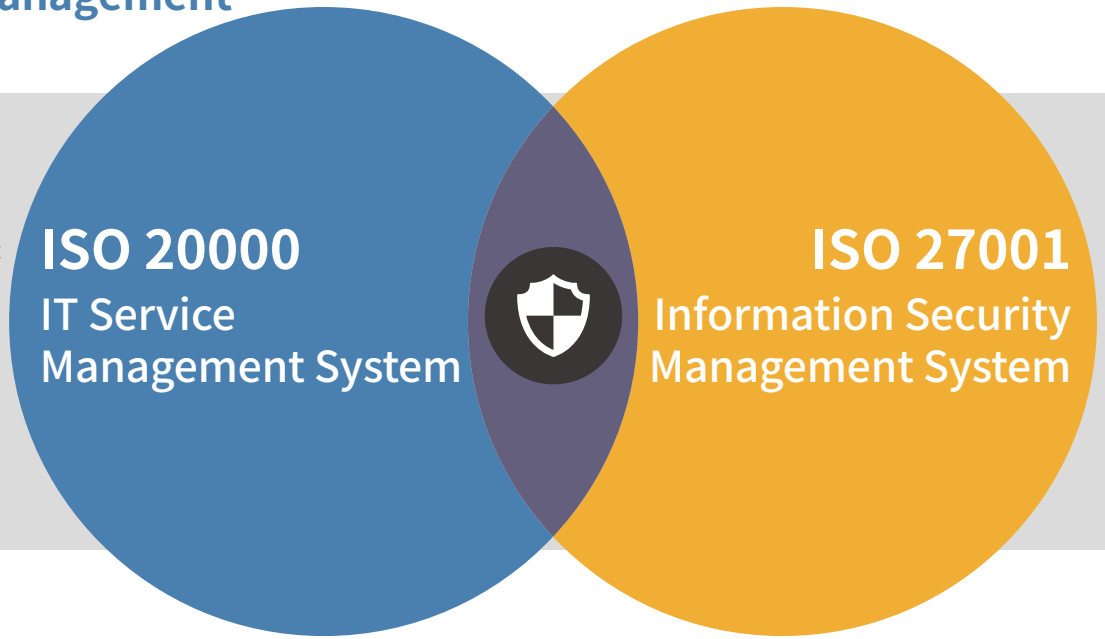
Climate Change Opportunities	Financial Impacts	Response Measures
Seek new business opportunities	Increase revenue from energy-saving products	Incorporate green design concepts in product development to reduce the energy consumption during product manufacturing. Develop green resources businesses and provide recycling and processing services to maximize benefits in the circular economy.
Energy-saving buildings	Reduce operating costs	Develop plant energy management information system and optimize settings with artificial intelligence technologies.
Low-carbon energy	Increase the use of low-carbon renewable energy to avoid carbon taxes	The Company purchased 189 million kWh of Renewable Energy Certificates in 2020. The amount is over 52.45% of total electricity consumption and the Company will increase the ratio each year.
Energy efficiency improvement	Reduce energy costs	The Company established an energy project team which regularly inspects energy management conditions in plants and the results of energy conservation projects and shares the experience.

2-4 Information Security Management

Wistron is committed to promoting digital transformation and has introduced comprehensive information security management mechanisms to ensure the accuracy and availability of information processing and the security of related IT systems, equipment, and networks. Also, the Company regularly implements internal exercises and training for information security to increase employees' information security awareness and vigilance while ensuring customer and product information security.

2-4-1 Information Management

Wistron obtained ISO/IEC 20000:2011 certification in February 2018 to establish first-rate IT service management and IT management standards that adhere to international standards, which ensures that the operations of the Information Technology Infrastructure Library (ITIL) meet required standards. Wistron completed the certification for the updated ISO 20000-1:2018 in January 2021 and continues to optimize the IT service management system and related procedures to continue to strengthen data governance.



After Wistron obtained ISO/IEC 27001:2013 certification in August 2017, we implemented the Plan-Do-Check-Act (PDCA) cycle according to the standards and conduct with at least one internal self-audit and one audit by an impartial third party every year. To ensure the Company's implementation of ISO 27001 management mechanisms, the Company executes re-certifications every three years to maintain the validity of the ISO 27001 certification.

ISO/IEC 20000 changes the method for implementing internal IT services or outsourcing IT services. The benefits are as follows:

- Meets best-practice standards for international IT management
- IT services support the fulfillment of company goals
- Integrate personnel, processes, and technologies to support company goals
- Use control measures for evaluation and to maintain consistent service quality
- Compatibility between ISO/IEC 20000 and Information Technology Infrastructure Library (ITIL) supports continuous improvement

- To ensure that IT operations and IT systems are adequately protected, Wistron head office(Neihu and Hsichih Offices), Neihu global server facilities, and Zhongshan Plant in China have been certified with ISO/IEC 27001:2013 Information Security Management System in 2017 and completed the three-year renewal review in August 2020. The certificates remain effective.
- Wistron uses the Product Lifecycle Management (PLM), Project Tracking System (PTS), and SAP System for product design management. The systems have fully adopted the ISO 27001 Information Security Management System to ensure overall information security for products from design and development to maintaining mass production and shipment.
- The Company has not received complaints regarding breach of customer privacy or loss of customer information in 2020.

Information Security Policy and Organization

Wistron seeks to implement the requirements of the ISO 27001 Information Security Management System and focuses on the process and system, legal compliance, employee training, and use of technologies to strengthen the security and protection of data, information systems, equipment, and network communication. These measures effectively reduce the risks of theft, inappropriate use, leaks, alteration, or damage of IT assets as a result of human error, sabotage, or natural disasters. The measures help us uphold our commitment to shareholders and customers and ensure the continuous operations of the Company.

The Company established the Information and Communication Security Committee which is chaired by two Presidents and a Chief Digital Officer. A Chief Information Officer serves as the management representative and assigns one supervisor as the executive secretary to organize information and communication security. The Company established the Information and Communication Security Policy Implementation Guidelines to protect the security IT assets of employees, customers, suppliers, and operations, and ensure sustainability.

Information Security Goals and Execution Results for 2020

Strategies	Goals	Results
Implement continuous operations of key application systems each year to ensure uninterrupted operations	RPO of SC2 level service <= 4 hours RTO of SC2 level service <= 24 hours	RPO=0.5 hour RTO=21.0 hours
Execute network and system penetration tests each year	Repairs must be completed for all vulnerabilities with 100% completion rate	100%
Execute social engineering drills every six months	Employee click rate for social engineering drills mail < 15%	H1 : 10.6% H2 : 10.5%
Continue operations of the ISO 27001 Information Security Management System	Pass external audit certification each year	Passed
Continue operations of the ISO 20000 Information Service Management System	Pass external audit certification each year	Passed

Information Security Protection Strategy

The Company uses the NIST CSF as the information security management framework and adopts a macro perspective for creating an enterprise-level information security defense system. We use the five core functions of NIST (identification, protection, detection, response, and recovery) to evaluate the maturity of the overall information security system. We plan information security development blueprints, determine priorities, allocate resources, and promote information security plans to fulfill risk-based information security management measures.

Information Security Operation Measures:

- Identify stakeholder groups associated with the information security management system and regularly verify the needs of stakeholder groups for the information security management system (including customers' demands for information security).
- Execute social engineering drills and information security training for employees to fully increase employees' information security awareness.
- Establish comprehensive and clear operating procedures to institutionalize the operations of the information security management system.
- Perform regular risk assessments to identify high risk items and invest appropriate resources to reduce or transfer risks.
- Use tools and technologies to achieve timely and effective identification, protection, detection, response, and recovery.
- Establish operating procedures for response and recovery in the event of information security anomalies with the aim of rapid isolation of information security incidents, elimination of threats, and reduction of the scope and extent of impact.
- Perform regular disaster recovery exercises for key applications to ensure their effectiveness.
- Perform regular annual internal and external audits each year to review the entire management system and ensure normal operation and continuous improvement.
- Continuously pay attention to new information security development and technologies and update defense or management practices to effectively block new forms of information security threats and reduce risks for operations.

Information Security Management and Audit Mechanisms

To protect the Company's intellectual property (including confidential information) and customer confidential information, Wistron obtained ISO/IEC 27001:2013 certification in August 2017 and conducts at least one internal self-audit and one external audit by an impartial third party every year. These measures ensure the Company's full implementation of the ISO 27001 Management System.

The Company also executes the re-certification every three years to maintain the validity of the ISO/IEC 27001 certification.

Network and System Penetration Tests

Wistron conducts network and system penetration tests each year to protect the corporate and personal information and prevent losses caused by leaks, theft, or damage of internal and external communication systems, or natural disasters. These tests reduce the impact of human factors or natural factors on the Company's operations. The purpose of the tests is to understand and evaluate the status of the organization network environment and system security and verify the current information security protection safety rating and effectiveness to resolve vulnerabilities, improve operations, and strengthen system security.

Information Security Awareness Courses

To implement information security in its employees, the Company provides eLearning resources and executes social engineering exercises every six months to enhance the information security awareness and vigilance of each employee. If an employee commits a violation of the Information Security Policy, the Company imposes penalties in accordance with the Implementation Guidelines for Employee Rewards and Penalties and includes the results as the basis for performance management to reduce information security risks and the impact on the Company's operations.

Key Information Security Management Enhancements in 2021

- Continue to carry out NIST CSF information security control measures and expand the coverage of NIST CSF management. Take steps such as risk assessment, ensuring maturity, development of improvement measures, creation of blueprints to implement PDCA management for continuous improvement.
- Extend ISO 27001 management regulations to overseas plants to align with global information security standards.
- Establish global information security audit mechanisms to ensure the implementation of information security.
- Increase the number of employees with information security certificates to enhance the information security management capabilities of employees.

The Company shall implement the aforementioned information security management targets while strengthening the process, technology, and people aspects in information security governance to reduce the Company's operational risks and protect customer information.

Training the Information Security Audit Team

Assign personnel to obtain Lead Auditor certification

The Company planned training for the Information Security Audit Team and assigned individual auditors to obtain ISO 27001:2013 Lead Auditor certification in 2020.

Acquire third party service: Security Rating Service

The Company introduced the Security Rating Service in 2020 to evaluate the Company's services for external entities through third-party services at all times. The service checks the network and system for vulnerabilities and directs continuous improvement. The service supports maintaining a high security rating and ensures information security.

The Company completed employee information security training with 55,186 attendances and 17,979 hours in 2020.

2-4-2 Protecting Customer Confidentiality and Employee Privacy

Wistron is committed to "ensuring the confidentiality of customer information and upholding the principle of good faith" to protect customer privacy rights and our employees' privacy. Wistron established the "Code of Ethical Conduct" to encourage employees to uphold the values and the culture of integrity. The Company has established policies and rigorous internal control mechanisms to protect information and data provided by customers and employees. The Company places software and hardware with technical data and data concerning customers' intellectual property rights and the personal information provided by our employees under management. We also sign confidentiality agreements with customers and suppliers to ensure the security of customers' confidential information. At the same time, Wistron will not use the above information for secondary use.

In addition, the Company also includes " confidential information and privacy protection" into the orientation training of employees and implements training and management to ensure that each employee uphold confidentiality obligations when interacting with customers. With solid management mechanisms, the Company has not received any substantiated complaints regarding breaches of customers' information or losses of customer data / employees' privacy from 2017 to 2020.

2-5 Supply Chain Sustainability Management

Wistron became a member of the Responsible Business Alliance (RBA) in 2010 and has been fully committed to supporting RBA's visions and goals. We seek to ensure safety and security of work conditions and the supply chain in the electronics industry and the respect for workers. The Company's business activities must meet environmental protection regulations and the Company must abide by business ethics. Wistron pledges that all global operation sites abide by the RBA Code of Conduct and use RBA methodologies and tools to support and encourage their tier 1 suppliers to comply with the same standards.

Wistron provides R&D and manufacturing services for electronic products. Its main supply chain consists of suppliers of electronic components and mechanical materials, including electronic materials and mechanical materials. In response to energy conservation and carbon emissions reduction trends, the Company implements a local procurement strategy for mechanical materials. Suppliers are mainly located in Taiwan, the United States, Japan, South Korea, Europe, China, Thailand, the Philippines, Indonesia, Malaysia, and India. Suppliers may include manufacturing plants, agencies, and distributors. The supply chain industries are characterized by their technology intensity, capital intensity, and labor intensity.

Supplier Management Strategy

Maximize Wistron Influence

Signature of 4 major statements

Wistron requires suppliers to sign the Code of Conduct and Statement to ensure the full implementation of the RBA guidelines in response to global sustainability trends.

- 90.5% have signed the "Code of Conduct of the Responsible Business Alliance"
- 88.4% have signed the "Integrity Commitment Statement"
- 89.8% have signed the "Declaration of Non-use of Conflict Minerals"
- 89.8% have signed the "Declaration of Non-use of Hazardous Materials"

Sustainability Management Strategy

Verification of 5 major systems

Request the supply chain to meet requirements in compliance with Wistron's five major sustainability management systems for quality, green products, occupational safety and health, social responsibility, and environmental protection.

- 98.4% for the quality management system
- 89.8% for the green product system
- 87.4% for the environmental management system
- 90.5% for the occupational safety and health management system
- 90.5% for the social responsibility management system

Risk Management Procedures

Implementation of 5 procedures

Suppliers are required to comply with the CSR Policy. The Company implements specific measures to audit high-risk suppliers and requests improvements for noncompliance within specified deadlines to reduce potential risks.

- 91 plants of suppliers have registered on RBA-Online
- 110 suppliers for onsite audits completed
- 224 identified potential risks

Continuous Improvement

Supplier Conference

Guide suppliers for improvements in the production process and quality and help suppliers strengthen their core competencies. In addition, the Company increases local procurement of mechanical materials (iron, plastic, packaging materials, screws, and solder paste) to reduce greenhouse gas emissions.

- 100% improvement rate for noncompliance
- 99.3% local procurement rate for mechanical materials
- 110 suppliers improved process and quality with Wistron's guidance
- 176 attendees in the Group's Supplier Conference

Supplier Conference

The Wistron Group Partner Conference is hosted every year in honor of suppliers with outstanding performance in sustainability, social responsibility, and greenhouse gas inventory reports. We invited third-party institutions responsible for GHG inventory, RoHS inspections, and reducing greenhouse gas emissions to attend the 2020 CSR/GHG Supplier Conference and provide training for suppliers. In addition, we also explained Wistron's management policies for sustainability and social responsibility to suppliers. In response to changes in the globalization environment, we provided complaint channels to suppliers in Taiwan and Mainland China with the aim of achieving friendly, mutually beneficial, and common growth for sustainability. The Company will continue to focus on global climate change in the 2021 Supplier Conference and explain important trends in Scope 3 of the greenhouse gas inventory and water resources management.

176 attendees [Group] Physical Supplier Conference

290 attendees [Department] Physical/Virtual Supplier Conference

Procurement of Non-Conflict Minerals

Wistron complies with the Responsible Minerals Initiative (RMI) and is committed not to use minerals such as tantalum, tin, tungsten, and gold associated with armed conflict, forced labor, or child labor abuse, or mining under other illegal and harsh working conditions. RMI included "cobalt" as a fifth mineral for management in 2019. Wistron updated its procurement management regulations in 2020 to include cobalt under conflict mineral management and ensure that suppliers do not purchase materials from armed conflicts.

The Company also requested main material suppliers to sign the "Declaration of Non-use of Conflict Minerals (Including Tungsten, Tin, Tantalum, and Gold)". 1068 suppliers (89.8%) of suppliers have signed the Declaration. Suppliers must adhere to the requirements in the statement or Wistron will immediately cancel the qualifications in the event of a violation. No supplier has violated the requirements and lost their qualifications in 2020.

Suppliers signing the "Declaration of Non-use of Conflict Minerals"

89.8% **1068** suppliers

Cobalt

Placed under conflict mineral management in 2020

2-5-1 Supply Chain Management Procedures

Suppliers are important partners with whom we hope to create a long-term and stable supply chain through cooperation. The Company considers the technical capabilities, quality, delivery schedule, and price competitiveness of suppliers and requests suppliers to commit to environmental protection, safety and health, and human rights to fulfill corporate social responsibility. For this purpose, Wistron has established a set of supply chain management procedures. The Supplier Quality Management Office establishes the Standard Inspection Procedure (SIP) for the inspections of incoming materials based on the specifications approved by Research and Development (R&D) Department.

The Company identifies suppliers at risk each year (in Taiwan/Mainland China) to execute corporate sustainability and CSR audits. The results are included as KPIs for departments in their supplier audits and evaluation. A scorecard rating system is adopted to evaluate new supplier's financial, manufacturing equipment, and quality information. They also include related standards and requirements in the five major CSR management systems. At least 195 suppliers have provided GHG reports in 2020. 39 suppliers provided attestation statements; 59 suppliers provided their CSR Reports; and 6 suppliers provided carbon disclosure project reports. The goal of 2021 is to increase the greenhouse gas inventory reports the number of suppliers to 350.

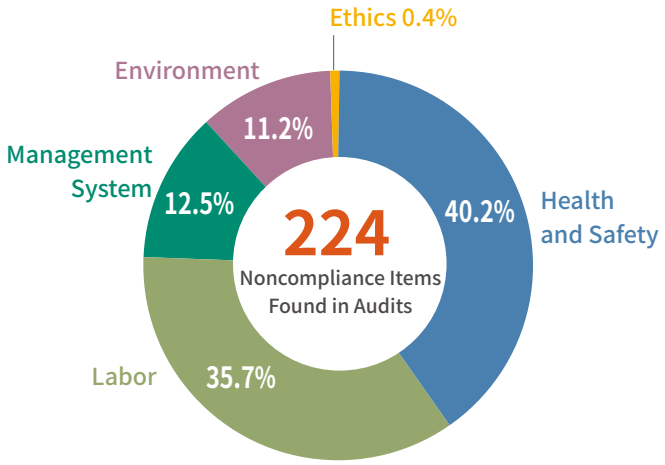
● Summary of Supply Chain Management Mechanisms

Items		Description	Timing/Frequency	2018	2019	2020 Targets	2020 Hit rate	2021 Targets
1	New Supplier Survey	**Supplier evaluation operating procedures** Manage and evaluate Wistron's new suppliers on quality, engineering design, environmental protection, employee health and safety, and human rights.	Inclusion of suppliers in addition to current qualified suppliers	21 suppliers	19 suppliers	31 suppliers	**100%**	100%
2	Sustainability and CSR Audit	**Operating procedures for auditing suppliers' corporate sustainability and social responsibilities** Use onsite audits and verification of suppliers' corporate sustainability and social responsibilities at their production sites.	Annually	100 suppliers	110 suppliers	110 suppliers	**100%**	100%
3	Supplier Quality Assurance System Audit	**Auditing procedures for suppliers' quality assurance system** Use onsite audits and verification of suppliers' quality assurance system at their production sites.	Annually	100 suppliers	110 suppliers	110 suppliers	**100%**	100%
4	Supplier Manufacturing Quality Audit	**Auditing procedures for suppliers' manufacturing quality** Use onsite audits and verification of suppliers' manufacturing quality at their production sites.	Initiation of new project	100 suppliers	110 suppliers	110 suppliers	**100%**	100%
5	Supplier Performance Evaluation System	**Supplier performance evaluation regulations** Separate tiers (A to E) are divided for individual items, and monthly evaluations are conducted based on the quality, prices, and shipments of each supplier's products.	Monthly	407 suppliers 100%	480 suppliers 100%	484 suppliers 100%	**100%**	100%

2-5-2 Responsible Business Alliance (RBA)

The Company evaluates the five major dimensions of management regulations of 110 suppliers based on the RBA requirements. Wistron performs onsite audits and verification at suppliers' production sites. The 2020 audit results were approved based on Wistron requirements. A score of lower than 80 points in the audit results is deemed as unapproved. The Company will ask the supplier to propose improvement measures for discrepancies found in the audit. The supplier is required to complete improvements for the discrepancies, report back, and file a re-audit application within two months. If the re-audit results are still not approved, it may not file any application within six months. Where the issues discovered affect the quality of materials supplied, the materials/supplier will be replaced with alternatives.

The Company uses the aforementioned audit procedures to ensure that Wistron's suppliers meet requirements in the RBA management system. The overall achievement rate was 100%. The Company compiled 224 noncompliance reports for the five major dimensions of RBA. They include 80 labor cases, 90 health and safety cases, 25 environmental cases, 1 ethical case, and 28 management system cases.



Discrepancies in RBA Audits and Improvement Actions

Dimensions	Topics	Items	Improvement Actions
Labor	Work hours	Working over 60 hours per week	▪ Establish employee overtime control; the system automatically signals an alert where an employee's work hours exceed specified number of hours
		Failure to provide one-day-leave for employees every seven days	▪ Train employees on skills for different work stations and prepare backup manpower ▪ Recruit employees through multiple channels such as internal employee referrals, direct hiring, online hiring, etc. to increase the number of workers
Health and Safety	Occupational safety	Occupational safety	▪ Training for safety protection facilities and onsite operations
	Emergency preparation	Exposure to hazards and safe protection omissions	▪ Enhance employee operation safety awareness ▪ Fire safety emergency management operations and evacuation training ▪ Post warning signs and regulations on related facilities and in areas ▪ Add safety improvement facilities where appropriate
	Occupational injury and disease	Expired medical supplies in the first aid kit	▪ Increase the inventory items and backup supply quantity for the first aid kit
Environment	Hazardous substances	Failure of the contractor to implement management of hazardous waste	▪ Establish waste disposal supplier check list, verify data and documents, and perform onsite inspections for confirmation
		Failure of personnel in contact with hazardous substances to adequately perform operations	▪ Organize training for small classes and implement management by category for hazardous waste from production processes ▪ Instruct operators to classify waste for disposal
Ethics	Responsible sourcing of minerals	Did not require the supplier to sign back the relevant commitment	▪ In addition to investigating whether the supplier uses conflict metals, at the same time ask the supplier to sign back the relevant guarantee letter
Management System	Supplier accountability	Failure to include lower-level main suppliers in the audit	▪ Modify procedural documents and list RBA requirements as individual audit items for communication and survey of all main suppliers ▪ Perform regular RBA audits on main supplier

3

Environmental Protection

3-1 Climate Change Policy

- 3-1-1 Greenhouse Gas Emissions Management
- 3-1-2 Energy Management

3-2 Sustainable Design and Development

- 3-2-1 Circular Economy
- 3-2-2 Creation of Products with High Added Value
- 3-2-3 Product Accountability and Quality Management
- 3-2-4 Customer Health and Safety

3-3 Green Production

- 3-3-1 Raw Material Management
- 3-3-2 Water Resource Management
- 3-3-3 Waste Management
- 3-3-4 Environmental Management and Compliance

Material Topics and Management Strategies

Topics	Climate Change	Energy Management	Product Accountability
2025 Goals	37.8% *Absolute greenhouse gas reduction ratio compared to 2016	>74% *Renewable energy consumption ratio	100% *Compliance with energy label and safety label requirements of individual customers and regions
2021 Goals	21% *Absolute greenhouse gas reduction ratio compared to 2016	>60% *Renewable energy consumption ratio	100% *Compliance with energy label and safety label requirements of individual customers and regions
2020 Goals	16.8% *Absolute greenhouse gas reduction ratio compared to 2016	>10% *Renewable energy consumption ratio	100% *Compliance with energy label and safety label requirements of individual customers and regions
2020 Achievement	32.21% *Absolute greenhouse gas reduction ratio compared to 2016	52.45% *Renewable energy consumption ratio	100% *Compliance with energy label and safety label requirements of individual customers and regions
Strategy Development	Improve energy efficiency Increase renewable energy use	Increase renewable energy use	Improve environmental benefits of products
Management Approach	Task Force on Climate-Related Financial Disclosures (TCFD) framework ISO 14064-1 Greenhouse Gas Inventory	ISO 50001 Energy Management System	ISO 9001 Quality Management System Green Product Policy Green Design Guidelines Product Lifecycle Management (PLM) System Green Product Management (GPM) System IECQ QC 080000 Management System

Material Topics and Management Strategies

Topics	Hazardous Substance Management	Water Resource Management	Waste Management
2025 Goals	100% *Compliance with Hazardous Substance Free standards and customer requirements	13% *Unit revenue water consumption (intensity) reduction ratio compared to 2016	10% *Waste intensity reduction ratio compared to 2018
2021 Goals	100% *Compliance with Hazardous Substance Free standards and customer requirements	9% *Unit revenue water consumption (intensity) reduction ratio compared to 2016	2% *Waste intensity reduction ratio compared to 2018
2020 Goals	100% *Compliance with Hazardous Substance Free standards and customer requirements	8% *Unit revenue water consumption (intensity) reduction ratio compared to 2016	90% *Waste recycling rate
2020 Achievement	100% *Compliance with Hazardous Substance Free standards and customer requirements	3.42% *Unit revenue water consumption (intensity) reduction ratio compared to 2016	89.76% *Waste recycling rate
Strategy Development	Hazardous Substance Free (HSF)	Implement water resource management and day-to-day water conservation Implement water recycling and wastewater management	Continuous implementation of waste classification and waste reduction Enhancement of waste recycling and reuse
Management Approach	Hazardous Substance Free (HSF) Policy IECQ QC 080000 Management System Wistron Hazardous Substance Management Regulations WEEE and Restriction of Hazardous Substances (RoHS) Directive	ISO 14001 Environmental Management System	ISO 14001 Environmental Management System Green Product Management (GPM) System

3-1 Climate Change Policy

According to the World Economic Forum's Global Risks Report 2020, environmental risks accounted for 5 of the top 10 risks in terms of possibility and impact of the risks. The world faces a severe challenge of environmental impact and it has become crucial for companies to respond to climate change, improve energy and resource use, and perform impact assessment, risk management, and strategies for related environmental issues.

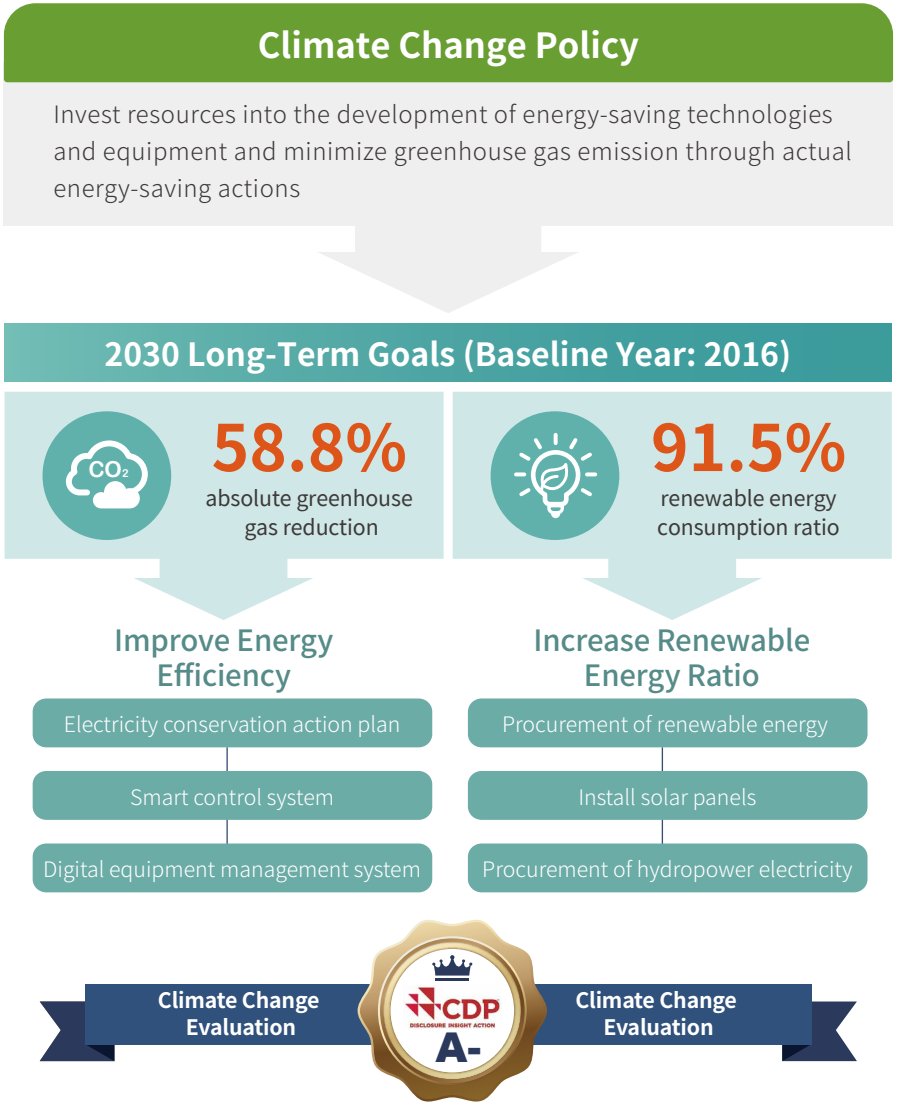
As such, Wistron continues to invest resources into the development of energy-saving technologies and equipment and enhancement of its management system to minimize the possibility and impact of environmental risks we face or create in operations. In addition, we also connect global operations with partners to maximize our influence. We continue to improve energy efficiency and increase the use of renewable energy to jointly attain sustainability.

Science-Based Targets Initiative (SBTi)

Wistron has decided to take proactive actions starting from 2020 in support of carbon reduction targets in the IPCC's "Special Report on Global Warming of 1.5° C ". The Company follows the recommendations of the "Science-based targets initiative (SBTi)" and changed "greenhouse gas emission intensity" and "electricity consumption intensity goals to "absolute greenhouse gas reduction goals". The Company used 2016 as the baseline year and set a short-term goal of achieving an absolute greenhouse gas reduction of 16.8% by 2020. The medium-term goal is to reduce absolute greenhouse gas emissions by 37.8% by 2025 and the long-term goal is to reduce emissions by 58.8% by 2030. These goals were set to demonstrate Wistron's resolve for mitigating and adapting to climate change.

The CDP Climate Change Evaluation

To respond to international climate change trends, Wistron began participating in the Carbon Disclosure Project in 2010 and used the evaluation results to analyze its own advantages and weaknesses as the basis for formulating future strategies and project implementation. Wistron also referenced the Task Force on Climate-related Financial Disclosures (TCFD) and enhanced the Company's climate change governance, strategies, risk management, scenario analysis, and assessment of performance indicators. With the active participation and support of the management and the hard work of all plants, Wistron has obtained a rating of A- in the 2020 CDP Climate Change Evaluation.



3-1-1 Greenhouse Gas Emissions Management

As global warming worsens, companies must reduce greenhouse gas emissions during operations to mitigate the negative impact on the climate. Wistron implements greenhouse gas inventory in accordance with ISO 14064-1 every year. We also appoint a third-party attestation institution for the inventory to rigorously monitor greenhouse gas emission sources and volume in all plants.

According to the results of the inventory, Wistron's main greenhouse gas emission source is electricity consumption. Therefore, the key for reducing greenhouse gas emissions is energy management. We also support the greenhouse gas management policies of the local government and the Company's reduction targets to implement greenhouse gas reduction plans.

Regions	Relevant Rgulations
Taiwan	▪ Greenhouse Gas Reduction and Management Act
China	▪ Work Plan for Greenhouse Gas Emission Control during the 13th Five-Year Plan ▪ Interim Measures for the Administration of Voluntary Greenhouse Gas Emission Reduction Transactions
Europe and Americas	▪ law 73/2012 Sb. about GHG

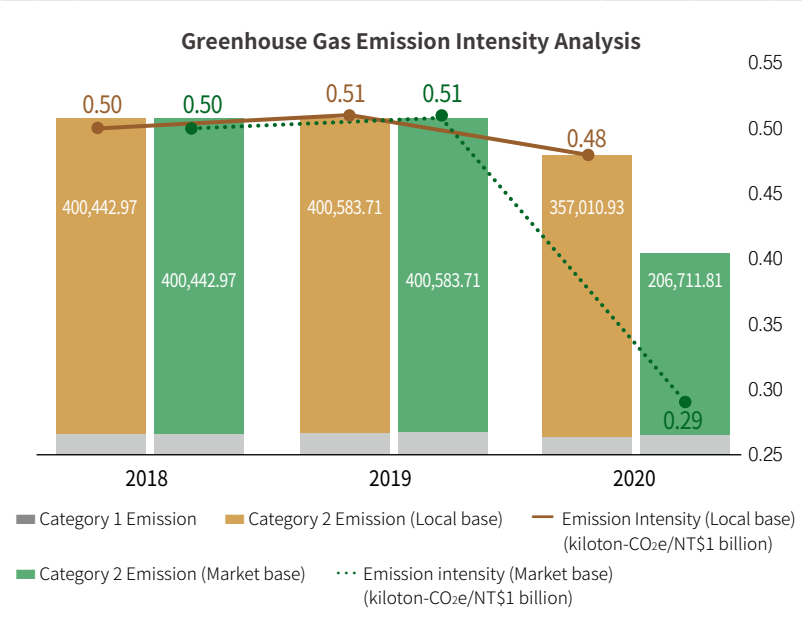
Development of Greenhouse Gas Management Legislation

Greenhouse gas emissions in Taiwan has decreased in recent years but the Environmental Protection Administration's phase 1 carbon reduction targets have not yet been reached. The Environmental Protection Administration is expected to propose an amendment to the "Greenhouse Gas Reduction and Management Act" with the aim of meeting long-term greenhouse gas reduction targets. In addition to the original requirements for the implementation of the "cap-and-trade scheme", a "carbon tax" will be imposed to support emission trading. The main targets will be the major sources of carbon emissions. The amendment is currently being evaluated and discussed.

Although Wistron is not a major source of carbon emissions, we will do our best to cooperate with the government's carbon reduction policy. The mandatory carbon tax will invariably become a growing trend in international development and will, to a certain extent, impact companies' operations. Companies must perform risk assessments and formulate response measures to mitigate the impact.

Current State and Targets of Greenhouse Gas Emissions Targets

Wistron has set an absolute greenhouse gas reduction target of 16.8% for 2020 based on SBTi. Kunshan Plant, Kunshan Opt Plant, Zhongshan Plant, and Czech Plant purchased 189 million kWh of Renewable Energy Certificates in 2020 which accounted for 39.7% of the total energy consumption of all plants. The certificates offset approximately 150.3 kiloton-CO_2e which significantly decreased the market base carbon emissions by 32.21% compared to the baseline year of 2016 and attained and outperformed the absolute greenhouse gas reduction target for 2020.



[Note]
1. Greenhouse gas emission intensity and target: Calculated based on the greenhouse gas emissions/plant revenue of Wistron's global manufacturing plants.
2. Only Category 1 and Category 2 greenhouse gas emissions were calculated.
3. The electricity consumption of the dormitory of Chongqing plant has been removed from 2020 CSR report because Wistron doesn't have the business management right of control for it. The greenhouse gas emission and electricity consumption intensity in 2018 and 2019 have also been modified accordingly.

Greenhouse Gas Emission Categories

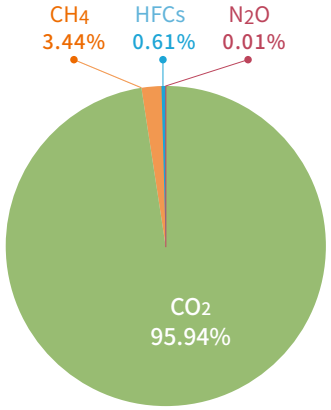
The disclosed data have been adjusted in accordance with the updates in ISO 14064:2018. In addition to "Category 1: Direct GHG emissions" and "Category 2: Indirect GHG emissions from imported energy", the Company implemented a significance evaluation and included "Category 3: Indirect GHG emissions from product transportation (land, sea, and air freight) and employee travel" into the scope of the inventory to increase the comprehensiveness of GHG emissions information.

Category	Region			Total
ISO 14064:2018	Taiwan	China	Europe and America	
Category 1	578.62	21,239.73	1,631.44	23,449.79
Category 2	19,117.56	318,067.93	19,825.45	357,010.93
Category 3	6,756.69	114,243.32	❖	121,000.01
Category 4	❖	0.003	❖	0.003
Category 5	❖	1.475	❖	1.475
Category 6	❖	❖	❖	❖

❖ A significance evaluation was performed in accordance with ISO 14064:2018. The results were not significant and the Company therefore did not perform an inventory.

Greenhouse Gas Emission Categories and Volume

Wistron has established the Company's Greenhouse Gas Inventory and performs greenhouse gas inventories every year in accordance with ISO 14064-1:2018. The greenhouse gases include carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF_6), and nitrogen trifluoride (NF_3). Wistron's production processes consist mainly of product assembly which does not involve the use of PFCs. Wistron's main greenhouse gas types are CO_2 and CH_4. The sources of emissions consist mainly of electricity use, septic tanks, and air-conditioning refrigerants.



Greenhouse Gas Emissions by Category

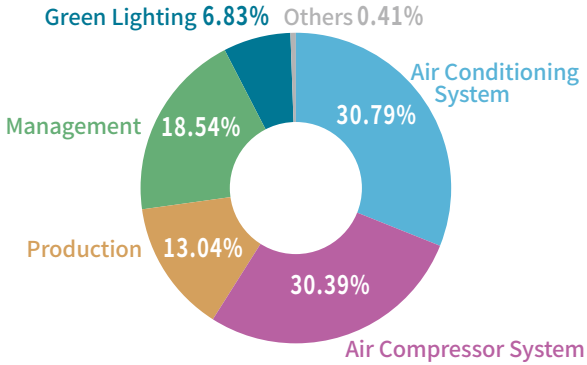
Categories	CO_2	CH_4	N_2O	HFCs	PFCs	SF_6	NF_3	Total
Volume	365,031.57	13,088.96	36.76	2,303.43	0	0	0	380,460.73

Unit: ton of CO_2e
❖ Only Category 1 and Category 2 were calculated.

Key Energy Conservation Projects

To ensure the implementation of energy management and energy conservation projects, Wistron has set up the Energy Project Teams in all plants composed of units responsible for plant engineering affairs or related matters. They convene regular energy management meetings and review the current state of energy and project implementation progress in the plants. The plants also share information on the effectiveness and experience in each project with each other.

Wistron's energy conservation efforts encompass six major categories including the air conditioning system, air compressor system, green lighting, management, production, and others. As of the end of 2020, the Company had implemented 82 energy conservation projects and saved a total of 13.4935 million kWh of electricity, which reduced carbon emissions by 10,626.45 tons. If we use the carbon dioxide absorption volume of the Daan Forest Park in Taipei of 389 tons per year (calculation based on data from the Bureau of Energy, Ministry of Economic Affairs), the electricity savings was equivalent to the CO_2 absorption volume of 27 Daan Forest Parks.

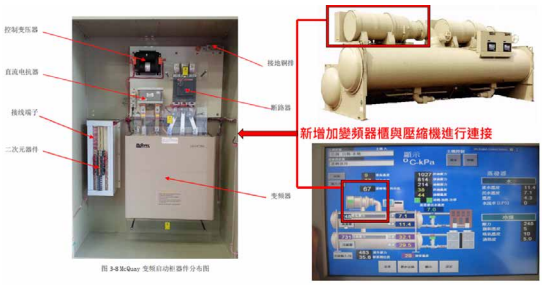


Global Electricity Conservation Action Plan

Install Variable Frequency Controllers

Kunshan Opt Plant and Taizhou Plant

The Plants installed variable-frequency controllers in the compressors of chillers. The controllers change the frequency to control the speed of the compressor and adjust the operating current of the compressor to save energy. According to the actual operations of the chillers, Kunshan Opt Plant saves approximately 180,000 kWh of electricity each year while Taizhou Plant saves approximately 240,000 kWh of electricity each year.



-0.42 million kWh

Improve Equipment Heat Dissipation and System Flow

Zhongshan Plant

The reflow oven originally used an independent air-cooled air-conditioning system to reduce the temperature and the heat is directly dissipated in the workshop, which reduced the efficiency. It was converted to be connected to the chiller of the central air-conditioning system for cooling. The heat is dissipated through the chiller system and dispersed to outdoor areas by the water tower. The improvement will save 1.18 million kWh each year.

-1.18 million kWh

Replace Old Equipment

Hsinchu Plant

The Plant replaced the old chiller with the latest magnetic bearing chiller with a significant increase in efficiency, which saves approximately 1.44 million kWh each year.

Chengdu Plant

The Plant replaced the old air compressor and purchased a new high-efficiency air compressor with an electricity saving rate of 12%, which saves 710,000 kWh of electricity each year.

Chongqing Plant

The Plant replaced 5 fixed-frequency rotary vane vacuum pumps and purchased 2 variable-frequency screw vacuum pumps, which saves 79,000 kWh of electricity each year.

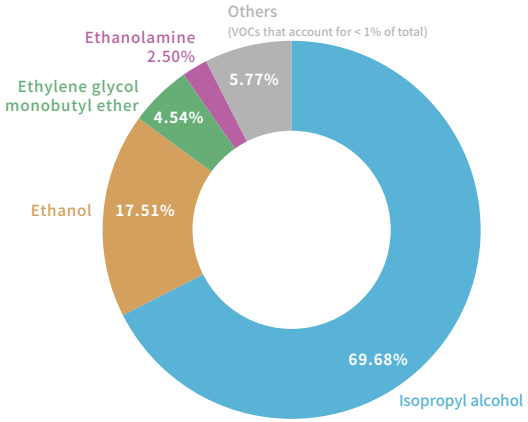
-2.23 million kWh

Gas Emissions Management - Volatile Organic Compounds

The gas emissions in Wistron's production process consist mostly of hot air and tin fumes. They also contain volatile organic compounds (VOCs) from the isopropyl alcohol used for cleaning. According to internal standard procedures, the gas is concentrated and collected in the ducts for the waste gas treatment equipment to absorb before emissions. The Company passes regular waste gas sampling inspections to ensure compliance with regulatory requirements.

The used isopropyl alcohol waste liquid is stored at a designated location and delivered to a qualified external supplier for removal. Wistron implements inventory and management of substances that contain VOCs to ensure that operators of all positions are equipped with personal protection equipment (PPE) and related ventilation devices in the usage and storage process. These measures ensure health and safety for personnel while reducing the potential negative impact of VOCs on the environment.

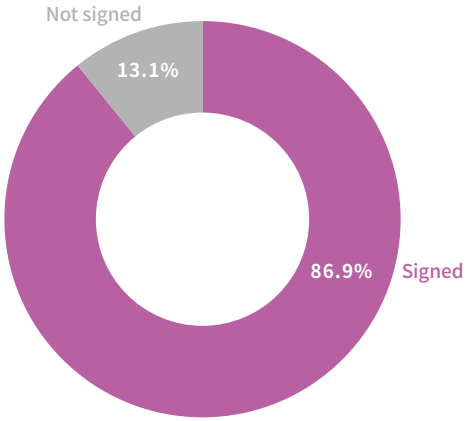
VOC Type	Consumption Volume (Ton)	Consumption Ratio (%)
Isopropyl alcohol	90.84	69.68%
Ethanol	22.82	17.51%
Ethylene glycol monobutyl ether	5.92	4.54%
Ethanolamine	3.26	2.50%
Others (VOCs that account for < 1% of total)	7.53	5.77%
Total	130.37	100%



Gas Emissions Management - Ozone Depleting Substances

Wistron includes ozone depleting substances (ODS) as hazardous substances that must be managed and implements strict restrictions on suppliers to avoid intentional use of such substances in the materials they deliver. Suppliers are required to submit declarations/ statements to certify that their materials meet Wistron regulations.

Suppliers' Signature of Statements	
Signed	1,038
Not signed	157
Total	1,195
Completion rate	86.9%



Nitrogen oxides (NOx) and sulfur oxides (SOx) are only emitted in Wistron Plants when generators are used and fuel is incinerated in the process. The generators are only activated in the event of emergencies (e.g., power outages) and are not regular sources of emissions. Therefore, they are not listed as the main sources of emissions.

3-1-2 Energy Management

Responding to Global Renewable Energy Trends

Extreme weather has become the new normal. Major international companies have joined the RE100 initiative to support the use of renewable energy to reduce carbon emissions and slow down global warming. Wistron responds to international renewable energy trends by purchasing 189 million kWh of Renewable Energy Certificates in 2020 to increase the use of renewable energy of four plants, including Kunshan Plant, Kunshan Opt Plant, Zhongshan Plant, and Czech Plant, and offset market-based greenhouse gas emissions.

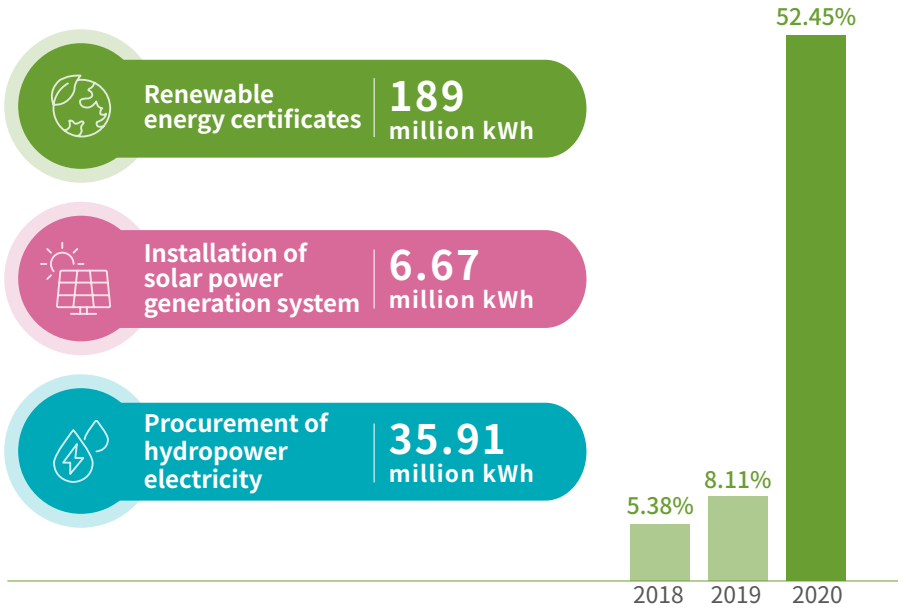
As Chongqing Plant and Chengdu Plant do not have sufficient sunlight and are thus not suitable for solar power generation, they purchased renewable energy from external sources. They signed contracts with the power supply company for prioritized use of hydropower electricity and used a total of 35.91 million kWh in 2020.

Wistron had previously set the renewable energy target to over 10% of electricity use by 2020. With the procurement of the renewable energy certificates, installation of solar power generation system, and procurement of renewable energy, the renewable electricity usage ratio in 2020 reached 52.45%, which far exceeded the original target of 10%. We therefore adjusted the 2021 target to 60% and we will add an addition 3.5% each year. Our medium and long-term goals are 74% by 2025 and 91.5% by 2030.

Energy Management and Renewable Energy Strategy

Electricity is the main form of energy consumption for Wistron. The remaining energy consumption consists of low amounts of fossil fuel usage (gasoline, diesel, etc.). Therefore, Wistron has increased energy efficiency and renewable energy ratio as its energy management strategy. Wistron introduced the ISO 50001 Energy Management System to implement systematic management of energy. Through the effective operation of the management system and the real-time energy dashboard, the Company identifies areas with high energy consumption for analysis. We use analysis results to set up energy projects. The Company regularly convenes energy project meetings and follows up on the implementation progress and results. We continue to improve energy efficiency through the exchange of information between the Plants.

Significant Increase of Renewable Energy Use in 2020



Current State and Targets of Energy Management

Items	Unit: Giga-Joule; GJ
Nonrenewable energy - electricity	1,573,346.65
Nonrenewable energy - natural gas, heating, others	143,064.48
Renewable energy	137,902.83
Total energy consumption	1,854,313.96
Energy intensity (GJ/NT$1 billion)	2,194.41

[Note]
1. The 2020 revenue is used as the basis for calculating energy intensity (refer to the Financial Performance Summary Table).
2. Renewable energy includes hydropower and solar power generation.

Installation of Solar Power Generation System

Solar Power Generation Equipment

Wistron has installed solar power generation equipment at the Neihu Headquarters, Zhongshan Plant, Kunshan Plant, and Kunshan Opt Plant. In 2020, the Company expanded the area dedicated to solar power generation by 4,163 square meters at Kunshan Plant, 14,272 square meters at Zhongshan Plant, and 104 square meters at Neihu Headquarters.

29,864 square meters
Total area covered

6,026KW
Solar panel installed capacity

Solar Heating Equipment

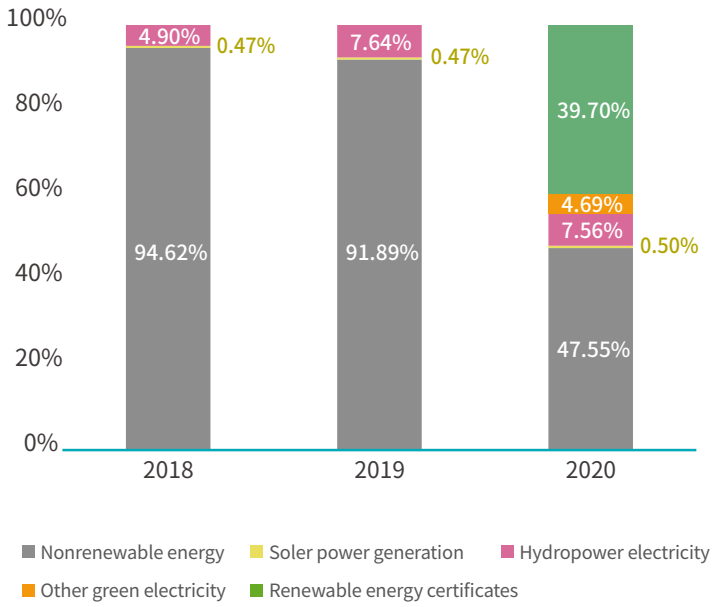
Wistron has installed large quantities of solar panels on the rooftop of Zhongshan Plant, Kunshan Plant, and Kunshan Opt Plant to make full use of the space. The panels are used to generate electricity for the plants or used for heating hot water in the dormitories to reduce carbon emissions from the use of electricity or natural gas.

7,750 square meters
Total area covered

1,060sets
Solar water heater equipment

NT$110 million
Total investment in solar energy in 2020

Renewable Energy Ratio



[Note]
The electricity consumption of the dormitory of Chongqing plant has been removed from 2020 CSR report because Wistron doesn't have the business management right of control for it. The renewable energy ratio in 2018 and 2019 have also been modified accordingly.

2020 Internal Energy Consumption Table

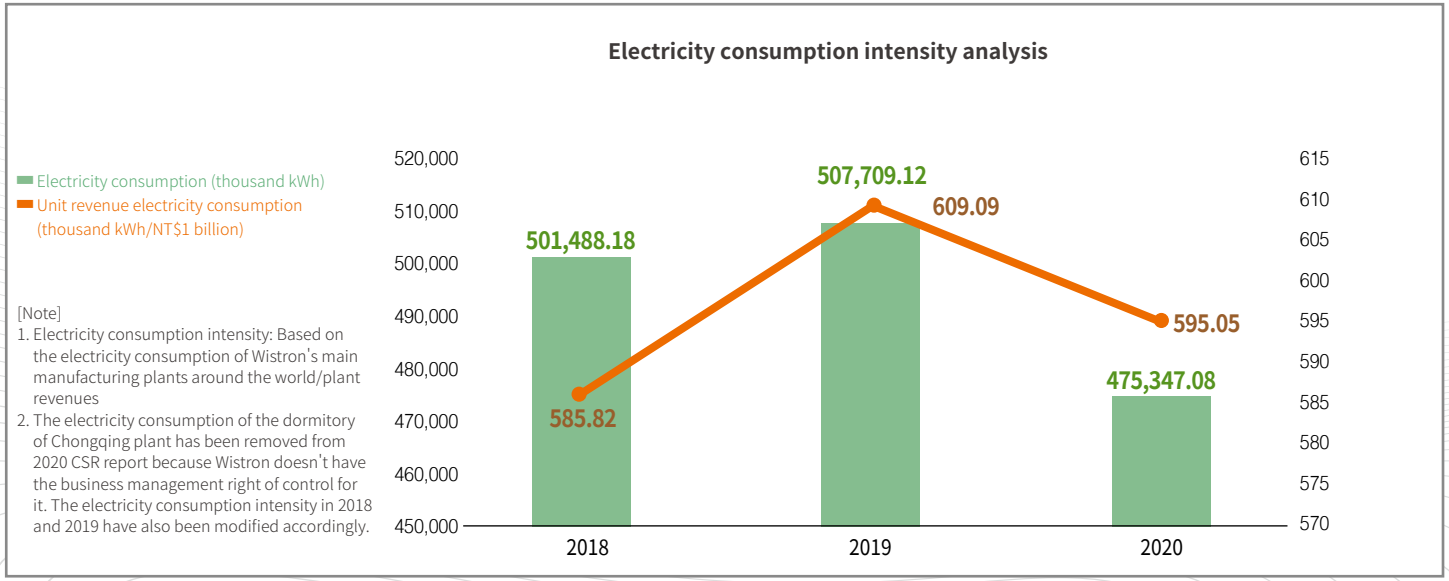
Unit: Giga-Joule; GJ

Items		Taiwan	China	Europe and Americas	Total
Nonrenewable Energy	a. Diesel	118.07	348.94	91.36	558.37
	b. Natural gas	0.00	103,558.66	21,859.84	125,418.50
	c. Gasoline	3,138.76	10,561.53	74.07	13,774.36
	d. Heating	0.00	0.00	3,313.25	3,313.25
Renewable Energy	e. Self-produced and self-used - solar power generation	0.00	8,618.04	0.00	8,618.04
	f. Procurement - hydropower electricity	0.00	129,284.79	0.00	129,284.79
	g. Procurement - wind power electricity	0.00	0.00	0.00	0.00
h. General Procurement of Electricity		135,212.59	1,295,815.25	142,318.80	1,573,346.65
Total Energy Consumption = a+b+c+d+e+f+g+h		**138,469.42**	**1,548,187.22**	**167,657.32**	**1,854,313.96**

1. The energy consumption statistics are based on the payment forms of the electricity company and natural gas companies as well as the fuel procurement or usage volume records
2. Joule conversion is based on GRI G3.1 energy conversion coefficient:
   1 kWh of electricity = 1000W*1hr = 0.0036 GJ; 1 natural gas (thousand cubic meters) = 39.01 GJ
   1 diesel (kiloliter) = (0.84 metric tons/kiloliter) * (43.33 GJ/metric ton) = 36.3972 GJ (the diesel density is based on the median in the CPC specifications of 0.82 to 0.86 kg/l for oil products)
   1 gasoline (kiloliter) = (0.7475metric ton/kiloliter) * (44.8 GJ/metric ton) = 33.488GJ (the gasoline density is based on the median in the CPC specifications of 0.72 to 0.775 kg/l)
3. Wistron has not yet obtained information on upstream and downstream energy consumption volume and thus does not have statistics on energy consumption outside the Company.

General procurement of power generation structure: Nonrenewable energy (nuclear energy, coal, natural gas, fuel oil, and cogeneration)

Current State and Targets of Energy Management



[Note]
1. Electricity consumption intensity: Based on the electricity consumption of Wistron's main manufacturing plants around the world/plant revenues
2. The electricity consumption of the dormitory of Chongqing plant has been removed from 2020 CSR report because Wistron doesn't have the business management right of control for it. The electricity consumption intensity in 2018 and 2019 have also been modified accordingly.

3-2 Sustainable Design and Development

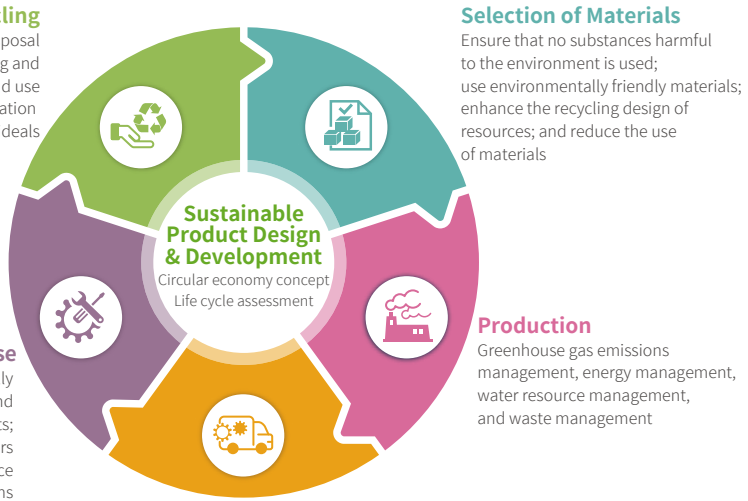
3-2-1 Circular Economy

Wistron is one of the world's largest suppliers of information and communication products and focuses on product development, design, manufacturing, and services. Sustainable product design and development is a concept that combines product lifecycle and the circular economy. We are committed to lowering the impact of products on the environment and creating sustainable value.

Wistron produces green electronic products, recycles discarded electronic products, and converts recycled materials into environmentally friendly products. We continuously use materials for producing green electronic products to attain resource sustainability and create a green and circular sustainable development model.

Green Product Policy

Wistron has adopted the Green Design Guide for product design and incorporated green product management in compliance with the ISO 9001 Quality Management System to obtain IECQ QC 080000 Management System certification. We also incorporated product lifecycle assessment ideas into the QC 080000 Hazardous Substance Process Management System.



Wistron established the "Wistron Hazardous Substance Management Regulations" in response to international environmental protection regulations and environmental protection requirements for customer products. The Regulations state clear management requirements for substances harmful to the environment so that the Company can effectively control and monitor the contents of substances harmful to the environment in the products. The Company also seeks to ensure that suppliers do not use hazardous substances harmful to the environment, prevent risks or hazards of products and materials to the human body and the environment, and protect customer health and safety.

In addition to the selection and management of hazard-free materials, Wistron is required to consider waste reduction and use recycled materials and environmentally friendly materials during product development to reduce resource waste and reduce the environmental impact of the product in its lifecycle. Wistron thus adopted a green product innovation philosophy with an easy dissemblance and recycle design concept.

3-2-2 Creation of Products with High Added Value

Green Resources Business

Wistron established green resources businesses in 2010 which officially began operations in 2013 to provided cradle-to-cradle green services with closed-loop recycling solutions. The Company seeks to maximize benefits for customers in the circular economy with the aim of becoming a world-leading company in recycling and reusing electronic waste materials.

Closed-Loop Renewable Green Services

We recycle and disassemble waste electronic products and use chemical processes with the lowest pollution to extract precious metals such as gold, silver, and copper from circuit boards. Due to the large amount of plastic cases from disassembled electronic waste, we refine the waste plastics and improve the quality before transforming them into environmentally friendly plastic materials for reuse in electronic products. This creates a circular economy model of "resources, products, and renewable resources".

In addition, Wistron green resources business pays close attention to new technologies for recycling lithium batteries for reuse and aims to develop and make use of the new technology in 2021-2023.

Blue Light-Resistant Panels for Eye Protection: Wistron Obtains TÜV Rheinland Eyesafe® Display Certification

The era of information explosion and the recent COVID-19 epidemic has powered the growth of working from home and remote learning. People have increased their use of mobile phones, computers, and other screens and thus increased the exposure of their eyes to blue light. TÜV Rheinland and Eyesafe® launched the TÜV Rheinland Eyesafe® Display certification for low blue light and color performance management to improve eyesight with technology. TÜV Rheinland's low blue light standards were adopted as the basis and the certification was developed with more than 250 ophthalmologists and optometrists. It is the latest eye care benchmark in the industry.

Wistron first incorporated end-user health requirements into Wistron's display products in 2020. Wistron obtained the world's first TÜV Rheinland Eyesafe® Display certification which protects the eyes from toxic high-energy visible light (HEV light) in the form of blue light. It does not affect the color quality of the equipment and meets industry standards, which fulfills Wistron's committed to developing electronic products that benefit customers.

77 products
Obtained TÜV Rheinland Eyesafe® and anti-blue light and flicker free certifications:
TÜV Eye Comfort,
TÜV Low Blue Light,
TÜV Flicker Free,
and Eyesafe®

Use Ocean-Bound Materials

In addition to recycling waste plastic from electronics, plastic waste in oceans has also became a topic of concern in recent years. Wistron pays close attention to waste pollution issues in the ocean and cooperates with customers in the use of ocean-bound plastics. The Company used ocean-bound plastics for the cases of 15 products (laptop computers and monitors) in 2020.

Examples: The case used for the monitor project Z24F G3 contains ocean-bound plastics. The use of PCR plastics supports the initiatives for reducing plastics in the ocean.

15 products
Used ocean-bound materials

Adoption of PCR Plastic Materials

Wistron responds to circular economy initiatives and adopted post-consumer recycled (PCR) plastics while considering waste reduction and environmentally friendly materials application in the early product design period. Using a higher proportion of recycled plastics may reduce the strength of the original mechanical structure and create cracks which would result in more restrictions on product design.

Examples: The monitor project P32p-20 and HP AIO Proone G5 series computer products overcame the deficiencies of the hardness and durability of PCR materials. They used more than 85% of recycled plastic materials for external plastic cases. The project creates new life for plastic materials while implementing environmental sustainability.

In 2020, Wistron shipped more than 25 million devices that used PCR plastic materials, accounting for 58.7% of hardware product revenue and supporting circular economy concept.

Percentage of Products Using PCR Plastic Materials in Revenue from Hardware

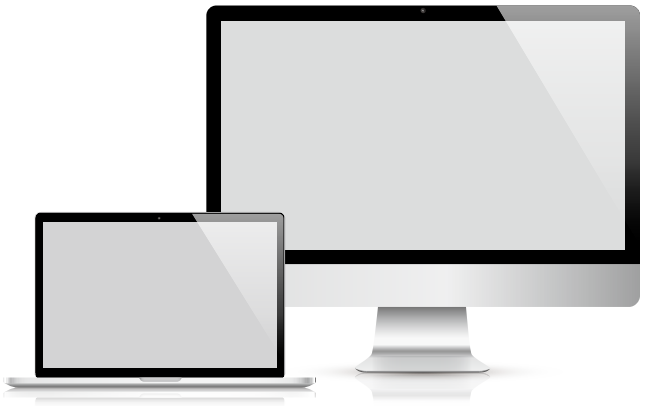
Laptop computers	Desktop computers and all-in-one (AIO) computers	LCDs	Servers/ Voice over Internet Protocol (VoIP) phones
61.8%	58.1%	95.8%	0.5%

Total 58.7%

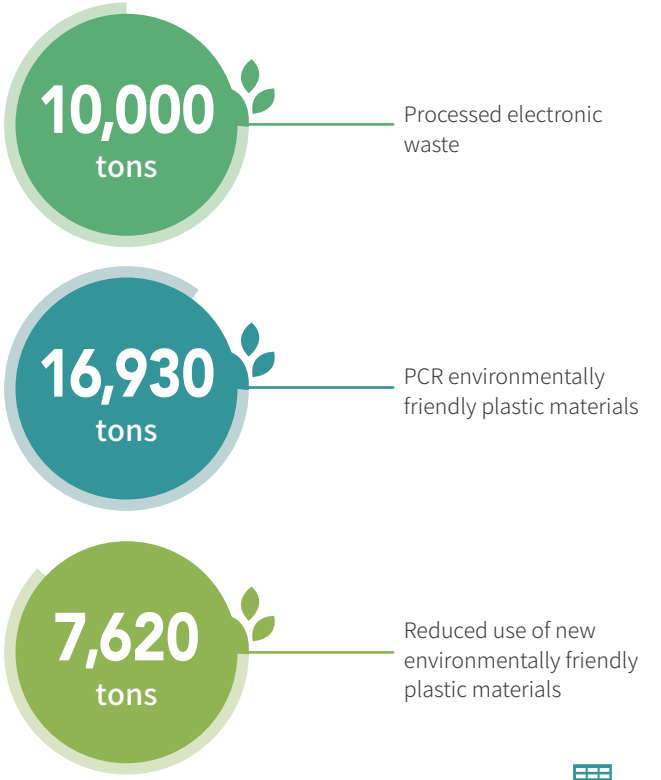
[Note] Hardware products refer to laptop computers/desktop computers and all-in-one (AIO) computers/monitors/servers/Voice over Internet Protocol

Green Product Key Performance Indicators

Items	Performance
Products compliant to WEEE regulations	100%
Percentage of products with environmental labels	90%
Percentage of products with packaging design that uses recycled materials	98%
Percentage of products that use recycled plastic materials	58.7%



Green Resources Business Performance in 2020



Items	2018	2019	2020
Processed electronic waste (tons)	10,046	11,363	10,000
PCR plastic materials shipping volume (tons)	17,320	13,512	16,930
Reduced use of new plastic materials (tons)	6,062	4,730	7,620

Adoption of Environmentally Friendly Packaging Materials

Wistron's packaging design is based on the concept of environmental protection and reduction of the waste of resources. Wistron's product packaging has always been designed in accordance with this concept. We choose recyclable and reusable materials for cardboard boxes, cushioning materials, and oil ink used for printing whenever possible. We also make use of this feature to add recycled and reproduced materials at the source for production. In 2020, the products that used Wistron's packaging design with recycled materials accounted for 98% of revenue in hardware. 98% of external boxes contain recycled pulp; 89% of cushioning materials contain recycled EPE; 98% of printed materials were printed with environmentally friendly water-based ink. They reduce the impact and destruction of the environment and ensure sustainability.

Recycled Pulp

Recycled EPE

Environmentally Friendly Water-based Ink

Percentage of the Use of Recycled Materials for Product Packaging in Revenue from Hardware

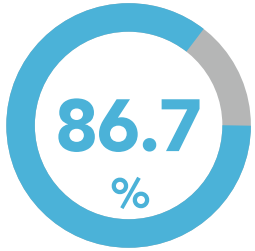
Items	Cardboard boxes Recycled pulp	Cushioning materials Recycled EPE	Printed materials Environmentally friendly water-based ink
Laptop computers	99.6%	99.6%	99.6%
Desktop computers and all-in-one (AIO) computers	98.4%	65.2%	98.4%
Monitors	98.3%	53.7%	98.3%
Servers/Voice over Internet Protocol (VoIP) phones	85.9%	85.9%	85.9%
Total	98%	89%	98%

Product Environmental Protection Labeling

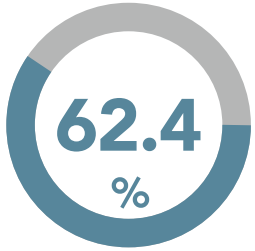
Wistron considers waste reduction, recycling, processing, and reuse during product design and uses recycled materials and environmentally friendly materials to attain circular economy ideals. By 2020, all product lines have attained 100% compliance with Waste Electrical and Electronic Equipment Directive (WEEE) regulations.

Wistron complies with customer requirements, local energy regulations, energy label, and safety label requirements to design products that meet requirements. In 2020, the Company helped customers obtain various environmental protection labels such as Energy Star, EPEAT, TCO, Taiwan Green Mark, and China Environmental Labeling. The revenue from products with environmental protection labels account for 90% of hardware revenue.

All product lines are 100% compliant with customer requirements, local energy regulations, and energy label requirements. There was no violation of product information labeling regulations and voluntary compliance.



Products certified by Energy Star



Products meet EPEAT certification or equivalent standards

[Note] EPEAT certification or equivalent standards refer to: EPEAT/TCO/ Taiwan Green Mark/China Environmental Labeling

Percentage of Revenue of Products with Important Environmental Protection Labels in Revenue from Hardware

Items	Energy Star	EPEAT/TCO/Taiwan Green Mark/ China Environmental Labeling
Laptop computers	97.6%	65.5%
Desktop computers and all-in-one (AIO) computers	88%	61.7%
Monitors	87%	96.8%
Servers/Voice over Internet Protocol	9.8%	6.7%
Total	86.7%	62.4%

3-2-3 Product Accountability and Quality Management

Wistron's Quality Policy: "Deliver zero-defect and competitive products and services to customers on time". Wistron has adopted "zero-defect" as a long-term quality management target for design quality, production quality, and service quality. We aim to meet and exceed customer expectations and become a reliable partner for all customers.

Product Innovation and R&D Strategy

- Excellent product quality is the foundation of the Company's competitiveness. It is one of the key factors for gaining customer trust and determining the Company's operations in the current intense and rapidly changing business environment.
- We have established a quality management system and policy to ensure product quality. We use enhanced IT system management procedures to implement top-down monitoring, assessment, analysis, and continuous improvements of quality-related indicators and incorporate the Plan-Do-Check-Act management cycle into day-to-day operations and operation and management.
- With comprehensive end-to-end services from preliminary design and development to after-sales services after mass production, we help customers gain a clear and comprehensive understanding of the design and production process.

Product Quality Certification

Wistron product design must pass related quality inspections and tests to ensure that the products meet specifications and customer quality requirements before starting mass production. They include function certification, compatibility certification, reliability certification, environmental specifications and requirements, and DFx (design for manufacture / assembly / testing / service) requirements. In the early periods of design and development, we use risk assessments and the lessons learned database to jointly and continuously improve product design capabilities, ease of production, and product quality with Wistron plants.

3-2-4 Customer Health and Safety

Wistron established the "Wistron Technical Standards for Environmental Monitoring of Hazardous Substances" in accordance with IECQ QC 080000 standards, customers' special requirements, and the latest international regulations and trends. The Standards are used to verify that every component and packaging material meets customer requirements regarding hazardous materials and international environmental regulations. There are currently 10 banned substance and 154 regulated substances. The Company reviews regulations and customer standards every six months for the amendment of Wistron regulations.

The "Hazardous Substance Management System" created by Wistron effectively manages and reviews the materials, components, or semi-finished products provided by suppliers to verify whether they meet Wistron standards. In addition, the Company uses precision XRF material inspection instrument in the Plants to implement vigorous and careful measurement and monitoring of hazardous substances in materials and products that may impact or harm the environment. Wistron has introduced the lead-free process and has gradually incorporated halogen-free regulations into the material and production processes to reduce the impact on the environment in the production process.

IECQ QC 080000 Hazardous Substance Process Management

Wistron uses the Product Lifecycle Management (PLM) System and Green Product Management (GPM) System for product design to verify that every component and packaging material meets customer requirements regarding hazardous materials and international environmental regulations.

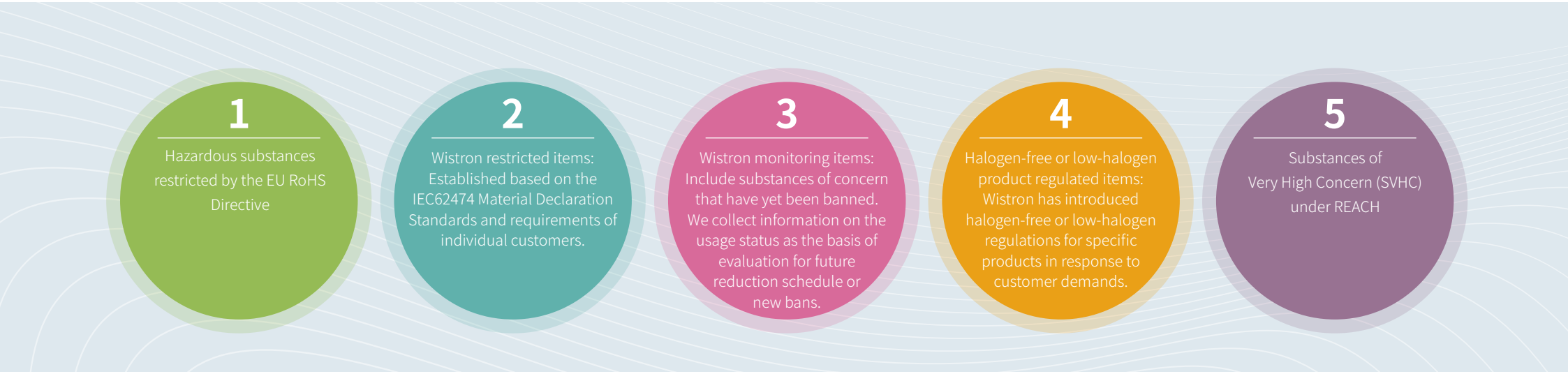
Wistron is committed not to use banned substances or materials. The Company has reduced the impact on the environment and possible hazards from the selection of materials, production process, product usage, and final disposal of the products. Our aim is to ensure that they do not have any negative impact on customer health or safety.

Information System and Management Procedures

- Invention and Innovation Reward Regulations
- Project Tracking System (PTS)
- Quality Management System (ISO 9001)
- Hazardous Substance Process Management System (IECQ QC 080000)
- Green Design Guide
- Product Lifecycle Management (PLM)
- Green Product Management (GPM) System
- SAP System
- RoHS Directive
- Registration, Evaluation, Authorization, and Restriction of Chemical substances (REACH)
- International safety regulations (BSMI, CB, CCC, CUL, UL, and TUV certification from different countries)

Wistron Hazardous Substance Management Regulations

The Company has established the five major guidelines set forth below for managing products (including subsidiary materials) in accordance with regulatory trends and customers' environmental protection requirements. The standards for the restricted use of hazardous substances are defined based on the concentration of evenly-distributed materials. Therefore, the substances governed by "Wistron Hazardous Substance Management Regulations" will not exceed 0.1% of the overall weight of Wistron products.



We have established regulations for battery cells and packaging materials with hazardous substances harmful to the environment.

- Battery regulations: As batteries contain a vast number of chemical substances, all types of batteries must labeled with recycling symbols based on requirements of customers and different countries. They must be recycled and processed separately before discarding.
- Packaging material regulations: The main regulations are subject to the packaging materials used for shipping finished products such corrugated cartons, packaging bags, cushioning materials, fixing devices, sheets, tapes, labels, plastic pads, coatings, and ink.

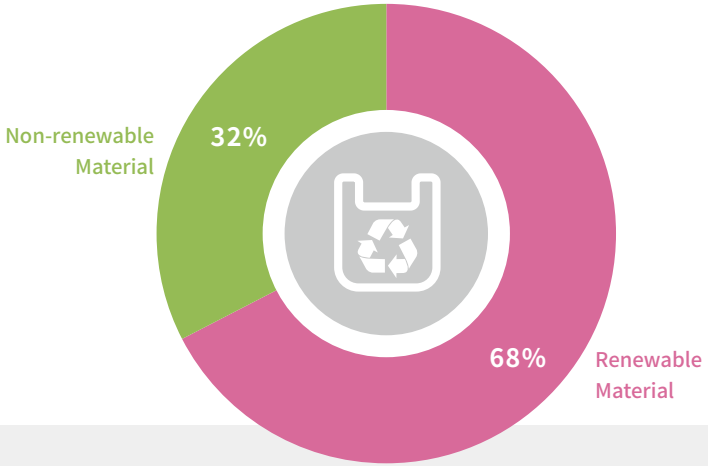
The Company established the "Operating Procedures for the Management of Hazardous-Substance-Free Products" to effectively implement the policy on the ban of hazardous substances and implement Design for Environment. We established effective management and monitoring mechanisms to ensure that products meet the latest domestic and foreign regulations and the latest customer requirements. We evaluate and amend the Product Hazardous Substance Management Regulations every six months and establish quantitative targets (restricted concentration or items) for hazardous substances. These topics are discussed in the semi-annual discussions on the Product Hazardous Substance Management Regulations.

3-3 Green Manufacturing

As the Earth's population continues to grow and resources remain limited, we must recycle and reuse resources and reduce the waste as much as possible. Environmental sustainability awareness has risen in recent years. Besides considering their business performance, companies must also protect and manage natural resources in their operations to avoid any negative impact on the environment.

3-3-1 Raw Material Management

Wistron uses the IECQ QC080000 Hazardous Substance Process Management System and the self-developed Green Product Management (GPM) System for material review to prevent any hazardous substances and protect the health and safety of consumers. We strictly prohibit suppliers from using hazardous substances and disclose regulations on substances of concern to ensure compliance with regulations on materials and customer requirements. The materials used by Wistron include renewable and non-renewable materials. A major part of the renewable materials are mainly packaging materials. We compile statistics every year based on the import/export customs declaration system for the weight of product materials and packaging materials.



Statistics on the Use of Product Materials and Packaging Materials in 2020

Plant	Product Material Usage Volume (ton)	Packaging Material Usage Volume (ton)
Zhongshan Plant	100,693.57	35,491.51
Kunshan Plant	32,419.84	11,123.33
Kunshan Opt Plant	5,056.43	2,111.27
Taizhou Plant	6,952.86	784.38
Chongqing Plant	18,244.32	3,566.39
Chengdu Plant	32,730.21	9,189.58
Total	**196,097.23**	**62,266.46**

[Note]
1. The weight of all materials and packaging materials is denominated in "gross weight", which is defined as the total weight that includes the weight of packaging materials.
2. Product material usage volume (ton) = product weight + packaging material weight
3. Packaging material usage volume (ton) = packaging material weight
4. Percentage of renewable materials = (total renewable materials/total materials) x 100%

3-3-2 Water Resource Management

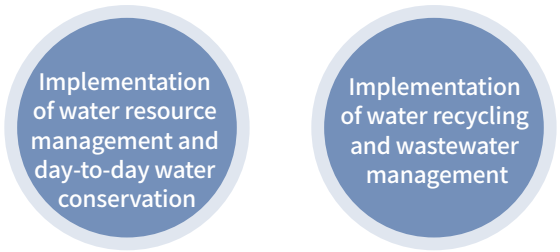
While Wistron plants and offices use tap water, the Mexico Plant is the only plant that uses groundwater as the source of water. The Plant is located in a local industrial park and the water source is not the protected reserve or water reserve. Wistron's production processes mainly consist of product assembly which does not involve the use of a great amount of water. Most of the water demand is for domestic use and plant equipment such as kitchens and cooling towers. Based on our evaluations, Wistron's use of water resources and the ecological environment of water sources will not create significant environmental impact. Nevertheless, Wistron still actively collects water consumption data and regularly monitors water quality and consumption conditions. We organize water conservation campaigns from time to time for the purpose of protecting water resources.

Water Resource Management Methods

We conduct an inventory of high-risk areas for water resources based on an evaluation of the water stress indicators of our global operations. We then implement preventive measures based on the water resource management strategy. Dedicated units in different plants are responsible for water resource management, plan formulation and implementation, regular monitoring, resolution of irregularities, data analysis, and continuous improvements.

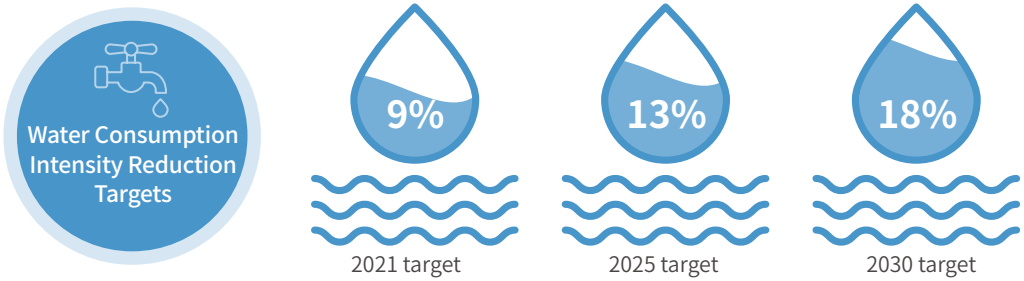
Wistron is committed to rigorous compliance with the national regulations on water resources, reasonable use of water resources, prioritized selection of water conservation equipment, and use of energy conservation panels to monitor the consumption of water resources and improve water use efficiency.

Water Consumption Intensity Analysis

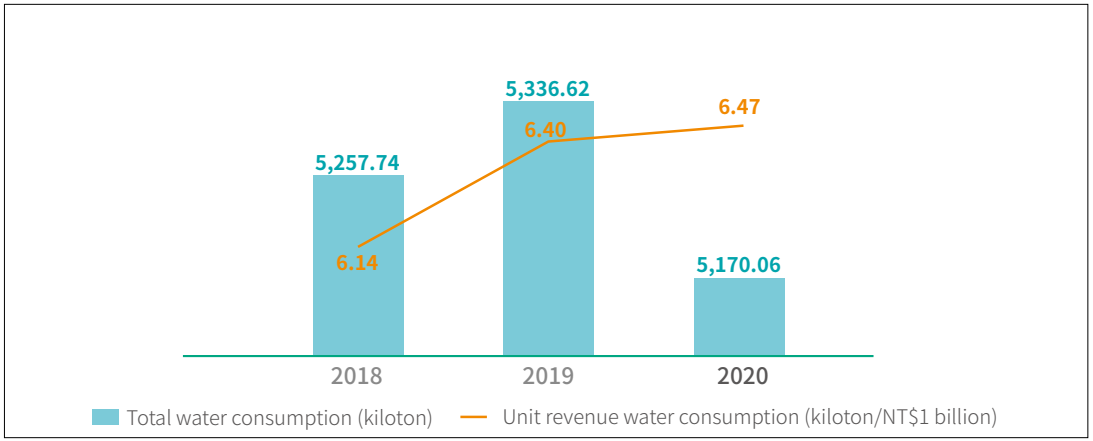


Water Resource Management Targets

Wistron's water use target: Reduce water consumption intensity by 8% in 2020 compared to 2016. In 2020, Wistron reduced its water consumption intensity by 3.42% and the target was not attained. Wistron's main water consumption is for domestic use. The use of cleaning water increased significantly in 2020 due to the COVID-19 epidemic and we were therefore unable to attain the water use intensity target. We will continue to review Wistron's water consumption management status and reset water conservation targets and corresponding plans to demonstrate our resolve for water resource protection and management.



Water Consumption Intensity Analysis



[Note]
1. Water consumption intensity: Calculated based on the water consumption/plant revenue of Wistron's global manufacturing plants.
2. The water consumption of the dormitory of Chongqing plant has been removed from 2020 CSR report because Wistron doesn't have the business management right of control for it. The water consumption intensity in 2018 and 2019 have also been modified accordingly.

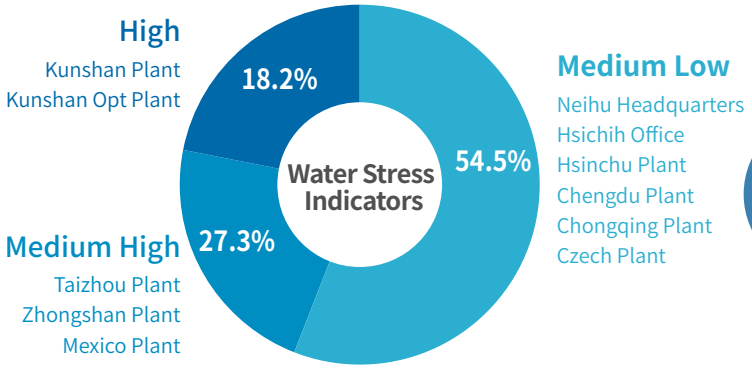
Water Stress Indicators of Global Operations

Wistron uses Aqueduct tools to analyze water stress indicators of global operations. We evaluate the risk ratings of water resources to set up management and recycling equipment in advance. In addition, we also disclose the water sources, water bodies receiving the effluent, wastewater treatment unit, and water quality data to ensure compliance with effluent standards in local regulations.

Water Stress Indicators of Global Operations in 2020

Items		Neihu Headquarters Hsichih Office	Hsinchu Plant	Kunshan Plant Kunshan Opt Plant	Taizhou Plant	Zhongshan Plant	Chengdu Plant	Chongqing Plant	Mexico Plant	Czech Plant
Water stress indicator		Medium low	Medium low	High	Medium high	Medium high	Medium low	Medium low	Medium High	Medium low
Water source		Feitsui Reservoir Xinshan Reservoir	Baoshan Reservoir	Water drawn from the Yangtze River	Water drawn from the Yangtze River	Xijiang River	Min River	Jialing River	Hueco Bolson Aquifer Mesilla/Conejos-Medanos Basin	Vir Reservoir
Water body receiving effluent		Keelung River Tamsui River	Keya Creek	Wusong River	Yinjiang River	Shiqi River Hengmen Waterway	Fuhe River	Houhe River	Use in agricultural irrigation	SVRATKA River
Wastewater treatment unit		Neihu Sewage Treatment Plant Dihua Sewage Treatment Plant	Hsinchu Science Park Sewage Treatment Plant	Kunshan Development Zone Kuncheng Precision Water Purification Co., Ltd. Precision Machinery Industrial Park Sewage Treatment Plant	Taizhou Chengnan Wastewater Treatment Plant No.2	Zhenjiashan Sewage Treatment Plant Linhai Industrial Park Wastewater Treatment Plant	Huayang Wastewater Treatment Plant No. 2	Yubei District Chengbei Wastewater Treatment Plant	Valle de Juarez water treatment plant	Brno water and sewerage plant
Effluent Quality	pH	6 ~ 9	5 ~ 9	6 ~ 9	6 ~ 9	6 ~ 9	6 ~ 9	6 ~ 9	6 ~ 9	Sewerage regulations of the city of Brno
	SS (mg/l)	30 ~ 50	300	70 ~ 300	400	400	400	400	180	
	COD (mg/l)	100 ~ 150	500	100 ~ 500	500	500	500	500	220	

Note: The water stress indicator is calculated based on Aqueduct tools: https：//www.wri.org/aqueduct



659.87 million liters
Total recycled water volume

12.76%
Percentage of recycled water in total water consumption

- Rainwater recovery system
- Drinking fountain wastewater recycling
- RO wastewater recycling
- Gray water recycling system recycles water to the original water tank to produce pure water
- Central drinking water treatment system collects the secondary water discharged in the drinking water production process
- Pure water RO system processes concentrated water produced with level 1 RO so that the concentrated water can be recycled for use and returned the pretreatment water tank for flushing toilets

Water Resource Consumption Status in 2020

Unit: million liters

Water-Stressed Area	Area	Freshwater									Others	Recycled/Reused Water Volume	Percentage of Recycled Water in Total Water Consumption
		Surface Runoff (Rainwater)	Groundwater	Third-Party Water (Tap Water)	Total Water Withdrawal		Effluent by Destination (Third-Party Water)			Total Water Consumption	Total		
							Domestic Sewage	Process Wastewater	Total Water Discharge				
Non-Water-Stressed Area	Taiwan	0.03	0.00	204.01	**204.03**	**2,532.54**	163.21	0.00	**2,056.67**	**40.83**	**475.87**	**0.00**	0.03	0.01%
	China	0.76	0.00	2,323.62	**2,324.37**		1,737.14	152.20		**435.04**		**0.00**	29.04	1.25%
	Europe and Americas	0.00	0.00	4.13	**4.13**		4.13	0.00		**0.00**		**0.00**	0.00	0.00%
Water-Stressed Area	China (Kunshan Plant and Kunshan Opt Plant)	0.00	0.00	2,541.32	**2,541.32**	**2,637.51**	1,970.99	62.07	**2,110.01**	**508.26**	**527.50**	**0.00**	630.80	24.82%
	Europe and Americas (Mexico Plant)	0.00	96.19	0.00	**96.19**		76.96	0.00		**19.24**		**0.00**	0.00	0.00%
Total Water Withdrawal		**0.78**	**96.19**	**5,073.08**	**5,170.06**		**4,166.68**			**1,003.37**	**0.00**	**659.87**	**12.76%**	

[Note]
1. Total water withdrawal = surface water (rainwater) + groundwater + seawater + produced water + third-party water (tap water). The main sources of water are freshwater resources - surface water, groundwater, and tap water.
2. Recommended calculation method for effluent discharge ports without water meters: Total water discharge = water withdrawal *80%
3. Effluent discharge ports with water meters (industrial wastewater) - Kunshan Optronics Plant/Taizhou Plant
4. If the total water discharge is not calculated as water withdrawal *80%, please specify the calculation method or reason.
5. Water consumption = total water withdrawal - total water discharge

Wastewater and Sewage Management Method

Wistron's production processes consist mainly of product assembly and most production processes do not require the use of water or produce sewage or wastewater. Only Taizhou Plant and Kunshan Opt Plant require the use of water and they have set up wastewater treatment plants. They implement real-time online monitoring to immediately respond to any anomalies.

The sewage and wastewater in other plants mainly consist of domestic sewage of employees. The domestic sewage is collected through the pipelines of the park and delivered through the sewage system to the wastewater treatment plant for processing and discharge. It is not directly discharged to natural bodies of water. To monitor the effluent quality, Wistron regularly inspects the water quality to ensure that the effluent meets regulatory requirements and does not affect the ecological environment of natural water bodies and habitats.

Current State and Targets of Wastewater and Sewage

Wistron implements the ISO 14001 Environmental Management System to ensure that the wastewater and sewage management meets effluent specifications in regulations. The Company systematically manages related environmental issues. By 2020, Wistron has attained zero effluent leaks and zero environmental complaints and penalties.

3-3-3 Waste Management

Wistron is committed not to use banned substances or materials and actively promotes waste reduction, recycling, and reuse. The Company rigorously and carefully selects materials and suppliers and continues to implement technical improvement or seek environmentally friendly materials. We abide by environmental and customer regulations related to our activities, products, and services to attain and exceed set goals.

We must also perform a comprehensive evaluation and inventory of the generation and destination of waste and hazardous substances. We must minimize waste generation and recycle and reuse waste materials to reduce waste. Positive management of waste and hazardous substances can help protect the environment and reduce the burden of the environment. We can also create niches in business operations with improved material usage rate and lowered operating costs, which help the Company attain sustainability.

Waste Management Methods

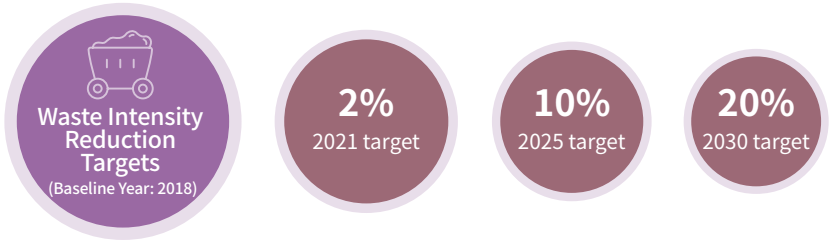
Wistron implements reduction at the source with resource classification and recycling plans to reduce waste. We define recyclable waste generated in plant areas in accordance with regulations, including waste metal, packaging materials, plastic, paper, and batteries. We set up recycling areas in all plants and offices to collect these materials and appoint external recycling companies for clean-up and disposal.

- Green Product Management (GPM) System
- Continuous implementation of waste classification and waste reduction
- Enhancement of waste recycling and reuse

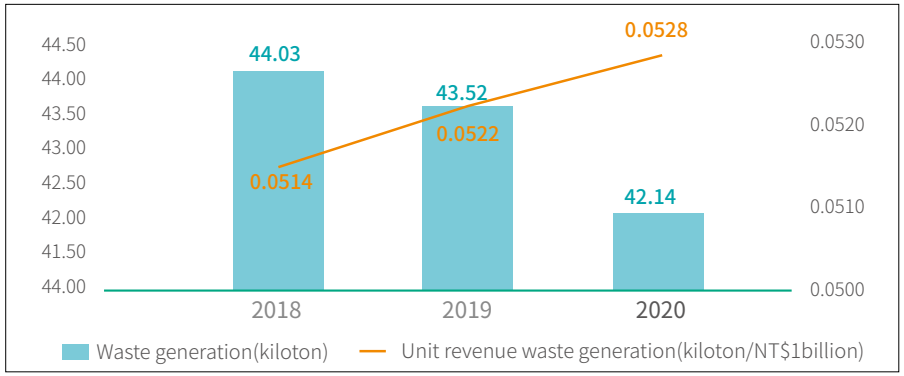
Through waste classification and recycling, we have reduced operating costs by reducing waste disposal fees while meeting international waste reduction trends. We recycle recyclable waste, other special waste generated in the manufacturing process such as chemical solvents (isopropyl alcohol, fluxes, thinners, etc.), lubricating oil, solder paste, and dross. They are temporarily stored in special storage areas after classification and labeling and delivered to qualified waste disposal companies authorized by government institutions for processing. To monitor the final destination of the waste, Wistron also creates audit plans for waste disposal companies and performs regular audits.

Current State and Targets of Waste Generation

Wistron set a target for waste treatment in 2016: Attain over 90% of overall average waste recycling rate before 2020. The waste recycling rate in 2020 was 89.76% and the target was not reached. To reduce waste more effectively, the Company has changed the waste treatment target from "waste recycling rate" to "waste intensity reduction" starting from 2021. We use 2018 as the baseline year and set a target for reducing waste generation intensity (unit revenue waste generation) by 2% each year.



Waste Intensity Analysis



[Note] Waste generation intensity: Calculated based on the waste generation/plant revenue of Wistron's global manufacturing plants.

Future Implementation Strategies

- Continuous implementation of refined waste classification and increase the recycling ratio;
- Set up regular maintenance/inspection plans for rainwater and sewage pipeline networks and create a pollution effluent map;
- Introduce food waste dehydrators to reduce food waste;
- Evaluate the introduction of plastic packaging boxes for mechanical components that can be used repeatedly and the useful life can be extended to reduce waste generation;
- Development and introduction of a smart digital environmental management system

Waste Treatment Methods and Volume in 2020

Waste	Treatment	Taiwan	China	Europe and Americas	Total
Non-Hazardous Waste	Reuse	0.00	0.00	215.67	37,829.43
	Recycle	614.78	31,732.54	5,266.45	
	Replace materials	0.00	0.00	0.00	
	Incinerate (with energy recovery)	0.00	0.00	272.76	3,312.65
	Incinerate (without energy recovery)	145.77	2,521.12	0.00	
	Landfill	2.99	33.06	336.95	
Hazardous Waste	Other treatment - temporary storage	0.00	0.00	0.00	1,001.90
	Other treatment - transport to external treatment facilities	60.36	931.59	9.96	
Waste recycling rate		823.90	35,218.30	6,101.79	42,143.98
Waste recycling rate		**74.62%**	**90.10%**	**89.84%**	**89.76%**

[Note]
1. Wistron appoints external contractors for waste disposal.
2. Wistron does not import or export substances regarded as hazardous waste specified in Annexes I, II, III, and VIII of the Basel Convention.
3. Recyclable waste includes recyclable waste, food waste, and compost.
4. Information on waste disposal methods is provided by contractors.

Component Packaging Material Recycling

150

Reduce Process Waste

Recycle Reflow Oven Waste Liquid

$127,022

Annual savings (NTD)

We use waste liquid maintenance before new liquid is added for cleaning. We originally used 24 barrels of new liquid and generated 16 barrels of waste liquid every month. After the improvement, we use 16 barrels of new liquid and generate 8 barrels of waste liquid every month.

Improve DEK Printer Paper Feed Settings

$66,917

Annual savings (NTD)

We changed the settings from the default value to 4mm. The actual paper coil is 44mm which saves 19% compared to the default value of 64mm. We thus reduce waste wiping paper by 21kg per month.

Waste Reduction Action - Cherish Food and Reduce Food Waste

Kunshan Plant - automatic rice dispenser

Kunshan Plant - zero food waste campaign

Plants in China dehydrate and filter food waste and introduced food waste dehydrators to reduce food waste. They also continuously implement zero food waste campaigns. Kunshan Plant introduced automatic rice dispensers and set the machines to dispense 250g of rice per serving to reduce rice waste. It has reduced waste by approximately 300kg per day since the measures were implemented. The food waste was reduced by approximately 25%.

3-3-4 Environmental Management and Compliance

Wistron is committed to abiding by environmental and energy regulations that are associated with our activities, products and services, as well as customer requirements in order to achieve our set goals and targets, or attain results better than regulated. We actively support government environmental protection policies and continue to improve and prevent pollution.

Environmental Management Method

In addition to paying continuous attention to international issues and trends, Wistron has adopted the ISO 14001 Energy Management System and IECQ QC080000 Hazardous Substance Process Management System in all global operations. We seek to satisfy the requirements in environmental protection regulations of local governments. We aim to effectively reduce the impact of business activities on the environment and improve environmental management performance to attain our ultimate goal of sustainable development.

- We regularly implement regulatory compliance inspections to ensure that our current practices comply with new regulations.
- We perform internal audits and third-party attestation each year to ensure the effective operations of the management system.

Environmental Complaint Channels

Wistron has set up the Stakeholder Communication Section on its official website for stakeholders such as customers, employees, shareholders, suppliers, government agencies, non-profit organizations, and the media to provide suitable communication channels. When we receive any environmental issue or complaint, Wistron will address the issue and respond in accordance with standard internal procedures.

Compliance with Environmental Laws and Regulations

Wistron did not violate environmental regulations or receive major fines in 2020. We shall continue to pay close attention to updates in environmental protection laws and regulations and regularly inspect the Company's actual conditions to ensure compliance with regulatory requirements. We shall also establish compliance training courses and include them into the annual internal training programs.

[Note] Wistron defines a fine of over 1 million as a large fine.

Safety and Environmental Protection Month Campaign

Wistron seeks to enhance the employees' awareness of environmental protection and occupational health and safety. Every plant organizes safety and environmental protection campaigns every year and uses promotions, contests, and activities to encourage employees to participate and learn more about the importance of environmental protection and occupational safety.

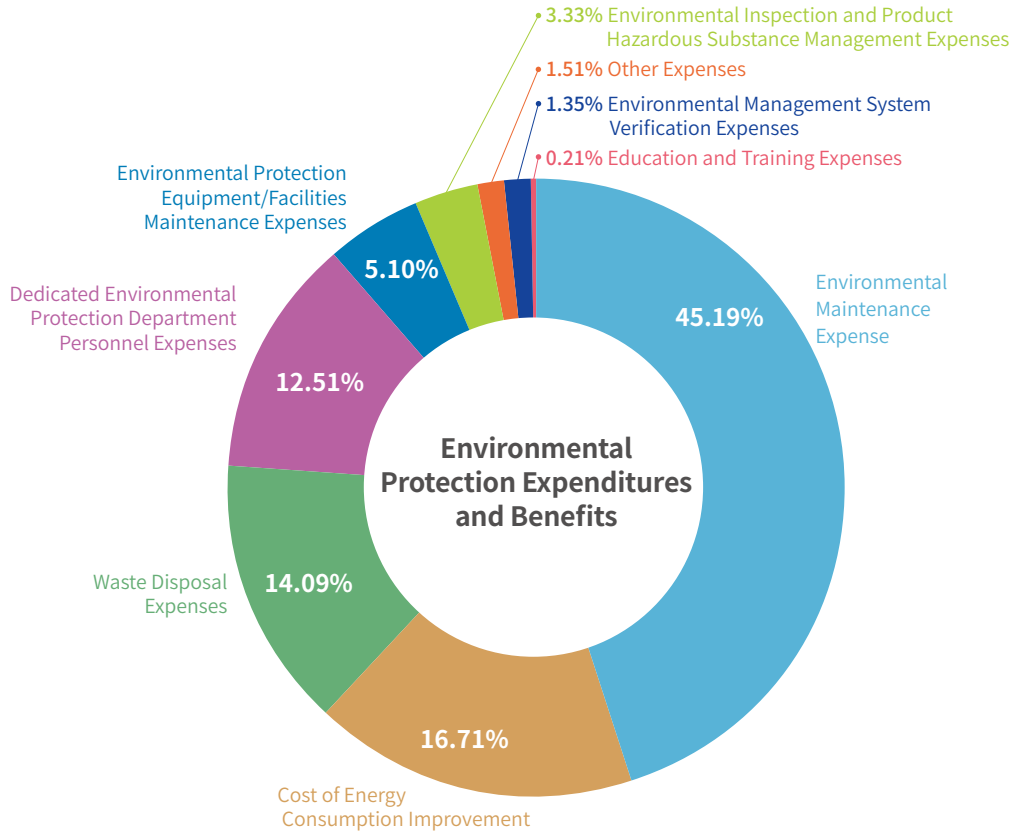
Environmental Protection Expenditures and Benefits

To continue to monitor Wistron's expenditures and benefits in environmental management issues, we have compiled statistics on the environmental management fees as follows:

Environmental Protection Expenditures	Taiwan	China	Europe and Americas	Total
Environmental Maintenance Expenses	28,140,143	99,019,061	80,010	127,239,214
Cost of Energy Consumption Improvement	7,342,258	39,701,422	0	47,043,680
Waste Disposal Expenses	1,130,457	33,945,082	4,589,431	39,664,970
Dedicated Environmental Protection Department Personnel Expenses	0	34,418,081	814,245	35,232,326
Environmental Protection Equipment/Facilities Maintenance Expenses	0	12,740,984	1,619,282	14,360,267
Environmental Inspection and Product Hazardous Substance Management Expenses	216,721	9,032,440	137,957	9,387,118
Other Expenses	0	3,672,382	575,734	4,248,116
Environmental Management System Verification Expenses	384,666	2,954,460	465,932	3,805,058
Education and Training Expenses	0	562,399	35,148	597,547
Total (NTD)	**37,214,245**	**236,046,313**	**8,317,738**	**281,578,296**

Environmental Protection Benefits	Taiwan	China	Europe and Americas	Total
Waste Recycling	10,155,745	151,010,982	3,009,249	164,175,976
Others	0	74,870,940	0	74,870,940
Total (NTD)	**10,155,745**	**225,881,922**	**3,009,249**	**239,046,916**

[Note] Exchange rate: RMB: 4.3691, USD: 28.508, CZK: 1.3335, MXN: 1.4346, EUR: 35.0192



4

Social Inclusion

4-1 Talent Attraction and Development

- 4-1-1 Hiring and Compensation
- 4-1-2 Talent Cultivation and Career Development
- 4-1-3 Open Communication Channels

4-2 Human Rights Management

- 4-2-1 Human Rights Risks and Material Issues
- 4-2-2 Human Rights Due Diligence
- 4-2-3 Diversity in the Workplace

4-3 Workplace Health and Safety

- 4-3-1 Employee Care and Benefits
- 4-3-2 Occupational Safety and Health

4-4 Humanity and Social Care

- 4-4-1 Cultivation of Future Talents
- 4-4-2 Protection of the Ecological Environment
- 4-4-3 Transform the Disadvantaged and Educational Improvement
- 4-4-4 Corporate Citizen Participation

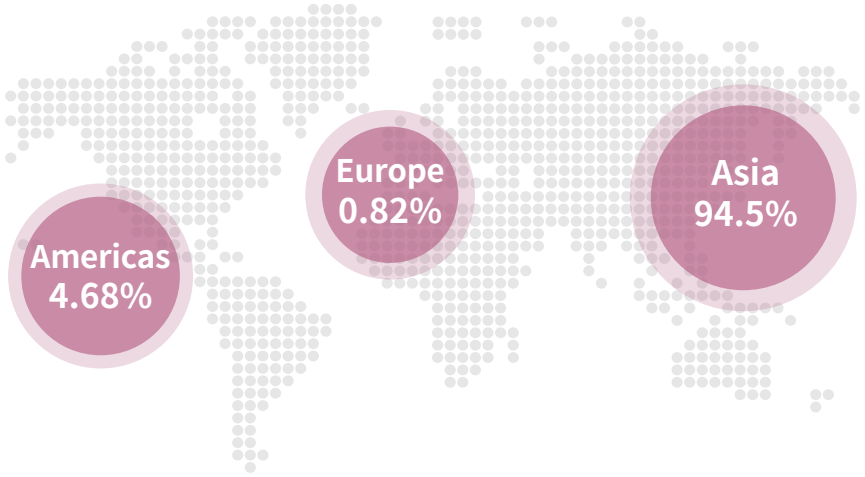
Material Topics and Management Strategies

Topics	Talent Attraction and Retention	Human Capital Development	Human Rights	Occupational Safety and Health	Social Engagement and Care
2025 Goals	↓ 15% *Global IDL turnover rate	1000+ *Cumulative cultivation of key digital talents	Violation of laws: 0 *No penalty exceeded NT$1 million	↓ 1.5 *Incident rate per thousand persons	NT$180million *Total social engagement investments
2021 Goals	↓ 16% *Global IDL turnover rate	465+ *Cumulative cultivation of key digital talents	Violation of laws: 0 *No penalty exceeded NT$1 million	↓ 2.0 *Incident rate per thousand persons	NT$150million *Total social engagement investments
2020 Goals	↓ 18% *Global IDL turnover rate	277 *Cumulative cultivation of key digital talents	Violation of laws: 0 *No penalty exceeded NT$1 million	↓ 2.2 *Incident rate per thousand persons	NT$50million *Total social engagement investments
2020 Achievement	14.7% *Global IDL turnover rate	321 *Cumulative cultivation of key digital talents	Violation of laws: 0 *No penalty exceeded NT$1 million	↓ 2.6 *Incident rate per thousand persons	NT$150million *Total social engagement investments
Strategy Development	Create a quality work environment and increase employee retention	Promote corporate digital transformation and create organizational competitive advantages	Implement the Company's Human Rights Policy and legal compliance	Value employees' health and safety and commit to providing a safe work environment	Environmental protection and social and cultural care
Management Method	Recruitment and hiring procedures Orientation training	Digital transformation strategy blue print	Wistron's Global Human Rights Policy	ISO 45001 Occupational Safety and Health Management System	Wistron charity activities management guideline Wistron Foundation

4-1 Talent Attraction and Development

Attract Talents from Around the Globe

Wistron upholds the core value of a people-oriented philosophy and complies with all local regulations to recruit diverse talents from around the globe. We provide legal rights and benefits to all employees starting from the first day of employment. The employment categories of different regions as of the end of 2020 based on operation and production capacity requirements are shown in the table below.



Employment Categories by Region

Employment Category	Employment Type	Taiwan	Kunshan Plant	Kunshan Opt Plant	Taizhou Plant	Zhongshan Plant	Chongqing Plant	Chengdu Plant	Mexico Plant	Czech Plant
Contract Type	Non-fixed-term contract	8,698	1,022	213	210	3,187	929	810	3,259	242
	Fixed-term contract	141	24,248	3,444	2,956	12,673	1,789	5,395	0	330
	Total	8,839	25,270	3,657	3,166	15,860	2,718	6,205	3,259	572
Full-Time/ Part-Time	Full-time	8,827	25,270	3,657	3,166	15,860	2,718	6,205	3,259	503
	Part-time	12	0	0	0	0	0	0	0	69
	Total	8,839	25,270	3,657	3,166	15,860	2,718	6,205	3,259	572

Diverse Talent

Wistron focuses on the diversity of talents and is committed to providing an equitable and inclusive work environment so that every employee enjoys fair hiring, salary, benefits, training, promotion, and opportunities for participating in activities and decisions of the Company. They can make good use of their skills in the organization and improve the Company's competitiveness. The following table contains the information on new hires and turnover by gender and age in 2020.

New Hires and Turnover in 2020 Unit: persons

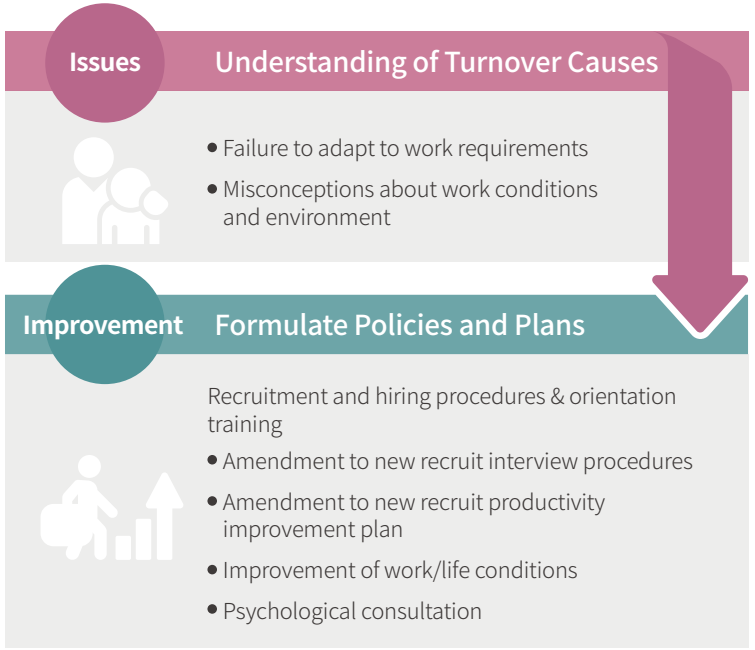
Item	Age	Male	Female
New Hires in 2020	Under 30	114,087	35,248
	30-50	35,043	13,565
	Above 50	86	58
Tota		**149,216**	**48,871**
2020 employee turnover	Under 30	114,604	35,556
	30-50	35,439	13,319
	Above 50	74	54
Tota		**150,117**	**48,929**

The turnover rate of indirect labor was 14.7% in 2020, which is equal to an average monthly turnover rate of 1.2%. The rate is relatively stable and healthy compared to other companies in the same industry. For direct labor, as the nature of the industry produces seasonal purchase orders and leads to drastic changes in productivity which affect the Company's overall manpower allocation plans, large-scale recruitment, resulting in a great volume of irregular turnover of direct labor. Direct labor also forms the majority of Wistron's manpower (they account for approximately 67% of all employees according to the data as of the end of 2020). Wistron's overall turnover rate is therefore affected by direct labor markedly.

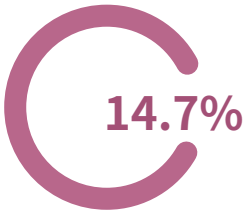
Improvement of Employee Turnover Rate

Despite the difficulties in controlling factors in the industry, Wistron has dedicated to improving the turnover of direct labor and shifted the focus to their adaptability. According to the results of surveys for actual causes of turnover, direct labor's failure to adapt to work is mainly reflected in misconceptions about the work conditions and environment. For instance, they often are not aware that they are required to stand for long hours at work, wear clean room suits, and work on shifts. Some could not successfully release the stress of work, learning, and production.

In response to these issues, Wistron's improvement plans focus on recruitment and hiring procedures and orientation training. The plans include amendment to new recruit interview procedures, amendment to new recruit productivity improvement plan, improvement of work/life conditions, and psychological consultation. The Company aims to create smooth bilateral communication and coordination and provide active care to employees so that employees can feel the continuous improvement of the work environment.



Number of new hires across the globe



Indirect labor turnover rate

4-1-1 Hiring and Compensation

Selected as a Constituent of the Taiwan High Compensation 100 Index

All Wistron offices and plants across the globe provide salary and benefits that meet local laws and regulations. The salary is never lower than the legal minimum wage. All full-time employees enjoy insurance and pension plans following legal requirements. Wistron has adopted a policy of equal pay for equal work and does not permit differences based on geography, race, ethnicity, background, social class, ancestry, religion, physical disability, gender, sexual orientation, pregnancy, marital status, union membership, political views, or age. The Company has created a compensation system based on the concept of total compensation, including salary, benefits, rewards, and bonuses.

All Wistron employees complete two performance evaluations each year. The results of evaluations are used as the basis for remuneration, assignments, promotions, and various personnel management items. There were no disputes or violations of laws related to salary and benefits in 2020.

Wistron conducts a survey of industry salary each year and adjusts the salary based on changes in the external environment, the Company's business operations, and personal performance to ensure that the salary meets market standards and principles of fairness. In addition, the Company also improves operation efficiency to increase employees' income level. We require sites that hire short-term or part-time employees to provide insurance and benefits specified by related laws starting from the first day of employment. The salary levels of different regions are provided in the table below. The average salary of full-time non-management employee in Taiwan will be reported at the end of April 2021 in accordance with regulations.

Ratio of Standard Entry-Level Wage Compared to Local Minimum Wage

Region	Ratio
Taiwan	1.00
Kunshan Plant	1.04
Kunshan Opt Plant	1.04
Taizhou Plant	1.04
Zhongshan Plant	1.13
Chongqing Plant	1.18
Chengdu Plant	1.34
Mexico Plant	1.00
Czech Plant	1.03

Local Recruitment

Wistron upholds the concept of hiring talents based on merit and actively hires and trains elite talents from different countries. The Company also continues to set "hiring local talents as managerial staff" as a key goal in the annual performance evaluation of the plants each year to actively hire local talents.

In addition to the continuous increase in local job opportunities, Wistron provides employees with relatively high compensation and passes on operation and management knowledge through training so that local talents acquire basic work skills as well as management skills for serving as managerial staff. In 2020, local hires in managerial roles accounted for 92.2%. Local hires accounted for 86.0% of the managerial staff ranked department manager or above. The statistics of local talents in managerial roles are shown in the table below.

Proportion of Senior Management Hired from the Local Community

Item	Region	2017	2018	2019	2020
Percentage of Managerial Roles	Asia	89.0%	89.7%	89.9%	92.2%
	Europe	70.8%	76.9%	81.8%	89.7%
	Americas	64.7%	72.3%	61.9%	93.0%
Percentage of Senior Management Ranked Department Manager or Above	Asia	79.9%	81.2%	82.7%	86.4%
	Europe	54.5%	58.3%	63.6%	83.3%
	Americas	62.9%	69.0%	58.2%	74.2%

4-1-2 Talent Cultivation and Career Development

Human capital is the key factor that creates distinctive competitive advantages in an organization and the foundation for corporate sustainability. Wistron pursues business growth and profits and focuses on long-term talent cultivation and development, which forms the core of Wistron's social responsibility.

The Company has created a comprehensive training system and promotes training courses and project activities for different sectors to support the Company's strategy and annual targets. The aim is to inject development energy into the Company and create an environment of continuous learning and development for employees. To support the Company's digital transformation strategy, total training expenses have been increased from NT$236 million in 2019 to NT$345 million in 2020.

Comprehensive Talent Cultivation Framework

Wistron provides diverse learning channels and training systems to effectively enhance the competitiveness of the organization and the career development of employees. They include physical courses, online courses, and mobile learning. We also developed vast quantities of micro-learning and live online courses during the pandemic, and introduced a cloud-based learning system and the Wistron Learning app to help employees learn without space or time constraints.

2020 was a year of challenges. Wistron has maintained a clear and agile development strategy and implemented four major strategies, accelerated digital transformation, succession extension, global expansion, and new business development. We implemented comprehensive talent cultivation with the aim of accumulating Wistron's human capital and strengthening core competitiveness.

Category		Total Number of Training Hours Provided to Employees	Average Hours of Training per Employee
Employee Category	DL	3,280,349.7	70.1
	DL	495,489.6	21.4
Employee Gender	Male	2,737,319.0	58.0
	Female	1,038,517.1	45.8

[Note] Average training hours per employee = total number of training hours provided to employees/total number of employees
[Note] Data calculation period: January 1 to December 31, 2020

Digital Talent Development
- DnA key talent cultivation
- DnA general training talent development
- Microsoft Office 365 talent cultivation
- RPA talent cultivation

Development of Management Talents
- Middle to senior executives -digital competence training
- Entry-level executives - performance management training
- Selection of talents with high potential

Improve Language Skills
- English and Vietnamese language skills training
- TOEIC English skills test

New Business Strategies and Talent Development
- Vision to Mission to Action
- Innovative talent development

NT$345 million	3.78 million hours	54 hours
Total employee training expenses	Total employee training hours	Average employee training hours

Strategy 1: Digital Transformation Talents

Wistron activated the digital transformation for factory automation in 2014. To accelerate the Company's full digital transformation, Wistron established the digital transformation strategy blueprint in 2019 with three strategies, cultivation of digital talents, digital culture formulation, and empowerment of digital work for employees.

Wistron established the Digital and Analytics Academy (DnA Academy) in 2019 to systematically power digital talent development. The digital transformation courses include "DnA key talent cultivation" and "DnA general training talent development". We hope to use the course plans of the academy to communicate digital transformation information at all levels.

We aim to make the organization more agile, respond to market changes, accelerate innovation and delivery, and satisfy customers' changing demands. With stronger motivation, we can attain greater organizational competitiveness and business advantages.

Blue Print

1 Train Professional Digital Talents

2 Create Digital Culture Concepts

3 Empower Digital Work

Digital and Analytics Academy

DnA General Training Talents	DnA Key Talents
● Micro-learning courses	● Online/offline courses
● 15 digital transformation courses	● Hackathon
● 10 digital competence courses	● Design and conceptualization conferences
	● 1-1 Coach

9,000 people completed general training sessions for digital transformation

321 employees became DnA key talents

184 investments in major digital projects

DnA General Training Talent Development
[General Digital Learning] Use Micro-Learning to Quickly Create a Digital Culture

To create digital culture and concepts for Wistron, the Company has introduced 15 easy digital transformation micro-learning courses and 10 digital competence micro-learning courses. Approximately 9,000 trainees viewed these courses in 2020. After the digital transformation micro-learning courses, attendees' self rating for improvement in their digital awareness skills was 4.2/5. After the digital competence micro-learning courses, attendees' self rating for improvement in their understanding was 4.4/5.

Wistron Digital Transformation Micro-Learning Courses

Digital Concepts	Work Methods	Digital Skills
• What is digital transformation? • Wistron dual flywheels • Digital transformation project team • DnA High 5 • L0 to L5 Stage Gate	• About agile development • Learn Scrum in 5 minutes • About Product Owner • Use Case, Epic, Backlog • What is an MVP?	• Worker intelligence vs. artificial intelligence • Learn statistics with ease • Learn Power BI with ease • What is an RPA? • Two or three things about machine learning

4.2 / 5 Digital Awareness | **4.4 / 5** Digital Competence Understanding

Top Down

Digital Transformation Vision	Digital Transformation Flywheel
Continuing Education Suitable for all Wistron employees	Micro-Learning 5-10 minutes for comprehensive studies of one topic
Basic Courses Suitable for employees who have attended continuing education	Digital Transformation Overview Digital transformation introduction with 7 modules
Professional Courses Suitable for all employees assigned to projects	Academy Courses Face-to-face lectures for different roles in digital transformation Experience Sharing Courses Digital transformation demonstration through E2E procedures in real case studies

Deep Dive

DnA Key Talent Cultivation
[Professional Digital Competencies] Train Key Digital Talents for Different Projects

Key talents defined in the "DnA key talent cultivation" included Translators, Product Owners, and Tech lead. The methods of training included online/offline courses, Hackathon, design and conceptualization conferences, and 1-1 coaching. The most important training method is mobile learning with actual cases. Key talents must pass 2 months of intensive training and pass learning process behavioral observation, written tests, and an oral presentation before they are qualified.

When digital talents return to their jobs after training, they must be assigned to digital transformation projects to ensure the implementation and intensification of the use of knowledge and skills. As of 2020, Wistron has trained 321 key talents in Taiwan as well as Zhongshan Plant and Kunshan Plant in China. Digital talents have been assigned to a total of 184 important digital projects in the Company.

Global Digital Transformation

1,000
Key digital talents to be trained by 2025

2 months of training → Written test → Oral presentation → Certification mechanisms

	Translator	Product Owner	Tech. Lead
Cumulative Number of Trainees in 2020	223	47	51
Target Number of Trainees by 2025	673	197	195

Microsoft Office 365 Talent Cultivation

[Improve redundant procedures] Use Tools to Optimize and Lead Digital Transformation

The Company began promoting Microsoft Office 365 tools in 2019 and worked with Microsoft on the first Office Hackathon. We encourage employees to uncover pain points in daily work procedures and integrate creative ideas with a diverse range of possible applications of Teams. The results included the launch of the Wistron customer service chatbot. Due to the pandemic, we started using Teams as a tool for meetings and daily communication inside the Company.

In 2020, we continued to intensify the Microsoft Office 365 Project which included Office 365 online courses. A total of 3,468 employees completed the online courses. In addition, we also organized the Power Platform seed training camp and the second Office 365 Hackathon, for which a total of 34 teams (188 employees) signed up. Employees thus have the opportunity, tools, and platform for resolving their pain points in work with creative solutions.

Microsoft Office 365 Promotion Project

Office 365 Courses → Introduction of Power Platform → Second Office 365 Hackathon

- 3468 employees completed Office 365 training
- 188 employees participated in the event

Help Employees Develop Digital Transformation Concepts and Culture

RPA Talent Cultivation

[Introduction of process automation] Improve Development Capabilities, Work Efficiency and Accuracy

Wistron incorporated robotic process automation (RPA) to enhance employees' digital work methods and work skills and train employees to become amateur developers for digital transformation. The RPA seed program was launched in 2019. During training, trainees must attend 43 training courses and complete theoretical tests and real operations before they become RPA team members.

To improve members' development skills, we launched monthly team RPA technology forums for 933 participants in 2020. In addition, we organized 110 sessions through Scrum to encourage exchanges between developers. All sessions were attended by the IT Department and RPA development experts who provided technical guidance onsite to accelerate project implementation. Wistron trained 357 employees in plants in Taiwan and China in 2020.

RPA Training Course

43 RPA Courses

- **34 beginner courses:** 21 videos on the official website + 10 IT face-to-face lectures + 3 sessions for clarifying procedures
- **6 intermediate courses:** 3 VBA courses + development infrastructure + module deployment + advanced SAP skills
- **3 advanced courses:** Finite-state machine + asset account and password + database deployment (to be produced)
- **Evaluation:** Test + Real exercises

Training Talents in Real Exercises

- **933 attendees:** Participation in technology forums for training talents
- **73 attendees:** WKS training evaluation for new RPA members
- **110 sessions:** Centralized Scrum development and onsite IT guidance
- **21 Workshops**

Member Qualification Screening

- **RPA administrator:** Section-level managerial position holder or at least 3 years of experience on the job
- **RPA seed:** Advanced engineer's qualifications or at least 1 year of experience on the job

Benefits

Go Live:
1200 items

Benefits:
USD1.2 million

704

Strategy 2: Development of Management Talents

Supervisors are the core talents for business operations. By training and developing supervisors' ability to manage, we can improve management skills, enhance teams' professional competencies, and create team cohesion to increase diversified organizational competitive advantages. When supervisors are trained, they can also learn about the talent cultivation strategy of the organization which will help them learn about the core values of the Company's people-oriented philosophy and put them into practice.

1 Selection of Talents with High Management Potential

To help executives select talents with high potential with a more comprehensive perspective, Wistron started by implementing tests on executives ranked department manager and above in Taiwan and China. These tests analyze the leadership skills/potential of the executives of business groups at different levels as the basis for future leadership skill development.The Company uses personal report analysis meetings for observing executives at different levels from multiple perspectives. We also use the 9 box matrix theory to identify the skills of talents with high potential for precision selection of talents with development potential and establishment of a comprehensive talent pool to increase the stability of the organization.

Since May 2020, a total of 1,008 executives have completed the test and personal report analysis. We used 15 selection and screening seminars based on the 9 box matrix and 2 talent review meetings for senior executives to establish their skills for selecting talents with precision and identified 361 talents with high potential.

2 Middle to Senior Executives -Digital Competence Training

Wistron's talent development focuses on professional competencies. The individual development plan (IDP) for middle to senior executives in 2020 focused on digital professional skills. With the 360-degree feedback, we identify the executives' strengths and skills to be developed. The executive chooses a skill and focuses on the skill at work to implement the one-year individual development plan. Throughout the process, an HR counselor with professional skills arranged monthly professional skill community learning and guidance and followed up on the development process. Each individual in the development program was assigned to an executive to serve as a coach, provide feedback and guidance, and ensure changes in leadership skills and behavioral patterns. A total of 24 middle to senior executives took part in the IDP program in 2020 and 67% of them successfully increased their feedback scores for professional skills in the 360-degree post assessment.

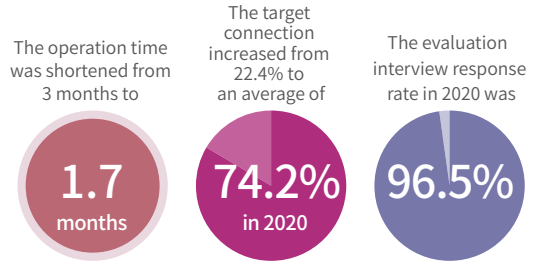
24	67%
middle to senior executives participated in IDP	increased professional skill scores

The Company appointed external senior coaches to provide 1-1 coaching for top-level key talents to learn about the best management practices and attain the highest possible business performance.
They were also provided with the 360-degree feedback. Each executive in the development program selected a professional skill and formulated development goals after discussing with relevant executives at the beginning of the program. They then implemented development actions in actual work. After coaching, the external coach reported his/her observation and recommendations to the executive's supervisor and reviewed the targets in the quarterly meetings. A total of 9 executives participated in the development plan in 2020.

3 Entry-Level Executives - Performance Management Training

The Company focused on PDCA skills for performance management in the training programs for middle and entry-level executives in 2020 to effectively create a fair and transparent performance management system and establish communication channels between executives and employees. The course is mainly focused on "how to implement management by objectives" in the goal setting stage, "how to discuss performance with employees" in the implementation and evaluation stage, and the "performance improvement plan (PIP)" in the final stage.

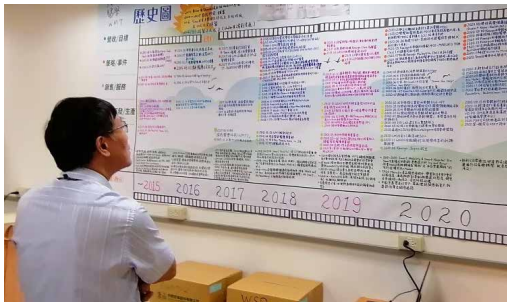
A total of 1,553 participants received training. After various courses were provided, the target connection of executives and employees in the performance evaluation system increased from 22.4% in 2019 to 74.2%; the performance evaluation interview rate was 96.5%. The inquiries for evaluation results were expanded in Taiwan, for example, from executives in 2019 to all employees in 2020.



Subordinates' satisfaction rate with the performance evaluation interview was **4.3 points**	Performance evaluation results of all **7,100** employees were provided

Strategy 3: New Business Strategies and Talent Development

Wistron continues the development of new businesses as the Company pursues diverse investments and sustainability. The new businesses Wistron Medical Technology and WiAdvance Technology grew rapidly in 2020 and they began independent operations with the support of the Wistron Group. Wistron created the Vision to Mission to Action program to help new businesses form their own corporate culture and position their businesses.



Vision to Mission to Action

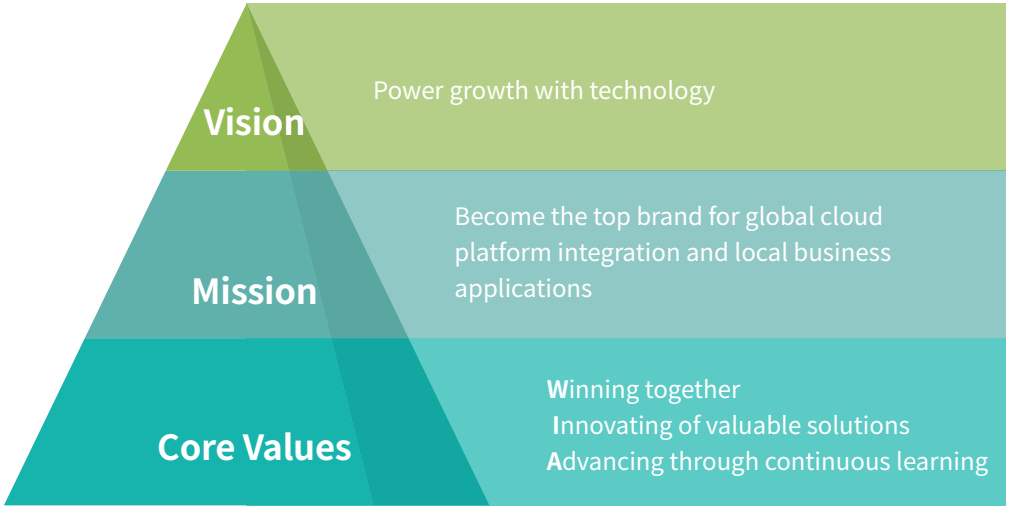
Wistron worked with external consultants to help Wistron Medical Technology and WiAdvance Technology reexamine the vision, mission, and core values of the Company for the purposes of building consensus and cohesion for teams and improving business development momentum. The president and other senior executives attended the Vision to Mission to Action Seminar and invited middle to senior executives and key talents to take part in the discussions to create a team language and consensus. They adopted a "learn from the past" approach in the seminar to create the blueprint for the Company's future.

The event successfully gave birth to ‘new businesses’ visions and missions and completed the exploration of success formula. The event also trained the core team to become the "missionaries of vision" of the Company and provided a comprehensive description of the Company's value proposition and business models. It also laid the foundations of new businesses' corporate culture and effectively boosted team sense of honor and identity.

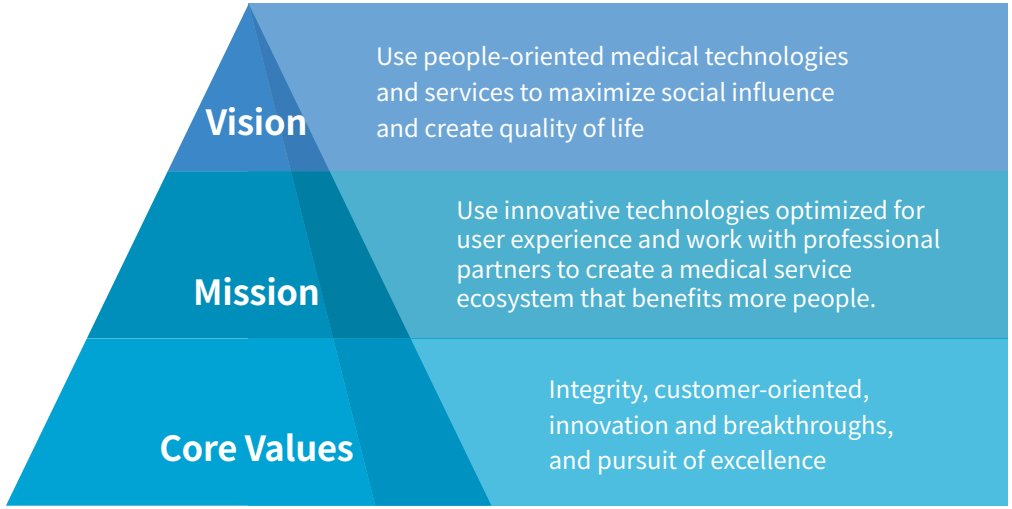
Innovative Talent Development

Team talent cultivation is a key factor in achieving organizational goals of new businesses. For this purpose, Wistron convened a "Strategy Development Workshop" for middle to senior executives to organize long-term and short-term plans for the organization and cultivate executives' skills for creating strategies and business plans. Wistron organized the "Seminar on Management Competencies" to create a human resource management system centered on professional competencies for new businesses. The professional competencies are connected to key activities conducted for human resources, including the development of a database of interview questions for professional competencies, the 360-degree feedback on executives evaluation, and the creation of a management training system. These measures were taken to lay the foundations for talent development of new businesses.

WiAdvance Vision to Mission to Core Value



Wistron Medical Vision to Mission to Core Value



Strategy 4: Improve Language Skills

Language skills have become essential in basic training when companies implement their globalization strategies. To enhance employees' language skills, the Company lists English skills as a reference for promotions and provides language learning and training resources.

English and Vietnamese Training Resources

Taiwan offices created the exclusive "Live English Center + @Workplace" in 2020 and used the diverse education model and online-to-offline (O2O) education activities led by professional foreign consultants to create an atmosphere that encourages autonomous English learning. In response to business requirements, the Company provides one-on-one customized sessions with foreign consultants who conduct interviews before courses, connect the targets of studies to work, and provide performance assessments for English training in the process. In 2020, a total of 88 employees participated in the customized English learning program and clocked 1,584 hours in total learning time, with 89.6% of employees finding the learning program helpful. Consultants' evaluations concluded that 92% of the participants have improved their English skills.

To support Wistron's expansion in Vietnam, the Company began providing Vietnamese language training for employees responsible for businesses related to operations in Vietnam in 2020. Wistron worked with University Continuing Education Department and organized 120 hours of Vietnamese language training courses for six months. This course laid the foundations for employees to operate businesses in Vietnam and continue to learn Vietnamese in the future. The first class started in November 2020 with a total of 33 participants. The Company will continue to promote Vietnamese language training to support its expansion plans.

TOEIC English Skills Test

We organized advanced TOEIC English courses and assessments to improve the English skills of employees. We hire English teachers to improve employees' listening and reading skills. A total of 159 employees attended the basic TOEIC courses in 2020 and a total of 50 employees registered for the intensive TOEIC courses. 738 employees registered for the internal TOEIC simulation exam. 53% (392)of registered employees obtained better test scores.

Respond to the Globalization Strategy by Creating a Language Learning Environment

4-1-3 Open Communication Channels

Wistron respects the freedom and rights of individuals and has established an open platform for employees in all offices and plants across the world to express opinions. We seek to fully understand employees' requirements and expectations for workplace safety and health. Employees can provide suggestions, make requests, or ask questions relating to the Company in a confidential manner without fearing retribution.

Global Employee Engagement Survey

Wistron upholds a business philosophy of caring for employees and valuing employees' feedback and opinions. Every plant in China organizes employee satisfaction surveys every year. Plants outside China organize such surveys and plan the topics, frequency, and targets of employee satisfaction surveys based on the development of the plant. Wistron only implemented the employee engagement survey at specific plants prior to 2019. To gain more comprehensive information on the ideas and feedback of employees across the world, the Company has planned to organize a survey of IDL opinions and feedback in all plants across the world starting from 2020.

To ensure that the survey and analysis results can be compared horizontally (between plants/units) and vertically (between years), the structure, questions, and analysis methods of the survey shall be consistent for all plants across the world. We will compare the differences between different groups to improve the effectiveness of the survey.

In 2020, 2,206 employees participated in the employee engagement survey and 1,828 employees provided a response. The response rate was 82.9% and the average degree of engagement survey was 72%.

The employee engagement survey included six sets of employee cognitive items and one set of employee behavioral items. We used the employee feedback survey and analysis plan to explore the gap between the current state and target for employee engagement and satisfaction and implemented improvement measures accordingly. The Company will organize inter-department/plant project meetings to review and track the improvement plans to demonstrate that the Company values the opinions of the employees and its commitment for creating a quality work environment.

Wistron Values Internal Communication Channels and Heeds the Opinions of Employees

All offices and plants across the world have established an Employee Relationship Promotion Committee and organize labor-management communication meetings which are attended by the supervisors/unit employees of the office or plant. They engage in bilateral discussions on the Company's operations and employees' opinions. The Employee Relationship Promotion Committee sets up a dedicated website and publishes the topics and records of each meeting on the Company's portal website within seven days. Changes in the Company's operations are published by relevant units.

Wistron firmly believes that the respect for employees and their opinions encourages employees to provide constructive opinions and continuously inject positive growth into the Company and achieve common growth and profit sharing. Wistron will continue to increase the efficiency of all communication channels and ensure effective communication with 100% response rate.

Communication Channels for Offices and Plants Across the World

Communication Channel	Hsichih Office, Neihu Headquarters	Hsinchu Plant	Kunshan Plant	Kunshan Opt Plant	Zhongshan Plant	Taizhou Plant	Chongqing Plant	Chengdu Plant	Mexico Plant	Czech Plant
Employee Relationship Promotion Committee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
President's Mailbox	✓		✓	✓	✓	✓	✓	✓	✓	✓
Employee Opinion Box	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee Complaint Hotline	✓	✓	✓	✓	✓	✓	✓	✓		
Employee Seminars	✓	✓	✓	✓	✓	✓	✓	✓		✓
Counselor On-site Interview			✓	✓	✓	✓	✓	✓		✓
WeChat Platform - Wistron WeChat Services			✓	✓	✓	✓	✓	✓		
Company Publications			✓		✓				✓	✓

[Note]: The mark "V" in the table indicates that the communication channel has been established.

4-2 Human Rights Management

Wistron's Global Human Rights Policy

Wistron has established the Human Rights Policy to demonstrate our support and compliance with international labor standards and key global standards such as the UN Guiding Principles on Business and Human Rights (UNGPs), ILO Tripartite Declaration of Principles, ILO Declaration on Fundamental Principles and Rights at Work, OECD Guidelines for Multinational Enterprises, the UN Universal Declaration of Human Rights, the UN Global Compact, and the RBA Code of Conduct. The policy expressly specifies all stakeholders of the Company as the applicable targets, including the Company, the supply chain, partners, and joint ventures. The policy also clearly expresses and explains the commitments to human rights and related management principles.

Wistron has started audit and certification processes in accordance with the standards of the Responsible Business Alliance (RBA) in all global operations to ensure that the Company maintains consistent work framework and compliance standards in the management of global human rights issues. No Wistron operations had serious human rights violations in 2020.

4-2-1 Human Rights Risks and Material Issues

As a member of the global electronics supply chain, Wistron has always adhered to all local regulations and international standards. The Company has implemented varying degrees of response measures for human rights issues, including human rights risk identification and assessments, in different operations across the world. We have also begun the RBA Validated Assessment Program (VAP).

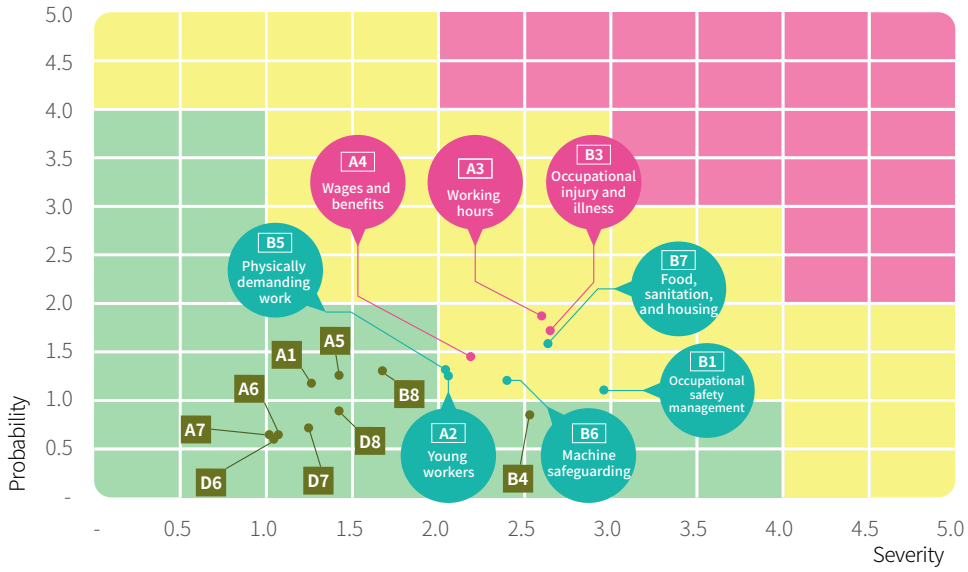
Chengdu Plant, Czech Plant,Mexico Plant, and Hsinchu Plant have passed VAP certification. Seven plants include Zhongshan Plant, Kunshan Plant, Chengdu Plant, Chongqing Plant, Hsinchu Plant, Czech Plant, and Mexico Plant have adopted SAQ procedures. They communicate regularly on strategy and work results to ensure that Wistron maintains consistent work framework and compliance standards for global human rights issues.

Human Rights Risk Map

Wistron implemented a human rights risk assessment in 2020. According to the human rights risk map created based on the response from employees and suppliers, there were zero high-level human rights risk items and eight medium-level risk items. The top three ranked based on importance were working hours, wages and benefits, and occupational injury and illness.

Wistron will review policies and internal regulations to respond to material human rights issues of stakeholders' concerns. We will ensure the adequacy of management regulations and establish annual performance targets to regularly track the implementation achievements of related projects. We also abide by the RBA management framework for audits and request units responsible for discrepancies to implement improvement plans to ensure the effective management and reduction of related human rights risks.

Human Rights Risk Map



#	Issue Category	Overall Importance	Corresponding RBA Issues
1	Working hours	1,291	A3
2	Wages and benefits	1,188	A4
3	Occupational injury and illness	995	B3
4	Food, sanitation, and housing	933	B7
5	Young workers	845	A2
6	Occupational safety management	825	B1
7	Machine safeguarding	743	B6
8	Physically demanding work	738	B5

#	Issue Category	Overall Importance	Corresponding RBA Issues
9	Industrial hygiene	648	B4
10	Healthy and safety communication	607	B8
11	Humane treatment	532	A5
12	Freely chosen employment	419	A1
13	Privacy	357	D8
14	Responsible sourcing of minerals	299	D7
15	Protection of identity and retaliation	273	D6
16	Freedom of association	264	A7
17	Non-discrimination	237	A6

Child Labor and Young Worker

Wistron's Human Rights Policy expressly prohibits the use of child labor. Business operations review the actual age of employees in the recruitment process to ensure that no child labor is hired. Certain operations hire employees who meet the minimum age for work in accordance with local laws but are under the age of 18 to fulfill to production capacity requirements. To protect their physical safety and mental health, the Company arranges low-risk work suitable for their skill level and development pays close attention to their work training, living agreement, and day-to-day management. The number of young workers hired by Wistron in 2020 is shown in the table below.

Statistics of Young Workers in 2020 Unit: persons

Employment type	Taiwan	Kunshan Plant	Kunshan Opt Plant	Taizhou Plant	Zhongshan Plant	Chongqing Plant	Chengdu Plant	Mexico Plant	Czech Plant
Young Workers	41	3,173	2,247	2,434	0	840	0	0	0

Forced Labor

Wistron's Human Rights Policy prohibits any form of forced labor, including human trafficking, coercion, slavery, and other forms of non-voluntary labor. Employees' contracts are established and signed in accordance with local regulations. Employees have the right to terminate the labor contracts and are not bound by any other arrangements that restrict the employment relationship between employees and Wistron such as withholding of deposits or identification certificates. There were no cases of forced labor in any of Wistron's business locations in 2020.

Freedom of Association

Wistron's Human Rights Policy respects the employees' freedom of association and we are committed to providing channels and environments suitable for the free expression of opinions. Employees can ask the union or the Employee Relationship Promotion Committee in global locations of operation to help express opinions in meetings and ensure that the opinions of general employees can be heard and responded by the Company.

Non-Discrimination

Wistron's Human Rights Policy ensures that all personnel have equal work opportunities and prevents any form of discrimination or unequal treatment based on geography, race, ethnicity, background, social class, ancestry, religion, physical disability, gender, sexual orientation, pregnancy, marital status, union membership, political views, appearance, age, or relationship with union, salary, training, promotions, dismissals, and allocation of resources. Wistron measures performance based on competence and contribution to ensure equal rights and opportunities for all employees.

Wistron is committed to eliminating and preventing any form of discrimination and advocates such values to external stakeholders, including customers, suppliers, and the general public. To ensure that all Wistron executives and employees comply with the "Wistron Social Accountability Policy", the Company requires all new recruit to complete the "Corporate Sustainability and Social Responsibility (Including Human Rights Policy)" training. The training program includes issues such as the fairness principle for interviews, sexual harassment, infringements of human rights, and discrimination. Related systems and regulations have been announced on the Company's internal website subject to employees' review at any time. With continuous awareness campaigns, there were no cases of discrimination in violation of the Company's policies and regulations at any of the business locations in 2020.

Work Environment for Persons with Disabilities

The Company complies with regulations such as the "People with Disabilities Rights Protection Act" in Taiwan and appoints people with professional skills and disabilities. We also ensure that the work environment meets special requirements for people with disabilities. For instance, the office environment in Taiwan incorporates accessible design and provides facilities for people with disabilities to engage in work and various activities.

Accessible facilities in Wistron's work environment ▶

4-2-2 Human Rights Due Diligence

Establish Human Rights Due Diligence Management Procedures

Wistron established human rights management procedures in 2020 to ensure that all global operations follow human rights management policies in the day-to-day work of all executives and employees. Items 1 to 4 were completed in 2020. The remaining items 5 to 8 will be gradually implemented in 2021.

With regard to the business scope of the Company (e.g., employees, direct activities, and products and services), Wistron plans to execute a comprehensive human rights due diligence management cycle for global operations each year starting from 2022. This measure is aimed to create a consistent culture and code of conduct for the Group to effectively manage and reduce human rights risks and respond to the Company's policies and the expectations of stakeholders.

4-2-3 Diversity in the Workplace

In 2019, Wistron established the ESG Committee to support sustainable development and uphold the core value of a people-oriented philosophy and its commitment to the society with the aim of creating a workplace of equality and tolerance. The number of Wistron employees in different regions as of the end of 2020 is shown in the table below. The ratio of male to female is 68:32.

Employee Statistics by Region and Gender

Region	Taiwan	Kunshan Plant	Kunshan Opt Plant	Taizhou Plant	Zhongshan Plant	Chongqing Plant	Chengdu Plant	Mexico Plant	Czech Plant	Total
Male	5,721	17,573	2,440	1,905	11,138	1,810	4,043	2,087	264	**46,981**
Female	3,118	7,697	1,217	1,261	4,722	908	2,162	1,172	308	**22,565**
Tot	**8,839**	**25,270**	**3,657**	**3,166**	**15,860**	**2,718**	**6205**	**3259**	**572**	**69,546**

Equal Opportunities

Wistron firmly believes that diverse talents cannot make full use of their talents without protection for equality. Therefore, female employees of Wistron have the same opportunities and rights as male employees, which helps reverse the gender stereotype in the tech industry.

Indirect Employees of Different Regions by Level, Gender, and Age Group Unit: %

Age	Managers Ranked Department Manager or Above		Section-Level Manager		Non-Managerial Staff		Total
	Male	Female	Male	Female	Male	Female	
Under 30	0	0.01	0.28	0.19	24.18	12.74	37.40
Age 30-50	4.75	1.23	4.15	1.79	31.09	16.34	59.36
Older than 50	1.20	0.21	0.03	0.02	1.34	0.45	3.24
Total	**5.94**	**1.45**	**4.46**	**2.00**	**56.61**	**29.53**	**100.0**

Employee Gender Equality Survey

To verify employees' views on the Company's gender equality measures, the Company implemented a gender equality survey in 2020. The questionnaire is based on a six-point system with a highest possible score of six points for strong agreement and the lowest possible score of 1 point for strong disagreement. According to the results, 78% of the employees responded with 5 points (agree) and 6 points (strongly agree), which showed that the planning and implementation of the Company's gender equality policy have won the approval of most employees.

Many employees were happy to provide specific recommendations in the survey. For instance, employees have expressed expectation for the expansion of gender equality training and awareness campaigns and optimization of the complaint channels to strengthen convenience and response speed. For measures that support employees with children, employees hope that the Company can provide more childcare services and offer flexible work hours and locations. We have obtained valuable information for creating a workplace with gender equality and harmony through bilateral communication.

Culture of Inclusion

Wistron is a company that shoulders social responsibilities. We believe that companies must start with themselves to support social inclusion and disadvantaged groups in the society. In terms of the recruitment of talents, the Company has hired employees with disabilities, ethnic minorities in Mainland China, and the indigenous peoples of Taiwan. To provide more diverse job opportunities, the Company activated the "Tribe Program" and hired 69 employees of indigenous descent in Taiwan in 2020. The Company also provides reminders for indigenous peoples annual ceremonies and celebrations. We encourage employees of indigenous descent to apply for paid leave and we respect diverse cultural customs.

Diversity Seminars

To create internal awareness of diversity in Wistron, the office in Taiwan began by organizing diversity seminars with the Humanity Division on topics including "Becoming who I Am" and "Love Across Genders". The seminars were provided to other office areas through live streaming to enhance employees' awareness of diversity.

4-3 Workplace Health and Safety

4-3-1 Employee Care and Benefits

Employees are the Company's most important assets and employee health is the foundation for the sustainable development of the Company. Only when employees are healthy can they work productively and efficiently. We watch over the health of all employees through a diverse selection of health promotion and health management activities. Wistron is committed to promoting the physical and mental health of employees by encouraging employees to maintain a healthy work-life balance and by committing to improve employees' personal health in terms of lifestyles and actions.

Wistron follows the ISO 45001 Occupational Safety and Health Management System to fully understand the sources of hazards and risks in the workplace. This then allows us to evaluate the potential impact such hazard and risks may have on all related personnel inside the Company, including employees, temporary employees, contractors, visitors, and other personnel. Lastly, we make sure to educate all employees to have the correct knowledge so that we may foster a healthy and hazard-free work environment.

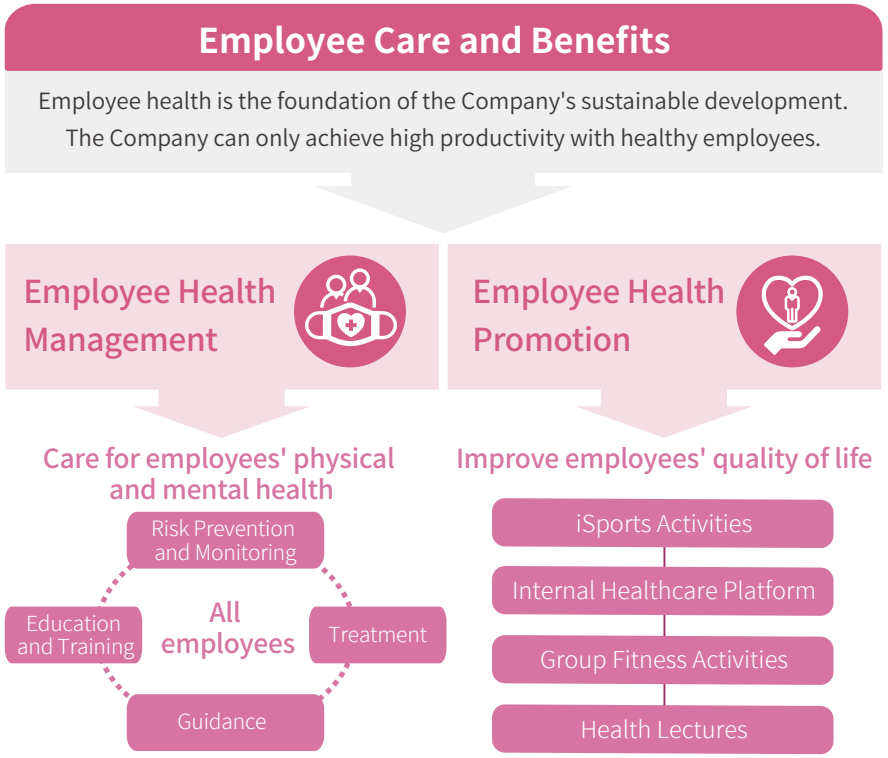
Happy Work and Happy Life

Employees are the most important assets of the Company, therefore we aim to create a work environment of hope and vitality, hoping employees could not only live a balanced work-life but also a balanced personal life. For this purpose, the Company initiates care programs, aid systems, and company activities designed for employees to work and live happily. In addition to the care and assistance programs provided for employees and their families, offices and plants often organized different activities as well; including monthly birthday parties, company trips, employee welfare activities, and orientation programs. We also provide various leisure-based lectures and hands-on DIY courses for employees to enrich their life experiences.

As all offices and plants were affected by the COVID-19 pandemic in 2020, large-scale activities for large groups of people could not be held and employees' work and life have also been affected. However, the Company is still committed to providing all employees with a safe and secure work environment so that everyone can work without worries.

[Note] The Company did not provide education programs, training, counseling, prevention, and risk monitoring for employees' family members and the community in 2020.

The Company had the honor of receiving the Sports Enterprise Certification from the Sports Administration of the Ministry of Education in 2020.



Employee Health Management

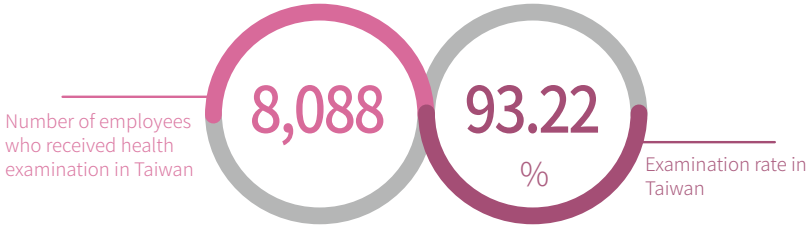
Wistron organizes health promotion activities from time to time and sets up medical service rooms to provide employees with health consultation and assistance. In our Chongqing Plant and Chengdu Plant, we were able to set up emergency green channels to provide employees with general health consultation services; in 2020, the plants were able to provide emergency medical assistance to 47 employees.

Health Examination

Health examinations are an important measure for disease prevention. The Company organizes specific health examinations for employees working at special posts (e.g., high-noise, dust, and X-ray, etc.). All offices and plants in Taiwan offer health examinations for all employees each year while plants overseas actively provide health examination plans to encourage employees to learn about their health conditions, protect themselves, and seek medical care whenever necessary.

After the health examination, medical staff at each offices and plants provide medical assistance, reminders for regular examinations, and other care services for those with major irregularities found in employee health examinationstheir reports. They also provide health education for employees with abnormal health conditions to enhance self care. The Company actively manages and establishes plans for the education/training, guidance, prevention/risk monitoring, and medical assistance for personal health irregularities.

The personal health service records and information of all employees are only used as the basis for evaluating whether employees are provided with a safe workplace environment and not for any other purposes. The information is securely stored by the dedicated unit responsible for health management and is not disclosed to external parties.



Internal Healthcare Platform

Through the Company's internal healthcare platform, the offices in Taiwan provide services for personal health, medical requirements, or personal improvement targets. Health management specialists regularly track the progress, conduct telephone interviews, remind employees to seek medical services, and provide medication consultations. For employees with more severe illnesses, they also provide reminders for three-month or six-month follow-ups and provide arrangements for medical assistance and other medical supports.

Employee Health Promotion

iSports Activities

As all offices and plants across the world were affected by the COVID-19 pandemic in 2020, all physical activities were either canceled or postponed. To ensure that employees maintain healthy exercise habits, the Company continued to organize different activities that encourage employees to create safe exercise routines that also ensure personal protection from diseases.

Wistron organized the "Healthy Walk" event in the offices and plants in Taiwan and encouraged employees to walk 4,000 steps every day, continuing to encourage employees to develop exercise habits so that they can enhance their immunity and maintain personal health. Departments in Chongqing Plant organized walking races that used mobile apps to track personal and team efforts that not only developed employees' habits for walking as an exercise but also encouraged team bonding. Hsichih Office and Neihu Headquarters organized the iSports activities with large-scale contests organized by private sectors, providing bonuses for completing races and encouraging employees to continue to take part in various running events. Due to the impact of the pandemic, Wistron employees were only able to take part in road running events in the second half of the year, yet there were still more than 500 employees that participated in long-distance running events of more than 10km.

Employees participated in the 4,000-step Healthy Walk challenge

Wistron encourages employees to challenge themselves by entering in marathons to develop habits for jogging

Group Fitness Activities

As a part of our health strategy, Wistron aims to develop good exercise habits and make exercise a hobby for employees. For this purpose, Wistron organizes group fitness activities, including basketball, soccer, badminton, volleyball, softball, table tennis, and other sports activities in all offices and plants across the world, so that employees have the opportunities to exercise and network after work. We also encourage employees to form fitness clubs such as the cycling club, basketball club, badminton club, hiking club, jogging club, table tennis club, and softball club. We seek to use the power of small groups of sports lovers to create a trend for exercises and fitness in within the Company.

Health Lectures

Wistron pays close attention to employees' physical and mental health. We set up dedicated units to organize regular health promotion activities to help employees learn correct health information. The health promotion activities include exercises, food, habits, mental pressure, and disease prevention. They are organized to remind employees to pay attention to their health and learn how to take care of themselves.

Increase health awareness in daily life with practical expert lectures

COVID-19 Pandemic Prevention Awareness Campaigns

The Company's mascot was incorporated into the design of various disease prevention campaigns during the COVID-19 pandemic in 2020 to help all employees implement disease prevention measures and protect themselves. The campaigns help employees deal with the pandemic and protect themselves with ease and live normal lives.

The Company's mascot is transformed into Wistron's Pandemic Prevention Ambassador to make sure employees implement disease prevention measures at all times.

Childbirth Benefits and Childcare Resources

The Company organizes health seminars exclusively for women, and offices and plants in Taiwan also organize special examinations items for female employees in the annual health examinations in order to provide better care. In addition, we also provide special care and consultation for pregnant employees. Offices and plants in Taiwan have set up the "Mother Support" website to provide employees with personal healthcare information during pregnancies and provide the most appropriate care. All offices and plants across the world are equipped with breastfeeding rooms to encourage female employees to continue to breastfeed their newborns after childbirth.

Childbirth Incentives

Wistron is committed to providing employees with the support for attaining work and family life balance in different stages of their lives and we have placed special emphasis on assisting employees with newborns. Employees in Taiwan enjoy a special bonus of NT$60,000 for each newborn and the Employee Welfare Committee also provides an additional NT$2,000 per newborn as childbirth subsidies. The Company has set up a dedicated "Expectant Mother Support" website and compiled information on government subsidies for childcare expenses, childcare institutions, and childcare service providers. We also prepare gifts for expectant mothers and organize family-themed lectures from time to time for all female and male employees.

NT$60,000
Incentive Bonus provided for each child birth per child in Taiwan offices & plants

All offices and plants across the world are equipped with breastfeeding rooms for Wistron mothers to continue to breastfeed their newborns after childbirth.

Parental Leave Application and Reinstatement Statistics

Wistron provides parental leave following local regulations and actively inquires the employees' willingness for reinstatement 45 days before the expiry of their leave. With their high awareness of gender equality, a total of 64 employees applied for parental leave in Taiwan in 2020, with 11 applications filed by male employees and 24 applications at the Czech Plant.

Parental Leave Application Statistics in 2020

Employees on Parental Leave in Taiwan in 2020	Taiwan		Czech	
	Male	Female	Male	Female
Number of employees qualified for parental leave applications in 2020	423	109	0	24
Number of parental leave application in 2020	11	53	0	24
Expected number of employees reinstated in 2020 (a)	11	22	0	9
Actual number of employees reinstated in 2020 (b)	4	19	0	6
Reinstatement rate in 2020: (b)/(a)	36%	86%	-	67%
Actual number of employees reinstated from parental leave in 2019 (c)	2	13	1	1
Actual number of employees reinstated from parental leave in 2019 and have worked continuously for at least one year (d)	2	8	1	1
2020 retention rate: (d)/(c)	100%	62%	100%	100%

COVID-19 Disease Prevention Management Method

In response to the impact of the COVID-19 pandemic on operations, Wistron has set up emergency response teams in all business locations following the management procedures in the "Response Measures for Preventing Communicable Diseases" to ensure continuous operations. The disease prevention measures include the preparation of disease prevention supplies, the review of reinstated employees, the employee temperature management system, the external personnel management system, the health anomaly processing system, the environmental disinfection management, the centralized isolation area management, etc. We've also created a daily inspection list for the disease prevention audit team to verify the implementation. Wistron's disease prevention efforts were recognized by the local government, and Kunshan Plant became one of the first companies to restore operations and production.

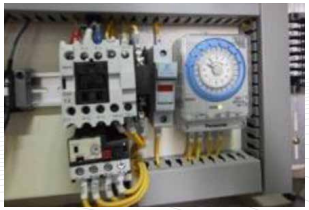
Six Major Disease Prevention Measures

1. Epidemiological Updates
2. Disease Prevention Propaganda
3. Disease Prevention Supply Management
4. Employee Temperature Management
5. Environment Disinfection Management
6. Daily Disease Status Updates

Improvement of the Software & Hardware Environment in Response to the Pandemic

To effectively control the spread of the pandemic, Wistron has implemented various health management measures for the Company's software and hardware environment. We instituted the "footprint system" to monitor office security and track all employees and visitors. This allowed us immediate access to a list of potential contacts in the event of a confirmed case. We also implemented work-from-home trial runs and used online clock-in mechanisms to reduce the impact of home isolation or access restrictions on operations.

Online disease prevention courses


Regular fresh air exchange

Switching to sensor buttons

4-3-2 Occupational Safety and Health

Occupational Safety Policy and Targets

Wistron is committed to abiding by all occupational safety and health regulations and other related requirements. We strengthen employees' occupational safety and health awareness to reduce the risks of accidents.

All occupational safety management tasks are supervised by dedicated units who are responsible for occupational safety management activities. The plants set their own performance targets in accordance with the Company's occupational safety policy. The Company's overall target: Zero major occupational accident (accidents involving deaths are defined as major occupational accidents).

Occupational Safety and Health Management System

Wistron has approximately 80,000 employees in all plants across the world. All plants have introduced OHSAS 18001 or ISO 45001 Occupational Safety and Health Management System to effectively manage safety and health of the environment and provide employees with a good work environment.

Worker Safety Committee

All Wistron plants have established a Worker Safety Committee to take charge of the occupational safety and health of their plants, facilitate communication, and respond to complaints.
The Committee includes a supervisor responsible for decision-making as well as worker representatives. It is the main communication channel for employee participation in occupational safety management. Employees can submit questions or opinions on occupational safety to representatives of the Department who propose them in annual meetings. It allows employees to directly communicate with senior executives through the Committee.

Items	Taiwan	China	Mexico
Number of employee representatives	21	372	40
Total number of members of the Worker Safety Committee	55	615	52
Percentage (%)	38.18%	60.49%	76.92%

[Note] Employee representatives:
China: Number of committee members excluding the chairman, vice chairman, EHS management representative, and department managers
Taiwan: Number of employee representatives of Neihu, Hsichih and Hsinchu

Specific Measures for Occupational Safety

Hazard Identification	• Regularly organize hazardous factor risk assessments to assess whether operation procedures comply with regulations • The Company requires corrections for non-compliant procedures in accordance with legal requirements
Communication and Engagement	• Worker Safety Committee • Internal communication and reporting procedures
Health Protection	• Employee health examination plan • Regular operation environment inspections • The Company sets up medical rooms or assigns doctors to work on-site and provides psychological consultation services
Training and Education	• Occupational safety and health education and training for new recruits • We organize training for special hazards or first aid for operation personnel • We organize annual refresher EHS training for EHS officers • We organize health seminars and invite experts to give speeches and answer employees' questions on healthprovides psychological consultation services
Response Work	• All types of occupational safety evacuation drills (daytime/nighttime and earthquakes) • Response drills for fire safety, confined spaces, and chemical leaks
Protection Measures	• The Company has established rigorous application and control regulations for special positions (e.g., soldering, operations of chemicals, and noises_ and established management measures and solutions for different risk ratings • Continuous improvement for protection equipment • Require the use of personal protection equipment
Supplier Management	• When new suppliers are introduced, the Company verifies that they meet the basic requirements for occupational safety management certification • Include occupational safety management into regular supplier audit items

Occupational Safety Education and Training

To help employees understand Wistron's occupational safety regulations and learn how to respond to hazards and accidents, all new employees must take occupational safety education courses when they report for duties. As the operating procedures of employees with specific responsibilities may involve irregular hazards, they are provided with additional training on first aid, fire safety, confined spaces, and chemical leaks to improve employees' safety awareness and ensure safety of the work environment.

Zhongshan Plant organized training with the "595 Safety Vehicle" in 2020 to provide comprehensive training for safety awareness, troubleshooting for potential hazards, and demonstration of emergency response items. The Plant organized interactive safety knowledge Q&A and product demonstration and tryout to help employees gain more comprehensive knowledge of safety and protection skills.

▲ Zhongshan Plant - 595 Safety Vehicle

▲ Kunshan Plant - Fire drill

▲ Hsinchu Plant - Dormitory earthquake response exercise

▲ Chengdu Plant - First aid personnel training

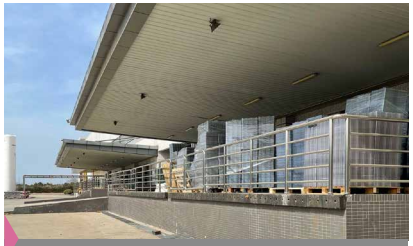
Workplace Hazard Identification and Risk Assessment

Trained personnel are responsible for hazard identification and using quantified risk factors as the basis for risk evaluations. The safety and health management unit reviews the risk factors and establishes risk ratings to set the control and implementation targets for operating in hazardous environments. They also include the risk factors into management records for regular tracking to continue to eliminate potential occupational hazards in the workplace. In the event of any emergency during any operation, employees must determine whether to suspend operations or take necessary preventive measures based on the onsite hazardous conditions. Employees will not be subject to any unfavorable treatment for leaving their post to escape hazards.

Improvement Case Study 〉Work Environment Safety

The noise level in the production area of Wistron's Hsinchu Plant was found to have exceeded standards in 2020. The Plant immediately implemented noise prevention construction and changed the ceiling with sound absorbing materials to improve the onsite work environment. The noise level was reduced from 94-99 dBA to 83-91 dBA after the improvement which meets the maximum level permitted by regulations.

Hsinchu Plant - Noise prevention construction


Taizhou Plant - Installation of railings on the warehouse platform to increase safety

Czech Plant - Installation of side railings of shelves to stop products from falling

Kunshan Optronics Plant - Material vehicle optimized to enhance personnel operation safety

Voluntary Reporting of Near Miss Incidents

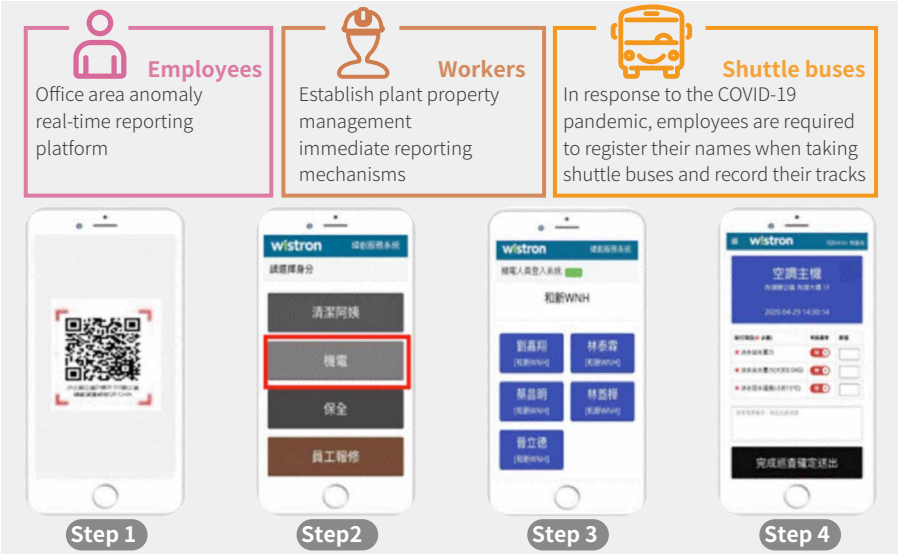
Wistron has established standard operating procedures for near miss incidents and reports them to the responsible units in accordance with the Incident Response and Investigation Management Procedures to verify whether an incident has occurred and conduct investigations. The incident is then specified in the near miss incident record table and submitted to superior officers. The Company analyzes the causes of incidents and formulates corrective and preventive measures. We then evaluate the effectiveness of these measures and continue to track improvements.

Wistron has designed online platforms such as the Wistron WeChat services provided by the WeChat official account to expedite communication. It includes an intelligent customer service module that answers employees' questions. In the event of any emergency incident or near miss, we have established internal communication procedures to facilitate quick reports.

Near Miss Incidents

Taiwan	8
China	72
Europe and Americas	82

QR Code and Intelligent IoT Applications



Taipei Office - Intelligent Internet of Things (IoT) applications are launched to facilitate immediate report and processing in the event of an accident/incident

Accident Investigation

When an employee or a contractor experiences an occupational accident, Wistron will investigate the accident and track the progress in accordance with the Accident Response and Investigation Management Procedures and determine damage conditions and occupational injuries based on the accident. After the accident investigations are completed, the Company is required to submit results and implement response measures for the dedicated unit to continue to supervise and track to reduce losses and prevent the recurrence of similar conditions.

Occupational Hazard Statistics

The occupational hazard statistics of Wistron employees and workers who are not employees in 2020 are specified in the table below. Our occupational hazard statistics are reported and implemented in accordance with regulations. The recorded data on injuries are used as the main records. The Company will cooperate with the requirements of government institutions for defining the ratio of severe occupational injuries. We have received no relevant information on occupational disease. With regard to the management of workers other than employees, all Wistron Plants implement management models for onsite personnel and contractors in accordance with local regulations. Based on the management models implemented in accordance with current regulations, the Czech Plant is best equipped to effectively monitor occupational injuries of workers other than employees. Among the other plants, only Zhongshan Plant receives related reports.

In Wistron's 2020 occupational injury statistics, the main causes of injuries are traffic accidents during commutes for plants in Taiwan; inappropriate operations of equipment for plants in China; minor injuries in the office such as cuts with stationery for plants in Europe and the Americas. The following improvement measures were implemented for occupational injuries of different categories in different regions:

Region	Main Cause of Occupational Injury	Improvement Measures
Taiwan	**Traffic accident**	Strengthen employee traffic safety awareness and training
China	**Inappropriate operations of equipment**	1. Establishment and implementation of standard operating procedures 2. Review and improvement of foolproof mechanisms for equipment 3. Organization of the safety and environmental protection month campaign
Europe and Americas	**Minor injuries in the office**	Employee education and training

Occupational Injury Statistics of Employees in 2020

Statistics of Disabling Injuries	Taiwan	China	Europe and Americas
Number of People	8,907	56,867	3,963
Total Work Hours	17,184,756	145,400,960	7,250,580
Main Category of Occupational Injury	Traffic accidents Cuts	Traffic accidents Machine-related injuries	Crushing, sprains, cuts
Injury Rate	0.79	0.10	0.36
Occupational Disease Rate	0	0	0
Lost Day Rate	4.15	4.87	12.58
Total Number of Work-Related Fatalities	0	0	0

1. Injury rate (IR) = (number of occupational injury incidents/total work hours) * 200,000
2. Occupational disease rate (ODR) = (total occupational disease cases/total work hours) * 200,000
3. Lost day rate (LDR) = (total number of days lost to occupational injury/total work hours) * 200,000
   Calculation of the number of days: Only the Kunshan/Kunshan Optronics/Zhongshan/Mexico Plant calculate the number of days based on calendar days; all other plants calculate based on the number of scheduled work days
4. In Czech, employees are entitled to go to visit their doctor during work hours (the frequency of visits is not limited and the length of time spent also includes the journey time), and they may also stay at home a rest for a longer period of time when sick.

Occupational Injury Statistics of Workers Other Than Employees in 2020

Statistics of Disabling Injuries	Taiwan	China	Europe and Americas
Number of People	110	1,375	1,208
Total Work Hours	227,854	2,742,815	661,822
Main Category of Occupational Injury	None	Cuts	Crushing, cuts
Injury rate	0	0.07	1.21
Occupational disease rate	0	0	0
Lost day rate	0	0	8.46
Total number of work-related fatalities	0	0	0

Scope of the number of people in the survey: Work personnel of the plant as of December 31, 2020: security guards, cleaners, group meal preparation personnel, and others (long-term onsite operators and specialists)

4-4 Humanity and Social Care

Wistron has upheld sustainability for corporate development since its establishment in 2001. While focusing on profitability, the Company firmly believes that the foundations of sustainability are forged upon the strong ties between us and society; with social engagement being the optimal way to achieve such a connection. Wistron actively fulfills its commitments to a friendly environment and social responsibility and has established the "Wistron Charitable Event Management Guidelines," identifying the environment and culture as the two main targets for charitable activities, as well as five major topics, including Culture Enrichment, Technological Innovation, Talent Cultivation, Culture and Care, Nature Protection and Environmental Education.

Responding to Sustainable Development Goals (SDGs)

Following the five steps found in the "Business Reporting on the SDGs," published by the United Nations and the GRI, we were able to identify 15 goals that correlate with Wistron's sustainability vision and charity strategy and have listed all the subsequently related projects to ensure our development continues to follow the same path.

Wistron Foundation

Wistron Foundation was founded in 2010 with the purpose of "promote harmony and balance between mankind and nature" which corresponds to two main charity strategies: environment and culture. Work proposals of the Foundation are regularly submitted to the Board of Directors each year to report on the implementation status and results and ensure that the charity projects meet the aims and targets of the Foundation.

To fulfill and boost SDGs and attain altruistic commitments, ideals, Wistron maintains long-term partnerships with charity partners with the same values and implements diverse projects. The six major topics of interest include environmental protection, habitat adoption, environmental education, cultural enhancement, education and care, and service implementation.

Wistron Foundation and charity partners worked together in 2020 to focus discussions and exploration on various project targets. We were able to implement 16 plans and invested more than NT$27 million to create generate more social influence in the economical, social, and environmental aspects, while also help to maintain biodiversity and environmental resilience. Wistron is strongly aware that one company has only limited influence. Therefore, Wistron actively communicates and cooperates with stakeholders to come up with more creative ideas to expand the social influence of the Company and the charity partners.

Sustainability Vision	A company that uses technology to improve the quality of life and the environment				
Sustainability Goals					
Area of Focus	**Environment** The Foundation is committed to caring for and protecting the environment and the natural ecology for sustainable development	**Culture** The Foundation provides care, assistance, and support for the society and its culture with an emphasis on the children and disadvantaged groups			
Issue of Concern	Nature Protection & Environmental Education	Talent Cultivation	Technological Innovation	Culture Enrichment	Culture & Care

Measuring Social Influence

The Company's social investments in 2020 totaled NT$151,871,457, included (1)Wistron's partnership programs with industries, (2)governments, academia, and research institutions in Taiwan and abroad, (3) the Company's participation in external charity activities and donations, (4) Wistron Foundation activities, (5) charity activities of the Employee Welfare Committee, and (6) public welfare activities promoted by the Company with voluntary employee participation. Many entities and associations faced difficulties and crises in 2020 due to the impact of the pandemic. This is why while Wistron continued to support the environment and culture, the Company also invested many corporate resources in the social engagement, charitable donations, and charity activities of the Employee Welfare Committee.

The 30% increase of the Foundation's social investments in 2020 compared to the previous year is attributed to the sponsorship of quality documentaries on culture and ecology and the new projects with radio programs. We also began a picture book project based on the Shuanglianpi Wetland to expand our influence in environmental education.

Social Engagement in Charity and Welfare

Social Engagement Type	Charity Activities	Community Investment	Business Initiatives
Funding (NTD)	5,734,375	55,374,836	90,762,246
Ratio	4%	36%	60%

Social Welfare Investment

2020	Cash Investment	Volunteer Investment	Donations of Supplies	Management
Funding (NTD)	145,194,928	95,000	1,673,248	4,908,281
Ratio	96%	0.1%	1%	2.9%

	Goals	Commercial Benefits	Social Benefits
Talent Development	• The Gap of Learning & Field (GOLF) project • The Talent Cultivation program • To invest education resources • To promote sporting events	• Elevated corporate image • Employee education platform (speech/course feedback) • Created opportunities for cooperation (2 industry-academic cooperation projects) • Generated positive publicity (printed media exposure/press conferences)	Talent development resources (project funding totaled **NT$85,940,706**) • Provided education opportunities (more than 500 students/15 online courses/several seminars) • Large-scale sport event (participation of more than 90 golf players)
Technological Innovation	• To participate in the NICE Alliance • To create Innovative technology applications	• Strengthened cooperation in the industry • Attained development technology certifications (5 application projects)	Improved technology capabilities (invested **NT$25,080,000**) • Improved technical capabilities (computer vision/smart cameras) • Promoted health opportunities through cooperation (3 industry-academic cooperation projects) • Innovated technology applications (2 application cooperation projects)
Culture Enrichment	• To create high quality visual and audio programs • To support the less-fortunate and elevate education • To provide professional teacher training and elevate their software and hardware	• Elevated corporate image	Invested **NT$11,807,656** in the Humanity Education. Action and Attention for Humanity • Improved high-quality education software and hardware • Spread knowledge of the general public (partnership with documentary, film/IC radio programs) • Reduced the education gap for rural areas and disadvantaged groups
Culture & Care	• To cooperate with charity organizations • To host charity sales events • To implement community care	• Elevated corporate image • Increased employee support	Reduced wealth gap (donations totaled **NT$9,288,270** / 33 charitable activities) • Taken care of disadvantaged groups (charitable gifts for three traditional holidays/donations of supplies) • Promoted health and well-being (quarterly blood donation drives/donations of medical equipment and facemasks)

	Goals	Commercial Benefits	Social Benefits
Nature Protection & Environmental Education	• To protect the environment • To protect specific ecosystems • Promotion of environmental education and awareness	• Elevated corporate image • Generated employee support and willingness to promote • Increased environmental protection awareness • Increased local engagement	Invested **NT$19,754,825** in the protection of nature and the ecosystem and environmental education. • Protected and brought awareness to the environment • Improved social engagement with more than 1,100 volunteers attending environmental activities. • Improved the quality of the environment by removing toxic EAF dust with public institutions to reduce pollution in the environment. • Maintained biodiversity of habitats; protected 17 important plant species in Shuanglianpit while conducting ecological surveys and removing species alien to the local habitat. • Promoted environmental education with up to 310 local educational events for more than 6,700 attendees.

Talent Development

Strategy

- Gap of Learning & Field (GOLF) project
- Sponsored the "Young Entrepreneurs of the Future" (YEF) program
- Wistron industry seminars - "Smart Science and Green Energy Seminar" and "Chiao Tung University Junior Chair Professor Seminar"
- Taiwan Ladies Professional Golf Association "2020 Wistron Ladies Open"
- Garage+ cultivation program
- MIT Industrial Liaison Program (ILP)
- Epoch Foundation annual fee
- MIT CSAIL and Wistron Research Collaboration
- Smart traffic system
- AI talent development program

Technological Innovation

- NICE Alliance
- Use of mmWave radar with multiple regression models and artificial neural network in HR/RR tests and HRV early warning

Culture Enrichment

- Education advancement - Teacher training campaign and professional Waldorf teacher cultivating programs
- Quality ecological documentary (Taiwan's Last Wilderness)
- Diverse Experimental Education and Huatung Sustainability Co-Learning Program
- After-school tutoring program for underprivileged schoolchildren in remote rural areas
- Quality radio program — Coexistence on the Island - Formosa Voice
- Project improvement — project optimization

Culture & Care

- 33 different charity events on every site across the world.
- Employees purchase charity sale products or donate funds or supplies

Nature Protection & Environmental Education

Actions

- Fuyang Eco Park Project
- Shuanglianpi Educational Base
- Quality ecological and cultural documentary (Night Hunters: Taiwan Grass Owls/Black-Faced Spoonbills)
- Events of Science, Technology and Nature for Technology Talents
- Soil/Water Investigational Monitoring and Land Protection Plans
- Tainan Old Tree Survey and Habitat Construction Project
- Children's Nature Camp
- Shuanglianpi wetland picture book
- Chi Po-Lin Foundation Project
- WCZ hosted tree-planting activities

4-4-1 Cultivation of Future Talent

[International Talents] Connection with International Technology Development

Wistron has been sponsoring the "Young Entrepreneurs of the Future" (YEF) program since 2008. The program trains up to 200 students each year. Wistron uses the Epoch School program to plan training, provide mentorship, and organize visits to prepare youths for future challenges and broaden their horizons and capabilities. The program was renamed "Epoch School" in 2020. Its mission is to cultivate future talents for society and its core values are "innovation and entrepreneurship". It aims to cultivate young people into the next generation of future builders.

In response to the domestic demand for AI talents, Wistron began specific training industry talents with field experience. In 2020, Wistron sponsored Chiao Tung University's appointment of renowned artificial intelligence experts and scholars to teach in Taiwan; the Wistron industry lectures - "Smart Science and Green Energy Seminar", and the "Chiao Tung University Junior Chair Professor Seminar" both benefited numerous domestic talents.

[Entrepreneurship Talents] Garage+ Encourages Youth Entrepreneurship

Wistron supported the entrepreneurship community Wistron Lab@Garage+ created by the Epoch Foundation to help more startup teams utilize the resources provided by Epoch Foundation. Successful entrepreneurs lead the next generation of entrepreneurs and help startups successfully organize teams, raise funds, connect resources, grow, and achieve success.

Wistron firmly believes that talents and innovation make corporate development possible. Wistron Lab is Wistron's first experimental venue and it is currently set up at Garage+ in collaboration with the Epoch Foundation. With hope, we will create even more experimental venues in the future and improve the value of the Company through innovative collaboration and sophisticated technologies in the next five to ten years.

[Professional Talents] Provide International Competition Stage

International sporting events cannot be organized due to the impact of the COVID-19 pandemic in 2020 and it had a significant impact on the performance and development of professional athletes. Ladies' golf tournaments have always been key events in the domestic sports world. To help players continue to make use of their hard work throughout the years, Wistron sponsored the 2020 Ladies Open organized by the Taiwan Ladies Professional Golf Association. A total of 90 players took part in the Wistron Ladies Open, including 63 professional players and 27 amateur players. The contest improved the quality of ladies' sports events in Taiwan and created an international stage for skilled golf players to compet

With a total prize of NT$6 million, the Wistron Ladies Open became the event with the highest prize money pool after the pandemic and provided Taiwanese players with the encouragement and support that they needed.

[Local Talents] Support the Underprivileged to Encourage Learning

Education offers hope to disadvantaged groups for a better future. To support and encourage disadvantaged groups to pursue education, the Company has set up scholarships in all business locations across the world based on the needs of the regions. The Kunshan Plant in China provide scholarships for students from financially challenged families with good academic performance. In 2020, the Kunshan Plant in China donated RMB 300,000 in scholarships. The employees of the Hsinchu Plant in Taiwan donated NT$88,000 in annual festival bonus to support interns from financially challenged families. Zhongshan Plant participated in the charity walk event for 10,000 people in Zhongshan and donated RMB 250,000 to projects that support the poor.

Gap of Learning & Field (GOLF)

Creation of the Gap of Learning & Field (GOLF) to Facilitate Industrial-Academic Cooperation

Wistron teamed up with companies such as AUO and Compal and founded the Gap of Learning & Field (GOLF) in 2018 to seek active solutions for the gap between learning and application in Taiwan. The organization was officially registered as an association in October 2020. It aims to consolidate the resources of educational institutions and companies to form a consensus on how to bridge the gap between in-class education and real-world application, increase internship opportunities in more companies, consolidate more industry courses, increase education resources, and integrate the mentor lecture credit recognition system. The Gap of Learning & Field was thus officially established in October 2020.

After GOLF became a registered association, its scale and functions strengthened and more like-minded companies have joined and contributed to GOLF. For instance, Weidu, Wistron's subsidiary, helps GOLF organize internship and training and continues to provide services to GOLF universities. Powertech Technology is responsible for promoting education development. Micro-Star International is responsible for the external promotions of GOLF. Titansoft Pte. Ltd. (Singapore) is responsible for PR affairs.

GOLF corporate members include companies from a diverse range of industries including high-tech manufacturing, key components, wireless communication, software services, and accounting and consulting. Nearly one hundred universities and companies have joined GOLF since its establishment to integrate first-hand training courses and internship resources and more than 200 online courses have been published; since then, various companies have also hired nearly 900 interns.

Online Professional Courses & Offline Internship Venues

GOLF has created an O2O platform to provide students with early access to online professional courses and internship opportunities in offline venues. It integrated the resources of GOLF universities and companies to bridge the gap between learning and application, provide pre-job training for youths, and improve the talent pool for companies. GOLF has created a platform that crosses four boundaries which is distinct from the one-on-one internship programs between individual universities and companies. It crosses the boundaries of industries, fields, universities and company, and physical distance to create a wide range of resources. By following the learning model and transformation trends, students can quickly obtain industry information from different fields through GOLF.

As a founding member, Wistron has provided 8 professional GOLF courses since 2018 and provided internship opportunities for 30 students. In 2020, Wistron was able to provide 15 online professional courses for 350 students. Wistron's target for 2025 is to provide up to 30 online courses for 1,000 students. We hope to connect actual industry courses to school credits and create incentives for learning for more students. We shall continue to work with the government to create a comprehensive ecosystem for the industry, government, and academia and connect learning with professional fields.

883 internship openings filled

234 courses shared

95 participation of 95 companies and universities

4-4-2 Protection of the Ecological Environment

Investment in Ecological Protection with Social Welfare Partners

Soil/Water Investigational Monitoring and Land Protection Plans

Partner: Tainan Community University Research & Development Association

13,800 tons
toxic EAF dust removed with public institutions

13 seminars
citizen environmental research institution courses

480 participants
volunteers in beach waste monitoring activities

The creation of the Longci Geological Park
Protect valuable natural landscape and ecology

Wistron Foundation began a partnership with the Tainan Community University Research & Development Association in 2010 and set up an investigation team to cooperate with NGOs and public institutions in investigating and tracking waste disposal and pollution issues in Tainan, Hsinchu, Changhua, and Pingtung. These measures have reduced potential pollution of water sources and soil and reduced health and illness issues created by hazardous waste.

Survey records show that the geologically sensitive natural landscape in Niupu, Longci is home to a beautiful and diverse ecosystem. The Foundation thus launched an initiative for the creation of the Longci Geological Park. By monitoring beach waste, the Foundation has accumulated comprehensive data and created a complete overview of the beach waste conditions in Tainan. The Foundation discovered that polystyrene floating devices to be the most serious waste pollution. To solve the aforementioned problems, we continuously communicated our ideas in activities, exhibitions, lectures, and meetings. We also worked with environmental protection organizations to propose recommendations for processing waste to finally have the opportunity to complete the amendments of laws and restore the original state of the land.

- **Toxic Waste Investigation and Tracking** – Surveys and records of new and old polluted areas in Tainan, Hsinchu, Changhua, and Pingtung
  - Tainan Community University Investigation Team, NGOs, and related government agencies improved conditions for exposed electronic waste in Erren River, Tainan, and removed 189 bulk bags (approximately 98 tons)
  - Tainan Community University Investigation Team, NGOs, and related government removed 13,800 tons of toxic EAF dust removed along the Hsinfeng coast in Hsinchu to reduce the amount of toxic substances from being washed into the rivers and ocean
- **Beach Waste Monitoring Activities** – The Foundation promoted beach waste pollution improvement actions and proposed banning the use of polystyrene for fishery and replacing them with environmentally friendly floats
  - We organize monthly long-term beach waste monitoring activities which were attended by volunteers approximately 480 times
- **Protecting the Longci Landscape in Niupu, Tainan** – Environmental records and investigations
  - Continue to promote the Longci Geological Park and Longci Niupu Mudstone Badlands nature reserves
- **Environmental Education Promotion** – Plan themed courses or activities with sites of environmental incidents as venues
  - Organized 13 seminars for the citizen environmental research institution courses

Shuanglianpi Educational Base

Partner: The Society of Wilderness

6,400 participants
in environmental education courses

17 plant species
protected in Shuanglianpi

295 sessions
of environmental education courses

Promote environmentally friendly farming
Friendly farming on nearly 1,000 square meters of land

Shuanglianpi is a rare low-altitude inland wetland in Taiwan. This wetland ecosystem contains more than 1/3 of the species of Taiwan's native aquatic plants. In terms of unit area and percentage of species, Shuanglianpi's biodiversity ranks among the top of wetlands across the world. However, the Shuanglianpi ecological conservation incident and the changes since the incident have deprived Shuanglianpi of its past glories.

Wistron Foundation formed a partnership with the Society of Wilderness in 2010 to protect the habitats and conduct periodic ecological surveys and research to compare changes in the biodiversity. The Foundation also organizes meetings of experts to collect opinions to recreate micro habitats, conduct restoration tests, and identify effective management strategies. As common agricultural practices in private farmlands near the Shuanglianpi reserve affect the ecology and water quality, the Society of Wilderness promotes environmentally friendly farming practices to reduce the toxic impact on the environment. The Society promotes the wetland environment of Shuanglianpi reserve for environmental education, and helps schools, institutions, and groups understand the uniqueness of Shuanglianpi and learn about the importance of protecting the wetlands. The Soceity also encourages them to take part in protecting Shuanglianpi and gradually restore it to its original form.

- **Habitat Conservation** – Restoration of habitats and species, creation of micro habitats, removal of introduced species, protection of the reserve, and maintenance of biodiversity
  - We organized 22 activities for habitat creation, removal of introduced species, and protection of the habitats for 510 participants
  - We protected 17 plant species in Shuanglianpi
- **Annual Ecological Survey** – We perform periodic ecological monitoring
  - We conducted 43 studies on frogs, insects, fishes, and plants with 250 participants and organized 10 citizen scientist activities
- **Environmental Education Activities and Promotion** – We organized environmental education in Shuanglianpi and nearby areas to make full use of the functions and benefits of the environmental education site
  - We organized 295 environmental education courses, volunteer training, studies, and research activities for restoration for a total of 6,400 participants
- **Promote Environmentally FriendlyFarming** – We promoted environmentally friendly farming to reduce the pollution of land near Shuanglianpi by pesticides and chemical fertilizers and protect the water sources of Shuanglianpi
  - We implemented environmentally friendly farming on nearly 1,000 square meters of land and organized 22 farming activities for 340 participants

Fuyang Eco Park Project

Partner : The Society of Wilderness

490 participants
in habitat improvement and environmental education

44 sessions
of ecological survey and monitoring

Promote park ecology activities
Protect valuable natural environments and habitats in parks

Wistron began working with the Society of Wilderness in 2006 by jointly taking over responsibility for protecting the Fuyang Eco Park in Taipei City to protect the precious natural habitats in urban areas. To preserve the habitat and environment in the park, we have actively developed park ecology activities and implemented separated management, habitat improvement, and removal of introduced species for the park. To ensure that the environment is maintained in good conditions after we took over responsibility for its protection, we continued to implement ecological surveys and checked the records of changes in the environment. We create improvement strategies based on the data and conditions in the records and we convene meetings with experts to understand the effectiveness of habitat protection and provided recommendations on the key tasks for the Fuyang Eco Park habitat. We continue to promote environmental education tours and hold monthly ecology tours for the public to learn about the park environment and to maintain and protect its ecology together.

- **Ecological Survey and Monitoring** – Formulate improvement actions for Fuyang Park based on the survey data and information on changes in the environment
  - We conducted 44 studies on frogs, birds, plants, insects, aquatic invertebrates, and soil
  - We organized one expert meeting for the Fuyang Eco Park and helped provide recommendations for key tasks for the following year
- **Habitat Improvement** – We regularly conduct park inspections, habitat creation, footpath improvements, fencing off of exposed land for protection, and removal of introduced species
  - We organized 8 working holidays and initiatives for 140 participants
- **Environmental Education and Promotion** – We organize ecological guided tours to help people learn more about Fuyang Eco Park
  - We completed 11 guided tours of Fuyang Eco Park for 350 participants

Fuyang Eco Park Project

Partner : The Society of Wilderness

663 children
participated in the nature camp

328 volunteers
participated in the nature camp

Trained environmental education talents
Provide more opportunities for natural environment experience and learning to children with high potential

Wistron Foundation began hosting nature camp programs for children from disadvantaged families in collaboration with the Society of Wilderness in 2004 and provided full sponsorship for children welfare institutions and schoolchildren from disadvantaged families. Due to an abundant supply of volunteers from the Society of Wilderness, we added three teams in 2020 and organized the Humanities Seed Cultivation Camp. The camp was created by the Foundation and the Society of Wilderness after years of experience participating in long-term observation and companionship to provide an additional path for children with an interest in nature. With more refined and professional courses, we provide children with opportunities to learn more and connect with nature, thereby providing them with opportunities to be trained as top talents for environmental education.

- **Rolling Camp in Hsinchu** – The club activities were based on the theme of "agriculture education — live life by solar terms" and continued to promote more in-depth agriculture education programs through field activities
  - We worked with the H Foundation and organized activities attended by 115 children and 69 volunteers
- **Hsinchu Special Education Workshop** – We accompany and inspire children with special needs and youths to find excitement and life experience in the natural environment
  - They were attended by 228 children and 78 volunteers
- **Butterfly Camp in Chiayi** – We used group discussion to help children identify problems, resolve issues with creativity, implement actions, and share with others
  - We worked with Giao Ping Elementary School in Chiayi City and the activities were attended by 159 children and 83 volunteers
- **Taipei Flying Squirrel Club** – We organized environmental protection activities in the Tamsui River basin and added the tracing of the roots of indigenous cultures to enhance children's skills
  - We worked with Wulai Elementary and Junior High School and the activities were attended by 100 children and 56 volunteers
- **Taipei Fashion Club** – Courses were provided for participants to connect with nature, learn about environmental issues, and implement energy conservation and carbon emissions reduction
  - We worked with Taipei Glory Church in Hsichih and organized activities attended by 43 children and 22 volunteers
- **Humanities Seed Cultivation Camp** –We provided children who have participated in the first phase with more opportunities for connecting with nature and we used a series of courses to inspire independent thinking and enhance their connections and familiarity with nature
  - They were attended by 18 children and 20 volunteers

Video and Sound Recordings of Taiwan's Ecology

The Foundation has supported the production of high-quality documentaries for 10 years. The long-term care for Taiwan's ecological environment has taught us that addressing the critical issues of the disappearance of habitats and biodiversity cannot be delayed. Through a series of documentaries in the form of TV programs and films such as *A Year in the Clouds, A Town Called Success, Ebb and Flow, Beyond Beauty: Taiwan from Above, Terraced Fields Fly, Kite Fly,* and *Secrets of the Pangolin*, as well as *Night Hunters: Taiwan Grass Owls* which aired in 2020 and *Black-Faced Spoonbills* currently in production, we hope that the authentic scenes and engaging storytelling by directors can encourage viewers to carefully consider the relationship between humans and the environment, and call on the public to participate in the protection of endangered species and the loss of habitats. In addition, the Foundation also sponsored a new radio program *Coexistence on Island — Formosa Voice* in 2020. We hope that the program can speak for the land and help promote and achieve a harmonious balance between humans and nature.

[High Quality Aerial Footages] Chi Po-Lin Project

The Chi Po-Lin Foundation set up the Chi Po-Lin Museum in Tamsui to continue the digital archive process of the vast aerial footages taken by the late director Chi Po-Lin over 25 years. The project will retain records of the changes of landscape and valuable cultural assets in Taiwan. The aerial footages taken by the director Chi Po-Lin is incorporated into different education materials based on different themes. They will be used to continue to promote the ideals for the land, environment, and education in Taiwan.

The "Above the Coast" special exhibition shown from the perspective of the director Chi Po-Lin was organized in 2020. The special exhibition included a multimedia interactive area for visitors to truly experience the beauty of Taiwan's coastline and reflect upon its destruction.

[High-Quality Ecological Documentary] *Night Hunters: Taiwan Grass Owls*

The Foundation works with the National Geographic Channel and supports the production of high-quality ecological documentaries. Golden Bell Award-winning director Shou-Yi Yang and Chun-Ming Wan filmed *Night Hunters: Taiwan Grass Owls* over a period of two and a half years. The images were used to record the real appearance of species and communicate environmental and conservation issues. The documentary shows the hard work of conservationists, the arduous journeys they took to take care of injured animals, and the results of their dedication. The documentary also shows the endangered and mysterious Taiwan grass owls, now numbering less than 500, on the screen and helps people understand about their struggle for survival.

April 22, 2020 was the 50th anniversary of Earth Day. National Geographic Channel chose this day for the premiere of the valuable conservation documentary. According to statistics, the number of viewers excluding repeat viewers aged 4 and above exceeded 418,000. The documentary's reach extended to more than 542,000 on the National Geographic FB and YouTube online community and was viewed more than 109,000 times.

[High-Quality Radio Show] IC Broadcasting "Coexistence on Island — Formosa Voice"

In 2020, Wistron Foundation began a partnership with IC Broadcasting in the brand-new radio program *Coexistence on Island — Formosa Voice* which focuses topics of particularly concern to the Foundation — ecological protection and cultural development. The host introduces the exciting range of ecological environments in Taiwan in the current season with analysis of key issues and seasonal themes, and connects with guests who have worked so hard for their communities.

The host adopts the sincerest tone in the interviews of the program to tell exciting stories of changing local environments. The listeners can use the reach of radio to take in the beauty of the changing seasons and nature in Taiwan, and explore the relationship between humans and the land. The program is broadcast at 07:30-08:00 every Wednesday on IC Broadcasting FM97.5. The program can be streamed starting from the day after the radio broadcast. https://www.ic975.com/formosa-voice/

Events of Science, Technology and Nature for Technology Talents

Wistron launched the Events of Science, Technology and Nature for Technology Talents activities in 2011 to promote outstanding charity partners sponsored by the Foundation. The Foundation works with local cultural, history, and ecology professionals and experts to help participants visit unique areas in Taiwan's environment and learn about the culture. The activities help participants use real actions to connect with issues of concern to the Foundation, which organizes one-day scientist activities, working holiday, and volunteering for helping children study. The Foundation began organizing employees to form Wistron volunteer groups in 2017 for the restoration of Shuanglianpi. They routinely contribute their time in the form of working holidays to create and maintain the native aquatic plant sanctuary and the lake area slope restoration. They have helped provide Shuanglianpi with a fixed and continuous stream of manpower, increased habitat conservation capacity, and helped employees learn more about the importance of Shuanglianpi and habitat conservation.

Due to the impact of the pandemic in 2020, Wistron volunteers supported the pandemic prevention policy in their activities. They organized 3 activities, including the Paul Chiang: A Retrospective - Taipei Fine Arts Museum Flash Event designed to improve employees' cultural and art appreciation. They organized an in-depth guided tour to learn about the artists' creative process and seek refuge among works of art to escape the unease created by the pandemic. The Foundation will expand the diversity of Wistron's volunteers in 2021 and provide a more diverse range of volunteer activities based on existing targets and plans to help charity partners complete their projects, and provide employees with more opportunities for serving the society.

1 2 3

1. Paul Chiang: A Retrospective
2. Wistron volunteers participate in working holiday
3. Shuanglianpi habitat conservation

4-4-3 Support Educational Improvement for the Disadvantaged

[Basic Education] Support Underprivileged Children and End Poverty

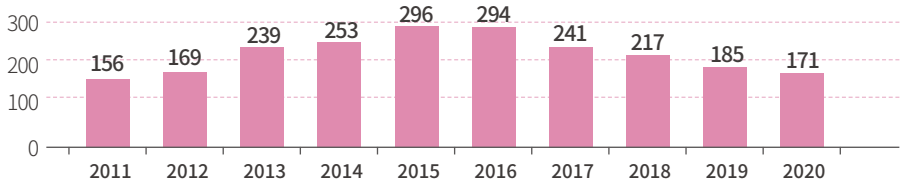
As of 2020, the Boyo Social Welfare Foundation operated 17 after-school education centers for over 2,500 students, and local tutors provided education support and companionship to children from disadvantaged families to improve their life and studies. The Foundation began sponsoring the Boyo Social Welfare Foundation since 2012 and has become a long-term supporter of the after-school tutoring program for underprivileged schoolchildren in remote rural areas Statistics compiled by the Boyo Social Welfare Foundation for graduates in the previous ten years showed that they have increased their average income as they gained more work experience. Their income has significantly increased total family income and attained the Foundation's goal of helping disadvantaged families escape poverty.

The Wistron Foundation also provides long-term support to Taipei Glory Church in Hsichih for the after-school care for disadvantaged children. In 2020, a total of 42 children benefited from the after-school tutoring, general education, and academic sport provided by Taipei Glory Church. According to Taipei Glory Church statistics, most of the junior high school graduates in the tutoring classes gained more opportunities for selecting schools based on their interest.

[Education Quality] Training Professional Teachers and Dedicated Classrooms

The Wistron Foundation supports and promotes diverse and experimental teacher training as well as various education projects, providing an alternative method for fundamental education. Since 2010, the Foundation has been sponsoring the teacher training campaign of Ci-Xin Waldorf school of Anthroposophy Education Foundation, as well as the professional Waldorf teacher preparation and training programs, allowing total 171 teachers to participate in basic training in 2020. From 2018 to 2020, the Foundation also sponsored the construction of the new classroom building “Green Light Building”, which includes Wistron Physics Classroom and Wistron Chemistry Classroom. The building and the classrooms were officially opened at the end of 2020.

Waldorf Teachers' Preparation Program in Taiwan Unit: person



[Education Development] Promote Comprehensive Education and Diverse Experimental Courses

The Foundation began working on the The Huatungproject Huatung Project with the Alliance Cultural Foundation in 2011 to actively identify local industries and talents with development potential. In response to the continuous expansion of the education gap between urban and rural areas, these Foundations together have directed resources to basic education and helped new teachers learn innovative and efficient education concepts and skills.

2020 Results

Work Content	Results of Actions
Basic Education	We promoted the Junyi School of Innovation, Junyi Remote Rural Area Education Seed Cultivation Program, Junyi Innovation Study Abroad Program, and the Hualien-Taitung English Reading Program. It began providing comprehensive development education in 2020. The Waldorf education model is adopted for the elementary school and the six-year experimental course program is developed for the junior high school.
Flipped Educational Program	Changes in Taiwan's education system have an impact on the development of future education. The program includes Guidance and Study Program for Novice Teachers, Sharestart Educational Promotio, and Taitung Teacher Preparation Workshop.
Tourism Promotion	The Changbin and Fengbin Tourism Development Workshop promotes slow travel in Hualien and Taitung and to portray a rich collection of local tourist destinations and art and culture.
Tribal Youth Development	Experts jointly device plans to respond to the challenges to the development of Hualien and Taitung in the Hualien and Taitung Learn Together Program.
Theme Camps	We organize summer camps each year with fun courses, creative activities, and teamwork to inspire participants to learn and broaden their new horizons. The programs include the Hualien-Taitung Youth Choir Camp and H2H X Junyi English Camp.
Arts and Culture	Events included Paul Chiang: A Retrospective and Taiwan Connection. We organized arts and culture activities and use marketing campaigns to promote arts to a diverse range of people.

4-4-4 Corporate Citizen Participation

Not only do the Company provide project sponsorships and promote general donations, but we also encourage employees to actively participate and support charity events. Wistron has instructed administration units across the globe to assign personnel to take charge of the planning and execution of social welfare activities to encourage employees to participate. We promote public welfare activities based on the regional characteristics and demand of offices and plants across the world to increase employee participation and express love and goodwill on a personal level.

[Charity Procurement] Procurement and Donations of Holiday Gift Boxes

On traditional holidays such as Dragon Boat Festival, Mid-Autumn Festival, and year-end party, the Company has always gifted employees with holiday gifts purchased from various charity organizations. The charity sale amount in 2020 exceeded NT$3 million. We also encouraged employees to donate their holiday gifts to disadvantaged families. More than 2,000 employees voluntarily donated their holiday gifts from the Employee Welfare Committee to spread love and holiday cheer to Hsichih and Hsinchu Family Support Centers, Hondao Senior Citizen's Welfare Foundation, and Kaohsiung Family Support Center.

Wistron employees across the world support charities by donating rice dumplings, extending Mid-Autumn Festival wishes, and delivering love to support the elderly and youth community.

[Charity Website] Promotion of Small-Sum Donations and Charity Sale

Wistron Taiwan set up a charity section on the Company's website to provide information on small-sum donations and charity sales of charity organizations. We encourage employees to make a lasting impact by supporting charities through monetary donations or charity sales purchases. The amount totaled NT$2 million in 2020 and there were close to 4,000 participants. Employees' participation in small-sum donations and charity sales has continuously increased from 2007 to 2020 and has exceeded NT$14 million.

1,500 Wistron employees purchased "Wistron Charity Gift Bags" filled with charity products to use real actions for supporting charity organizations.

[Love Association] Encourage Wistron Employees to Participate in Giving Back to Society

The Company encourages employees to form volunteer clubs to give back to society. Employees of the Chongqing Plant, Chengdu Plant, Kunshan Plant, Zhongshan Plant, and Mexico Plant have established volunteer clubs and regularly visit charity organizations such as senior citizens' homes and children's homes to donate supplies or provide regular companionship. They even visit during Chinese New Year to put on performances for the holiday.

Wistron Kunshan Plant volunteers use holiday time to knit for charity.

[Charity Blood Donations] Happy Blood Donations Filled with Love

Blood donation drives are important activities for Wistron employees. All offices and plants across the world including Kunshan Plant, Chengdu Plant, Chongqing Plant, Hsinchu Plant, Hsichih Office, and Neihu Headquarters organize regular blood donation drives. To encourage employees to donate blood, Hsichih Office and Neihu Headquarters provided charity sale products from charity organizations as blood donation gifts to encourage participation. The number of participants in 2020 exceeded 2,000 and they donated nearly 3,000 bags or 730,000ml of blood.

Appendix

Performance Summary

Aspects	Performance Indicators	Unit	2020	2019
Economic	Total Revenue	Millions of NTD	**845,011**	**878,255**
	Earnings per Share	NTD	**3.1**	**2.4**
	Total Sales Volume	Per unit/Piece/ Items	**160,789,191**	**155,269,412**
Environmental	Total Greenhouse Gas (GHG) Emissions (Category 1+ Category 2)	Tons-CO_2 equivalent (CO_2e)	**380,460.72**	**428,654.57**
	— Category 1		**23,449.79**	**28,070.86**
	— Category 2		**357,010.93**	**400,583.71**
	Total Water Consumption	Kilotons	**5,170.06**	**5,336.62**
	Water Consumption per Unit-revenue	Kilotons/Billion NTD	**6.47**	**6.40**
	Total Waste Generation	Kilotons	**42.14**	**43.52**
	Waste Generation per Unit-revenue	Kilotons/Billion NTD	**0.053**	**0.052**
	Total Environmental Expenditures	Millions of NTD	**282**	**273**
Social	Ratio of Local Employees Serving as Managers to All Managers	Percentage (%)	**92.2**	**83.9**
	Ratio of Local Employees in the Department Manager (or above) Positions		**86.0**	**58.9**
	Total Amount of Social Investment	Millions of NTD	**151.87**	**36.47**

ISO Certification Status

Energy Management System ISO 50001: Taipei Headquarters, Hsinchu Plant, Zhongshan Plant , Chengdu Plant, Chongqing Plant
ISO 14064-1: All Sites

Site /Certification	ISO 9001:2015 Quality Management System	IECQ QC08000:2017 Hazardous Substance Process Management (HSPM) System	ISO 14001:2015 Environmental Management System	ISO 14064-1:2018 Greenhouse Gases – Part 1	ISO 45001:2018 Occupational Health and Safety Management System	ISO 50001:2018 Energy Management System
Hsichih Office, Neihu Headquarters, Hsinchu Plant	●	●	●	●	●	●
Chongqing Plant	●	●	●	●	●	●
Chengdu Plant	●	●	●	●	●	●
Zhongshan Plant	●	●	●	●	●	●
Taizhou Plant	●	●	●	●	●	
Kunshan Plant	●	●	●	●	●	
Kunshan Opt Plant	●	●	●	●	●	
Mexico Plant	●	●	●	●	●	
Czech Plant	●	●	●	●	●	

Statement

INDEPENDENT ASSURANCE STATEMENT

To: The Stakeholders of WISTRON CORPORATION

Introduction and objectives of work

Bureau Veritas Certification Taiwan has been engaged by **WISTRON CORPORATION** to conduct an independent assurance of its **2020 Corporate Sustainability Report**. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the **2020 Corporate Sustainability Report** are the sole responsibility of the management of **WISTRON CORPORATION**. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The assurance process was conducted in line with the requirements of the AA1000 Assurance Standard (AA1000AS, 2008) with 2018 addendum, Type 2 - AccountAbility Principles and Performance Information engaged. The scope of work included:

- Data and information included in **2020 Corporate Sustainability Report** for the **1st January, 2020 to 31st December, 2020**;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Accountability Principle (2018)[1]
  - Inclusivity
  - Materiality
  - Responsiveness
  - Impact
- Evaluation of the Report against the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability, as defined in the GRI Sustainability Reporting Standards.

The levels of assurance have been applied as moderate level assurance.

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Interviews with relevant personnel of **WISTRON CORPORATION**;

[1] Published by AccountAbility: The Institute of Social and Ethical Accountability
http://www.accountability.org.uk

2. Review of documentary evidence produced by **WISTRON CORPORATION**;
3. Review performance data listed in report with sampling basis;
4. Visits to 3 sites located in Taipei City, Hsinchu City, New Taipei City, Taiwan;
5. Review of **WISTRON CORPORATION** data and information systems for collection, aggregation, analysis and review.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The work was planned and carried out to provide reasonable, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- The information and data included in **2020 Corporate Sustainability Report** are accurate, reliable and free from material mistake or misstatement;
- The Report provides a fair representation of **WISTRON CORPORATION**'s activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over **WISTRON CORPORATION**'s performance and status during the **1st January, 2020 to 31st December, 2020**;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard (AA1000AS, 2008) with 2018 addendum's principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- **WISTRON CORPORATION** has established appropriate systems for the collection, aggregation and analysis of relevant information;

Alignment with the principles of AA1000 Accountability Principle (2018)

Inclusivity

WISTRON CORPORATION has processes in place for engaging with key stakeholders including socially responsible investors, clients, employees, supply chain and local community and has undertaken a number of formal stakeholder engagement activities in 2020 covering a range of material topics such as Economic, Social and Environment.

Materiality

The Report addresses the range of environmental, social and economic issues of concern that **WISTRON CORPORATION** has identified as being of highest material importance. The identification of material topics has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns.

Responsiveness

Statement

WISTRON CORPORATION is responding to those issues it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Impact

WISTRON CORPORATION's management system can monitor, measure and be accountable for how their actions affect their broader ecosystems.

GRI report Structure
WISTRON CORPORATION does fully provide the information to achieve the GRI Standards 'core' in accordance, and the performance indices do correspond and can be cross referenced to the content of relevant GRI Standards.

Key areas for ongoing development

Based on the work conducted, we recommend **WISTRON CORPORATION** to consider the following:

- Encourage organization to reinforce influence to lead supplier chain. (MATERIALITY)

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period;
- Positional statements (expressions of opinion, belief, aim or future intention by **WISTRON CORPORATION**) and statements of future commitment.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with more than 190 years history in providing independent assurance services. Bureau Veritas 2020 full year revenues reached 4.6 billion euros.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with **WISTRON CORPORATION**, its Directors or Managers beyond that required of this assignment. We have conducted this verification independently, and there has been no conflict of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas Certification Taiwan

3F-B, No. 16, Nanjing E. Rd., Sec. 4, Songshan District, Taipei 10553, Taiwan R.O.C.

4 May, 2021

AA1000
Licensed Assurance Provider
000-76

Technical Reviewer: Date: 4/May/2021

Assurer : Date: 4/May/2021

GRI Content Index

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
General Disclosures			
GRI 102: General Disclosures 2016	102-1 Name of the organization	1	No omission
	102-2 Activities, brands, products, and services	36	No omission
	102-3 Location of headquarters	35	No omission
	102-4 Location of operations	35	No omission
	102-5 Ownership and legal form	1	No omission
	102-6 Markets served	36	No omission
	102-7 Scale of the organization	35, 37, 38	No omission
	102-8 Information on employees and other workers	82,83	No omission
	102-9 Supply chain	51	No omission
	102-10 Significant changes to the organization and its supply chain	51-54	No omission
	102-11 Precautionary Principle or approach	43-45	No omission
	102-12 External initiatives	54	No omission
	102-13 Membership of associations	35	No omission
	102-14 Statement from senior decision-maker	7	No omission
	102-16 Values, principles, standards, and norms of behavior	41	No omission
	102-18 Governance structure	39, 40	No omission
	102-40 List of stakeholder groups	24-26	No omission
	102-41 Collective bargaining agreements	92	No omission
	102-42 Identifying and selecting stakeholders	19-23	No omission
	102-43 Approach to stakeholder engagement	19-23	No omission
	102-44 Key topics and concerns raised	19-23	No omission
	102-45 Entities included in the consolidated financial statements	37	No omission
	102-46 Defining report content and topic Boundaries	19-22	No omission
	102-47 List of material topics	23	No omission
	102-48 Restatements of information	2	No omission
	102-49 Changes in reporting	2	No omission
	102-50 Reporting period	2	No omission
	102-51 Date of most recent report	2	No omission
	102-52 Reporting cycle	2	No omission
	102-53 Contact point for questions regarding the report	2	No omission
	102-54 Claims of reporting in accordance with the GRI Standards	2	No omission
	102-55 GRI content index	123	No omission
	102-56 External assurance	121	No omission
Key Topics			
Economic Performance			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	36, 37	No omission
	103-3 Evaluation of the management approach	36, 37	No omission
GRI 201 Economic Performance 2016	201-1 Direct economic value generated and distributed	37	No omission
	201-2 Financial implications and other risks and opportunities due to climate change	46, 47	No omission
	201-3 Defined benefit plan obligations and other retirement plans	84	No omission
Market Presence			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	91	No omission
	103-3 Evaluation of the management approach	84	No omission
GRI 202 Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	84	No omission
	202-2 Proportion of senior management hired from the local community	84	No omission

GRI Content Index

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Anti-corruption			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	41, 42	No omission
	103-3 Evaluation of the management approach	41, 42	No omission
GRI 205 Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	41, 42	No omission
	205-2 Communication and training about anti-corruption policies and procedures	41, 42	No omission
	205-3 Confirmed incidents of corruption and actions taken	41	No omission
Anti-competitive Behavior			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	42	No omission
	103-3 Evaluation of the management approach	42	No omission
GRI 206 Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	42	No omission
Tax			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	38	No omission
	103-3 Evaluation of the management approach	38	No omission
GRI 207：Tax 2019	207-1 Approach to tax	38	No omission
	207-2 Tax governance, control, and risk management	38	No omission
	207-3 Stakeholder engagement and management of concerns related to tax	38	No omission

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Materials			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	72	No omission
	103-3 Evaluation of the management approach	72	No omission
GRI 301 Materials 2016	301-1 Materials used by weight or volume	72	No omission
	301-2 Recycled input materials used	72	No omission
	301-3 Reclaimed products and their packaging material	72	No omission
Energy			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	56, 60, 61, 63-65	No omission
	103-3 Evaluation of the management approach	56, 60, 61, 63-65	No omission
GRI 302 Energy 2016	302-1 Energy consumption within the organization	65	No omission
	302-2 Energy consumption outside of the organization	65	No omission
	302-3 Energy intensity	63, 65	No omission
	302-4 Reduction of energy consumption	60, 61	No omission
	302-5 Reductions in energy requirements of products and services	60, 61	No omission
Water			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	73-75	No omission
	103-3 Evaluation of the management approach	73-75	No omission
GRI 303 Water 2018	303-1 Interactions with water as a shared resource	74	No omission
	303-2 Management of water discharge-related impacts	75	No omission
	303-3 Water withdrawal	75	No omission
	303-4 Water discharge	75	No omission
	303-5 Water consumption	75	No omission

GRI Content Index

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Emissions			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	56, 59, 60, 62	No omission
	103-3 Evaluation of the management approach	56, 59, 60, 62	No omission
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	60	No omission
	305-2 Energy indirect (Scope 2) GHG emissions	60	No omission
	305-3 Other indirect (Scope 3) GHG emissions	60	No omission
	305-4 GHG emissions intensity	59	No omission
	305-5 Reduction of GHG emissions	59	No omission
	305-6 Emissions of ozone-depleting substances (ODS)	62	No omission
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	62	No omission
Waste			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	76, 77	No omission
	103-3 Evaluation of the management approach	76, 77	No omission
GRI 306 Waste 2020	306-1 Waste generation and significant waste-related impacts	76	No omission
	306-2 Management of significant waste-related impacts	77	No omission
	306-3 Waste generated	77	No omission
	306-4 Waste diverted from disposal	77	No omission
	306-5 Waste directed to disposal	77	No omission

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Environmental Compliance			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19~23	No omission
	103-2 The management approach and its components	78	No omission
	103-3 Evaluation of the management approach	78	No omission
GRI 307 Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	78	No omission
Supplier Environmental Assessment			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	51-54	No omission
	103-3 Evaluation of the management approach	51-54	No omission
GRI 308 Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	53	No omission
	308-2 Negative environmental impacts in the supply chain and actions taken	50,53	No omission
Employment			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	82-84, 101	No omission
	103-3 Evaluation of the management approach	82-84, 1001	No omission
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	82	No omission
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	101	No omission
	401-3 Parental leave	101	No omission

GRI Content Index

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Labor/Management Relations			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19~23	No omission
	103-2 The management approach and its components	92,93	No omission
	103-3 Evaluation of the management approach	92,93	No omission
GRI 402 Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	92,93	No omission
Occupational Health and Safety			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19~23	No omission
	103-2 The management approach and its components	98-100, 102-105	No omission
	103-3 Evaluation of the management approach	98-100, 102-105	No omission
GRI 403 Occupational Health and Safety 2018	403-1 Occupational health and safety management system	102	No omission
	403-2 Hazard identification, risk assessment, and incident investigation	104, 105	No omission
	403-3 Occupational health services	99	No omission
	403-4 Worker participation, consultation, and communication on occupational health and safety	102	No omission
	403-5 Worker training on occupational health and safety	103	No omission
	403-6 Promotion of worker health	99, 100	No omission
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	104	No omission
	403-8 Workers covered by an occupational health and safety management system	105	No omission
	403-9 Work-related injuries	105	No omission
	403-10 Work-related ill health	105	No omission

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Training and Education			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	85-91	No omission
	103-3 Evaluation of the management approach	85-91	No omission
GRI 404 Training and Education 2016	404-1 Average hours of training per year per employee	85	No omission
	404-2 Programs for upgrading employee skills and transition assistance programs	85	No omission
	404-3 Percentage of employees receiving regular performance and career development reviews	89	No omission
Diversity and Equal Opportunity			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	82-84, 97	No omission
	103-3 Evaluation of the management approach	82-84, 97	No omission
GRI 405 Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	97	No omission
	405-2 Ratio of basic salary and remuneration of women to men	84	No omission
Non-discrimination			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	95	No omission
	103-3 Evaluation of the management approach	95	No omission
GRI 406 Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	95	No omission
Child Labor			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	95	No omission
	103-3 Evaluation of the management approach	95	No omission
GRI 408 Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	95	No omission

GRI Content Index

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Forced or Compulsory Labor			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	95	No omission
	103-3 Evaluation of the management approach	95	No omission
GRI 409 Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	95	No omission
Human Rights Assessment			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	101-103	No omission
	103-3 Evaluation of the management approach	51-54, 94-96	No omission
GRI 412 Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews	94-96	No omission
	or impact assessments	94-96	No omission
	412-2 Employee training on human rights policies or procedures	94-96	No omission
Customer Health and Safety			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	70, 71	No omission
	103-3 Evaluation of the management approach	70, 71	No omission
GRI 416 Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	70, 71	No omission
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	54, 70	No omission

Omission	Disclosure	Page number(s) and/or URL(s)	Omission
Key Topics			
Marketing and Labeling			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	69	No omission
	103-3 Evaluation of the management approach	69	No omission
GRI 417 Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	69	No omission
	417-2 Incidents of non-compliance concerning product and service information and labeling	69	No omission
Customer Privacy			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	50	No omission
	103-3 Evaluation of the management approach	50	No omission
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	50	No omission
Socioeconomic Compliance			
GRI 103 Management Approach 2016	103-1 Explanation of the material topic and its Boundary	19-23	No omission
	103-2 The management approach and its components	42	No omission
	103-3 Evaluation of the management approach	42	No omission
GRI 419 Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	42	No omission

wistron