

2024

Corporate
Sustainability Report

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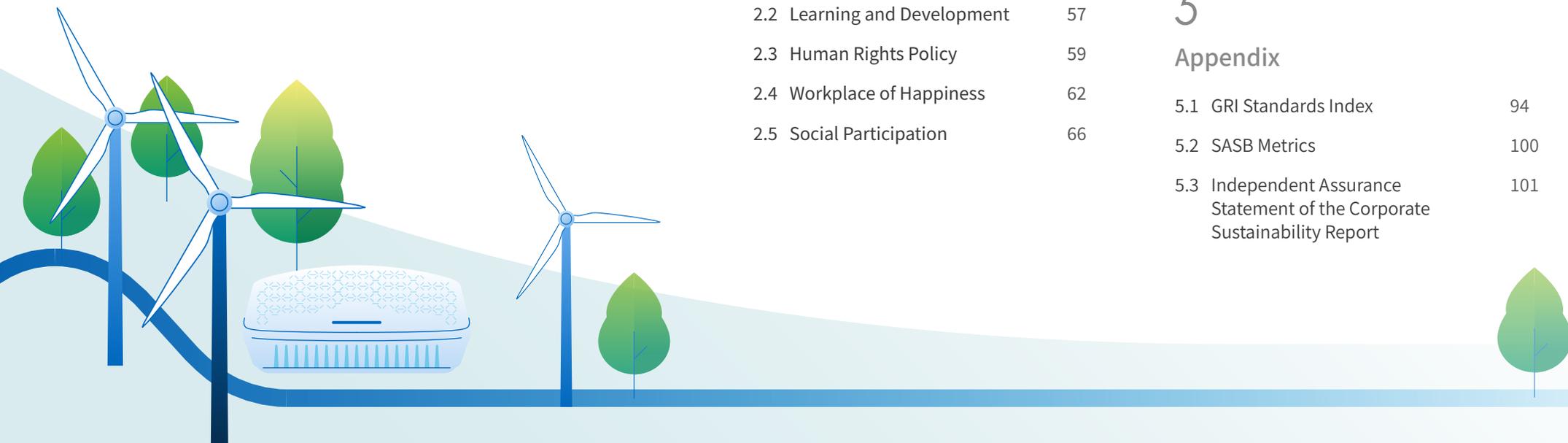
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About the Report

Hitron Technologies Inc. (hereinafter referred to as "Hitron Technologies" or "Hitron") publishes an annual Corporate Sustainability Report to communicate its commitments and performance to all stakeholders across various dimensions, including operations, corporate governance, environmental protection, employee rights, and social participation.

To better address topics of concern to stakeholders, Hitron has established a dedicated ESG section on its corporate website. In addition to providing a summary of the latest annual efforts and achievements in sustainable development, both the Chinese and English versions of the full Sustainability Report are available for download or online viewing at: <https://www.hitrontech.com/esg/>



Reporting Period and Frequency

This report was published in August 2025. Hitron Technologies published the first Corporate Sustainability Report in 2022 and has published the report every August since.

Last issue: June 2024

Latest issue: August 2025

Next issue: August 2026

Report Scope and Boundary

Geographical Scope:

Includes Hitron's headquarters in Hsinchu and its primary manufacturing site^① Hitron Vietnam^②. Part of the content covers other Hitron overseas sites, such as Hitron Suzhou, Hitron America, and Hitron Europe, which will be indicated in each chapter.

Time Scope:

January 1, 2024 through December 31, 2024.

- ① Other than the financial data, it does not include the data of the subsidiary, Interactive Digital International Co., Ltd., and only includes the relevant data of the headquarters of Hitron Technologies Inc. and overseas companies.
- ② The scope of data disclosure in some sections may vary and is indicated through annotations in each chapter.

Data Collection and Calculation

Data collection for the whole year of 2024 is carried out within the above reporting scope. The calculation formulas for the indicators and data have been stated in detail in the chapter notes.

Third-party Verification Policy and Standards

This report was drafted, planned, and implemented by Hitron's Sustainability Unit. The data and information disclosed were provided by the responsible departments and compiled by the sustainability unit. Internal audits were conducted by relevant personnel to verify data consistency, completeness, and accuracy. Any discrepancies were returned to the responsible departments for supplementation and confirmation. Externally, an independent third-party verification was conducted by BVC (Bureau Veritas Certification Taiwan) to ensure that the report aligns with the GRI Standards (Comprehensive level) and AA1000 AS V3 Moderate Assurance Type II. Through both internal and external audit mechanisms, the accuracy and quality of data disclosure are assured.

Additionally, the report's disclosures align with the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies," "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies," the United Nations Sustainable Development Goals (SDGs), the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate-related Financial Disclosures (TCFD).

Feedback and Contact Information

For any inquiries or suggestions, please feel free to contact us:

Hitron Technologies Inc. – Human Resources and Administration Division

Contact: Nicole Lin
Address: No. 1-8, Li-Hsin 1st Rd., Hsinchu Science Park, Hsinchu City 300, Taiwan (R.O.C.)
Tel: 03-578-6658 ext. 3321
Fax: 03-577-8856
E-mail: nicole@hitrontech.com
Website: www.hitrontech.com

2024 Sustainability Performance

Internal Recognition

Environment

- ↓ **8.9 %** Reduction in GHG emissions (Scope 1 & 2) (Base year: 2021)
- 62.91 %** Recyclable waste ratio
- ↓ **24.8 %** Reduction in water consumption per USD 1 million in revenue (Base year: 2020)
- 52.9 %** Local sourcing rate for institutional electromechanical materials
- ↓ **40.8 %** Reduction in electricity consumption per USD 1 million in revenue (Base year: 2020)
- 0 cases** Violations of environmental regulations

Social

- 50.07 hrs** Average employee training time
- 0 cases** Violations of the Labor Standards Act or occupational safety and health regulations
- 46.9 %** On-site audit rate for A/B-tier suppliers on social responsibility and environmental health and safety
- 100 %** Completion rate for employee code of conduct training
- 185 hrs** Of employee participation in charitable activities

Governance

- Top 3 DOCSIS** Product manufacturer
- 0 cases** Involving corruption, anti-competitive behavior, or similar legal issues
- 51 M+** Units cumulative device shipment
- 0 cases** Complaints related to customer data breaches or privacy violations
- 900 K+** Units connected to HitronCloud

External Recognition



Silver Award

17th TCSA
Taiwan Corporate Sustainability Awards

Electronic Information Manufacturing - Category 1 (Report)



Excellence Award

17th TCSA
Taiwan Corporate Sustainability Awards



COMMITTED

2024
EcoVadis

Message from the Chairman

Hitron Technologies has always upheld the philosophy of "pursuing technological advancement on the basis of culture," firmly believing that sustainable operations are the cornerstone of corporate growth. Guided by the United Nations Sustainable Development Goals (SDGs), we remain committed to our three core pillars of sustainability: corporate governance, a workplace of happiness, and environmental responsibility—driving the Company's steady and upward development. Looking back at 2024, Hitron faced multiple risks and challenges due to the impact of industry-wide inventory adjustments on shipments and revenue, as well as the ongoing shifts in global economic, social, and geopolitical conditions. Nevertheless, we hold strong to the belief that "the market will eventually come; it just takes some quiet persistence, and we are working at it, step by step." We are confident that the network communication industry will soon embrace a new wave of growth opportunities.

This year, Hitron focused on brand development, channel operation management, software service innovation, and customer support. Through clearly defined roles and complementary collaboration with Alpha Networks, both companies are developing their respective core competencies to generate greater synergy and enhance overall value. We continue to expand our product and market presence across the Asia-Pacific region. On the product side, we leverage our integrated hardware-software capabilities to develop comprehensive Wi-Fi and PON solutions, deepening the scope of our partnerships with clients. On the market side, we have successfully entered the Southeast Asian market, where fiber-optic networks form the backbone of connectivity.

We are clearly aware that employees are our precious assets, so we strive to do our best to take care of employees both physically and mentally. We organize annual health checks, regular consultations with doctors, sports games, club activities, aerobic and yoga courses, and massage sessions, to help employees achieve work-life balance. When there is a blood shortage across Taiwan, employees come together to participate in regular blood donation activities and spare no effort in their donation of care and love. To achieve the goal of "Workplace of Happiness", Hitron adopted a fixed-allocation KPI bonus system in 2024 to increase the overall bonus amount. The Company also actively supports work-life balance by offering flexible working hours (between 8:00 a.m. and 9:30 a.m.), making it easier for employees with children to manage school drop-offs and pickups. A hybrid work model was also introduced, allowing employees to work from home one day per month at their discretion, along with additional work-from-home arrangements for those with special needs. The early leave policy remains in effect, contributing to a highly flexible, dynamic, and empowering work environment where employees can thrive and fully apply their talents.

In 2024, the United Nations Climate Change Conference (COP29) was held in Azerbaijan, focusing on diverse climate topics such as climate change, energy transition, carbon financing, and climate risk adaptation measures. Climate finance, in particular, drew significant attention, with countries engaging in discussions on establishing new climate funding targets—leading many to refer to this year's summit as the "Finance COP." More stringent verification protocols for carbon credits are being implemented, alongside the establishment of new monitoring mechanisms to prevent double-counting and ensure that the

environmental value of transactions is authentic and reliable. The outcomes of COP29 to date mark a new, more pragmatic phase in global climate action—one that will have a direct bearing on achieving the 2050 net zero vision. As a global citizen, Hitron voluntarily takes eco-friendly actions, actively adopted a GPM system, works with supply chain partners to fulfill corporate social responsibilities, and conducts rigorous and effective management of greenhouse gases, emissions of harmful substances, and conflict minerals, to achieve the SDGs. In 2023, Hitron set its sights on achieving net zero by 2050 and aligned with Qisda Group's "2030 RE60 and 2040 RE100" goals. We continue using recycled plastics in product design in Europe and launch green and sustainable products. Since the introduction of product carbon footprint assessments in 2023, we have obtained carbon footprint certifications for four additional products in 2024, further demonstrating our ongoing efforts to reduce emissions and our commitment to environmental stewardship.

Looking ahead to 2025, Hitron will remain steadfast in upholding its core values of "Integrity," "People-Oriented," "Customer-Centered Innovation," and "Co-Creating Sustainability." As we continue driving corporate transformation and pursuing steady performance growth, we will deepen and expand the practice of sustainability, embedding it into the Company's culture, fulfilling our mission to advance innovative technologies with a foundation rooted in humanity. After joining Qisda Group, Hitron will also tap into its power and resources to expand our influence and adopt product optimization and regional layout strategies to achieve our business and ESG goals. In the future, we will be optimistic and more determined to reconnect the beautiful people and moments in our daily lives to achieve a sustainable society of shared prosperity.

Hitron Technologies Inc.
Chairman



About Hitron Technologies

1. Company Profile

Hitron Technologies is a leading global brand of broadband network equipment with 38 years of extensive experience in broadband access equipment. Living up to the concept of leading in technology and service, we have developed core technologies and operated our own brand. We continue to deepen research and development (R&D) efforts and have launched a series of leading DOCSIS broadband access network products in the industry and sells them all over the world.

At present, we have developed into an all-round network communication brand, with an extensive product mix and complete technical services, from R&D, design, production, quality control, software application to technical support, to provide diverse broadband network products and high-speed, perfect, and stable internet experience for global multiple service operators (MSOs) and network end-users.



Employee Worldwide

290+



Listed on TSE since 2000

Code 2419

TOP 3

DOCSIS Product
Manufacture
Brand by Market
Share

35+

Years of Access
Experience

11

First-to-Market
Launches with
Cutting-edge
Technologies

7

Business, R&D,
Manufacture
Sites Worldwide

51 M+

Amount units
Shipped
Worldwide
(Accumulated#)

900 K+

Connected Devices
with Hitron Software
Solutions

Name of the Company	Hitron Technologies Inc.
Date of establishment	1986-03-24
Date of listing on TWSE	2000-09-11
Industry	Communication network industry
Chairman	April Huang
Spokesperson	David Chou ^①
Paid-in-capital amount	NT\$ 3,213,172,290
Address	No. 1-8, Li-hsin 1st Rd., Hsinchu Science Park, Hsinchu City 300



① Company spokesperson Chiu, Pei-Shun resigned on 2024/02/29 and was replaced by David Chou starting from 2024/03/01.

Note: As part of the Group's transformation and factory consolidation plan, the Vietnam plant is scheduled to cease operations in October 2024.

2. Operations Highlights

(1) Company Development

The Company has accumulated decades of experience, sales channels and research and development of the private brand. The goal of business development remains mainly continuing the development of broadband telecommunication products. Following a substantial increase in the market share in Latin America, the Company shall strengthen its North American market share. For products, in addition to increasing products in the high-value chain in the corporate and commercial service market, and integrating with big data and hardware and software integration as the development direction, the Company shall apply innovative technologies on products to enhance its niche, as well as expanding market share.

In 2017, the company developing Cloud Service Platform and Application to our existing Cable Gateway Products, the application was used by our customers in 2018. In 2019, cloud service platforms were gradually used by our customers. By the end of 2024, there are 900,000 devices connected to HitronCloud, a platform developed by Hitron, which helps users to control the connection quality of internet services at home and reduces the burden of customer repair service from telecom operators. The value-added service of this software service has gradually increased our orders and revenue. We hope that this high-quality, user-friendly, and practical cloud service can enhance our competitive advantage, to increase our customer retention and create business opportunities through cross-selling. Due to the long-term impasse in the US-China trade war, compounded by the increase in orders, the Company is actively seeking to expand production bases outside of China and transferred all production capacity to our Vietnam production site in 2021, so as to stabilize product quality and reduce costs. Our business strategies include:

- (1) Expanding ancillary service product lines based on existing product offerings, providing additional services to current customers and channels. By leveraging core integration technologies, the Company aims to increase revenue and reduce costs, while simultaneously targeting both the mass affordable market and high value-added product segments.
- (2) Venturing into the service provider market in North America, increasing market share, strengthening presence among MSOs of an emerging market with flexibility and services. Expanding to the Central and South American and European markets and deepening collaboration with customers.
- (3) Creating products with a life cycle of more than 5 years that are in line with the new technological standard of DOCSIS 3.1, DOCSIS4.0 FDX and Wi-Fi 6/6E, and have higher bandwidth.
- (4) Developing products that respond timely to market needs, integrating further with customers' processes, providing value-added services to customers with innovation, and pursuing higher quality in products.
- (5) Using big data and software integration to enhance product quality and reduce costs, thus increasing profitability.
- (6) Collaborating globally with production planning and automation equipment, so as to replicate production processes, reduce costs, and increase profit margin, production effectiveness, and product quality.

(2) Important Production and Marketing Policies

1 Production Policy

- (1) Automation in production. Since 2016, the Company has been actively promoting automation, training company engineers to provide maintenance and further developing automation in production. The Company also seeks to make use of existing spaces to increase production capacity utilization. After introducing automation in production, the Company encountered the US-China trade war and was in need to search for other production bases. Incidentally, the automation brought other additional advantages. The replication of production methods no longer relied heavily on trained ground workers, and therefore new factories could go into production faster while maintaining product quality.
- (2) Conditions of Supplying main raw materials: Building up Partnerships with upstream manufacturers by maintaining good long-term strategic preparation of raw materials. For the key components, Taiwan Hitron purchase them directly and deliver them to the manufacturing bases. In addition to stabilizing the source of raw material supply and establishing smooth market information notification and communication channels, the ability to perform our manufacturing and delivery contracts is greatly enhanced. On the other hand, to reduce the cost of raw material procurement and integrate and manage the supply chain, we have proactively localized procurement in recent years. In the meantime, the Company makes use of its economies of scale to bargain for competitive prices in contracts with suppliers, ensuring stable prices and supply for components.

2 Marketing Policy

The Company adopts a triangular trade model in which its subsidiaries in the United States, Europe, and Taiwan are each responsible for order processing in their designated regions, while shipments are fulfilled by global manufacturing bases. This model streamlines sales and payment operations.

Localization – To strengthen support for regional sales, shorten response times, and enhance customer satisfaction, the Company has established direct operating bases in major target markets. Local sales teams and technical support staff have been deployed to better understand market trends and cultivate relationships with local customers and partners, providing telecom operators with comprehensive product and technical services.

3 Strategic Transformation

In 2024, Hitron entered a critical phase of strategic upgrading, shifting away from its previously vertically integrated operating model. The Company is transitioning toward a model focused on brand value creation, refined channel management, software innovation, and exceptional customer service. Specifically, Hitron will streamline its operations by concentrating on the R&D and production of hardware products. Beginning with its manufacturing base in Vietnam, the Company will gradually entrust product development, design, and manufacturing responsibilities to professional contract manufacturers with proven expertise and economies of scale. This transformation not only reduces the costs and risks associated with production management and quality control but also significantly enhances operational flexibility—allowing Hitron to respond more swiftly to market demand fluctuations and the challenges posed by geopolitical shifts.

3. Hitron's Advantages and Achievements

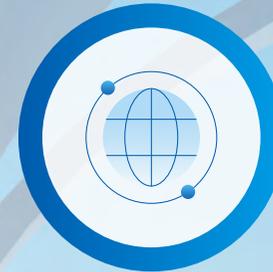
Hitron Technologies joined BenQ Qisda Group in 2020. As the outlet of the Group's Networking & Communication Business Group, we use our vertically integrated manufacturing advantages and the Group's synergy, innovative product design capabilities, and advanced R&D capabilities, to optimize our product mix and hardware and software integrated solutions, thereby creating more complete and convenient Whole-home network communication products for the market.

In 2021, in addition to stable shipments of the main DOCSIS broadband access equipment, the percentages of Wi-Fi wireless network product and software shipments also increased. We will deepen collaboration with customers in various regions, create customized hardware equipment with the latest technology in the industry, and adopt self-developed value-added software services to reduce operating expenditure and increase the average revenue per user, thereby improving overall customer satisfaction. In addition, to respond to the accelerated digital transformation driven by the pandemic and the strong demand for network equipment, we have begun to develop an e-commerce business model in North America to expand our sales channels and reach more potential customer markets, while developing more accurate business operation and product development strategies through data analysis.

As for future product development, we started to invest in 5G millimeter wave products and backhaul equipment developed in collaboration with the parent company, Alpha Networks, in 2021. With its high speed, low latency, and extensive connection, we can combine such products with well-developed hardware R&D and design technology to meet the ever-growing needs for network applications in the future. Regarding product material selection, we also took the lead in adopting cable modem & gateway casings, 95% to 99% of which were made with post-consumer recycled plastics for the European market in 2022, in line with the concept of green products, and which obtained the ISO 14067 certification for the first product carbon footprint in 2023.

Hitron continues to strengthen its presence in the network communications market, with a particular focus on product lines such as cable modems. These products are primarily sold through MSOs (Multiple System Operators) and telecom carriers to meet household broadband demand. At the same time, the Company is actively expanding into emerging technologies and markets to reduce reliance on any single product line. Currently, Hitron remains focused on DOCSIS-based technologies. The DOCSIS 4.0 product, originally scheduled for mass production in Q4 2024, has experienced development delays and is currently undergoing sample testing. Small-scale shipments are expected to begin in Q1 2025, with volume production planned for the remainder of the year, positioning it as the next-generation mainstream technology.

To further diversify its product portfolio, Hitron plans to increase the revenue contribution of non-DOCSIS product lines in 2025, such as PON, Wi-Fi, and 5G FWA. The Company's long-term goal is for these product lines to account for more than 50% of total revenue.



51 M+

Units Shipped Worldwide (Cumulative) by 2024



Global Top 3

DOCSIS Product Manufacturer Brand by Market Share



900 K+

Units Connected Devices with Hitron Software Solutions



Annual Report Search

[Link](#)

Overview of Hitron Technologies's Main Product Lines

Product	Description	Model
 Cable Modems & Gateways	Launched 11 market-leading products in line with the latest technical specifications with our strong R&D and design capabilities and core technologies, such as DOCSIS 3.1 and Wi-Fi 6, to set a benchmark in the industry.	<ul style="list-style-type: none"> • Wi-Fi 5 & Wi-Fi 6 DOCSIS 3.x Cable Gateway • DOCSIS 3.x cable modem • DOCSIS 3.x cable modem/gateway with voice function (Cable eMTA)
 5G Mobile Network	Integrated 5G mobile network applications, from hybrid fiber coaxial (HFC) network backhuls to indoor access equipment to create comprehensive solutions.	<ul style="list-style-type: none"> • 5G Small Cell Backhaul Outdoor Cable Modems • 5G Wi-Fi 6 FWA CPE
 Fiber ONT/ONUs	Launched high-speed 10G xPON and 2.5G PON fiber optic access equipment that supports DOCSIS DPoE 2.0 technology. Through the interoperability, operators can directly transfer existing DOCSIS settings to fiber optic networks.	<ul style="list-style-type: none"> • 2.5G PON ONT / ONU • 10G PON ONT / ONU
 Wireless Networking	Created a Mesh Wi-Fi system without interruption and zero dead spots network through Whole-home wireless solution certified by Wi-Fi EasyMesh.	<ul style="list-style-type: none"> • Wi-Fi 5 Dual-Band Extender with Mesh • Wi-Fi 6 Dual-Band Extender with Mesh
 Coax & Network Testing Tools	Forming a strategic alliance with Tier 1 operators to develop convenient testing tools and applications for technicians.	<ul style="list-style-type: none"> • Coaxial cable network testing tool • Coaxial Cable Signal Generator • ProMeter APP
 Home Network Management	Cloud home network management solutions developed and designed by the Company to manage all wireless devices in the home easily through the integration of platforms and terminal applications.	<ul style="list-style-type: none"> • HitronCloud (Cloud Whole-home Management)

Participation in Associations

Hitron actively participates in domestic and international industry-related organizations across both product and operational domains. This involvement enables the Company to stay informed of emerging technologies and industry development trends. We also abide by the requirements of international conventions and organizations and comply with them during operations. Currently, we have not yet joined any external initiatives. The organizations or associations, in which Hitron participated, are listed in the table below.

No.	Name of association/organization
1	The Allied Association for Science Park Industries
2	Taiwan LEO Satellite Industry Alliance
3	Wi-Fi_Contributor Member
4	CableLabs_DPoE Membership
5	GS1 Taiwan
6	EuroDOCSIS
7	DOCSIS CVC



Products information

[Link](#)

Sustainability Governance at Hitron

Sustainability Vision

Innovative Communication, Connecting the World, Co-Creating a Sustainable Future



Integrity

Build trust with stakeholders, establish sound management systems, reduce operational risks, ensure high-quality decision-making, and enhance corporate image.



Customer-Centered Innovation

Continuously develop innovative products and technologies with a customer-first mindset, offering high-quality products and comprehensive services.



People-Oriented

Invest in talent development, safeguard human rights and labor interests, and foster a happy, diverse, and inclusive workplace.



Co-Creating Sustainability

Build long-term partnerships with the supply chain, customers, and communities, integrating resources effectively to jointly achieve sustainable development.

Sustainability Mission and Strategy

Upholding the spirit of enabling seamless communication that transcends borders and connects a sustainable future, Hitron integrates its business strategy with sustainable development. The Company continues to deliver innovative and sustainability-conscious network communication equipment and solutions, while fulfilling its corporate social responsibilities and pursuing profitability and growth to achieve long-term coexistence with the environment. Anchored in three core elements—economy, society, and environment—Hitron has expanded its environmental focus into three pillars: sustainable products, sustainable operations, and sustainable supply chain. Along with social responsibility and corporate governance, these five key dimensions form the foundation of Hitron's sustainability framework, each with clearly defined performance indicators.

Sustainability Management Structure

Hitron established a CSR Committee in 2019 to promote corporate social responsibility initiatives. In response to global sustainability trends and to effectively implement the Company's sustainability efforts while facilitating communication with relevant stakeholders, the committee was restructured in 2021 as the Corporate Sustainability Development Committee (hereafter referred to as the ESG Committee).

The ESG Committee is chaired by President David Chou, with senior department heads serving as committee members representing each sustainability dimension. The committee is responsible for reviewing the Company's sustainability policies and management guidelines, setting mid- to long-term goals, and overseeing the implementation and effectiveness of sustainability-related initiatives. The ESG Committee convenes an annual strategy meeting to establish the sustainability action plan for the year and to evaluate performance indicators, progress, and relevant ESG issues. An annual report is submitted to the Board of Directors detailing the year's material topics, performance indicators, and implementation outcomes. For example, the report on 2024 implementation was presented on February 26, 2025. In alignment with Hitron's operational direction and sustainability goals, the ESG Committee also set five-year short-, mid-, and long-term targets across its five sustainability dimensions in 2021.



Note: David Chou was appointed as Chairperson of the ESG Committee on March 1, 2024, succeeding Patrick Chiu)



1. Certified Sustainability Managers

Sustainability managers are the navigators of corporate ESG development—serving as environmental ambassadors who champion environmental protection, promote social equity, and enhance corporate sustainability competitiveness. To implement ESG practices across the Group, BenQ Qisda Group began developing strategic planning and talent cultivation programs for corporate sustainability professionals in 2023. From May 22 to July 24, 2024, the Group held its second Certified Sustainability Manager program. Three Hitron employees completed the 10-week, 80-hour course, including intensive training and practical exercises. All three successfully passed the certification exam, injecting new vitality into Hitron's ESG capabilities and strengthening its commitment to corporate social responsibility and long-term sustainable development.

3 Sustainability Managers ✓

2. ESG Strategy Workshop

BenQ Qisda Group continues to expand its ESG influence. In addition to its ongoing collaboration with TCSA on sustainability manager certification, the Group aims to strengthen ESG awareness and compliance with global sustainability standards. From September 5 to 6, 2024, the Group co-hosted the "ESG Strategy Workshop" with Commonwealth Sustainability (CWS). Featuring prominent instructors from industry, academia, and research institutions, the workshop inspired sustainability practitioners across the Group to generate positive value through strategic thinking and ESG transformation. The workshop welcomed around 60 sustainability professionals from 19 affiliated companies, including Qisda, BenQ Corporation, BenQ Materials, Alpha Networks, and Hitron Technologies, representing various departments and disciplines. The program aimed to infuse new ESG perspectives into Group-wide sustainability initiatives and to foster collective growth and implementation of ESG strategies and projects.

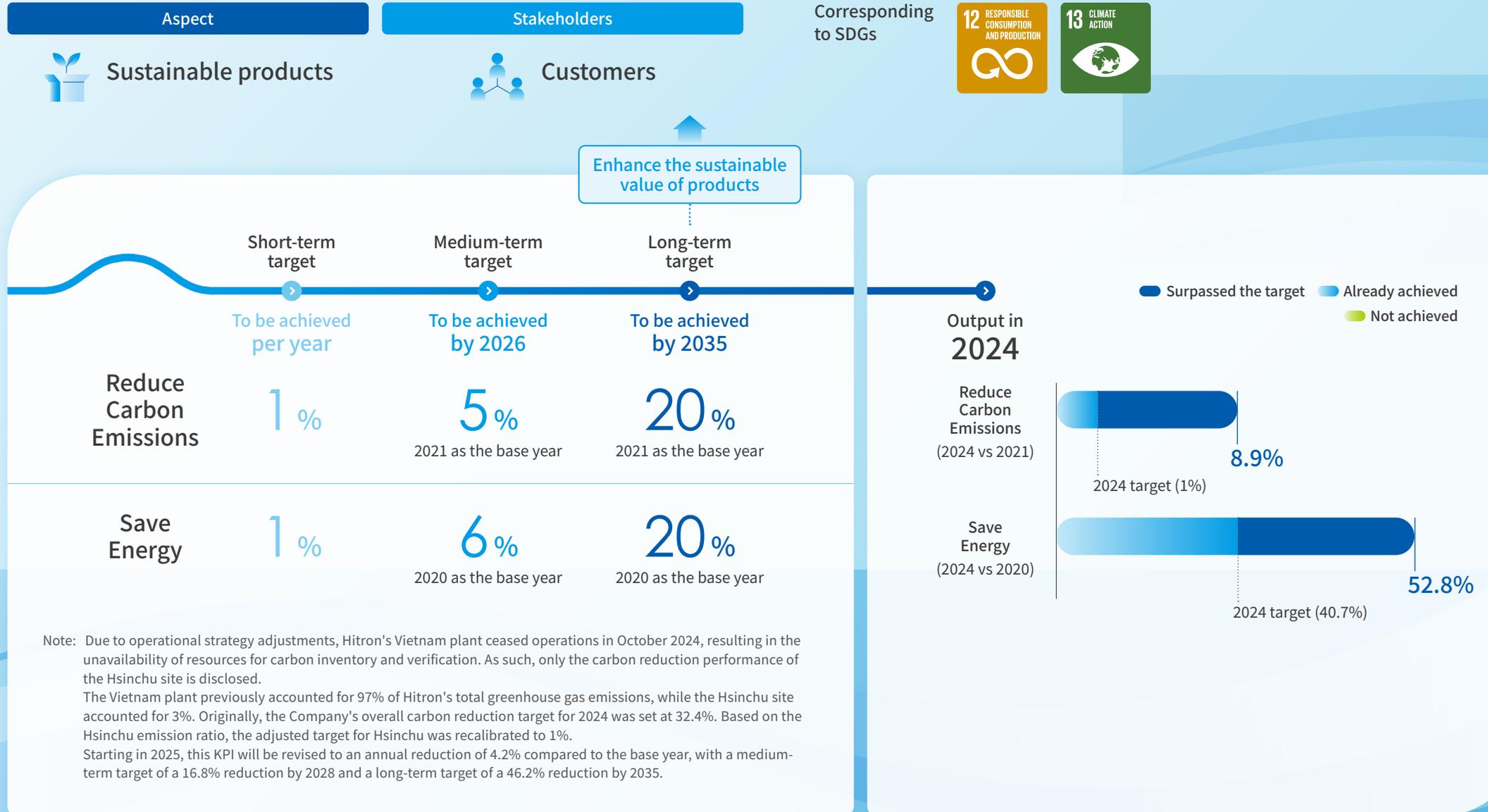


3. Certified Net Zero Managers

To align with international standards, reduce and manage greenhouse gas emissions, and fully respond to the impacts of climate change, the Company is committed to understanding the trends and dynamics of net-zero emissions and strengthening its capabilities to meet international carbon reduction targets. In October 2024, the BenQ Qisda Group launched its first Net Zero Manager Certification Program. Through structured training programs on net-zero carbon management, combined with hands-on case studies and rigorous certification assessments, Hitron employees actively participated in the development of Sustainability and Net Zero Managers across the Group. This collective learning experience has contributed to cultivating a strong pool of ESG talent, laying a solid foundation for building the Group's sustainable future through shared growth and innovation.

3 Net Zero Managers ✓

Short-, medium-, and long-term performance indicators of ESG and the results in 2024



Aspect

Stakeholders

Corresponding to SDGs



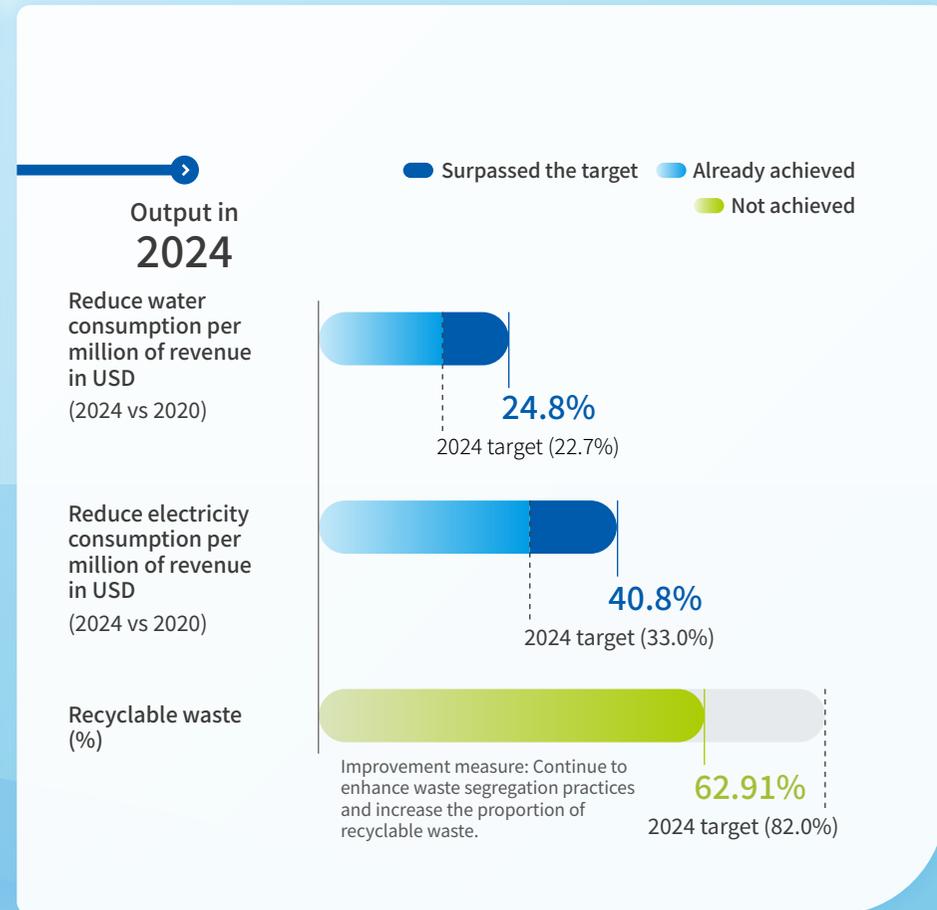
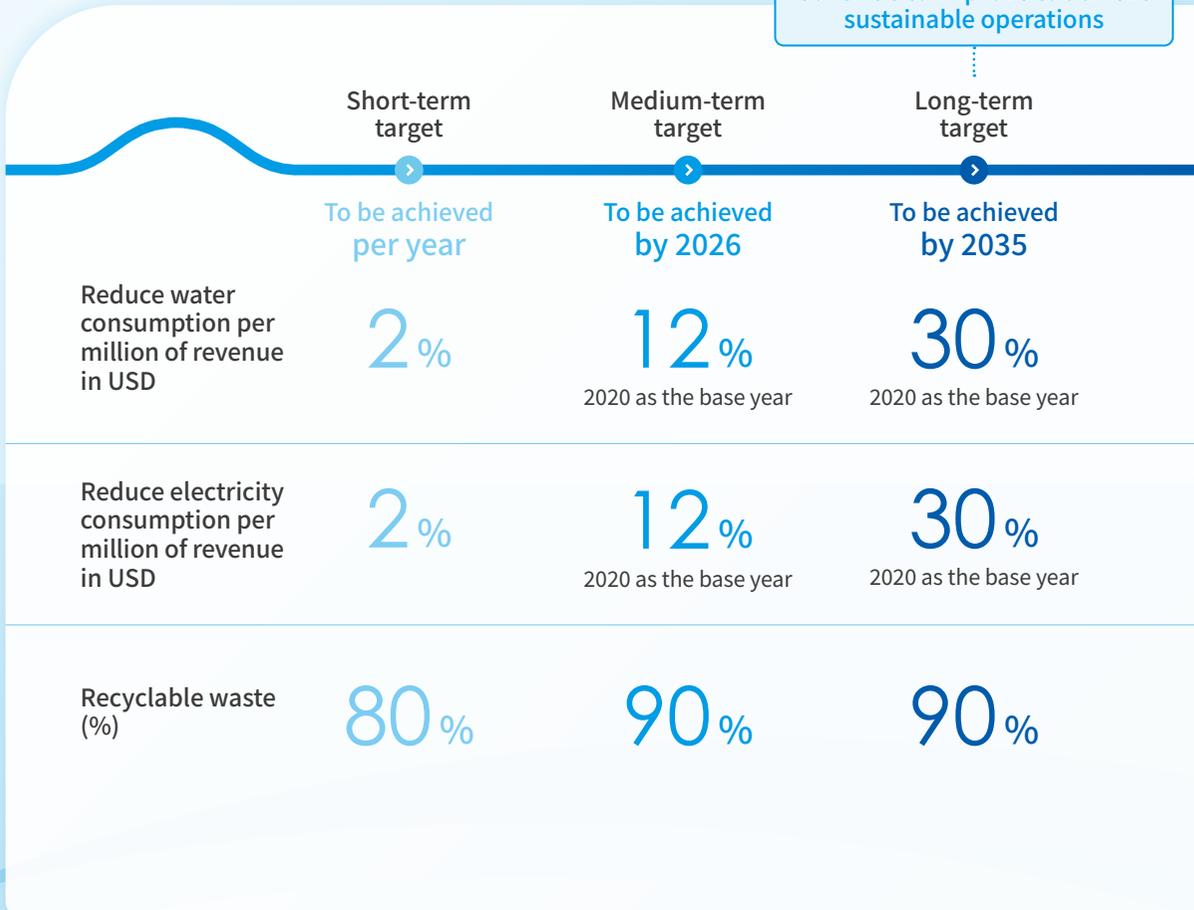
Sustainable operations
(energy saving and carbon reduction)



Community, Customers, employees

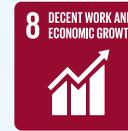


Continue to improve to achieve sustainable operations



Aspect
Stakeholders

Corresponding to SDGs


Sustainable supply chains

Suppliers and Customers
Short- and medium-term target
Long-term target

To be achieved by 2026

Annual on-site audit rate for social responsibility and environmental health and safety among A/B-tier suppliers

 $\geq 50\%$

Percentage of localized procurement of mechanical and electrical materials

 $\geq 70\%$

Output in 2024

Annual on-site audit rate for social responsibility and environmental health and safety among A/B-tier suppliers

46.9%

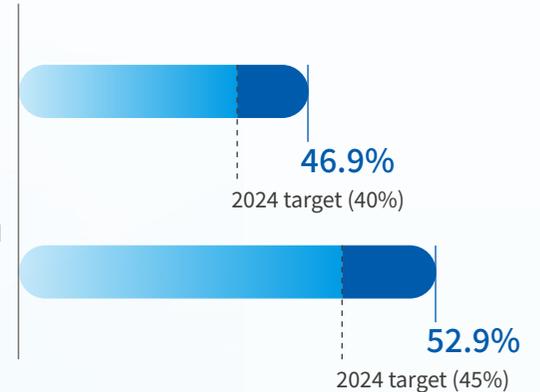
2024 target (40%)

Percentage of localized procurement of mechanical and electrical materials

52.9%

2024 target (45%)

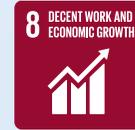
■ Surpassed the target
 ■ Already achieved
 ■ Not achieved



Aspect

Stakeholders

Corresponding to SDGs



Social responsibility



Community and Employees

Short- and medium-term target

Long-term target

To be achieved by 2026

Percentage of employees completing Employee Code of Conduct training

100%

Total employee volunteering hours

500 hrs

Enhance employee well-being and sense of belonging, foster corporate culture, and promote positive social impact

Output in 2024

Percentage of employees completing Employee Code of Conduct training

100%

2024 target (100%)

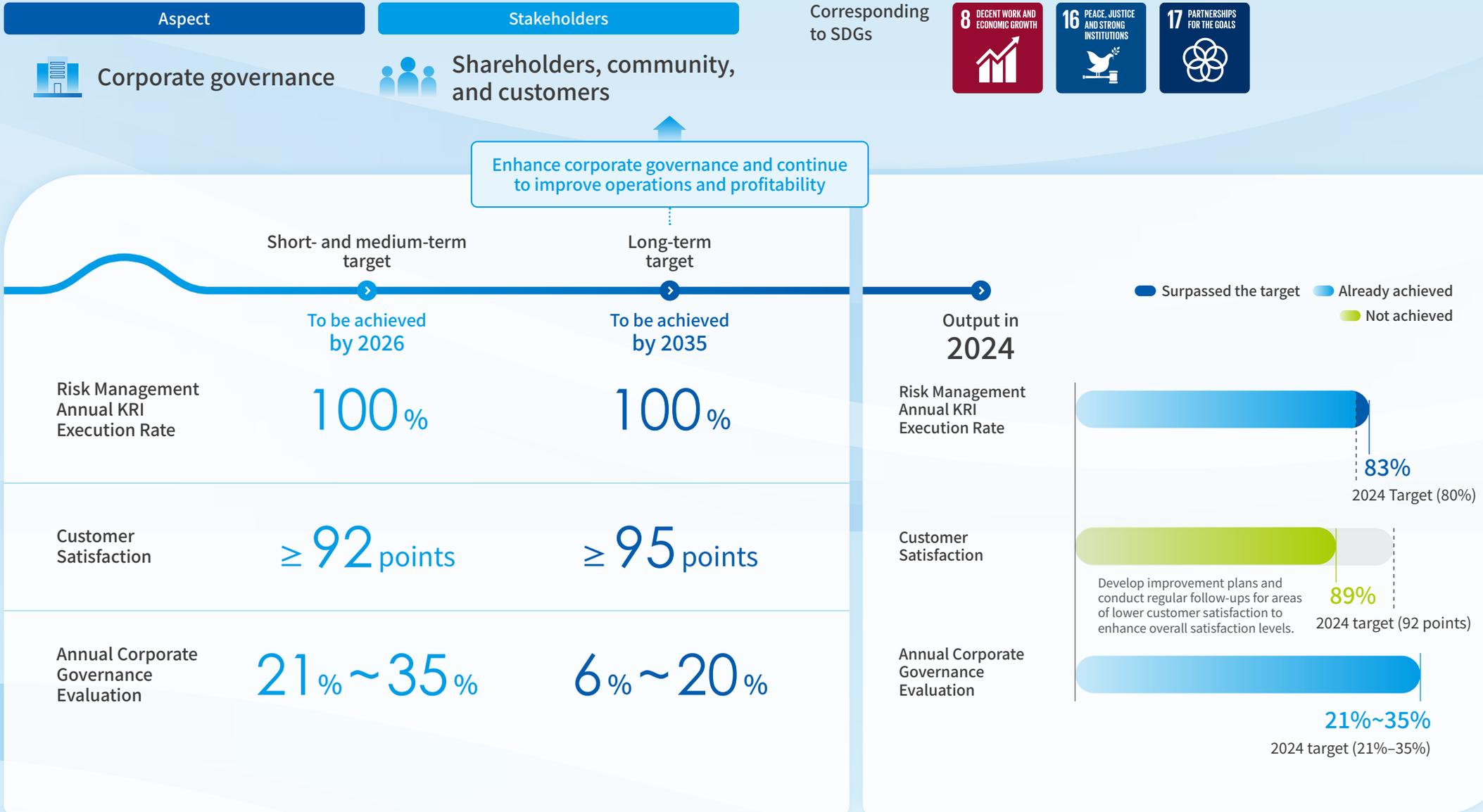
Total employee volunteering hours

185 hrs

2024 target (450 hours)

Surpassed the target (blue bar), Already achieved (light blue bar), Not achieved (green bar)

Note: Due to operational restructuring and changes in workforce size, Hitron's employee headcount in 2024 decreased by approximately 50% compared to 2023. As a result, total volunteer hours also declined significantly. Starting in 2025, this KPI will be adjusted to a minimum of 180 hours per year, with a medium-term target of 200 hours by 2028 and a long-term target of 230 hours by 2035.



Alignment with UN SDGs

Hitron supports the United Nations' 17 Sustainable Development Goals (SDGs) and follows the SDG Compass for its business operations. The Company focuses on five SDGs as key pillars for future sustainable development, aiming to implement responsible business practices and create long-term value for stakeholders.

	Management method	2024 Practices	Corresponding chapter
<p>6 CLEAN WATER AND SANITATION</p> <p>Ensure availability and sustainable management of water and sanitation for all</p>	<ul style="list-style-type: none"> Installed water-saving equipment such as low-flow faucets, dual-flush toilets, and sensor-based flush systems. Promoted water conservation awareness through posters, training, and campaigns. 	<ul style="list-style-type: none"> In 2024, the water consumption per million USD revenue was reduced by 24.8% compared with 2020. Water consumption was reduced by 4,049 metric tons in 2024 compared to 2023. 	<p>3.3 Sustainable Operations</p>
<p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<ul style="list-style-type: none"> Committed to complying with international labor standards and labor regulations applicable in all operating locations. This policy applies to all company employees and extends to supply chain partners. Fostered a healthy and safe working environment, and established fair, reasonable, and competitive systems, benefits, and incentive programs to attract and retain key talent. Actively promoted local procurement to support regional economic development. 	<ul style="list-style-type: none"> Completed the Hitron Technologies Human Rights Due Diligence in 2024, with plans to implement such assessments on a regular basis. Continued to adjust the bonus system in 2024 to ensure employee compensation remains competitive within the same industry and region. Held three occupational safety and health training sessions in 2024 and appointed an on-site physician and nurse to provide health consultations, follow-up care, and to develop wellness promotion programs and preventive measures. In 2024, localized procurement of mechanical and electromechanical materials reached 52.9%. 	<p>2.3 Human Rights Policy</p> <p>2.4 Workplace of Happiness</p> <p>3.4 Occupational Safety and Health</p> <p>4.2 Sustainable Supply Chain</p>

Management method
2024 Practices
Corresponding chapter


Promoting a green economy and ensuring sustainable consumption and production patterns

- Continued implementation of green product design, including reduced plastic use in packaging, material minimization, and the use of renewable/recyclable materials.
- Ongoing efforts to reduce waste generation and increase the waste recycling rate.

- In 2024, packaging materials reduced by 13.34 metric tons which enabled carbon emissions to be reduced by 27.347 tCO₂e.
- In 2024, the recyclable waste proportion accounts for 62.91%.
- The average customer satisfaction score in 2024 was 89 points.
- Carbon footprint verification (ISO 14067) completed for 4 products in 2024.

- 3.3 Sustainable Operations
- 4.1 Sustainable Products
- 4.3 Customer Relationships



Taking urgent action to combat climate change and its impacts

- Continued implementation of carbon reduction and energy-saving measures to reduce resource consumption and mitigate the impacts of climate change.
- Conducted annual GHG emissions inventories throughout Company operations and tracked year-over-year emission reduction performance; participated in the CDP (Carbon Disclosure Project).

- In 2024, the water consumption per million USD revenue was reduced by 24.8% compared with 2020.
- In 2024, the electricity consumption per million USD revenue was reduced by 40.8% compared with 2020.
- In 2024, Scope 1 and 2 organizational greenhouse gas emissions at Hitron's Hsinchu headquarters were reduced by 7.9% compared to the 2021 baseline.

- 3.1 Climate Change Governance (TCFD)
- 3.2 Greenhouse Gases Inventory
- 3.3 Sustainable Operations



Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

- Continued collaboration with employees, customers, suppliers, and the Group's foundation to implement public welfare initiatives.
- Actively engaged suppliers in the implementation of sustainability-related actions.

- Employees' participation in charity events reached 185 hours.
- As high as 46.9% of Tier A/B suppliers completed their on-site social responsibility and environmental clean-up.

- 2.5 Social Participation
- 4.2 Sustainable Supply Chain

Stakeholder Engagement and Concerned Topics

To ensure that Hitron's sustainability strategies and decisions are aligned with stakeholder expectations, the Company incorporates material topics of concern into its sustainability policies and has established a transparent and responsive communication mechanism. Hitron adopted the AA 1000 Accountability Principle Standard (AA 1000APS) in line with the four principles: inclusivity, materiality, responsiveness, and impact to help us identify and respond to sustainability information and improve the disclosure of sustainability information. In addition to the five key sustainability pillars (Sustainable Products, Sustainable Operations, Sustainable Supply Chain, Social Responsibility, and Corporate Governance) and their corresponding internal and external stakeholders, Hitron also includes government agencies as key stakeholders. This ensures the Company's operations remain compliant with applicable regulations and actively contribute to the development of industry policies.



Inclusivity

- (1) Identify and define stakeholders
- (2) Incorporate stakeholders' perspectives into the Company's sustainable development mechanism

6 major types of stakeholders
20 international sustainability topics covered



Materiality

- (1) Topics with a material influence on current or future company operations
- (2) Topics of considerable concern to stakeholders
- (3) Topics over which Hitron has control to a reasonable extent
[Identify](#) → [Sort](#) → [Validate](#) → [Review](#)

Received **180** copies of completed questionnaires
 Identification of **9** positive impact issues and **10** negative impact issues



Responsiveness

- (1) Responding to material topics through the CSR report in addition to the existing communication channels
- (2) Responding to secondary material topics through existing communication channels

Publicly responding to material topics



Impact

- (1) Setting annual management targets for material topics
- (2) Check if the targets are met each year
- (3) Disclosing the results of management targets

Determining material topics
 Management objectives and controls

Stakeholder Engagement Channels and Concerned Topics

Stakeholders

Employees

Employees are the cornerstone of the Company's development. Hitron respects, cares for, and supports its employees, encouraging their participation in company decisions through diverse communication channels to shape a shared future.

Topics of Concern for Current Employees

1. Occupational Safety and Health
2. Work-life balance
3. Learning and Development
4. Human rights and benefits
5. Human rights and discrimination
6. Employee rights
7. Employee participation and engagement

Communication channel



Communication frequency

Education and training	Irregular
Email	Irregular
HR email/Suggestion box	Irregular
Chairman's mail box	Irregular
All Hands Meeting	Quarterly
Appointment with the President	Quarterly
Labor-management meetings; Welfare Committee meetings	Quarterly
Health checks	Yearly

Engagement results

1. In 2024, the total employee training hours reached **23,795** hours, and the average training hours per employee totaled **52.07** hours.
2. Labor representatives at the labor-management meetings were re-elected for a term of **2** years.

Refer to the following chapters for more information

- [2.2 Learning and Development](#) 57
- [2.4 Workplace of Happiness](#) 62
- [3.4 Occupational Safety and Health](#) 77

Stakeholders

Customers

Hitron values customer feedback and suggestions. Through regular follow-ups and surveys, we support customers in resolving issues and are committed to delivering the highest quality of service—striving to build win-win relationships.

Topics of Concern for Customers

1. Product quality
2. Non-hazardous substance management
3. Human rights and labor rights
4. Customer privacy management
5. Customer commitment and service

Communication channel

Conference call/email
Customer service hotline
On-site audit of customers and audit questionnaires
Customer satisfaction questionnaire survey

Communication frequency

Irregular
Irregular
According to customers' requirements
Yearly

Engagement results

1. The average customer satisfaction score in 2024 was **89** points.
2. Number of violations related to quality management and environmental regulations: **0** cases.

Refer to the following chapters for more information

2.3 Human Rights Policy	59
4.1 Sustainable Products	81
4.3 Customer Relationships	91

Stakeholders

Shareholders

Hitron has long prioritized the protection of shareholder rights. With a commitment to integrity and sustainable operations, the Company ensures transparency of information and regularly communicates its operational and financial status to maximize shareholder value.

Topics of Concern for Shareholders

1. Company financial information
2. Business performance
3. Corporate governance
4. Ethical corporate management

Communication channel

Official website
Investor relations email
Shareholders' meeting
Investor conference
Annual report

Communication frequency

Irregular
Irregular
Yearly
Yearly
Yearly

Engagement results

1. We disclose financial and business information irregularly in the form of announcements or press releases and on the [Company's official website](#).

Refer to the following chapters for more information

1.1 Corporate Governance	34
1.2 Financial Performance	38
1.3 Ethical Corporate Management	40

Stakeholders

Government agencies

As a responsible corporate citizen, Hitron recognizes the importance of government agencies as key stakeholders. Compliance with government regulations and active support of national policy initiatives are central to the Company's responsible business practices. Hitron is committed to creating a lawful and compliant operational environment.

Topics of Concern for Government agencies

1. Legal compliance
2. Environmental protection
3. Labor rights
4. Corporate governance

Communication channel

Random checking
Official letters
On-site visits
Labor inspections

Communication frequency

Irregular
Irregular
Irregular
Irregular

Engagement results

1. We communicate issues, such as environmental safety and health or human resources, about ten times per year (including random checking, on-site visits, official letters, and labor inspections).

Refer to the following chapters for more information

1.1 Corporate Governance	34
1.3 Ethical Corporate Management	40
1.6 Legal Compliance	48
2.3 Human Rights Policy	59
3.3 Sustainable Operations	75

Stakeholders

Community

Hitron upholds the philosophy of "giving back to society what is taken from society," dedicating corporate resources to serve the greater good. By harnessing the collective strength of our employees, we actively participate in community initiatives through diverse channels, striving to make meaningful contributions to society.

Environmental groups concerned topics

1. Social care and charity events

Communication channel

Communication frequency

Phone/email

Irregular

Volunteer services

Irregular

Organizations concerned topics

1. Social care and charity events

Communication channel

Communication frequency

Official website

Irregular

Volunteer services

Irregular

The media concerned topics

1. Company financial information
2. Business performance
3. Social care and charity events

Communication channel

Communication frequency

Official website

Irregular

Investor conference

Yearly

Press releases

Irregular

Others concerned topics

1. The Company's official website and Company activities
2. Environmental issues

Communication channel

Communication frequency

Official website

Irregular

Press releases

Irregular

Engagement results

1. Financial and operational information is disclosed via announcements and press releases, and made available on the [Company's official website](#).

Refer to the following chapters for more information

1.2 Financial Performance 38

2.5 Social Participation 66

Stakeholders

Suppliers

Suppliers are key partners in Hitron's sustainable operations and long-term growth. Through close collaboration, we work with our suppliers to build a green and sustainable supply chain. Together, we respond to rapidly changing market demands and enhance the overall competitiveness of the supply chain.

Topics of Concern for Suppliers

1. Supplier corporate social responsibility
2. Conflict minerals
3. Ban on hazardous substances

Communication channel

Phone/email
Conflict minerals due diligence
Green supply chain management system (GPM)
On-site audits

Communication frequency

Irregular
Irregular
Irregular
Yearly

Engagement results

1. By the end of 2024, **66.5%** of our suppliers signed the "Conflict Minerals Due Diligence Statement."
2. In 2024, as high as **46.9%** of Tier A/B suppliers completed on-site Audit for social responsibility, environmental health and safety.

Refer to the following chapters for more information

- [4.1 Sustainable Products](#) 81
- [4.2 Sustainable Supply Chain](#) 86

Method for Determining Material Topics

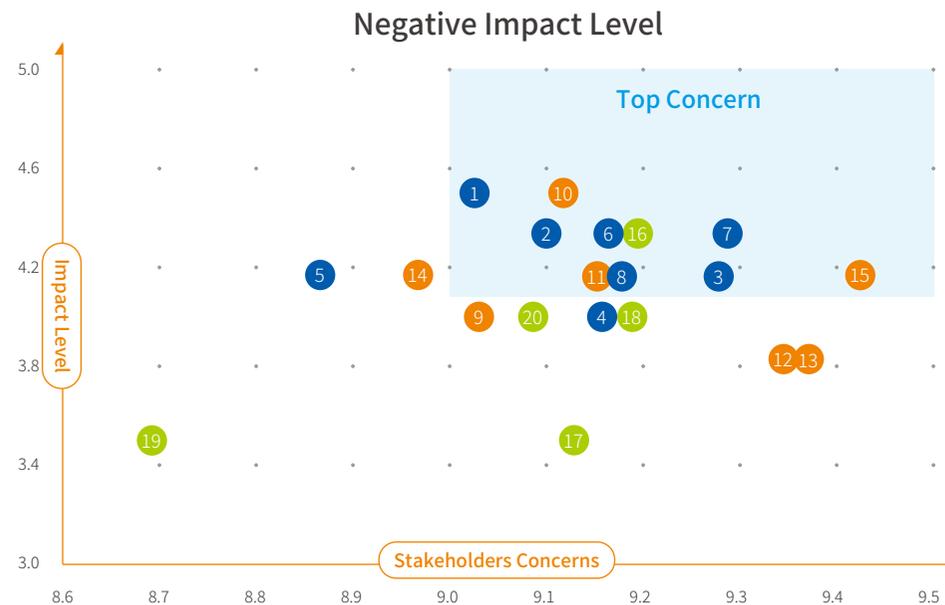
To identify material topics, Hitron developed a materiality matrix using stakeholder concern as the horizontal axis and the degree of positive or negative impact as the vertical axis.

Stakeholder concern was determined through a survey of internal and external stakeholders, resulting in 180 valid responses. The impact level—both positive and negative—was assessed based on the perspectives of six internal mid- and senior-level managers.

From the positive impact matrix, nine topics with high concern and high impact were selected.

From the negative impact matrix, ten topics were identified. After consolidating overlapping items across both matrices, a total of eleven material topics were confirmed and disclosed in the 2024 report. Changes compared to the previous year are listed in the table below.

Aspect	Changes to 2024 material topics	
	New topic	Deleted topic
Economic/ Governance	Product quality	Business ethics
Social	—	—
Environmental	Carbon Management	Waste Management



Economic

1. Financial Performance
2. Risk Management
3. Legal Compliance
4. Business Ethics
5. Innovation Management
6. Customer Relationship Management
7. Product Quality
8. Supplier Sustainability Management

Social

9. Talent Development
10. Personnel Attraction and Retention
11. Labor Relations
12. Human Rights
13. Occupational Safety and Health
14. Social Care
15. Compensation & Benefits

Environmental

16. Carbon Management
17. Water Resource Management
18. Waste Management
19. Biodiversity
20. Green Products

Boundaries of Material Topic Impact and Corresponding Topics

Category — Economic/Governance

▲ Direct impact ○ Indirect impact

No.	Material Topics	What it means to Hitron	Scope of value chain impact			"GRI Standards" Topic	Corresponding chapter	Page No.
			Internal	External Customer Supplier				
1	Financial Performance	Financial performance is the foundation for the Company's sustainable development and a core issue in the relationships between shareholders, customers, employees, suppliers, and other stakeholders. Hitron is committed to achieving good financial performance.	▲	○	▲	GRI 201: Economic Performance	1.2 Financial Performance	38
2	Risk Management	In the current ever-changing environment, risk identification, response and management are an important part of Hitron's long-term business operation. Hitron established the Risk Management Committee, formulated corresponding policies, and regularly reviewed the Company's risk management operations.	▲	○	○	GRI 201: Economic Performance	1.4 Risk Management	42
3	Legal Compliance	To ensure that the Company and our employees abide by the laws and regulations of various countries when doing business, we always pay attention to the policies and laws that may affect our business and have formulated compliance regulations to raise employees' awareness.	▲	○	○	GRI 2-27: Compliance with Laws and Regulations GRI 205: Anti-corruption GRI 206: Anti-competitive Behavior	1.3 Ethical Corporate Management 1.6 Legal Compliance	40 48
4	Customer Relationship Management	Protecting customer information from disclosure is the foundation for improving customer satisfaction and loyalty, and it is also our commitment to customers.	▲	▲	—	GRI 418: Customer Privacy	1.5 Information Security Customer 4.3 Relationships	45 91
5	Product quality	Quality is the foundation of Hitron's position in the network communication industry. Ensuring product stability and reliability enhances customer satisfaction and trust. Product quality not only impacts brand reputation but also directly affects market competitiveness and sustainable operations.	▲	▲	—	Custom Material Topic	4.1 Sustainable Products Customer 4.3 Relationships	81 91
6	Supplier Sustainability Management	Suppliers are important strategic partners of Hitron. Therefore, it is very important to ensure that suppliers are consistent with Hitron's goals in terms of corporate social responsibility and that they also meet the value chain goal of creating a sustainable supply chain.	▲	▲	▲	GRI 204: Procurement Practices GRI 308: Supplier Environmental Assessment GRI 414: Supplier Social Assessment	4.2 Sustainable Supply Chain	86

Category — Social

▲ Direct impact ○ Indirect impact

No.	Material Topics	What it means to Hitron	Scope of value chain impact			"GRI Standards" Topic	Corresponding chapter	Page No.
			Internal	External				
				Customer	Supplier			
7	Personnel attraction and retention	Employees are an important asset to the development of Hitron. Hitron provides competitive remuneration and a diversified workplace to reduce employee turnover.	▲	—	—	GRI 401: Employment Diversity and Equal GRI 405: Opportunity	2.1 Employee Status 2.4 Workplace of Happiness	50 62
8	Employment	To maintain sound labor-management relations between the Company and its employees, we have established unimpeded communication channels within the Company to keep employees informed of Company information and encourage them to make suggestions for the Company's reference.	▲	—	—	GRI 401: Employment	2.4 Workplace of Happiness 3.4 Occupational Safety and Health	62 77
9	Compensation & benefits	We attach great importance to the happiness of employees and proactively develop a competitive compensation and benefit system to improve their sense of identity with the Company and to take care of their family needs.	▲	—	—	GRI 201: Economic Performance GRI 202: Market Presence GRI 401: Employment GRI 405: Diversity and Equal Opportunity	2.4 Workplace of Happiness	62

Category — Environmental

▲ Direct impact ○ Indirect impact

No.	Material Topics	What it means to Hitron	Scope of value chain impact			"GRI Standards" Topic	Corresponding chapter	Page No.
			Internal	External				
				Customer	Supplier			
10	Carbon Management	In the face of climate change, effective carbon management demonstrates Hitron's commitment to environmental sustainability and enhances the Company's competitiveness. It covers both operational and product-level carbon footprints and is closely linked to cost control, regulatory compliance, and green brand image.	▲	—	▲	GRI 305: Emissions	3.2 Greenhouse Gases Inventory 3.3 Sustainable Operations	73 75
11	Environment	We require green design thinking at the initial stage of product development to evaluate the impact and risk of the designed products/parts on the environment in each stage of the product life cycle to reduce the impact on the environment from the initial design stage.	▲	○	○	GRI 417: Marketing and Labeling	4.1 Sustainable Products	81

Disclosure of Material Topics and Management Measures

	Financial Performance <small>Responsible unit: Finance/Sales</small>	Risk Management <small>Responsible unit: Risk Management Committee</small>	Business Ethics <small>Responsible unit: Legal Affairs/Audit</small>
Positive Impact	Good financial performance not only helps boost the confidence of shareholders, customers, suppliers and the public in the Company, but also helps give employees a sense of belonging.	An effective risk management mechanism not only helps Hitron prevent potential crises but also generates multiple positive outcomes, providing a solid foundation for the Company's sustainable development.	Upholding strong business ethics demonstrates Hitron's commitment to corporate responsibility. It also enhances trust and credibility among customers, suppliers, and investors, reinforcing a positive brand reputation.
Negative Impact	Poor financial performance will affect the confidence of shareholders and customers, reducing investment and orders.	Improper risk management identification and countermeasures could adversely affect the Company's overall operations. Climate-related risks can also impact the Company's operations and revenue.	Deficiencies or doubts regarding business ethics can result in multiple negative consequences and may even threaten the long-term sustainability of the Company.
Policy or Commitments	<ul style="list-style-type: none"> Continuously enhance corporate governance systems, protect shareholder rights, and strengthen communication with stakeholders. Consistently innovate in products and technologies while integrating upstream and downstream supply chain resources to deliver comprehensive services to customers. 	Establish and continuously improve a robust risk management system. Hold regular risk management meetings to identify, assess, and control risk factors.	Develop a clear and comprehensive Ethical Corporate Management Best Practice Principles, covering honesty, integrity, fair trade, conflict of interest avoidance, anti-corruption, and anti-fraud. Ensure that all employees, directors, and business partners fully understand and strictly comply with the Ethical Corporate Management Best Practice Principles.
Projects/ Actions	<ul style="list-style-type: none"> Actively explore emerging markets and expand the strategic customer base. Design and develop competitive products while continuously optimizing the overall product portfolio and profitability. 	<ul style="list-style-type: none"> Integrate risk management into strategic planning, business operations, and investment decision-making. Hold quarterly risk management meetings to ensure risk awareness is embedded in daily operations and effectively controlled. 	<ul style="list-style-type: none"> Regularly execute internal audits and internal control inspections. Conduct company-wide employee town hall meetings and online training programs.
Performance Indicator	Business Performance	Risk response preparation rate	<ul style="list-style-type: none"> Number of major ethical violations Employee Code of Conduct training completion rate
Short-, Medium-, and Long-Term Targets	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Gradual growth and sustained profitability <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Continue generating long-term positive revenue growth Emphasize stakeholder interests 	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Risk response preparedness rate 80% <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Risk response preparedness rate 100% 	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Number of major ethical violations: 0 Continue implementing training and awareness programs (maintain ≥ 95% employee training completion rate) <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Short-term target

	Customer Relationship Management Responsible unit: Sales	Product Quality Responsible unit: Quality Assurance	Sustainable Supply Chain Responsible unit: Supply Chain Management
Positive Impact	Fully understand customer needs and improve product and service quality. Help the company improve its reputation and market share/revenue.	Delivering high-quality products reinforces Hitron's reputation in the industry, solidifies its leadership position in the network equipment market, and supports increased market share and revenue.	Through sound sustainable supply chain governance, we reduce the possible potential risks in the supply chain, improve the supply efficiency of suppliers, the Company's reputation, product quality, and reduce operating costs.
Negative Impact	<ul style="list-style-type: none"> Resulting in a decrease in customer loyalty and satisfaction, a negative impact on business and goodwill, and even possible litigation. Damage the company's reputation, customer churn, market share/revenue decline. 	<ul style="list-style-type: none"> Poor product quality directly leads to increased customer complaints and dissatisfaction, negatively affecting the user experience and damaging customer relationships. Quality issues also weaken product competitiveness in the market, potentially causing customers to switch to competitors and resulting in a loss of market share. 	The supply chain cannot keep up with international work and environmental trends, the employees lack a friendly work environment, and local laws and policies are violated. Deterioration of the Company's international reputation.
Policy or Commitments	Understand customers' needs and expectations of the Company, improve and provide better services quality based on customer feedback and the results of satisfaction surveys.	Hitron is committed to ensuring that product design and manufacturing processes strictly comply with international standards such as ISO 9001 (Quality Management System) and TL 9000 (Telecommunications Industry Quality Management System). All products also adhere to relevant safety regulations and certification requirements in each country of sale.	<ul style="list-style-type: none"> Follow Hitron's Supplier Code of Conduct for Corporate Social Responsibility and audit key suppliers in accordance with the RBA (Responsible Business Alliance) standards. Conduct regular surveys and on-site audits. Require all suppliers to comply with applicable national laws and regulations.
Projects/ Actions	Conduct regular customer satisfaction surveys and hold routine meetings to collect and understand customer feedback.	Strengthen quality control measures at the product design stage to reduce quality risks at the source.	New suppliers opt-in to social responsibility compliance and regularly conduct on-site supplier social responsibility audits.
Performance Indicator	Customer Satisfaction Score	<ul style="list-style-type: none"> Violations related to quality management regulations Violations related to environmental regulations 	<ul style="list-style-type: none"> Percentage of Level A/B suppliers completed on-site audit for their social responsibility and environmental sanitation. Percentage of localized procurement of mechanical and electrical materials.
Short-, Medium-, and Long-Term Targets	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Customer Satisfaction Score: ≥ 92 points Complaints related to customer data breaches or privacy violations: 0 <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Customer Satisfaction Score: ≥ 94 points Complaints related to customer data breaches or privacy violations: 0 	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Violations related to quality management regulations: 0 Violations related to environmental regulations: 0 <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Enhance overall quality standards, expand technical expertise, and uphold the principle of sustainable business operations Continuously ensure the effectiveness of the information security management system; maintain zero major deficiencies in internal and external audits related to customer product information protection 	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> On-site audit rate for social responsibility and environmental health and safety among A/B-tier suppliers: $\geq 50\%$ Percentage of localized procurement of mechanical and electrical materials: $\geq 70\%$ <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> On-site audit rate for social responsibility and environmental health and safety among A/B-tier suppliers: $\geq 70\%$ Percentage of localized procurement of mechanical and electrical materials: $\geq 80\%$

	Personnel Attraction and Retention Responsible unit: HR	Employment Responsible unit: HR	Compensation & Benefits Responsible unit: HR
Positive Impact	Employees are the most important asset of Hitron, and the Company's action to attract and cultivate talents is critical to its corporate business strategy and sustainable development; attracting outstanding talents for cultivation and development serves as a reserve for the Company's long-term development.	Strong labor relations are a critical factor in attracting external talent and retaining top internal performers. In a highly competitive talent market, a healthy labor-management relationship serves as a key competitive advantage for Hitron Technologies.	We recruit outstanding talents with competitive benefits and salaries, so that they can enjoy their work with a peace of mind and stabilize the Company's business development.
Negative Impact	<ul style="list-style-type: none"> If the talent attraction and retention system is not perfect, problems such as talent loss, inability to acquire external talent, and insufficient organizational skills will occur, which will affect the innovation, growth, and operational performance of enterprises. 	<ul style="list-style-type: none"> Poor labor relations can lead to employee dissatisfaction and an increase in complaints, which may negatively affect work efficiency and product quality. Labor disputes may result in strikes, work slowdowns, or similar disruptions, directly impacting business operations and tarnishing the Company's public image. 	A non-competitive compensation and benefits system makes it difficult to retain top talent, leading to increased employee turnover and a loss of human capital. This, in turn, undermines the Company's innovation capacity and momentum for sustainable growth.
Policy or Commitments	<ul style="list-style-type: none"> Attract high-quality global talents, cultivate employee development to improve organizational capabilities, and retain key outstanding talents. Creation of a comprehensive talent development mechanism and remuneration system. 	<ul style="list-style-type: none"> Continue to promote labor-management harmony and establish a smooth communication mechanism. The Company always provides feedback on employees' opinions. 	<ul style="list-style-type: none"> To attract and retain outstanding talents, we provide employees with competitive remuneration and benefits on the market. Employee salary and benefits better than the industry average.
Projects/ Actions	Regularly conduct employee satisfaction surveys to actively build employer brands.	Regular employee communication meetings and labor-management meetings.	Continuously review and optimize the existing compensation and benefits system to ensure both market competitiveness and internal equity.
Performance Indicator	A-level talent retention rate/new employee retention rate	Labor-management meeting agenda completion rate	Quantile of Employee Overall Compensation Market
Short-, Medium-, and Long-Term Targets	<ul style="list-style-type: none"> Short Term (2024–2026) <ul style="list-style-type: none"> Level-A talent retention rate: $\geq 90\%$ New employee retention rate: $\geq 75\%$ Medium to Long Term (2027–2030) <ul style="list-style-type: none"> Level-A talent retention rate: $\geq 90\%$ New employee retention rate: $\geq 80\%$ 	<ul style="list-style-type: none"> Short Term (2024–2026) <ul style="list-style-type: none"> Completion rate of labor-management meeting resolutions: 100% Incidents of harassment, discrimination, or inequality: 0 Medium to Long Term (2027–2030) <ul style="list-style-type: none"> Maintain strong labor relations and create a high-quality working environment. Increase retention and return rates among new and reinstated employees to reduce turnover rate. 	<ul style="list-style-type: none"> Short Term (2024–2026) <ul style="list-style-type: none"> Adjust the bonus system Restructure the salary framework Implement a flexible working hours policy with corresponding bonus adjustments Medium to Long Term (2027–2030) <ul style="list-style-type: none"> Achieve total compensation reaching the 75th percentile (P75) of the market

	Carbon management Responsible unit: QA/EHS	Green Products Responsible unit: RD
Positive Impact	Proactive carbon management reflects Hitron's commitment to environmental sustainability. It enhances the Company's corporate social responsibility image, strengthens brand reputation, and earns recognition and support from customers, investors, and other stakeholders.	To mitigate climate change, we have begun to introduce green design thinking into the design side to create product value for customers and contribute to net zero carbon emissions.
Negative Impact	Failure to actively engage in green transformation and develop low-carbon products and services may result in missed opportunities in the rapidly growing green market. This would place the Company at a competitive disadvantage and potentially hinder its long-term development.	During green product R&D and innovation, patent, prospective development, and R&D, involved personnel may have to work overtime, this increasing product prices. It is also possible that there are difficulties in scouting suitable R&D talents, with the result being uncompetitive products.
Policy or Commitments	Establish a comprehensive greenhouse gas inventory system in accordance with ISO 14064-1, and regularly assess emissions generated from the Company's operational activities.	<ul style="list-style-type: none"> Design and develop products and services based on energy-saving, reduction, and carbon reduction strategies. Examine products' full life cycle carbon emissions and reduction opportunities from a life cycle perspective.
Projects/ Actions	Establish a comprehensive greenhouse gas inventory system in accordance with ISO 14064-1, and regularly assess emissions generated from the Company's operational activities.	Introduce PCR plastic materials in product design, and actively reduce product packaging.
Performance Indicator	Reduction of GHG emissions	Percentage of plastic products using PCR
Short-, Medium-, and Long-Term Targets	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Reduce Scope 1 and 2 greenhouse gas emissions by 4.2% annually <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Increase the use of renewable energy Reduce Scope 1 and 2 greenhouse gas emissions by 12.6% by the medium term and 25.2% by the long term, using 2021 as the base year. 	<p>Short Term (2024–2026)</p> <ul style="list-style-type: none"> Use 100% PCR plastic materials for products sold to European clients Use 70% PCR plastic materials in other regions (excluding customer-specified exemptions) <p>Medium to Long Term (2027–2030)</p> <ul style="list-style-type: none"> Use 100% PCR plastic materials except for customers' specific requirements

1

Corporate Governance

1.1 Corporate Governance

1.2 Financial Performance

SDG 3 SDG 8

1.3 Ethical Corporate Management

SDG 16

1.4 Risk Management

1.5 Information Security

1.6 Legal Compliance

SDG 5 SDG 16

1.1 Corporate Governance

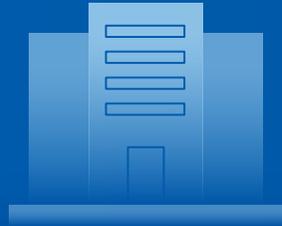
Key Management Focus for 2024 and Plan for 2025

In 2024, Hitron ranked in the

21% ~ 35%

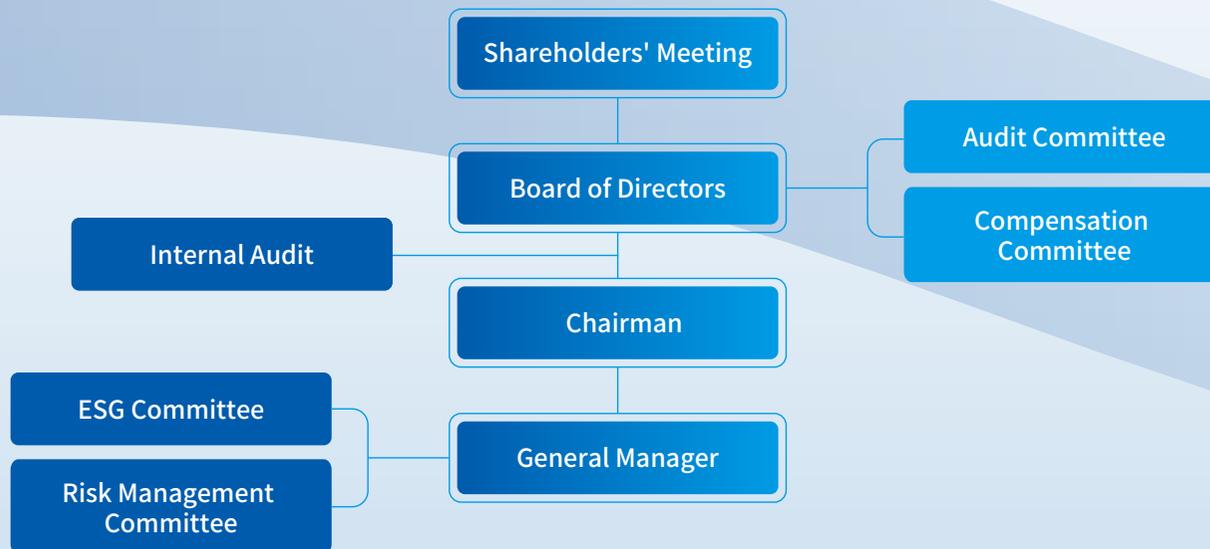
tier in the 11th Corporate Governance Evaluation and completed the external performance assessment of the Board of Directors.

In 2025, the Company will continue to focus on corporate governance indicators and work to improve governance systems and evaluation results.



Corporate Governance Structure

The Board of Directors serves as Hitron's highest governing body. Its operations comply with applicable laws and shareholder resolutions, maintaining a transparent governance structure. The Board oversees ethical business operations and financial transparency, approves the appointment and compensation of senior management, guides corporate strategy, and evaluates the Company's performance on economic, environmental, and social issues. The Board also reviews ESG-related proposals submitted by the ESG Committee and the Risk Management Committee. The management team regularly reports to the Board on business operations, strategic developments, and other key topics to ensure effective communication.



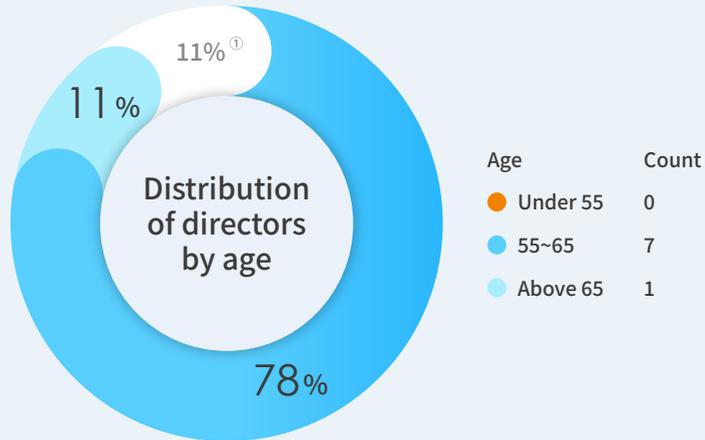
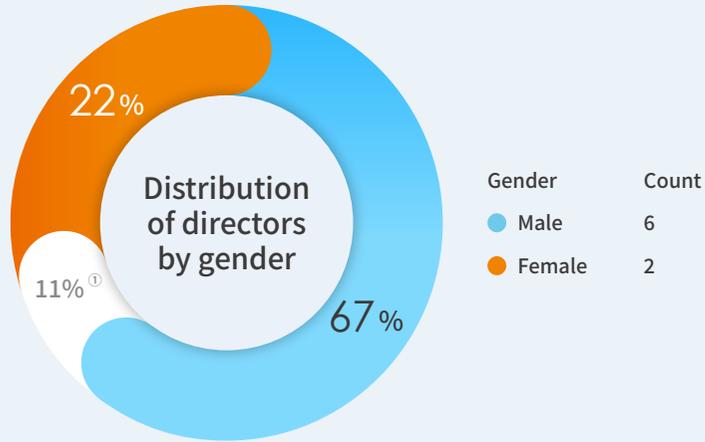
Board Structure and Operations

According to the Company's Articles of Incorporation, the Board of Directors shall consist of 7 to 13 members, each serving a three-year term. Directors are elected through a candidate nomination system, whereby shareholders select board members from a list of nominated candidates. Re-election is permitted. The current Board comprises nine directors, including three independent directors, all of whom possess extensive expertise in various professional fields. Among the board members, two are women, accounting for 22% of the board. The Company is committed to gradually increasing the proportion of female directors to enhance participation in decision-making and strengthen board diversity and structure. To ensure independence, all three independent directors (representing 33% of the board) have not served more than nine consecutive years.

Board committees are established according to their respective organizational charters and are nominated and appointed through board resolutions. All independent directors meet the qualifications, experience, and independence requirements set forth in the [Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies](#). The Chairperson is elected by board members. All directors possess more than five years of experience in business, law, finance, accounting, or other fields relevant to the Company's operations.

To ensure effective oversight of the Company's operations, the Board of Directors convenes at least once per quarter. Guided by the principle of maximizing shareholder value, board members fulfill their duties with due care and fiduciary responsibility. In 2024, the Board held a total of four meetings, achieving an average attendance rate of 100%, surpassing the Company's internal requirement of a minimum 80% in-person attendance per director.

Board Composition



① The current Board consists of nine seats. Due to the resignation of a representative of a corporate director, one seat is temporarily vacant.

Implementation of Board Diversity Policy

Directors perform their duties objectively and independently and formulate corporate governance policies based on high standards, to allow the board to operate effectively, thereby protecting shareholders' rights and interests, enhancing stakeholders' interests, and duly implement business and future development strategies. The President is entrusted by the Board of Directors to be responsible for the implementation of the Company's development strategies in the economic, social, and environmental aspects and the performance thereof.

We have formulated the Corporate Governance Best Practice Principles in accordance with the law. The composition of the Board of Directors should be based on the diversity principle. The directors who are also managers of the Company may not account for one-third of all directors; also, an appropriate diversity

(1) Basic criteria and values: Gender and age.

(2) Professional knowledge and skills: Professional backgrounds, professional skills, and industry experience.

Note: For detailed information regarding director training, please refer to the [Market Observation Post System \(MOPS\)](#).

Specific Management Objectives of the Diversity Policy and Achievement Status

Management objective	Achievement status
The number of directors who are also managers of the Company may not account for one-third of all directors.	✓ Achieved
There are at least two female directors on the board.	✓ Achieved
Independent directors shall serve no more than 3 terms.	✓ Achieved



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Directors' Training

In accordance with the "Directions for the Implementation of Continuing Education for Directors and Supervisors of TWSE Listed and TPEX Listed Companies," incumbent directors are advised to complete at least 6 hours of continuing education annually during their term to enhance their knowledge of economic, environmental, and social issues relevant to governance. In 2024, the average number of training hours completed by Hitron's board members reached 6.4 hours, meeting the required standard. Details of director training are disclosed in the Company's Annual Report and on the Market Observation Post System (MOPS).

Title	Name	Gender	Working as an employee	Age		Independent director Years in Position			Functional committee			Professional knowledge or skills					
				51-60	61-70	<3	3-9	>9	Audit Committee	Remuneration Committee	Business Administration	High-Tech Industry	Venture Capital	Sustainable Development	Finance and Accounting	Risk Management	Academic Research
Chairman	April Huang	Female		●							●	●		●		●	
Director	Peter Chen	Male			●						●	●	●	●		●	
Director	David Chou	Male	●	●							●	●				●	
Director	Patrick Chiu	Male		●							●	●					
Director	Amy Liu	Female			●						●	●	●	●	●	●	●
Independent director	Chen, Lo-Min	Male			●		●		●	●	Convener	Convener	●	●	●	●	
Independent director	Lin, Mao-Chao	Male			●		●		●	●			●				●
Independent director	Li, Da-Wei	Male		●			●		●	●	●	●					●

Functional Committees

Committee	Members	Roles and responsibilities	Actual governance
Audit Committee	<ul style="list-style-type: none"> Independent Director Mr. Chen, Lo-Min (Convener) Independent Director Mr. Lin, Mao-Chao Independent Director Mr. Li, Da-Wei 	The Committee manages and controls the fair presentation of the Company's financial statements; appointment, dismissal, and evaluation of the performance, independence, and qualifications of the certified public accountants (CPAs); effectiveness of internal control implementation; compliance with applicable laws and regulations; and control of existing or potential corporate risks.	The Committee convenes at least once per quarter. In 2024, it held four meetings, with an average attendance rate of 100%.
Compensation Committee	<ul style="list-style-type: none"> Independent Director Mr. Chen, Lo-Min (Convener) Independent Director Mr. Lin, Mao-Chao Independent Director Mr. Li, Da-Wei 	Assist the Board in establishing and regularly reviewing the Committee's organizational regulations; propose amendments when necessary; formulate and periodically review policies, systems, standards, and structures for evaluating performance and determining remuneration of directors and managerial officers; and set and assess performance goals and compensation accordingly.	The Committee convenes at least twice annually and may meet as needed. In 2024, it held two meetings, with an average attendance rate of 100%.

Remuneration Policy for Senior Management

According to the Company's Articles of Incorporation, director compensation shall not exceed 1% of the Company's annual profit (calculated before deducting employee and director remuneration) and is paid in cash. Senior management compensation includes fixed components such as base salary, bonuses, and benefits, as well as variable components including performance-based bonuses and profit sharing. Fixed compensation is designed to maintain competitiveness within the industry, while variable compensation is based on both Company and individual performance. At the beginning of each fiscal year, performance evaluation criteria, targets, and weightings are determined in accordance with internal and external business conditions. These are assessed based on the achievement of performance goals and industry salary benchmarks, then reviewed by the Remuneration Committee and submitted to the Board of Directors for approval and implementation.

Board and Functional Committee Performance Evaluation

To implement sound corporate governance and enhance the effectiveness of the Board, Hitron adopted the Board Performance Evaluation Regulations in 2019. The policy stipulates that internal evaluations of the full Board, individual directors, and the functional committees (Audit Committee and Remuneration Committee) must be conducted annually. An external evaluation is required at least once every three years.



Internal Evaluation

By the end of 2024, the Company completed its internal performance evaluation of the Board and its functional committees. The self-assessment showed an achievement rate of over 97%, with no significant improvement areas identified. This indicates strong operational efficiency. The results were presented to the Board in the first quarter of 2025 and serve as a reference for performance, compensation, and reappointment decisions.

✓ 97% achievement rate



External Evaluation

In accordance with the Company's Board Performance Evaluation Regulations, the board shall engage an external professional independent institution or team of external experts or scholars to conduct an evaluation at least once every three years. Additionally, annual performance evaluations are to be conducted at the end of each year. In 2021, the Company appointed the Taiwan Corporate Governance Association (hereinafter referred to as the "Association") as an independent external evaluation institution to assess the effectiveness of the Board of Directors. The evaluation covered eight key dimensions: board composition, direction, authorization, supervision, communication, internal control and risk management, self-discipline, and other aspects (including board meetings and support systems). The process included online self-assessments, document reviews, and on-site interviews conducted on July 27, 2023. Interviewees included the Chairperson, two independent directors, the President, the Corporate Governance Officer, and the Head of Internal Audit. The Association and its evaluators were independent and had no business relationships with the Company. The evaluation report was issued on August 10, 2023, and results were reported to the Board on October 26, 2023. The next external board evaluation is scheduled for 2026. The evaluation results will be disclosed on the Company's website under the "Board Performance Evaluation" section.

Conflicts of Interest Management

In accordance with legal requirements, Hitron has implemented conflict of interest policies in its Rules of Procedure for Board of Directors Meetings and Audit Committee Charter. When an agenda item involves a director or the entity they represent having a vested interest, the director is required to disclose the material facts of the interest during the meeting. If the interest is likely to harm the Company, the director must recuse themselves from both discussion and voting on the matter. This is carried out in accordance with Article 206, Paragraph 2 of the Company Act, applying mutatis mutandis to Article 178. When necessary, the Chairperson may appoint another director to chair the meeting for the affected item. We set up independent directorships in 2017. The independent directors put forth suggestions in a fair and objective manner based on their expertise and experience. Their opinions are fully considered when the Board of Directors discusses various motions. If they express objection or an opinion, the objection or opinion will be included in the meeting minutes. They also follow the recusal principle in the case of a conflict of interest to effectively protect the Company's interest.

Note: Disclosure of directors' concurrent positions on other boards is available on the Hitron Technologies website under Corporate Governance → [Board of Directors](#).

Internal Audit Mechanism

The Company has established its internal control system in accordance with the "Regulations Governing Establishment of Internal Control Systems by Public Companies." The audit unit, based on the internal control system (including procedures and methods for self-assessment) approved by the Board of Directors, implements and evaluates the effectiveness and compliance of the current control mechanisms and procedures. This is done to reasonably ensure the achievement of the following objectives:

Internal Control Objectives

- 1 Reliability, timeliness, transparency, and regulatory compliance in reporting
- 2 Legal Compliance with applicable laws and regulations.
- 3 Effectiveness and efficiency of operations.



Internal Audit Mechanism

Based on the audit plan approved by the Board, the internal audit unit conducts on-site audits and document reviews. These audits cover areas such as regulatory compliance, process design, policy implementation, financial reporting accuracy, and operational efficiency. Improvement recommendations are provided to relevant departments in a timely manner to assist the Board and management in ensuring the continued effectiveness of the internal control system. Audit findings are reported regularly to the Audit Committee and the Board of Directors.



Self-Assessment

To implement an internal monitoring mechanism, all departments perform annual self-assessments of their internal control systems. The Audit Office reviews these self-assessment reports, along with follow-up actions on audit findings and irregularities. This process provides the basis for the Board and the President to evaluate the overall effectiveness of the internal control system and to issue the annual Statement on Internal Control.

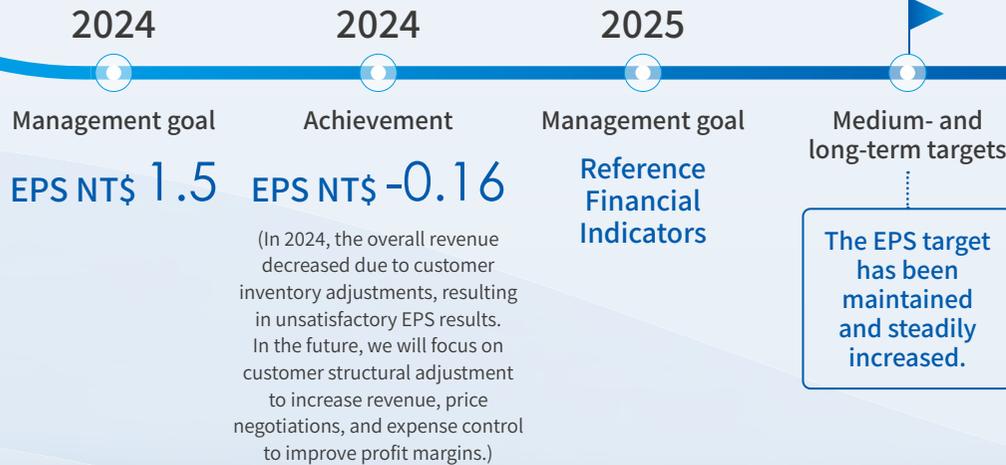
1.2 Financial Performance

Material topics

Financial Performance

Stakeholders

Shareholders, employees, and communities



Management method

Responsibility • Finance and Accounting Division, Sales Division	Resources • Sales team development • Group synergy
Action • Continue to enhance the development capabilities of the sales team • Expand product lines by combining the resources of the Group.	Evaluation • Quarterly report on the achievement of financial performance to the Board of Directors

Financial Performance

Hitron is committed to maintaining transparency in corporate operations. In addition to releasing monthly revenue reports, the Company holds two institutional investor conferences and one annual shareholders' meeting each year. An Investor Relations section is available on the Company's website, where financial information and investor presentation materials are regularly updated. Material information is also disclosed via the Market Observation Post System to ensure shareholders and investors are kept informed of the Company's operational status in a timely manner.

In 2024, Hitron's consolidated statement of comprehensive income reported operating revenue of NT\$9,088,215 thousand, gross profit of NT\$1,764,800 thousand, and a gross margin of 20 percent. Operating expenses totaled NT\$1,514,297 thousand, with net income after tax amounting to NT\$137,185 thousand. The earnings per share (EPS) was negative NT\$0.16.

Unit: NT\$ thousand

Item/Year	2022	2023	2024
Operating revenue	12,318,229	9,403,662	9,088,215
Operating margin	2,711,167	2,028,151	1,764,800
Operating expenses	1,913,970	1,770,229	1,514,297
Net income after tax	607,936	163,814	137,185
Earnings per share (EPS)	1.50	0.02	-0.16
Gross margin (%)	22.01 %	22.0 %	20.0 %
Return on equity (%)	9.65 %	0.1 %	-1.06 %
ROA (%)	5.71 %	2.12 %	1.92 %



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Government Grants and the Company's Donation Expenditures Unit: NT\$ thousand

Item/Year	2022	2023	2024
Employee salary and benefits	1,520,365	1,351,146	1,071,310
Amount of government grant	8,625	4,193	61
Charity donation	1,982	2,055	340

Note: In 2024, the Company received government grants through Hitron Suzhou, specifically from a provincial-level export credit insurance funding program.

Tax Information Disclosure for the Past Two Years Unit: NT\$ thousand

Item/Year	2022	2023
Net Profit before Tax	188,714	220,435
Income tax expense	24,900	83,250
Effective Tax Rate (%)	13.19 %	37.77 %
Income Tax Paid	97,206	24,276
Cash Tax Rate (%)	51.5 %	11.0 %

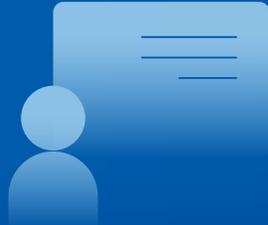
Dividend Policy

The Company's industry environment is ever-changing and the Company is in a stable growth stage. Its dividend policy takes into consideration its future capital need and long-term financial planning to pursue a sustainable development strategy. The Company adopts a residual dividend policy. The conditions, timing, and amount of dividend distribution are governed by Article 29-1 of the Articles of Incorporation. Based on the Company's future capital plans, if the final annual accounts reflect earnings and distributable surplus for the year reaches 2 percent of paid-in capital, the total dividend distribution shall not be less than 10 percent of the distributable earnings for that year. Of this amount, cash dividends shall account for no less than 10 percent of the total dividends distributed (including both cash and stock dividends).

Tax Governance

Hitron adheres to sound tax governance practices. The Company's tax policy is approved by the Chairperson, and each operational location complies with the respective national tax laws and principles of fair taxation. The Company does not engage in aggressive tax planning, nor does it utilize tax structures lacking genuine commercial substance to avoid or reduce tax liability. Hitron does not use tax havens or jurisdictions with strict banking secrecy for tax avoidance. All tax-related information is disclosed transparently in the financial reports and local tax filings to ensure accountability and meet the expectations of stakeholders.

1.3 Ethical Corporate Management



0 cases

Number of corruption or anti-competitive litigation cases

100%

Employee Code of Conduct training completion rate

100%

completion rate for training on the Employee Code of Conduct, which will be continued in 2025.

Key Management Focus for 2024 and Plan for 2025

In 2024, the Company maintained a

Ethical corporate management is the most fundamental social responsibility of a company. It contributes not only to operational success and long-term development but also reflects a company's commitment to society and its internal governance standards. Unethical conduct can result in financial losses, reputational damage, and internal morale issues, eroding trust among customers and business partners. In severe cases, it may lead to misconduct such as lobbying or bribery, which undermines corporate governance mechanisms and weakens the Company's long-term competitiveness.

To ensure the implementation of ethical practices and legal compliance, Hitron has, since 2014, established a series of behavioral codes and operational measures for employees and suppliers. These include the Employee Ethical Conduct and the Integrity Commitment. Relevant clauses are incorporated into employee contracts and procurement agreements. All suppliers are also required to sign the Integrity Commitment Pledge to ensure full alignment with the Company's values.

Moreover, the Board of Directors supervised the formulation and adopted the Code of Ethical Conduct for Directors and Managers and the Ethical Corporate Management Best Practice Principles by resolution in March 2019, and we amended the Ethical Corporate Management Best Practice Principles and the Code of Ethical Conduct for Directors and Managerial Officers as the basis to regulate all employees' conduct in March 2021. All directors and managers signed the Statement of Compliance with Ethical Management Policy after the relevant provisions were amended in 2021.

Code of Conduct Training

Hitron's code of conduct is published on the Company's intranet. We raise all new employees' awareness of such conduct on their first day of work and they are required to sign relevant documents. On the eve of major traditional holidays or other important days, we will remind suppliers and employees that the Company does not accept any gifts, to enhance compliance with the code.

Hitron conducts annual communication and training on its Employee Code of Conduct, covering topics such as anti-corruption and insider trading. In 2024, a total of 254 employees participated in the training, achieving a 100% completion rate. With the code of conduct training and promotion of the code, there was no violation of the principle of good faith in 2024.

In addition to employee training, all eight members of the Board of Directors were informed of the Company's anti-corruption policy and procedures through the signing of a declaration. Furthermore, all supplier contracts include integrity-related clauses. In 2024, two new Vietnamese suppliers signed the Integrity Commitment Pledge, achieving a 100% completion rate. The Company received no supplier complaints or whistleblower reports in 2024.

Region	Number of shareholders	Completion rate
Hitron Hsinchu	120	100%
Hitron Suzhou	87	100%
Hitron Americas/Europe	47	100%

Note: The above training participants were all indirect personnel. No direct labor employees were included.

Whistleblower and Grievance Mechanism

Hitron is committed to ethical corporate management and prohibits all forms of misconduct. To safeguard stakeholders' legal rights, the Company has designated personnel responsible for stakeholder communication and has established reporting and grievance channels in accordance with its Ethical Corporate Management Best Practice Principles and Code of Ethical Conduct for Directors and Managerial Officers. Stakeholders may report violations of corporate governance or any illegal activity through these established channels. All complaints are handled by designated personnel. The identity of the whistleblower and the contents of the

report are kept strictly confidential to protect the reporter. In cases where wrongdoing is found, the Company undertakes a high-standard review and keeps all investigation-related information confidential to protect the rights of those involved. The Company has adopted a Whistleblower and Grievance Management Procedure, which clearly defines mechanisms for different types of reports and ensures that whistleblower cases are also communicated to independent directors.

Mechanism and Procedures

1 Reporting Channels

If any individual or incident is found to be inconsistent with the spirit of integrity or in violation of the Ethical Corporate Management Best Practice Principles, internal employees may report the matter directly to the Chairperson or the Head of Human Resources via the Chairperson's mailbox or HR mailbox. Both employees and external parties (such as suppliers, customers, or other stakeholders) may also file a report or complaint through the dedicated integrity email account: whistleblower@hitrontech.com (submissions accepted in Chinese, English, or other local languages).

2 Investigation Procedure

Upon receiving a report or complaint, the designated department initiates an investigation into the reported incident and categorizes the nature of the case.

2.1

> Establish Task Force

Relevant departments are convened to form a task force and establish a formal investigation process.

2.2

> Report to the Board

If the matter involves a director or senior executive, it is reported directly to the independent directors.

2.3

> Document the Process

The entire process, including acceptance, investigation, findings, and documentation, is meticulously recorded and retained.

2.4

> Decision and Disciplinary Action

Upon conclusion of the investigation, the task force submits the findings to the President for a decision, including proposed handling of external parties and assignment of responsibility to relevant departments.

3 Response Methods

If the incident involves a material misconduct or poses a risk of material damage to the Company, the matter must be immediately reported to the independent directors in addition to senior management, and a written report must be submitted to the Board of Directors. Where necessary, the issue will also be reported to the competent authorities or referred to judicial agencies for investigation.

4 Incentive Measures

- We will keep each whistleblower's identity confidential to ensure their safety and prevent them from retaliation.
- If a report is found to be substantiated, the whistleblower or complainant may be rewarded appropriately, as a means of encouraging the reporting of any misconduct.



2024 Implementation Status

The 2024 Ethical Corporate Management Implementation Report will be submitted to the Board of Directors in Q1 2025.

- (1) Training: In 2024, a total of 254 employees participated in Code of Conduct training courses focused on integrity.
- (2) Employee Commitment: 100% of new hires in 2024 signed the Integrity Commitment Pledge.
- (3) Awareness: Internal campaigns were used to promote awareness of integrity and confidentiality responsibilities.
- (4) No whistleblower or complaint cases were received in 2024.

Note: The implementation status of ethical corporate management is also available on the Company's official website: <https://www.hitrontech.com/esg/>

1.4 Risk Management

Material topics

Risk Management

Stakeholders

Shareholders, employees, customers



Management method

Responsibility <ul style="list-style-type: none"> Risk Management Unit (Human Resources and Administration Division) 	Resources <ul style="list-style-type: none"> Cooperation with all departments Support by senior managers
Action <ul style="list-style-type: none"> Regularly hold RMC meetings and track KRIs 	Evaluation <ul style="list-style-type: none"> Report on the implementation of risk management to the Board of Directors every year

Hitron's risk management focuses on the operation of the risk management system. We have formulated clear risk management policies, set management goals, and continue to track performance indicators to effectively manage risks beyond the Company's risk tolerance. We formulated the Risk Management Policies and Procedures in 2020 and the Board of Directors adopted them on November 4, 2020. We set up the Risk Management Committee (RMC) in 2021 to manage the risks in all aspects of the Company's operation and management

Risk Management Committee Operations

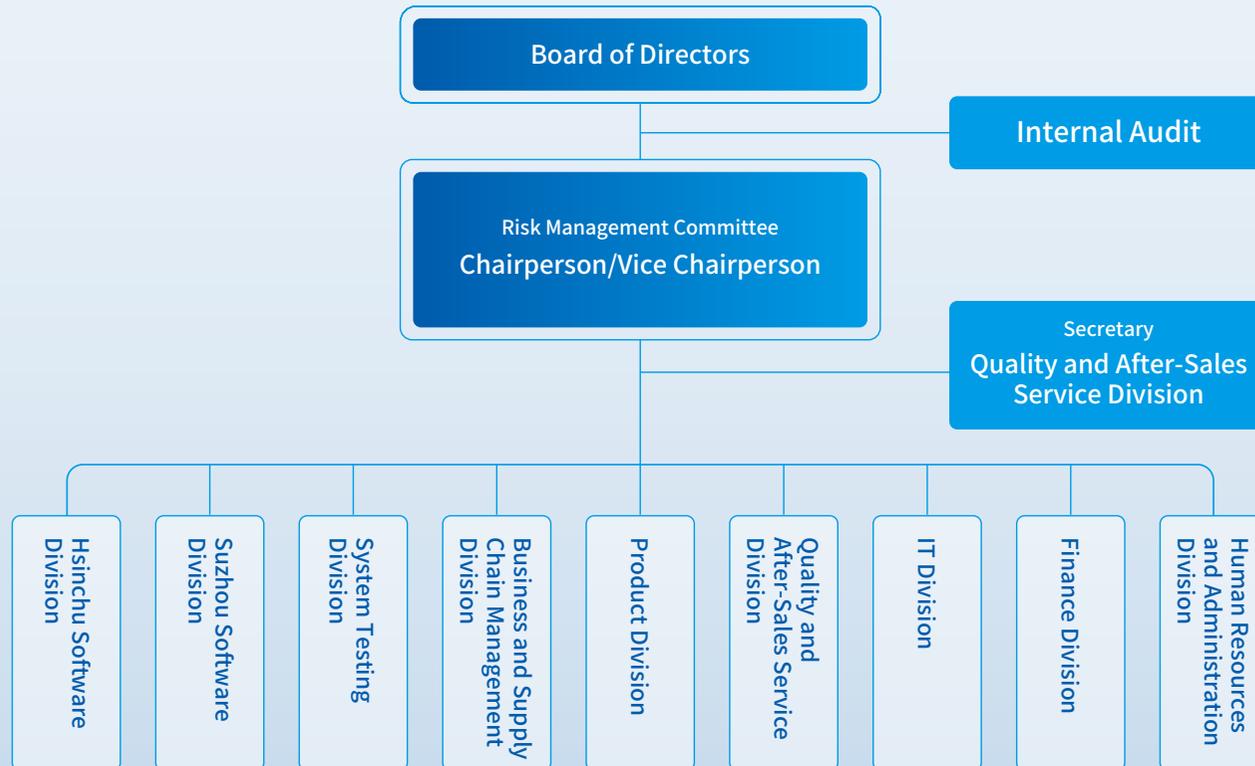
Risk Management Committee (RMC) meetings are convened quarterly by the Executive Secretary and may be held on an ad-hoc basis when needed. These meetings are responsible for risk identification, tracking the achievement of risk management objectives, and monitoring the implementation of improvement plans.

Risk Identification	Risk Mitigation and Prevention
<ul style="list-style-type: none"> (1) Each committee member uses the "Risk Assessment Checklist" to identify risks within their respective departments and propose corresponding mitigation strategies. (2) Internal and external risk factors are categorized under four main types: financial, strategic, operational, and hazard risks, which are compiled into a risk radar chart. (3) During RMC meetings, committee members report, discuss, decide upon, and follow up on the effectiveness of risk response actions. The RMC Chair is then responsible for formulating the Company's annual Top Risks. 	<p>Based on identified top risks, the corresponding departments are required to establish risk prevention measures and implement Business Continuity Plans (BCP). Through ongoing scenario updates and emergency drills, the Company ensures that operations remain resilient and can continue without disruption.</p>

Organization and Structure of RMC

Hitron's RMC was established in July 2021. The President serves as the chair of RMC, and the level A supervisors of each unit serve as its members. It is responsible for deciding Hitron's risk management strategies and setting annual goals and risk performance indicators. Additionally, an Executive Secretary is appointed from the Quality and After-Sales Service Division to oversee the identification of potential risks arising from internal and external events. The Executive Secretary is also responsible for coordinating risk management meetings, tracking risk management objectives, and monitoring the implementation of risk mitigation plans. Each department conducts a self-assessment to identify high-risk items and propose concrete improvement measures. The operation of the RMC is supervised by the Board of Directors, and the Audit Office regularly performs audits of the implementation of risk measures and reports the implementation to the Board of Directors per year.

In 2024, a total of four RMC meetings were held in accordance with the regulations, and overseas sites conducted risk-related management and control on their own. We also conducted risk assessments and responded to specific issues irregularly in line with the group's requirements.



Note: Each department head serves as a committee member.

Risk Management Committee Operations and Achievements

We regularly hold RMC meetings to follow up on the achievement of risk management goals and improve the implementation of the plan. In 2024, the Committee identified risks using risk radar maps and diagnostic checklists. The Top 3 company-level risks were approved by the President and included: profit performance, inventory management, and the transfer of the Vietnam plant. Risk management plans and goals were developed accordingly. Key initiatives included the introduction of group-level Key Risk Indicators (KRI), an incident reporting mechanism, and corresponding principles to strengthen control over operational risks. As high as 83% of a risk response kit was prepared in 2024. RMC will continue control KRIs that are not up to standard in 2025 and revise the response guidelines as appropriate to reduce the impact on the Company's operations.

Risk Identification

Based on the discussions and evaluations conducted during Hitron Technologies' Risk Management Committee meetings, the Top 3 risks identified for 2024 across four major dimensions are as follows:

Risk	Worst scenario	Action plan
Profit	OI under performance risk (Lag of 0.64Y)	<ul style="list-style-type: none"> Increase gross profit margin (GP) Reduce operating expenses (Opex)
Inventory management	Excess inventory leads to operational and financial pressure or exposure risks	<ul style="list-style-type: none"> Slow down raw material procurement to control inventory levels Clear WIP inventory at the factory to reduce work-in-progress stock Renegotiate trade terms to FOB or DAP to transfer ownership earlier
Vietnam Plant transfer	Labor disputes or excessive fines may delay the transition process or increase costs	<ul style="list-style-type: none"> Conduct pre-assessments and strengthen mitigation measures for high-risk items to reduce fines or risks Proactively engage in labor negotiations and introduce government or union representatives to smoothly resolve disputes



Group Defense Mechanism

Hitron leverages the joint risk management mechanisms of the Qisda Group's nearly 200 affiliated companies by actively participating in regular (quarterly) meetings, project discussions, best practice sharing, information exchange platforms, and notification channels. This approach consolidates group insights and resources to enable proactive risk prevention and management from the root, effectively reducing the likelihood of incidents. In 2024, Qisda Group held quarterly meetings covering topics such as: insurance claim procedures, case studies on power outage losses, updates to ISO management system standards, flood risk assessment and mitigation planning, lithium battery safety and potential hazards, corporate ESG disclosure and sustainability reporting procedures. These initiatives effectively reduce disaster and operational risks, while enhancing corporate resilience and sustainability.

Emergency Response Drills and Training

Hitron has established an emergency response team and contingency plans for incidents such as fires, earthquakes, and typhoons/floods. For specific scenarios (e.g., fire), annual drills are conducted to minimize harm caused by unforeseen events. We also continue to formulate business continuity plans (BCP) for specific projects in accordance with the ISO22301 standards, to ensure that the Company can continue to operate in the case of a disaster and maximize the protection of customers' needs from being affected. The Company's Vietnam Plant also obtained ISO 22301:2019 certification. To enhance employees' emergency response skills, we organize emergency response and fire training per year to ensure personnel safety and reduce disaster losses.



1.5 Information Security



0 cases
Information security incidents

100 %
Completion rate of IT disaster recovery drills

Information Security Policy

To safeguard its information assets, such as hardware, software, data, and documentation related to information processing, Hitron is committed to ensuring their confidentiality, integrity, availability, and compliance with relevant regulations. To prevent both intentional and accidental threats from internal and external sources and to ensure business continuity, the Company has established a corporate information security policy based on the ISO/IEC 27001 international standard. Hitron obtained ISO 27001 certification in June 2020, covering the period from 2020 to 2023, and continues to strengthen its information security management practices. The certification is reviewed and renewed annually to maintain its validity. After the initial three-year certification period, Hitron Technologies successfully completed the recertification audit in June 2023 and has continued to maintain ISO/IEC 27001:2013 certification for the 2023 to 2025 period.

Information Security Management Committee

In 2019, Hitron established an information security organization responsible for promoting and implementing its information security initiatives. The President serves as the Chairperson of the committee, overseeing the development, implementation, and maintenance of all related standards and systems. The Chairperson is also responsible for coordinating and reviewing company-wide policies and resource allocation.

Under the committee's structure, a Secretary General, Implementation Team, and Documentation Team have been established. Department heads from Internal Audit, IT, and Quality Management serve as advisory members to ensure clear task assignments and effective coordination within the information security management system.

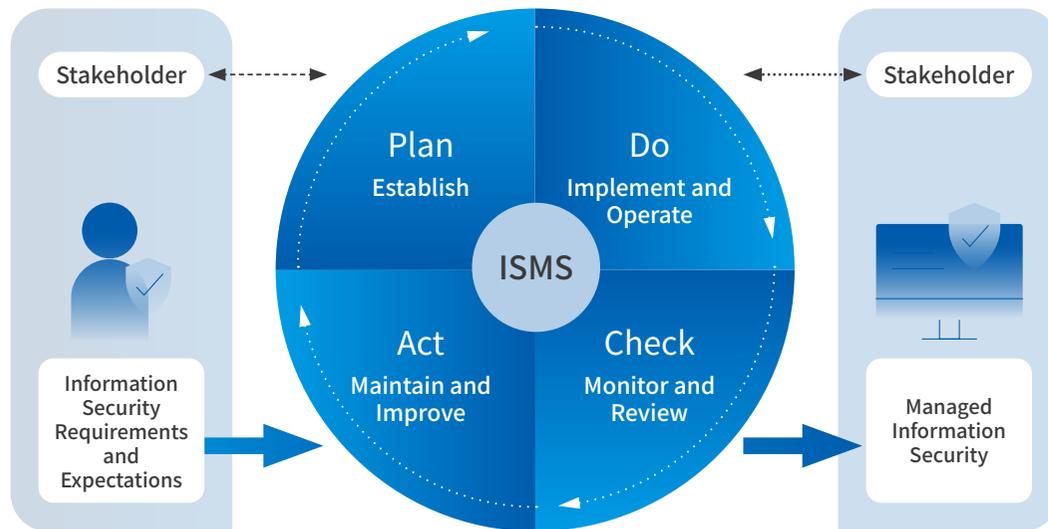
The Secretary General is fully empowered to supervise the operation of the information security management system. In the event of any irregularities, the Secretary General has the authority to report directly to senior management, independent of the administrative hierarchy or external influences. The Implementation Team is responsible for the promotion, maintenance, and continual improvement of the ISO/IEC 27001 information security management system. The Documentation Team reports on the system's performance and maintains related records during regular committee meetings.

Information Security Governance Structure



Information Security Management System (ISMS)

Hitron has established the Information Security Management System Promotion Committee in consideration of the information security needs and expectations of all stakeholders within the organization. The committee is tasked with driving ISMS-related initiatives and enhancing company-wide information security awareness. The ISMS is based on the PDCA (Plan-Do-Check-Act) cycle to ensure its continuous development and adaptability. This approach allows the system to remain responsive to both internal and external environmental changes. The committee regularly reviews, adjusts, and proposes improvement plans to maintain the system's effectiveness and reports its implementation status to the Board of Directors on an annual basis.



Based on the information security management framework ISO 27001, the Committee establishes the Company's information security documents, including information security operation forms and records, operating procedures, procedures, and policies, etc. Based on these, we formulate organizational management, information asset protection, and resource allocation and management documents hierarchically and correspond to each aspect of information security.

Information Security Risk Management

To mitigate information security risks, Hitron implements information security management tasks and key measures in accordance with its information security policy. The Company also reinforces cybersecurity awareness and adopts a multi-faceted approach to establish a comprehensive and robust information security management framework. For risk management, the Company follows the requirements of management system ISO 27001:2013, uses the framework and procedures of ISO 31000 Risk Management Principles and Guidelines. Also, the Company establishes a risk management framework to continuously monitor major risks, in order to achieve the goals of risk management and reduce costs, costs, reputation, etc.

Key Information Security Initiatives in 2024

- #### 1 Security Operations Center (SOC)

The SOC consolidates and manages security-related data under various circumstances. It enables prompt response to security incidents in accordance with predefined control mechanisms and provides integrated analysis of security events to ensure overall information protection.
- #### 2 Privileged Access Management (PAM)

PAM is a strategy for securing privileged accounts, ensuring control, oversight, protection, and auditing of privileged identities and activities within the Company's IT environment.

Through the establishment of a structured information security management system, Hitron defines key information security performance indicators and regularly reviews them. By adopting the PDCA cycle, the Company continuously strengthens its control mechanisms and reduces cybersecurity risks.

Information Security and Internet Risk Assessment

To properly protect the activities within Hitron's information security management system, implement relevant regulations, and execute risk assessment procedures, we determine response measures through risk assessment and internal meetings, to effectively reduce, transfer, and eliminate risks.

Information security is an ongoing process. Each year, Hitron conducts regular reviews of applicable regulations and evaluates the need to revise internal information security policies to ensure compliance and effectiveness. These efforts are designed to address evolving threats and technologies, while also raising employee awareness through internal communication and training.

Information Security Awareness and Training

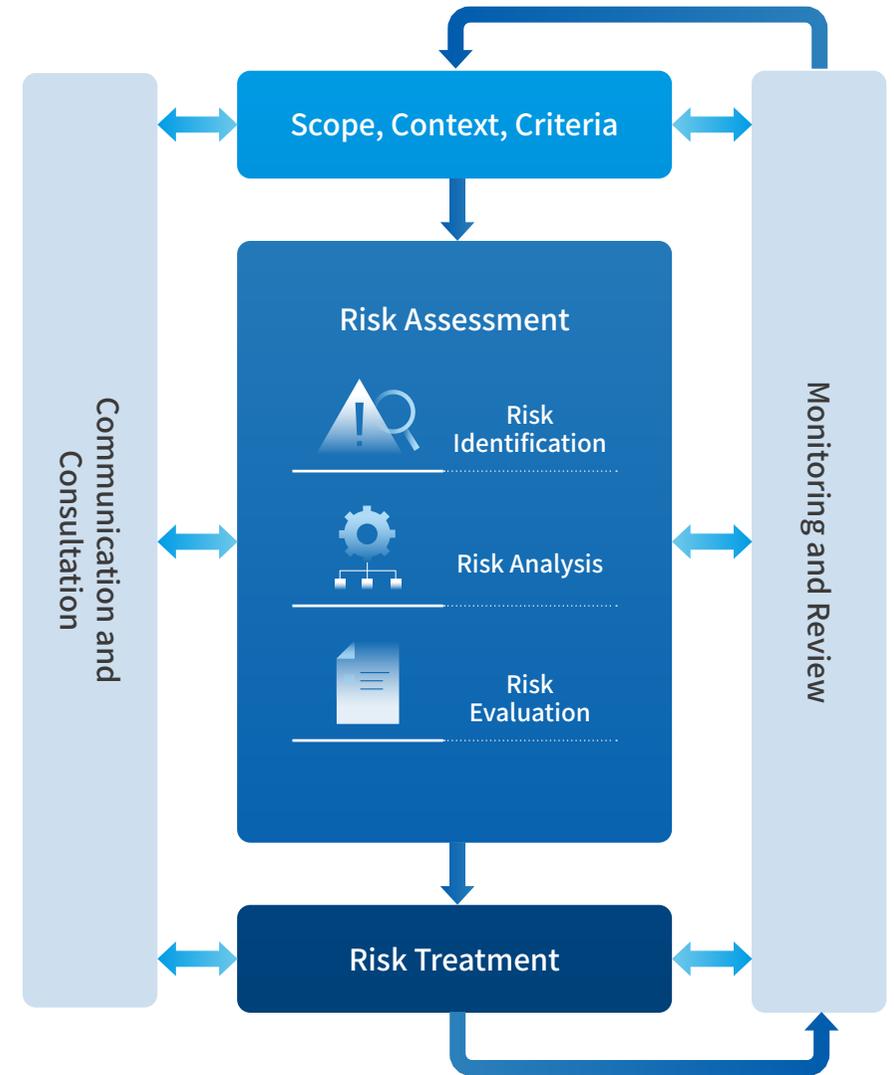
In addition to providing basic information security training for all new employees upon onboarding, the Company also regularly conducts email-based social engineering drills. These exercises help educate staff on how to handle email communications securely, reducing the risk of clicking on malicious content. Furthermore, company-wide online training courses are held to enhance employees' information security awareness and ensure that security practices are embedded in daily operations.

2024 Course Overview	Target Audience	Number of Participants	Total Hours
General Information Security Awareness Course • Introduction to information security awareness, common security issues and prevention, internal security policy overview	All employees	44	3
Social Engineering Awareness Course • Cybersecurity threats and prevention, case studies of tech-related crimes	All employees	18	3
IT Staff Information Security Training • Security responsibilities of IT staff, division of roles in the information security team, SSDLC overview, AI and cybersecurity	IT and information security staff	15	3

2024 Information Security Education and Training Sessions

77
Number of Participants

231 hrs
Total Hours



1.6 Legal Compliance

Material topics

Legal Compliance

Stakeholders

Customers, suppliers, communities, government agencies



Management method

Responsibility <ul style="list-style-type: none"> Human Resources and Administration Division; Legal Department, Audit Office 	Resources <ul style="list-style-type: none"> Inter-departmental collaboration Group's coaching
Action <ul style="list-style-type: none"> Applicable laws and regulations awareness raising and education and training Periodic internal compliance audits 	Evaluation <ul style="list-style-type: none"> Report on the implementation of risk management to the Board of Directors every year

Hitron has operating sites in different countries around the world. To ensure that the Company and employees abide by the laws and regulations of various countries when doing business, we have formulated relevant policies and measures for the laws and regulations of Taiwan and other countries, including personal data protection, confidentiality, anti-bribery, anti-discrimination, environmental protection, intellectual property protection, anti-insider trading, anti-unfair competition, and labor protection regulations. We also work to fulfill our corporate social responsibility. All our employees follow the compliance policy, and work with other departments to improve compliance performance. Internally, we require our employees to actively maintain integrity and we provide a safe and healthy work environment free of pollution to improve workers' safety. Throughout the life cycle of products, we proactively reduce the use of substances harmful to the environment to comply with environmental regulations and continue to reduce the impact on the environment. In 2024, there was no violation of laws and regulations at Hitron (including environmental protection, occupational safety and health, and labor laws and regulations).

Furthermore, in response to the enforcement of the EU General Data Protection Regulation (GDPR) and the Personal Information Protection Law of the People's Republic of China, we have taken measures internally, including education and training and analysis of the impact of such laws and regulations on relevant departments, and the project team has established the relevant management procedures or form templates. We continue to follow up and pay attention to the development trends of such laws and regulations on personal data protection in various countries, to fulfill our corporate social responsibility for personal data protection.

2024 Law Compliance Performance



2

Workplace of Happiness

2.1 Employee Status

SDG 4

2.2 Learning and Development

SDG 4

2.3 Human Rights Policy

SDG 5 | SDG 8 | SDG 10

2.4 Workplace of Happiness

SDG 5 | SDG 8 | SDG 10

2.5 Social Participation

SDG 10 | SDG 12 | SDG 13 | SDG 17

2.1 Employee Status

- Material topics
- Personnel attraction and retention
- Stakeholders
- Employees



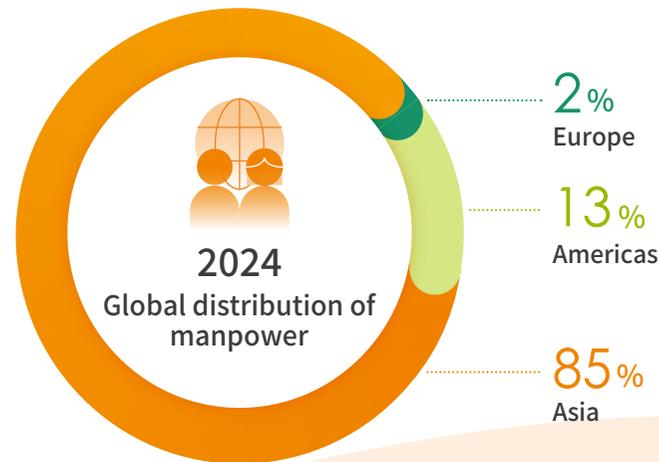
Management method

Responsibility • Human Resources and Administration Division and relevant departments	Resources • Inter-departmental collaboration
Action • Establishment of competitive compensation • Continue to build employer brand	Evaluation • Report on the achievement of goals at the monthly operations meeting

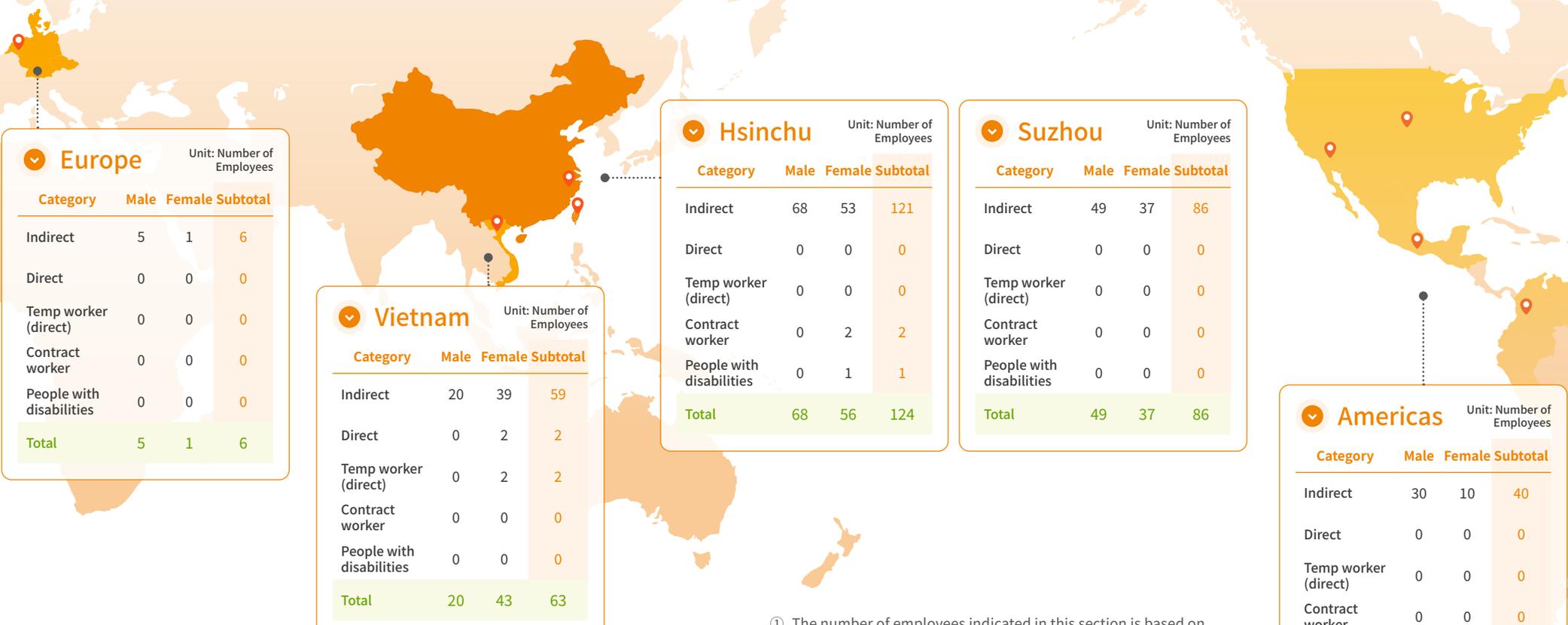
Employee Composition

Employees are the Company's most valuable assets. We attach importance to diversified development, abide by the local laws and regulations where we operate business, provide a safe work environment, prohibit forced labor and child labor, and provide equal job opportunities and equal pay for equal work, regardless of race, gender, sexual orientation, age, nationality, political affiliation, and religion, to attract employees from all over the world to join and allow them to grow together with the Company.

As of the end of 2024, we have a global workforce of 318 people, including 272 people in Asia, 40 people in the Americas, and 6 people in Europe. The 2024 global workforce distribution is as follows:



Hitron Global Workforce in 2024



Europe Unit: Number of Employees

Category	Male	Female	Subtotal
Indirect	5	1	6
Direct	0	0	0
Temp worker (direct)	0	0	0
Contract worker	0	0	0
People with disabilities	0	0	0
Total	5	1	6

Vietnam Unit: Number of Employees

Category	Male	Female	Subtotal
Indirect	20	39	59
Direct	0	2	2
Temp worker (direct)	0	2	2
Contract worker	0	0	0
People with disabilities	0	0	0
Total	20	43	63

Hsinchu Unit: Number of Employees

Category	Male	Female	Subtotal
Indirect	68	53	121
Direct	0	0	0
Temp worker (direct)	0	0	0
Contract worker	0	2	2
People with disabilities	0	1	1
Total	68	56	124

Suzhou Unit: Number of Employees

Category	Male	Female	Subtotal
Indirect	49	37	86
Direct	0	0	0
Temp worker (direct)	0	0	0
Contract worker	0	0	0
People with disabilities	0	0	0
Total	49	37	86

Americas Unit: Number of Employees

Category	Male	Female	Subtotal
Indirect	30	10	40
Direct	0	0	0
Temp worker (direct)	0	0	0
Contract worker	0	0	0
People with disabilities	0	0	0
Total	30	10	40

Total Unit: Number of Employees

Gender	Indirect	Direct	Temp worker (direct)	Contract worker	People with disabilities	Total
Male	172	0	0	0	0	172
Female	140	2	2	2	1	147
Subtotal	312	2	2	2	1	319

① The number of employees indicated in this section is based on the actual headcount employed by Hitron Technologies as of December 31, 2024. This includes full-time employees, cooperative education students, and dispatched contract workers. Among them, dispatched workers are exclusively located in Vietnam (2 people); no dispatched workers are present at other sites. Since the Vietnam plant ceased operations in October 2024 due to production relocation, the headcount for Vietnam reflects the number of personnel as of the end of October. Employees of the subsidiary Interactive Digital Technologies Inc. are excluded from the figures.

② Employees with disabilities recruited are more than what is required by law.

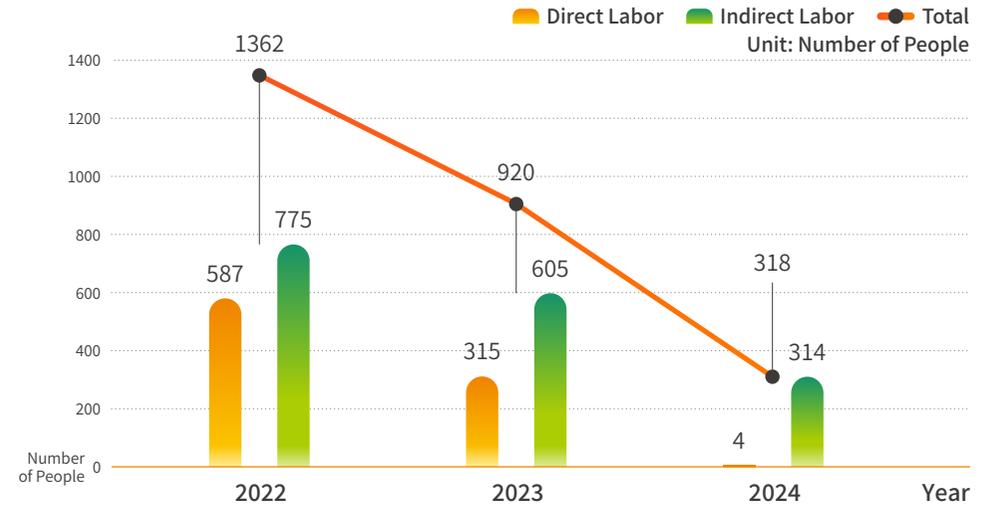
Employee Hiring

Global inflation has affected economic conditions and corporate development strategies. The rising cost pressures and globally dispersed supply chains continue to intensify external challenges. In response to changes in long-term workforce planning and organizational restructuring, Hitron has undertaken organizational and capacity adjustments to enhance overall competitiveness and achieve optimal resource allocation. Hitron's headquarters is located in Hsinchu Science Park in Taiwan, with a factory plant in Vietnam. In addition to sales teams in Europe and the Americas, the Company also has technical and operational service teams. In addition, we have service personnel stationed in Canada and South America.

Inflation has posed a significant test to the Company's crisis response capabilities. We have implemented various contingency measures and remain responsive to external developments while maintaining productivity. Through communication platforms, we have adopted teleconferencing and remote technical support to strengthen a flexible working environment, and have established related policies on mobile and remote work.

We attach great importance to the diversity of talents and recruit excellent talents in an open and transparent manner based on their personal professional skills in the recruitment process in compliance with national laws and regulations, including the Labor Standards Act, Employment Service Act, and the Act of Gender Equality in Employment. Every employee can develop their personal skills in this organization through fair appointment, salary, and benefits, education and training, and promotion; they can participate in various company activities and decision-making process, thereby enhancing the Company's competitiveness.

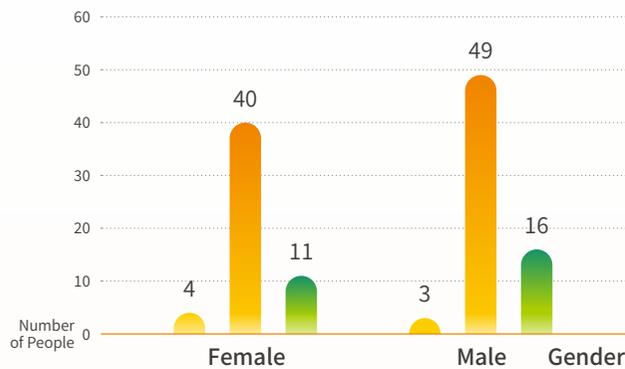
Employee Headcount Over the Past Three Years



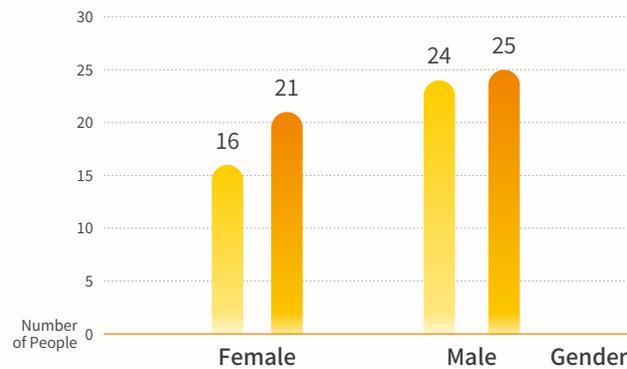
Note: Group restructuring: Due to factory consolidation, manufacturing operations have been transferred to the parent company on an OEM basis, resulting in a significant reduction in the number of employees.

Distribution of Employees by Age and Gender at Each Site^①

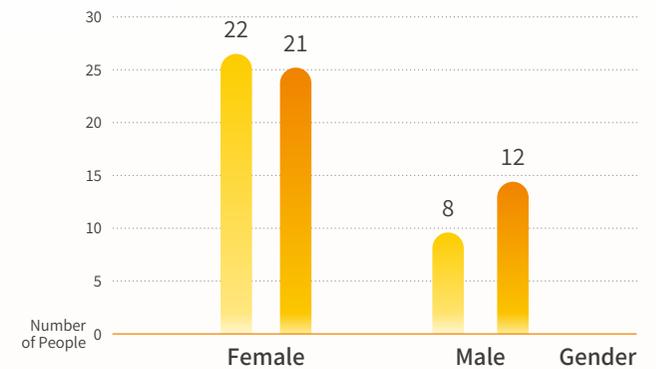
Hitron Hsinchu



Hitron Suzhou



Hitron Vietnam^②



① Only the main operating sites: Hitron Hsinchu, Hitron Vietnam, and Hitron Suzhou are disclosed in this section.

② As the Vietnam plant ceased operations in October 2024 due to production transfer, the headcount reflects the number of employees as of the end of October.

New hire 2024

New turnover 2024

Hsinchu	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	0	1	0	0	0
30-50	0	3	0	0	0	3	
Above 50	0	1	0	0	0	1	
Subtotal		0	5	0	0	0	5
Total		5		0		5	

Hsinchu	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	3	4	0	0	3
30-50	17	16	0	0	17	16	
Above 50	0	2	0	0	0	2	
Subtotal		20	22	0	0	20	22
Total		42		0		42	

Suzhou	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	1	1	0	0	1
30-50	0	0	0	0	0	0	
Above 50	0	0	0	0	0	0	
Subtotal		1	1	0	0	1	0
Total		2		0		2	

Suzhou	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	0	1	0	0	0
30-50	10	3	0	0	10	3	
Above 50	0	0	0	0	0	0	
Subtotal		10	4	0	0	10	4
Total		14		0		14	

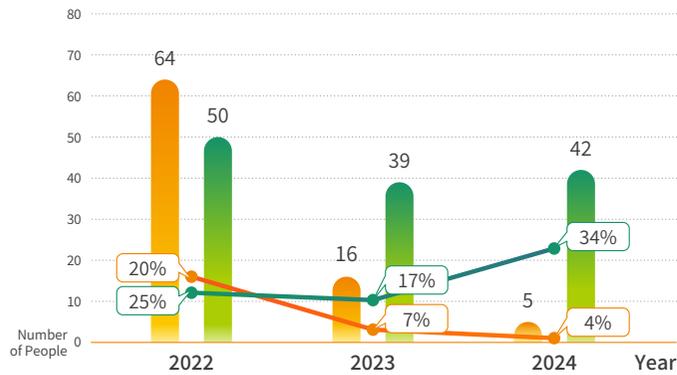
Vietnam	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	3	4	2	1	5
30-50	1	0	2	3	3	3	
Above 50	0	0	0	0	0	0	
Subtotal		4	4	4	4	8	8
Total		8		8		16	

Vietnam	Age	Indirect labor		Direct staff		Total	
		Male	Female	Male	Female	Male	Female
		Under 30	51	36	127	61	178
30-50	67	20	47	35	114	55	
Above 50	0	0	0	0	0	0	
Subtotal		118	56	174	96	292	152
Total		174		270		444	

Note: It does not include temp workers (outsourced workers) as they are used to meet the manpower demand to process orders during a certain period, and the employment and control rights are owned the outsourcing company, so they are not included in the new hire/turnover data; but they are included in the subsequent occupational injury data.

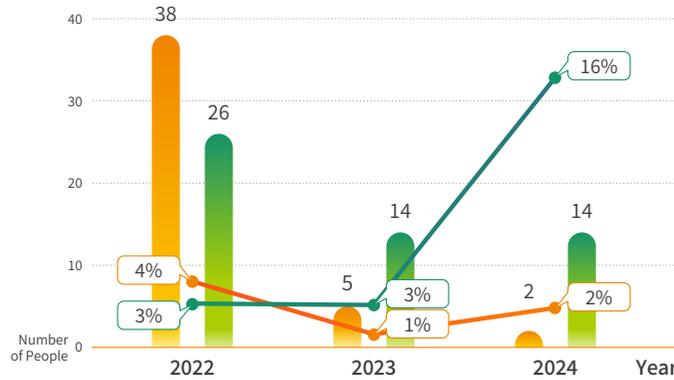
New Hire and Turnover Rate in the Most Recent Three Years

Hitron Hsinchu



Note: 76 employees were transferred to the parent company (excluded from turnover rate calculation)

Hitron Suzhou



Legend: New Hire (orange bar), Turnover (green bar), New Hire Rate (orange line), Turnover Rate (green line)

Hitron Vietnam



Note: Group restructuring: Due to factory consolidation, manufacturing operations have been transferred to the parent company on an OEM basis, resulting in a significant reduction in the number of employees.

Workers Who Are Not Employees

As of the end of 2024, there were five workers who were not employees, responsible for tasks such as cleaning and security services. These non-employee workers were only engaged at the Hsinchu plant, with no such workers in other regions.

2024 Non-Employee Worker Statistics

Region	Male	Female	Total
Hitron Hsinchu	3	2	5

Local Recruitment

Hitron proactively recruits and cultivates outstanding talents from various countries and continues to take employment of local talents for managerial positions as a key goal and lists it as one of the annual performance evaluation indicators of each plant, to actively put into practice the concept of recruitment of local talents.

In addition to continuously increasing local job opportunities, we offer great salaries to talents and cultivate local talents through education and training on basic job skills and managerial skills. The number of local talents holding managerial positions in each region is shown in the table below.

Local Managerial Talents 2024^① Employment Data Table

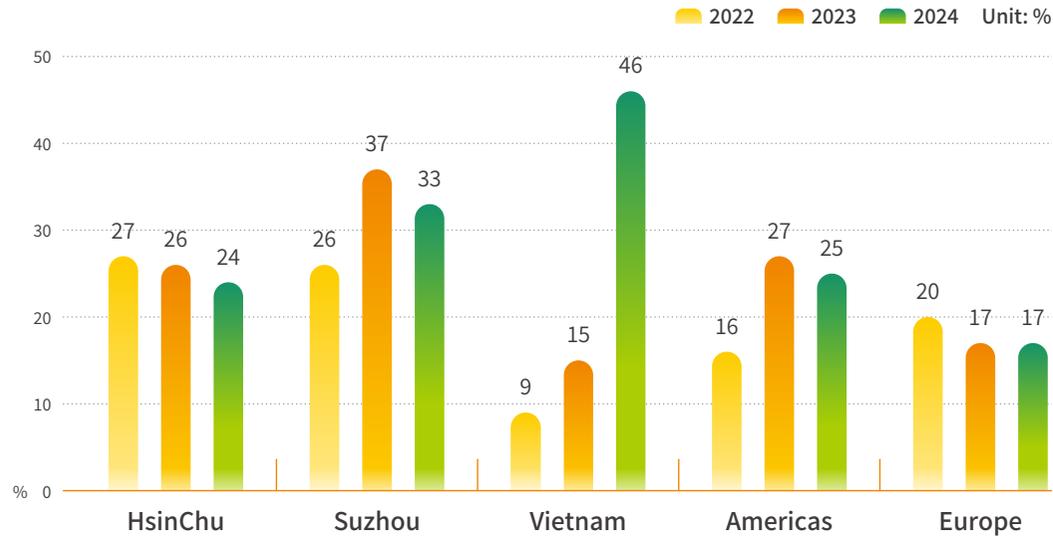
Region	Taiwan	China	Vietnam	Americas	Europe
Managerial Staff (%) ^②	24%	33%	46%	25%	17%
Local Managerial Staff (%) ^③	100%	97%	76%	100%	100%

① Management talent refers to personnel with managerial functions, classified under the M-grade level.

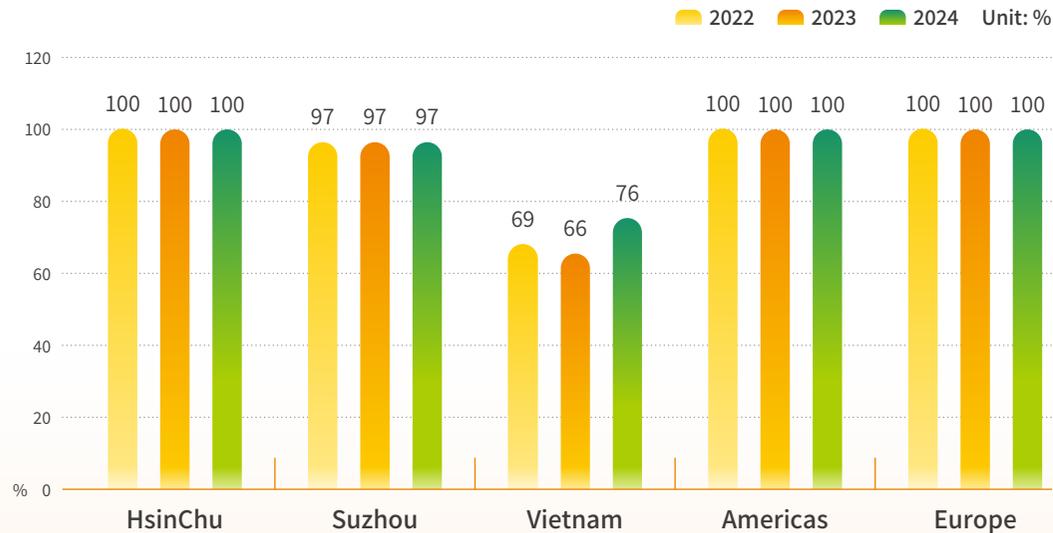
② Calculation formula of percentage of managerial staff: Total number of managerial staff (including expatriates)/ Total number of local employees.

③ Calculation formula of percentage of local managerial staff: Number of local managerial staff/ Total number of managerial talents (including expatriates).

Managerial Staff (%) in the Recent Three Years



Local Managerial Staff (%) in the Recent Three Years



Women in Technology

Distribution of Female Employees	Percentage of Female Employees ^①	Percentage of Female Managers ^②	Percentage of Female R&D Staff ^③
Hitron Hsinchu	45%	38%	21%
Hitron Suzhou	43%	29%	39%
Hitron Vietnam	67.2%	54.5%	0%
Hitron Americas	25%	30%	0%
Hitron Europe	17%	0%	0%

① Percentage of female employees = Number of female employees / Total number of employees

② Percentage of female managers = Number of female managers / Total number of managers

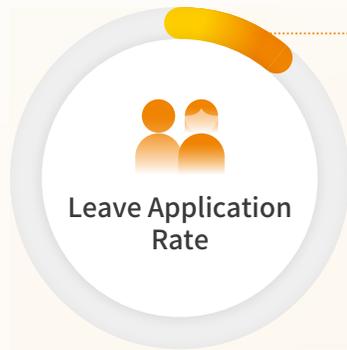
③ Percentage of female R&D staff = Number of female R&D employees / Total number of R&D employees

Unpaid Parental Leave

Hitron's Hsinchu headquarters strictly abides by Taiwan's Act of Gender Equality in Employment and Regulations for Implementing Unpaid Parental Leave for Raising Children and provides employees with applications for unpaid parental leave. In 2024, one employee applied for unpaid parental leave (0 male employees and 1 female employee). Two employees were scheduled to return from leave (0 male employees and 2 female employees), with one returning on schedule, resulting in a reinstatement rate of 50%. One employee resigned following the leave.

In 2024, one employee (zero male and one female) were reinstated after one year of unpaid parental leave, and the retention rate was 50%.

Hitron Hsinchu - Rate of Parental Leave Application, Reinstatement Rate and Retention



Item	Male	Female	Total
Number of employees eligible for childcare leave without pay in 2024	5	4	9
Number of employees who actually applied for parental leave in 2024	0	1	1
2024 Unpaid Parental Leave Application Rate	0%	25%	11%

Item	Male	Female	Total
Number of people estimated to be reinstated in 2024	0	2	2
Number of people reinstated in 2024	0	1	1
Reinstatement Rate in 2024	0%	50%	50%

Item	Male	Female	Total
Number of employees reinstated in 2023	0	2	2
Number of people who have been reinstated and worked for one year in 2023	0	1	1
Retention Rate in 2024	0%	50%	50%

2.2 Learning and Development

Average Training Hours per Employee in 2024

52.07 hrs

We attach great importance to the training and development of employees and have developed leadership, professional, and general training programs based on the training development blueprint, allowing them to improve their skills in all aspects.



Leadership Training Program

It is divided into business acumen improvement and leadership management. Different courses are offered depending on needs per year. In 2024, courses were designed and delivered based on the needs of managers at various levels. These included programs such as "ALP: Coaching and Managing Employee Performance", "Strategic Leader Program: Case Study Analysis in Management Practice", and "VLP: Developing Organizational Talent".



Functional Training Program

We plan professional courses and internal professional knowledge sharing courses based on each department's professional fields, enabling each department to continuously enhance and share its professional new knowledge. In 2024, emphasis was placed on ESG-related courses, including the "Sustainability Manager Certification Program", "Sustainable Strategy Workshop", and "Net-Zero Manager Certification Program".



Essential Training Program

We offered language, document or file software, and legal requirements courses outside the professional fields. General education programs covered language training, office software skills, and legal compliance topics. Given the growing awareness of health and information security issues in recent years, Hitron has also incorporated health and cybersecurity seminars into its annual mandatory training programs. These included sessions such as "Proper Ergonomics for Office Workers", "Prevention of Unlawful Harassment and Communication Skills", "Oral Health Awareness", and "Information Security Threat Protection and Cybercrime Case Studies".

LTP Leadership Training Program

Business Acumen

- Finance & Accounting
- Networking Market Trend
- Networking Technology Trend

Leadership

- Leadership Skills
- Management Skills
- Talent Development Skills

FTP Functional Training Program

- Technical R&D
- Supply Chain Management
- General Management

- Sales & Marketing Management
- Manufacturing Management
- Quality Management

ETP Essential Training Program

- New Employee Orientation
- Training for improve efficiency

- Training required by legal
- Language Training
- MS-Office

The Average Training Hours of Each Plant in 2024 Are as Follows

Unit: Hours

Region	Direct			Indirect		
	Male	Female	Total	Male	Female	Total
Hitron Hsinchu	N/A	N/A	N/A	19.17	20.75	19.88
Hitron Suzhou	N/A	N/A	N/A	5.04	7.51	6.10
Hitron Vietnam	200.21	117.76	155.75	29.79	37.54	33.82
Average training hours	200.21	117.76	155.75	19.44	25.43	22.28

In addition to training courses, the Group assists with the adoption of the continuous improvement program (CIP). Through the CIP, employees are provided with the tools and resources needed to complete their work more efficiently and achieve greater benefits. In 2024, we provided 31 employees with the CIP training and adopted three CIP projects, covering process improvement, and efficiency improvement. The potential income amounted to US\$1.034 million.

Category	CIP Topic
Efficiency Improvement (RD)	Software Modulization
Efficiency Improvement (Product Management)	E-commerce inventory management optimization
Process Improvement (RD)	Enhance SVT Automation Test



2.3 Human Rights Policy



0 cases

Incidents of violations of human rights in 2024

46.9 %

Of tier A/B suppliers completed on-site audit for social responsibility, environmental health and safety

The Company conforms to the Universal Declaration of Human Rights, International Labor Organization-Declaration of Fundamental Principles and Rights at Work, International Labour Convention, the Sullivan principles and other human rights standards, as well as adopting standards that are in line with Responsible Business Alliance (RBA), complying with the law and regulations of countries in which each business is located, to protect human rights of employees. Since 2021, Hitron Vietnam has undergone external audits in accordance with the RBA Code of Conduct, and has been found fully compliant with the RBA CoC standards.

As for policies, we have formulated internal management regulations, including employee manual and work rules, on recruitment and appointment, sexual harassment prevention, and anti-bullying in the workplace, Hitron Vietnam has established labor unions and signed a collective labor agreement, to clearly declare that we will protect employees' rights and ensure that they will be properly treated. They mainly include the following human rights protection principles:

Human Rights Protection Principles

1. Freedom of employment and equal access to job opportunities	5. A safe and healthy work environment
2. No unlawful discrimination	6. Assistance to employees in maintaining their physical and psychological health
3. No child labor	7. Attention paid to employees' opinions and effective communication with them
4. No forced labor	8. Regular review and evaluation of the implementation effectiveness

We have also formulated the Supplier Code of Conduct and required them to follow it. Since 2021, Hitron has implemented on-site audits focused on social responsibility and environmental hygiene. As of 2024, a total of 47 A/B-tier suppliers have undergone these audits. In 2024, the on-site audit coverage rate for social responsibility and environmental hygiene among A/B-tier suppliers reached 46.9%.

The Company began to implement human rights education and training in 2024, starting from Hitron Hsinchu. The content of education and training follows the SA8000 standard and the Company's corresponding response system. A total of 120 people completed education and training, and the total education and training hours were 60 hours.

Hitron Human Rights Risk Identification Process



Material Human Rights Risk Topics

With reference to the RBA Code of Conduct and various international human rights policies, Hitron has identified 10 key topics as the basis for its human rights risk assessment. Following the PDCA (Plan-Do-Check-Act) cycle, risk and potential impact assessments are conducted through internal expert voting.

No.	Human rights risk topic	Risk description
1	Underage Workers	Risk of inadvertently employing underage workers and assigning them to overtime or night shifts, or labor agencies sending underage workers with falsified documents.
2	Working Hours Management	Risks include exceeding 36 hours of overtime, more than 60 hours of work per week, working over seven consecutive days, unpaid pre-shift work, or delayed shift arrangements.
3	Wages and Benefits	Issues such as miscalculation of social insurance contributions based on partial salaries, wages below legal minimum standards, overtime rates below statutory requirements, unpaid public holiday wages, untimely or incomplete wage payments, or unjustified withholding of wages.
4	Equal Opportunity	Failure to provide fair access to training, promotions, and equitable benefits to all employees.
5	Health and Safety	Inadequate occupational safety training or measures, exposing employees to the risk of injury or occupational disease.
6	Sexual Harassment	Lack of action or passive responses to employee complaints about incidents of sexual harassment.
7	Workplace Bullying and Discrimination	Lack of proper handling or proactive measures in response to bullying or discrimination complaints raised by employees.
8	Personal Privacy Protection	Violations of data protection regulations resulting in the inappropriate disclosure of employees' personal information.
9	Freedom of Association and Collective Bargaining	Obstructing employees' rights to assemble, negotiate, or safeguard their interests.
10	Freedom of Occupational Choice	<ul style="list-style-type: none"> Workers being forced into employment without the freedom to resign or change jobs (e.g., debt bondage, contract traps, illegal passport retention). The company imposes overly restrictive non-compete clauses that limit employees' post-employment opportunities. Employment conditions restricted based on gender, race, nationality, age, or other characteristics.

Human Rights Risk Assessment Results

Each human rights risk topic was assessed using a risk matrix based on two dimensions: "likelihood of occurrence" and "severity of impact." Risk coefficients were derived from the combined scores, which were then used to determine the materiality of potential risks. Corresponding mitigation or remedial measures are adopted based on the assessed level of potential risk.



Formulation of Mitigation and Remediation Measures

No.	Human rights risk topic	Risk assessment status		Mitigation and remedy measures
		Likelihood	Impact	
1	Underage Workers	↓ Low	↓ Low	<ul style="list-style-type: none"> Strict screening of personal identification during recruitment. Engage third-party background checks during hiring. If any case of underage employment is found, the HR department shall immediately notify the competent authority and take necessary steps to ensure the minor's physical and mental well-being, assisting with return to their legal guardian if desired.
2	Working Hours Management	↓ Low	↓ Low	<ul style="list-style-type: none"> Use attendance system to monitor working hours. Regularly issue alerts to employees and supervisors in case of anomalies. Notify employees reaching the daily limit to prevent excessive hours. Strengthen communication with factory management and plan for adequate workforce backup. Implement a "Working Hour Alert System" that automatically tracks and alerts excessive hours. Supervisors are expected to actively check in with team members and provide support as needed.
3	Wages and Benefits	↓ Low	→ Medium	<ul style="list-style-type: none"> Employee wages must comply with all local regulations, including base pay and overtime compensation. Continuously review internal and external conditions, participate in salary surveys, and adjust compensation policies accordingly to maintain overall pay competitiveness.
4	Equal Opportunity	↑ High	↓ Low	<ul style="list-style-type: none"> Establish and enforce performance evaluation and promotion systems. Link job performance with bonuses and salary adjustments to ensure fairness.
5	Health and Safety	↓ Low	→ Medium	<ul style="list-style-type: none"> Clearly define reporting procedures for workplace accidents and occupational injuries. Conduct regular emergency drills. Enforce safety communication and routine checks of protective equipment. Provide occupational health checks for employees in high-risk roles. Set clear investigation and handling procedures for all health and safety incidents. Maintain detailed records for review and improvement.
6	Sexual Harassment	→ Medium	↑ High	<ul style="list-style-type: none"> Clearly define human rights policy. Enhance internal training and awareness on related issues. Improve employee counseling and support services. Allow anonymous reporting through designated email or on-site complaint boxes. Investigate reports through a formal committee. All matters are handled based on severity and accountability in accordance with company policies.
7	Workplace Bullying and Discrimination	→ Medium	↑ High	<ul style="list-style-type: none"> Implement and enforce the Regulations Governing Workplace Sexual Harassment Prevention, Grievance and Disciplinary Action. Establish multiple internal communication and complaint channels.
8	Personal Privacy Protection	→ Medium	↑ High	<ul style="list-style-type: none"> Formulate an Information Security Management Policy to safeguard the information assets of employees, clients, suppliers, business partners, and operational stakeholders. Establish procedures such as the Ethical Corporate Management Best Practice Principles and Ethical Code of Conduct Guidelines to clearly affirm the Company's commitment to protecting the personal data and privacy of stakeholders.
9	Freedom of Association and Collective Bargaining	↓ Low	↓ Low	<ul style="list-style-type: none"> Clearly define human rights policy. Enhance internal training and awareness on related issues. Ensure the effectiveness of labor-management meetings as an effective means of communication.
10	Freedom of Occupational Choice	↓ Low	↓ Low	<ul style="list-style-type: none"> Anonymous reporting is available through the whistleblower mailbox and various grievance channels at each site. Random interviews

Note: As the Vietnam plant ceased operations in October 2024 due to production transfer, there are no remaining direct employees at the Vietnam plant. As of the end of December 2024, the youngest direct employee recorded was 21 years old.

2.4 Workplace of Happiness

Material topics

Compensation & benefits

Stakeholders

Employees



Management method

Responsibility • Human Resources and Administration Division	Resources • Support by senior managers
Action • Continuing to plan a competitive compensation and benefit system • Optimizing salary and bonus system	Evaluation • Reporting annually at the annual ESG or management review meeting

With the concept of creating a healthy workplace of happiness, we work to plan a variety of employee benefits, enabling all employees to experience a high-quality workplace environment and a corporate culture featuring health and happiness.

Compensation System

We abide by the labor laws of various countries where our major sites are located around the world and offer salary not lower than the minimum wage. There is no preferential treatment or discrimination due to gender, age, religion, race, nationality, and political affiliation. All full-time employees are entitled to the insurance and pension scheme required by the law. To provide reasonable rewards and attract and retain outstanding talents, we review the Company's internal salary level based on the salary level of the industry and adjust the salary in line with market conditions to ensure fairness. The Company has established a comprehensive performance evaluation and promotion system. Each year, it presents awards to outstanding employees and teams, and operates an employee stock ownership trust.

Various incentive programs are also in place to recognize high-performing individuals and teams. Depending on the Company's annual operational results, performance bonuses and annual employee remuneration are distributed to share profits with employees.

Salary of Non-managerial Employees in 2024^①

	Total salary of non-managerial employees (NT\$ thousand)	Average salary of non-managerial employees (NT\$ thousand)	Median salary of non-managerial employees (NT\$ thousand)
2024	159,150	1,234	1,110
2023	307,550	1,266	1,105
2022	350,325	1,571	1,395

① Calculated with the formula and requirements under Taiwan Stock Exchange's Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies.

Ratio of the Minimum Wage standard to the Legal Minimum Wage

Ratio of Hitron's minimum wage standard to legal minimum wage			
Region	Category	Male	Female
Hitron Hsinchu	Indirect labor	1.09	1.00
Hitron Suzhou	Indirect labor	2.40	2.40
Hitron Vietnam	Indirect labor	1.29	1.29
	Direct labor	1.07	1.07

Note: No male indirect labor were hired in Hsinchu in 2024.

Pension System

We comply with applicable retirement laws and systems around the world to protect employees' retirement rights. The details are as follows: As per Article 55 of the Labor Standards Act regarding the pension payment standard and Article 56 of the Act regarding a labor retirement reserve fund, the Company contributes to the employee pension fund each month the amounts required by law. The employer makes a monthly contribution for the new and old pension schemes, equal to 6% and 2% of the total monthly salaries, respectively. In accordance with the provisions of the Labor Pension Act, all regular employees participate in the retirement plan with a 100% participation rate, excluding cooperative education students and foreign employees who are not subject to mandatory pension contributions.

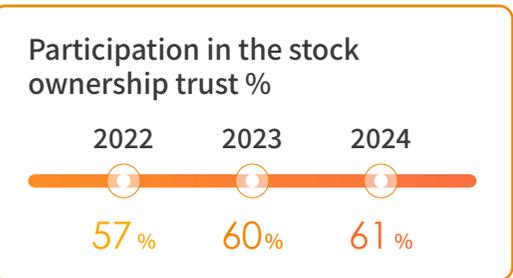
Hitron Hsinchu Pension Contribution Table

Types of pension plans	Source of contribution	Contribution percentage
Old pension scheme (Labor Standards Act)	Contribution by employer	2%
	Contribution by employee	6%
New pension scheme (Labor Pension Act)	Contribution by employees	Up to 6%

Employees Stock Ownership Trust

Hitron launched the "Employee Stock Ownership Trust" program in June 2018 to encourage employees to continuously accumulate funds for acquiring and managing the Company's shares, thereby sharing in the Company's achievements and creating mutual benefits.

To encourage more employees to participate in the stock ownership trust, the Articles of Incorporation was revised in May 2022 to increase the conditions for the percentage of public withdrawals. As of the end of 2024, a total of 75 employees had joined the employee stock ownership trust, which represents an increase of 1% compared to 2023.



Employee Welfare – Enhancing Well-being

In accordance with the law, Hitron Hsinchu has established a Staff Welfare Committee dedicated to offering diverse welfare programs. These include wedding, childbirth, and birthday allowances; hospitalization consolation payments; emergency relief funds; scholarships for employees' children; and continuing education subsidies for employees.

In addition, Hitron Hsinchu provides group insurance that covers medical, accident, and term life insurance. For all company-sponsored activities, travel accident insurance is arranged to ensure employee safety. The same travel accident insurance is extended to employees on overseas assignments or business trips to ensure peace of mind while working abroad.

Flexible Working Hours and Leave Policies

- Beyond statutory leave entitlements, Hitron Hsinchu offers a more generous annual leave policy than that required by law. Employees are entitled to 7 days of annual leave starting from their first day of employment, ensuring that even new hires have time off available.
- Before extended holidays, the Company implements an early dismissal policy, allowing employees to return home early to reunite with their families and avoid traffic congestion.
- A flexible working hours policy allows employees a 1.5-hour window for clocking in and out, giving them the flexibility to handle personal matters and avoid tardiness.
- Employees are granted one day of remote work per month, supporting a diverse and flexible working model.

Meal Subsidy

- A lunch subsidy is provided to help alleviate the cost of living for employees.



Holiday Bonuses and Gift Allowances

Hitron Hsinchu celebrates special occasions with employees by offering birthday gifts, Labor Day bonuses, and festive bonuses for Mid-Autumn Festival and Dragon Boat Festival, demonstrating the Company's care and appreciation for its team.



Promoting Sports

Supporting Employee Health and Strengthening Solidarity

Hitron encourages employees to maintain regular exercise habits by organizing various sports competitions and actively participating in external sporting events. The Company also shares information on sports activities to promote a healthy lifestyle, enhance camaraderie among colleagues, and foster stronger company cohesion. Activities include bowling tournaments, badminton competitions, and participation in group sports meets. Since 2017, Hitron has also been a proud sponsor of the Fubon Guardians baseball team, demonstrating its full support for sports development in Taiwan.

▼ Group Activity – Sports Day



Happy Workplace

These amenities are designed to help employees maintain physical and mental wellness while providing relaxation during work hours.

- Complimentary coffee machines
- On-site fitness center
- Basketball court and showers
- Washrooms equipped with bidet toilets
- Rooftop garden within the office complex

▼ Basketball Court



▼ On-site Gym



Childcare Support

We have also set up two comfortable breastfeeding rooms in the Company, allowing postpartum employees to breastfeed in a private and comfortable environment.

▼ Breastfeeding Room



Other Benefits

- Movie ticket giveaways
- Quarterly birthday celebrations
- Annual domestic and overseas employee trips
- Festive afternoon teas
- Subsidies for massage services
- Company club activities
- Participation in the Group's year-end celebration
- Group family day and other group-wide events



▲ Sun Moon Lake
◀ Busan

Labor-management communication channels and relations

- Material topics
 - Employment
- Stakeholders
 - Employees



Management method

Responsibility • Human Resources and Administration Division	Resources • Inter-departmental collaboration
Action • Regularly hold labor-management meetings • Regularly hold communication meetings	Evaluation • Report progress at quarterly labor-management meetings

To maintain positive labor-management relations, we have established smooth communication channels, such as business briefings, Employee Welfare Committee meetings, and labor-management meetings, so that employees can be informed of company information in real time. We encourage everyone to pay attention to the business operation and make development proposals as a reference for our decision-making unit. Complete communication channels not only facilitate labor-management relations but allow the Company to understand employees' needs and provide an improved work environment.

In accordance with labor laws, Hitron Technologies has established labor-management meetings or labor unions and employee welfare committees at its Hsinchu, Suzhou, and Vietnam locations. Employee representatives are elected according to legal requirements to fully represent the workforce. Regular meetings are held between these committees and management representatives to discuss, negotiate, and exchange views on matters such as compensation, employee benefits, and other relevant topics. Labor representatives can put forth relevant suggestions about issues, such as labor-management relations, labor conditions, and employee benefits through quarterly labor-management meetings, and communicate with management representatives to resolve decisions on labor affairs. After the Company evaluates feasibility, such resolutions will be included in relevant improvements. By 2024, all labor-management meeting proposals have been tracked and followed up on 100%.

To allow new employees to understand the Company's vision and business and engage in face-to-face communication with the management team, we arrange for the quarterly Appointment with the President, through which they can quickly learn about the Company's outlook and business direction and provide some suggestions for the management team's reference. In addition, we will hold a quarterly business briefing session after the quarterly all hands meeting. The Chairman and the President will explain the performance of the Group and the Company in the current quarter and the outlook for the following quarter. The HR personnel will also announce new policies. At the Q&A session, employees and the management team can discuss company-related issues face-to-face.

Multiple Communication Channels

Communication channel	Frequency	Communication content
Labor-management meetings	Quarterly	Workforce overview, operational updates, employee health and safety, grievance and whistleblower case tracking
Employee Welfare Committee meetings	Quarterly	Welfare policies, employee travel programs
Employees satisfaction survey	Twice a year	Work environment, job content, management systems, employee training, etc.
Appointment with the President	Quarterly	Company outlook, business direction, employee feedback
All Hands Meeting	Quarterly	Group and company performance of the current quarter and projections for the next
Discrimination, harassment, and workplace misconduct grievance channels	Irregular	Reporting of discrimination, harassment, and unlawful workplace behavior
Integrity and ethics reporting channels	Irregular	Reporting of integrity and ethical violations
Bulletin boards	Irregular	Internal company announcements

2.5 Social Participation

185 hrs

Employees' participation in charitable activities in 2024



Giving back to society what is taken from society

Hitron Technologies upholds the belief of "giving back to society what is taken from society," continuously sponsoring educational, cultural, and athletic programs while actively participating in community volunteer efforts. We aim to unite the strength of our employees to make meaningful contributions to society.

Each year, we adapt our charitable activities based on evolving community needs. However, our commitment to blood donation never falters—we organize at least two donation drives annually. We encourage employees to build a regular blood donation habit and educate the next generation on its importance, fostering a tradition that can be passed down through families. Regular blood donations not only support patients in need but also promote metabolism and enhance personal health. The Company has also donated to the Home of Kindness and Love in Hsinchu for 17 years, amounting to nearly NT\$2 million.

2016



During our 30th anniversary in 2016, a charity walkathon was held during the Family Day celebration. The more steps employees walked, the greater the donation amount the Company contributed. The funds were then used to purchase stationery and sports equipment for under-resourced schools in Hsinchu, helping to reduce the educational resource gap between urban and rural schools.

2017

Hitron has sponsored the Fubon Guardians baseball team since 2017 to demonstrate our full support for sports in Taiwan.

2018



In 2018, we launched the beach cleanup activity entitled Love for Homeland with Care for Culture with nearly 200 participants. More than half of the employees voluntarily responded to this beach cleanup activity and collected a total of 60 kg of waste and 50 kg of recyclables.

2021



In 2021, Hitron also participated in group-wide initiatives, encouraging employees to engage in "friendly farming" through individual plot adoption, as well as take part in the "DOC Volunteer Trip" to experience agricultural labor and cultivate a closer connection with the land through hands-on practice.

2020

In 2020, we launched the beach cleanup activity entitled "Hey! Let's Clean up the Beach." The Chairman led the employees and their family members to contribute to our homeland and spend the weekend more meaningfully.

2022



Starting from 2022, we have invited employees to participate in various types of volunteer services held by BenQ Foundation. They can also schedule their own time to diversify their holidays with their family and friends. Responding to the Group's call to help farmers, we purchased pineapples and gave them out to employees, promoted May peaches from the Maliguang tribe, supported tribes' friendly farming, and participated in autumn harvest activities, to fulfill our corporate social responsibility.

In 2022, Hitron organized a beach cleanup event, where Company leaders led nearly 100 employees and their families to Xingfu Beach in Hsinchu City. The event was not only about picking up litter along the shore, but also aimed to raise awareness about the importance of reducing waste and refraining from littering. Restoring the beauty of our oceans requires collective effort from everyone.

2023



In 2023, we participated in two beach cleanup activities organized by the Group, including Taoyuan and Taichung, to contribute to Taiwan's beautiful oceans; beach cleanups not only pick up garbage on the beach, but also remind everyone not to litter and the importance of waste disposal and waste reduction. In 2023, we participated in the activities of "A Friendly Land Pact - Local Practice of Sustainable Farmland in Xizhou" and "Hand Picking Snowflakes - Harvesting Causeway and Chrysanthemum," allowing them to experience different aspects of local culture and rural life while promoting environmental stewardship and supporting community development. During the 2023 Christmas season, Hitron visited the Hsinchu Renai Children's Home. Employees participated in a Christmas gift donation drive, fulfilling wishes from the children's wish lists. A Christmas party was also held, bringing joy and celebration to the children.



Total employee volunteering hours



Note: Adjusted based on changes in the number of employees

Due to organizational restructuring and corresponding personnel adjustments, the total number of employees in 2024 decreased by approximately 50% compared to the previous year. As a result, the social performance indicator for total employee volunteer hours has been adjusted to a target of 180 hours annually. Mid-term and long-term targets are set at 200 and 230 hours, respectively. In 2024, employees contributed a total of 185 volunteer service hours.

Plans for 2025 include a broader range of public welfare activities, as well as encouragement for employees to participate in volunteer travel programs organized by the Group's foundation. A new policy has also been implemented to convert volunteer service hours into equivalent hours of additional paid leave, as a means of recognizing and incentivizing employee participation in community engagement.

Spreading Love at Christmas

Children's Gift Sponsorship

Now in its second year, Hitron's Christmas gift sponsorship invites employees to become Santa Claus for the children of Hsinchu Renai Children's Home. In 2024, 16 children's holiday wishes were fulfilled by employees, spreading warmth and encouragement during the festive season.

Hsinchu Renai Children's Home

Charitable Donations

Hitron has continuously donated to Hsinchu Renai Children's Home for 17 consecutive years, with cumulative donations nearing NT\$2 million.

Electronic Whiteboard Donation to Hsinchu Renai Children's Home

Enhancing Interest in Digital Learning

To support digital education, Hitron donated an electronic whiteboard to improve hardware equipment. The team personally installed and tested the equipment onsite, helping to create a more conducive learning environment.

Spreading Love

Blood Donation Drives

Since 2019, Hitron has regularly hosted blood donation events with enthusiastic participation from employees, contractors, and neighboring businesses, all contributing to the common good.

DOC Volunteer Trip

Harvesting Causeway and Chrysanthemum

Employees joined the BenQ Foundation's volunteer initiative under the Qisda Group, experiencing local agricultural life and promoting social care, environmental friendliness, and community development.

3

Sustainable Environment Development

3.1 Climate Change Governance (TCFD)

SDG 12 SDG 13

3.2 Greenhouse Gases Inventory

SDG 12 SDG 13

3.3 Sustainable Operations

SDG 6 SDG 8

3.4 Occupational Safety and Health

3.1 Climate Change Governance (TCFD)

Climate change has become one of the most pressing global challenges. Since the Industrial Revolution, human activities have significantly increased the emission of greenhouse gases, resulting in rising global temperatures and triggering a series of environmental issues such as extreme weather events and sea level rise. These phenomena have had profound impacts on the economy, society, and ecosystems. The issue of climate change has threatened the living environment of all living things. With the domestic Greenhouse Gas Reduction Act and the international Paris Agreement taking effect, the world will gradually attach greater importance to carbon management issues. In light of this, Hitron Technologies adopts the TCFD framework to assess both physical and transition risks that climate change may pose to the Company's operations. This enables us to more accurately evaluate potential impacts and formulate climate strategies aligned with our commitment to sustainable development, while advancing our carbon management initiatives. Furthermore, we actively seek opportunities arising from climate change. By integrating climate risk management with the pursuit of emerging business opportunities, we aim not only to mitigate the negative impacts of climate change but also to enhance our overall competitiveness. As of 2024, the Company has not experienced any material financial impact due to climate change. We will continue to disclose climate-related risks and their financial implications in our sustainability reports.

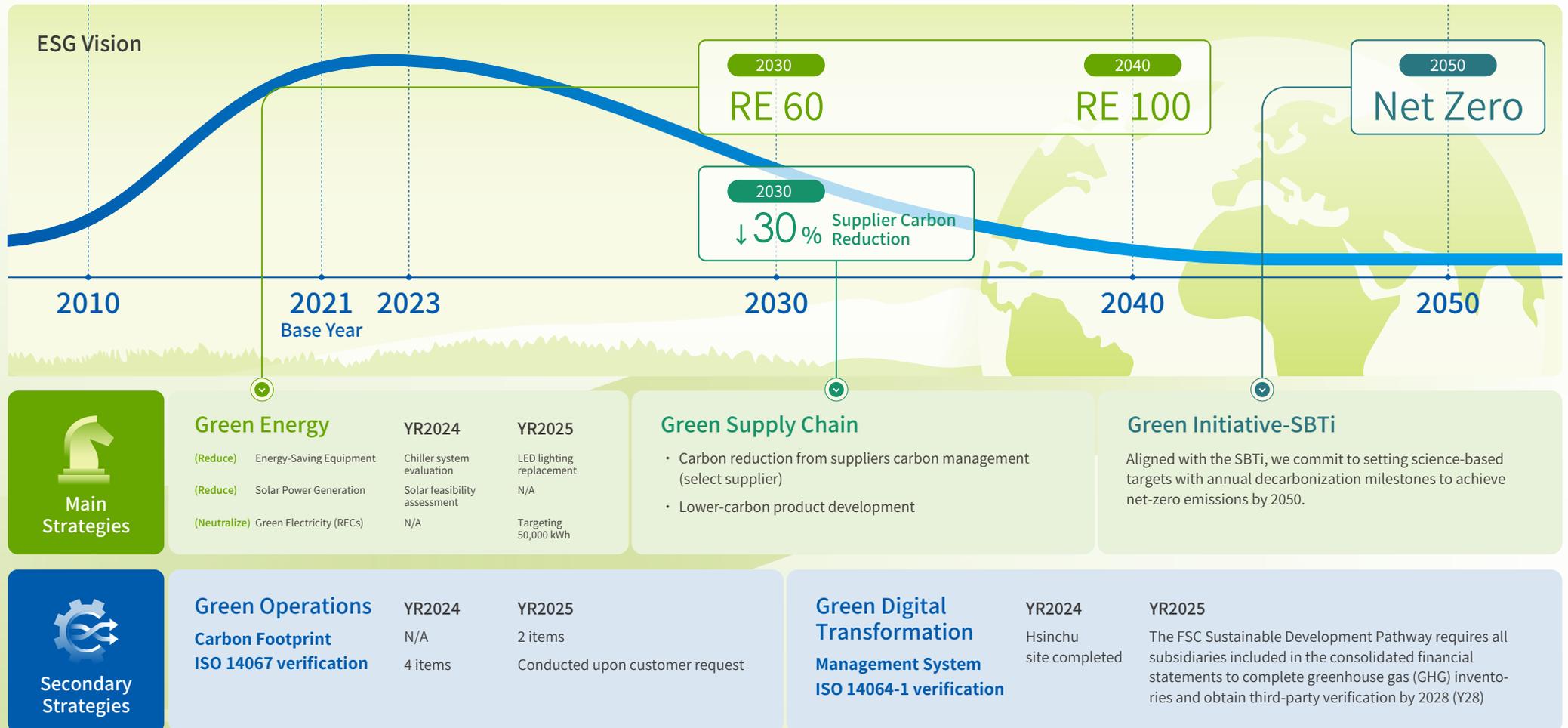
With reference to the Climate Change Reporting Framework (CDSB) and recommendations & implementation guide of the Task Force on Climate-related Financial Disclosures (TCFD), Hitron considered and identified the opportunities and risks affecting the business.



Five Strategic Pillars in Alignment with a Shared Vision

To promote sustainable development, we have divided the environmental aspect into "Sustainable Products", "Sustainable Operations", and "Sustainable Supply Chain", drawn up development strategies and management objectives, managed them with KPIs. Hitron's carbon management is not only focused on organizational greenhouse gas emissions but on the analysis and management of the impact of our products on the environment to be conforming to relevant international standards, such as ISO 14064-1, an international standard for quantifying and reporting greenhouse gas emissions and introduced product carbon footprint (ISO14067).

In response to climate change-related impacts, Hitron has determined the following visions and strategies and reported to the Board of Directors. In response to climate change-related impacts, Hitron has determined the following visions and strategies and reported to the Board of Directors.



Assessment and Response to Climate-Related Risks and Opportunities

Hitron evaluates climate-related risks and opportunities through its internal risk identification procedures. By conducting scenario analyses, the Company quantifies potential financial impacts and relies on the Sustainability Development Committee to support the effective management of climate change. This approach incorporates the risk and opportunity categories defined by the Task Force on Climate-related Financial Disclosures (TCFD) and integrates climate governance into business operations and asset management. Based on this assessment, the primary climate-related risks identified by Hitron are as follows:

Type	Timeframe	Aspect	Risk description	Potential financial impact	Risk response measures
Transition risks	Short term Mid term	Policy and legal risks	<ul style="list-style-type: none"> Implementation of climate-related regulations worldwide, including carbon fees, carbon tariffs, or penalties FSC mandates listed companies to complete GHG inventory and third-party verification within a specific timeframe, based on capital size 	<ul style="list-style-type: none"> Increased expenses or operating costs due to carbon fees and green electricity purchases: NT\$0.2M Expansion of GHG inventory scope leading to increased operating costs: NT\$0.1M 	<ul style="list-style-type: none"> Monitor global and domestic policies closely and proactively establish countermeasures Promote green product initiatives to reduce product carbon footprints Collaborate with the Group to complete GHG inventories for domestic and overseas operations and subsidiaries by September of 2025, and third-party verification by end of 2027
	Mid term	Technology risk	<ul style="list-style-type: none"> Rising demand for low-carbon products Costs associated with low-carbon technology transformation 	<ul style="list-style-type: none"> R&D and technological development expenses increase by 1% 	<ul style="list-style-type: none"> Accelerate development of energy-saving, low-carbon products Continue strengthening low-carbon technologies to enhance product competitiveness and value
	Mid term	Market risk	<ul style="list-style-type: none"> Shift in consumer preferences; growing demand for environmentally friendly products and services (e.g., green products and services) Market changes leading to increased raw material costs or shortages 	<ul style="list-style-type: none"> Failure to meet market or customer low-carbon expectations may reduce order volume, market share, and revenue by 1% Lower product price competitiveness Additional R&D expenses for low-carbon products +1% 	<ul style="list-style-type: none"> Increase use of recyclable materials (e.g., PCR plastics, recycled packaging) Accelerate development of energy-saving, low-carbon products Offer green services (e.g., localized repair), utilize low-carbon logistics Collaborate with supply chain partners to jointly promote low-carbon transition
	Mid term	Reputation risk	<ul style="list-style-type: none"> When customers choose suppliers, they take ESG into consideration or allocate their orders based on ESG performance. Negative impacts on corporate image may affect stakeholder perception 	<ul style="list-style-type: none"> ESG evaluations may influence customer procurement strategies, potentially resulting in a 1% reduction in orders Participation in domestic and international ESG assessments (CDP, TCSA, etc.) and GHG inventory may increase operating costs by 0.1% Reduced investor confidence Decreased willingness from banks to lend, or increased interest rates 	<ul style="list-style-type: none"> Regularly publish the ESG sustainability report to strengthen stakeholder communication and transparently disclose ESG strategies, policies, and performance Continue implementing ESG-related initiatives and participating in ESG assessments to gain recognition and awards
Acute physical risks	Short term	Extreme weather events	<ul style="list-style-type: none"> Typhoons / heavy rain / snowstorms 	<p>Impacts below due to scenarios indicated on left:</p> <ul style="list-style-type: none"> Flooding from heavy rain causing production shutdowns, resulting in NT\$0.5M revenue loss per week Impact of typhoons, blizzards, and other extreme weather events on cargo transportation (North American, European, and Latin American markets), resulting in NT\$0.5E revenue loss per week 	<ul style="list-style-type: none"> Allocate budget for drainage works and regularly clear drainage systems Implement flood prevention measures, such as early-warning sensors, floodgates, and raised foundations Negotiate trade terms prioritizing FOB (Free On Board) Adjust overseas HUB warehouse stocking mechanisms Establish early warning systems and implement Business Continuity Planning (BCP); conduct regular emergency drills to minimize operational impact during disasters Book cargo space and ship early to mitigate risk of shipping delays caused by port congestion
Long term physical risk	Long term	Extreme weather events	<ul style="list-style-type: none"> Water shortages / Power outages Rising average temperatures 	<ul style="list-style-type: none"> Natural disasters causing water or power shortages at sea HUB warehouses, leading to halted shipments and NT\$0.5E revenue loss per week Shipping delays due to port closures, affecting timely delivery and subsequent cash flows Impact employee attendance or results in employee injuries Asset damage or employee injury recovery costs 	

The opportunities from climate change adaptation for organizations include improved resource use efficiency, cost reduction, adoption of low-carbon energy, development of new products and services, entry into new markets, and improved supply chain resilience. Hitron's ESG Committee evaluated climate-related opportunities based on the impact on the Company's operations and the likelihood of occurrence. The details are as follows:

Type of opportunity	Timeframe	Opportunity item	Potential financial impact	Opportunity response measures
 Resource efficiency	Short term	Material recycling and reuse	<ul style="list-style-type: none"> Increased market share by 1% 	<ul style="list-style-type: none"> Increase use of recycled materials; 35% of products incorporate PCR plastics Use recyclable and biodegradable packaging materials
 Energy source	Mid term	Use of renewable energy	<ul style="list-style-type: none"> Reduce organizational carbon emissions and save approximately NT\$5M/year in carbon tax Enhance brand image/corporate goodwill 	<ul style="list-style-type: none"> Monitor the renewable energy market; adopt renewable energy or purchase green energy certificates.
 Products/Services	Mid term	Develop and increase low-carbon products/services	<ul style="list-style-type: none"> Meet customer demand, increase market share by 0.5% Increase revenue by 1% Enhance brand image/corporate goodwill 	<ul style="list-style-type: none"> Continuously develop low-energy consumption technologies and competitive low-carbon products. Conduct full life cycle carbon footprint assessments of products to understand their environmental impact and identify opportunities for carbon reduction

3.2 Greenhouse Gases Inventory

Material topics

Carbon Management

Stakeholders

Government agencies



Management method

Responsibility <ul style="list-style-type: none"> QA, EHS 	Resources <ul style="list-style-type: none"> Inter-departmental collaboration
Action <ul style="list-style-type: none"> Continuous implementation of energy-saving initiatives Procurement of renewable energy certificates 	Evaluation <ul style="list-style-type: none"> Annually report on the achievement of targets at ESG meetings

The growing severity of global climate change and the consistently high levels of greenhouse gas emissions remain major contributors to environmental degradation. From the Kyoto Protocol in 1997 to the Paris Agreement in 2015, international frameworks have increasingly clarified targets and mechanisms for emission reductions. Recognizing the close interconnection between climate change, social responsibility, and business operations, Hitron Technologies initiated the ISO 14064-1 Greenhouse Gas (GHG) inventory system in 2010. Annual GHG inventory practices, complemented by energy-saving initiatives, have been key strategies in advancing emission reduction targets.

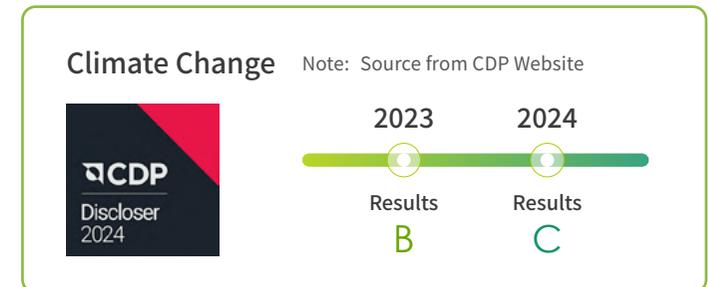
Hitron Hsinchu continues to adopt and implement the ISO 14064-1:2018 standard, with verification to ensure accuracy and reliability of reported emissions. Hitron Vietnam also began implementing a GHG inventory system in 2021, but due to business restructuring, the facility ceased operations in October 2024, and GHG inventories and verifications will no longer be conducted for that site. In 2025, the scope of GHG inventory is planned to be gradually expanded to include additional overseas operational sites, with active advancement of emission reduction targets.

Hitron applies the operational control approach under ISO 14064-1 to define its organizational boundaries and has designated 2021 as the base year. In 2024, total GHG emissions for Hitron Hsinchu amounted to 809.743 metric tons of CO₂e, with Scope 1 (direct emissions) and Scope 2 (energy indirect emissions) totaling 677.064 metric tons of CO₂e, representing an 8.9% reduction compared to the base year. Scope 3 to 6 indirect emissions included Category 3.2 (downstream transportation), 4.1 (purchased goods), and 4.3 (waste disposal). For 2024, GHG emissions per USD million in revenue equated to 2.921 metric tons of CO₂e, with an emission intensity of 0.089.

The Vietnam plant previously accounted for 97% of Hitron's total greenhouse gas emissions, while the Hsinchu site accounted for 3%. Originally, the Company's overall carbon reduction target for 2024 was set at 32.4%. Based on the Hsinchu emission ratio, the adjusted target for Hsinchu was recalibrated to 1%. According to GHG inventory results, emissions from Hsinchu primarily stem from CO₂ generated during the electricity production process of purchased electricity used in operations. To achieve reduction targets, Hitron will continue implementing energy-saving measures and procuring renewable energy certificates to reduce greenhouse gas emissions.

Carbon Disclosure

Since 2022, Hitron has participated in the Carbon Disclosure Project (CDP) and has registered its greenhouse gas inventory records on the official CDP platform (<https://www.cdp.net/en>). Upon completion of disclosure, CDP publicly announces the annual disclosure and performance scores, which are available for clients and stakeholders as reference. Hitron will continue to closely monitor global climate change issues and work toward continuous improvement. The Company discloses its CDP scores to stakeholders in the sustainability report each year.



Greenhouse Gas Emissions Summary

Unit: Tonnes CO₂e

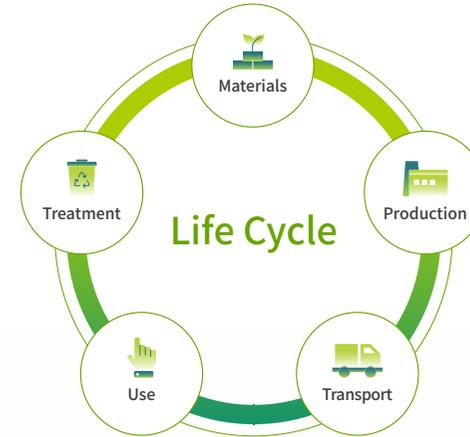
Year	Scope of Inventory	Category 1	Category 2	Categories 3-6	Total
		Direct Emissions	Energy Indirect Emissions	Other Indirect Emissions	
2024	Hsinchu	67.29	609.77	132.68	809.74
	Vietnam ^①	N/A	N/A	N/A	N/A
2023	Hsinchu	75.07	663.22	142.21	880.51
	Vietnam	132.81	5,470.89	19,839.25	25,442.95
2022	Hsinchu	75.66	667.56	127.057	870.28
	Vietnam	115.77	8,211.11	28,283.29	36,610.18
2021	Hsinchu	76.998	666.25	135.59	878.85
	Vietnam	176.56	8,328.10	16,539.24	25,043.90

- ① Due to operational strategy adjustments, Hitron's Vietnam plant ceased operations in October 2024, resulting in the unavailability of resources for carbon inventory and verification.
- ② Global warming potential (GWP) values are based on the AR6 standard.
- ③ Greenhouse gas categories include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, and NF₃.

Greenhouse Gas Reduction Measures

To reduce the impact of energy consumption on global warming, Hitron is committed to reducing greenhouse gas emissions. To reduce greenhouse gas emissions, we save energy through the following methods:

- (1) Energy conservation through lights: We gradually replaced traditional lamps with energy-saving LED ones at the plants; adopted smart lights for the parking lots; and we reduced emissions by about 19 tCO₂e a year.
- (2) Energy conservation through air-conditioning: We improved the efficiency of the main equipment of air conditioners; increased the temperature of water used by air conditioners; we reduced emissions by about 10 tCO₂e a year.
- (3) Energy conservation awareness raising: On Earth Day on April 22, we turned off the lights for one hour to motivate people to turn off the lights during lunch breaks and when the lights were not being used.



Product Carbon Footprint

To more comprehensively assess the environmental impact of its products, Hitron began incorporating product carbon footprint evaluations in 2022. In accordance with international standards PAS 2050 and ISO 14067, the Company calculates carbon emissions throughout the entire product life cycle—from raw material acquisition, manufacturing, transportation, and usage, to end-of-life disposal—resulting in a "Cradle to Grave" self-declared Carbon Footprint of Product (CFP) Report.

In 2022, we completed our first self-disclosed CFP report for the CODA-5519 HUB6, and in 2023, the product passed third-party verification in compliance with ISO 14067. In 2024, the scope was expanded, and carbon footprint verifications were completed for four additional products. The carbon emissions of each verified product are shown in the corresponding chart. Hitron will continue to self-declare product carbon footprints and pursue third-party verifications.

	SONUVIN (Charter)	NOVA2204 (RES)	NOVA2202 (RES)	NOVA2204 (EU)
Carbon Emissions	142.60 kg	137.14 kg	135.89 kg	83.16 kg
Materials	10.66 %	10.61 %	8.38 %	17.23 %
Production	7.64 %	2.41 %	18.49 %	4.36 %
Transport	0.63 %	0.56 %	0.56 %	0.37 %
Use	81.06 %	86.41 %	72.56 %	78.03 %
Treatment	0.01 %	0.01 %	0.01 %	0.01 %

3.3 Sustainable Operations



Waste Management

62.91 %

of the recyclable waste proportion in 2024

Energy Management

40.8 %

Reduction of electricity consumption per million USD revenue

Water Resource Management

24.8 %

reduction in water consumption per million of USD revenue

Sustainable operations is an integral part of Hitron's sustainable development strategy. Environment is the core of sustainable operations and management, and we also promise to further improve the performance of pollution prevention and waste reduction. Meanwhile, we are committed to letting our customers feel the most satisfied, continue to improve quality and services, and protect customers' privacy.

Hitron has adopted the ISO 14001 environmental management system and offers relevant training to all employees to ensure that they will consider the impact of operating activities on the environment and potential safety and health risks at work.

Waste Management

We adopt the strategy of management from the source to manage waste and continue to save energy, reduce waste, and recycle resources, thereby greatly reducing waste and increasing resources recycled to achieve the goal of waste reduction.

The types of waste generated in each plant can be divided into general business waste, non-production waste, and waste electronic components that cannot be classified. We do not produce hazardous waste as defined by the Basel Convention during the operating activities and the production process. Waste is mainly managed by environmental safety personnel, and recyclable waste is placed in the resource recycling area for outsourced companies to collect. We also require suppliers to use recycled materials, prohibit the usage of hazardous substances, and committed to do waste reduction initiatives throughout the production process. We also require suppliers to use recycled materials and ban hazardous substances in the production process, and commit to waste reduction.

Hitron's waste management performance in 2024 is shown in the table below; 62.91% of the waste was recycled.

Unit: Tonne; %

Location	Non-Recyclable Waste	Recyclable waste ^①	Total	Recyclable Waste Ratio ^②	Incineration (with energy recovery)	Incineration (excluding energy recovery)	Landfill
Hitron Hsinchu	23.10	7.89	30.99	25.46 %	23.10	0	0.45
Hitron Vietnam	74.76	158.11	232.87	67.90 %	0	56.10	18.66
Total	97.86	166.00	263.86	62.91 %	23.10	56.10	19.11

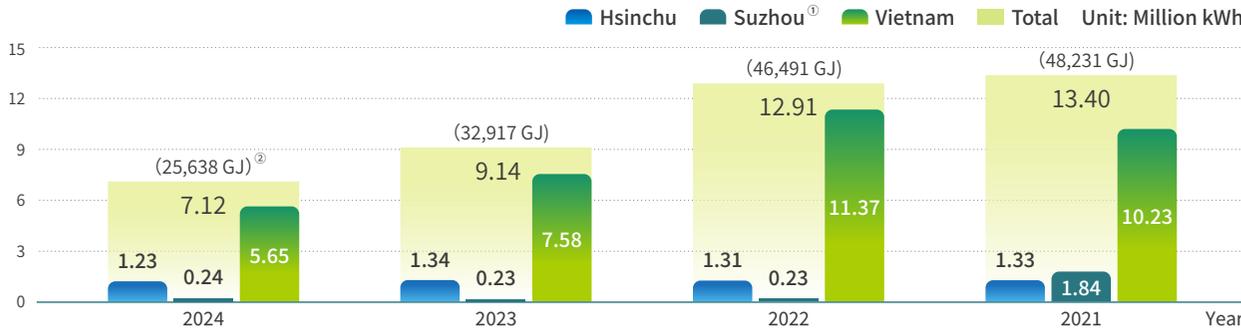
① We will disclose the weight of preparation for reuse, recycling and other recovery operation waste separately in future reports.

② Percentage of recyclable waste = Total weight of recyclable waste/ Total weight of waste*100

③ Hitron Suzhou's waste is collected and processed by a waste management company, and it is not easy to collect the information, so it is not disclosed.

Energy Management

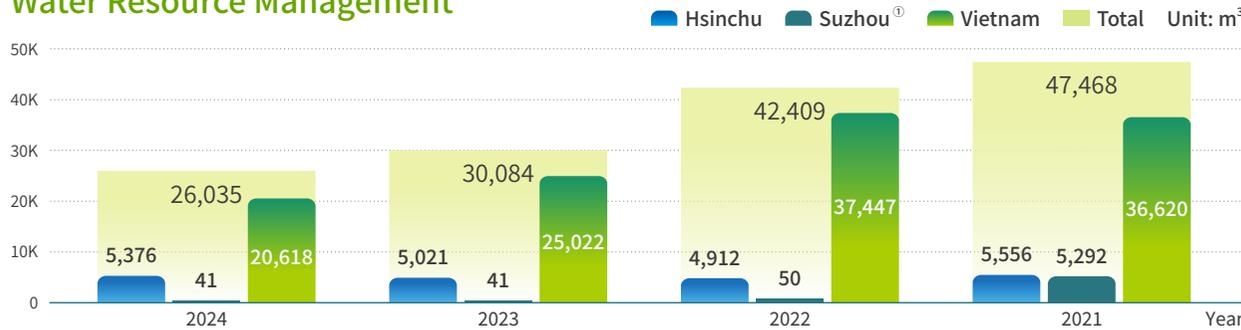
The energy used within Hitron's organization is mainly purchased electricity. In 2024, the electricity consumption per million of revenue in USD was 25,641 kWh (at an exchange rate of 1 USD to 32.72 NTD), which was 14.8% less than in 2023. The electricity consumption within the organization from 2021–2024 is indicated in the table below.



① Hitron Suzhou's electricity consumption includes Suzhou R&D center and factory, and the data of factories in 2021 was collected until the closure of the factory in June 2021.

② Conversion: 1kWh=0.0036GJ

Water Resource Management



① Hitron Suzhou's factory was shut down in June 2021, and only domestic water is used by employees at the R&D center.

We consider clean production and environmental protection from the beginning of product design. During production at each operating site, no wastewater is generated, only domestic sewage. In 2024, the total water consumption of Hitron's main global operating sites was 26,035 m³. All plants use only government-supplied water, and water consumption by site from 2021–2024 is shown in the table.

To manage water resources, each site proactively pays attention to the use of tap water. In 2024, the water consumption per million of USD revenue was 93.93 m³, which was 5.1% lower than that in 2023. In addition, none of Hitron's sites used groundwater for operational purposes. The sewage discharged from Hitron's various plants is directly discharged to the public sewer system, and the destination of the discharge is a sewer management system, so the sewage will not directly affect the water body and land. Sewage quality tested is up to the management standards of various places, and sewage is not reused by other organizations. Hitron's plants are all located in industrial zones, and they do not own, lease, or manage any factories located in ecological protection or water resources protection areas, nor do they engage in any activities that will cause a negative impact on biodiversity. In addition, their product manufacturing and service processes do not affect the environment and ecological systems.

Water-saving Measures

To fulfill its responsibility in water resource protection, Hitron actively promotes water-saving initiatives. The following measures are implemented to reduce water consumption and make the most of precious resources, thereby minimizing environmental impact:

- Zero Leaks Policy:** Water conservation begins with leak prevention. Hitron conducts regular inspections of all water system pipelines, especially for air conditioning and chilled water circulation systems. Any detected leaks are promptly repaired by facility teams. For general areas such as restrooms and pantries, cleaning staff are instructed to report leaks immediately for timely maintenance.
- Optimizing Central Air Conditioning Operation:** By increasing the chilled water output temperature and shutting down the central air conditioning system during colder weather, the load on cooling towers is reduced, thereby lowering water usage.
- Promoting Awareness on Water Waste:** In addition to structural improvements, Hitron raises awareness among employees about minimizing daily water waste. The Company conducts periodic campaigns to reinforce water conservation values and encourage responsible usage behavior.

Water Withdrawal Statistics

Unit: Megaliters

Water source	All regions	Water-stressed areas	Percentage of water-stressed area
Surface water	26.035	20.659	79.35%
Recycled and reused water	0	0	0
Groundwater	0	0	0

Water Discharge and Consumption

Unit: Megaliters

Item	All regions	Water-stressed areas	Percentage of water-stressed area
Water discharge	20.828	16.527	79.35%
Water consumption	5.207	4.132	79.35%

- ① According to the Water Risk Atlas by the World Resources Institute Aqueduct, Suzhou, China, and Haiphong, Vietnam are water-stressed areas.
- ② Water consumption is estimated as 20% of total water withdrawal (based on natural evaporation and air conditioning use).

3.4 Occupational Safety and Health



0 cases
work-related injuries

0 %
Rate of fatalities as a result
of work-related injury

0 %
Rate of fatalities as a result
of work-related diseases

98.2 %
of the Company's
employees participated in
health checks

Occupational Safety and Health Policy and Objectives

Hitron is committed to ensuring workplace safety and a healthy work environment. Guided by the principle of "building a people-centered workplace and providing a safe and comfortable operating environment," the Company has established the following occupational safety and health policy:

1. All department heads are committed to actively participating in the daily management of safety and health practices.
2. Preventing occupational injuries is a priority to safeguard the health and safety of all employees.
3. Compliance with domestic occupational safety and health regulations and other relevant requirements.
4. Continuous review and improvement of safety and health performance.
5. Safety, productivity, and quality are treated with equal importance.

Based on the long-term industrial development experience, we have deeply realized that the prevention of accidents and effective production are closely associated. Safety is one of the elements of production. To achieve effective production, we should pay attention to safety all the time, to avoid any loss of human resources, materials, and financial resources. Employees are our most crucial resource, so we believe that preventing accidents, particularly employees' physical injuries, is an important responsibility. This Occupational Safety and Health Code of Practice is established in accordance with the aforementioned principles and in compliance with the occupational safety and health laws of the Republic of China. Every member of the Company bears the responsibility to adhere to and implement this code. We regard employees' performance in occupational safety and health duties as equally important as their overall job performance. Each employee's fulfillment of safety and health responsibilities will be taken into account when considering promotions and salary adjustments.

Identification of Workplace Health and Safety Risks

As Hitron operates primarily as a research and development and administrative office-based company, workplace health and safety risks are assessed using a human-centered approach. Through the implementation of a Health Service Plan, Hitron aims to safeguard the safety, health, and well-being of its employees and stakeholders. The plan focuses on preventing musculoskeletal disorders and sudden cardiac events caused by excessive workload, as well as avoiding the occurrence of occupational illnesses and injuries.

Risk item	Work activity	Improvement measures
Ergonomics	Vision deterioration, poor posture, shoulder and neck strain	<ul style="list-style-type: none"> • Conduct health promotion • Provide massage services
Excessive Workload	Work stress, business travel, overtime	<ul style="list-style-type: none"> • Administer overwork-related ergonomic surveys and statistical analysis • Conduct job suitability assessments, health consultations, and follow-up care
Traffic Accidents	Accidents during commutes to and from work	<ul style="list-style-type: none"> • Hold traffic safety awareness campaigns from time to time • Host traffic safety seminar courses • Conduct incident investigations and analysis
Others – Workplace Environment	Worksite environment	<ul style="list-style-type: none"> • On-site visits by occupational nurses (or physicians) • Health hazard assessments • Implementation of automated inspection plans • Regular monitoring of the work environment

Providing a Safe and Healthy Working Environment for Employees

Occupational Safety Education and Training

To comply with regulations and meet practical occupational safety and health needs, Hitron Technologies conducts various safety and health training programs annually:

- **Fire Prevention Training:** Internal fire drills and emergency response training are held every six months, incorporating classroom instruction and practical exercises to prevent disasters.
- **Occupational Safety and Health Training for New and Existing Employees:** Designed to reinforce safety and health awareness among all staff, prevent workplace accidents, and effectively implement safety regulations. This also fosters the knowledge and skills necessary for occupational safety and health management to support the Company's OSH programs.
- **Emergency Response Team Training:** To enhance the safety awareness of emergency response team members, annual training is scheduled to improve their emergency response capabilities.

Hitron Hsinchu Occupational Safety and Health Training participation statistics for 2024

Category	Participants
Occupational Safety and Health Training for New Employees	4
Occupational Safety and Health Refresher Training for Current Employees	39
Fire Safety Training	75
Emergency Response Team Training	120



Occupational Injury Reporting Training

We have a notification and investigation mechanism in place for occupational accidents. Once an occupational accident occurs, we will notify supervisors at different levels depending on the severity and require the unit where the accident occurs to conduct an investigation, analyze the cause, and draw up improvement and preventive measures to reduce the chance of similar accidents occurring again in the future.

We continue to improve the safety and health conditions of the work environment, prevent occupational accidents, and ensure workplace safety. No fatality occurred in 2024. According to the GRI Standards, the fatality rate caused by occupational injuries was zero, the severe occupational injury rate was zero, and the recordable occupational injury rate was zero; there was also no occupational disease happening.

2024	Gender	Hitron Hsinchu	Hitron Suzhou	Hitron Vietnam	Total
Rate of fatalities as a result of work-related injury	Male	0	0	0	0
	Female	0	0	0	0
Total		0	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	Male	0	0	0	0
	Female	0	0	0	0
Total		0	0	0	0
Rate of recordable work-related injuries	Male	0	0	0	0
	Female	0	0	0	0
Total		0	0	0	0

- ① Rate of fatalities as a result of work-related injury = Number of fatalities as a result of work-related injury/Number of hours worked*200,000.
- ② Rate of high-consequence work-related injuries (excluding fatalities) = Number of high-consequence work-related injuries (excluding fatalities)/Number of hours worked*200,000.
- ③ Rate of recordable work-related injuries=Number of recordable work-related injuries/Number of hours worked *200,000.

Health Management

Employee health checkups

The Company provides annual health checkups for all employees. We also provide a health check project for senior managers.

Health checkup coverage rate



Health promotion activities

The Company regularly organizes health promotion activities. In 2024, three health seminars were held, with a total of 197 participants. In addition to addressing employees' physical well-being, the Company also provides health education, care, and reporting support for employees experiencing work-related or personal injuries or illnesses. This includes injury and illness follow-ups, recommendations for appropriate recovery periods, return-to-work or job reassignment evaluations, and assistance with reintegration.

Occupational health services

To support the physical and mental well-being of employees, the Hsinchu office retains on-site physicians and nurses who provide comprehensive health consultation services twice a month. These medical professionals offer follow-up consultations and customized wellness programs for employees flagged with abnormal results in their health screenings (e.g., overweight, high blood pressure, high cholesterol, or other high-risk medical histories), aiming to assist with early intervention and preventive care planning.

The on-site doctor/registered nurse assists in identifying potential occupational safety hazards and formulating prevention programs, including anthropogenic hazards prevention programs and abnormal workload-induced disease prevention programs. We also have full-time nurses in place at the Vietnam plant to provide employees with comprehensive health services.

During employee health checks, employees should fill out questionnaires to confirm that there are no anthropogenic hazards, such as musculoskeletal diseases caused by the work environment, to screen those at a high risk based on the health data and questionnaires and arrange for doctors to provide professional advice.

Maternal health protection

The Company offers designated parking spaces for female employees who are more than six months pregnant. To support working mothers in balancing their careers and breastfeeding needs, private and secure breastfeeding rooms are provided to ensure peace of mind and comfort in the workplace.

Emergency medical response mechanisms

Two Automated External Defibrillators (AEDs) are installed on-site. The Company also conducts full-site evacuation drills, provides related training, and audits and replenishes medical supplies in the emergency cabinets located in stairwells.

Periodic Environment Testing

Although we use lead-free tin wires in the labs and during RMA soldering operations, to allow employees to feel assured at work, we ensure that the work environment is safe by testing the environment every six months.

Item monitored	Isopropanol	Tin	Lead	Carbon dioxide	Velocity of local exhaust ventilation
Monitoring method	CLA1904	NIOSH7303	OSHA ID121	Direct reading	Direct reading
Monitoring score	2	2	2	20	2
Monitoring results	<0.172	<0.000572	<0.000345	527~686	1.12~2.77
Result judgment	Passed	Passed	Passed	Passed	N/A
Acceptable standard	400 ppm	2 mg/m ³	0.05 mg/m ³	NA	NA

In addition to regular tests on special operating environments, we test drinking water per quarter and the water quality is all up to standard. We regularly maintain and inspect relevant facilities (such as elevators, generators, and firefighting facilities) in accordance with laws and regulations and file reports as required.

4

Building a Sustainable Value Chain

4.1 Sustainable Products

SDG 12

4.2 Sustainable Supply Chain

4.3 Customer Relationships

4.1 Sustainable Products

- Material topics
- Product quality
- Stakeholders
- Customer

- Quality management violations
- Environmental regulation violations



Management method

- Responsibility**
 - Quality Assurance
- Resources**
 - Inter-departmental collaboration
- Action**
 - Ongoing compliance with and management of quality regulations to ensure product information security
 - Continuous monitoring of international environmental regulations
- Evaluation**
 - Annual report on achievement of targets

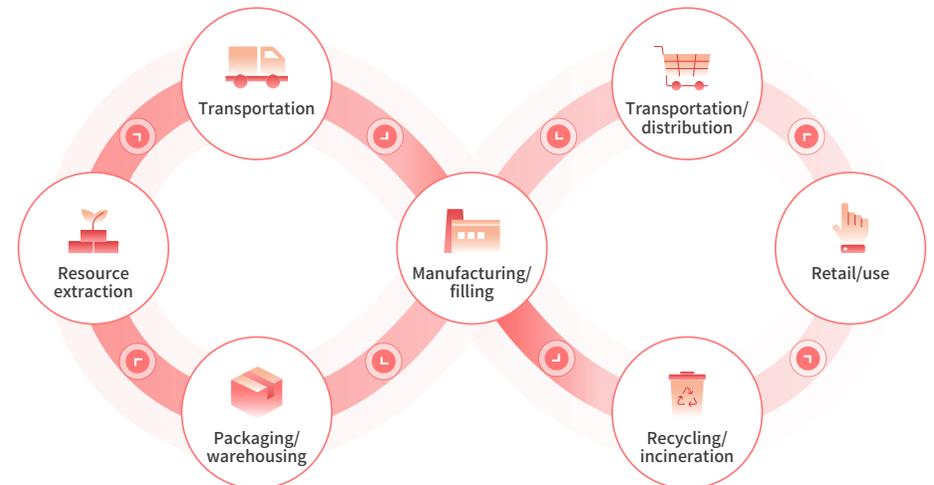
In product design, we continue to adopt green design and improve product packaging, energy efficiency, and harmful substance control, to design products in line with environmental sustainability. In 2021, we set the targets of reducing carbon emissions by 5% and reducing energy consumption by 5% in each year from 2022-2026.. All products comply with relevant product regulatory requirements.

Green Design and Packaging

All products of Hitron Technologies comply with EU RoHS, WEEE and other directives under strict control, and we continue to promote the improvement of product performance to meet the requirements of EU ErP directive; at the same time, we comply with voluntary agreements to continuously improve the energy efficiency of small network equipment to continue to increase energy efficiency of small network equipment (SNE) used by consumers, such as home broadband network access services. In the early design stage, material selection and design proposal evaluation are considered to comply with voluntary agreement specifications, thereby achieving improvement in energy efficiency and reduction of waste. For the NOVA220X series, in addition to complying with the voluntary agreements for energy efficiency, it saves an additional 38% of standby energy, reducing energy consumption while providing services and while in standby mode. We adopt the Life Cycle Thinking (LCT) concept in the product development stage, gradually include the green design concepts, and make adjustments in line with the updates of international environmental protection laws and regulations at any time. All products comply with relevant product requirements.

✓ ↓ 38% Standby energy

Life Cycle Thinking

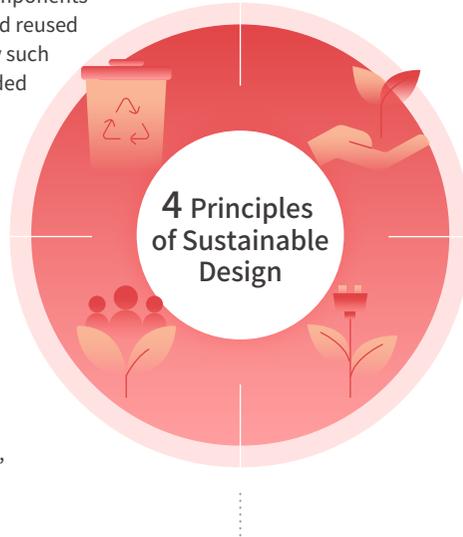


Design and Recyclable for Disassembly

In accordance with EU WEEE design principles, components are made from materials that can be recovered and reused where possible. Design that hampers disassembly such as paint coatings, welding and adhesives are avoided where possible. Technical documents such as product disassembly manuals and WEEE 3R report are also produced. The goal of achieving a high product recycling rate has been achieved.

Pollution Prevention

Life Cycle Thinking (LCT) is introduced at the product development phase in the hopes of identifying a product's key environmental considerations and minimizing its environmental impact during resource extraction, manufacturing, distribution and sale, use, disposal and recovery.



Low Toxicity

In addition to the introduction of lead-free production processes through the green product management platform and strict internal controls, all parts manufactured by Alpha comply with the requirements of EU RoHS directive and REACH regulations.

Energy Conservation

Product energy efficiency is based on the guidance of the EU ErP, (EU) 2019/1782 implementing directive of Parliament and the Council on Ecodesign requirements for standby and off-mode power consumption of household and office equipment, and (EC) No.278/2009 implementing directive for external power supplies.

In response to the EU's requirements for eco-friendly product packaging, we replaced all plastic packaging materials with paper materials.

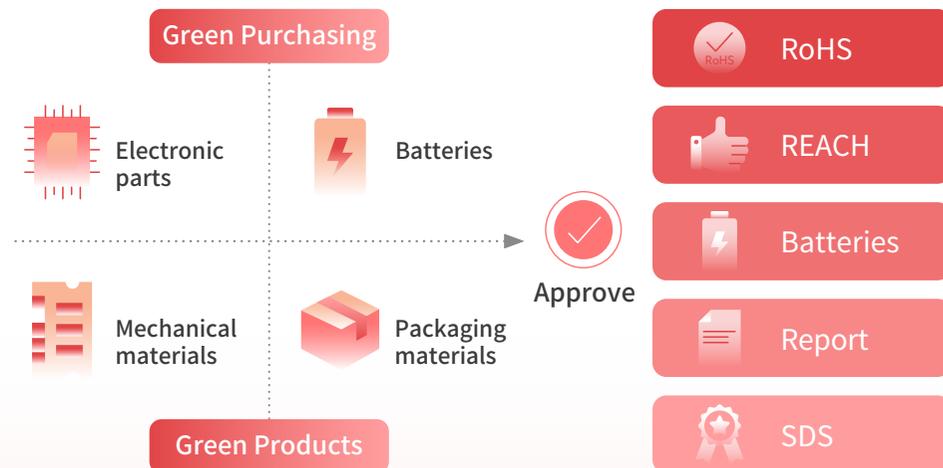
Our packaging design team also continues to improve the packaging design and reduce the packaging volume. In 2024, packaging materials reduced by 13.34 metric tons which enabled carbon emissions to be reduced by 27.347 tCO₂e.

Meanwhile, we took the lead in adopting recycled plastic materials for the main products exported to Europe in 2022 and used 99% post-consumer recycled plastic for the product cases to reduce the carbon emissions from raw materials and product waste. In 2024, Hitron continued to promote the use of recycled plastics in other regions.

✓ ↓ 27 tCO₂e Carbon emissions

Green Procurement Management Process

To mitigate environmental and ecological impacts and fulfill its responsibility for environmental sustainability, Hitron has committed to green procurement practices. All suppliers are required to comply with the EU Restriction of Hazardous Substances (RoHS) Directive, Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH), the Packaging and Packaging Waste Directive, the Montreal Protocol, and other international environmental regulations. All products must be 100% compliant with RoHS and REACH to ensure the delivery of green products and continuous improvement.



Hazardous Substance Management Policy

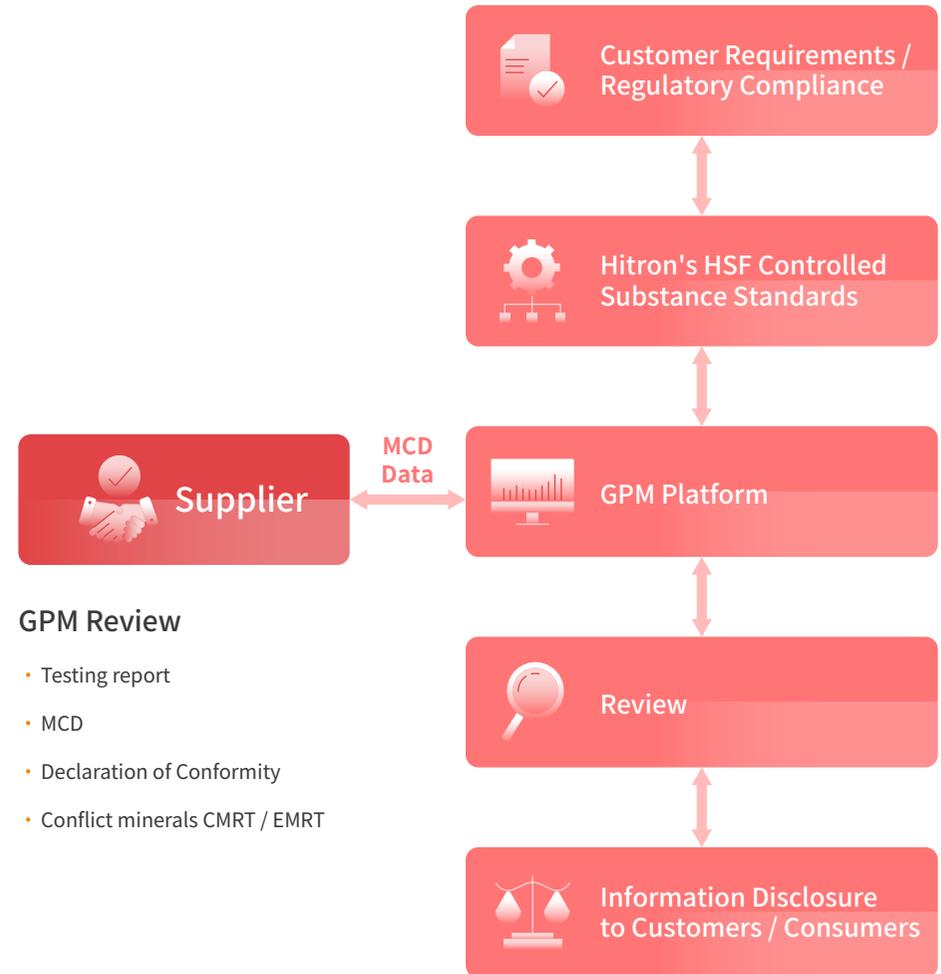
Hazardous substance management is a crucial part of sustainable manufacturing. In response to stakeholder expectations and evolving international regulatory requirements, Hitron has established its HSF (Hazardous Substance Free) Control Substance Standard and Supplier Environmental Compliance Declaration. A list of controlled substances has been developed accordingly, and strict compliance is required from all suppliers. Since 2017, Hitron has implemented and continuously optimized its Green Product Management System (GPM) to ensure that all components, including accessories, packaging materials, and other parts delivered with products, comply with international environmental regulations and customers' hazardous substance requirements. Each year, Hitron reviews its hazardous substance management status in accordance with international regulations, customer demands, and environmental trends. The Company updates its internal hazardous substance control standards and implements them in its production processes, while also guiding its supply chain partners to fulfill their responsibilities—jointly building a green supply chain.

Hitron has defined control standards for hazardous substances found in components, packaging materials, and auxiliary materials used in products. All required chemicals are incorporated into the hazardous substance management system, with established control and monitoring lists. Through close collaboration with suppliers, Hitron aims to reduce environmental impact and protect human health.

Hitron HSF Controlled Substances Standard

- 1 Hazardous substances regulated by the EU RoHS Directive
- 2 Substances of Very High Concern (SVHC) regulated by the EU REACH Regulation
- 3 Substances restricted under Annex XVII of the EU REACH Regulation
- 4 US Toxic Substances Control Act (TSCA): Substances under TSCA Section 6(h) PBT
- 5 Packaging material regulations: EU PPW Directive and US TPCH Regulations
- 6 Stockholm Convention: Persistent Organic Pollutants (POPs)
- 7 Hitron HSF Management Standard: other restricted or bans hazardous substances, such as restrictions or bans on the use of PFOA and PFOS

Hazardous Substance Management Process



Quality Management Policy

Hitron Technologies upholds the belief that "Quality First, Sustainable Operations", recognizing product quality as the foundation of sustainable business development. Based on the ISO 9001 Quality Management System framework, the Company has established a comprehensive and rigorous quality management system to ensure that every stage—from research and development, design, and manufacturing, to after-sales service—meets customer requirements and complies with international standards. All Hitron products comply with relevant local regulations regarding product labeling. Product packaging clearly indicates company trademark, product model, part number, UPC, quantity, serial number, safety certification marks, country of origin, hardware version, MAC address, power information, and carton number. Additionally, according to product type and export requirements, labels such as lithium battery warnings and "Important Label" notices are also applied. In 2024, Hitron achieved 100% compliance with zero violations of product labeling regulations.



ISO 9001: A Solid Foundation for Quality Management

ISO 9001 is a globally recognized standard for quality management systems. It provides a systematic and process-driven framework that helps organizations continuously improve product quality and service levels. Hitron rigorously adheres to ISO 9001 standards and has customized the system to fit its operational context, building a quality management system with unique Hitron characteristics.



Customer-Centric Approach to Achieve Excellence

Hitron is firmly committed to a customer-centric approach, integrating customer needs into every stage of the product lifecycle. We achieve this by:

- Comprehensive customer requirement management: Establishing effective communication channels to deeply understand customer expectations and translating them into specific design and quality standards.
- Rigorous design review and validation: Conducting multiple rounds of design reviews and validations during the R&D stage to ensure compliance with customer needs and regulatory standards.
- Lean production and total quality control: Applying lean manufacturing principles to optimize production processes while implementing strict quality control to ensure reliable and consistent product quality.



Continuous Improvement for Sustainable Excellence

Quality improvement is a never-ending journey. Hitron has implemented a robust continuous improvement mechanism through:

- Data-driven quality analysis: Collecting and analyzing quality-related data to identify potential issues and improvement opportunities.
- All-hands engagement in quality improvement: Encouraging all employees to participate in quality enhancement efforts by submitting improvement suggestions and working collectively to raise quality standards.
- Regular management reviews: Conducting periodic management reviews to assess the effectiveness of the quality management system and develop ongoing improvement plans.

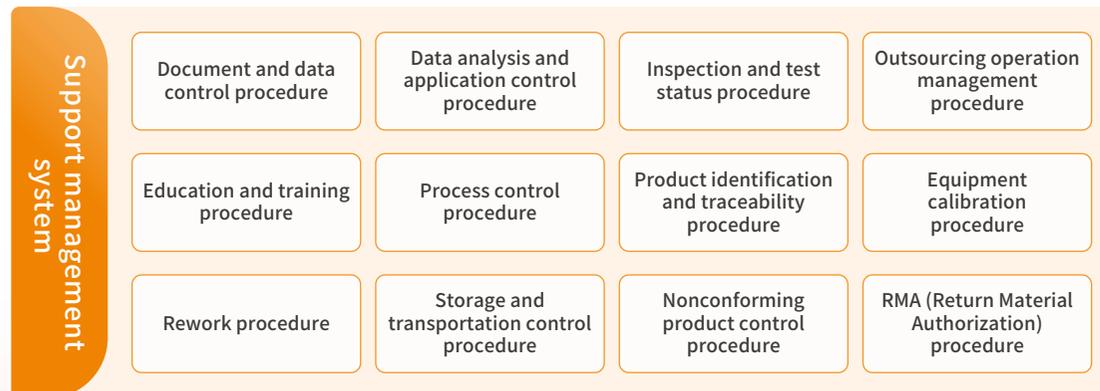
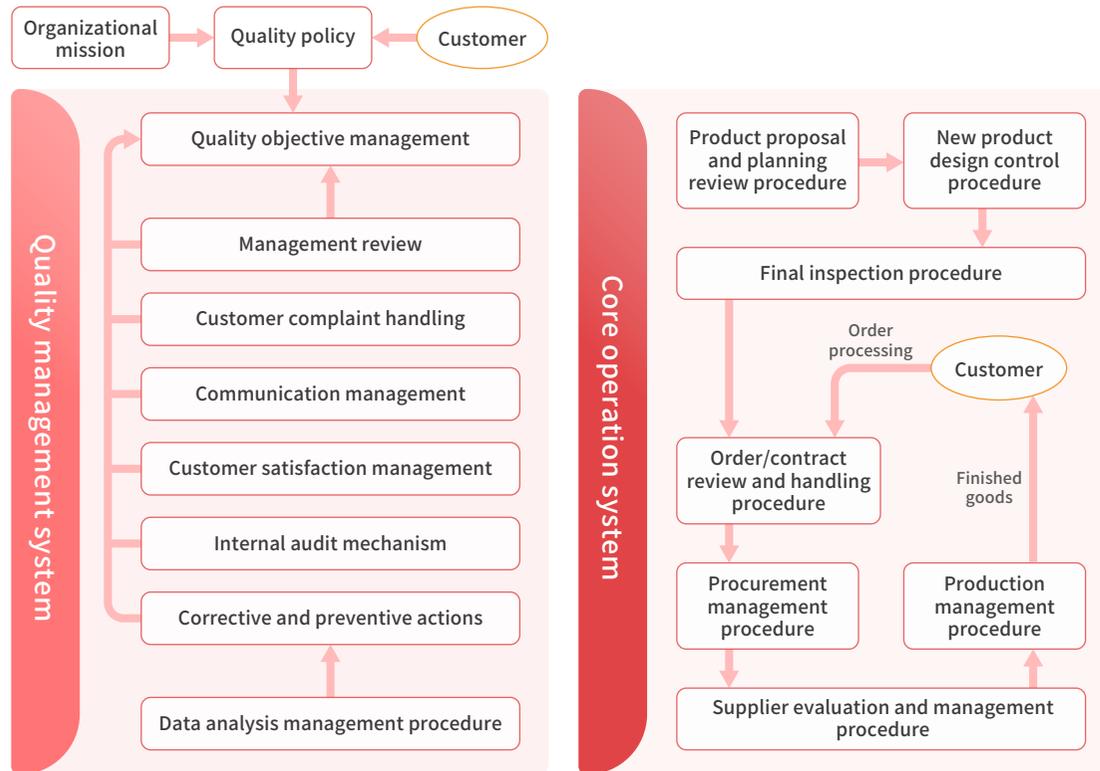


Integrating Quality and Sustainability for a Better Future

Hitron fully recognizes the intrinsic link between quality and sustainability. We integrate sustainability principles into our quality management practices by:

- Developing eco-friendly products: Using environmentally friendly materials and manufacturing processes to minimize environmental impact.
- Extending product lifecycles: Designing durable, repairable products to extend usability and reduce resource consumption.
- Promoting the circular economy: Establishing product recycling systems to enhance resource circulation and reuse.

Quality Management System Process



Each plant of Hitron Technologies proactively has the ISO9001, TL9000, ISO14001, ISO45001, ISO14064-1, ISO22301, ISO27001, and ISO27017 management system verified and continues to make improvements to be in compliance with laws and regulations and improve customer satisfaction. The main verification system is as follows:

System/Site	Hitron Hsinchu	Hitron Suzhou ^①	Hitron Vietnam ^②
ISO9001:2015	●		●
TL9000 R6.3/R5.7H			●
ISO14001:2015			●
ISO45001:2018			●
ISO14064-1:2018	●		●
ISO14067:2018	●		
ISO27001:2022	●	●	
ISO27017:2015		●	
ISO22301:2019			●

① Hitron Suzhou's factory plant was shut down in June 2021.
 ② Hitron Vietnam's factory plant was shut down in October 2024.

Product Innovation Management

Continuous innovation is the foundation of Hitron's core competitiveness. To encourage company-wide participation in innovation and to deliver premium and cutting-edge technical services and products to customers, Hitron has implemented an internal Patent Incentive Mechanism. Moreover, the number of patent applications is incorporated into the Key Performance Indicators (KPIs) for all R&D department heads. This approach serves as an effective driver for accelerating the Company's growth in technological innovation.

Patent Promotion Ongoing in 2024

✓ 10 Patents granted (cumulative)

✓ 9 Patents under application

Focus on Quality Filings in 2025

✓ 5 Patent applications planned

4.2 Supply Chain Management

Material topics

Supplier Sustainability Management

Stakeholders

Suppliers and customers



① SR = Social Responsibility / EHS = Environmental Health & Safety
 ② M&E = Mechanical & Electrical

Management method

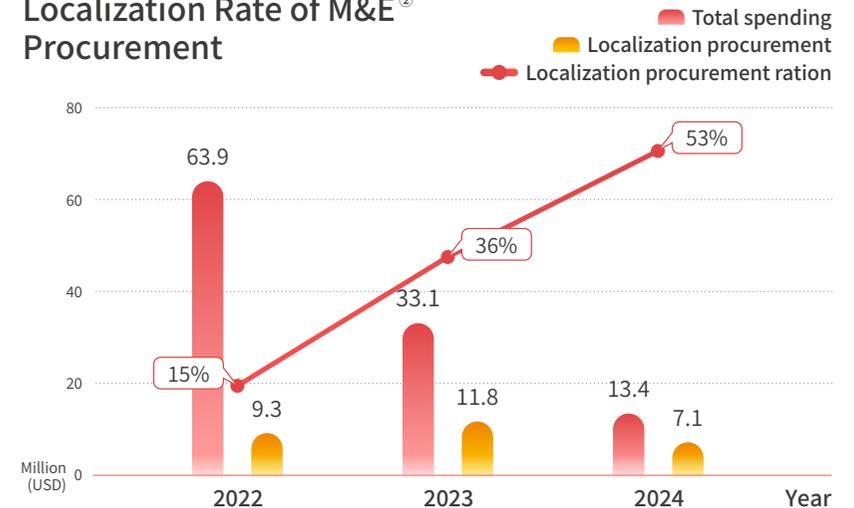
Responsibility • Supply Chain Management/Quality Assurance	Resources • Inter-departmental collaboration
Action • Strengthening supplier guidance • Strengthening supplier audits	Evaluation • Annual report on achievement of targets

As a member of the Qisda Group, Hitron upholds the sustainable vision of "Innovating Connectivity, Linking the World, Creating a Sustainable Future Together." The Company focuses on building core technologies and developing its own brand, with continued investment in research and development. Hitron has launched a series of industry-leading cable (DOCSIS) broadband access network products, marketed worldwide.

In 2019, Hitron began investing in the establishment of a manufacturing site in Vietnam, which commenced small-scale production in September 2020. By March 2021, the Vietnam facility officially took over product lines from the Suzhou plant, transitioning full-scale production operations.

Recognizing the importance of sustainable development, Hitron has embedded sustainability into its procurement processes. The Company is committed to collaborating proactively with suppliers to build a supply chain that is environmentally responsible, respects human rights, and prioritizes safety, health, and long-term sustainability. To foster stronger collaboration with supply chain partners, Hitron actively promotes local sourcing and procurement to enhance supply efficiency and support local economic development, while also reducing logistics-related energy consumption and carbon emissions. As of 2024, Hitron works with approximately 288 global suppliers, categorized into three main groups: raw materials, non-revenue-generating (MRO) supplies, and outsourced services. Among these, 167 suppliers provided raw materials during the year. In 2024, Hitron onboarded three new local suppliers in Vietnam. As a result, the share of localized procurement for packaging and electromechanical materials in Vietnam rose to 52.9%, marking a significant step toward advancing localized sourcing initiatives.

Localization Rate of M&E^② Procurement



Supplier Management Procedure

Starting in 2023, Hitron incorporated social responsibility assessments into its supplier management procedures. In alignment with the Company's future product development trends and procurement strategies, Hitron evaluates potential suppliers based on factors such as production capacity, technological innovation capabilities, quality, service, and their management systems. These assessments help determine whether a supplier meets Hitron's requirements and serve as a basis for future selection decisions. When we evaluate a new supplier, we will set up an evaluation team consisting of procurement, quality assurance, R&D, and other units. Suppliers should first submit self-assessment questionnaires about various skills, and then the evaluation team evaluates the suppliers' services, quality system, R&D, and manufacturing, to make the final decision. Only those who have passed the supplier selection process can become Hitron's qualified suppliers and then undergo our product verification processes.

In the future, we will also pay attention to suppliers' commitments to human rights, safety, health, and the environment. Only those who have passed the supplier selection process can become Hitron's qualified suppliers and then undergo our product verification processes.

Supplier Evaluation

After becoming a qualified supplier of Hitron, it still needs to take the regular evaluation every six months. In 2024, we conducted on-site evaluation of 46.9% of our suppliers with transactions.

To ensure that suppliers value their supply chain management and constrain their suppliers to comply with the code of ethics, the four aspects of the evaluation by Hitron can be divided into "Speed/Response, Quality, and Delivery, and Cost. The supplier performance evaluation results will be an important basis for procurement strategies, and we will establish a preferred vendor list (PVL) for key components. Those who are not on the PVL will be on the approved vendor list (AVL). Those on the PVL will be prioritized for collaboration or we will increase purchases from them.

In 2024, all new supplier evaluations included social responsibility requirements, and all 2 new suppliers met the company's relevant requirements.

10 Social Responsibility Evaluation Indicators for Suppliers

1. Has your company established an environmental management structure and formulated corresponding goals and action plans?
2. Has your company avoided any penalties for violations of environmental regulations in the past year?
3. Has your company implemented a hazardous substance control process and ensured that no conflict minerals are used?
4. Has your company complied with occupational health and safety laws and established relevant internal standards?
5. Has your company established specific requirements and regulations for hazardous (special) work positions?
6. Has your company installed emergency lighting, evacuation route maps, fire extinguishing equipment, and alarm systems?
7. Has your company prohibited the use of child labor and ensured compliance with labor-related laws and regulations?
8. Has your company avoided any penalties for violations of labor laws in the past year?
9. Has your company provided occupational health and safety training for workers?
10. Has your company established a corrective and preventive action process for addressing internal and external defects or incidents?

In 2024, a human rights due diligence was conducted for 12 A/B-tier suppliers. Based on the findings from suppliers and Hitron's own factory in Vietnam, three primary human rights risk items were identified. Risk assessments and corresponding corrective measures are detailed below:

Risk Item	Risk Level	Risk description / Corrective action
Working Hours Management	↑ High	<ul style="list-style-type: none"> • Cases of overtime exceeding 36 hours, weekly working hours over 60 hours, consecutive workdays over 7 days, being asked to stay late, or required to report early without pay. • Strengthen communication within the factory management system and plan adequate manpower reserves. • Use system-based overtime monitoring with automatic alerts for threshold breaches. • Send real-time alerts when employees reach the daily work-hour limit to prevent excessive hours.
Freedom of Expression	- Medium	<ul style="list-style-type: none"> • Employees may refrain from expressing opinions for fear of retaliation (e.g., dismissal, demotion, workplace bullying), especially when reporting internal misconduct or human rights violations. • Establish effective labor communication and feedback mechanisms to encourage employee participation and reporting. • Implement a secure and confidential grievance mechanism that protects employees from retaliation or intimidation.
Human Rights Due Diligence Mechanism	↓ Low	<ul style="list-style-type: none"> • Without a comprehensive internal control mechanism for human rights, companies may fail to identify, prevent, or mitigate risks arising from internal operations, potentially harming employee rights, damaging reputation, and incurring legal or ethical liabilities. • Establish robust human rights policies, procedures, and internal controls. • Set up an internal audit team (dedicated or part-time) to enhance internal monitoring and conduct regular audits.

Green Product Management Platform

Electronic products are complex products. To achieve product function, quality, or use safety, various chemical substances will be added. In order to strengthen the management of the restriction of hazardous substances in the materials of Hitron's green products, Hitron has introduced and implemented the Green Product Management System (GPM), which integrates parts recognition and green investigation at the time of customer request or production in conjunction with international environmental protection regulations; it requires suppliers to provide RoHS, REACH and conflict mineral compliance declarations, as well as RoHS regulations. The testing report for the substance is disclosed, and the composition of the product is disclosed in the system. Through systematic management, suppliers can provide declarations and test reports directly through the GPM system to accelerate the compliance review of parts, manage the supply chain in a more efficient way, and keep track of the compliance status of parts with international regulations.

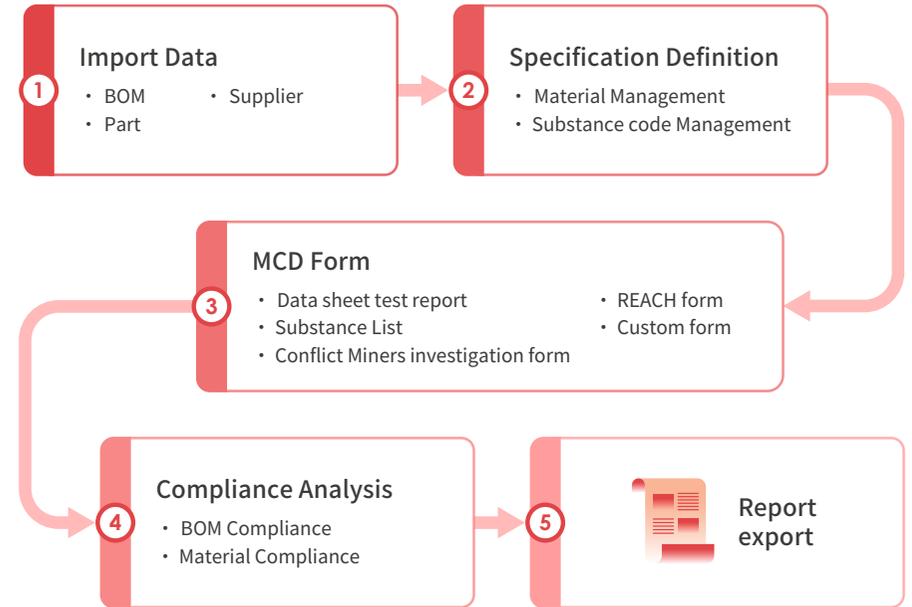
Through the GPM system, green parts surveys are initiated by setting regulatory requirement values and issuing investigation requests to relevant suppliers. Upon receiving an email notification from the system, suppliers are required to complete the MCD form and upload the necessary documents. Once submitted, the information is reviewed internally to ensure compliance with established specifications. Upon approval, the green part is officially recognized. A compliance analysis report based on the product BOM is then generated to ensure adherence to green product control standards.

We have gone through the control procedures and requested our suppliers to cooperate by requesting them to sign the Letter of Undertaking/Declaration, submitting the third-party testing report, composition list, and Conflict Mineral Survey Form, as well as filling out the Material Composition Declaration (MCD) and REACH survey form. The questionnaire is used to confirm product compliance with the Controlled Substances List to avoid the impact of harmful substances, and ensure that the product can comply with the spirit of green environmental protection from development to production.

Supplier Documentation Requirements



GPM Investigation Management Process



Hitron's products were officially produced by the Vietnam plant in March 2021. To implement the local procurement policy, we also revised the GPM system of the Vietnam plant and launched it in May 2021. To enable third-party suppliers to submit correct green MCD, our quality assurance unit actively guides and trains suppliers for the GPM platform: filling out and uploading declarations, test reports, and MCDs to allow suppliers to work with Hitron to establish a green product supply chain and meet the requirements of international laws and regulations.

As of the end of December 2024, a total of 136 suppliers have been onboarded to the GPM platform, with 12,043 parts approval records completed. The MCD case closure rate exceeded the target threshold of 95%. Hitron remains committed to advancing environmental protection, promoting green practices, and continuing to pursue the MCD completion rate targets.

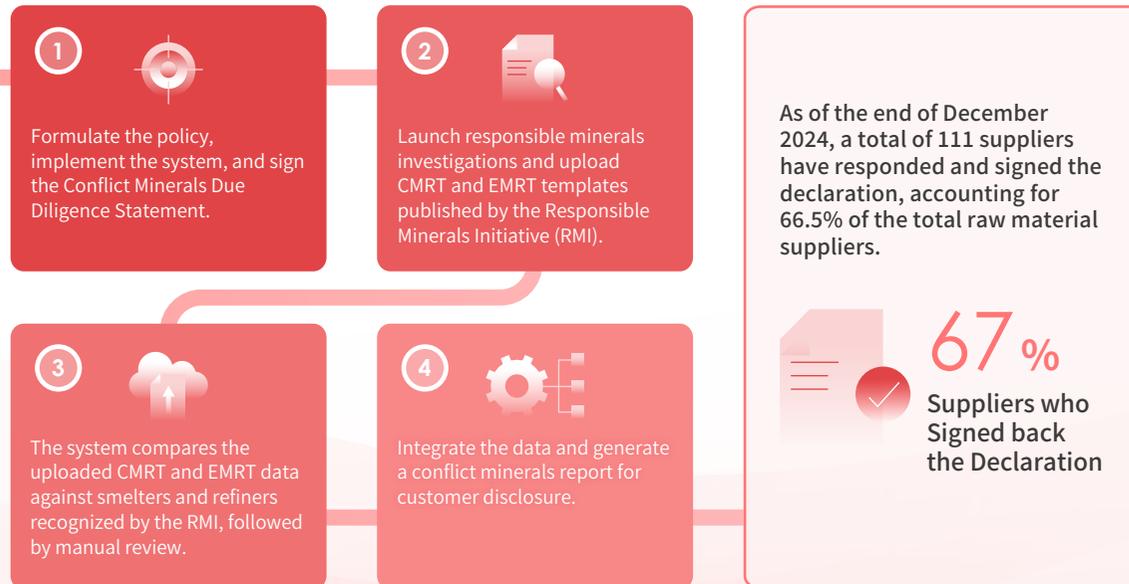
✓ 95% MCD case closure rate

Conflict Minerals Due Diligence

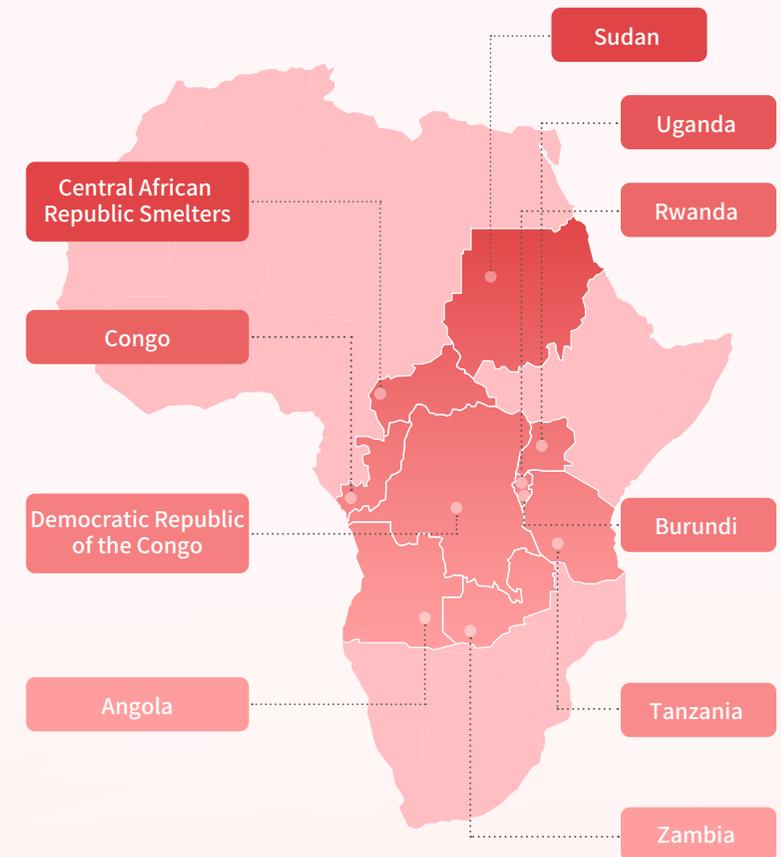
Non-Conflict Minerals Policy

To achieve responsible and sustainable procurement, Hitron has formulated the non-conflict minerals policy and required suppliers to provide products containing minerals that are not sourced from conflicted areas and raw materials that are not from high-risk regions, according to the codes of conduct of the Organization for Economic Co-operation and Development (OECD) and the Responsible Business Alliance (RBA). Suppliers' mineral sources are investigated through the Green Product Management System (GPM) and in accordance with the Conflict Minerals Reporting Template (CMRT) and Extended Minerals Reporting Template (EMRT) released by the Responsible Minerals Initiative (RMI) as part of the investigation, we require suppliers to disclose the source of minerals and sign the "Conflict Minerals Due Diligence Statement" in compliance with our non-conflict minerals policy. Introduce a systematic management mechanism to investigate the list of supplier smelters/refineries and record tracking to ensure that suppliers' procurement sources do not come from conflict areas and high-risk areas and meet customer and regulatory requirements. Hitron promises to work with suppliers for coexistence and co-prosperity and long-term cooperation. We will also continue to trace the source of the responsible minerals contained in the raw materials of all products, and avoid labor oppression and physical force caused by illegal operations, child labor, and damage to the ecology.

Conflict Minerals Due Diligence Process



Source regions of conflict minerals in Africa



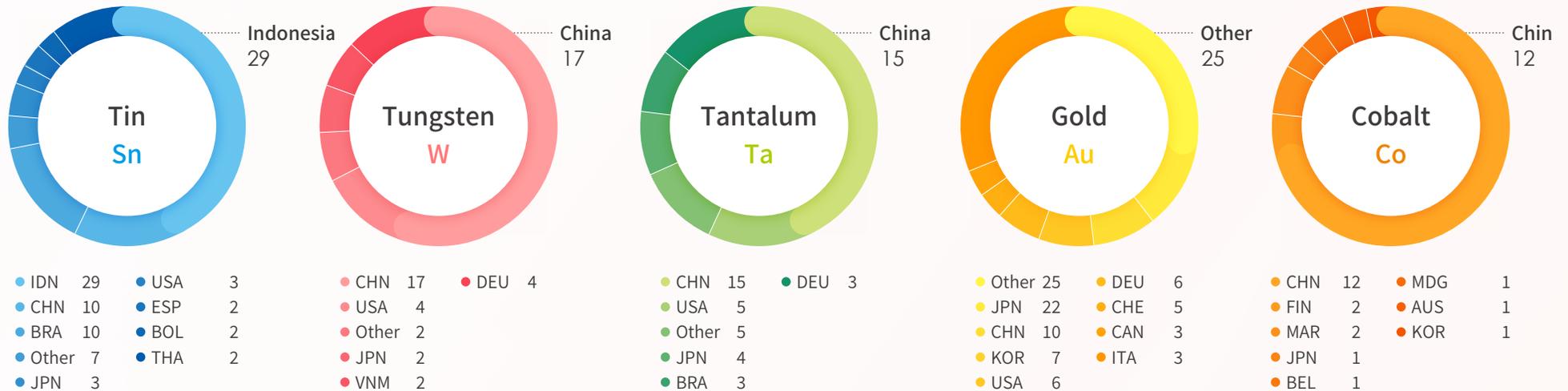
Percentage of Mineral Smelters for Hitron's Products

In 2024, the mineral materials such as tin, tungsten, tantalum, gold, cobalt, and mica used by Hitron came from 242 smelters in 40 countries, and 100% of them used smelters recognized by RMI, and disclosed their smelter sources to customers. Currently, no supplier uses mica.



Survey Items	RMI-Compliant				
	Tin (Sn)	Tungsten (W)	Tantalum (Ta)	Gold (Au)	Cobalt (Co)
Number of smelters	68	31	35	87	21
Total smelters	242				
Number of compliant smelters	242				
Compliance Rate	100%				

Distribution of the Sources of Mineral Raw Materials for Hitron's Products



4.3 Customer Relationships

- Material topics
- Customer Relationship Management
- Stakeholders
- Customer



Medium- and long-term targets

95 points
Customer satisfaction

0 cases
Complaints on Data or Privacy Breaches

Management method

Responsibility Sales, Quality Assurance, R&D, and MIS	Resources Inter-departmental collaboration
Action Enhanced customer service and regular feedback Improvement to product quality to reduce customer complaints Protection of customer information through awareness-raising sessions and internal control mechanisms	Evaluation Annual report on achievement of targets

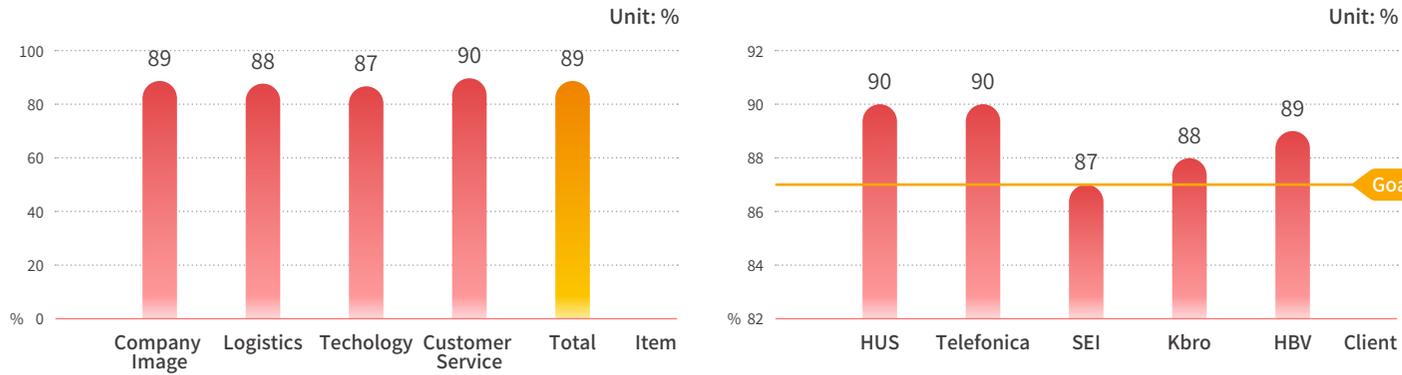
Customer Satisfaction Survey

We have established a quality management system designed to meet customers requirements through customer satisfaction questionnaire surveys. We use objective methods to comprehensively evaluate their satisfaction with the Company's products or services to identify the gap between their needs/expectations and our products/services as a basis for improving the quality management system, to achieve sustainable operations.

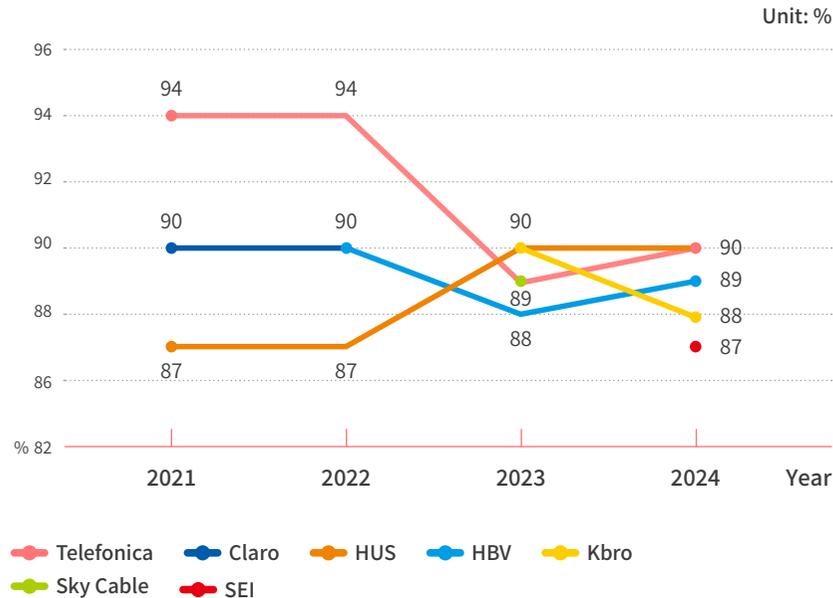
The customer satisfaction questionnaire includes four major aspects: Company Image, Logistics, Technology, and Customer Service, with a total of 21 questions. The questionnaire survey is carried out through sampling. Customers need to answer their degree of satisfaction for each question. After each sub-question is weighted, the highest score is five (Very satisfied), and the lowest one is zero (Very Unsatisfied). Through the questionnaire survey, we want to learn if our products and services have met meet the needs of different groups of customers as the basis for continuous improvement.



Targets and Results of Customer Satisfaction Survey in 2024



2021~2024 Overall Customer Satisfaction



Based on the chart, it is clear that the customers were relatively unsatisfied with Company Image in 2024, but the score has reached the target. If there are any indicators in the survey not reaching the target of 85 points, the responsible unit will put forth countermeasures and implement them thoroughly to solve the root cause. Through the customer satisfaction questionnaire survey, we aim to learn if our products and services have met the needs of different groups of customers and new customers in an objective manner as the basis for continuous improvement and sustainable operations. The 2024 customer satisfaction survey results show that the average satisfaction score is 89 points.

✓ 89 points Average satisfaction

Customer Privacy Protection

While conducting business activities, Hitron remains committed to respecting and safeguarding customer privacy rights and intellectual property. Hitron will sign a non-disclosure agreement with each customer to protect its confidential information and ensure that relevant employees will keep each detail confidential when engaging in business activities.

Hitron conducts CIP (Confidential Information Protection) awareness sessions for employees on a regular and irregular basis, promoting legal compliance related to intellectual property rights, trade secrets, and the use of licensed software. These initiatives aim to deepen employee understanding of the importance of information security. In addition, we adopt an assess permission mechanism to protect confidential documents. Except for relevant personnel, anyone not directly related to such documents needs to obtain their immediate supervisor's permission to access such documents as a way to actively prevent data from being improperly copied and leaked. In 2024, there were no incidents of external customer complaints, data breaches, data losses, threats, or regulatory complaints.

5 Appendix

- 5.1 GRI Standards Index
- 5.2 SASB Metrics
- 5.3 Independent Assurance Statement of the Corporate Sustainability Report

5.1 GRI Standards Index

GRI 2: General Disclosures 2021

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
The organization and its reporting practices	2-1	Organizational details	About Hitron Technologies	06	—
	2-2	Entities included in the organization's sustainability reporting	About the Report	03	—
	2-3	Reporting period, frequency and contact point	About the Report	03	—
	2-4	Restatements of information	—	—	Information unavailable/incomplete.
	2-5	External assurance	About the Report	03	—
Activities and workers	2-6	Activities, value chain and other business relationships	About Hitron Technologies	06	—
	2-7	Employees	2.1 Employee Status	50	—
	2-8	Workers who are not employees	2.1 Employee Status	50	—
Governance	2-9	Governance structure and composition	Sustainability Governance at Hitron - Sustainability Management Structure	10	—
			1.1 Corporate Governance	34	—
	2-10	Nomination and selection of the highest governance body	1.1 Corporate Governance	34	—
	2-11	Chair of the highest governance body	1.1 Corporate Governance	34	—
	2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Governance at Hitron	10	—
			1.1 Corporate Governance	34	—
			1.4 Risk Management	42	—
	2-13	Delegation of responsibility for managing impacts	1.1 Corporate Governance	34	—
			1.4 Risk Management	42	—
2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance at Hitron - Sustainability Management Structure	10	—	
2-15	Conflicts of interest	1.1 Corporate Governance	34	—	
2-16	Communication of critical concerns	1.1 Corporate Governance	34	—	
2-17	Collective knowledge of the highest governance body	1.1 Corporate Governance	34	—	

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Governance	2-18	Evaluation of the performance of the highest governance body	1.1 Corporate Governance	34	—
	2-19	Remuneration policies	1.1 Corporate Governance	34	—
	2-20	Process to determine remuneration	1.1 Corporate Governance	34	—
	2-21	Annual total compensation ratio	N/A	N/A	Due to internal confidentiality regulations, disclosure is currently not permitted.
Strategy, policies and practices	2-22	Statement on sustainable development strategy	Message from the Chairman Sustainability Governance at Hitron	05 10	—
	2-23	Policy commitments	Sustainability Governance at Hitron 2.3 Human Rights Policy	10 59	—
	2-24	Embedding policy commitments	Sustainability Governance at Hitron 2.3 Human Rights Policy	10 59	—
	2-25	Processes to remediate negative impacts	Stakeholder Engagement and Concerned Topics 1.3 Ethical Corporate Management	19 40	—
	2-26	Mechanisms for seeking advice and raising concerns	1.3 Ethical Corporate Management 1.6 Legal Compliance	40 48	—
	2-27	Legal Compliance	1.3 Ethical Corporate Management 1.6 Legal Compliance 4.1 Sustainable Products	40 48 81	—
	2-28	Membership associations	About Hitron Technologies	06	—
	2-29	Approach to stakeholder engagement	Stakeholder Engagement and Concerned Topics	19	—
	2-30	Collective bargaining agreements	N/A	N/A	There are no labor union organizations in Taiwan.

GRI 3: Material Topics 2021

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Material topics	3-1	Process to determine material topics	Stakeholder Engagement and Concerned Topics	19	—
	3-2	List of material topics	Stakeholder Engagement and Concerned Topics	19	—
	3-3	Management of material topics	Stakeholder Engagement and Concerned Topics	19	—

GRI Economic Topics

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Economic Performance	201-1	Direct economic value generated and distributed	1.2 Financial Performance	38	—
	201-2	Financial implications and other risks and opportunities due to climate change	3.1 Climate Change Governance (TCFD)	69	—
	201-3	Defined benefit plan obligations and other retirement plans	2.4 Workplace of Happiness	62	—
	201-4	Financial assistance received from government	1.2 Financial Performance	38	—
Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	2.4 Workplace of Happiness	62	—
	202-2	Proportion of senior management hired from the local community	2.1 Employee Status	50	—
Indirect Economic Impacts	203-1	Infrastructure investments and services supported	2.5 Social Participation	66	—
	203-2	Significant indirect economic impacts	2.5 Social Participation	66	—
Procurement Practices	204-1	Proportion of spending on local suppliers	4.2 Sustainable Supply Chain	86	Percentage of localized procurement of mechanical and electrical materials 52.9%.
Anti-corruption	205-2	Communication and training about anti corruption policies and procedures	1.3 Ethical Corporate Management	40	—
	205-3	Confirmed incidents of corruption and actions taken	1.3 Ethical Corporate Management	40	—
Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	1.3 Ethical Corporate Management 1.6 Legal Compliance	40 48	No anti-competitive behavior, anti-trust, and monopolistic practices.

GRI Environment Topics

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Energy	302-1	Energy consumption within the organization	3.3 Sustainable Operations	75	—
	302-3	Energy intensity	3.3 Sustainable Operations	75	—
Water and Effluents	303-1	Interactions with water as a shared resource	3.3 Sustainable Operations	75	—
	303-2	Management of water discharge-related impacts	3.3 Sustainable Operations	75	—
	303-3	Water withdrawal	3.3 Sustainable Operations	75	—
	303-4	Water discharge	3.3 Sustainable Operations	75	—
	303-5	Water consumption	3.3 Sustainable Operations	75	—
Emissions	305-1	Direct (Scope 1) GHG emissions	3.2 Greenhouse Gases Inventory	73	—
	305-2	Energy indirect (Scope 2) GHG emissions	3.2 Greenhouse Gases Inventory	73	—
	305-3	Other indirect (Scope 3) GHG emissions	3.2 Greenhouse Gases Inventory	73	—
	305-4	GHG emissions intensity	3.2 Greenhouse Gases Inventory	73	—
	305-6	Emissions of ozone-depleting substances (ODS)	N/A	N/A	Imports and exports of non-ozone-depleting substances.
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N/A	N/A	No diesel, heavy oil, and other fuels are used as indirect materials in Hitron's production process but in the emergency generators for commonly used equipment with little impact on the environment, so SOx and NOx were not measured.
	Waste	306-1	Waste generation and significant waste-related impacts	3.3 Sustainable Operations	75
306-2		Management of significant waste-related impacts	3.3 Sustainable Operations	75	—
306-3		Waste generated	3.3 Sustainable Operations	75	—
306-5		Waste directed to disposal	3.3 Sustainable Operations	75	—
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	4.2 Sustainable Supply Chain	86	A total of 2 new suppliers adopted the new standards (including social responsibility).

GRI Social Topics

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Employment	401-1	New employee hires and employee turnover	2.1 Employee Status	50	—
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2.4 Workplace of Happiness	62	—
	401-3	Parental leave	2.1 Employee Status	50	—
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	—	—	Advance notices will be made in accordance with local regulatory requirements.
Occupational Safety and Health	403-3	Occupational health services	3.4 Occupational Safety and Health	77	—
	403-5	Worker training on Occupational Safety and Health	3.4 Occupational Safety and Health	77	—
Training and Education	404-1	Average hours of training each year per employee	2.2 Learning and Development	57	—
	404-2	Programs for upgrading employee skills and transition assistance programs	2.2 Learning and Development	57	In addition, when employees retired or the employment was terminated, we provide them with pension as required by law and severance pay.
	404-3	Percentage of employees receiving regular performance and career development reviews	—	—	All Hitron's indirect workers will receive performance evaluation each year (100% for both male and female). Hitron Vietnam did not conduct year-end performance evaluations in 2024 due to the plant closure.
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	1.1 Corporate Governance 2.1 Employee Status	34 50	—
	405-2	Ratio of basic salary and remuneration of female to male	2.4 Workplace of Happiness	62	—
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	2.3 Human Rights Policy	59	No incidents or complaints of discrimination were reported.
Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	2.3 Human Rights Policy	59	There were no operational sites or suppliers identified as having risks related to freedom of association or collective bargaining.
Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	2.3 Human Rights Policy	59	There were no operational sites or suppliers identified as having material risks associated with the use of child labor.
Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	2.3 Human Rights Policy	59	There were no operational sites or suppliers identified as having material risks related to forced or compulsory labor.

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	4.2 Sustainable Supply Chain	86	A total of two new suppliers were onboarded in 2024, with a 100% screening rate using social criteria.
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	4.1 Sustainable Products	81	—
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	4.1 Sustainable Products	81	—
Marketing and Labeling	417-2	Incidents of non-compliance concerning product and service information and labeling	4.1 Sustainable Products	81	We did not violate any applicable laws and regulations.
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	4.3 Customer Relationships	91	—

Other Topic

Topic	GRI standards	Disclosure item	Corresponding chapter	Page No.	Explanation
Innovation management	Hitron-1	Investment in product innovation	4.1 Sustainable Products	81	—
Product quality	Hitron-2	Violations related to quality management regulations Violations related to environmental regulations	4.1 Sustainable Products	81	—

5.2 SASB Metrics

Topic	Number	Description	Results in 2024	Chapter	Page No.
Water Management	TC-ES-140a.1	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Total water withdrawn totaled 26,035 m ³ ; 79.35% from water-stressed areas.	3.3 Sustainable Operations	75
Waste Management	TC-ES-150a.1	Amount of hazardous waste from manufacturing, percentage recycled	Hazardous waste totaled 263.86 tonnes, 62.91% of which was recycled.	3.3 Sustainable Operations	75
Product Safety	TC-HW-230a.1	Methods for defining product data security	The Company conducts product data security risk assessments in accordance with ISO 27001 requirements and has obtained certifications for both ISO 27001 and ISO 27017.	1.4 Risk Management	42
				1.5 Information Security	45
Labor Practices / Workforce Diversity and Inclusion	TC-ES-310a.1	(1) Number of work stoppages and (2) total days idle	No such an accident occurred during 2024. Both of the number of work stoppages and total days idle is zero.	SASB Metrics	100
	TC-HW-330a.1	(1) Gender diversity ratio and (2) diversity of racial/ethnic groups in: (a) Management level (b) Non-management level (c) Technical staff (d) Other employees	Relevant indicators are disclosed in the Employee Status section.	2.1 Employee Status	50
Labor Conditions, Health and Safety / Supply Chain Management	TC-ES-320a.1	(1) Total recordable incident rate (TRIR) and (2) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	Total recordable incident rate (TRIR): 0 Near miss frequency rate (NMFR) 0	3.4 Occupational Safety and Health	77
	TC-ES-320a.2 TC-HW-430a.1	Percentage of Company facilities and Tier 1 supplier facilities audited in the RBA Validated Audit Process (VAP) or equivalent, by (a) All Company facilities/suppliers (b) High-risk facilities/suppliers	As high as 100% of our plants conducted the RBA VAP On-site audits were conducted for 46.9% of A/B-tier suppliers (45/96*100%).	SASB Metrics	100
	TC-ES-320a.3 TC-HW-430a.2	(1) Non-conformance rate with the RBA Validated Audit Process (VAP) or equivalent and (2) associated corrective action rate for (a) priority non-conformances and (b) other non-conformances, broken down for the entity's facilities and the entity's Tier 1 supplier facilities	Non-conformance rate: 0%	SASB Metrics	100
Product Lifecycle Management	TC-HW-410a.1 TC-HW-410a.2 TC-HW-410a.3	Percentage of revenue from products containing substances listed in IEC 62474 Revenue from products compliant with EPEAT or equivalent standards Revenue from products with energy efficiency certifications	Data is currently being collected and will be disclosed once available	SASB Metrics	100
	TC-ES-410a.1 TC-HW-410a.4	Weight of end-of-life products and e-waste recovered, percentage recycled	Hitron products exported to Europe comply with local WEEE regulations. The quantity of collected items in 2024 was zero.	SASB Metrics	100
Materials Sourcing	TC-ES-440a.1 TC-HW-440a.1	Description of the management of risks associated with the use of critical materials	Hitron requires suppliers to sign a Conflict Minerals Due Diligence Statement and report via the GPM system.	4.2 Sustainable Supply Chain	86

5.3 Independent Assurance Statement of the Corporate Sustainability Report



INDEPENDENT ASSURANCE STATEMENT

To: The Stakeholders of HITRON TECHNOLOGIES INC.

Introduction and objectives of work

Bureau Veritas Certification Taiwan has been engaged by HITRON TECHNOLOGIES INC. to conduct an independent assurance of its HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report are the sole responsibility of the management of HITRON TECHNOLOGIES INC. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

The objective of our engagement is to provide assurance to HITRON TECHNOLOGIES INC. stakeholders over the accuracy, reliability and objectivity of the reported information and that it covers the issues material to the business and its stakeholders.

Scope of work

The scope of our work was limited to assurance over AA1000 AccountAbility Principles and performance data, included in the ESG Report for the reporting period January 1, 2024, to December 31, 2024. Subject to the limitations and exclusions listed in the section below, our review included:

- Data and information included in HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 AccountAbility Principle (2018)
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact
- Evaluation of the Report against the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability, as defined in the GRI Standards.

Reporting Criteria

HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report has been prepared in reference to relevant best practice reporting frameworks such as the Global Reporting Initiative (GRI), as well as internal definitions set by HITRON TECHNOLOGIES INC. for tracking and monitoring the progress against its ESG (Environment, Social, Governance) performance indicators.



Limitations and Exclusions

Our work was subject to the following exclusions:

- Financial data, including financial data that feeds into the calculation of information in the ESG report as these are audited by an external financial auditor and are relied on as accurate for the purposes of our scope of work. This includes but is not limited to any statements relating to production, sales, revenue, salaries, payments, and financial investments;
- Greenhouse gas emissions are verified by verification body selected by HITRON TECHNOLOGIES INC. and are relied on as accurate for the purposes of our scope of work.
- Information related to activities outside the defined reporting period or scope;
- Company position statements (including any expression of opinion, belief, aspiration, expectation, aim or future intent) and any HITRON TECHNOLOGIES INC. or third-party anecdotes or testimonials;
- Content of external websites or documents linked from the ESG Report and country or business unit specific Reports of other HITRON TECHNOLOGIES INC. entities or joint ventures;
- Appropriateness of any new targets, commitments, and objectives established and communicated by HITRON TECHNOLOGIES INC.; and
- Appropriateness of definitions and any internal reporting criteria adopted by HITRON TECHNOLOGIES INC. for its disclosures.

The following limitations should be noted:

Our work was limited to HITRON TECHNOLOGIES INC. Head Office activities where HITRON TECHNOLOGIES INC. consolidates and reconciles data provided by its markets, countries of operation, suppliers and other third parties. The reliability of the reported data is dependent on the accuracy of data collection and monitoring arrangements at market and site level, not addressed as part of this assurance.

This Moderate level assurance engagement relies on a risk based selected sample of the information in the ESG report and the associated limitations that this entails.

Responsibilities

The preparation and presentation of the ESG Report are the sole responsibility of the management of HITRON TECHNOLOGIES INC.

Bureau Veritas was not involved in the drafting of the ESG Report. Our responsibilities were to:

- Provide Moderate level assurance as per AA1000 over the accuracy, reliability and objectivity of the information contained within the ESG Report;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- Report our detailed conclusions and recommendations in an internal report to HITRON TECHNOLOGIES INC. management.



Assessment Standard

The assurance process was conducted in line with the requirements of the AA1000 Assurance Standard (AA1000AS v3), Type 2 at a Moderate level of assurance.

Summary of work performed

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

1. Interviews with relevant personnel of HITRON TECHNOLOGIES INC.;
2. Review of documentary evidence produced by HITRON TECHNOLOGIES INC.;
3. Review performance data listed in report with sampling basis;
4. Visits to 1 site located in Taiwan (Hsinchu City);
5. Evaluate the design of internal systems, processes and controls for data collection, aggregation, analysis and reporting, including assessing the appropriateness of assumptions made, estimation techniques used and reporting boundaries;
6. Assess the disclosure and presentation of HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report to ensure consistency with assured information.

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

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

Our findings

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

- The information and data included in HITRON TECHNOLOGIES INC. 2024 Corporate Sustainability Report are accurate, reliable and free from material mistake or misstatement;
- The Report provides a fair representation of HITRON TECHNOLOGIES INC.'s activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over HITRON TECHNOLOGIES INC.'s performance and status during the reporting period;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard v3 principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- HITRON TECHNOLOGIES INC. has established appropriate systems for the collection, aggregation and analysis of relevant information;



Alignment with the principles of AA1000 Accountability Principle (2018)

Inclusivity

HITRON TECHNOLOGIES INC. has processes in place for engaging with key stakeholders including socially responsible investors, clients, employees, supply chain and local community, and has undertaken a number of formal stakeholder engagement activities in 2024 covering a range of material topics such as Economic, Social and Environment.

Materiality

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

Responsiveness

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

Impact

HITRON TECHNOLOGIES INC.'s management system can monitor, measure and be accountable for how their actions affect their broader ecosystems.

Key areas for ongoing development

Based on the work conducted, we recommend HITRON TECHNOLOGIES INC. to consider the following:

- Encouraging the organization to communicate with non-important stakeholders can also be included in the survey of sustainability issues, which will help the organization to respond in an integrated manner. (RESPONSIVENESS)

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 195 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems, and processes.

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

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

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



Bureau Veritas Certification Taiwan
3F-B, No. 16, Nanjing E. Rd., Sec. 4, Songshan District, Taipei 10553, Taiwan R.O.C.
31st May, 2025

Technical Reviewer: *Cater Lin* Date: 2025/5/31

Verifier: *Lily Chuang Wendy Wang* Date: 2025/5/31



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Hitron Technologies Inc.

No. 1-8, Li-Hsin 1st Rd., Hsinchu Science Park,
Hsinchu City 300, Taiwan (R.O.C.)

TEL | +886-3-5786658 **FAX** | +886-3-5778856

www.hitrontech.com