2024

SYSTEX
Sustainability
Report

SYSTEX

Contents
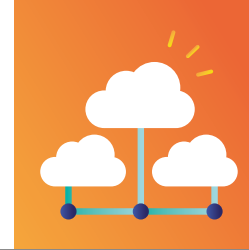
About this Report

GRI 1, 2-1, 2-2, 2-3, 2-4, 2-5, 2-14, 3-2

SYSTEX Corporation has published the 6th sustainability report, a comprehensive overview of its sustainable ESG strategy and the results of communication with stakeholders, demonstrating its determination to actively take corporate responsibility. The previous report was published in August 2024 and this report is published in August 2025.

Reporting Overview

Guidelines and Principles	Global Reporting Initiative, GRI - GRI Standards 2021 Sustainability Accounting Standards Board, SASB - Software & IT Services Task Force on Climate-related Financial Disclosures, TCFD Task Force on Nature-related Financial Disclosures, TNFD The Sustainability Best-Practice Principles for TWSE/GTSM Listed Companies
Boundary	SYSTEX Group in Taiwan, including SYSTEX Corporation, SYSTEX Software & Service Corporation, SYSTEX FINTECH Co., Ltd., Top Information Technologies Co. Ltd, SYSPOWER Corporation, SoftMobile Technology Corporation, Concord System Management Corp., SYSTEX Solutions Corporation, Taifon Computer Co. Ltd, E-Service Information Co., Taiwan Information Service Technology Co., NATURINT Ltd., uniXecure Corporation, Caresys Information Inc., Docutek Solution Inc., Palsys Digital Technology Corporation, Dawning Technology Inc., Smartsys Technology Corporation, and MISYS Corporation, and SYSWISER Technology Corporation. • Newly added in 2024: Caresys Information Inc.
Period	The sustainability report is compiled regularly every year. The period is between January 1, 2024 and December 31, 2024.
Data	For more financial performance, please refer to Annual Report, including consolidated reports of affiliated companies. In adherence with IFRSs, the currency of Financial Report is NTD and certified by Deloitte Touche Tohmatsu Taiwan. The data in this report is collected by the Sustainability Group and presented with international indicators. • The financial data is consistent with the Annual Report, covering SYSTEX and all affiliated companies. • The scope of social data is covering SYSTEX and all affiliated companies in Taiwan. • The scope of environmental data is within the Taipei Neihu Headquarters Building.
Assurance	Entrust SGS TAIWAN LTD. to undertake assurance, and receive the assurance, AA1000ASv3 Type 1 Moderate Level in adherence to GRI Universal Standards 2021.

Reporting Process and Quality Management

To ensure the quality of reporting and preparation of the Sustainability Report, this report was prepared following the "Sustainability Report Preparation and Verification Procedure." The Sustainability Group coordinated the preparation, with ESG teams assisting in collecting and organizing relevant indicator data. After the data was consolidated by the Group and reviewed and revised in collaboration with department heads, the report underwent assurance or verification by a third party. The final report was then reviewed by the Chief Sustainability Officer before being submitted to the Board of Directors for approval and publication. SYSTEX aims to provide more transparent and comprehensive information to help stakeholders better understand its performance and achievements in corporate sustainability during 2024.

Feedback and Contact Us

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Sustainability Report	Annual Report	TCNFD Report	ESG Website

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix   3

Letter from the Chairman

Creating Positive Impact, Earning Money with Purpose

The year 2024 has been a remarkable one for the software industry! Generative AI has sparked a transformation revolution, reshaping business operations and empowering us to improve lives. With AI tools, we can amplify positive impact and help create a better world.

Power of Good

SYSTEX has always believed in the power of "Tech for Good" and actively puts this philosophy into practice. Using technology, we help improve public care services across Taiwan through collaborations with social welfare agencies and local governments.

Taiwan Information Service, a SYSTEX Group subsidiary, built critical social welfare systems that connect central and local governments, enabling 2.68 million citizens to receive timely subsidies. In Taiwan, typhoons pose a recurring summer threat, endangering lives and property. SYSTEX has integrates AI tools with IoT, visual dashboards, and alert systems to help authorities respond faster to typhoons, starting as an initial deployment phase in rain-prone Yilan. Reservoir operations and maintenance are another vital issue in resource-limited Taiwan. SYSTEX is assisting in building monitoring and management systems for reservoirs in Tainan, Nantou, and Kaohsiung, offering an added layer of safety and resource management for local communities.

Additionally, as Taiwan faces a rapidly aging population, elderly care has become a national priority, especially in resource-scarce remote areas. SYSTEX collaborates with hospitals and local government organizations to build case management platforms, enabling health workers to track and supporting each patient using centralized data tools. Currently operating in 9 remote areas in southern Taiwan, the system supports 3,000 hospital beds and benefits over 2 million chronic disease patients.

Profit with Purpose

While profitability is fundamental to operating a business, SYSTEX places greater emphasis on earning money with purpose. With a deep understanding that environmental protection is an urgent responsibility for all people, SYSTEX leverages its technological and software capabilities to drive sustainability. Starting with the development of carbon inventory tools, we have extended our solutions to include carbon footprint management, enterprise energy management, and supply chain management platforms. These tools help our corporate clients to clearly understand their carbon management challenges throughout the entire supply chain. With our expert consulting support, they can identify effective solutions and contribute to environmental protection. Our systems are designed for both large enterprises and SMEs, including cross-border operations. These green solutions support not just efficiency but global well-being.

In addition, SYSTEX has partnered with the Taiwan Stock Exchange and clients in the financial industry to organize industry classifications in accordance with TWSE definitions. This structured, vectorized data allows AI to analyze ESG performance, helping investors align with global trends and encouraging more ESG engagement.

Positive Impact

"Tech for Good" is a long-term commitment and investment. Among our key efforts, talent cultivation has always been central to creating lasting positive impact. With the mission of "cultivating world-class software talent for Taiwan," the YTP Youth Turing Program has completed its 9th year and will enter its 10th in 2025, having engaged nearly 5,000 participants and invested close to NT$26 million. Our SEI Program trains more than 100 students annually through project work, a dedicated mentor system, and HR support, ensuring seamless integration of academic learning and workplace readiness. The PaGamO Future Literacy School Program focuses on improving literacy among remote students, with measurable improvements in national exam scores each year. These programs help bridge urban-remote education gaps and provide diverse growth pathways for Taiwan's youth.

The power of technology will continue to drive transformative change for humanity. Leveraging SYSTEX's expertise in software and data, we are committed to generating meaningful profit while becoming a company that contributes to society, creates long-term value, and delivers positive impact. SYSTEX pledges to uphold the belief in "Tech for Good," using our leadership in the industry to bring together more partners and collective efforts to build a more inclusive and sustainable living environment, and shaping a better future for all.

Chairman & President, SYSTEX Corp.

Frank L

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 4

Sustainable Performance

Hightlight

CW-2024 Excellence in CSR Award
LE - Service industry category
Rank **14**th

2024 TCSA
Taiwan Top 100 Sustainable Company
ESG Report Platinum Awards
Innovation and Growth Leadership Award
Workplace Welfare Leadership Award

TCSA

2024 TSAA
SDG 9
Golden Award

Morningstar
2024 Morningstar Sustainalytics
Low Risk

2024 S&P CSA
2024 S&P Global CSA ESG Scores
7 points annually ↑

Environment

Internal Carbon Pricing
RE consumption
260,000 kWh

Receiving
260 T-RECs

RE share **4.6**%

Equipment Replacement
Energy consumption
195,000 kWh ↓

Env. and OHS. ISO Certificate
ISO 14001 · ISO 14064-1
ISO 50001 · ISO 45001

2024 Carbon Competitiveness
Carbon Competitiveness
Top 100

2024 CDP
Climate Change Questionnaire
B Level

Social

2024 Work-Life Balance Award
Employee Care Award

2024 9th Young Turning Program
Cumulative
4,469 participants

2024 ASSET & LINKING
Exemplary Sustainability Awards

Humanities Enterprise Award

SYSTEX Baby Happy Growth Funds
2021.04-2024.12
297 SYSTEX babies

Donate
NT$15.28 M

2024 National Talent Development Award
Outstanding Case Award

2024 CHR
LE - Service industry category
Golden Award

7th AI+ Generator Program
2018-2024
Cumulative
52 Startups

Benefits Improvement
Flexible parental leave
3 days

Spouse leave to male employees
8 days

Governance

11th Corporate Governance Evaluations
Listed company
6%-20%

Sustainable Procurement
2024 Buying Power
1st Prize

2023 MOE
Green Procurement Enterprises

IP Management
Revise IP management regulations

TIPS
A Level

63 valid patents

364 valid trademarks

Record-high Consolidated Revenue since 2016
2024 Consolidated revenue
10.7% ↑
annually

Information Security
Security Scorecard: Level A ↑
Routine IS awareness updates
- **Monthly IS Bulletin**
- **Weekly Threat Intelligence Sharing**

PM Ability
155 PMP certificates

184 PM's
ISO 27001 certificates

Supplier Sustainability Management
2024 SustainLink
Total Participating Suppliers
≒**500** suppliers

SYSTEX

Content | **Overview** | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 5

Sustainability Special

SOCIAL

Building a Happy Workplace & Supporting Employee Growth

- -

- **2024 Work-Life Balance Award – Employee Care Award"**
- **2024 National Talent Development Award – Outstanding Case Award**
- **2024 Corporate Health Responsibility, CHR – Golden Award (1st Prize), Service Industry of Large Enterprise Category**

Systex prioritizes employee career growth, health, benefits, and work-life balance. The SYSTEX Baby Happy Funds provides up to NT$120,000 per newborn. Meanwhile, the introduction of "3 days of fully-paid flexible parental leave" strengthens employees' family well-being. Programs such as Coding Seed Camp and Children's Sports Summer Camp strengthen employee-child connections, fostering corporate unity. These efforts earned 3 major workplace and health awards in 2024.

- Up to NT$120,000 per newborn, and up to 70 days of fully-paid maternity leave for female employees.
- By the end of 2024, the cumulative total subsidy reaches NT$15.28M for 297 SYSTEX babies since its inception.
- Organize sports events to create exercise environment. The total health promotion expenditure is NT$12.96M in 2024.

ENVIRONMENT

Transforming Carbon Management Systems: Pioneering Innovation Toward the 2050 Net-Zero Vision

- -

- **MOEA - 2025 Taiwan Excellence Award, Silver Award**
- **2024 TSAA - SDG 9 Golden Award**

Carbon EnVision, co-developed by expert consultants and technical teams, supports corporate carbon audits, data integration across value chains, and real-time emissions tracking. By systematizing data, it helps enterprises set actionable annual carbon reduction targets aligned with net-zero goals. Recognized for its software, data, and algorithmic innovation, and its alignment with global green tech trends, SYSTEX received the Ministry of Economic Affairs' 2025 Taiwan Excellence Silver Award.

- Efficiently consolidates 70% of carbon footprint data across value chain, reducing manual data collection by 50%.
- Offers multilingual interfaces in Chinese, English, and Vietnamese, addressing the needs of Taiwanese enterprises expanding into Southeast Asia.

GOVERNANCE

A New Era of Intelligent Transformation: AI x GPT Multi-Dimensional Suite Empowering Organizational Performance

- -

- **National Science Council - GenAI Stars Generative AI Enterprise Application Competition, Quality Innovation Award**

AIxGPT Multi-Dimensional Transformation Suite applies GenAIxGPT technology to digitize expertise through virtual-physical integration, zero-trust architecture, and AI-powered security. Hosted on Microsoft Azure, it provides subscription-based ChatBot and ChatDoc services to build custom knowledge bases and streamline data retrieval. Its secure design supports internal training and knowledge sharing, significantly boosting operational efficiency. With proven results across diverse industries, SYSTEX Software & Service earned the Quality Innovation Award in GenAI Stars Generative AI Enterprise Application Competition, recognizing its leadership in digital transformation.

01
Sustainable Business

Vision: Become a world-class software company

Mission: Create maximum value for shareholders, build exponential growth for clients

Sustainable spirit: Tech for Good

Core capabilities: Software, Data, Algorithm, Cloud Service, Solution Architect, and Cybersecurity

Material Topics

GRI 201-1

Contributing to the SDGs

8 DECENT WORK AND ECONOMIC GROWTH

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

About SYSTEX

GRI 2-1, 2-6

1997
Year of establishment

Taiwan, China, Hong Kong, Japan, Vietnam, Singapore
Operation base

38.9 B
Consolidated revenue (NTD)

40,000+
Total corporate and institutional clients

4,626
Total employees (Whole SYSTEX group including overseas BU)

Vision
Become a world-class software company

Mission
Create maximum value for shareholders
Build exponential growth for clients

Sustainable spirit
Tech for Good

Founded in 1997 with a total capital of NT$ 2.72 billion, SYSTEX Corporation (ISIN code: TW0006214000) ranks among the top 100 service companies in Taiwan, serving over 40,000 corporate and institutional clients. Its primary business regions include Taiwan, Hong Kong, China, Asia, Europe, and the United States, and agents and distributes more than 70 products in partnership with leading global partners.

SYSTEX features "becoming the one that clients consider as the best in collaboration, connection, and amplifying value" as the positioning in ecosystem integration, promoting five value-added services through the six core competencies, assisting clients in realizing the brand-new business model.

While advancing its core business, SYSTEX actively drives digital and impact transformation. With a long-term commitment to cultivating world-class software talent for Taiwan, SYSTEX advocates for sustainable practices across ESG pillars. Additionally, SYSTEX enhances transparency in sustainability disclosures and collaborates with ecosystem partners to leverage core capabilities, aiming to foster a better society and amplify its positive impact.

SYSTEX

Content | Overview | **Sustainable Business** | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 8

Sustainable Operation

GRI 2-6

## Vision and Mission

Vision Become a world-class company

Mission Create maximum value for shareholder
Build exponential growth for clients

SYSTEX envisions becoming a world-class software company, with a mission to maximize shareholder value and drive exponential growth for businesses, positioning itself as the one that clients consider as the best at collaboration, connection, and amplifying value. SYSTEX serves as an orchestrator, connecting the Industry, Mega SI, and VAD ecosystems. By leveraging 6 core capabilities, SYSTEX empowers clients to enhance competitiveness and co-create meaningful, profitable growth, thereby redefining the global value of Taiwan's software industry.
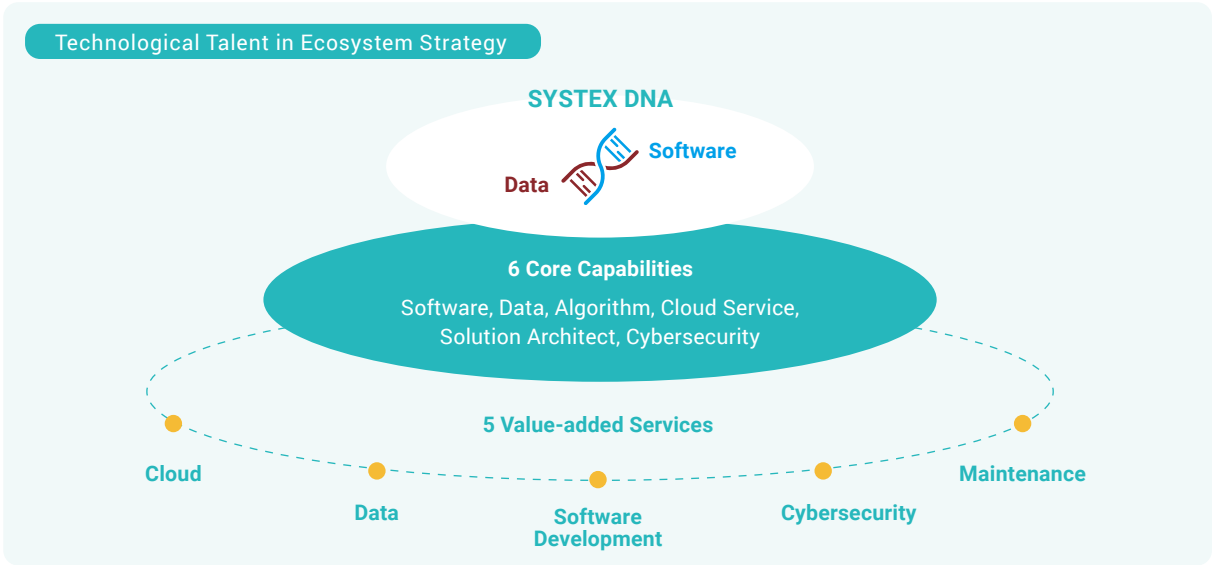
Sustainable Spirit

Based on the sustainable spirit of "Tech for Good," SYSTEX uses its core capabilities to advance corporate sustainability, cooperates with its partners in the ecosystem to enhance collaboration, and creates a positive cycle of goodness in line with the "SDG17, Partnerships for the goal."
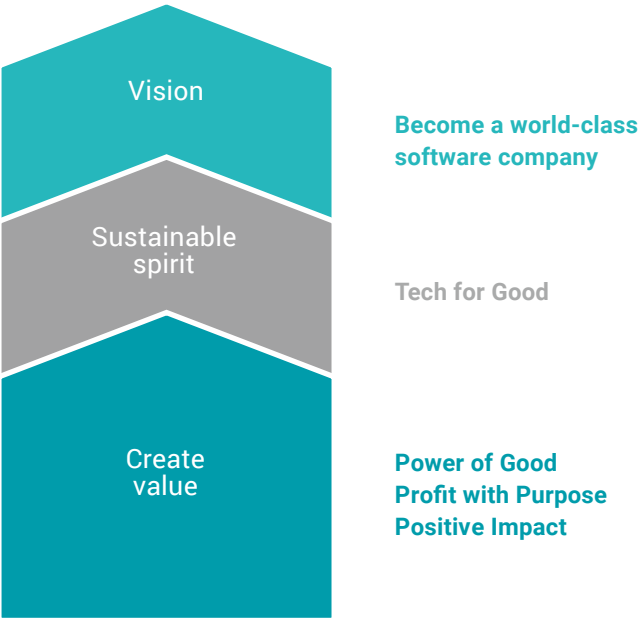
Cultivating Technological Talents for Promoting Value-added Services

SYSTEX has entered a new growth phase focused on ecosystem-driven strategy, with AI algorithms at its core. By integrating system enablement (SI), AI empowerment, and ecosystem-based solutions, it enhances end-user experiences. The key driver of this strategy is cultivating technological talent. With a strong foundation in data and software, SYSTEX's R&D professionals focus on innovating through software-hardware integration and advanced technologies. SYSTEX enhances 6 core capabilities to support 5 value-added services, thereby empowering industries and client growth. Its R&D teams utilize AI to promote diverse user experiences across various sectors, establishing a solid foundation for future growth.

Vision
Become a world-class software company

Sustainable spirit
Tech for Good

Create value
Power of Good
Profit with Purpose
Positive Impact

Technological Talent in Ecosystem Strategy

SYSTEX DNA
Data | Software

6 Core Capabilities
Software, Data, Algorithm, Cloud Service, Solution Architect, Cybersecurity

5 Value-added Services
Cloud | Data | Software Development | Cybersecurity | Maintenance

SYSTEX

Content | Overview | **Sustainable Business** | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix 9
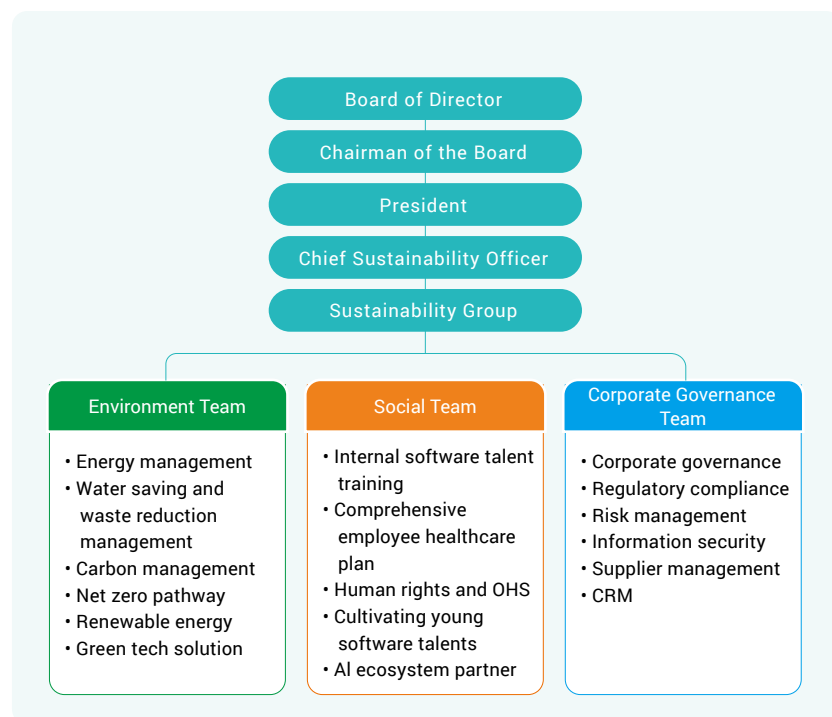
Sustainable Governance Structure

GRI 2-9, 2-12, 2-13, 2-14, 2-22, 2-23, 2-24

SYSTEX established the "Sustainability Group" in 2020, with the highest governance level being the Chairman of the Board. In 2021, SYSTEX set up the Chief Sustainability Officer (CSO) to serve as the leader of the Sustainability Group to coordinate 3 ESG teams, each of which is responsible for the planning and execution of ESG projects. In 2022, the Board has approved the "Sustainable Development Best Practice Principles." The Board is responsible for the supervision and promotion of sustainable development affairs. The CSO will irregularly report ESG project progress to the Chairman and report the promotion of sustainable affairs to the Board every year. Following the "Sustainable Development Policy," the ESG teams, led by the relevant division heads, are responsible for the project promotion and implementation of material issues based on the PDCA cycle. The ESG teams integrate sustainability strategies into daily operations and assist in the inventory collection of indicators.
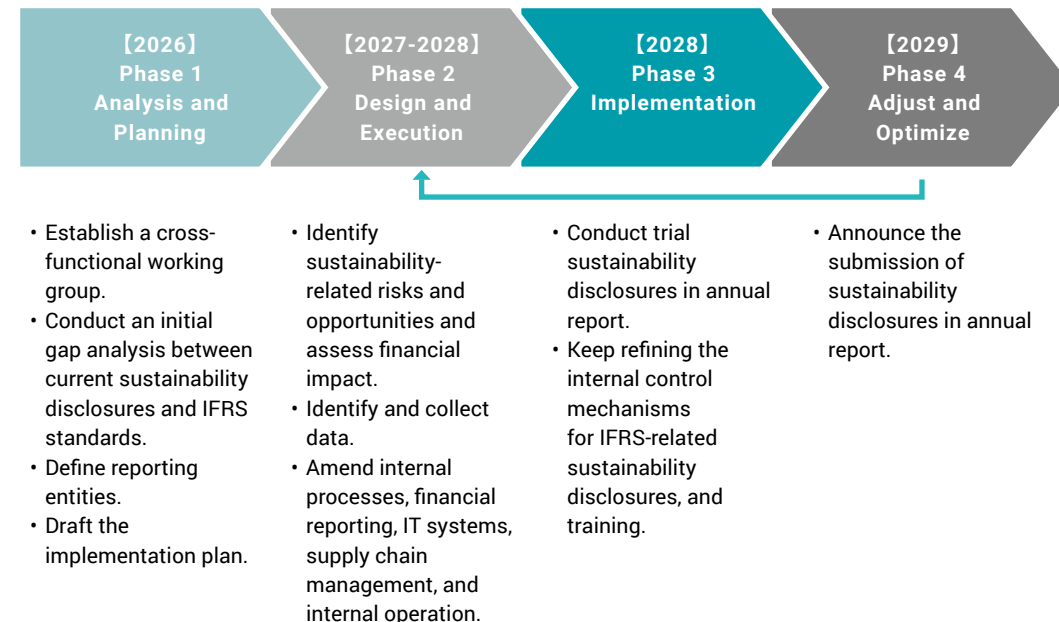
To ensure report quality, the Sustainability Report was prepared in accordance with the "Sustainability Report Preparation and Verification Procedure," verified by a third party, reviewed by the CSO, and approved by the Board before release. The Sustainability Group held 2 meetings (9/20, 11/26), and each ESG team held meetings as needed. The CSO provided sustainability project updates irregularly to the Chairman and presented annual performance and next-year plans to the Board on 12/17.

Organizational Structure for Sustainable Development Promotion

Board of Director

Chairman of the Board

President

Chief Sustainability Officer

Sustainability Group

Environment Team
- Energy management
- Water saving and waste reduction management
- Carbon management
- Net zero pathway
- Renewable energy
- Green tech solution

Social Team
- Internal software talent training
- Comprehensive employee healthcare plan
- Human rights and OHS
- Cultivating young software talents
- AI ecosystem partner

Corporate Governance Team
- Corporate governance
- Regulatory compliance
- Risk management
- Information security
- Supplier management
- CRM

Internal Timeline for IFRS S1/S2 Implementation Planning

To enhance the transparency of sustainability disclosures and strengthen its linkage with financial data and risk management, SYSTEX plans to adopt related standards in line with the IFRS S1/S2 implementation plan roadmap promoted by the authority.

【2026】 Phase 1 Analysis and Planning
【2027-2028】 Phase 2 Design and Execution
【2028】 Phase 3 Implementation
【2029】 Phase 4 Adjust and Optimize

Phase 1
- Establish a cross-functional working group.
- Conduct an initial gap analysis between current sustainability disclosures and IFRS standards.
- Define reporting entities.
- Draft the implementation plan.

Phase 2
- Identify sustainability-related risks and opportunities and assess financial impact.
- Identify and collect data.
- Amend internal processes, financial reporting, IT systems, supply chain management, and internal operation.

Phase 3
- Conduct trial sustainability disclosures in annual report.
- Keep refining the internal control mechanisms for IFRS-related sustainability disclosures, and training.

Phase 4
- Announce the submission of sustainability disclosures in annual report.

SYSTEX

Content | Overview | **Sustainable Business** | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix 10

Sustainable Strategy Blueprint

GRI 2-22

	Environment	Social	Governance
SDGs	7 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	3 GOOD HEALTH AND WELL-BEING, 4 QUALITY EDUCATION, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS	8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Development Vision	Leverage SYSTEX's core capabilities to enhance green operations and develop innovative technologies, supporting client net-zero strategies and sustainable supply chain upgrades.	Meet the demand for digital transformation to develop professionals with comprehensive learning resources and a high-quality workplace, thereby cultivating world-class software talent for Taiwan.	Gather our technical teams and ecosystem partners to facilitate value-added services, assisting clients in developing innovative business models to achieve exponential growth.
Core value	**Tech for Good**		
Long-term strategic approach	Leveraging ISO 14001, ISO 14064-1, and ISO 50001 as the foundation for green operations, we develop AI-driven innovative services and solutions to achieve the goal of "Net Zero by 2050."	To create long-term social value, we actively recruit outstanding IT talents and embrace the sustainable spirit of "Tech for Good" to execute various action plans.	Uphold integrity and transparency while building a robust governance system to drive investment and foster collaboration within the ecosystems, thereby enhancing resilience and client trust.
Long-term goal	**Net Zero by 2050**	**Annual Training Expenses > NT$30M**	**Corporate Governance Evaluations: 5% of Listed Companies**
Mid-term goal (2027)	• Annual electricity intensity reduction: 5% • Annual GHG emission reduction: 3% • Renewable energy share: 14% • Maintain multiple environmental ISO certifications	• Key talent retention rate: 95% • Average employee training hours: 30 hours • Maintain ISO 45001 certification • Employee health promotion expenditure: NT$4M	• Positive operating profit • Corporate Governance Evaluations: 6%-20% • No major violations occurred • Integrity advocacy rate: 99%
Short-term goal (2025)	• Annual electricity intensity reduction: 5% • Annual GHG emission reduction: 3% • Renewable energy share: 9% • Maintain multiple environmental ISO certifications	• Key talent retention rate: 95% • Average employee training hours: 30 hours • Maintain ISO 45001 certification • Employee health examination rate (for regulatory compliance): 100%	• Positive operating profit • Corporate Governance Evaluations: 6%-20% • No major violations occurred • Integrity advocacy rate: 99%
2024 performance	• Annual electricity intensity reduction: 6.4% ✓ • Annual GHG emission reduction: 6.0% ✓ • Renewable energy share: 4.6% ✓ • Maintain multiple environmental ISO certifications ✓	• Key talent retention rate: 95.6% ✓ • Average employee training hours: 35.4 hours ✓ • Maintain ISO 45001 certification ✓ • Employee health examination rate (for regulatory compliance): 100% ✓	• Positive profits and increase by 10.7% ✓ • Corporate Governance Evaluations: 6%-20% ✓ • No major violations occurred ✓ • Integrity advocacy rate: 99.5% ✓
Business benefits	**24** Environmental Solutions Carbon Management, Smart Energy Management, Carbon Footprint Management, (paperless) E-invoice added service, E-payment, E-bill, process automation, etc.	**4** Social Solutions Health Up! App, Tanker Filling Intelligent Industrial Security, Factory Access Industrial Security Management System, etc.	**22** Corporate Governance Solutions Monitoring and Operation Center, Finance Industry Business continuity planning、Smart Sustainability Data Platform, Anti-Money Laundering Solution, etc.

Sustainable Development Goals

SYSTEX focuses on "Environmental, Social, Governance" as its main axis, aligning the UN SDGs through the following sustainability projects:

SDG indicators		Projects	2024 performance	Section
3 GOOD HEALTH AND WELL-BEING	3.4	• Health risk map • Specialist consultation • EAP	• Align with health assessment, incorporating the newly added "mental health" topic in 2024, and plan mitigation measures in response to the relative risk. • A total of 701 usage counts have been recorded through 188 health specialist consultation meetings. • A total of 118 usage counts have utilized the Employee Assistance Program (EAP).	• Health promotion
	3.8	• Health examination • Blood donation	• The subsidy was NT$3,500 per employee. A total of 1,371 employees underwent health examinations; a total of 560 new-hires received health check subsidies, The annual accumulated subsidies amounted to NT$6,456 thousand. • Organized 3 blood donation events collaborated with Taipei Blood Donation Center, with a total of 261 donor visits, collecting 104,000 ml of blood.	
	3.c	• Health promotion activities	• Recruit 4 health managers providing healthcare and consulting service. • Recruit 1 exercise coach and cooperate with external coaches providing employees with sports classes.	
	3.7	• Maternity benefits	• 41 SYSTEX babies benefited from the "SYSTEX Baby Happy Funds" Program, receiving a total subsidy of NT$3.92 million, which brings the cumulative total of NT$15.28 million for 297 SYSTEX babies since its inception. • "Maternal Health Protection Program" provided healthcare to 31 pregnant and postpartum return employees. • Launch in 2024: 8 days of full-paid spouse leave and 3 days of full-paid parental leave.	• Sustainable performance • Health promotion • Benefits & rights
4 QUALITY EDUCATION	4.1	• Code Seed Camp (CSC)	• Organized the "CSC Program" during summer, which aims to cultivate the programming interests of employees' kids with a total of 207 participants, cumulative total of NT$1,882 thousand for 841 participants since its inception.	• Cultivate software talents
	4.4	• Cultivate technology talents	• 48,830 participants were trained for a total of 143,163 hours. The average training hours was 35.4 hours. Total employee training expenditure accounted to approximately NT$27M, with the average employee expenditure being NT$6,652.	• Talent cultivation and development
	4.4	• Young Turing Program • Industry-university joint program	• 227 senior high school teams and 68 junior high teams, totaling 841 participants, joined the 9th YTP, bringing the total to 1,521 teams and 4,469 participants since its inception. • Collaborated with the FCU to establish the Postgraduate Program in Computer Science, totaling 16 students participating in the initiative.	• Cultivate software talents
5 GENDER EQUALITY	5.5	• Female leaders	• The share of female managers is 11.8% at the senior level, 26.8% at the middle level, 25.2% overall, and 22.2% in revenue-related departments.	• Benefits & rights
	5.b	• Young Turing Program	• Formulate the "Female Guarantee Quota Mechanism", resulting in 145 female students registering for 9th session. More than 100 female students have participated annually over the past 5 years, totaling 599 female participants.	• Cultivate software talents
7 AFFORDABLE AND CLEAN ENERGY	7.2	• Renewable energy	• Implement an internal carbon pricing mechanism, utilizing 260,000 kWh of RE with a 4.6% renewable energy share.	• Environment & energy management
	7.3	• Environmental sustainability policy	• Maintain ISO 50001 certification with annual audits and ongoing compliance. • Continuous replacement of chiller units and air conditioners has achieved electricity savings of over 195,000 kWh.	
8 DECENT WORK AND ECONOMIC GROWTH	8.2	• Sustainable services • Technique development committee • Enlarge R&D investment	• Develop sustainable solutions for clients through core capabilities with a total of 50 solutions. • Conducted in-class or online technical training tailored to the 6-capability cultivation mechanism, with a total of 10,787 participants and 63,297 hours, resulting in an average of 21 hours of tech training per tech employees. • Invested NT$716.812 thousand in R&D with a 28.3% annual increase.	• Create a sustainable value chain • Talent cultivation and development • ESG performance summary

SDG indicators		Projects	2024 performance	Section
8 DECENT WORK AND ECONOMIC GROWTH	8.3	• AI+ Generator Program • ESG Innovation Alliance	• A total of 8 Startups were selected for the "7th AI+ Generator Program", and cumulative 52 Startups selected. • 17 Startups were selected in the 3rd IMV, accumulated 52 startups won the competition.	• Partner with startups • Social engagement
	8.4	• Green sustainable supply chain	• The total procurement amount: Local - NT$16.2 billion (59.2%), Green Products - NT$340 million (65.3%). • 3,016 suppliers signed the "Vendor Integrity Pledge and Declaration"; 2,210 suppliers signed the "CSR Code of Conduct".	• Supplier sustainability management
	8.6	• SYSTEX Elite Internship	• SYSTEX Elite Internship program provides 160 vacancies, sharing practical experiences, accumulative 848 participants.	• Cultivate software talents
	8.8	• Occupational health and safety management	• Maintain ISO 45001 certification with annual audits and ongoing compliance. • Conducted all internal and external OHS training with a total of 7,078 participants and 16,225 hours.	• Occupation health and safety
10 REDUCED INEQUALITIES	10.2	• Promoting diversity and inclusion	• Hiring 36 employees with disabilities (including 17 employees with severe disabilities), 24 aboriginals, 9 foreign nationals, 196 employees with high-school diplomas, and 855 employees aged over 50 (inclusive).	• Talent cultivation and development
	10.3	• Gender equality measure • Young Turing Program • PaGamO	• Conducted annual training on human rights and gender equality with a total of 8,144 participants and 16,567 hours, while advocating the Code of Conduct on gender equality quarterly with a total of 16,715 participants. • Full transportation subsidies were provided to participants, and nearly NT$400,000 was invested in sponsorships to support high schools and universities in promoting information education. • Cumulatively donated NT$4 million over 4 years to PaGamO, providing free platform access to 2 remote schools.	• Benefits & rights • Cultivate software talents • Social engagement
	10.6	• AI+ Generator Program • ESG Innovation Alliance	• A total of 8 Startups were selected for the "7th AI+ Generator Program", and cumulative 52 Startups selected. • The 3rd IMV selected 17 Startups, supporting their development by offering scholarships.	• Partner with startups • Social engagement
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2	• E-sustainable policy • E-management measure	• Maintain ISO 14001 certification with annual audits and ongoing compliance. • Implement e-forms to replace paper forms, reducing paper usage by 467,000 sheets compared to the previous year.	• Environment & energy management
	12.5	• Environment management measure	• Office waste was categorized, and monthly recycling data was compiled by the contracted cleaning company. In total, 39.7 tons of waste were generated, with 10.4 tons recycled, achieving a 26.2% recycling rate.	• Environment & energy management
	12.6	• Issue ESG report	• ESG reports are issued annually, with 6 Chinese versions (2019−2024) and 4 English versions (2021−2024) released.	• About this report
13 CLIMATE ACTION	13.2	• GHG management	• Annually conduct ISO 14064-1 audits and obtain the certification.	• GHG management
	13.3	• Environment education advocacy for internal & external	• Held 70 marketing events and seminars on environmental trend, totaling over 1,200 participants; arranged 15 green technology site visits at the "Tainan Shalun Smart Green Energy Center." • Echoing green initiative campaigns such as 'Earth Hour' and the 'Melting Greenland' film screening program.	• Environmental sustainability policy
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	16.5 16.6	• Integrity Committee • Sustainable supply chain	• Advocated the Employee Code of Conduct monthly; 8 sessions focused on ethical business practices and the protection of personal information and trade secrets, reaching 33,388 participants with a 99.1% completion rate. • Held 2 integrity advocacies for employees with a total of 7,850 participants. • Held an online course and test on "Prohibition of insider trading" with a total of 3,951 participants. • There were 0 incidents of dishonesty or bribery in 2024. • The "Supplier CSR Code of Conduct" signing rate exceeds 99%.	• Governance and operations • Supplier sustainability management
	16.b	• Human rights advocacy	• Advocated for 4 cases on gender equality, totaling 16,715 participants with a 98.9% completion rate.	• Benefits & rights
17 PARTNERSHIPS FOR THE GOALS	17.16	• AI+ Generator Program • ESG Innovation Alliance	• 8 Startups were selected for the "7th AI+ Generator Program", and cumulative 52 Startups selected. • Co-initiated the "ESG Technology Innovation Promotion Alliance" as a founding member, and organized the "3rd IMV event", selecting 17 startups with a total prize of NT$5.1 million.	• Partner with startups • Social engagement

Materiality Analysis and Stakeholder Engagement ----------- **GRI 3-1, 3-2, 3-3**

Based on GRI Standards' 8 reporting principles and the TSRS' double materiality principle, SYSTEX Group evaluates material topics from 2 perspectives: impact on ESG and impact on operations. Through a 4-step materiality analysis, identification, stakeholder survey, impact assessment, and review disclosures, the Chief Sustainability Officer (CSO) approved 9 material topics for disclosure.

Since 2023, SYSTEX Group has adjusted the frequency of its materiality analysis from annual to biennial, as no major business issues have significantly impacted the analysis results. If, in a non-analysis year, an operational issue arises that could alter key material topics, an additional materiality analysis will be conducted as needed. The latest materiality analysis was scheduled for late 2024.

Materiality Analysis

▌ Process to Determine Material Topics

1 Identification

- **[Identify stakeholders]** SYSTEX identifies **6 key stakeholders** based on 5 principles of the AA1000 Stakeholder Engagement Standards, including government, clients, shareholders/investors, employees, upstream original/ suppliers, and media/general public.
- **[Collect sustainable topics]** Based on the GRI Standards and SASB (Software & IT Services) framework, along with insights from benchmark companies and stakeholder concerns, **21 sustainability topics** have been collected.

E	① Climate change strategy	③ Energy management	⑤ Waste management
	② GHG management	④ Water stewardship	⑥ Biodiversity

S	⑦ Talent development	⑨ Employee healthcare	⑪ Social engagement
	⑧ Talent attraction and retention	⑩ DEI	

G	⑫ Economic performance	⑯ Sustainable services	⑳ CRM
	⑬ Corporate governance	⑰ Information security	㉑ Customer privacy
	⑭ Integrity	⑱ Supply chain sustainability	
	⑮ Risk management	⑲ R&D, and IP management	

2 Stakeholder survey

Distribute questionnaires to stakeholders to assess the impact of SYSTEX's sustainability topics on them.

3 Impact assessment

- **[Impact on ESG]** The Sustainability Group assessed the "positive and negative impact" and likelihood across ESG dimensions, collecting a total of 19 responses.
- **[Impact on operations]** The senior executives assessed the operational impact, collecting a total of 5 responses.

4 Review disclosures

- SYSTEX evaluates ESG impact, operational impact, and stakeholder concerns to develop drawing a double materiality matrix, initially identifying 7 material topics. Expert insights and internal discussions led to the inclusion of Employee healthcare and GHG management as material topics, totaling **9 material topics approved by CSO**. The Sustainability Group then conducted data inventory and reporting in alignment with GRI Standards.

Double materiality matrix

SYSTEX applies the double materiality principle, developing a matrix based on ESG impact, operational impact, and stakeholder concerns, with the top 1/3 of scored sustainability topics designated as material topics. Referencing SASB Standards, common industry topics and SYSTEX's sustainability strategy blueprint, it decided to include Employee healthcare and GHG management, identifying a total of 9 material topics.

Circle size: stakeholder concerns

Operational impact (vertical axis: L, M, H)
ESG impact (horizontal axis: L, M, H)

Legend:
- E (green)
- S (orange)
- G (blue)

| E | ① Climate change strategy | ③ Energy management | ⑤ Waste management |
| | ② GHG management | ④ Water stewardship | ⑥ Biodiversity |

| S | ⑦ Talent development | ⑨ Employee healthcare | ⑪ Social engagement |
| | ⑧ Talent attraction and retention | ⑩ DEI | |

G	⑫ Economic performance	⑯ Sustainable services	⑳ CRM
	⑬ Corporate governance	⑰ Information security	㉑ Customer privacy
	⑭ Integrity	⑱ Supply chain sustainability	
	⑮ Risk management	⑲ R&D, and IP management	

Material topic lists

E	Material topic	• GHG management

S	Material topic	• Talent development • Talent attraction and retention • Employee healthcare

G	Material topic	• Corporate governance • Economic performance • Integrity • Information security • Sustainable services

Note: Employee healthcare and GHG management are specially included as material topics.

Material topic changes

Year	Material topic	Change description
2022	Green operation	SYSTEX separated it into Energy management and Water management for evaluation. Given its office-based operations, water usage is only for daily needs, energy consumption is mainly for ACs, and no production processes are involved. Therefore, these 2 topics were not classified as material.
2024	GHG management	SYSTEX set a 2050 net-zero target to align with government policies, integrating it into its sustainability strategy and designating GHG management as a material topic.

Relationship Between Material Topics and SYSTEX's Value Chain

SYSTEX Group has identified 9 material topics covering ESG dimensions, assessing their direct or indirect impact on stakeholders within its internal and external value chain.

● Direct Impact ○ Indirect Impact

| Material topic | Meaning and impact of material topic | | GRI and SASB | SDGs | Our response | Internal | | | Value chain | | External |
	ESG impact	Operational impact				SYSTEX	Affiliate	Employee	Client	Supplier	Public
G — **Corporate governance**	**Substantial positive impact** Strong governance enhances oversight, protects shareholder rights, and improves transparency and decision-making efficiency.	Corporate governance enhances operational stability and profitability, mitigates risks, and fosters reputation, driving positive economic impact.	• Custom topics	SDG 8, SDG 16	• Governance and operations	●	●	○	○	○	○
Economic performance	**Substantial positive impact** Revenue growth strengthens competitiveness and enables greater investment in sustainable solutions, driving positive ESG impact.	Strong financial performance enhances stability, and strengthens financial structure, attracting investors and strategic partners.	• 201-1	SDG 8	• Business performance	●	●	●	●	●	○
Integrity	**Substantial positive impact** Adhering to business ethics ensures transparency in operations and financial disclosures, protecting stakeholder rights.	Building partnerships grounded in ethics and integrity enhances reputation, as well as client and partner loyalty.	• 205-2, 205-3	SDG 8, SDG 16	• Governance and operations	●	●	●	●	●	○
Information security	**Substantial positive impact, potential negative impact** Continuously strengthen security systems to prevent leaks against growing cybersecurity challenges.	A major cybersecurity incident or data breach could disrupt operations and damage reputation and customer trust.	• 418 • TC-SI-220 • TC-SI-230 • TC-SI-550	-	• Info security and privacy protection management	●	●	●	●	●	○
Sustainable services	**Substantial positive impact** SYSTEX leverages technology to provide sustainable solutions, helping clients implement sustainable management.	Sustainable solutions boost revenue and enhance reputation, facilitating increased investment in R&D and talent cultivation.	• Custom topics	SDG 8	• Create a sustainable value chain	●	●	○	●	●	○

Material topic		Meaning and impact of material topic		GRI and SASB	SDGs	Our response	Internal			Value chain		External
		ESG impact	Operational impact				SYSTEX	Affiliate	Employee	Client	Supplier	Public
E	GHG management	**Potential positive and negative impact** Enhancing energy efficiency and reducing carbon emissions mitigate environmental impact, while failure to meet targets may pose risks.	Set a 2050 reduction pathway and implement measures to ensure achievement while enhancing reputation.	• 302-1 • 305 • TC-SI-130	SDG 7 SDG 12 SDG 13	• Environmental sustainability policy • GHG management	●	●	○	○	○	●
S	Talent development	**Substantial positive and negative impact** A lack of a structured talent cultivation mechanism may affect growth. SYSTEX invests in cultivating world-class software talents to enhance digital competitiveness and social impact.	A comprehensive talent cultivation mechanism enhances career growth, expertise and retention, ensuring operational stability.	• 404-3	SDG 3 SDG 4 SDG 5 SDG 8 SDG 10 SDG 16 SDG 17	• Talent cultivation and development • Cultivate software talents	●	●	●	○	○	●
	Talent attraction and retention	**Substantial positive impact** A friendly workplace and supportive benefits protect employee rights, and improve retention.	Competitive salaries and benefits attract key talent, enhance retention, and strengthen corporate stability	• 401 • 404-3 • TC-SI-330		• Talent cultivation and development • Benefits & rights • Cultivate software talents	●	●	●	○	○	○
	Employee healthcare	**Substantial positive impact** To address workplace stress and sedentary health risks, we improve healthcare programs to promote a balance between employee mental and physical well-being.	Promoting employee well-being boosts satisfaction, retention, and talent attraction, strengthening corporate sustainability.	• 403		• Occupational health and safety • Health promotion	●	●	○	○	○	○

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 17

Management Approach and Material Topics -- GRI 2-24

Material topic		Management approach			
		Policy and strategy	Boundary	Responsible unit	Grievance mechanism
G	**Corporate governance**	Ensure the Board diversity and independence through the "Rules of Election of Directors" and "Corporate Governance Best Practice Principles".	SYSTEX Corp., All affiliates[1]	CFO Office	As the highest governance body, the Board of Directors oversees operations and executive performance.
	Economic performance	SYSTEX's tech teams collaborate with ecosystem partners to deliver five value-added services, helping clients build innovative business models and drive exponential growth.	SYSTEX Corp., All affiliates[1]	CFO Office	As the highest governance body, the Board of Directors oversees operations and executive performance.
	Integrity	Implement integrity management by requiring employees to sign the "Ethical Corporate Management Best Practice Principles" and complete ethical training. Suppliers must also sign the "Integrity Pledge and Declaration".	SYSTEX Corp., All affiliates[1]	Integrity Committee	The Integrity Committee oversees related prevention measures and ensures their effective implementation.
	Information security	SYSTEX establishes information security regulations, secures ISO 27001 certification, conducts crisis drills, and enhances training to strengthen security defenses.	SYSTEX Corp., All affiliates[1]	Data & Info. R&D Division	The IS Technology Department, under the Data & Info. R&D Division, oversees employee IS training, annual ISO 27001 compliance, and regular security drills.
	Sustainable services	SYSTEX strives to be the best sustainable partner for clients, offering innovative solutions and digitalized management to support their sustainability transition.	SYSTEX Corp., All affiliates[1]	All business units	The President sets business targets and reviews performance quarterly, ensuring that each BU optimizes sustainable solutions.
E	**GHG management**	SYSTEX targets 'Net Zero by 2050,' leveraging ISO 14001, ISO 14064-1, and ISO 50001 while implementing environmental measures.	SYSTEX Headquarters [2]	OHS, Env. and Energy Committee	The OHS, Environment, and Energy Committee holds regular meetings to assess target achievement.
S	**Talent development**	SYSTEX enhances talent cultivation through "Employees Training and Development Rules," performance evaluation, and HR investment internally, while fostering software talents across all learning age groups to expand an external talent pool.	SYSTEX Corp., partial affiliates[3]	Human Capital Center	The Human Capital Center expands training resources and employee learning hours, while SYSTEX invests in IT education to cultivate world-class talents early.
	Talent attraction and retention	SYSTEX strengthens retention by recruiting talent with core capabilities, implementing the Care Mechanism for new-hires, and enhancing long-term development, benefits, and welfare programs.	SYSTEX Corp., partial affiliates[3]	Human Capital Center	The Human Capital Center regularly reviews key talent and new-hire retention, tracks policy implementation, and analyzes employee departure reasons.
	Employee healthcare	Employ full-time health managers, establish a health management center, and innovate the Health UP! App to support employee well-being.	SYSTEX Corp., partial affiliates[3]	Human Capital Center	The health manager reviews the employee's medical report each year and offers consultation.

Note：1. All affiliates: SYSTEX Software & Service Corporation, SYSTEX Fintech Co., Ltd., Top Information Technologies Co. Ltd, SYSPOWER Corporation, SoftMobile Technology Corporation, Concord System Management Corp., SYSTEX Solutions Corporation, Taifon Computer Co. Ltd, E-Service Information Co., Taiwan Information Service Technology Co., NATURINT Ltd., uniXecure Corporation, Caresys Information Inc., Docutek Solution Inc., Palsys Digital Technology Corporation, Dawning Technology Inc., Smartsys Technology Corporation, MISYS Corporation, and SYSWISER Technology Corporation.

2. Headquarters: SYSTEX Corp., Concord System Management Corp., SYSTEX Solutions Corporation, Taifon Computer Co. Ltd, NATURINT Ltd., Smartsys Technology Corporation, MISYS Corporation, SYSWISER Technology Corporation.

3. Partial affiliates: SYSTEX Software & Service Corporation, Top Information Technologies Co. Ltd, SYSPOWER Corporation, SoftMobile Technology Corporation, Concord System Management Corp., SYSTEX Solutions Corporation, Taifon Computer Co. Ltd, E-Service Information Co., Taiwan Information Service Technology Co., NATURINT Ltd., uniXecure Corporation, Caresys Information Inc., Palsys Digital Technology Corporation, Dawning Technology Inc., and MISYS Corporation.

Goals of Material Topics

◯◯◯ Achieved ✓✓✓ Ongoing

Material topic		2024 Goal	2024 Performance	Status	Short-term goal (2025)	Mid-term goal (2027)	Long-term goal (2030)
G	**Corporate governance**	• Corporate Governance Evaluations: 6%-20% • No major violations occurred.	• Corporate Governance Evaluations: 6%-20% • No major violations occurred	✓	• Corporate Governance Evaluations: 6%-20% • No major violations occurred	• Corporate Governance Evaluations: 6%-20% • No major violations occurred	• Corporate Governance Evaluations: Top 5% • No major violations occurred.
	Economic performance	• Positive operating profit	• Positive operating profit with 10.7% annual growth	✓	• Positive operating profit	• Positive operating profit	• Positive operating profit
	Integrity	• Integrity advocacy rate: 99% • Vendor Integrity Pledge and Declaration signing rate: 96% • Supplier CSR Code of Conduct signing rate: 96% • Supplier CSR Self-Assessment response rate: 65% • Suppliers Security & Privacy Survey response rate: 65%	• Integrity advocacy rate: 99.5% • Vendor Integrity Pledge and Declaration signing rate> 99% • Supplier CSR Code of Conduct signing rate> 99% • Supplier CSR Self-Assessment response rate: 65.6% • Suppliers Security & Privacy Survey response rate: 66.8%	✓	• Integrity advocacy rate: 99% • Vendor Integrity Pledge and Declaration signing rate: 99% • Supplier CSR Code of Conduct signing rate: 99% • Supplier CSR Self-Assessment response rate: 66% • Suppliers Security & Privacy Survey response rate: 66%	• Integrity advocacy rate: 99% • Vendor Integrity Pledge and Declaration signing rate: 99% • Supplier CSR Code of Conduct signing rate: 99% • Supplier CSR Self-Assessment response rate: 67% • Suppliers Security & Privacy Survey response rate: 67%	• Integrity advocacy rate: 99% • Vendor Integrity Pledge and Declaration signing rate: 99% • Supplier CSR Code of Conduct signing rate: 99% • Supplier CSR Self-Assessment response rate: 70% • Suppliers Security & Privacy Survey response rate: 70%
	Information security	• Maintain ISO 27001 • No data leaks reported	• Maintain ISO 27001 • No data leaks reported	✓	• Maintain ISO 27001 • No data leaks reported	• Maintain ISO 27001 • No data leaks reported	• Maintain ISO 27001 • No data leaks reported
	Sustainable services	• Number of sustainable solutions: 50	• Number of sustainable solutions: 50	✓	• New solutions: 4 E-solutions	• New solutions: 4 E-solutions, 1 S-solution, 1 G-solution	• New solutions: 4 E-solutions, 2 S-solutions, 1 G-solution
E	**GHG management**	• Annual reduction: electricity intensity by 5%, GHG by 3% • Renewable energy share: 4% • Maintain E-ISO certifications.	• Annual reduction: electricity intensity by 6.4%, GHG by 6.0% • Renewable energy share: 4.6% • Maintain E-ISO certifications.	✓	• Annual reduction: electricity intensity by 5%, GHG by 3% • Renewable energy share: 9% • Maintain E-ISO certifications.	• Annual reduction: electricity intensity by 5%, GHG by 3% • Renewable energy share: 14% • Maintain E-ISO certifications.	• Annual reduction: electricity intensity by 5%, GHG by 3% • Renewable energy share: 20% • Maintain E-ISO certifications.
S	**Talent development**	• Average training hours: 30H • YTP junior-high teams: 60	• Average training hours: 35.4H • YTP junior-high teams: 68	✓	• Average training hours: 30H • YTP launch new contest format	• Average training hours: 30H • YTP participants: 900	• Average training hours: 30H • YTP participants: 1,000
	Talent attraction and retention	• Key talent retention rate: 95% • New-hire retention rate: 80%	• Key talent retention rate: 95.6% • New-hire retention rate: 80.2%	✓	• Key talent retention rate: 95% • New-hire retention rate: 81%	• Key talent retention rate: 95% • New-hire retention rate: 83%	• Key talent retention rate: 95% • New-hire retention rate: 85%
	Employee healthcare	• Maintain ISO 45001 • High-risk case care rate: 100% • Employee health examination rate: 75%	• Maintain ISO 45001 • High-risk case care rate: 100% • Employee health examination rate: 71.1% ◯	✓ ◯	• Maintain ISO 45001 • High-risk case care rate: 100% • Employee health examination rate: 75%	• Maintain ISO 45001. • mployee health promotion expenditure: NT$4M • Employee health examination rate: 75%	• Maintain ISO 45001 • Employee health promotion expenditure: NT$5M • Statutory employee health examination rate: 100%

Stakeholder Engagement and Communication ———————————— GRI 2-25, 2-29

SYSTES's 2024 stakeholder communication status was reported to the Board on December 17, 2024.

Item	Significance	Topic	Frequency and channel	Our response
Employee	Employees are the key partners and the foundation of enterprise sustainability.	• Talent attraction & retention • Human rights protection • OHS	• **[Annual]** Business meeting, technical meeting • **[Quarterly]** Labor-management meetings • **[Monthly]** Compliance advocacy, sales meetings • **[Irregularly]** Internal announcement, dedicated mailbox, meetings, trainings	• Average training hours: 35.4 hours (+3.2%); Human rights case advocacies: 16,715 participants; Human rights trainings: 8,144 participants and 16,567 hours. • Rewarded 2024 National Talent Development Award - Outstanding Case Award and 2024 Work-Life Balance Award - Employee Care Award. • 2024 maternity subsidies form SYSTEX Baby Happy Growth Funds program and Welfare Committee: NT$4.04 million. • 2024 health promotion expenditure: NT$12.96 million.
Client	SYSTEX aims to improve quality and create exponential growth for clients.	• Customer privacy • Data security • Customer service	• **[Irregularly]** Dedicated visits and email, customers' supplier audit, tele-contacts	• Conduct regular information security drills to prevent data leaks. • Completed 88 customer on-site audits and 968 supplier sustainability audit questionnaires. • Conducted cybersecurity advocacy and test, totaling 7,876 participants. • 2024 Customer satisfaction survey - overall service: 8.93 points (+3.1%).
Shareholder / investor	Investors drive SYSTEX's steady growth. SYSTEX maximizes investor benefits and ensures financial transparency.	• Economic performance • Anti-corruption	• **[Annually]** AGM, annual report, sustainability report • **[Quarterly]** Meetings of the Board and committees, investor conferences, financial reports • **[Monthly]** Operating performance, MOPS • **[Irregularly]** Material info., communication meetings with investors	• Annual, quarterly, and monthly financial statement announcements and operating results. • Rewarded 11th Corporate Governance Evaluations: 6%-20% of listed companies. • Self-organized and invited investor conferences: 2 online, 2 in-person. • Maintain 50 sustainable solutions. • Published 45 material information announcements in both Chinese and English. • In-person, online and telephone meetings: 52 investment firms with 68 participants.
Upstream original / supplier	Value chain collaboration expands markets and enhances shared benefits.	• Customer privacy • Data security • Supplier sustainability management	• **[Irregularly]** Meetings, emails, upstream original or supplier visits	• Participated in 19 audits, 22 compliance training sessions, and 68 market trend seminars. • Cumulative total: 3,016 suppliers signed the Vendor Integrity Pledge and Declaration. • Cumulative total: 2,210 suppliers signed the Supplier CSR Code of Conduct. • Supplier CSR Self-Assessment response: 830; Suppliers Information Security & Personal Privacy Survey response: 846. • Held 1 online supplier network meeting with 132 companies and 169 participants.
Government	Regulatory compliance drives job creation and tax revenue.	• Regulatory compliance • Taxation governance	• **[Annually]** Governmental evaluation • **[Irregularly]** Official document, meetings, emails, public info., conference, seminars	• No major regulatory violations, no confirmed customer privacy breaches, and no integrity-related incidents. • Annual income tax paid: NT$364 million. • Annual government subsidies received: NT$26,864.9 thousand.
Media / general public	Media facilitates communication and strengthens the brand image.	• Social engagement • DEI	• **[Irregularly]** Press releases, media interviews, press conferences	• 599 women participated in the YTP over the past 5 years. • Rewarded 2024 Excellence in CSR Award - No.14 and 2024 Corporate Health Responsibility (CHR) - Golden Award (1st Prize) in the Service Industry of Large Enterprise Category. • Cumulatively sponsored for the PaGamO Program: NT$4 million. • Cumulatively contributed to the IMV technology innovation competition: NT$4 million.

⊘ Stakeholder Opinion Survey Questionnaire: https://tw.systex.com/en/stakeholders/

Create a Sustainable Value Chain

GRI 2-6

Our Value Chain

As a global IT software and hardware service provider and product distributor, SYSTEX Group offers IT services and licensing solutions. Its core fields include applications in software data and cloud, smart finance, smart retail, smart green technology, smart manufacturing, smart healthcare, smart cybersecurity, and smart cities, thereby supporting value chain clients in system integration and digital transformation.

1 Upstream

Global software and hardware product or services providers / distributors

Upstream originals

CISCO、DELL、Dynatrace、Fortinet、 Google Cloud、HP、IBM、Microsoft、NetApp、 NUTANIX、Oracle、Palo Alto、SAP、Ret Hat、 VMware, etc.

2 SYSTEX Group

Clients consider us as the best in collaboration, connection, and value amplification

Software development
Maintenance
Value-added Services
Data
Cloud
Cybersecurity

Smart finance
Retail
Manufacturing
Healthcare
Cybersecurity
Operation
Cities

Software
Data

3 Downstream

Supporting value chain clients in system integration and digital transformation

Finance
Healthcare
E-commerce
Government
Retail
Telecom
Manufacturing

▌ External Forces Accelerating the Growth of the Information Services Industry

Global and Taiwanese industries face transformation pressures due to the climate crisis, geopolitical shifts, and rapid technological advancements. Key issues such as carbon management, digital transformation, AI applications, cybersecurity, and risk management are driving corporate adaptation. As net-zero strategies become central to competitiveness, sustainability directly impacts business operations and investment decisions. The evolution of cloud and data technologies heightens cybersecurity risks, making data security, confidentiality, and compliance critical. Enterprises must leverage IT to enhance efficiency and develop innovative services. To align with these trends, SYSTEX offers eight key solution areas, while AI algorithms play a crucial role in optimizing decision-making and driving industry growth.

For more details: https://www.systex.com/en/

Information services and solutions

Examples of SYSTEX Group's main products and services are listed below.

Product/Service	Primary uses and functions
SYSTEX Brain AI Agent	The SYSTEX Brain AI Agent Integration Framework is a versatile platform that unifies large model resources and offers RAG capabilities, ensuring effective industry deployment to resolve business challenges.
P.O.MRP	P.O.MRP is Taiwan's first FHIR-compliant healthcare management system. It streamlines medical workflows, enables structured data management, and supports hospitals in sustainability and precision medicine development.

For more details, please refer to "2024 Annual Report p.88-92."

Sustainable Products and Services

SYSTEX leverages core technologies and industry expertise to help clients implement sustainable solutions, achieve ESG goals, and unlock new market opportunities. It has identified 50 ESG solutions across environment, social, and governance domains. By promoting digital sustainability management, SYSTEX supports businesses in achieving energy efficiency, carbon reduction, and long-term sustainability. It continues to strengthen partnerships with clients, manufacturers, and suppliers to develop comprehensive ESG solutions for a competitive edge.

Governance	Social	Environment
Implement governance compliance while optimizing internal audit and control mechanisms.	Enhance workplace security, and strengthen employee health management to fulfill social responsibility.	Effectively utilize technology to enhance decarbonization and drive sustainable development.

50 Solutions

🔗 For more SYSTEX's sustainable solutions, please refer to "Web_ESG Solution."

Distribute Sustainable Solutions

The SYSTEX Product Sharing Center offers a wide range of globally renowned products, solutions, and team services for systems, storage, software, cloud, and security, enabling complete IT solutions and value-added services from corporate teams. The upstream partners of SYSTEX Group's supply chain including CISCO, DELL, Dynatrace, Fortinet, Google Cloud, HP, HPE, IBM, Opentext, Microsoft, NetApp, NUTANIX, Oracle, Palo Alto, Pure Storage, Ret Hat, SAP, UPAS, Veritas, VMware, actively promote sustainability issues in product and service development, so that SYSTEX continuously deepens its relationships to jointly provide the services required by clients for sustainable operation.

Proprietary and Value-Added Sustainable Solutions

Examples of SYSTEX Group's proprietary and value-added sustainable solutions are listed below.

SYSTEX Group		Solution	Sustainable value
G	SYSTEX Corp.	Cyber Center	Cybersecurity monitoring services for digital transition and data security. Assist enterprises in safeguarding personal data and privacy. Strengthened information security for transparent and efficient corporate governance.
	SYSTEX Software & Service	SYSmining System	The SYSmining System for information asset management supports ESG development by optimizing information assets in investment decisions, enhancing utilization rates, and delivering quantifiable performance.
	UniXecure	Human Error Insight Service, HEIS	Through automation, HEIS reduces system power consumption due to manual operation, and protects data by targeting social responsibility. It helps to reduce the click rate of unknown emails from 56% to 37%.
	SYSTEX Corp.	Graphen, Anti-Money Laundering	Graphen enhances AML risk management for financial and securities industries by improving fraud detection and reducing false positives, minimizing regulatory fines and labor costs, and fostering a secure financial ecosystem.
S	SoftMobile Technology CORP.	Health Up! App	Promote employee well-being through a fitness app, Health UP! APP, to create a healthy and harmonious workplace, benefiting both the company and employees.
E	SYSTEX Corp.	EnVision360	Through the Sustainable Energy Solutions program, which provides businesses with control over their energy usage and information for them to develop annual energy conservation strategies.
	SYSPOWER CORP.	E-Health Insurance Review System	E-Health streamlines health insurance administration to meet auditing requirements. E-medical record sharing saves 570K sheets of paper and 3.7 MWh annually, reducing the need for 2 sampling staffers.
	SYSTEX Corp.	UiPath (RPA)	UiPath provides RPA automation solutions to accelerate digital transformation, reduce repetitive tasks, and create a paperless environment, helping business cut operation time by 80% while improving accuracy to 95%.

Sustainable Solution Success Stories

1 Rewards and Value Management Cloud Platform

[Powerful and eco-friendly membership tool] The cloud platform digitizes retail products and enables point-based transactions for electronic vouchers. It facilitates membership growth through sharing and transfers, expanding B2B2C reach. With flexible outsourcing services, businesses can access a customized marketing tool without system investments. The platform integrates POS, VPN, and banking trust mechanisms, ensuring secure transactions while reducing paper and card waste, supporting sustainable development.

Diverse marketing modules strengthen membership engagement and customer loyalty.

- Seamless one-stop service
- Optimal solutions for both physical and mobile members
- Integrate 3 core products of stored valued cards, e-vouchers and loyalty cards
- Bank-approved trust management mechanism
- Flexible and diverse marketing campaign features
- Comprehensive transaction security system
- Support payment tool integration
- Internationally certified secure data center management

Success story

Digital loyalty programs are transforming retail marketing, replacing physical stamps that are inconvenient and often lost. SYSTEX helped a major supermarket chain adopt mobile payments and digitize stamp collection, boosting customer engagement and marketing effectiveness while reducing printing costs and paper waste. By integrating digital loyalty with mobile payments, consumers can shop and earn rewards without carrying wallets or cards, enhancing user experience and accelerating retail digital transformation.

🔗 For more details: "Rewards and Value Management Cloud Platform"

2 Jinganxin: A Comprehensive Audit Management Platform

[Automated cybersecurity checks for BCP] The platform establishes secure system parameters, integrating audit workflows and compliance checks. It supports automated configuration validation, reducing human errors and security risks. By providing real-time compliance monitoring, companies can ensure stable operations, strengthen security defenses, and minimize disruptions. The system also generates automated reports and visualized data, improving transparency and supporting corporate governance for sustainable operations.

One-stop cybersecurity audit platform displays comprehensive threat alerts.

- Centralized log management, enabling rapid deployment and quick activation
- In-depth analysis reports and real-time alerts
- Behavior monitoring through machine learning to assess risk indicators and identify potential threats early
- Fast and reliable search functions for cross-device audit data retrieval
- Quick device assessments to identify vulnerabilities and ensure compliance with security regulations
- Over 1,000 predefined reports for system performance insights

Success story

A leading semiconductor company lacked a unified security configuration management system, making audits labor-intensive and inefficient. SYSTEX implemented its Cybersecurity Audit Platform, establishing standardized security parameters and automated audits to enhance cybersecurity management. The system provides real-time monitoring and alerts, enabling quick adjustments to reduce security risks and human errors, ensuring regulatory compliance. Successfully deployed across hundreds of servers, the platform strengthens security governance and operational stability.

🔗 For more details: "Jinganxin"

3 Remote Area Digital Enhancement Program

[Real-time healthcare management in remote areas] By 2025, over 20% of Taiwan's population will be aged 65 and older. Governments must allocate more resources to meet growing elderly care needs. SYSTEX affiliated company, Taiwan Information Service Technology (TIST), joined the Remote Area Digital Enhancement Program, equipping Hondao Senior Citizen's Welfare Foundation with cloud-based systems, enabling seamless elderly care in both urban and remote areas.

Hondao Foundation, a leading nonprofit in elderly care, operates across urban and remote areas. As Taiwan's aging population grows, traditional paper-based case management is insufficient. TIST developed a Preventive Care Case Management System, enhancing efficiency, service quality, and accessibility for remote seniors while reducing waste for environmental impacts.

Success story

Government, enterprises and NPO jointly achieve digital equality.

Hondao Foundation provides home care, medical assistance, and essential supplies, relying on extensive paper-based documentation. To improve efficiency, TIST developed a Preventive Care Case Management System, enabling real-time service record uploads for faster support and better elderly care tracking. The system also integrates volunteer hours, training, and recognition, enhancing workflow management and demonstrating technology's impact on NPO services.

TIST collaborates with NPOs through the Ministry of Digital Affairs' Pitch Day to address urgent social welfare needs, ensuring balanced development between remote and urban areas. This effort bridges the digital divide, preventing remote areas from being left behind while promoting equitable social welfare.

4 Childcare Subsidy Disbursement System

[Create a happy and friendly city vision] To support the smart city initiative, TIST collaborates with the Hsinchu City Government to develop 2 key social welfare platforms: the Childcare Subsidy Disbursement System and the Postpartum Care Matching Platform. This aligns with the "0-6 Age Care" policy to enhance social welfare services efficiency, assisting multiple governments in achieving smart city governance that benefits both the public sector and citizens.

With the challenges from declining birth rates and an aging population, TIST has extensive experience in social welfare system development, building a vast social policy database that supports government decision-making and accelerates the implementation of welfare measures.

Success story

Technology-driven social welfare fosters friendly smart cities.

[Childcare subsidy disbursement system] The System replaces paper-based processes with digital operations. It automatically verifies applicants' eligibility using the latest records and distributes subsidies accordingly, significantly reducing administrative workload while ensuring accuracy in response to the "0-6 Age Citywide Care" policy.

[Postpartum care matching platform] With the integration of online registration, matching and service management for postpartum care, the platform promotes In-home Maternity Services, offering certified professionals who provide newborn and maternal care, household assistance, and recovery guidance, showcasing technology-driven urban development with optimism.

SYSTEX

| Content | Overview | **Sustainable Business** | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 24 |

5 AIoT Smart Disaster Prevention

[Safeguard citizens' property and lives through technological empowerment] SYSTEX Solutions, a SYSTEX affiliated company, collaborates with the Yilan County Government to develop an intelligent stormwater drainage monitoring system for disaster prevention. By integrating AI and big data analytics, it enables automated real-time monitoring, providing early flood alerts to safeguard lives from extreme rainfall.

Taiwan's summer rainfall is vital for water resources, but climate change has intensified extreme weather, increasing flood risks. Effective hydrological planning is crucial, integrating monitoring, communications, engineering, and cybersecurity. SYSTEX Solutions collaborates with experts to support Yilan County Government in developing smart disaster prevention, enhancing urban resilience and safety.
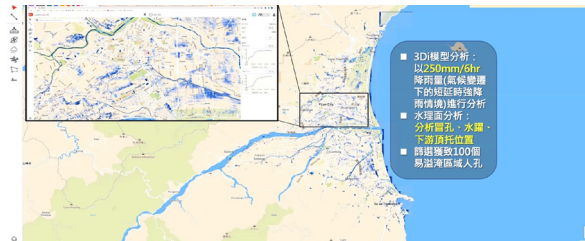
Success story

Establish Yilan County as a model city for smart disaster prevention.

The intelligent stormwater drainage monitoring system uses internationally compliant hybrid water level sensors, integrating radar and pressure-based monitoring. Leveraging Dutch 3Di flood simulation technology, AI, and big data analytics, it identifies high-risk flood zones and enhances accuracy and reliability. Located in a typhoon-prone region, Yilan County actively advances smart disaster prevention to strengthen urban resilience and safety, steadily building a secure urban environment.

6 ddgift Electronic Voucher Service

[Brand-new corporate gift-giving trend] Enterprises can streamline procurement and reduce management costs by adopting the ddgift service, while consumers can redeem gifts anytime and select items based on coupon value, creating a win-win situation. Consumers verify purchases through the SYSTEX Real-time Checkout System and can buy or gift items via the ddgift platform, which is both energy-efficient and environmentally friendly.

The platform integrates with over 25,000 stores and more than 100 well-known retail brands, enabling retailers to build B2B2C customer engagement with omni-channel services. Currently, ddgift has a 90% utilization rate for self-purchases and 75% for gift-giving. By the end of 2024, over 79 million e-coupons will have been issued, with more than 57 million redeemed, reducing paper usage by nearly 60 million sheets.

Success story

Collaborate with EasyCard to enhance membership management.

SYSTEX has partnered with EasyCard to launch the EasyCoupon Platform, encompassing system operations and maintenance, billing management, member marketing and diverse e-commerce products, serving over 2 million EasyCoupon members and fostering a more convenient and sustainable digital ecosystem.

For more details: "ddgift"

7 ESG Sustainable Indicator Platform 2.0

[Create green finance through digital innovation] The ESG Sustainable Indicator Platform aligns with TWSE industry classifications and global frameworks to develop localized ESG scores. Using AI and big data, it quantifies environmental, social, and governance factors, offering industry comparisons and stock ratings for investment decisions. SYSTEX jointly worked with First Securities to launch version 1.0 in 2023, integrating trading interfaces with ESG insights, earning the 2024 National Brand Yushan Award for Best Product.

The 2025 version 2.0 introduces real-time ESG scores in trading screens and a vector database for enhanced accuracy, supporting financial sector green transformation and sustainable investment.

Success story

Accelerate sustainable investments and transformations.

First Securities CEO Mr. Chan stated that the growing trend emphasizes on sustainable and green finance. Through collaboration with SYSTEX, the company integrates ESG data with financial expertise, helping investors achieve financial returns and sustainability.

SYSTEX leverages technology to drive sustainable transformation, enhancing ESG investment transparency for financial institutions. The ESG Sustainable Indicator Platform is adopted by First Securities and Mega Securities. Additionally, SYSTEX collaborates with TWSE to launch the ESG InfoHub platform, strengthening ESG development and guiding sustainable investments.

🔗 For more details: "Success story of First Securities Implementation", "Mega Securities Implementation", "TWSE ESG Infohub"

8 Comprehensive Digital Tools for Decarbonization

[Driving net-zero transformation with diverse decarbonization tools] To help enterprises implement comprehensive carbon management, SYSTEX has extended its approach to the product level, launching the FootPrint Carbon platform after the Carbon EnVision platform for carbon management and the EnVision360 platform for energy management. Footprint Carbon covers both organizational and product emissions, implementing holistic net-zero strategies.

SYSTEX's consulting team streamlines carbon management, defining carbon inventory boundaries and digitizing management processes, while reducing manual workload by over 70% while integrating 85% of value chain emissions data. EnVision360 enables real-time energy monitoring and optimization, achieving over 1% annual savings for high-capacity users. FootPrint Carbon digitizes lifecycle analysis, simplifying audits with API integration and algorithm-driven insights to pinpoint carbon hotspots, ensuring CBAM compliance and accelerating net-zero goals.

Success story

Green technology empowers Net-zero transformation for the future.

SYSTEX tailors the EnVision360 platform to industry-specific needs, integrating scattered paper records and independent systems into a streamlined digital process. With expert consulting and technical support, the platform provides real-time energy insights, helping management optimize decisions and enhance operational efficiency, driving sustainable transformation.

🔗 For more details: "Carbon EnVision", "EnVision360", "FootPrint Carbon"

Sharing and Spreading Forward-Looking Trends

Given the rapid evolution of business trends, market and client demands continue to grow. To respond to these external changes, SYSTEX Group not only provides sustainable solutions but also anticipates shifting trends, sharing insights through its ecosystem. To enhance operational strategies and drive improvement, SYSTEX offers trend-sharing events to both existing and potential clients. These events foster long-term strategic cooperation, helping SYSTEX and its clients maintain a competitive edge.

In 2024, SYSTEX organized 131 free trend seminars and lectures, attracting 6,281 participants. Among them, 98 seminars are online or in a hybrid format, leading to a 74.8% share of online activities among all events. Additionally, the Group hosted 341 corporate sharing sessions across 17 counties and cities in Taiwan and one overseas region, including 67 online sessions.

2024 Free Trend Seminars and Lectures

131 events
6,281 participants

- AI, 2149 participants
- Cloud, 654 attendees Ps
- ESG, 863 Ps
- Cybersecurity, 1273 Ps
- MarTech, 16 Ps
- Digi-transformation, 1133 Ps
- Tech-capability, 193 Ps

2024 Corporate Sharing Sessions

Category	Value
Manufacturing	37
Bio-tech	15
Service	27
Finance	61
Education	26
Tech manuf.	72
Basic industry	21
Telecom	8
IT service	12
Retail	53
Medical	9

In 2021, SYSTEX Group established the 'SHALUN Green Energy Technology Demonstration Site' in Tainan as a showcase for its green technology applications and to foster a green technology ecosystem by connecting local industry, government, and academic resources. In 2024, the site hosted a total of 15 visits.

Sustainable Economic Activity Recognition Guidelines

SYSTEX Group is not among the 29 designated "Ordinary Economic Activities" industries in the FSC Sustainable Economic Activity Recognition Guidelines, yet it voluntarily discloses relevant information.

Approach	SYSTEX Group		
	Sale of goods	Rendering of services	Other
(1) Identify key economic activities and their revenue share in 2024	78.60%	21.17%	0.23%
(2) Identify if key activities qualify as "Ordinary or Supportive"	Non-eligible for Ordinary, partially eligible for Supportive	Non-eligible	Non-eligible
(3) Assess alignment of activities	-	-	-
Case 1: Assess activities qualify as contributing substantially to climate change mitigation	-	-	-
Case 2: Assess activities against the DNSH criteria	Eligible	-	-
Case 3: Assess compliance with minimum safeguards	Eligible	-	-
(4) Transition plans	-	-	-
Assessment: Compliance and sustainability of each economic activities	Eligible	Non-eligible	Non-eligible

Note: Some supportive economic activities include "Carbon EnVision," "EnVision360," "FootPrint Carbon," "ESG Data Middle Platform."

Business Performance

GRI 201-1

Financial Performance · **Record-high Consolidated Revenue for 9 Consecutive Years** ·

In 2024, SYSTEX achieved a consolidated revenue of NT$38.95 billion, with a 10.7% annual growth and a record high for the ninth consecutive year. Net profit after tax reached NT$1.96 billion, up 31%, with an EPS of NT$7.66. Due to the value-added services, subscription-based services, SYSTEX enhances profitability. In addition, it drives AI-generated content (AIGC) solutions, integrating AI-driven software to support diverse industries while advancing ESG initiatives and ecosystem collaboration. Looking ahead to 2025, SYSTEX will focus on 5 key areas: (1)Expanding AI investments to enhance AI+ ecosystem; (2)Regional growth, targeting Southeast Asia and Japan to strengthen global IT services; (3)Leveraging new technologies to create differentiated value-added services; (4) Strategic alliances, mergers, and acquisitions to drive market expansion; (5)Advancing high-potential businesses through IPOs to maximize corporate value.

3-year Financial Performance

NT$ thousand

Category	Item	2022	2023	2024
Operating performance	Consolidated revenue	33,128,852	35,184,378	38,950,642
	Gross profit	7,339,652	7,907,981	8,248,706
	Operating profit	1,257,294	1,469,800	1,393,103
	Individual net income	1,091,229	1,494,266	1,957,431
	Return on equity (%)	7.94	10.75	12.28
	EPS (NT$ dollar)	4.40	6.02	7.66
Economic value	Benefits expense	5,050,466	5,375,966	5,852,627
	Dividends paid	1,361,517	1,361,517	1,415,977
	R&D expenditure	518,721	558,824	716,812
	Tax expense	264,709	346,382	364,073
	Social investment/Donation	10,254.3	5,009.8	11,817

NT$ billion

	2022	2023	2024
Consolidated Revenue	33.13	35.18	38.95
Return on Equity	7.94%	10.75%	12.28%
Gross Profit	7.34	7.91	8.25
Individual Net Income	1.09	1.49	1.96
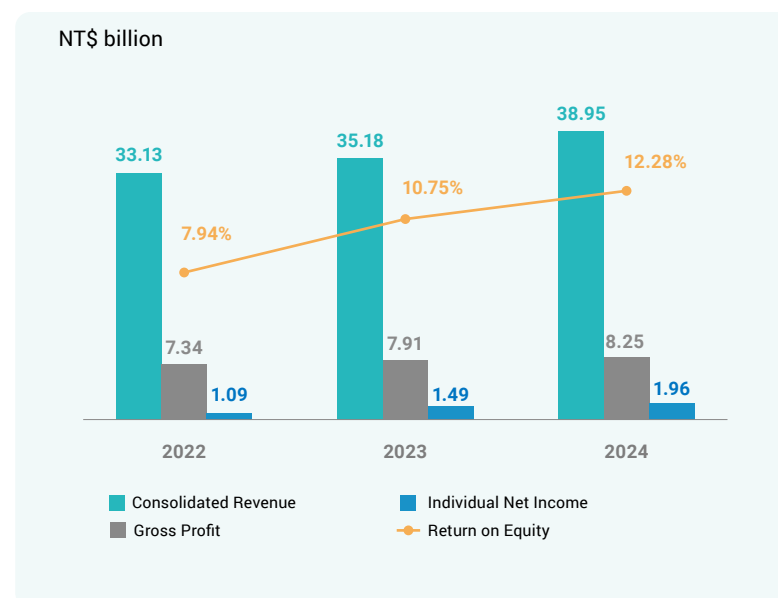
Market Share · **Leading Market Share in Financial Data Services** ·

SYSTEX Group leads Taiwan's IT services, holding a 90% market share in financial data services and ranking 1st in banking and mobile financial solutions. Its electronic trading systems are adopted by 30+ financial institutions, securing the top market position. With 12 service centers and 400+ engineers, SYSTEX operates Taiwan's largest IT maintenance network. As a Microsoft LSP partner, it holds over 40% market share. SYSTEX Group also runs an authorized training center, offering 400+ IT courses. In cybersecurity, its MOC system serves 18 county land offices, with a 80% market share, while affiliate Docutek Solution leads financial data security.

Awards and External Certification

▋ Awards

[Taiwan Stock Exchange] 11th Corporate Governance Evaluations: 6%-20% of listed companies

[Ministry of Labor] 2024 National Talent Development Award - Outstanding Case Award; 2024 Work-Life Balance Award - Employee Care Award

[Ministry of Economic Affairs] 33rd Taiwan Excellence Award - Silver Award; 2024 Buying Power Social Innovation Reward - 1st Prize

[CommonWealth Magazine] 2024 Excellence in CSR Award - Rank 14th, Service Industry of Large Enterprise Category; 2024 Top 2000 Enterprises in Taiwan - No. 1 in Taiwan's Software Industry

[TAISE] 2024 TCSA - Taiwan Top 100 Sustainable Company & Corporate Responsibility Report Platinum Awards & Workplace Welfare Leadership Award & Innovation and Growth Leadership Award; 2024 TSAA - SDG 9 Golden Award

[CommonHealth Magazine] 2024 Corporate Health Responsibility, CHR - Golden Award (1st Prize); Service Industry of Large Enterprise Category

[ASSET & LINKING] 2024 Exemplary Sustainability Awards - Humanities Enterprise Award – Educational Improvement Excellence Award

[Ministry of Environment] 2023 Green Procurement Enterprises[*1]

[Ministry of Education] 2024 Corporate Employment of Sports Instructors Award

[National Science Council] GenAI Stars Generative AI Enterprise Application Competition - Quality Innovation Award[*2]

[IMA Association] 2024 IT Matters Awards - Social Impact Product Award[*3]

[S&P CSA] 2024 S&P CSA – Global ESG Scores of 66

[CDP] 2024 CDP Climate Change Questionnaire – B Level

[CIO Taiwan] 2024 Elite Vendor Award - Service Provider of the Year, Local Cloud Integration Service Award & Cybersecurity Product and Service Award

[Business Weekly X 104] 2024 DEI Top 100 Enterprises of the Strong Generation

[Business Weekly] 2024 Carbon Competitiveness Top 100

[1111 Job Bank] 2024 Happiness Enterprise: Golden Award

Note: 1. SYSTEX Corp. and its affiliate, TOP Information Technologies and SYSTEX Solutions, were awarded.
2. Affiliate SYSTEX Software & Service was awarded.
3. Affiliate SYSPOWER was awarded.

🔗 For more details: "Web_Sustainable Highlights."

▋ External Certification

SYSTEX Group		Certification
G	SYSTEX Corp.	ISO 9001 Quality Management Systems (DMIS) ISO 22301 Business Continuity Management Systems (DMIS) ISO/IEC 27001 Information Security Management Systems (DMIS) ISO/IEC 27001 ISMS (A600, B100, F200, F600) ISO/IEC 27001 ISMS (TAF) (Data Center) BS 10012 Personal Information Management System (DMIS) PCI DSS, Payment Card Industry Data Security Standard TIPS, Taiwan Intellectual Property System – A Level
	SYSTEX Software & Service	ISO/IEC 27001 Information Security Management Systems (UKAS) ISO/IEC 27701 Privacy Information Management Systems
	Top Information Technologies	ISO/IEC 27001 Information Security Management Systems (UKAS)
	SYSPOWER	ISO/IEC 27001 Information Security Management Systems
	SoftMobile Technology	ISO/IEC 27001 Information Security Management Systems
	Concord System Management	ISO/IEC 27001 Information Security Management Systems (UKAS)
	SYSTEX Solutions	ISO/IEC 27001 Information Security Management Systems (UKAS) CNS 27001 Information Security Management Systems (TAF) ISO/IEC 27701 Privacy Information Management Systems
	Taifon Computer	ISO/IEC 27001 Information Security Management Systems
	E-Service Information	ISO/IEC 27001 Information Security Management Systems
	Taiwan Information Service Technology	ISO/IEC 27001 Information Security Management Systems (DAKKS) CNS 27001 Information Security Management Systems (TAF) ISO/IEC 27701 Privacy Information Management Systems
	uniXecure	ISO/IEC 20000-1 Information Technology Service Management Systems (MOC) ISO/IEC 27001 Information Security Management Systems (TAF) ISO/IEC 27001 Information Security Management Systems (UKAS) ISO/IEC 27701 Privacy Information Management Systems (UKAS)
	Caresys Information	ISO/CNS 27001 Information Security Management Systems (TAF)
E	SYSTEX Corp.	ISO 14064-1 Greenhouse Gas at the Organization Level ISO 14001 Environment Management Systems (UKAS) ISO 50001 Energy Management Systems (TAF)
S	SYSTEX Corp.	ISO 45001 Occupational Health and Safety Management Systems (UKAS) Badge of Accredited Healthy Workplace (2023.1.1-2025.12.31)

SYSTEX

Content | Overview | **Sustainable Business** | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix   29

Government Subsidy   GRI 201-4

SYSTEX Group provides a wide range of IT services, creating value for government and corporate clients. In 2024, the Group received NT$26,864.9 thousand in government subsidies, including funding for governmental specialized technology projects.

🔗 For more details, please refer to "p.94 ESG Performance Summary."

Participation in Industry Associations   GRI 2-28, 415-1

To drive industry development, SYSTEX Group actively engages in industry associations and initiatives. Recognizing talent cultivation as a core competitive advantage, it continues to participate in the "TALENT in Taiwan, Taiwan Talent Sustainability Action Alliance." In 2024, SYSTEX Group contributed a total of NT$3,857.4 thousand, with the top 15 contributions listed below.

Rank	Association/Organization	Membership detail	Contribution (NT$)
1	Asia America Multi-Technology Association (AAMA), Taipei	[Member] SYSTEX Corp.	1,000,000
2	Association of Literacy Education, Taiwan	[Member] SYSTEX Corp.	1,000,000
3	Information Management Association	[Member] SYSTEX Corp.	320,000
4	American Project Management Association	[Member] SYSTEX Corp.	316,885
5	Global Research & Industry Alliance, NCCU	[Member] SYSTEX Corp.	300,000
6	Taipei Computer Association	[Member] SYSTEX Corp., Systex Software & Service, SYSTEX Fintech, Top Information Technologies, SYSPOWER, SoftMobile Technology, Concord System Management, SYSTEX Solutions, Taifon Computer, E-Service Information, Caresys Information, Docutek Solution, Dawning Technology.	186,772
7	Common Wealth Sustainability, CWS	[Member] SYSTEX Corp.	114,286
8	Alliance for Corporate Sustainability Impact, THU	[Member] SYSTEX Corp.	100,000
9	Information Service Industry Association, R.O.C.	[Member] SYSTEX Corp., Systex Software & Service, Top Information Technologies, SYSPOWER, Concord System Management, NATURINT, uniXecure, Docutek Solution, Palsys Digital Technology.	96,924
10	SEMI	[Member] SYSTEX Corp.	96,470
11	Taiwan Mergers & Acquisitions and Private Equity Council	[Member] SYSTEX Corp.	60,000
12	Taiwan Information Security Association	[Member] SYSTEX Corp., uniXecure, Docutek Solution	55,417
13	myLLM Industry-Academia Alliance	[Member] SYSTEX Corp.	53,891
14	Chinese Non-Store Retailer Association	[Member] SYSTEX Corp., uniXecure	50,000
15	Taiwan Risk and Insurance Association	[Member] SYSTEX Corp.	50,000

Note: 1. SYSTEX Group made no political party contributions in 2024, with total political contributions amounting to NT$0.
      2. The 2024 investment amount includes industry association dues and donation funds.

02
Corporate Governance

With a philosophy of integrity, transparency, and responsibility, SYSTEX has established robust governance policies to enhance its reputation, leading to a positive impact on economic governance.

• Conduct regular evaluations of the Board of Directors to ensure diversity, independence, and the effective execution of board functions.
• Establish a robust risk management system to mitigate risk impacts and enhance corporate competitiveness.
• Strengthen information security and personal data privacy management to safeguard stakeholders against security breaches.

Material Topics

GRI 205-2, 205-3, 418

SASB TC-SI-220, 230, 550

Contribution to the SDGs

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Highlights

NT$ **38.9** billion

Record high consolidated revenue Annual growth 10.7%

6% - 20%
of listed companies

11th Corporate Governance Evaluations TWSE

TIPS A Level

Taiwan Intellectual Property Management System —Trade and Patents

63
Cumulative valid patents

364
Cumulative valid trademarks

Short-, Mid-, and Long-term Goals

Mobilize SYSTEX technical teams and ecosystem partners to help clients develop new business models and drive exceptional growth, while establishing a more robust risk management framework.

	Short-term Goals 2025	Mid-term Goals 2027	Long-term Goals 2030
Operating performance	Positive operating profit	Positive operating profit	Positive operating profit
Corporate Governance Evaluation	6%-20%	6%-20%	6%-20%
Integrity advocacy rate	99%	99%	99%
ISO 27001 certification	Maintain ISO 27001	Maintain ISO 27001	Maintain ISO 27001

2024 Goals and Performance

✅ Achieved　🔄 Ongoing

	Goals	Performance	
Operating performance	Operating profitably	Operating profitably Annual growth: 10.7%	✅
Corporate Governance Evaluation	6%-20%	6%-20%	✅
Integrity advocacy rate	99%	99.5%	✅
Data leaks reported	0 incidents	0 incidents	✅
ISO 27001	Maintain certification	Maintain certification	✅
Major legal violations reported	0 incidents	0 incidents	✅
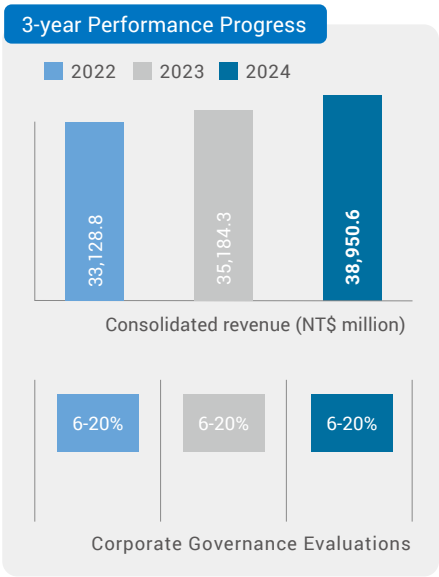
Note: Major legal violations refer to individual cases with fines exceeding NT$500,000.

3-year Performance Progress

2022　2023　2024

33,128.8　35,184.3　38,950.6

Consolidated revenue (NT$ million)

6-20%　6-20%　6-20%

Corporate Governance Evaluations

Governance and Operations

Long-term strategy Conduct regular evaluations of the Board of Directors to ensure diversity, independence, and the effective execution of board functions.

SYSTEX upholds integrity, transparency, and accountability by implementing sound governance policies to protect shareholder rights and enhance corporate reputation. In 2024, 3 independent directors accounted for 30% of board seats, enhancing board independence. The same year, internal evaluations of the Board, Audit Committee, Remuneration Committee, and individual directors all scored above 80, reflecting strong governance performance.

Board of Directors

GRI 2-9, 2-10, 2-11, 2-13, 2-15, 2-23

The Board of Directors, as the highest governance body, is responsible for supervising SYSTEX's operation and the implementation of policies.

10 seats Directors   **30**% Independent Directors   **10**% Executive Director
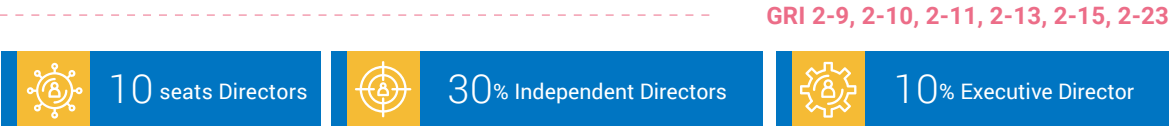
■ Organizational Governance Structure

Valid date: Jan 1, 2025
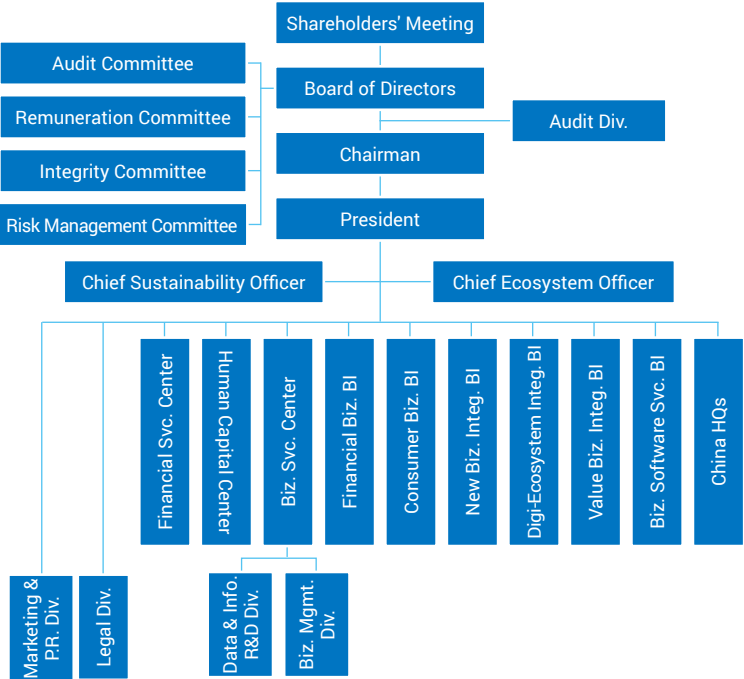
Note: The Chairman of SYSTEX serves as the general manager to improve operating efficiency and decision-making execution, and was approved by the Board of Directors on December 23, 2020. Please refer to "Web_Corporate Governance Structure."

■ Board Diversity

Board member nomination and selection adhere to the "Article of Incorporation" through a candidate nomination system, in compliance with the "Rules of Election of Directors" and "Corporate Governance Best Practice Principles" to ensure diversity and independence.

For more details, please refer to "Web_Selection of Board Members and Independent Directors," "2024 Annual Report, p.7-10," and "Web_Diversity of the Board."

The 10th Board was re-elected in May 2022 with 12 members, with 1 independent director added in May 2023. After a strategic partner joined in September 2024, the Board was adjusted to 10 members by year-end: 7 directors and 3 independent directors, including 2 female directors (20%). Members possess expertise in business management, finance, crisis management, and strategic planning.

Board gender
20% / 80%
Female director: 2
Male director: 8

Board tenure
30% / 40% / 30%
< 10 yrs.: 4
10-20 yrs.: 3
> 20 yrs.: 3
Avg. Board tenure: 13.1 yrs.

Board member age
20% / 50% / 30%
66-75 yrs.: 3
56-65 yrs.: 5
< 50 yrs.: 2
Avg. Board member age: 61 yrs.

Board industry experience

Biz. Management	8
Financial affairs & market	7
Industry expertise	6
Leadership	6
Crisis management	4
Operation	4
Finance & accounting	3
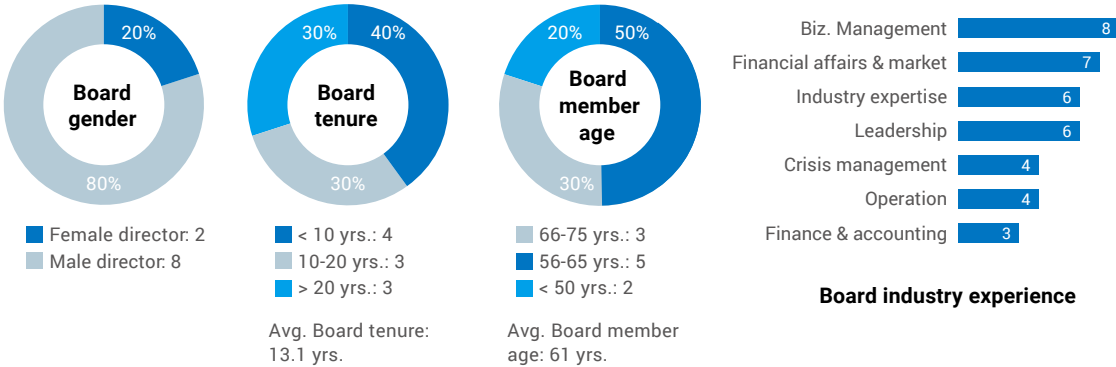
Board Training ---------- GRI 2-17

The Board follows the "Corporate Governance Best Practice Principles" and the "Rules Governing the Scope of Powers of Independent Directors" to arrange courses related to governance topics and disclose the learning status. In 2024, SYSTEX held board courses such as "Introduction to Generative AI and Industrial Application Examples" to enhance oversight and decision-making.

2024 Director training

Title	Name	Courses (hours)
Chairman	Lin, L.F.	• Introduction to Generative AI and Industrial Application Examples (3 hours) • Offensive and defensive strategies and legal compliance issues in non-consensual mergers and acquisitions (3 hours)
Director	Cheng, D.Y.	
Director	Huang, T.R.	
Director	Huang, C.R.	
Director	Lu, T.W.	
Director	Shaw, S.H.	
Director	Hsieh, C.H.	
Indep. D.	Cheng, W.F.	
Indep. D.	Lai, C.H	
Indep. D.	Huang, T.L.	• Advanced Seminar on Practical Advancement of Directors and Supervisors (Including Independent) and Corporate Governance Officers (6 hours)

Performance Evaluation of the Board ---------- GRI 2-18

For effective corporate governance, SYSTEX has formulated the "Rules for Performance Evaluation of Board of Directors", and it stipulates an internal performance evaluation for the Board once every year and an external evaluation every three years. SYSTEX sends an internal Board Self-Assessment Questionnaire each year and an external performance evaluation conducted with a questionnaire and site visit every three years. SYSTEX investigates in December each year and reports the results of the evaluation at the latest Board meeting in the following year. The results of the 2024 internal and external evaluation were presented on February 26, 2025.

2024 Director performance evaluation

Internal evaluation

1. For the Board: 27 evaluation items, with converted scores ranging from 91.11 to 100 points; average score: 99.11.
2. For individual directors: 19 items, with converted scores ranging from 90.53 to 100 points; average: 99.05.
3. For the Audit Committee: 19 items, with converted scores ranging from 92.68 to 100 points; average: 97.89.
4. For the Remuneration Committee: 14 items, with converted scores ranging from 92.86 to 100 points; average: 97.62.

All results exceeded the 80-point benchmark, indicating that the Board and its committees operate effectively and align with corporate governance standards.

External evaluation

1. SYSTEX may integrate the "Ethical Corporate Management Committee" and the "Sustainability Task Force" into a functional committee under the Board of Directors, with more than half of its members as independent directors.

[Planned Action] Gradually evaluate setting up a functional committee under the Board.

2. SYSTEX enhances the whistleblower mechanism by allowing independent directors to directly receive reports and disclosing internal regulations to strengthen the protection system.

[Planned Action] Gradually evaluate allowing independent directors to access whistleblower emails directly to strengthen oversight.

3. SYSTEX will progressively link ESG indicators to senior management's KPIs and incentives to strengthen the Remuneration Committee's oversight on pay-performance alignment.

[Planned Action] Gradually evaluate including ESG indicators in executive performance reviews.

🔗 For more details, please refer to "Web_Board Performance Evaluation."

▍ Board Remuneration   GRI 2-19, 2-20

SYSTEX has established the Remuneration Committee for formulating the remuneration policy, mechanism, and standards, and regularly evaluating the achievement of the directors' and senior managers' targets. The remuneration of the management team shall be regularly reviewed by the Committee and approved by the Board.

Director remuneration

According to the "Articles of Incorporation" and "Procedure for Distribution for directors' remuneration," the remuneration of directors is based on the results of the evaluation items. The remuneration shall not be more than 2% of the earnings before tax of the year.

Evaluation item	• Participation in operations • Value of contributions • Long-term biz. performance	• Business risks • Personal performance • Evaluation results of the Board

🔗 For more details, please refer to "2024 Annual Report, p.16-17."

Management team remuneration

To align executive compensation with long-term goals and performance, SYSTEX ties senior management pay to business results and both financial and non-financial KPIs, considering special contributions and major events. Since 2022, the "Restricted Employee Shares Issuance Policy" has served as a long-term incentive, granting shares based on annual and individual performance over a 3-year period.

Evaluation item	• Value of contributions • Job responsibilities and professional abilities • Business risks	• Individual performance • **[Financial KPI (50%)]** Earnings and profit • **[Non-financial KPI (50%)]** Strategic development, legal compliance, information security, talent cultivation, company social image

🔗 For more details, please refer to "2024 Annual Report, p.18-19."

Committees of the Board   GRI 2-23, 2-25, 2-26, 205-2, 205-3

The Board of Directors has set up the Audit, Compensation, Ethical Corporate Management, and Risk Management Committees to ensure mutual oversight. The Audit Office conducts routine audits and reports directly to the Board.

▍ Audit Committee

SYSTEX has set up the Audit Committee and formulated the "Audit Committee Charter" in 2007. In 2024, the Audit Committee held 8 meetings with the attendance rate of 100%. The deliberation subjects include a review of financial reports for 2023 and 2024 Q1-Q3 following Article 14-5 of the Securities and Exchange Act, and revisions to the internal control system following Article 14-1 of the Securities and Exchange Act, etc.

Composition	• Composed of all independent directors; at least one member has accounting or financial expertise; the member's term of office is 3 years and can be re-elected.	
Authority	• Confirmation of disclosures in financial reports • Selection and performance evaluation of independent CPA	• Effectively implement internal controls • Regulations and laws compliance • Existential or potential risk management
Whistleblower	• Set up the "Audit Committee Email" to provide channels for stakeholders to complain to the Board.	
Evaluation mechanism	• Regularly review the Committee Charter and performance, thus reporting to the Board for reference. • Annually conduct the internal assessment of the functional committees.	

▍ Remuneration Committee

SYSTEX has set up the Remuneration Committee and formulated the "Remuneration Commiittee Charter" in 2011. In 2024, the Remuneration Committee held meetings with the attendance rate of 100%.

Composition	• Composed of 3 members with half of whom being independent directors. • Composed of all independent directors.
Authority	• Formulate the remuneration policy and mechanism. • Regularly review the performance of the Directors and executives to determine their remuneration.
Evaluation mechanism	• Annually conduct the internal assessment of the functional committees.

🔗 For more details, please refer to "Web_Functional Committee," and "Web_Board of Director Performance Evaluation."

Integrity Committee

To strengthen integrity , the Board established the Ethical Corporate Management Committee in 2020 and adopted the "Ethical Corporate Management Best Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct". The committee reports annually to the Board.

Composition

Composed of division heads of legal, finance, HR, Biz. Service, and dedicated members from the President.

Policy

SYSTEX upholds integrity, transparency, and accountability, promoting sound governance and risk control to support sustainable development.

Regulation

- Code of Conduct
- Codes of Conduct for Directors and Managers
- Ethical Corporate Management Best Practice Principles
- Procedures for Ethical Memt. and Guidelines for Conduct

Risk management

Based on the Ethical Corporate Mgmt. Best Practice Principles, SYSTEX regularly analyzes the risk of dishonest behavior and formulates preventive plans.

Reporting mechanism and whistleblower protection

- Set up the "Integrity Committee Email" and the "Integrity Management Reporting Regulation" to offer reporting channels.
- Whistleblowers may receive a bonus of up to NT$500K.
- Case handlers shall strictly maintain whistleblower confidentiality, ensuring employee whistleblowers are protected from retaliation, abuse or threats.

Integrity action plan

To strengthen corporate governance and integrity management, SYSTEX has implemented Integrity action plans, requiring Directors and Executives to sign the "Integrity Compliance Statement" and requiring employees to digitally sign the "Code of Conduct" to ensure regulatory compliance in daily operations. The 2024 performance is listed below:

Deepen integrity in strategy	• Implement IP management projects, maintaining the TIPS certificate (Level A). • [Managers above] 2 seminars on integrity mgmt. for managers with 788 participants and 1,186 hours.
Analyze and monitor dishonesty risk	• Misconduct cases are integrated into daily. • Disciplinary rules are updated as needed in response. • Implement the annual work rotation for procurement personnel. • Implement the shunting of accounts and collections.
Promoting communication of integrity policies	• [In SYSTEX] For all employees: Monthly advocate the "Code of Conduct"; annual 2 integrity advocacies; annual an advocacy on "Prohibition of Insider Trading"; other general courses. For managers above: annual 2 seminars. For new-hires: mandatory online courses of the New-Hire Training Camp. • [External supplier] Vendor Integrity Pledge and Declaration signing rate > 99%, with 100% among 79 key suppliers Supplier CSR Code of Conduct signing rate > 99%, with 100% among 79 key suppliers Supplier CSR Self-Assessment response rate: 65.6%
Set up reporting email	• In 2024, 1 external whistleblower reporting was received. After internal investigation, no evidence of employee misconduct was found, and the case was closed as unsubstantiated.

Note: Only the external supplier statistics in the cost category are included in the calculation.

🔗 For more details, please refer to "Web_Integrity Implementation," and "p.36 Compliance with Laws and Regulations."

Integrity awareness promotion and training

SYSTEX deepens integrity awareness every year and regulates SYSTEX Directors, Executives, and employees to abide by the "Ethical Corporate Management Best Practice Principles." The relevant actions to be implemented in 2024 are as follow:

■ Ethic and integrity	■ Code of Conduct	■ Prohibition of insider trading	■ New-hire training
• [All employees] 2 integrity advocacies: 7,850 participants, 99.5% completion rate • [Managers above] 2 seminars: 788 participants, 1,186 hours • [All employees] All general integrity courses: 191 participants	• [All employees] Monthly advocate the "Code of Conduct" via email: 50,103 participants, 99.0% completion rate	• [All employees] An online course and test: 3,951 participants, 99.5% completion rate	• [New-hires (mandatory for FTE, optional for non-FTE)] Online integrity training of the New-Hire Training Camp: 773 participants, 487 hours

Internal Audit

SYSTEX conducts audits under the "Rules of Internal Audit Implementation" based on board-approved plans. Results from dedicated audits and unit self-inspections are consolidated and reported to executive management, the Integrity Committee, and the Board as a basis for internal control system evaluation.

In 2024, SYSTEX formulated the "Sustainability Information Management Internal Control System," effective from January 1, 2025, in line with the "Guidelines Governing the Establishment of Internal Control Systems by Public Companies". Annual audits and follow-ups ensured control effectiveness and legal compliance.

Composition	• The Audit Division is under the Board of Directors. • The Audit Division head is approved by the Audit Committee and the Board for appointment.
Authority	• Set up internal control system. • Evaluate the impact of current internal control policies and procedures on operational activities. • Review the business, finance, risk management and legal compliance. • Review the affiliates audit plans and reports. • Continuously track and improve the inspection opinions of governmental authorities and accountants. • Formulate self-assessment. • Continuously conduct professional training for auditors.
Evaluation mechanism	• Internal Auditors are assessed every 6 months.

Material Inside Information ------- GRI 2-16

To enhance information transparency, SYSTEX established the "Procedures for Handling Material Internal Information" and discloses material events via SYSTEX official website and MOPS (6214). In 2024, SYSTEX Group released 45 material announcements.

🔗 For more details, please refer to "Market Observation Post System, MOPS."

Compliance with Laws and Regulations ------- GRI 2-15, 2-27, 417-3

SYSTEX monitors regulatory changes and promptly evaluates potential impacts to ensure full compliance with environmental, social, and economic regulations.

2024 Compliance

Category	Major legal violation incident	Penalty (NT$)
Integrity (e.g., breach of trust, fraud, bribery)	0	0
Intellectual Property	0	0
Labor (e.g., labor law, gender equality, workplace safety)	0	0
Environment (e.g., pollution control, waste disposal)	0	0
Information Security (e.g., personal data, cybersecurity, client privacy)	0	0
Marketing (e.g., false advertising, illegal promotion)	0	0

Note: Major legal violations refer to individual cases with fines exceeding NT$500,000.

Taxation Governance ------- GRI 2-23

Adhering to corporate sustainability and integrity governance, SYSTEX formulates the taxation policy, promises to comply with the local tax laws and regulations, and fulfills the obligations of tax payment, to optimize tax management.

The CFO oversees tax management at SYSTEX, with the Accounting Supervisor handling daily operations. Qualified tax professionals are hired with annual training. In 2024, the income tax is NT$364,073K, with an effective tax rate of 15.19%, accounting for 0.93% of consolidated revenue.

Taxation Policy

Item	2022	2023	2024
Net profit before tax (NT$K)	1,393,064	1,925,270	2,396,460
Income tax expense (NT$K)	264,709	346,382	364,073
Effective tax rate	19.00%	18.00%	15.19%
Income tax share of consolidated revenue	0.80%	0.98%	0.93%

Note: Effective tax rate = Income tax expense / Net profit before tax *100%.

🔗 For more details, please refer to "Web Taxation Policy."

SYSTEX

Content | Overview | Sustainable Business | **Corporate Governance** | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 37

Intellectual Property Management

To protect the valuable development results and continuously enhance business profitability, SYSTEX actively creates the "Intellectual Property Management System", and formulates the management strategies as its IP management policy. The performance was reported to the Board on December 17, 2024.

IP Management Strategy

- Improve the quantity and quality of patents and trademarks.
- Focus on the development of key business opportunities.
- Use IP to increase economic value and expand business.
- Implement IP management to maintain competitive advantage.
- Enhance employees' awareness of IP management.
- Optimize the resources required for the IP management system.

IP Management Goal

The goal of Intellectual Property Management in 2025:

- Revise the IP Management System.
- Conduct at least 3 training sessions on IP Management.

▋ Intellectual Property Management System

For safeguarding innovation results and boosting profitability, SYSTEX has formulated "Regulations for Patents and Trademarks Management", regulating the management and maintenance of IP rights, including patents, trademarks, and others. In addition, SYSTEX also has an IP consultation mechanism to assist BU in identifying IP-related risks and formulating responding strategies in real-time.

IP protection and mgmt. procedure

Result record / Mgmt. system / Rule in contract / Regular audit / Dispute — Protection and Management Procedure
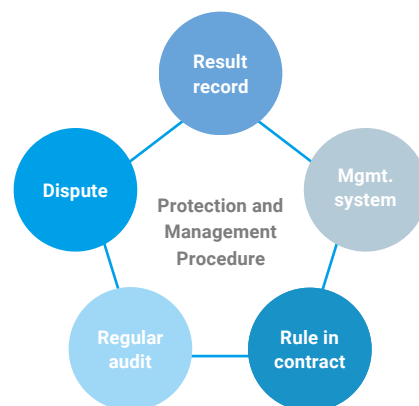
IP awareness training and risk management

IP advocacy	• [All employees] 2 IP advocacies: 7,811 participants, 99.4% completion rate
IP training	• [Managers above] 2 seminars: 788 participants, 1,186 hours • [IP personnel] Related dedicated courses: 567 participants, 513 hours
New-hire training	• [New-hires (mandatory for FTE, optional for non-FTE)] Online IP mgmt. training of the New-Hire Training Camp: 1,375 participants, 650 hours

▋ Intellectual Property Management Performance

Patent application	• By the end of 2024, SYSTEX held a total of 63 valid patents and 364 valid trademarks and expects to enhance brand recognition and expand business value through the flexible use of trademarks.
Institutionalize procedures	• In 2024, a total of 6 new and revised regulatory documents were issued, including the "Intellectual Property Management Handbook of SYSTEX and Affiliated Companies".
Raise awareness	• In 2024, SYSTEX provided four types of IP management training—online and hybrid sessions including "TIPS Basic Training," "TIPS Advanced Training," "Copyright and Fair Use," and "IP Management and Corporate Integrity (Legal Case Sharing)," to strengthen employee awareness and capabilities while reducing internal IP risks.
Obtain TIPS (A) - patents & trademarks	• In August 2024, the company applied for Level A certification of TIPS (2016 version) for patent and trademark management, and was notified of verification approval on September 27. The certification is valid until December 31, 2026. The company continued to refine and maintain its IP management systems to ensure effectiveness.

SYSTEX

Content | Overview | Sustainable Business | **Corporate Governance** | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix   38

Risk Management

Long-term strategy Establish a robust risk management system to mitigate risk impacts and enhance competitiveness.

In 2022, SYSTEX established a cross-divisional Risk Management Committee under the Board and formulated "Risk Management Best Practice Principles," "Risk Management Policies and Procedures," and other regulations to effectively control risks and improve management efficiency.

Risk Mgmt. Policy

Risk Management Organization Structure

- **GRI 2-23, 2-24; SASB TC-SI-550**

SYSTEX strengthens risk management with the Board of Directors as the highest governing unit. A Risk Management Committee is established under the Board's supervision to integrate risk management and supervision into daily activities and achieve sustainable operations.

```
┌──────────────────────────────┐
│     Board of Directors        │
└──────────────────────────────┘
┌──────────────────────────────┐
│  Risk Management Committee    │
│ (General Convener: President) │
└──────────────────────────────┘
┌──────────────────────────────┐
│   Crisis Management Group     │
│     (Convener Agent)          │
└──────────────────────────────┘
┌──────────────────────────────┐
│    Crisis Response Team       │
│   (Grouping by Events)        │
└──────────────────────────────┘
```

| Regulatory Compliance Events | Disaster Response Events | Biz. Continuity Events | IS-Protection Events | Social Media Events |

Note: In 2022, the Risk Management Committee was established, with the Board as the highest governance unit for risk management.

Risk management committee

Responsible for the board, The Risk Management Committee executes risk management policies and reviews them periodically and is accountable to the Board. They determine risk tolerance, prioritize risk management, and report on progress to the Board at least once a year or submit proposals for the Board approval. Risk management matters and the 2024 implementation status were reported to the Board on December 17, 2024.

Crisis management group

The Crisis Management Group develops risk policies, procedures, and frameworks. They establish risk metrics and tolerance levels, analyze company risks, and oversee and coordinate risk management activities across departments. The Group is responsible for enhancing risk awareness among the entire organization with training programs. In 2024, the Group held a meeting quarterly, and a total of 4 meetings were held.

Crisis response team

The Crisis Management Group has set up the Crisis Response Teams, grouping by crisis events. These teams are immediately activated when a crisis occurs and are responsible for identifying the main causes of the crisis and dealing with the situation according to the "Rules of Risk Management."

Compliance with crisis determination criteria	[Report events] After determining and confirming events, Crisis Response Team shall be convened immediately to deal with the crisis.	[Resolve events] The Crisis Team leaders manage incidents based on guidelines,adapts as needed, and report to the Crisis Management Group.	[Dismiss events] The Crisis Response Teams determine whether to close the incident and must notify the Group upon resolution.
01	*02*	*03*	*04*

🔗 For more details, please refer to "Web_Risk Management," "2024 Annual Report, p.113-118," "Web_Health Risk," "Web_Information Security Risk," "p.49 Human Rights Protection," and "p.74-77 Climate-Related and Nature-Related Financial Disclosures."

Information security and privacy protection management --- GRI 2-23, 418-1; SASB TC-SI-220, 230, 550

Long-term strategy Strengthen information security and personal data privacy management to safeguard stakeholders against security breaches.

To protect against potential information security threats, SYSTEX has established mechanisms for information security and personal data privacy, continuously improving its management practices, formulating "Information Security Policy" and other related guidelines and procedures, obtaining ISO 27001, conducting drills, providing training, thereby strengthening its capacity to avoid risks.

IS Policy

As a leading enterprise in Taiwan's information service industry, SYSTEX attaches great importance to the protection of stakeholders and resolves the IS risk and personal privacy issues. By ISO 27001 and other IS-related ISO standards, we integrate internal cross-divisional information capability to establish the "IS Protection Team" and set up an IS management system. The IS Protection Team is responsible for formulating the SYSTEX Information Security Policy, IS Management Measures, and other IS-related regulations, ensuring the implementation of IS-related rules and regulations, IS-related training courses, and IS-related control and defense actions.

In terms of customer rights protection, SYSTEX has established comprehensive procedures covering service delivery, system construction, and operational management. All services are governed by the Information Security Confidentiality Agreement and the SYSTEX Personal Data Protection Rules. No legal violations of customer privacy were reported or identified in 2024.

To ensure that the IS management mechanism complies with international standards, SYSTEX and its affiliated companies have passed and obtained 3rd-party IS-related and quality-related ISO certifications, such as ISO 27001, ISO 27701, ISO 9001, ISO 20000-1, ISO 22301, BS 10012, and PCI DSS. These certifications strengthen the protection of data, systems, equipment, and networks, while ensuring personnel safety, regulatory compliance, customer rights, and personal data protection. IS-related services introduced by SYSTEX are also continuously aligned with ISO 27001 to enhance overall information security capabilities.

International Standards

- ISO 9001
- ISO 20000-1
- ISO 27001
- ISO 27701
- BS 10012
- PCI DSS
- ISO 22301

6 Principles and 4 Pillars

6 Principles
- In line with Int'l standards
- Build deep and broad defense
- Combined with IS maint. center
- Integrate control and maint. center
- Strengthen awareness
- Biz. continuity thinking

Develop IS policies and rules, and trace and manage them regularly.

Build dedicated unit to enhance IS mechanisms and elevate overall IS levels.

4 Pillars
- System
- Cooperation
- Technology
- Client

Integrating SOC's automated IS incident detection enables progress toward intelligent maintenance.

Enhance customer services in alignment with government IS regulations.

Promotion Process

- Establish dedicated unit of Info-Security protection
- Introduce mgmt. mechanism and external audits
- Enhance technology and control measures
- Conduct training courses

Promotion Process

1 Dedicated Management Unit

In 2023, SYSTEX established the "Information Security Technology Department" as its dedicated unit, and the "Crisis Response Team for IS Events" as the task unit under the Risk Management Committee, responsible for reporting implementation effectiveness. In addition, the "Information Security Taskforce Committee," composed of about 15 members, provided consulting services on IS management issues and convened a total of 12 meetings in 2024.

IS Technology Department

- Develop and implement the IS policy, regulations, and operational control measures.
- Implement drills and control measures to prevent information security and privacy crises.
- Plan and implement IS training.
- Strengthen SYSTEX's IS defense.

🔗 For more details, please refer to "Web_Information Security Risk."

2 Information Security Management and Certificates

Information Security Incident

In 2024, IS monitoring alerts detected were intercepted by endpoint antivirus systems during user browsing, preventing any actual landing attacks. Under the defense-in-depth security control framework, no incident met the internal activation of crisis resolution measures or mandatory regulatory reporting. No confirmed data leakage incidents were reported in 2024.

Major Incident Response Procedure for MIS

Upon detection of major incidents by monitoring systems or data centers, SYSTEX activates a contingency response team to assess severity and scope, investigate and resolve the issue, execute recovery measures, and document the incident.

Information Security Management Mechanism

- System Vulnerability Mgmt.
- Cyber Threat Mgmt.
- Remote Access Mgmt.
- Audit Log Mgmt.
- Internet Access Mgmt.

Licenses and Certificates

SYSTEX's information security services continue to uphold ISO 27001 certification, anchored in the principles of confidentiality, integrity, and availability. The company integrates preventive planning, process monitoring, and emergency response management to ensure the effectiveness of its information security risk management system.

SYSTEX not only conducts company-wide ISO certifications but also actively encourages employees to pursue IS-related certificates. In total, 148 new licenses and certificates, such as ISO 27001, ISO 22301, CCSP, CISSP, CISM, CEH, and CND, were obtained. By the end of 2024, the cumulative number of IS-related certificates reached 586.

148
2024 Newly acquired certificates

586
2024 cumulative valid certificates

3 Information Security Technology and Control Measures

Customer Privacy and Data Protection

SYSTEX has established personal data protection specifications and conducts annual IS incident drills to ensure crisis response capability. The company implements a comprehensive personal data protection mechanism, performs regular audits, and has obtained BS 10012 certification. SYSTEX established "SYSTEX Personal Data Protection Rules," and set up a dedicated customer complaint mailbox. In 2024, there were no complaints received regarding customer privacy violations, nor were there any requests for customer data from government or law enforcement agencies.

To address differences in industry-specific characteristics across companies, each affiliate has established its own regulations in accordance with the Personal Information Protection Act and the Information Security Management Act to protect customer rights and interests. In 2024, a total of 7,867 participants successfully completed the personal data protection advocacy test.

Regular Crisis Response Drills

To strengthen crisis responses, SYSTEX completed 6 types of annual drills in 2024 such as IS incidents, social engineering, and business continuity, across subsidiaries, data centers and shared systems. The team also supported 80+ client audits, answered 900+ external audit questionnaires, and facilitated ISO 27001 certification and internal audits. In 2024, two rounds of social engineering drills were conducted, with email open and click-through rates maintained below the respective targets of 8% and 6%, reflecting heightened IS awareness. For 2025, drills on social engineering, disaster prevention at data centers, and vulnerability scanning have been scheduled.

Social Engineering Drills Results

3,928 accounts tested in 2024 H1	**4,095** accounts tested in 2024 H2
Malicious email open rate: 1.71% ✔	Malicious email open rate: 1.32% ✔
Malicious email click-through rate: 1.55% ✔	Malicious email click-through rate: 1.15% ✔

🔗 For more details, please refer to "Web_Information Security Policy and Management."

Information Security Protection Highlights

Enhance external IS rating	**Routine IS Awareness Updates**
• Security Scorecard: Upgraded from Level B to Level A ↑ • Bitsight: Upgraded from Basic to Intermediate ↑	• Monthly IS Bulletin: Includes security awareness, IP protection, and prohibited software blacklist. • Threat Intelligence Sharing: Sources include TWCERT/CC, FISAC, and online news.

4 IS & Data Protection Training

To reinforce employee information security awareness, SYSTEX continued to conduct related trainings in 2024.

7,876 participants
Completion rate **99.4%**
[All employees] IS advocacy and test

7,867 participants
Completion rate **99.4%**
[All employees] Data protection advocacy and test

4,682 participants
14,046 hours
[All employees] Online 3-hour basic cybersecurity training

350 participants
3,150 hours
[PM personnel] Online 9-hour professional cybersecurity training

640 participants
8,281 hours
[IS personnel] All in-class dedicated courses

221 participants
309 hours
[All employees] Online general cybersecurity training

03
Caring for Employee

Talent is a key asset in SYSTEX's sustainable development. By fostering employee care and offering a comprehensive welfare system, SYSTEX attracts outstanding talent and enhances retention, further strengthening the company's overall competitiveness.

• Attract talents with capabilities and cultivate them through diverse training.
• Stay aligned with global human rights trends, develop a profound welfare system, and create a happy workplace.
• Develop healthcare plans and risk prevention programs to help employees keep healthy.

Material Topics

GRI 401, 403, 404-3, SASB TC-SI-330

Contribution to the SDGs

3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES
16 PEACE, JUSTICE AND STRONG INSTITUTIONS

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | **Caring for Employee** | Tech for Good | Environment Sustainability | Partner Relationship | Appendix   43
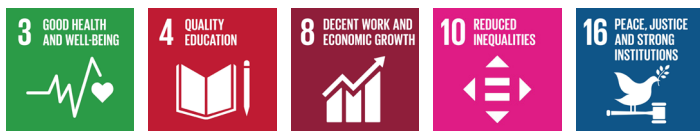
Highlights

Employee Care Award
Ministry of Labor
2024 Work-Life Balance Award

Outstanding Case Award
2024 National Talent Development Award

Workplace Welfare Leadership Award
2024 TCSA
Taiwan Corporate Sustainability Award

Golden Award
2024 CHR
Corporate Health Responsibility, Service Industry of Large Enterprise Category

Short-, Mid-, and Long-term Goals

To address talent demands in digital transformation, SYSTEX actively cultivates tech-talents with leadership courage, providing a happy workplace with diversity and various benefits, allowing employees to balance work, family and health.

	Short-term Goals 2025	Mid-term Goals 2027	Long-term Goals 2030
Key talent retention rate	95%	95%	95%
New-hire retention rate	81%	83%	85%
Average training hours	30 hours	30 hours	30 hours
ISO 45001 certification	Maintain ISO 45001	Maintain ISO 45001	Maintain ISO 45001
Health examination rate	75% (statutory age: 100%)	75% (statutory age: 100%)	Statutory age: 100%

2024 Goals and Performance

Achieved   Ongoing

	Goals	Performance	
Key talent retention rate	93%	95.6%	✓
New-hire retention rate	80%	80.2%	✓
Average employee training hours	30 hours	35.4 hours	✓
ISO 45001	Maintain certification	Maintain certification	✓
High risk cases care rate	100%	100%	✓
Employee health examination rate	75%	71.1%	≈

Note: Retention rate = 1 - Turnover rate

3-year Performance Progress

■ 2022 ■ 2023 ■ 2024

143,209 | 140,046 | 143,163
Total training hours (hours)

8,890 | 16,555 | 12,960
health promotion expenditure (NT$ thousand)

SYSTEX

| Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 44
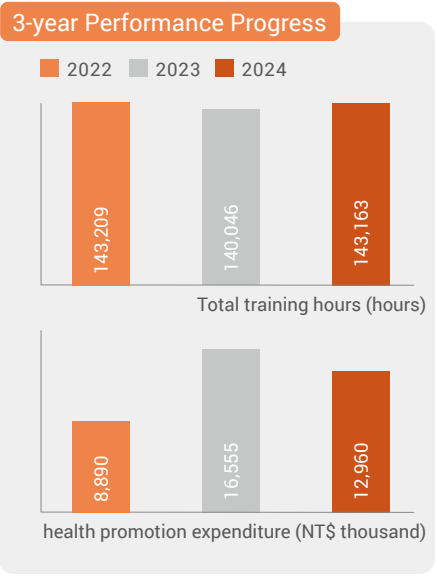
Talent Cultivation and Development

Long-term strategy Attract talents with capabilities and cultivate them through diverse training.

Talent is vital to SYSTEX's sustainable development, and retaining key personnel enhances its competitiveness. SYSTEX aids new-hires in integrating swiftly and continually improves its diverse talent development system, thereby facilitating career growth.

2024 National Talent Development Award – Outstanding Case Award

Cultivate Technological Talent

With the core capabilities of "Software, Data, Algorithm, Cloud Service, Solution Architect, and Cybersecurity", SYSTEX has laid a solid foundation for "AI-based digital transformation" and continually increased investment in technological talents to meet client needs and expectations for digital transformation to help create a second growth curve.

Enhance talent cultivation mechanism by integrating business map, technology blueprint and learning map.

Talent is SYSTEX's core competitiveness. SYSTEX enhances talents' skills through a structured cultivation mechanism, aligning business units' strategies with learning pathways. By integrating technical needs with professional growth, SYSTEX offers flexible individual training, ensuring alignment with SYSTEX goals through a strategic technology blueprint and comprehensive training resources.

SYSTEX has established a Technical Development Committee responsible for formulating a technology blueprint framework encompassing 6 core capabilities. This initiative allows each BU to adjust its own technology blueprint according to its business direction. It also empowers tech employees to pursue individual learning pathways, thereby supporting the achievement of SYSTEX's long-term strategies and sustainable operation while equipping them with skills tailored to business characteristics to meet client requirements.

Diverse Talent Development System

SYSTEX prioritizes talent cultivation by offering comprehensive employee training programs tailored to business strategies or individual development needs These include trainings for new-hires, key talents, technological talents, market coms, and leadership." Employees may also participate in external training or certification exams, with expense subsidized by SYSTEX.

Training Framework and Performance

SYSTEX has formulated the "Employees Training and Development Rules" to encourage employees to enhance their technical skills through training subsidies, integrating training with performance management to foster employee talents. In 2024, a total of 48,830 participants engaged in-class courses, online learning and external professional training, accumulating 143,163 training hours. The average employee training hours (AETH) reached 35.45 hours. By gender, the AETH was 31.29 hours for female employees and 38.36 hours for male employees. By position, the AETH was 36.29 hours for management-level employees, while 35.38 hours for non-management employees. Additionally, technological employees participating in technical training courses reached an AETH of 21.04 hours.

In-class courses		Online learning		External courses		Diverse training
8,472 participants 57,188 hours	**+**	39,553 participants 69,164 hours	**+**	805 participants 16,811 hours	**=**	48,830 participants 143,163 hours

AETH	(F) 31.29 hours (M) 38.36 hours	(Manager) 36.29 hours (Non-manager) 35.38 hours	(Technological employees in technical courses) 21.04 hours
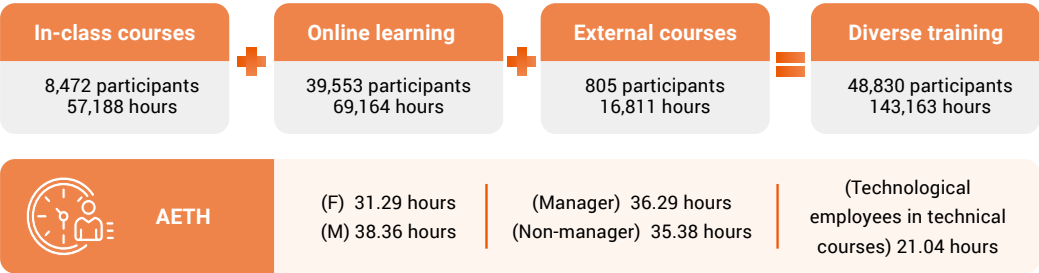
Note: Average employee training hours = Total training hours in this category / Total number of employees in this category

2024 In-class course performance

Type	Item	Trainees			Training hours
		Female	Male	Total	
Tech-development	AI; mobile software; development of system and front-end; cloud service; data science; database; cybersecurity; Web API	1,212	2,824	4,036	39,051
PM	Project management; cybersecurity	132	210	342	6,101
Expertise	ESG	53	37	90	720
General training	New-hire; general study; ESG, expert lecture	1,111	986	2,097	6,745
Marketing	Product service; general study	260	132	392	1,050
Leadership	Management development	530	985	1,515	3,521
Total		3,298	5,174	8,472	57,188

2024 Online training performance

Type	Item	Trainees			Training hours
		Female	Male	Total	
Tech-development	Front-end development; cloud service; data science; cybersecurity	647	1,094	1,741	6,002
PM	Project management; cloud service	185	355	540	473
General training	ESG; general study; IP management; new-hires; cybersecurity; expert lecture; management development	14,286	16,919	31,205	60,123
Marketing	Product service; general study	4,155	1,818	5,973	2,262
Leadership	Management development	24	70	94	304
Total		19,297	20,256	39,553	69,164

2024 External training performance

Type	Trainees			Training hours
	Female	Male	Total	
External training	192	613	805	16,811

SYSTEX has established a selection and development framework for key talent, representing approximately 30% of full-time employees. It enhances rewards, promotions, and training while fostering dialogue and talent growth through executive communication events.

Training expenses over the past 3 years

SYSTEX has set a long-term goal of "investing more than NT$30 million in employee training by 2030." In 2024, the total investment in employee training was nearly NT$27 million, with the per capita training expenditure was NT$6,652.

Special features

[New-hire training] Offer new-hire training courses and a 3-month Hahow online account for new-hires.

[Employee training] Offer SYSTEX e-Learning online accounts and 100 Hahow online accounts quarterly, encouraging diverse learning via 800+ online courses.

[Technological training] Offer diverse training programs, including in-class courses, certification exams, Udemy access to enhance technical skills and host annual tech conferences.

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | **Caring for Employee** | Tech for Good | Environment Sustainability | Partner Relationship | Appendix 46

Highlights Enhance ESG awareness

In the face of the rapid changes in global sustainable development, SYSTEX aims to enhance employees' awareness of sustainability, assisting them in integrating these values into their daily work and contributing to SYSTEX's long-term sustainable development.

Special features

[Sustainability awareness training] Since 2024, we implemented general sustainability training courses to enhance employees' awareness to achieve SYSTEX's sustainable development policies.

Host "Development and strategies for ESG and sustainable finance" lecture in May 2024, highlighting ESG trends and strategies for becoming the "best sustainable partner for clients."

Integrity
- [Managers above] 2 seminars on integrity management for managers with a total of 788 participants and 1,186 hours.
- [All employees] 2 integrity advocacies for employees with a total of 7,850 participants and a 99.5% completion rate.
- [All employees] Advocate the "Code of Conduct" via email monthly, totaling 50,103 participants with a 99.0% completion rate.
- [All employees] An online course and test on "Prohibition of insider trading" with a total of 3,951 participants and a 99.5% completion rate.
- [All employees] All general integrity courses with a total of 191 participants and 288 hours.
- [New-hires (mandatory for FTE, optional for non-FTE)] Online integrity training for new-hires with a total of 773 participants and 487 hours.

IP management
- [All employees] 2 IP advocacies for employees with a total of 7,811 participants and a 99.4% completion rate.
- [IP personnel] Dedicated IP management training for IP personnel with a total of 567 participants and 513 hours.
- [New-hires (mandatory for FTE, optional for others)] An online IP management training for new-hires with a total of 1,375 participants and 650 hours.

Cybersecurity
- [All employees] 2 cybersecurity advocacy tests for employees with a total of 7,876 participants and a 99.4% completion rate.
- [All employees] 2 advocacy tests on personal data protection for employees with a total of 7,867 participants and a 99.4% completion rate.
- [All employees] An online 3-hour basic cybersecurity training with a total of 4,682 participants and 14,046 hours.
- [All employees] All online general cybersecurity training with a total of 221 participants and 309 hours.
- [PM personnel] An online 9-hour professional cybersecurity training with a total of 350 participants and 3,150 hours.
- [Cybersecurity personnel] All in-class dedicated courses for cybersecurity personnel with a total of 640 participants and 8,281 hours.

Human rights
- [All employees] Advocate the "Code of Conduct" on human rights via email quarterly, totaling 16,715 participants with a 98.9% completion rate.
- [All employees] All online general courses on human rights with a total of 4,713 participants and 12,021 hours.
- [New-hires] An advocacy course on sexual harassment and assault prevention for new-hires during onboarding day with a total of 685 participants.
- [New-hires] 10 in-class courses during the New-Hire Training Camp on OHS and human rights with a total of 631 participants and 947 hours.
- [New-hires (mandatory for FTE, optional for non-FTE)] An online course on OHS and sexual harassment prevention with a total of 2,714 participants and 3,272 hours.
- [New managers] An advocacy course on OHS, human rights and employer's responsibility with a total of 86 participants and 327 hours.

OHS and environment
In addition to the human rights courses, other OHS training is as follow:
- [All employees] An online 3-hour OHS training mandated by law with a total of 2,794 participants and 8,382 hours.
- [OHS personnel] Subsidize dedicated personnel to engage in external certification courses with a total of 100 participants, 2,011 hours and 186 certificates.

Diversity of Employment

By 2024, SYSTEX Group in Taiwan has 4,039 employees, comprising 2,236 employees at SYSTEX and 1,803 employees in its affiliates. By gender, there are 2,375 male employees (58.8% for the total) and 1,664 female employees (41.2%). SYSTEX Group has 3,664 permanent employees (90.7%), including 1,491 women (36.9%), and 375 temporary employees. Based on work location, 4,036 employees are in Taiwan (99.9%), while 3 are overseas (0.1%).

Employee distribution (by gender and region) ----- GRI 2-7, 405-1; SASB TC-SI-330

By Gender — Unit: persons
- 2024: 1,664 (41.2%) Female / 2,375 (58.8%) Male
- 2023: 1,639 (40.2%) Female / 2,438 (59.8%) Male
- 2022: 1,527 (39.5%) Female / 2,340 (60.5%) Male
- ■ Female ■ Male

By Region — Unit: persons
- 2024: 4,036 (99.9%) / 3 (0.1%)
- 2023: 4,074 (99.9%) / 3 (0.1%)
- 2022: 3,865 (99.9%) / 2 (0.1%)
- ■ Taiwan and outlying islands ■ Overseas
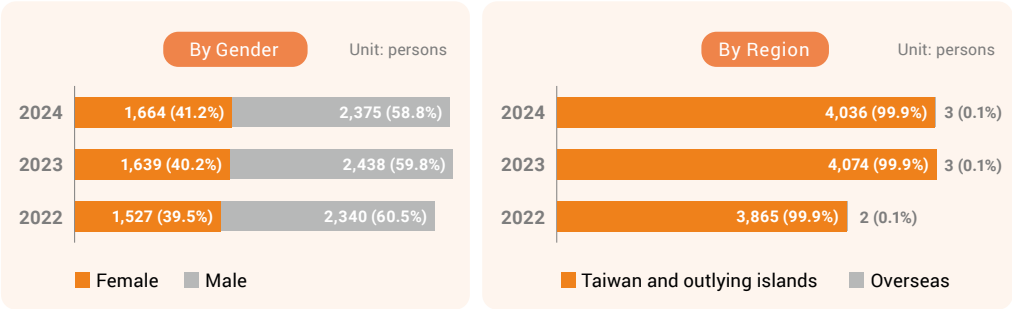
Note: The statistics for SYSTEX Group in Taiwan no longer include SYSTEX FinTech.

Employee for hire type (by gender and region) -------------- GRI 2-7, 2-8

Type	Gender		Region		Total
	Female	Male	Taiwan	Overseas	
Permanent employee	1,491	2,173	3,661	3	3,664
Temporary employee	173	202	375	0	375
Non-guaranteed hours employee	0	0	0	0	0
Full-time employee	1,652	2,365	4,014	3	4,017
Part-time employee	12	10	22	0	22

Note:
1. Permanent employee is employee with a contract for an indeterminate period. Temporary employee is employee with a contract for Part-time employee is employee whose working hours are less than those for full-time employees.
2. By the end of 2024, SYSTEX had 108 interns, 3 dispatched workers, and 17 contract personnel (security, cleaning, and maintenance). Labor law compliance for dispatched and contract vendors acts as a partnership criterion and is verified through irregular audits by SYSTEX to ensure adherence.

▌ Diversity and Inclusion

SYSTEX values diversity and inclusion, with a workforce comprising 34 senior executives, 272 middle level managers, and 3,733 non-managerial employees.

Role composition (by gender and age) --- GRI 405-1; SASB TC-SI-330

Type	Item	Gender (%)		Age (%)			Total	Proportion (%)
		Female	Male	Under 35y	35(incl.)-50y	Over 50y(incl.)		
Management level	**Senior**	0.1	0.8	0	0.1	0.8	34	0.9
	Middle	1.8	4.9	0.2	2.7	3.7	272	6.7
Non-management level		38.3	53.1	38.1	37.7	16.7	3,733	92.4
Proportion (%)		41.2	58.8	38.3	40.6	21.2	4,039	100

Note: Senior level managers are BU heads or above leaders, or FN division leaders; middle level managers are department heads.

Employee distribution (by age, education level, nationality, job type & gender, and specific minority)

-------------------------------------- GRI 405-1; SASB TC-SI-330

Among all employees, 21.2% are aged over 50, and 38.3% are under 35. Those holding a bachelor's degree or higher account for 95.1%. Domestic employees constitute 99.8%, while foreign nationals account for 0.2%. In terms of job types, 74.5% are technical staff, followed by 12.9% administrative and 12.6% sales.

By age
- 38.3%
- 40.5%
- 21.2%
- ■ Under 35y: 1546
- ■ 35y(incl.)-50y: 1638
- ■ Over 50y(incl.): 855

By eduction level
- 79.8%
- 15.2%
- 0.1%
- 4.9%
- ■ Pre-bachelor: 196
- ■ Bachelor's: 3,224
- ■ Master's: 614
- ■ Doctorate: 5

By nationality

99.8% 0.2%

- Domestic: 4,030
- Foreign: 9

By job type and age

24.0% 50.5% 5.4% 7.2% 2.9% 10.0%

- Sales(F): 291
- Sales(M): 218
- Technical(F): 970
- Technical(M): 2,039
- Administrator(F): 403
- Administrator(M): 118
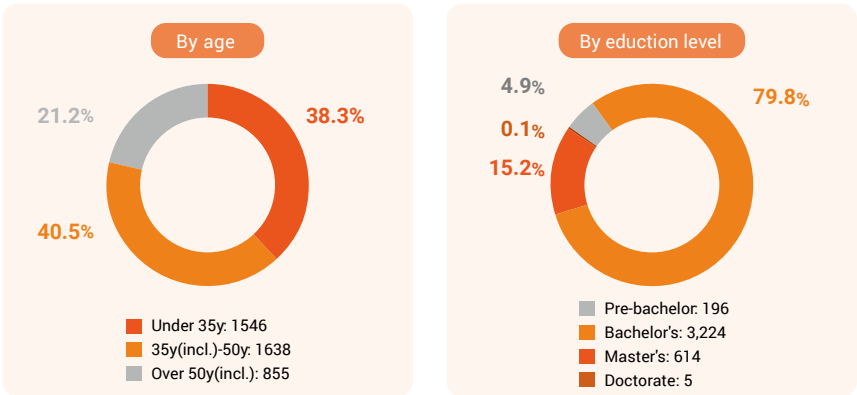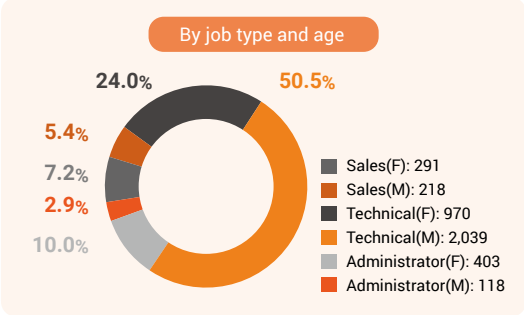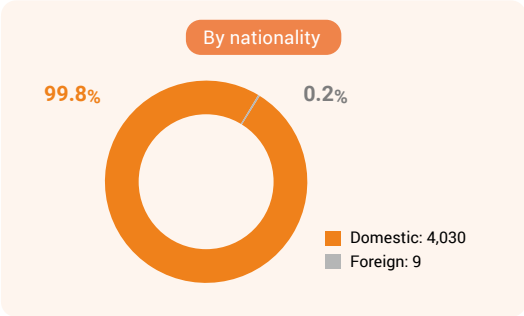
SYSTEX Group in Taiwan employed 24 indigenous individuals (0.6%) and 36 individuals with disabilities (0.9%). Since 2007, visually impaired massage therapists have offered free on-site services, improving employee well-being and creating job opportunities for people with disabilities.

Unit: persons

Indigenous: 24 (0.6%)
Indigenous | Non-indigenous: 4015 (99.4%)

Disable: 36 (0.9%)
disable | Non-disable: 4003 (99.1%)
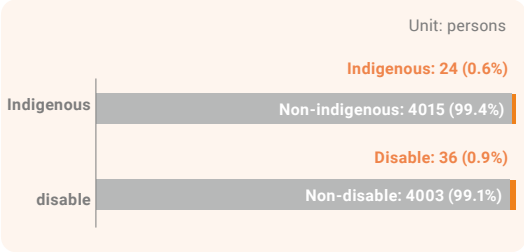
Recruitment

SYSTEX has a complete employee career development system planning, with a dual-track system of professional and management positions, to meet employees career development. SYSTEX also offers a support mechanism for new-hires to quickly integrate into the work environment.

Caring for new-hire

[Training Courses] Introduces corporate culture, structure, and policies.
[Mentor System] Helps new-hires adapt quickly and improve retention.
[Dedicated HR Service Contact] Dedicated personnel offer timely, centralized employee support.

New-hire and Turnover Employee — — — — — — — — — — — — — GRI 401-1; SASB TC-SI-330

New-hire employee distribution

In 2024, SYSTEX had 865 new-hires (21.4%), including 415 women. The new-hire rate was 24.9% for females and 18.9% for males. Of all new-hires, 551 were under 35 (35.6% new-hire rate), and held local nationality (21.5%).

Type	People	New-hire rate (%)	Type	People	New-hire rate (%)	Type	People	New-hire rate (%)	Type	People	New-hire rate (%)
Female	415	24.9%	Under 35y	551	35.6%	Taiwan	865	21.4%	Domestic	865	21.5%
Male	450	18.9%	35(incl.)-50y	245	15.0%	Overseas	0	0.0%	Foreign	0	0.0%
Total	865	21.4%	Over 50y (incl.)	68	8.0%	Total	865	21.4%	Total	865	21.4%
			Total	865	21.4%						

Note: New-hire rate = Number of new-hires in this category / Total in this category x 100%

Turnover employee distribution

In 2024, SYSTEX had 903 turnover employees (18.3% turnover rate), including 405 women with 19.6% turnover rate. Of all turnovers, 483 were under 35 (23.8% turnover rate), and held local nationality (21.5%).

Type	People	Turnover rate (%)	Type	People	Turnover rate (%)	Type	People	Turnover rate (%)	Type	People	Turnover rate (%)
Female	405	19.6%	Under 35y	483	23.8%	Taiwan	903	18.3%	Domestic	896	18.2%
Male	498	17.3%	35(incl.)-50y	302	15.6%	Overseas	0	0.0%	Foreign	7	43.8%
Total	903	18.3%	Over 50y (incl.)	118	12.1%	Total	903	18.3%	Total	903	18.3%
			Total	903	18.3%						

Note: Turnover rate = Number of turnover employees in this category / (Total in this Category + Number of turnover employees in this category) x 100%

Benefits and Rights

Long-term strategy   Stay aligned with global human rights trends, develop a profound welfare system, and create a happy workplace.

SYSTEX upholds international human rights standards by preventing violations, raising awareness, and protecting the rights of employees and stakeholders. In addition, it is committed to fostering work-life balance through enhanced family care benefits, supporting employees' personal growth and strengthening their sense of belonging.

Human Rights Policy

Human Rights Protection

GRI 2-23, 2-24, 406-1

According to international human rights norms and principles, including "UDHR, UNGC, UNGPs, and Declaration of Fundamental Principles and Rights at Work", SYSTEX refrains from any human rights violations, treats all employees fairly and with respect and enhances internal awareness of human rights to reduce risks.

Human Rights Due Diligence Process

SYSTEX has formulated a human rights due diligence process that identifies potential issues of human rights risks first, and then conducted risk assessments, thereby developing mitigations, tracking the implementation and reviewing regularly to reduce risks effectively.

Due diligence process

1 Identify risk → **2** Assess risk → **3** Mitigation and adaption → **4** Improvement → **5** Review

1 Identify risk issue

- Collect 9 human rights risk issues.
- Internal stakeholders conduct human rights assessment again in 2024. SYSTEX identifies 2 major issues of "Wages and benefits, Working hours," and formulates risk mitigation measures and goals.
  (1) Wages and benefits: Inadequate wages to meet basic living needs may impact morale, labor relations, or retention; assessed as high risk.
  (2) Working hours: Employees work long hours, causing more load, assessed as a medium-high risk.

2 Risk assessment

High

Likelihood

Wage and benefits
Working hours
Health and Safety
Equal pay for equal work
No discrimination, no harassment, humane treatment
Freedom of association
No forced labor
Child labor
Human trafficking

Low   High
Degree of Impact
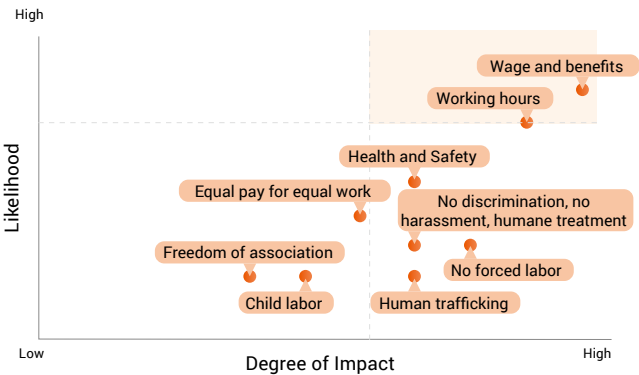
3 Risk mitigation

- The human rights policies are fully aligned with the 9 human rights issues. Among them, the high-risk "wages and benefits" adaptation measures are as follow:

Issue	Risk level	Policy item	Risk mitigation measure
Wages and benefits	High	Implement fair remuneration mechanism	• Conduct employee performance reviews to support career growth and provide feedback. • Establish promotion guidelines to support annual advancement and salary adjustments based on individual performance.

For more details, please refer to "Web_Benefits and Rights."

4 Human rights management indicator ---------------- GRI 406-1

- Among the indicators, "Humane Treatment" has not achieved the goal of management.

Issue	Indicator	Performance	Risk rate	Status
Humane Treatment	Complaints for assault ≦ 1 incident	2	0.05%	∼
Working hours	Regulatory penalties for overtime work ≦ 1 incident	0	0.00%	✓
Health and safety	Non-work-related commuting injury incidence < 0.5%	0	0.00%	✓
Wages and benefits	Labor disputes < 3 incidents	0	0.00%	✓
No discrimination	Hired disable employees > 1%	36 individuals	0.00%	✓

Note: 1. SYSTEX Group employed 36 disabled individuals, including 17 with severe conditions. In line with regulatory policy counting each severely disabled hire as 2, this exceeded 1% of the total workforce.
2. Work-related injuries exclude work-related commuting injuries.
3. Follow-ups: 1 case of sexual harassment and 1 case of unlawful assault were investigated by the related Committee respectively (1 of the unlawful assault complaint was not substantiated), and the rest was satisfactorily resolved after handling.

5 Human rights protection training

86 participants
327 hours
[New director] Compliance courses on human rights, OHS, responsibility

16,715 participants
Completion rate **98.9%**
[All employees] Code of Conduct advocacy on human rights quarterly

4,713 participants
12,021 hours
[All employees] Online general courses on human rights

865 participants
Onboarding day for new-hires on human rights

631 participants
947 hours
New Employee Training Camp In-class course on OHS & human rights

2,714 participants
3,272 hours
New Employee Training Camp Online course on OHS & sexual harassment

Remuneration System ------------------ GRI 202-1

SYSTEX has set up a complete performance management and remuneration system, linking organizational and individual performance targets and evaluating them regularly, and giving rewards based on their contribution. SYSTEX implements a fair remuneration mechanism based on the principle of equal pay for equal work for men and women, regularly and fairly reviews performance and pay remuneration on time. There's no gender-specific difference in salary for each position, and the basic salary of each position is higher than the statutory minimum wages. In 2024, the average fixed monthly salary for entry level (L1 & L2) was 1.48 times the statutory minimum wage.

Ratio of total salary by job type (F:M) --------- GRI 405-2

Sales	Technical	Administrator
1.03 : 1	0.92 : 1	0.85 : 1

Note: The data scope is the non-management level employees of SYSTEX Group in Taiwan who have served for more than half a year in 2024.

Remuneration overview of non-management level employee

Item	2022	2023	2024	YOY
Number of FTE	1,908	1,865	2,070	11.0%
Average salary of FTE (NT$ thousand)	969	1,006	1,018	1.2%
Median salary of FTE (NT$ thousand)	797	822	814	-0.1%

Note: 1. The data scope is the non-management level employees of SYSTEX Group in Taiwan who have served for more than half a year.
2. This table is consistent with that disclosed by the Market Observation Post System, https://emops.twse.com.tw/server-java/t58query.

Annual total compensation ratio ------------- GRI 2-21

In 2024, SYSTEX's total compensation, including basic salary, allowances, bonuses, employee remuneration, etc. The annual total compensation ratio was 6.93, and the change in the annual total compensation ratio was 1.03.

Performance Management

In the comprehensive performance management system, there is no gender-specific difference in performance evaluation. The evaluations are conducted twice a year, excluding the employees who fail the probationary period, leave without pay and leave more than 3 consecutive months, and are temporary employees. In the second half of 2024, 3,321 employees participated in performance appraisal slightly increasing compared to the previous year, with accounting for 82.2% of all employees. Supervisors have been trained in complete performance evaluations, to provide employees with guidance and support to help them grow in their careers.

Performance Evaluation Mechanism

The KPI of performance management is divided into financial and non-financial indicators. During annual indicator setting process, supervisors and employees communicate and give feedback to ensure alignment with organizational targets. After confirmation of indicator setting, they interact regularly to check and improve performance in time and conduct evaluation twice a year according to regulations. After the performance appraisal, the results finally determined by the senior management level and will be used as the basis for personal promotion and salary adjustment.

Employees receiving performance reviews (by gender and job type)　　　　　　GRI 404-3

Indicator

- **[Financial]** Link personal or unit targets according to attributes.
- **[Non-financial]** Supervisors and employees jointly set targets.
- Performance indicator weighting varies by role, with financial to non-financial ratios of **100:0** for sales, **40:60** for technical staff, and **10:90** for administrative staff.

Gender	People	Proportion (%)
Female	1,341	33.2%
Male	1,980	49.0%
Total	3,321	82.2%

Gender	People	Proportion (%)
Sales	417	10.3%
Technical	2,583	64.0%
Administrator	321	7.9%
Total	3,321	82.2%

Note: The data scope is the FTE of SYSTEX Group in Taiwan who are eligible for performance evaluation in 2024.

Benefits Plan　- -　GRI 401-2

SYSTEX provides welfare programs that are better than those stipulated by the government, including flexible working hours, paid leave benefits, marriage and maternity gifts, SYSTEX Baby Happy Growth Funds program and other benefits, thereby taking more care of employees' life. In addition, SYSTEX set up an "Employee Welfare Committee" to offer personal benefits and subsidies for childbirth, marriage, funeral and club activities. SYSTEX also holds various activities irregularly to help employees keep healthy. For FTEs, SYSTEX provides exclusive benefits including group insurance (such term life insurance, accidental medical care, major diseases, and occupational accidents, etc.), leave types that are superior to the law (such as birthday leave and additional special leave), and SYSTEX Baby Happy Growth Fund Program. To strengthen organizational cohesion, SYSTEX has launched the Employee Stock Ownership Trust program in February 2025. Employees contributing NT$1,000−3,000 per month receive a 100% company match in each trust account, jointly sharing business performance outcomes.

Benefits Plan

Friendly workplace

Upgraded gym	• Taipei headquarters has a comprehensive gymnasium and both Taipei HQ and Taichung office have gyms and yoga classrooms.
Relaxation space	• Taipei headquarters B1 creates a "quiet and relaxing space", providing vending machines, coffee bars, book areas and napping areas. • Taipei headquarters 8F creates a "rest cloud space", allowing employees to innovate or work freely in a comfortable workplace. • A Meditation Room on HQ 4F offers employees a space to relax. • Besides Taipei HQ, other offices also provide comfortable workplace.
Book area	• Built a "children's book area" in B1 of HQ, offering books for children aged 2-15. A total of 337 children's books be borrowed in 2024.
Multifunctional activity area	• Create a "Multifunctional activity area" on 1F of HQ to organize business exhibitions, conferences, seminars, concerts, and other events.

Diversity, Inclusion and Parental Benefits

Diversity and inclusion are key influence on corporate culture development. SYSTEX is committed to promoting diversity and motherhood-friendly measures, such as equal pay policy, and welfare policy with diversity and inclusion, enabling to eliminate gender differences so that employees can realize their career aspirations, and to build a more flexible and adaptable multi-dimensional team to jointly cope with changes and challenges in the external social circumstance.

Female employees by category

In 2024, the number of female employees, including those in technical roles, increased compared to the previous year, reflecting broader female participation in daily operations. However, the overall proportion of female managers saw a slight decline.

Legend: 2022, 2023, 2024

Category	2022	2023	2024
F-employee	39.5%	40.2%	41.2%
F-technical	30.8%	31.3%	32.2%
F-manager	24.7%	26.0%	25.2%
F-mid-level manager	26.7%	27.5%	26.8%
F-senior-level manager	9.1%	12.9%	11.8%
F revenue-generated manager	22.3%	24.3%	22.2%

Female employee — Female manager
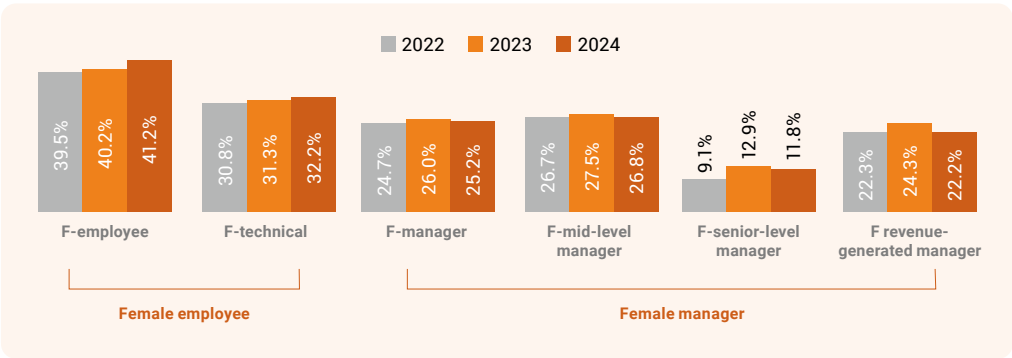
Promoting a work-life balanced learning environment

In 2024, SYSTEX continued to promote diversity, inclusion, and work-life balance by offering practical courses such as "Dietary Guide for Aging" and "Retirement Financial Planning," along with self-growth and parenting programs via physical and online platforms. These initiatives supported employees at different life stages, encouraged independent learning, and enhanced family well-being. A total of 960 participants completed 1,901 training hours throughout the year.

Parental Benefits Measures

In order to encourage employees to get married and have children, SYSTEX has planned incentive measures. In addition, in 2024, SYSTEX adds a new "flexible parental leave" and an "8-day spouse leave for prenatal check-up or maternity" to deepen support for employees to participate in family fertility issues.

Parental Benefits

Flexible working hours & paid leave	• Offer additional "flexible working hours for parents of children under 3 years of age." • [Female]Up to 70 days of full-paid maternity leave • [Male]8 days of full-paid spouse leave for prenatal check-up or maternity • [Employees]3 days of full-paid flexible parental leave for baby care within 6 months of a baby's birth
Marriage and maternity gifts	• SYSTEX supports employees through life events with gifts such as "Love & Happiness Meal Gift" for newlyweds, "Moon Pillow" with pregnancy care, and a baby gift set for new parents.
Maternity allowance	• "SYSTEX Baby Happy Growth Funds" program provides dual gifts of maternity allowance and full-paid maternity leave. • Employee Welfare Committee provides a subsidy of NT$3K to each newborn.
Lactation rooms	• SYSTEX has set up "Lactation Rooms" in 8 operation offices, offering access control and equipment. • In 2023, the "Lactation Rooms" of the headquarters building was once again awarded the "Excellent Breasting Room Certificate" by the Taipei City Government.
EAP	• Cooperated with a professional consultancy firm on the Employee Assistance Program (EAP) to provide 24-hour real-time employee assistance services to accompany employees to reduce psychological stress.
Childcare	• Sign specific contracts with qualified childcare institution to provide childcare discounts.

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | **Caring for Employee** | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 53

SYSTEX legally accepts applications for employees' unpaid parental leave and their reinstatement after parental leave. In 2024, there are 35 applicants, including 3 males and 32 females. The "return to work rate" is 75%.

Parental leave and reinstatement — — — — — — — — GRI 401-3

Item	Gender	2023	2024
Number of employees eligible to apply for parental leave (A)	Male	133	89
	Female	110	98
	Total	**243**	**187**
Number of employees applying for parental leave (B)	Male	2	3
	Female	32	32
	Total	**34**	**35**
Employees eligible to return to work after unpaid parental leave ended (C)	Male	2	1
	Female	19	19
	Total	**21**	**20**
Employees return to work after unpaid parental leave ended (D)	Male	2	1
	Female	15	14
	Total	**17**	**15**
Employees return to work after unpaid parental leave ended in the previous year (E)	Male	5	2
	Female	15	15
	Total	**20**	**17**
Employees were still employed 12 months after their return to work (F)	Male	3	2
	Female	14	15
	Total	**17**	**17**
Application rate (B/A)	Male	2%	3%
	Female	29%	33%
	Total	**14%**	**19%**
Return to work rate (D/C)	Male	100%	100%
	Female	79%	74%
	Total	**81%**	**75%**
Retention rate (F/E)	Male	60%	100%
	Female	93%	100%
	Total	**85%**	**100%**

Note: (A) The 2024 eligibility for parental leave is the employees who are working at the end of the year and give birth during 2021/1/1 - 2024/12/31. (B) Eligible for parent leave and applying for it in the current year. (C) Expected to return to work in 2024. (D) Actual to return to work in 2024. (E) Actual to return to work in 2023 (F) Return to work in 2023 and worked for 12 months after reinstatement.

Communication Channel — — — — — — — — — — — GRI 2-25, 2-26

SYSTEX values the voices of our employees and cares about feedback from our stakeholders. In addition to setting up a dedicated mailbox communication channel and posting it in the company's official website, we also announce our policies through the company's intranet site (EIP) and convene regular meetings with employers and employees.

Dedicated email and communication channel

Complaint / sexual harassment email	Have an internal specific communication channel for complaining or reporting illegal matters, including sexual harassment or abuse.
Integrity Committee email	Supervise the dishonest behaviors and review the integrity management to ensure the implementation of integrity management. All reported cases will be processed as confidential documents and responded within 30 days.
Audit Committee email	Provide communication channels for stakeholders to complain. All reported cases will be confidentially verified, and then handled by dedicated personnel. All reported cases will be responded within 30 days.
CSR email	SYSTEX discloses its sustainable strategy and responses to future challenges through its sustainability report, so that all stakeholders can better understand its ESG performance.

Note: In accordance with the "Code of Conduct" and "Integrity Management Reporting Regulation," all reported cases will be kept confidential in order to protect the whistleblowers from any retaliation, abuse or threats.

🔗 For more details, please refer to "Web_Stakeholder contact."

Other communication channels

Internal announcements and knowledge management	Through the internal Enterprise Information Portal (EIP), SYSTEX publishes its policies, important information or news to keep employees better informed about its dynamics and industrial trends. Besides, SYSTEX also pushes announcements via email and APPs to improve communication in the most direct and efficient way.
Labor-management meeting	According to the "Regulations for Implementing Labor-Management Meeting", SYSTEX holds a meeting quarterly, attended by representatives of labor and management, to discuss labor-related issues to promote harmonious communication. In 2024, a total of 4 Labor-Management Meetings were held.

Occupational Health and Safety

OHS Management System — — — — — — — — — — — GRI 403-1

Based on the "Occupational Health and Safety Act" and other related laws and regulations, SYSTEX has formulated the "Health and Safety Work Rules", which applies to workers in SYSTEX and its affiliates and non-employees, including security guards, cleaning workers and electrical & mechanical workers. SYSTEX also set up an "Occupational Health and Safety Committee", attended by OHS managers and the supervisors, BU heads and labor representatives, to discuss OHS-related issues to maintain workplace safety. In 2024, SYSTEX headquarters passed the ISO 45001 recertification audit and will continue to maintain its validty.

▌ Hazard Identification, Risk Assessment, and Incident Investigation

— — — — — — — — — — — — — — — — GRI 403-2

SYSTEX has set up "Hazard Identification Management Procedures" to evaluate the corresponding risks and opportunities and review the effectiveness. SYSTEX regularly conducts hazard identification, evaluates "work stress" as a major hazardous risk item in 2024, and then the health manager formulates an "Abnormal workload prevention plan" to reduce risk. In accordance with the OHS Act, all workers are free to remove themselves from life-threatening situation and are exempt from disciplinary action. SYSTEX has set up the "Emergency Response Management Procedures" to regulate the investigation and prevention of accidents. After the accident, the unit where the accident occurred reviewed and reported the cause of the accident; in addition, the OHS management unit may form an accident investigation team depending on the severity of the accident.

OHS committee — — — — — — — — — — — — — GRI 403-4

Composition	• Composed of Occupational Health and Safety managers and their supervisors, BU heads and labor representatives.
Authority	• Advise on Health and Safety policy, coordinate and advise on related issues. • Plan occupational health and safety-related affairs for health promotion, and conduct extensive discussions on related issues. • Assist in promoting employees to understand and follow OHS regulations.
Communication & Negotiation	• The "OHS Committee" is chaired by the employer and holds regular meetings once a quarter, with a total of 4 meetings held in 2024.

OHS Training — — — — — — — — — — — — — — GRI 403-5

SYSTEX arranges occupational health and safety-related training for new-hires and conducts demonstrations of first-aid facilities to all employees irregularly. In addition, SYSTEX assigns relevant personnel to participate in OHS training, including the certificate of "Class-A OHS Supervisor", "Class-B OHS Technician Certificate", and other professional training. SYSTEX conducts mandatory safety training and reinforces disaster awareness through quarterly fire drills (3/29, 7/5, 10/4, 12/13), fire safety education, and occasional earthquake response training.

631 ps 947 hrs **New Employee Training Camp In-class course on OHS & human rights**	2,714 ps 3,272 hrs **New Employee Training Camp Online course on OHS & sexual harassment**	100 ps 2,011 hrs **[OHS personnel] External certification courses**
839 ps 1,613 hrs **[All employees] Online general courses on OHS**	2,794 ps 8,382 hrs **[All employees] Online 3-hour OHS training**	186 **OHS certificate**

Work-Related Injury — — — — — — — — — — — GRI 403-9

In 2024, SYSTEX and 13 affiliates reported 0 occupational injuries (male: 0, female: 0) and a 0% injury rate, excluding commuting accidents. Non-employee workers also recorded 0 injuries and a 0% injury rate.

Note: 1. Total hours worked = 8,082,912(Including SYSTEX and 13 affiliates)
2. Rate of work-related injury = (Number of injuries / total hours worked) * 1,000,000

Injury Statistic

Reducing occupational injury risk

To enhance hazard awareness, SYSTEX conducts a mandatory 3-hour OSH training every 3 years for all employees, thereby steadily declining occupational injury rates to ensure a safer workplace over the past 3 years.

3-year Injury rate

1.16 (2022) 0.13 (2023) 0 (2024)
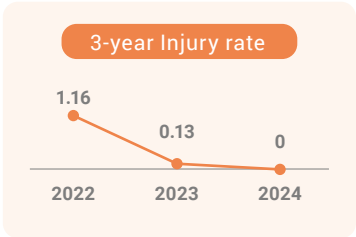
Health Promotion

Long-term strategy Develop healthcare plans and risk prevention programs to help employees keep healthy.

SYSTEX prioritizes employee health as a vital long-term value, launching a comprehensive healthcare plan to improve employees' work-life balance in alignment with SDG3. The initiative aims to foster happiness and engagement while driving business growth. The total health promotion expenditure is NT$12.96M in 2024.

Health Risk Assessment

▌ Health Risk Mitigation

01 Prevention of the 3 Highs

Measures	• Provide health examinations and high-risk tracking care. • Provide health consultation services for employees. • Conduct health seminars on various topics.	• Organize various sports events. • Subsidize various sports clubs. • Conduct emergency response training sessions.
Performance	• 1,371 employees, including new-hires, underwent health examinations, costing NT$6,456 thousand. Healthcare consultation included 18 major illness cases, 21 injury cases, and 617 abnormal health checks cases, totaling 656 cases. • Held 32 physician consultation meetings, totaling 202 usage counts. • Held 7 seminars focused on the 3-highs, and illness. • Support diverse club activities, totally subsidizing NT$542K. • Continue to organize the 6th session of basketball contest, totaling 295 participants. Organize the 3rd session of running event, totaling 340 participants. Offer work-hour sports classes, totaling 598 sessions and 5,447 participants. • Organized 2 CPR+AED training sessions, totaling 90 participants, enhancing their knowledge of first aid.	
Awards	• 2024 Corporate Health Responsibility, CHR – Golden Award (No.1), Service Industry of Large Enterprise Category • 2024 Corporate Employment of Sports Instructors Award • 2023 Sports Enterprise Certification (2023-2026)	

02 Maternity health protection

Measures	• Maternity health protection plan • Provide better full-paid leave than laws: 8 days of prenatal check-up leave and up to 70 days of maternity leave to female employees. • Provide marriage gifts, and maternity gifts & subsidy.	• Provide "Lactation Rooms" and equipment. • Provide dedicated childcare contracts and organize extracurricular activities.
Performance	• Provided healthcare to 31 pregnant and postpartum return employees through the SYSTEX Baby online group, facilitating psychological support.	

Performance	• Provide full-paid leave benefits beyond legal requirements since 2024: 8 days of spouse leave to male employees, 3 days of flexible parental leave. • In addition to the NT$3,000 per child subsidy, the SYSTEX Baby Growth Fund program provides a maximum subsidy of NT$120,000 per child with the return-to-work rate of 75% after unpaid parental leave in 2024. • Provide Moon Pillows to pregnant employees and Children's Books to the employees with newborn babies. • Set up Lactation rooms in 8 offices equipped with instruments and an access control system. • Sign dedicated childcare contracts with accredited childcare institutions to secure discounts. • Organized Children's Sports Summer Camp to enhance children's cooperation and physical ability.
Awards	• "Excellent Breastfeeding Room Certification-Outstanding Rating" at HQ (2023-2026)

03 Mental health

Measures	• EAP counseling services • Stress relief seminars • Free massage services
Performance	• Collaborate with EAP consulting agencies to provide free consultation hotlines, an online information platform, and promotional cards, totaling a 98% satisfaction rate. • Held 3 mental health seminars, including stress relief. • Offer complimentary stress-relief massage services at 10 office locations in Taiwan, provided by visually impaired employees.
Awards	• 2024 Work-Life Balance Award – Employee Care Award

Comprehensive Employee Healthcare Plan

SYSTEX has launched a "Comprehensive Employee Healthcare Plan" with 4 major components, facilitating health awareness among employees and encouraging their family members to exercise together.

Assessment	Healthcare	Education	Promotion
✓ Employee health examination ✓ Fitness test and specific illness check ✓ Female health check	✓ Health management center ✓ Health managers ✓ Professional consultation ✓ EAP	✓ Health seminars ✓ Healthcare training and insights	✓ Sports competition ✓ Work-hour sports classes ✓ Club activities ✓ Complimentary massage ✓ Other activities

01 Assessment

Health examination		Total expense	Satisfaction
1,371 employees For employee	560 new-hires For new-hire	NT$6,456K	95 points

[Employee health examination] Offer annual employee health check and subsidize NT$3,500 each employee. Employees can conduct health check within 14 medical institutions. After examination, the health managers will provide personal consultation. **Some employees aged 40 and above follow a biennial health examination routine, resulting in a 71.7% participation rate in 2024, below the 75% target. To improve this, SYSTEX plans to optimize the program and increase subsidies for greater accessibility.**

[New-hire health examination] Due to regulatory requirements, new-hires must submit a health examination report. Therefore, SYSTEX subsidizes up to NT$1,000 for each new-hire.

[Fitness test and specific illness check] SYSTEX held a physical fitness test, including muscle strength and flexibility assessments, etc. Additionally, it provided oral cancer screenings.

[Female health check] Conduct female tests irregularly, including breast screenings and pap smears, in accordance with regulatory policies.

02 Health-care

Consultation expense	EAP	
NT$ 910K	NT$ 458K	Satisfaction 98%

Health management center and health managers

- SYSTEX has employed 4 full-time health managers according to the regulations and worded with qualified consultants to have contract-caregivers services, conducting long-term tracking of employees.
- **[Occupational safety factors analysis]** Through identifying ergonomic hazards, abnormal workloads and maternity protection, SYSTEX developed plans to reduce health risks of employees.

Ergonomic hazards	Overwork illness	Maternity health management
2 employees with potential risk 446 questionnaires	18 employees with potential risk	Pregnant & postpartum return 31 employees

Medical professional consultation

- Continuously collaborate with NTU Hospital, Taichung and Kaohsiung VG Hospital, offering 1-on-1 healthcare consulting services. In 2024, a total of 118 consulting meetings were held, with a total of 701 usage counts.

Employee assistance programs (EAP)

- The "Employee Assistance Programs (EAP)" was initiated to provide employees with 24-hour real-time support services, assisting them in navigating through difficulties.
- A total of 118 usage counts have utilized the EAP.

03 Education

Seminar participation	Health information	
766 participants	130 articles	NT$ 44K

- Provide health information, including topics on EAP care, health insight, and activity details, via email and the SYSTEX-developed "Health UP! APP" every month.
- Conduct "Stress Relief and Health Seminars" irregularly, covering topics such as communication, psychology, parent-child relationships, and more.
- A total of 10 online seminars were conducted, with a total of 766 participants.

04 Promotion

Total expense

NT$ 5,014K

Work-hour sports classes

- Recruit 1 full-time and several part-time athletic coaches to offer "Work-hour Sports Classes" at Taipei HQ and Taichung offices, including strength training, TRX, badminton, and more.
- A total of 598 sports class sessions, with a total of 5,447 participants.

3-on-3 basketball contest

- SYSTEX has organized the 3-on-3 Basketball Game annually since 2019. In 2024, there were a total of 36 teams, 295 participants and 96 game sessions.
- A friendly contest was organized with 57 participants.

Softball tournament

- The 2nd session of the softball tournament was held in 2024, with a total of 16 teams, 270 participants and 30 game sessions.

Bowling game

- The 2nd session of the bowling game was held in Taipei and Taichung in 2024, with a total of 704 participants and 135 game sessions.

Badminton tournament

- Continuously hold the 2nd session of the badminton tournament, with a total of 37 teams and 326 participants.

Manager badminton tournament

- To foster a sports culture and promote health management, the 2024 Manager Badminton Tournament was launched, with 5 teams and 43 participants, encouraging managers to inspire employees toward a healthier lifestyle.

Running event

- For the 3 consecutive years, SYSTEX organized a running event, the 2024 Nanshan Life Taipei City Run, attracting 340 SYSTEX employees.

Ultimate fitness challenge

- The challenge was launched to encourage employees to push their limits and strengthen teamwork, totaling of 80 participants and fostering collaboration and resilience.

Children's sports summer camp

- To promote family sports culture and work-life balance, the 2024 summer camp was launched, with 31 employees' children participating, fostering physical development.

Club activity

- Set up an "Employee Welfare Committee" and formulate the "Club Establishment and Management Regulations" to offer subsidies for club activities, including badminton clubs, yoga clubs, basketball clubs, and others.

Complimentary massage

- SYSTEX employs visually impaired people to offer complimentary stress-relief massage services at 10 office locations in Taiwan, provided by visually impaired employees, thereby increasing employment opportunities for disabled people.
- A total of 576 massage sessions with 4,657 usage counts.

Blood donation

- Organized 3 blood donation events, with a total of 261 donor visits, collecting 104,000ml of blood.

🔗 For more details, please refer to "Web_Employee Health Promotion."

04
Tech for Good

Adhering to the sustainable spirit of "Tech for Good", SYSTEX has launched various innovative projects in 3 main pillars: "Cultivating Software Talents", "Partner with Startups" and "Social Engagement."

- Plan the comprehensive cultivation program to enhance the digital competitiveness of our nation and enterprises, thereby broadening SYSTEX's social impact.
- Assist startups in accelerating market validation and expanding the Taiwan software ecosystem.

Contribution to the SDGs

| 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS |

Highlights

Young Turing Program (2016-2024)
Cumulative attendance
4,469 participants

Humanities Enterprise Award - Education Enhancement Excellence Category
2024 ASSET
Exemplary Sustainability Awards

Sponsor 2 remote schools for 4 years (2021-2024)
PaGamO's "Future Literacy School" Program

Sponsor IMV Innovation Proposal Competition for 3 years (2022-2024)
ESG Technology Innovation Promotion Alliance

Short-, Mid-, and Long-term Goals

Following the UN SDGs, SYSTEX actively practices corporate social responsibility with its 6 core capabilities, takes the expansion of Taiwan's software ecosystem as its responsibility, assists Startups to expand their business scope, and hopes to cooperate with all walks of life in SDG 4, SDG 5, SDG 8, SDG 10, and SDG17 to exert positive impacts.

	Short-term Goals 2025	Mid-term Goal 2027	Long-term Goal 2030
Young Turing Program	Launch social application competition format	Participants: 900	Participants: 1,000

2024 Goals and Performance

✓ Achieved   ◔ Ongoing

	Goals	Performance	
Young Turing Program	60 junior-high teams	68 junior-high teams	✓
SYSTEX Elite Internship	Continuously carry out	160 participants joined the 11th SEI	✓
AI+ Generator Program	Continuously carry out	Selected 8 Startups	✓
Coding Seeds Camp	Continuously carry out	207 participants joined the 6th CSC	✓

3-year Performance Progress

■ 2022 ■ 2023 ■ 2024

YTP attendance (participants): 840, 755, 864

YTP team (teams): 289, 261, 295

AGP Startups (teams): 7, 8, 8
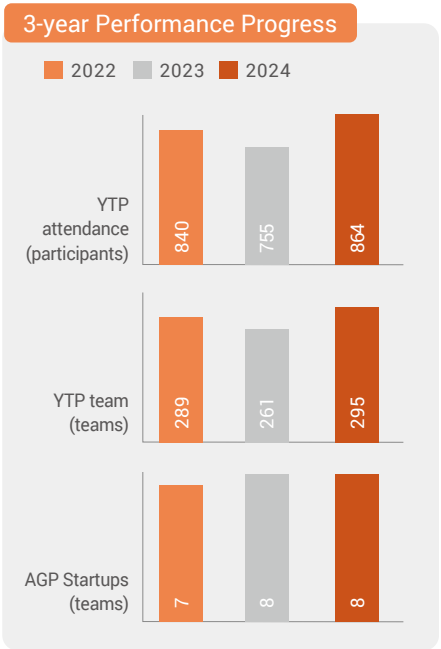
Three Main Pillars

SYSTEX believes technology is a force for good. Upholding the "Tech for Good" spirit, it commits to cultivating world-class software talents for Taiwan, aligned with the UN Sustainable Development Goals (SDGs) and the Executive Yuan's national sustainability focus areas. Through its CSR efforts, SYSTEX drives impact across SDG 4, SDG 5, SDG 8, SDG 10, and SDG 17, implementing in 3 pillars: Cultivate Software Talents, Partner with Startups, and Social Engagement, with 6 core capabilities (Software, Data, Algorithm, Cloud Service, Solution Architect, and cybersecurity), to deliver innovative projects and advance sustainable development.

▍ Exert Social Impact

SYSTEX demonstrates its strong commitment to driving positive social impact. In 2024, SYSTEX continuously invested in IT talent development, Startup collaboration initiatives, and community engagement activities, enabling its efforts that earned recognition across diverse sectors of society.

1 Young Tuning Program

Won the 2024 ASSET Exemplary Sustainability Awards in the Education Enhancement Excellence Category.

In 2016, SYSTEX launched the "Young Tuning Program, YTP", focusing on cultivating software talents. As of 2024, it has held 9 sessions, striving to expand social impacts every year. In response to SDG 5, YTP pays attention to the development of women's participation and has formulated a "Female Guarantee Quota Mechanism" in the online preliminary contest, hoping to promote opportunities for female IT talents in the field of Information engineering.

In addition, YTP also focuses on discovering young software talents and expanding its reach. The goal of YTP is to stimulate students' interest in programming earlier through the senior-high category. Since 2021, YTP added a junior-high category, allowing students who have an interest in programming have opportunities to interact with each other. Meanwhile, to expand the horizons of participants and elevate communication, YTP not only provides opportunities for outstanding students to visit abroad but also newly holds an Overseas category in 2022, inviting overseas senior-high students to visit Taiwan in 2023, thereby deepening the exchange of international potential talents.

With a cumulative number of more than 4,400 participants, YTP continues to empower the potential talent pool, making YTP not only the largest high school programming competition held by a single enterprise in Taiwan but also recognized by ASSET in 2024.

2 AI+ Generator Program

Assist Startups to connect with global markets. A total of 52 Startups have been selected for 7 consecutive years.

To assist Taiwan's AI startups in accelerating the implementation of products and services, SYSTEX launched the "AI+ Generator Program, AGP" in 2018 to help new Startups expand their market scope and operate business globally through customized counseling.

Responding to SDG 17, AGP expands Taiwan's software ecosystem by connecting with Startups and supply chain partners. As of 2024, AGP has joined hands with 52 Startups to serve more enterprise clients, and to share the common prosperity with society.

3 ESG Technology Innovation Promotion Alliance

Cumulative 52 teams have received bonuses in the categories of "Agriculture, Fisheries and Animal Husbandry Innovation" or "Climate Change Innovation."

Aligned with SDG 17, the ESG Technology Innovation Promotion Alliance uses a dual "Innovation Competition × Innovation Subsidy" model to drive sustainable solutions. In 2024, the 3rd Technology Innovation Competition attracted 140 teams and 628 participants from 17 counties; since inception, it has engaged 401 teams, 1,591 participants, and 93 expert judges to support the Startup development.

Cultivate Software Talents

Long-term strategy   Plan the comprehensive cultivation program to enhance the digital competitiveness of our nation and enterprises, thereby broadening SYSTEX's social impact.

Adhering to the core value of "Tech for Good," SYSTEX is committed to cultivating world-class software talents for Taiwan, encouraging youths to strive in the software industry and seeking potential talents to strengthen the software sector in Taiwan.

With emerging technologies rapidly evolving, governments and enterprises worldwide are accelerating digital transformation. As global demand for software talents, especially in computing, cloud, AI and cybersecurity, continues to rise, cultivating professional with technical and interdisciplinary skills has become a global priority. Recognizing talent as a key driver of national development, SYSTEX focuses on strengthening Taiwan's software capabilities and cultivating world-class talents to boost industry competitiveness and support future innovation.

Education is the cornerstone of a nation's sustainable development and a vital pathway for accumulating wisdom. In response to UNESCO's "2030 Education Vision" and the "2019 Syllabus Guidelines-Digital Learning Medium-Term Plan" from the Ministry of Education, SYSTEX engages comprehensively with students, external experts, schools, teachers, and other stakeholders to formulate the comprehensive cultivation program tailored for each learning age group, such as programming camps, scholarships and internships, with the aim of cultivating more outstanding talents and enhancing Taiwan's digital competitiveness.

Young Turing Program

Coding Seeds Camp

Elementary school | Junior high school | Senior high school | University & graduate school | Entrepreneur

SYSTEX Elite Internship | AI+ Generator Program

Industry-University Joint Program

Comprehensive cultivation program for each learning age group
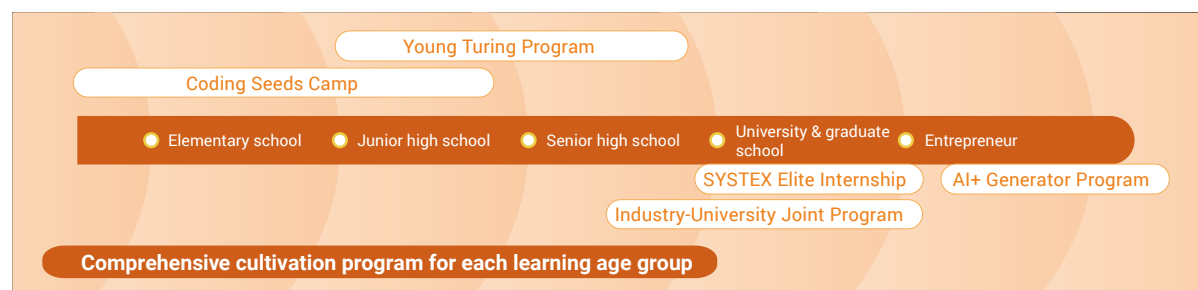
Coding Seed Camp

To inspire children's interest in software, SYSTEX organized "Coding Seeds Camp (CSC)" Program, creating a programming course tailored for elementary or junior high school students. This initiative aims to enhance their software engineering thinking and programming skills while fostering self-learning abilities. The CSC targets the children of employees and clients, thereby strengthening relationships with clients and enhancing employee engagement since its inception in 2017, with a total of 6 sessions held, though it was suspended due to epidemic prevention in 2021 and 2022. Taking into account internal needs, the CSC has focused on the children of employees in 2024, and introduced AI courses to address the programming skills required by senior high school students, thereby enhancing both the depth of courses and the breadth of coverage. SYSTEX has invested over NT$1.88M, benefiting 841 participants aged between 9 and 18, thus demonstrating its commitment to cultivating software talents for Taiwan.

Young Turing Program

- **The first junior and senior high school programming competition organized by a single company in Taiwan**
- **Invest NT$26M for 9 consecutive years**

Adhering to the vision of "cultivating world-class software talent for Taiwan," SYSTEX is committed to facilitating social positive development and has launched the "Youth Turing Program, YTP" in 2016 to inspire students to join the software industry and align with future tech trends. YTP identifies promising young talents through jointly internal and external collaboration, through engaging with internal volunteers, academic and industry experts. Employees can serve as mentors by contributing to teaching, judging and knowledge-sharing, or by serving as staff for the programming competition. Academic and industry experts can serve as instructors to enhance students' practical abilities. Meanwhile, YTP invites former contestants to contribute to question setting and review. Notably, in the 9th session, former contestants took the initiative to serve as live hosts of the competition, fostering interaction and inheritance among talents across sessions.

Now its 9 consecutive sessions, YTP has become a well-regarded platform for practical learning and industry connection, empowering students to solve real-world problems and explore innovative business models, with lasting impact on software education and Taiwan's tech ecosystem.

■ 2024 Performance

The 9th YTP, held in 2024, not only continues the competition for the "senior-high category" since its inception, but also introduced the "junior-high category" 4 years ago since 2021, thereby enhancing opportunities for deeper exchanges. In 2024, 226 senior-high teams and 69 junior-high teams registered, totaling 864 participants from 200 high schools.

- For 9 consecutive years, a total of 4,469 students have participated in the YTP. Among them, cumulative 44 contestants have qualified as representatives of the Taiwan International Information Olympiad Competition, and 34 high schools have newly joined in 2024.
- In 2024, 15 "Applied Project Work" teams excelled in topics like Machine Learning, NLP, AI, Big Data, and Blockchain, guided by professors from NTU, NTUST, NTNU, and NYCU to solve social issues.

Since 2016
9 sessions

Cumulative
4,469 participants

Cumulative
1,521 teams

Cumulative **599** female participants over the past 5 years

Cumulative **905** SYSTEX volunteers

Total investment
NT$ **26** million

Variety of cultivation resources

- To cultivate young talents in a long-term and strategic manner, encouraging them to innovate new businesses, enabling the Taiwan software industry to expand globally, YTP offers six key resources:

Expert teaching **Overseas site visits** **Advanced tech courses**

Scholarship **Exchange platform** **Innovation counseling**

Inspiration

- Competitions and prizes are held for free to motivate students to pursue their professional studies for the future.

Cultivation

- Outstanding students who complete the "Programming Camp" can receive bonuses, scholarships, or opportunities for overseas site visits.

Connect partners to broaden impact

- Establish a diverse collaboration mechanism to integrate recourses and work with students, SYSTEX employees, and professors.
- SYSTEX employees serve as competition staff, promotion volunteers to their alma mater, or mentors to guide students in their applied project work, thereby sharing practical experience and enhancing positive impact.
- Engage university professors as instructors to guide students in their applied project work, enhance their knowledge and abilities, and facilitate the implementation of their innovation.
- Invite former contestants to contribute to question setting and review, sharing their experience with participants to help develop their programming skills and accelerate their progress, thereby broadening social impact.

Volunteers as mentors

Former contestants

Volunteers as competition staff

Professors and experts

In Response to SDGs

SDG 5
Encourage female students to participate in programming competitions

- In response to gender equality issues, formulate the "Female Guarantee Quota Mechanism" to unlock limitless possibilities for women's empowerment.
- More than 100 female students have registered annually, totaling 599 female students participating over the past 5 years.

Female students participating

100	101	136	117	145
2020	2021	2022	2023	2024
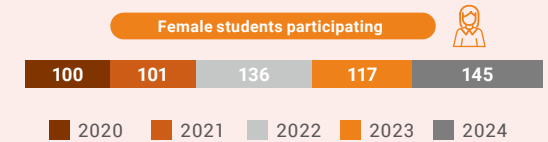
SDG 10
Reduce inequality in educational resources

- Provide full transportation subsidies for participants coming from the southern regions of Taichung and Hualien, thereby reducing the participation barriers.
- In 2024, the registered students came from 21 counties, with a county penetration rate of 95.5%.
- Support resources for IT education in southern Taiwan to sponsor the training expense for NTU sprout program and donate NT$100K to SCIST composed of 15 schools in southern Taiwan to help deepen and promote IT learning in the South in 2024.
- Provide SYSTEX's CMS competition platform for free to empower students to independently organize practice competitions.

SDG 4
Committed to cultivating world-class software talents

- Provide diverse resources to assisting young talents in fostering their skills and creating interaction.
- Newly introduced a junior-high category in 2021 and an overseas category in 2022.
- Organize the senior-high category for 9 consecutive years, the junior-high category for 4 years and the overseas category in 2022, totaling 4,469 participants and 1,521 teams.
- 4 outstanding students engaged in applied project work were invited to join in the UC Berkeley summer camp and visit startups, broadening their international perspective.

▶ 9th Programming competition

▶ Applied project work presentation

🔗 For more details about YTP, please refer to "YTP Official Website."

SYSTEX Elite Internship

Since 2014, SYSTEX has run the SYSTEX Elite Internship (SEI) to bridge academia and industry, recruiting approximately 100 interns each year from computer science, information management, and programming-interested students. Interns receive full mentorship and hands-on training, familiarize themselves with industry operations, and high performers gain priority for full-time roles. SEI helps SYSTEX and its clients secure top software talents, while also strengthening Taiwan's overall talent pool.

SYSTEX Elite Internship

Key Features

Practical courses by supervisors

Senior executives of various business units impart practical experience.

Practicum project

Each intern delivers a research or development demo by internship end.

Corporate visit

Arrange interns to visit startups or large enterprises.

Online platform account

Provide interns with access to eLearning platforms to support diverse self-learning activities.

Highlights

SYSTEX launched SEI since 2014, providing various internship activities, such as programming, product planning, etc., allowing interns to improve their working skills and increase interaction opportunities through irregular tech lectures.

Borden target school participation

- Most interns come from IE, IM, or Statistics, better aligning with BU talent needs.
- Over 100 intern positions offered annually improves collaboration between industries and universities steadily.

Exclusive experience design

- Hold Summer Intern Camp with industry sessions, startup talks, and visits to broaden perspectives.
- Offer online platform access for self-learning.
- Offer exclusive business cards to boost belonging.

High satisfaction

- Interns gave an overall satisfaction score of 4.7 for the 6-week summer camp, including courses, activities, and visits.
- Survey responses showed interns' appreciation and respect for their supervisors.

Achievements

SYSTEX provides students with early workplace experience to build work values, enhance skills, and explore future career paths.

Elite selection and training aligned with talent pipeline needs

- In the 2024 summer camp, 82 students participated, with 61 from CS, IM, and related fields, accounting for 74% of the total.

Early access to top talents through retention and transition mechanisms

- In 2024, long-term intern enrollment reached 160, up 18.5% from the previous year.

Cultivate the internship employer brand to generate positive word-of-mouth

- Internship participation fosters a positive impression of SYSTEX, making it the top internship choice for CS and IM students.

Social Impact Assessment

SROI Report

Since 2014, SYSTEX Group has been running the SEI program for 11 consecutive years, to cultivate IT & software development talent and strengthen its talent pipeline. The program integrates executive lectures, practicum projects, corporate visits, and AI training to support career exploration and workplace readiness. In 2024, the SEI program adopted the "Ai4iA Ecosystem" topic, offering over 100 internship positions. To better demonstrate SEI's value to both business and society, SYSTEX introduced the Social Return on Investment (SROI) method for the first time. This approach helps quantify the program's social impact and serves as a basis for future sustainable investment and talent development strategies.

SROI Assessment Approach

6 Steps

| 01 Establish scope | 02 Map outcomes | 03 Evidence outcomes |
| 04 Establish impact | 05 Calculate the SROI | 06 Report, use, and embed |

Quantify economic value

Social value generated per dollar invested

- Inputs: resources, time, manpower
- Outputs are adjusted for factors like deadweight, attribution and drop-off.
- Future benefits are adjusted using an appropriate discount rate.

Collect stakeholder feedback

- Collected feedback from interns, supervisors, and academic partners via surveys and interviews.

Stakeholder Analysis and Outcome Measurement

Stakeholder

SYSTEX | Supervisor/mentor | Intern | Academic partners

Outcome measure

"Response rate: 88%; Completed interviews: 100%"
"Includes duration and weighted impact factors"

- Interns clarified career goals, improved workplace skills, and gained experience in projects and interactions.
- Supervisor/mentor enhanced leadership and promoted academic collaboration.
- Academic partners noted stronger education-workplace connections, boosting student employability and school reputation.
- SYSTEX strengthened employer branding, expanded recruitment channels, and lowered hiring costs.

SROI Results and Managerial Implications

SROI ratio

" 2.288 "

- The SEI program generated NT$2.288 in social value for every NT$1 invested, covering intern development, leadership growth, and employer brand enhancement.

Program benefits

- Feedbacks inform investment decisions.
- Link outcomes of recruitment and training to employee retention.
- Enhance transparency through the SROI.
- Foster active listening between supervisors and Gen-Z interns.
- Identify key drivers of intern engagement, sense of belonging, and retention.

Managerial implications

- The SROI assessment will be enhanced through larger sample sizes and refined analytical models to improve accuracy.

Industry-University Joint Program

To meet rising cross-industry demand for digital transformation, SYSTEX promotes industry-university joint program to cultivate multidisciplinary IT talent. In 2023, SYSTEX partnered with Feng Chia University (FCU) to launch an "Information Engineering Post-Baccalaureate Program," designed for non-STEM students. The program features industry-oriented curricula co-taught by SYSTEX mentors and university faculty, enhancing practical skills through practicum projects.

The program began enrollment in November 2023, with courses starting in 2024 and 16 students participating in the first cohort. The second cohort opened for enrollment in November 2024, with coursework scheduled to begin for February 2025. This collaboration fosters sustainable talent development and supports inclusive pathways into the digital industry.

Campus Lectures and Corporate Visit

1 Campus Lectures

52 meetings and lectures

- SYSTEX partners with universities to host campus talks by senior executives and alumni, sharing company culture, industry trends, and topics such as generative AI (RAG), ESG tech, resume writing, and RPA applications.
- In 2024, a total of 18 campus lectures and 34 intern briefing sessions were held, with a total of 2,288 participants.

▲ Department of IMF, NTUT

▲ Computer Science Department, THU

2 On-site Visits and Campus Engagement

7 visits, 240 visitors

- Through on-site visits from partner schools, students are introduced to SYSTEX's workplace environment, CSR efforts, and corporate culture. Employee career sharing further helps them understand trends to plan their future career paths.
- In 2024, 7 visit activities were held, with a total of 240 visitors.

▲ Visited by CKHS &TFGHS IT clubs

▲ Visited by DSSH & WLSH IT clubs

Partner with Startups

Long-term strategy Assist startups in accelerating market validation and expanding the Taiwan software ecosystem.

In 2018, Taiwan launched the 4-year "AI Action Plan," followed by "AI Action Plan 2.0" in 2023, aiming to drive industrial transformation, improve social well-being, and position Taiwan as a global AI leader through talent, technology, and collaboration. To address gaps in software development and data integration, SYSTEX launched the "AI+ Generator Program, AGP" in 2018 to help AI Startups accelerate business growth and product validation, strengthening Taiwan's AI ecosystem.

AI+ Generator Program

Focus Topics	• 5G mobile-tech • Industrial IOT • FinTech	• Cybersecurity • ESG
Features	• Sourcing • Qualification • Matching	• Evaluating • Generating
Matching SYSTEX Resources	• 50+ executives & experts guided business model optimization. • Connect with 50+ AI ecosystem partners. • Match with over 40,000 enterprise clients.	

• **Connect international Startup** •

SYSTEX focuses on the "market evaluation and internationalization" of products of AI Startups. Through AGP, SYSTEX partners with external incubators, accelerators, and innovation centers, including "NTUTEC, NTUSTk, TTC-NCKU, SparkLabs Taipei, BRIDGE TO MASSCHALLENGE, TOPPAN, Hive Ventures," to help next-gen AI entrepreneurs build better business foundations, connecting enterprise clients with promising AI solutions.

Finding potential AI Startups   • **8 Startups Selected in 2024** •

In 2024, the 7th AI+ Generator Program selected 8 Startups with efficient, open AI solutions and connected them with 40,000 enterprise clients and ecosystem partners to support their local and global expansion.

Eslitec	The core product, MantaGO is an AI-powered conversational platform that integrates five major channels—including LINE and Instagram—to support brand building and customer service.
AviviD.ai	Offer AI digital marketing solutions with automated SEO and press release reach optimization, reducing labor costs and boosting results, powered by an exclusive LRMN data pool and off-site CDP.
Seasalt.ai	Focus on AI technologies like speech recognition, synthesis, and natural language processing, integrating Google Workspace, LINE, WhatsApp, Twilio, etc., to support enterprise digital transformation and cloud adoption.
OmniEyes	Provide edge AI solutions for fleet and driver safety, using ViViD, OmniGuard, and DriverCare to enable hazard alerts, violation detection, and smart fleet management.
AlleyPin	A MedTech provider focused on healthcare, with core service "1.Talk MedLink", a PRM system that fosters doctor-patient relationships and delivers win-win outcomes for clinics, patients, and medical staff.
ChoozMo	Provide realistic real-time human-machine interaction through AaaS, with multilingual support, accurate speech recognition, and expert-level virtual customer service.
Claireye	BailAI offers AI-based defect detection, assembly analysis, and real-time monitoring to enhance product quality and production efficiency, with one-click model deployment and image analysis.
Bytelingo	Utilize algorithms and expertise in accounting and sustainability standards to translate financial reports, ESG disclosures, catalogs, and press releases into multiple languages, supporting compliance and global growth.

SDG 8
Encourage the growth of microenterprise

SDG 17
Multilateral cooperation on sustainable development

- AGP helps to expand the AI ecosystem, accelerating implementation, selected 52 Startups for 7 consecutive years. After AGP customized counseling, Startups successfully connected enterprise clients.
- Facilitated the adoption of PROFET AI in the PCB industry and supported EMILY.RPA and SIGHTIFY in hotel chains for automation and paperless solutions.
- In 2024, 16 Startups jointly created more than NT$60M in business value with SYSTEX and other external ecosystems; over 7 consecutive years, AGP supported 52 startups to generate over NT$600M in business value.
- More than 40 meetings were held in 2024, including 2 major matchmaking events, 1 media meeting, and more than 38 business matchmaking events.
- Assisted Startups in showcasing their results, with a total of 1 press release in 2024, and a total of 11 press releases over the years.

🔗 For more details, please refer to "AGP Officail Website."

Social Engagement

Support Industrial Innovation and Sustainable Development

▎ ESG Technology Innovation Promotion Alliance (TIPA)

To address climate impacts, SYSTEX joined the ESG TIPA in 2022, contributing NT$4 million to support the IMV Competition. Using a dual-track model of "Innovation Competition × Innovation Subsidy", the program encourages students and startups to tackle sustainability through three key aspects: Innovation, Market Potential, and Value, promoting solutions in energy saving, ecology, and climate action.

The 3rd year of IMV technology innovation competition was held in 2024, with a total of 140 teams and a total of 628 contestants participated. An expert jury was formed in cooperation with public departments and academic units to select the top 17 groups and award a total bonus of NT $5.1 million.

The 3rd IMV Competition featured three categories: Ecological Sustainability, Climate Action, and Energy Conservation & Carbon Reduction. In the enterprise group, "Pade Technology" won 1st prize in Ecological Sustainability for converting textile waste into recyclable raw materials and creating a green textile ecosystem. In the non-enterprise group, "NPUST's International Irrigation Research and Service Center" earned 1st prize in the same category with a probiotic rice system that saves 30% water and boosts yield by 20%, in collaboration with brands like 7-Eleven and MOS Burger.

🔗 For more details, please refer to "IMV Official Website."

Improve Education in Remote Area

Since 2020, SYSTEX has partnered with PaGamO's "Future Literacy School" program, contributing NT$1 million annually for 4 consecutive years to improve reading literacy among children in remote areas. By leveraging PaGamO's digital tools, schools can monitor student progress, while partner companies gain insights into impact through data analysis. SYSTEX has consistently supported Yong-An Junior High School and Quhe-Jian Elementary School in Taoyuan City, both recognized as model schools, and shared their practices through the "Literacy Cooperative," driving equitable education opportunities through technology and literacy advancement.

Supporting Remote Schools for 4 Years (2021–2024)
- **Yong-An Junior High School**
- **Quhe-Jian Elementary School**

For more details, please refer to "PaGamO Official Website."

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1 Yong-An Junior High School

Honored by Taoyuan City for Improved CAP Test Results in 2024.

Located near Yong-An Fishing Port, the School is a remote school with approximately 80 students. With many parents working long hours, a significant number of students are raised by their grandparents. To support their learning, the school not only offers extracurricular opportunities but also actively leverages PaGamO resources to foster reading habits and enhance academic outcomes through gamified learning.

- Leverage school characteristics to promote cross-disciplinary learning, enhance reading literacy through digital lessons, and encourage interactive discussions using subject-integrated texts.
- In the 2024 CAP, Yong-An Junior High significantly improved A-level performance, with Chinese subject scores rising to 22.73%, increased from 11.11% in 2023 and 7.14% in 2021, highlighting its positive impact on learning.

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2 Quhe-Jian Elementary School

With approximately 100 students, the reading literacy of students has been significantly improved through PaGamO program.

- The school promotes "Students Reading Together," a teaching approach that links reading content with life experiences and uses guided reading to support collaborative learning of complex texts.
- Students in the program have become more engaged in reading and improved their article retrieval skills. "Parent-Child Shared Reading" has further boosted task completion rates.
- Reading literacy question completion exceeded 90%, with accuracy improving to 64.2% from 49.85% the previous year.

05
Environment Sustainability

Leveraging ISO 14001, ISO 14064-1, and ISO 50001 as the foundation for green operations, SYSTEX develops AI-driven innovative services and solutions to achieve the goal of "Net Zero by 2050."

• Adhere to the Environmental Sustainability Policy, SYSTEX has set a carbon reduction pathway toward "Net Zero by 2050" and established the management mechanism.

• Optimize the use of energy and resources in operations, including electricity, water stewardship, paper usage, or energy-saving equipment, to reduce negative impacts on the environment.

• Gradually increase RE share, achieving the Goal of "Net Zero by 2050."

Contribution to the SDGs

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Material Topics

GRI 302-1, 305

SASB TC-SI-130

Highlights

2023 Green Procurement Enterprises, Ministry of Environment

SYSTEX, Top Information Technologies, SYSTEX Solutions

Internal Carbon Pricing Mechanism

Increase RE consumption
Annual RE: 260,000 kWh
Annual increase: 116.7%

Environmental-Related ISO Certifications

- ISO 14064-1
- ISO 14001
- ISO 50001

Business Weekly

2024 Carbon Competitiveness Top 100

Short-, Mid-, Long-term Goal

Make good use of SYSTEX's core capabilities to achieve the goal of "Net Zero by 2050" through green operations, and continuously innovate green technologies to assist clients in the global supply chain to realize low-carbon transformation.

	Short-term goal 2025	Mid-term goal 2027	Long-term goal 2030
Electricity intensity (kWh/NT$100M)	-5% annually	-5% annually	-5% annually
Water intensity (kL/NT$100M)	-1% annually	-1% annually	-1% annually
Waste intensity (tons/ NT$100M)	-1% annually	-1% annually	-1% annually
GHG Emission (tCO$_2$e)	-3% annually	-3% annually	-3% annually
Renewable energy share	4%	14%	20%

2024 Goals and Performance

✅ Achieved   ◠ Ongoing

	Goals	Performance	
Electricity intensity (kWh/NT$100M)	-5% annually	-6.4% annually	✅
Water intensity (kL/NT$100M)	-1% annually	4.9% annually	◠
Waste intensity (tons/ NT$100M)	-1% annually	-13.2% annually	✅
GHG Emission (tCO$_2$e)	-3% annually	-6.0% annually	✅
Renewable energy share	4%	4.6%	✅
ISO 14001, ISO 14064-1, and ISO 50001	Maintain certifications	Maintain certifications	✅

Note: Since October 2022, the weight was calculated by weighing instead of estimation, so the decrease has changed significantly.

3-year Performance Progress

■ 2022 ■ 2023 ■ 2024

Electricity intensity (kWh/NT$100M)
60,972 | 57,001 | 53,358

Water intensity (kL/ NT$100M)
227 | 220 | 230

Waste intensity (tons/ NT$100M)
0.74 | 0.43 | 0.37

SYSTEX

| Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | **Environment Sustainability** | Partner Relationship | Appendix | 72 |
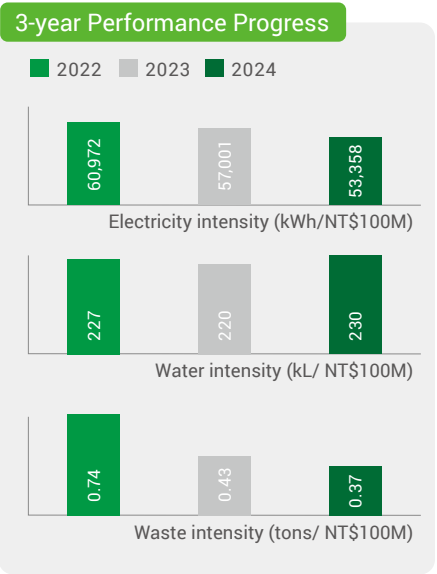
Environmental Sustainability Policy

GRI 2-23

Long-term strategy Adhere to the Environmental Sustainability Policy, set a carbon reduction pathway toward "Net Zero by 2050" and established the management mechanism.

To support global environmental protection and accelerate action, SYSTEX has established the "SYSTEX OHS, Environment, and Energy Policy and Declaration," implementing energy saving, carbon reduction and green procurement measures, and annually completing ISO certifications to minimize environmental impact.

Env. Policy

Environmental Sustainability Management Mechanism

GRI 2-27

In response to frequent extreme climate disasters that deplete resources and threaten biodiversity, SYSTEX has reinforced its operational risk management by enhancing preparedness for typhoons, earthquakes, fires, water shortages and power outages, and by defining response mechanisms to ensure rapid recovery and business continuity. To embed environmental responsibility into governance and daily operations, the company has launched 5 core initiatives: Net Zero Emissions, Green Procurement, Tech Application, Training and Regulatory Compliance, together serving as its sustainability engine and demonstrating its foresight in climate risk management and commitment to corporate citizenship.

Initiative	Action	2024 Performance
Net Zero emissions	Improve the management system to ensure the effectiveness of continuous operation and plan the carbon reduction path to move towards the goal of "Net Zero by 2050" at HQ building.	Continuously conduct certifications and obtain ISO 14001, ISO 14064-1 and ISO 50001, and operate management mechanism effectively.
Green procurement	Strengthen green procurement to make suppliers comply with the green trends and jointly realize environmental protection.	Purchase green products first in general category of procurement and was rewarded the "Green Procurement Enterprises" by Ministry of Environment and Taipei City Government.
Tech-application	SYSTEX continues to advance green technology and enhance carbon management and energy management function, embeds global ESG rating lookups via cross-industry partnerships, and leverages digital, paperless systems to build a low-carbon industrial ecosystem.	• ESG@IT taskforce held over 70 marketing events, including 11 with industry associations, reaching 1,200+ clients. • Arranged 15 green technology site visits at the "Tainan Shalun Smart Green Energy Center" for associations, universities, and corporate customers. • Carbon EnVision won the 2025 Taiwan Excellence Award - Silver Award.
Training	Conduct internal training to raise awareness about environmental and OHS, to ensure employees health and safety, and prevent diseases or workplace hazards.	• [All employees] All online general courses on OHS and Env. with a total of 3,633 participants and 9,995 hours, including an online 3-hour OHS training mandated by law with a total of 2,794 participants and 8,382 hours. • [New-hires] 10 in-class courses during the new-hire training camp on OHS and human rights with a total of 631 participants and 947 hours. • [OHS personnel] Subsidize dedicated personnel to engage in external certification courses with a total of 100 participants, 2,011 hours and 186 certificates.
Regulatory compliance	Comply with government regulations for environmental protection and respond to government energy conservation policies.	In 2024, there were no violations of environmental laws and regulations.

Commitment to Net Zero Emissions

• SYSTEX commits to "Net-zero for HQ by 2050" •

To limit global warming to 1.5° C under the Paris Agreement, the UN has pledged to achieve "Net Zero Emissions by 2050." In response to global climate issues, SYSTEX has committed to achieving net-zero emissions for the headquarters by 2050, following the Science Based Targets initiative (SBTi) since 2021. Through carbon reduction pathways, "commitment, inventory, management, reduction, offset, and assessment," SYSTEX aims to set an example for Taiwan's IT service industry in mitigating climate change.

Net Zero Goal and 2024 Performance

	2024 Target	2024 Performance	2025 Target	2030 Target
Emission management	• Renewable energy share: 4% • GHG emissions: -3% annually	• Signed a RE wheeling contract, annually utilizing 260,000 kWh of RE with a 4.6% RE share. • Complete the 2024 GHG audits and obtain certification by April 2025. • Since 2024, implement a carbon pricing mechanism, imposing carbon fees to promote RE consumption. • Gradually increase the RE share, moving toward net-zero for the HQ by 2050. • GHG emissions decreased by 6.0% annually and by 9.5% compared to the base year.	• Renewable energy share: 9% • GHG emissions: -3% annually	• Renewable energy share: 20% • GHG emissions: -3% annually, -20% compared to the base year
Energy management	• Annual electricity intensity: -5%	• Electricity consumption per NT$100M decreased by 6.4% annually. • Optimize AC operation via EMS, reducing load and runtime by introducing external air outside of summer to enhance energy efficiency. • Maintain ISO 50001 certification with annual audits and ongoing compliance. • Replace the chiller unit at HO's 1st floor to improve energy efficiency. • Establish the AC variable frequency system to regulate energy based on detected water temperature. • Regularly maintain the AC and chiller filters to ensure optimal efficiency and save energy.	• Annual electricity intensity: -5%	• Annual electricity intensity: -5%
Water stewardship	• Annual water intensity: -1%	• Water usage per NT$100M increased by 4.9% annually. For improving water efficiency, a rainwater recycling system was evaluated but was not implement due to building constraints. Therefore, SYSTEX plans to reduce backup water tank cleaning frequency without affecting daily operations. • Conduct quarterly water quality checks for drinking instruments. • Install water-saving devices in office restrooms and tea rooms. • Display water-saving awareness signage in each office space to encourage responsible water usage.	• Annual water intensity: -1%	• Annual water intensity: -1%
Environment management	• Annual waste intensity: -1%	• Total waste per NT$100M decreased by 13.2% annually. • Maintain ISO 14001 certification with annual audits and ongoing compliance. • Sort office waste and actively implement resource recycling. • Waste recycling rate reached 26.2%.	• Annual waste intensity: -1%	• Annual waste intensity: -1%

Note: SYSTEX established 2020 as the base year following its first audit conducted that year.

Climate-Related Financial Disclosures ---------- **GRI 201-2**

According to the WEF's "Global Risk Report 2025," "Extreme weather events" is once again listed as the highest global risk for the next decade, with half of the top 10 risks closely related to the environment, showing the need for governments and enterprises to strengthen climate governance while implementing climate actions. To comprehensively assess risks and opportunities related to climate change, SYSTEX, as a TCFD supporter, refers to the Task Force on Climate-related Financial Disclosures (TCFD) as an analysis framework.

Task Force for Climate-Related Financial Disclosures (TCFD)

01
Gover-nance

The Chairman is the highest governance level and the CSO is the leader of the Sustainability Group to supervise ESG implementation and performance.

- The Board has authorized the Chairman to act as the highest level of sustainability governance, establishing the "Sustainability Group" in 2020, and then set the CSO as the leader of the Sustainability Group in 2021 to coordinate climate risk assessment and formulate strategies, goals, and measures. (Note: p.9_Sustainable Governance Structure)
- The Sustainability Group conducts biennial climate risk and opportunity assessments, with the Environment Team planning and executing related strategies.
- The Sustainability Group reports progress to the Chairman as needed, and presents annual performance results along with action plans for the following year to the Board.

02
Strategy

Formulate the "Environment and Energy Policy" to achieve "Net Zero by 2050 at HQ" and implement risk and opportunity identification, and climate analysis.

- The "Sustainability Group" is responsible for identifying climate risks and opportunities every 2 years. The "Environment Team" then plans related strategies and goals, and implements relevant programs, to address the financial impact of climate-related risks and opportunities.
- Timeframe for climate management: the short-term is within 2 years, the medium-term is 2-10 years, and the long-term is more than 10 years.
- Assessment approach

(1) SYSTEX collected 36 climate-related risk issues and 22 opportunity issues. Following initial relevance screening, the Group identified 9 risk and 9 opportunity items. Further assessment based on impact and likelihood led to 5 material risks and 7 opportunities, with financial impacts and management measures analyzed for each.
(2) SYSTEX identified 5 material climate risks, including 2 physical (average temperature change, tropical cyclones) and 3 transition risks, covering physical, market, reputation, and regulatory categories. It also recognized 7 climate opportunities related to products, services, and markets.

(3) Climate-related risk and opportunity matrix
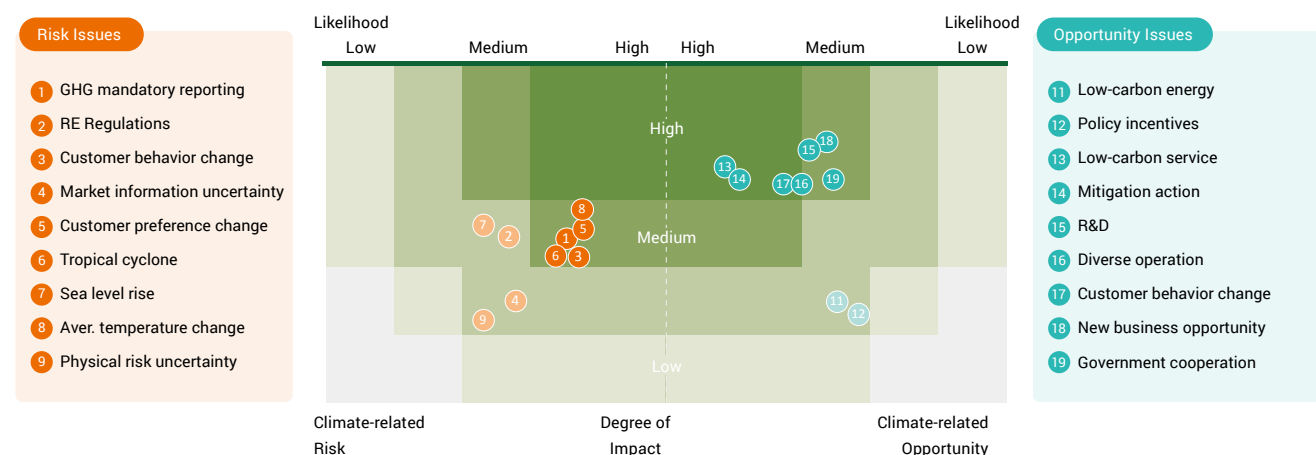
Risk Issues
1. GHG mandatory reporting
2. RE Regulations
3. Customer behavior change
4. Market information uncertainty
5. Customer preference change
6. Tropical cyclone
7. Sea level rise
8. Aver. temperature change
9. Physical risk uncertainty

Opportunity Issues
11. Low-carbon energy
12. Policy incentives
13. Low-carbon service
14. Mitigation action
15. R&D
16. Diverse operation
17. Customer behavior change
18. New business opportunity
19. Government cooperation

02 Strategy

(4) Financial impact and mitigation measures of climate-related risk issues, illustrated by the top risk: average temperature change.

Topic		Detail	Timeframe	Impact	Likelihood	Financial impact (-)	Mitigation measure
Physical risk	Average T. change	Rising average temperatures drive up electricity use and operating costs.	Long-term	Medium	Medium-High	• **[SSP2-4.5]** A 1.2° C rise by 2050 may raise electricity use by 7.2% and costs by 82%, factoring in a 70% energy price increase.	• Use an energy management system to monitor and adjust air conditioning usage, with regular replacement of low-efficiency units.

(5) Financial impact and mitigation measures of climate-related risk issues, illustrated by the top risk: low-carbon service.

Topic		Detail	Timeframe	Impact	Likelihood	Financial impact (+)	Mitigation measure
Product and service	Low-carbon service	Actively promoting low-carbon products or services enhances brand image.	Mid-term	Medium-High	Medium-High	• Offering new business models or low-carbon products/services is expected to increase revenue by 1.2%.	• Leverage key technologies to diversify operations and strengthen sustainable competitiveness.

03 Risk Management

The Board is the highest governance level for risk management and has set up a "Risk Management Committee" to be responsible for supervising the effective operation of the risk management mechanism.

- SYSTEX has set up a "Risk Management Committee" in 2022 and formulated "Risk Management Best Practice Principles" and "Risk Management Policies and Procedures." It is stipulated that the Board is responsible for approving risk management policy, ensuring that the direction of operational strategies is consistent with risk management policies.
- The Risk Management Committee, accountable to the Board, implements risk management policies and establishes the Crisis Management Group to oversee daily risk operations. The Committee reports to the Board annually on risk management performance, including strategies and actions.
- The Crisis Management Group identifies and assesses SYSTEX's overall risks, evaluating the impact on climate risks and the position within overall framework.
- The Sustainability Group is responsible for identifying climate risks and opportunities every 2 years, re-evaluating relevant impacts, and formulating strategies and targets accordingly. The "Environment Team" under the Group is responsible for planning and implementing actions and then reporting to the Risk Management Committee on action performance.

04 Metrics & Targets

Based on climate-related assessment, SYSTEX sets phased targets and actions in 4 areas of carbon, energy and environment, water, and waste management.

- Key metrics: (1) Reduce water, electricity, waste intensity and GHG emissions; (2) Maintain validity of ISO 14064-1, ISO 14001, and ISO 50001; (3) Renewable energy share. (Note: p.71 Short-, Medium-, and Long-Term Environmental Sustainability Goals.)
- Conduct environmental-related ISO certifications:
  (1) Greenhouse gas emissions: According to the guidelines of "ISO 14064-1: 2018", SYSTEX collects and discloses emissions sources covering "Category 1, Category 2, and Category 3-6," and has been verified by an independent 3rd-party. The boundary of GHG inventory is the headquarters building.
  (2) Environment and energy management: Implement management according to the management procedures of "organizational risk and opportunity", "environmental considerations identification", "legislation identification", and "energy identification and review", and then conduct ISO verifications every year.
- Targets and Performance: Set a carbon reduction pathway toward "Net Zero for HQ by 2050" and established the management mechanism. (Note: p.73 Target of NZE and Performance)
- Regularly conduct climate assessment, analyze scenarios, and develop response strategies.

For more details, please refer to "TCNFD Climate and Nature Disclosure Report."

Nature-Related Financial Disclosures

Nature-related risks, including natural capital depletion and biodiversity loss, are increasingly seen as systemic financial risks on par with climate risks. The global community is committed to protecting biodiversity and natural capital. To comprehensively assess risks and opportunities related to nature, SYSTEX refers to the Task Force on Nature-related Financial Disclosures (TNFD) as an analysis framework.

Task Force for Nature-Related Financial Disclosures (TNFD)

01 Governance

The Chairman is the highest governance level and the CSO is the leader of the Sustainability Group to supervise ESG implementation and performance.

- The Board has authorized the Chairman to act as the highest level of sustainability governance, establishing the "Sustainability Group", and then set the CSO as its leader to coordinate climate and nature risk assessment and formulate strategies, goals, and measures. (Note: p.9_Sustainable Governance Structure)
- The Group has conducted its initial nature-related assessment since 2024, with the follow-up evaluations every 2 years, thereby enhancing governance resilience.
- The Group reports progress to the Chairman as needed, and presents annual performance results along with action plans for the following year to the Board.

02 Strategy

Formulate the "Environment and Energy Policy" and "Human Rights Policy," and conduct nature-related assessment and scenario analysis.

- The Group has conducted its initial nature-related assessment since 2024, with the scope covering SYSTEX Group and its key suppliers. The Environment Team developed response measures to address related financial impacts.
- Timeframe for nature management: the short-term is within 2 years, the medium-term is 2-10 years, and the long-term is more than 10 years.
- Assessment approach based on LEAP approach
(1) Assessed nature dependencies and impacts across 39 SYSTEX sites and 79 key supplier sites in Taiwan. Collected 9 types of geospatial data from the National Land Planning GIS and conducted overlay analysis within a 2 km radius of each site for biodiversity impact evaluation. The assessment **identified 6 SYSTEX sites and 15 key supplier sites overlapping with biodiversity-sensitive areas. However, none overlapped with designated nature reserves, indicating no potential impact**.
(2) SYSTEX collected 22 nature-related hazards for biodiversity materiality analysis. Following initial relevance screening, the Group identified 6 hazards in collaboration with external experts. Further assessment based on impact and likelihood led to **2 key hazards of "large-scale epidemics & extreme heat", corresponding to 2 natural impacts of "disease control & local climate mitigation**," with financial impacts and management measures analyzed.

(3) Nature-related hazard materiality matrix

02

Strategy

(4) Financial impact and mitigation measures of nature-related issues

Topic	Detail	Timeframe	Impact	Likelihood	Financial impact (-)	Mitigation measure
Disease control	Work suspensions may disrupt operations or the supply chain, while infections may cause labor shortages and higher personnel costs.	Mid-term	Medium-High	Medium	• Large-scale epidemics may lead to work stoppages, with estimated losses of NT$8−10 million.	• The Crisis Response Team responds swiftly to outbreaks, coordinating remote work to reduce clustering risk. • Enhance cybersecurity to keep data safety from remote work. • Reinforce health trainings to improve awareness.
Local climate mitigation	Rising average temperatures drive up electricity use and operating costs.	Mid-term	Medium	Medium	• **[SSP2-4.5]** A 1.2° C rise by 2050 may raise electricity use by 7.2% and costs by 82%, factoring in a 70% energy price increase.	• Use an energy management system to monitor and adjust air conditioning usage, with regular replacement of low-efficiency units.

03

Risk & Impact Management

The Board is the highest governance level for risk management and has set up a "Risk Management Committee" to be responsible for supervising the effective operation of the risk management mechanism.

- SYSTEX has set up a "Risk Management Committee" and formulated risk-related policies and procedures. (Note: p.75 Climate-Related Risk Management)
- The Crisis Management Group identifies and assesses SYSTEX's overall risks, evaluating the impact on nature risks and the position within overall framework.
- The Sustainability Group has conducted its initial nature-related assessment since 2024, with the scope covering SYSTEX Group and its key suppliers, formulating strategies and targets accordingly. The "Environment Team" under the Group is responsible for planning and implementing actions, thereby reporting to the Risk Management Committee on performance.

04

Metrics & Targets

Based on nature-related assessment, SYSTEX sets phased targets and actions.

- Key metrics: (1) Improve high-risk case care rate and statutory employee health examination rate; (2) Reduce water, electricity, waste intensity and GHG emissions; (3) Maintain validity of ISO 14064-1, ISO 14001, ISO 50001, and ISO 45001; (4) Renewable energy share. (Note: p.43 Caring for Employee Goals, p.71 Environmental Sustainability Goals)
- Conduct ISO certifications:
  (1) For more details about ISO 14001, ISO 14064-1 and ISO 50001, please refer to "p.75 Metrics and Targets."
  (2) OHS Management System: System procedures are implemented in accordance with internal policies, including "Risk and Opportunity Management Procedure," "Environmental Aspect Identification Procedure," "Regulatory Identification Procedure," and "Hazard Identification and Management Procedure," with annual ISO audits.
- Targets and Performance: For more details about the nature-related goals and targets, please refer to "p.18 Goals of Material Topic," and "p.17 Management Approach and Material Topics."
- Regularly conduct nature-related dependencies, impacts, risks and opportunities assessment, analyze scenarios, and develop response strategies.

🔗 For more details, please refer to "TCNFD Climate and Nature Disclosure Report"

Environment and Energy Management

SASB TC-SI-130

Long-term strategy Enhance operational energy and resource efficiency to reduce environmental impacts.

As an IT service company without a production process, SYSTEX primarily consumes energy for office operations. A review of its environmental and energy management system identified electricity as the key resource, leading to improved measures to reduce environmental impacts.

Official website

Environmental and Energy Monitoring Plan

Item	Indicator	Approach	Frequency
Drinking water quality	E. coli	Outsourcing	Quarterly
Greenhouse gas inventory	GHG emission	Internal	Annually
Fire drill	Drill	Internal	Quarterly
Water consumption in offices	Water usage	Internal	Monthly
General waste in offices(trash)	Waste weight	Outsourcing	Monthly
Recycling waste in offices	Recycling weight	Outsourcing	Monthly
Identify internal and external issues & stakeholder concerns	--	Internal	Annually
Environment review	--	Internal	Annually
Energy review and baseline	--	Internal	Annually
Laws and regulations	--	Internal	Quarterly
Achievement of goals	--	Internal	Quarterly
Achievement of management plans	--	Internal	Irregularly
Energy data collection plans	--	Monitoring	Continually
Internal audits for ISO 14001, ISO 50001, and ISO 14064-1	--	Internal	Annually
Management review meetings of ISO 14001 and ISO 50001	--	Internal	Annually
External audits for ISO 14001, ISO 50001, and ISO 14064-1	--	Outsourcing	Annually

Environment Management Measures

Water stewardship

- As an IT service company, SYSTEX's water usage is limited to daily office operations.
- The SYSTEX headquarters is fully equipped with sensor faucets and toilet water economizers, with water-saving signs in the pantry promoting efficiency and awareness.

2024 Result

Water usage per revenue
230.2
kL / NT$100M

Annual increase of
4.9%

Paper management

- Use recycled paper from non-confidential and non-personal documents to promote paper-saving awareness.
- In accordance with the Personal Data Protection Act, confidential documents are regularly collected and securely destroyed using water-based disposal methods.
- Implement e-forms and use rental eco-friendly copy machines with MOE-certified eco-labels.

2024 Result

Paper usage per revenue
4,758
sheets / NT$100M

Annual decline of
27.4%

Waste management

- As an IT service company, SYSTEX does not generate hazardous or polluting waste.
- In compliance with the Waste Disposal Act and other relevant regulations, all IT-related waste follows a specific disposal process before being handled by recyclers to prevent data leakage.
- Collect waste-related data monthly to help SYSTEX enhance waste management and minimize environmental impact.

2024 Result

Waste per revenue
0.37
tons / NT$100M

Annual decline of
13.2%

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | **Environment Sustainability** | Partner Relationship | Appendix 79

Energy Conservation Measures

Air conditioner	• Continuously replace the AC water pumps at HQ to improve energy efficiency. • In 2024, the HQ and data center set up a variable frequency system of chiller units, saved 156,634 kWh and reducing 74.2 tCO$_2$e, and cut electricity costs by NT$70 thousand.
Chiller unit	• Through EMS analysis and management, the AC unit capacity on each floor can support two floors. • In 2024, the chiller unit replacement at HQ's 1st floor has saved 38,808 kWh, reduced 18.4 tCO$_2$e emissions and cut electricity costs by NT$170 thousand.
Energy management system	• In 2022, SYSTEX optimized AC operation via EMS, reducing load and runtime by introducing external air outside of summer to enhance energy efficiency. This measure contiues to operate steadily.
Carbon pricing mechanism	• Since 2024, SYSTEX has implemented an internal carbon pricing mechanism, imposing internal carbon fees to support RE consumption and reduce carbon emissions. This initiative involves an investment of NT$1.5M in RE consumption, resulting in a 260,000 kWh RE usage with a 4.6% RE share, reducing 123.2 tCO$_2$e emissions.
Awareness signage	• At headquarters, SYSTEX displays calorie consumption signs with health slogans in stairwells, encouraging employees to take the stairs instead of elevators to save energy and promote daily wellness.

Note: In 2024, the investment in replacing chiller and AC units exceeded NT$5.7M.

Renewable Energy

Since 2022, SYSTEX has signed a RE wheeling contract, consuming 120,000 kWh annually. In 2024, it launched an internal carbon pricing mechanism, imposing NT$1,339 in internal carbon fees to support RE consumption at the HQ data center, thereby increasing RE usage by 140,000 kWh. That year, total RE usage reached 260,000 kWh with a 4.6% RE share, surpassing the 4% target, reducing carbon emissions by 123.2 tCO$_2$e and receiving 260 T-RECs.

Electricity Consumption

Electricity consumption (kWh)		5,706,923
Renewable energy consumption (kWh)		260,000
T-REC		260
Renewable energy share		4.6%
Category 2 emission (tCO$_2$e)	**Location-based**	2,581.84
	Market-based	2,581.84

Note: For more details about RE and T-RECs, please refer to "National RE Certification Center_T-REC announcement."

3-year renewable energy consumption

- 2022: HQ 83,493 — RE share 1.5%
- 2023: HQ 120,000 — RE share 2.1%
- 2024: HQ 120,000, Data Center 160,000 — RE share 4.6%

Legend: HQ (kWh) | Data Center (kWh) | RE share

SYSTEX

| Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | **Environment Sustainability** | Partner Relationship | Appendix | 80 |
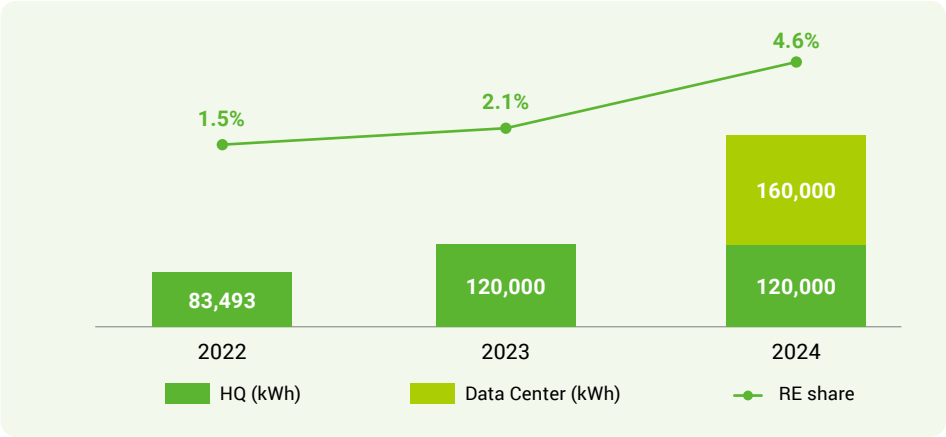
Greenhouse Gas Management

Long-term strategy Gradually increase RE share, achieving the 2050 Net-zero goal.

SYSTEX actively responds to climate challenges by focusing on carbon reduction in electricity management. It has signed a RE wheeling contract to increase RE usage and, in 2024, launched an internal carbon pricing mechanism, imposing internal carbon fees to support RE consumption, reinforcing its commitment to sustainability and net-zero goals.

Official website

Greenhouse Gas Inventory
GRI 305

To enhance the accuracy of GHG emissions measurement, SYSTEX introduced the GHG Inventory in 2021 and conducts it annually in accordance with ISO 14064-1:2018 guidelines to develop improvement plans. The 'GHG Inventory Committee' oversees data audits following the 'Internal Audit Management Procedures,' with an independent 3rd party conducting external verification. SYSTEX's GHG inventory boundary covers its headquarters. In 2024, its market-based GHG emissions totaled 3,265.46 tCO$_2$e. Purchased electricity accounts for 79.1%, highlighting energy management as a key reduction measure.

Authority **GHG inventory committee**

Procedure **GHG audit procedures**
- Internal inventory
- External 3rd party audit

Boundary **SYSTEX headquarters building**

Greenhouse Gas Emissions

SYSTEX conducts GHG inventory using parameters released from IPCC AR6, the Ministry of Environment, and other relevant authorities.

Direct GHG emission sources (category 1)
- SYSTEX quantifies emission resources owned or controlled of its headquarters.

Indirect GHG emission sources (category 2-6)
- The GHG Inventory Committee reviewed all category 2-6 emission sources, defining those with a score over 30 as significant.
- Category 2 emissions are generated by imported energy.
- Category 3-4 emissions include business travel, the indirect carbon footprint of electricity, and disposal of waste, as identified as significant.

Category	Emission sources		Emissions (tCO$_2$e)		Compared to base year
			Subtotal	Total	
Category 1: direct GHG emissions	From stationary combustion		0.0000	52.3156	279.9%
	From mobile combustion		3.2223		
	From anthropogenic systems		49.0933		
Category 2: indirect GHG emissions	From imported electricity	Location-based **[Market-based]**	2,581.8415 **[2,581.8415]**		-9.5%
Category 3: indirect GHG emissions	From transportation	By THSRC	5.2754	88.8548	-9.6%
		By airplanes	47.7560		
		By taxi	35.8234		
Category 4: indirect GHG emissions	From the production of electricity purchased	Indirect carbon footprint of electricity	529.9856	542.4481	
		Indirect carbon footprint of Solar PV	2.4986		
	From disposal of general waste		9.9639		
Category 5: indirect GHG emissions	From the products' usage		No significant emissions		
Category 6: indirect GHG emissions	From other sources		No significant emissions		
Total Emission (Category 1-6) (Location-based **[Market-based]**)			3,265.4600 **[3,265.4600]**		-9.5%

Note: Scope 1 corresponds to category 1, Scope 2 to category 2, Scope 3 to category 3-6. Due to the changes in the emission coefficient factor, Category 1 emissions have increased compare to the base year.

Direct GHG Emissions (Category 1) [Boundary: SYSTEX headquarters building]

Item	CO$_2$	CH$_4$	N$_2$O	HFCs	PFCs	SF$_6$	NF$_3$	Total emission	Biogenic emission
GHG emissions (tCO$_2$e)	3.0824	0.0307	0.1092	49.0933	0.0000	0.0000	0.0000	52.3156	0.0000
Proportion	5.89%	0.06%	0.21%	93.84%	0.00%	0.00%	0.00%	100.00%	-

▌ Greenhouse Gas Management Performance

Through the ISO 14064-1 GHG inventory, SYSTEX identified purchased electricity as the largest emission source and implemented energy management measures, including annual replacement of high-energy-consuming equipment and maintaining office temperatures at no less than 26°C. In addition, SYSTEX has signed a RE wheeling contract in 2022 and consumed RE in 2023. It also launched an internal carbon pricing mechanism in 2024, imposing carbon fees to enhance wheeling RE usage, resulting in an RE usage increase by 140,000 kWh, thereby amplifying the decarbonization impacts.

Category 1-2 GHG emissions [Boundary: SYSTEX headquarters building]

Item	2020 Base Year	2023	2024
Category 1 emission (tCO$_2$e)	13.7720	20.4516	52.3156
Category 2			
· Annual electricity consumption (kWh)	5,692,079	5,810,192	5,706,923
· Renewable energy consumption (kWh)	100,000	120,000	260,000
· Location-based emission (tCO$_2$e)	2,897.2682	2,810.9551	2,581.8415
· Market-based emission (tCO$_2$e)	2,846.3684	2,810.9551	2,581.8415
Category 1-2 emission (tCO$_2$e)			
· Location-based emission	2,911.040	2,831.4067	2,634.1571
· Market-based emission	2,860.140	2,831.4067	2,634.1571
Consolidated revenue (NT$100M)	237.35	351.84	389.58
Annual electricity intensity (kWh/NT$100M)	86,447	57,001	53,369
Annual Category 1-2 emission intensity (tCO$_2$e/NT$100M)			
· Location-based emission	44.211	27.777	24.634
· Market-based emission	43.438	27.777	24.634

Note: Electricity intensity and emission intensity are estimated within the boundary of SYSTEX Group, including overseas regions.

Despite business expansion in 2024, SYSTEX reduced electricity consumption by 1.8% annually through active energy-saving measures. Over the past 3 years, electricity intensity has steadily decreased, reflecting improved energy efficiency. To mitigate emissions from future growth, SYSTEX has launched an internal carbon pricing mechanism in 2024 to increase RE share and minimize negative impacts.

3-year Category 1-2 emissions and decarbonization

	2020 (Base year)	2022	2023	2024
Electricity intensity (kWh/NT$100M)	86,447	60,972	57,001	53,369
Category 1-2 emission intensity (market-based)(tCO$_2$e/NT$100M)	43.438	29.855	27.777	24.634
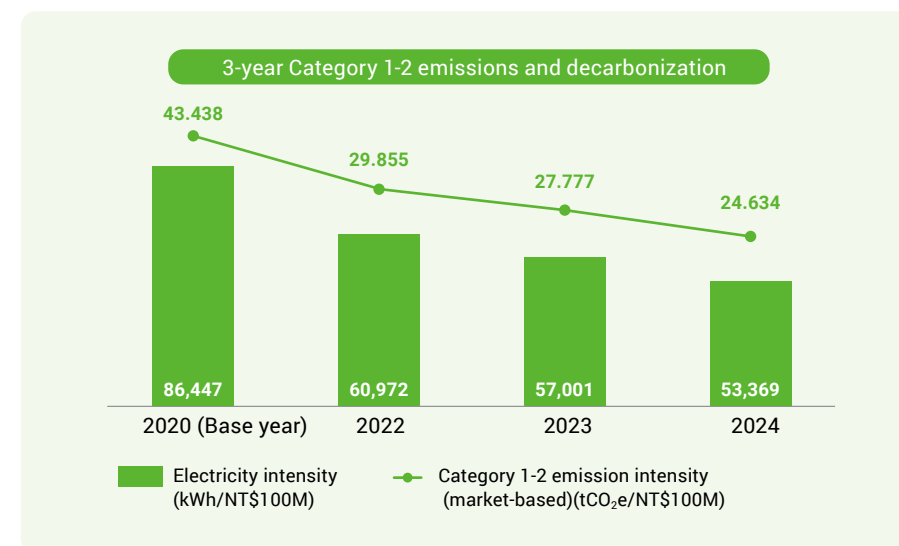
06
Partner Relationship

SYSTEX Group is dedicated to advancing sustainable development and aims to fulfill sustainability responsibilities in collaboration with clients and suppliers, fostering shared prosperity across the supply chain.

- Promote sustainable supply chain management to reduce risks and enhance operational competitiveness.
- Prioritize customer feedback and continuously enhance service and quality.

Customer Relations	84
Supplier Sustainability Management	86

Contribution to the SDGs

8 DECENT WORK AND ECONOMIC GROWTH

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Highlights

155 certificates

Project managers obtain PMP/ACP

8.93 points

Customer satisfaction survey on major projects

1ˢᵗ Prize

Ministry of Economic Affairs 2024 Buying Power

100%

Key suppliers signing rate
- Vendor Integrity Pledge and Declaration
- Supplier CSR Code of Conduct

Short-, Mid-, and Long-term Goals

SYSTEX provides customers with professional services, actively meets with their requirements for sustainable development, and establishes a solid partnership with them, while also responding to the sustainability management of the supply chain to achieve sustainable development.

	Short-term Goal 2025	Mid-term Goal 2027	Long-term Goal 2030
Vendor Integrity Pledge and Declaration signing rate	99%	99%	99%
Supplier CSR Code of Conduct signing rate	99%	99%	99%
Supplier CSR Self-Assessment Questionnaire response rate	66%	67%	70%
Supplier Cybersecurity and Privacy Questionnaire response rate	66%	67%	70%

2024 Goals and Performance

✓ Achieved   ⟳ Ongoing

	Goals	Performance
Vendor Integrity Pledge and Declaration signing rate	96%	>99% ✓
Supplier CSR Code of Conduct signing rate	96%	>99% ✓
Supplier CSR Self-Assessment Questionnaire response rate	65%	65.6% ✓
Supplier Cybersecurity and Privacy Questionnaire response rate	65%	66.8% ✓
Major customer satisfaction survey	8.5 points	8.93 points ✓

3-year Performance Progress

■ 2022 ■ 2023 ■ 2024

2.95   2.99   3.42

Green procurement (NT$100M)

69.4%   68.6%   59.2%

[By amount] Local procurement rate (%)
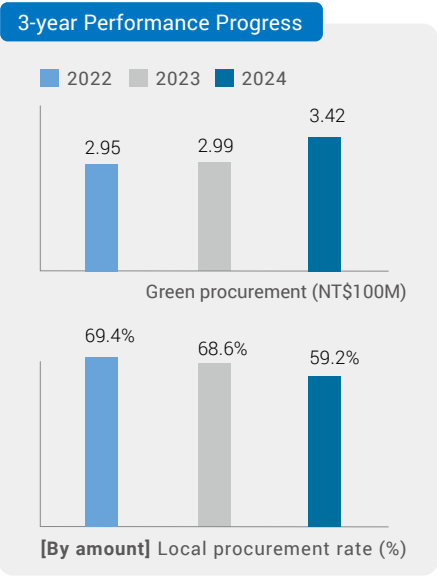
Customer Relation

Long-term strategy **Prioritize customer feedback and continuously enhance service and quality.**

SYSTEX values customer feedback to build strong partnerships and foster trust, enabling customers to recommend more potential customers to drive ecosystem growth. In 2023, SYSTEX launched its first major client satisfaction survey, enhancing service quality through dialogue and improved project management.

Professional Project Team

SYSTEX's Project Management Office (PMO) oversees planning, monitoring, and coordination across all group projects. It centralizes customer project management and risk control, enabling project managers (PMs) to lead teams effectively toward successful delivery.

For more details, please refer to "Web_Customer Relations."

SYSTEX PMO

| 1 PM Mechanism | ▶ | 2 PM Cooperation | ▶ | 3 PM IT System | ▶ | 4 PM Audits |
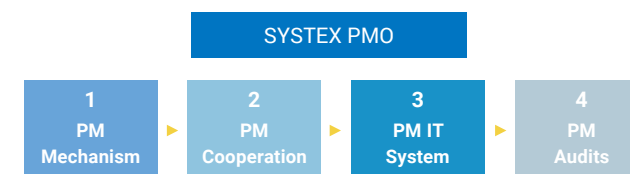
Management Mechanism

Project management

- The PMO defines project management methods, standards, and processes. It regularly reviews systems such as the "R&D Cycle" and "Rules of Project Assessment & Review Board," and develops a "PM Grading and Evaluation System" integrated with training and certification to assess performance biannually and reward top-performing PMs to support their career development.

Management IT system

- SYSTEX has adopted a range of PM platforms to assess risks in major projects, report weekly progress, monitor irregularities, and hold timely review meetings to ensure adequate resources and support.

Outsourced project audits

- To optimize outsourced project management, SYSTEX established the "Rules of Outsourced Project Management," outlining supplier review, procurement, and auditing principles to ensure security, cost-efficiency, and service quality.
- The PMO and Business Division formed a cross-functional team to evaluate suppliers through interviews and audits, ensuring delivery capability, financial stability, and overall service quality.
- SYSTEX built the "Software Development Ecosystem Partner and Technical Talent Platform" to select high-quality suppliers via self-assessment and tiering, enabling to improve audits, integrate resources and enhance value creation.

Special features

Cumulative 155 PMP/ACP certificates in 2024

SYSTEX continues to carry out PM-related training courses, inviting senior PMs to educate practical experience to improve the management capabilities of junior PMs and enrich their minds. In response to customers' demand for cloud services increase, SYSTEX has carried out compulsory general training on "PM Cloud Technology" since 2023 to equip all group PMs with cloud expertise to enhance the ability of hybrid multi-cloud architecture to meet customer needs.

In 2024, SYSTEX provided 6,101 hours of in-class PM training for 342 participants and 2,504 hours of online training for 912 participants. Meanwhile, it supports PMs in pursuing international PMP certification, with 155 PMP/ACP certificates obtained by year-end. To reinforce information security throughout the project lifecycle, SYSTEX also offers IS training, resulting in 184 cumulative ISO 27001 certifications, enhancing PMs' ability to manage risks and boost operational efficiency.

Service Quality

As the largest IT service provider in Taiwan, SYSTEX undertakes projects across various fields, ranging from small to large and complex, accumulating more than 40,000 customers. To manage projects effectively, SYSTEX has developed a project management mechanism, and built a related IT system and platform, so that PMs and team members can manage and evaluate the status of projects to execute more smoothly.

The PMO checks the implementation of projects, finds abnormal status in advance to adjust the project risk level timely through the management system, formulates lessons learned for abnormal projects, and cooperates with advocacy meetings to strengthen experience exchanges and improve their ability to provision high-quality products and services.

Customer Satisfaction

To realize major customers opinions, SYSYTEX conducts a 2024 satisfaction survey. The survey adopted a 7-point scale, focusing on "service quality, professional competence, and overall service." A total of 158 clients were distributed questionnaires, and 40 valid responses were received.

Definition of major customers

The project is of service nature and the project amount exceeds NT$3 million. The survey coverage rate of these major customers reached 70%.
Survey coverage rate = Total major project amount / Total closed project amount of the year *100%

SYSTEX converts scores from a 7-point scale to a 10-point scale, setting 8.5 as the performance target. Any individual question scoring below 4 is treated as a customer complaint, triggering the PM to develop a corresponding improvement plan.

In 2024, overall service satisfaction reached 8.93, with an increase of 3.1% from 8.66 in 2023 and 0 recorded customer complaints. Additional feedback was shared with BUs for improvement. SYSTEX continues striving to raise satisfaction above 9.0.

Cusotmer satisfaction survey

	2024	2023	
Overall service	8.93	8.66	▲3.1%
Professional competency	8.89	8.72	▲1.9%
Service quality	8.93	8.7	▲2.6%

Target: 8.5

■ 2024 ■ 2023

Supplier Evaluation by Clients

• Be the best sustainable partner of clients •

In addition to delivering professional services, SYSTEX Group actively addresses client concerns regarding sustainability and collaborates to promote awareness. In 2024, SYSTEX completed 968 supplier sustainability audit questionnaires and conducted 88 on-site audits, achieving a 93.88% satisfaction rate. In 2024, SYSTEX Group was recognized for its sustainability performance with awards from Fubon Financial, Taiwan Mobile, Chunghwa Telecom, E.SUN Financial Holding Company (FHC), Yuanta Financial Holding, etc.

968 Audit questionnaires

88 On-site audits

93.88% Audit satisfaction rate

▲ SYSTEX received the Fubon Financial Outstanding Supplier Sustainability Assessment Award.

▲ SYSTEX received the Chunghwa Telecom Gold-tier Sustainability Partner Certificate.

Supplier Sustainability Management

Long-term strategy Promote sustainable supply chain management to reduce risks and enhance operational competitiveness.
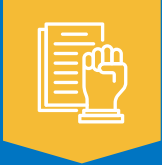
SYSTEX is committed to fulfilling social responsibility and protecting basic human rights and expects all suppliers to adopt the same standards and jointly fulfill their responsibilities. Therefore, SYSTEX has developed the "Supplier CSR Code of Conduct", requiring suppliers of SYSTEX and its affiliates to abide by the laws and regulations of the places where they operate.

Supplier Sustainability Management Structure

Supplier sustainability management

Supply chain resilience

Sustainability management procedure

Regulatory compliance
- Sign "Supplier CSR Code of Conduct."
- Sign "Vendor Integrity Pledge and Declaration."

Risk assessment
- Fill "Supplier CSR Self-Assessment Questionnaire."
- Assess and identity major gaps in suppliers.
- Track major non-compliance suppliers to review their improvements.

Sustainable audit
- Conduct "Supplier ESG Assessment" to review the performance of key suppliers.
- Conduct "Outsourced Project Assessment" to review the performance of outsourced suppliers.

Continuous improvement
- Ask suppliers to improve based on the audit results, and provide suppliers with compliance guidance.
- Reduce or terminate deals with unimproved suppliers.

Sustainable supply chain

Promote sustainable procurement

SustainLink APP paperless procurement process

- **59.2%** 16.2 B — Local procurement by amount
- **62.9%** 1.56 B — Green procurement by amount
- **0.1%** 21.45 M — Social innovation procurement by amount

SYSTEX Group in Taiwan has 4 types of suppliers including Upstream Software Original, Affiliates, Distributors and Outsourcers. By 2024, a total of 3,016 suppliers have signed the "Vendor Integrity Pledge and Declaration" (>99% signed), and 2,210 suppliers have signed the "Supplier CSR Code of Conduct." Meanwhile, SYSTEX conducts another 2 questionnaires every year.

- **3,016** suppliers — Sign "Vendor Integrity Pledge and Declaration"
- **2,210** suppliers — Sign "Supplier CSR Code of Conduct"
- **830** suppliers — Respond "Supplier CSR Self-Assessment Questionnaire"
- **846** suppliers — Respond "Supplier Cybersecurity and Privacy Questionnaire"

SYSTEX has a selection mechanism for new suppliers and evaluates the performance of existing suppliers and outsourcers annually to enhance the resilience of the supply chain.

- **20** suppliers — Selected by excellent supplier assessment
- **20** suppliers — Key supplier ESG assessment
- **54** suppliers — Newly passed outsourcing selection assessment
- **211** suppliers — Outsourced project assessment

Supply Chain Sustainability Management Procedure

▌ Regulatory Compliance

Documents

1 Vendor Integrity Pledge and Declaration

Prior to transactions, SYSTEX evaluates counterparties for legitimacy and compliance, requiring suppliers to uphold integrity and implement robust governance and risk controls. Since 2019, new suppliers have been mandated to sign the "Vendor Integrity Pledge and Declaration" to reinforce ethical practices. As of 2024, a total of 3,016 suppliers have signed the document.

2 Supplier CSR Code of Conduct

To advance corporate social responsibility, SYSTEX requires all group suppliers to sign and adhere to the "Supplier CSR Code of Conduct," encompassing 30 principles across governance, environment, social issues, and sustainability disclosure. Suppliers are encouraged to extend these standards to their own partners. As of 2024, 2,210 suppliers have signed the Code. Additionally, since 2023, SYSTEX has adopted a "Conflict-Free Minerals Statement."

▌ Supplier Selection Mechanism   GRI 308-1, 414-1

SYSTEX brings positive impacts on suppliers through actual procurement behavior. When selecting new suppliers, SYSTEX follows the "SC Sustainability Management Procedure" and requires suppliers to sign the "Supplier Integrity and Integrity Commitment" and "Supplier CSR Code of Conduct," and reviews suppliers' information on the official websites of MOEA and MOF to confirm that they are legitimate companies that pay normal taxes.

1 Excellent supplier assessment

Early each year, SYSTEX implements the "Excellent Supplier Assessment" to evaluate and grade suppliers based on transaction volume, frequency, purchasing feedback, and other criteria.

SYSTEX conducts annual assessments and then ranks suppliers accordingly. In 2024, a total of 20 suppliers were included in the list of qualified suppliers.

Note: The upstream software originals do not need to be assessed to be the qualifiers. Therefore, there are about 100 suppliers on the list.

A	Qualified excellent supplier	**85-100** points
B	Qualified supplier, eliminated if 3*B	**71-85** points
C	Eliminated supplier	Under **70** points

2 Outsourcing selection assessment

Through the "Rules of Outsourced Project Management," SYSTEX established an outsourced supplier assessment team, selecting 54 qualified suppliers in 2024. After selection, SYSTEX monitors and manages these suppliers, regularly reporting their records and operational status.

54 suppliers
2024 Newly passed Outsourcing Selection Assessment

● Handling of unqualified suppliers

Suppliers who fail the assessment are initially placed on the unqualified list. They must implement corrective actions, and SYSTEX will verify their status through MOEA and MOF platforms to ensure they are not listed under the "Notification of Suspected Customers with Bad Records of Invoices." Only upon verification may the procurement unit reinstate their trading rights.

Supplier Performance Assessment

1 Key supplier ESG assessment

Based on annual transaction volume, number of transactions, and other criteria, SYSTEX identifies key suppliers from its Distributors and Outsourcers, selecting 20–25 each year for the "Key Supplier ESG Assessment." The assessment consists of 35 questions across 16 ESG topics, requiring suppliers to provide detailed responses. A dedicated procurement team conducts both online and on-site audits.

In 2024, 20 suppliers participated in the ESG assessment, and their average scores met the required standard. Analysis indicated low performance in "Supplier Management," "Management System," and "GHG Emissions." SYSTEX provided improvement recommendations to support supplier progress. Suppliers that fail to meet the criteria are notified of their results and advised on corrective actions to enhance performance.

20 key suppliers

2024 Key supplier ESG assessment
16 topics · 35 questions

Environment
Management system ❹
Waste management ❸
GHG emission ❷
Air pollution ❷
Water stewardship ❷
Product packaging ❶
Circular economy ❶
Green product ❶

Social
Community engagement ❶
Health and safety ❸
Human rights ❺

Governance
Sustainable disclosure ❶
Quality management ❶
Trade secrets protection ❷
Sustainable governance ❸
Supplier management ❸

2 Outsourced project assessment

SYSTEX classifies its outsourced suppliers into 4 categories: manpower stationing, AP development, engineering construction, and information security outsourcing. To improve procurement efficiency, SYSTEX formulated the "Rules of Outsourced Project Management" and conducts an "Outsourced Project Assessment" upon project closure. Suppliers are graded from A to E based on service quality and collaboration. Procurement is prioritized for level-A and B suppliers, while cooperation with level-E suppliers is avoided. In 2024, 211 outsourced suppliers were evaluated, all receiving a grade of C or higher, including 107 suppliers rated level-A.

C 16 suppliers

211 suppiers

B 88 suppliers

A 107 suppiers

2024 Outsourced project assessment

A	Qualified excellent outsourcer	86-100 points
B	Qualified retained outsourcer	71-85 points
C	Ordinary outsourcer	56-70 points
D	Poor quality outsourcer	41-55 points
E	Eliminated supplier	under 40 points

Supplier ESG Promotion Plan

To promote sustainable supply chain management, SYSTEX conducts the annual "Supplier Sustainability Promotion Program," establishing effective communication channels with suppliers to uphold sustainability principles, comply with labor and safety standards, and mitigate supply chain risks. These efforts strengthen supplier stability and foster a resilient ecosystem, aiming to enhance long-term brand value and competitiveness.

Facilitate Cybersecurity and Personal Data Protection

• **Receive 846 questionnaire responses** •

SYSTEX Group places strong emphasis on cybersecurity and personal data protection. Since 2022, the group has implemented the " Supplier Cybersecurity and Privacy Questionnaire" to strengthen supply chain defense capabilities in collaboration with suppliers. The questionnaire comprises 40 questions across two dimensions: information security and personal data protection. In 2024, a total of 846 questionnaires were collected, with an average response score of 79.8 points.

2-year Supplier cybersecurity and privacy questionniare survey

	2023	2024
Avg. score	82.7	79.8
Response	991	846

■ Response
●━ Avg. score
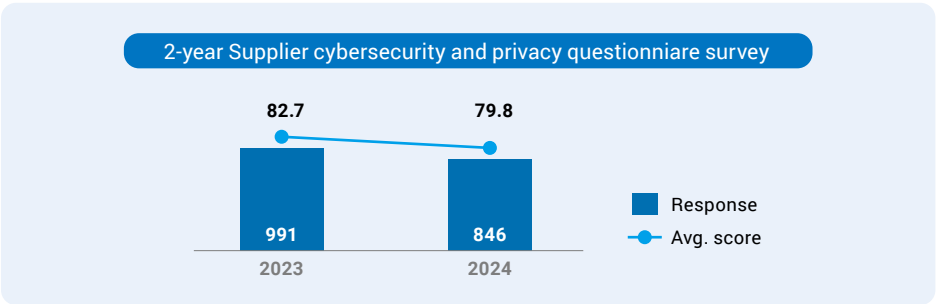
Online Suppliers Engagement Forum

• **132 suppliers, 169 participants** •

To improve supplier service quality and reduce supply chain risks, SYSTEX hosted an "Online Supplier Engagement Forum" in December 2024, attended by 132 suppliers and 169 participants. The forum addressed topics including ethical practices, workplace health, human rights, and internal carbon pricing, aiming to raise sustainability awareness and foster collaboration across the supply chain ecosystem.

SYSTEX SustainLink –
Integrity & Sustainability Supplier Engagement Platform

• **Launch of new supplier platform – SustainLink APP in 2024** •

In 2024, SYSTEX advanced its digital sustainability strategy by launching "SustainLink," an Integrity and Sustainability Supplier Engagement Platform. The platform offers nine core functions, including online procurement tracking, sustainability declarations, ESG assessments, carbon data access, and free cybersecurity rating services. It also supports green purchasing and promotes paperless operations. Through this two-way interactive model, SYSTEX enhances supply chain resilience, improves procurement transparency, and empowers suppliers to strengthen sustainability and cybersecurity capabilities. SustainLink streamlines supply chain processes, reduces environmental impact, and fosters deeper collaboration to elevate supplier sustainability performance.

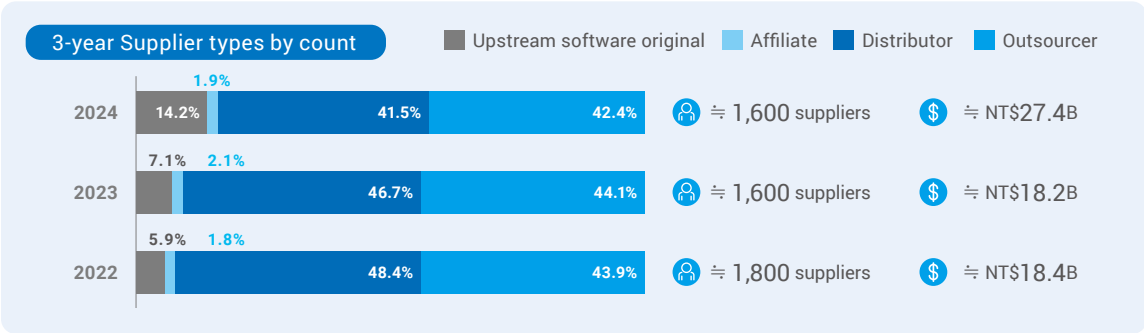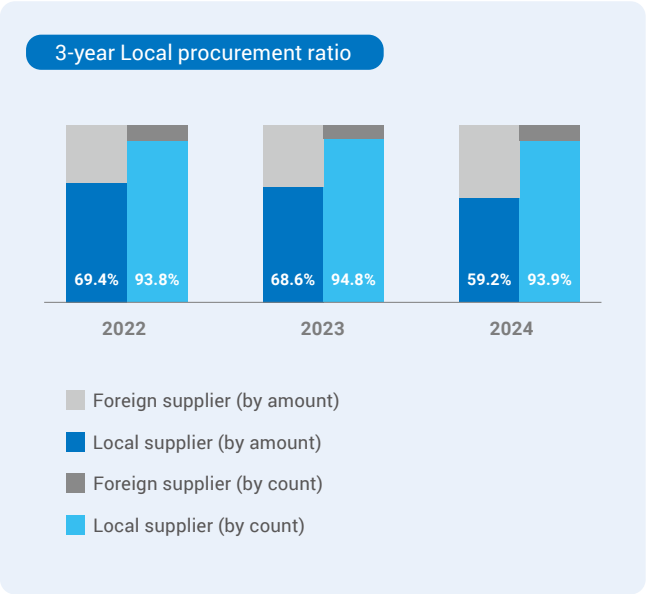### Alliance, a free security rating service

"Alliance" offers free vulnerability scanning services to suppliers, issuing supplier-specific security rating reports. It explains security ratings and associated risk lists, and provides remediation recommendations alongside personalized online services to help suppliers enhance their cybersecurity defense capabilities.

Sustainable Procurement

SYSTEX positions itself as the preferred partner in collaboration, connection, and value creation, leveraging 6 core capabilities to help clients innovate and achieve sustainability. In 2024, it worked with over 1,600 suppliers in Taiwan across 4 categories: upstream software originals, affiliates, distributors, and outsourcers. Procurement totaled NT$27.4 billion, with distributors and outsourcers comprising over 82% of supplier count over the past 3 years, while upstream software originals accounted for approximately 54% of total procurement value.
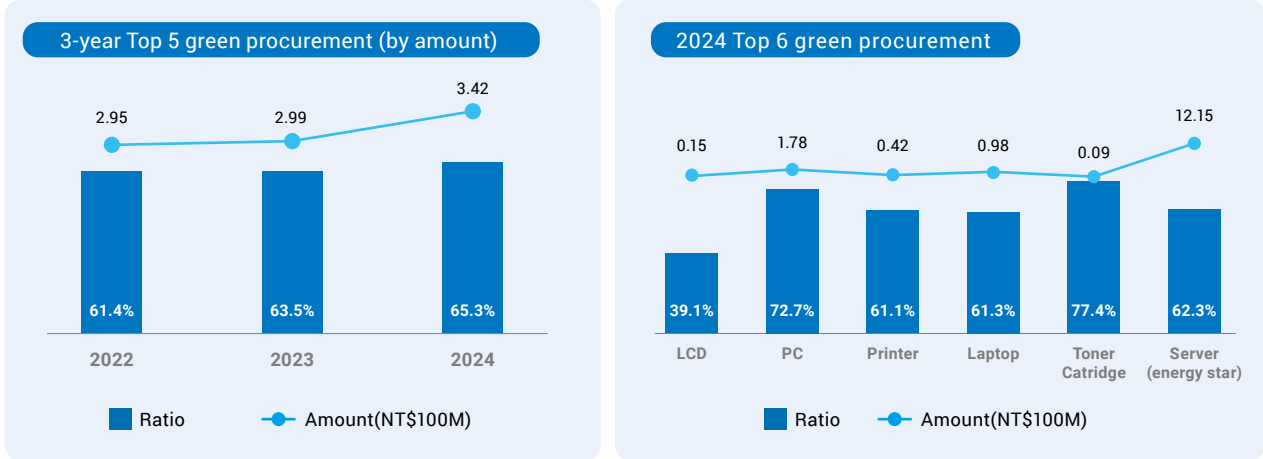
3-year Supplier types by count
■ Upstream software original ■ Affiliate ■ Distributor ■ Outsourcer

Year	Upstream software original	Affiliate	Distributor	Outsourcer	Suppliers	Amount
2024	14.2%	1.9%	41.5%	42.4%	≒ 1,600 suppliers	≒ NT$27.4B
2023	7.1%	2.1%	46.7%	44.1%	≒ 1,600 suppliers	≒ NT$18.2B
2022	5.9%	1.8%	48.4%	43.9%	≒ 1,800 suppliers	≒ NT$18.4B

▌ Local Procurement   – – – – – – – –   GRI 204-1

To reduce environmental impact during business operations, SYSTEX prioritizes green suppliers that demonstrate environmental responsibility and integrate sustainable sourcing practices. Aside from software and services designated by upstream software originals, major suppliers emphasize local procurement. Over the past 3 years, local suppliers accounted for 94% of total supplier count and 60% of procurement expenditure.

3-year Local procurement ratio

	2022	2023	2024
Local supplier (by amount)	69.4%	68.6%	59.2%
Local supplier (by count)	93.8%	94.8%	93.9%

■ Foreign supplier (by amount)
■ Local supplier (by amount)
■ Foreign supplier (by count)
■ Local supplier (by count)

▌ Green Procurement

SYSTEX supports sustainability through practical actions. In line with its green procurement policy, the company purchases Green Products free from substances regulated under the Montreal Protocol and prioritizes office equipment bearing environmental labels, including personal computers, laptops, LCD monitors, printers, and toner cartridges. These procurement practices aim to actively promote the development of green industries.

3-year Top 5 green procurement (by amount)

	2022	2023	2024
Ratio	61.4%	63.5%	65.3%
Amount (NT$100M)	2.95	2.99	3.42

■ Ratio —●— Amount(NT$100M)

2024 Top 6 green procurement

	LCD	PC	Printer	Laptop	Toner Catridge	Server (energy star)
Ratio	39.1%	72.7%	61.1%	61.3%	77.4%	62.3%
Amount (NT$100M)	0.15	1.78	0.42	0.98	0.09	12.15

■ Ratio —●— Amount(NT$100M)

Note: The top 5 Green Products over the past 3 years included items designated by clients. As a result, annual expenditure varied significantly based on client-specific requirements.

▌ Social Innovation Procurement

In addition to local and green procurement, SYSTEX Group has also identified social innovation suppliers. A new category labeled "Social Innovation Supplier" was added to the supplier data system. In 2024, SYSTEX's procurement from social innovation organizations totaled NT$21.45 million, earning the Ministry of Economic Affairs' "2024 Buying Power, 1st Prize."

GRI Index

GRI	Disclosure	Page
GRI 2: General Disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	2, 7
2-2	Entities included in the organization's sustainability reporting	2
2-3	Reporting period, frequency and contact point	2
2-4	Restatements of information	
2-5	External assurance	2
Activities and workers		
2-6	Activities, value chain and other business relationships	7, 20-26
2-7	Employees	47
2-8	Workers who are not employees	94
Governance		
2-9	Governance structure and composition	9, 32
2-10	Nomination and selection of the highest governance body	32
2-11	Chair of the highest governance body	32
2-12	Role of the highest governance body in overseeing the management of impacts	9
2-13	Delegation of responsibility for managing impacts	9 32
2-14	Role of the highest governance body in sustainability reporting	2 9
2-15	Conflicts of interest	32, 36
2-16	Communication of critical concerns	36
2-17	Collective knowledge of the highest governance body	33
2-18	Evaluation of the performance of the highest governance body	33
2-19	Remuneration policies	34
2-20	Process to determine remuneration	34
2-21	Annual total compensation ratio	50
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	9, 10

GRI	Disclosure	Page
2-23	Policy commitments	9, 32, 35, 36 38, 39, 49, 72
2-24	Embedding policy commitments	9, 17, 38, 49-50
2-25	Processes to remediate negative impacts	19, 34-35, 53
2-26	Mechanisms for seeking advice and raising concerns	34-35, 53
2-27	Compliance with laws and regulations	31, 36, 72
2-28	Membership associations	29
Stakeholder engagement		
2-29	Approach to stakeholder engagement	19
2-30	Collective bargaining agreements There is no union, so there is no collective bargaining agreement. SYSTEX holds a "Labor-Management Meetings" every quarter, discussing labor-related issues to promote harmonious communication.	
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	13-19
3-2	List of material topics	
3-3	Management of material topics	
Material Topics		
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	27, 93
GRI 205: Anti-corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	34-35
205-3	Confirmed incidents of corruption and actions taken	
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	93

GRI	Disclosure	Page
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	80, 81
305-2	Energy indirect (Scope 2) GHG emissions	80, 81
305-3	Other indirect (Scope 3) GHG emissions	80
305-4	GHG emissions intensity	81
305-5	Reduction of GHG emissions	80
305-6	Emissions of ozone-depleting substances (ODS)	
	No emissions of ODS.	
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	
	No emissions of NOx, SOx and other significant air.	
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	48
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	51-53
401-3	Parental leave	53
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	54
403-2	Hazard identification, risk assessment, and incident investigation	54, 56
403-3	Occupational health services	56
403-4	Worker participation, consultation, and communication on occupational health and safety	54
403-5	Worker training on occupational health and safety	54
403-6	Promotion of worker health	55-57
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	55-57
		Web_Health Risk
403-8	Workers covered by an occupational health and safety management system	94
403-9	Work-related injuries	54
GRI 404: Training and Education 2016		
404-3	Percentage of employees receiving regular performance and career development reviews	51
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	39-41
Self-disclosure on Specific Topics		
GRI 201: Economic Performance 2016		
201-2	Financial implications and other risks and opportunities due to climate change	74-75

GRI	Disclosure	Page
201-3	Defined benefit plan obligations and other retirement plans	Web_Benefit Plan
201-4	Financial assistance received from government	29, 94
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	50
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	90
GRI 303: Water and Effluents 2018		
303-3	Water withdrawal	Web_ Environment & Energy Management
303-4	Water discharge	
303-5	Water consumption	
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	87
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Any significant changes be notified employees abide by the laws.
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	47
405-2	Ratio of basic salary and remuneration of women to men	50
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	50
		Web_Human Rights Protection
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child	50
	Web_Human Rights Protection, Web_Supplier Sustainability Management	
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	87
GRI 415: Public Policy 2016		
415-1	Political contributions	29
GRI 417: Marketing and Labeling 2016		
417-3	Incidents of non-compliance concerning marketing communications	36

SASB Index

Topic	Code	Accounting Metric	Page
Energy Management in Manufacturing	TC-SI-130a.1	(1) Total water withdrawn, (2) Percentage grid electricity, (3) Percentage renewable	93 79
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Web_Environment & Energy Management
		The total water consumed is equal to the total water withdrawn, and SYTEX does not draw water from regions with High or Extremely High Baseline Water Stress. (0%)	
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	78
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	41
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	No occurrence
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	No occurrence
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	No occurrence 41
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	No occurrence
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	No occurrence 39-41
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	39-41
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	47-48
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	47-48
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	No occurrence
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	(1) performance issues and (2) service disruptions; (3) total customer downtime	No occurrence
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Web_Risk Management

ESG Performance Summary

	Key Indicators		2022	2023	2024
G	Consolidated revenue (NT$ thousand)		33,128,852	35,184,378	38,950,642
	Individual net income (NT$ thousand)		1,091,229	1,494,266	1,957,431
	Return on equity (%)		7.94	10.75	12.28
	Income tax expense (NT$ thousand)		264,709	346,382	364,073
	R&D expenditures (NT$ thousand)		518,721	558,824	716,812
	Dividends paid (NT$ thousand)		1,361,517	1,361,517	1,415,770
	Earing per share (EPS) (NT$)		4.40	6.02	7.66
	Proportion of independent directors (%)		25	30.77	30
	Number of key suppliers		79	79	79
	Proportion of key supplier number (%)		4.73	5.51	5.93
	Procurement Ratio for Key Suppliers (%)		73.37	74.47	77.78
	Rate of key suppliers signing "Vendor Integrity Pledge and Declaration" (%)		100	100	100
	Rate of key suppliers signing "Supplier CSR Code of Conduct" (%)		100	100	100
	Number of key suppliers ESG assessment (suppliers)		21	20	20
	Local procurement rate (%)		69.44	68.57	59.16
E	GHG Emissions (category 1-6) (tCO$_2$e)	Location-based	3,388.775	3,474.898	3,265.460
		Market-based	3,347.446	3,474.898	3,265.460
	• Category 1 (Scope 1) (tCO$_2$e)		11.0019	20.4516	52.3156
	• Category 2 (Scope 2) (tCO$_2$e)	Location-based	2,804.221	2,810.955	2,581.842
		Market-based	2,762.892	2,810.955	2,581.842
	• Category 3-6 (Scope 3) (tCO$_2$e)		573.552	643.491	631.303
	• Data coverage rate (%)		58.1	62.2	56.8
	Energy consumption (including electricity, gasoline, nature gas and diesel) (GJ)		20,462.718	21,104.759	20,590.488
	• Indirect energy consumption(electricity) (kWh)		5,665,093	5,810,192	5,706,923
	• Renewable energy consumption (kWh)		83,493	120,000	260,000
	• Renewable energy share (%)		1.5	2.1	4.6
	• Electricity consumption per revenue (kWh/NT$ 100 million)		60,972	57,001	53,369
	Water consumption (kL)		21,112	22,375	24,615
	• Data coverage rate (%)		58.1	62.2	56.8
	• Water consumption per revenue (kL/NT$ 100 million)		227.2	219.5	230.2

	Key Indicators	2022	2023	2024
E	Total waste (tons)	68.7	43.6	39.7
	• General waste disposed (tons)	56.1	31.2	29.3
	• Waste recycled (tons)	12.6	12.4	10.4
	• Waste recycling rate (%)	18.3	28.4	26.2
	• Data coverage rate (%)	58.1	62.2	56.8
	• Total waste per revenue (tons/NT$ 100 million)	0.74	0.43	0.37
	Paper usage (thousand sheets)	2,180	2,085	1,618
	• Paper usage per revenue (sheets/NT$ 100 million)	7,402	6,552	4,758
	Green procurement (NT$100 million)	2.95	2.99	3.42
	Green procurement rate (%)	61.4	63.5	65.3
S	Number of all employee — Whole group including overseas BU	4,350	4,508	4,626
	Number of all employee — SYSTEX Group in Taiwan	3,867	4,077	4,039
	Number of all employee — SYSTEX Corp.	2,101	2,098	2,236
	Number of all employee — SYSTEX headquarters building	1,220	1,306	1,270
	Workers are not employees	21	21	20
	Employee training hours (hours)	31,690	53,109	48,830
	Average employee training hours (hours)	143,209	140,046	143,163
	Number of employees trained	37.03	34.35	35.45
	Average employee training expenditure (NT$)	7,401	7,098	6,652
	Proportion of female employees (%)	39.5	40.2	41.2
	Proportion of female employees in management level (%)	24.7	26.0	25.2
	Proportion of female employees in middle management level (%)	26.7	27.5	26.8
	Proportion of female employees in senior management level (%)	9.1	12.9	11.8
	Turnover rate (%)	18.2	19.1	18.3
	Proportion of R&D employees (%)	74.3	73.9	74.5
	Number of disabled employees (persons)	39	40	36
	Return to work rate after parental leave (%)	77	81	75
	Retention rate - 1 year after return to work (%)	67	85	100
	Care rate for high-risk health employees (%)	100	100	100
	Workers covered by an OHS management system audited internally	3,888	4,098	4,059
	• Number of all employees and non-employed workers whose workplace controlled by SYSTEX	3,888	4,098	4,059
	• Data coverage rate (%)	100	100	100

	Key Indicators	2022	2023	2024
S	Workers covered by an OHS management system audited externally	1,241	1,327	1,290
	• Number of all employees and non-employed workers whose workplace controlled by SYSTEX	3,888	4,098	4,059
	• Data coverage rate (%)	31.9	32.4	31.8
	Employee benefits expense (NT$ thousand)	5,050,466	5,375,966	5,852,627
	Social investment / cash donation (NT$ thousand)	10,254.3	5,009.8	11,817.4
	Health promotion expenditure (NT$ thousand)	8,890	16,555	12,960

Note: 1. The indicator calculation scope of environmental performance is at SYSTEX Headquarters Building.
2. The indicator calculation scope of social performance is SYSTEX Corp. and the affiliated companies, excluding SYSTEX FINTECH Co., Ltd.
3. Energy consumption is calculated according to the conversion calorific value table of Energy Administration.
4. The weight of general waste disposed was previously estimated, but since Oct. 2022, it has been measured by weighing.
5. Not-employee workers include agency workers, security guards, cleaning workers and electrical & mechanical workers.
6. Turnover rate = annual number of employees leaving ÷ (total number of employees at the end of the year + annual number of employees leaving) * 100%
7. The scope and number of personnel for internal audits of Occupational Health and Safety Management System are consistent with those for external audits.

Government Subsidy Statistics --------------------------- GRI 201-4

SYSTEX Group	Government Subsidy (NT$ thousand)
SYSTEX Corporation	8,547.8
SYSTEX Software & Service Corporation	5,244.7
SYSTEX FINTECH Co.	21.3
SYSPOWER Corporation	8,453.0
SoftMobile Technology Corporation	14.0
Concord System Management Corp.	12.6
SYSTEX Solutions Corporation	3,570.0
Taifon Computer Co.	850.0
Dawning Technology	25.1
MISYS Corporation	13.8
Caresys Information	112.6

Note: The data scope covers SYSTEX Corp. and its affiliated companies in Taiwan.

Independent Third-Party Assurance Statement

SGS — ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SYSTEX CORPORATION'S SUSTAINABILITY REPORT FOR 2024

NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by SYSTEX CORPORATION (hereinafter referred to as Systex) to conduct an independent assurance of the Sustainability Report for 2024 (hereinafter referred to as the Report). The assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standardv3 Type 1 Moderate level during 2025/04/16 to 2025/06/02. SYSTEX Taiwan operational and service sites as disclosed in SYSTEX's Sustainability Report of 2024. The boundary is not the same as SYSTEX's consolidated financial statements.

SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all Systex's Stakeholders.

RESPONSIBILITIES

The information in the Systex's Sustainability Report of 2024 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of Systex. SGS has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance based upon sufficient and appropriate objective evidence.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The assurance of this report has been conducted according to the AA1000 Assurance Standard (AA1000AS v3), a standard used globally to provide assurance on sustainability-related information across organizations of all types, including the evaluation of the nature and extent to which an organization adheres to the AccountAbility Principles (AA1000AP,2018).

Assurance has been conducted at a type 1 moderate level of scrutiny.

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

Reporting Criteria Options	
1	AA1000 Accountability Principles (2018)
2	GRI (With Reference to)

- AA1000 Assurance Standard v3 Type 1 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2018) is conducted at a moderate level of scrutiny, and therefore the reliability and quality of specified sustainability performance information is excluded.
- The evaluation of the report against the requirements of GRI Standards is listed in the GRI content index as material in the report and is conducted with reference to the Standard.

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, Sustainability working groups members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS

Financial data drawn directly from independently audited financial accounts, Total Impact Measurement and Management, and Social Return on Investment assessments (SROI), Task Force on Climate-related Financial Disclosures (TCFD), SASB and The Taskforce on Nature-related Financial Disclosures (TNFD) have not been checked back to source as part of this assurance process.

INDEPENDENCE AND COMPETENCE

SGS affirm our independence from Systex, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

FINDINGS AND CONCLUSIONS
ASSURANCE OPINION

On the basis of the methodology described and the assurance work performed, we are satisfied that the specified performance information included in the scope of assurance is accurate, reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the AA1000 AccountAbility Principles (2018).

We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

ADHERENCE TO AA1000 ACCOUNTABILITY PRINCIPLES (2018)

INCLUSIVITY

Systex has demonstrated its commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to government, employees, customers, shareholders/investors, suppliers, media/general public, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. For future reporting, Systex may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

MATERIALITY

Systex has established a systematic process and continuously adopts various analytical approaches to refine the identification of issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

RESPONSIVENESS

The report includes coverage given to stakeholder engagement and channels for stakeholder feedback. It is encouraged to consider responding to events in the report published year in an appropriate and timely manner in the future.

IMPACT

Systex has demonstrated a process on identify and fairly represented impacts that encompass a range of environmental, social and governance topics from wide range of sources, such as activities, policies, programs, decisions and products and services, as well as any related performance. Measurement and evaluation of its impacts related to material topic were in place at target setting with combination of qualitative and quantitative measurements.

ADHERENCE TO GRI

The report, Systex's Sustainability Report of 2024, is reporting with reference to the GRI Universal Standards 2021. The significant impacts were assessed and disclosed with reference to the guidance defined in GRI 3: Material Topic 2021 and the relevant 200/300/400 series Topic Standard related to the material topics claimed in the GRI content index. The report has properly disclosed information related to Systex's contributions to sustainability development.

For future reporting, Systex is encouraged to have more descriptions of how the organization has applied due diligence as a method for the identification and evaluation of its impacts on the economy, environment, and people, including impacts on their human rights as well as the role of the highest governance body in overseeing these processes.

Signed:
For and on behalf of SGS Taiwan Ltd.

Stephen Pao
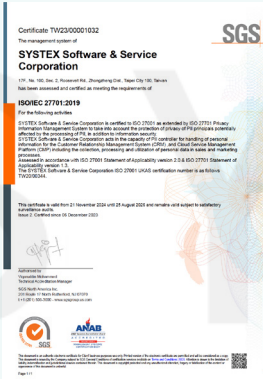Business Assurance Director
Taipei, Taiwan
28 June, 2025
WWW.SGS.COM

AA1000
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Certificate of Registration

SYSTEX Corporation

ISO 9001
(Data Management Integration Service, ChungHo)

ISO 22301
(Data Management Integration Service, ChungHo & SanChong)

ISO 27001
(Data Management Integration Service, ChungHo)

ISO 27001
(A600, B100, F200, F600)

ISO 27001
(Internet Data Service and Fin-information Service, Data Center)

BS 10012
(Data Management Integration Service, ChungHo)

SYSTEX Corporation

PCI DSS
PCI Data Security Standard

ISO 14001
(UKAS)

ISO 50001
(TAF)

ISO 14064-1

ISO 45001
(UKAS)

TIPS
Taiwan Intellectual Property Management System

SYSTEX Software & Service

ISO 27001
(UKAS)

ISO 27701

Top Information Technologies

ISO 27001
(UKAS)

SYSPOWER

ISO 27001

SoftMobile Technology Corporation

ISO 27001

Concord System Management

ISO 27001
(UKAS)

SYSTEX Solutions Corporation

ISO 27001
(UKAS)

CNS 27001
(TAF)

ISO 27701

Taifon Computer

ISO 27001

E-Service Information

ISO 27001

Taiwan Information Service Technology

ISO 27001
(DAKKS)

SYSTEX

Content | Overview | Sustainable Business | Corporate Governance | Caring for Employee | Tech for Good | Environment Sustainability | Partner Relationship | Appendix | 98

Taiwan Information Service Technology

CNS 27001 (TAF)

ISO 27701

uniXecure Corporation

ISO 20000-1

ISO 27001 (UKAS)

ISO 27001 (TAF)

ISO 27701 (UKAS)

Caresys Information

ISO/CNS 27001 (TAF)

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