

wistron[®] | **2019 Wistron ITS**
Wistron ITS | **CSR Report**





Editorial Policy

This is the Report on Corporate Sustainability and Social Responsibility published by Wistron Information Technology Services (Wistron ITS). The original report has been published in Chinese and is on the Company website (www.wistronits.com). Corporate Social Responsibility (CSR) is the transparent utilization of data, allowing stakeholders that care about Wistron ITS a better understanding of various CSR performances and results during 2019.

Period Coverd

The CSR report of Wistron ITS is published once a year, disclosing various CSR commitments, strategies, principles, key issues, responses, and performances during the calendar year of 2019. The 2018 report was published in June 2019.

Scope and Boundary

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

Wistron ITS Taiwan Offices

Wistron ITS China Offices

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

Guideline for Report

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

Feedback

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

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Performance Summary

Performance at a Glance

Aspects	Performance Index	Unit	2018	2019
Economy	Total Revenue	NT\$ million	3,953	5,323
	Earnings per Share	NT\$	5.22	6.23
Environment	Greenhouse Gas Emissions	Metric Ton of Carbon Dioxide Equivalent (CO2e)	327.55	615.62
	-Category 1		0.00	0.00
	-Category 2		327.55	615.62
	GHG Emissions per Revenue	Thousand Metric Ton/NT\$ billion	0.083	0.116
	Water Consumption	Cubic Meter	5,298	5,586
	Water Consumption per Revenue	Thousand Metric Ton/NT\$ billion	1.34	1.05
	Waste Total	Metric Ton	13.6	15.1
	Waste per Revenue	Metric Ton/NT\$ billion	3.44	2.84
Society	Supervisor Percentage: Local vs. Total	Percentage (%)	99.9	99.9
	Supervisor Percentage of Department Head and above for Locals	Percentage (%)	99.9	99.9
	Total Social Investment	NT\$ 10,000	15	40



A Message from the Chairman & CEO

The year 2019 was another record year for Wistron ITS. Despite the uncertainty and volatility of the economic environment, we continued to strive to be the best in the industry. In terms of financial metrics, such as revenue and profits, 2019 reached a new high for Wistron ITS.

In addition, 2019 has also been special for Wistron ITS. This was the year where we moved the headquarters from Neihu to Xizhi and set up a Chinese headquarters in Wuhan. All of these were steps to fulfill a vision of sustainable growth for Wistron ITS. We created a better work environment for our colleagues, giving everyone a sense of belonging. And we hope that this will align our colleagues in achieving our vision and establishing team rapport. Together, we hope to create a future full of possibilities for Wistron ITS.

Wistron ITS is committed to the core values of being "people-oriented, client-focused, and IT-enabled" and hopes to change the world together with our clients. We value our employees and provide space for growth. We provide services based on the needs and perspectives of our clients and aim to become their most trusted partner. We provide IT services and work with our clients to create endless possibilities and aim to make the world a better place.

During 2019, the focus of Wistron ITS's sustainable business and social responsibility was on **"economy and governance of the company, co-ex-**

isting with the environment, a friendly workplace, and social engagement.” We acknowledge and support the Sustainable Development Goals (SDGs) of the UN and devote to review the relevancy with the operation of Wistron ITS, as well as their implementation. In addition, we are assessing the risks climate change may bring Wistron ITS and hope to develop responses accordingly.

Forecasting 2020, we see the global economy being ridden with challenges one after the other. Wistron ITS will face these challenges cautiously head on, with our decisions supported by thorough risk assessments and controls, in order to ensure sustainable growth for Wistron ITS. The aspects considered for risk management include: operational, financial, IT, and climate change, among others. In a fast-moving environment, we need to be able to anticipate and respond to unpredictable events in order to minimize the impact on the business. We aim to further enhance the composition workforce of Wistron ITS by improving on its talent as well as competitiveness of IT capabilities. The only chance we have to fully utilize an opportunity and create a better tomorrow is by being comprehensively prepared.

The progress of science and technology and the growth of enterprises must be built on the premise that society and the environment are sustainable. Wistron ITS dedicates itself to become a sustainable force in society. In social engagement, we will continue to focus on taking care of disadvantaged groups and creating a friendly environment. Doing a little bit of good now and then will compound the outcome, like droplets of water forming into creeks and rivers that eventually flow into the ocean. One

individual's power maybe limited, but with everyone working towards the same goal, we can change the world and create a better future for the next generation.

Ching

Ching Hsiao,
Chairman & CEO
Wistron Information Technology & Services Inc.





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Wistron ITS

Company Profile



About Wistron ITS

Wistron ITS is the leading global IT Technology service provider in Taiwan and China. In the Asian-Pacific region as well as in the US, we boast a total of 13 delivery and sales offices, including Taipei, Taichung, Wuhan, Beijing, Dalian, Shanghai, Zhuhai, Guangzhou, Shenzhen, Hong Kong, Tokyo, Osaka, and California. Our clients include Fortune 500 world-renowned companies as well as industry leaders both domestically and internationally. Wistron ITS aims to be our clients' long-term, trust-worthy partner in a sustainable business relationship.

The professional services we provide include: software R&D, development services, software testing services, system operation & maintenance services, business process outsourcing services, and product globalization services.

We have a wide range of technical resources to meet the diverse needs of our clients. We adopt an offshore development work model of cross-regional integration and global delivery to enhance the efficiency and quality

of project development. To ensure the quality of our projects and services, we have obtained CMMI level 3 certification, as well as ISO9001 quality control system, ISO27001 information security management system, ISO20000 information technology service management system, ISO22301 business continuity management system, and other international certifications. We use the most stringent standards for software development, quality control, and information security management.

WITS Quick Facts

- Founded in 1992
- Industry leader of IT and software outsourcing services
- Core values: respect clients, integrity, and innovation
- Vision: To adapt to the needs of the international market, to stand firm in Asia, and to become the leading global IT service provider
- The total revenue of Wistron ITS in 2019 was NT\$5,323,460,000.
- The company is headquartered in Taiwan, and has global operations with offices in China, Japan, and the United States.
- There are about 5,800 employees worldwide.

Services

The main services of Wistron ITS include: software R&D services, software testing services, system operation & maintenance services, business process outsourcing services, and product globalization services. We have a wide range of technical resources to meet the different needs of our clients. We adopt an offshore development work model with cross-regional integration and global delivery to enhance the efficiency and quality of project development.

Software Development Services

For over 20 years, Wistron ITS has been providing software development services to clients in various industries. Based on our deep understanding of the relevant industries and comprehensive mastery of IT technologies, we cover a wide range of servers, operating systems, middleware, development languages, etc. We provide software development services according to clients' needs under a scientific development process, including product pre-research, requirement development, design, software development, testing and delivery, deployment, product recurring computing, and other services. We are involved in banking, insurance, securities, communications, manufacturing, healthcare, and IT industries.

Software Testing Services

Wistron ITS's software testing services are designed to meet the needs of our clients to improve the quality of their products. We provide a one-stop solution to our clients' testing needs, including test consulting, test process

system building, test tool procurement and training, test project outsourcing, performance testing, automation testing, and knowledge base building.

System Operation & Maintenance Services

We help our clients across industries to meet the challenges of increasingly complex IT infrastructures and application system operations and maintenance. We leverage the latest technologies such as cloud computing, big data, artificial intelligence, and industry experience to build unified systems of operation and maintenance management platforms for clients. We also provide professional system operation and maintenance services including: infrastructure (servers, storage, network equipment, server room equipment, etc.) operation and maintenance, operating system and intermediary software (Webserver, database, etc.) operation and maintenance, and application system operation and maintenance. Our services greatly reduce the difficulty of operating and maintaining the clients' systems and effectively improves their availability and security.

Business Process Outsourcing Services

For international markets such as Japan, Europe, America, Taiwan, and China, Wistron ITS provides multi-lingual and multi-category business process outsourcing services. They involve IT, banking, communications, IT, manufacturing, consumer goods, finance, and many other fields. By leveraging automation technology, optimized processes, intelligent tools, and highly skilled professionals with a full understanding of the industry to

speed up the delivery cycle, as well as unified project management processes, methodological tools, frameworks and metrics, and proven industry standards, work can be assigned to the most capable and cost effective delivery centers, ensuring project delivery quality and helping clients increase operational efficiency and core competitiveness.

Product Globalization Services

Wistron ITS has been offering product globalization services for more than 20 years, serving many of the world's top 500 companies and providing services covering almost all major languages in Asia, Europe, and the Americas. Our services cover IT, automation, marketing, medical, entertainment, IT, and other industries. We provide a wide range of services including engineering, translation, typesetting, testing, and multimedia, making us one of the top 30 localization companies in Asia.

Product globalization services can be further categorized into the following four types:

- Internationalization (I18N)
- Localization (L10N)
- Multilingual Translation
- (Desktop Publishing, DTP)

Excellent Delivery Capability

The quality and quantity of delivery is the key to IT services. Wistron ITS has 13 delivery centers, three R&D centers, and one innovation center around the world, and we combine innovative technologies, R&D capabil-

ities, and global delivery capabilities and advantages to provide services to customers. The company specializes in the flexible application of manpower and resources in multiple delivery centers in Taiwan, China, Japan, and the U.S. By interacting or combining onshore, nearshore, and offshore delivery models, we ensure the efficiency and quality of delivery.

Global Locations

Wistron ITS's 13 global offices are located in Taiwan, China, Japan, and the U.S. We have achieved solid operational results under a professional division of labor. For more information, please refer to Wistron ITS's website (URL: www.wistronits.com).





Participation of External Organizations

Wistron ITS works with and has joined cross-industry and cross-domain groups and organizations to help businesses grow sustainably.

Organizations we joined in Taiwan in 2019 include:

- Taipei Computer Association (TCA)
- Information Service Industry Association of R.O.C. (CISA)

Corporate Sustainability and Social Responsibility Management



Corporate Sustainability and Social Responsibility Policy

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

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



Wistron ITS Corporate Sustainability and Social Responsibility Practices



For sound CSR management, we have established the Corporate Sustainability and Social Responsibility Promotion Committee, which serves as Wistron ITS’s top corporate sustainability and social responsibility management unit. The committee is chaired by the Chairman of the Board of Directors and the CEO, with members from each business group and support unit serving as first-level managers to ensure CSR implementation and ex-

ecution and to report regularly to the Board of Directors. At the same time, based on the spirit of continuous improvement, we plan and execute internal audits every year to review whether the system is in compliance with the operational requirements of the management system and report the operational performance to senior management.

CSR Management System Implementation Committee



Corporate Sustainability and Social Responsibility Operational Mechanisms

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





Risk Assessment on Significant Issues for Wistron ITS

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

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






Response to UN Sustainable Development Goals

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











SUSTAINABLE DEVELOPMENT GOALS

Major Issue	SDGs	Objectives	Wistron ITS' Response and Actions to SDGs	Wistron ITS CSR Response Section
E - Environment	 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	Affordable energy - Ensure that all people have access to affordable, reliable, sustainable, and modern energy.	Wistron ITS has long promoted electricity conservation, making good use of natural lighting in the office environment and using energy-efficient lighting fixtures to save energy and reduce carbon emissions.	Energy Management
	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Responsible consumption and production - Ensuring sustainable consumption and production patterns.	Wistron ITS implements energy management, greenhouse gas emissions management, water resource management and waste management, with sustainable production as the basis of operations.	Energy Management Greenhouse Gas Emissions Management Water Resource Management Waste Management
	 <p>13 CLIMATE ACTION</p>	Climate action - Adopt emergency measures to cope with climate change and its impact.	Each year, Wistron ITS identifies its greenhouse gas emissions, identifies and ranks the relevant risks through a climate change risk matrix, evaluates the possible impact of key risk factors on Wistron ITS' operations, and takes stock of strategies to address them.	Climate Change Risk Management Greenhouse Gas Emissions Management



Major Issue	SDGs	Objectives	Wistron ITS' Response and Actions to SDGs	Wistron ITS CSR Response Section
	 	<p>Marine ecology - Conserve and maintain marine resources, terrestrial ecology, protect, preserve, and promote the sustainable use of territorial ecosystems, sustainable management of forests, combating desertification, halting and reversing land degradation, and halting biodiversity loss.</p>	<p>Wistron ITS advocates environmentally friendly actions, initiating mountain cleaning activities, raising funds for tree planting, implementing waste separation and recycling, and gradually adopting a paperless work environment.</p>	<p>Social Engagement</p>
S - Society		<p>Health and well-being - Ensure health and promote the well-being for people of all ages.</p>	<p>Internally, Wistron ITS has set up a Talent Recruitment and Employee Service Center to care for its employees and provide annual health check-ups, with dedicated staff responsible for labor safety and hygiene management. Externally, Wistron ITS regularly organizes Social Participation and Care activities, such as blood donation, charity sales, and sponsorship of underprivileged students.</p>	<p>Employee Health and Workplace Safety Social Engagement</p>
		<p>Educational quality - Ensure non-discriminatory, equitable and high quality education, and to promote lifelong learning</p>	<p>Wistron ITS has a comprehensive education and training framework and offers training courses for different levels with external lecturers. There is also a Talent Recruitment and Employee Service Center to deepen employee training and to help them develop their potential and fit the right job.</p>	<p>Talent Cultivation and Career Development</p>



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



Communication and Interaction with Stakeholders



Identifying Stakeholders and Material Considerations

In order to facilitate effective communication with various stakeholders, we incorporate the scope and boundaries by referencing the GRI standard. The main steps are as follows:

Step 1: Identify Stakeholders

The identification of stakeholders is mainly conducted by the Wistron ITS Corporate Sustainability and Social Responsibility Promotion Committee. Our five principles for identifying the criteria for stakeholder engagement include dependency, responsibility, influence, multiple perspectives, and impact. The list of stakeholders is divided into eight groups: clients, employees, shareholders/investment institutions, suppliers, government entities, non-profit organizations/communities, media, and others.

Step 2: Establish Communication Objectives

Wistron ITS's corporate philosophy is altruism. We uphold the belief that, "Altruism means sustainable self-interest," and our practical actions and reporting are rooted in sustainable coexistence, innovative values, and humanistic concerns.

Step 3: Collect Sustainability Issues

Based on the consideration of the GRI criterion indicators, we continue to address the issue from previous years. At the same time, we also refer to

the sustainability reports published by domestic and overseas benchmark companies and related media reports to analyze industry trends and collect relevant sustainability issues, forming the scope of Wistron ITS's sustainability issues.

Step 4: Conduct Materiality Analysis and Determine Priorities

Wistron ITS CSR Committee members and internal staff will conduct a questionnaire survey to determine the extent of impact on the company's operations based on economic, environmental, and social considerations for the aforementioned issues. In the end, a total of 20 important considerations will be calculated based on high concern and high impact, which will become the most important substantive issues for communication.

Step 5: Determine the Scope and Boundary of Material Topics

Based on the ranked 20 critical areas of consideration and based on whether the impacts related to Wistron ITS' activities, services, and relationships occur within or outside the organization, the value chain encompassed by Wistron ITS is presented in its entirety.



Step 6: Review and Discussion

After a substantial analysis of the findings, the report's editorial board will discuss and decide the priority sustainability issues to be disclosed and communicated to the public.



Identify the Scope and Boundary of Material Topics

Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Economic	Economic Performance	Operational Performance	SDG8 (Employment and Economic Growth)	V		
	Market Presence	Employ Local Talent, Hiring and Salary	SDG8 (Decent Work and Economic Growth)	V		
	Anti-corruption	Anti-Corruption and Integrity				
	Marketing and Labeling	Client Satisfaction Management		V		V
	Client Privacy	Protect Client Privacy		V		V
Environmental	Energy	Energy Management	SDG7 (Affordable and Clean Energy)	V		
	Water	Water Resource Management	SDG12 (Responsible Consumption and Production)	V		
	Emission	Greenhouse Gas Emissions Management	SDG12 (Responsible Consumption and Production)	V		
	Environmental Compliance	Staff Turnover	SDG13 (Climate Action)	V		



Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Social	Employment	Staff Turnover	SDG8 (Decent Work and Economic Growth)	V		
	Labor/Management Relations	Open Lines of Communication.	SDG8 (Decent Work and Economic Growth)	V		
	Occupational Health and Safety	Employee Health and Workplace Safety	SDG3 (Good Health and Wellbeing)	V		
	Training and Education	Talent Cultivation and Career Development	SDG4 (Quality Education)	V		
	Diversity and Equal Opportunity	Staff Distribution and Diversity	SDG5 (Gender Equality)	V		
	Non-Discrimination	Human Rights and Anti-Discrimination	SDG5 (Gender Equality)	V		
	Freedom of Association and Collective Consultation	Open Lines of Communication*	SDG8 (Decent Work and Economic Growth)	V		
	Child Labor	Child and Underaged Workers	SDG8 (Decent Work and Economic Growth)	V	V	
	Forced or Compulsory Labor	Forced and Compulsory Labor	SDG8 (Decent Work and Economic Growth)	V	V	
Socioeconomic Compliance	Corporate Compliance		V		V	



Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Other Aspects	New Business Development	Innovation and Service	SDG8 (Decent Work and Economic Growth)	√		√
	Information Management	Information Management		√		
	Social Participation and Care	Social Engagement	SDG3 (Good Health and Wellbeing) SDG14 (Life Below Water) SDG15 (Life on Land)	√		





Stakeholder's Communication Methods and Frequency

Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Customers	Pricing Competitiveness / Service Quality / Timely delivery	1. Hold regular business review meetings with clients 2. Client satisfaction survey and response 3. Client audit and client questionnaire response	1. Quarterly or half-yearly 2. Quarterly or half-yearly 3. Per client's request	We proactively improve and respond to the issues identified by our customers and address these issues in our management process	Client Satisfaction Management
	Supply Chain	Environmental and social responsibility to be provided by clients.	Per client's request	In response to the client's environmental and social responsibility requirements, including social responsibility management in the evaluation of new suppliers when introducing them, and have them sign relevant declarations.	Supplier Management
Employees	Statement of Operations	Hold operational meetings and encourage management-level employee participation.	Quarterly	Regular operational meetings will allow for more direct communication and allow employees to understand the status of the company.	Open Lines of Communication



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Welfare Activity Planning, Budget Resolution, and Implementation	The Taiwan Office set up an Employee Welfare Committee, which meets quarterly to resolve and implement the Welfare Committee's activity plans and budget.	Quarterly	Regular welfare committee meetings help keep the welfare committee's activity in check.	Social Participation and Care
	Employer-Employee Meeting	Employees may offer feedback and express opinions on issues through their representatives at each unit	Employees may offer feedback and express opinions on issues through their representatives at each unit	Ensure that employee opinions are heard and responded to by having representatives from each unit reflect upon the various opinions provided by employees.	Open Lines of Communication
	Supervisory Training	Provide training to new supervisors according to the number of new supervisors of the year, so that new supervisors can quickly become familiar with their roles and responsibilities.	Quarterly, depending on the number of new supervisors in the year	Regular training for new supervisors so that they can quickly familiarize themselves with their duties and responsibilities and shorten the break-in period.	Talent Cultivation and Career Development



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Training and counseling for New Recruits	<ul style="list-style-type: none"> 1.Newcomer training course arranged on the day of enrollment 2.OJT training within three months of employment 3.New employee job interview 	<ul style="list-style-type: none"> 1.New recruits will receive a one-day orientation program on the first day of employment and a follow-up questionnaire will be issued. 2..Conduct functional or OJT training program within three months to complete probationary assessment 3.Client service representatives visit new recruits from time to time to realize their current working environment and needs. 4.8855 hotline for newcomers for on-line consultation at any time 	<ul style="list-style-type: none"> 1.The newcomer training period on the day of enrollment enables newcomers to fully understand the company and its mission. 2.Through professional training in various departments, newcomers are able to learn the job quickly and ensure quality of service. 3.Through individual interviews and the 8855 hotline, the company can provide immediate guidance and assistance to newcomers. 	Talent Cultivation and Career Development
	Supervisory Coaching and Communication	Have a one-on-one conversation between the supervisor and colleagues in the unit to enhance the relationship and understanding between the supervisor and the subordinates	Monthly	Regular one-on-one interviews can promote the relationship between the supervisor and the subordinates	
	Performance Communication	During the audit, the supervisor and the employee should have an interview to let both the supervisor and the employee understand the status of the appraisal.	Half-yearly	Regular performance interviews are held so that both managers and colleagues can understand the direction of performance improvement	



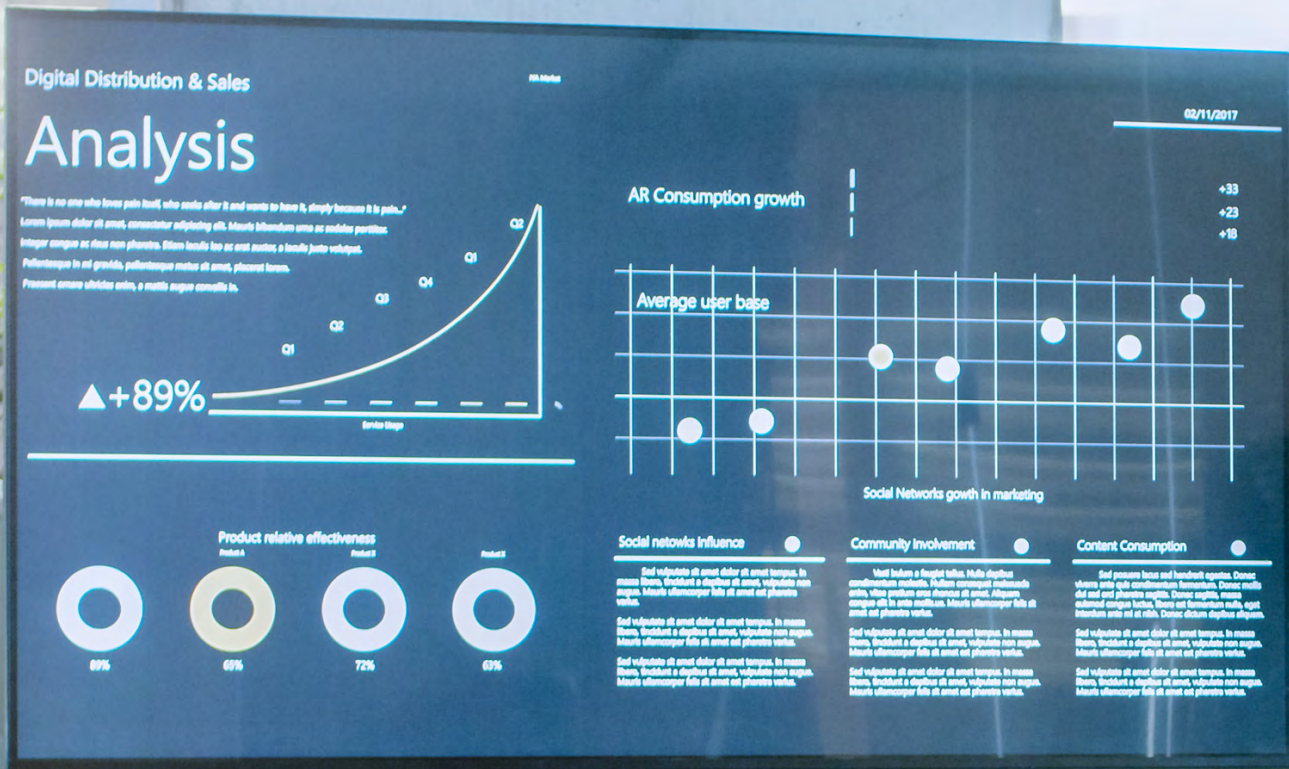
Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Employee Health Care	Collaborate with health management centers or hospitals to conduct employee health checks	Annually	Offering annual health checks for all employees of the Company, allowing employees to fully grasp their health condition.	Employee Health and Workplace Safety
Suppliers	Corporate Social Responsibility for Suppliers	Supplier Meeting	Annually	Demand that suppliers comply with Wistron ITS' CSR goals	Supplier Management
	Competitiveness of supplier prices, continuous and stable supply	Supplier Meeting	Annually	Suppliers are required to meet price competitiveness and offer continuous and stable supply	Supplier Management
Shareholders/Investment Institutions	Company Governance	The Company's financial reports (quarterly/annual), the Company's annual fiscal report, corporate presentation, shareholders' meeting, investors' meeting, Public Information Bulletin significant information, corporate social responsibility report and the Company's website.	Regular or as needed	Continuous disclosure of corporate governance-related information to investors through the aforementioned communication channels	Company Governance
	Financial performance and profitability			Prepare financial statements in accordance with International Accounting Standards (IAS), analyze and explain the financial figures for each period.	Economic Performance



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Shareholders/Investment Institutions	Business Strategy and Outlook/Industry Change	The Company's financial reports (quarterly/annual), the Company's annual fiscal report, corporate presentation, shareholders' meeting, investors' meeting, Public Information Bulletin significant information, corporate social responsibility report and the Company's website.	Regular or as needed	Explain the company's medium- and long-term business objectives and investment strategy.	Message from the Chairman Message from the CEO
Authority of Securities	Effectiveness and efficiency of operations	Official Correspondence	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
	Reliable, up-to-date, transparent and regulatory compliant reporting	Company Website and Market Observation Post System	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
	Compliance with relevant laws and regulations	Questionnaire and Information Sessions	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
Environmental and Charity Groups	Environmental and Social Participation and Care	Project Meeting	As Needed	Ongoing support or participation through mobilization of corporate volunteers	

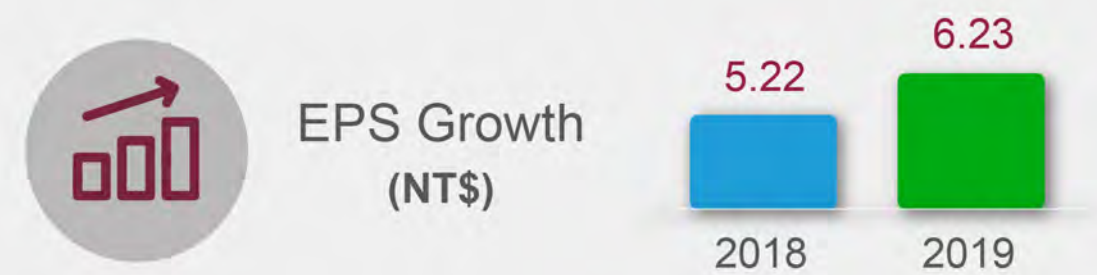


Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Media	Operational Performance, Corporate Governance, Sustainable Development Strategy	Communicate and correspond through financial reports, presentations, company websites, press conferences, and press releases	As Needed	Provide information and explanations in an open and transparent manner.	
Directors (incl. Independent Directors)	Operational Performance + Sustainable Development + Core Competitiveness	Board of Directors	Held 7 times in 2019	Provide the resolution for discussion on the company's website and in the annual shareholders' meeting report.	Company Governance
Independent Director	Operational Performance + Sustainable Development + Core Competitiveness	The Audit Committee	Held 7 times in 2019	Provide the resolution for discussion on the company's website and in the annual shareholders' meeting report.	Company Governance



Economy and Corporate Governance

Performance Highlight



Company Governance

Wistron ITS is committed to establishing an effective corporate governance structure, protecting and respecting shareholders' rights and interests, strengthening the functions of the Board of Directors, and enhancing information transparency. We will continue to gradually implement various systems and methods to continuously enhance the quality and effectiveness of corporate governance to ensure the implementation of the spirit of corporate governance and the pursuit of maximizing shareholders' equity and the sustainable operation of the enterprise.

We believe that a good board governance system is the fundamental foundation of good corporate governance. In order to strengthen the effective and sound governance mechanism of Wistron ITS' Board of Directors,

since October 2010, independent directors and independent supervisors have been added to the Board of Directors, all of whom have extensive experience and reputation in the industry, helping the company to pursue growth while complying with ethical and legal regulations. In 2011, in recognition of the fact that the compensation system for directors and managers is an important aspect of corporate governance and risk management, the Company's Board of Directors resolved to establish a Compensation Committee and established the Company's "Compensation Committee Charter", which is a major step forward in implementing the spirit of corporate governance. The replacement of the supervisory system with an audit committee as approved by the ordinary general meeting of shareholders in 2013. The Audit Committee was established by all independent



directors under the Board of Directors to carry out the operations of the Board of Directors and the Audit Committee in accordance with the “Rules of Conduct of Board Meetings” and the “Audit Committee Organizational Rules” and related regulations.

Board of Directors

In accordance with the Articles of Incorporation, the Company shall have five to nine directors with three-year terms of office, who shall be nominated for election by the shareholders’ meeting and shall be eligible for re-election. The Board of Directors of the Company currently consists of nine members, all of whom have extensive experience and reputation in the industry, of whom three are Independent Directors. Their independence is in compliance with the “Regulations for the Establishment of Independent Directors and Matters to be Followed by Public Companies”. General directors comprise of Mr. Ching Hsiao, Mr. Frank Lin, Mr. David Lee, Mr. Marty Chiou, Mr. Philip Peng, Mr. Rick Chang, and the other three Independent Directors are Mr. Frank Juang, Mr. Allen Fan, and Mr. C.K Chieng. The Chairman of the Board of Directors of the Company is elected by the Board of Directors and is the Chairman of the board internally and represents the Company externally. Detailed information about the board members’ academic experience, concurrent positions in other companies, attendance and background is disclosed on the company’s corporate website and the annual reports.

The Board of Directors meets at least quarterly and the Company has held a total of seven meetings in 2019. The Board of Directors is the highest

governance unit of the Company and is primarily responsible for sound oversight functions and strengthening management functions. Board members are required to supervise the management team’s compliance with laws and regulations, enhance information transparency, and provide guidance to the management team on major decisions based on their own experience to avoid erroneous policies that would undermine the company’s value in order to establish good ethics and fulfill corporate responsibility to achieve sustainable business operations and protect the interests of shareholders. The management team also reports regularly to the Board of Directors on the Company’s operations, development strategies or other important issues, and maintains a smooth and good communication channel with the Board of Directors. (Note: Due to personal reasons, Mr Rick Chang resigned as director of Wistron ITS on March 31, 2020)

Audit Committee

The operation of the company’s audit committee aims to supervise and establish a risk control system. Its scope includes: the appropriate expression of the company’s financial statements, the selection (and termination) of the certified accountants and their independence and performance, the effective implementation of the company’s internal control, and the company’s compliance of laws and regulations and the control of the company’s existing or potential risks. In addition, the Audit and Accounting Officer and the Certified Public Accountant attend quarterly meetings of the Audit Committee to report on updates to the internal audit, financial position and relevant laws and regulations.



The Audit Committee may, by resolution, appoint attorneys, accountants or other professionals to conduct audits or provide advice within its terms of reference, and has direct access to the Company's internal auditors, certified public accountants and management. The Audit Committee meets at least quarterly and the Company has held a total of seven meetings in 2019, the attendance of which can be found in the Annual Report and the Public Information Bulletin.

Remuneration Committee

The responsibility of the Remuneration Committee of the Company is to formulate and periodically review the remuneration policy for the Company's directors and managers and to make appropriate adjustments in conjunction with the Company's operating performance and objectives in order to attract and retain high caliber personnel and enhance corporate competitiveness. The remuneration of the Company's directors is provided in accordance with the Company's Articles of Incorporation, and any amendment thereto must be approved by the shareholders as a method of measuring the performance of the highest governance unit, taking into account the authority, attendance and other performance evaluations of individual directors. In terms of executive remuneration, it includes a base salary, annual bonus and benefits for fixed items and a combination of bonus, dividends (cash/equity) and share options for variable items, with a focus on variable items. The fixed items are based on the principle of maintaining the Company's average competitive level in the industry. The changes are based on the consolidated results of the Company and its individual operations. The better the operating performance of the company and its individ-

uals, the higher the ratio of moving items to fixed items. The performance evaluation criteria are based on the achievement of annual financial (turnover, profit, etc.), market/customers, organizational and personnel growth/development, and other comprehensive objectives. At the beginning of each year, the evaluation items, objectives and weightings are determined based on the development of the internal and external business environment. The remuneration of managers shall be based on individual performance and shall be reviewed and evaluated individually by the Remuneration Committee and recommended to the Board of Directors for approval.

The Company's Remuneration Committee shall be convened at least twice a year and shall have three members, all of whom are independent directors. On June 24, 2019, all members elected Mr. Allen Fan as Convenor and Chairman of the meeting, the Committee shall invite the Chairman of the board to attend, whom shall abstain from participating in the discussion of motions in which he has an interest. In addition, directors, managers of relevant departments of the Company, internal auditors, accountants, legal advisors or other personnel may attend the meeting and provide relevant necessary information. The Company has held a total of three meetings and one interim meeting in 2019, the attendance of which is referenced in the Annual Report and the Public Information Bulletin.

Corporate Compliance

Since its public offering in 2010, the Company has complied with the relevant regulations of public companies in formulating various internal operating procedures. Since its listing on the Taiwan Stock Exchange, the



Company has also followed up on amendments to the Companies Act, the Securities and Exchange Act, the Personal Data Protection Act and other laws and regulations related to corporate governance and operations to appropriately adjust internal operating procedures, norms and processes. In addition, in order to implement the Company's core values, uphold a high level of professional ethics, and to ensure that employees strictly comply with the Company's relevant operating regulations and standards in their daily work and business, and to maintain the Company's reputation and gain the respect and trust of customers, suppliers and other parties. In addition to incorporating confidentiality obligations into labor contracts, we have established regulations regarding the prohibition of infringement, management of personal data protection, and information security management for all employees.

The Company's management team has been closely monitoring any domestic and international policies and regulations that may affect the Company's operations, finances and business, and has established relevant risk management procedures to enhance employees' awareness of compliance through continuous education and training. Looking back at 2019, the Company acted in accordance with the law and therefore did not suffer any significant monetary fines or other non-monetary penalties.

Anti-corruption and Integrity

In order to improve corporate governance, Wistron ITS has established the "Code of Corporate Governance Practices," the "Code of Ethical Conduct," and the "Code of Conduct for Ethical Conduct," which clearly define

procedures for handling conflicts of interest, gifts and business entertainment, political contributions, and donations or sponsorships, as well as behaviors to be followed by relevant personnel. We expect our customers, suppliers, business partners and other parties with whom we do business to understand and support our integrity policy. For more details, please refer to our website and Public Information Bulletin.

In the future, all new employees in Taiwan will be required to receive industry ethics training to ensure that they fully understand the regulations. All employees have a responsibility to report unethical conduct to the Company through the appropriate channels, and the Company protects its employees from unfair retaliation or treatment when they report or participate in the investigation of incidents.

The effectiveness of the design and implementation of the internal control system, including the accounting system, is evaluated and self-checked annually and reviewed by the auditors, in order to establish a robust anti-corruption management system. In addition, capital, procurement, supply chain management, and administrative units are also classified as potential risk units, which are subject to internal audits or regular work rotations. Any material irregularities should be reported to the Board of Directors.

In the operation of the board of directors' meetings, each director may express opinions and answer questions on matters in which they or the legal entity they represents has an interest and which may be detrimental to the interests of the Company, and may not participate in the discussion and voting, and shall refrain from discussing and voting. In addition, they shall not be entitled to exercise their voting rights on behalf of any other Director.



Externally, before establishing a business relationship with an agent, supplier, customer, or other business counterpart, the Company must evaluate the agent's legality, integrity policies, and record of dishonest behavior. In the course of engaging in business activities, the Company shall explain to the other party the Company's integrity management policy and related regulations, and shall expressly refuse to offer, promise, demand, or accept, directly or indirectly, any form or name of improper benefits, and upon discovering any dishonest behavior, the Company shall immediately cease to deal with the other party and shall be listed as a rejecting party. Compliance with the anti-corruption policy is also included in the terms and conditions of business contracts, including: clear and reasonable payment, handling of cases involving dishonest behavior, and violation of contract terms prohibiting commission, kickbacks or other benefits.

In addition, Wistron ITS will fully communicate Wistron ITS' anti-corruption policy to suppliers, publicize the company's integrity management policies and beliefs, and review the implementation status of the supply every year. As a result of the above advocacy measures and management mechanism, no corruption or ethics violations occurred in 2019.

Public Policies

Public policy is the guiding principle by which public organizations such as governments manage the public affairs of society, and it determines the direction and objectives of management activities. Correct policies and effective implementation will bring good results to the national economy and the development of society and the environment. Wistron ITS has established

a social responsibility policy to address this issue. This policy includes: Wistron ITS is committed to complying with international standards and local laws and regulations related to social responsibility, continuously promoting employee rights and benefits, establishing an honest, healthy, and safe operating environment, and fulfilling social responsibility. The Company keeps abreast of the development of domestic and international corporate public policies and reviews and improves the corporate governance system established by the Company in order to enhance the effectiveness of corporate governance. In addition, the Company has always been politically neutral and has always maintained an objective and low-profile position on public policy. We does not participate in political parties or any political activities, nor do we engage in any lobbying, or make any political contributions. Our employees are free to express their political opinions, and we encourage our employees to fulfill their civic responsibilities and participate in voting for the candidates they deem most desirable for public office.

Protect Client Privacy

"Strictly observing customer confidentiality and adhering to the principle of good faith" is our commitment to customer privacy. We have policies and strict internal control mechanisms in place to guard the information provided by our customers. In addition to controlling software and hardware that contain technical data and data that may involve customer's intellectual property and trade secrets, we also sign confidentiality agreements with customers and suppliers to protect the security of customer's confidential information.

We obtained the Taiwan Intellectual Property Management Standards

(TIPS) certification in 2016 to effectively manage our intellectual property in accordance with TIPS specifications, thereby protecting our customers' privacy and safeguarding their interests. The management of our intellectual property has been certified by the state, which also enhances our clients' trust in our company. We have signed a confidentiality agreement with each of our employees at the time of their arrival, and through training and management, we ensure that each employee is able to maintain confidentiality when dealing with customers. Under the specific control mechanism, there was no violation of customer privacy or loss of customer information that harmed the rights of customers in 2019.



Operation Performance

Wistron ITS continues to enhance customer satisfaction and improve service quality, with high quality and reasonable profitability as short-term business development indicators. In the long run, we will strengthen our core competencies and keep pace with our strengths in IT services. We will continue to improve in the four directions of “quality customers, promising areas of expertise, mainstream new technologies, and service value enhancement” to help our customers make profits, increase employee satisfaction, and create long-term shareholder value. The Company has not received significant financial assistance from the government in Taiwan in recent years. The relevant financial information is disclosed in the “Financial Performance Snapshot”.



Economic Performance

Financial Performance Snapshot

Unit: NT\$ million

Items	Year 2019		Year 2018	
	Value	Percentage	Value	Percentage
Operation Income	5,323	100%	3,953	100%
Operation Margin	1,302	24%	929	24%
Operation Expenses	-863	-16%	-722	-19%
Operation Profit	438	8%	207	5%
Net Profit Before Tax	458	9%	275	7%
Consolidated Net Income After Tax (incl. Minority Equity)	413	8%	253	6%
Basic Earnings per Share (EPS)	6.23		5.22	
Retained Surplus	834		583	
Staff Costs	3,559		2,663	
Employees Remuneration	50		48	
Cash Dividend	212		102	
Stock Dividend	-		60	



Total Capitalization of Debt and Equity

Unit: NT\$ million

Items	Year 2019		Year 2018	
	Value	Percentage	Value	Percentage
Assets	3,362	100%	2,964	100%
Shareholders' Equity	2,109	63%	1,827	62%
Short-term Loans (Note)	-	0%	45	2%
Long-term Loan	71	2%	81	3%
Corporate Debt Payable	-	0%	-	0%

(Note) Including long-term loans due within one year

Profitability Analysis

Unit: NT\$ million

Items	Year 2019		Year 2018	
	Value	Percentage	Value	Percentage
Profitability	Return on Assets (%)	13.26%	10.50%	
	Return on Shareholders' Rights (%)	20.99%	17.85%	
	Ratio of Net Income Before Tax to Paid-in Capital (%)	69.00%	45.60%	
	Net Profit Rate (%)	7.76%	6.40%	
	Earnings per Share (NTD)	6.23	5.22	

(Note) For related financial information, please refer to the Company's website homepage/Investor Services (www.wistronits.com).



Product (Service) Sales Status

Wistron ITS is not a hardware manufacturer company. The sales status is shown by major product (service) sales region. In recent years, Chinese and Japanese enterprises have been interacting more frequently with the Taiwan market, and it has become common for Taiwan-invested enterprises to develop in China or Japan. We are actively expanding our network in the Asia Pacific region to provide various IT services to our cross-regional customers. The company also established a subsidiary in the United States in 2014 to serve international customers in close proximity, and will continue to grow stronger in the future.

Product (Service) Sales

Unit: NT\$ million

Year Region	Year 2019		Year 2018	
	Sales Amount	Proportion(%)	Sales Amount	Proportion(%)
China	2,871	54%	2,018	51%
Japan	833	16%	806	21%
Taiwan & Hong Kong	1,436	27%	959	24%
Other Countries	183	3%	170	4%
Total	5,323	100%	3,953	100%

Risk Management

Operational Risk Management

To protect shareholders' interests, Wistron ITS focuses on the performance of its business and does not engage in high-risk, high-leverage investment activities. However, Wistron ITS actively evaluates the risks and benefits of introducing new technologies, strengthens the competitiveness of its core businesses, and improves service quality to control operating cost risks. Wistron ITS also holds yearly strategic development meetings to discuss long-term business strategies for future development.

Financial Risk Management

The Company's finance department works closely with its operating units to identify, evaluate and plan mitigation measures to address various financial risks arising from operations. The Board of Directors has written principles for financial-related risk management, and has written policies and guidelines for specific areas and issues, such as foreign exchange risk management and guidelines for the operation of derivative financial instruments, to ensure the adequacy and effectiveness of the implementation of mitigation instruments.

The Company's principal financial risks and management measures:

- **Credit Risk:** The risk of financial loss arising from customers' failure to meet contractual obligations. In accordance with the credit policy, the financial department shall analyze the credit rating of individual clients and



continuously evaluate the credit rating of counterparties and credit limits through the financial system to control credit risk before granting payment terms and credit limits.

- **Exchange Rate Risk:** The Company is exposed to exchange rate risk arising from sales, purchases and borrowing transactions that are not denominated in a functional currency. The Company's functional currencies are mainly NTD, as well as RMB, USD and Japanese Yen. The main currencies traded are New Taiwan Dollars (NTD), Renminbi (RMB), US Dollars (USD) and Japanese Yen (JPY). The Company holds foreign currency assets and foreign currency liabilities, which may result in fluctuations in the future cash flows of such assets and liabilities as a result of changes in market exchange rates, creating exchange rate risk. The Company collects information on exchange rates in order to monitor the trend of exchange rates and maintains contact with foreign exchange departments of banks in order to obtain market information and determine the appropriate timing for exchange rate fluctuations.

ress and results of Wistron ITS' climate change management work according to the TCFD recommendation framework.



Climate Change Risk Management

Wistron ITS focuses on global climate change issues. We have been recognising our own greenhouse gas emissions annually since 2015 as a basis for energy saving and carbon reduction. Based on the Task Force on Climate-related Financial Disclosures (TCFD), in 2019 Wistron ITS will take stock of key climate change risks in terms of governance, strategy and risk management indicators and targets. We also disclosed the prog-



TFCD Core Elements



Governance and Risk Management

Wistron ITS, with members of the Corporate Sustainability and Social Responsibility Implementation Committee, evaluates climate change risk management, formulates strategies, and oversees the promotion and implementation of climate change related issues within the company.

Strategy

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

Indicators and Objectives

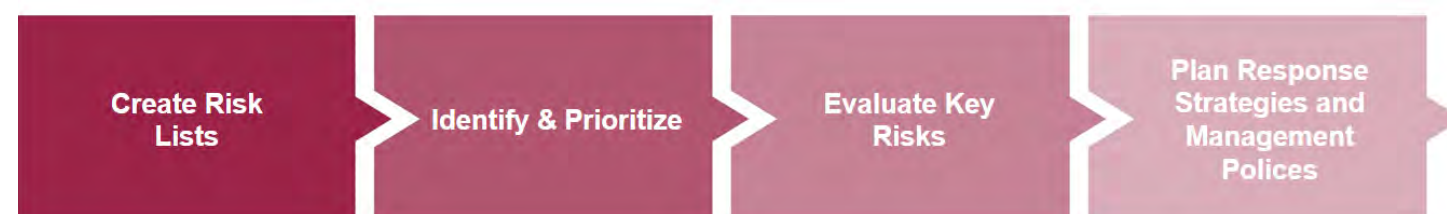
The IT services sector is the most important target for climate change mitigation, with energy consumption being the most important. Every year, Wistron ITS tracks its energy usage in Taiwan and China, and sets energy usage reduction targets.

In response to climate change, Wistron ITS continues to track the financial impact of various physical risks (such as natural disasters) every year and conducts reviews and improvements.



Climatic Change Risk Factor Identification Program

The Wistron ITS Climate Change Risk Identification Program is as follows:



We created a climate risk list based on the TCFD's recommendations and industry characteristics. Transformation risks include policy and regulatory risks, technology, market, and business reputation, and physical risks include immediate and long-term climate risks. The assessment is then based on the likelihood and magnitude of impact of climate change risks and opportunities. The following is a list of climate risks and opportunities for Wistron ITS:

Climate Change Risk Analysis

Risk Item		Potential Financial Impact	Responding Measures
Transformation Risk (Transformation risks associated with low carbon economy)	Policy and Regulatory Risk	<ul style="list-style-type: none"> International agreements governing the carbon reduction commitments and policies of countries around the world, and Taiwan's implementation of the "Regulations for Implementation of the Greenhouse Gas Reduction and Management Act". 	<ul style="list-style-type: none"> There may be more stringent GHG emission control to increase the corporate GHG emission reduction liability.
		<ul style="list-style-type: none"> Governments of various countries are discussing carbon, energy or environmental taxes. 	<ul style="list-style-type: none"> Possible increase in business operating costs
	Reputational Risks	<ul style="list-style-type: none"> Stakeholders and outside groups expect companies to improve environmental performances 	<ul style="list-style-type: none"> Failure to meet the expectations of interested parties, resulting in damage to the company's image
			<ul style="list-style-type: none"> Set greenhouse gas reduction target commitment, effective control of greenhouse gas emissions. Take stock of the impact of regulations and the current status of enforcement, and plan in advance for solutions. Strengthen energy monitoring and management systems to reduce overall electricity consumption by upgrading energy efficiency through equipment replacement and upgrades.
			<ul style="list-style-type: none"> Promote and motivate employees to implement energy saving and carbon reduction at all levels of the company.
			<ul style="list-style-type: none"> To create a company that respects the rights of individuals and can use technology to improve human life and the environment, and to enhance the willingness of long-term investment of investors.



Risk Item		Potential Financial Impact	Responding Measures	
Physical Risks	Immediate Risks	<ul style="list-style-type: none"> ▪ Increase in the frequency of strong typhoons, extreme rainfall or snowfall. 	<ul style="list-style-type: none"> ▪ Increased repair and maintenance costs due to power outages or equipment failures caused by typhoons or extreme rainfall or snowfall, as well as operational or service disruptions ▪ Disaster and post-disaster response resulted in an increase in operating expenses for Wistron ITS. 	<ul style="list-style-type: none"> ▪ Regularly review whether property insurance coverage needs to be adjusted to address the impact of climate change
	Long-term Risks	<ul style="list-style-type: none"> ▪ Rise in average temperature 	<ul style="list-style-type: none"> ▪ Have to pay higher electricity bills to maintain a constant temperature for equipments. ▪ High temperatures may increase repair and maintenance costs 	<ul style="list-style-type: none"> ▪ Use of more efficient machinery and equipment ▪ Strengthen energy monitoring and management systems to reduce overall electricity consumption by upgrading energy efficiency through equipment replacement and upgrades.

Climatic Change Opportunity Analysis

Opportunities		Potential Financial Impact	Responding Measures
Resource Efficiency	Energy, water resources and waste management	<ul style="list-style-type: none"> ▪ Lower Operational Cost 	<ul style="list-style-type: none"> ▪ Strengthen energy monitoring and management systems to reduce overall electricity consumption by upgrading energy efficiency through equipment replacement and upgrades, in order to contribute in the global effort of reducing carbon emission.
Energy Source	Use of low-carbon alternative or renewable energy sources Adopt an incentive policy	<ul style="list-style-type: none"> ▪ Potential future annual energy cost savings as the cost of alternative energy sources falls ▪ Reduce the risk of greenhouse gas emissions and therefore reduce sensitivity to changes in the price of carbon trading. 	<ul style="list-style-type: none"> ▪ Progressively assess the use of renewable energy when the market supply and demand are mature.



Information Management

Wistron ITS' core business is IT services and we understand the importance of implementing information security. In December 2008, Wistron ITS obtained the international standard ISO/IEC27001:2005 for information security management systems, which was transitioned to ISO/IEC27001:2013 certification in 2013. Wistron ITS' continuous efforts in the field of information security management and its determination to improve the performance of information security are thus demonstrated. In the future, we will strengthen the security control of confidential information related to business operations and the information security of related critical applications to ensure the stable operation of information systems required for continuous business operations, and will continue to improve information security management and practical operations.

Information security is an essential part of Wistron ITS' commitment to our clients. In order to achieve information security objectives, we regularly conduct internal information security audits to review the implementation of information security and ensure the confidentiality, integrity and availability of information through the purpose of the audit, and follow the "Plan-Do-Check-Act Cycle" management mode to improve audit deficiencies. To continuously monitor and review management performance through an institutionalized, documented and systematic management mechanism.

Information security threats are everywhere. In order to implement information security concepts to every employee, interactive eLearning has been implemented, newly recruited employees are to complete information secu-

rity concepts and practices and pass an exam to strengthen the promotion of information security.

Wistron ITS' Information Security Policy

Purpose of Information Security Policy:

1. Ensuring Information Integrity
2. Safeguarding Corporate Confidentiality
3. Ensure Smooth Company Operations
4. Protecting the Company's Reputation
5. Maintain Credibility in Project Development for Delivery to Client

Vision of Information Security Policy:

1. Enhance Employees' Awareness of Information Security.
2. Avoid Disclosure of Confidential Information.
3. Implementation of Daily System Maintenance.
4. Ensure Zero Down-Time Service.
5. Data Protection Optimization.
6. Improve Business Continuity Plan.

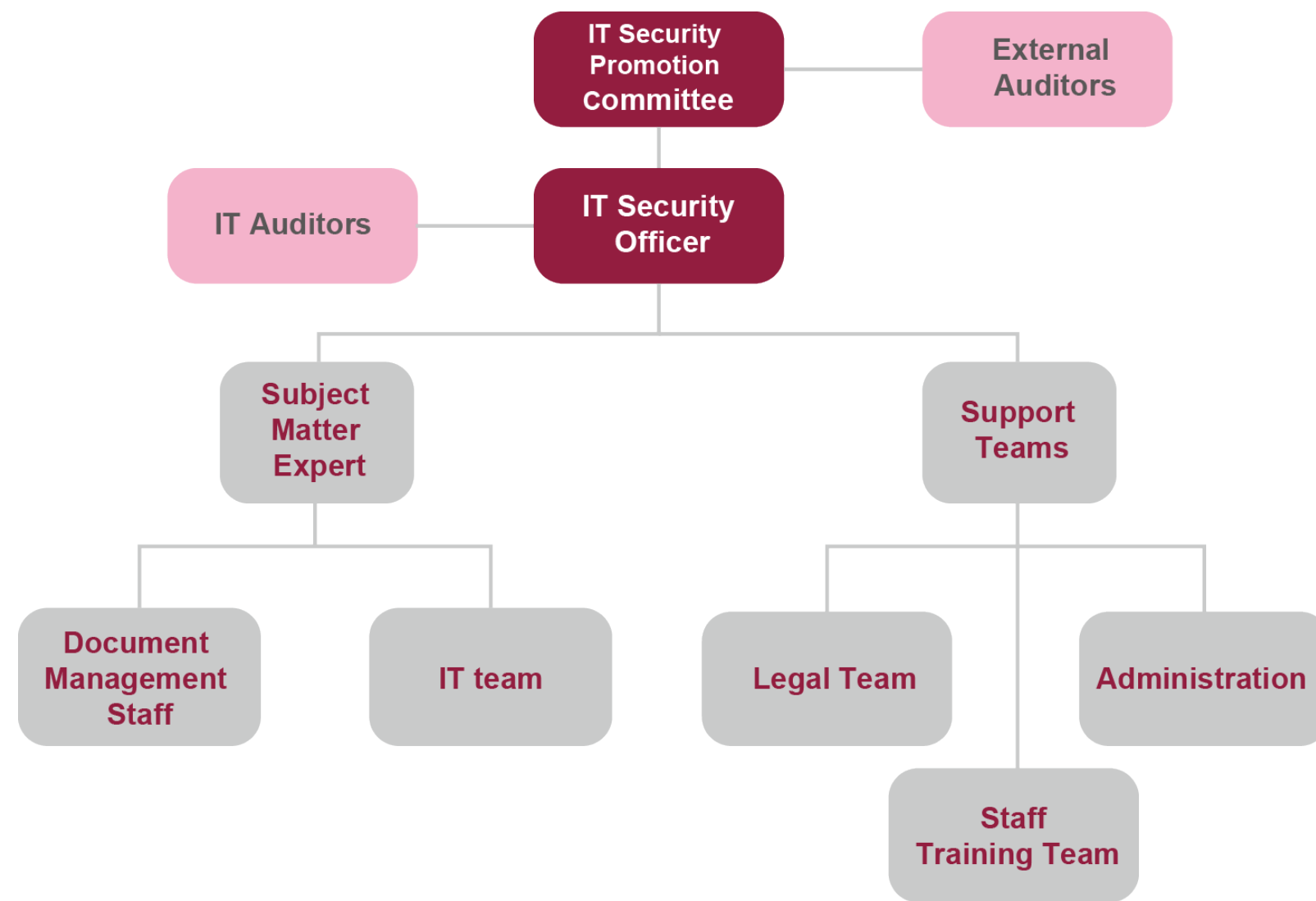


Information Security Governance System and Organizational Operation

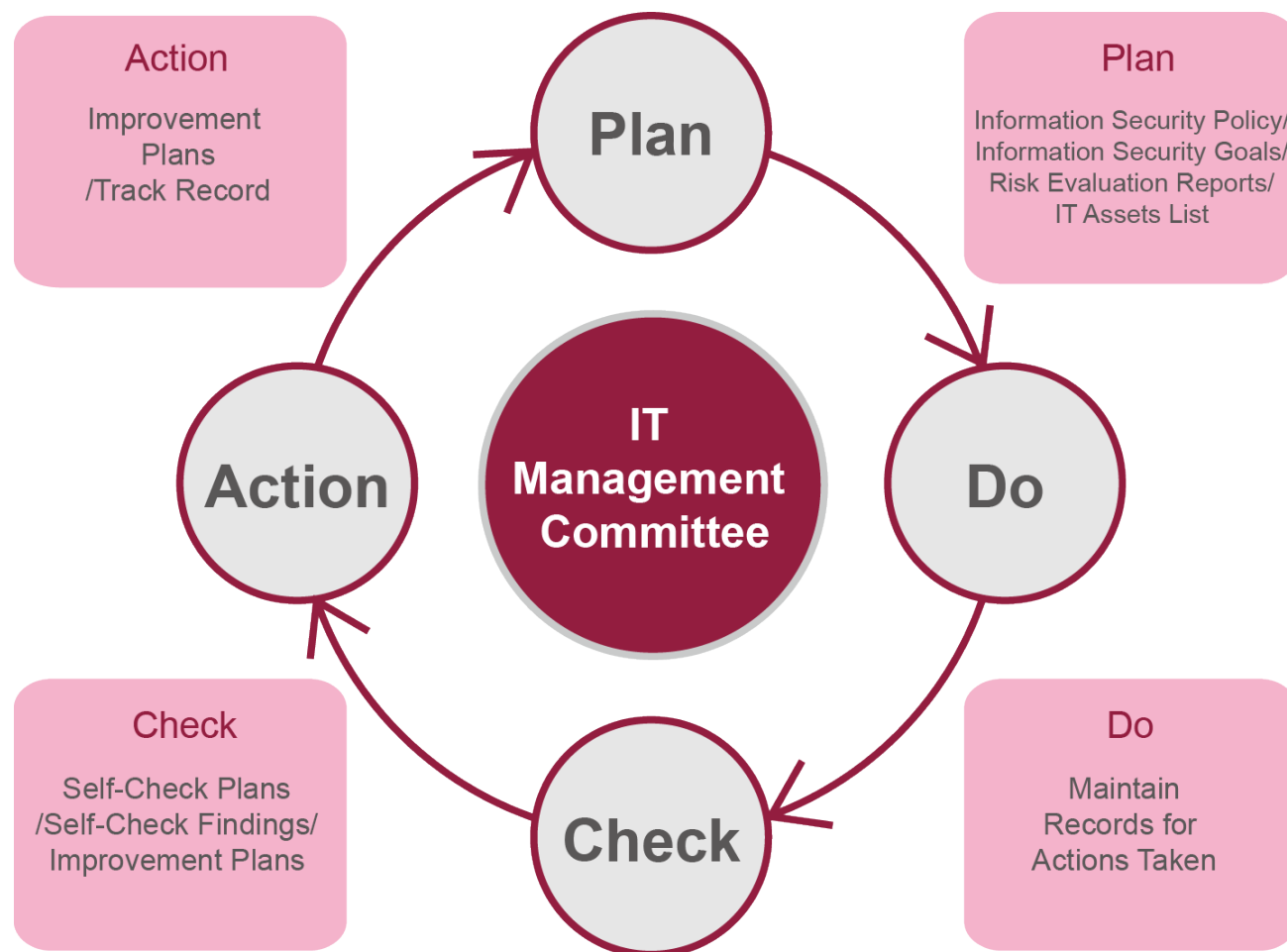
To enhance information security governance, the Information Security Management Committee was established in July 2008 with an information security promotion committee, an information security officer, an information security promotion team, and an information security auditor. The Information Security Promotion Team is composed of information technology experts and file control personnel, as well as support units such as the Legal Department, General Administration Department, and Education and Training Department.

The Information Security Management Committee is responsible for defining the scope of information security management, establishing the framework and system of risk management, supervising the operation of the information security management system, analyzing and evaluating the operational risks faced by the Company, regulating the rights and responsibilities of personnel involved in information security operations, reviewing and monitoring the investigation and handling of major security incidents, performing information security management reviews, and communicating and conveying the importance of information security internally.

Organizational Structure of Wistron ITS' Information Security Committee



Organization and Operation of the Information Security Management Committee



In order to ensure that the company’s critical applications (Mail Server, SAP ERP Server, BPM Server, OSS) and critical network MPLS-VPN can continue to operate to ensure uninterrupted business operations, the system design and related practices are as follows:

- Specify the Business Impact Analysis (BIA)
- HA (High Availability) Architecture Design
- Construction of Wuhan Office Backup Data Center (BDC)
- Conduct annual DR Rehearsals for critical applications and networks.

Critical Network (MPLS-VPN) DR Rehearsal Impact Analysis Requirements completed in October 2019 with the following drill results:

SAP Server Policy	Rehearsal Result
RTO of Key Network <=4 hours	10m

[Note] MPLS-VPN Network Policy content: RTO: Recovery Time Objective



Summary of Information Security Planning and Response Practices

Information Security Planning	Response Practices
<ul style="list-style-type: none"> ▪ Enhancing staff education and training on information security ▪ Implementation of information security related procedures ▪ Business Continuity Plan (BCP) maintenance and exercise plan scheduling 	<ul style="list-style-type: none"> ▪ To enhance employees' awareness of information security and reduce the threat of malware, social engineering simulation is advocated through regular social engineering simulation exercises to understand the sensitivity of colleagues to phishing emails. ▪ The following information security management procedures are implemented to reduce risk. <ol style="list-style-type: none"> 1. File and Record Management Programs 2. Risk Assessment and Risk Management Programs 3. Information Security Internal Audit Management Programs 4. Improvement Measure Programs 5. Information Security Management Audit Programs 6. Information Security Incident Notification Programs 7. Information Asset Management Programs 8. Physical Safety Practice Programs 9. Personnel Safety Management Programs 10. Access Control Management Programs 11. On-line, Change and Configuration Management Programs 12. Network Management Programs 13. Host Management Programs 14. Database Management Programs



Information Security Planning	Response Practices
<ul style="list-style-type: none"> ▪ Enhancing staff education and training on information security ▪ Implementation of information security related procedures ▪ Business Continuity Plan (BCP) maintenance and exercise plan scheduling 	<ol style="list-style-type: none"> 15. System Development and Maintenance Security Management Programs 16. Information Technology Equipment Procurement Management Programs 17. Information System Outsourcing Service Management Programs 18. Backup Management Programs 19. Business Continuity Management Programs 20. Information System Account Management Operating Programs 21. Information Security Effectiveness Measurement Program 22. Information Security Project Management Programs <ul style="list-style-type: none"> ▪ To ensure the continuity of critical applications to ensure uninterrupted business operations, disaster recovery drills are arranged on a regular basis.

Innovation and Service

Improve Technical Services

Speaking of IT services, we continue to master the mainstream technologies that our customers are demanding, and we also seek to enter and deploy new technologies that are promising. At present, the mainstream new technologies that we are closely observing and working on include big data and AI.

Data warehousing and big data analytics is one of the most important assets of any business, and the key to profitability and competition. Wistron ITS has accumulated many years of experience in IT services and cooperated with international companies to enter the big data field. In accordance with the technical fields of big data, Wistron ITS trains professionals in three main categories: big data data data engineering/software engineering, data analysis (data exploration, data mining, data analysis, machine learning and artificial intelligence), and data scientists/domain experts. We develop data warehousing and big data strategies and provide professional data warehousing/big data implementation and consulting services to our clients, and use our practical experience to help our clients' large amounts of data and data stability and maximize the benefits of data analysis.

In the field of AI, Wistron ITS has been involved in the development of intelligent assistant software and intelligent customer service for many years. The latest one is to enter the field of medical imaging AI, which uses deep learning models and algorithms to detect and cut images of organs, signifi-

cantly improving the accuracy of medical image interpretation.

Creating Service Value

In addition to our performance, we continue to improve the professionalism and quality of our IT services. Since 2005, we have obtained CMMI Level 3, ISO 9001, ISO 27001 and TIPS certifications. By optimizing the use of intellectual property and systematically managing the company's intellectual property, it makes the company more competitive and increases clients' trust. In 2017, Wistron ITS further passed ISO20000 Information Technology Service Management System, ISO22301 Business Continuity Management System and many other ISO series certifications, marking Wistron ITS development, quality control, and service management standards as industry leaders.

Emphasis on Service Responsibility and Quality

To enhance the quality of our services, we also manage the quality of our services through customer satisfaction surveys and customer interviews. In 2018, there were no violations of laws and regulations in connection with the provision of our services.

Client Satisfaction Management

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

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

In addition, we also conduct client interviews for important clients or major projects to hear from our clients.

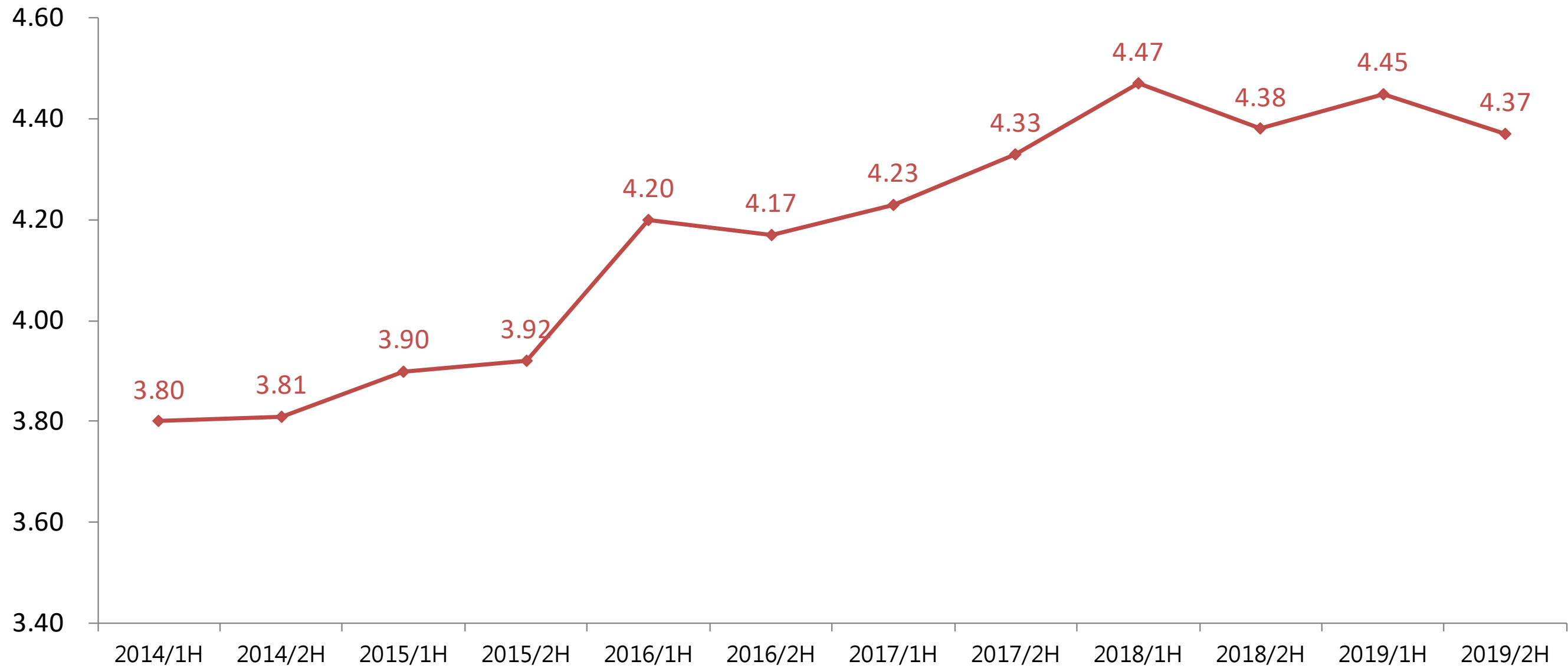
Wistron ITS Client Satisfaction Level	Scores
Excellent	5 pts
Good	4 pts
Acceptable	3 pts
Poor	2 pts
Inferior	1 pts



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



Results of Client Satisfaction Survey



(Note) The results of this survey are the overall results of the 2014-2019 client satisfaction survey in Taiwan and China

Supplier's Social Responsibility Management

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

Wistron ITS provides information-related services. We view our suppliers as important partners and hope to build a long-term, stable supply chain through mutual cooperation. The main supply chains are information service providers, with local supply being the main focus of the local suppliers. In addition to considering suppliers' technical capabilities, quality, and competitive pricing, we require Wistron ITS' suppliers to comply with the following items:

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

We have contractual agreements that requires our suppliers to follow Wistron ITS' Code of Ethical Conduct, Code of Integrity in Business Conduct, and Corporate Social Responsibility (CSR) Report in terms of environmental, safety and health issues, and to work together to promote CSR. We also follow the current environmental protection, labor safety and health laws and regulations, and cooperate with the government to promote environmental protection, energy saving, carbon reduction, and CSR policies to protect the rights and interests of workers and increase profits for clients, in order to create a win-win-win situation for clients, manufacturers, and employees.

Wistron ITS'current vendor management mechanism is as follows:

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

increase profits for clients, in order to create a win-win-win situation for clients, manufacturers, and employees.

The supplier audit management indicators are as follows:

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

Environment Friendly



Environmental Management and Regulation Compliance

Our company is mainly engaged in IT services, no physical products have an impact on the environment, but we are still committed to improving the use of resources and reducing the impact of environmental burdens. In addition to formulating waste management strategies and measures, we also promote water and electricity conservation, and waste separation and disposal to our employees in the workplace. In 2019, there were no violations of environmental laws and regulations and no environmental violations or huge fines.

Energy Management



Wistron ITS is an information service provider and uses electricity as its primary energy source. The main source of greenhouse gas emissions is from Category 2 (purchased electricity).

2019 Internal Energy Consumption Statistics					Unit: GJ
Items			Taiwan	China	Total
Direct Energy Consumption (Category 1)	Non-Renewable Energy Fuel Type	a. Diesel	0.00	0.00	0.00
		b. Gas	0.00	0.00	0.00
		c. Petrol Fuel	0.00	0.00	0.00
Other Energy Consumption	Renewable Energy Fuel Type		0.00	0.00	0.00
Indirect Energy Consumption (Category 2)	e. Electricity (kWh)		278,856	876,148	957,290
	Total Energy Consumption (=a+b+c+d+e)		1,004	3,154	4,158
	Greenhouse Gas (CO ₂ e) emissions (Metric tons/year)		148.63	466.99	615.62

(Note 1) Energy consumption statistics are based on billing invoices from the power company.

(Note 2) 1 kWh = 1000Wh = 0.0036GJ (Referring to GRI G3.1 Energy Conversion Factor)

(Note 3) Greenhouse gas emissions are calculated using the “Electricity Emission Factor” as announced by the Ministry of Economic Affairs Energy Agency on December 26, 2019, which is 0.533 kgCO₂e/kWh for 2018.

(Note 4) Wistron ITS currently does not have upstream and downstream energy consumption data and therefore does not have external energy consumption data.



2019 Energy Consumption Intensity		Unit: GJ	
Items	Energy Consumption (Giga-Joule; GJ)		
	Taiwan	China	
a. Non-renewable energy	0	0	
b. Electricity (from non-renewable energy)	1,004	3,154	
Total Energy Consumption = a + b	1,004	3,154	
Energy Intensity (GJ/Billion NTD)	188.62	592.52	

(Note) Energy Intensity is calculated based on 2019 operating income (see Financial Performance Snapshot)

Compared to 2018, the 2019 Wistron ITS Taiwan energy saving and carbon reduction results are shown in the table below. In 2019, Taiwan's total energy consumption decreased by 101 GJ, or 9.1%, compared to 2018; greenhouse gas emissions decreased by 21.42 tonnes CO₂e, or 12.6%, compared to 2018, mainly due to the full use of LED energy-efficient lighting in newly purchased offices, environmentally controlled setting of lunch break time to turn off lights, and the use of high-efficiency central air conditioning systems. The electricity consumption in China increased during the renovation period due to the expansion of business locations and the establishment of Wistron ITS' new headquarters in Wuhan in 2019, plus the transition period of overlapping use of the old and new offices, resulting in a significant increase in electricity consumption in 2019 compared to 2018, thereby increasing energy consumption and greenhouse gas emissions. In

the future, we will continue to strengthen the promotion of electricity conservation, strengthen electricity management, and continue to save energy and reduce carbon emissions.

Energy Saving and Carbon Reduction Achievements in Taiwan and China in 2019

Items	Taiwan	China
Reduce Energy Consumption (GJ)	101	-2080
Reduce Greenhouse Gas Emissions (metric tons CO ₂ e)	21.42	-309.49

(Note 1) Energy efficiency and greenhouse gas reduction coefficients are measured and theoretically calculated.

(Note 2) For GJ conversion, please refer to the "2019 Internal Energy Consumption" statistics.

Electricity Management

2018 Renewed Consumption Management Goal: Based on the 2018 electricity consumption, no more than 1% of the annual increase in electricity consumption due to business growth may occur.

The growth of the IT business and the increase in equipment construction have made it difficult to control the growth of equipment power consumption, but we are still committed to promoting energy saving measures and improving the energy efficiency of equipment to implement carbon reduction strategies:

- All new offices are equipped with energy-efficient lighting.
- The use of environmental control system with power timing control energy-saving measures to control the lights and air-conditioning switches to reduce unnecessary power wastage.
- Turn off the lights during lunch break.
- Prioritize the procurement of electricity equipment that meets the energy efficiency label.

Compared to 2018 electricity consumption, Wistron ITS' 2019 electricity consumption in Taiwan is 9.1% lower than 2018, which is better than the set target. However, electricity consumption in China increased by 127% over 2018, mainly due to the expansion of business offices in China in 2019 and the establishment of Wistron ITS' new headquarters in Wuhan, which resulted in an increase in electricity consumption during the renovation period, as well as a transition period of overlapping use of the old and new offices. As a result of the significant increase in electricity consumption in China in 2019 as compared to 2018, and due to the establishment of the headquarters in Wuhan, China in 2019 as a one-off, Wistron ITS will adjust its electricity consumption management objectives going forward as follows:

Wistron ITS' Renewed Consumption Management Goal henceforth: Based on the 2019 electricity consumption, no more than 1% of the annual increase in electricity consumption due to business growth may occur.



Greenhouse Gas Emissions Management

Updated 2018 GHG Emissions Management Goal: To keep the annual increase in GHG emissions due to business growth within 2%, based on 2018 GHG emissions

Wistron ITS identifies sources of significant greenhouse gas emissions according to the Greenhouse Gas Protocol's Enterprise Accounting and Reporting Standard (EAR). As an information service provider, Wistron ITS uses electricity as the main source of energy for its operations. Therefore, the main source of greenhouse gas emissions comes from Scope 2 (purchased electricity). Wistron ITS focuses on reducing greenhouse gas emissions through energy conservation and promoting employee awareness of energy conservation.

In 2019, Wistron ITS' total GHG emissions increased by 56% compared to 2018, and further analyzed by region, total GHG emissions in Taiwan decreased by 12.6% in 2019 compared to 2018, which is better than our set control target. However, GHG emissions in China increased by 129.6% over 2018, mainly due to the expansion of business offices in China in 2019 and the establishment of Wistron ITS' new headquarters in Wuhan, which resulted in an increase in electricity consumption thus increasing GHG emissions during the renovation period, as well as a transition period



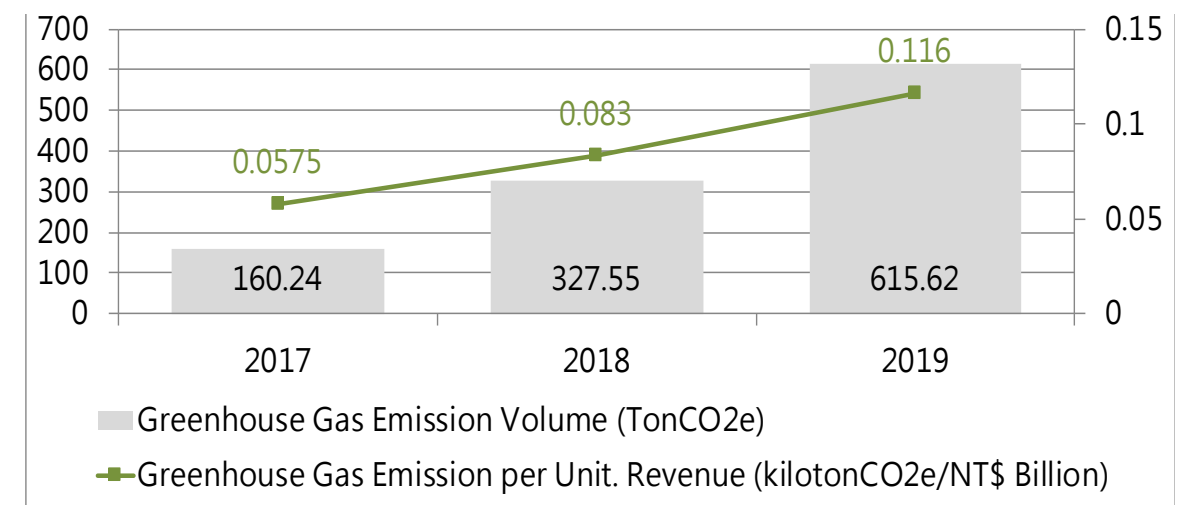
of overlapping use of the old and new offices. As a result of the significant increase in electricity consumption in China in 2019 as compared to 2018, and due to the establishment of the headquarters in Wuhan, China in 2019 as a one-off, Wistron ITS will adjust its GHG emission management objectives going forward as follows:

Wistron ITS' future GHG Emissions Management Goal: To keep the annual increase in GHG emissions due to business growth within 2%, based on 2019 GHG emissions.

2019 Greenhouse Gas Emissions Statistics Unit: metric tons CO2e			
Items	Taiwan	China	Total
Category 1	0	0	0
Category 2	148.63	466.99	615.62
Greenhouse Gas Emissions	148.63	466.99	615.62

(Note) Greenhouse gas emissions are calculated using the "Electricity Emission Factor" as announced by the Ministry of Economic Affairs Energy Agency on December 26, 2019, which is 0.533 kgCO2e/kWh for 2018.

Greenhouse Gas Emission Intensity Statistics



Water Resource Management



Water conservation and care of water resources is one of the important responsibilities of a company. No groundwater or other sources of water are used in the operation. No additional wastewater is generated other than general sewage.

Water Resources Management Plans and Measures

Renewed water management target for 2018: based on water consumption in 2018 (5,298 m3), the increase in emissions due to business growth is kept within 2% per year.

Water resources in 2019 are 11% higher than the 2018 water use benchmark, exceeding the control targets we set. Further analyzing by region, Taiwan's water consumption in 2019 was 12.1% less than in 2018, which is

better than the control target we have set. Water consumption in China, on the other hand, increased by 16.5%, mainly due to the expansion of business locations in 2019 and the establishment of Wistron ITS' new headquarters in Wuhan, which resulted in increased water consumption during the renovation period, as well as a transition period of overlapping use of the old and new offices, resulting in an increase in water consumption in China in 2019 as compared to 2018.

In terms of water consumption per unit of revenue, water consumption per unit of revenue in 2019 was 17% less than in 2018, indicating that water conservation is still having some effect. In the future, we will continue to actively promote water conservation and remind our employees to turn off water when possible in order to achieve our control targets. The approach is as follows:

- To educate employees on the concept of water conservation and on the practice of turning off water when appropriate.
- Set up a notification mechanism and contact the maintenance personnel immediately when water supply equipment is found to be damaged to avoid long time wastage of water.
- Regularly inspect and maintain drinking water equipment and replace filter materials to improve the efficiency of water equipment.

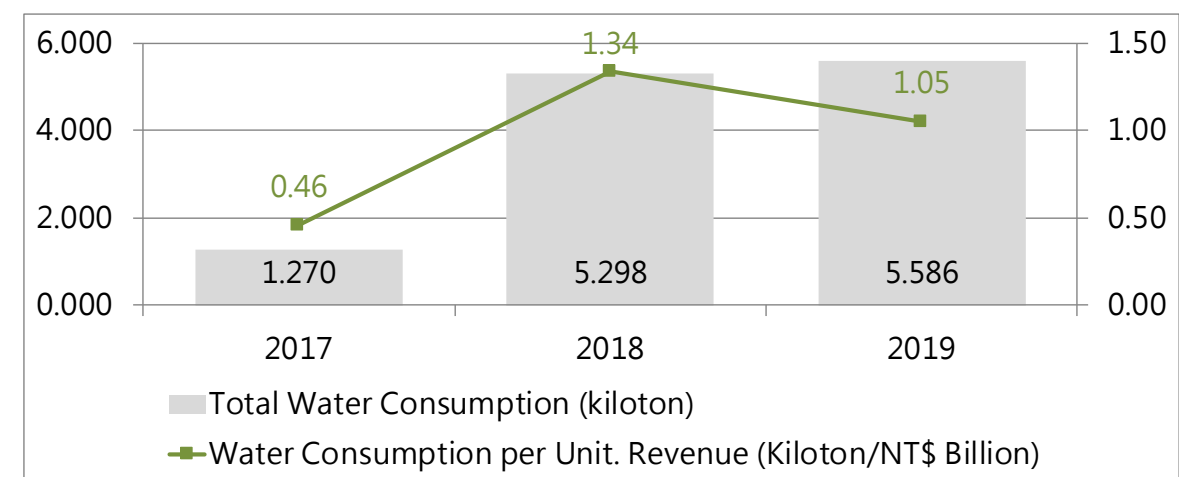
Since the establishment of the Wuhan headquarters in China in 2019 is a one-off reason, Wistron ITS will adjust the future water resources management goals as follows:

Wistron ITS' future water management target: based on water consumption in 2019 (5,586 m3), the increase in emissions due to business growth shall be kept within 2% per year.

Water Usage Statistics 2019			Unit: cubic meter
Items	Taiwan	China	Total
(a) Groundwater	0	0	0
(b) Underground Water	0	0	0
(c) Rainfall	0	0	0
(d) Tap water	912	4,674	5,586
Total water intake (m3/year) =(a)+(b)+(c)+(d)+(e)	912	4,674	5,586

(Note) Data source: Water bill and water meter information

Water Resources Statistics





Waste Management

Our company mainly provides IT services and software outsourcing services, and the main wastes are general wastes and resource wastes.

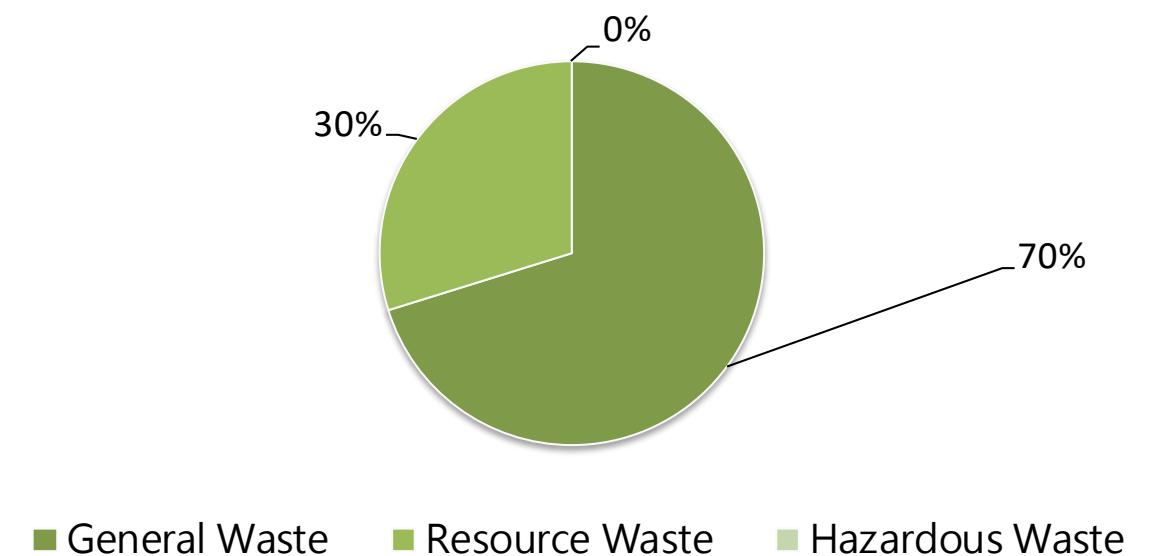
Wistron commissions a professional waste disposal company to deliver the general waste to a landfill or incinerator for incineration. Recyclable waste is properly sorted and handed over to qualified recycling companies for disposal. In 2019, Wistron ITs relocated its headquarters from Neihu to Xizhi, and also established its China headquarters in Wuhan, Hubei. The large-scale office relocation resulted in an increase in waste compared to 2018; Wistron ITS thoroughly separated its waste and recycled its resources, resulting in an increase in the waste recycling rate from 5.88% in 2018 to 29.8% in 2019.

2019 Waste Weight Statistics			Unit: metric tons	
Items		Taiwan	China	Total
General Waste	Incineration	3.4	0	10.6
	Landfill	0	0	
	Other	0	7.2	
Resource Waste	Reuse	1.7	0	4.5
	Recycled	1.8	1	
Hazardous Waste	Direct Disposal by the Organization	0	0	0
	Disposal by Waste Disposal Contractors	0	0	
Waste Total		6.9	8.2	15.1
Waste Recycling Rate%		50.7%	12.2%	29.8%

(Note 1) Waste Recycling Rate: Amount of recycled waste/total waste

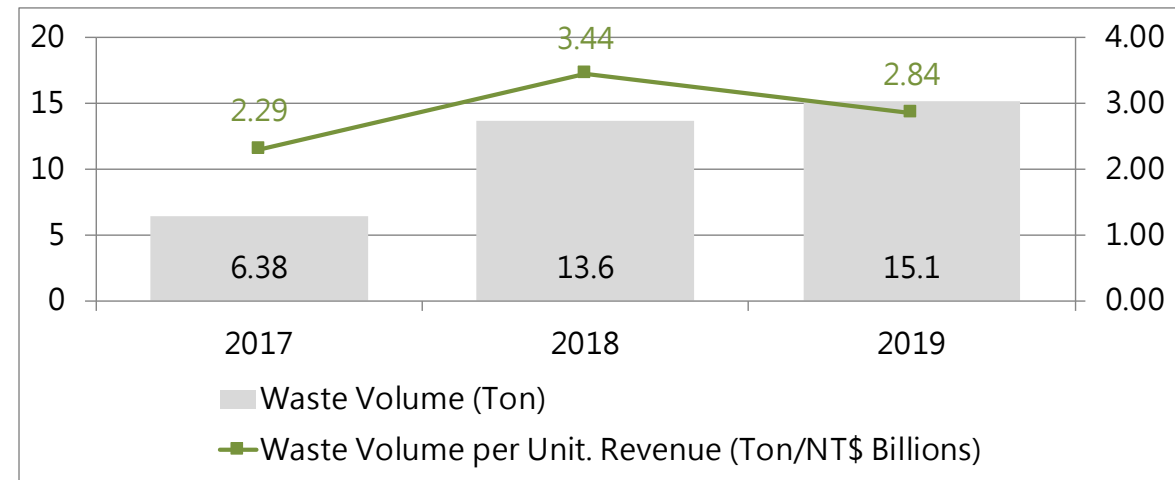
(Note 2) The waste disposal method is information provided by the contractor

Percentage of Waste





2019 Waste Intensity Statistics





**Friendly Workplace and
Social Engagement**

Social Highlight



The Percentage of Local Supervisor

99.9%



The Portion of Male and Female Employees

1.7



Starting Salary of New Employees in Taiwan /Minimum Wage

2.32

Starting Salary of New Employees in China /Minimum Wage

2.59



Direct Training Hours

6,755

Indirect Training Hours

19,805

Sustainable Organization Planning



Staff Distribution and Diversity

As of December 31, 2019, the distribution of employees by gender and employment type in each region is presented in the table below, with a male to female ratio of 1.7:1; 99% of regular manpower and 1% of contract manpower. All employees are entitled to the benefits of the law from the first day of their employment. The distribution of employees by gender and type of employment by region is as follows:

Gender Statistics by Region			
Items	Taiwan	China	Total
Male	66%	62%	63%
Female	34%	38%	37%
Total	100%	100%	100%

(Note) Based on headcount as of 31 Dec 2019.

Employment Type by Region			
Employment Type	Taiwan	China	Total
Full-Time	98%	99%	99%
Part-Time	2%	1%	1%
Total	100%	100%	100%



Keeping up with the Times, Everyone is a Hero

Wistron ITS internally advocates “Keeping up with the times, everyone is a hero”. We encourage all of our employees to keep abreast of the times in terms of clients, professional fields, new technologies, and service models, and encourage everyone to be proactive and to develop their strengths so that everyone can have a broad stage and become a hero of their own story. We are committed to providing a working environment that is inclusive, participatory, and that brings out the best in individuals. Through fair appointments and promotions, we are able to recruit outstanding employees with different backgrounds and expertise to build our company’s competitiveness. The number of employees in Taiwan, by management level, gender, and age group, is as follows:

Indirect Employees by Management Level, Gender, and Age Group in Each Region							
Age	Department Head Level or Above		Team Lead Level		Non-supervisory		Total
	Male	Female	Male	Female	Male	Female	
Age: Under 30	0%	0%	0%	12%	69%	66%	53%
Age: 30 - 50	79%	89%	90%	82%	26%	31%	42%
Age: Over 50	21%	11%	10%	6%	5%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%



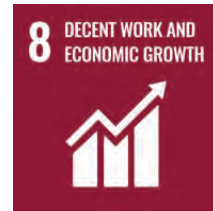
Staff Turnover

Our employees are our most valued asset. The total number of new entrants in 2019 was 3,730 across all regions. Due to the characteristics of our information service industry, the majority of our recruits are information technology professionals, with males accounting for 63% and females 37%, and new employees under the age of 30 accounting for 75.5%.

When an employee requests to leave the company, no matter what the reason is, we will always be sympathetic and respectful, and take the initiative to understand the reason for their departure so that we can identify opportunities for improvement in the future. The number of departures includes employees who left at their own initiative and for other reasons. The 2019 departures are concentrated in employees under the age of 30.

2019 Staff Recruits and Departures Table by Region					
Items	Age	Male		Female	
		Q'ty	Proportion	Q'ty	Proportion
New Recruits in 2019	Age: Under 30	1,708	45.79%	1,108	29.70%
	Age: 30 - 50	605	16.21%	274	7.37%
	Age: Over 50	27	0.72%	8	0.21%
Total	3,730 (100%)				
Departures in 2019	Age: Under 30	1,487	44.22%	978	29.08%
	Age: 30 - 50	570	16.95%	301	8.95%
	Age: Over 50	22	0.65%	5	0.15%
Total	3,363 (100%)				

Employ Local Talent



We're a talent-driven organization and actively employ a wide range of talented people and continue to place emphasis on "nurturing local management talent" as a key objective to realize the concept of localization of talent. Overall, 99.9% of Wistron's local employees held supervisory positions in 2019, of which 99.99% of supervisors at the department level or above were local employees. By region, in 2019, 100% of local employees held supervisory positions in Taiwan, including 100% of local employees among supervisors at the department level and above. Local employees accounted for 99.9% of the supervisory positions in China, of which 99.9% were at the department level or above. The local employees in supervisory positions are as follows:

Statistics on Local Employees Holding Supervisory Positions Unit:%		
Region	Taiwan	China
Percentage of Supervisory Positions	100%	99.9%
Percentage of Supervisory Positions of Department Level and Above	100%	99.9%

Friendly Workplace

Wistron ITS' Code of Practice for Corporate Social Responsibility states, "While engaging in business operations, Wistron ITS actively practices corporate social responsibility to conform to international development trends and to enhance national economic contributions, improve the quality of life of employees, the community, and society through corporate citizenship, and promote a competitive advantage based on corporate responsibility." All management policies and personnel rules and regulations are formulated in accordance with the above spirit, upholding the principle of fairness and not allowing any form of discrimination and sexual harassment. The relevant policies and management systems are explained in the following sections. We are also constantly reviewing the implementation of issues related to child and underaged labor, forced labor, discrimination, sexual harassment, freedom of expression, etc., to ensure that the rights of our employees and human rights issues are taken seriously. There were no incidents of sexual harassment, human rights violations, discrimination, etc. in 2019.



Employment and Salary

Wistron ITS' remuneration and benefits comply with Taiwan's legal requirements, and are no less than the legal basic wage. All employees are covered by statutory insurance and pension plans. Wistron adopts a policy of equal pay for equal work, regardless of race, ethnic or social origin, social

class, ancestry, religion, physical disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinion, or age. The remuneration system is based on the concept of total remuneration, which includes salaries, benefits, bonuses, employee compensation, and so on. All employees are required to undergo performance appraisal twice a year, and the results of the appraisal will be used as the basis for bonus, appointment, promotion and personnel management.

In addition, Wistron ITS conducts annual salary surveys in the industry and adjusts salaries based on changes in the external environment, the company's operations and individual performance to ensure that salaries are in line with market standards and fairness. The Company is actively increasing the income level of its employees by improving operational efficiency. For short-term or part-time employees, insurance and benefits as mandated by law are provided from the first day of employment. The salary status of each region is as follows.

Starting Salaries of New Recruits by Region		
Region	Taiwan	China
Proportion	2.32	2.59

(Note 1) Calculation method: starting salary/statutory basic wage for new recruits.

(Note 2) Based on information as of December 31, 2019.

Parental Leave and Return to Work Status

Wistron ITS respects the rights and interests of our pregnant colleagues and provides them with parental leave in accordance with the law, and we proactively inquire about their wishes about returning to work one month before the end date of their maternity leave. The number of applications from Taiwan in 2019 is 2.

Among them, the male application rate in Taiwan is 0%. The number of applications from China in 2019 is 147. 47% of the applications are from male employees.

2019 Parental Leave Application and Return to Work Statistics for the Past Three Years

Statistics on the Number of Parental Leave Applicants in 2019				
Region	Taiwan		China	
	Male	Female	Male	Female
Number of Applicants for Parental Leave in 2019	0	2	69	78

(Note) This data only shows the number of people who applied for parental leave in 2019 and does not include the number of people who applied before 2019.



Total Number of Staff Returning to Work after Parental Leave in 2019				
Region	Taiwan		China	
	Male	Female	Male	Female
Number of Reinstatements in 2019	0	2	69	56

Total number of staff who have taken parental leave and are still in employment after 12 months of return to duty				
Region	Taiwan		China	
	Male	Female	Male	Female
Number of persons who applied for parental leave in 2018 and remained in employment for 12 months after return to duty	0	2	19	34

Proportion of staff who were reinstated after taking parental leave and those who stayed in the job				
Region	Taiwan		China	
	Male	Female	Male	Female
Reinstatement rate after taking parental leave in	0	50%	100%	100%
Retention rate after taking parental leave in 2018	0	100%	32.2%	51%



Human Rights and Anti-Discrimination

Wistron ITS adheres to the laws and regulations of each location where it operates, and complies with internationally recognized human rights standards such as the International Bill of Human Rights, the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the

Ten Principles of the United Nations Global Compact, treating all employees, contract and temporary staff, and interns with dignity and respect.

Wistron ITS is committed to developing and maintaining a system that promotes the rights of our employees, including their health, safety, and all other work-related rights. Wistron ITS is committed to eliminating human rights violations, whether direct, interest-related or acquiescent, and to avoiding any form of discrimination in employment relationships, whether in hiring, pay, training, promotion, termination or resource allocation, without distinction or preference based on race, national or social origin, social class, ancestry, religion, physical disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinion, age or union affiliation. Rather, it is based on ability and contribution to promote equal opportunities for all employees.

Wistron ITS is also committed to eliminating and avoiding any form of discrimination against ourselves and our partners, such as employment agen-



cies, in the hiring process. Whenever possible, Wistron ITS continues to promote our anti-discrimination policy to external parties, including clients, suppliers and the general public. Wistron ITS released the “Workplace Sexual Harassment Prevention, Complaint and Disciplinary Measures” to protect employees from the threat of sexual harassment and to create a friendly work environment.



Talent Cultivation and Career Development

In response to Wistron ITS’ commitment to become a sustainable organism, in addition to business growth and profitability, culture building is also an important aspect. Wistron’s core competency is information services, which requires a high level of employee quality. The development and training of human resources is the cornerstone of sustainable business operations. Therefore, talent cultivation and talent turnover are important management indicators to enable employees to grow with the company. The contents or practices related to Wistron’s talent training and career development are described below:

Child and Underaged Workers



Wistron ITS prohibits the use of child labor and conducts age-appropriate screening during the recruitment process. The employment of child and under-age workers under the age of 18 is prohibited. There were no cases of child labor in 2019.

Forced and Compulsory Labor



Except for standard employment contracts, Wistron ITS does not use financial or other means to limit an employee’s employment relationship with Wistron ITS, including the withholding of deposits or identification documents, and employees have the right to terminate their employment contracts at their discretion, subject to legal requirements. There were no incidents of forced and compulsory labor in 2019.

Comprehensive Education and Training Framework

Wistron ITS is committed to helping employees and the company grow together, and to creating an environment for continuous learning and growth. We have established a comprehensive training framework to assist our employees in planning their career paths. The framework for staff education and training is divided into the following four major systems:



System	Training Objective	Training Content
New Recruit Training	<ul style="list-style-type: none"> Introduce the history, organization, and future prospects of the company in order to establish new hires' correct understanding and recognition of the company. 	<ul style="list-style-type: none"> Company Organization Human Resources, Information Technology and Finance Information Security Intellectual Property Rights Code of Ethical Conduct Code of Integrity Teamwork Training
Competency-based Professional Training System	<ul style="list-style-type: none"> To improve the professional knowledge and skills of each functional staff by providing different training courses for different target groups in order to improve the results and performance of their professional work. 	<ul style="list-style-type: none"> Sales and Marketing Staff Trainings Human Resources, Information Systems, Administrative Support Staff Trainings Finance Personnel Trainings Consultant, Analyst and Programmer Trainings Product knowledge, productivity improvement, quality improvement, and software development tool training
Management Skills Training	<ul style="list-style-type: none"> Understand the Company's policies and directions, enforce the Company's rules and regulations, and adhere to and implement the Company's discipline. Enhance interpersonal communication, coping skills and teamwork for communication and coordination. Develop decision making and problem solving skills. 	<ul style="list-style-type: none"> General Management Training Middle and Senior Management Training
Continuing Education and Training System	<ul style="list-style-type: none"> To expand the knowledge base of our colleagues in technology engineering and management to meet the needs of organizational development. To enhance the language proficiency and skills of colleagues. 	<ul style="list-style-type: none"> Management Advancement Classes Engineering Advancement Classes English/Japanese/Chinese language courses

Education and Training Results

Wistron ITS provides its employees with a rich and diverse learning experience. In addition to outsourced staff training, we also tailor-made various internal training courses. The "Micro Courses" are a series of twice-monthly courses that focus on three main areas: general trends, work practices, and professional skills. In addition to inviting renowned lecturers from various professional fields to teach in our company, we also invite our Star Performer to share their successful practical experience. In order to create a learning atmosphere, we encourage our colleagues from all units to take the initiative to participate. In addition to professional skills courses, we also provide stress reduction courses for employees, as well as insider trading prevention and integrity management courses for employees and supervisors. This is to allow employees to agree with the company's philosophy of people-orientation and ethical management.

In order to improve the new employee's recruitment experience, Wistron ITS new version of "Newcomer Education and Training Course" was released in 2019 to provide more diverse, interesting, and practical training content. It includes: team video viewing, group discussion, company culture introduction, customer success stories, employee success experience sharing, as well as assistance and services provided by the Employee Service Center...etc. The rich and in-depth training content enables employees to quickly and seamlessly integrate with the company.

To build Wistron ITS' elite team, we have held several "Middle Management Training Sessions" across the globe. It includes : 8 hours of experiential teamwork learning camp, starting from watching a video and group discussion, and other various carefully designed activities to guide everyone to understand how teamwork works and the ultimate benefits; inviting

overseas expat general managers back to Taiwan to share how to establish a team, resolve culture conflicts, and success philosophy; and having the company's legal counselor lecture on the new HR laws and practical issues, leading the managers to care about and protect the rights of employees.

In order to provide opportunities for software engineers, who have been working in the client side for a long time, to learn professional skills and communicate with colleagues, we hold a series "Software Weekends" of monthly courses in convenient restaurants. It is designed with technical practices, community dialogues, and technology trends as the main axis, allowing engineers to share their work experiences in a relaxed gathering and learn professional software engineering principles, coding techniques, and exchanging technical issues with well-known technical consultants in the industry.

Summing up the above, the 2019 education and training outcomes are colated below:

2019 Training Results			
Category		Course Personnel Hours (Hours)	Average Training Hours (Hours/Person)
Employee Type	Direct	6,755	1.5
	Indirect	19,805	44.6
Employee Gender	Male	16,866	5.4
	Female	9,694	5.3

(Note) Average number of training hours = course staff hours/number of staff



WITS Micro Courses



WITS Software Weekend





Wistron ITS' Other Educational Training Courses



Employee Care



Employee Health and Workplace Safety

Workplace Safety Management

Wistron ITS' employees work mainly in IT services with low risk of work safety. For employees, Wistron ITS has dedicated staff to manage labor safety and health, implement work environment improvements, and ensure employee safety.

Wistron ITS' Occupational Health and Safety Practices	
Category	Description of Practice
Education and Training	First Aid Training. Training for Workers' Safety.
Consultations	Arrange health talks or doctors' clinics to answer questions about health and wellness.
Disease Prevention and Risk Control	Provide specific practices for staff disease prevention and risk control.
Health and Safety Precautions	Video promotion.

2019 Employee Injury Statistics

Region	Taiwan		China	
	Male	Female	Male	Female
Gender				
Work Injury Rate(IR)	0	0	0	0
Occupational Disease Rate(ODR)	0	0	0	0
Lost Days Rate(LDR)	0	0	0	0
Absence Rate(AR)	0	0	0	0
Total Number of Work-related Fatalities	0	0	0	0

(Note 1) Injury rate (IR)= (total number of injuries/total man-hours)*200,000, (refers to the rate per 100 employees based on 50 weeks per year, 40 man-hours per week), the calculation of injury rate does not include commuting accidents.

(Note 2) Occupational Disease Rate (ODR) = (total number of occupational diseases/total working hours)*200,000, (refers to the rate per 100 employees based on 50 weeks per year, 40 working hours per week)

(Note 3) Lost Days Ratio (LDR) = LDR (Lost Days of Injury/Total Hours of Work)*200,000, (refers to the ratio of 40 working hours per week for 50 weeks per year, per 100 employees), refers to an employee who is incapacitated due to a work-related injury or occupational disease and is absent from work, i.e., work injury leave.

(Note 4) Absence rate (AR)= (days of injury leave + days of sick leave)/total days of work * 200,000, (refers to the rate per 100 employees based on



50 weeks per year, 40 working hours per week)

- a) Total number of working days = Number of required working days per month * Number of persons in the month
- b) Leave = Working Injury Leave + Sick Leave days
- c) Absence days for personal leave, bereavement leave...are not needed in the AR calculation



Health Management and Benefits

Wistron ITS attaches importance to employee health and provides a welfare system to take care of our employees' physical and mental health, improve work morale, and attract talented employees.

The health management and welfare system is as follows.

Items	Description
Health Management	<ul style="list-style-type: none"> ▪ Employee Health Check: Implemented on a annual basis, with a follow-up review based on the results. ▪ Dependents' health checks □ Provide employee's dependents with preferential programs to protect the health of their family members.
Group Insurance	<ul style="list-style-type: none"> ▪ Employees: from the date of employment, are to be covered by the company's fully paid-up insurance, including term life, injury, medical injury, hospitalization and cancer health insurance. ▪ Spouse and children: Hospitalization insurance at the Company's full expense.
Work and Leave System	<ul style="list-style-type: none"> ▪ Flexible Work Hours. ▪ A leave system superior to the Labor Standards Act.
Welfare Committee	<ul style="list-style-type: none"> ▪ Responsible for the planning and implementation of various welfare programs, including marriage, childbirth, funeral, hospitalization and birthday subsidies, and holding Family Day activities every year.
Club Grants	<ul style="list-style-type: none"> ▪ Subsidizes employees to set up various arts and sports clubs, such as volunteer clubs, board games clubs, and sports clubs, etc., to promote employee communication and physical and mental development.

Employee Pension System and Implementation

Our company follows the relevant pension laws and regulations and systems around the world to protect the pension rights of our employees, so that all employees can enjoy a secure life after retirement.

Taiwan

The Company contributes 2% of the total salaries and wages of all employees retained under the old system to a pension fund, which is administered by the Labor Pension Fund Supervisory Committee and deposited in an account with the Bank of Taiwan. The pension payment is calculated based on the length of service and average monthly salary for the six months before the retirement date.

The employees are subject to the pension plan under the Labor Pension Act and are required to contribute 6% of their monthly salary to a personal pension account at the Bureau of Labor Insurance.

China

In accordance with local government regulations, each subsidiary contributes a certain percentage of its employees' salaries and wages to a pension fund, which is deposited in a separate account for each employee. Employees who have reached the legal retirement age and have accumulated 15 years of contributory service are entitled to basic pension insurance benefits.



Open lines of communication and listen to staff

Wistron ITS respects the rights of employees and does not prohibit or im-

pede their freedom of association. In order to coordinate employment relations and promote employment cooperation, we not only convene regular meetings of senior executives and key executives to explain and communicate with each other on the Company's operation status or important company organization, personnel and system issues, but also notify employees immediately through relevant announcements. At the same time, the Company also complies with relevant government regulations and holds regular employment meetings in accordance with the "Regulations for the Implementation of Employment Meetings" to communicate with each other and to resolve problems in accordance with the principle of harmony and honesty. We are willing to listen to the concerns of our employees. In order to provide an open channel for employees to express their ideas and opinions, Wistron ITS has set up an "Employee Feedback Mailbox" to allow employees to express their opinions and respond to problems in a confidential manner. By encouraging our employees to express constructive opinions, we hope to bring positive growth to the company.

Communication Channels of Wistron ITS offices		
Communication Channels	Taiwan	China
Employer-Employee Meeting	Y	N
Staff Feedback Mailbox	Y	Y
Staff Service Hotline	Y	Y
Staff Service Center	Y	Y
Company Publication	Y	Y

Social Engagement



Wistron ITS fulfills its corporate social responsibility by encouraging its employees to engage in social participation, to care for the community, and to give back to society through practical actions. Wistron ITS' public service activities have two main directions: "social" and "environmental." The social focus is on humanistic care, while the environmental focus is on a friendly environment. The results of public service activities carried out by WITS employees in 2019 are as follows:

Results of 2019 Public Service Activities		
Key Focus	Items	2019 Results
Social Participation and Care	Donation of goods to Chung Yi Social Welfare Foundation	Wistron ITS is passionate about public service, and we call on all of our colleagues to donate a number of items to the Chung Yi Social Welfare Foundation for disadvantaged children, to facilitate their upbringing.
	Beijing Good Samaritan 50km Walk	Wistron ITS participated in the Beijing Good Samaritan 50km Walk, jointly organized by the China Education Foundation and Good Samaritan. With the belief that "every step makes a difference," Wistron ITS donated all proceeds from this event to build a kitchen for the poor in mountainous areas, in order to provide hot lunches for children in poverty.
	Beijing Deaf-Mute Children's Café Team Building Activity	Wistron ITS held a team building activity at the Rainbow Angel Café in Beijing to assist hearing impaired children with baking and planning their dreams. Wistron ITS has long been concerned about the underprivileged. In addition to regular purchases of hand-made cakes and pastries from the café, Wistron ITS also donated a number of chairs and tables in order to encourage these children to take flight and move forward. Integrate public service into corporate activities and ignite children's dreams with action.
	Green Recycling Bins	Wistron ITS Dalian's employees put all recyclable resources, such as bottles and cartons, in a designated area of the office, and donate them to the Buddhist Compassion Relief Tzu Chi Foundation for educational purposes every month.

Results of 2019 Public Service Activities		
Key Focus	Items	2019 Results
Environment Friendly	Sponsored Taiwan Wild Bird Federation's Ecological Table Calendar	In recent years, due to human interference, environmental pollution and habitat destruction, more and more birds are being rescued every year by the Taiwan Wild Bird Federation, which requires a great deal of material and human resources. Wistron ITS supports ecological conservation and co-exists with nature. We have specially ordered the Taiwan Wild Bird Federation's 2020 Desktop Calendar to contribute to ecological conservation.
	All staff use eco-friendly straw and mugs to reduce plastic.	Wistron ITS commissioned environmentally friendly straw sets and mugs for our employees to reduce the use of disposable plastic products, reduce plastic waste and protect ecological and marine resources.
	Beijing Xiangshan Community Tree Planting Activity	Wistron ITS participated in the tree planting activity in 2019 Xiangshan Park. We call on Wistron ITS' employees to participate in this tree planting activity to enrich their health, enrich their cultural life, cultivate environmental protection awareness, and contribute to ecological restoration and environmental greening through practical actions.
	Bottle Collections	During the autumn company trip, Wistron ITS Dalian's employees collected all the plastic bottles they drank during the trip and brought them back to the Buddhist Compassion Relief Tzu Chi Foundation, donating the money they exchanged for the bottles for educational purposes.

By participating in the above public service activities, Wistron ITS employees were able to give and receive warm rewards at the same time.

Wistron ITS Social Investment Statistics 2019						Unit: NT\$ 1000
Items	Year 2015	Year 2016	Year 2017	Year 2018	Year 2019	
Charity Sponsorship	200	200	100	150	400	
Staff Community Charity Activities	3 events	2 events	1 event	6 events	4 events	

(Note 1) The above statistics for 2015-2017 only encompass Taiwan and 2018-2019 includes both Taiwan and China.

(Note 2) Exchange rate:RMB:4.37



Donation of goods to Chung Yi Social Welfare Foundation



Beijing Deaf-Mute Children's Café Team Building Activity



Beijing Good Samaritan 50km Walk



Green Recycling Bins



Sponsored Taiwan Wild Bird Federation's Ecological Table Calendar



All staff use eco-friendly straw and mugs to reduce plastic.



Beijing Xiangshan Community Tree Planting Activity





GRI Correspondance Table

GRI Standards	Disclosure Content	Page number	Omission
General Disclosure			
GRI 102: General Disclosure 2016	102-1 Name of Organization	1	N/A
	102-2 Activities, Brands, Products and Services	13-18	N/A
	102-3 Location of Headquarters	14	N/A
	102-4 Location of Business Operations	14	N/A
	102-5 Ownership and Legal Form	14	N/A
	102-6 Markets where Services are Provided	18	N/A
	102-7 Scale of Organization	14	N/A
	102-8 Information of Employees and Other Workers	135-138	N/A
	102-9 Supply Chain	111-114	N/A
	102-11 Early Warning Principles or Guidelines	27-28, 82-102	N/A
	102-13 Membership of Public Associations	19	N/A
	102-14 Statement of Decision Maker	5-8	N/A
	102-16 Values, Principles, Standards and Codes of Conduct	70-73	N/A
	102-18 Governance Structure	23-26, 65-70	N/A
102-40 Stakeholder Group	43-62	N/A	
102-41 Group Agreement	162	N/A	



	102-42 Identification and Selection of Stakeholders	39-41	N/A
	102-43 Policy of Stakeholder Communication	51-62	N/A
	102-44 Key themes and concerns raised	43-50	N/A
	102-45 Entities Included in the Consolidated Financial Statements	18	N/A
	102-46 Defining Content and Thematic Boundaries of the Report	39-48	N/A
	102-47 Table of Significant Topics	43-48	N/A
	102-48 Information Reorganization	1	N/A
	102-49 Report Changes	1	N/A
	102-50 Reporting Period	1	N/A
	102-51 Date of previous report	1	N/A
	102-52 Reporting Cycle	1	N/A
	102-53 Contact person who can answer questions about the report	2	N/A
	102-54 Declarations that the reporting follows the GRI guidelines	2	N/A
	102-55 GRI Content Index	171-184	N/A
Major Issue			
Economic Performance			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	43-48	N/A
	103-2 Management Policy and its Elements	76-81	N/A
	103-3 Evaluation of the Management Policy	76-81	N/A



GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed by the organisation	76-81	N/A
	203-3 Defined Benefit Plan Obligations and Other Pension Plans	159-160	N/A
Market Presence			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	135-136, 143	N/A
	103-3 Evaluation of the Management Policy	135-136, 143	N/A
GRI 202: Market Presence 2016	202-1 Ratios of the standard rate of pay to the local minimum wage for junior staff by gender	143	N/A
	202-2 Proportion of local residents employed at the senior management level	135-136	N/A
Anti-corruption			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	71-73	N/A
	103-3 Evaluation of the Management Policy	71-73	N/A
GRI 205: Anti-Corruption 2016	205-1 Locations that have been assessed for corruption risk	71-73	N/A
	205-2 Communication and training on anti-corruption policies and procedures	71-73	N/A
	205-3 Corruption incidents confirmed and actions taken	71-73	N/A
Energy			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	118-123	N/A
	103-3 Evaluation of the Management Policy	118-123	N/A



GRI 302: Energy 2016	302-1 Energy consumption within the organization	118-123	N/A
	302-2 Energy consumption outside the organization	118-123	N/A
	302-3 Energy Intensity	121	N/A
	302-4 Reduction in energy consumption	122	N/A
	302-5 RReduce the energy demand for products and services	118-123	N/A
Water			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	126-128	N/A
	103-3 Evaluation of the Management Policy	126-128	N/A
GRI 303: Water 2016	303-1 Water Intake by Source	128	N/A
Emission			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	124-125	N/A
	103-3 Evaluation of the Management Policy	124-125	N/A
GRI 305: Emissions 2016	305-2 Direct Energy (Category 1) Greenhouse Gas Emissions	125	N/A
	305-2 Indirect Energy (Category 2) Greenhouse Gas Emissions	125	N/A
	305-4 Greenhouse Gas Emission Intensity	125	N/A
	305-5 Greenhouse Gas Emission Reduction	124-125	N/A
Environmental Compliance			



GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	117	N/A
	103-3 Evaluation of the Management Policy	117	N/A
GRI 419:Environmental Compliance 2016	307-1 Violation of environmental laws and regulations	117	N/A
Employment Relations			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	135-141	N/A
	103-3 Evaluation of the Management Policy	135-141	N/A
GRI 401: Employment Relations 2016	401-1 New Recruits and Departures	137-138	N/A
	401-2 Benefits provided to full-time employees (excluding temporary or part-time employees)	142-143	N/A
	401-3 Parental Leave	144	N/A
Employer/Employee Relationships			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	161-162	N/A
	103-3 Evaluation of the Management Policy	161-162	N/A
GRI 401: Industrial Relations 2016	402-1 Minimum notice period for operational changes	161-162	N/A
Occupational Health and Safety			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	157-160	N/A
	103-3 Evaluation of the Management Policy	157-160	N/A



GRI 403:Occupational Health and Safety 2016	403-1 Workers are represented on formal safety and health committees that are jointly formed by employers and employees.	157	N/A
	403-2 Type of injury, rate of injuries, occupational diseases, lost workdays, absenteeism, etc., and number of work-related fatalities	158-160	N/A
Training and Education			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	148-156	N/A
	103-3 Evaluation of the Management Policy	148-156	N/A
GRI 404:Training and Education 2016	404-1 Average number of training hours per year per staff member	152	N/A
	404-2 Enhancement of Staff Functions and Transitional Assistance Programme	149-150	N/A
	404-3 Percentage of staff undergoing regular performance and career development reviews	143	N/A
Diversity and Equal Opportunity			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	135-140, 142	N/A
	103-3 Evaluation of the Management Policy	135-140, 142	N/A
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity in Governance Units and Staff	135-140	N/A
	405-2 Ratio of female to male basic salary plus pay	142	N/A
Non-discrimination			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	142-147	N/A
	103-3 Evaluation of the Management Policy	142-147	N/A
GRI 405:Non-discrimination 2016	406-1 Discriminatory incidents and improvement actions taken by the organization	142	N/A



Child Labor			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	111-114, 147	N/A
	103-3 Evaluation of the Management Policy	111-114, 147	N/A
GRI 408:Child Labor 2016	408-1 Significant Risk of Child Labor in Operating Locations and Suppliers	111-114, 147	N/A
Forced or Compulsory Labor			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	111-114, 147	N/A
	103-3 Evaluation of the Management Policy	111-114, 147	N/A
GRI 409:Forced or Compulsory Labor 2016	409-1 Operating locations and suppliers with a significant risk of forced or compulsory labor incident	111-114, 147	N/A
Client Privacy			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	74-75	N/A
	103-3 Evaluation of the Management Policy	74-75	N/A
GRI 418:Client Privacy 2016	418-1 Substantiated complaints of breaches of client privacy or loss of client information	74-75	N/A
Socioeconomic Compliance			
GRI 103:Management Policy 2016	103-1 Explaining the major themes and their scopes	39-48	N/A
	103-2 Management Policy and its Elements	73-74	N/A
	103-3 Evaluation of the Management Policy	73-74	N/A
GRI 419:Socioeconomic Compliance 2016	419-1 Violation of laws and regulations in the social and economic fields	73-74	N/A