

Strategies and Goals for Material Topics

Material Topics	Short-term Goals (2019)	Medium- and Long-Term Strategies (2020-2025)
Ensuring shareholders' equity	<ul style="list-style-type: none"> To maintain the percentage of independent directors at above 35% Have at least 2 female directors on the Board 0 conflict of interest cases within the Board 	<ul style="list-style-type: none"> To improve business performance and uphold and promote the interests of shareholders through the 4 transformational projects: "core business," "emerging business," "cost optimization," and "improvement of basic skills" established under the guiding principle of "customer-centered value creation"
The integrity and business ethics of the employees	<ul style="list-style-type: none"> An employee satisfaction rate of 80% The employee turnover rate within the first 3 years of employment maintained at under 5% The rate of implementing annual integrity and ethics test reached 100% To keep educational training expenses at NT\$ 500 million 	<ul style="list-style-type: none"> To ensure that employees' average salary is in the top 5% of the industry To ensure that starting salaries are higher than the minimum wage in Taiwan To maintain the collective agreement coverage rate at 99% To reach 100% in implementing general education courses
Building a happy business		
Fair and equal labor-management relations and employee engagement		
Health and safety	<ul style="list-style-type: none"> To reach 99% in employees' participation in the routine physical examination 	<ul style="list-style-type: none"> To maintain 99% in the employees' participation of the routine physical examination To obtain the management system certification (ISO 45001) for every branch
Climate change and energy management	<ul style="list-style-type: none"> Register for and pass the examination of the Science Based Targets (SBT) Obtain water footprint certification (ISO 14046) for the IDC in Banqiao Obtain carbon footprint certification (ISO 14067) and the Carbon Footprint Label from the Environment Protection Administration for service centers 	<ul style="list-style-type: none"> To reach a capacity of 750 kW in renewable energy for the company's own facilities by 2030 To reach a cumulative 10% decrease in carbon emissions by 2023, with 2017 as the base year
Information on the products and service	<ul style="list-style-type: none"> 0 cases of major unclear labeling or incidences of fraud 	<ul style="list-style-type: none"> To ensure complete compliance with laws and internal regulations in promotional information of products and services
Privacy protection	<ul style="list-style-type: none"> 0 cases of major cyber security incidents 0 cases of major personal information leakage incidents 	<ul style="list-style-type: none"> Annual examination of and adjustment to the policies, regulations, and strategies for cyber and personal information security To external and internal audits; to pass the investigations of the competent authorities and obtain third party certifications
Social and economic law compliance	<ul style="list-style-type: none"> 0 cases of major legal violations To organize annual legal compliance training 	<ul style="list-style-type: none"> To ensure that no major violations of Taiwan's economic, social, or environmental regulations occur