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# Customer Service

BenQ Materials is a global leader in display materials solutions. Our diverse product portfolio ranges from functional films and advanced battery materials to professional medical, personal aesthetic, and waterproof breathable fabrics. Due to the wide variety of product types, our clientele includes enterprises, distributors, and end consumers. We are committed to providing our customers with satisfactory products and high-quality services. At the same time, we value customer communication and maintaining good interactions to create maximum value for our customers.



## Customer Service Mechanism

### Display Materials

BenQ Materials has established a structured customer complaint handling process based on the urgency and severity of each event. Upon receiving a complaint, Technical Service personnel (ES) follow standard operating procedures to conduct case evaluation, identify root causes, implement corrective actions, and verify the effectiveness of solutions in a timely manner to resolve customer issues.

In 2024, enhancements in quality control capabilities and broader evaluation in new product development led to a total of 30 customer complaints related to display materials, representing a decrease of 1 case (-3%) compared to 2023.



## Advanced Battery Materials

In 2024, the company implemented continuous improvement projects targeting zero customer complaints. After completing several preventive risk mitigation measures, the company achieved zero customer complaints throughout the year.

## Healthcare Products

### Medical packaging

The complaint handling process for sterile medical packaging is managed and tracked in accordance with the customer complaint procedure, with responses required within specified timeframes based on the severity and urgency of the issue. Safety-related defects must be responded to within 1 working day, major functional defects within 3 working days, and minor cosmetic defects within 5 working days.

### Wound Care

All feedback and suggestions from Anscare users/customers are recorded through the electronic Customer Complaint Management System (CCMS). Each case is reviewed by the relevant department heads to determine appropriate response actions. If the feedback is related to product use or safety, it is formally registered through the customer complaint process, and a corrective action project is initiated and tracked to ensure effective improvement in product quality.

### Skin Care

Derma Angels has established various channels for customer service, including the official Derma Angels's website, Facebook, Instagram, customer service hotline, and customer service email. Consumers can provide real-time feedback through these multiple channels. The customer service team is committed to providing accurate and professional responses within 24 hours. Furthermore, they continuously monitor and review consumer opinions, providing ongoing care and attention to customer feedback within a two-week timeframe.

### Vision Care

Miacare provides multiple channels for customer service and complaint handling, including a customer service email, consumer service hotline, Facebook/Instagram community messages, and QR codes for the brand's e-commerce platform. These various methods are available to assist consumers with product inquiries and provide a diverse range of customer service channels for lodging complaints. This approach enables prompt responses and efficient handling of subsequent issues to address any consumer concerns in the shortest possible time.

## Waterproof and breathable textiles

Xpore categorizes customer complaints into three major types: service, general, and major complaints. Upon receiving customer complaints, Xpore conducts analysis and assessment based on the content of the complaint. Depending on the customer's needs, appropriate services and recommendations are provided in response to the complaint.





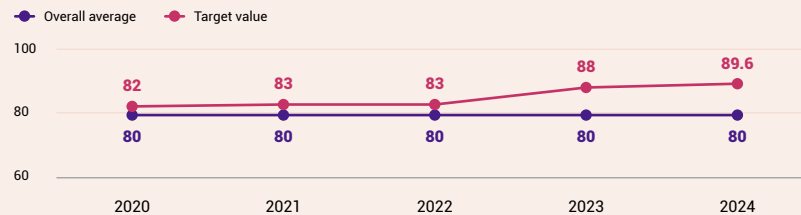
## Customer Satisfaction

### Display Materials

For the functional film product line, customer satisfaction surveys are conducted quarterly, covering areas such as product quality, service quality, delivery performance, and R&D capabilities. The survey results are consolidated and communicated to relevant departments to ensure customer needs are understood and addressed through appropriate improvement actions aimed at enhancing customer satisfaction.

In addition to scheduled surveys, ad-hoc customer evaluations are also reviewed as needed, with root cause analyses and corrective actions systematically implemented. In 2024, the customer satisfaction score for the functional film business reached 89.6%, meeting the company's internal target.

Historical Customer Satisfaction Surveys - Display Materials



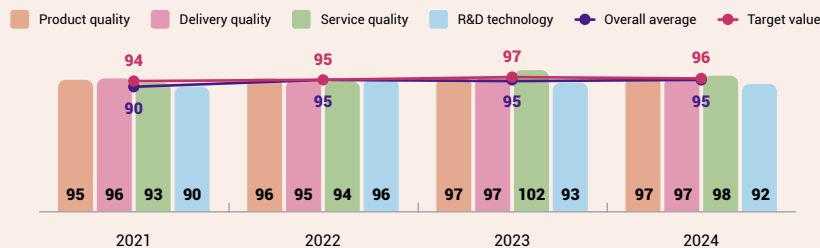
### Advanced Battery Material

Quarterly customer satisfaction surveys are conducted across four key dimensions: product quality, delivery performance, service quality, and R&D capabilities.

In 2024, the company received an "S" grade supplier rating from a Japanese Tier 1 customer for three consecutive evaluations, as well as "A" grade supplier ratings from a major Tier 1 customer in China and a key customer in Thailand.

The overall customer satisfaction score in 2024 reached 96.3%, meeting the company's target.

Historical Customer Satisfaction Surveys - Advanced Battery Material

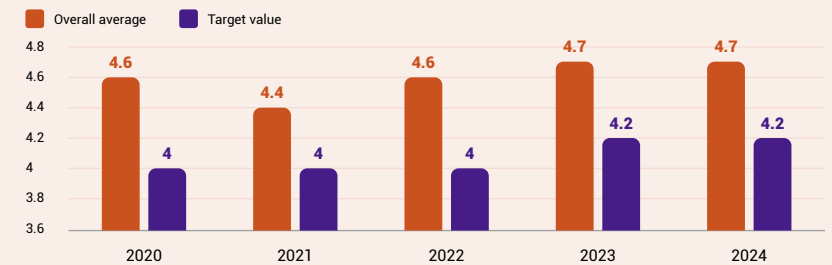


Note: A comprehensive customer satisfaction survey program has been in place since 2019.

## Healthcare Products

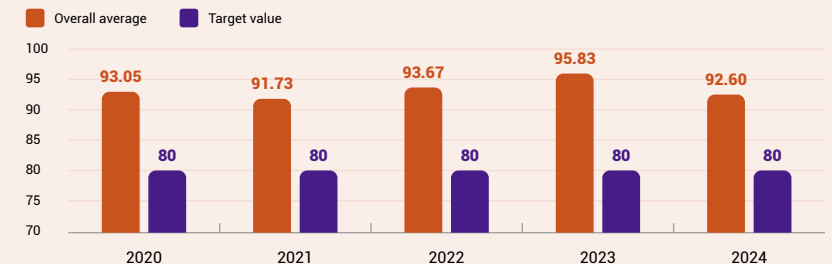
- 1 Wound Care : Each year, a customer satisfaction survey is conducted with distributors (external channels, chain pharmacies, hospitals), focusing on five key aspects: product quality, logistics, business services, after-sales service, and product training. In 2024, the average customer satisfaction reached a highly satisfactory level (4–5 points), exceeding all target values.

Historical Customer Satisfaction Surveys – Wound Care



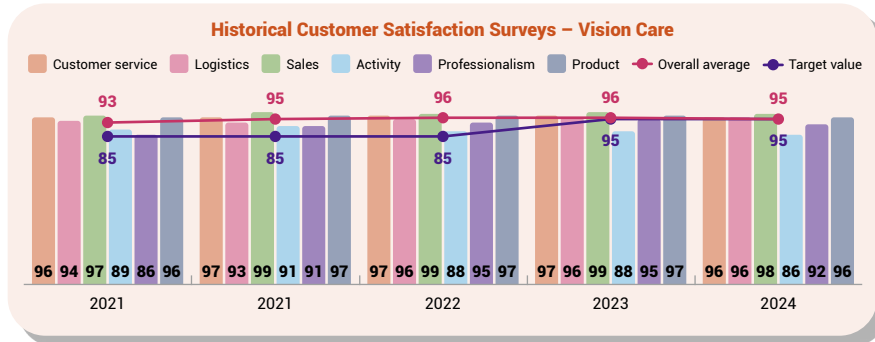
- 2 Medical packaging : In 2024, the response rate for the domestic customer satisfaction survey was 60%, with an average satisfaction score of 92.6. A total of 8 complaints related to sterilization packaging materials were received during the year. Compared to previous defect rates, there has been a downward trend in safety-related defects. Continuous improvement measures include:
  - Abnormal products are automatically removed after material changeover on the machines.
  - Abnormal items during the printing process are marked with colored pens during machine adjustments.
  - Optimization of equipment inspection mechanisms (e.g., mold fixation and shaft sleeves before production startup).
  - Implementation of a weight control mechanism to ensure quantity accuracy.

Historical Customer Satisfaction Surveys – Medical packaging





- 3 Vision Care** : An annual satisfaction survey is conducted targeting distributors (including chain stores and independent retailers). In 2024, the overall average score reached 95, matching the ambitious target set. This level of satisfaction indicates that the brand's management has been widely recognized and affirmed by most distribution partners.



- 4 Skin Care** : Every year, DermaAngel conducts customer satisfaction surveys via email targeting its key domestic and international partners, including distributors and channel agents. In 2024, the overall customer satisfaction score reached 94%, slightly below the target of 95%. Lower satisfaction ratings were primarily related to product training and product quality. In response, the company implemented the following improvements. The 2024 customer complaint rate was 3.2 dppm, marking a 40% reduction compared to 5.3 dppm in the previous year:

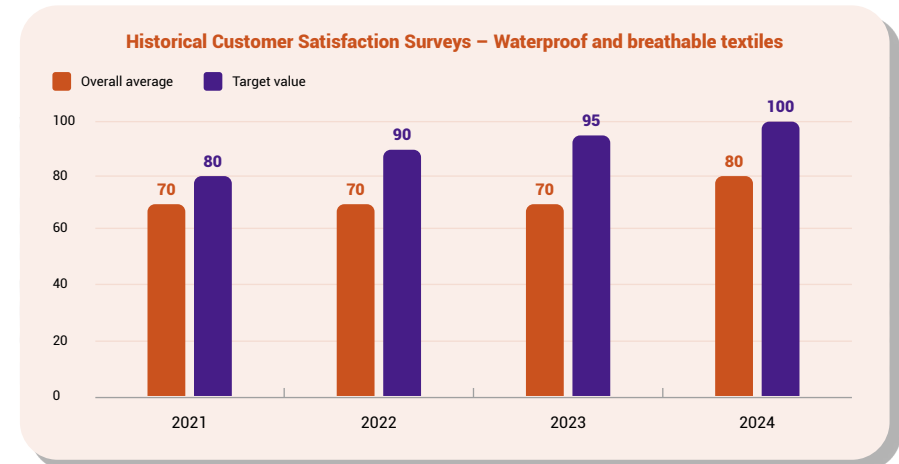
- Adhesion issue of acne patches: Optimized the die-cutting process, introduced lower blade temperatures, and increased blade maintenance frequency to reduce gel overflow caused by cutting, resulting in a 70% reduction in complaint rate.
- Short-packed finished products: Implemented a mid-pack weighing mechanism to ensure the accuracy of box quantities, leading to a 50% reduction in complaint rate.
- Appearance defects in acne patches: Strengthened quality control mechanisms by introducing blind defect testing assessments and stricter sampling rejection criteria, achieving a 76% reduction in complaint rate.



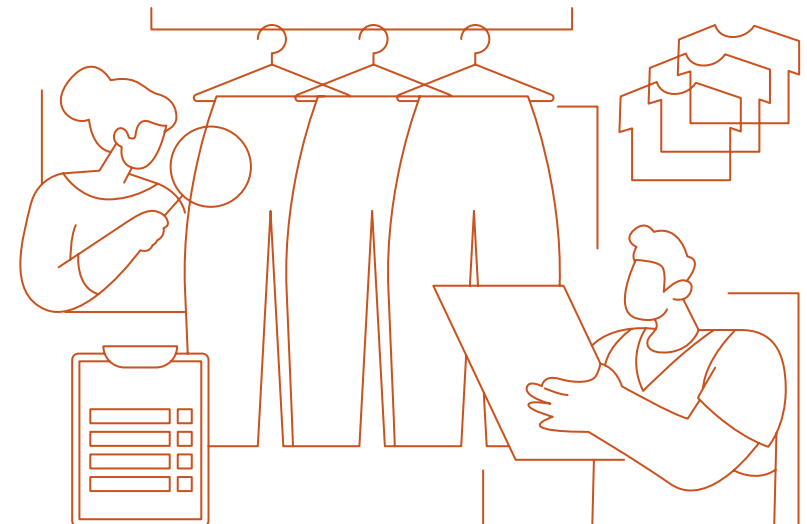
Note: A comprehensive customer satisfaction survey has been conducted since 2021.

## Waterproof and breathable textiles

Confirm customer requirements and key specifications during the development phase by understanding the customer's application and related specifications. If necessary, hold regular meetings for discussion. In 2024, the average satisfaction score reached 100 points. If the score falls below the target threshold (70 points), the company will engage with the customer to review and implement corrective actions.



Note: A comprehensive customer satisfaction survey has been conducted since 2021.



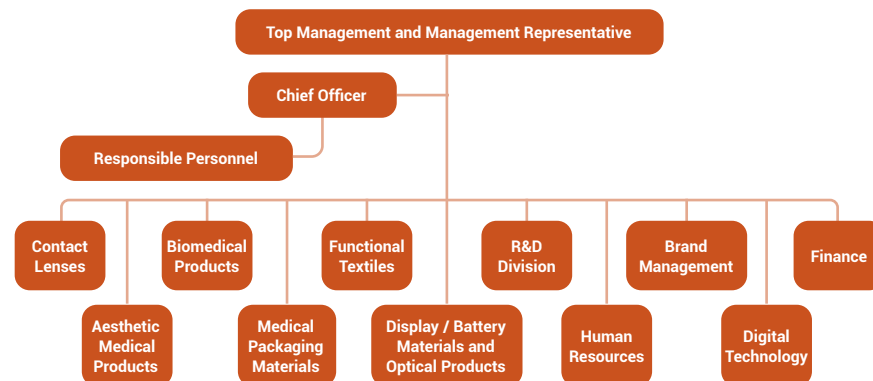


### Privacy Protection Policy and Practices

BenQ Materials recognizes the critical importance of data security and regulatory compliance in maintaining customer trust and ensuring long-term corporate sustainability. To this end, the company continuously strengthens its personal data protection mechanisms to ensure alignment with international regulations and best practices. Details regarding the company's privacy policy can be found on the [BenQ Materials ESG website](#).

In 2023, the company officially established the "Personal Data Management Policy", along with six additional personal data management guidelines. A dedicated personal data protection organization was also set up, including the following key roles:

- **Personal Data Committee Members:** 11 senior executives responsible for overseeing the implementation of data protection measures across departments to ensure the effectiveness of the privacy policy.
- **Chief Data Protection Officer:** Appointed from the legal department to coordinate privacy protection strategies and management mechanisms.
- **Dedicated Data Protection Personnel:** In charge of day-to-day data management operations and internal coordination.
- **Personal Data Management Representative:** Held by the Chairman, to ensure privacy protection receives the highest level of attention and support.



### Continued Advancement of Privacy Protection Measures

#### 1 Enhancing Employee Privacy Education and Training

- Since 2018, the company has regularly provided General Data Protection Regulation (GDPR) training for all employees to enhance awareness and practical knowledge of personal data protection.
- Starting in 2023, company-wide training was implemented to strengthen understanding of the importance of Taiwan's Personal Data Protection Act, ensuring that the concept of privacy protection is embedded into daily operations. Additionally, internal seminars on China's Personal Information Protection Law (PIPL) were held to ensure correct interpretation and compliance with regulatory requirements.

#### 2 Strengthening Compliance with Privacy Regulations

- Since 2021, the company has regularly participated in group meetings regarding updates on international privacy laws to ensure timely awareness of legal developments and compliance requirements.
- In 2022, external experts were engaged to assess the current status of the company's privacy management, identify potential risks, and provide improvement recommendations.
- Beginning in 2023, the company initiated annual personal data inventory reviews and risk assessments to ensure regulatory compliance and continual improvement in data management practices.
- In 2024, the company completed the personal data inventory and risk evaluation process, ensuring that the personal data management system aligns with the latest privacy regulations and standards.

#### 3 Enhancing System and Contract Management

- In 2024, the company renewed agreements with key system service providers to ensure that privacy protection clauses meet current regulatory standards and reinforced privacy protection in consumer-facing systems. Updated versions of the privacy policy in both Chinese and English were released to ensure that all stakeholders clearly understand the company's data management principles and practices.

#### 4 Strengthening Internal Audits and External Professional Support

- In 2024, the company signed a contract with a professional law firm to arrange internal personal data audits and related professional services in 2025, ensuring that privacy protection management continues to comply with international standards and regulatory expectations.



# Quality Management

## Quality Policy

BenQ Materials is committed to delivering high-quality products and services that meet customer needs and comply with regulatory requirements. The company continuously promotes the effective operation and improvement of its quality management system. We have obtained international quality certifications including ISO 9001, IATF 16949, and IECQ QC080000 ([please refer to the ESG website for details](#)). Guided by a risk-based approach, full employee participation, and a culture of continuous improvement, we implement quality control throughout the entire value chain—from R&D, procurement, production to delivery—to ensure product safety, reliability, and customer satisfaction.

## Quality Risk and Preventive Management

To ensure product quality and customer satisfaction, BenQ Materials has established a comprehensive quality management framework. For both new product development and changes to existing products, we implement APQP (Advanced Product Quality Planning) and EC (Engineering Change) procedures, which are integrated with our overall quality management systems (such as ISO 9001 and IATF 16949).

## APQP: New Product Design and Development Process

The APQP process is led by the Project Manager (PM) and follows four major phases: Planning → DVT (Design Verification Test) → MVT (Mass Verification Test) → MP (Mass Production). It covers product design, testing, validation, and production readiness to ensure that new products meet internal quality standards and customer requirements from concept through mass production. With stage-gate reviews and risk assessments, the process identifies technical challenges and potential failure risks early on to minimize quality issues during mass production.

## EC: Design, Material, and Process Change Management in Mass Production

The EC process is applied to manage engineering changes during the mass production phase. It is initiated by the change requester (PM / Sales / MM / MFG) and involves the following steps: ECR (Engineering Change Request) → ETR (Engineering Test Request) → EAR (Engineering Analysis Report) → ECN (Engineering Change Notice). Before any change is implemented, cross-functional defect verification (involving MFG / Process Engineering / QA / ES) is conducted to ensure the change does not negatively impact product quality or process stability.

## Quality Training

BenQ Materials promotes continuous improvement through course design and implementation of Continuous Improvement Program (CIP) projects. Training topics include QC Story problem-solving methodology, the Seven Quality Control Tools (QC 7 Tools), Statistical Process Control (SPC), and Design of Experiments (DOE), helping employees apply learned knowledge and skills directly to their work processes.

The continuous improvement initiatives consist of CIP and VSM projects, in which cross-departmental teams are formed to address specific issues. These teams use QC Story methods to conduct analysis and develop solutions.

From 2009 to 2024, a total of 287 project teams successfully completed their initiatives. In 2024 alone, 59 projects were concluded, generating an estimated financial benefit of NT\$267 million.





## Quality Mechanisms

Item	Display Materials	Advanced Battery Materials	Healthcare and Nursing Products	Waterproof and breathable textiles
Quality Management Measures	<ul style="list-style-type: none"><li>Optimized validation criteria during new product development to meet customer needs and achieve 100% sample approval success rate.</li><li>Enhanced process parameters and equipment to eliminate raw material defects and foreign matter, improve cleanliness and process capability, resulting in zero customer complaints.</li><li>Continued development and optimization of validation indicators for new film materials.</li><li>Simulated and analyzed end-user behavior to further upgrade product capabilities.</li><li>Used historical OK/NG data for machine learning to identify key process factors.</li><li>Deployed IoT-based predictive equipment monitoring and automated data collection.</li><li>Upgraded automated optical inspection systems to reduce defect rate and production cost.</li><li>Applied quality tools such as FMEA and continuous improvement projects.</li></ul>	<ul style="list-style-type: none"><li>Received "S-grade Excellent Supplier" rating from Japanese Tier 1 customer for three consecutive evaluations.</li><li>Reduced external audit findings by 20% and IPQA audit findings by 18%.</li><li>Completed 39 risk improvement actions, including 15 automation upgrades, 2 root cause improvements, 1 new risk control mechanism, and 21 OCAP implementations.</li><li>Passed high-rating customer audits from Japanese and Chinese Tier 1 clients.</li><li>Established PFMEA/CP guidance and coating outsourcing control mechanisms at Yunlin Plant.</li></ul>	<p>Vision Care:</p> <ul style="list-style-type: none"><li>Maintained existing quality system for product control.</li><li>Formed dedicated task force for complaint improvement (CIP) focused on contact lens comfort.</li><li>2024 complaint rate at 316 dppm, meeting quality target (<math>\leq 500</math> dppm).</li></ul> <p>Skincare:</p> <ul style="list-style-type: none"><li>Passed ISO 13485 certification at Yunlin Plant in 2024.</li><li>Achieved Halal certification at Yunlin and Wuhu Plants.</li><li>Achieved QMS sterilization product certification.</li></ul> <p>Medical Packaging:</p> <ul style="list-style-type: none"><li>Renamed verification lab as Lianhe Packaging Validation Lab, recertified under TAF ISO 17025.</li><li>QMS certified for dental tray holders.</li></ul> <p>Wound Care:</p> <ul style="list-style-type: none"><li>Hemostatic and NPWT products legally launched in the EU, submitted MDR applications after clinical trials.</li><li>Obtained DSTU EN ISO 13485:2018 and Ukrainian market approval for SIMO product.</li></ul>	<ul style="list-style-type: none"><li>Raw materials inspected at incoming, in-process, and pre-shipment stages.</li><li>Ongoing quality improvements: PU+ medium-denier curl defect rate down 11.9%; PO+ low-denier curl defect rate down 39.7%.</li><li>Certified under ISO 9001.</li><li>Obtained Bluesign®, Higg Index, GRS, and OEKO-TEX® certifications.</li></ul> <p><a href="#">See Xpore website for details.</a></p>
Supplier Quality Management	<ul style="list-style-type: none"><li>COA (Certificate of Analysis) integrated with SPC (Statistical Process Control).</li><li>Semi-annual QBRs (Quarterly Business Reviews).</li><li>On-site audits conducted for suppliers with quality issues.</li></ul>	<ul style="list-style-type: none"><li>Comprehensive management across 12 dimensions: from raw material inspection to quality goals, assurance mechanisms, acceptance, nonconformance handling, engineering change, continuous improvement, and supplier audits.</li></ul>	<p>Vision Care:</p> <ul style="list-style-type: none"><li>Maintained existing quality system.</li></ul> <p>Skincare:</p> <ul style="list-style-type: none"><li>6 new and 10 returning suppliers evaluated with 100% completion rate.</li></ul> <p>Medical Packaging:</p> <ul style="list-style-type: none"><li>Adjusted audit criteria to increase differentiation and highlight competitive or underperforming suppliers.</li></ul> <p>Wound Care:</p> <ul style="list-style-type: none"><li>Selected key suppliers based on transaction volumes for audits; 2024 audit completion rate: 54%.</li></ul>	<ul style="list-style-type: none"><li>Used Bluesign®-approved chemicals and raw materials.</li><li>Conducted multi-faceted supplier assessments (processes, organization, testing, environmental, human rights, health &amp; safety); 4 self-assessed suppliers with 100% pass rate.</li></ul>
Product Returns	<ul style="list-style-type: none"><li>2024 return rate: 0.19%, meeting the set target (<math>\leq 0.2\%</math>).</li><li>No customer product recalls.</li></ul>	<ul style="list-style-type: none"><li>RMA return value reduced by 93% compared to 2023.</li><li>No customer product recalls.</li></ul>	No product returns or recalls.	No product returns or recalls.





# Supplier Management

## Sustainable Supplier Management Framework

BenQ Materials has established a sustainable supply chain management framework that requires all suppliers to comply with the company's sustainability policies or related documents. This includes signing the following agreements:

- Supplier Code of Conduct Commitment,
- Declaration of Compliance with Conflict-Free Minerals Requirements, and Hazardous Substances Management Policy.

The company conducts on-site audits, implements corrective actions, and develops supplier capabilities for both new and existing suppliers to mitigate supply chain risks and enhance supplier sustainability performance.

Through a comprehensive sustainable management process, BenQ Materials encourages suppliers to grow together with the company, creating greater shared value and positive impact across the supply chain.

### Supplier Classification

Raw Materials and Packaging Materials (BOM)

Contract Manufacturing

Parts and Consumables

Equipment

Engineering (including labor services)

Supplier Classification	2023	2024
Number of Tier 1 Suppliers	233	262
Number of Tier 1 Key Suppliers	67	82

\*Currently, there is 1 supplier certified under RBA VAP.

Supplier Classification			Sustainability Policy Documentation Requirements				Search and Selection		Audit and Guidance		
			CSR Commitment	Hazardous Substances Policy	Integrity Commitment	Conflict Minerals Management	Initial Evaluation	ESG Evaluation	Evaluation	ESG Audit	ESG Training
New Supplier	BOM Material	Critical	✓	✓	✓	✓	✓	✓		✓	✓
		Non-critical	✓	✓	✓	✓	✓				✓
	Non-BOM	Critical	✓		✓						✓
		Non-critical	✓		✓						✓
Existing Supplier	BOM Material	Critical	✓	✓	✓	✓		✓	✓	✓	✓
		Non-critical	✓	✓	✓	✓			✓		✓
	Non-BOM	Critical	✓		✓						✓
		Non-critical	✓		✓						✓

- Tier 1 Suppliers: Suppliers that may cause production disruption (unable to resume within 72 hours), or those with more than three transactions annually and a total transaction amount exceeding NTD 5 million.
- Key Suppliers: Tier 1 suppliers whose cumulative transaction amount accounts for the top 85% of the total.
- Sustainability Policy Documentation Requirements: Signing of the Supplier Corporate Social Responsibility Commitment Letter, the Hazardous Substance Management Policy, the Supplier Integrity Commitment Letter, and compliance with responsible mineral sourcing (submission of a guarantee statement confirming no use of or violation regarding conflict minerals).
- Supplier Search and Selection: Includes supplier search and basic review. New material suppliers are required to establish a quality agreement in advance. Evaluation criteria cover financial status, delivery reliability, quality systems, R&D capabilities, and environmental, safety, and health requirements. In 2023, sustainability performance evaluation and information security risk assessment were also introduced.
- Existing Supplier Audits and Guidance: Includes regular and ad hoc evaluations (document review or on-site audit), ESG audits, information security assessments, and thematic supplier improvement coaching.





## Sustainability Policy Document Requirements

### Signing of Supplier Corporate Social Responsibility Commitment Letter

BenQ Materials has established the "[Supplier Code of Conduct for Corporate Social Responsibility](#)," which is based on the Responsible Business Alliance (RBA) Code of Conduct, CSR management manuals, and customer requirements. This Code covers five key aspects: Ethics, Labor, Health & Safety, Environment, and Management Systems. Suppliers are further required to sign the "Supplier Corporate Social Responsibility Commitment Letter."

In 2024, 95% of Tier 1 suppliers signed the commitment letter. For new suppliers providing BOM (Bill of Materials) materials, the signing rate reached 100%. Existing suppliers were already in compliance with internal policies and had agreed to adhere to BenQ Materials' internal regulations; therefore, no additional documentation was required.

### Responsible Mineral Sourcing Management

BenQ Materials supports international initiatives on responsible mineral sourcing and conducts due diligence on Conflict Minerals (CM) procurement in accordance with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals and the framework of the Responsible Minerals Initiative (RMI), as well as customer requirements. The company strictly prohibits the use of conflict minerals originating from the Democratic Republic of the Congo and its neighboring conflict-affected regions to avoid indirectly financing human rights violations, armed violence, or environmental destruction. For more information, refer to the BenQ Materials Green Partner Policy.

BenQ Materials communicates its responsible minerals policy and requirements to suppliers through written declarations and mandates full compliance. In 2024, the signing rate for all Bill of Materials (BOM) suppliers reached 100%, including those who proactively provided the Conflict Minerals Reporting Template (CMRT).

To ensure supplier compliance, the company has verified that the sources of gold (Au), tantalum (Ta), tin (Sn), tungsten (W), cobalt (Co), and mica are not from conflict-affected areas. In 2024, BenQ Materials supported due diligence processes for 13 customers in the polarizer segment, 1 customer in the optical materials segment, and 2 customers in the battery materials segment, confirming that no relevant minerals were used and requiring suppliers to issue written guarantees.

## Supplier Search and Selection

### Search and Selection of New Suppliers

New supplier evaluations primarily assess the supplier's financial status, delivery reliability, quality management system, and R&D capability. Suppliers who pass the evaluation will proceed to sample provision and small-batch production testing.

For the procurement of new materials, a quality agreement is established with suppliers. If specifications are undefined or quality concerns arise, shipment is permitted only upon approval from BenQ Materials. Suppliers are required to proactively report any abnormalities to ensure effective two-way communication. Additionally, if incoming raw materials are found to be out of specification and confirmed to be supplier-related, the supplier must immediately attend an on-site evaluation. If the issue is verified to be the supplier's responsibility, a Supplier Non-Conformance Notice is issued for corrective action.

In 2024, evaluation criteria were expanded to include corporate sustainability policy and cybersecurity risk assessments. Suppliers failing to meet the standards must undergo negotiation for improvement or will be disqualified. A total of 18 new suppliers were onboarded in 2024, all of which were selected using environmental criteria in accordance with the supplier evaluation guidelines.



### Selection of Key Suppliers

In the process of identifying first-tier key suppliers, BenQ Materials not only considers the number of transactions, transaction amounts, and whether the supplier provides critical materials or technologies, but also evaluates potential negative impacts related to environmental, social, and governance (ESG) aspects of the business. This includes the following criteria:

Selection Dimensions	Evaluation Content
Business Ethics	Strict compliance with ethical business conduct, information transparency, prohibition of improper benefits, fair trade, fair advertising and competition, protection of identity and prevention of retaliation, intellectual property rights protection, responsible sourcing of metals, and data privacy and cybersecurity policies
Labor	In line with internationally recognized standards, commit to upholding and respecting labor rights. Adopt a "zero tolerance" policy for workplace misconduct and build a culture of safety, dignity, non-discrimination, mutual respect, inclusion, and equal opportunity for all workers.
Health and Safety	Referencing OHSAS 18001 and ILO guidelines, should cover: occupational safety, emergency response policies, injury and illness management, industrial hygiene, manual labor control, equipment safeguarding procedures, public health and housing, and health and safety communication and training
Environmental Sustainability	In accordance with ISO 14001 and EMAS standards, environmental criteria should include: environmental permits and reporting, pollution prevention and resource conservation, hazardous substance control, material management, and emissions control for air, water, and waste
Management System	A system should be established to: comply with all business- and product-related laws and customer requirements; define corporate social and environmental responsibility policies; identify and mitigate operational risks
Energy Saving and Carbon Reduction	Obtain environmental certifications (ISO 14064, ISO 50001), and demonstrate actions and achievements in water resource management, waste reduction, and improvements in energy efficiency



## Existing Supplier Management

### Supplier Audit and Guidance

BenQ Materials conducts regular and ad-hoc evaluations of qualified suppliers for critical materials based on four key criteria: Quality, Technology, Delivery, and Cost. Suppliers with actual transactions within the year are audited once annually, with the audit schedule for the following year finalized by the end of December. In special circumstances, ad-hoc audits or guidance may be conducted as needed.

#### Reasons for Conducting Unscheduled Audits and Supplier Guidance

- Occurrence of major quality issues (e.g., material shortage, causing significant losses to BenQ Materials or customers)
- Critical nonconformities at suppliers requiring corrective action verification
- Specific purposes (e.g., new personnel training, ongoing quality issue follow-up)
- Exempted suppliers (excluding consumables and non-material suppliers)
- Changes in critical supplier 4Ms (Man, Machine, Material, Method)

Audit ratings are categorized into three levels: A, B, and C.

- level suppliers are qualified, but they are still required to submit improvement plans and reports for any poorly rated items, with incoming inspection personnel regularly monitoring their progress.
- B-level suppliers are conditionally qualified, requiring discussions about supply modes and corresponding measures, along with continuous improvement and reporting.
- C-level suppliers are deemed unqualified.

Procurement strategies are adjusted based on evaluation results, prioritizing orders and increasing purchase volumes from highly rated suppliers. Unqualified suppliers must improve within a set timeframe, after which relevant departments discuss whether to continue procurement. Special guidance plans are implemented if necessary, requiring improvement within six months. If no improvement is observed after long-term reviews or on-site guidance, the supplier's qualification is revoked.

First-time audits for new suppliers and regular audits for qualified suppliers can be conducted as paper-based or on-site evaluations depending on the situation. On-site audits require supervisor approval or discussion in meetings before proceeding with the audit process.



Supplier Type	Number of Audited Suppliers	2024 Audit Result	Audit Ratio
Polarizer suppliers	56 suppliers	Class A suppliers 50 Class B suppliers 6	100%
Optical film suppliers	3 suppliers	Class A suppliers 2 Class B suppliers 1	100%
Optical adhesive suppliers	20 suppliers	Class A suppliers 18 Class B suppliers 2	100%
Smart Optical Film	5 suppliers	Class A suppliers 4 Class B suppliers 1	100%
Advanced Battery Material	7 suppliers	Class A suppliers 6 Class C suppliers 1	100%
Vision Care	27 suppliers	Class A suppliers 27	100%
Skin Care	16 suppliers	Class A suppliers 16	100%
Waterproof and breathable textiles	81 suppliers	Class A suppliers 4	100%
Wonder Care suppliers	4 suppliers	Class A suppliers 16	100%
Medical packaging suppliers	47 suppliers	Class A suppliers 33 Class B suppliers 12 Class C suppliers 2	100%



## ESG Auditor

In 2024, BenQ Materials continued conducting ESG audits of suppliers, adopting the Responsible Business Alliance (RBA) framework. Cross-functional teams—including procurement, EHS, and HR—underwent RBA auditor training. Based on supplier transaction values, high-risk suppliers were identified and categorized as mandatory ESG audit targets.

The audit methodology was based on suppliers' self-assessment scores and ESG/CSR reports, with risk levels classified into four tiers: A, B, C, and D. Suppliers classified as C (medium-high risk) and D (high risk) are deemed high priority for ESG audits. In 2023, four ESG audits were completed, with all suppliers passing the assessments.

Between 2024 and 2026, BenQ Materials plans to complete ESG audits for 14 suppliers identified as medium-high or high risk (originally 15; one was delisted in 2024). Four suppliers were audited in 2024, and the remaining 10 are scheduled for assessment during 2025–2026. Audit targets will be adjusted on a rolling basis according to actual implementation progress to ensure targets are met and to mitigate ESG-related supply chain risks.

Starting in 2025, exemption criteria for ESG audits will be established:

- Suppliers who have obtained ISO 14001 (Environmental Management System) certification and publish an ESG/CSR report with disclosed practices and commitments in environmental protection, labor rights, and social contribution may be exempted.
- Suppliers who hold third-party ESG certifications such as RBA VAP (Validated Assessment Program), SA8000 (Social Accountability Standard), or reports aligned with the GRI (Global Reporting Initiative) Standards may also qualify for exemption.



## Supplier Engagement and Capacity Building

In 2024, BenQ Materials implemented targeted supplier engagement and capacity-building initiatives. The program focused on suppliers identified through ESG audits as having lower self-assessment scores. Key areas of engagement included contractor safety management, energy-saving and carbon reduction case sharing, and ESG trend briefings.

A total of 89 suppliers participated in the program, with 106 participants across all sessions. These initiatives aimed to enhance supplier awareness of sustainability expectations and promote alignment with BenQ Materials' ESG goals.

Supplier Engagement Activities and Overview	Description	Event Photos
Contractor Safety Management Seminar	Participants: 19 non-sales engineering-related suppliers (19 participants). Overview: The session enhanced supplier awareness of safety requirements in contracted operations, clarified regulatory responsibilities, and improved risk identification and incident prevention capabilities. Real-world case studies were used to reinforce on-site safety practices and strengthen overall supply chain resilience.	
Energy Saving and Carbon Reduction Case Sharing	Participants: 36 local raw material/packaging/intermediate suppliers in Taiwan (48 participants). Overview: Shared best practices on carbon reduction, including emissions accounting and energy efficiency improvements. Guided suppliers in aligning low-carbon transition strategies with operational needs, driving green supply chain development.	
ESG for Net Zero Transition	Participants: 34 Tier-1 suppliers (39 participants). Overview: Focused on global ESG trends and practical guidance. Helped suppliers understand sustainability priorities and improve self-assessment indicators. Strengthened ESG awareness and enhanced their ability to meet customer sustainability expectations.	



## Supplier Information Security Management

In 2024, each business unit of BenQ Materials conducted a renewed information security assessment targeting the top 10 suppliers by procurement value. The assessment was completed in July and will serve as the basis for future supplier management. Furthermore, BenQ Materials will adopt ISO 27001 certification as a key selection criterion for future collaborations with system service providers, ensuring comprehensive alignment with the organization's information security needs and management practices. (For more details, please refer to Section 3-6-5: [Supplier Information Security Management](#).)

## Local Purchase

### Local Procurement Ratio Analysis (Functional & Non-Functional Films)

In 2024, the overall local procurement ratio (for both functional and non-functional films) in Taiwan reached 21.3%, reflecting a 1.1% increase compared to 2023 (20.2%).

For functional film-related products (including polarizers, optical films, separator films, and smart window films), most materials are only available from foreign suppliers. In cases where local (Taiwan-based) vendors exist, their product specifications often fail to meet BenQ Materials' requirements. As a result, both the number of local suppliers and the local procurement ratio remain relatively low. However, the number of local suppliers has shown significant growth in 2024, following a 5-year trend. Moving forward, BenQ Materials aims to strengthen collaboration with local suppliers, increase local procurement value, reduce carbon emissions from transportation, and support the local economy.

For non-functional film-related products, the local procurement ratio in Taiwan in 2024 reached 33.1%, marking a notable increase of 8.1% compared to 2023 (25%).

In China, performance remained stable. In 2024:

- Functional film local supplier ratio: 71.9% (by number of suppliers), 95.2% (by procurement value).
- Non-functional film local supplier ratio: 95.3% (by number of suppliers), 64.0% (by procurement value).

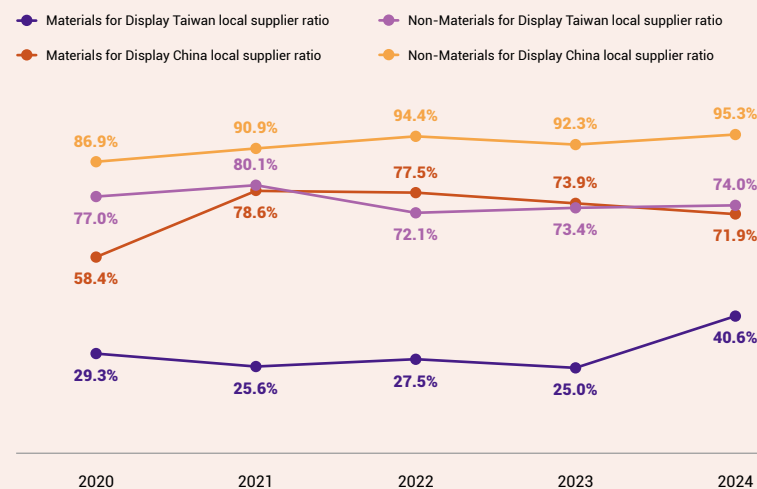
## Green Procurement

BenQ Materials actively supports the Ministry of Environment's green procurement policy.

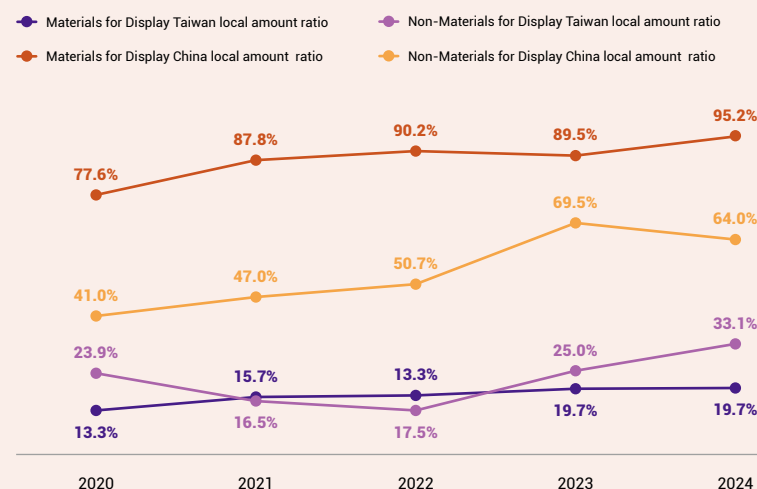
The procurement department adheres to green procurement principles by reducing purchases of single-use items and prioritizing products and services certified with eco-labels recognized by the Ministry of Environment. In recognition of these efforts, BenQ Materials was honored as an "Outstanding Private Enterprise in Promoting Green Procurement for 2023" by the Ministry.

In 2024, the company reported a total green procurement amount of NT\$17.748 million. Moving forward, BenQ Materials will continue to expand its initiatives to demonstrate responsible procurement through concrete actions.

### Historical Purchase Local Supplier Ratio



### Historical Purchase Local Amount Ratio



Note: The local procurement ratio in Taiwan is calculated based on the proportion of materials purchased by each business unit in Taiwan from local (Taiwan-based) suppliers. The local procurement ratio in China is based on the proportion of materials purchased by each operational site in China from local (China-based) suppliers.





# Friendly Workplace

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# Human Rights Management

BenQ Materials is committed to upholding human rights principles as outlined in the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the OECD Guidelines for Multinational Enterprises. The company further adopts the practices set forth by the Responsible Business Alliance (RBA) Code of Conduct to fulfill its commitment to human rights.

BenQ Materials conducts regular human rights due diligence to identify and assess potential risks related to human rights issues. This process enables the company to effectively manage and mitigate adverse impacts and continuously adjust its strategies accordingly.

For more details, please refer to the BenQ Materials Human Rights Policy available on the [company's ESG website](#).

## Human Rights Due Diligence

BenQ Materials continuously strengthens its human rights risk management system in accordance with international human rights standards, including the Responsible Business Alliance (RBA) Code of Conduct and relevant local human rights regulations. In 2023, the company completed a human rights due diligence process for internal employees. In 2024, BenQ Materials expanded the scope to include key Tier-1 suppliers by integrating human rights topics into ESG audits, thereby enhancing the identification and management of potential human rights risks across the supply chain.

According to the findings, no significant human rights risks have been identified within the current supply chain. Going forward, BenQ Materials plans to conduct comprehensive human rights due diligence every 2 to 3 years across its operational sites, value chain, and affiliated businesses. These assessments will prioritize and manage risks based on their likelihood and potential impact.

Through continuous risk evaluation and dynamic management, BenQ Materials is committed to minimizing the potential impact of human rights issues on business operations, fulfilling its corporate social responsibility, strengthening stakeholder trust, and fostering a safe, respectful, and inclusive working environment.

Policy Establishment	Establish human rights policy and supplier code of conduct
Risk Assessment	Assess 16 human rights topics and conduct ESG audits of suppliers <sup>6</sup>
Mitigation and Adaptation	Set goals and actions for high-risk human rights issues
Tracking and Communication	Regularly track goal achievement status
Public Disclosure	Disclose in the sustainability report and ESG website

## Human Rights Due Diligence Process

### Risk Assessment and Identification

In alignment with the UN Guiding Principles on Business and Human Rights and the Responsible Business Alliance (RBA) Code of Conduct, BenQ Materials evaluates 16 key human rights topics. The assessment also references the AA1000 Stakeholder Engagement Standard (AA1000 SES) and GRI Standards. The following are the human rights issues BenQ Materials prioritizes:

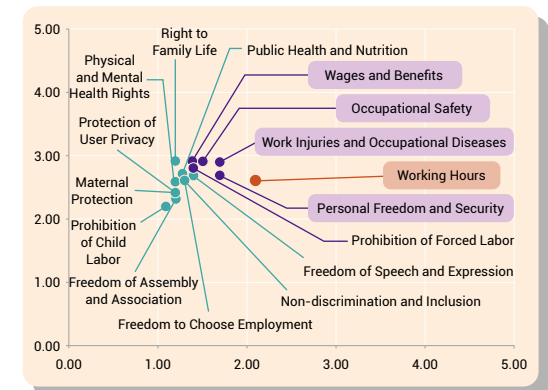
Governance issues	Protection of User Privacy
Labor rights	Personal Freedom and Security, Working Hours, Wages and Benefits, Freedom of Assembly and Association, Prohibition of Child Labor, Physical and Mental Health Rights, Freedom of Speech and Expression, Maternal Protection, Non-discrimination and Inclusion, Freedom to Choose Employment, Prohibition of Forced Labor, Right to Family Life
Health and safety	Occupational Safety, Work Injuries and Occupational Diseases, Public Health and Nutrition

### Human Rights Risk Matrix

In 2023, BenQ Materials conducted a human rights risk assessment for internal employees, covering all formal staff at its operational sites in Taiwan (Taoyuan, Longtan, and Yunlin). A total of 467 survey responses were collected. Based on internal data analysis, no significant human rights risks were identified. The topic of "working hours" was found to approach a low-to-moderate risk level, while other issues such as wages and benefits, occupational safety, work-related injuries and illnesses, and personal freedom and security were all assessed as low risk.

In 2024, in addition to continuing management of the aforementioned five topics, BenQ Materials proactively incorporated additional human rights issues into its scope of management, including the prohibition of child labor, maternity protection, and diversity and inclusion. For issues that do not have a direct or indirect impact on human rights, compensatory actions are not required.

The 2024 supplier ESG audit scope also included human rights-related assessments. All suppliers evaluated met the compliance requirements, and no human rights risks were identified. Looking forward, BenQ Materials will continue to enhance supply chain due diligence, expand assessment coverage, and improve governance across the supply chain. For more information, please refer to Section 6-3-4: [Existing Supplier Management](#).





## Tracking and Communication

Risk Groups	Human Rights Issues	Management Measures	Risk Assessment	Mitigation Measures	Remediation Measures	Types of Remediation Measures	Implementation of Remediation Measure	Communication Channels
Employees Suppliers	Occupational Safety and Work-Related Injuries	<ul style="list-style-type: none"> <li>Occupational Safety Code of Conduct</li> <li>OSH Management Manual</li> <li>Secondary and Tertiary OSH Procedures</li> </ul>	<ul style="list-style-type: none"> <li>Health examination results for general/specific hazards</li> <li>Regular monitoring</li> <li>Annual hazard identification and risk assessment</li> <li>Supplier ESG audits</li> </ul>	<ul style="list-style-type: none"> <li>Establish OSH Committee and conduct regular reviews</li> <li>Promote hazard identification and risk assessment</li> <li>Implement ISO 45001</li> <li>Provide safety training</li> </ul>	<ul style="list-style-type: none"> <li>Legally mandated work stoppage during emergencies</li> <li>Incident investigation and EAP</li> <li>Incident reporting procedures</li> <li>Legal provision of injury leave and wage compensation</li> </ul>	Follow internal management regulations	In 2024, 16 recordable occupational injury cases occurred. Injury leave (138 days) and wage compensation provided. Return-to-work assessments completed prior to resumption of duties.	<ul style="list-style-type: none"> <li>Monthly Safety Meetings</li> <li>OSH Committee Meetings</li> </ul>
	Working Hours	<ul style="list-style-type: none"> <li>Working Hours Policy and Overtime Request System</li> </ul>	<ul style="list-style-type: none"> <li>Overtime hours monitoring</li> <li>Labor-management meetings</li> <li>Employee satisfaction surveys</li> <li>Supplier ESG audits</li> </ul>	<ul style="list-style-type: none"> <li>Strict overtime approval</li> <li>HR resource allocation optimization</li> <li>Periodic attendance record review by managers</li> </ul>	<ul style="list-style-type: none"> <li>Provide compensatory leave or overtime pay</li> <li>Request managerial improvements</li> <li>Adjust manpower and scheduling</li> </ul>	Follow internal management regulations	No human rights impacts identified	<ul style="list-style-type: none"> <li>Employee suggestion box</li> <li>Labor-management meetings</li> </ul>
Employees	Compensation and Benefits	<ul style="list-style-type: none"> <li>Competitive and fair compensation &amp; benefits policy</li> </ul>	<ul style="list-style-type: none"> <li>Benchmarking with external salary data</li> <li>Welfare program planning based on regulations and peers</li> </ul>	<ul style="list-style-type: none"> <li>Regular review to ensure compliance and competitiveness</li> </ul>	<ul style="list-style-type: none"> <li>Reimbursement and corrective measures if non-compliance is found</li> </ul>	Monetary Compensation	No human rights impacts identified	<ul style="list-style-type: none"> <li>Internal system</li> <li>Employee app</li> <li>Welfare notifications</li> </ul>
	Personal Safety and Freedom	<ul style="list-style-type: none"> <li>Safe, healthy, and harassment-free work environment</li> </ul>	<ul style="list-style-type: none"> <li>Investigation records</li> <li>Feedback channels</li> </ul>	<ul style="list-style-type: none"> <li>Policy for Protection Against Unlawful Acts</li> <li>Regular employee training</li> </ul>	<ul style="list-style-type: none"> <li>Disciplinary action for perpetrators</li> <li>Psychological support or job reassignment for victims</li> </ul>	Non-monetary Compensation	No human rights impacts identified	<ul style="list-style-type: none"> <li>CEO mailbox</li> <li>Employee suggestion box</li> <li>Unlawful conduct complaint hotline</li> </ul>
Female Employees Suppliers	Maternity Protection	<ul style="list-style-type: none"> <li>Maternity protection program and risk classification in compliance with law</li> </ul>	<ul style="list-style-type: none"> <li>Maternity center reports</li> <li>Supplier ESG audits</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced policies: parental leave, lactation rooms, reserved parking, prohibition of night shifts</li> </ul>	<ul style="list-style-type: none"> <li>Inform HR for job or shift adjustments</li> </ul>	Non-monetary Compensation	No human rights impacts identified	<ul style="list-style-type: none"> <li>Maternity protection hotline</li> </ul>
Employees Children Suppliers	Prohibition of Child Labor	<ul style="list-style-type: none"> <li>Prohibit hiring workers under 15 years old</li> <li>ID and background checks during recruitment and onboarding</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment process audits</li> <li>Supplier ESG audits</li> </ul>	<ul style="list-style-type: none"> <li>Document verification during hiring</li> <li>Secondary verification upon onboarding</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with labor rules</li> </ul>	Follow internal management regulations	No human rights impacts identified	<ul style="list-style-type: none"> <li>CEO mailbox</li> <li>Suggestion box</li> <li>Labor-management meetings</li> </ul>
Migrant Workers	Diversity and Inclusion	<ul style="list-style-type: none"> <li>In line with RBA labor indicators</li> </ul>	<ul style="list-style-type: none"> <li>RBA self-assessment</li> <li>RBA client audits</li> </ul>	<ul style="list-style-type: none"> <li>Ban on document retention and illegal fees by brokers</li> <li>Equal pay and benefits</li> <li>Migrant worker satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>If non-compliance with RBA is found, corrective actions required and migrant workers informed of remedies</li> </ul>	Follow internal management regulations	6 RBA client audit findings in 2024, all corrective actions completed on time	<ul style="list-style-type: none"> <li>Labor-management meetings</li> <li>RBA client audits</li> <li>Broker agencies</li> </ul>



# Human Resources Overview

## Employment Policy

BenQ Materials adheres to the principles of fairness, justice, and transparency in talent recruitment, aiming to foster a diverse, inclusive, friendly, and dynamic workplace. We fully comply with local labor laws at each operating site and align with international human rights conventions to safeguard employees' fundamental rights and labor conditions.

Our employment policy strictly prohibits any form of discrimination based on gender, ethnicity, socioeconomic status, age, marital or family status. We ensure equal and fair opportunities for all candidates throughout recruitment, employment, compensation, benefits, training, performance evaluation, and promotion processes.

These principles are embedded in our internal regulations, such as the Corporate Social Responsibility Code of Conduct and the Direct/Indirect Employee Recruitment and Appointment Policy, which serve as institutional mechanisms for upholding human rights and fair employment practices.

Moreover, we conduct periodic reviews and updates of relevant policies to ensure alignment with international trends and local legal requirements, thereby enhancing the forward-looking nature and effectiveness of our HR strategies. Through institutionalization and internalization, BenQ Materials is committed to cultivating a high-quality, open, and cohesive work environment, thereby strengthening organizational efficiency and long-term sustainability.

## Inclusive Recruitment Strategy

BenQ Materials embraces a recruitment philosophy grounded in diversity and inclusion. We actively seek and attract high-potential talent through a variety of channels. As our internal workforce becomes increasingly diverse, we tailor recruitment strategies based on job roles and candidate profiles to ensure that individuals from different backgrounds can find the right platform for development. This approach enhances team diversity and drives innovation.

Our recruitment channels include online platforms, campus activities, international talent recruitment, employee referrals, and industry-academic collaboration, all designed to expand our recruitment outreach and promote a more inclusive workplace.

Recruitment Channel	Targeted Job Types
104 Online Job Platform	General Positions
LinkedIn	Technical Experts, International Sales Talent
Career Fairs	Production Engineers, Product Development Roles
Campus Internship Program	General Positions
International Job Fairs	International Business Personnel
Internal Referrals	General Positions
Industry-Academic Programs	Direct Labor / Production Line Personnel

## Employee Statistics

As of December 2024, BenQ Materials employed a total of 3,213 employees globally, marking a net increase of 362 employees compared to 2023.

The major factors contributing to this growth include:

- 231 new hires at the Yunlin Plant (Yunlin, Taiwan), in response to expanded production capacity.
- 89 employees from Web-Pro Corp. (Vietnam) were included in the headcount following the company's official consolidation.

Workforce Distribution by Region:

- Taiwan: 2,286 employees
- China (Suzhou and Wuhu Plants): 838 employees
- Vietnam: 89 employees

Workforce by Employment Type:

Of the global total, 2,054 employees are permanent hires under open-ended contracts. The remaining 1,159 are temporary workers, consisting of 1,066 contract employees and 93 dispatched workers.

- Contract employees are primarily hired under open-ended terms as part of a flexible workforce strategy tailored to regional operational needs.
- Temporary workers are mostly concentrated in China and Vietnam:

At the Wuhu and Suzhou Plants, contract and dispatched workers are flexibly assigned to seasonal or capacity-related production activities, such as inspection and packaging.

In Vietnam, all temporary employees are employed under fixed-term contracts in compliance with local labor regulations and to maintain stable employment relationships.

As of the end of 2024, BenQ Materials employed a total of 1,106 non-employee workers, primarily consisting of two categories: on-site outsourced service personnel and contracted project workers. The on-site outsourced personnel include support services such as catering, security, and cleaning, totaling 152 individuals, including 45 security staff. Contracted project workers are dispatched by external contractors to perform technical or construction-related tasks related to production equipment, plant infrastructure, or project-based engineering works, totaling 953 individuals.

As of the end of 2024, a total of six part-time employees were employed across Taiwan operations, accounting for 0.2% of the total workforce. These include 2 at the Taoyuan Plant, 1 at the Yunlin Plant, and 3 at Cenefom. By gender, there were 2 female and 4 male part-time employees. No part-time employees were hired in the Mainland China and Vietnam operations.





Category Employees	Total Employees	Permanent Employees	Temporary Employees	Employees with No Guaranteed Hours	Full-time Employees	Part-time Employees
Female Count	1,224	815	409	0	1,222	2
Male Count	1,989	1,239	750	0	1,985	4
Total Count	3,213	2,054	1,159	0	3,207	5
Female %	38.1%	39.7%	35.3%	-	38.1%	33.3%
Male %	61.9%	60.3%	64.7%	-	61.9%	66.7%
Taiwan Count	2,286	1,936	350	0	2,280	6
China Count	782	118	720	0	838	0
Vietnam Count	89	0	89	0	89	0
Region Total	3,213	2,054	1,159	0	3,207	6
Taiwan %	72.4%	94.3%	30.2%	-	71.1%	100.0%
China %	24.8%	5.7%	62.1%	-	26.1%	0.0%
Vietnam %	2.8%	0.0%	7.7%	-	2.8%	0.0%

Note 1: Workforce data includes operations in Taiwan (including subsidiaries), China, and Vietnam. Taiwan employee data covers headquarters, Longtan Plant, Yunlin Plant, GENEJET Biotech, BMC, Cenefom, and Web-Pro; China includes Suzhou and Wuhu plants; Vietnam data refers to Web-Pro (Vietnam)h.

Note 2: All figures are based on active employee headcount as of December 31, 2024.



### Gender and Age Distribution

- The overall gender distribution was 61.9% male and 38.1% female. The average employee age was 32.7 years. By age group:
- Employees aged 30 and below: 27.0%
- Employees aged 31 to 50: 68.1% (main age group)
- Employees aged above 50: 5.0%

### Gender Distribution by Position and Function

Female administrative staff accounted for 58.4%, exceeding the male proportion. Female engineers represented 38.6%, slightly above the overall female workforce percentage (38.1%). Female representation among mid-to-senior managers was 31.3%, and among first-line managers was 36.0%—both slightly below the overall female workforce ratio.

### Ethnic and National Diversity

As BenQ Materials' operations are primarily based in Asia (Taiwan, Mainland China, and Vietnam), the employee population is predominantly Asian, with no representation from African, Latin American, Caucasian, or other Western ethnic groups. As of 2024, the workforce demonstrated international diversity:

- Taiwanese employees: 58.9%
- China employees: 25.9%
- Filipino employees: 8.9%
- Vietnamese employees: 5.9%

### Nationality Composition of Mid-to-Senior Management

BenQ Materials actively promotes localization in management hiring. Among mid-to-senior managers in Taiwan, 99.4% are of local nationality. In Mainland China (Suzhou and Wuhu Plants), 75.0% of mid-to-senior managers are Chinese nationals.

BenQ Materials remains committed to upholding the employment rights of persons with disabilities and providing inclusive job opportunities. In 2024, a total of 21 employees with disabilities were hired in Taiwan, accounting for 0.9% of the total workforce in the region—an increase of 3 individuals compared to 2023. In accordance with the People with Disabilities Rights Protection Act, the statutory quota for employing persons with disabilities in Taiwan was 20. BenQ Materials exceeded this requirement with a fulfillment rate of 105%, demonstrating efforts beyond legal compliance to foster a diverse and inclusive workplace.

Analyzed by site, the Taoyuan Plant and Yunlin Plant were collectively required to employ 17 persons with disabilities, and both sites met the requirement exactly with 17 hires in 2024, achieving a 100% compliance rate. Although Cenefom Corp. was not subject to a legal hiring requirement, it voluntarily employed 2 persons with disabilities. Web-Pro Corp. was required to hire 2 individuals but employed only 1. In response, the company has initiated an internal assessment to review job functions in administrative and support roles, aiming to identify suitable positions and facilitate the recruitment of qualified candidates with disabilities.



BenQ Materials also values employment opportunities for Taiwan's Indigenous peoples. In 2024, the legal requirement was to hire 17 Indigenous employees. The company exceeded this requirement with 27 Indigenous employees hired, representing 1.2% of the total workforce in Taiwan and a fulfillment rate of 158.8%. This underscores BenQ Materials' dedication to building a diverse and inclusive workplace and ensuring equal employment opportunities for underrepresented groups.

Data Category	Statistical Item	Middle and Senior Managers	Junior Supervisors	Engineering Employee	Administrative Employee	Junior Employee	Total
Job Level/ Gender	Number of Females	55	71	153	239	706	1,224
	Number of Males	121	126	243	170	1,329	1,989
	Total Number	176	197	396	409	2,035	3,213
	Female Percentage	31.3%	36.0%	38.6%	58.4%	34.7%	38.1%
	Male Percentage	68.8%	64.0%	61.4%	41.6%	65.3%	61.9%
Job Level/ Age Group	Number of Employees Under 30	-	5	72	97	692	866
	Number of Employees Aged 31-50	129	184	302	288	1,284	2,187
	Number of Employees Over 51	47	8	22	24	59	160
	Total Number	176	197	396	409	2,035	3,213
	Percentage Under 30	0.0%	2.5%	18.2%	23.7%	34.0%	27.0%
	Percentage Aged 31-50	73.3%	93.4%	76.3%	70.4%	63.1%	68.1%
	Percentage Over 51	26.7%	4.1%	5.6%	5.9%	2.9%	5.0%

Note 1: Mid-to-senior management refers to employees at the manager level and above; First-line management includes assistant manager level supervisors; Engineering personnel include those at engineer and researcher levels; Administrative personnel refer to staff-level and clerical positions; Frontline personnel refer to plant-based employees not classified under the aforementioned categories.

Note 2: BenQ Materials does not employ any workers under zero-hour contracts. No part-time employees were hired in Mainland China operations.

## Employee Turnover

In 2024, BenQ Materials hired 1,522 new employees, with a hiring rate of 47.4%. The average recruitment cost per hire was NTD 8,339.

In Taiwan, the overall annual hiring rate was 43.92%, with a female hiring rate of 50.12% and a male hiring rate of 40.14%, indicating a slightly higher proportion of female new hires. By age group, employees aged under 30 had an annual hiring rate of 72.69%, significantly higher than other age groups—37.32% for those aged 31–50 and 9.52% for those above 51. This reflects an expansion in operations and an increase in entry-level openings, making the younger generation the primary source of new hires.

The overall annual turnover rate in Taiwan was 34%, with a voluntary turnover rate of 33.3%. By gender, the male turnover rate was 29.6%, while the female rate was 41.3%, indicating a higher attrition rate among female employees. By age group, employees under 30 had a turnover rate of 47.2%, compared to 31.8% for those aged 31–50, and 9.5% for those over 51. When comparing turnover against the age composition of the workforce, the under-30 group accounted for the majority of employee departures. Overall, the annual turnover rate in Taiwan remained slightly below the hiring rate, reflecting a workforce structure still in a growth phase.

In mainland China (including Suzhou and Wuhu plants), the overall hiring rate was 60.0%, while the annual turnover rate reached 141.5%. This is mainly due to a tight labor supply in the local market and the use of temporary and fixed-term labor contracts to meet flexible production demands, resulting in a significantly higher turnover rate. By gender, the male hiring rate was 67.1% and the turnover rate was 154.3%, while the female hiring rate was 49.35% with a turnover rate of 122.2%.

By age, employees under 30 had a hiring rate of 93.9% and a turnover rate of 166.6%, marking them as the most mobile group. For those aged 31–50, the hiring rate was 41.9% and the turnover rate was 127.2%, while those over 51 had a hiring rate of 37.5% and a turnover rate of 187.5%.

Note 1: Annual hiring rate = (total new hires in the year / total number of employees at year-end)

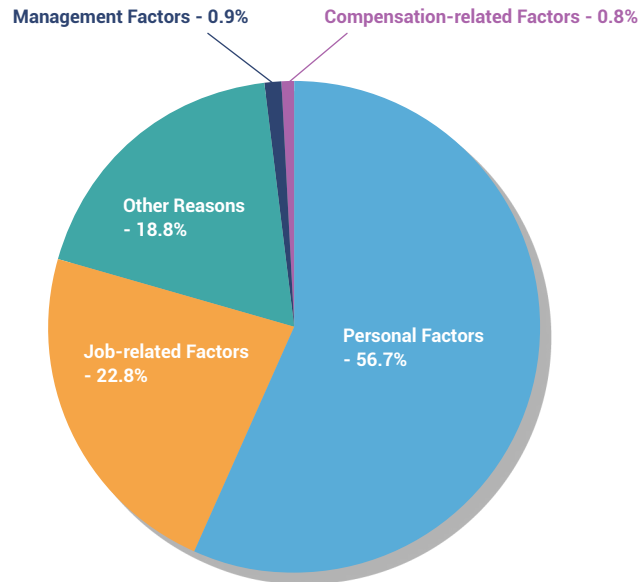
Note 2: Annual turnover rate = (total departures in the year / total number of employees at year-end)





### • Overall Turnover Analysis

According to the statistics on employee turnover reasons, approximately 56.7% of departures were due to personal factors. These include, but are not limited to, seeking other job opportunities, family caregiving responsibilities, health concerns, and personal career planning. Such data insights enable the company to better understand employee mobility trends and potential needs, serving as a critical foundation for the development of talent retention strategies and employee care initiatives.



### • Analysis and Management of Direct Labor Turnover

To more effectively monitor turnover trends and reasons among production line direct labor, BenQ Materials implemented a structured exit survey system in October 2024 to collect and analyze workforce data. As of the end of December, a total of 34 valid responses were received. Survey analysis revealed that the top three reasons for leaving were: difficulty adapting to the working environment (45%), receiving alternative job offers (21%), and a mismatch between job expectations and actual duties (15%).

Based on survey feedback, the company has taken immediate action to implement improvements, including enhancing pre-onboarding job briefings to ensure candidates have a clearer understanding of job content and the actual working environment. In addition, feedback related to "work environment mismatch" has been consolidated and shared with relevant departments as a reference for optimizing workplace conditions and management approaches, thereby increasing job compatibility and retention willingness among direct labor and stabilizing the workforce at the frontline level.

### • Regular Dialogue with Migrant Workers

BenQ Materials places strong emphasis on the well-being and workplace adaptation of migrant workers. In 2024, the company held seven dialogue sessions with foreign workers to foster mutual communication and understanding between labor and management. These meetings involved company supervisors, HR representatives, and partnering manpower agencies, providing a platform for in-depth exchanges on key concerns.

Discussions focused on improvements to dormitory conditions, work management systems and communication practices, and the alignment of job responsibilities with training arrangements. Through these regular meetings, the company has strengthened migrant workers' understanding of and alignment with company policies, reinforced mutual trust and cooperation, and fostered a more inclusive and supportive working environment—ultimately enhancing their overall satisfaction and sense of belonging.



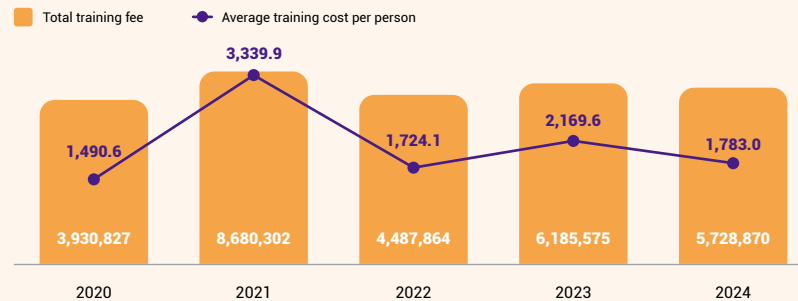


# Talent Development and Training

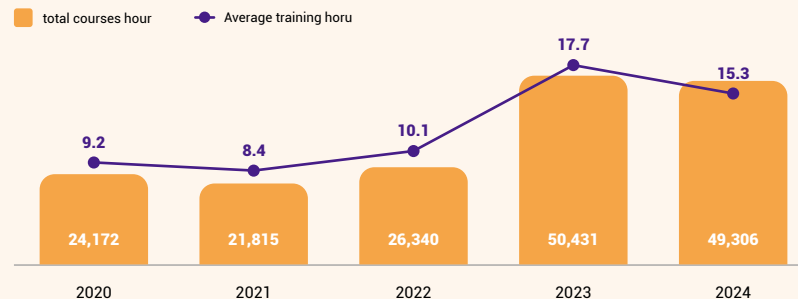
## Training Framework

In a highly competitive environment, it is BenQ Materials' commitment to ensure that employees continuously stay current and maintain a passion for learning. We have established a comprehensive and high-quality education and training system with a clearly defined talent development roadmap. Leveraging internal and external resources, we encourage employees to pursue continuous learning. Our training system has been refined by aligning development paths with competency needs, and organizing training into specialized academies: Management Academy, Business Academy, Science & Engineering Academy, Biomedical Academy, Sustainability Academy, Quality Academy, and General Education Academy. Through this Learning and Development Map, we provide training resources that support both corporate and individual career growth, while enhancing organizational competitiveness.

Overview of funds invested in education and training over the years



Total hours of education and training courses offered over the years



## Training Outcomes

In 2024, a total of 239 in-person courses were offered, with a training investment of NT\$5,728,870 and a total of 49,306 training hours. The average training hours for indirect employees reached 46.1 hours. The increase in learning performance is primarily attributed to the implementation of the credit-based learning system, which fostered a proactive learning culture—shifting from assigned training to self-initiated learning and increasing total learning time.

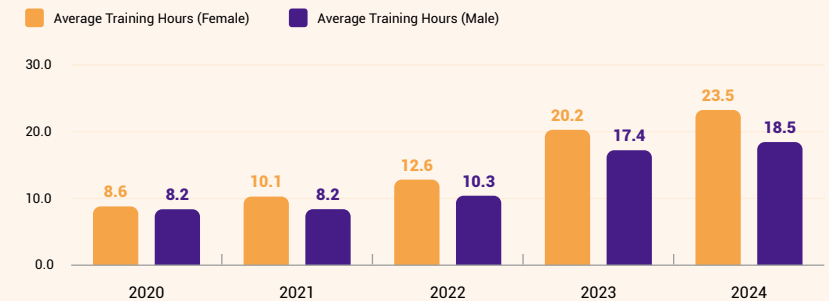
The average training hours by job grade and function are as follows:

- Senior and mid-level managers: 42.9 hours
- Administrative staff: 30.4 hours
- First-line supervisors: 46.2 hours
- Direct labor: 7.1 hours
- Engineering staff: 55.7 hours

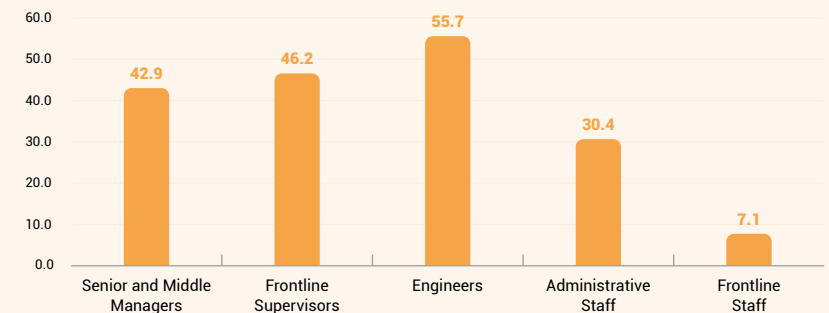
By gender, the average training hours are:

- Female employees: 23.5 hours
- Male employees: 18.5 hours

Average Training Hours by Gender (All Employees) Legend



Average Training Hours by Job Level







## Comprehensive Employee Training Programs

Program	Program Description	Business Benefits of the Program	Impact of Business Benefits	Coverage Proportion of the Total Employee
AI Training Program	Since 2023, BenQ Materials has formally established the AI and Digital Transformation Committee, dedicated to advancing the company's digital development. The training platform aims to enhance employees' AI literacy through courses and activities with practical application. In 2024, a total of 1,754 training attendances were recorded, with 3,310 hours of cumulative training.	Strengthens digital transformation and AI capabilities. Department-led projects incorporate process automation and data analysis applications, improving yield and reducing costs.	Approx. NT\$100 million in accumulated benefits	94%
Credit-Based Learning	Building on the results of 2023, the company launched the "Credit System 2.0" in 2024 to foster a culture of innovation and value co-creation. By promoting self-directed learning, the initiative aims to enhance both professional and managerial skills. Credits are tied to performance management and promotion criteria, encouraging active learning. This program has been extended to Suzhou and Wuhu plants.	Enhances professional and managerial capabilities through continuous learning and external knowledge, creating added value in specialized fields.	8.5% revenue growth	100%
Managerial Talent Development	A Talent Development Committee regularly discusses talent-related matters. Since 2022, the "A+ Development Program" has provided high-potential talents with broad and deep learning opportunities. It includes external management potential assessments and uses IDPs (Individual Development Plans) to align learning and practice for leadership growth.	Cultivates high-performing managers, strengthens operational stability, improves employee satisfaction, reduces leadership succession risks, and enhances internal promotion to reduce external recruitment costs.	2024 Key Talent Retention Rate: 98% Management Promotion Rate: 36% Job Grade Promotion Rate: 63%	7%
CIP (Continuous Improvement Program)	BenQ Materials promotes a culture of continuous improvement. CIP projects are planned and executed using tools taught through the Quality Academy, including QC Story, QC 7 Tools, SPC, and DOE. Cross-functional teams are formed to address specific issues and apply improvement strategies using QC Story methodology.	Implements QC Story tools for ongoing improvement projects to boost efficiency, reduce costs, and generate both tangible and intangible benefits.	CIP projects in 2024 generated approx. NT\$267 million in financial impact.	40.3%



## AI Training Program

In 2024, BenQ Materials officially launched the AI Academy and initiated the company-wide "AI-Man Training Program." The program aims to comprehensively enhance employees' digital capabilities and organizational resilience, fostering the development of  $\pi$ -shaped talent for future needs. The AI Academy serves as the core platform for this initiative, supplemented by diverse training formats to accommodate varying learning preferences across the workforce.

Category	Format	Description
AI Knowledge Awareness and Applications	Foundational Online AI Courses	Provides learners with basic knowledge of artificial intelligence and its applications, establishing a common language for the AI era and foundational skills for human-AI collaboration.
	Generative AI Practical Courses	Designed by internal AI coach teams and continuously updated, these sessions train all indirect employees on the concepts and operation of generative AI tools, fostering diverse AI application possibilities.
	Hands-on AI Workshops & Digital Transformation Newsletter	AI applications are regularly shared through monthly newsletters and live showcases, keeping all employees updated with the latest AI developments.
	"Fun with Digital" Campaign	Since 2023, this initiative encourages employees to apply AI and digital tools in their daily work. Participation and proposal-sharing accelerate AI use-case development and foster cross-disciplinary innovation. To date, 128 participants have submitted 78 proposals.
Developing AI Application Talent and Enhancing Technical Skills	Power BI Data Analysis Tools	
	RPA – Robotic Process Automation	Workshops and tool-based courses are organized based on functional needs, enabling employees to solve real business problems and improve efficiency. Over 100 internal seed employees have been trained with one-on-one coaching and project-based development.
	Python Programming	
	AutoML – Automated Machine Learning	
	AI Image Generation Tools	
Strengthening Digital Leadership for Transformation	AI Tech Sharing Sessions	Internal AI enthusiast teams regularly explore and evaluate market tools, then share findings and use cases in internal forums, enhancing AI knowledge exchange and cross-team learning.
	AI Leadership Seminars	External experts and consultants are invited to conduct deep dives for mid-to-senior leaders on the impacts of generative AI across industries and society, highlighting practical transformation strategies to enhance business innovation and efficiency while securing a sustainable competitive edge.

## Credit-Based Learning System

### [Promoting Self-Directed Learning Through a Credit System and Recognition Incentives]

To systematically drive employee learning and career development, BenQ Materials launched a credit-based learning system in 2023. Each employee receives an annual personalized learning plan based on the company's business objectives and job function requirements, with designated training programs aligned accordingly.

In 2024, the company advanced the system to Credit System 2.0, integrating it with performance management. Credit attainment became a prerequisite for promotion and performance evaluation. The scope was expanded to include the Suzhou and Wuhu sites. The increase in average training hours per employee demonstrates that the credit system has effectively enhanced learning engagement.

To further incentivize learning motivation, a "Learning Incentive Scheme" was introduced alongside the credit system. In Q4 each year, employees who meet the required number of mandatory and elective credits may convert their annual training hours into incentive points—1 point for every 10 hours. These points can be redeemed for designated rewards.

Additionally, the top three employees with the highest total training hours accumulated during the year are awarded learning gift cards of NT\$5,000, NT\$3,000, and NT\$2,000, respectively, in recognition of their commitment to continuous learning. Over two years, 321 instances of participation were recorded, with a total of NT\$80,000 in learning incentives awarded.

This phased incentive mechanism fosters a culture of friendly competition, motivating employees to make productive use of idle time for continuous development. The credit system tracks learning quantity and outcomes, while the incentive program provides timely positive reinforcement—transforming learning from "I have to learn" into "I want to learn." This synergy builds a self-reinforcing, growth-oriented talent development ecosystem.





## Management Talent Development

In 2022, BenQ Materials launched the "A+ Talent Development Program" to cultivate high-potential individuals by offering both broad and in-depth learning opportunities. The program aims to prepare participants for future managerial roles in advance. It incorporates external management potential assessment tools to identify individual leadership traits and capability gaps, which are then addressed through personalized Individual Development Plans (IDPs) and a series of structured training sessions designed to balance theoretical knowledge with practical leadership experience.

The program is implemented on a biennial basis, and as of 2024, two cohorts have been launched. The latest results are as follows:

- 56 employees participated
- 26 individuals were assigned IDPs
- 20 employees were promoted to managerial roles (managerial promotion rate: 36%)
- 35 employees were promoted in job grade (job grade promotion rate: 63%)

To strengthen managerial competencies, in addition to standard management training courses, BenQ Materials conducts a 360-degree multi-rater feedback review every two years. The review gathers feedback from subordinates, direct supervisors, peers, and self-assessment to evaluate the behavioral performance of each managerial competency. The results help managers develop greater self-awareness of their strengths and development areas. Furthermore, the aggregated feedback is analyzed to identify common weaknesses across management levels, which is then used to design targeted management training programs or developmental initiatives.

## Online Learning Program

### ["Always Be Learning" Digital Learning Initiative – Empowering a Culture of Diverse Learning]

The "Always Be Learning" program promotes a culture of continuous development by offering diverse digital learning resources, including video-based courses, interactive exercises, and reflective learning feedback. Department heads are encouraged to integrate these online resources into departmental book clubs, motivating employees to select courses aligned with their functional development needs.

The blended learning approach—combining online learning with offline group sharing sessions—enhances learning outcomes at the organizational level.

As of the end of 2024, the program has offered nearly 40 digital learning courses, with over 2,600 course enrollments. On average, each employee completed more than two courses. Based on feedback collected through course satisfaction surveys, many employees reported that they were able to quickly acquire new knowledge through the LMS and apply it effectively to their daily work.

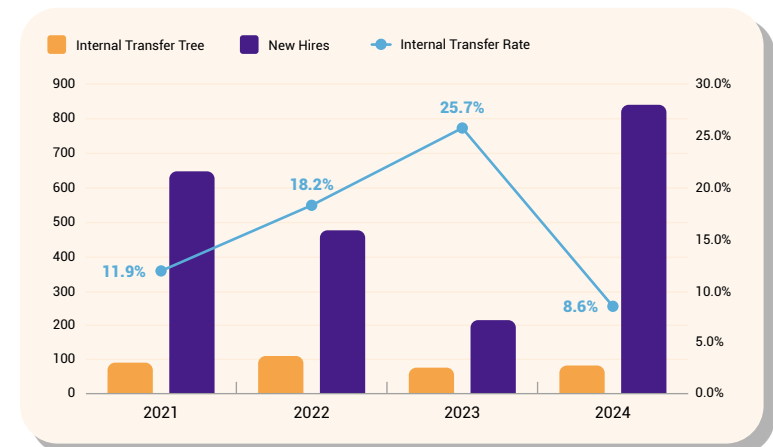
## Internal Mobility and Career Development Mechanism

BenQ Materials is committed to cultivating a flexible and growth-oriented career environment, actively encouraging employees to pursue internal job rotations. This initiative aims to foster cross-functional competencies and enhance overall organizational agility. To support internal mobility, the company has established a transparent internal job transfer platform along with a well-structured application and matching process that enables employees to explore cross-departmental assignments aligned with their career interests and functional potential.

In 2024, a total of 73 employees in Taiwan completed internal job transfers, resulting in an internal mobility rate of 8.6%, representing a slight decrease compared to 2023. This change reflects a strategic shift in response to expanded production capacity and urgent frontline staffing needs. As such, the company significantly increased its external recruitment efforts. The surge in new hires during the year underscores the company's proactive response to business growth and increasing customer demand, strengthening its frontline workforce through the rapid onboarding of new talent.

Note 1: Internal mobility rate = Number of internal transfers / (Number of internal transfers + Number of new hires in the same year)

Note 2: The internal mobility rate in 2024 was affected by a rise in new hires due to organizational expansion.



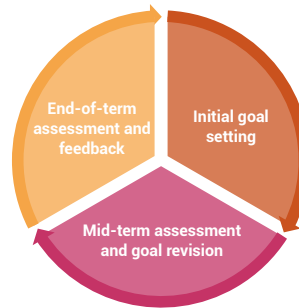


## Performance Management System

To effectively support the achievement of corporate strategies, departmental goals, and individual objectives, BenQ Materials has implemented a Performance Management System as a key mechanism for talent development, career progression, compensation adjustments, and salary review. Built on the principles of Management by Objectives (MBO), the system emphasizes both behavioral performance and task achievement. The objective is to ensure that employees not only meet their goals but also demonstrate behaviors aligned with the company's cultural values. Performance reviews are conducted twice annually.

The system is designed to facilitate two-way communication between managers and employees, unleash individual and team potential, and align future focus areas and personal goals with business strategies. For underperforming employees, a Performance Improvement Plan (PIP) is available as a structured support mechanism to help enhance performance and meet expectations.

BenQ Materials upholds the principles of fairness, transparency, and consistency in performance management. Under a clearly defined process, employees are encouraged to provide upward feedback and engage in open dialogue with their managers. Currently, 100% of permanent employees globally (excluding those in probationary periods) undergo regular performance evaluations.



### Performance Review Structure

Employee	Mid-Year Review (May–June)	Year-End Review (November–December)
Indirect Labor (IDL)	Review progress against goals and personal objectives set at the beginning of the year. Adjustments are made based on mutual feedback between the manager and employee to align priorities for the second half of the year.	Evaluate overall performance based on task completion and daily behavior. One-on-one feedback sessions allow employees to propose suggestions for their development while enabling managers to understand employee needs and align future development plans.
Direct Labor (DL)	Monthly performance-based allowances are aggregated and ranked for biannual reviews. High-performing individuals, including foreign workers, may be promoted to senior blue-collar positions.	

## Campus Recruitment and Industry-Academia Collaboration

Leveraging its multi-brand and group-wide resources, BenQ Materials continues to strengthen campus engagement to unlock new opportunities for students and enhance the employer brand. The company seeks to cultivate future industry talent by increasing interaction with high-potential international students and offering impactful employer experiences.

### Program Name

### Program Description and Outcomes

#### Program Description:

BenQ Materials, rooted in optical technologies and dedicated to materials innovation, launched an annual scholarship competition to inspire Taiwan's youth to explore innovative and sustainable applications in materials science. Themed "Green Material Imagination," the competition invited students to propose innovative product ideas in areas such as display materials or biomedical materials, aligned with the Taiwanese EPA's "Sustainable Green Living" framework across food, clothing, housing, transport, shopping, and recreation. Projects were expected to demonstrate creative and sustainable value in material usage and product design.

#### Outcomes:

A total of 7 teams (30 participants) advanced to the finals, showcasing excellence in product innovation and environmental sustainability. Among them, 2 teams focused on product innovation, and 5 on environmental themes.

### Campus Talent Innovation Competition

#### Scholarship Awards



1 Gold Award:  
NT\$300,000

1 Silver Award:  
NT\$200,000

1 Bronze Award:  
NT\$100,000

4 Excellence Awards:  
NT\$10,000 each

Total scholarship value: NT\$640,000





## Program Name

## Program Description and Outcomes

## Executive Lectures on Campus

## Program Description:

To bridge the gap between academia and the workplace, senior executives were invited to share industry trends, practical applications, and career insights with university students.

## Outcomes:

2 sessions held at Yuan Ze and National Central University, with a total of 100 attendees.



## Program Description:

We collaborate with multiple schools each year to host corporate visits, helping students gain firsthand insight into our corporate culture and work environment. These experiences aim to inspire and guide students in their career planning. In 2024, we welcomed visitors from Yilan Chemical Materials Department, National Central University Chemical Materials Department, National Tsing Hua University IMBA program, and Fufeng Junior High School.

## Outcomes:

With a total of 150 attendees.

## 校園企業參訪



## Program Name

## Program Description and Outcomes

## Industry-Academia Collaboration for Factory Talent Development

## Program Description:

Partnering with geographically adjacent schools, BenQ Materials implemented an internship and scholarship program to cultivate operational talent. Students receive NT\$30,000 tuition support per semester and an additional NT\$50,000 retention bonus upon full-time employment after graduation.

## Outcomes:

In 2024, 3 new hires at Taoyuan Plant and 11 at Yunlin Plant.

## Southeast Asia Talent Program

## Program Description:

In collaboration with NYCU, BenQ Materials launched a cross-border talent program targeting Vietnamese undergraduate and graduate students. Participants receive NT\$20,000 monthly scholarship support during their studies in Taiwan and are eligible for direct employment post-graduation.

## Outcomes:

Successfully recruited 1 Vietnamese student to begin graduate studies in Taiwan in 2025.

## R&amp;D Academic Collaboration

## Program Description:

As a leader in materials science, BenQ Materials maintains ongoing research partnerships with top academic institutions to co-develop advanced materials projects. These initiatives also provide valuable opportunities for students to apply theoretical knowledge in real-world settings.

For more details, please refer to section [4-1 Core Technology and Intellectual Property Management](#)

## Program Description:

The company's summer internship "Q Seed Program" continues to adopt a project-based and mentorship-driven model. With diverse training and final presentations, students enjoy a distinctive and rewarding internship experience.

## Outcomes:

In 2024, 6 students participated. Training included 5 courses: New Hire Orientation, ESG Sustainability Trends, E-Commerce Branding, Power BI, and Presentation Skills.

## Summer Internship Program





# Employee Well-being and Diversity & Inclusion

## Multiculturalism

To foster a diverse and inclusive workplace, BenQ Materials actively recruits professionals from various nationalities and encourages departments to conduct internal meetings and presentations in English. To ensure all employees, regardless of nationality, can fully understand company policies and procedures, bilingual versions of work rules and internal announcements are provided, enabling timely access to important information.

In 2024, the company launched a series of cultural awareness campaigns targeting employees of different nationalities and gender identities. Through internal newsletters, we introduced festivals and cultural traditions from countries such as Japan, Vietnam, India, and the Philippines to deepen employees' understanding of diverse backgrounds and values. We also provided educational content on gender diversity and immigrant communities to enhance awareness of gender-related issues.

Additionally, BenQ Materials hosted its first Southeast Asia Cultural Festival, promoting cross-cultural exchange through activities such as Southeast Asian food markets, themed menus in the employee cafeteria, traditional games, and interactive experiences. These initiatives created a relaxed and engaging environment for employees to explore different cultures, cultivate open-mindedness, and contribute to a workplace that values harmony, mutual respect, and inclusivity.



Internationalized Workplace Communication	Bilingual Internal Documentation	Multinational and Multicultural Diversity	Diversified Welfare System
<ul style="list-style-type: none"> <li>Bilingual internal presentations</li> <li>Bilingual internal meetings</li> <li>Chinese language learning platform and subsidies</li> </ul>	<ul style="list-style-type: none"> <li>Bilingual newsletters</li> <li>Bilingual policy documents</li> <li>Bilingual internal systems</li> </ul>	<ul style="list-style-type: none"> <li>New hire onboarding – Introduction to Taiwanese culture</li> <li>Cultural introductions of various national holidays</li> <li>Southeast Asia Cultural Festival</li> </ul>	<ul style="list-style-type: none"> <li>Local sauces from the Philippines and Vietnam provided for migrant workers</li> <li>Christmas dinners for Filipino and Vietnamese migrant workers</li> <li>Dormitory improvement plans for Filipino and Vietnamese migrant workers</li> </ul>

## Employee Welfare Measures

In addition to legally required benefits, BenQ Materials has established comprehensive welfare measures across all sites, covering food, clothing, housing, transportation, education, and leisure. Specially designed benefits are also provided to employees with specific needs, aiming to foster a friendly and inclusive workplace where every employee can work with peace of mind and a sense of security.

Employee Benefits Category	Classification	Items	2024 Implementation Outcomes and Practices
Employee Benefits	Subsidies	<ul style="list-style-type: none"> <li>Maternity, funeral, marriage, hospitalization, and disaster assistance</li> <li>Department team-building subsidies</li> <li>Club activity subsidies</li> <li>Meal subsidies</li> <li>Birthday/festival reward</li> </ul>	<ul style="list-style-type: none"> <li>A total of 175 applications were approved for maternity, funeral, marriage, hospitalization, and disaster assistance, amounting to NT\$606,800 in subsidies.</li> <li>NT\$500 per person per quarter was granted for departmental team-building, totaling NT\$3,470,500.</li> <li>Each club received a quarterly subsidy of NT\$8,000, totaling approximately NT\$440,000.</li> <li>Daily meal subsidies amounted to NT\$49 per meal.</li> <li>NT\$4,951,022 was granted in birthday and festival reward points.</li> </ul>
	Leave System	<ul style="list-style-type: none"> <li>Advance annual leave for new employees</li> <li>Paid volunteer leave</li> <li>Annual leave entitlement for new employees</li> </ul>	<ul style="list-style-type: none"> <li>New employees may advance up to 7 days of annual leave.</li> <li>All employees are entitled to 3 days of paid volunteer leave annually.</li> <li>After 6 months of employment, new employees receive an additional 3 days of annual leave.</li> </ul>
	Activities	<ul style="list-style-type: none"> <li>Family Day</li> <li>Trendy lifestyle seminars</li> <li>DIY workshops</li> <li>Annual party</li> </ul>	<ul style="list-style-type: none"> <li>Family Day held annually, with approximately 1,500 participants and a satisfaction score of 4.73.</li> <li>Organized seminars on sustainable fashion, home organization, and MBTI personality testing.</li> <li>Held a DIY starry sky workshop with 60 participants; satisfaction score: 4.94.</li> <li>Mother's Day DIY event with 70 participants; satisfaction score: 4.8.</li> </ul> <p>(Satisfaction is rated on a 5-point scale; for more details, refer to Section <a href="#">7-4-3 Employee Engagement Activities</a>)</p>





Employee Benefits Category	Classification	Items	2024 Implementation Outcomes and Practices
Health Promotion	Sports and Health Care	<ul style="list-style-type: none"> <li>Annual health examination</li> <li>On-site occupational physician consultations</li> <li>On-site massage and physical therapy by visually impaired therapists</li> <li>Seasonal sports competitions</li> <li>Various health seminars and activities</li> <li>Multi-functional fitness facilities</li> </ul>	<ul style="list-style-type: none"> <li>One free labor health examination per year with a participation rate of 99.2%.</li> <li>Weekly on-site occupational health consultations.</li> <li>6 hours per week of on-site massage and therapy services.</li> <li>Monthly sports-related activities.</li> <li>Regular health promotion programs.</li> <li>Facilities include a gym, dance studio, vitality center, squash courts, and basketball courts.</li> </ul>
Working Conditions	Employee Support	<ul style="list-style-type: none"> <li>Employee Assistance Program (EAP)</li> <li>On-site counseling services</li> <li>Flexible working hours for indirect employees</li> <li>Remote working options for indirect employees</li> <li>Part-time arrangements for indirect employees</li> </ul>	<ul style="list-style-type: none"> <li>Free consultation via hotline, email, and Line@.</li> <li>Free on-site counseling available every Tuesday and Thursday.</li> <li>30-minute flexible start time upon request.</li> <li>Remote work applications accepted based on personal needs.</li> <li>Reduced working hours available for caregiving or personal reasons.</li> </ul>
Family Support	Maternity and Childcare Friendly	<ul style="list-style-type: none"> <li>Paternity leave exceeding legal standards</li> <li>Maternity leave exceeding legal standards</li> <li>Miscarriage leave exceeding legal standards</li> <li>Prenatal care leave exceeding legal standards</li> <li>Childcare allowance until age three</li> <li>Breastfeeding rooms provided in accordance with the law</li> <li>Post-maternity performance appraisal system</li> </ul>	<ul style="list-style-type: none"> <li>10 days fully paid paternity and prenatal check-up leave.</li> <li>12 weeks of fully paid maternity leave for those with over 6 months of service; 12 weeks of half-paid leave for others.</li> <li>For miscarriage: 1 week half-paid leave (after 2 months pregnancy), 5 days half-paid (before 2 months).</li> <li>Prenatal care leave is calculated separately and does not count against sick leave.</li> <li>NT\$5,000 monthly childcare subsidy per employee; total disbursed NT\$27,248,664.</li> <li>Breastfeeding rooms accessible 24hrs.</li> <li>Post-maternity employees are exempt from peer performance ranking; managers directly determine appraisal results.</li> </ul>
	Elder Care	<ul style="list-style-type: none"> <li>Elder care leave</li> </ul>	<ul style="list-style-type: none"> <li>3 days of elder care leave annually, available to employees with parents aged 70 or above or requiring care.</li> </ul>

Employee Benefits Category	Classification	Items	2024 Implementation Outcomes and Practices
Diversity & Inclusion	International Support	<ul style="list-style-type: none"> <li>Southeast Asia Cultural Festival</li> <li>Cross-cultural introductions</li> <li>Southeast Asian condiment offerings</li> <li>Chinese language learning subsidies</li> </ul>	<ul style="list-style-type: none"> <li>Hosted Southeast Asian cultural challenge, food fairs, and Vietnamese sandwich meals.</li> <li>Issued 6 editions of What a Different Culture newsletter featuring cultures such as India, Japan, and the Philippines.</li> <li>Weekly provision of Vietnamese and Filipino-style condiments in staff cafeterias to offer a taste of home.</li> <li>Subsidies available for Chinese language learning and certification.</li> </ul>

## Employee Retirement System

BenQ Materials complies with the Labor Standards Act and the Labor Pension Act of Taiwan to provide retirement benefits for employees. For employees under the old pension system, the company makes regular contributions to a dedicated pension reserve account, based on actuarial calculations by a certified actuary. For employees under the new pension system, the company contributes 6% of each employee's monthly salary to their individual pension accounts managed by the Bureau of Labor Insurance.

In mainland China, retirement benefits are provided in accordance with local labor laws, through mandatory enrollment in the national social pension insurance schemes, ensuring comprehensive retirement protection for all employees across regions.

Under the old system governed by the Labor Standards Act, BenQ Materials contributes monthly to a pension reserve fund deposited under the name of the Labor Pension Reserve Supervisory Committee in a dedicated account at Bank of Taiwan. As of the end of 2024, the fair value of the plan assets totaled NT\$56,285 thousand. The amount contributed in 2024 was NT\$2,265 thousand. Any shortfall has been recognized as an accrued pension liability, amounting to NT\$6,087 thousand as of year-end 2024.

Under the new system governed by the Labor Pension Act, the company contributed NT\$70,377 thousand in 2024 to individual pension accounts at the Bureau of Labor Insurance, based on 6% of employees' monthly wages.

Overseas subsidiaries also comply with their respective local labor laws, contributing to local pension funds through authorized retirement fund management entities.







## Employee Engagement Activities

### Lihpao Land Family Day

Demonstrating the company's commitment to employee well-being and family cohesion, BenQ Materials hosted a large-scale Family Day at Lihpao Land. In addition to enjoying the amusement park facilities, the event featured hands-on craft sessions for young children and their parents, interactive games, and stage performances. These activities strengthened bonds between employees and their families, fostered workplace camaraderie, and created a relaxing atmosphere outside of work.



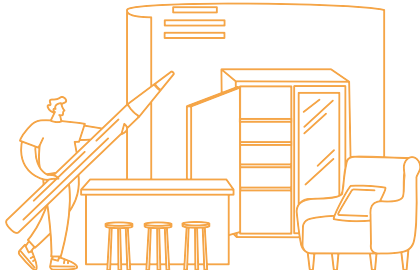
### Sustainable Fashion Styling Seminar

In alignment with the company's Low Carbon Lifestyle Month, this seminar explored a variety of topics such as sustainable materials, eco-fashion trends, and clothing reuse techniques. Through interactive demonstrations, employees learned how to lower their carbon footprint by choosing organic cotton, repurposed materials, second-hand clothing, and clothing rental models—promoting awareness of the intersection between sustainability and fashion.



### Home Organization & Sustainability Talk

This session introduced practical decluttering methods, upcycling techniques, and sustainable storage choices to help employees maintain efficient living and working environments. Emphasizing the concept of "subtractive organization," the speaker encouraged participants to sort, exchange, and recycle items, supporting waste reduction and ESG values in everyday life.



### Starry Night Art Workshop

To support employee wellness through creativity, a professional art instructor guided employees in painting dreamy night skies using blending and layering techniques. The relaxing environment encouraged mindfulness, stress relief, and creative expression—helping participants cultivate new skills and draw inspiration for their professional lives.



### MBTI Personality Workshop

A licensed psychologist delivered an engaging seminar on the popular MBTI framework, using relatable workplace examples to spark discussion. Employees gained deeper self-awareness and interpersonal understanding, reflected in a high satisfaction rating of 4.6 out of 5.



### Supporting Local Professional Basketball Team

Acknowledging employees' passion for basketball, the company not only operates an internal basketball club and tournament but also supports local teams. During the championship event, a game ticket lottery was held, and a company-organized outing was arranged to attend a P. League+ game in support of the Taoyuan Pilots. These initiatives reflect BenQ Materials' commitment to local sports culture and fostering a healthy, energetic workplace.



### Year-End Party

The annual "Wang Nian Hui" celebration expresses gratitude to employees for their contributions throughout the year. The event enhances team spirit and provides a platform to recognize outstanding performance, strengthening a culture of appreciation and motivation for future success.





## Compensation Management

BenQ Materials adopts a diverse and market-competitive total compensation framework to attract and retain top talent. Compensation for new hires is determined based on the nature of the job, educational background, professional experience, and individual competencies—without discrimination based on gender, religion, ethnicity, political affiliation, or marital status.

Entry-level employees without prior experience are hired at wage levels exceeding the local statutory minimum wage, with no differences by gender. Wage levels at the Suzhou and Wuhu sites vary slightly due to regional legal standards and living costs.

To ensure external competitiveness and internal equity, BenQ Materials regularly participates in market salary surveys and adjusts compensation based on market benchmarks and individual performance. For full-time employees, annual salary adjustments are linked to performance outcomes. In 2024, the average salary increase was 4.5%.

BenQ Materials maintains a policy of non-discrimination across recruitment, performance evaluation, salary adjustment, and promotion. Nevertheless, when analyzing average salary by job level, differences may be observed across genders and sites. These variances are attributed to factors such as performance, educational attainment, average tenure, variations in salary distribution within comparable groups, and headcount composition. For example, average salaries for male employees in Taiwan may be slightly higher than for female employees, while in certain China-based sites, the reverse may occur.

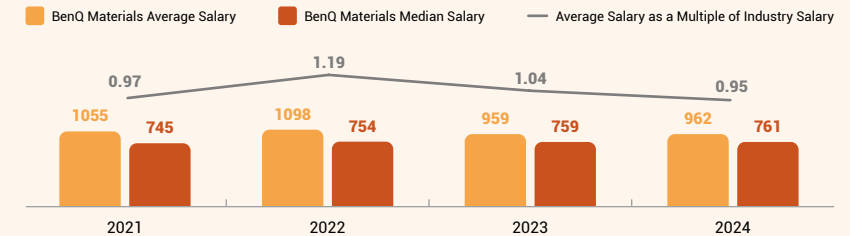
### Minimum Wage Multiples by Operating Site in 2024

Taiwan Sites	1
Suzhou Plant	1.64
Wuhu Plant	1.14
Vietnam Plant	1.01

	Male	Female	Remarks
Average Salary (TWD)	1,008,270	887,550	Data excludes subsidiaries
Median Salary (TWD)	788,900	733,913	
Average Pay Ratio (F/M)	1	0.9	
Median Pay Ratio (F/M)	1	0.9	

In accordance with the Taiwan Stock Exchange's "Instructions for Reporting the Salary Information of Full-Time Non-Supervisory Employees," BenQ Materials calculated the average salary of full-time non-supervisory employees across its Taiwan operations. After verification by an external auditor, the weighted average number of full-time non-supervisory employees in 2024 was 1,674. The average salary for this group was NT\$962,000, while the median salary was NT\$762,000. Compared to 2023, the average and median salaries increased by 0.3% and 0.4%, respectively.

### Salaries of Full-Time Employees Not in Supervisory Positions (Unit: Thousands)



Location	Taiwan				China				Vietnam			
Pay Category	Base Salary		Base + Bonus		Base Salary		Base + Bonus		Base Salary		Base + Bonus	
Gender	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Supervisors	1	0.92	1	1.03	1	1.08	1	1.16	1	0.86	1	0.84
Senior Managers	1	0.90	1	0.89	1	1.07	1	1.05	1	0.95	1	0.98
Engineers	1	0.78	1	0.78	1	0.85	1	0.87	1	0.69	1	0.69
Administrative Staff	1	1.04	1	0.87	1	1.03	1	1.09	1	1.05	1	1.03
Frontline workers	1	1.03	1	0.93	1	1.00	1	1.00	1	0.00 <sup>§3</sup>	1	0.00 <sup>§3</sup>

Note1: The above figures represent the average salary per group, calculated as total compensation for each job level divided by the number of employees. Base salary is calculated by dividing the total fixed monthly salary (excluding variable pay) by the number of months employed. Base salary + bonus includes total annual compensation (base salary plus bonuses) for non-managerial employees.

Note2: The data includes subsidiaries Web-Pro, Cenefom, and GENEJET Biotech. Salary data for the Vietnam site reflects information from the subsidiary Web-Pro Vietnam.

Note3: There were no female frontline employees at the Vietnam site in 2024; therefore, the gender pay ratio could not be calculated for that group.



## Incentive System

To encourage employees to continue achieve new highs, the company has established the reward issuance guidelines for various goals, in order to provide different types of incentives to relevant employees, thereby promoting collaboration among departments, and sufficiently simulating employees' working potential.



## Employee Communication

BenQ Materials has established diverse communication channels to safeguard employee rights and ensure confidentiality in all complaint handling and incident processes. All matters are handled prudently according to established procedures, with a strong commitment to fostering a respectful, caring, and human rights-oriented workplace culture.

We uphold employees' legal rights to organize unions and participate in collective bargaining, promoting a healthy and constructive labor-management relationship. Continuous feedback mechanisms are in place to ensure that company policies and communications are delivered promptly and accurately, with appropriate feedback incorporated to enhance operational efficiency and organizational communication.

As of now, labor unions have been established at the Suzhou and Wuhu sites in China, with union participation rates of 30% and 100%, respectively. In Taiwan and Vietnam, no labor unions have been formed, the overall employee union membership coverage rate is 6.8%. thus, BenQ Materials complies with local labor laws by establishing labor-management committee systems and holding regular meetings as formal dialogue platforms. These meetings cover topics such as working conditions, compensation and benefits, occupational safety, and employee rights, with conclusions serving as critical input for future policy adjustments and management decisions, thereby reinforcing the company's commitment to protecting labor rights.

BenQ Materials respects and supports all employees' legal rights to freely form, join, and participate in labor unions and collective bargaining without restriction. According to our Human Rights Policy, we strive to ensure a fair, equitable, and safe working environment for all employees. While no formal Collective Bargaining Agreements (CBAs) have been signed at any operating sites, all union or employee proposals can be communicated and negotiated through the labor-management meeting system to ensure that their concerns are fully expressed and properly addressed.

Item	Description
<b>Year-End Bonus</b>	A fixed year-end bonus equivalent to one month's base salary is granted. An additional half-month salary is provided as a festival bonus during the Dragon Boat and Mid-Autumn Festivals.
<b>Profit Sharing &amp; Performance Bonus</b>	Performance-based bonuses and profit-sharing are distributed annually at year-end based on the company's financial performance and individual employee evaluations.
<b>Patent Incentive Bonus</b>	R&D departments set patent filing targets. Bonuses are granted upon achieving these targets.
<b>Referral Bonus</b>	Certain departments offer a referral bonus program to encourage employees to recommend friends and family to join the company.
<b>Project Competition Bonus</b>	Cross-functional project teams are rewarded annually for outstanding performance through the Continuous Improvement Program (CIP).
<b>Excellence Award Bonus</b>	The annual "True, Good, and Beautiful" Award recognizes model employees through a formal ceremony, with plaques and monetary awards presented.
<b>Long-Service Gift</b>	Employees are recognized at the end of each year for long service in five-year increments, with commemorative plaques and gifts.
<b>Professional Certification Allowance</b>	Subsidies are provided to front-line employees who hold job-relevant professional certifications and are actively engaged in related work.
<b>External Training Subsidy</b>	Employees participating in external professional training or continuing education may apply for training subsidies.
<b>Transfer Incentive</b>	Employees reassigned between northern and southern plants due to job needs are eligible for relocation-related allowances.
<b>Long-Term Incentive Bonus</b>	In the China plant, a long-term incentive scheme is in place to retain critical technical talents. Bonuses are granted every six months based on two-year performance, calculated as a percentage of fixed salary.

Communication Channel	Description	Frequency
<b>Labor-Management / Welfare Committee Meetings</b>	A platform for two-way communication and negotiation on labor and welfare-related issues	Quarterly
<b>Meal Committee Meetings</b>	Feedback and improvements on meal quality and catering benefits	Quarterly
<b>Business Briefings</b>	Regular updates on business performance and future direction to enhance transparency and engagement	Quarterly
<b>Employee Suggestion Mailbox</b>	Anonymous channel for employees to provide feedback and express concerns	irregularly
<b>Mobile App Feedback System</b>	Convenient, real-time feedback tool for mobile use	irregularly
<b>CEO Mailbox on Corporate Website</b>	Direct access to senior leadership; CEO personally responds to employee messages	irregularly
<b>Online Facility Repair Request System</b>	Platform to report facility or equipment issues for timely resolution	irregularly
<b>Annual Employee Activity Satisfaction Survey</b>	Annual feedback survey to assess employee satisfaction with company-organized events	Annually
<b>Catering Feedback Survey</b>	Collect employee opinions on meal services to support quality and content improvements	Biannually
<b>Post-Event Satisfaction Surveys</b>	Immediate feedback collection on event satisfaction and improvement suggestions	irregularly
<b>Employee Engagement Survey</b>	Comprehensive survey on employee satisfaction regarding workplace environment and benefits	Every two years
<b>Labor Unions (Suzhou and Wuhu Plants)</b>	Region-specific labor union organizations established in accordance with local labor regulations	irregularly



## Employee Engagement Survey

To foster a positive and inclusive work environment, BenQ Materials conducts a comprehensive employee engagement survey across all sites every two years. The survey evaluates five key dimensions: overall satisfaction, sense of trust, sense of purpose, stress levels, and happiness, providing a holistic view of employee engagement.

In 2023, the company distributed 942 questionnaires to indirect employees and received 693 valid responses, achieving a response rate of 73.6%. Results showed an overall satisfaction increase of 3.5% compared to the previous survey. Among the respondents, 90.9% expressed satisfaction with the company overall, with trust and purpose dimensions both exceeding 90% satisfaction.

In 2024, BenQ Materials conducted its first engagement survey among foreign migrant workers from Vietnam and the Philippines, achieving an overall satisfaction score of 92.3%. However, scores related to agency services and dormitory conditions were lower, and these have been identified as priority areas for improvement.

### 2023 Employee Engagement Survey Results (Local Employees)

Survey Scope	Dimension Example	Sample Statement	Engagement Score
Overall Satisfaction	Overall Dimension	I am proud to be a member of BenQ Materials.	90.9%
Trust	Communication and Interaction	I believe the company fosters an open and trustworthy working environment.	93.6%
Sense of Purpose	Vision and Strategic Objectives	My department communicates BenQ Materials' business direction and goals to me.	90.6%
Stress Level	Job Content and Environment	My job provides many opportunities for learning and growth.	88.3%
Happiness	Culture and System	Working at BenQ Materials is a joyful experience.	89.8%

Note 1: The full score for the engagement survey is 100%.

Note 2: The engagement score is calculated based on the percentage of respondents who selected "Strongly Agree" and "Agree" for each dimension.

Category	Overall Engagement Score	Change Compared to Previous Survey
Male	90.1%	+2.83%
Female	89.1%	+4.25%
Age		
Under 30	86.3%	+1.13%
30–39 years old	87.4%	+5.47%
40–49 years old	92.5%	+1.79%
50 years old and above	93.4%	-0.95%
Years of Service		
Less than 1 year	91.3%	+1.49%
1–3 years	85.3%	+0.92%
1–3 years	86.8%	+15.75%
5–10 years	88.3%	+1.04%
Over 10 years	94.4%	+3.32%
Site		
Taoyuan Site	89.7%	+3.87
Yunlin Site	92.1%	+6.3%
Longtan Site	87.8%	-2.33%
Wuhu Site	90.3%	-3.3%
Suzhou Site	95.1%	+5.47



## 2024 Foreign Migrant Worker (Vietnam + Philippines) Satisfaction Survey Results

Survey Dimension	Example Focus Area	Example Focus Area	Engagement Score
Overall Satisfaction	General Dimension	Working at BenQ Materials makes me feel happy.	92.3%
Trust	Work Environment	BenQ Materials fosters an open and trustworthy work environment.	97.3%
Sense of Purpose	Leadership Style	My direct supervisor provides clear and specific work instructions.	96.1%
Stress Level	Work Commitment	I believe the responsibilities I bear at work are fair.	87.2%
Happiness	Organizational Commitment	Working at BenQ Materials makes me feel happy.	86.5%

Note 1: Maximum engagement score is 100%.

Note 2: Scores represent the percentage of respondents selecting "Strongly Agree" or "Agree" in each category.

Nationality	Gender	Overall Engagement Score
Philippines	Male	90.9%
Vietnam	Female	95.2%

## Parental Leave

BenQ Materials' Taiwan sites comply with the Gender Equality in Employment Act, allowing eligible employees to apply for parental leave without pay based on their needs. In 2024, a total of 13 employees applied for parental leave, with 12 scheduled to return. Among the 3 male employees, 1 returned to work after the leave period (return-to-work rate: 33.33%). All 9 female employees returned after the leave period (return-to-work rate: 100%). The remaining employee did not return due to personal career planning.

Additionally, among employees who returned from parental leave in 2023, 2 males remained employed in 2024, while 4 out of 5 females remained employed. This results in a one-year retention rate of 100% for males and 80% for females.

Year	2021		2022		2023		2024	
Gender	Female	Male	Female	Male	Female	Male	Female	Male
Employees eligible for parental leave (A)	42	89	37	74	53	75	69	80
Employees who applied for parental leave (B)	1	4	7	1	12	3	10	3
Employees scheduled to return to work in the year (C)	5	2	5	7	9	3	9	3
Employees who actually returned to work (D)	1	1	5	3	5	2	9	1
Employees still employed 12 months after return (E)	6	1	0	0	4	1	4	2
Parental leave application rate (B / A)	2.4%	4.5%	19.0%	1.4%	22.6%	4.0%	14.5%	3.8%
Return-to-work rate (D / C)	20.0%	50.0%	100.0%	42.9%	55.6%	66.7%	100.0%	33.3%
Retention rate after 12 months (E / prior-year D)	100.0%	100.0%	0.0%	0.0%	80.0%	33.3%	80.0%	100.0%

Note 1: The parental leave system is a legally protected employee benefit under Taiwan's Gender Equality in Employment Act. The statistics above only cover Taiwan employees. Eligibility (A) is defined as employees who applied for maternity leave, prenatal check-up leave, or paternity leave.

Applications (B) refer to employees who applied for parental leave within the same year.

Note 2: The two sites in China and the three Taiwan subsidiaries implement parental leave in accordance with local laws and regulations.





# Health Management and Care

BenQ Materials' commitment to a friendly workplace includes comprehensive employee health care initiatives. In terms of nutrition, the employee cafeteria offers regular healthy meal options. Employees can make informed dietary choices using weekly menus labeled with calorie counts and a traffic-light system (red, yellow, green) for food items, helping them manage their diet more effectively.

Employee health checkups exceed legal requirements both in frequency and scope. The company has partnered with designated hospitals, organizes health promotion seminars, and provides stress relief massage rooms offering physical therapy and massage services. Health-related e-newsletters are distributed regularly, enabling employees to stay informed on health topics and to care for their physical well-being through proactive health maintenance and movement-based wellness practices.

Note 1: This section only covers health management actions in Taiwan facilities and does not include overseas sites or subsidiaries.

Note 2: The three Taiwan-based subsidiaries are not required to provide designated health services due to having fewer than 50 employees.

Note 3: There are no health management requirements under local regulations in the China sites; therefore, the related operations follow the standards and procedures of the Taiwan sites.

## Health Examination

To support employee health, the company's medical examination program exceeds regulatory requirements in both frequency and scope. Each year, three categories of health checkups are offered: General Labor Health Examinations, Special Health Examinations, and Self-paid Health Examinations.

Based on the results of health reports and questionnaire data, the company conducts risk analysis to identify high-risk groups. These groups are categorized into four levels of risk and are placed under a tiered management system, which includes follow-up actions and arrangements for medical consultations with healthcare professionals.



Type of Health Service	Description	Frequency	Compliance with Regulations	Implementation Results	Management Mechanism Summary
<b>General Labor Health Examinations</b>	On-the-job physical exams, including abdominal ultrasound	Once per year	Exceeds regulations	99.2% participation rate; total of 1,427 employees across Taiwan sites	Based on examination reports and health questionnaires, employees are classified into four risk levels. Levels 3 and above are considered suspected illness cases or require mandatory consultations.
<b>Special Health Examinations</b>	Physical exams for employees engaged in special operations	Once per year	Exceeds regulations	<ul style="list-style-type: none"> <li>259 total examinations; 100% participation</li> <li>Noise exposure exams for 26 persons; 100% participation</li> <li>Follow-up exams and job reassignment arranged for Level 3 cases</li> </ul>	Managed according to the Occupational Health Protection Regulations
<b>Self-paid Health Examinations</b>	Screening for top 10 causes of death including cancer; various ultrasound examinations	Once or twice per year	Exceeds regulations	<ul style="list-style-type: none"> <li>346 participants</li> </ul>	—
<b>Pap Smear Screening</b>	In-factory screening provided by medical teams	Annually	Company covers cost for those not covered by NHI	<ul style="list-style-type: none"> <li>72 participants</li> </ul>	—
<b>Vaccination Programs</b>	Influenza vaccination	Annually	Exceeds regulations	<ul style="list-style-type: none"> <li>51 COVID-19 vaccinations; 67 influenza vaccinations</li> </ul>	—
<b>On-site Occupational Physicians</b>	Consultations for high-risk groups, mandatory interview cases (e.g., respiratory program, ergonomic risks, maternal health, senior workers), and general medical consultations	Weekly	Frequency exceeds legal requirement	<ul style="list-style-type: none"> <li>249 consultations under 4-tier risk management</li> <li>198 under respiratory protection program</li> <li>21 under maternal health program</li> </ul>	Managed in accordance with the Occupational Health Protection Regulations



## Health Promotion and Exercise Initiatives

The World Health Organization (WHO) defined “Workplace Health Promotion” in 1997 as a comprehensive initiative that provides supportive environments and accessible resources within the workplace to promote employee health and enhance individuals’ capacity to manage their own health.

In alignment with this concept, BenQ Materials annually designs and implements various health promotion and fitness programs based on employee health examination results and satisfaction surveys to address the needs of the workforce. The following summarizes the related initiatives for the year 2024:

### Health Promotion Activities

Category	Description	Execution Outcome (2024)
Physical Therapy	Manual therapy, exercise therapy, orthopedic physiotherapy, fascia release	On-site service 6 hours per week; 402 participants
Massage by the Visually Impaired	Licensed Category B massage therapists were hired to provide massage services for employees	On-site service 6 hours per week; 831 participants
Health Promotion Activities / Seminars	Vegetarian Delights - DIY Plant-Based Cooking	58 participants
	Healthy Eating Made Easy	32 participants; satisfaction score: 4.9
	Fat Burning Class	32 participants
	Fascia Self-Therapy: At-Home Fascia Tool Techniques	23 participants
	Dental Health and Aesthetics Seminar	32 participants
	Shockwave Therapy Experience	30 participants
	You Are Not Alone in Long-Term Care (online course)	79 participants
	Smart Eating Out for Weight Loss (online course)	64 participants
	Vision Health Screening Activity	30 participants
	Weight Loss and Fat Reduction Program	Introduced body composition analyzer; set up group-based fat reduction goals with incentive rewards. Targeted participants with moderate to severe fatty liver or BMI >35. The 43-month program included walking challenges, dietary control, and workout classes. Participation or achievement earned rewards.
Basic First Aid Training	AEDs installed in all sites; annual training provided	43 participants
Blood Donation	Promoted in-factory donation activities to support iron balance and long-term cardiovascular health	142 participants

## Sports Promotion Activities

To encourage employees to stay active and maintain their energy, BenQ Materials has established 14 sports clubs and regularly organizes various sports competitions, including basketball, bowling, and softball tournaments. These initiatives have successfully attracted more employees to engage in diverse physical activities. In recognition of its efforts, the company was awarded the “Sport-Friendly Corporation” certification by the Sports Administration, Ministry of Education in 2023 (valid through 2026).



Type	Implementation Summary	Frequency	Effectiveness
Club Activities	<div>1 Softball Club</div> <div>2 Yoga Club</div> <div>3 Aerobic Boxing Club</div> <div>4 Zumba Club</div> <div>5 Basketball Club</div> <div>6 Cycling Club</div> <div>7 Badminton Club</div> <div>8 Jogging Club</div> <div>9 Gao-Fei Club</div> <div>10 Mountaineering Club</div> <div>11 Squash Club</div> <div>12 Skateboard Club</div>	Weekly	Clubs report status quarterly; each receives NT\$8,000/quarter. Annual subsidies totaled ~NT\$440,000.
Fitness Classes	Professional strength and conditioning coach hired to conduct fitness training for senior management, encouraging healthy exercise habits. Mid-year challenge events and year-end ecological hiking and beach clean-up activities were included.	Weekly	Held weekly classes for senior managers, conducted fitness challenge mid-year, and hiking & beach clean-up at year-end.
Exercise Facilities	Facilities include fitness center, gym, aerobics classroom, basketball court, etc. In 2024, upgraded facilities at Taoyuan and YKC plants with new fitness and stretching equipment.	Weekly	Employees can access facilities anytime. Equipment and space added at Taoyuan and YKC sites in 2024.
Sports Season Competitions	From April to August, sports season included new events in 2024 such as dodgeball, volleyball, and Arena of Valor esports. Promoted team bonding and exercise habits.	Monthly	Total of 618 participants in 2024 events; enhanced camaraderie and fitness engagement.
Qisda Group Competitions	Joint competitions with Qisda Group including basketball, volleyball, badminton, and singing contests. BenQ Materials won gold (basketball), silver (volleyball), and 3rd in singing.	Annually	Internal teams competed among 21 group companies, achieving basketball gold, volleyball silver, and 3rd in singing.



## The Workplace Health Promotion Certification

BenQ Materials was certified in 2024 under the Healthy Workplace Accreditation, awarded by the Health Promotion Administration of Taiwan. This recognition highlights the company's commitment across four dimensions:

- Physical Work Environment
- Psychosocial Work Environment
- Personal Health Resources
- Enterprise Community Involvement

The certification process follows a continuous eight-step improvement cycle:

Initiation → Integration → Needs Assessment → Prioritization → Planning → Implementation → Evaluation → Improvement

BenQ Materials distinguished itself by implementing inclusive and comprehensive health tracking mechanisms and by embedding health promotion deeply across all employee groups. Through ongoing health initiatives, the company fosters both physical vitality and psychological resilience, establishing a supportive and fulfilling workplace culture.



## Employee Assistance Program (EAP)

To strengthen employees' resilience and support their mental and emotional well-being, BenQ Materials partners with external Employee Assistance Program (EAP) service providers annually. All employees at operating sites are eligible to access free consultation services on topics such as legal issues, mental health, management, and personal adjustment.

Employees can call a 24-hour toll-free hotline or submit unlimited inquiries via email. All consultations are handled by professional case managers and are conducted in full confidentiality, ensuring employee privacy in compliance with data protection laws.

In 2024, a total of 237 cases were recorded, with the majority of issues relating to emotional stress. In terms of proactive support, the company continues to issue care letters to targeted employee groups and publishes monthly mental wellness articles, translated into English and Vietnamese. In addition, licensed counseling psychologists were invited to give talks on "Identifying Emotional Distress and Psychological First Aid Techniques," helping managers and employees to better recognize emotional warning signs and provide timely support.

### External Assistance

- Employee Assistance Program (EAP): Provides free access to professional counseling services via telephone hotline, email consultation, and one-on-one psychological counseling sessions.
- On-site Counseling Services: Licensed psychologists are stationed at the Taoyuan and Yunlin sites every Tuesday or Thursday. Employees can make appointments online to access services free of charge.
- Occasional Workshops: Psychological wellness talks and stress-relief seminars are held on an ad-hoc basis.

### Internal Assistance

- Monthly Mental Wellness Articles: Curated content on contemporary mental health topics to enhance awareness and self-reflection.
- "Lion's Line" Chat Support via Line@: A text-based emotional support channel allowing employees to share their thoughts anytime, overcoming the constraints of time and location.
- Care Letters for Specific Life Events: Personalized letters of care are sent to employees experiencing major life events, such as childbirth, marriage, bereavement, illness, or return-to-work situations. (Bilingual versions introduced in 2024.)

## On-site Counseling Reservation 心理師駐點服務

就在今天  
還有名額，請盡速預約

從好Q宅急便→健康管理系統進行預約  
reserve a consultation through HAMS

公司內部地點，預約後將另發通知  
internal workplace





# Workplace Safety

## Occupational Safety and Health Management System

BenQ Materials has established the "[Environment, Safety, Health, Energy, and Corporate Social Responsibility Policy](#)" to build a safe, healthy, and sustainable workplace, while implementing a robust occupational health and safety management system. Since 2005, the company has been certified under OHSAS 18001, and the current system has been aligned with ISO 45001:2018. The certification covers routine and non-routine operational activities in both production and non-production areas across Taoyuan, Lungke, Yunlin, Suzhou, and Wuhu sites, including on-site activities by external personnel.

In addition, Taoyuan, Lungke, and Yunlin sites have adopted CNS 45001 and obtained certification under the Taiwan Occupational Safety and Health Management System (TOSHMS).

As of the end of 2024, 2,750 workers were covered under the certification scope, representing 63.67% of the total workforce. An additional 999 non-employee workers—including dispatched personnel, security guards, cleaning staff, catering service providers, and contractors—are also included, bringing the total coverage to 3,749 people, or 86.80% of the workforce.

The remaining 570 personnel at the Hailu site and subsidiaries GENE JET Biotech, Cenefom, and Web-Pro are not included in the ISO 45001 certification due to headcount being below 200, accounting for 13.20% of the total workforce.

Note: The contractor headcount is calculated as the average monthly number of personnel entering the site for outsourced engineering projects and specialized equipment installations.

## Social Responsibility and Environmental Health and Safety Management Committee

In accordance with the Occupational Safety and Health Management Regulations, BenQ Materials has established the "Corporate Social Responsibility and Occupational Health and Safety Committee" to oversee and promote occupational safety and health (OSH) matters. The committee has a two-year term and convenes quarterly. It is chaired by the Vice President, with a total of 87 members, including 35 labor representatives—accounting for 40% of the committee—exceeding the regulatory requirement of one-third labor representation.

The committee serves as a platform for communication, participation, and consultation on OSH-related legal obligations. It is responsible for tracking the progress of the annual OSH management plan, reviewing the effectiveness of safety trainings, and supporting overall system implementation. Throughout the management system operation, the management representative and OSH officers regularly conduct occupational health and safety training to enhance departmental expertise in the management system.

At the Suzhou and Wuhu sites, in addition to quarterly joint meetings with headquarters, monthly safety meetings are held with managers and OSH officers to track safety management performance and monitor the progress of key initiatives.

Subsidiaries GENE JET Biotech and Cenefom, having fewer than 100 employees, are exempt from establishing an OSH committee under Article 10 of the OSH Management Regulations. However, Web-Pro has proactively established an OSH committee ahead of legal requirements. For cross-entity OSH initiatives, subsidiaries follow the corporate-level implementation framework as planned by headquarters.

## Hazard Identification and Risk Assessment

BenQ Materials conducts annual hazard identification and risk assessments to evaluate overall occupational health and safety (OHS) risks, taking into account existing control measures. Risks identified among the top 20% of all assessed scores are categorized as either "unacceptable" or "acceptable high-risk." For these, a "Unacceptable and High-Risk Control Form" must be completed, outlining required improvement or mitigation actions.

In 2024, a total of 11 high-risk mitigation programs were designated for follow-up tracking. These included improvements such as machine guarding enhancements and task procedure optimization. By the end of 2024, 100% of these improvement programs had been completed.

In situations involving changes to products, services, or operational processes that alter the workplace organization, environment, equipment, workforce, or conditions—and may introduce non-routine hazards—employees are required to submit a "Change Management Assessment Form for EHS." This form triggers a reassessment of hazards and risks associated with the revised activities.

In 2024, 120 such forms were submitted. When the reassessment results indicate unacceptable hazards or high risks and opportunities, corrective measures are implemented following the hierarchy of controls: elimination, substitution, engineering controls, followed by administrative controls such as qualification requirements, warnings, personal protective equipment (PPE), monitoring, and emergency response planning. These measures are continuously improved to reduce risk and ensure workplace safety.







## Safety Improvement

Category	Improvement Item	Improvement Item	Monitoring & Follow-up Mechanism
Risk Control	Regulatory Compliance Cloud	Implementation of a cloud-based legal compliance platform to enhance accuracy and efficiency in identifying applicable regulations. The system automatically updates and matches relevant laws and standards.	Digital solution assessment → Feasibility evaluation → Vendor consultation → Access approval → Implementation
	Chemical Management Cloud	Deployment of a chemical cloud platform to manage complex multi-regulatory chemical classifications. The system supports auto-updated regulatory databases and risk categorization.	Digital solution assessment → Feasibility evaluation → Vendor consultation → Access approval → Implementation
	Contractor Management	A systematic risk control process for contractor operations: pre-assessment of high-risk tasks, joint supervision during execution, random audits, and post-project safety and quality evaluation.	Task scheduling → Risk identification → Joint supervision → On-site supervisor/safety team audits → Contractor evaluation and feedback
Training	Professional Safety Training	In addition to legally required training, extra job-specific safety courses are offered. In 2024, 435 employees participated.	Topic planning → Course material preparation → Course delivery → Attendance tracking
	Safety Awareness via Current Events	Workplace and home safety lessons based on recent news incidents to raise hazard awareness. In 2024, 16,229 participations recorded.	News monitoring → Topic development → Course material preparation → Course delivery → Attendance tracking
Interactive Experience	Road Safety Interactive Sessions	Replacing posters with interactive animations and games to improve employee engagement in traffic safety awareness. In 2024, two events were held with 4,081 participants.	Monitoring traffic incidents → Identifying root causes → Developing responsive corrective actions
System Optimization	Training History Digitalization	Implementation of an E-learning system to manage and audit occupational safety training records, ensuring traceability and compliance.	E-learning system testing → Importing and archiving training records
	Dynamic Safety Briefing Mechanism	Shift handover safety briefings conducted by front-line employees on a rotating basis to enhance real-time awareness of safety protocols.	Task identification → Program planning → Safety briefings (with unscheduled audits by safety officers)

## Accident Investigation and Injury Prevention

BenQ Materials has established an incident investigation management procedure aligned with ISO 45001 standards. All workplace incidents are systematically investigated to determine root causes, identify associated hazards, and implement corrective and preventive measures. Follow-up monitoring and care are conducted to support employees' return-to-work evaluations and ensure sustained improvements.

Employees are encouraged to report unsafe conditions or potential occupational hazards without fear of retaliation. No disciplinary action is taken for such reports. Departments are incentivized to proactively submit environment, health, and safety (EHS) improvement suggestions on a monthly basis. A safety reporting reward mechanism has also been implemented to promote identification of near-miss incidents and potential risks.

During onboarding and regular safety meetings, employees are informed of their right to withdraw from dangerous work. If a worker identifies an immediate danger in the work environment, they are authorized to cease operations and evacuate to a safe area, provided it does not endanger others. The employee must then report the situation to the Emergency Response Center of their site. This will activate internal emergency protocols. Employees exercising their right to refuse unsafe work are protected from dismissal, reassignment, suspension of wages, or any other form of unfair treatment.

## Workplace Violence and Harassment Prevention

To safeguard the physical and mental health of all employees from unlawful infringement while performing their duties, BenQ Materials adopts a zero-tolerance policy against any form of workplace bullying, violence, or harassment, whether from internal staff or external parties such as clients or contractors. The policy explicitly prohibits:

- Physical violence
- Psychological abuse
- Verbal aggression
- Sexual harassment
- Stalking or other forms of harassment

Such incidents, whether explicit or implicit, that compromise the safety, well-being, or health of employees in the course of work—including during commutes—are strictly forbidden.

For incidents involving sexual harassment, the company follows its internal "Prevention, Complaint, and Disciplinary Measures for Workplace Sexual Harassment" in line with relevant labor laws and human rights policies.

For more information, please refer to our official [ESG website for the complete Zero Tolerance Policy](#) on Workplace Violence and Harassment.



## Annual Workplace Violence Risk Assessment

BenQ Materials conducts an annual workplace violence risk assessment across its Taiwan sites. Department heads are tasked with completing a risk identification questionnaire covering 13 internal and external risk indicators associated with potential unlawful conduct.

If any risk item is flagged as high-risk, the company immediately initiates in-depth interviews and investigations to implement appropriate preventive actions.

In the 2024 assessment, 13.63% of participating departments reported elevated risk in the following areas:

- Incidents involving inappropriate verbal or behavioral treatment by supervisors or colleagues
- Presence of employees displaying signs of emotional distress, despair, or fear and requiring care and attention
- Workers experiencing excessive overtime or high levels of work-related stress
- Job roles requiring interaction with clients known to have a history of violent behavior

According to the company's communication and grievance mechanisms, no workplace violence incidents were reported in 2024. BenQ Materials remains committed to proactive prevention and targeted training, aiming to strengthen risk awareness and mitigate high-risk situations.

## Workplace Violence Prevention Training

BenQ Materials places strong emphasis on human rights protection. In addition to onboarding sessions for new employees and leadership orientation, the company incorporates related topics—such as diversity and inclusion and human rights respect—into in-person courses including "Labor Law Essentials" and "Interview Techniques for Talent Acquisition." These efforts ensure employees internalize core values on human rights protection and respect.

The following table outlines workplace violence prevention and gender equality training conducted in 2024:

Course Title	Delivery Mode	No. of Sessions (Annual)	Duration (hrs)	Total Training Hours	No. of Participants
Workplace Violence Prevention Training	Online	1	1	1,859	1,859 <sup>1</sup>
Gender Equality & Workplace Harassment Prevention	In-person	1	2	178	89
Gender Equality & Workplace Harassment Prevention	Online	1	1.5	24	16
New Hire / Manager Orientation	In-person/Virtual	Conducted on onboarding dates with 100% completion rate			

Note: This is a mandatory training course for all employees. Those who were unable to complete due to work duties will be scheduled to complete the training in the following year.

## Workplace Violence Incident Handling Procedure

In the event of unlawful conduct—such as physical, psychological, verbal abuse, sexual harassment, or stalking—BenQ Materials promptly initiates a response process upon receiving a complaint. An Investigation and Review Committee is immediately formed to examine the case and is required to complete the investigation and resolution within a prescribed timeframe.

Based on the investigation findings:

Disciplinary actions are imposed on the perpetrator

Protective and support measures are provided to the victim

Case documentation and reports are maintained to ensure traceability and accountability

A root cause analysis is conducted to identify contributing factors and implement preventive actions to avoid recurrence of similar incidents

## Occupational Safety and Health Training

Occupational safety begins with strong safety awareness and emergency preparedness. BenQ Materials prioritizes safety training and awareness across all levels of management and frontline employees to build robust emergency response capabilities and instill safety-first mindsets—proactively reducing unsafe behaviors that may lead to accidents.

The annual safety training program includes:

- General Occupational Safety and Health Training for new hires and general employees
- Hazard Communication Training (Hazardous Chemicals Management)
- Machine Safety
- Emergency Response
- Forklift Operation (for loads exceeding one metric ton)
- Crane Operation (for loads between 0.5 and 3 metric tons)
- Lifting Gear Usage
- Boiler Operation
- Occupational Health and Safety Management System Training



In 2024, a total of 28,431 training attendances were recorded for contractors and non-employees (including dispatch workers, onsite security personnel, cleaning staff, and catering service staff), totaling 25,140.5 training hours.

To strengthen its occupational health and safety culture, BenQ Materials has adopted a multi-faceted training approach beyond traditional classroom formats. This includes:

- Utilizing digital learning resources from the Occupational Safety and Health Administration (OSHA Taiwan)
- Incorporating external training providers
- Cultivating foreign workers to serve as peer trainers using simplified and localized language
- Hosting external professional safety seminars

These efforts ensure employees are equipped with the knowledge and skills necessary to work safely and contribute to a secure and healthy workplace.



## Contractor Occupational Safety Education and Training

To ensure effective contractor safety management, all construction personnel entering BenQ Materials facilities must complete a mandatory safety training program prior to commencing any onsite work. The training covers site-specific safety protocols and regulations for high-risk operations. In 2024, a total of 2,964 contractor participants completed the required safety training.

In addition to contractor training, BenQ Materials has implemented a Contractor Supervision and Oversight System. Under this system, only certified supervisors are authorized to commission outsourced engineering or maintenance projects. This approach ensures both the safety and quality standards of contractor operations are upheld.

In 2024, a total of 276 employees received certified training for contractor supervision.

Note: There were no abnormal incidents involving contractors in 2024.

## Occupational Injury Statistics

BenQ Materials' occupational injury statistics are disclosed in accordance with the definition of occupational injury under the Occupational Safety and Health Act and the Global Reporting Initiative (GRI) GRI 403-9 occupational injury statistics indicators. In 2023, no fatalities or severe occupational injuries occurred among all workers (employees and non-employees). A total of 17 recordable occupational injuries were reported, mainly involving entanglement hazards, including 6 disabling injuries, resulting in a total of 96 days of lost time due to disability.

The primary types of occupational injuries for employees were entanglement and cutting, caused by inadequate machine safety guards or incomplete standard operating procedures. There were 2 occupational injuries among non-employee workers at BenQ Materials, mainly due to being struck or entangled because of failure to follow standard operating procedures. Safety inspections and improvements for machinery, operating procedures, and environmental safety across the entire plant have been conducted.

### Employees Disability Injury Statistics

Metric	2020	2021	2022	2023	2024
Total Hours Worked	3,116,150	2,036,168	5,152,318	6,640,976	8,176,546
Occupational Fatalities (number)	0	0	0	0	0
Occupational Fatality Rate	0	0	0	0	0
Number of Serious Occupational Injuries	0	0	0	0	0
Serious Injury Rate	0	0	0	0	0
Recordable Occupational Injuries (number)	7	4	11	15	16
Total Recordable Incident Rate (TRIR)	2	2	2	2	1.96
Lost-Time Injuries (number)	5	2	7	4	8
Lost Days Due to Injuries	183	55	238	26	138
Lost-Time Injury Frequency Rate (FR)	1.6	0.98	1.35	0.6	0.97
Lost-Time Injury Severity Rate (SR)	58	27	46	3	16
Frequency-Severity Index (FSI)	0.3	0.16	0.24	0.04	0.12
Lost-Time Injury Frequency Rate (LTIFR)	1.6	0.98	1.35	0.6	0.97

### Non-Employees Disability Injury Statistics

Metric	2020	2021	2022	2023	2024
Total Hours Worked	867,942	392,392	1,260,334	1,217,134	523,166
Occupational Fatalities (number)	0	0	0	0	0
Occupational Fatality Rate	0	0	0	0	0
Number of Serious Occupational Injuries	0	0	0	0	0
Serious Injury Rate	0	0	0	0	0
Recordable Occupational Injuries (number)	0	0	0	2	3
Total Recordable Incident Rate (TRIR)	0	0	0	2	5.73
Lost-Time Injuries (number)	0	0	0	2	0
Lost Days Due to Injuries	0	0	0	66	0
Lost-Time Injury Frequency Rate (FR)	0.00	0.00	0.00	1.64	0.00
Lost-Time Injury Severity Rate (SR)	0	0	0	54	0
Frequency-Severity Index (FSI)	0.00	0.00	0.00	0.29	0.00
Lost-Time Injury Frequency Rate (LTIFR)	0.00	0.00	0.00	1.64	0.00

Note1: The data covers BenQ Materials' Taoyuan Plant, Longtan Plant, Yunlin Plant, Suzhou Plant, Wuhu Plant, and subsidiaries GENE JET Biotech, Cenefom, and Web-Pro.

Note2: Working hours are calculated as follows:

- For direct employees on day shifts: 8 hours per day.
- For shift workers: 10 hours per day.
- For non-employees (e.g., dispatched workers, on-site security, cleaning, catering, and convenience store staff):
- Dispatched workers and security: 10 hours per day.
- Others (cleaning, catering, convenience store): 8 hours per day.
- For contracted construction workers, man-hours are calculated based on average monthly in-plant visits × 8 hours per person per visit.

Note3: The following indicators exclude commuting-related injuries:

- Occupational Fatality Rate = (Number of Occupational Fatalities × 10 ) ÷ Total Working Hours
- Serious Occupational Injury Rate = (Number of Serious Occupational Injuries excluding fatalities × 10 ) ÷ Total Working Hours
- Total Recordable Incident Rate (TRIR) = (Number of Recordable Occupational Injuries × 10 ) ÷ Total Working Hours
- Lost-Time Injury Frequency Rate (FR) = (Number of Lost-Time Injuries × 10 ) ÷ Total Working Hours
- Lost-Time Injury Severity Rate (SR) = (Lost Workdays × 10 ) ÷ Total Working Hours
- Frequency-Severity Index (FSI) =  $\sqrt{((FR \times SR) \div 1,000)}$
- Lost-Time Injury Frequency Rate (LTIFR) = (Number of Lost-Time Injuries × 10 ) ÷ Total Working Hours

Note4: Definitions:

- Serious Occupational Injury: An injury resulting in permanent harm (e.g., amputation), or inability to return to pre-injury work within six months.
- Recordable Occupational Injuries: Total number of occupational incidents requiring external/internal medical treatment, including fatalities and serious injuries.
- Lost-Time Injuries: Injuries that cause the affected worker to be temporarily or permanently unable to work. Lost days exclude the day of injury and the day of return to work, but include all intermediate days (including weekends, holidays, and business closures), and any further absence due to the same injury after returning to work.





# Social participation

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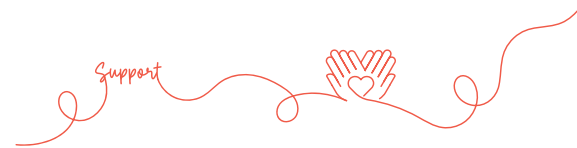
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Inheriting the BenQ Group's corporate vision of "Bringing Enjoyment and Quality to Life," BenQ Materials embraces its social responsibility by actively advancing initiatives in environmental sustainability and social engagement. To fulfill this mission, the company not only makes regular charitable donations, but also promotes a wide range of sustainability efforts under four key pillars: Community Care, Education Empowerment, Green Action, and Arts & Culture.

Employees are encouraged to participate in community engagement through a 3-day paid volunteer leave policy, supporting self-initiated involvement in various local initiatives. Through these ongoing actions, BenQ Materials strives to address social challenges and give back to the land of Taiwan with commitment and care.



Type	Item	Starting Year	Indicator	2024 Goal	2024 Actual Outcome	2024 Achievement Rate	2025 Goal	2024 Investment Amount
Community Care and Welfare	Vision Hope Project	2014	Assist medium and low-income household children Accumulated number of people with glasses fitting	2,200	2618	140%	2850	179,300
Educational Development	Science Camp	2014	Accumulated number of children serviced	5	5	100%	5	182,542
Green Action	Green Party	2011	Accumulated tree planting quantity	Determine the number of trees to plant based on the size of the designated planting area for the year.				
	Taiwan agricultural food plan	2016	Purchase amount of current year	4.5 Tons	5.1 Tons	113%	5.0 Tons	550,783
Art and Culture	Promotion of Local Arts and Culture	2014	Annual Sponsorship of Various Types of Arts and Cultural Groups or Events					

## Charitable donations

### Donation of Waterproof and Breathable Textile Products

In 2024, BenQ Materials' textile brand Xpore donated a total of 1,995 protective items with a combined market value of approximately NT\$1.55 million, including:

- 190 mattress protectors to Genesis Social Welfare Foundation,
- 1,400 mattress protectors to Shilin Bread of Life Church in Hsinchu,
- 90 waterproof and windproof functional jackets to Rotary Club of Taipei Yuanhuan,
- 315 mattress protectors to Chung Yi Social Welfare Foundation,
- 100 mattress protectors to Yongan Nursing Home.

### Donation of Wound Care Products

Recognizing the unpredictable risks and challenges faced by police officers during law enforcement operations, BenQ Materials' medical brand Anscare donated 3,000 hemostatic gauze dressings to the police departments of Taipei City, New Taipei City, and Tainan City in 2024. The total market value of this donation was approximately NT\$3 million.





## Community Care and Welfare

### Vision Hope Project

"Healthy eyes create a colorful life" — this belief is the foundation of BenQ Materials' Mirokron vision care brand. Upholding this conviction, BenQ Materials has partnered with Kobayashi Optical and various branches of the Taiwan Fund for Children and Families (TFCF) to help underprivileged children across Taiwan obtain free eyeglasses. In this partnership, BenQ Materials provides the lenses while Kobayashi Optical supplies the frames.

The Vision Hope Project, now in its 11th year, has provided eyeglasses to a total of 2,618 children. In 2024 alone, 484 students applied for the program. However, it was found that fewer than 70% of those applicants actually followed through with their eyeglass fitting.

After in-depth discussions with TFCF, the gap was traced to challenges faced by disadvantaged families and those under grandparental care, which often limit their ability to access services. To ensure these resources are used more effectively, BenQ Materials will develop a follow-up mechanism for eyeglass fitting in 2025, reaffirming its commitment to improving visual health for underprivileged children.

### Medical Packaging Seminar

In 2024, BenQ Materials' medical brand Sigma organized a medical film and paper seminar in collaboration with Cheng Hsin General Hospital, National Taiwan University Hospital, and En Chu Kong Hospital. A total of 49 healthcare professionals participated in the event.

Participants noted that the seminar content was clear and easy to understand, making it highly suitable for clinical research applications. Many expressed interest in regular knowledge exchange sessions in the future to further strengthen their professional expertise in product usage.



## Educational Development

### Science Camp

#### Project Origin

BenQ Materials is deeply committed to the development of children in Taiwan and addressing the issue of unequal access to educational resources between urban and rural areas. In alignment with UN Sustainable Development Goal 4 – "Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all" – we believe that beyond hardware donations, long-term care, companionship, and appropriate educational content are key to achieving education equity.

For over a decade, we have been driving the "Science Camp" program to support rural science education. Through one-day and half-day hands-on STEM activities, we leverage corporate expertise and volunteer power to bring educational resources and diverse learning opportunities to underserved schools, cultivating children's scientific literacy and curiosity while narrowing the urban-rural education gap.





## Integrating Core Technologies

Guided by the principle of integrating business strengths, BenQ Materials recruits knowledgeable volunteers and instructors to deliver fun, interactive science lessons and experiments at remote and suburban elementary schools. These activities help children learn scientific concepts in an engaging way, foster independent thinking and problem-solving skills, and enhance both academic performance and interest in science as part of daily life.

偏光原理

膠的應用

光與色彩

傷口護理



## The Invisible Impact

As of 2024, we have held 30 sessions, reaching 887 students. To deepen the program's educational impact, we implemented a multi-layered feedback system to collect both qualitative and quantitative insights from teachers and students. In 2024, the average satisfaction rating from schools and volunteers was 4.9 out of 5.

Our SROI (Social Return on Investment) assessment revealed a 75% positive impact – reflected in increased interest in science learning, higher class participation, and improved assignment completion – a 4% improvement from the previous year.

Additionally, BenQ Materials donated polarizer teaching kits for the New Taipei City Science Day, further demonstrating our commitment to advancing local science education.



## 2024 Upgrades to Amplify Educational Impact

To further strengthen the effectiveness of the Science Camp, three new initiatives were launched in 2024:

### Integration of Medical Expertise

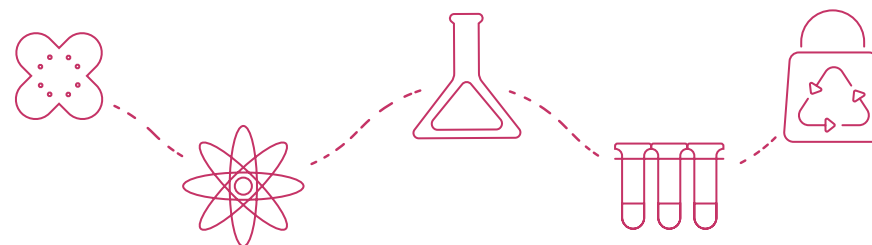
Developed new curriculum modules that teach basic wound care using the company's medical knowledge. Artificial skin kits were donated to school infirmaries for hands-on learning.

### Science Education Grants

Provided funding for rural schools to purchase science lab equipment, empowering students to gain practical experience in natural sciences.

### Sustainability & Branding

Introduced custom eco-friendly tote bags to promote sustainability and enhance program visibility, allowing students to carry home both memories and values of lifelong learning.







## Collective Feedback – Testimonies of Impact



### Volunteer Reflections:

- "The activity atmosphere was excellent – fun, educational, and full of joy for the kids."
- "Pre-event training with hands-on demos was really helpful. It prepared us to handle any situation smoothly."
- "I'll definitely keep participating in the Science Camps whenever possible!"



### School Feedback:

- "Thank you for bringing students meaningful experiences beyond the standard curriculum."
- "The interactive approach made science easier to understand and more relatable to daily life."
- "Volunteers were professional and created a space for children to lead and ask questions – a wonderful learning experience."



### Children's Words:

- "Thank you to all the big brothers and sisters for teaching me how to do and how to play!"
- "The acrylic art we made looked just like stained-glass windows in a cathedral."
- "The Light and Color class really stuck with me – I now know where light comes from!"

### TSAA SDG Award Jury Comments:

"The project demonstrates a clear educational vision and strong stakeholder engagement. Through science camps, it brings valuable educational resources to remote schools and inspires interest in science, fulfilling a real local need."

In 2024, BenQ Materials was honored with the Silver Award for SDG 4 – Quality Education at the Taiwan Sustainable Action Awards (TSAA), recognizing our decade-long dedication to educational equity. Looking forward, we remain committed to enhancing our science education programs, expanding partnerships, and introducing more innovative teaching resources to ensure equal access to quality learning for every child in Taiwan.







# Green Actions

## Low-Carbon Living Month

To echo Earth Day 2024 and promote the concept of sustainable low-carbon lifestyles, BenQ Materials launched its annual "Low-Carbon Living Month" campaign in April 2024. Aligned with Earth Day's theme on plastic reduction, the campaign integrated knowledge sharing, behavior-based initiatives, and measurable outcome tracking, encouraging company-wide engagement in environmental action and strengthening employee awareness on climate action.

### Raising Awareness: Sustainability Begins with Daily Actions

- Earth Hour: Lights Off for One Hour

BenQ Materials joined the global Earth Hour initiative by turning off lights across all facilities from 8:30 to 9:30 p.m., reinforcing energy-saving and carbon-reduction consciousness.

- Ending Fast Fashion – Embracing Sustainable Style

A themed seminar on Sustainable Fashion was held to explore the industry's shift toward eco-friendly practices. The event achieved an **89% attendance rate** and a high **satisfaction score of 4.87 out of 5**.



### Tackling Plastic Waste and Promoting Circularity

- Understanding Health Risks of Plastics

An internal quiz titled "Know Your Plastics" engaged **129 employees**, raising awareness about the health risks associated with plastic exposure.

- Optimizing Waste Sorting

Waste management procedures were enhanced to improve **plastic waste separation and recycling**, supporting internal circular economy goals.



### Hands-on Participation: Coastal and Urban Clean-ups

- Beach Clean-Up

In Taoyuan, 75 employees participated in a coastal cleanup, achieving a 92.6% participation rate and removing 429 kg of waste.

- Street Clean-Up

In Yunlin, the initiative was extended to community street cleaning with 39 employees participating to help maintain local environmental cleanliness.



### Building a Plastic-Free Work Environment

- Eco-Friendly Dining Initiatives

From April, BenQ Materials piloted a plastic-free policy across employee dining areas, eliminating single-use utensils. The program extended to onsite convenience stores and fruit bars in May, resulting in an estimated carbon reduction of 605 kg CO<sub>2</sub>e.

## Taiwan agricultural food plan

### Project Origin

The Taiwan Local Food Action Plan initiated by BenQ Materials began with a mission to address the issue of unsold agricultural products in the Mariguang Tribe of Jianshi Township, Hsinchu. In line with our corporate social responsibility, the company proactively sourced surplus and organic produce directly from local farmers and incorporated them into our employee cafeteria supply chain. The initiative also encouraged employee participation through a direct purchase program, allowing staff to enjoy healthy, chemical-free local food while supporting local agricultural producers through tangible action—promoting shared value and inclusive growth.





## Strengthening Local Connections & Employee Engagement

As of 2024, the program has been running for nine consecutive years, with NT\$4.8 million in cumulative purchases and NT\$550,000 in 2024 alone. Partner communities have expanded beyond Mariguang to include local agro-food platforms such as San-Small Market in Yunlin and Buy Directly From Farmers in Taoyuan. In 2023, the initiative extended support to a family of young farmers with cerebral palsy in Lala Mountain, launching a cabbage subscription and kimchi DIY event in early 2024. Further, BenQ Materials co-hosted the "Farmer-to-Company" campaign, inviting producers to share ecological insights on bee conservation and honey identification, reinforcing employee awareness of agriculture and environmental sustainability.



## Stabilizing Rural Economies

By engaging in long-term, stable procurement, the program helps mitigate overproduction and reduce food waste by absorbing "imperfect" or surplus produce, providing consistent economic support to smallholder farmers. In recognition of its meaningful impact, BenQ Materials received the Silver Award under SDG 2: Zero Hunger at the 2023 Taiwan Sustainability Action Awards (TSAA). This acknowledgment reflects the company's dedication to advancing sustainable agriculture and food security through action-oriented social responsibility. Looking ahead to 2025, BenQ Materials aims to broaden its partnerships and scale the local food initiative, ensuring every purchase contributes to a more resilient local economy and a sustainable future.



## Biodiversity: Creating a Green Oasis

BenQ Materials' Yunlin Plant, located in Douliu, Yunlin, spans 11 hectares of vast land. Over the past decade, the company has been committed to creating a green environment, planting more than 4,000 trees. In addition to regular pruning and maintenance, some areas follow a natural ecological method. These trees, with minimal human intervention, have added vitality to the plant and provided rich resources for the local ecosystem.

To further enrich biodiversity, the plant has extensively planted native species and honey plants, such as camphor trees, pomelos, and longan trees. These trees not only provide beautiful scenery but also offer habitats and food sources for local birds and other wildlife, further enhancing the plant's ecological environment.

In addition, the plant actively engages in carbon sequestration activities by planting a large number of trees and regularly pruning branches to enhance their carbon sequestration capabilities. Along the Yunlin River, they plant locally common and high carbon-sequestration species like *Phyllostachys pubescens* (green bamboo) to further green the plant's environment. BenQ Materials' Yunlin Plant is not just a production base but also a potential biodiversity treasure. The company plans to continue green-related projects in the future, hoping to create more diverse green oases.





