



AI Empowered

tst*i* 大世科

Tatung System Technologies Inc.

2024 Sustainability ESG Report

SUSTAINABILITY
ESG



www.etatung.com   

Digital X Sustainable Transformation

Notice to readers:

This English-version report is a summary translation of the Chinese version. If there is any discrepancy between the English and Chinese versions, the Chinese version shall prevail.

Table of Contents

About tsti ESG Report

3

Letter from tsti Chairman

4

Sustainability Highlights: ESG x SDGs Action Initiatives

5

Sustainable Development

7

Sustainability Governance

8

Materiality Analysis and Stakeholder Engagement

11

Corporate Governance

24

Organizational Profile and Governance

25

Scope of Operations and Business Performance

33

Business Continuity and Risk Management

36

Information Security and Privacy Protection

37

Happiness Workplace

42

Creating a Friendly Workplace Environment

43

Diverse Talent Development

46

Occupational Health and Safety

58

Sustainable Partnerships

61

Sustainable Value Chain

62

Customer Relationship – Service Quality& Responsibility

64

Sustainable Supply Chain

66

Environmental Sustainability

69

Environmental Sustainability Policy

70

Climate Change Governance

78

Green Disclosure

80

Green Initiatives and Actions

82

Social Co-Prosperity

84

Ongoing Participation in Social Welfare Activities

85

Environmental Actions in Response

88

Core Innovative Technologies and Sustainable Development

Collaboration

90

Appendix

93

Sustainability Report Verification Statement

94

TSTI Verification Certificate

95

Digital Service Provider Capacity Registration Certificate

96

GRI Standards Content Index

97

TSTI SASB Index

101

Risk Identification and Reference Tab

103

Climate-Related Issue Management (ESG Indicators)

106

2024 Sustainability Performance Summary Table

111

Participation in Industry Associations

112

Responding to the UN Global Compact

112

TSTI Operational Sites

113





About tsti ESG Report

• GRI 2-5 • GRI 2-14

Welcome to the 2024 ESG Report of Tatung System Technologies Inc. (hereinafter referred to as "TSTI" or "tsti"), published in 2025. This report is organized around six major themes: Sustainable Development, Corporate Governance, Happiness Workplace, Sustainable Partnerships, Environmental Sustainability, and Social Co-Prosperity. It presents TSTI's current performance and efforts across environmental, social, and governance (ESG) dimensions. Through this report, stakeholders will gain a clearer understanding of TSTI's commitment to advancing sustainability.

Reporting Period and Scope

• GRI 2-2 • GRI 2-3 • GRI 2-4

This report covers TSTI and its subsidiaries (Chyun Huei Commercial Technologies Inc., TISNET Technology Inc., and Tsti Technologies (Shanghai) Co., Ltd.). The current edition was published in August 2025. TSTI publishes this report on an annual basis and makes the electronic version available for download on the ESG section of the official website. The disclosed data align with the scope of the Company's consolidated financial statements for the fiscal year 2024 (January 1 to December 31, 2024). There were no significant changes in the organizational structure or scale during the reporting period. If any restatements of information occur, they are noted within the relevant sections or below the respective figures. For more detailed information on affiliated companies, please refer to the 2024 Annual Report, TSTI's official website, or the Market Observation Post System (MOPS).

Reporting Framework and Guidelines

- Global Reporting Initiative (GRI) Standards.
- United Nations Sustainable Development Goals (SDGs).
- Sustainability Accounting Standards Board (SASB): Sustainability standards for the Software & IT Services sector.
- Task Force on Climate-related Financial Disclosures (TCFD) by the Financial Stability Board (FSB).
- Taipei Exchange (TPEX): Appendix 2 of Article 4-1 of the Guidelines Governing the Preparation and Filing of Sustainability Reports by TPEX-listed Companies—climate-related disclosures.
- Financial Supervisory Commission (FSC) of Taiwan: "Sustainability Development Roadmap for TWSE/TPEX Listed Companies" under the "Action Plan for Corporate Sustainability Development".

Report Compiling and Quality Management Process

Preparation and Publication

This report has been prepared in accordance with the Guidelines Governing the Preparation and Filing of Sustainability Reports by TPEX-listed Companies. The content disclosed in the sustainability report was compiled by the Sustainable Development Promotion Team of Tatung System Technologies Inc. (TSTI). Data and content were initially collected and drafted by relevant departments, verified by department heads, then integrated, reviewed, and compiled by the Sustainable Development Promotion Team. The final full version was submitted to the ESG Sustainability Committee Meeting for confirmation. After undergoing independent third-party assurance, the report was submitted to the Board of Directors for review and subsequently published.

External Assurance

- TSTI engaged BSI Group Singapore Pte. Ltd., Taiwan Branch (The British Standards Institution) to conduct third-party verification of the report content. The assurance was carried out in accordance with AA1000 Assurance Standard v3 (AA1000AS v3), using Type 1 application and Moderate Assurance level. The verification confirmed that this report aligns with the GRI Standards and the principles of accountability.
- Financial data were audited and certified by KPMG Taiwan, in accordance with International Financial Reporting Standards (IFRS), and all monetary figures are presented in New Taiwan Dollars (NTD).

Feedback and Contact Information

Tatung System Technologies Inc.

Sustainable Development Promotion Team

Email: esg@etatung.com

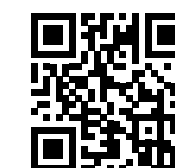
Phone: +886-2-5562-5670

Sustainability Report Contact: Ms. Huang, Sustainability & Development Division

Website: <https://www.etatung.com>



Official website
(www.etatung.com)



Official website
Sustainability Section

• GRI 2-3



Letter from tsti Chairman: Sustainable Governance and Fulfilling Global Citizen Responsibilities

The year 2024 marked a pivotal milestone in Tatung System Technologies Inc. (TSTI)'s continued efforts toward sustainable development. In response to a rapidly evolving global business landscape and escalating climate challenges, we have remained steadfast in our principle of prudent management. Guided by the core belief of "Social Participation and Shared Value through Technology," we have deepened ESG governance practices and integrated AI-driven digital transformation strategies. By leveraging the positive power of technology, we are helping industries upgrade and fulfill our long-term commitments to both the planet and society.

Strengthening Governance Resilience to Build Sustainable Foundations

A sound governance system forms the cornerstone of corporate sustainability. In 2024, we further enhanced our risk resilience by integrating internal and external risk assessments and adopting ISO/IEC 27701:2019, an international standard for information security and privacy protection. We incorporated sustainability data management into our internal control systems to strengthen our operational risk defenses.

TSTI continues to maintain transparent and honest communication with stakeholders through institutional investor conferences, our official website, the annual report, and this ESG report. We have obtained third-party verification of our GHG inventory in accordance with ISO 14064-1:2018, alongside external assurance of our sustainability report, and were honored with the Platinum Award for Sustainability Reporting from the Taiwan Corporate Sustainability Awards (TCSA), underscoring our commitment to transparency and credibility.

Driving Green Transformation to Build a Sustainable Value Chain

In the face of climate extremes, TSTI has set an ambitious carbon reduction target for 2030. Through annual GHG inventories and third-party verification, we ensure our decarbonization progress remains open and transparent.

We work closely with supply chain partners to promote ESG evaluations and green procurement practices. In 2024, we revised both the Sustainable Supplier Management Policy and the Supplier Introduction and Management Guidelines to integrate sustainability considerations into supply chain governance.

Our green procurement value exceeded NTD 3 million in 2024, achieving 153% of our target. On December 20, we also approved and implemented the Energy Management Policy and Waste Management Policy, reinforcing our commitment to environmental governance. Additionally, we continued promoting environmental sustainability by replacing aging equipment with energy-efficient alternatives and optimizing our office environment—furthering our contribution to a greener planet.

Caring for Employee Well-Being and Fostering Social Good

Our employees are the driving force behind innovation and growth. TSTI adheres to the ISO 45001:2018 Occupational Health and Safety Management System, ensuring a workplace that supports physical and mental health, safety, and lifelong learning. We offer psychological support, fitness subsidies, and improvements to the working environment, cultivating a healthy, positive, and inclusive workplace.

We also encourage employee participation in the ACE (AI, Cloud, ESG) innovation initiatives and cross-disciplinary learning programs to enhance digital literacy and engagement. TSTI continues to support remote education and underprivileged families and actively participates in public welfare initiatives such as charity walks and beach cleanups—amplifying our social impact and responding to the expectations of the community with tangible actions.

Innovating Toward Transformation and Becoming a Sustainability Benchmark

Looking ahead to 2025, the intersection of sustainability and technological innovation will become even more critical. TSTI will continue to center its strategy on the "tsti OneService" one-stop platform, integrating four key pillars: Smart IoT, Net Zero Solutions, Data Applications, and AI Implementation. These efforts aim to enhance operational efficiency and carbon management capabilities for our clients.

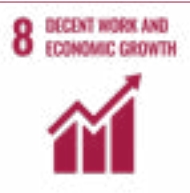
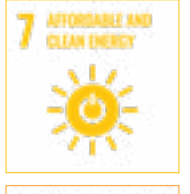
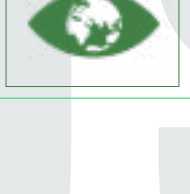
Through the Data Center-SI initiative, we are boosting data operational performance, and with AI-SI, we are advancing AI empowerment across industries. By collaborating with global partners, we are building future-ready intelligent competitiveness and striving to become a vital force in the digital and sustainable transformation of industries.

We deeply appreciate the trust and support from all sectors. TSTI will continue to honor its commitment to "Social Participation and Shared Value through Technology," moving forward with steady steps, forward-thinking vision, people-centered care, and the power of technology—working hand in hand with all stakeholders to create a smarter, more sustainable, and better-shared future for the next generation.



大同世界科技股份有限公司
董事長 吳振隆

2024 Sustainability Highlights: ESG x SDGs Action Initiatives

ESG Dimension	SDGs	2024 Implementation Results	2025 Goals
(G) Corporate Governance Integrity, Transparency, and Legal Compliance (Corporate Governance Evaluation) Risk Managemen	  	» Held two investor conferences (April 23, 2024, and August 27, 2024). » Actively strengthened corporate governance; improved Corporate Governance Evaluation ranking from the 36%–50% bracket to the 21%–35% bracket. » Established a cross-departmental IFRS project team in Q4 2024. » ncorporated sustainability information management into the internal control system (approved by the Board on December 12, 2024). » Incorporated sustainability topics into supplier onboarding and revised supplier management policies and procedures. » Collected ESG self-assessment forms from 30 suppliers and conducted on-site inspections for 4 suppliers. » Received multiple recognitions from manufacturers, suppliers, and customer partners, including: • “Outstanding Supplier Sustainability Excellence Award” • “Best Carbon Reduction Partner Award” • External honors such as: Platinum Award for Sustainability Reporting(TCSA), “Best AI System Supplier” under the Excellence in Customer Service Award, Third Place in the Aging Tech category of the Golden-Young Award, CIO Taiwan Outstanding Service Provider(For details, refer to the “Sustainable Partnerships” chapter.) » Introduced the ISO/IEC 27701:2019 Privacy Information Management Standard in the second half of the year, with training programs conducted; certification expected by 2025. » Responded to 77 stakeholder requests including ESG questionnaires, due diligence, and external audits related to information security. » Published 42 material disclosures in 2024 (including shareholder meeting announcements). » Held five ESG Task Force regular meetings throughout the year. » Promoted identification and financial impact analysis of climate-related risks and opportunities. » Completed third-party verification and public disclosure of the Sustainability Report (August); report received the Platinum Award from the Taiwan Corporate Sustainability Awards (TCSA). » Successfully renewed certifications for ISO/IEC 20000:2018 (IT Service Management System) and ISO/IEC 27001:2022 (Information Security Management System).	• Strengthen risk management across internal and external domains, including environmental and climate-related risks, information security, financial risks, and supplier-related risks. • Hold at least two investor conferences to enhance transparency and integrity. • Enhance the operational effectiveness of the sustainability governance structure (Corporate Governance Evaluation). • Promote cybersecurity threat detection and information privacy management mechanisms, with the addition of ISO/IEC 27701:2019 certification. • Strengthen communication on stakeholder concerns and enhance sustainability reporting practices.
(E) Environmental Sustainability Carbon Inventory (ISO 14064-1:2018) Energy Conservation and Carbon Reduction Green Procurement	   	» Passed verification for ISO 14064-1:2018 Greenhouse Gas Emissions. » On December 20, approved the Energy Management Policy and Waste Management Policy. » Conducted 9 ISO 14064-1:2018 implementation training sessions with consultancy support; a total of 13 employees were trained. » A total of 15 employees have obtained certifications related to greenhouse gas verification or verification officer licenses. » Green procurement reached NTD 3,062,746 (including tax), achieving 153% of the annual target. » Received an official certificate of appreciation from Taipei City Government for the 2024 "Green Procurement Promotion Program for Private Enterprises and Organizations". » Received NTD 114,285 in government subsidies from the Ministry of Economic Affairs for the replacement of energy-saving equipment. » Participated in 3 green initiatives and actions, including Earth Hour, the Earth Day Carbon Reduction Challenge, and a Sustainable Art Beach Cleanup. » Promoted awareness of the natural environment and biodiversity: held 2 activities, including a Family Day focused on biodiversity, and a joint beach cleanup in Keelung with customer partner HP.	• Disclose and obtain third-party verification of greenhouse gas emissions in accordance with ISO 14064-1:2018. • Continue green procurement, with an annual target of NTD 2 million. • Sustain ongoing environmental sustainability awareness campaigns. • Optimize office environment by progressively replacing equipment with energy-efficient and low-carbon alternatives. • Promote ACE SI innovative technology solutions to support sustainability and digital transformation. • Participate in environmental initiatives and engage in related public welfare activities.

2024 Sustainability Highlights: ESG x SDGs Action Initiatives

ESG Dimension	SDGs	2024 Implementation Results	2025 Goals
(S) Social Responsibility Occupational Health and Safety Management System certification: ISO 45001:2018 Promoting a happy and healthy workplace Advancing social innovation through technology for collective well-being	1NO POVERTY 3GOOD HEALTH AND WELL-BEING 4QUALITY EDUCATION 5GENDER EQUALITY 8DECENT WORK AND ECONOMIC GROWTH 10REDUCED INEQUALITIES 11SUSTAINABLE CITIES AND COMMUNITIES	» TSTI updated its Sexual Harassment Prevention, Complaint, and Disciplinary Measures on March 1, 2024. » In 2024, the salaries of all full-time non-supervisory employees increased by 5% compared to 2023. » Total health-related expenditure in 2024 amounted to approximately NTD 3.8 million. » Successfully passed the periodic surveillance audit for ISO 45001:2018 Occupational Health and Safety Management System certification. » Officially signed the “TALENT, in Taiwan – Taiwan Talent Sustainability Action Alliance.” » Awarded the 2024 Sports Enterprise Certification by the Ministry of Education’s Sports Administration; participated in the Health Magazine CHR Healthy Corporate Citizen Campaign. » Long-term participation and sponsorship in social welfare activities supporting disadvantaged rural education through the World Vision Taiwan and Taiwan Fund for Children and Families. » Sponsored the charity event “Heart Connected, Walk Together” walking activity. » Technology for Social Good: Winner of the 2024 Golden Young Award, 3rd place in the Elderly Technology category, for the tiCARE Remote Care Application. » In 2024, a total of 386 internal and external training sessions were conducted, with 9,740 attendees and a cumulative training duration of 20,163 hours. » The 2024 Campus Internship Program collaborated with 2 schools, involving 4 students participating in industry-academic cooperative projects at the company.	• Emphasize employee physical and mental health and well-being programs, promoting work-life balance by providing psychological support, subsidies for sports and recreational activities, and continuously improving the work environment and employee experience. • Promote Occupational Health and Safety Management System (ISO 45001:2018); conduct comprehensive organizational risk and opportunity identification with corresponding response actions. • Encourage employees to participate in sustainability services, solution innovation, and learning, enhancing their understanding of and engagement with ACE collaborative technologies and solutions. • Respond to relevant social initiatives by caring for disadvantaged groups, supporting public welfare activities, and engaging with the community.



Sustainable Development

**Sustainable
Development**



「Sustainable Development」 Highlights



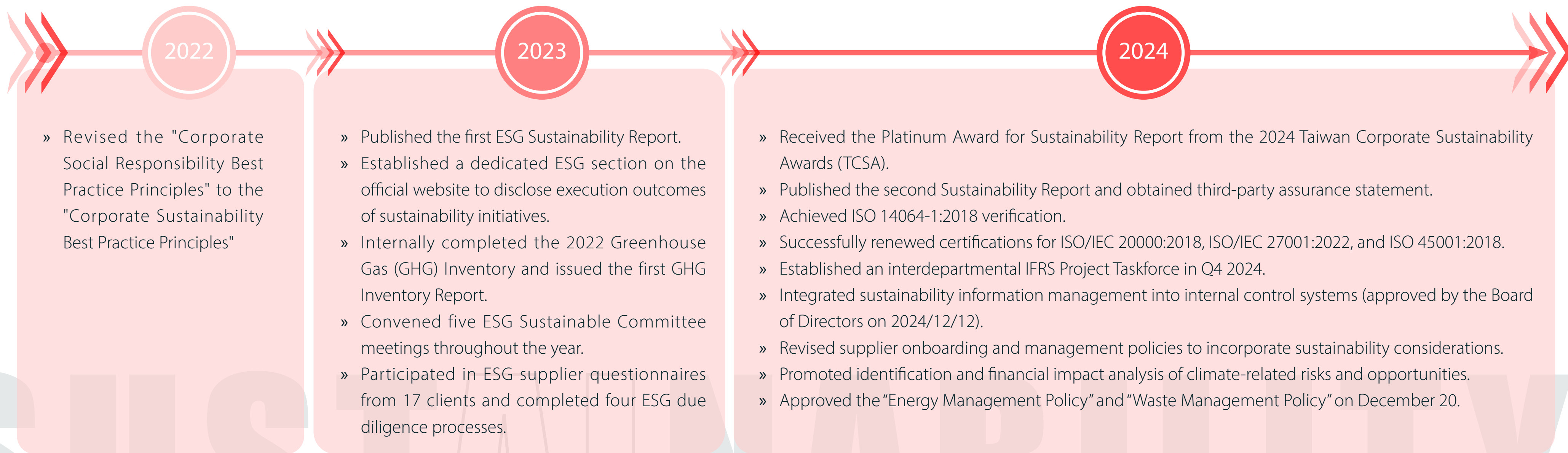
Platinum Award for Sustainability Report



Achieved ISO 14064-1:2018 verification

Received the Platinum Award for Sustainability Report from the 2024 Taiwan Corporate Sustainability Awards (TCSA)

▼ Sustainability Milestones and Achievements



Sustainability Governance

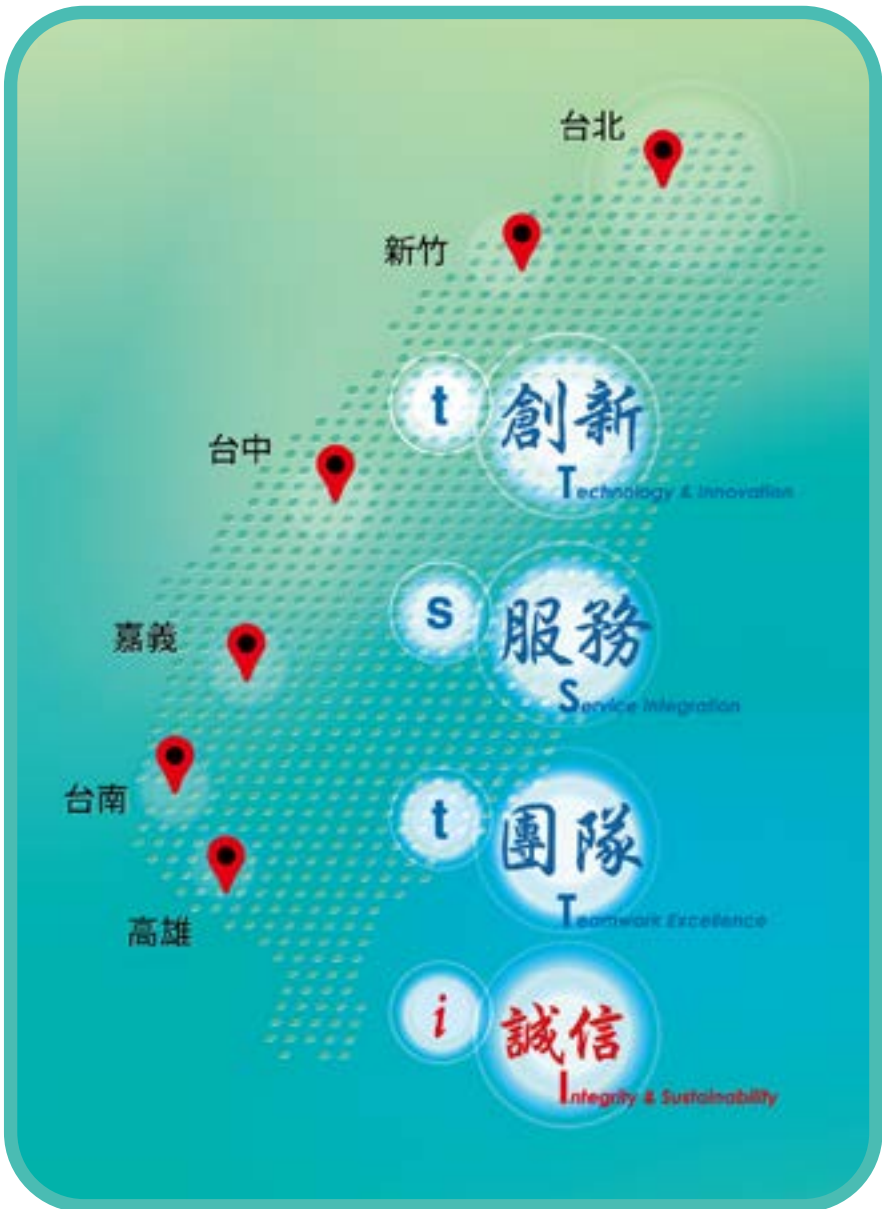
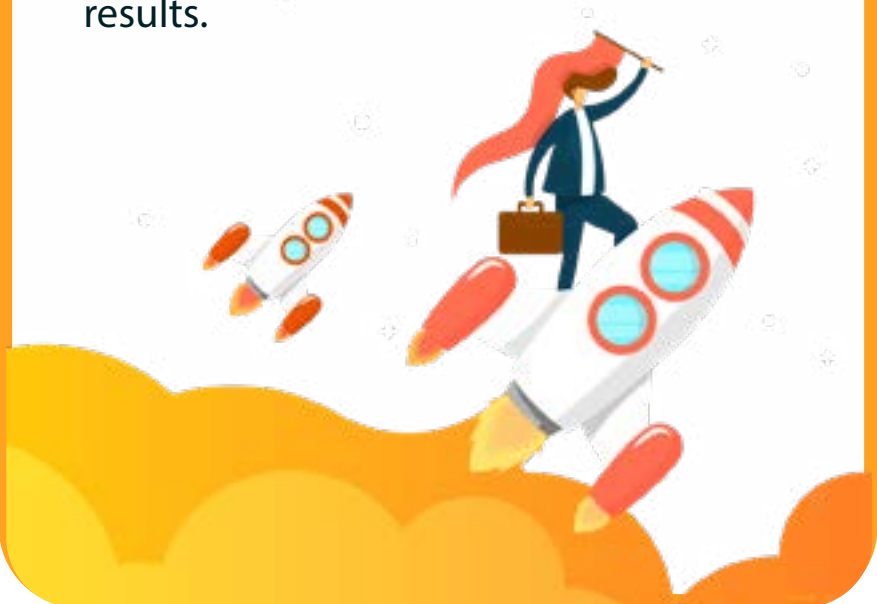
GRI 2-12

Vision and Mission

Vision

To become a benchmark of innovation and service competitiveness in the ICT service industry, and a leading integrator of dual transformation in sustainability and digitalization.

Customer-centric and service-oriented, we focus on value to deliver exceptional customer experience and business results.



Mission

To integrate advanced global digital technologies and create the greatest overall benefits and business value for our customers.

Core Values

Assist governments and enterprises in dual-axis (digital and sustainable) transformation, enhancing operational efficiency and decision-making analysis, and supporting organizations in achieving their transformation goals; provide intelligent solutions, consulting services, cloud services, ICT system integration and implementation, ensuring data security and uninterrupted operations.

Innovation

Innovation is the driving force of our progress.

We not only focus on the introduction, integration, and promotion of information and communication technologies (ICT), but also embrace new perspectives to reengineer business processes and develop strategic approaches to change. In this highly integrated era of ICT and networks, we provide comprehensive data and voice solutions to deliver valuable and professional services to our clients.

Service

Service is the cornerstone of long-term trust with our clients.

With empathy and a systematic mindset, we aim to understand customer pain points and needs, building strong and lasting relationships. Our services span the full customer journey—from early-stage system planning and consulting, to mid-stage system implementation, training, and post-launch support such as regular maintenance, expansion services, and 0800 online customer support.

Teamwork

Team collaboration is the foundation for delivering comprehensive services and technical solutions.

We believe that the best solutions stem from teamwork. Employees are our most valuable asset, and we emphasize professional development and team spirit. Through continuous learning and training, we keep pace with the latest ICT trends and technologies, while our internal knowledge management platform enables us to accumulate valuable organizational know-how.

Integrity

Integrity is the foundation and responsibility of corporate sustainability.

We adhere to principles of honesty by delivering our services on time, on budget, and with consistent quality. We take pride in delivering high-quality outcomes, maintain long-term relationships with global leading brands, and leverage solid experience and cutting-edge technologies to provide high-quality products and services that help customers stay ahead of trends.

Sustainability Governance Structure

GRI 2-13

Tatung System Technologies Inc. (tsti) adheres to the “Corporate Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies” and relevant regulatory requirements. In 2004, tsti established its “Corporate Social Responsibility Best Practice Principles,” which were revised in 2022 to become the “Corporate Sustainability Development Best Practice Principles” to align with our ESG policy vision and mission. A dedicated unit, the Sustainable Development Promotion Team, was established to lead ESG governance, with the General Manager serving as the convener and the CFO and Corporate Governance Officer serving as the chairperson.

In line with the “Taiwan Roadmap for Aligning with IFRS Sustainability Disclosure Standards,” published by the Financial Supervisory Commission on August 17, 2023, tsti—categorized as a company with paid-in capital of less than NT\$5 billion—will be required to comply with IFRS Sustainability Disclosure Standards starting in 2028. In preparation, we are proactively aligning with relevant guidance and advancing our timeline for early implementation. A cross-departmental IFRS Task Force was established in Q4 of 2024, with Director Pei-Chun Lu designated as the Supervising Director, overseeing and supporting the task force’s operations and governance.

tsti organizes working units based on ESG topics and convenes quarterly meetings. In 2024, the Sustainable Development Promotion Team held five official meetings, with each subgroup responsible for promoting and advocating specific ESG initiatives. Each subgroup reports progress to the Chairman as needed and presents an annual ESG report to the Board of Directors at year-end, detailing ESG progress, stakeholder engagement activities, and sustainability plans for the coming year. In response to regulatory developments and sustainability trends, tsti continues to advance its corporate sustainability agenda.

The Board of Directors receives quarterly reports from the management team, which is responsible for proposing corporate strategies. The Board evaluates the feasibility and effectiveness of these strategies, regularly reviews their progress, and urges adjustments when necessary. Upon approval, key strategies are reported to shareholders when appropriate. When shareholders propose resolutions related to sustainability, the Board is encouraged to review and consider including them in the Shareholders’ Meeting agenda.

Sustainable Development Promotion Team

Working Unit	Key Responsibilities
Corporate Governance Unit	Promotes ethical business practices and strengthens board functionality; regularly conducts advocacy and develops guidelines to ensure compliance across the organization.
Environmental Sustainability Unit	Implements initiatives related to environmental sustainability and supply chain practices, including green procurement and reducing environmental impacts from logistics.
Social Responsibility Unit	Promotes employee welfare and social engagement by fostering a happy and inclusive workplace, encouraging staff involvement in sustainability and public welfare activities.
Business Continuity Unit	Oversees risk management, information security, and operational continuity initiatives.

TSTI ESG Project Organizational Structure



Sustainability Function Representative:

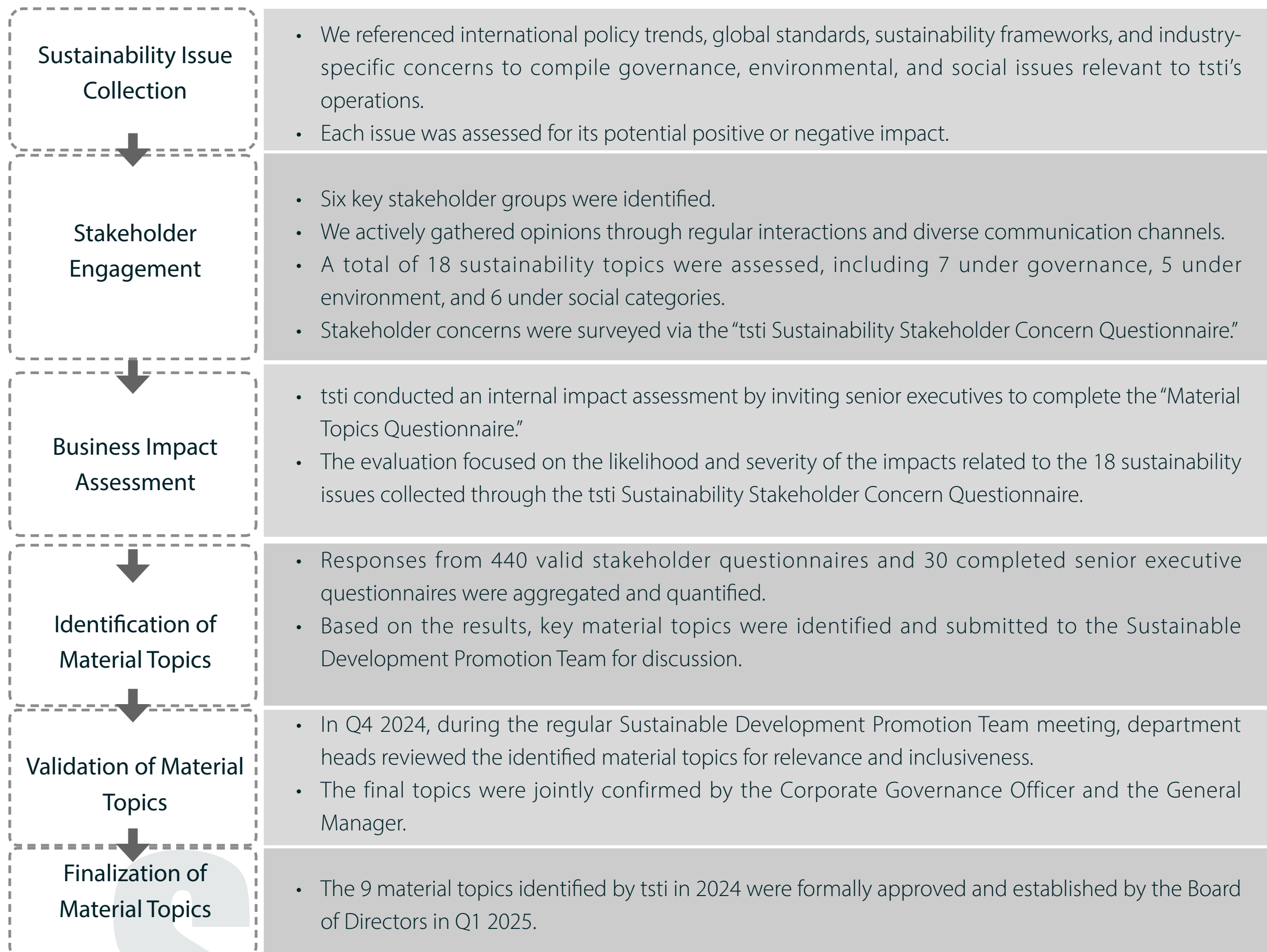
Finance and Accounting Function Representative ; Risk Management Function Representative ;
Compliance Function Representative ; Internal Audit Function Representative

Materiality Analysis and Stakeholder Engagement

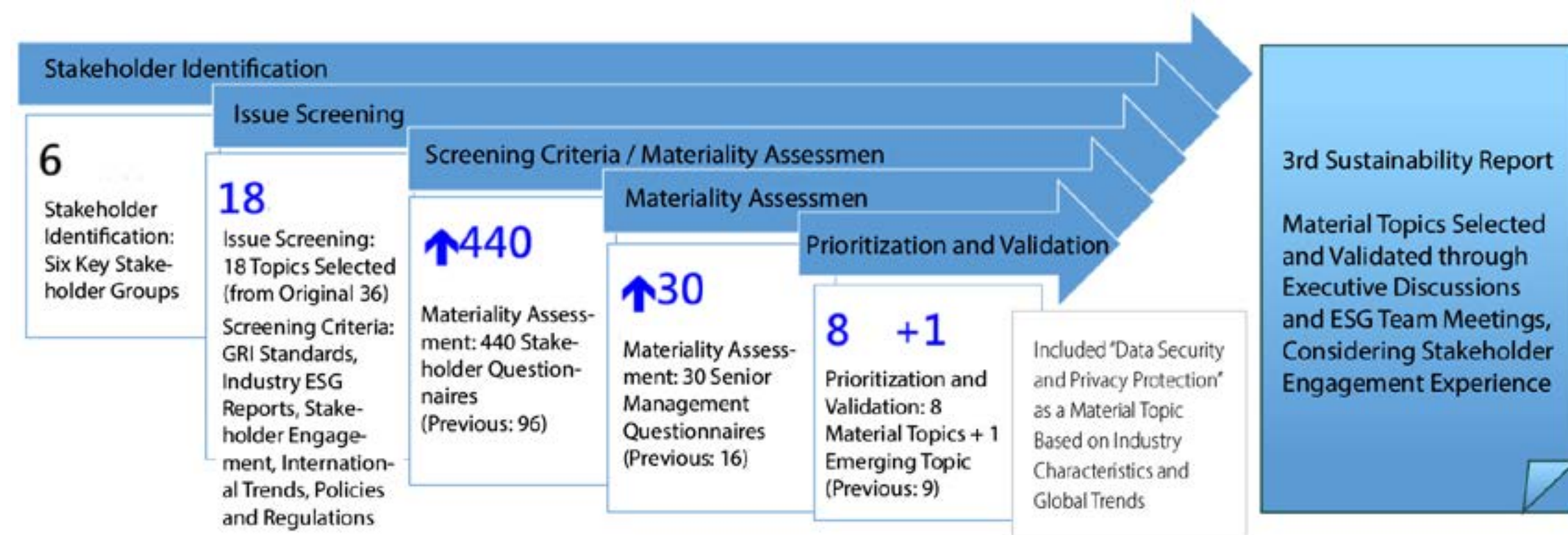
• GRI 2-29、GRI 3-1

Materiality Analysis Process

Materiality Analysis Process



2024 Identification Material Topics Process



* Included "Data Security and Privacy Protection" as a Material Topic Based on Industry Characteristics and Global Trends

Communication and Grievance Channels

• GRI 2-25 、 GRI 2-26

Tatung System Technologies Inc. (TSTI) provides multiple communication and grievance channels for stakeholders to inquire and express their opinions. To better understand stakeholders' concerns and the issues impacting them, in addition to practical work experience and observations, the company maintains diverse and proactive internal and external communication channels. These channels allow stakeholders to submit inquiries and provide feedback, enabling TSTI to collect and respond to their areas of concern through various methods. Detailed information is available on the company's official website..

Review, Operation, and Improvement of the Stakeholder Participation and Grievance Mechanism

1. The company has established multiple grievance channels (phone, email, app, etc.) that are disclosed on the official website and in the sustainability report, ensuring stakeholders can easily access and use them.
2. Through various company surveys, including open-ended questions, employees, suppliers, customers, and other stakeholders provide feedback on the grievance mechanism's usage experience and suggestions. These inputs serve as references for improving the grievance process.
3. The Sustainability Task Force meets quarterly, inviting cross-departmental teams and senior management to jointly review the operation of stakeholder communication and grievance channels. Based on the feedback received, processes and measures are improved to ensure communication and grievance channels remain smooth and effective. The effectiveness of these efforts is regularly reported to the Board of Directors annually.

▼ Stakeholder Contact Information

Stakeholder Category	Contact Person	Phone: 886-25915266	Email
Shareholders / Investors / Government Agencies	Ms. Chen, Audit Office	Ext. 4668	audit@etatung.com
Employees	Mr. Chang, HR Manager	Ext. 5736	employee@etatung.com
Suppliers / Manufacturers	Mr. Yang, Procurement Manager	Ext. 5648	audit@etatung.com
Customers / Media / General Public / Local Residents and Groups	Mr. Chang, Responsible Manager	Ext. 4722	0800@etatung.com

Effectiveness of the Grievance Mechanism and Stakeholder Feedback

1. TSTI has added a grievance process flowchart on its official website and the annual sustainability report, facilitating stakeholders' understanding of the grievance steps.
2. The customer communication and grievance mechanism continues to be optimized. In 2024, if customer satisfaction surveys indicate anomalies, the Administrative and Logistics Center will forward relevant information to the responsible quality management personnel for follow-up. Upon completion, the case is reviewed and signed off by the approving supervisor. In 2024, the Net Promoter Score (NPS) average reached 99.19. Moving forward, the company will continue inviting customer feedback to further enhance service quality.

TSTI Complaint and Appeal Process Flowchart



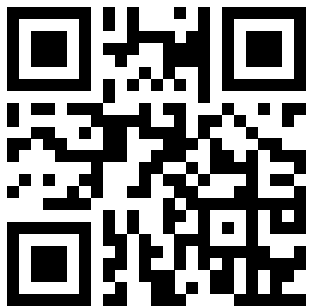
Sustainability Issue Identification

During the process of identifying sustainability issues, TSTI (Tatung System Technologies Inc.) aligns with the United Nations Sustainable Development Goals (SDGs) and the United Nations Global Compact initiatives. The company bases its considerations on the Global Reporting Initiative (GRI) Standards as well as the industry-specific standards of the Sustainability Accounting Standards Board (SASB) for the Software & IT Services sector. Additionally, TSTI analyzes benchmark enterprises and industry-related concerns to consolidate sustainability topics that align with the current status of sustainable development in the information services industry. For the year 2024, the original 36 concern topics from 2023 were reviewed and streamlined through discussions by the Sustainability Promotion Committee and senior management. The issues were consolidated into 18 sustainability topics categorized into 7 governance-related, 5 environmental, and 6 social aspects. These 18 topics formed the basis for the design of the “TSTI Sustainability Stakeholder Concern Questionnaire” conducted during the year.

▼ Sustainability Topics of Concern

(Priority of Concern and Impact for Key Issues can be found in detail on **page 17** of this report under “Material Topic Identification and Prioritization”)

Aspect	(G) Governance	(E) Environment	(S) Society
Topic	1.1 Business Performance 1.2 Ethical Management 1.3 Regulatory Compliance 1.4 Sustainable Supply Chain Management 1.5 Customer Relations 1.6 Data Security and Privacy Protection 1.7 Operational Continuity Management	2.1 Emission of Greenhouse Gases 2.2 Waste Management 2.3 Energy Management 2.4 Promotion and Management of Environmental Products/Services 2.5 Environmental Climate Change and Biodiversity	3.1 Labor Relations 3.2 Occupational Health and Safety 3.3 Employee Care and Welfare 3.4 Talent Development and Career Advancement 3.5 Diversity, Equality, and Inclusion 3.6 Social Care and Participation



TSTI Sustainability Stakeholder Concern Questionnaire



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

Stakeholder Engagement

Based on experiences from various departments and industry peers, and referencing the international AA 1000 Stakeholder Engagement Principles, we have identified six key stakeholder groups: (1) Shareholders/Investors, (2) Customers, (3) Employees, (4) Government Agencies, (5) Suppliers/Manufacturers, and (6) Media/Public/Local Residents and Communities. We have established multiple communication channels to actively engage

with stakeholders, aiming to reduce conflicts and misunderstandings. Additionally, by analyzing key stakeholders and their material concerns, we work to prevent misunderstandings that could lead to operational or litigation risks due to differing positions between stakeholders and the company. The Sustainable Development Promotion Team analyzes the communication status with stakeholders in 2024 and discusses it at the ESG Sustainable Development Committee Meetings, consolidating the findings to report to the Board of Directors in Q4 2024.

▼ Stakeholder Communication Status- 1/3

Stakeholder Group	Significance to TSTI	Communication Topics	Communication Frequency & Channels	Our Responses in 2024	Response Sections
Shareholders / Investors	Shareholders' support is the driving force for stable growth. The company's operation aims to maximize shareholder value and transparently disclose operational and financial information.	Business performance, Ethical management	Annually: Shareholders' meeting, Annual report, Sustainability report, Investor conferences Quarterly: Board meetings, Functional committees, Financial reports Monthly: Operation performance announcements, Market observation post Irregular: Major announcements	» Timely disclosure of important information on media and public information platforms, including corporate governance, key business developments, and operational performance that shareholders and investors focus on. A total of 42 major announcements were issued in 2024 (including shareholder meeting notices). » Held two investor conferences (April 23, 2024; August 27, 2024). » Held shareholders' meeting to elect new board members (May 28, 2024). » Board members participated in 36 training sessions totaling 97 hours. » Corporate governance evaluation ranking improved from 36%-50% to 21%-35%. » Updated compliance and company policies (posted on official website), including: TSTI Articles of Incorporation (May 28, 2024), Board of Directors' Rules of Procedure (August 7, 2024), Audit Committee Organization Rules (August 7, 2024), Financial and Business Operation Guidelines for Related Parties (August 7, 2024). » Integrated sustainability information management into internal control system (approved by board on December 12, 2024). » Held 4 ESG Sustainable Development Committee Meetings annually to report risks (assessment, policies, management) related to ESG issues affecting operations, including Emission of greenhouse gases, human rights, and information security. » Promoted climate-related risk and opportunity identification and financial impact analysis. » Prepared sustainability report with third-party verification and publication (August); report awarded the TCSA Taiwan Corporate Sustainability Report Platinum Award. » Received external recognition: Excellence in Customer Service Award for Best AI System Supplier, Golden Young Award for Aging Technology (3rd place), CIO 2024 Elite Vendor Outstanding Service Provider.	Sustainable Development, Corporate Governance
Customers	Customers come from various industries. We focus on customer needs to enhance their quality experience and jointly create customer growth.	Data security and privacy protection, Emission of greenhouse gases, Customer relations, Labor relations, Diversity, equity and inclusion, Environmental climate change and biodiversity	Irregular: Dedicated visits, Customer and supplier audits (written questionnaires/ on-site inspections), Phone contact, Dedicated email inbox, Customer satisfaction surveys (APP)	» No data leakage incidents or complaints of customer privacy infringement or data loss occurred this year. » Information security activities: Annual employee training on information security and personal data protection, including data encryption, password management, and identification and prevention of phishing and other cyber-attacks. » Introduced ISO/IEC 27701:2019 in the second half of the year, conducted training, with certification expected in 2025. » Responded to 19 external information security audit requests from customers. » Responded to PA customer ESG questionnaires and audits a total of 58 times in 2024, including 28 self-assessments, 5 annual issue surveys, 5 research investigations, 9 data responses, 1 phone interview, 4 on-site due diligence reviews, and 6 supplier exchange meetings. » Supplier exchange meetings included assessments and responses on environment, social and governance issues, human rights, and information security. » Published promotional information on media platforms irregularly: 12 on-site seminars and booth exhibitions, 28 online seminars, 5 press releases, 5 issue interviews, and 1 press conference.	Sustainable Development, Corporate Governance, Sustainable Partnerships, Social Co-Prosperity



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

▼ Stakeholder Communication Status-2/3

Stakeholder Group	Significance to TSTI	Communication Topics	Communication Frequency & Channels	Our Responses in 2024	Response Sections
Employees	Employees are the company's most important partners. Talent and innovation are the key drivers of core competitiveness and the foundation for sustainable operations.	Labor Relations Diversity, Equality, and Inclusion Employee Care and Welfare Talent Development and Career Advancement Occupational Health and Safety	Annually: Shareholders' meeting, Annual report, Sustainability report, Investor conferences Quarterly: Board meetings, Functional committees, Financial reports Monthly: Operation performance announcements, Market observation post Irregular: Major announcements	» Salaries for full-time non-managerial employees increased by 5% compared to 2023. » Successfully renewed ISO 45001:2018 and participated in the CommonHealth Magazine's CHR Healthy Workplace program. » Passed SGS and Environmental Analysis Center verifications for office CO₂ monitoring and water dispenser testing, ensuring a safe work environment. » Provided 386 internal and external training sessions with a total of 9,740 participants and 20,163 training hours. » Eight mandatory training courses for all employees, covering integrity, compliance, information security, environmental sustainability, and DEI. » Revised "Sexual Harassment Prevention, Complaint, and Disciplinary Measures" (effective 2024/03/01); hosted a DEI seminar (online and offline) on August 2 with about 250 participants. » Human rights due diligence: 64.7% response rate in 2024, covering 7 topics such as equality/non-discrimination, workplace safety and health, grievance mechanisms, freedom of association, data privacy, compensation and benefits, and corporate social responsibility/sustainability. Continuous improvements underway. » Employee satisfaction survey achieved a 72% response rate, covering 8 aspects including work experience, vision, teamwork, compensation, leadership, environment, training, and sustainability. Optimization of compensation, benefits, and performance management systems implemented, including new incentive and performance evaluation mechanisms. » 10 employee clubs were active in 2024, fostering diverse social interaction and relationship building. » Four labor-management meetings held by TSTI, and four by Chunhui (subsidiary). » Occupational safety promotion and training: 55 announcements, emergency evacuation drill for warehouse held on August 13, and two fire safety inspections (March 15 by supplier, June 21 by fire department). » One employee grievance was reported and handled in accordance with regulations. Ongoing communication and workplace DEI promotion to foster an inclusive, respectful, and thriving culture.	Sustainable Development, Corporate Governance, Happiness Workplace
Government Agencies	Complying with local government regulations while creating local employment opportunities and tax contributions.	Business performance Emission of greenhouse gases Regulatory compliance	Annually: Government performance evaluations Irregular: Official documents, meetings, phone calls, emails, public information, forums, seminars	» Ensured compliance through internal control systems and internal audit mechanisms within various management systems. » Green procurement in 2024 totaled NT\$3,062,746 (including tax). » Received a certificate of appreciation from the Taipei City Government for participating in the 2024 Green Procurement Program for Private Enterprises and Organizations. » Completed third-party verification for ISO 14064-1 greenhouse gas inventory. » Energy conservation and emission reduction: Hybridization of official vehicles saved 443.28 liters of fuel annually; replacing 168 panel lights in the Kaohsiung office saved 2,636 kWh annually—contributing to active carbon reduction and sustainable development.	Sustainable Development, Corporate Governance, Happiness Workplace, Environmental Sustainability, Climate-Related Disclosures (TWSE Listed Company)

Sustainability Governance

Materiality Analysis & Stakeholder Engagement

▼ Stakeholder Communication Status-3/3

Stakeholder Group	Significance to TSTI	Communication Topics	Communication Frequency & Channels	Our Responses in 2024	Response Sections
Suppliers / OEMs	Establish long-term partnerships with suppliers to jointly create greater value for customers. Collaborate closely with OEMs to expand business markets and provide diversified products and comprehensive solutions.	Sustainable supply chain management Data security and privacy protection	Irregular: Price negotiation meetings, communication meetings, emails, supplier conferences Irregular: Meetings and emails, OEM conferences, product seminars	» To ensure effective and sustainable supply chain management, we maintain an open supplier complaint channel. No complaints were received in 2024. » Sustainability topics are incorporated into supplier onboarding, management policies, and regulations. » All 114 new suppliers signed the “Supplier Sustainability Commitment.” » Among annual procurement suppliers, 30 completed written ESG sustainability self-assessments and 4 underwent on-site visits to ensure long-term and mutually beneficial cooperation. » Recognition from OEM and supplier partners: awarded “Best Carbon Reduction Partner” by Taiwan Mobile, “Outstanding Service Award” in CDIB Holding’s annual supplier ESG evaluation, and acknowledgements from Dell, CheckPoint, Fortinet, HPE, Avaya, among others.	Sustainable Development, Corporate Governance, Sustainable Partnerships, Environmental Sustainability
Media / General Public / Local Residents and Communities	Media serves as a key channel for communicating with stakeholders. Continuously conveying the company’s brand image to the public helps extend our reach to a broader stakeholder base.	Social care and participation	Irregular: Forums, seminars, press releases, special topic interviews, press conferences, public welfare activities, official website, social media platforms	» Participated in 3 green initiatives, including “Earth Hour,” Earth Day Carbon Reduction Challenge, and a sustainability art beach clean-up event. » Long-term support for public welfare and underprivileged education through Taiwan World Vision and Taiwan Fund for Children and Families. » Participated in 2 public charity walking/running events: National Geographic Run and Pearl S. Buck Foundation’s charity walk. » Environmental and ecological care: 2 activities including a biodiversity-focused family day and beach clean-up with customer partner HP. » Industry-academia cooperation: 2 school enterprise visits, 1 on-site and 1 online campus career talk, job postings at 4 universities, 3 signed MOUs, 4 student interns from 2 universities participated in internship programs. Signed a collaboration and academic feedback agreement with National Taipei University, investing around NT\$150,000 in 2024. » Public outreach via media platforms: 12 physical seminars and booth exhibitions, 28 online webinars, 5 press releases, 5 interviews, and 1 press conference. » Tech for Good: Won 3rd place in the 2024 Golden-Young Award for Senior Technology with “tiCARE Remote Healthcare Application.” » Received the “2024 Sports Enterprise Certification” from the Sports Administration, Ministry of Education. » Participated in 1 local community health association event.	Sustainable Development, Social Co-Prosperity



Material Topic Identification and Prioritization

• GRI 3-1、GRI 3-2、GRI 3-3

We primarily referred to the GRI Standards, SASB Standards, global initiatives, and industry-related concerns to identify material topics. After stakeholder engagement, we assessed the potential positive and negative impacts of each topic. Subsequently, we conducted a "Material Topics Questionnaire" among senior executives (30 valid responses) to evaluate the degree of impact and prioritization. Additionally, we collected 440 valid responses from stakeholder questionnaires to understand their concerns.

The results from both sources were quantified and ranked. These rankings were submitted to the Sustainability Promotion Task Force for discussion, resulting in the identification of eight key material topics.

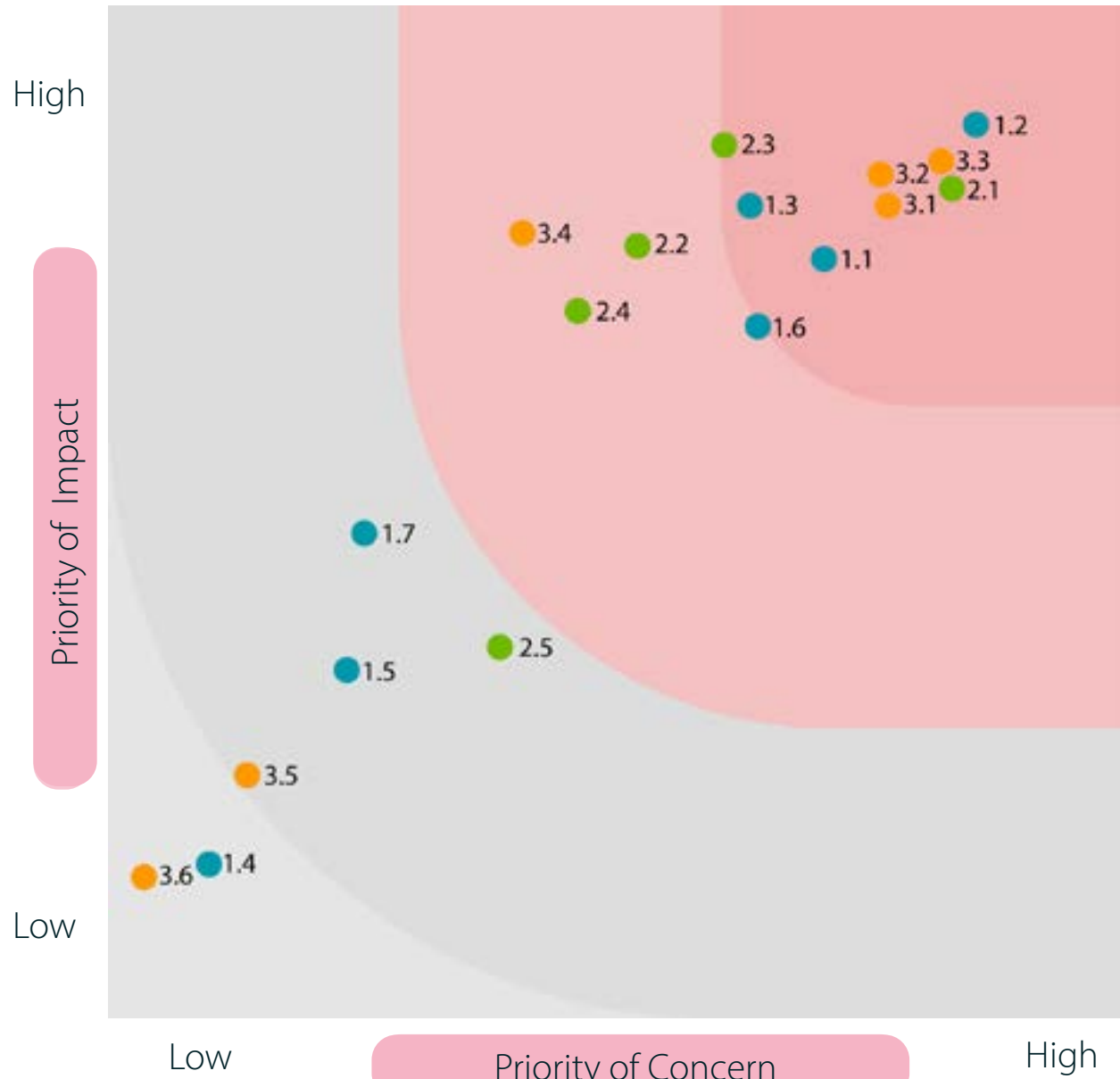
After further discussions between the ESG Sustainable Development Promotion Team and senior management—considering supply chain practices, industry trends, domestic and international developments, and the company’s strategic direction—we incorporated an additional topic: 1.6 Data Security and Privacy Protection, resulting in a final list of nine material topics.

This list was reported to the Board of Directors in the first quarter of 2025. In accordance with the GRI 2021 Universal Standards, the Company will disclose the relevant risk management policies, strategies, and performance for each material topic.

2023 Material Topics	2024 Material Topics (Reporting Year)	Change Description
1.1 Business Performance	1.1 Business Performance	No change
1.5 Anti-Corruption	1.2 Ethical management	Title revised
—	1.3 Regulatory Compliance	New topic added
2.4 Emission of greenhouse gases	2.1 Emission of greenhouse gases	No change
2.9 Environmental Regulatory Compliance	—	Topic merged into “1.3 Regulatory Compliance”
—	2.3 Energy Management	New topic added
3.1 Labor Relations	3.1 Labor Relations	No change
3.2 Occupational Health and Safety	3.2 Occupational Health and Safety	No change
3.4 Performance Management and Career Development	3.3 Employee Care and Welfare	Title revised
4.1 Data/Customer Privacy	1.6 Data Security and Privacy Protection	Merged and title revised
4.2 Information Security		

▼ 2024 Priority of Concern and Impact Handling Sequence for Key Issues
(Sustainability issues list can be found in detail on **page 13** of this report under “Sustainability Issues Identification”)

- (G) Governance
- (E) Environment
- (S) Society





Sustainability Governance

Materiality Analysis & Stakeholder Engagement

▼ List of 2024 Material Topics - 1/2

Aspect	Material Topic	Significance to TSTI	● Positive Actual ○ Positive Potential ▲ Negative Actual △ Negative Potential		Corresponding GRI Standards	Linked SDGs	Sustainability Value Chain Impact			Response Section
			Attribute	Impact Description (Positive/Negative)			Suppliers /Vendors	TSTI	Customers	
Governance	Business performance	Safeguard the rights of shareholders/ investors, strengthen board operations, and enhance the company’s reputation.	● ○ △ △ △	- Stable business performance growth enhances investor confidence. - Identifying risk types and establishing comprehensive control mechanisms reduce operational risks. - Failure to meet regulatory requirements affects corporate governance evaluation scores. - Lack of operational continuity management leads to increased time, financial, and human resource costs in handling unexpected risks. - Poor R&D/integration of technological innovation results in failure to meet customer demands.	GRI 201: Economic Performance 2016	SDGs 5 SDGs 8 SDGs 12 SDGs 16	V	V	V	Sustainable Development; Corporate Governance
Governance	Ethical management	TSTI establishes good corporate governance and risk control mechanisms, upholding a management philosophy of honesty and integrity, demonstrating sound business ethics.	● ● △	- Integrity is fundamental to business operations. TSTI strictly adheres to policies, regulations, and business ethics, earning customer trust and generating positive economic impact. - Understanding customer needs and building strong relationships improve customer satisfaction. - If corruption or unethical behavior occurs, it would damage corporate reputation and undermine the trust of shareholders, employees, and business partners.	GRI 205: Anti-Corruption 2016	SDGs 16	V	V	V	Sustainable Development; Corporate Governance; Happiness Workplace; Sustainable Partnerships
Governance	Regulatory Compliance	Regulatory compliance is critical to TSTI, strictly prohibiting violations of laws, regulations, and contracts.	● △	- Complying with policies, regulations, and business ethics enhances customer trust. - Due to evolving domestic and international policy trends, environmental regulations are continuously being revised, which may increase compliance requirements and subsequently raise operating costs.	GRI 2-27 Custom Topic	SDGs 16	V	V	V	Sustainable Development; Corporate Governance
Governance	Data Security and Privacy Protection	TSTI places utmost importance on data and customer privacy, continuously strengthening information security management to protect business secrets and customer data. We actively prevent any privacy breaches or data loss, fostering a secure service environment to avoid negative impacts on stakeholders and the company’s reputation.	● ● ● ● △	- Good data security practices help build customer trust in TSTI. - Protecting sensitive data: Handling large volumes of customer data—including personally identifiable information, financial transactions, and medical records—requires ensuring that such data is not accessed, altered, or compromised by unauthorized parties. - Regulatory compliance: Complying with various regulations—such as the Cyber Security Management Act, Personal Data Protection Act, and the EU’s GDPR—relies on robust data security as a foundational element. - Building trust: Customer trust is crucial to the success of the information services industry. Sound data security practices help foster confidence in the company and increase customer loyalty. - Business continuity: Data breaches, cyberattacks, or system failures can lead to business disruptions. Data security strategies help mitigate these risks and ensure continuous business operations.	GRI 418: Customer Privacy 2016 Custom Topic	SDGs 8 SDGs 16	V	V	V	Sustainable Development; Corporate Governance

Sustainability Governance

Materiality Analysis & Stakeholder Engagement

▼ List of 2024 Material Topics - 2/2

Aspect	Material Topic	Significance to TSTI	● Positive Actual ○Positive Potential ▲Negative Actual △Negative Potential		Corresponding GRI Standards	Linked SDGs	Sustainability Value Chain Impact			Response Section
			Attribute	Impact Description (Positive/Negative)			Suppliers /Vendors	TSTI	Customers	
Environment	Emission of Greenhouse Gases	TSTI’s carbon emissions mainly come from office operations; through energy-saving and carbon reduction measures, we reduce the environmental impact and operational costs, positively benefiting economic, social, and environmental aspects.	●	• Through greenhouse gas (GHG) inventory and energy-saving and carbon reduction initiatives, TSTI actively moves toward the goal of net-zero emissions.	GRI 305: Emissions 2016	SDGs 7 SDGs 11 SDGs 12 SDGs 13	V	V	V	Sustainable Development; Environmental Sustainability
			●	• In response to climate change trends, the integration of innovative services attracts customer interest.						
			●	• By conducting GHG inventories and implementing energy-saving and carbon reduction measures, the company advances toward achieving net-zero emissions.						
			△	• If greenhouse gas emissions and energy usage are not effectively managed during operations, it may lead to negative environmental impacts and damage the company's reputation.						
Environment	Energy Management		△	• Rising electricity prices increase operational costs.	GRI 302: Energy 2016 GRI 302-1 GRI 302-3	SDGs 7 SDGs 11 SDGs 12 SDGs 13	V	V	V	Sustainable Development; Environmental Sustainability
			△	• Climate change and frequent natural disasters may disrupt employees' ability to commute to work.						
			△	• The imposition of carbon fees raises operational costs.						
			△	• Use eco-friendly packaging materials to reduce waste generation.						
Social	Labor Relations	●	• Establish waste management goals and measures to maintain a positive corporate image and customer trust.	GRI 401: Employment 2016 GRI 402: Labor/ Management Relations 2016	SDGs 3 SDGs 5 SDGs 8 SDGs 10 SDGs 16		V	V	Sustainable Development; Happiness Workplace	
		○	• Waste disposal contractors are not certified by the Environmental Protection Administration, which may damage the company's reputation.							
		△	• Waste disposal methods may result in penalties.							
		△	• Improper waste disposal methods may result in penalties.							
Social	Occupational Health and Safety	●	• TSTI has established smooth labor-management communication systems and provides comprehensive grievance channels, enhancing employees’ sense of belonging to the company and positively impacting the rights and interests of both labor and management.	GRI 403: Occupational Health and Safety 2018	SDGs 3 SDGs 5 SDGs 8 SDGs 10		V		Sustainable Development; Happiness Workplace	
		●	• Create a friendly workplace environment to reduce employee turnover.							
		△	• Problems in labor-management communication lead to decreased employee loyalty.							
		△	• Occurrence of discrimination incidents and unequal treatment of employee rights result in lowered employee loyalty.							
Social	Employee Care and Welfare	●	• Maintain employees' good physical and mental health, fostering a balanced work-life environment.	GRI 404: Training and Education 2016 GRI 405: Diversity and Equal Opportunity 2016	SDGs 1 SDGs 4 SDGs 8 SDGs 10		V	V	Sustainable Development; Happiness Workplace	
		●	• Actively prevent the negative impacts of occupational accidents through education, training, and disaster drills, resulting in a reduced occupational injury rate.							
		△	• Failure to implement safety management may result in accidents and personnel injuries.							
		△	• Providing relevant support for employees’ career development to improve retention rates.							
Social	Employee Care and Welfare	△	• Without a comprehensive performance and career development system or succession plan, talent loss and skill gaps may occur, negatively impacting company operations.	GRI 404: Training and Education 2016 GRI 405: Diversity and Equal Opportunity 2016	SDGs 1 SDGs 4 SDGs 8 SDGs 10		V	V	Sustainable Development; Happiness Workplace	
		△	• Failure to regularly review and optimize compensation and benefits structures and levels may, over time, result in reduced talent attraction and growth momentum, thereby diminishing the company's competitiveness.							
		△	• Failure to regularly review and optimize compensation and benefits structures and levels may, over time, result in reduced talent attraction and growth momentum, thereby diminishing the company's competitiveness.							
		△	• Failure to regularly review and optimize compensation and benefits structures and levels may, over time, result in reduced talent attraction and growth momentum, thereby diminishing the company's competitiveness.							



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

Management Approach to Material Topics - 1/4

GRI 2-23、GRI 2-24、GRI 205

Aspect	Material Topic	Policies or Commitments	Effectiveness Monitoring Mechanisms	2024 Goals	2024 Implementation Status	Short-term Goals (2025)	Medium- and Long-term Goals (2026–2030)
Governance	Business performance	Good corporate governance and integrity policies contribute to sustainable business development and highlight a company's social value. In addition to fulfilling its role as a service provider, the company also integrates environmental sustainability into its business operations. The goal is not only to achieve long-term corporate sustainability but also to fulfill its responsibilities toward environmental protection and social responsibility.	» The company's Board of Directors regularly receives quarterly reports from the management team to evaluate the progress of relevant sustainability strategies and urges adjustments when necessary. » Financial statements are disclosed in accordance with regulations and undergo auditor verification. » As the highest governing body, the Board oversees overall operations and the effectiveness of policy implementation. » Strengthen the operational functions of the sustainability development organization.	1. Increase revenue and profit, targeting double-digit growth. 2. Strengthen risk management (internal and external, environmental, information, financial, and supplier-related).	1. The gross profit margin for the full year of 2024 reached 24%, an increase of over 9% compared to the same period last year; operating profit grew by 3% year-over-year. 2. Communication on stakeholder concerns and sustainability reporting.	1. Actively engage in corporate sustainability governance, improving various performance indicators. 2. Continuously increase revenue and profitability, targeting double-digit growth rates. 3. Strengthen risk management (internal and external, environmental, information, financial, and supplier-related).	Continuously increase revenue and profitability, aiming for double-digit growth rates annually.
	Ethical management Regulatory Compliance	Our company adheres to the principles of integrity and honesty in its business philosophy, establishing sound corporate governance and risk control mechanisms. Compliance with the Company Act, Securities and Exchange Act, Business Entity Accounting Act, relevant regulations of the TWSE and TPEx, and other applicable laws related to business conduct serves as the foundation for our commitment to ethical business practices. These principles are rigorously implemented in both internal management and external business activities.	» Established policies including the "Employee Code of Conduct," "Employee Self-Discipline and Ethical Integrity Guidelines," "Corporate Social Responsibility Practice Code," "Code of Ethical Behavior," "Integrity Management Code," and "Integrity Management Procedures and Behavioral Guidelines," accompanied by relevant education and training programs as well as awareness campaigns. » We ensure that the supplier complaint mailbox remains accessible and functional, promoting an effective and sustainable supply chain.	1. Integrity and Transparency: Hold at least two investor relations meetings annually. 2. To enhance advocacy effectiveness, anti-corruption communication and training for all employees will be designated as a mandatory course in 2024.	1. Held two investor conferences (April 23, 2024, and August 27, 2024). 2. Made compliance and anti-corruption policy communication and training mandatory for all employees, significantly increasing participation rates, with continued promotion and communication. (Online reading and acknowledgment rates: Integrity & Compliance awareness increased from 77.1% to 99%; Integrity Management awareness from 41% to 90%; Insider Trading Prevention awareness from 8% to 89%). 3. In 2024, the company operated seven domestic and international sites. Internal controls and audits were conducted across all locations for risk assessment, with no risks found that could affect the effectiveness of internal control systems. No corruption incidents were reported at any site during 2024. 4. Compliance governance and policy revisions included updates to the Articles of Incorporation, Shareholders' Meeting Rules, Board Meeting Rules, Corporate Governance Code of Practice, Related Party Financial and Business Operation Guidelines, and succession planning for board members and key management. 5. Established an interdepartmental IFRS project team in Q4.	1. Hold at least two investor relations meetings annually. 2. Conduct anti-corruption communication and training for all employees. 3. Study and plan the implementation of IFRS sustainability disclosure standards.	Conduct relevant education and awareness training annually for both current employees and new hires.



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

Management Approach to Material Topics - 2/4

Aspect	Material Topic	Policies or Commitments	Effectiveness Monitoring Mechanisms	2024 Goals	2024 Implementation Status	Short-term Goals (2025)	Medium- and Long-term Goals (2026–2030)
Governance	Data Security and Privacy Protection	TSTI respects customer privacy and has established comprehensive policies and commitments to ensure proper protection of customer data and privacy. We foster a security-focused organizational culture, enhance our cybersecurity governance capabilities and standards, implement robust information security management across the supply chain, and ensure business continuity and data protection.	» Establish clear data handling principles to guide employees in managing customer data, covering security measures, data storage, data sharing, and data deletion. » Obtain explicit consent from customers and inform them of the purposes for which their personal data will be used, achieved through clear consent checkboxes, privacy statements, or other means. » Implement appropriate data security measures to protect customer data from unauthorized access, modification, or destruction, including encryption, firewalls, access controls, and security devices. » Comply with relevant privacy regulations such as the Personal Data Protection Act, EU GDPR, and US HIPAA, including regular policy reviews and updates to ensure compliance. » Maintain the effectiveness of ISO/IEC 27001:2022 certification and continuously pass impartial third-party audits. » Continuously educate employees to raise awareness of data security and enhance cybersecurity protection. » Conduct regular cybersecurity awareness campaigns. » Perform periodic social engineering drills. » Regularly conduct vulnerability scanning and testing, and patch identified vulnerabilities to ensure system and application security. » Ensure sensitive data is properly classified and labeled for effective tracking and protection. » Develop data security incident response plans, including identification, protection, detection, response, and recovery procedures. » Conduct security testing, including penetration testing.	1. Continuously arrange education and training for employees to strengthen ICT service quality and capabilities. 2. Assist employees in obtaining various international professional certifications. 3. Maintain the validity of the ISO/IEC 27001:2022 certification. 4. Develop, publish, and implement the "Personal Data Security Maintenance Plan and Personal Data Handling Procedures After Business Termination." 5. Utilize the SIEM management system to enhance event visibility and correlation, enable automated response and remediation, and prevent vulnerabilities before they occur.	1. In 2024, there were no complaints regarding customer privacy violations or loss of customer data. 2. Strengthened information system security used in marketing activities; personal data collected during event registrations are properly announced, and related privacy policy regulations are published on the official website. 3. Promoted the use of FoxitPDF software for signing and protecting confidential documents exchanged with customers. 4. Completed ISO/IEC 20000:2018 recertification; we emphasize service quality and customer privacy with a comprehensive service management plan and service quality incident management process. 5. Completed ISO/IEC 27001:2022 recertification in April 2024. 6. From August 2024, established a Privacy Information Management System (PIMS) based on ISO/IEC 27701:2019 international standards, integrating ISO/IEC 27001:2022 and ISO/IEC 27701:2019 into a unified management framework to streamline processes and improve efficiency. 7. Conducted a total of 8,295 cybersecurity awareness sessions during the year. 8. Completed one social engineering drill, with a failure rate of 2.9%. 9. Conducted one company-wide network vulnerability scan, identifying 2,200 medium-level and above risks, all of which have been remediated. 10. Delivered 10 cybersecurity-related training sessions (including internal and external training), with a total of 898 participants completing 1,168 hours.	1. In June 2025, passed third-party certification for ISO/IEC 27001:2022 and ISO/IEC 27701:2019, obtaining the certificates. 2. Invested in threat detection technologies (such as AI-driven threat analysis tools) and incident response capabilities to reduce the impact of cyberattacks on business operations. 3. Adopted emerging technologies to enhance privacy protection capabilities in data processing	1. Strengthen the maturity of the information security and privacy management system. 2. Conduct regular penetration testing and simulated attack drills to review and optimize existing defense measures. 3. Fully apply data anonymization techniques in personal data processing to reduce the risk of data breaches. 4. Establish a comprehensive data governance framework. 5. Enhance transparency of information security and privacy protection performance.



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

Management Approach to Material Topics - 3/4

Aspect	Material Topic	Policies or Commitments	Effectiveness Monitoring Mechanisms	2024 Goals	2024 Implementation Status	Short-term Goals (2025)	Medium- and Long-term Goals (2026–2030)
Environment	Emission of Greenhouse Gases	We are committed to leveraging technology to enhance and optimize operational efficiency, reduce energy consumption and carbon emissions, and raise awareness and capabilities for energy conservation and carbon reduction among all employees. We continuously strengthen the company's competitiveness in sustainable operations in response to climate change, contributing meaningfully to the sustainable development of society.	» Review environmental regulations applicable to listed companies. » Establish environmental management systems based on industry characteristics. » Greenhouse gas inventory conducted by the Administration Division III, with regular progress tracking and reporting to the Board of Directors for oversight. » Internal self-assessment of emissions. » Assess potential risks and opportunities of climate change to the company and implement corresponding response measures. » Compliance with the "Energy Management Measures" and "Waste Management Measures."	1. Implement a greenhouse gas inventory system; ISO 14064-1:2018 verification is expected to be completed by Q3 2024. 2. Track and evaluate the effectiveness of environmental goals; respond to relevant environmental initiatives. 3. Arrange for employees to participate in Tatung Group's internal greenhouse gas verification training.	1. On December 20, the "Energy Management Measures" and "Waste Management Measures" were approved. 2. A total of 15 personnel have obtained greenhouse gas-related certificates and verifier licenses. 3. Nine consultant-led courses on ISO 14064-1:2018 procedures were completed, with 13 participants trained. 4. Successfully passed the ISO 14064-1:2018 verification. 5. ESG and sustainability-related training and promotion sessions were completed by 492 participants, totaling 330 training hours. 6. Received NT\$114,285 subsidy from the Ministry of Economic Affairs for energy-saving equipment replacement.	1. Continuously dispatch personnel to complete greenhouse gas inventory training. 2. Successfully pass ISO 14064-1:2018 verification.	1. Continuously achieve annual verification of ISO 14064-1:2018. 2. Achieve the company's 2030 carbon reduction target: compared to the baseline year 2023, scope 1 and scope 2 emissions are expected to be reduced by 20%. 3. Implement ISO 14001 and ISO 50001. 4. Continue promotion of green procurement and environmental sustainability. 5. Arrange for employees to attend ISO 14064-1:2018 auditor training.
	Energy Management						
Social	Labor Relations	TSTI has released the Human Rights Policy and the Diversity and Inclusion Workplace Policy, demonstrating our commitment to employees' physical and mental well-being. We promote work-life balance by providing mental health support, subsidies for sports and recreational activities, and continuously improving the work environment and employee experience. Based on organizational context and stakeholder assessments, we actively implement measures to prevent excessive workload, ergonomic hazards, protect maternal health, and prevent unlawful physical or psychological harm in the workplace, thereby safeguarding employees' labor and human rights.	» Strengthen internal communication: Continuously disseminate internal notices through e-bulletin boards and email to ensure information transparency and timeliness. » Hold regular labor-management meetings to enhance communication and mutual understanding between both parties.	Implement an employee experience management platform to conduct employee satisfaction surveys.	1. TSTI holds four labor-management meetings annually; CHCI also holds four labor-management meetings each year. 2. Employee Satisfaction Survey: In 2024, the response rate reached 72%. The survey covers eight key dimensions: work experience, corporate vision, team collaboration, compensation and benefits, leadership interaction, resource environment, training and development, and sustainability recognition. Based on the survey results, systems related to employee compensation, welfare, and performance evaluation were optimized, and new business incentive and performance management programs were established.	Regularly hold labor-management meetings.	Create an outstanding and happy workplace.



Sustainability Governance

Materiality Analysis & Stakeholder Engagement

Management Approach to Material Topics - 4/4

Aspect	Material Topic	Policies or Commitments	Effectiveness Monitoring Mechanisms	2024 Goals	2024 Implementation Status	Short-term Goals (2025)	Medium- and Long-term Goals (2026–2030)
Social	Occupational Health and Safety	TSTI has established the Occupational Safety and Health Policy and continues to implement the ISO 45001:2018 international occupational health and safety management system. Through a systematic approach, we continuously improve the working environment and safeguard employee health, thereby earning customer trust and enhancing the company's operational performance.	» Conduct ISO 45001:2018 certification audit annually. » Optimize health check report data: implement health grading management through an internal health check report app and carry out quarterly occupational medical consultations.	1. Promote employee participation in health promotion activities. 2. Organize two health and safety seminars. 3. Conduct health checkups with a targeted completion rate of 90%. 4. Support employees in further education and obtaining the “Level B Occupational Safety and Health Manager” certification. 5. Aim for zero occupational accidents.	1. Subsidized a total of 10 employee clubs this year, with funding amounting to NT\$80,000. 2. Held 2 safety and health seminars, with a total participation of 280 attendees. 3. Provided health check services exceeding regulatory requirements, achieving an 87% completion rate for health examinations. 4. Offered 830 sessions of stress-relief massage services to employees; nurses provided care and support for 5 employees with injuries or illnesses. 5. Conducted 4 onsite occupational medical consultations. 6. In 2024, there was 1 traffic accident and 1 other occupational injury recorded; we will continue to optimize and strengthen the safety supervision system. 7. Following audits and verifications by SGS and the Environmental Testing and Research Center, completed office CO2 concentration monitoring and water quality testing of drinking fountains, ensuring a safe working environment for employees.	1. Continuously maintain ISO 45001:2018 certification. 2. Promote employee participation in health promotion activities (e.g., evaluating the introduction of colleagues with National Physical Fitness Instructor qualifications and planning employee family days that include exercise). 3. Conduct health checkups with a target implementation rate of 90%. 4. Support employees in further education and obtaining the "Class B Occupational Safety and Health Manager" certification. 5. Hold two safety seminars, aiming for zero occupational injuries.	1. Aim for zero occupational injuries. 2. Arrange for employees to attend the "Class A Occupational Safety and Health Manager" training course.
	Employee Care and Welfare	TSTI has formulated an Occupational Safety and Health Policy and continues to promote the implementation of the ISO 45001:2018 International Occupational Health and Safety Management System. Through a systematic and continuous improvement approach, we enhance the working environment and protect employee health, thereby strengthening customer trust and improving operational performance.	» Evaluation Mechanism: Assessment of work plans and performance objectives.	1. Digitalization of performance evaluation mechanisms and processes. 2. Development of professional and managerial competency courses and workshops to enhance employee skills. 3. Securing government subsidies exceeding NT\$1 million. 4. Joined and signed the "TALENT, in Taiwan Sustainable Talent Action Alliance."	1. Implemented a new system for work plan and performance goal assessments, enhancing closer and more effective communication between supervisors and employees. 2. Continued employee competency development by offering management and professional skill courses, securing government subsidies totaling NT\$1,283,182, with 386 courses held during the subsidy year. 3. Conducted 386 training sessions with a total attendance of 9,740 participants, accumulating 20,163 training hours. 4. Achieved a 5% salary increase in 2024 for non-managerial full-time employees compared to 2023; incorporated technical service supervisors into the SIP performance incentive program, which contributed to a 24% growth in the company's gross profit in 2024. 5. Successfully renewed ISO 45001:2018 certification and received the Healthy Enterprise Certification from the Ministry of Education's Sports Administration. 6. Successfully signed the "TALENT, in Taiwan Sustainable Talent Action Alliance."	1. Optimized performance evaluation mechanisms and processes. 2. Developed professional and managerial competency courses and workshops to enhance employee skills. 3. Secured government subsidies totaling over NT\$1 million. 4. Signed the “TALENT, in Taiwan Sustainable Talent Action Alliance.”	1. By 2030, cumulatively conduct over 2,000 training sessions across various categories, with more than 40,000 participant attendances and a total training time exceeding 70,000 hours. 2. Achieve at least 95% of employees and supervisors regularly engaging in face-to-face communication and evaluation of work plans and performance goals. 3. Maintain ISO 45001:2018 certification continuously while setting the goal to become an industry-leading healthy corporate citizen.



Corporate Governance

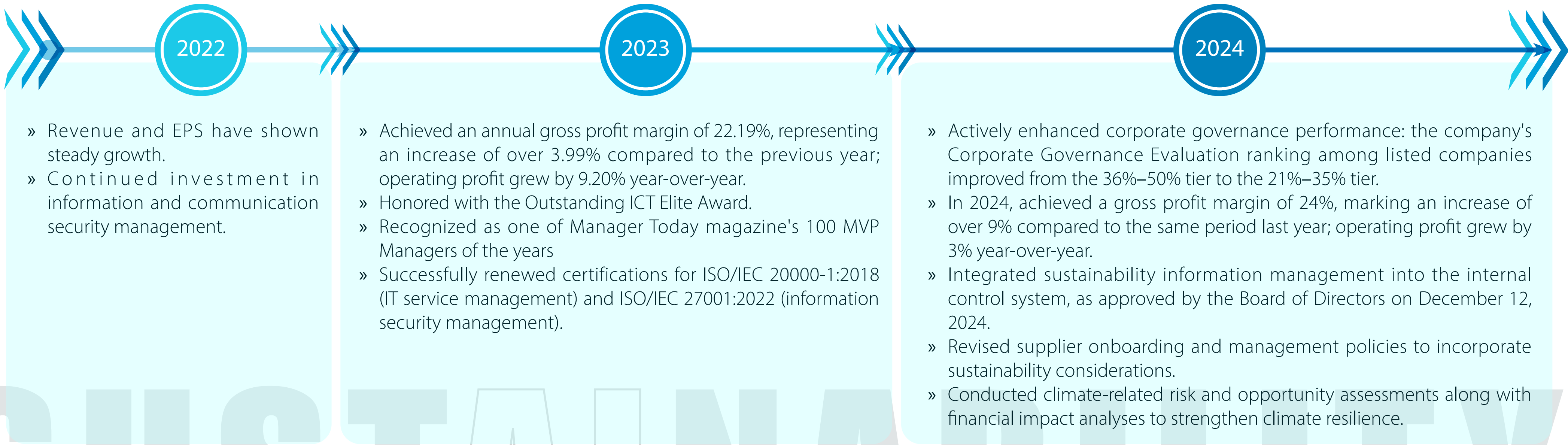
Corporate Governance



「Corporate Governance」 Highlights

Corporate governance and integrity policies are essential to sustainable development and demonstrate a company's social value. At Tatung System Technologies Inc. (TSTI), our core values—Innovation and Progress, Service Excellence, Teamwork, and Integrity—serve as guiding principles for all business operations. We remain attentive to global trends and adapt accordingly to ensure our business practices are up to date. Meanwhile, the implementation of our internal control system ensures that company policies and regulations are effectively enforced. Beyond being a reliable service provider, TSTI integrates environmental sustainability into its business operations. We are committed not only to achieving long-term business sustainability but also to fulfilling our environmental and social responsibilities.

▼ Corporate Governance Achievements of TSTI



Organizational Profile and Governance

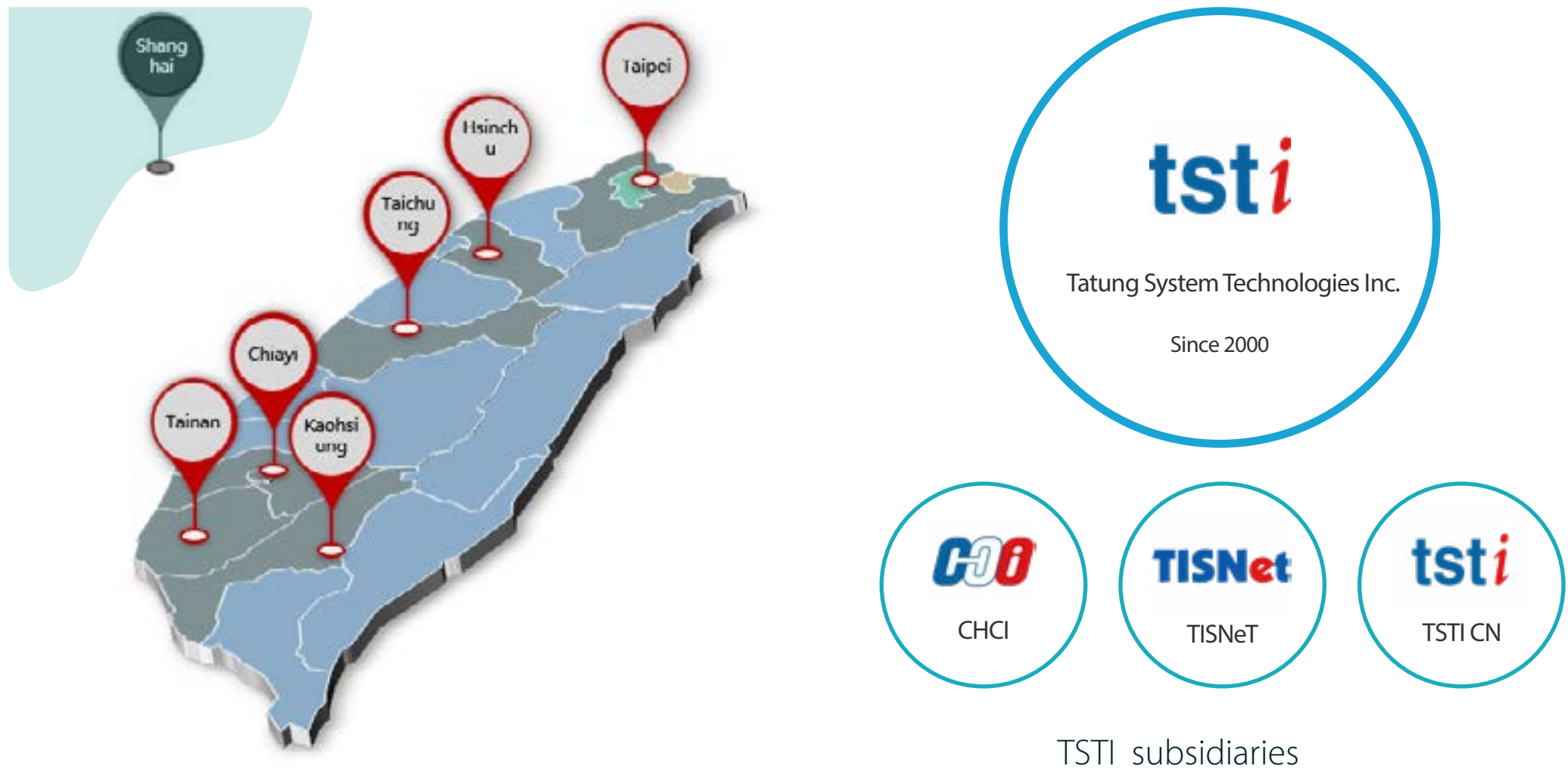
GRI 2-1

Tatung System Technologies Inc. (abbreviated as TSTI) was established in May 2000 as a spin-off from Tatung Company's information and communications business unit. The company was officially listed on the Taipei Exchange on March 29, 2004 (Ticker: 8099, Stock Abbreviation: TSTI). TSTI has three subsidiaries:

- Chyun Hwei Commercial Technologies Inc. (CHCI)
- Tisnet Technology Inc. (TISNeT)
- TSTI Shanghai Co., Ltd. (TSTICN)

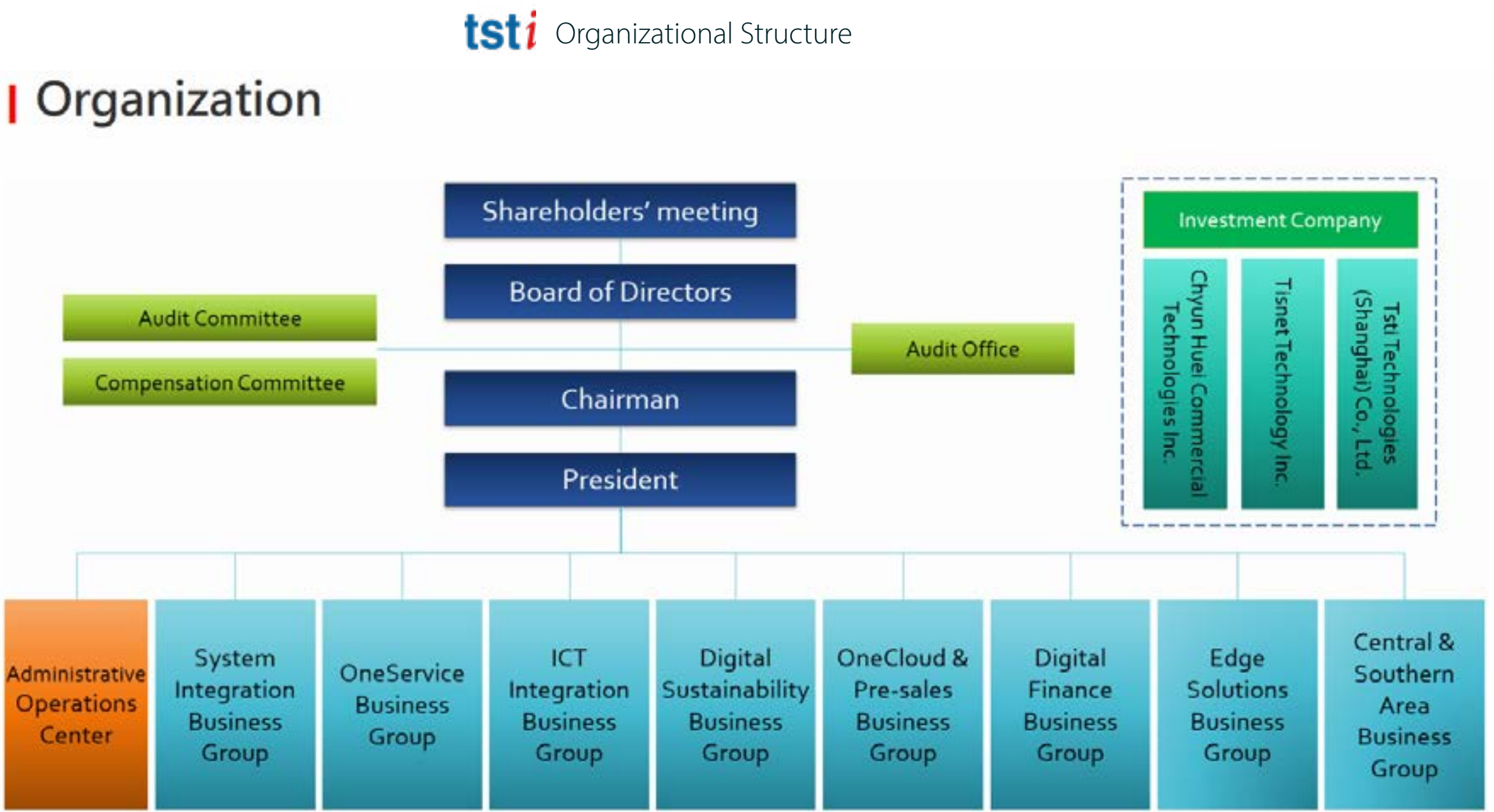
As of 2024, TSTI has a paid-in capital of NT\$885.6 million and operates as a corporate legal entity. For detailed ownership structure and major shareholders, please refer to the "Shareholding Structure and Major Shareholders" section of the company's 2024 Annual Report.

The company's headquarters is located at No. 22, Sec. 3, Zhongshan North Road, Taipei City, and its core business lies in the information service industry. In 2024, TSTI recorded a consolidated revenue of NT\$3.9302 billion.



Organizational Structure

In terms of corporate governance, Tatung System Technologies Inc. (TSTI) operates in compliance with relevant laws and regulations, as well as the Corporate Governance Best-Practice Principles for TPEX Listed Companies. Members of the Board of Directors and functional committees possess diverse professional backgrounds and the expertise necessary for effective business management. The company's management organizational structure is illustrated in the chart below.



Annual Report

Board Members' Continuing Education

GRI 2-17

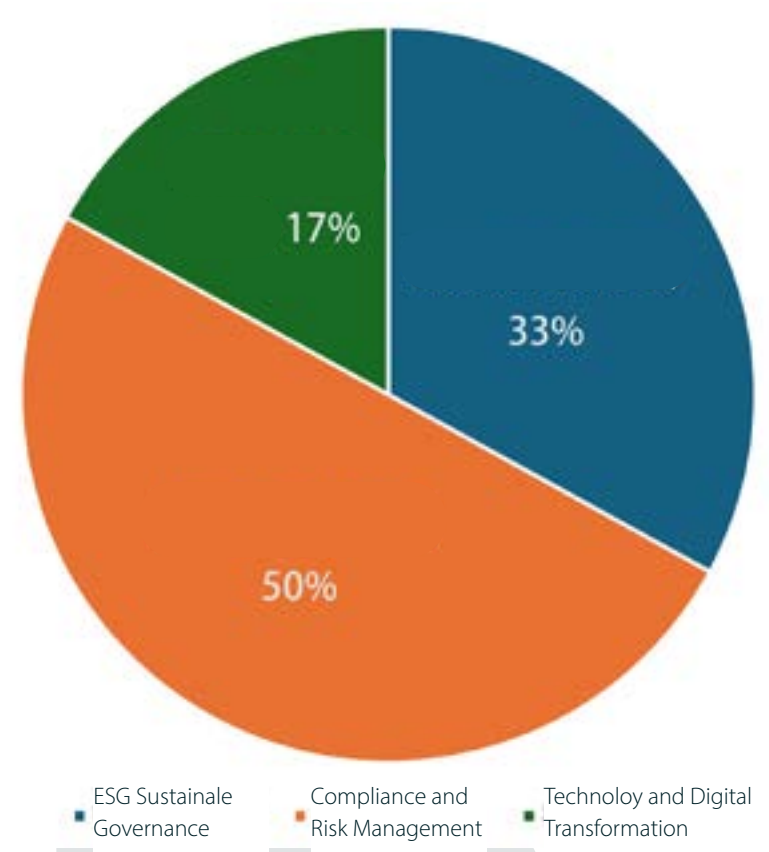
In 2024, the 9th Board of Directors of TSTI collectively participated in 36 training sessions, totaling 94 hours of continuing education. All board members possess diverse and profound professional backgrounds, combining extensive academic and practical experience. Their expertise spans across multiple disciplines, enabling comprehensive and precise decision-making in response to emerging challenges.

Throughout the year, the Board focused on core ESG topics such as corporate governance, risk management, AI applications, digital transformation, and environmental trends. Courses included “The Impact of the Net-Zero Transition Era on Financial Reporting”, “Vision and Trends in ESG Evaluation”, and “Corporate Tax Governance”, deepening shared awareness of sustainable development and fiscal responsibility.

In addition, board members enhanced their practical knowledge in areas such as insider trading and related-party transaction risks, digital forensics, and cybersecurity, strengthening compliance and anti-fraud awareness. In terms of digital governance, the Board proactively studied AI, robotic process automation (RPA), and the influence of emerging technologies on internal controls and industry models—demonstrating forward-looking leadership.

Through cross-disciplinary and systematic learning, the Board has fostered a collective vision rooted in sustainable value, technological innovation, and integrity-driven governance. This has positioned the Board as a key driving force for TSTI's stable transformation and long-term growth.

For more detailed information on directors' training activities, please refer to the Market Observation Post System (MOPS).



Official website
(www.etatung.com)



MOPS (twse.com.tw)

Communication oCritical Concerns

GRI 2-16

On March 18, 2025, the Board of Directors of TSTI approved the appointment of Ms. Annie Liu as the new General Manager. She is responsible for overseeing the company's business strategies and operational management, driving business development, and advancing overall corporate objectives.

TSTI's corporate governance system and all related operations are carried out in accordance with applicable laws, the Articles of Incorporation, and resolutions of the shareholders' meetings. The Board of Directors meets at least once per quarter to provide strategic guidance, oversee the management team, and fulfill its duties to the company and its shareholders. Directors review management reports, offer guidance and recommendations, and maintain effective communication with the executive team to maximize shareholder value.

In 2024, a total of 10 Board meetings were held (across the 8th and 9th Board terms). Key ESG-related matters addressed by the Board are summarized in the table below. For further details regarding the Board's diverse core competencies, please visit our website under Investor Relations > Corporate Governance.

GRI 2-12、GRI 2-16

Significant ESG-Related Communications by the Board in 2024 (8th and 9th Terms)

Date	ESG-Related Communication Topics
2024/02/27	Progress report on GHG inventory and verification for the Company and its subsidiaries
2024/05/08	Drafting of the "Sustainability Report Compilation and Verification Procedure" and related internal control mechanisms
2024/08/07	Progress report on GHG inventory and verification for the Company and its subsidiaries 2023 Sustainability Report of the Company
2024/10/30	Progress report on GHG inventory and verification for the Company and its subsidiaries
2024/12/12	2023 Sustainability Report of the Company Progress report on GHG inventory and verification for the Company and its subsidiaries Reports on: Risk management policies and implementation, Intellectual property management, Information security, Stakeholder engagement, Sustainability performance, Sustainability implementation plan, Integrity management policy Establishment of "TSTI Sustainable Information Management Procedures" and related internal control systems Appointment of a Board Director responsible for supervising sustainability and sustainability information management

Note:
For more information on board-level communications and resolutions, please visit our website under Investor Relations > Corporate Governance > Major Board Resolutions, or consult the Market Observation Post System (MOPS).

To strengthen corporate governance and enhance the effectiveness of the Board, Tatung System Technologies Inc. (TSTI) approved the “Board Performance Evaluation Measures” on December 27, 2018. Under this policy, annual performance evaluations are conducted for the period from January 1 to December 31 each year, based on both qualitative and quantitative indicators. The evaluation covers:

- Board performance,
- Individual director self-assessments, and
- Performance of functional committees.

These evaluations are carried out through internal self-assessments, peer reviews, and are disclosed periodically. For more information on director remuneration, please refer to the 2024 Annual Report, "Corporate Governance Report > Remuneration of Directors (including Independent Directors), President, and Vice Presidents."

The Board has incorporated sustainability impact management into its performance evaluations. Following discussion and review of business operations, the Board appointed Director Pei-Chun Lu on December 12, 2024, to oversee the company's sustainable development and sustainability information management. TSTI also plans to establish a Sustainability Development Committee in 2025 to further promote a culture of corporate sustainability governance.

TSTI plans to expand the implementation of the linkage between compensation and sustainability performance indicators from senior executives to include division-level managers and above, thereby enhancing organizational participation and accountability in achieving sustainability goals.

By the end of 2024, in response to the rapid development and application of three major trends—digital transformation, ESG sustainability transformation, and AI intelligence—TSTI adjusted its organizational structure (see organizational chart on page 33). The Operations and Administration Center established the Sustainable Development Division to promote sustainable governance operations and support the Board of Directors in regularly reviewing the implementation of management plans.

Sustainable business models have also been designated as key business revenue indicators. TSTI established the Digital Sustainability Business Group, which leverages professional talent in project management, software development, and industry-specific applications to provide external clients with digital transformation and intelligent solutions.

For more information on TSTI's ESG and sustainability solutions, please refer to our official website, annual report, and the Market Observation Post System (MOPS).

TSTI Policy Linking Executive Compensation with ESG-Related Performance Evaluation

• GRI 2-19、GRI 2-20

Tatung System Technologies Inc. (TSTI) establishes its compensation policy through the initial drafting by the Human Resources Department, focusing on supporting the company's strategic objectives and sustainable development, while ensuring a close connection to operational performance.

The Compensation Committee, composed entirely of Independent Directors, ensures the independence and objectivity of compensation decisions. The Committee conducts thorough reviews of the compensation policy to ensure fairness, market competitiveness, and alignment with corporate performance.

When reviewing the compensation packages for Directors and senior management, the Committee refers to remuneration data from peer companies and corporate groups with similar capital and revenue scales, in order to establish reasonable pay levels.

The Committee also periodically evaluates the effectiveness of the compensation policy, performance targets, and actual results. Adjustments are made based on the company's operational performance and prevailing market conditions.

▼ Board of Directors and Senior Management Compensation Structure

Item	Directors	Independent Directors	Senior Management	Description
Fixed Salary	V	V	V	Ensures that Directors and senior executives receive a market-competitive fixed income aligned with their responsibilities.
Bonus and Employee Compensation			V	Cash rewards granted based on company performance and traditional holiday customs.
Performance-Based Bonus			V	Bonuses awarded based on overall corporate performance, including financial results, customer satisfaction, internal process efficiency, and ESG indicators.
Other Variable Compensation	V			Aims to align the interests of Directors and senior management with those of the company and shareholders, excluding meeting attendance fees.

Performance Evaluation: The company has established a clear performance management system, which serves as the basis for evaluating the remuneration of senior management. The compensation of managers is closely linked to the company's operational performance. Each year, based on the results of performance evaluations, 90% of the assessment is based on financial performance, while the remaining 10% covers non-financial sustainability governance targets, as summarized in the "Senior Management Performance-Based Bonus Weighting Table."

Bonuses and Employee Compensation: The issuance of bonuses to managers is evaluated based on the overall company performance, the operational performance of the departments they lead, and their achievement of non-financial sustainability governance targets. Variable compensation is adjusted according to performance to ensure alignment with annual profitability and sustainability outcomes.

▼ Senior Management Performance-Based Bonus Weighting Table

Category	Weight	Performance Indicators
Financial Performance Indicators	90%	Evaluated based on financial metrics such as revenue and pre-tax net profit.
Sustainability and Industry Development Indicators	10%	- Implementation of a GHG information management system with ISO 14064-certification. - Achievement of carbon reduction targets. - Promotion of workplace safety measures. - CG rating percentile between 21%–35%. - Receipt of sustainability-related awards from government, industry association or key clients.

▼ Policy Linking Senior Management Compensation to Sustainability Performance

Goal Type	Timeline	Specific Objectives
Short-Term Goals	~2025	1. Complete the development and integration plan of sustainability KPIs for department-level and above managers. 2. Conduct briefings and communication on the linkage between sustainability indicators and compensation for department-level managers.
Medium-Term	2026–2027	1. Evaluate the effectiveness of the sustainability-linked compensation system and refine its framework. 2. Enhance awareness and engagement of department-level and above managers with sustainability indicators. 3. Strengthen the alignment between sustainability indicators and core business objectives.
Long-Term Goals	Beyond 2027	Extend sustainability performance linkage across all organizational levels and explore its potential as a key driver of corporate growth strategy.

Scope of Operations and Business Performance

Scope of Operations

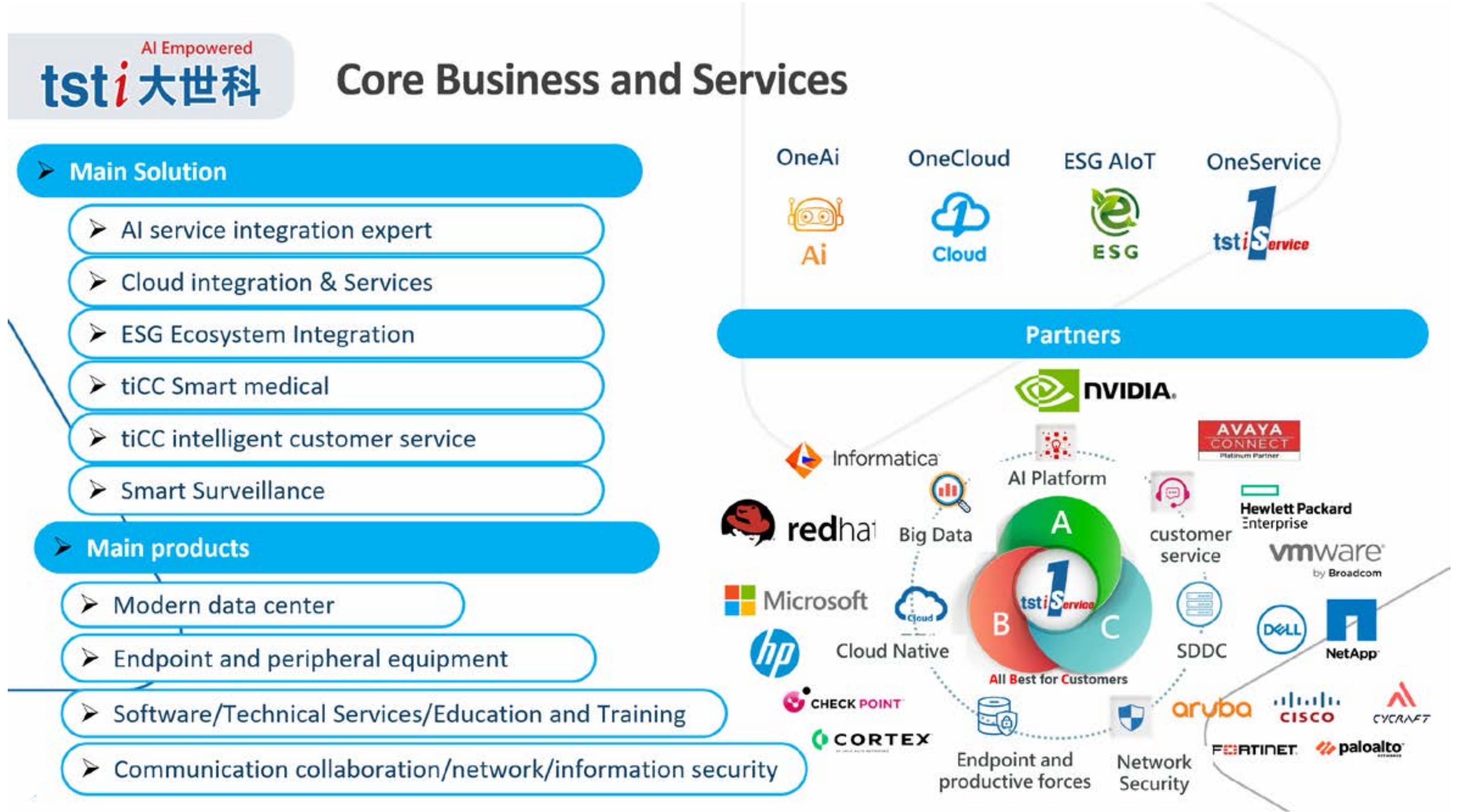
The revenue of TSTI and its subsidiaries mainly comes from the distribution and maintenance of computer servers and peripheral equipment, research, design, development, and sales of computer hardware and software, as well as the agency and distribution of renowned global brands with comprehensive sales and service support. Our business also covers cloud sales, website development, information security services, and enterprise digitalization and transformation services.

TSTI has been an authorized distributor of world-leading IT and communication products for nearly 30 years, providing integrated product services and support. Our management team has accumulated almost three decades of experience in computer networking technologies, communications technologies, and technical integration services. Our client base spans various sectors, including telecommunications, financial holdings, manufacturing, media, distribution, government, military, and education and research institutions.

To continuously enhance our product and service quality, we have passed the ISO/IEC 20000-1:2018 certification for IT Service Management Systems and are registered under the Administration for Digital Industries, Ministry of Digital Affairs for our capabilities in IT services, information security services, and artificial intelligence technical services. In addition, we hold ISO/IEC 27001:2022 certification for Information Security Management Systems.

For 2025, our R&D plans include the development of a “Multimodal Generative AI Dialogue System” and an “AIoT Low-Carbon Smart Restroom Cloud Management System.” The estimated total annual R&D expenditure is NT\$66.923 million. Through these projects, we aim to build a more comprehensive IT service ecosystem to help enterprise customers create a highly competitive digital environment and achieve sustainable development goals. For more details, please refer to our annual report.

GRI 2-6



Business Continuity and Risk Management

- GRI 2-13、GRI 2-23

Risk Management Team (Under the Sustainability Development Task Force)	Responsible Unit: 5 Regular Meetings Held in 2024	Reporting: Reported to the Board of Directors in Q4 2024
--	---	--

Highest Authority on Risk Management, To enhance stable operations and promote sustainable development, TSTI has established a comprehensive risk management mechanism by formulating the Risk Management Policy. This policy aims to implement effective risk control, achieve sustainability goals, and safeguard stakeholder interests. The framework adheres to relevant provisions of the Regulations Governing Establishment of Internal Control Systems by Public Companies issued by the Financial Supervisory Commission. According to these regulations, public companies are advised to formulate appropriate risk management policies and procedures to establish an effective system for evaluating and monitoring risk tolerance, identifying existing risks, determining response strategies, and ensuring compliance with risk management processes.

In line with TSTI's Risk Management Policy and Procedures and the principle of sustainable operation, we proactively establish, implement, and maintain a robust risk management mechanism. This allows us to continually monitor internal and external issues and environmental changes, conduct business impact analyses, and build flexible capabilities to respond effectively to potential challenges. Regular self-assessments and continuous improvements are carried out to strengthen organizational resilience and uphold our commitment to uninterrupted operations, thereby ensuring the best interests of customers and stakeholders.

TSTI's risk management framework covers four major dimensions related to business operations: 1. Environmental Risks (including climate-related risks) 2. Social Risks 3. Governance Risks 4. Technological Risks. These are managed in accordance with applicable laws and regulations. To effectively address operational risks, the company integrates risk control culture through enhanced mechanisms such as employee training, performance management, early warning systems, and public disclosures.

TSTI Business Continuity and Risk Management

- GRI 2-13、GRI 2-23

Item	Description
Governance Mechanism	The Risk Management Policy and Procedures were approved by the Audit Committee on November 3, 2023, and by the Board of Directors on November 7, 2023.
Responsible Unit	Risk Management Team under the Sustainability Development Task Force
Meeting Summary	- At least one risk management report is submitted annually to the Sustainability Development Task Force and the highest risk management authority—the Board of Directors. - In 2024, five meetings were held, with a year-end report presented to the Board on TSTI's risk management operations.
Detailed Operation Information	Risk identification includes: • Category • Risk Item • Responsible Unit • Response Measures • Risk Dimension • Identification and Analysis • Publicly disclosed and regularly updated via the Annual Report, Official Website, and Sustainability Report. • Refer to: Company Policies and Procedures > Risk Management Policy and Procedures on the company website.

Intellectual Property Management

TSTI implements intellectual property (IP) management to enhance corporate governance and ensure sustainable business operations. In accordance with the Patent Act, Trademark Act, Copyright Act, Trade Secrets Act, and other IP-related regulations, TSTI established and officially implemented the Intellectual Property Management Regulations on June 30, 2023.

The key categories of intellectual property include patents, trademarks, copyrights, and trade secrets—all of which are central to TSTI's operations. In both R&D and technology acquisition, the company prioritizes non-infringement of others' intellectual property rights. TSTI values and protects its own IP and respects the IP rights of others.

The company's IP policies, goals, and systems are reported to the Board of Directors at least once per year. The responsible unit is the Operations Administration Center, with support from external IP consultants, legal counsel, or patent attorneys when needed.

TSTI Intellectual Property Management Plan – 2024 Execution Overview

1. IP Inventory & Classification : Continuously categorize, establish, and update IP lists or databases.
2. Document Management System : Manage internal and external documents by classifying, grading, labeling, assigning access permissions, transmission, storage, and destruction to prevent damage due to unauthorized access, misuse, or disclosure of confidential information.
3. Employee Contracts & Confidentiality : Employment contracts specify confidentiality obligations related to trade secrets and intellectual property, both during and after employment. IP generated through job duties belongs to the company.
4. Awareness Training : On September 27, 2024, TSTI held an “IP Awareness Seminar” to help employees understand the importance of IP rights and the company’s related policies and practices.

Number of Valid Trademarks – TSTI

	New Registrations			Total Valid (as of end of 2024)
Trademark Category	2022	2023	2024	
Domestic Trademarks	2	1	2	24
International Trademarks	0	0	0	1

Note:

In 2024, TSTI registered 2 new trademarks ("tiCare and device", "linkup and device") and renewed 2 existing trademarks ("TICC", "TSTI"). As of the end of 2024, the company holds 24 valid domestic trademarks.

Information Security and Privacy Protection

GRI 418-1

The objectives of information security and privacy protection are to foster an organizational culture that prioritizes cybersecurity, enhance governance capabilities and standards, implement effective supply chain information security management, and ensure business continuity and data protection.

A total of 8,295 participants completed information security awareness campaigns.

8,295

898 participants received cybersecurity-related training (including internal and external sessions), totaling 1,168 hours.

898

Certified with ISO/IEC 27001:2022 and ISO/IEC 27701:2019.

No confirmed incidents of data breaches, customer privacy violations, or complaints regarding data loss occurred.

The Information Security and Privacy Management Task Force held 4 working meetings in 2024 and reported to the Board of Directors in Q4.

Information Security and Privacy Protection Achievements of TSTI



Information Security Policy

- GRI 2-13、GRI 2-23

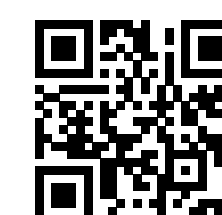
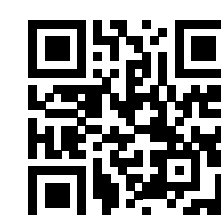
The goal is to establish an organizational culture that values information security, enhance information security governance capabilities and standards, implement supply chain information security management, and ensure continuous business operations and data security.

To ensure the confidentiality, integrity, and availability of information assets belonging to TSTI and its subsidiaries, and to comply with relevant laws and regulations—protecting against intentional or accidental internal and external threats—while balancing the company’s business needs, the Information Security Policy has been established. This policy follows applicable legal and regulatory requirements, considers the company’s information security objectives, conducts information security risk assessments, determines the required levels of security for various information operations, and adopts appropriate and adequate information security measures to ensure the secure collection, processing, transmission, storage, and circulation of information within the company.



TSTI Information Security and Privacy Protection

Category	Details
Policy and Commitment	Information Security Policy
Management Mechanism/System	Information Security and Privacy Management System (ISO/IEC 27001:2022, ISO/IEC 27701:2019)
Number of Professional Certifications / Training	» ISO/IEC 27001:2022: 6 people » ISO/IEC 27701:2019: 2 people
Responsible Unit	Information Security Management Organization
Response Mechanism	» Incident Monitoring and Early Warning: Real-time detection and alert through threat intelligence analysis and event monitoring systems to quickly identify and respond to potential threats, reducing risk impact. » Emergency Response: Activate tiered response procedures based on the severity and scope of incidents, rapidly form an emergency response team responsible for investigation, analysis, and handling, ensuring effective control. » Incident Recovery and Enhancement: After incident handling, perform system repairs and functionality restoration, conduct thorough review of causes and responses, develop improvement plans to optimize future defenses and enhance overall resilience.
Continuous Improvement and Optimization	» Internal and External Security Audits: Regular internal audits and third-party external audits to ensure the effectiveness of security measures. » Board Security Reports: The management team regularly reports information security governance to the Board of Directors to ensure top management is informed of security risks and decision support is provided. » Employee Security Education and Training: Conduct regular cybersecurity awareness training and social engineering tests to improve all employees' security awareness and response capabilities.
Meeting Frequency	» Submit risk management reports at least once annually to the Sustainability Promotion Team and to the highest risk management unit, the Board of Directors. » In 2024, five meetings are planned, with a year-end report to the Board.
Detailed Operation Information	» Publicly disclosed and regularly updated on the company's official website or corporate sustainability report. » See Annual Report "Operations Overview > Information Security Management."



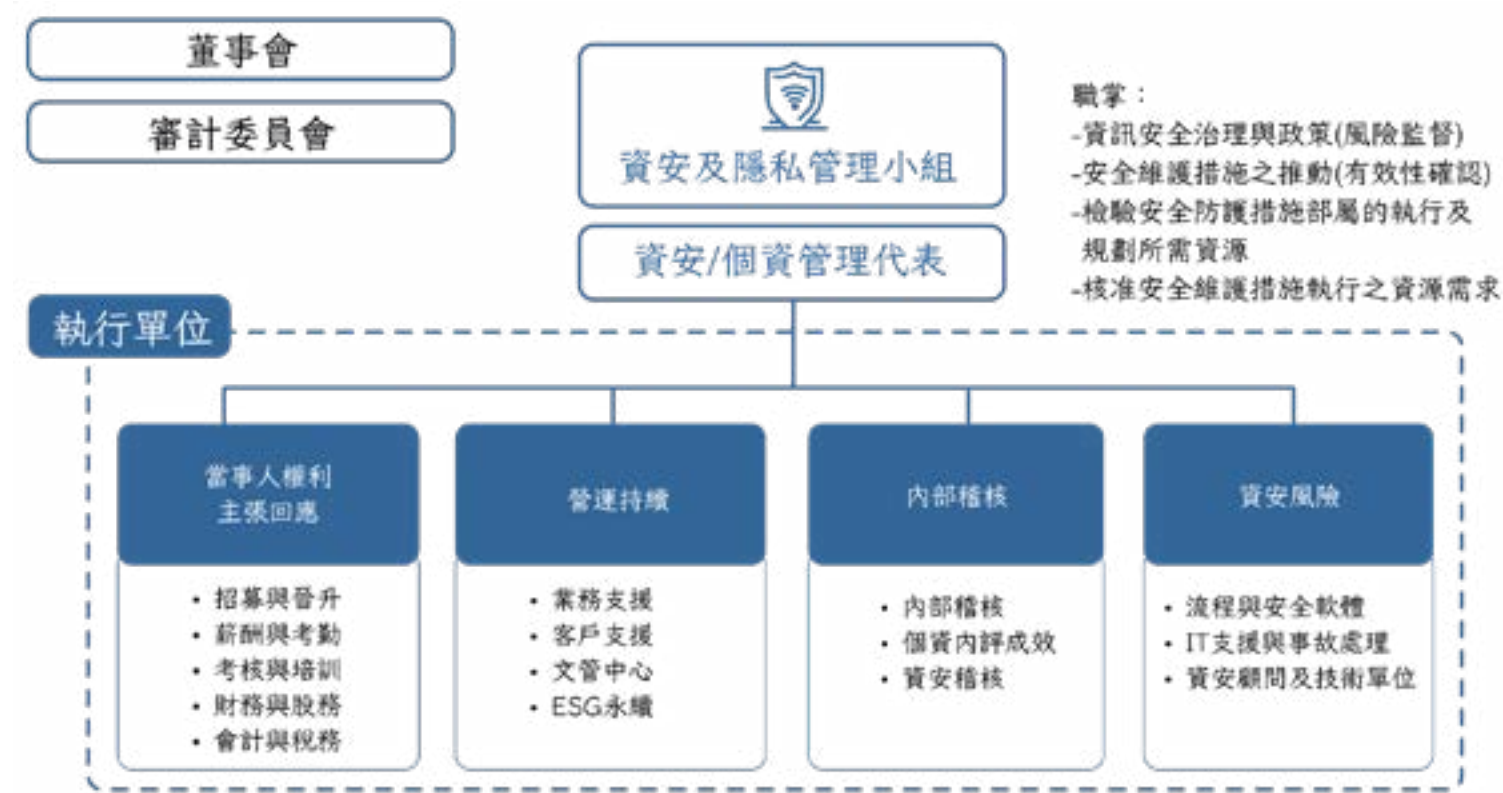
Personal Data Protection and Management

Our company protects the personal data of all employees, customers, partners, and shareholders in accordance with the regulations set forth by the Personal Data Protection Act. Pursuant to Article 27, we have established the "Personal Data File Security Maintenance Plan and Methods for Handling Personal Data after Business Termination" to build a comprehensive personal data protection and management mechanism.

We strictly comply with the Personal Data Protection Act and relevant regulations, legally collecting, processing, and utilizing personal data within the scope of specific purposes using reasonable and secure technologies and measures. Additionally, we have set up a dedicated contact window to facilitate data subjects in exercising their personal data rights or submitting complaints and inquiries. Moreover, our company has planned an emergency response mechanism to properly handle incidents such as personal data leakage, alteration, damage, or loss.

If personal data collection, processing, or utilization is entrusted to a third party, we strictly supervise the entrusted party to ensure compliance with relevant legal requirements. We continuously maintain and operate the personal data protection plan, regularly reviewing and revising it based on regulations and risk assessments. After review, the updated plan is disseminated to relevant members within the applicable scope to ensure the security and compliance of personal data.

Management Structure



Investment in Information Security Projects in the Past Three Years

(Unit: NT\$ Thousand)

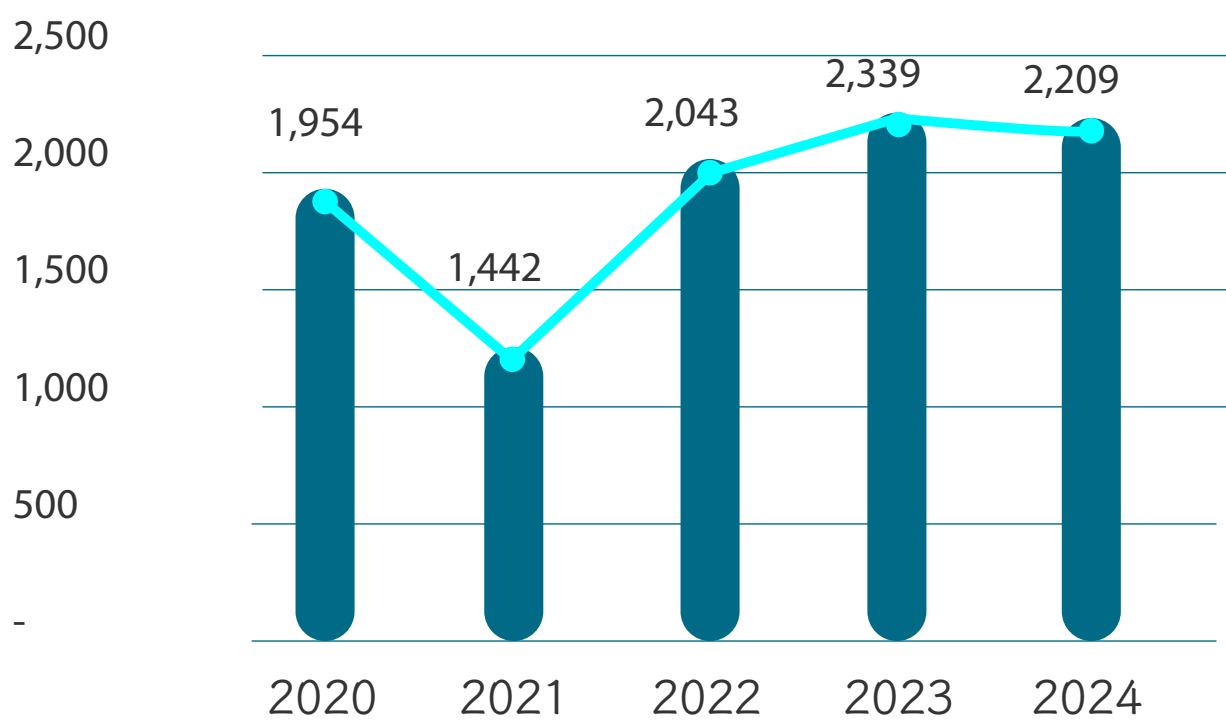
Year	2022	2023	2024
Investment	2,043	2,339	2,209

Notes:

1. The 2023 investment figure differs from the previous year's report due to the reclassification of project recognition periods spanning multiple years.
2. The resources invested in 2023 and 2024 include those allocated to subsidiaries.

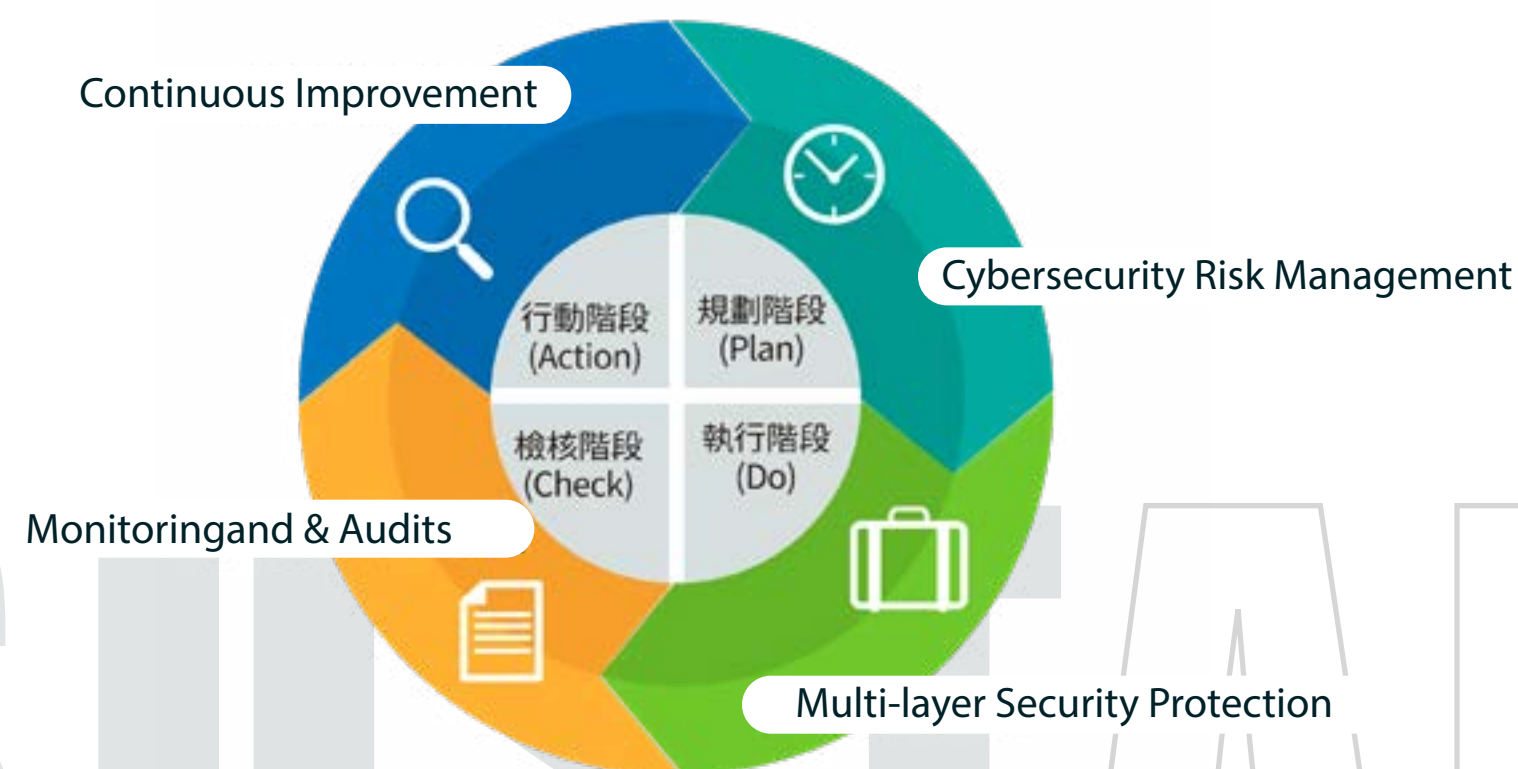
TSTI Information Security Investment Statistics Over the Past Five Years

(Unit: NT\$ Thousand)



Specific Management Plan Information Security

Phase	Key Focus	Description
Plann	Information Security and Personal Data Risk Management	Establish an internal information security management mechanism compliant with ISO/IEC 27001:2022, ISO/IEC 27701:2019, and CNS 27002:2023. Develop a comprehensive personal data inventory mechanism to ensure internal personal data processing complies with Personal Information Protection Act (PIPA). Clearly define information security roles and responsibilities (e.g., CISO, DPO), and formulate security policies and internal regulations to ensure implementation across departments. Conduct regular security risk assessments to identify internal and external threats and develop corresponding security strategies.
Do	Strengthening Multi-layer Security Protection and Internal Management	Implement user access controls following the Principle of Least Privilege (PoLP), ensuring personnel can only access necessary information, and establish permission review mechanisms to prevent account misuse. Deploy endpoint security solutions (e.g., EDR/XDR) and data encryption technologies (e.g., DLP) to protect internal information. Use Security Information and Event Management (SIEM) systems for anomaly detection and establish internal security reporting channels to enable employees to quickly report suspicious activities. Conduct regular social engineering drills (e.g., phishing tests), incorporating results into employee performance evaluations to enhance overall security awareness.
Check	Monitoring Security Management Effectiveness and Internal/External Audits	Establish a Security Operations Center (SOC) or internal monitoring mechanism to gain real-time insight into internal security status, ensuring rapid detection and handling of incidents. Conduct regular internal and external security audits and perform penetration testing to assess defense capabilities and identify potential attack vectors and vulnerabilities. Implement anomaly monitoring and automated alert systems to notify relevant personnel immediately upon detecting suspicious logins or data access. Use log management and analysis (SIEM) to ensure key security events are thoroughly recorded and traceable.
Action	Continuous Improvement and Building Security Culture	Update security policies and response plans regularly based on audit results to address emerging security threats. Strengthen corporate security governance with executive support and ensure security investments align with business needs. Continuously promote: (1) Incident Response Plan (IRP) with regular tabletop exercises to familiarize departments with response procedures; (2) Internal security reporting reward system to encourage proactive reporting of security issues, fostering a security-conscious culture throughout the organization.



Multi-layered Information Security Protection

Defense Layer	Specific Measures
 Physical Security	• regularly inspect hardware status, back up critical data, and ensure devices have backup power or uninterruptible power supply (UPS). • Isolate hardware from external access to prevent data theft or damage. • Deploy next-generation antivirus software with real-time scanning, deep protection, and data safeguarding against malware. • Implement Managed Detection and Response (MDR) services to proactively hunt suspicious threats and efficiently detect security risks.
 Network and System Security	• Strengthen critical security updates on servers with delivery functions. • Enhance network firewall and control, minimize open ports to prevent virus spread. • Implement Zero Trust Architecture (ZTA) emphasizing pre-access evaluation to reduce data leakage and lateral movement attacks. Enforce Principle of Least Privilege (PoLP) and Multi-Factor Authentication (MFA).
 Cloud Security	• Select reliable public cloud services or build private cloud environments to protect cloud infrastructure. • Integrate multi-layered security capabilities to safeguard cloud networks against threats.
 Application Security	• Conduct regular vulnerability scans and security tests to ensure applications are free from known vulnerabilities. Critical systems require passing vulnerability scans or source code audits before deployment. • Perform code reviews, especially on key applications, to ensure code security and quality. • Train developers on secure development best practices, such as avoiding hard-coded secrets and proper input validation. • Implement proper permission management granting only necessary rights to applications and users. • Monitor and log activities to trace potential security incidents for investigation.
 Supply Chain Information Security	• Require suppliers to regularly perform penetration tests and apply security patches to strengthen supply chain security. • Regularly communicate the latest corporate security policies and precautions to suppliers.
 Data Protection Technology Enhancement	• Introduce advanced information protection tools to implement document encryption, strengthen document confidentiality classification via data labeling, and raise data protection awareness. • Centralize document management with encrypted control and effective tracking. • Control outbound emails to prevent sensitive data leakage via email.
 Education, Training, and Awareness	• Enhance employee vigilance against email-based social engineering attacks by executing phishing detection defenses. • Conduct regular employee drills to improve recognition and cybersecurity awareness. • Use technology to ensure employees are informed and comply with company policies. • Regularly promote cybersecurity awareness focusing on policies, confidentiality agreements, and incident reporting procedures. • Update training content regularly to keep pace with the evolving security landscape and maintain employee alertness. • Make security contact personnel known to all employees for assistance when needed.

Happiness Workplace



Happiness Workplace



「Happiness Workplace」 Highlights

In 2024, we continue to build the company into an outstanding ESG-focused happy enterprise, creating a diverse and inclusive work environment. To achieve this, we have implemented a series of innovative initiatives to enhance employee happiness and workplace satisfaction.

First, we are committed to providing a high-quality and healthy working environment. We continuously update and optimize office facilities, and empower employees to provide real-time feedback and facilitate office improvements through our self-developed company app, the General Affairs Repair Cloud. In addition, to further improve employee job satisfaction and efficiency, we will continue environmental optimization efforts across our offices in northern, central, and southern regions.

Second, to promote employee career development, we implement regular training and development assessment programs to ensure continuous learning and growth. We also offer competitive performance evaluation and compensation systems, enhancing employees' economic security. Non-management full-time employees have seen salary growth for four consecutive years. Moreover, through new incentive programs, we encourage employees to challenge themselves and pursue breakthroughs.

Additionally, the company actively strengthens interactions with customers to ensure the delivery of exceptional customer experiences. We continuously improve service quality by launching service management platforms and adopting collaborative office solutions to

create a more professional, timely, and excellent customer experience. This not only helps improve company profitability but also allows employees to gain greater sense of achievement and satisfaction while delivering outstanding service.

We believe that through these measures, based on economic security, we can continuously elevate employees' customer service awareness and accumulate a sense of purpose and happiness at work, thereby realizing the goal of becoming an ESG happy enterprise.

In 2024, neither the company nor its subsidiaries experienced any significant risks or incidents related to discrimination, child labor, forced labor, or other violations of labor rights.



TSTI Happiness Workplace Highlights and Achievements

• GRI 2-27、GRI 406-1、GRI 408-1、GRI 409-1



Creating a Friendly Workplace Environment

• GRI 2-23、GRI 403-6、GRI 403-7、GRI 406-1、GRI 408-1、GRI 409-1

In fulfilling our corporate social responsibility and safeguarding the fundamental human rights of all employees, clients, and stakeholders, TSTI is committed to creating a workplace where both internal and external personnel are treated fairly, equally, and with dignity.

We support and adhere to the core principles of international human rights conventions, including the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the UN Global Compact, and the International Labour Organization (ILO). We uphold internationally recognized human rights such as freedom of association, protection of vulnerable groups, prohibition of child labor, elimination of all forms of forced labor, and elimination of discrimination in employment and occupation.

We strictly prohibit any form of discriminatory language, behavior, or bullying based on gender, sexual orientation, race, social class, age, marital or family status, language, ideology, religion, political affiliation, nationality, appearance, physical features, disability, or union membership. TSTI fully complies with local labor laws and regulations, firmly preventing any infringement or violation of human rights.



TSTI Human Rights Risk Management Indicators, Policies, and Labor Rights-Related Measures

• GRI 2-13、GRI 2-23、GRI 2-25、GRI 2-30、GRI 402-1、GRI 406-1

Category	Description
Policies and Commitments	» The Chairman of TSTI approved and issued the Human Rights Policy on December 18, 2019. » Published the Declaration on Creating a Friendly Workplace and Eliminating Workplace Violence on December 27, 2021. » Published the Diversity and Inclusion Workplace Policy on December 28, 2023.
Management Mechanism/System	» ISO 45001:2018 Occupational Health and Safety Management System » Sexual Harassment Prevention, Complaint, and Disciplinary Measures
Responsible Units	Sustainability & Development Division, Human Resources Department
Channels for Reporting Unlawful Workplace Behavior / Harassment / Feedback	» TSTI Mobile Office APP: Real-time Reporting (Personal / Environmental / Emergency / Service) » Complaint Hotline: +886-2-55624828 (OHS), +886-2-55625736 (HR) » Complaint Fax Line: +886-2-25985679 » Dedicated Email for Complaints: HRcare@etatung.com
Complaint Investigation Procedure	Complaints will be investigated or handled by HR and the relevant department supervisors, and responses will be provided accordingly. Designated personnel must complete the “Unlawful Conduct Incident Reporting and Response Form.” The process must be objective, fair, and just. The rights and privacy of victims and whistleblowers/complainants will be fully protected. Retaliation against whistleblowers or complainants is strictly prohibited.
Labor Relations Agreement	Although TSTI has not established its own labor union, employees may participate in the Tatung Co. Group Industrial Union, established by the parent company (Tatung Group). As of 2024, there are 121 union members from TSTI and its subsidiaries, representing 21.5% of the total workforce. We respect all employees' choices regarding union participation, union roles, and related activities. The company does not interfere with, obstruct, or restrict union formation, organization, or operations, nor will it discriminate in hiring, termination, demotion, salary reduction, or other treatment due to union involvement. Although no collective agreement has been signed between the union and Tatung Group, TSTI and its subsidiaries hold quarterly labor-management meetings, and the resolutions apply to all employees.
Major Operational Changes	TSTI complies with labor regulations regarding the minimum notice period for major operational changes.

Health Promotion

Completed the ISO
45001:2018 periodic
surveillance audit in
2024.

Total health
expenditure in 2023
was approximately
NT\$3.32 million.

Total health
expenditure in 2024
is estimated to
be approximately
NT\$3.80 million.

TSTI and Subsidiaries (Taiwan Region) Employee Support Areas

Health Management		2024 Investment Amount	(NTD)
Management System	Completed ISO 45001:2018 periodic surveillance audit in 2024.	71,190	
Health Care	Occupational health consultations and friendly space setup (medical kit)	36,702	
Group Life Insurance	Employee group insurance (including life, accident, medical, and cancer insurance)	1.14 Million	



Taipei Badminton Club Practice Session



Taichung Table Tennis Club Practice Session



Care and Support

In 2025, traffic safety awareness campaigns will be conducted with the goal of zero occupational accidents.

Professional assistance: On-site contracted physicians and occupational health nurses providing specialized care.

Pregnancy health assessments: 4 individuals

Injury and illness care: 5 individuals (including 2 traffic accident cases in 2024 and 3 other injury/illness cases)

Occupational safety and health promotions: 55 events

Item	Employee Participation in 2024	2024 Investment Amount
Online human factors and overload questionnaire (with health-related equipment lottery prizes)	196 people	NT\$9,950
Health management therapists: stress-relief massage services provided to employees	830 sessions	NT\$345,600



Health Checkups

Annual special health checkups and physical examination services are held at renowned contracted hospitals from January to March to help employees understand the importance of physical and mental health for themselves and their families.

Checkups exceed legal requirements: supervisors and employees aged 40 and above receive annual exams; general employees receive exams every two years.

Health promotion plan: In 2024, the health checkup completion rate reached 87%, with a target of 90% for 2025.

On-site occupational physician services: Four sessions held on 1/26, 5/17, 8/2, and 11/1.

Item	Employee Participation in 2024	2024 Investment Amount
Occupational physician consultation time (3 hours scheduled every quarter)	6 employees	NT\$36,000
Health check subsidy for new employees	69 employees	NT\$27,600
Annual regular health check	457 employees completed	NT\$1,187,675



Health Promotion

In alignment with the Tatung Group's initiatives, 32 employees participated in blood donation activities, and 15 employees received influenza vaccinations.

In 2024, two workplace health and safety seminars were held, with a total attendance of approximately 280 participants (1/26 seminar on metabolic syndrome and health promotion; 8/2 seminar on DEI in the workplace and prevention of unlawful infringements).

In 2025, two additional health seminars are planned, with an expected attendance of around 100 participants.

Item	Employee Participation in 2024	Budget Allocated in 2024
Health Seminars	Two workplace health seminars held with a total of approximately 280 participants.	NT\$4,850
Promotion of Sports Clubs / All Clubs	A total of 10 clubs, 8 of which are sports-related.	Sports clubs: NT\$64,000; Other clubs: NT\$16,000
2024 Employee Outings	Eight outings held, with 215 total participants.	NT\$860,000

Diverse Talent Development

Diverse and Abundant Employment Opportunities

• GRI 2-7、GRI 2-8、GRI 405-1

In line with our commitment to the Sustainable Development Goals (SDGs), we continue to advance SDG 8: "Decent Work and Economic Growth" by providing equal employment opportunities regardless of gender or age, thereby fostering diversity in the workplace. At the same time, we uphold SDG 16: "Peace, Justice and Strong Institutions" by creating a harmonious and stable work environment.

We also actively promote SDG 3: "Good Health and Well-being" and SDG 4: "Quality Education" through various training programs, employee stock ownership plans, and talent development and retention initiatives that support mutual growth between employees and the company.

Although the total number of employees slightly declined in 2024, we remain steadfast in our pursuit of these goals, which have not only strengthened our overall profitability but also enhanced employee compensation.

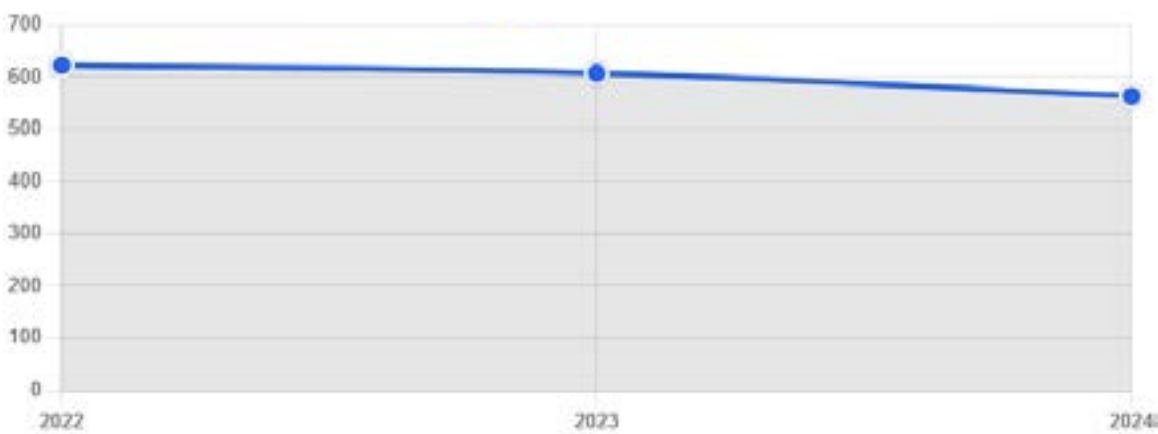
Note:

1. Full-time employees: Employees working 40 hours per week in accordance with the Taiwan Labor Standards Act.
2. Part-time employees: Employees working fewer than 40 hours per week.
3. Non-employee workers: In 2024, there were a total of 34 individuals (31 males, 3 females), mainly consisting of 5 environmental cleaners, 1 occupational physician, and 28 contract workers engaged by other engineering contractors.
4. Non-employee worker data from 2021 to 2022 were not fully available; in 2023, there were 57 individuals (52 males, 5 females), mainly consisting of 2 environmental cleaners, 1 occupational physician, and 54 contract workers from other contractors.
5. All figures in this table are based on the headcount as of December 31 of the respective year.

Number and Statistics of All Employees of TSTI and Its Subsidiaries Over the Past Three Years

Employee Type		2022 Total: 623				2023 Total: 608				2024 Total: 564			
Employee Classification (unit: persons)		Taiwan		Shanghai		Taiwan		Shanghai		Taiwan		Shanghai	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
By Contract	Permanent Employees (Indefinite Term)	343	177	1	5	329	166	1	4	307	150	0	3
	Contract Employees (Fixed Term)	83	13	0	1	91	16	0	1	85	18	0	1
By Working Hours	Full-Time Employees	423	188	1	5	417	179	1	4	389	167	0	3
	Part-Time Employees	3	2	0	1	3	3	0	1	3	1	0	1

Annual Total Workforce Trend



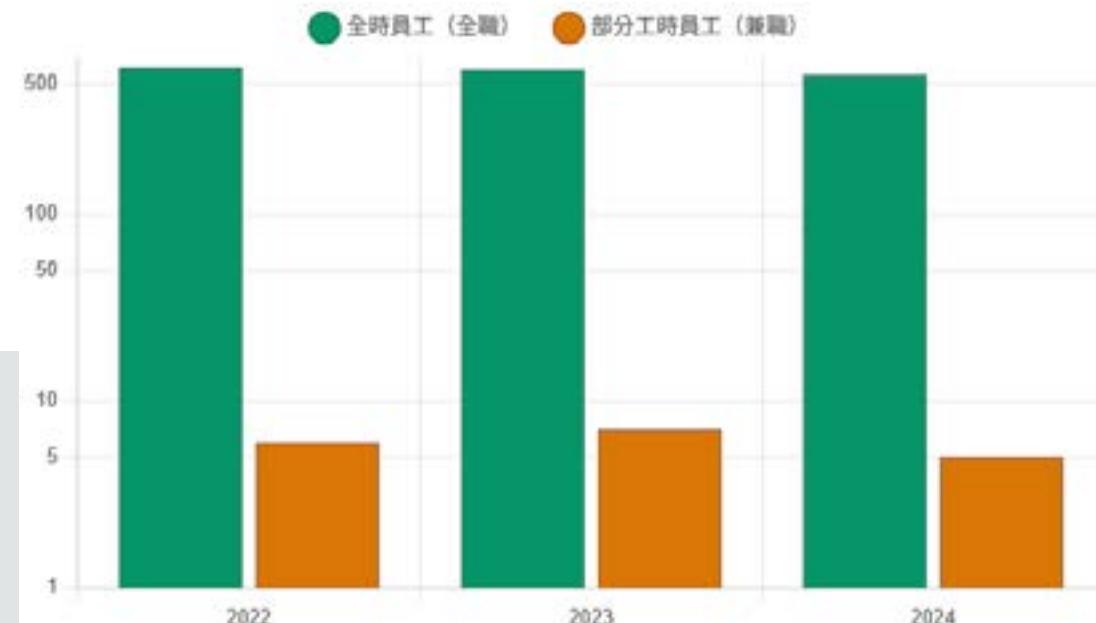
Employee Type: By Contract



Employee Type: By Gender (Taiwan)



Employee Type: By Working Hours



Based on end-of-year employee data, female employees accounted for 30% of the workforce, with women in managerial positions comprising 19.4%. Mid-to-senior aged employees (aged 50 and above) made up 20.7% of the total workforce. In compliance with government regulations, the company employed three persons with disabilities, representing 0.5% of total employees, meeting the statutory requirement (at least one person). In addition, our Shanghai branch actively hires local residents to support regional economic development, including appointing one local employee to a managerial position at the division head level or above, demonstrating our commitment to fostering cross-border collaboration and growth.

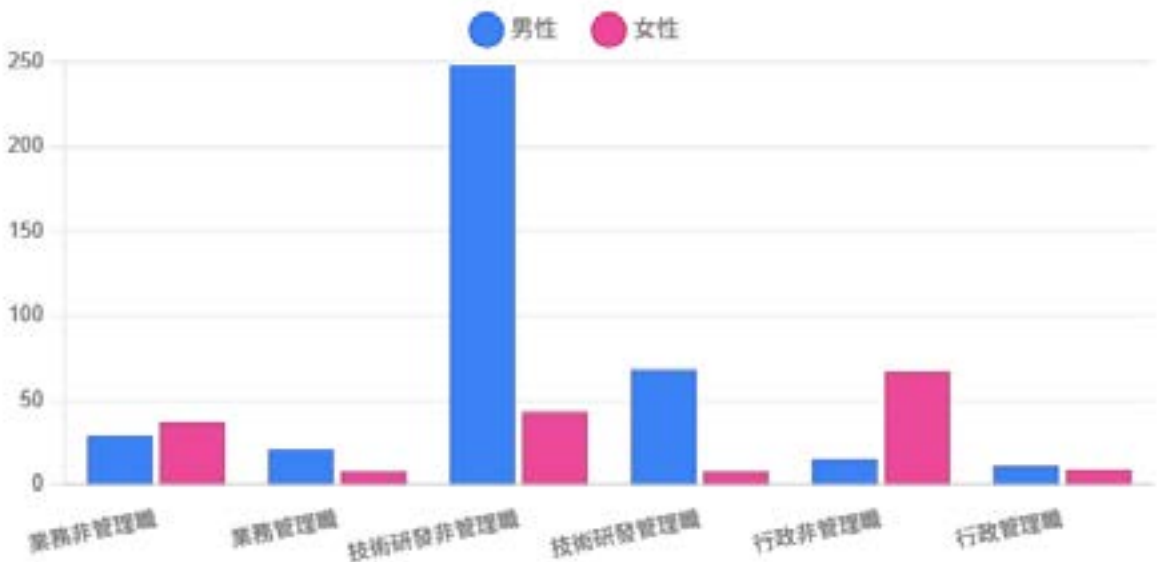
Note: Statistics on Other Categories and Total Number of Employees (564 employees)

- There are 2 Indigenous employees and 3 employees with disabilities.
- In Taiwan: Foreign nationals account for 0.5% of employees (2 are ethnic Chinese from Malaysia; 1 is from China).
- In the Shanghai subsidiary in China: All 4 employees are Chinese nationals; there are no employees from Taiwan.

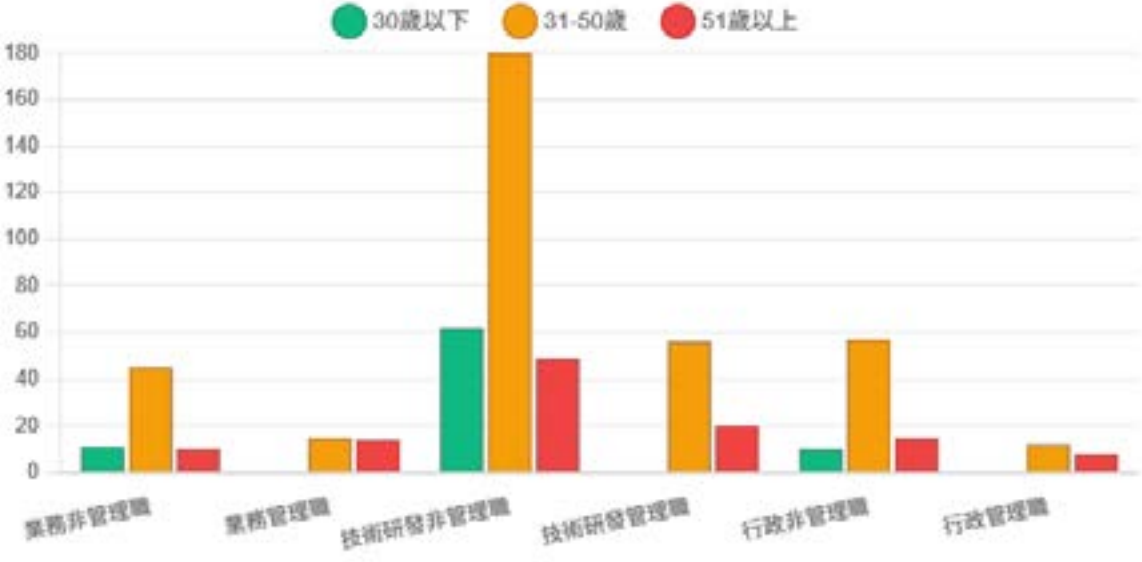
Distribution of All TSTI Employees by Job Category in 2024 (as of December 31, 2024)

Job Category \ Diversity	Gender		Age			Education Level				
	Male	Female	Age ≤30	Age 31–50	Age ≥51	High School	Junior College	Bachelor's	Master's	Doctorate
Sales (Non-management)	29	37	11	45	10	1	13	38	4	0
	43.9%	56.1%	16.7%	68.2%	15.2%	1.5%	19.7%	57.6%	21.2%	0.0%
Sales (Management)	21	8	0	15	14	0	8	11	10	0
	72.4%	27.6%	0.0%	51.7%	48.3%	0.0%	27.6%	37.9%	34.5%	0.0%
Technical R&D (Non-management)	248	43	62	180	49	9	36	211	35	0
	85.2%	14.8%	21.3%	61.9%	16.8%	3.1%	12.4%	72.5%	12.0%	0.0%
Technical R&D (Management)	68	8	0	56	20	1	11	52	12	0
	89.5%	10.5%	0.0%	73.7%	26.3%	1.3%	14.5%	68.4%	15.8%	0.0%
Administrative (Non-management)	15	67	10	57	15	5	11	58	7	1
	18.3%	81.7%	12.2%	69.5%	18.3%	6.1%	13.4%	70.7%	8.5%	1.2%
Administrative (Management)	11	9	0	12	8	0	5	6	9	0
	55.0%	45%	0.0%	60%	40%	0.0%	25.0%	30.0%	45.0%	0.0%
Total	392	172	83	365	116	16	84	376	87	1
	70.0%	30.0%	14.8%	64.5%	20.7%	2.8%	14.9%	66.7%	15.4%	0.2%

Job Category \ Diversity: By Gender



Job Category \ Diversity: By Age



Job Category \ Diversity: By Education Level



New Hires

• GRI 401-1

In recent years, the rapid development of digital transformation and information security in the IT industry has increased the demand for professional talent. In 2024, we hired a total of 113 new employees, including 82 males and 31 females. The largest group—63 individuals—fell within the 31 to 50 years old age range.

2024 New Hire Distribution by Region and Age (data based on figures as of December 31, 2024)

Age Group	Gender	Total Employees in Age			No. of New Hires in		
		No. of New Hires in Taiwan	Group (Taiwan)	Percentage	Shanghai	Group (Shanghai)	Percentage
Under 30	Male	25	55	45.5%	0	0	0%
	Female	12	28	42.9%	0	0	0%
31–50 years	Male	47	248	19.0%	0	0	0%
	Female	17	113	15.0%	0	4	0%
Over 50	Male	10	89	11.2%	0	0	0%
	Female	2	27	7.4%	0	0	0%
Total / New Hire Rate		113	560	20.4%	0	4	0%

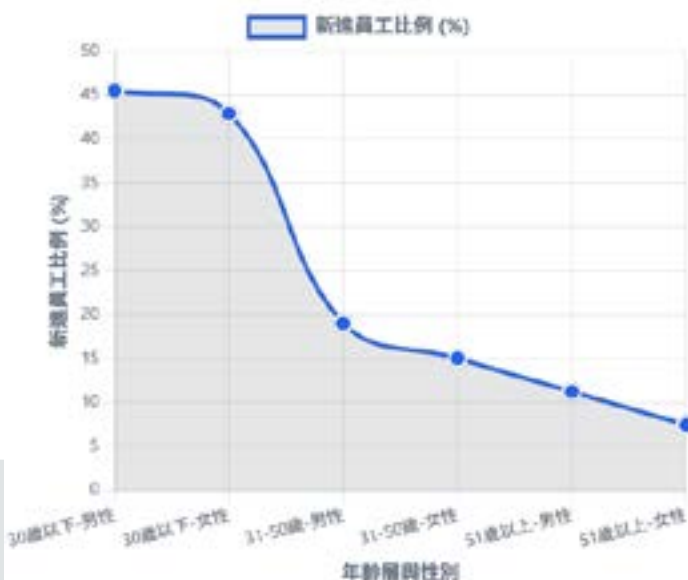
Note:

- Percentage = (Number of new hires in a specific gender and age group in the region / Total number of employees in that gender and age group in the region) × 100%. Calculated to one decimal place, rounded to the nearest value.
- No new hires were recorded in the Shanghai subsidiary in 2023 and 2024.

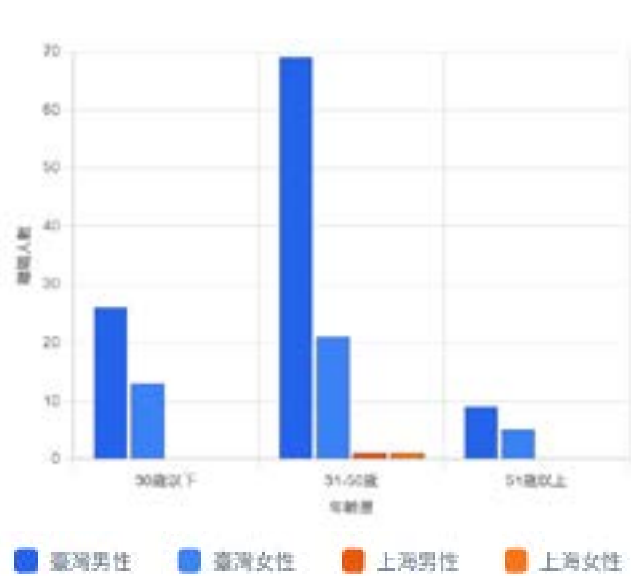
New Hire: by Region and Age Group



New Hire: by Age Group(%)



Turnover: by Region and Age Group



Employee Turnover and Retention

• GRI 401-1 • GRI 401-2

In 2024, a total of 143 employees left the company, including 104 male and 39 female employees, resulting in an overall turnover rate of 25.5%.

It is worth noting that some of the departures were due to internal transfers to other subsidiaries or transitions to consulting roles, highlighting our continuous attention to employee career development.

To improve job satisfaction and employee retention, we have strengthened the following measures:

- Work-Life Balance: We offer more flexible work arrangements to help employees better manage their work-life balance and reduce workplace stress.
- Managerial Maturity Enhancement: We continuously improve our managers' leadership and management skills so they can effectively support and motivate their teams, thereby enhancing job satisfaction and loyalty.
- Career Development: We actively promote employee experience by offering comprehensive training programs and professional development opportunities to help employees advance their skills and knowledge, achieving both personal and organizational goals.

Through these initiatives, we aim to build a stable and attractive workplace that retains top talent while advancing our ESG development goals, fostering shared growth and value between employees and the company.

2024 Employee Turnover by Region and Age Group (Based on employee count as of December 31, 2024)

Age Group	Gender	Number of Employees Resigned in Taiwan	Total Employees in Age Group (Taiwan)	Percentage	Number of Employees Resigned in Shanghai	Total Employees in Age Group (Shanghai)	Percentage
Under 30	Male	26	55	47.3%	0	0	0%
	Female	13	28	46.3%	0	0	0%
31-50	Male	69	248	27.8%	1	0	100%
	Female	21	113	18.6%	1	4	25.0%
Over 51	Male	9	89	10.1%	0	0	0%
	Female	5	27	18.5%	0	0	0%
Total Turnover and Turnover Rate		143	560	25.5%	2	4	50%

Note:

- Percentage = (Number of employees who left in a specific region, gender, and age group / Total number of employees in that region, gender, and age group) × 100%.
- The result is rounded to one decimal place using standard rounding rules.
- The overall turnover rate of 25.5% is calculated as: Total number of employees who left / Total number of employees as of December 31, 2024.

Compensation and Benefits

• GRI 2-21、GRI 201-3、GRI 202-1、GRI 405-2

At Tatung System Technologies Inc. (tsti), we regard talent as our most valuable asset. We continuously provide every outstanding employee with competitive compensation and benefits, adhering to the philosophy of profit-sharing to attract, nurture, develop, and motivate excellent talent across all levels.

The Company's Employee Stock Ownership Committee has a long-standing history, originating from the Tatung Group's "Workers Own Shares" initiative under President Lin Ting-Sheng, spanning over 30 years. The company designs different contribution amounts and provides a 40% stock purchase subsidy rate for managerial and professional employees, enabling them to share in the company's business profits and capital gains.

In 2024, the ratio of female to male base salary plus compensation was 0.93:1. The highest-paid individual in 2024 held the position of General Manager, with a salary ratio of 8:1 compared to the median salary of all other employees (excluding this individual). The annual total compensation of the highest-paid individual increased by 6.3%* in 2024, while the median annual total compensation of all other employees (excluding the highest-paid individual) increased by 2.6%, resulting in a ratio of approximately 2.4:1.

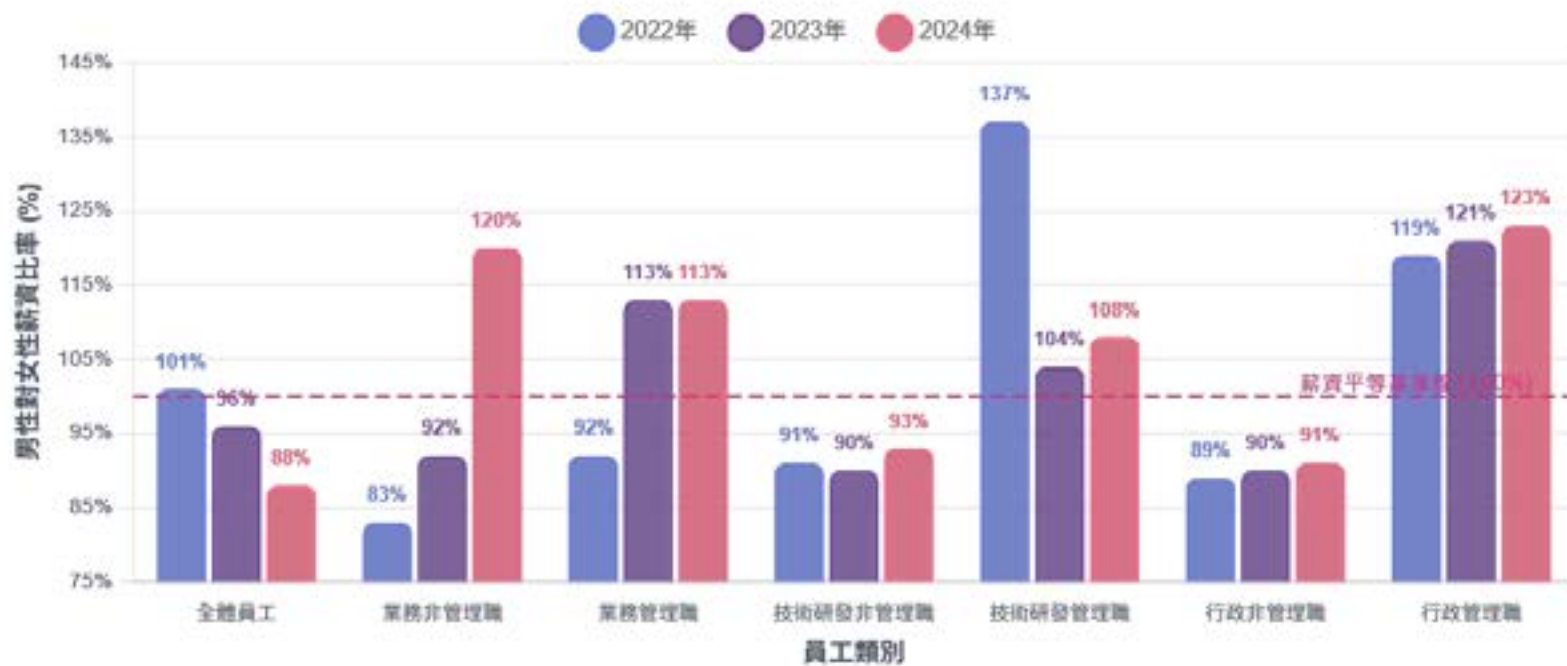
tsti continuously strives to improve internal service quality and employee satisfaction, fostering a culture that radiates outward to enhance customer satisfaction. For more detailed information, please visit our website under "Join Us > Compensation and Benefits."

*The position of the highest-paid individual for 2023-2024 was the General Manager.

Basic Salary and Compensation Ratio of Male to Female Employees by Category over the Past 3 Years

Year	2022	2023	2024
All Employees	101%	96%	88%
Sales Non-Management	83%	92%	120%
Sales Management	92%	113%	113%
Technical R&D Non-Management	91%	90%	93%
Technical R&D Management	137%	104%	108%
Administration Non-Management	89%	90%	91%
Administration Management	119%	121%	123%

Basic-Level Employees' Salary Levels Over the Past 3 Years



Basic-Level Employees' Salary Levels Over the Past 3 Years

Region/Year	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Taiwan	Average Basic-Level Salary (NTD)		43,793	41,682	45,200	42,043
	Average Basic-Level Salary / Local Minimum Wage		1.73	1.65	1.71	1.59
Shanghai	Average Basic-Level Salary (RMB)		-	6,048	-	7,166
	Average Basic-Level Salary / Local Minimum Wage		-	2.34	-	2.66

Notes:

- Basic-level employees include positions such as Specialist, Technical Service Engineer, Software Development Engineer, and Pre-sales Consultant, excluding supervisory roles.
- Standard salary includes base salary and meal allowance as regular compensation.
- Local minimum wages in Taiwan (NTD) are: 25,250 in 2022; 26,400 in 2023; and 27,470 in 2024.
- Local minimum wages in Shanghai, China (RMB) are: 2,590 in 2022; 2,690 in 2023; and 2,690 in 2024.
- Due to only one male employee in the Shanghai subsidiary, his salary data is withheld to maintain confidentiality.
- e data for 2022–2024 covers tsti and its subsidiaries.

Notes:

- This table shows the ratio of the average annual salary of female employees who have been paid for a full 12 months to that of male employees, calculated as: (Female base salary plus compensation / Male base salary plus compensation) × 100%.
- The data are based on the monthly salary of employees still employed as of December of the respective year.
- Compensation includes base salary, meal allowances, holiday bonuses, performance bonuses, employee remuneration, overtime pay, and employee stock purchase subsidies, covering total salary income.
- The Administration Management ratio of 123% is due to female managers having higher annual salaries; the Administration Non-Management ratio of 65% is due to the secretary position being 100% female, and although the salary aligns with market levels, it is relatively low internally.
- The data for 2022–2024 cover tsti and its subsidiaries in Taiwan, excluding the Chairman, General Manager, part-time staff, and Shanghai subsidiary. Calculations and disclosures have been adjusted in accordance with GRI standards.

Benefits System

GRI 401-2、GRI 405-2

We strive to fulfill our corporate social responsibility and encourage employee retention and growth by fostering a family-like environment. We are committed to providing comprehensive and high-quality welfare measures to take care of our employees.

Taking Taiwan as an example, in addition to legally safeguarding employees' rights to labor insurance, health insurance, and pension contributions, the welfare benefits we provide also include:

Leave

To ensure employees maintain a healthy work-life balance and accommodate diverse lifestyles in modern society, the company not only complies with legal provisions for annual leave, sick leave, personal leave, and marriage/funeral leave to protect employees' rights but also implements additional measures to help employees balance work and life:

- Two-Day Weekend — Except for a few specific positions, the entire company adopts a two-day weekend system.
- Flexible Working Hours — Employees may request flexible working hours based on personal needs, which, upon mutual agreement with the company, allow flexibility while maintaining work commitments.
- Reduced Working Hours — Employees may request reduced working hours based on personal needs, which, upon mutual agreement with the company, help maintain work-life balance.
- Work from Home — Employees may request to work from home based on personal needs, which, upon mutual agreement with the company, provide work flexibility and freedom.
- Paid Disaster Leave — If attendance is prevented due to natural disasters, employees are granted one day of paid disaster leave.



- We implement the "Work-Life Balance Annual Leave Incentive Program": This encourages employees to use their annual leave while rewarding them with bonuses, enriching their leisure time and enhancing the company's operational resilience. From 2023 to 2024, a total of 23 applications were received, with a total reward amount of NTD 70,400.
- The Volunteer Leave Incentive Program promotes employee participation in public welfare activities by granting volunteer leave as a reward. From 2022 to 2024, a total of 3 applications were recorded.

Health APP



Chronic Disease Health Promotion



Health

We highly value the physical and mental well-being of our employees. In addition to regular health check-ups conducted in collaboration with major hospital health centers, we have on-site occupational physicians providing medical services, professional consultations, and treatments. Related measures include:

- On-site occupational physician and health lectures
- Contracted health check-up services with renowned hospitals
- Group employee insurance (including life insurance, accident insurance, medical insurance, and cancer insurance)
- Facilities and clubs: gym, table tennis courts, badminton courts, basketball courts, volleyball courts, cycling club, badminton club, table tennis club, swimming club, jogging club



- We actively support government initiatives promoting prevention and control of obesity and chronic diseases such as diabetes, hyperlipidemia, and hypertension in the workplace, fostering a diverse and inclusive healthy work environment. In 2024, two health lectures were held — "1/26 Chronic Disease Health Promotion" and "8/2 Workplace DEI Diversity & Inclusion and Illegal Harassment Awareness" — totaling 2 hours and attended by 236 participants. These sessions enhanced employees' awareness of daily health management, promoted healthy behaviors, increased understanding of workplace diversity, equality, and inclusion, and strengthened concepts and mechanisms to prevent and address workplace harassment and illegal infringements.
- Annual health check-ups were conducted from January to March, with 457 employees participating in 2024, helping employees understand the importance of their own and their families' physical and mental health.
- On-site occupational physician services were held 4 times (on 1/26, 5/17, 8/2, and 11/1).
- Occupational safety and health promotion: 55 campaigns/messages delivered.
- We leverage the occupational safety and health features and instant reporting functions of our mobile office app to continuously care for employee health, support work, and strengthen operational resilience.

Work

We provide employees with sufficient work resources and timely motivational activities to maintain high levels of engagement and performance.

- Company vehicles
- Business laptops
- Subsidies for personal vehicle use for business purposes
- Manufacturer training and educational resources
- Employee stock ownership plan
- Long-service and retention awards
- Department gatherings, project celebration dinners, spring banquet, year-end party, and other company-related celebrations



- Continuously optimize the electronic company vehicle booking system: use the Mobile Office APP for vehicle registration and mileage tracking to strengthen energy management.
- Encourage employees to reduce carbon emissions by offering subsidies for using pure electric vehicles as personal cars for business use.



Electronic Company Vehicle Booking System



Year-End Party on January 10, 2025

Wellness & Lifestyle

The company offers a variety of employee discounts annually to encourage a healthy and happy lifestyle. We also prepare thoughtful programs and activities, providing opportunities for employees and their families to create wonderful memories together and enjoy quality family time.

- Welfare Committee and Employee Family Day
- Birthday bonuses, Dragon Boat Festival and Mid-Autumn Festival bonuses
- Annual travel subsidies
- Marriage, childbirth, and childcare subsidies
- Educational subsidies for employees and their children
- Condolence payments for employees and immediate family members in case of death
- Hospital visitation allowances for employees, their parents, and spouses
- Respect-for-the-Aged Day gifts or bonuses
- Free board games for employees to enjoy quality time with family or compete with friends
- Group special discounts for affiliated stores covering food, clothing, housing, transportation, education, entertainment, and medical services



Employee Day was expanded and held at the Taipei Zoo, featuring exciting performances, game booths, and lottery activities.



June 1, 2024 – TSTI and subsidiaries Employee Family Day themed “TSTI Cares for the Earth”

Environment

We provide a positive learning environment and resources, along with comfortable rest and recharge spaces for our employees:

- Nursing and lactation rooms, massage room
- Employee convenience store, cafeteria, juice bar, coffee bar, laundry service, watch repair service
- Self-service beverage vending machines
- Complimentary coffee machines and coffee beans
- Smart home appliance IoT lounge area
- Employee car and motorcycle parking lot



- The company has established nursing and lactation rooms to create a more supportive environment, allowing postpartum female employees to conveniently breastfeed and focus on their work with peace of mind.
- Office optimization: To provide employees with a more comfortable working environment, lighting has been improved.

Pension Plan

• GRI 201-3 • GRI 404-2

Our company's retirement system is fully implemented in accordance with the Labor Standards Act and the Labor Pension Act. For employees under the old pension scheme, the Human Resources department calculates the full retirement funds before the end of March each year, and the Finance department makes full provisions accordingly. These funds are managed and utilized through a dedicated account supervised by the Labor Retirement Fund Supervisory Committee to ensure the retirement rights of employees covered by the old pension scheme. For employees covered by the new pension scheme, 6% of their monthly salary is contributed to their individual labor pension accounts. We conduct regular annual actuarial reviews and reports to ensure compliance and transparency of the retirement system.

To assist departing employees in smoothly transitioning to their next life stage, the company arranges exit interviews to understand reasons for leaving and gather feedback. We provide career transition support, including resume writing and job search advice. When appropriate, service certificates and recommendation letters are also provided. For retiring employees, we offer opportunities to become consultants or mentors to continue contributing value, assist with labor insurance and pension applications, hold warm retirement farewell events to express appreciation, and establish retiree communities and rehire mechanisms to maintain corporate relations and knowledge transfer.

To safeguard employees' quality of life after retirement, beyond legally required retirement fund provisions, we provide a range of retirement-related benefits and support, including health insurance and health check-ups. We actively assist employees with retirement planning, offering consultations and education to ensure a stable life after retirement.

In response to today's diverse labor market, the company encourages retired employees to return to the workforce by providing professional skills transfer or consulting services. We offer concrete consulting and skills transfer opportunities so retirees can continue to contribute their expertise to the company and society.

- In addition to government protections, the company also supports an Employee Stock Ownership Committee, enabling employees to purchase company shares monthly through payroll deduction. The company contributes a 40% subsidy to encourage stock purchases, allowing employees to enjoy capital gains benefits from the company after retirement.



Parental Leave

TSTI also responds to SDG 5 by strengthening equal rights for all women, committing to promoting gender equality, and supporting employees' rights during maternity and parental leave. For female employees during pregnancy, the company may arrange lighter duties without reducing salary. After completing six months of service, employees may apply for unpaid parental leave to care for their child(ren) until the child(ren) reach three years old, with a maximum duration of two years. For employees caring for two or more children, the total parental leave period shall be combined and shall not exceed two years counted from the youngest child's birth. Employees on parental leave may continue to participate in their original social insurance programs.

• GRI 401-3

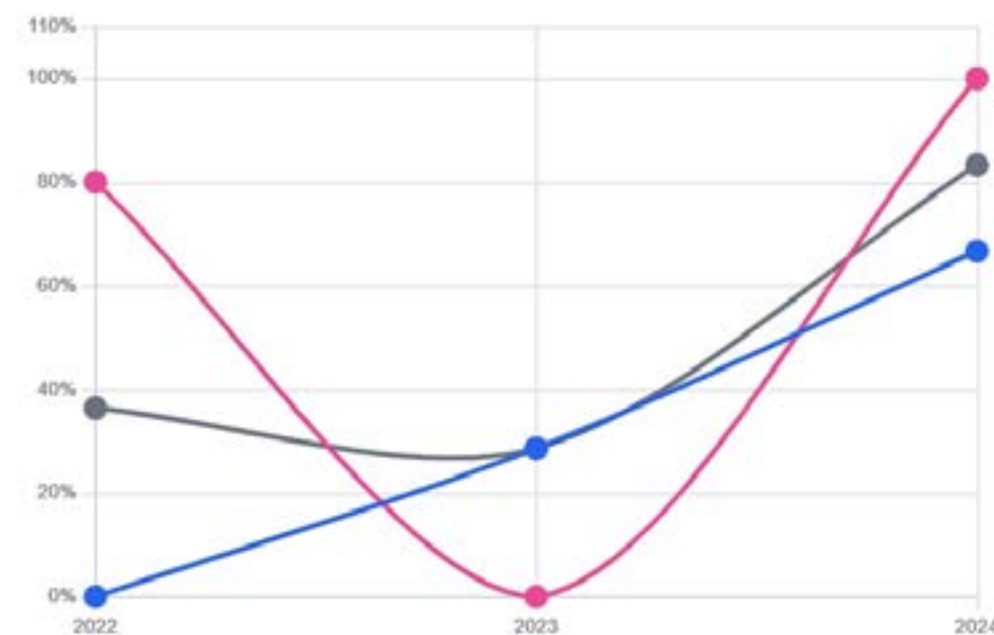
Statistics of parental leave taken in the past three years

Year	2022		2023		2024		2024		Total
Number / Gender	Male	Female	Male	Female	Male	Female	Male	Female	
Eligible Employees for Parental Leave Application	6	5	11	7	0	7	3	3	6
Actual Parental Leave Applicants	0	4	4	2	0	2	2	3	5
Parental Leave Application Rate	0%	80%	36.4%	28.6%	0	28.6%	66.67%	100%	83.3%
Expected Returnees from Parental Leave	0	1	1	1	1	2	2	3	5
Actual Returnees from Parental Leave	0	1	1	1	0	1	2	3	5
Parental Leave Return Rate	0	100%	100%	100%	0	50%	100%	100%	100%
Previous Year's Returnees from Parental Leave	1	1	2	1	0	1	1	0	1
Employees Returning and Staying One Year After Leave	1	0	1	1	0	1	1	0	1
Retention Rate After Parental Leave	100%	0%	50%	100%	0	100%	100%	0%	100%

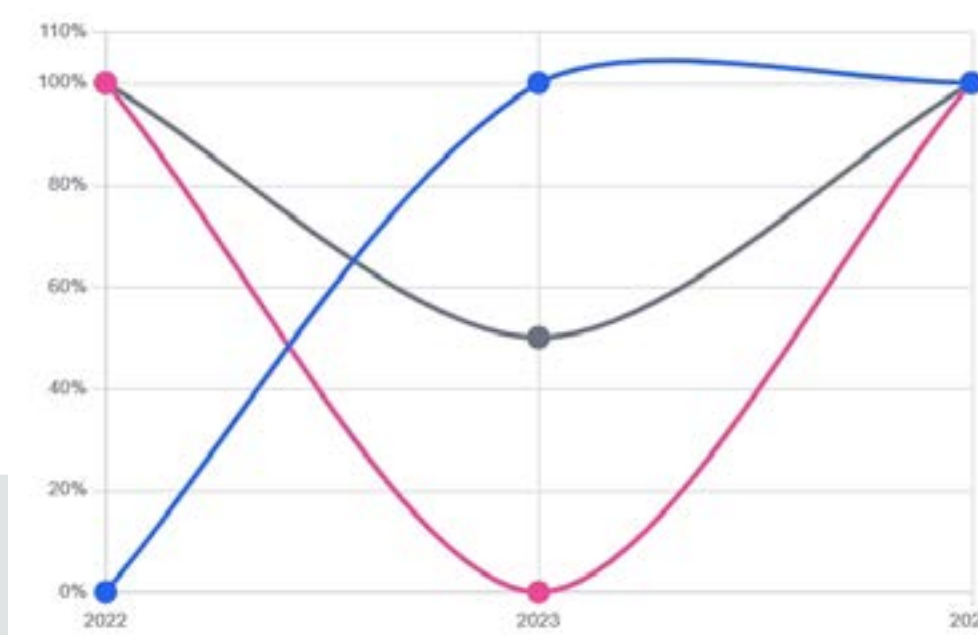
Notes:

1. Number of employees eligible for parental leave in the year: Employees are eligible to apply for parental leave anytime before their child turns three years old during their employment period.
2. Parental leave applications: Estimated based on the number of employees who have applied for parental leave benefits in the past three years (2022–2024), including those who have taken parental leave.
3. Retention after parental leave: The employee must have actually returned to work in the previous year and remained employed for at least one year after returning.
4. The data in this table (2022–2024) covers Tatung System Technologies Inc. (TSTI) and its subsidiaries (CHCI and TISNeT).

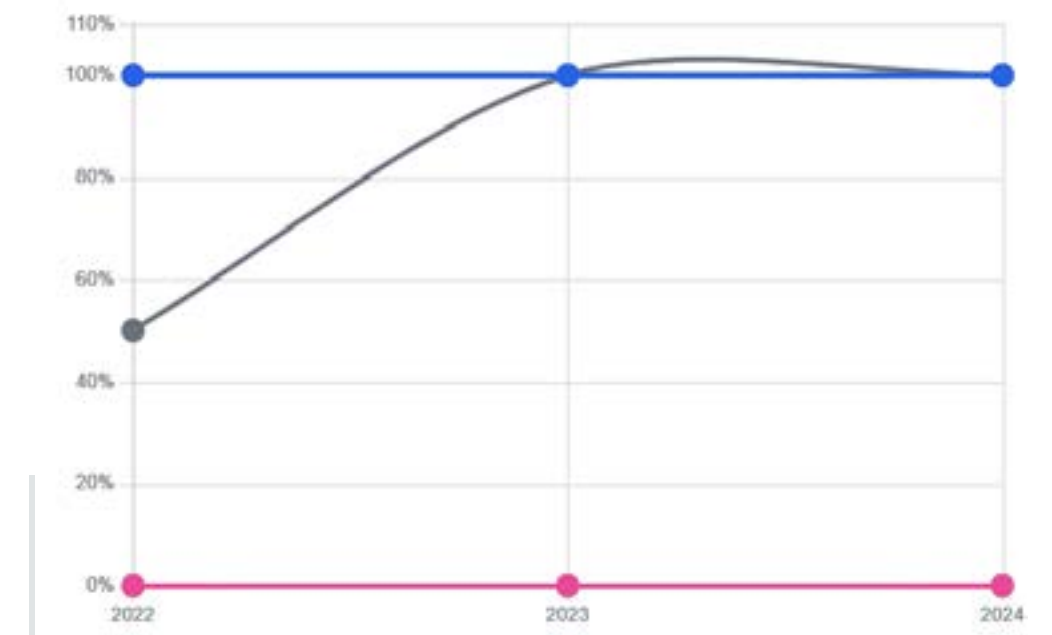
Parental Leave Application Rate Trend



Parental Leave Return Rate Trend



Parental Leave Return and Stay Rate Trend



Comprehensive Talent Development System

Our company (including its subsidiaries) places great importance on employee training. We firmly believe that the differentiating strength of the company comes from enhancing our human capital. Across four major professional job categories covering more than 40 specialized roles, each position has been analyzed to identify 5 to 6 key professional competencies. This enables us to identify employees' strengths and areas for improvement, helping us develop better talent development strategies.

In addition, the company has established competency development and retention programs to encourage employees to continuously enhance their professional capabilities, achieving a win-win for both professional and personal growth. Beyond our four core competencies—innovation, service, teamwork, and integrity—we have also added communication and learning as core skills to further cultivate a culture of continuous learning within the organization.

TSTI provides diverse learning channels and manages all training through a

• GRI 404-1、GRI 404-2

mobile learning system. In addition to in-person internal and external training, we offer user-friendly digital courses that employees can access in their own free time. We also provide scholarships and subsidies to encourage further education. In 2024 alone, we conducted 386 training courses with a total of 9,740 participants, accumulating 20,163 training hours.

In addition to arranging external training courses for various professional skills and technical fields, we actively promote multiple internal training programs to continuously strengthen employees' professional capabilities and the company's overall competitiveness. For technical service engineers, we organized five sessions of the "Service Success" course to help them deepen service value and demonstrate professional influence. We also held the "Dress Code and Service Value" seminar for all employees to enhance their professional workplace image and overall service etiquette.

For the marketing department, we designed the "Product Marketing and Market Strategy" course to help marketing representatives better understand

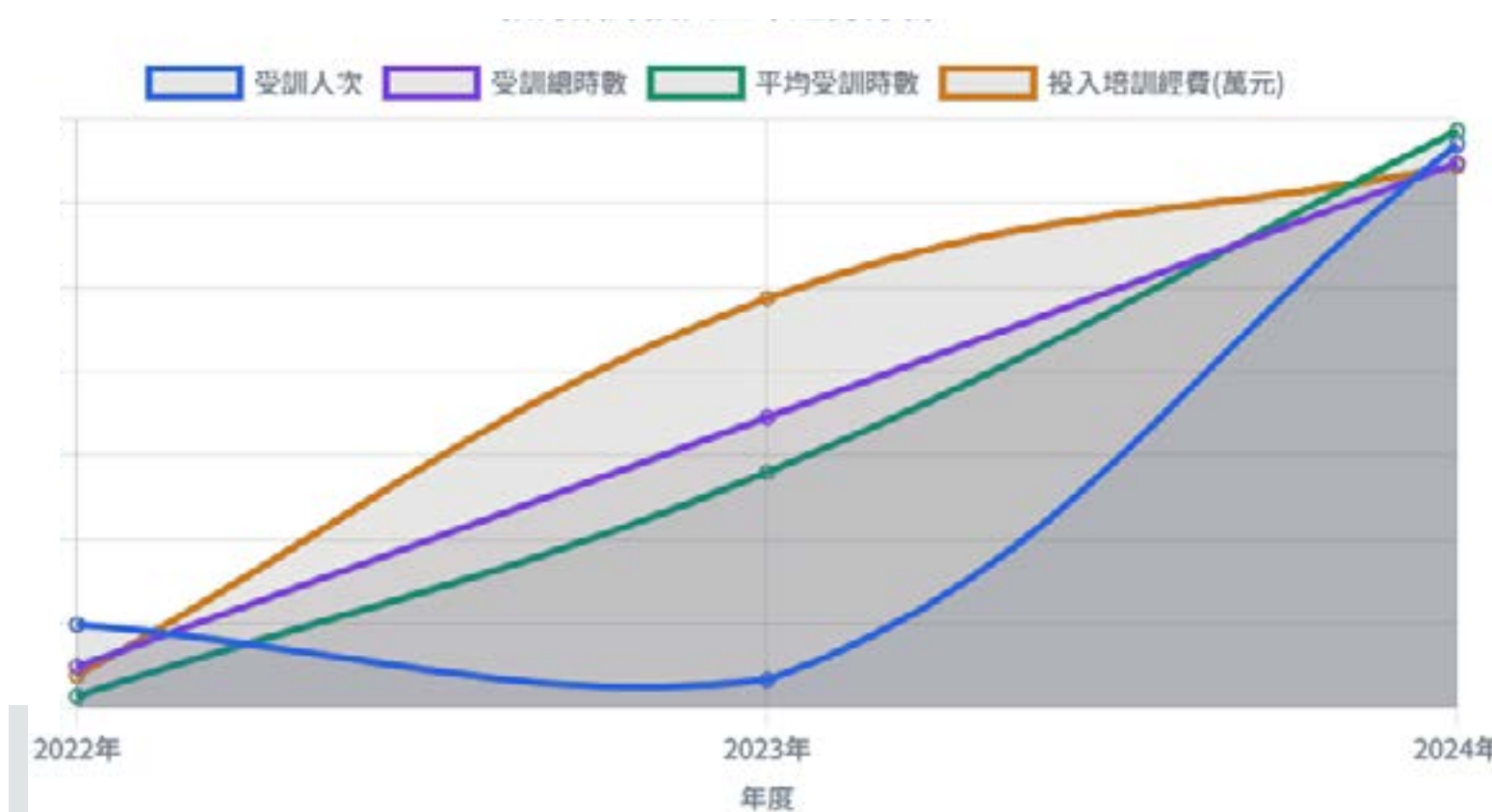
market trends and support business development. For the sales teams, we provided "MEDDIC Sales Skills" training to strengthen their ability to master and respond to the six key steps of the sales process.

Additionally, for junior and mid-level managers, we offered a "Systematic Thinking and Management Practice" course based on the PDCA cycle to enhance people-centric leadership and team management skills. For senior executives, we launched the "Company Transformation Strategy and Entrepreneurship Workshop" to broaden their decision-making perspectives and strategic planning capabilities.

In terms of corporate governance and corporate responsibility, we continue to promote training on integrity management, information security and privacy, insider trading prevention, ESG sustainability strategy, intellectual property management, employee physical and mental well-being, and traffic safety. This deepens employees' understanding of and commitment to these important issues.

	2022	2023	2024	Approx. Growth Rate (2024 vs. 2023)
Number of training participants	8,598 participants	8,466 participants	9,740 participants	15%
Total training hours	16,314 hours	18,219 hours	20,163 hours	11%
Average training hours per employee	26.2 hours	30 hours	35.8 hours	19%
Total annual training expenditure	NT\$ 3,110,193	NT\$ 4,388,395	NT\$ 4,839,517	10%
Subsidy from Workforce Development Agency, Ministry of Labor	NT\$ 722,071	NT\$ 1,200,559	NT\$ 1,283,182	7%

Three-Year Training Investment Trend



2024 Courses and Competencies

Course	General Knowledge	Technical Competencies	Professional Competencies	Management Competencies	Total
Category Description	Helps new employees quickly integrate into their work area; general knowledge courses are arranged within the first three months of onboarding. Also includes company-wide governance and sustainability awareness training.	Focuses on software development, hardware maintenance, and system integration skills. In addition to participating in original vendor courses, employees share hands-on experience internally through small-group sessions to ensure high-quality technical services.	Based on the professional competency map, senior managers and colleagues share work tips and success stories to help new employees adapt. Experienced instructors are also invited to teach methods to enhance service soft skills.	To continuously enhance managerial maturity, relevant management competency courses are planned according to different management levels and positions. These help managers improve leadership and organizational management skills, ensuring effective achievement of organizational performance. Topics include entrepreneurial strategy, problem analysis and solving, leadership mindset and communication skills, recruitment and interview skills, and practical coaching leadership.	
Course Topics	- Annual Outlook Meeting - Integrity Management Promotion - Environmental Sustainability Awareness - Dress Code and Professional Image - AI Empowerment Work Cases - Nonviolent Communication - Information Security Awareness - Traffic Safety – Defensive Driving - Workplace Violence Prevention - Climate Crisis as a Health Crisis - Robotic Process Automation - Workplace Sexual Harassment Prevention	- Chat Online Customer Service Bootcamp - Building Digital and AI Customer Service - Avaya, Aruba, HPE, VMware, CISCO, Palo Alto, Redhat, Cloud, NetApp and other vendor-specific implementation and professional service courses - Figma Professional UI Design Workshop	- Business Success Stories for All Company Solutions - MEDDIC Sales Skills - PMP Certification Course - Business Communication and Negotiation Skills - Service “Victory” Business Thinking - Product Marketing and Market Strategy	- DBS Bank Digital Transformation Case Study - Entrepreneurial Mindset - Coaching Leadership Workshop - Practical Recruitment and Interview Techniques - Problem Analysis and Solving Competency Class - Manager Development Program – PDCA - Manager Development Program – Leadership Thinking and Practice - Managerial Refinement and Team Leadership Workshop - Business Model Workshop	386 training courses
Participants	4,406	1,196	3,854	284	9,740
Training Hours	5,560	5,327	7,173	2,103	20,163

386

Training courses

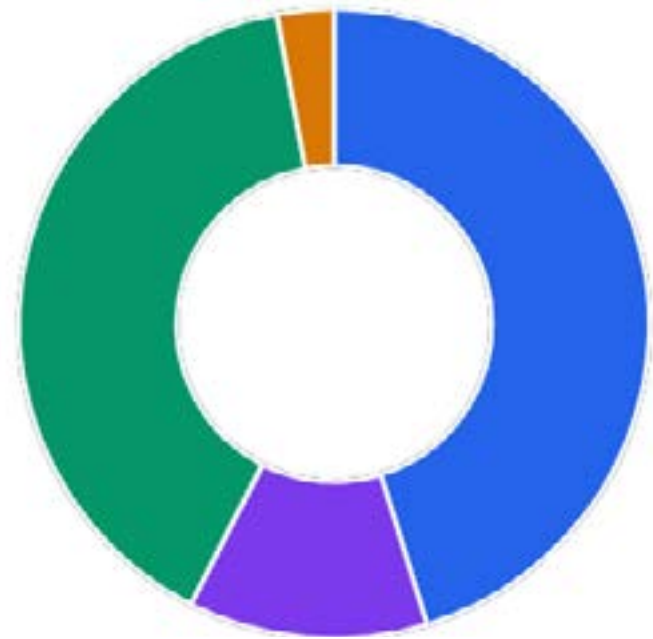
9,740

Participants

20,163

Hours

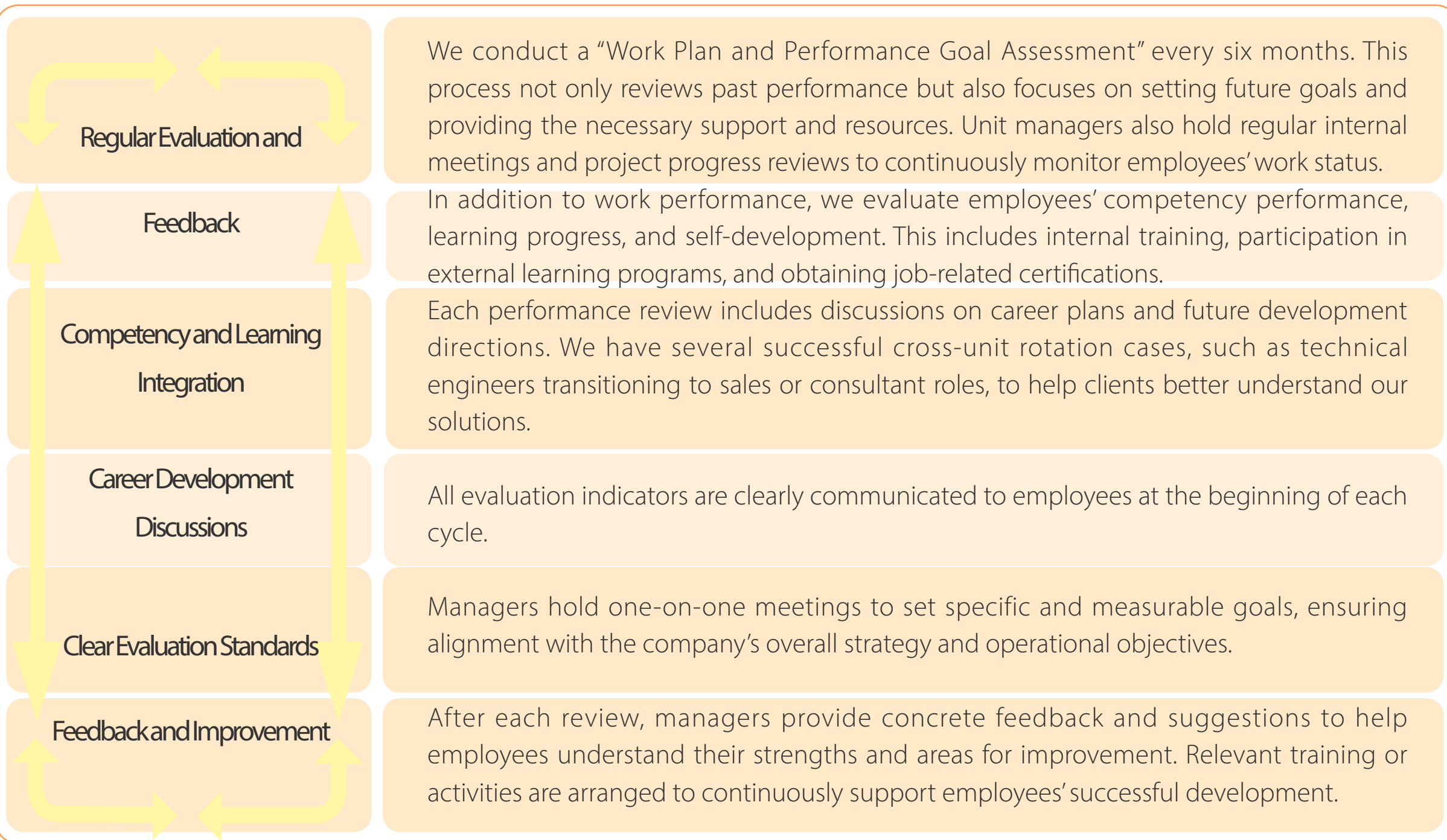
2024 Courses Participants



Career Development and Performance

• GRI 404-2 • GRI 404-3

Our company and its subsidiaries operate within the information services industry. We firmly believe that the competitiveness of an enterprise stems from sustainable and differentiated development, with differentiation primarily originating from the competencies and scale of our employees. To ensure that every employee can continuously grow and develop on the company's platform, we have established a comprehensive performance evaluation mechanism. A summary is provided below:



We believe that employees' well-being and compensation are equally important.

Therefore, not only do we design our compensation structure to ensure fair and competitive pay, but we also conduct annual salary adjustments for top performers based on performance evaluation results. In addition, we are committed to supporting our employees' personal growth and development. The company has established dual career tracks for professional and managerial positions, and we encourage cross-functional rotations to cultivate broader perspectives and strengthen employees' ability to think from different viewpoints.

Through this performance appraisal mechanism, we aim not only to achieve our company's performance goals but also to ensure that every employee can continue to grow throughout their career, developing together with the company and creating greater value.



2024 Employee Training Overview

Employee Category	Business Non-Management		Business Management		Technical R&D Non-Management		Technical R&D Management		Administrative Non-Management		Administrative Management		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Actual Total Employees at End of 2024	29	37	21	8	248	43	68	8	15	67	11	9	564
Total Training Hours	2,629	1,847	966	459	6,431	1,092	3,478	273	297	1,707	429	555	20,163
Total Training Hours	90.6	49.9	46	57.4	25.9	25.4	51.1	34.1	19.8	25.5	39	61.7	35.8

Notes:

- The data in this table covers TSTI and its subsidiaries (CHCI, TISNet, and TSTI CN), with a total of 564 employees.
- The average training hours per employee in 2024 was 35.8 hours (564 employees with a total of 20,163 training hours). The total training expenditure for the year was NT\$4,839,517. We continue to invest actively in talent development; compared with the previous year, the average training hours per employee increased by approximately 5.8 hours and training expenditures increased by 7%.
- For business positions, due to a significant difference in the number of male and female employees, the calculation base is smaller for certain groups, resulting in higher average training hours that may be influenced by outliers. The average training hours for female administrative managers was relatively high at 61.7 hours mainly because one female manager participated in an in-service master's program.

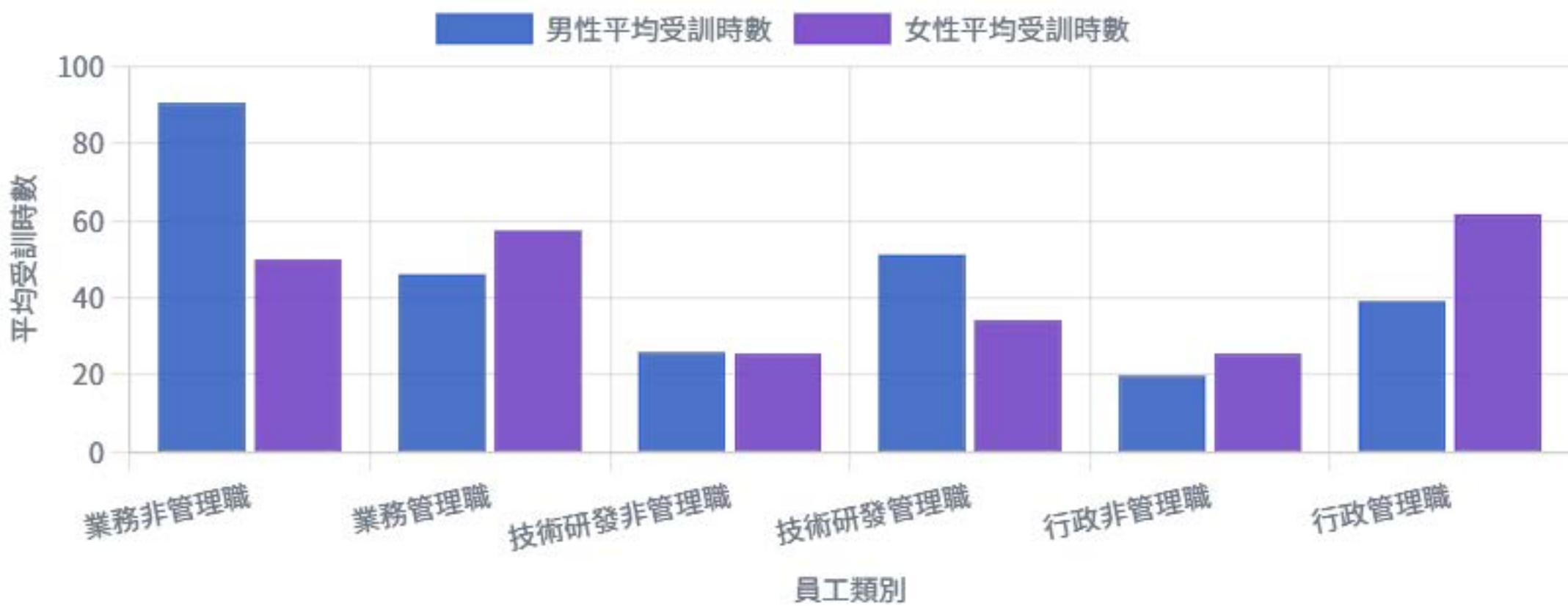
Employee Performance and Career Development Review Status

Employee Category	Business Non-Management		Business Management		Technical R&D Non-Management		Technical R&D Management		Administrative Non-Management		Administrative Management		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Total Number of Employees as of End of 2024	29	37	21	8	248	43	68	8	15	67	11	9	564
Number of Employees Receiving Regular Performance and Career Development Reviews Percentage (%)	27	28	17	8	162	28	67	7	11	58	10	9	432
	93%	76%	81%	100%	65%	65%	99%	88%	73%	87%	91%	100%	77%

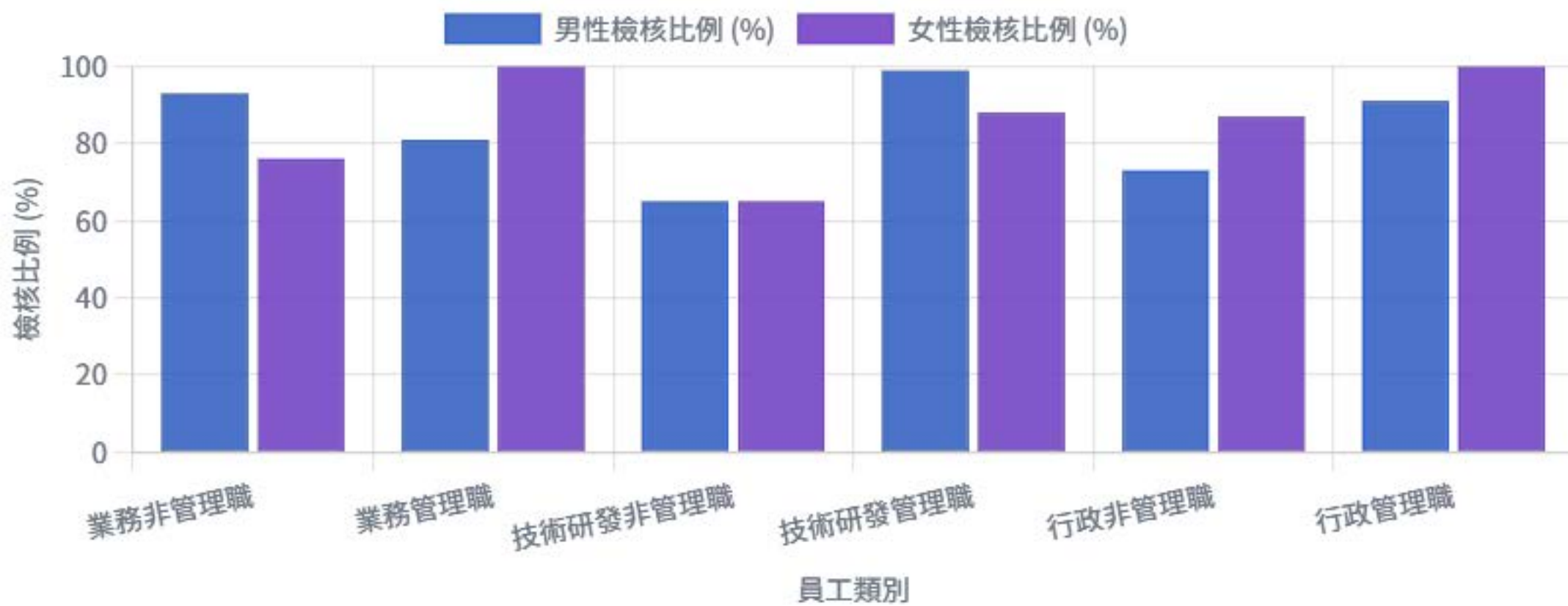
Notes:

- The data in this table covers TSTI and its subsidiaries (CHCI, TISNet, and TSTI CN), totaling 564 employees.
- The table reflects regular performance and career development reviews and does not include new hires with less than six months of service and project-based contract employees (approximately 60 new hires and 90 project-based contract employees per year). For new hires, each unit initiates an individual performance development plan, which includes required onboarding courses and job assignments to develop their professional competencies.
- In 2024, 432 employees (excluding new hires and project-based contract employees) received regular performance and career development reviews, representing 77% of the total workforce of 564 employees.

2024 Employee Training Hours Comparison Table: By Job Category



2024 Employee Performance Appraisal Hours Comparison Table: By Job Category



Occupational Health and Safety

— Zero Occupational Injuries

• GRI 2-23、GRI 2-27、GRI 403-1、GRI 403-8

In 2024, TSTI successfully completed its regular ISO 45001:2018 surveillance audit (ISO 45001:2018 certification – audited by SGS Taiwan, valid until December 16, 2026). We continue to review, improve, and upgrade our workplace environment to provide a safe and healthy working environment for all employees. TSTI is the first ICT system integrator in Taiwan to be certified under the ISO 45001:2018 Occupational Health and Safety Management System standard (since 2020, with annual implementation). To safeguard the safety and health of our employees, contractors, and subcontractors, we have consistently improved our working conditions in a systematic manner each year, ensuring employee well-being, earning customer trust, and enhancing our operational performance.

The Occupational Health and Safety Management System covers TSTI's Taipei headquarters (2nd to 5th floors and the warehouse at N.D Building, No. 22, Sec. 3, Zhongshan North Road, Zhongshan District, Taipei City). It includes all employees, contractors, and visitors within the certified scope for ICT product distribution, system integration services, and related occupational safety and health matters during business operations.

In addition to the main office, we have extended our occupational health and safety management system in accordance with ISO 45001:2018 and relevant legal requirements to our subsidiaries and branch offices across northern, central, and southern Taiwan. To protect the physical safety of our employees, we provide group insurance coverage for all employees and arrange regular, free health check-ups. Our occupational physicians, occupational nurses, and OHS officers organize various health management activities, wellness seminars, and workplace safety and fire inspections to ensure employees' safety, raise safety awareness, and continuously optimize occupational safety both inside and outside the company, effectively minimizing related risks.

All employees covered by group insurance
Regular health management activities
Regular free health check-ups for employees
Health promotion seminars

Breastfeeding rooms provided
Occupational safety and fire inspections
Implementation of digital health management system

TSTI ISO 45001:2018 Occupational
Safety and Health Policy card



Policy and Commitment	Approved by the Chairman, TSTI officially announced its "Occupational Health and Safety Policy" on July 30, 2020.
Management Mechanism / Management System	Implementing the ISO 45001:2018 Occupational Health and Safety Management System; relevant regulations and procedures include the "Occupational Health and Safety Management Manual", "OHS Management Measures", "Occupational Health and Safety Management Plan", "Contractor Occupational Health and Safety Management Procedure", and "Hazard Communication Procedure", all managed under a PDCA (Plan-Do-Check-Act) cycle.
Responsible Unit	Occupational Health and Safety Committee: total of 11 members, including one medical/nursing personnel, one occupational health and safety engineer or technician, and one departmental supervisor or manager; labor representatives total six members, accounting for more than one-third of the committee.
Grievance / Suggestion Channels	TSTI Mobile Office App Real-time reporting (Personal / Environmental / Emergency / Services) Hotline: +886-2-55624828 Fax: +886-2-25985679 Dedicated email: HRcare@etatung.com
Response Mechanism	- Hazard Identification and Risk Control: To prevent occupational accidents, TSTI has developed a "Hazard Identification and Risk Opportunity Assessment Form" to evaluate hazards, analyze risks, and determine risk levels. As of now, no hazard items fall under risk levels 4 or 5. In addition, occupational health and safety training courses and emergency drills are provided for both new and current employees. - Contractor OHS Management Procedure: Before contractors enter the worksite, they are informed of TSTI's occupational health and safety regulations, site hazards, and precautions. Contractors must sign the "Contractor Personnel Entry Application Form", "Contractor OHS Commitment Letter", "Contractor Site OHS Commitment Letter", and "Work Environment and Hazard Factor Notification" prior to commencing work. - Non-conformance Correction and Preventive Measures: While contractors are working, the General Affairs Unit or the OHS Committee may conduct safety audits or inspections to assess their safety performance. If any unsafe conditions are found, TSTI has the right to order an immediate stop of work and issue a "Non-Conformance Correction and Preventive Action Notice". Contractors must comply and resume work only after improvements are made. - Occupational Incident Response: TSTI has an effective investigation and handling system to examine the causes and potential causes of work-related injuries, illnesses, and incidents. This aims to identify failures in the OHS management system and implement corrective and preventive measures to prevent recurrence.
Meeting Implementation	- The OHS Committee holds regular monthly meetings to report implementation status and future plans, actively preventing occupational hazards in office spaces, warehouses, and other workplaces under TSTI's responsibility. - In 2024, a total of 12 meetings were held, with a year-end report presented to the General Manager.

Occupational Safety Education, Training, and Disaster Prevention Drills

GRI 403-5

In December 2024, TSTI successfully renewed its ISO 45001:2018 certification to ensure the safety of employees, promote and strengthen safety awareness, and continuously optimize occupational safety both inside and outside the company to reduce potential hazards. We conduct health promotion seminars and occupational safety and fire inspections, as well as organize emergency evacuation and fire drills to enhance employees' emergency response capabilities and self-safety management skills. In 2024, we conducted two fire safety inspections (March 15: inspection by a fire equipment vendor; June 21: compliance inspection by the fire department) and held a warehouse emergency evacuation training on August 13.



March 25, 2024 – Tatung Evacuation Drill

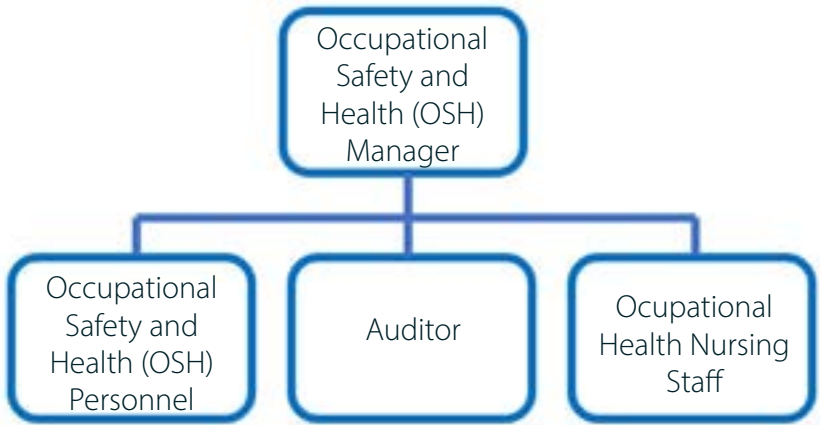


August 13, 2024 – Disaster Prevention and Human Factors Awareness at Taipei Headquarters Warehouse

TSTI Occupational Health and Safety Committee

GRI 403-4

Organizational Chart



TSTI Accident and Incident Reporting and Handling Procedure



TSTI Occupational Health and Safety Hazard Identification, Analysis, and Improvement Measures (Explanation of Items with Risk Level 3)

GRI 403-2、GRI 403-7

Task Description	Hazard Category (Possible Consequence Scenario)	Existing Engineering Controls / Administrative Controls / PPE	Identified Severity / Probability	Planned Control Measures	Post-Improvement Severity / Probability / Risk Level
Rebar Tying (Contractor)	Caught-in, entanglement (pinching injury)	Wear protective gloves	S3 (Moderate Severity) / P4 (Fairly Likely)	Have the repair work carried out by an external contractor	S3 (Moderate Severity) / P2 (Unlikely) / Risk Level 2

TSTI 2024 Occupational Safety and Health Training for Personnel

Worker Category	Training Type	2024 Training Course	Course Hours	Number of Participants	Total Training Hours
New Employees	General Training	Occupational Safety and Health: Workplace Safety and Health Promotion	3	9	27
Current Employees	General Training	2024 General Labor Safety and Health Education Training	1	419	419
	Specific Training	Emergency Evacuation Drill	1	16	16
Total			5 hours	444 participants	462 hours

Note: Contractors complete the training courses on their own.

We encourage colleagues in all regional offices to obtain certifications such as Class A Occupational Safety and Health Supervisor, General Labor Safety and Health Education Training, and First Aid Safety Training. We also support employees in pursuing the Class B Occupational Safety and Health Manager certification.

TSTI Occupational Safety and Health Related
Certifications/Certificates Obtained

Certification Name	Number of Certificate Holders
Class A Occupational Safety and Health Supervisor	5
Class C Occupational Safety and Health Supervisor	3
General Labor Safety and Health Education Training	20
First Aid Personnel Safety and Health Education Training	11
Occupational Health Service Nurse	1
Forklift Safety and Health Training	1

Note: The number of certificate holders is the total count of valid certificates accumulated up to 2024.

Occupational Injury Statistics and Analysis

• GRI 403-9

In 2024, the total working hours of TSTI and its subsidiaries' employees amounted to 1,066,192 hours, while the working hours of non-employee workers were 4,061 hours. There have been no serious occupational injuries or fatalities caused by occupational accidents in the past three years. This year, there was one commuting traffic accident (an employee fell while riding a personal motorcycle on official duty) and one other occupational injury recorded (main type: crush injury). We will continue to optimize and strengthen our safety supervision system.

Disability Injury Frequency Rate and Severity Rate Statistics of Employees in the Past 3 Years

Item / Year	2022	2023	2024
Lost Workdays Due to Disability Injuries	51	69	26
Disability Injury Frequency Rate	7.09	5.43	1.87
Disability Injury Severity Rate	45	62	24
Total Injury Rate Index	0.56	0.58	0.21

Notes:

1. Lost Workdays: Number of days unable to work (rest days); calculation basis includes occupational injury leave but excludes sick leave and menstrual leave.
2. Disability Injury Frequency Rate = (Number of disability injury cases ÷ Total exposure hours) × 1,000,000 (calculated to two decimal places, no rounding).
3. Disability Injury Severity Rate = (Lost workdays due to disability injuries ÷ Total exposure hours) × 1,000,000 (rounded down to the nearest whole number, no rounding up).
4. Total Disability Injury Rate Index = $\sqrt{[(\text{Disability Injury Frequency Rate} \times \text{Disability Injury Severity Rate}) \div 1,000]}$
5. Among lost workdays due to disability injuries from 2022 to 2024, one case was an occupational injury; the others were traffic accidents.
6. There were no data available for non-employee workers in 2021 and 2022; no disability injuries occurred for non-employee workers in 2023 and 2024.

Occupational Prevention Management

• GRI 403-3、GRI 403-10

We have long been actively committed to maintaining a healthy workplace environment to ensure the physical and mental well-being of all employees. To achieve this, annual health examinations are regularly conducted by professional medical institutions. Physicians provide related health education and promotion, and when necessary, follow-up and care are offered for employees' health issues. Additionally, TSTI provides services for non-employee workers such as the use of disinfectant alcohol, first aid kits, and emergency medical transportation in case of disaster or injury. Over the past three years, no deaths due to occupational diseases have been reported among employees and non-employee workers of TSTI and its subsidiaries, nor have there been any recordable occupational disease cases.

The results of the 2024 health examinations are as follows: 457 individuals completed the health check, including 141 who completed a workload survey questionnaire. After analysis, 102 were classified as low risk, 3 as moderate risk and recommended for consultation with related health education provided, and no high-risk cases were identified. All health examination data involve personal privacy and are properly safeguarded.

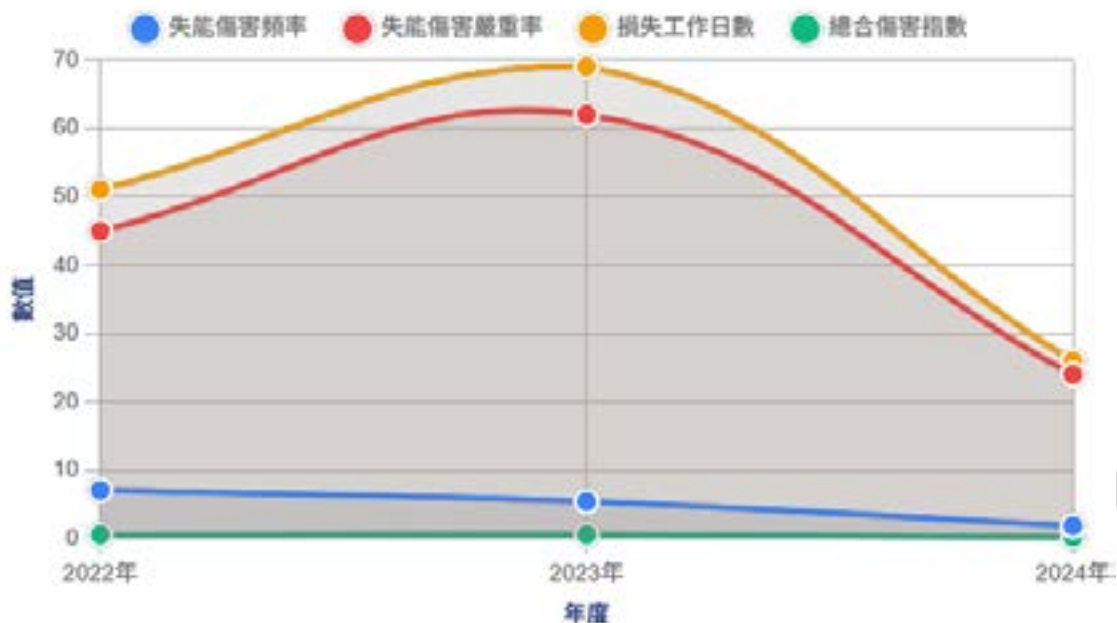
Health Examination Status in the Past 3 Years

Item / Year	2022	2023	2024
Total Number of Health Examinations	416	254	457
Number of Low-Risk Individuals	109	103	102
Number of Moderate-Risk Level 1 Individuals	35	37	36
Number of Moderate-Risk Level 2 Individuals	6	3	3
Number of High-Risk Level 1 Individuals	0	0	0
Number of High-Risk Level 2 Individuals	0	0	0

Notes:

1. Eligibility for the 2024 health examination includes employees who have been employed for at least one year and senior managers and above.
2. Low Risk: No action required; able to perform general work.
3. Moderate Risk Level 1: Lifestyle changes recommended; attention to work hours adjustment.
4. Moderate Risk Level 2: Lifestyle changes recommended; medical assistance advised; consultation with occupational physician suggested.
5. High Risk Level 1: Medical assistance and lifestyle changes recommended; work restrictions necessary; consultation with occupational physician suggested.
6. High Risk Level 2: Medical assistance and lifestyle changes recommended; work limitations necessary; consultation with occupational physician suggested.

Disability Injury Frequency Rate and Severity Rate Trend



Health Examination Trend



Sustainable Partnerships

Sustainable Partnerships

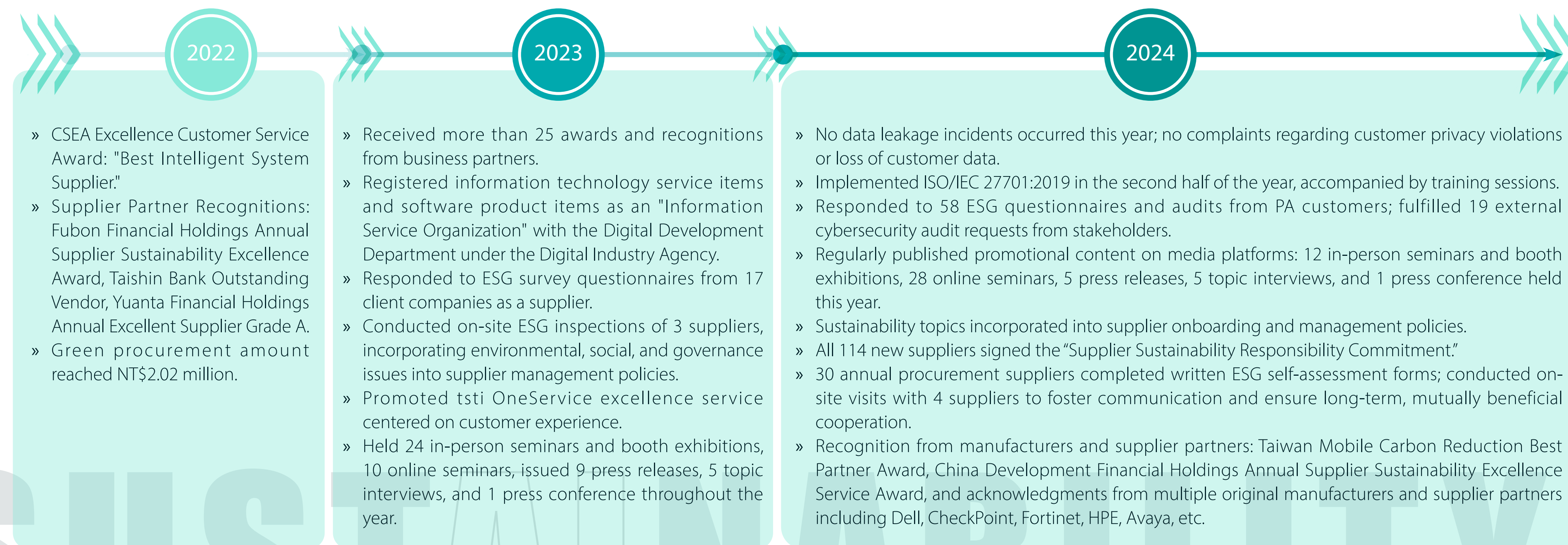


「Sustainable Partnerships」 Highlights

Through certifications, we continuously improve management and service systems to establish a more comprehensive information service framework, working together with corporate clients to create highly competitive information service quality.

We promote green procurement and sustainable supplier management, adhering to key issues such as environmental protection, labor rights, occupational safety and health, and information security, thereby building a sustainable value chain and strong sustainable partnerships.

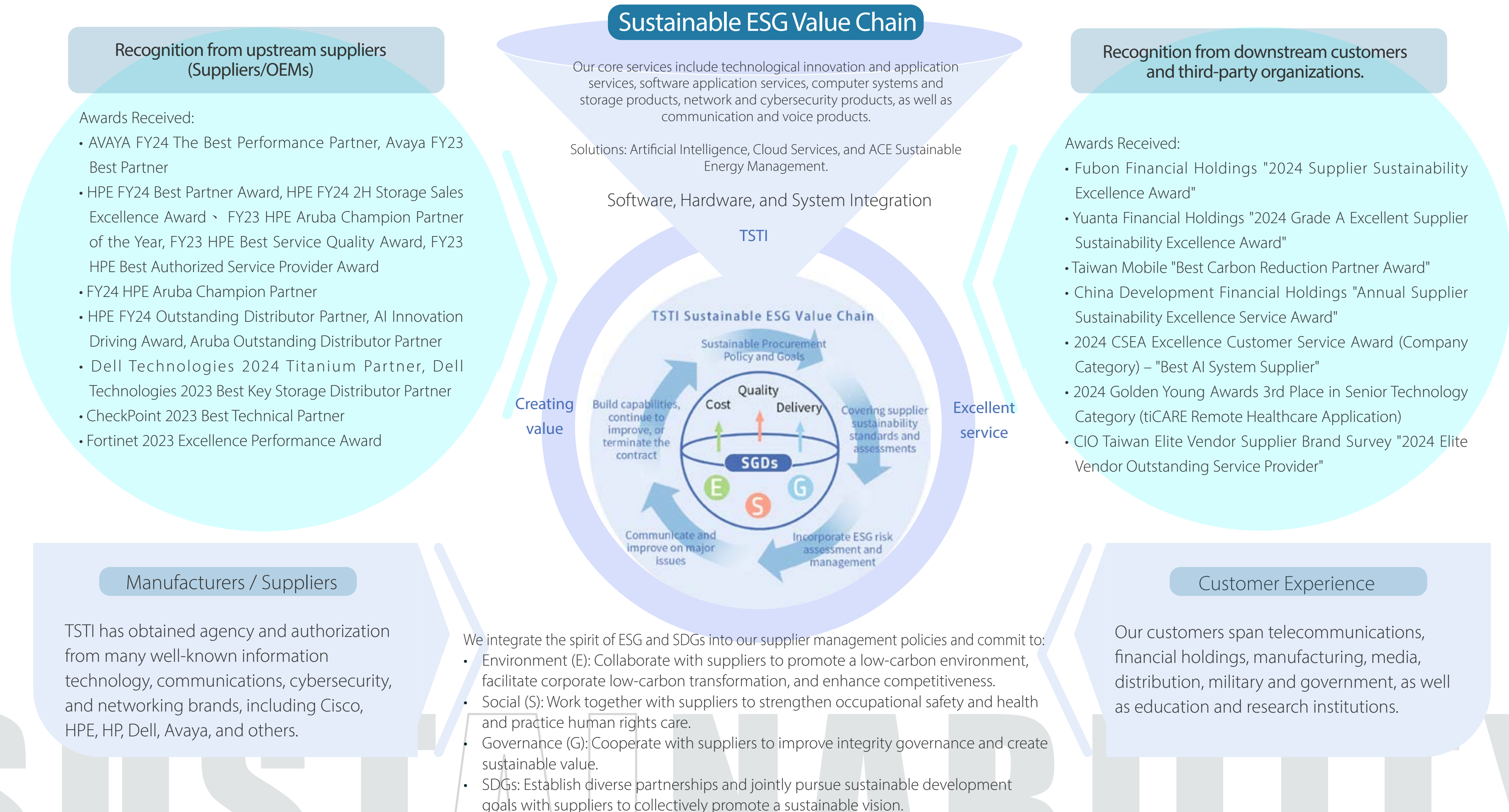
TSTI Sustainable Partnerships Highlights and Achievements





Sustainable Value Chain

GRI 2-6



Customer Relationship – Service Quality and Responsibility

Service and Quality Policy

Through ISO/IEC 20000-1:2018 and ISO 27001:2022 certifications — and with ISO/IEC 27701:2019 being implemented in the second half of 2024 along with employee training — TSTI demonstrates its commitment to continuously improving its management and service systems. We are officially registered with the Digital Industry Agency of the Ministry of Digital Affairs, covering capacities as an IT service provider, SI cybersecurity service provider, and AI technology service provider. This enables us to build a more comprehensive information service framework and work with enterprise clients to create a highly competitive information environment.

At the same time, we have over 100 technical engineers holding various international professional certifications, including HPE ASE, AIS, and APS; Microsoft MCSE; REDHAT RHCE; Cisco CCIE and CCNA, among others. By listening to customer needs and pursuing a win-win outcome for project success, we are dedicated to enhancing service satisfaction. Our technical strength and service quality are highly trusted. For more details on our quality and service awards and recognitions over the years, please refer to the “About Us > Milestones” section on our website.



TSTI OneService Customer Service Team
Recognized as the “Best AI System Supplier” in the Company Category of the 2024 CSEA Excellence Customer Service Awards organized by the Taiwan Customer Service Center Development Association.

ISO
20000

ISO
27001

ISO
27701

• GRI 2-23

TSTI Service and Quality Policy

Policy and Commitment	Customer-centric and service-oriented, providing high-quality, comprehensive smart transformation services for enterprises. Integrate intelligent robot services and management platforms to consolidate customer resources and ensure uninterrupted service, creating the best possible digital journey for clients.
Management Mechanism/System	ISO/IEC 20000-1:2018 Information and Communication Technology Service Management System
Certified Personnel	ISO/IEC 20000-1:2018: 1 person
Responsible Units	- O2C (OneService Operation Center) Maintenance and Operation Center - Administration and Operation Center
After-Sales Service Channels	- Toll-Free Service Hotline: 0800-066-038 - Service Hotline (Landline): +886-2-55624722 - Customer Service & Technical Support Email: 0800@etatung.com - Social App Customer Service: LINE
Customer Service Quality Management Process More Details	We maintain a comprehensive “Service Management Plan” and service quality anomaly management process. If any irregularities are found through satisfaction surveys or customer feedback, a “Service Quality Anomaly Case” is immediately opened. The responsible quality management supervisor, service provider, and client discuss the issue, using the “ISMS Service Quality Anomaly Handling Form” and the “Service Quality Anomaly Management Worksheet” to carefully handle each case. Improvement measures are proposed, and customer feedback is invited. Please refer to our website: About Us > Quality Policy

• GRI 2-13 • GRI 2-23 • GRI 2-25

Customer Service Quality Management Process





Outstanding Customer Experience

In 2022, TSTI launched the OneService service brand with the vision and goal of “Focusing on Value, Delivering Outstanding Customer Experience.” We are customer-centric and service-oriented, providing “From AI to Endpoint” digital transformation solutions, including cloud services, by leveraging our strong ICT integration capabilities and applying our technical expertise to various industries to create an exceptional customer experience.

In 2023, we launched the One Service Mobile Customer Service app to further strengthen customer engagement. Throughout 2024, we organized 12 in-person seminars and exhibitions, 28 online webinars, 5 press releases, 5 feature interviews, and 1 press conference to foster communication and interaction between our partners and customers. In addition to regular client interactions, we proactively understand customer needs through multiple channels. We have established a satisfaction survey mechanism and view every customer response as motivation for our improvement. TSTI regularly reviews and analyzes customer feedback on a quarterly basis, formulates appropriate improvement measures, and reports results to the President and Chairman.

In 2023, we optimized the OneService Platform. The O2C (OneService Operation Center) now uses a service dashboard for real-time case tracking and service personnel dispatch. Through integration with LINE and our intelligent in-house product ibo.ai, customers can request service calls and check case progress in real time. The ibo.helpdesk system also provides instant online support, improving the customer experience while boosting service efficiency, quality, and value. In August 2023, TSTI further enhanced our service by adding the One Service Mobile Customer Service feature in our app, inviting customers to complete a Maintenance Satisfaction Survey immediately after service. The questionnaire was also revised to include two key aspects: Overall Service and Recommendation of TSTI, conducting an NPS (Net Promoter Score) survey.

The TSTI Service Satisfaction Survey added the app channel in August 2023 while retaining the original email questionnaire option, giving customers multiple ways to communicate with us. Since its official launch on September 1, the number of survey responses through the app has significantly increased compared to the previous email-only approach.

In 2024, we continue to improve our communication mechanisms. If a low customer satisfaction score is received, the O2C department will open a case, and the Administration and Operation Center will forward the information to the quality management supervisor. After the issue is resolved, the form is completed and submitted to the reviewing supervisor for sign-off and closure. In 2024, our average NPS satisfaction score reached 99.19. We will keep inviting customers to share their feedback to further enhance our service quality.



TSTI OneService integrates various monitoring software systems, presented in a unified Dashboard at the O2C Operation Center.

Customer Satisfaction Survey

Year	2023	2023 (Note.2)	2024
Number of Completed Surveys	17,169	18,384	41,735
NPS (Net Promoter Score)	98.15	98.23	99.19

- Note:
- 1. The survey categories include computer, communication, and software services, covering repair, installation, and routine maintenance.
 - 2. 2023 data revised: Due to organizational adjustments, survey data from different units were consolidated.

Sustainable Supply Chain

TSTI actively responds to the ESG requirements of our customers. In 2024, we participated in responding to ESG-related self-assessment forms from 54 clients, addressed 19 information security audit requests from external stakeholders, completed 4 on-site ESG due diligence visits, and attended several customer-organized ESG supplier conferences to align with sustainability initiatives.

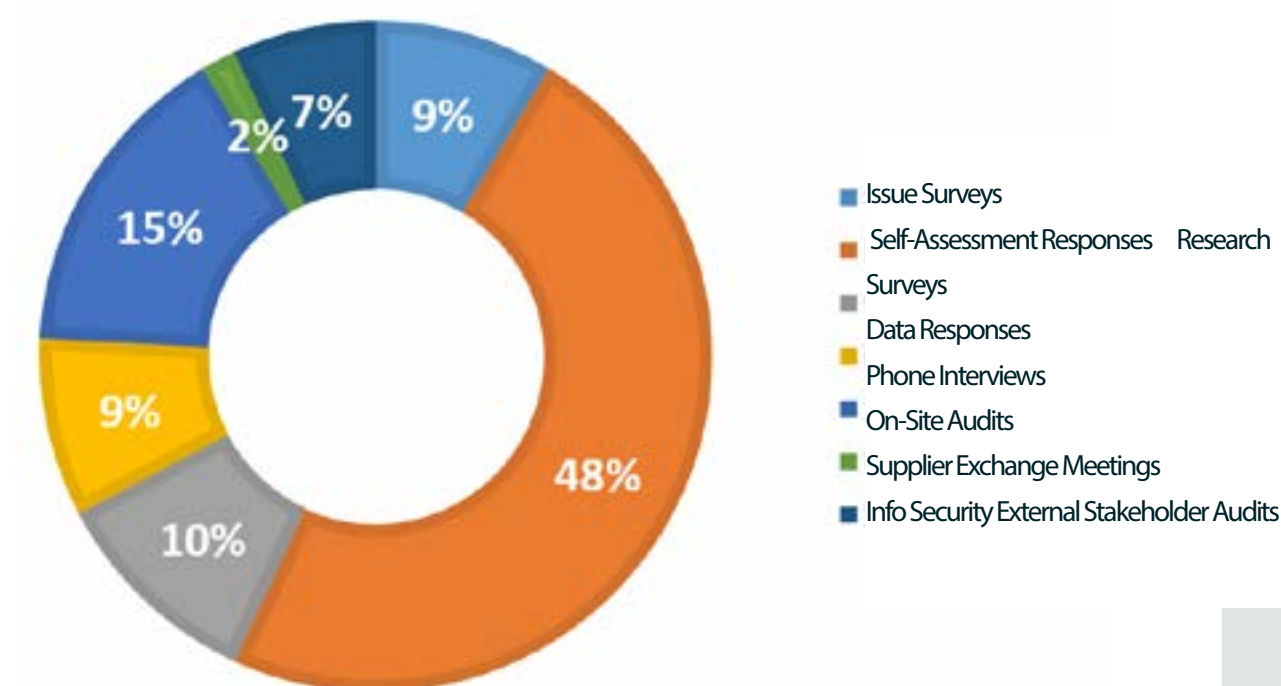
In addition, to build long-term and stable partnerships with our suppliers, we invite business partners to contribute to the development of a sustainable value chain. With a vision of sustainable operations, we incorporate quality management, environmental protection, and corporate social responsibility into our supplier management guidelines, ensuring that our suppliers maintain safe working environments and comply with ESG and SDGs principles.

In 2024, we published the “Supplier Corporate Social Responsibility Policy,” outlining TSTI’s related policies. We will continue to regularly communicate and promote these policies to all partners, aiming to grow together and jointly fulfill our social responsibilities.

For more details, please visit our website:

Corporate Sustainability > Sustainable Partnerships > Supplier Sustainability Management

ESG Questionnaires / Audits / Exchanges



TSTI Customer Response

- Responded to 58 ESG questionnaires, audits, and exchanges
- Addressed 19 information security external stakeholder audit requests

58+19

This year, 114 new suppliers were onboarded.

- All signed the “Supplier Sustainability Commitment.”

114

This year’s ESG Corporate Sustainability Inspections:

- 30 suppliers completed written surveys
- 4 suppliers received on-site visits

30+4

TSTI 2024 Stakeholders (Customers): ESG Questionnaires / Audits / Exchanges

Category	Issue Surveys	Self-Assessment Responses	Research Surveys	Data Responses	Phone Interviews	On-Site Audits	Supplier Exchange Meetings	Info Security External Stakeholder Audits	Total
2024	5	28	5	9	1	4	6	19	77





New Supplier Onboarding and Management

GRI 2-23、GRI 2-24

In addition to signing relevant contracts, TSTI further strengthened sustainable management of its supply chain in 2024 by optimizing supplier management mechanisms and the ESG self-assessment process. Previously separate documents — the “Supplier Commitment Letter (Integrity and Ethical Business Practices)” and the “Supplier Corporate Social Responsibility Self-Assessment Form” — were integrated into a more comprehensive “Supplier Sustainability Commitment Letter.” This document incorporates international initiatives such as sustainable development, environmental protection, and human rights, inviting suppliers to jointly commit to their implementation.

To ensure an effective and sustainable supply chain, we maintain an open and accessible supplier complaint mailbox. We also conduct regular performance evaluations of suppliers based on criteria including quality, service, price, and delivery. Environmental, social, and governance (ESG) factors are also incorporated into these evaluations. Suppliers failing to meet the required standards are requested to make improvements. We verify the effectiveness of these improvements and, if suppliers still do not meet our requirements, we may reduce purchases, suspend procurement, or revoke their qualified supplier status. These actions ensure product quality stability and operational sustainability.

TSTI New Supplier Onboarding and Management

Policy and Commitment	The Supplier Sustainability Management Policy was approved by the CEO and published; the first revision was on June 6, 2024.
Management Mechanism	The Supplier Onboarding and Management Procedures were revised for the second time on June 6, 2024.
Responsible Unit	Procurement Department
Complaint / Suggestion Channels	- Whistleblowing Mailbox: audit@etatung.com - Supplier stakeholders: Email/contact methods

GRI 2-13、GRI 2-23、GRI 2-25

The total supplier count includes:

- Suppliers under agency or distribution contracts;
- General suppliers (ICT hardware & software products, accessories, consumables, testing & maintenance, etc.);
- Engineering suppliers (suppliers for electromechanical or ICT system installation and repair projects);
- Software development and professional service suppliers (outsourced software development, professional or after-sales services).



TSTI Supplier Status in the Past Three Years

Supplier Category	2022	2023	2024
Number of New Suppliers Onboarded	158	164	114
Total Number of Suppliers	820	704	641

TSTI Supplier Management Procedures

Management Procedure	2023 Management Mechanism	2024 Management Mechanism	Description
New Supplier Evaluation	- Supplier Commitment Letter (Integrity and Honest Operation) - Supplier Corporate Social Responsibility Self-Assessment Form	Supplier Sustainability Responsibility Commitment Letter	- Before a new supplier is qualified, risk assessments on quality, finance, and integrity operation are conducted, and the supplier signs the Sustainability Responsibility Commitment Letter. - Key suppliers are selected based on importance and special circumstances for biannual evaluation, audited according to supplier evaluation categories. Evaluation levels are graded A, B, and C. Grades B and above are qualified suppliers. - Grade A: Excellent supplier, can be proactively recommended to sales, strengthening mutual cooperation. - Grade B: Meets average standards, requires some improvements; both A and B level suppliers are major regular partners. - Grade C: Immediate reduction in orders, enhanced guidance, improvement plans, or seeking alternative sources
Supplier Regular Evaluation	Supplier Evaluation Form	Supplier Evaluation Form	
Annual Supplier Promotion & Evaluation	2023 Supplier Corporate Social Responsibility Promotion Policy	2024 Supplier Corporate Social Responsibility Promotion Policy	Ensures suppliers understand and jointly implement sustainability governance, environmental protection, employee rights, and social care. Annual promotion and evaluation for related suppliers and contractors are conducted. Procurement strategies are adjusted based on evaluation results.



Supplier Partner Evaluation and ESG On-site Visits

Supplier Evaluation

TSTI's Supplier Evaluation Form is categorized by industry type into Product, Engineering, and Logistics. Evaluations are conducted biannually. Based on feedback from sales, secretarial, and warehouse departments, procurement staff select suppliers for evaluation according to the importance and special circumstances of the issues raised. In total, 34 suppliers were evaluated in the past year.

The evaluation criteria and their weightings include:

- Timeliness of delivery
- Whether delivered items (specifications) conform to the order
- Stability of product quality
- Integrity and cleanliness of outer packaging
- Competitiveness of pricing
- Strength of technical support
- Speed of handling defective products
- Attitude of transport personnel (handling methods)
- Enthusiasm of after-sales service
- Compliance with engineering progress and construction regulations
- Whether project completion dates comply with contract specifications

The results of TSTI's supplier evaluations over the past three years are summarized in the following table:

Supplier Evaluation Results of TSTI Over the Past Three Years

Year/Grade	2022	2023	2024
Grade A	23	23	30
Grade B	0	1	4
Grade C	1	0	0
Total (Number of Suppliers)	24	24	34



ESG On-site Visit by TSTI to Supplier Companies on October 18, 2024

Supplier ESG Assessments

To ensure all business partners comply with labor rights, occupational safety, environmental regulations, and related legal requirements, TSTI invites suppliers to complete a written "Supplier ESG Corporate Sustainability Self-Assessment Form." We also plan to conduct on-site visits to suppliers, aiming to build communication channels for mutual learning and growth.

In 2024, a total of 30 suppliers responded to the written survey, and on-site visits were conducted for 4 suppliers from software development, agency, and labor service sectors, to better understand their development and implementation of SDGs initiatives.

Number of TSTI Supplier ESG Assessments

Sustainable Supplier Development and Implementation Management	2023 Actual Completion	2024Planned Execution	2024 Actual Completion
Written Response to "Supplier ESG Corporate Sustainability Self-Assessment Form"	12	20	30
On-site Visits	3	5	4

Environmental Sustainability

Environmental Sustainability



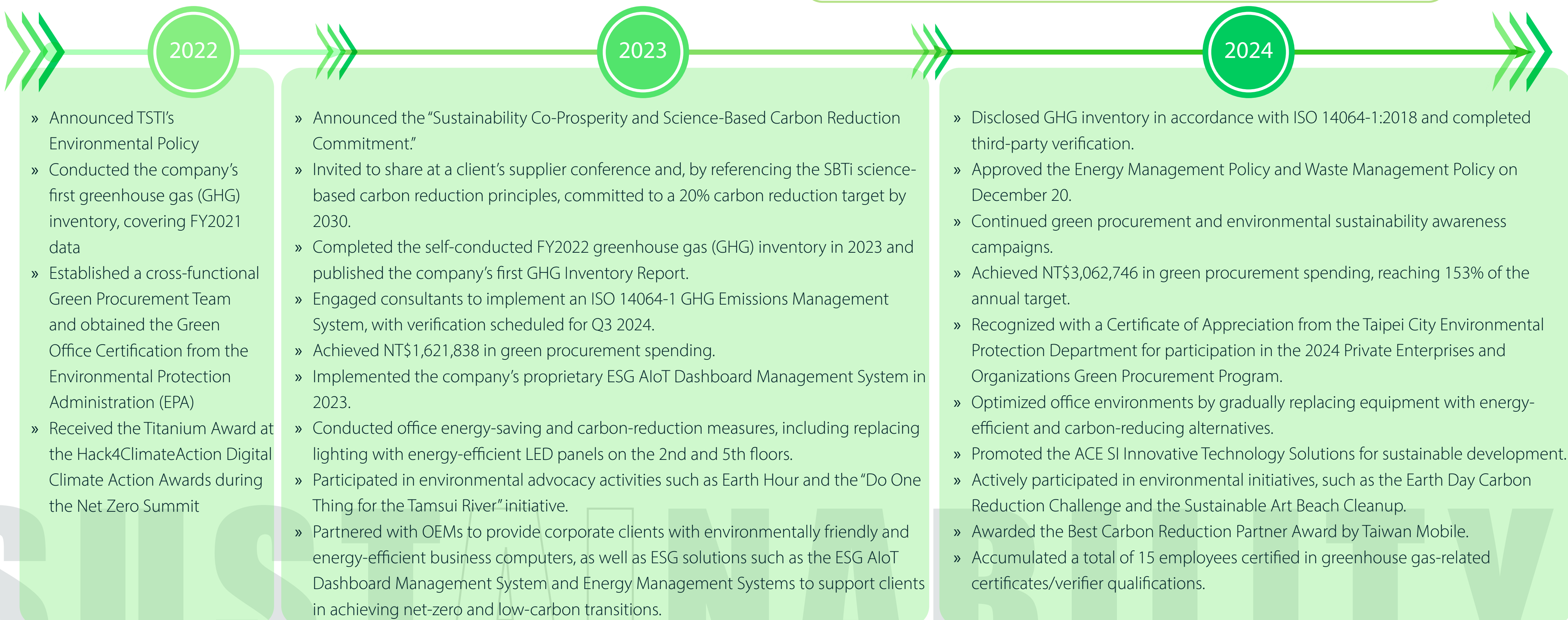
「Environmental Sustainability」 Highlights

TSTI continuously promotes environmental sustainability awareness among employees and suppliers. We have established a cross-department Green Procurement Task Force to purchase environmentally certified products that meet national standards and have obtained the Environmental Protection Administration's Green Office Certification. By integrating our core corporate competencies, we are developing new ESG business models, such as the ESG AIoT Command Management System, to support our clients' carbon reduction initiatives. Leveraging our expertise in information services, we aim to contribute to energy conservation, waste reduction, and overall environmental sustainability.

TSTI Environmental Sustainability Highlights and Performance

TSTI has never been subject to any significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations.

GRI 2-27



Environmental Sustainability Policy

Commitment to Environmental Sustainability

• GRI 2-23

TSTI and its subsidiaries, as professional ICT system integrators specializing in digital transformation, cybersecurity, cloud, and digital application software solutions, do not operate factories or manufacturing equipment. The primary sources of carbon emissions, water footprint, and waste mainly come from typical office activities, such as office waste sorting, water and electricity usage, company vehicles, and refrigerants used in refrigerators, air conditioners, and water dispensers.

To fulfill our responsibility for environmental protection and to achieve sustainable corporate development, TSTI has established an Environmental Policy. We firmly believe that actively implementing and promoting corporate environmental sustainability governance is a shared mission and responsibility of all our employees.

TSTI's Commitment to Environmental Sustainability

• GRI 2-13、GRI 2-23、GRI 2-24

Item	Description
Policies and Commitments	In 2022, the Chairman approved and announced the TSTI Environmental Policy.
Management Mechanism / System	• Energy Management Guidelines • Waste Management Guidelines • ISO 14064-1:2018
Certified Personnel	• ISO 14064-1:2018: 3 employees • ISO 14067: 3 employees
Responsible Departments	Sustainability & Development Division, Human Resources Department, Occupational Safety & General Affairs Section

Green Procurement and Procurement Practices

In 2024, TSTI and its subsidiaries achieved a local procurement ratio of approximately 89.67% of total spending. Since 2022, TSTI has launched its green procurement initiative, "tsti go Green," giving priority to purchasing products certified with green eco-labels.

In addition, for the products we distribute and sell, the Company actively includes energy-saving electronic equipment from original manufacturers in our sales portfolio. This approach encourages suppliers to enhance the development of energy-saving and carbon-reducing products, thereby jointly fulfilling our corporate social responsibility. Some of the IT equipment we sell has already obtained Taiwan's Energy-Saving Label.

In 2024, TSTI declared a total amount of NTD 3,062,746 for "2024 Green Procurement" through the Government Green Procurement Online Reporting System, surpassing the annual target of NTD 2 million and achieving 153% of the goal. This demonstrates our concrete results in promoting green procurement. TSTI also received a Certificate of Appreciation from the Taipei City Environmental Protection Department in recognition of our active participation and outstanding performance in the "Private Enterprise and Group Green Procurement Promotion Program."

TSTI and Subsidiaries Taiwan Green Procurement Amounts for the Past 3 Years (Unit: NT\$)

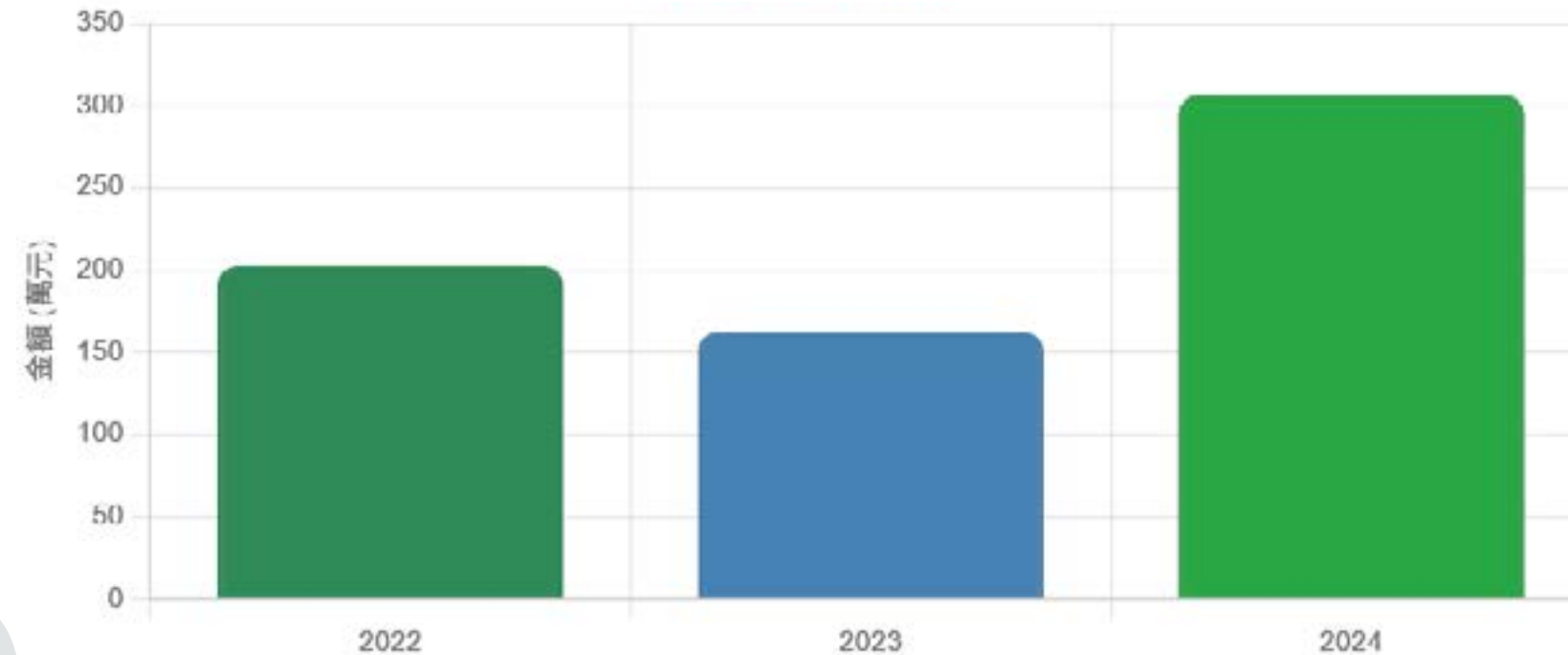
Year	2022	2023	2024
Green Procurement Amount	2,024,766	1,621,838	3,062,746

Note: TSTI reports its annual green procurement performance through the "Government Green Procurement Online Reporting System" at the end of each year. The reported amounts cover TSTI and its subsidiaries (CHCI and TISNeT).



Certificate of Appreciation from the Taipei City Environmental Protection Department

Green Procurement Trends



Promoting Sustainable Governance 1/2

In response to climate change, we proactively identify related operational risks and potential impacts, and closely monitor the progress of domestic and international environmental conventions and policies. Based on industry characteristics, we have established an environmental management system and set up relevant working groups. We make a clear commitment to all employees, customers, shareholders, and the public: we will diligently implement environmental protection and continual improvement. Through company-wide participation in carbon and pollution reduction, as well as resource and energy conservation, we actively promote the following sustainable governance initiatives and projects.

	Sustainable Governance Initiatives	2024 Target Status: Achieved (O) / Ongoing (▲)	2024 Implementation Status	Short-Term Target (2025)	Mid- to Long-Term Target (2025–2030)
Green Procurement	Comply with Green Procurement Guidelines, establish a green supply chain and knowledge base, develop green suppliers, actively promote and prioritize purchasing environmentally labeled products to increase the proportion of green procurement. This includes refrigerants, paper, building materials, LED lights, and information equipment.	- Continuously promote company green procurement, with green procurement amount exceeding 2 million.(O) - Maintain local procurement accounting for over 95% of total procurement amount. (▲)	- The 2024 green procurement amount reached NT\$3,062,746, achieving 153% of the target; recognized by the Taipei City Environmental Protection Bureau with a Certificate of Appreciation for the “2024 Promotion of Green Procurement by Private Enterprises and Organizations.” - Local procurement by TSTI and its subsidiaries accounted for 89.67% of total procurement amount.	- Continue promoting corporate green procurement, with green procurement amount exceeding NT\$2 million. - Maintain local procurement at over 95% of total procurement amount.	- Promote green procurement initiatives within subsidiaries. - Monitor carbon emissions for 80% of procured products.
Green Emission Reduction	- Implement energy saving and carbon reduction by actively monitoring company carbon emissions, managing energy usage, and conducting carbon inventories; promote paperless internal operations and digitalize external customer services. - Inventory total water usage and waste weight, and establish management policies for reduction. - Replace with high-efficiency, low-energy consumption equipment. - Regularly maintain and upgrade data center cooling systems to ensure optimal performance. - Gradually migrate company data and systems to more energy-efficient cloud data centers. - Promote energy-saving initiatives in office environments, replacing and adopting energy-efficient lighting, air conditioning, and electrical appliances. - Centralize office and operational areas; turn off unnecessary air conditioning and lighting.	- Continuously review and implement company emission reduction plans to achieve planned carbon reduction. (O) - Replace outdated equipment with energy-efficient models. (O) - Replace lighting at Taipei HQ (3F and 5F East) and parts of the Hsinchu office with LED panel lights, expecting to save over 60% of annual lighting electricity consumption. (▲) - Gradually optimize electronic document management, approvals, and HR systems; phase in digital file transfer to replace traditional paper use.(O)	- Air conditioning units were cleaned and maintained in April and September, effectively improving efficiency and reducing equipment load. - The Energy Management Guidelines were approved on December 20. - Company hybrid vehicles saved 443.28 liters of fuel in one year. - LED panel lights were installed at the Hsinchu 15-6 office and Kaohsiung office, reducing purchased electricity carbon emissions by approximately 11.71%; received an energy-saving equipment replacement subsidy of NT\$114,285 from the Ministry of Economic Affairs. - Biannual air conditioning maintenance improves system efficiency and reduces equipment load. 415,000 sheets of A4 paper were used for office equipment, 71,068 sheets fewer than in 2023.	- Continuously review and implement the company's emission reduction plans to achieve planned carbon reductions. - Replace outdated equipment with energy-efficient models. - In 2025, renovate the 3rd and 4th floor offices at the Taipei headquarters and replace lighting with LED panel lights to reduce electricity consumption for lighting. - Optimize the electronic document management and HR systems; phase in digital file transfer to replace traditional paper usage.	- Continue to optimize the electronic document approval system to reduce paper use and minimize environmental impact. - Improve management systems by developing intelligent monitoring and management tools to effectively collect and track the company's carbon emissions and electricity usage, identify issues, and set improvement targets.

Promoting Sustainable Governance 2/2

	Sustainable Governance Initiatives	2024 Target Status: Achieved (O) / Ongoing (▲)	2024 Implementation Status		Short-Term Target (2025)	Mid- to Long-Term Target (2025–2030)
Green Resource Recycling	- Promote waste management and resource recycling: each office floor is equipped with resource recycling and waste sorting facilities. Recovered IT equipment and materials are properly sorted and processed for reuse to improve energy efficiency. - Implement proper disposal of obsolete computers and recycling of toner cartridges. Media containing personal data (such as hard drives) are wiped and physically destroyed before disposal to comply with personal data protection laws and align with environmental resource regeneration principles.	Adopt eco-friendly consumables to promote a circular economy. (O)	- Approved the "Waste Management Regulations" on December 20. - The total annual volume of waste and resource recycling reached 3.22 metric tons.	- Continuously review the company's emission reduction plan and implement planned carbon reduction. - Replace outdated equipment with energy-efficient alternatives. - In 2025, renovate the 3rd and 4th floor offices at the Taipei headquarters; replace lighting with LED panel lights to reduce electricity consumption for lighting. - Optimize the electronic document management and HR systems; gradually replace traditional paper-based processes with electronic file transmission. - Implement waste management by properly managing receipts from each recycling vendor to facilitate subsequent statistics and tracking of waste flow. - Adopt eco-friendly consumables to promote a circular economy	Use recycled materials to reduce environmental impact. Continuously promote waste sorting and resource recycling	
Green Disclosure	- Proactively disclose Emission of greenhouse gases ahead of regulatory requirements and actively develop carbon reduction strategies. - Assess potential risks and opportunities related to climate change and implement corresponding response measures.	Plan to implement ISO 14064-1:2018 guidance in 2024 and pass third-party verification by Q3. (O)	- In 2024, ISO 14064-1:2018 implementation guidance was introduced. Darfon's GHG inventory report (including subsidiaries) completed third-party verification and was publicly disclosed in August of the same year. - In 2024, two employees completed internal GHG verification training, bringing the cumulative total to seven certified personnel. - GHG report verified by a third party in accordance with ISO 14064-1:2018.		Certified under ISO 14064-1:2018	Continued verification under ISO 14064-1:2018 Implemented ISO 14001 and ISO 50001
Green Initiatives	- Supports environmental initiatives and aligns carbon reduction efforts with SBTi. - Promotes environmental awareness and leads by example in eco-friendly public initiatives.	Promoted ESG practices among suppliers; 5 on-site visits completed in the year. (▲)	30 supplier ESG self-assessments completed; 4 on-site audits conducted. 492 participants completed ESG training in 2024, totaling 330 hours.		5 supplier on-site audits conducted during the year. Regular training conducted to strengthen environmental and resource conservation awareness.	- Continued to promote ESG sustainability practices among supplier partners. - Developed a mid- to long-term plan targeting a 20% carbon reduction by 2030, with the following specific goals: - Reduce Scope 1 emissions from company vehicle fuel consumption by 5–10%; - Reduce Scope 2 emissions from purchased energy by 10–15%; - Reduce Scope 3 emissions by 10–20%.

GRI 204-1

TSTI and Subsidiaries — Total Procurement Amount, Local Procurement Amount, and Local Procurement Ratio (Unit: NT\$)

Year	2022	2023	2024
Total Procurement Amount	3,417,920,617	2,987,400,566	2,727,961,428
Local Procurement Amount	3,153,033,311	2,823,950,423	2,446,129,635
Local Procurement Ratio	92.25%	94.53%	89.67%

TSTI — Local Procurement Ratio in Taiwan Over the Past 3 Years (Unit: NT\$)

Year	2022	2023	2024
Total Procurement Amount	2,953,175,616	2,601,853,256	2,199,919,796
Local Procurement Amount	2,809,085,399	2,529,520,274	2,068,548,040
Local Procurement Ratio	95.12%	97.22%	94.03%

CHCI — Local Procurement Ratio in Taiwan Over the Past 3 Years (Unit: NT\$)

Year	2022	2023	2024
Total Procurement Amount	282,986,956	200,220,801	334,652,987
Local Procurement Amount	162,209,718	109,103,640	184,192,950
Local Procurement Ratio	57.32%	54.49%	55.04%

Note: The proportion of imports for CHCI is relatively high, mainly due to its role as an agent for international brands (such as Zebra, Canon, Innovative, etc.).

TISNeT — Local Procurement Ratio in Taiwan Over the Past 3 Years (Unit: NT\$)

Year	2022	2023	2024
Total Procurement Amount	181,758,045	185,326,509	193,388,645
Local Procurement Amount	181,738,194	185,326,509	193,388,645
Local Procurement Ratio	99.99%	100.00%	100%

Procurement Ratio

89%

Growth in Green Procurement

2024 vs 2023

92.15%

Average in Local Procurement

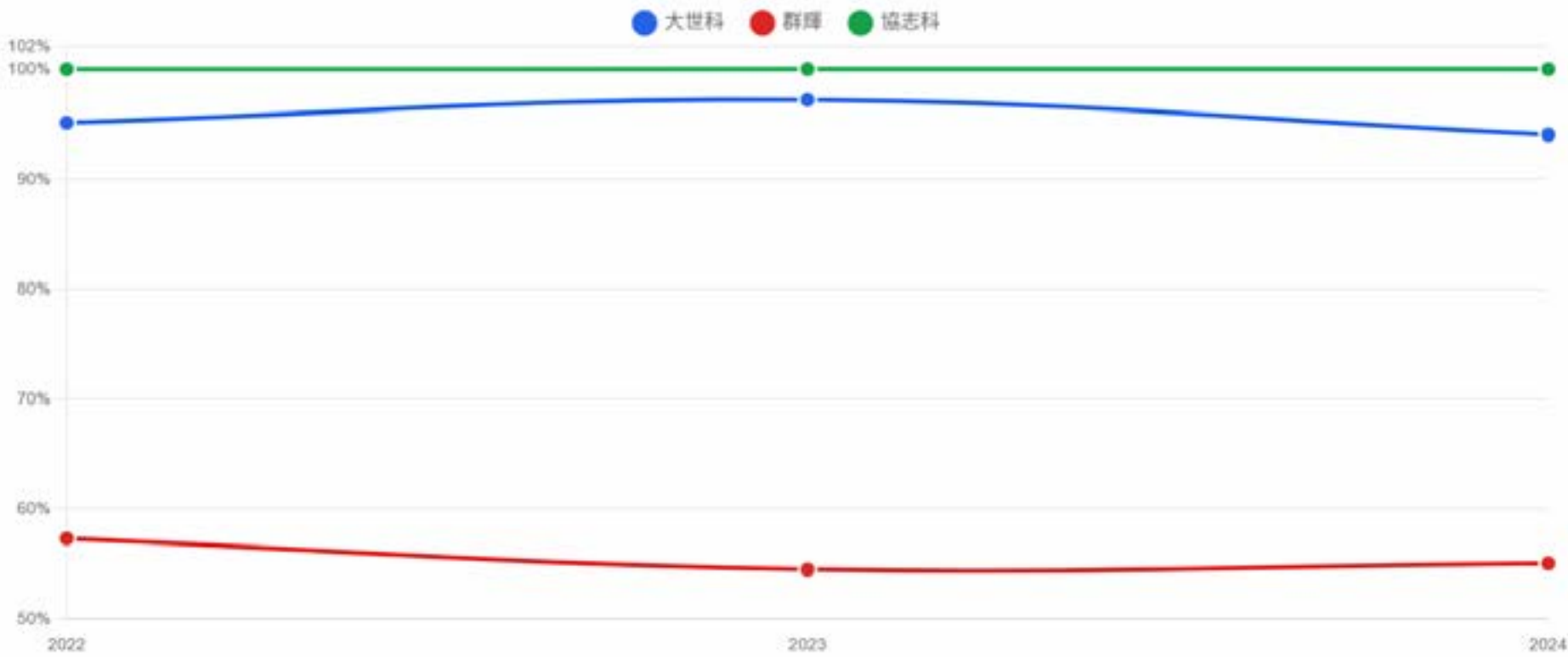
三年平均

3.06
Million

Green Procurement in 2024

(Unit: NT\$)

Three-year Local Procurement Rtio



TSTI

95.46%

三年平均採購比例

CHCI

55.62%

三年平均採購比例

TISNeT

100.00%

三年平均採購比例

Three-year Average Local Procurement Rtio

Green Resource Recycling

Office Waste Management

TSTI and its subsidiaries primarily generate general waste from daily office operations, without any hazardous waste from manufacturing processes. Office trash bins are equipped with resource recycling categories to encourage employees to sort waste at the source. Sorted waste is collected and further processed by a licensed disposal company contracted by Tatung Co., which ensures compliant transportation and recycling, thus minimizing environmental impact.

In 2024, the total waste weight was approximately 3.22 metric tons, representing a significant decrease of about 61.59% compared to the previous year. This reduction was mainly because there were no office renovation projects during 2024, and the waste generated only came from regular daily operations.

To actively prevent pollution and potential data leakage, the company monitors waste flow by collaborating with transporters on vehicle tracking and management measures. In our ESG supplier meetings, we also exchange best practices with disposal vendors, covering topics such as contractor selection, tracking systems, on-board monitoring, and packaging material reuse to further enhance environmental friendliness.

Estimated Non-Hazardous Waste Weight (Unit: Metric Tons)

Year	2022	2023	2024
Disposal and Transfer for Recycling (Paper)	-	2.6	2.55
Non-Hazardous Waste Weight (Incineration, excluding energy recovery)	1.694	5.784	0.67

Notes:

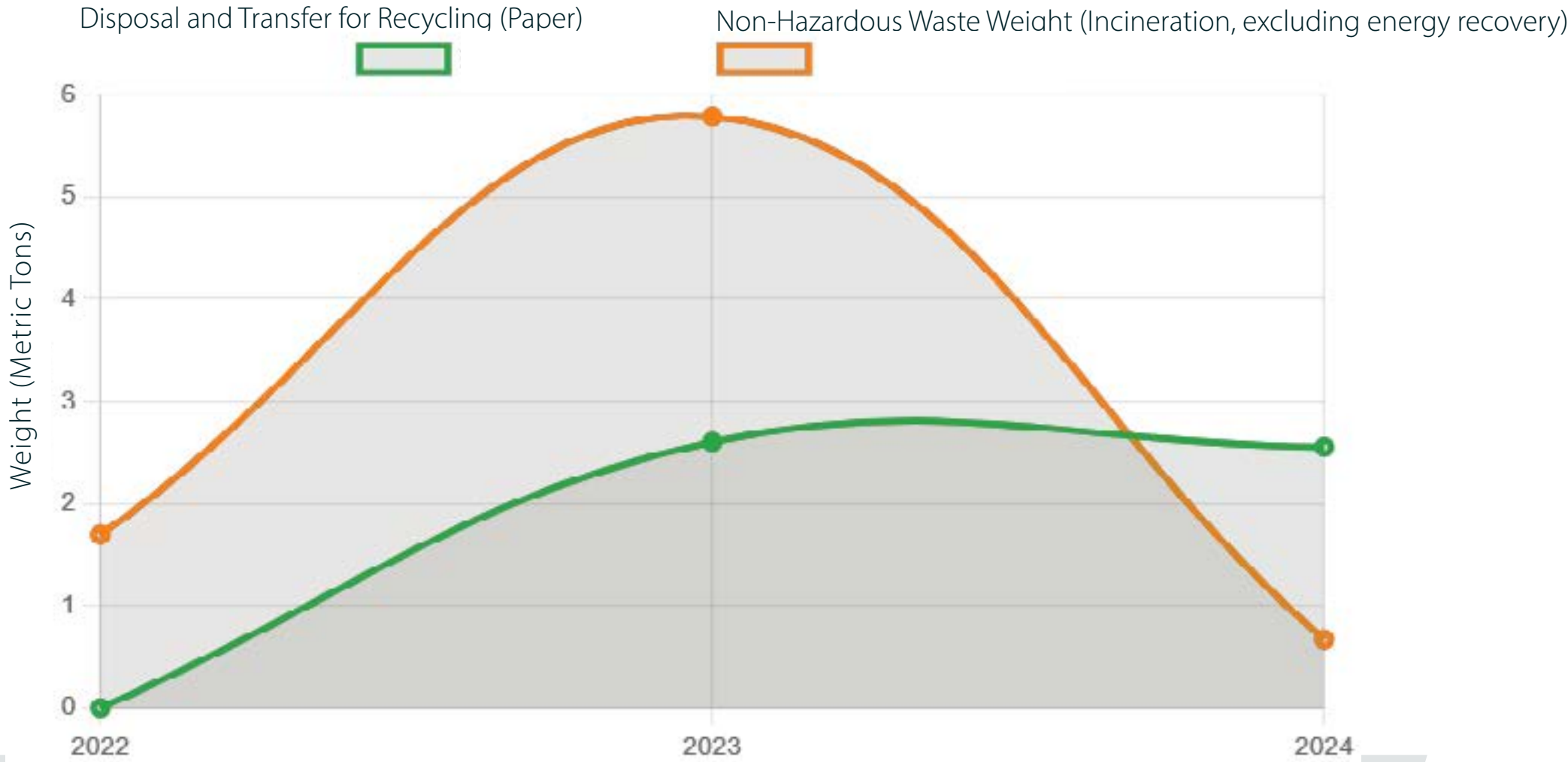
- 1.Scope includes: general waste, office waste, document shredding (pulping), and disposal of obsolete IT equipment from TSTI and its subsidiaries.
- 2.For disposal and transfer, only paper is recycled. Confidential documents are entrusted to a certified service provider for secure shredding and pulping, which is then reused for recycled paper production.
- 3.No data was available for 2021, and documentation for 2022 was relatively incomplete.

Recycling and Reuse

Although TSTI and its subsidiaries are not in the manufacturing industry, we are committed to reducing our environmental impact by minimizing waste through packaging reuse. We collect used packaging materials from our customers and repurpose them as cushioning materials or product packaging to lower our environmental footprint.

Looking ahead, we plan to expand the use of eco-friendly packaging materials by using bags made from recyclable plastic pellets, which carry eco-labels indicating their recyclability. These bags are filled with air by machines to create protective packaging. This initiative is expected to save approximately NT\$6,600 annually.

Estimated Non-Hazardous Waste



Green Emission Reduction

TSTI began conducting voluntary greenhouse gas (GHG) inventories in 2021 and designated 2022 as the company's GHG inventory baseline year in 2023. In response to government environmental policies, we are committed to implementing energy-saving and carbon reduction strategies, setting an annual reduction target of at least 1%. To further align with our dual transformation strategy of digitalization and sustainability, we launched the ISO 14064-1 implementation kick-off meeting in February 2024. With the assistance of an external third-party consultant, we have introduced the ISO 14064-1 management process, verified our 2023 GHG report, and established 2023 as the new baseline year under the consultant's guidance.

Energy Use

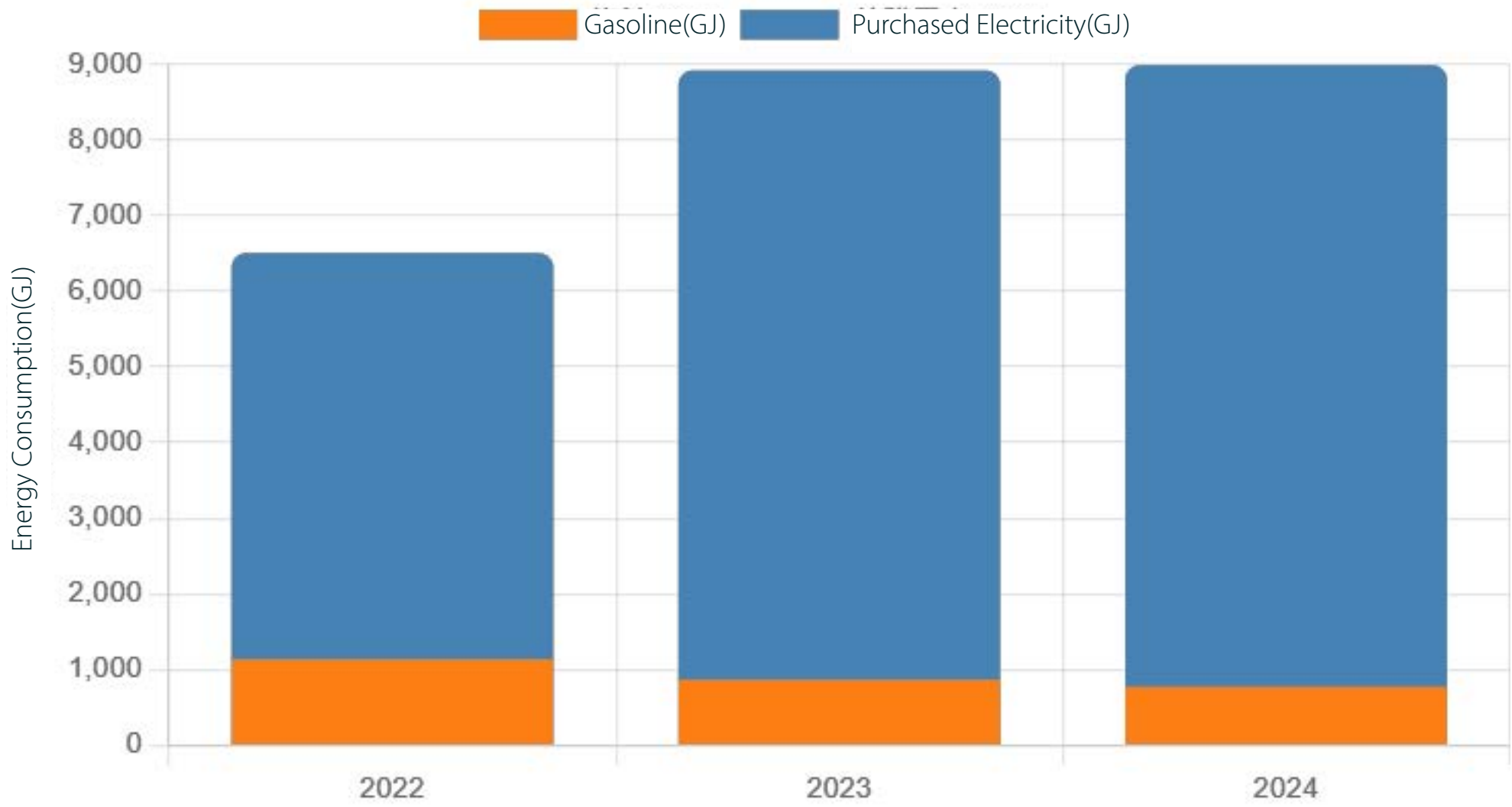
GRI 302-1、GRI 302-3

The company does not purchase renewable energy externally. Our primary sources of energy consumption are electricity and gasoline. In 2024, total electricity consumption was 2,281,509 kWh. The increase in electricity use mainly came from the UPS system in the 4F server room of our Beishe Gong office, which we plan to optimize for better energy efficiency. Gasoline consumption was 24,236.96 liters. Overall energy consumption totaled approximately 8,985.04 GJ, resulting in an energy intensity of 2.29 GJ per NT\$1 million in revenue.

Energy Consumption

Energy Type	Unit	2022	2023	2024
Gasoline (company cars)	Liters	34,809.36	26,492.11	24,236.96
	GJ	1,136.01	864.57	771.61
Purchased Electricity	kWh	1,490,614	2,236,567	2,281,509
	GJ	5,366.21	8,051.64	8,213.43
Total Energy Consumption	GJ	6,502.22	8,916.21	8,985.04
Total Revenue	NT\$ million	4,346.64	4,179.56	3,930.22
Energy Intensity	GJ / NT\$ million	1.49	2.13	2.29

Energy Consumption



Notes:

1. The energy data covers TSTI and its subsidiaries' offices across Taiwan.
2. Gasoline data is based on fuel receipts for company-leased vehicles. The previously disclosed diesel figures on the official website were estimated using freight costs paid to outsourced logistics providers; following the introduction of ISO 14064-1, these estimates have been removed as the company does not operate other diesel generators.
3. All calculations are to two decimal places, without rounding.
4. 1 gigajoule (GJ) equals 1,000,000 kilojoules (KJ).
5. For 2024, gasoline's energy conversion factor was adjusted based on the Ministry of Environment's announcement (February 13, 2025) of the 2024 Lower Heating Value for automotive gasoline: 7,609 kcal/L, equivalent to 31,836.1 KJ per liter.
6. Energy conversion factors follow the Ministry of Environment's Greenhouse Gas Emission Factor Management Table (Version 6.0.4): electricity at 1 kWh = 3,600 KJ; gasoline for 2022–2023 was calculated at 1 L = 32,635.2 KJ (7,800 kcal).
7. The significant increase in total energy consumption in 2023 compared to 2022 was due to the inclusion of TISNeT's data center electricity usage following the implementation of ISO 14064-1:2018.

Water Resource Management

TSTI and its subsidiaries operate in the information services industry. As our office spaces are leased, we do not have access to detailed water billing information. All water used is supplied by municipal tap water, with usage primarily for daily office operations and employee needs. According to the World Resources Institute – Aqueduct Water Risk Atlas, Taiwan faces no immediate risk of water scarcity, categorized as Low to Medium (1–2).

Nevertheless, water is a precious shared resource. We actively manage its use in our daily operations and continuously promote water conservation practices. This includes installing water-saving fixtures with conservation labels, using sensor-activated faucets, and conducting regular and ad-hoc maintenance of water storage and supply equipment to prevent leaks and wastage. We are committed to embedding the concept of water conservation into our employees’ daily habits and office routines.

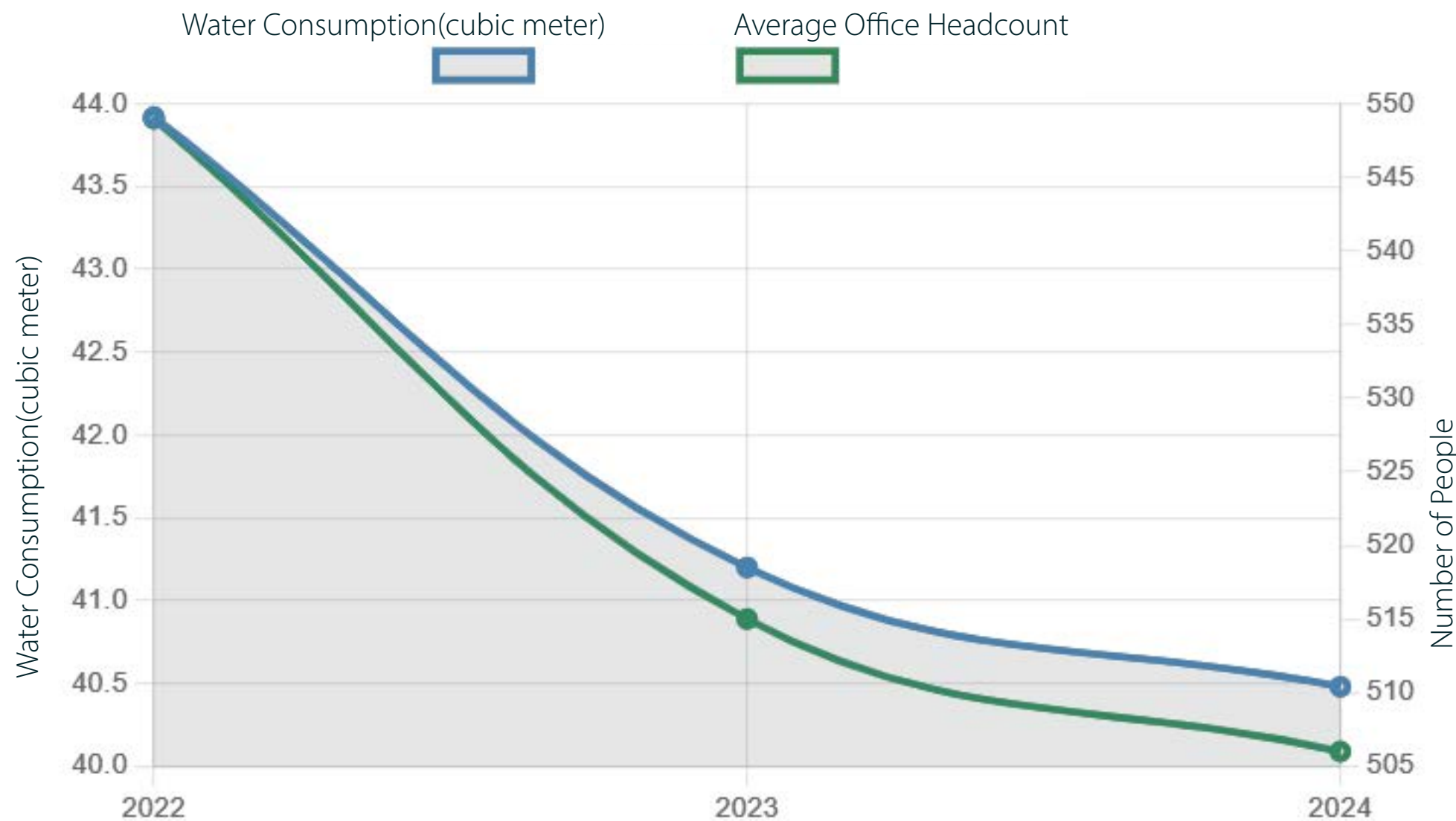
Estimated Water Consumption for TSTI and Subsidiaries (Due to Leased Office Spaces)

Year	2022	2023	2024
Average Office Headcount	549	515	506
Estimated Total Water Consumption (m ³)	43.92	41.2	40.48
Estimated Carbon Emissions (kg CO ₂ e)	6.67584	6.4272	6.31488

Notes:

1. Scope: Includes employees working in the offices of TSTI and its subsidiaries (CHCI and TISNeT).
2. The estimates are based on the “Water Consumption Control Study for Residential and Office Buildings,” which assumes an average daily water use of 80 liters per person (1 cubic meter = 1,000 liters).
3. The estimated carbon emissions have been updated: In previous reporting years, the 2021 emission factor of 0.161 kg CO₂e per m³ was used. For this table, the estimates are adjusted based on the Taiwan Water Corporation’s announcement on August 22, 2024: 0.152 kg CO₂e/m³ for 2022; 0.156 kg CO₂e/m³ for 2023; and, as the 2024 factor has not yet been published, the same factor of 0.156 kg CO₂e/m³ is used for 2024.

Estimated Water Consumption



Climate Change Governance
TSTI TCFD Framework

In alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), TSTI has established a governance framework to address climate-related financial risks and opportunities. The following table outlines our TCFD structure and its implementation status in 2024:

Core Element	Response Actions
Governance	In 2022, TSTI established the “Sustainable Development Best Practice Principles” and formed a dedicated “Sustainable Development Promotion Task Force.” The Chairman and President serve as the Convener and Deputy Convener respectively, with the CFO and Corporate Governance Officer acting as the Chief Commissioner. Through quarterly meetings and task-specific working groups, the task force drives sustainability initiatives. In 2024, five regular meetings were held, during which the implementation status of environment-related strategies and goals was reported to the Board of Directors. At the end of the year, new strategies and goals for the upcoming year were discussed. Moving forward, at least one report will be provided to the Board annually. (For details about the “Sustainable Development Promotion Task Force,” please refer to the “Corporate Sustainability” section of this report.)
Strategy	- Under the Sustainable Development Promotion Team, a dedicated Risk Management Unit has been established as the responsible unit for implementing risk management, focusing on the monitoring, measurement, and assessment of company risks. - In 2022, TSTI formulated its “Environmental Management Policy”; in 2023, the company referenced the methodologies and principles of the Science Based Targets initiative (SBTi) to declare its commitment to sustainable co-prosperity and science-based carbon reduction goals. - Climate-related management timeframes are defined as short-term (within one year, i.e., by 2025) and medium-to-long-term (from 2026 onwards). - TSTI discloses its “Climate-related Risks and Opportunities Identification Table.” - In line with the “Roadmap for Aligning Taiwan’s Sustainability Disclosure Standards with IFRS S1 and S2,” announced by the FSC on August 17, 2023, companies with paid-in capital under NT\$5 billion, such as TSTI, will be required to comply with IFRS Sustainability Disclosure Standards by 2028. The company will follow the competent authorities’ guidelines and trial timelines to accelerate the implementation schedule where feasible, while continuously monitoring execution progress. Updates on the implementation of the IFRS Sustainability Disclosure Standards will be reported to the Board. In Q4 2024, TSTI established a cross-department IFRS Task Force, supervised by Director Pei-Chun Lu, who participates in its operation and oversight.
Risk Management	TSTI’s risk management framework covers four major aspects relevant to its operations: Environment (including climate), Social, Governance, and Technology. All risk management activities comply with applicable laws and regulations and are based on assessing, addressing, and monitoring significant risk impacts. - To strengthen the company’s sound operations and sustainable development, TSTI established its “Risk Management Policy and Procedures” in 2023, which were approved by the Board of Directors and put into practice. This policy ensures that risk appetite, existing exposures, mitigation strategies, and procedural compliance are assessed and supervised to implement effective risk management, achieve sustainability goals, and protect stakeholders’ rights. - The “Risk Management Group” is responsible for identifying climate-related risks and opportunities, assessing their potential impacts annually, and developing related strategies, targets, and mitigation measures. Additionally, the “Environmental Sustainability Group” implements climate change and environmental management programs. The “Sustainable Development Promotion Task Force” reports plans and performance results to the Board at least once a year. - The Board of Directors serves as the highest authority for risk management, approving the risk management policies and framework and supervising their implementation to ensure overall effectiveness. - According to the “Soil Liquefaction Potential Query System” by the Central Geological Survey, TSTI’s Taipei headquarters is located in a high liquefaction risk area; therefore, regular fire safety inspections and emergency evacuation drills are conducted to mitigate potential damage in the event of future disasters. - Based on the “World Resources Institute – Aqueduct Water Risk Atlas,” Taiwan’s water risk is classified as Low to Medium (1–2). However, recognizing water as a valuable shared resource, TSTI actively manages water usage by promoting water-saving practices, selecting equipment with water conservation labels, installing sensor faucets, and conducting regular and ad-hoc maintenance and inspections to prevent waste. The company aims to instill water conservation awareness in employees’ daily routines.
Metrics and Targets	- Green Emissions Reduction: TSTI launched the industry’s first private electric vehicle subsidy program for business use and developed a structured emission reduction plan. In 2024, the company passed the “Energy Management Guidelines” and received a government subsidy for energy saving and carbon reduction totaling approximately NTD 114,285. - Continue implementing the emission reduction plan in 2025. - Green Disclosure: In 2024, TSTI initiated ISO 14064-1:2018 with consultant support and obtained third-party verification in Q3. - Maintain annual third-party verification in 2025 and beyond. - Green Procurement: The “tsti go Green” initiative promotes the procurement of environmentally friendly products, including refrigerants, paper, building materials, LED lighting, and IT equipment. In 2024, TSTI achieved a green procurement value exceeding NTD 2 million (NTD 3,062,746, reaching 153% of the target). - Continue to promote green procurement in 2025 with an annual target of at least NTD 2 million; maintain local procurement at over 95% of total procurement spend. - Green Recycling: TSTI actively manages waste and resource recycling. From 2024 onwards, the company uses eco-friendly materials to promote a circular economy and passed the “Waste Management Guidelines.” The total volume of waste and recyclables reached 3.22 metric tons, a significant 61.59% decrease compared to the previous year. - Continue to implement effective waste management in 2025, ensuring proper documentation from each recycling vendor to facilitate tracking and reporting. - Green Initiatives: In addition to each project’s short-term goals, TSTI has declared a “Sustainable Co-Prosperity and Science-Based Carbon Reduction Commitment” with reference to the SBTi framework, aiming for a 20% carbon reduction by 2030 as part of its mid- to long-term plan. - For more details on environmental and energy management initiatives, please refer to the “Environmental Sustainability Policy” section of this report.

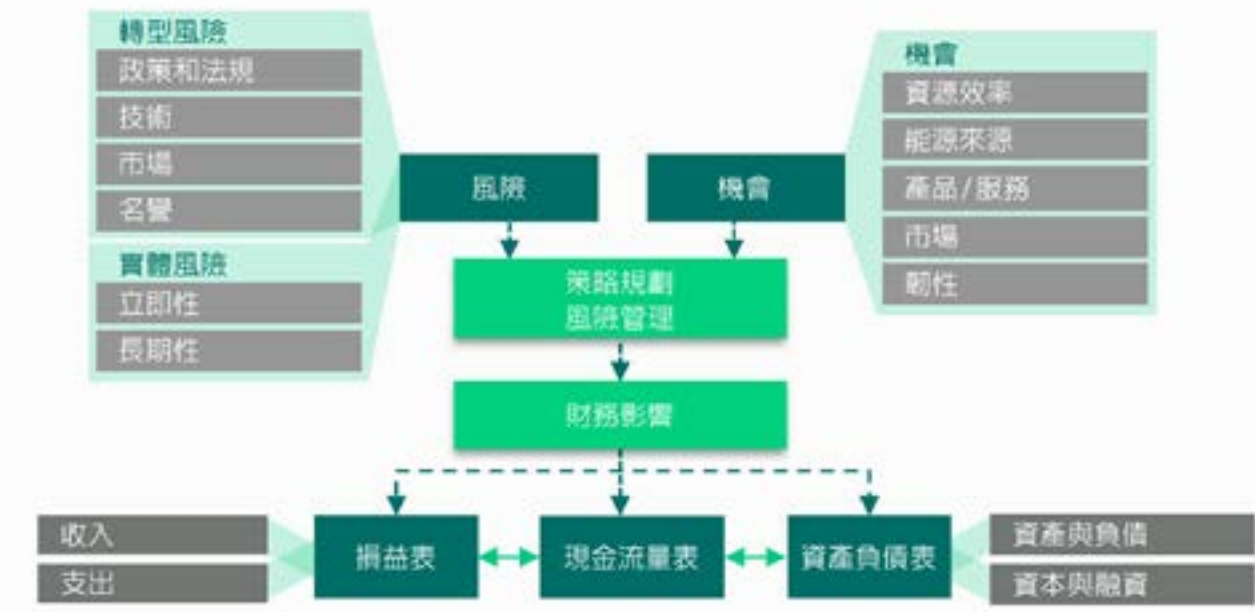


Climate Risks and Opportunities Identification

After assessing potential risks, TSTI has analyzed the financial impacts of climate change on its operations and has developed annual adaptation and response strategies accordingly. The results are disclosed in the “Climate-Related Risks and Financial Impacts” and “Climate-Related Opportunities and Financial Impacts” tables. Key identified risks include various climate-related natural disasters. To strengthen resilience, TSTI integrates its core capabilities to develop innovative ESG-driven business models and offers customer solutions that help reduce carbon emissions. Examples include the ESG AIoT Command Center Management System, Remote Telemedicine Consultation System, and AIoT Smart Restroom Solutions. To manage risks posed by climate change, TSTI has established the Emergency Disaster Response Management Guidelines, which provide procedures for managing risks related to earthquakes, fires, pandemics, and other natural disasters. Various emergency drills and occupational safety inspections are conducted to ensure employee safety and service continuity during emergencies.

Note: For related financial statements (Income Statement, Cash Flow Statement, Balance Sheet), please refer to the company’s Annual Report.

氣候相關風險、機會和財務影響





Financial Impacts of Climate-Related Risks and Opportunities

	Risks						Opportunities			
Category	Transition Risks Transition risks related to a low-carbon economy				Physical Risks Physical risks related to the impacts of climate change		The efforts made by TSTI and its subsidiaries to mitigate and adapt to climate change create diverse opportunities for the company.			
Item	Policy and Regulation	Technology	Market	Reputation	Short-term	Long-term	Resource Efficiency	Products/Services	Markets	Resilienc
Identification and Assessment of Climate-Related Risks and Opportunities	- Changes in domestic environmental regulations and international trends - Enhanced greenhouse gas inventory and reporting obligations - Failure to meet committed targets in response to carbon reduction initiatives - ncrease in greenhouse gas emission costs	Products and services replaced by low-carbon technologies	- Electricity price increase trend - Changes in customer demand - Increase in raw material costs	Increased stakeholder attention and negative feedback	Increased severity of extreme weather events such as typhoons and floods	Changes in precipitation (rainfall) patterns, rising average temperatures, and extreme variations in climate patterns	- Reduction in paper usage - Utilization of energy-saving equipment - Recycling and reuse of materials and packaging	- Significant increase in demand for energy-saving solutions. - Development and expansion of low-carbon products and services.	The market demands more cloud service products.	Developing climate adaptation solutions
Potential Financial Implications	- Increased operational costs (e.g., compliance costs, higher expenses for ISO 14064-1:2018 consulting and verification) - Increased costs for implementing carbon reduction equipment	- Decrease in demand for products and services - Increased R&D expenditure for new and alternative technologies/ services - Costs associated with adopting or implementing new operational practices and processe	- Sudden changes in energy costs, leading to higher operational expenses - Changes in customer preferences resulting in decreased demand for products and services - Changes in revenue mix and sources	- Impact on workforce management and planning (e.g., employee recruitment and retention) - Reduction in available capital - Customers reducing or ceasing procurement	- Decreased or disrupted production capacity at original manufacturers, resulting in delayed shipments and reduced revenue (e.g., due to production stoppages, transportation challenges, or supply chain disruptions) - Employee absenteeism leading to operational difficulties, decreased sales/revenue, and increased occupational health and safety costs - Shortages or rising costs of utilities such as water and electricity, increasing operational expenses - Damage to operating sites and equipment caused by climate-related disasters, leading to higher operating expenditures - Higher insurance premiums		- Adjust internal paperless processes to continuously reduce paper usage and lower operating costs - Obtain government subsidies by purchasing energy-efficient appliances - Promote a circular economy by using environmentally friendly consumables	- In response to the increasing installation of renewable energy systems, there is growing market demand for the development of related systems to enhance grid stability. - Increase revenue through higher demand for low-carbon products and services.	Enter new markets to increase revenue	Increase revenue by meeting climate adaptation needs through resilient new solutions, products, or services.
Adaptation and Response Measures	- Implement ISO 14064-1:2018 guidance and obtain third-party verification - Implement energy-saving systems	To meet diverse needs, arrange sustainability-related training courses to strengthen employees' professional knowledge and technical skills, thereby enhancing the competitiveness of products and services.	Actively communicate with all stakeholders	- Actively respond to customers' supplier self-assessments and engagement activities to co-create sustainable value within the value chain and enhance corporate reputation. - Proactively disclose corporate governance and environmental information, continuously promoting sustainability initiatives. - Establish an Order-to-Cash (O2C) customer service operations center to provide customers with real-time online support.	- Maintain good relationships with manufacturers and suppliers to monitor inventory and delivery status for effective response to emergencies. - Strengthen occupational health and safety management and regularly organize employee disaster preparedness drills.		Implement various energy-saving and carbon reduction measures within the company (please refer to the "Environmental Sustainability Policy" section of this report).	- Provide customers with cloud solutions and services to reduce carbon emissions generated by building and operating their own data centers. - To achieve carbon reduction targets, collaborate with manufacturers to offer corporate clients environmentally friendly and high-performance commercial computers. The company also launched ESG AIoT command management systems, remote medical video consultation systems, AIoT smart restrooms, and other solutions to assist enterprises in their sustainable net-zero and carbon reduction transformation.		
Management Costs	- In 2024, invested NT\$220,000 in consulting fees for ISO 14064-1:2018 guidance. - Annually invests approximately NT\$215,000 in third-party verification fees for ISO 14064-1:2018. - Annually invests approximately NT\$275,000 in third-party verification fees for the sustainability report.	The annual investment in education and training amounts to approximately NT\$4 million	Annual communication expenses through investor conferences, press conferences, seminars, and various marketing activities amount to approximately NT\$3.4 million.		Annual expenses for building safety and fire inspections, as well as disaster prevention equipment updates, amount to approximately NT\$20,000.		Expenses for replacing energy-saving equipment and green procurement amount to approximately NT\$3.177 million.	Investment in the development of the innovative energy-saving ACE service solution amounts to approximately NT\$3.42 million.		

Green Disclosure

Greenhouse Gas Management

In accordance with the Financial Supervisory Commission’s (FSC) "Sustainable Development Roadmap for Listed Companies," our company was originally scheduled to complete greenhouse gas (GHG) inventory for consolidated subsidiaries by 2027 and external verification by 2029. However, to comply with FSC regulations requiring listed companies with revenues over NT\$10 billion to conduct consolidated subsidiary reporting, our parent group (Tatung Group) completed the consolidated company inventory in 2025 accordingly.

Since 2021, we have referenced the methodology of ISO 14064-1:2018, issued by the International Organization for Standardization (ISO), to independently disclose the Emission of greenhouse gases data for Tatung System Technologies Inc. (TSTI) and its subsidiaries in Taiwan. This enables thorough GHG inventory, identification of major CO2 emission sources, and promotion and implementation of effective reduction measures. In 2023, we completed our first self-prepared 2022 greenhouse gas report and conducted internal verification.

To fully grasp the company’s GHG emissions status, we continuously dispatch personnel to participate in ISO 14064-1:2018 internal verification training programs. This initiative aims to cultivate GHG inventory champions within each department, enabling comprehensive implementation of an ISO 14064-1:2018 compliant greenhouse gas information management system across offices and subsidiaries for emission quantification. In 2024, we successfully passed the ISO 14064-1:2018 third-party verification, strengthening our GHG inventory capabilities. Currently, the company schedules annual progress reports on greenhouse gas projects at the Board of Directors meetings.

TSTI Greenhouse Gas Certificates and Verifier Qualifications

Certification	Amount
GHG Internal Verification Training	7
ISO 14064-1:2018	3
ISO 14067	3
Carbon Reduction & Net Zero Strategy Planner	2

Note: The number of certificate holders reflects the total valid certificates accumulated through 2024.

ISO 14064-1:2018



GHGEV810210

BSI

2025/06/05



Emission of greenhouse gases

GRI 305-1、GRI 305-2、GRI 305-3、GRI 305-4

In 2024, the company initiated a dual transformation strategy focusing on digital transformation and sustainability transformation. As part of this strategy, Tatung System Technologies Inc. engaged consulting services for implementing the ISO 14064-1 greenhouse gas management procedures. The organizational boundaries and greenhouse gas emission sources were thoroughly reassessed. Under consultant guidance, Scope 1 through Scope 6 emission source data were adjusted. The year 2023 was designated as the company's greenhouse gas emission baseline year. A third-party verification body was commissioned and successfully completed the ISO 14064-1:2018 verification in August 2024 to ensure the accuracy and comparability of quantified data.

This report sets the organizational boundary in reference to the requirements and recommendations of ISO 14064-1:2018 and the GHG Protocol. The operational control approach has been adopted: the

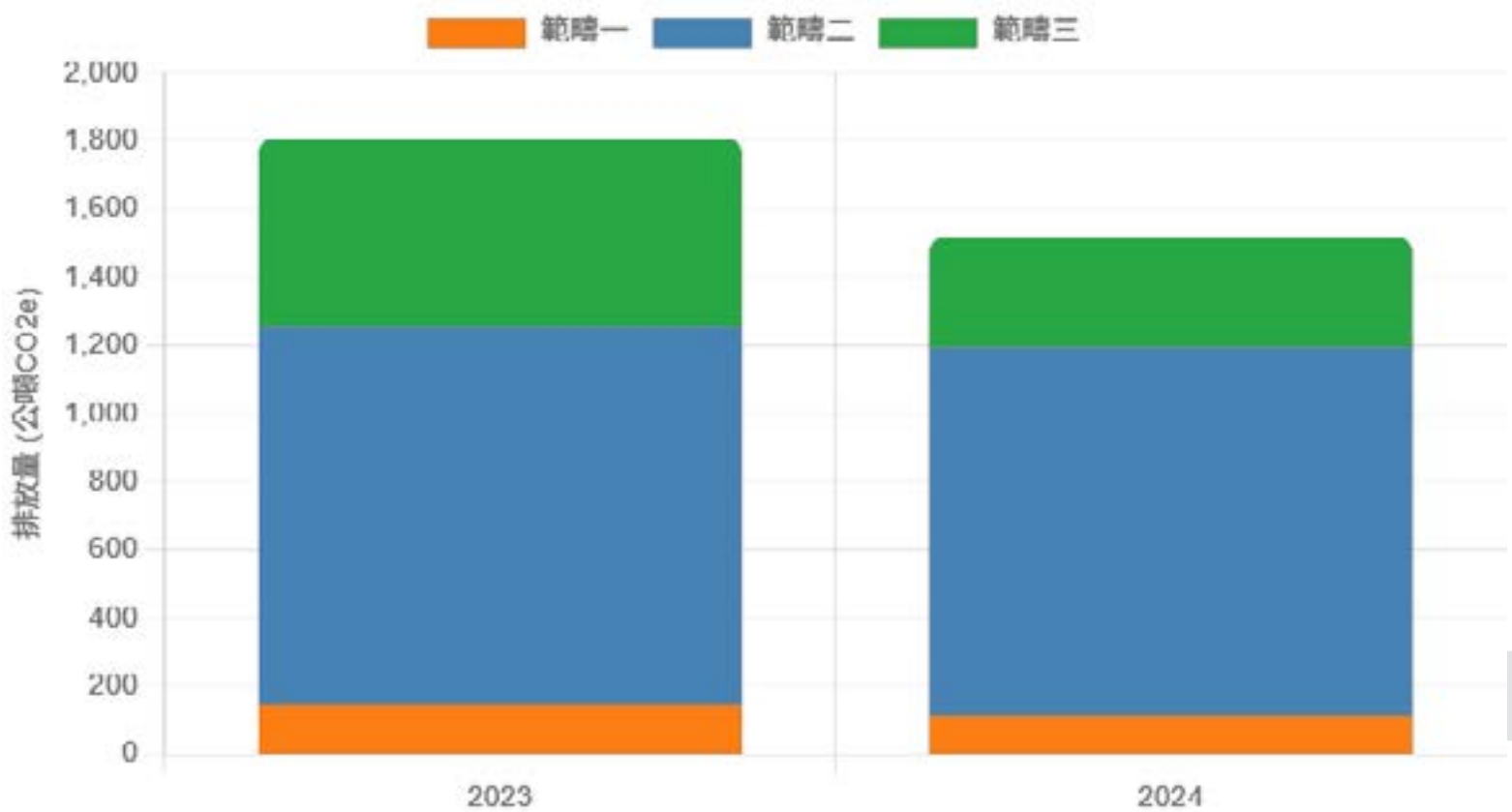
organization accounts for 100% of the GHG emissions from facilities that are owned or operated under its operational control. The scope covers Tatung System Technologies Inc. (TSTI), Chunhui Business Technology Inc. (CHCI), and TISNeT Inc. for the 2024 inventory year.

The operational boundary includes seven office locations: Taipei, Taoyuan (leased only until April 30), Hsinchu 15F-6 (15F-5 leased only until November 30), Taichung, Chiayi, Tainan, and Kaohsiung. The Shanghai subsidiary has not been included in order to avoid double-counting group emissions, as it relocated into the Tatung Group's Shanghai office in 2023.

The 2024 greenhouse gas inventory indicates total emissions of 1,514.731 metric tons of CO₂ equivalent (tCO₂e). Scope 1 emissions totaled 110.0963 tCO₂e (7.27% of total), primarily from company vehicles' gasoline usage and septic tanks. Scope 2 emissions accounted for 1,081.4353 tCO₂e (71.44%), mainly from purchased electricity. Scope 3 emissions were 322.2572 tCO₂e (21.29%). Although leasing periods for Taoyuan and Hsinchu offices shortened in 2024, resulting in slight decreases in Scope emissions, an increase in UPS power consumption in the Taipei data center offset these reductions. Overall, total Emission of greenhouse gases decreased by 16.06% compared to the previous year.

Moving forward, the company will continue annual greenhouse gas inventories to monitor reduction performance and disclose results publicly, maintaining compliance with ISO 14064-1:2018 verification statements. To fulfill corporate social responsibility and reduce operational costs and risks, Tatung System Technologies and its subsidiaries will persist in energy-saving and carbon reduction initiatives, aiming for a 20% reduction in Emission of greenhouse gases by 2030 as part of their sustainable management goals.

GHG emissions (tCO₂e)



Emission of greenhouse gases and Emission Intensity for 2023–2024 (Unit: Metric Tons CO₂e)

Emissions	Category	2023	2023 Proportion	2023 Emission Intensity	2024	2024 Proportion	2024 Emission Intensity
Scope 1	Fugitive and Mobile Emission Sources	147.3272	8.16%	0.0352	110.0963	7.27%	0.0280
Scope 2	Purchased Electricity	1,104.8641	61.22%	0.2643	1081.4353	71.44%	0.2752
Scope 3	Employee Commuting and Other Indirect Emissions	552.4906	30.61%	0.1322	322.2572	21.29%	0.0820
GHG emissions (tCO ₂ e)				1,804.6819	1,513.7888		
Consolidated Revenue (NT\$ million)				4,179.561	3,930.226		

Notes:

1. The calculated greenhouse gases include CO₂, CH₄, N₂O, and HFCs.
2. Emission factors and Global Warming Potential (GWP) values are sourced from the Environmental Protection Administration's Climate Change Department "Greenhouse Gas Emission Factor Management Table (Version 6.0.4)" (IPCC AR6).
3. The 2023 electricity carbon emission factor is calculated using the value of 0.494 kg CO₂e/kWh, as announced by the Ministry of Economic Affairs Energy Bureau on April 26, 2024.
4. The 2024 electricity carbon emission factor is calculated using the value of 0.474 kg CO₂e/kWh, as announced by the Ministry of Economic Affairs Energy Bureau on April 14, 2025.
5. The greenhouse gas intensity values in the above table include Scope 1, Scope 2, and Scope 3 emissions.

Green Initiatives and Actions

Sustainable Collaboration and Science-Based Carbon Reduction Commitment

With the encouragement and support of our key customer and partner, Taiwan Mobile, we adopted the Science Based Targets initiative (SBTi) methodologies and principles to announce our carbon reduction targets on December 13, 2023. In 2024, we were honored to receive the “Best Carbon Reduction Partner Award” in recognition of our efforts. Following our successful ISO 14064-1:2018 verification, we updated the baseline year for our carbon reduction targets to 2023, the company’s greenhouse gas inventory baseline year, to ensure the accuracy and comparability of quantified data. We aspire to continue improving step by step and, together with our business partners, build a sustainable future.



ESG Seminars and Events: Looking Toward the Future

This year, we hosted 28 online seminars and 12 in-person seminars and booth exhibitions. Collaborating closely with manufacturers and customers, we actively advanced ESG topics to promote a diverse and mutually beneficial sustainable value chain.



2024/04/12 ACE Solutions Manager Seminar

ESG Sustainability Awareness Promotion

In 2024, colleagues at Tatung System Technologies who have obtained sustainability-related certifications conducted the "Environmental Sustainability Awareness" course. This course helps employees understand ESG concepts, covering topics such as the company's sustainability development blueprint, environmental sustainability actions, environmental and climate risks, climate and environmental governance, implementation of environmental sustainability policies and plans, actions and participation, ESG sustainable value chains, sustainable workplaces, integrity and compliance, and technology for mutual benefit. The course is also designated as a mandatory training for all new employees.

To achieve the 2050 net-zero carbon emission goal, we are committed to taking concrete actions and adapting proactively to evolving policies. In 2024, a total of 492 training completions were recorded across ESG sustainability-related courses and awareness sessions, accumulating 330 training hours, thereby strengthening employees' awareness of environmental protection and resource conservation.



Blog Promotion

TSTI launched its blog in 2023 to share knowledge and trends related to ESG and artificial intelligence (AI).

Core Focus: ESG — Environment, Social, and Governance

In 2024, we published 10 articles on ESG topics, covering in-depth analyses and the latest trends in environmental protection, social responsibility, and corporate governance. We are committed to providing professional insights and innovative solutions to help businesses and individuals better understand and implement ESG principles, advancing progress in this increasingly important field.

<https://blog.tsti.com>



Social Co-Prosperity

Social Co-Prosperity



「Social Co-Prosperity」 Highlights

We continuously care for vulnerable groups and actively participate in promoting social welfare activities. Leveraging our core software development capabilities, we have introduced new ESG sustainable business models, launching solutions such as the ESG AIoT Command Management System, remote medical video consultation system, and AIoT smart restroom. Through our expertise in information services, we contribute to environmental issues like energy saving and waste reduction, as well as social challenges such as the digital divide between urban and rural areas.



健康企業公民許諾企業



中山區健康促進協會成員



教育部體育署運動企業認證
(2024-2027)
教育部體育署運動企業認證
(2021-2023)



- » Commitments and Certifications as a Healthy Corporate Citizen
- » Member of Zhongshan District Health Promotion Association
- » Certified as a Health-Promoting Workplace by the Health Promotion Administration, Ministry of Health and Welfare (2021–2024)
- » Certified as an “i Sport Enterprise” by the Sports Administration, Ministry of Education (2024–2027)

TSTI' Social Well-being Key Achievement

2022

- » Awarded the “Smart City Innovation Application Award” Excellence Prize
- » Leveraged core ICT digital transformation capabilities to promote new ESG sustainable business models, including Smart City AIoT Smart Restrooms, Zero-Carbon Integrated Management Systems, and Remote Video Medical Consultation Systems

2023

- » Sponsored the 2023 Women's Golf Open tournament.
- » Continued support for disadvantaged and rural communities by providing educational assistance to underprivileged children in indigenous areas.
- » Participated in two local community health association events annually.
- » Organized one student corporate visit event.

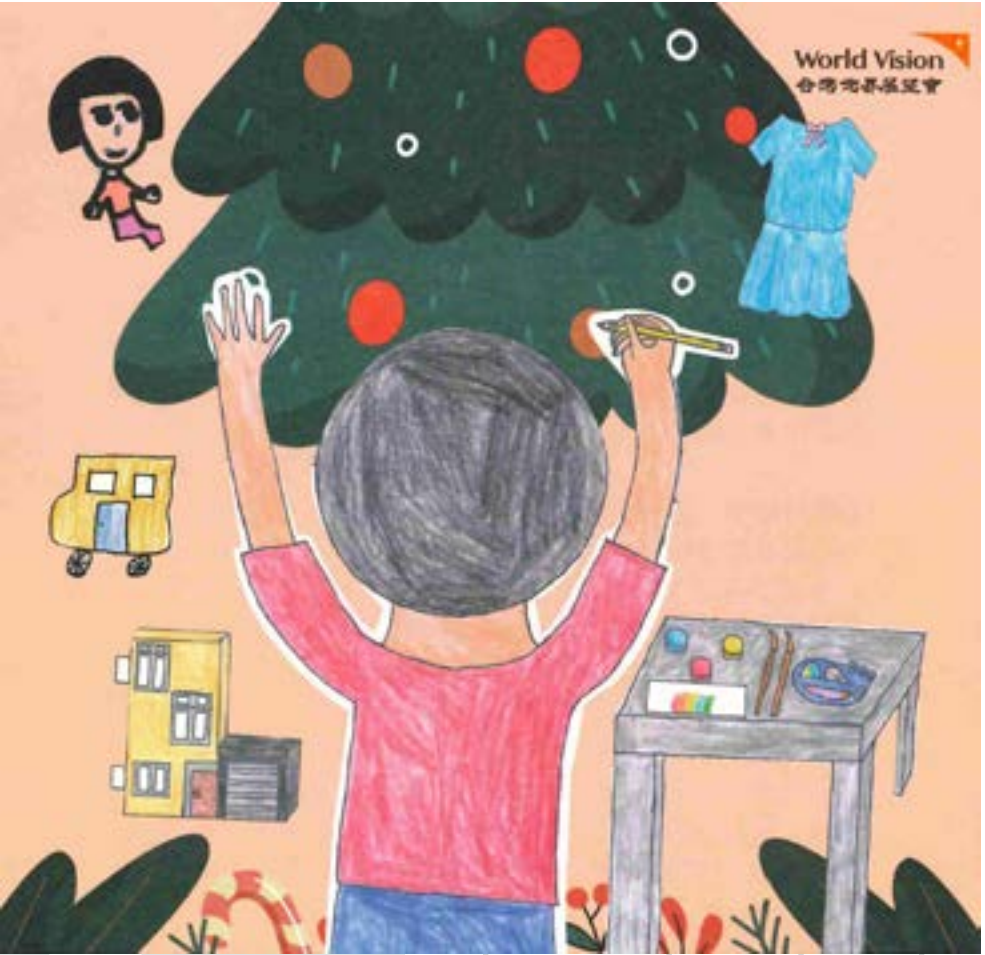
2024

- » Responded to relevant social initiatives by providing long-term educational support to disadvantaged children in rural areas.
- » Sponsored and participated in one charity walking event.
- » Continued environmental care efforts, including organizing one beach cleanup event.
- » Participated in one local community health association event annually.
- » Encouraged employees to engage in sustainability services, innovative solutions, and learning, enhancing their understanding and involvement with ACE collaborative technologies and solutions.
- » Organized two school corporate visits, one in-person campus presentation, one online campus briefing, promoted recruitment messages at four campuses, and signed cooperation memorandums of understanding with three institutions.
- » Signed an industry-academia cooperation and academic feedback agreement with National Taipei University, with an annual investment of approximately NT\$150,000.



Ongoing Participation in Social Welfare Activities

Programs	Impact and Performance Indicators	Description / Details
Permanent Sponsorship	Impact in 2023: Supported approximately 2–3 projects, benefiting around 340 children. No data available for 2024 yet.	Since 2017, TSTI has participated in the Taiwan Fund for Children and Families’ “Permanent Sponsorship Program” and “Indigenous Children Service Program.” In response to social changes, these diverse and professional service programs provide deeper support to disadvantaged children. The “Permanent Sponsorship” involves donating to a permanent fund managed by the Taiwan Fund for Children and Families, where the interest or income is used to sustainably support designated child and youth service programs. This ensures long-term social backing for specialized services that require substantial social resources.
Supporting the Education of Disadvantaged Children in Rural Areas	Annual sponsorship: NT\$30,000 for 2 students and NT\$18,000 for the domestic Blue Ocean Program	- Since 2017, TSTI has been making regular donations to World Vision Taiwan, providing long-term support for disadvantaged children in Taiwan and continuously sponsoring two children. Through educational subsidies, nutritional support, letter exchanges, and growth reports, TSTI has built warm connections with these children, offering them support to overcome resource inequalities and create opportunities to change their future. - Starting from October 2024, one of the sponsored children has become self-sufficient. Therefore, TSTI has redirected the sponsorship funds to support the Domestic Blue Ocean Program, which no longer designates a specific beneficiary but instead works with local coaches through World Vision to promote youth peer-learning groups. This program uses sports education to guide underprivileged teenagers to learn important values such as self-discipline, honor, perseverance, self-challenge, and teamwork.



2024 — A letter from one of the children

Ongoing Participation in Social Welfare Activities

Programs	Impact and Performance Indicators	Description / Details
Industry-Academia Collaboration	Promoted to approximately 80 students, helping young students explore potential career paths. An annual investment of approximately NT\$150,000 was made in industry-academia collaboration and academic feedback initiatives.	TSTI continues to cultivate industry-academia partnerships, actively investing in the cultivation and development of future talent. In 2024, we established meaningful collaborations with several universities and colleges to promote corporate participation in campus activities, including: • Conducting two campus company visits to engage in in-depth discussions with faculty members on potential cooperation models. • Hosting one in-person campus briefing session and one online session to introduce students to internship opportunities and career development pathways. • Promoting internship and recruitment information on the campus platforms of four universities to expand opportunities for student participation. • Signing Memorandums of Understanding (MOUs) with three universities to lay the foundation for long-term industry-academia collaboration. • Signing an industry-academia cooperation and academic feedback agreement with National Taipei University. This year, our “Campus Internship Program” collaborated with two universities to recruit four students for one-year industry-academia internships. During their internships, students participated in real projects and departmental operations, gaining deeper insight into the development and application of the information and software services industry while cultivating practical skills and workplace professionalism. We also established an internship performance evaluation mechanism to track students’ performance and assess follow-up opportunities for conversion to full-time employment based on their career aspirations. It is expected that in the second half of 2025, one intern will be offered a full-time position at the company. Through a stable and ongoing industry-academia collaboration program, TSTI aims to help young students explore career directions, broaden their industry perspectives, and nurture the next generation of IT talent for the benefit of both business and society, fulfilling our corporate social responsibility and sustainability commitments.
Charity Walk Event: Supporting the Development of Local Communities Near Our Offices	31 employees and their family members participated in the charity walk to show their support, with employee donations totaling approximately NT\$35,500.	On October 5, 2024, TSTI sponsored and supported the “Hearts Together • Walk Together” charity walk event organized by the Pearl S. Buck Foundation Taiwan. A total of 31 TSTI employees and their family members participated in the event to show their support. • The foundation’s service scope covers community care centers for new immigrants in Taipei’s northern districts (Zhongshan, Shilin, and Beitou), which are close to TSTI’s Taipei office. By participating in this charity walk at Bitan East Plaza, we aim to support the development of nearby local communities, promote women’s empowerment, and contribute to related community services.



2024 — Student company visit



2024, TSTI sponsored and supported the “Hearts Together • Walk Together” charity walk event

Environmental Actions in Response

Programs	Impact and Performance Indicators	Description / Details
Low-Carbon Diet Self-Initiative	Once Daily	Employees voluntarily promote vegetarian, more vegetable-based, or plant-based meal options to support low-carbon diets. This initiative encourages healthier eating habits while raising awareness of the environmental impact of food production. Additionally, lights are turned off for one hour during lunch breaks to conserve energy and reduce carbon emissions.
One-Hour Lights-Off Initiative	One-Hour Lights-Off Initiative 245	Every day, the company turns off lights for one hour during the lunch break to save energy and reduce carbon emissions. Additionally, on March 25 each year, TSTI aligns with the global Earth Hour movement, demonstrating support through tangible actions that make energy saving and carbon reduction part of everyday life. TSTI also participates in partner filming campaigns, working together to protect our planet and promote shared prosperity and sustainability.
Supporting the 2024 National Geographic Run — Caring for the Earth’s Ecological Environment	Approximately 20 Employees Participated Enthusiastically 20	To promote employees’ health and well-being, our running club joined forces with the Welfare Committee and ESG Task Force to sign up for the “2024 National Geographic Run — RUN FOR EARTH.” The company subsidized the registration fees to encourage colleagues to easily participate in this event in April 2024. Beyond enjoying the fun of running, we upheld TSTI’s commitment to ESG sustainability and environmental issues by inviting employees to care for the Earth’s ecological environment together and protect it hand in hand. Around 20 employees participated in this meaningful run with great enthusiasm.
Earth Day Carbon Reduction Challenge	Approximately 37 Employees Participated, Carrying Out 37 Actions and Jointly Reducing 245.5 kg of CO ₂ Emissions 37 245.5	- TSTI proudly won third place in the CUSTOS “Earth Day Carbon Reduction Challenge!” From April 2 to 15, a total of 37 employees enthusiastically joined the challenge, carrying out 37 eco-friendly actions such as eating meatless meals, using reusable tableware, and taking public transportation — achieving a total carbon reduction of 245.5 kg of CO₂ emissions. - Among these actions, our colleagues climbed 10,526 flights of stairs, equivalent to ascending Taiwan’s Jade Mountain (Yushan) eight times. - On Earth Day, we once again called on all employees to reduce carbon emissions through low-carbon commuting options, such as walking, cycling, or switching to public transportation, hybrid, or electric vehicles. By encouraging everyone to change their commuting habits, we move together toward a lower-carbon lifestyle.



TSTI’s Earth Hour Participation



Run for the Earth



Earth Day Carbon Reduction Challenge

Environmental Actions in Response

Programs	Impact and Performance Indicators	Description / Details
TSTI Cherish the Earth – Employee Family Day	Approximately 300 Employees and Their Families Participated 300	- Employee Family Day is one of TSTI’s most important annual events, designed to strengthen team cohesion, promote family bonding, and foster an inclusive corporate culture. This year, we chose the special theme “TSTI Cares for Animals with You”, and held the event on June 1, 2024 (Saturday) at the Taipei Zoo, with around 300 employees and their family members participating. - Aligned with our ESG core values, the event also focused on the importance of biodiversity conservation. Through fun and educational activities, we raised awareness among employees and their families about environmental protection and wildlife conservation, further embedding sustainability into our corporate culture.
Sustainable Art x Beach Cleanup & “Do One Thing for the Tamsui River”	11 employees and their families participated (Beach cleanup combined with external partners, with around 200 participants in total; collected 123 kg of marine debris) 11 x 200 x 123	- Caring for Water and Ocean Sustainability — Action in Response - Since the first half of 2021, TSTI has supported the “Do One Thing for the Tamsui River” initiative launched by Commonwealth Magazine CSR@CommonWealth and has signed the Tamsui River Charter. This commitment allows our employees to better understand and engage with the Tamsui River, the mother river of Taipei. - As part of our ongoing promotion of river and ocean sustainability, we gathered a team to participate in the “HP Sustainable Art x Beach Cleanup” event organized by our business partner on September 7, 2024. - The ocean is one of Earth’s most precious natural resources — a cradle of biodiversity that provides us with oxygen and food. However, with the accumulation of plastic and other waste, it now faces an unprecedented crisis. Together with our business partners, 11 of our employees and their families took action to clean up the beach and transform marine debris into art, creating a beautiful art wall as a symbol of our dedication to protecting marine ecosystems.



2024 TSTI Cherish the Earth – Employee Family Day
TSTI Cares for Animals with You



2024 Sustainable Art x Beach Cleanup



Core Innovative Technology and Sustainable Development Collaboration

GRI 203-1、203-2

TSTI, based on the industry characteristics of its clients, inventories both agency products and self-developed products to assist clients in establishing climate change response measures, as well as building necessary systems and software applications. Committed to ICT smart transformation solutions, TSTI offers the "tsti OneService" one-stop comprehensive service platform to support government agencies and enterprises in achieving digital transformation, intelligent transportation, IoT innovation, smart cities, and zero-carbon integrated visions.

We provide solutions such as the ESG AIoT Command Management System, Remote Medical Teleconsultation System, and AIoT Smart Toilet, contributing to environmental issues like energy saving and waste reduction, as well as addressing social challenges including urban-rural digital divide through our professional information services. These efforts advance ESG net-zero sustainability goals.

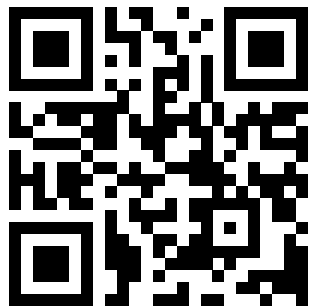
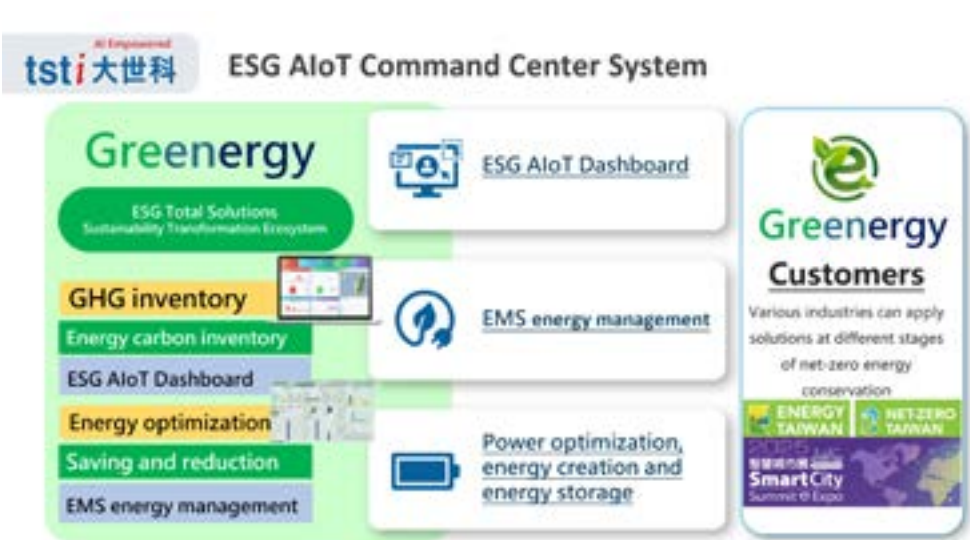
In 2024, TSTI was honored with several recognitions:

- CIO Taiwan Elite Vendor Brand Survey: 2024 Elite Vendor Outstanding Service Provider
- CSEA Excellence in Customer Service Awards (Corporate Category): Best AI System Supplier
- The tiCARE Remote Care Application won the Bronze Award in the Senior Technology category at the Golden Glow Awards.

To assist a broad range of clients in promoting sustainability and dual transformation strategies, TSTI has actively introduced key intelligent solutions in recent years. To support customers in realizing dual transformation, TSTI proposes the following core solutions.

In 2025, TSTI will continue to promote Modern Data Center (Modern DC), comprehensive AI solutions, cybersecurity, and integrated communication solutions. Additionally, the company will increase its focus on applications in Modern Work and smart security. Through strategic alliances with industry ecosystem partners and original equipment manufacturers (OEMs), combined with TSTI's full-spectrum professional services (OneService), we aim to deliver outstanding customer success and experience.

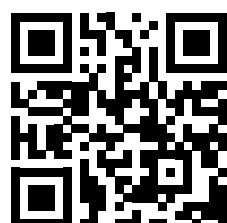
OneService Intelligent Service Management System	TSTI integrates AI and automation technologies to provide paperless, energy-saving, and carbon-reducing service management processes, such as automated alerts and visual tracking. Through our proprietary ibo.ai combined with tiCC, we deliver intelligent customer service and enhance customer experience.
ibo.ai Intelligent Platform	Our system incorporates proprietary NLP/NLU natural language engines and multiple AI cores, deeply integrated with Azure OpenAI services, while also supporting a variety of domestic and international large language models (LLMs). Utilizing a no-code approach that combines knowledge points, Retrieval-Augmented Generation (RAG), and standard API channels, we offer generative AI application services for both internal and external enterprise and government use.
OneCloud Cloud Integration Service	Cloud SI and Multi-Cloud Data Platform. We provide integrated planning and consulting services for multi-cloud data platforms.
ESG Ecosystem Integrated Service	• Greenergy Power Optimization Solution: Combines renewable energy generation, energy storage, and AI forecasting to help enterprises reduce carbon emissions. • ESG AIoT Command Management: Real-time monitoring of energy usage and carbon emissions, generating compliance reports. • Low-Carbon Smart Toilet: Utilizes AIoT sensors to save water and electricity, promoting sustainable facility management. • Smart Healthcare Solution: The tiCare remote medical platform integrates the FHIR international standard and offers secure and convenient web-based online consultations and electronic prescription integration. It pairs with ibo.ai medical assistant to optimize patient care experience.



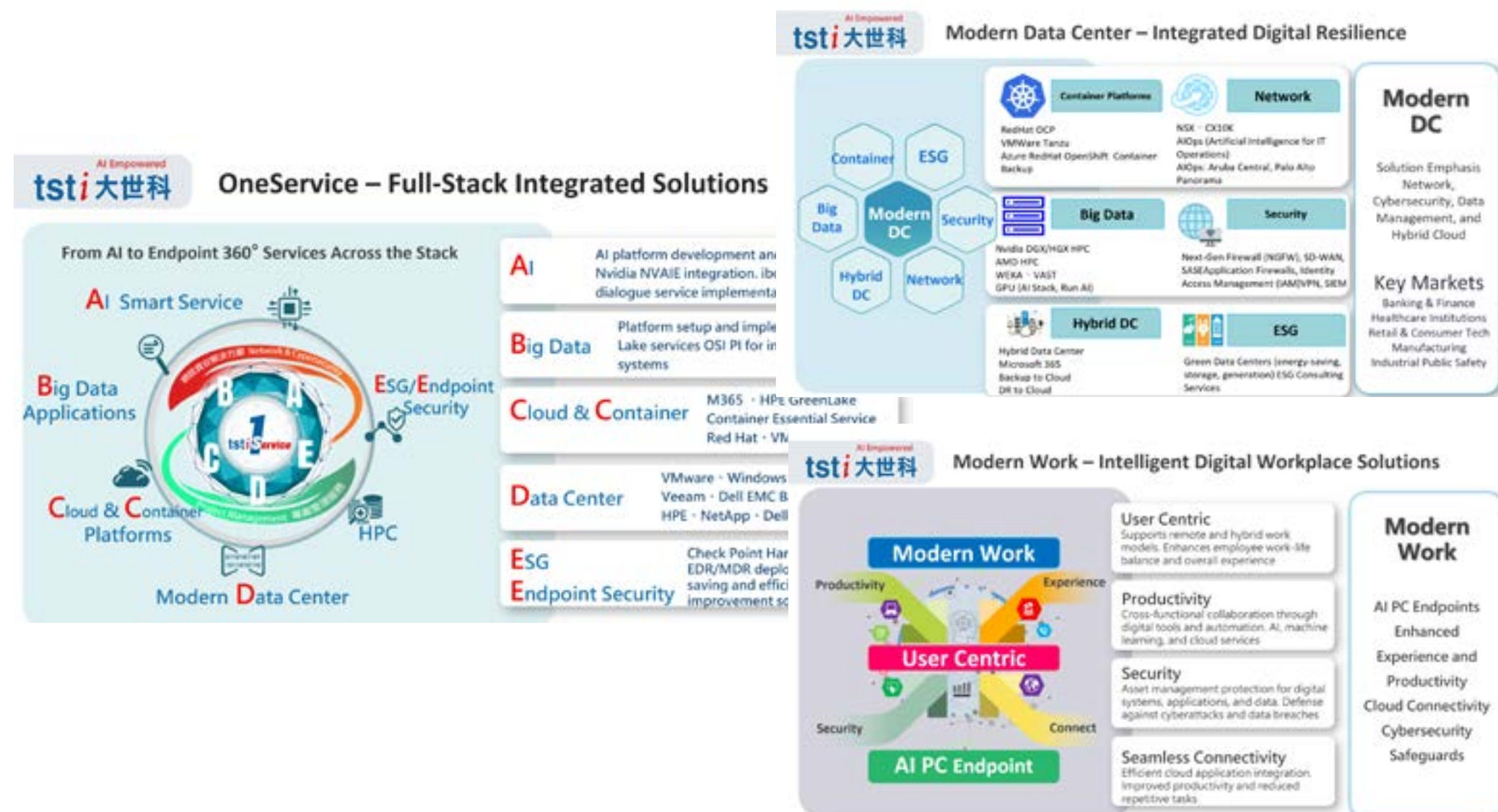
The tiCARE Remote Care Application won the Bronze Award in the Senior Technology category at the Golden Glow Awards.

OneService Intelligent Service Management System

OneCloud Cloud Integration Service



TSTI integrates AI and automation technologies to provide paperless, energy-saving, and carbon-reducing service management processes, such as automated alerts and visual tracking. Through our proprietary ibo.ai combined with tiCC, we deliver intelligent customer service and enhance customer experience.

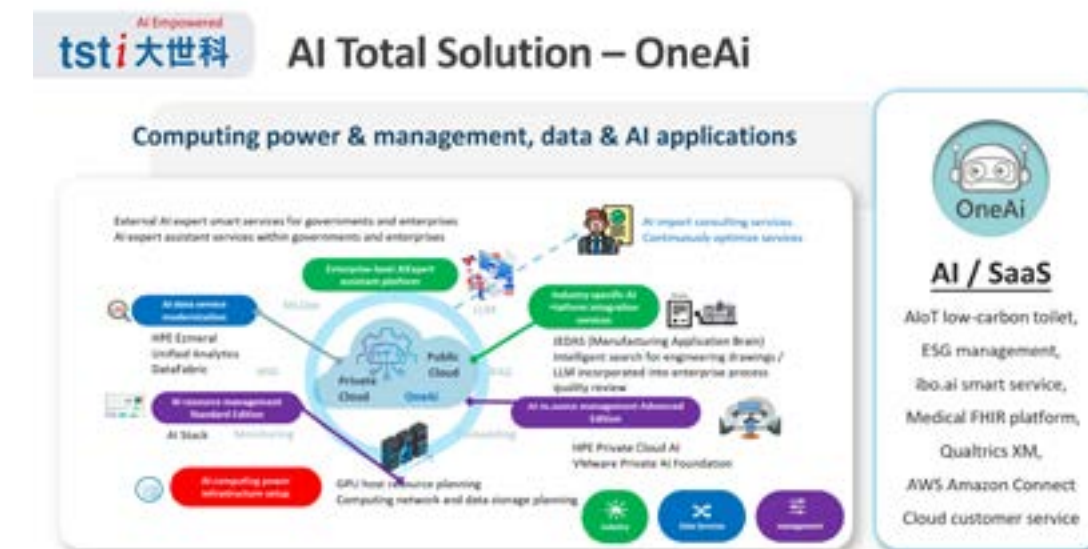


ibo.ai Intelligent Platform

OneAi Solution

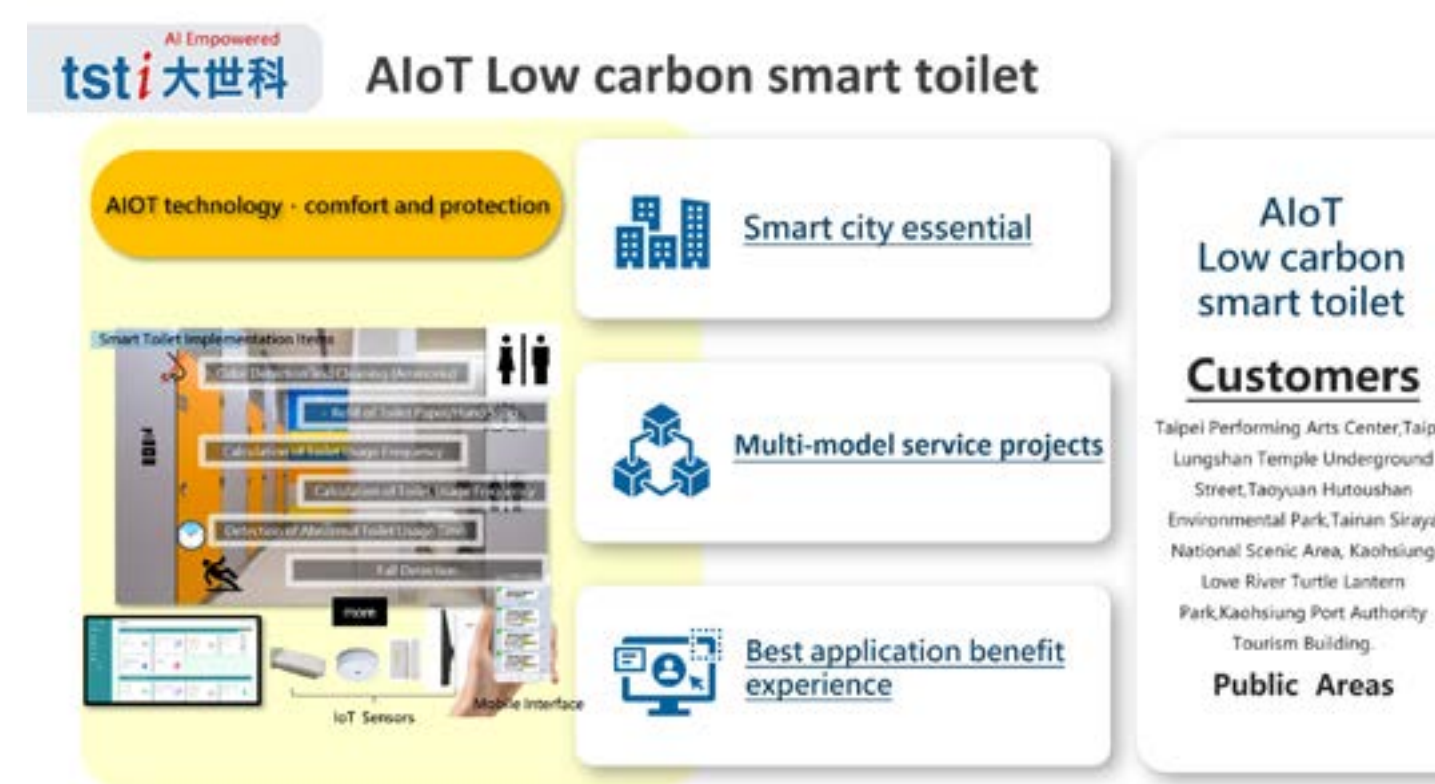
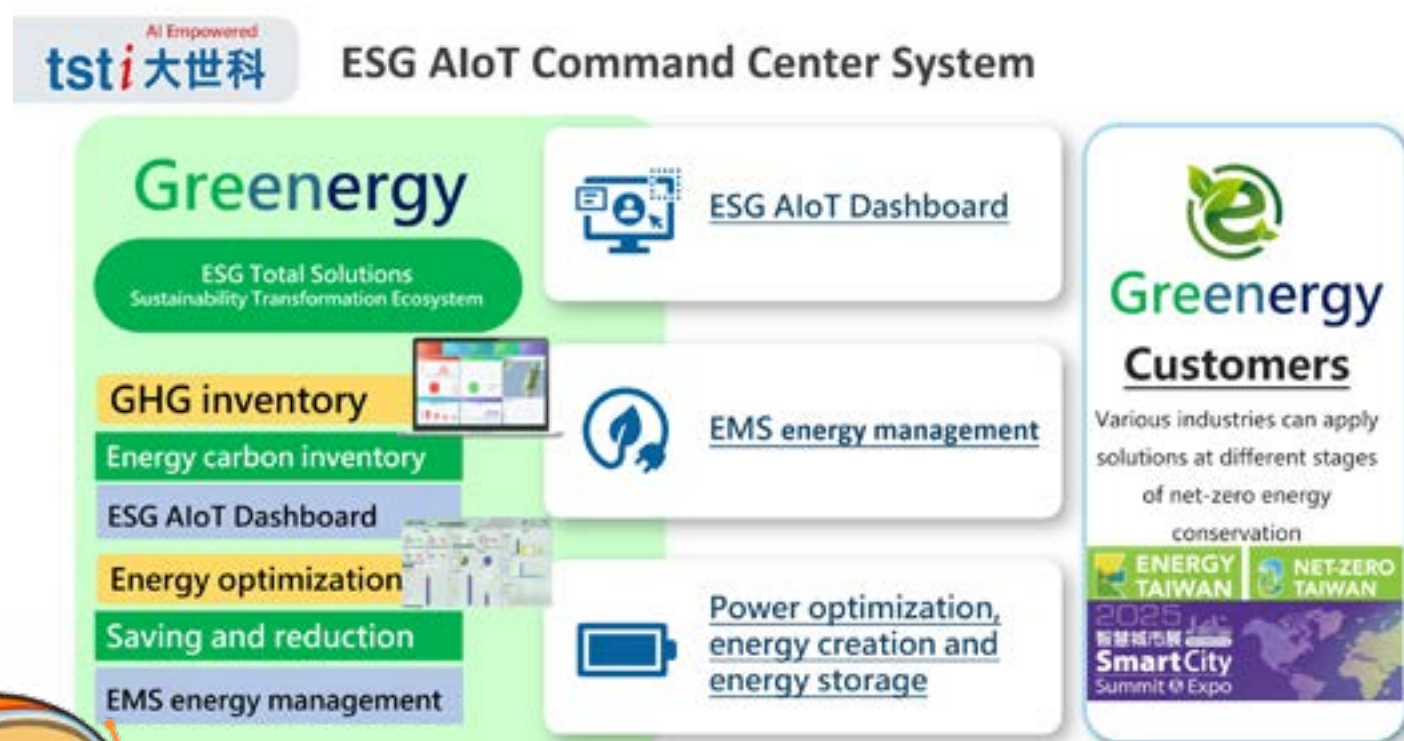
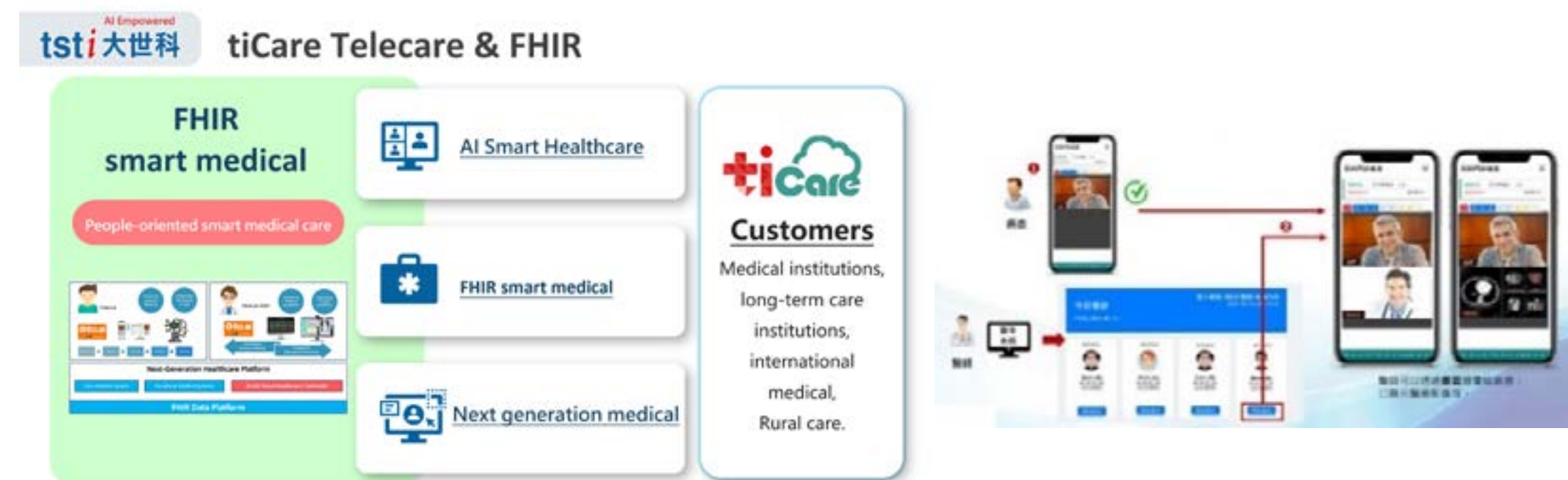
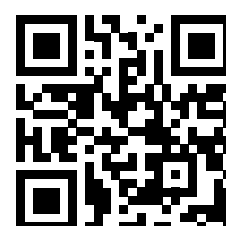


Our system incorporates proprietary NLP/NLU natural language engines and multiple AI cores, deeply integrated with Azure OpenAI services, while also supporting a variety of domestic and international large language models (LLMs). Utilizing a no-code approach that combines knowledge points, Retrieval-Augmented Generation (RAG), and standard API channels, we offer generative AI application services for both internal and external enterprise and government use.



ESG Ecosystem Integrated Service

- **Greenery Power Optimization Solution:** Combines renewable energy generation, energy storage, and AI forecasting to help enterprises reduce carbon emissions.
- **ESG AIoT Command Management:** Real-time monitoring of energy usage and carbon emissions, generating compliance reports.
- **Low-Carbon Smart Toilet:** Utilizes AIoT sensors to save water and electricity, promoting sustainable facility management.
- **Smart Healthcare Solution:** The tiCare remote medical platform integrates the FHIR international standard and offers secure and convenient web-based online consultations and electronic prescription integration. It pairs with ibo.ai medical assistant to optimize patient care experience.



Appendix

Sustainability Report Verification Statement

TSTI Verification ISO Certificate

Digital Service Provider Capacity Registration Certificate

GRI Standards Content Index

TSTI SASB Index

Risk Identification and Reference Tab

Climate-Related Issue Management (ESG Indicators)

2024 Sustainability Performance Summary Table

Participation in Industry Associations

Responding to the UN Global Compact

TSTI Operational Sites

Appendix



Sustainability Report Verification Statement

This report has been commissioned for third-party verification by BSI Group Singapore Pte. Ltd., Taiwan Branch, following the AA1000AS v3 assurance standard. The verification was conducted under Type 1 (First Party) moderate assurance level, ensuring that the contents of this report comply with the GRI Standards and the principles of accountability.



INDEPENDENT ASSURANCE OPINION STATEMENT

2024 tsti ESG Report

The British Standards Institution is independent to Tatung System Technologies Inc. (hereafter referred to as tsti in this statement) and has no financial interest in the operation of tsti other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of tsti only for the purpose of assuring its statements relating to its ESG report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by tsti. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to tsti only.

Scope

The scope of engagement agreed upon with tsti includes the followings:

1. The assurance scope is consistent with the description of 2024 tsti ESG Report.
2. The evaluation of the nature and extent of the tsti's adherence to AA1000 AccountAbility Principles (2018) in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement and therefore, the information/data disclosed in the report is not verified through the verification process.

This statement was prepared in English and translated into Chinese for reference only.

Opinion Statement

We conclude that the 2024 tsti ESG Report provides a fair view of the tsti sustainability programmes and performances during 2024. The ESG report subject to assurance is free from material misstatement based upon testing within the limitations of the scope of the assurance, the information and data provided by the tsti and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are fairly represented. The sustainability performance information disclosed in the report demonstrate tsti's efforts recognized by its stakeholders.

Our work was carried out by a team of ESG report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that tsti's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a review of issues raised by external parties that could be relevant to tsti's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- 8 interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of key organizational developments.
- review of the findings of internal audits.
- review of supporting evidence for claims made in the reports.
- an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000AP (2018).

Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness, and Impact of AA1000AP (2018) and GRI Standards is set out below:

Inclusivity

This report has reflected a fact that tsti has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the tsti's inclusivity issues.

Materiality

tsti publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of tsti and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the tsti's management and performance. In our professional opinion the report covers the tsti's material issues.

Responsiveness

tsti has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for tsti is developed and continually provides the opportunity to further enhance tsti's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the tsti's responsiveness issues.

Impact

tsti has identified and fairly represented impacts that were measured and disclosed in probably balanced and effective way. tsti has established processes to monitor, measure, evaluate, and manage impacts that lead to more effective decision-making and results-based management within the organization. In our professional opinion the report covers the tsti's impact issues.

GRI ESG reporting Standards (GRI Standards)

tsti provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported, or omitted. In our professional opinion the self-declaration covers the tsti's sustainability topics.

Assurance level

The moderate level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

Responsibility

The ESG report is the responsibility of the tsti's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence

The assurance team was composed of auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064, and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

For and on behalf of BSI:




Peter Pu, Managing Director BSI Taiwan

Statement No: SRA-TW-809112
2025-06-24

...making excellence a habit.™

Taiwan Headquarters: 2nd Floor, No. 37, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
A Member of the BSI Group of Companies.



TSTI Verification ISO Certificate

	ISO 14064-1:2018 Organizational-level Greenhouse Gas Verification	ISO/IEC 27701:2019 Privacy Information Management System (PIMS)	ISO/IEC 27001:2022 Information Security Management System (ISMS)	ISO 45001:2018 Occupational Safety and Health Management System	ISO/IEC 20000-1:2018 Information Technology Service Management System	ISO/IEC 27001:2022 Information Security Management System (ISMS)
ISO Certificate						
Certificate Number	GHGEV810210	PM 823198	IS693086	TW20/10671	N44736181432	IS693084
Verification Authority	BSI (British Standards Institution)	BSI (British Standards Institution)	BSI (British Standards Institution)	SGS Taiwan	TÜV NORD	BSI (British Standards Institution)
Effective Date	Passed verification on June 5, 2025, and obtained the verification statement	~ 2028/05/12	~ 2027/06/12	~ 2026/12/16	~ 2026/08/31	~2027/06/12

Note:

- For the latest certificates of Tatung System Technologies Inc., please refer to the company's official website.
- Both Tatung System Technologies Inc. and TISNeT have obtained ISO/IEC 27001:2022 certification; IS693084 was acquired by TISNeT.

Digital Service Provider Capacity Registration Certificate

Certificate of Registration for Digital Service Provider Capacity Issued by Digital Industry Agency, Ministry of Digital Development

	TSTI				TISNET
Registration Category	IT Service Organization		IS Service Organization	AI Service Organization	IS Service Organization
Item Description	IT Service Capability : • Development and Implementation Services – Infrastructure Setup Services	Software Service Capability: • Vertical-Specific Applications – Intelligent Contact Center System	Information Security Service Capability: • Analysis and Assessment of Protection in Information Security, Consulting Services in Operation and Management of Information Security, System Security Protection Services	AI Industry Application Capability: • Business and Productivity – Smart Customer Service Agent	Information Security Service Capability : • Analysis and Assessment of Protection in Information Security, Services of Professional Training in Information Security
Registration Date	2023/11/01	2023/11/01	2024/09/15	2024/12/01	2023/08/15
Validity Period	2025/11/01	2025/11/01	2026/09/15	2026/12/01	2025/08/15
Certificate					

GRI Content Index

Statement of use	Tatung System Technologies Inc. has reported in accordance with the GRI Standards for the period 2024/01/01 to 2024/12/31.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable

GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
General disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	Corporate Governance > Organizational Profile and Governance Appendix >TSTI Operational Sites	P.26 P.113
	2-2 Entities included in the organization's sustainability reporting	About tsti ESG Report >Reporting Period and Scope	P.3
	2-3 Reporting period, frequency and contact point	About tsti ESG Report >Reporting Period and Scope; Feedback and Contact Information	P.3
	2-4 Restatements of information	About tsti ESG Report >Reporting Period and Scope	P.3
	2-5 External assurance	About tsti ESG Report >Report Compiling and Quality Management Process	P.3
	2-6 Activities, value chain and other business relationships	Corporate Governance >Scope of Operations and Business Performance Sustainable Partnerships >Sustainable Value Chain	P.33 P.63
	2-7 Employees	Happiness Workplace >Diverse Talent Development >Diverse and Abundant Employment Opportunities	P.46
	2-8 Workers who are not employees	Happiness Workplace >Diverse Talent Development >Diverse and Abundant Employment Opportunities	P.46
	2-9 Governance structure and composition	Corporate Governance >Organizational Profile and Governance >Diverse Board of Directors Corporate Governance >Organizational Profile and Governance >Functional Committees	P.27 P.29
	2-10 Nomination and selection of the highest governance body	Corporate Governance >Organizational Profile and Governance >Diverse Board of Directors	P.27
	2-11 Chair of the highest governance body	Corporate Governance >Organizational Profile and Governance >9th Board of Directors	P.27
	2-12 Role of the highest governance body in overseeing the management of impacts	Letter from tsti Chairman >Sustainable Governance and Fulfilling Global Citizen Responsibilities Sustainable Development >Sustainability Governance Corporate Governance >Organizational Profile and Governance >Communication of critical concerns >Functional Committees	P.4 P.9 P.28-29
	2-13 Delegation of responsibility for managing impacts	Sustainable Development >Sustainability Governance>Sustainability Governance Structure	P.10
	2-14 Role of the highest governance body in sustainability reporting	About tsti ESG Report >Report Compiling and Quality Management Process	P.3
	2-15 Conflicts of interest	Corporate Governance >Organizational Profile and Governance >Diverse Board of Directors ; Ethical Management	P.27~31

GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Corporate Governance >Organizational Profile and Governance >Diverse Board of Directors ; Communication of Critical Concerns	P.27-28
	2-17 Collective knowledge of the highest governance body	Corporate Governance >Organizational Profile and Governance >Board Members' Continuing Education	P.28
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance >Organizational Profile and Governance >Board and Functional Committee Performance Evaluation	P.29
	2-19 Remuneration policies	Corporate Governance >Organizational Profile and Governance >TSTI Policy Linking Executive Compensation with ESG-Related Performance Evaluation ; Ethical Management	P.30-31
	2-20 Process to determine remuneration	Corporate Governance >Organizational Profile and Governance >TSTI Policy Linking Executive Compensation with ESG-Related Performance Evaluation	P.30
	2-21 Annual total compensation ratio	Happiness Workplace >Diverse Talent Development >Compensation and Benefits	P.49
	2-22 Statement on sustainable development strategy	Letter from tsti Chairman >Sustainable Governance and Fulfilling Global Citizen Responsibilities	P.4
	2-23 Policy commitments	Sustainable Development >Materiality Analysis and Stakeholder Engagement >Management of Material Topics Risk Management Policies and Procedures: Corporate Governance >Business Continuity and Risk Management Human Rights Policy; Diversity and Inclusion Workplace Policy >Happiness Workplace >Creating a Friendly Workplace Environment Occupational Health and Safety Policy >Happiness Workplace >Occupational Health and Safety Service and Quality Policy: Sustainable Partnerships>Customer Relationship – Service Quality and Responsibility New Supplier Onboarding and Management : Sustainable Partnerships >Sustainable Value Chain>New Supplier Onboarding and Management Environmental Policy>Commitment to Environmental Sustainability	P.20-23 P.36 P.44 P.58 P.64 P.67 P.71
	2-24 Embedding policy commitments	Sustainable Development >Materiality Analysis and Stakeholder Engagement >Management of Material Topics	P.20-23
	2-25 Processes to remediate negative impacts	Sustainable Development >Materiality Analysis and Stakeholder Engagement >Communication and Grievance Channels Corporate Governance >Organizational Profile and Governance >Ethical Management Happiness Workplace >Creating a Friendly Workplace Environment ; Occupational Health and Safety Sustainable Partnerships>Customer Relationship – Service Quality and Responsibility>Service and Quality Policy Sustainable Partnerships>Sustainable Value Chain>New Supplier Onboarding and Management	P.12 P.31 P.44~58 P.64 P.67



GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Sustainable Development >Materiality Analysis and Stakeholder Engagement >Communication and Grievance Channels	P.12
	2-27 Compliance with laws and regulations	No disciplinary actions or fines imposed : Corporate Governance >Organizational Profile and Governance >Regulatory Compliance and Training	P.32
		No labor-related penalties: Happiness Workplace >Occupational Health and Safety	P.43
		No environmental-related penalties : Environmental Sustainability	P.70
	2-28 Membership associations	Appendix >Participation in Industry Associations	P.112
	2-29 Approach to stakeholder engagement	Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
	2-30 Collective bargaining agreements	Happiness Workplace >Creating a Friendly Workplace Environment	P.44
Material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
	3-2 List of material topics		
	3-3 Management of material topics		
Business Performance			
	3-3 Management of material topics	Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 201: Economic Performance 2016			
	201-1 Direct economic value generated and distributed	Corporate Governance >Organizational Profile and Governance >Scope of Operations and Business Performance >Business Performance	P.34
	201-2 Financial implications and other risks and opportunities due to climate change	Environmental Sustainability >Climate Change Governance >Climate Risks and Opportunities Identification	P.78-79
	201-3 Defined benefit plan obligations and other retirement plans	Happiness Workplace >Diverse Talent Development >Compensation and Benefits : Pension Plan	P.49~52
	201-4 Financial assistance received from government	Corporate Governance >Scope of Operations and Business Performance >Government Subsidies and Tax Credits	P.35

GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
Ethical Management			
GRI 205: Anti-corruption 2016			
205-1 Operations assessed for risks related to corruption		Sustainable Development >Materiality Analysis and Stakeholder Engagement >Identification and Prioritization of Material Topics — Management of Material Topics Corporate Governance >Organizational Profile and Governance >Ethical Management	P.20
205-2 Communication and training about anti-corruption policies and procedures			P.31
205-3 Confirmed incidents of corruption and actions taken			
Regulatory Compliance			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
2-27 Compliance with laws and regulations		No disciplinary actions or fines imposed >Corporate Governance >Organizational Profile and Governance >Regulatory Compliance and Training No labor-related penalties >Happiness Workplace No environmental-related penalties >Environmental Sustainability	P.32 P.43 P.70



GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
Emission of Greenhouse Gases			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 305: Emissions 2016			
305-1 Direct (Scope 1) GHG emissions		Environmental Sustainability Policy >Green Disclosure >Greenhouse Gas Emissions	P.81
305-2 Energy indirect (Scope 2) GHG emissions			
305-3 Other indirect (Scope 3) GHG emissions			
305-4 GHG emissions intensity			
Energy Management			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 302: Energy 2016			
302-1 Energy consumption within the organization		Environmental Sustainability >Environmental Sustainability Policy >Green Emission Reduction >Energy Use	P.76
302-3 Energy intensity			
Labor Relations			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 401: Employment 2016			
401-1 New employee hires and employee turnover		Happiness Workplace >Diverse Talent Development >New Hires ; Employee Turnover and Retention	P.48
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		Happiness Workplace >Diverse Talent Development >Benefits System	P.50-53
401-3 Parental leave		Happiness Workplace >Diverse Talent Development >Benefits System >Parental Leave	P.53
GRI 402: Labor/Management Relations 2016			
402-1 Minimum notice periods regarding operational changes		Happiness Workplace >Creating a Friendly Workplace Environment	P.44

GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
Occupational Health and Safety			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 403: Occupational Health and Safety 2018			
403-1 Occupational health and safety management system		Happiness Workplace >Occupational Health and Safety	P.58
403-2 Hazard identification, risk assessment, and incident investigation		Happiness Workplace >Occupational Health and Safety >Hazard Identification and Risk Control	P.58
403-3 Occupational health services		Happiness Workplace >Occupational Health and Safety >Occupational Injury and Illness Prevention Management	P.60
403-4 Worker participation, consultation, and communication on occupational health and safety		Happiness Workplace >Occupational Health and Safety	P.58-59
403-5 Worker training on occupational health and safety		Happiness Workplace >Occupational Health and Safety >Occupational Safety Education, Training, and Disaster Drills	P.59
403-6 Promotion of worker health		Happiness Workplace >Creating a Friendly Workplace Environment >Health Promotion	P.45
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Happiness Workplace >Creating a Friendly Workplace Environment >Health Promotion Happiness Workplace >Occupational Health and Safety >Hazard Identification and Risk Control	P.45 P.58
403-8 Workers covered by an occupational health and safety management system		Happiness Workplace >Occupational Health and Safety	P.58
403-9 Work-related injuries		Happiness Workplace >Occupational Health and Safety >Occupational Injury Statistics and Analysis	P.60
403-10 Work-related ill health		Happiness Workplace >Occupational Health and Safety >Occupational Injury and Illness Prevention Management	P.60



GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
Employee Care and Welfare			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 404: Training and Education 2016			
404-1 Average hours of training per year per employee		Happiness Workplace >Diverse Talent Development >Comprehensive Talent Development System	P.54-57
404-2 Programs for upgrading employee skills and transition assistance programs		Happiness Workplace >Diverse Talent Development >Employee Turnover and Retention ; Pension Plan ; Comprehensive Talent Development System	P.48 、 52 P.54-56
404-3 Percentage of employees receiving regular performance and career development reviews		Happiness Workplace >Diverse Talent Development >Career Development and Performance	P.56-57
GRI 405: Diversity and Equal Opportunity 2016			
405-1 Diversity of governance bodies and employees		Corporate Governance >Organizational Profile and Governance >Diverse Board of Directors Happiness Workplace >Diverse and Abundant Employment Opportunities	P.27 P.46-47
405-2 Ratio of basic salary and remuneration of women to men		Happiness Workplace >Diverse Talent Development >Compensation and Benefits	P.49
Data Security and Privacy Protection			
3-3 Management of material topics		Sustainable Development >Materiality Analysis and Stakeholder Engagement	P.11-23
GRI 418: Customer Privacy 2016			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Corporate Governance >Information Security and Privacy Protection No confirmed incidents of data breaches have occurred, nor have there been any complaints regarding violations of customer privacy or loss of customer data.	P.37

GRI STANDARD/ OTHER	SOURCEDISCLOSURE	Report Contents or Explanation	Page
Market Presence			
GRI 202: Market Presence 2016			
202-1 Ratios of standard entry level wage by gender compared to local minimum wage		Happiness Workplace >Diverse Talent Development >Compensation and Benefits	P.49
202-2 Proportion of senior management hired from the local community		TSTI Technologies (Shanghai) has one General Manager, holding 100% of the management position.	P.47
Indirect Economic Impacts			
GRI 203: Indirect Economic Impacts 2016			
203-1 Infrastructure investments and services supported		Social Co-Prosperity	P.84-92
203-2 Significant indirect economic impacts		Social Co-Prosperity >Core Innovation Technologies and Sustainable Development Collaboration	P.90-92
Procurement Practices			
GRI 204: Procurement Practices 2016			
204-1 Proportion of spending on local suppliers		Environmental Sustainability >Environmental Sustainability Policy >Green Procurement and Procurement Practices Local procurement amount as a percentage of total procurement amount : 89.67%	P.74
Non-discrimination			
GRI 406: Non-discrimination 2016			
406-1 Incidents of discrimination and corrective actions taken		Happiness Workplace	P.43-44
Child Labor			
GRI 408: Child Labor 2016			
408-1 Operations and suppliers at significant risk for incidents of child labor		Happiness Workplace	P.43-44
Forced or Compulsory Labor			
GRI 409: Forced or Compulsory Labor 2016			
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		Happiness Workplace	P.43-44

SASB Index

TSTI SASB (Sustainability Accounting Standards Board) Mapping Table

Topic	SASB Code	Attributes	Indicator Description	Unit	Disclosure / Notes
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	Quantitative	(1) Total energy consumed	GJ	8,985.043
			(2) Percentage grid electricity	Percentage	100%
			(3) Percentage renewable energy	Percentage	0%, no renewable energy used
	TC-SI-130a.2	Qualitative	(1) Total water withdrawn	Page	Due to leased office space shared with other companies in the same building, estimated water use is 40.48 tons. See Environmental Sustainability (p.77).
			(2) Total water consumed and percentage in areas of high or extremely high water stress		
	TC-SI-130a.3	Qualitative	Description of environmental considerations integrated into data center strategy and planning	Page	See Environmental Sustainability (pp. 70-73) for goals and actions at different stages.
Data Privacy and Freedom of Expression	TC-SI-220a.1	Qualitative	Description of policies and practices related to targeted advertising and user privacy	Page	See Information Security and Privacy Protection (pp. 37-41).
	TC-SI-220a.2	Quantitative	Number of users whose information is used for secondary purposes	Count	0 times, none reported this year.
	TC-SI-220a.3	Quantitative	Financial losses due to legal proceedings related to user privacy	NT\$ Thousand	0, none reported this year.
	TC-SI-220a.4	Quantitative	(1) Number of law enforcement requests for user information	Count	0 times, none reported this year.
			(2) Number of users whose information was requested	Count	0 cases, none reported this year.
			(3) Percentage of user information disclosed due to these requests	Count	0 times, none reported this year.
	TC-SI-220a.5	Quantitative	List of countries where core products/services are monitored, blocked, filtered, or censored by government	Count	0 cases, none reported this year.
Information Security	TC-SI-230a.1	Quantitative	(1) Number of data breaches	Count	0 times, none reported this year.
			(2) Percentage involving personally identifiable information (PII)	Percentage	None reported this year.
			(3) Number of users affected	Count	0 cases, none reported this year.
	TC-SI-230a.2	Qualitative	Description of approach to identifying and addressing data security risks, including use of third-party standards	Page	See Information Security and Privacy Protection (pp. 37-41).
Recruitment and Management of a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Quantitative	(1) Percentage of foreign employees	Page / Percentage	See "Happy Workplace > Diversity and Talent Development" section, 2024 employee job category distribution table.
			(2) Percentage of employees located offshore	Percentage	In Taiwan: Foreign employees 0.5% (2 Malaysian overseas Chinese; 1 Chinese national). Shanghai Subsidiary: 4 local Chinese employees, no Taiwanese employees.



SASB Index

Topic	SASB Code	Attributes	Indicator Description	Unit	Disclosure / Notes
Recruitment and Management of a Global, Diverse & Skilled Workforce	TC-SI-330a.3	Quantitative	(1) Gender and racial/ethnic group representation for management	Percentage	125 managers total: 100 males, 25 females. Male managers comprise 25.5% of all male employees; female managers 14.5% of all female employees.
			(2) Gender and racial/ethnic group representation for technical staff	Percentage	367 technical R&D personnel (including 76 managers): 316 males (56% of all employees), 51 females (9%).
			(3) Gender and racial/ethnic group representation for other employees	Percentage	148 non-management sales and admin personnel: 44 males (7.8%), 104 females (18.4%). Indigenous 2 persons; disabled 3 persons. More stats in "Happy Workplace > Diversity and Talent Development" (2024 Employee Job Category Distribution).
	TC-SI-330a.2	Qualitative	Employee engagement/loyalty percentage	Page	Employee satisfaction survey (p.15): 2024 response rate 72%, covering 8 dimensions including work experience, vision, teamwork, compensation, leadership, resources, training, sustainability recognition. New incentive and performance systems implemented to improve satisfaction and co-create a happy workplace.
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Quantitative	Financial losses from legal proceedings associated with anti-competitive behavior	NT\$ Thousand	0, none reported this year.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Quantitative	(1) Number of performance issues	Count	0 times, none reported this year.
			(2) Number of service interruptions	Count	0 times, none reported this year.
			(3) Number of user service interruptions	Count	0 times, none reported this year.
	TC-SI-550a.2	Qualitative	Description of business continuity risks related to operational disruptions	Page	See Business Continuity and Risk Management (p.36), plus disclosures in annual report, website sustainability section, and Risk Management Policy & Procedures on website.

Risk Identification and Reference Tab

Risk Tab - 1/3

- The implementation of risk management in 2024 is disclosed and regularly updated. Please refer to the following sources for detailed information:
- 1. Public disclosures are made through the company's Annual Report, official website, or Sustainability Report, with regular updates.
 - 2. Please visit the official website: "Company Policies and Regulations > Risk Management Policy and Procedures" section.

Category	Risk Item (Based on Materiality Principle)	Responsible Unit	Description	Response Measures	Risk Aspects, Identification and Analysis	Reference Chapter in the Report
Operational Risk	Interest Rate and Foreign Exchange Fluctuation Risk	Finance Unit	Interest rate fluctuations impact financial costs.	Adjust short- and long-term funding positions based on interest rate fluctuations and actual operating conditions. Monitor cash flow status and evaluate the most appropriate financing methods and instruments. Maintain strong relationships with banks to secure optimal loan interest rates. Utilize hedging instruments to reduce exposure.	Governance (Financial Capital / Supply Chain / Talent & Technology) Supply chain disruptions, Talent attrition and skills gap, Cash flow and liquidity challenges	Corporate Governance
	Risk from Derivatives Transactions, Intercompany Lending, and Guarantees	Finance Unit	If the borrower or the party guaranteed by endorsement fails to perform upon maturity, it will result in a loss.	Implement review procedures and control measures, to be carried out only after approval by the Audit Committee and the Board of Directors. Derivative product transactions are all based on hedging needs for actual positions. When significant positions exist, the most appropriate hedging instruments are selected to reduce exposure, while avoiding complex derivative products.		Corporate Governanc
			Derivative product transactions			
	Supply Chain Risk from Purchase or Sales Concentration	Procurement Unit	Relying on a limited number of suppliers may cause the supply chain to be vulnerable to delays, shortages, quality issues, and price fluctuations. Concentration in a single market, product, or a few customers may hinder the ability to respond to rapid market changes.	Distribute the supply chain layout to spread risks and build a short supply chain, while continuously optimizing the supply chain management system to maintain reasonable inventory levels and ensure smooth delivery. Assist and urge suppliers to undergo ESG sustainable transformation, promoting the formation of a sustainable supply chain. Regularly adjust operational policies, review sales structure and customer composition, and monitor supply changes to adjust sales strategies accordingly.		Sustainable Partnerships > Sustainable Value Chain
	Talent Loss and Technical/ Knowledge Gap	Human Resources Unit	If performance and career development systems or succession plans are not continuously improved, it will lead to talent loss and skill gaps over time. Issues in labor-management communication can result in decreased employee loyalty.	Through education and training, performance management, and other mechanisms, the organization fosters a culture of continuous improvement. Internal communication is promoted by organizing workplace diversity and inclusion seminars and multiple exchange activities, maintaining open communication channels. A dedicated care mailbox is available for employees to report work-related issues and suggestions. Conducting organizational panorama and internal and external stakeholder analyses helps identify areas for optimizing or enhancing human rights protections. Actively promoting industry-academia cooperation, we cultivate ICT professionals, striving to advance a better digital life for society.		Happy Workplace



Risk Identification and Reference Tab

Risk Tab - 2/3

Category	Risk Item (Based on Materiality Principle)	Responsible Unit	Description	Response Measures	Risk Aspects, Identification and Analysis	Reference Chapter in the Report
Market Risk	Technological Change and Industry Transformation Risk	Business Units, Technical Service Units, Product Agency and R&D Units	Emergence of new technologies and emerging industries may cause the company's existing products or services to become obsolete and lose competitiveness.	Monitor industry development and technological innovation trends, incorporate product development applications, and seize business opportunities.	Governance (Demand / Competition / Regulation) Market demand fluctuations, Intensified competition, Regulatory changes impacting the market Social (Workplace Accidents / Occupational Diseases) Risks of workplace accidents and occupational diseases Technology (Network Attacks / Personal Data / Ransomware) Risks include network attacks, data breaches, malware and ransomware threats, and malicious service interruptions Environment (including Climate) (Climate Disasters / Energy Costs)	Corporate Governance
Occupational Safety and Health Operations	Work Environment Risk	Safety and Health Administration Unit	There is a risk of non-compliance with occupational safety and health regulations during operational activities.	Effectively operate the occupational safety and health management system to continuously improve occupational health and safety evaluations and audits, ensure legal compliance, and protect employees. Enhance occupational safety education and training, regulatory advocacy, and employee health management, with the management goal of zero safety and health incidents		Happy Workplace > Occupational Health and Safety
Information Security	Industry and Technology Risks	Information Security Unit	Cyberattack methods are constantly evolving; network disruptions, confidential data theft, ransomware, or data destruction can cause significant losses to the company.	Certified with ISO/IEC 27001:2022 and employing dedicated information security engineers to implement the ISMS management system, ensuring company information security. The Information Security and Privacy Management Team establishes risk treatment plans and implements subsequent improvement measures. Optimized mechanisms through education and training, performance management, early warning notifications, and public disclosure.		Corporate Governance > Information Security and Privacy Protection
Environmental and Climate Change	Physical Risks	All Business Departments, Finance and General Affairs Unit	Occurrence of climate emergencies (e.g., rising temperatures, increased typhoon frequency) or interruptions to public utilities (electricity, water, gas) may result in natural disaster damage at project sites, property loss, and operational disruption.	Identify climate-related risks and opportunities based on the TCFD framework. Assess business asset scale based on replacement cost, and use tools such as insurance to mitigate risks of asset loss due to natural or man-made disasters. Implement disaster prevention monitoring, and conduct emergency response and recovery drills.		Environmental Sustainability > Climate Change Governance
	Transition Risks	All Business Departments, Finance and General Affairs Unit	Policies and Legal Regulations: Companies with paid-in capital exceeding NT\$10 billion must comply with the FSC's (Financial Supervisory Commission) sustainable development roadmap requirements: - Starting in 2024, companies must disclose externally verified greenhouse gas (GHG) emissions in their annual reports. - Starting in 2025, annual reports must add GHG emission data of subsidiaries included in the consolidated financial statements. - Starting in 2027, the GHG emissions of these subsidiaries must also be externally verified. - Additionally, the Ministry of Environment is formulating regulations on carbon fee collection. If GHG emissions exceed designated thresholds, companies will be required to pay carbon fees, thereby increasing operating costs.	According to the TCFD framework, identify climate-related risks and opportunities. Continue implementing energy-saving and carbon-reduction measures to lower carbon emissions.		Environmental Sustainability > Climate Change Governance

Risk Identification and Reference Tab

Risk Tab - 3/3

Category	Risk Item (Based on Materiality Principle)	Responsible Unit	Description	Response Measures	Risk Aspects, Identification and Analysis	Reference Chapter in the Report
Compliance Risk	Risk of Significant Domestic and International Policy and Legal Changes	Legal Department, All Business Units	Global regulatory requirements continue to strengthen, including ESG sustainable management and net-zero carbon regulations, ISO information security certifications, international financial and tax compliance, and regulations related to emerging technologies, all of which increase operational risks for enterprises both domestically and internationally.	Regarding significant domestic and international policy and legal changes affecting the company, we proactively adjust internal control procedures and operational activities, and revise internal regulations such as the Corporate Governance Best Practice Principles and Sustainability Best Practice Principles to ensure smooth company operations.	Governance (Integrity / Compliance / Privacy) Changes in compliance regulations, strengthening of data privacy laws	Corporate Governance
	Risk of corporate crisis management caused by regulatory impacts on corporate image	Shareholder Affairs and Investment Unit Public Relations Unit	Information disseminated through various media platforms, if negative news or incorrect and false reports occur, will impact the corporate image.	Maintain smooth communication channels with external media and investors. For various emergency situations, relevant units shall collaborate with the Public Relations Department to jointly draft external statements based on the nature of the incident.		Corporate Governance > Business
	Integrity / Compliance	Human Resources Unit	Integrity, compliance, and fulfilling corporate social responsibility to safeguard the fundamental human rights of all employees, customers, and stakeholders; diversity, inclusion, and equality.	Integrity, compliance, and fulfilling corporate social responsibility to safeguard the fundamental human rights of all employees, customers, and stakeholders; diversity, inclusion, and equality		Continuity and Risk Management

Climate-Related Issue Management for Listed Companies (ESG Indicators)

Risks and Opportunities Posed by Climate Change and the Company's Response Measures

*For details on environmental and climate-related actions, as well as climate risk and opportunity identification and response strategies, please refer to the chapters "Corporate Governance > Business Continuity and Risk Management" and "Environmental Sustainability > Climate Change Governance" in this report.

No.		Item	Execution Status	Page
1		Explain the board of directors and management’s oversight and governance of climate-related risks and opportunities.	In 2022, Daxin Technology established the “Sustainable Development Best Practice Principles.” At the same time, a dedicated Sustainable Development Task Force was formed, chaired by the General Manager, with the Chief Financial Officer and Corporate Governance Officer serving as the Executive Secretary. The task force promotes sustainability initiatives through quarterly meetings and issue-specific sub-groups. It also regularly reports to the Board of Directors on the progress of greenhouse gas inventory and verification, as well as providing annual reports on sustainability implementation and future action plans. Please refer to the “Climate Change Governance” section of this report for details.	P.78
2		Explain how the identified climate-related risks and opportunities impact the company’s business, strategy, and financial planning (short-term, medium-term, and long-term).	The Sustainability Development Promotion Task Force of Taiwan Systems Technologies Inc. (TSTI) has established a Risk Management Group under its structure, which is the unit responsible for executing risk management duties. It is mainly responsible for monitoring, measuring, and evaluating the company’s risks at the execution level. Regarding how climate-related risks and opportunities impact the company’s business, strategy, and finance (short-term, medium-term, and long-term): • In 2022, the company established the Environmental Management Policy; in 2023, it responded to the SBTi methodology and principles, declaring goals for sustainability and science-based carbon reduction. • Climate-related management timeframe: Short-term is defined as within one year (by 2025), Mid-to-long-term is from 2026 onwards. • Disclosed “Identification of Climate Risks and Opportunities.” * Short-Term Goals (by 2025): 1. Continue promoting green procurement, aiming for a green procurement amount exceeding NT\$2 million. 2. Maintain local procurement at over 95% of total procurement. 3. Continuously review the company’s emission reduction plans and implement planned carbon reductions. 4. Replace old equipment with energy-efficient alternatives. 5. Renovate the 3rd and 4th floors of the Taipei headquarters office (Beishe Gong 3), replacing lighting with LED panel fixtures to reduce lighting electricity consumption. 6. Gradually optimize the electronic document management and HR systems; progressively replace traditional paper-based processes with digital transmission. 7. Promote circular economy by using eco-friendly consumables. 8. Continue passing ISO 14064-1:2018 third-party verification. 9. Promote ESG sustainability practices among supplier partners, with on-site visits to at least 5 suppliers annually. * Mid-to-Long-Term Goals (2026 to 2030): 1. Promote green procurement initiatives in subsidiaries. 2. Continue optimizing electronic document approval processes to reduce paper use and environmental impact. 3. Enhance management systems: develop intelligent monitoring and management systems to effectively collect and understand company carbon emissions and energy use, identify issues, and set improvement targets. 4. Use recycled materials to reduce environmental impact. 5. Continue promoting waste classification and resource recycling. 6. Continue passing ISO 14064-1:2018 verification. 7. Obtain ISO 14001 and ISO 50001 certifications.	P.72-73 P.78-79

Climate-Related Issue Management for Listed Companies (ESG Indicators)

No.	Item	Execution Status	Page
	Explain how the identified climate-related risks and opportunities impact the company's business, strategy, and financial planning (short-term, medium-term, and long-term).	8. Medium-to-long-term plan aims to achieve a 20% carbon reduction by 2030, including: • Reduce fuel consumption of business vehicles (Scope 1) by 5–10%, • Reduce purchased electricity carbon emissions (Scope 2) by 10–15%, • Reduce other indirect emissions (Scope 3) by 10–20%. For more details, please refer to the “Environmental Sustainability” section of this report.	P.78-79
3	Description of the Financial Impact of Extreme Weather Events and Transition Actions	Regarding the financial impact of climate events and transition actions, after assessing related risks, the Company analyzed how climate change affects its financial position and formulated annual adaptation strategies. It has disclosed both the “Climate-Related Risks and Financial Impacts” and “Climate-Related Opportunities and Financial Impacts” tables. •We focus on transition risks associated with the low-carbon economy (including policy and regulation, technology, market, and reputation) and physical risks related to the impacts of climate change (both immediate and long-term). At the same time, by integrating core business capabilities, the Company is committed to promoting ESG-based sustainable business models, and has introduced carbon reduction solutions to assist clients, including the ESG AIoT Command Management System, Telemedicine Video Consultation System, and AIoT Smart Restroom System. •To address climate-related enterprise risks, we have established the Emergency Disaster Response Management Regulations, which include risk management measures for natural disasters such as earthquakes, fires, and pandemics. Various emergency response drills and occupational safety and fire inspections are conducted to ensure employee safety and continuity of services during emergencies. •Each year, we estimate the budget for climate change-related management costs, which include: • Approximately NT\$700,000 for ISO 14064-1 verification consulting and the sustainability report. • Around NT\$4 million for education, training, and customer service transformation. • About NT\$3.4 million for stakeholder communications such as investor conferences, press events, seminars, and various marketing activities. • Approximately NT\$3.2 million for safety and fire inspection, disaster prevention equipment upgrades, replacement of energy-saving equipment, and green procurement. • Around NT\$3.42 million invested in the development of the ACE innovative energy-saving service solution. For more information, please refer to the section “Climate Change Governance” under “Climate Risk and Opportunity Identification.”	P.78-79
4	Description of How the Identification, Assessment, and Management of Climate Risks Are Integrated into the Overall Risk Management System	•The Company's risk management encompasses four major dimensions related to its operations: environmental (including climate), social, governance, and technology. Risk management is conducted in compliance with relevant laws and regulations, and includes evaluating, addressing, and monitoring the impact of significant risks. To enhance the Company's sound operations and sustainable development, a robust risk management mechanism was established. In 2023, the “Risk Management Policy and Procedures” were formulated to assess and supervise TSTI's risk tolerance, current exposure, risk response strategies, and adherence to risk management procedures, thereby ensuring effective risk control, achieving sustainability goals, and protecting the rights of stakeholders. •The Risk Management Group is responsible for identifying risks and opportunities, including those related to climate. This group performs annual assessments of related impacts and formulates strategies, targets, and corresponding actions. Additionally, the Environmental Sustainability Group is in charge of implementing climate change	P.36 P.78-79

Climate-Related Issue Management for Listed Companies (ESG Indicators)

No.	Item	Execution Status	Page
		and environmental management plans. The Sustainability Steering Committee then reports the planning and execution results of these initiatives to the Board of Directors annually. The Board of Directors serves as the highest authority on risk management, responsible for approving the risk management policy and framework, and overseeing its implementation to ensure the effectiveness of the Company's risk management. For more details, please refer to the "Business Continuity and Risk Management" and "Climate Change Governance" sections of this report.	P.36 P.78-79
5	If scenario analysis is used to assess resilience in the face of climate change risks, the scenarios, parameters, assumptions, analytical factors, and key financial impacts used should be disclosed.	Regarding climate change risk assessments, TSTI refers to international standards such as TCFD, SASB, and GRI to analyze and disclose climate-related risks and opportunities, and to formulate corresponding adaptation strategies. The related scenario analyses, parameters, assumptions, analytical factors, and key financial impacts are still under ongoing discussion. Additionally, we have established the "Emergency Disaster Response Management Procedures", through which various emergency response drills and occupational safety/fire inspections are conducted to ensure employee safety and service continuity during critical incidents. TSTI refers to the "World Resources Institute – Aqueduct Water Risk Atlas", which indicates that Taiwan is currently not exposed to immediate water stress risks, rated at Low to Medium (1–2). However, water is a valuable shared resource, and we actively manage it in our daily operations. Efforts include ongoing water conservation campaigns, adoption of water-saving certified equipment, sensor-activated faucets, and regular/irregular maintenance of water storage and plumbing systems to prevent water waste. We aim to instill water conservation awareness into employees' daily routines. According to the "Soil Liquefaction Potential Inquiry System" by the Central Geological Survey and Mining Management Center, Ministry of Economic Affairs, TSTI's Taipei headquarters is located in a high liquefaction potential zone. In response, we conduct regular fire safety inspections and disaster evacuation drills to mitigate potential damages in the event of future natural disasters.	P.77-79
6	If there are any transition plans for managing climate-related risks, please describe the content of these plans, as well as the indicators and targets used to identify and manage physical risks and transition risks.	The details of TSTI's transition plans for managing climate-related risks, along with the related indicators and targets, are presented in the "Climate Change Governance" chapter under the section "Identification of Climate Risks and Opportunities" of this report. Regarding our company's transition plans for managing climate-related risks, they include: Green Procurement: • Comply with green procurement guidelines, establish a green supply chain and knowledge base, and develop green suppliers. Actively promote and prioritize procurement of environmentally labeled products to increase the proportion of green procurement. This includes refrigerants, paper, building materials, LED lighting, and IT equipment. Green Emission Reduction: • Implement energy-saving and carbon reduction measures, actively understand the company's carbon emissions, monitor energy use and carbon inventory, and promote internal paperless operations and digital customer services. • Inventory total water usage and waste, and establish management policies to reduce them. • Replace equipment with high-efficiency and low-energy consumption models. • Regularly maintain and upgrade data center cooling systems to ensure high-efficiency operation. • Gradually migrate company data and systems to more energy-efficient cloud data centers.	P.72-73 P.78-79

Climate-Related Issue Management for Listed Companies (ESG Indicators)

No.	Item	Execution Status	Page
6	If there are any transition plans for managing climate-related risks, please describe the content of these plans, as well as the indicators and targets used to identify and manage physical risks and transition risks.	•Promote energy-saving activities in office environments, replacing and adopting energy-efficient lighting, air conditioning, and appliances. •Centralize offices and work areas, turning off unnecessary air conditioning and lighting Green Emission Reduction: •Promote waste management and resource recycling: set up recycling and waste sorting stations on each office floor. Effectively sort and process recycled IT equipment materials to improve energy efficiency. •Properly dispose of scrapped computers and recycle toner cartridges. Media containing personal data (e.g., hard drives) undergo data deletion and physical destruction before disposal, complying with personal data protection laws and environmental resource recovery principles.	P.72-73
		Green Emission Reduction: •Proactively disclose greenhouse gas emissions ahead of regulatory requirements and actively formulate carbon reduction strategies. •Assess potential climate-related risks and opportunities for the business and take corresponding response measures. Green Initiatives: •Respond to environmental advocacy by pursuing short-term goals across various programs. TSTI supports the SBTi scientific carbon reduction initiative. •Promote and encourage all employees to care for the Earth, with the company leading by example in supporting public environmental protection activities, practicing environmental stewardship through actions.	P.78-79
7	If internal carbon pricing is used as a planning tool, the basis for the price setting should be explained.	Although TSTI has not yet established an internal carbon pricing system, it continues to closely monitor the topic. Since 2023, the company has conducted greenhouse gas inventories, carried out ISO 14064 verification in 2024, and set a target to reduce carbon emissions by 20% by 2030. These efforts enable active and effective management of greenhouse gases and energy use, resulting in a relatively low level of impact risk.	P.80-81
8	If climate-related targets are set, the activities covered, greenhouse gas emission scopes, planning timeline, and annual progress toward the targets should be disclosed. If carbon offsets or Renewable Energy Certificates (RECs) are used to achieve the targets, the source and amount of offset reductions or the quantity of RECs should be specified.	Regarding environmental and climate-related goals, we promote “Green Emission Reduction, Green Disclosure, Green Procurement, Green Resource Recovery, and Green Initiatives,” encouraging full employee participation in carbon and pollution reduction as well as resource and energy conservation. For more details, please refer to the “Environmental Sustainability Policy” chapter of this report and the “Sustainable Prosperity and Science-Based Carbon Reduction Announcement” published on our official website. The company has not used carbon offsets or Renewable Energy Certificates (RECs) but continues to monitor these issues and developments.	P.69-83
9	Information on greenhouse gas inventory and assurance status, along with reduction targets, strategies, and concrete action plans, should also be provided (to be detailed in the table below).	In February 2024, we initiated consultant services for ISO 14064-1:2018 implementation and plan to complete third-party verification by the end of 2024. Going forward, we will continue to pursue annual ISO 14064-1:2018 verification.	P.80-81

TCFD (Task Force on Climate-related Financial Disclosures) and IFRS S2

TCFD (Task Force on Climate-related Financial Disclosures) and IFRS S2 (International Financial Reporting Standards Sustainability Disclosure Standard No. 2: Climate-related Disclosures)

Technology Inc. aligns with the Roadmap for the Adoption of IFRS Sustainability Disclosure Standards in Taiwan issued by the Financial Supervisory Commission (FSC). According to the roadmap, TSTI (an OTC-listed company with paid-in capital under NT\$5 billion) is required to adopt the IFRS Sustainability Disclosure Standards by 2028. In line with this, the company has proactively accelerated its preparation process and established a cross-functional IFRS task force in Q4 of 2024. A board director has been appointed as the supervisory director to oversee the dedicated unit and ensure proper governance; the implementation status and progress will be reported to the Board of Directors for supervision and control.

In terms of climate-related disclosures in accordance with the TCFD framework, TSTI’s report provides comprehensive coverage of climate-related topics, including governance, strategy, risk management, and metrics & targets, with specific carbon reduction goals clearly defined. Concurrently, the company has initiated internal preparations for adopting the IFRS Sustainability Disclosure Standards, with a task force established and a timeline planned for early implementation—demonstrating TSTI’s readiness to comply with IFRS S2.

Regarding nature-related financial disclosures (TNFD – Taskforce on Nature-related Financial Disclosures)

TSTI actively promotes environmental protection and takes tangible actions in support of biodiversity and natural ecosystems. Examples include biodiversity-focused family day events for employees, beach cleanup activities in collaboration with client partners, and participation in initiatives such as “Do One Thing for the Tamsui River”. These initiatives are integrated into the company’s annual activity and advocacy plans.

GHG Inventory and Assurance in the Most Recent Two Years (2022–2023)

- For the Company’s greenhouse gas (GHG) reduction targets, strategies, specific action plans, and progress, please refer to the "Environmental Sustainability" chapter of this report. The most recent GHG inventory and assurance information is disclosed on the Company’s official website under the "Corporate Sustainability" section.

GHG Inventory Information	
This section provides GHG emissions data (in metric tons of CO ₂ e), intensity (metric tons CO ₂ e per NT\$ million), and data coverage for the past two years.	For detailed information on the Company’s GHG inventory, please refer to the Green Disclosure chapter of this report, which covers emissions and intensity data from 2023 to 2024.
GHG Assurance Information	
This section describes the assurance situation over the past two years, including the scope, assurance provider, assurance standards, and assurance opinions.	Since 2021, the Company has conducted internal GHG inventories. However, third-party verification for GHG data has not yet been performed for the 2022 and 2023 reporting periods. To improve data reliability and support future sustainability objectives, the Company began evaluating the implementation of ISO 14064-1:2018 in 2023. This includes the offices of TSTI and its subsidiaries across Taiwan. In February 2024, external consulting services were engaged, and third-party verification is scheduled to be completed by the third quarter of 2024. The 2024 GHG Inventory Report is expected to receive verification by the second quarter of 2025.
GHG Reduction Targets, Strategies, and Action Plans	
This section outlines the baseline year and data, reduction targets, strategies, specific action plans, and current achievement status.	In 2024, the Company initiated a dual transformation strategy—digital and sustainable transformation—engaging consultants to implement GHG management procedures aligned with ISO 14064-1. The Company redefined organizational boundaries and GHG emission sources and revised data across Categories 1 through 6 under consultant guidance. The year 2023 has been designated as the GHG emissions baseline year. The Company plans to commission a third-party verification body by year-end to complete ISO 14064-1:2018 assurance, ensuring the accuracy and comparability of quantified data. Going forward, the Company will conduct annual GHG inventories, track emission reduction outcomes, and disclose results publicly. It will continue obtaining the ISO 14064-1:2018 verification statement annually. To fulfill its corporate social responsibility and reduce operational costs and risks, TSTI and its subsidiaries will continue implementing energy-saving and carbon-reduction measures, targeting an annual reduction of 1% as part of long-term sustainable operations. For further details regarding reduction targets, strategies, and achievements, please refer to the Environmental Sustainability chapter of this report.

2024 Sustainability Performance Summary Table

Dimension	ESG Indicator	Unit	2022	2023	2024
Governance	Consolidated Revenue	(NT\$ thousand)	4,346,640	4,179,561	3,930,226
	Retained Economic Value	(NT\$ thousand)	3,559,404	3,370,487	3,088,571
	Investment in Information Security	(NT\$ thousand)	2,201	2,339	2,209
	Local Procurement Amount (Taiwan)	(NT\$ thousand)	3,153,033	2,823,950	2,446,130
	Total Procurement Amount (Taiwan)	(NT\$ thousand)	3,417,920	2,987,400	2,727,961
	Local Procurement Ratio (Taiwan)	(%)	92.25%	94.53%	89.67%
Environmental	Direct Greenhouse Gas (GHG) Emissions (Scope 1) – Company vehicles & septic tanks	(metric tons CO ₂ e)	82.1501	147.3272	110.0963
	Indirect GHG Emissions (Scope 2) – Purchased electricity	(metric tons CO ₂ e)	758.7225	1,104.8641	1081.4353
	Other Indirect GHG Emissions (Scope 3) – Employee commuting and related indirect emissions	(metric tons CO ₂ e)	171.0635	552.4906	322.2572
	Total GHG Emissions	(metric tons CO ₂ e)	1,011.9361	1,804.6819	1513.7888
	GHG Emission Intensity	(metric tons CO ₂ e / NT\$10 million revenue)	0.2328	0.4318	0.3852
Social	Regular Employees (Permanent Contracts)	(persons)	526	500	460
	Contract Employees (Fixed-term Contracts)	(persons)	97	108	104
	Full-time Employees	(persons)	617	601	559
	Part-time Employees	(persons)	6	7	5
	Non-employee Workers*	(persons)	8	57	34
	Total Annual Health-related Expenditures	(NT\$ thousand)	-	3,317	3,800

- Note
1. The data boundary for 2022 includes only TSTI, which differs from that of 2023 and 2024. In 2022, Scope 1 covered gasoline used by company vehicles; Scope 2 covered electricity consumption; and Scope 3 covered diesel used by transportation vehicles. The electricity emission factor in 2022 was 0.495 kg CO₂e/kWh.
 2. For 2023–2024, Scope 1 includes fugitive and mobile emission sources; Scope 2 includes purchased electricity; and Scope 3 includes employee commuting and other indirect emissions. The electricity emission factor was 0.494 kg CO₂e/kWh in 2023 and 0.474 kg CO₂e/kWh in 2024. For more details, please refer to the chapter "Environmental Sustainability > Green Disclosure."
 3. Social aspect: Complete data for non-employee workers in 2022 was unavailable. In 2023, the data boundary was expanded to include subsidiaries.

Participation in Industry Associations

Tatung System Technologies Inc. (TSTI) actively engages in various professional and advocacy organizations to foster sustainable development within the industry in collaboration with business partners.

Taipei Computer Association (TCA)
Cloud Computing & IoT Association in Taiwan (CIAT)
Chinese Information Software Association (CISA)
Taiwan Electrical and Electronic Manufacturers' Association (TEEMA)
Intelligent Transportation Society of Taiwan (ITS Taiwan)
Taiwan Telecommunication Industry Development Association
Taiwan Contact Center Development Association (TCCDA)
Taiwan Information Security Association (TISA)
Greater China Contact Center Alliance (GCCA)
Taiwan Digital Forensics Development Association
Information Management Association (IMA), ROC
Digital Technology and Policy Promotion Association of Taiwan (DTR Taiwan)
Zhongshan District Health Promotion Association

Responding to the UN Global Compact

Category	10 Principles	Related Report Section
Human Rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Happy Workplace > Creating a Friendly Workplace
	Principle 2: make sure that they are not complicit in human rights abuses.	
Labor	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; Principle 4: the elimination of all forms of forced and compulsory labour; Principle 5: the effective abolition of child labour; and Principle 6: the elimination of discrimination in respect of employment and occupation.	Happy Workplace > Creating a Friendly Workplace
Environment	Principle 7: Businesses should support a precautionary approach to environmental challenges;	Environmental Sustainability
	Principle 8: undertake initiatives to promote greater environmental responsibility; and	
Anti-Corruption	Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Social Co-Prosperity > Core Innovation Technologies and Sustainable Development Cooperation
	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Corporate Governance > Integrity Management

TSTI Operational Sites



Tatung System Technologies Inc. (TSTI)

Office Name	Address	Phone
Taipei Headquarters	22, Sec. 3, Zhongshan N. Rd., Zhongshan Dist., Taipei City, Taiwan	+886-2-55625788
Hsinchu Office	15F-6, No. 27, Guanxin Rd., Hsinchu City, Taiwan	+886-3-5633515
Taichung Office	6F-1, No. 236, Sec. 2, Wuquan W. Rd., Nantun Dist., Taichung City, Taiwan	+886-4-24713300
Tainan Office	5F-1, No. 12, Zhonghua Rd., Yongkang Dist., Tainan City, Taiwan	+886-6-3132066
Chiayi Office	1F, No. 109, Hankou Rd., Chiayi City, Taiwan	0800-066038
Kaohsiung Office	12F, No. 458, Jianguo 1st Rd., Sanmin Dist., Kaohsiung City, Taiwan	+886-7-2251000

Chyun Hwei Commercial Technologies Inc. (CHCI)

Office Name	Address	Phone
Taipei Office	22, Sec. 3, Zhongshan N. Rd., Zhongshan Dist., Taipei City, Taiwan	0800-030038
Taichung Office	6F-1, No. 236, Sec. 2, Wuquan W. Rd., Nantun Dist., Taichung City, Taiwan	

TISNeT Technology Inc. (TISNeT)

Office Name	Address	Phone
Taipei Headquarters	22, Sec. 3, Zhongshan N. Rd., Zhongshan Dist., Taipei City, Taiwan	+886-2-55625400
Taichung Branch	6F-1, No. 236, Sec. 2, Wuquan W. Rd., Nantun Dist., Taichung City, Taiwan	+886-4-24713300
Kaohsiung Branch	12F, No. 458, Jianguo 1st Rd., Sanmin Dist., Kaohsiung City, Taiwan	+886-7-2251000

TSTI Shanghai Co., Ltd. (TSTICN)

Office Name	Address	Phone
TSTI CN	Room 306, Building 2, Nick High-Tech Plaza, No. 528, Hongxu Rd., Hongqiao Town, Minhang District, Shanghai, China	+86-21-54392268

Tatung System Technologies Inc.
**2024 Sustainability
ESG Report**



AI Empowered
tst*i* 大世科

www.etatung.com   

Digital X Sustainable Transformation

Notice to readers:

This English-version report is a summary translation of the Chinese version. If there is any discrepancy between the English and Chinese versions, the Chinese version shall prevail.