

2020 ATEN International Co., Ltd. Corporate Social Responsibility Report





Table of Contents

About the Corporate Social Responsibility Report

P3

Manager's Preface

P5

Chapter 1 Implementation of CSR

P6

- 1.1 CSR Institutionalized Operation
- 1.2 Corporate Social Responsibility Management Committee
- 1.3 Identification of Stakeholders
- 1.4 Communication With Stakeholders
- 1.5 Major Topic Management

Chapter 2 Enterprise Operations

P15

- 2.1 About ATEN
- 2.2 Worldwide Presence and Management
- 2.3 Operational Achievements
- 2.4 Honors and Recognition
- 2.5 External Organization Participation

Chapter 3 Corporate Governance

P32

- 3.1 Corporate Governance Structure
- 3.2 Board of Directors
- 3.3 Governance-Level Performance Evaluation
- 3.4 Shareholder Rights
- 3.5 Ethics and Integrity

Chapter 4 Employee Care

P40

- 4.1 Viewing Employees as Important Assets
- 4.2 Comprehensive Occupational Competency Training
- 4.3 Friendly Workplace and Healthy LOHAS

Chapter 5 Active Social Participation

P48

- 5.1 Education Care and Cultural Asset Promotion
- 5.2 Elderly Activities and Care for the Disadvantaged
- 5.3 Overseas Records

Chapter 6 Environmental Commitment

P60

- 6.1 Environmental Sustainability Commitment
- 6.2 Green Sustainable Product Commitment
- 6.3 Climate Change Response Actions and Risk Management Assessment
- 6.4 Environmental Sustainability Management
- 6.5 Greenhouse Gas Inventory Management

Chapter 7 Supply Chain Management

P78

- 7.1 ATEN Supply Chain Management
- 7.2 Sustainable Supply Chain Management Standards
- 7.3 Sustainable Supply Chain Management Strategies and Goals
- 7.4 Supply Chain Management Performance
- 7.5 Sustainable Supply Chain Joint Growth Plan

Chapter 8 Customer Satisfaction and Service

P84

- 8.1 Complete Customer Service System
- 8.2 Global Customer After-sales Service Satisfaction Survey
- 8.3 Product Knowledge Education and Training
- 8.4 Customer Health and Safety
- 8.5 Information Security and Guaranteeing Customers' Rights to Privacy

Appendix 1: Global Reporting Initiative Standards (GRI Standards) Index

P94

Appendix 2: Independent Assurance Opinion Statement

P98

About the “ATEN Corporate Social Responsibility Report”

We appreciate your review of the 10th edition of the Corporate Social Responsibility Report of ATEN International Co., Ltd.

Since 2012, ATEN International Co., Ltd. (hereinafter “ATEN”) interacts and communicates with all stakeholders through the Corporate Social Responsibility (hereinafter “CSR”) Report every year. We look forward to improving society, the environment and governance through our corporate power in order to achieve the objective of sustainability. At the same time, we also look forward to receiving feedback and comments from all stakeholders, allowing ATEN to exploit its corporate power and drive all of us forward on the road to sustainability.

Integration of “Corporate Social Responsibility” and “Corporate Core Value”

ATEN’s four enterprise core values are: “Integrity”, “Caring”, “Ambition”, and “Novelty” (ICAN). “ICAN” are the core values of ATEN, and such core values are not only implemented in all operational decisions of the Company, but also applied to the promotion of CSR with the same attitude. Continuous action will bring positive results to all stakeholders, thereby achieving the goal of sustainability.



2011



2012



2013



2014



2015



2016



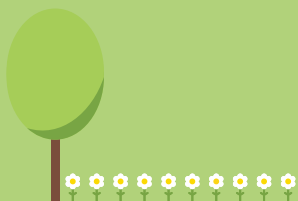
2017



2018



2019



Report Period and Scope

The information disclosed in this Report includes the concepts and actions related to the aspects of the “corporate governance”, “environmental protection”, and “social participation”, etc., of ATEN International Co., Ltd. during the period from January 1, 2020, to December 31, 2020, and major events are disclosed to the date of March 31, 2021. The content of this Report is mainly for the corporate headquarters in Taiwan: “ATEN International Co., Ltd.”, and the Financial Statements according to the scope of the Consolidated Statements, and social welfare information include the contents for some of the overseas subsidiaries of the Group.

Report Drafting Principle

This Report has been established to cope with the trend of the increasing significance of corporate social responsibility worldwide and to respond to the Taiwan Stock Exchange’s enhanced promotion of corporate social responsibility information disclosure. It has been established in accordance with the Core option of the Global Reporting Initiative Standards (GRI Standards) proposed by the Global Reporting Initiative (GRI), with the Company’s best efforts in information disclosure. Each year, the Company publishes the Chinese and English version of the Report on the Company’s website.

Verification

The content of this Annual Report content has been entrusted to the British Standards Institution (BSI), a third party authentication institution, to perform verification according to AA1000 v3 and Class I medium assurance level specified in its 2018 Appendix, as well as the Core option of the GRI Standards. For the Independent Assurance Statement, please refer to the Appendix of this Report.

- In order to protect the environment and cherish natural resources, this report will only be published electronically on ATEN’s Chinese and English website.
- We welcome any opinions or inquiries for information related to this Report.

Publishing the Report

Previous Version: Issued in June 2020

Current Version: Issued in June 2021

Next Version: Scheduled to be issued in June 2022.

Contact Information

Mr. Ting, Section Manager, President’s Office, ATEN International Co., Ltd.

Address: 3F., No. 125, Section 2, Datong Road, Xizhi District, New Taipei City 221

Tel: +886-2-8692-6789

Fax: +886-2-8692-6577

Email: csr@aten.com

Website: www.aten.com

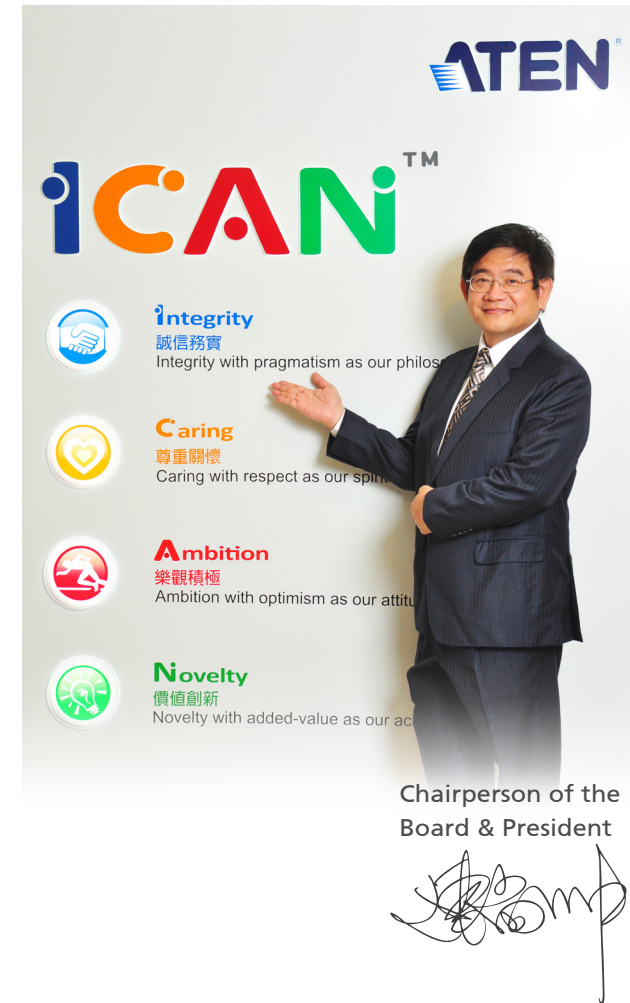
Manager's Preface

ATEN has been established for more than forty years since the establishment of the company in 1979. With a business philosophy of continuous innovation, ATEN has developed a series of solutions to satisfy and lead various market demands. Presently, the main product lines include "KVM multi-computer management systems" capable of providing local or remote computer or instrument machine management, "energy management systems", "professional media systems" for processing multimedia distribution and extension, and "USB peripheral devices" applicable to personal users and SOHO user groups. In addition, through broad product deployment, various solutions have been integrated for different applications, such as the solutions for control centers, conference rooms/classrooms, electronic billboards, data centers, and offices, etc. In 2020, due to the COVID-19 pandemic, schools and corporations in various countries have been affected by city lockdowns. Accordingly, we have proposed the "BYOD High Efficiency Collaboration Meeting, Live Teaching, Corporate Remote Office Solution", in order to assist corporations and schools to overcome the impact of the pandemic. It is expected that in the post-pandemic period, corporations and schools will be able to recover their original operations in a timely manner.

ATEN is committed to the development of user-oriented products. For a long time, we have marketed our products with our own brand of "ATEN" in various regional markets worldwide. We believe that products and solutions that satisfy consumer demands can convey true value to users, thereby gaining consumer trust and support. Accordingly, ATEN actively builds quality marketing sales and service teams, and the Company has established subsidiaries and offices in various regions worldwide to provide real-time and quality local services. In 2020, ATEN receives the Interbrand "Taiwan International Brand Potential Star" Award. This was the third consecutive year for the Company to receive such an honorable award, demonstrating the continuous recognition of ATEN's commitment and effort in developing the global market.

In 2020, despite the impact of the pandemic on corporate activities, ATEN continued to optimize ESG governance the operations of the "CSR Management Committee" and "CSR Group", thereby responding to the expectations of all stakeholders, including company departments, social welfare groups, suppliers, overseas subsidiaries, relatives of employees and other enterprises. In addition, we have also shared ATEN's CSR experience and results in order to broaden the effects. In August 2020, ATEN has received the fourth place in the Enterprise Division of the "Taiwan's Excellence in Corporate Social Responsibility Award", and this is also the 11th year for the company to receive such award, demonstrating external recognition on ATEN's long term effort in various aspects of CSR. In addition, this further drives us to continue moving forward.

In the future, ATEN will continue its joint efforts with corporate stakeholders in sustainable development, so that while seeking profits, we will at the same time be able to achieve the 17 Sustainable Development Goals (SDGs) of the United Nations, thereby joining hands with world-class enterprises in contributing to global sustainability.





Ch1

Implementation of CSR

- 1.1 CSR Institutionalized Operation
- 1.2 Corporate Social Responsibility Management Committee
- 1.3 Identification of Stakeholders
- 1.4 Communication With Stakeholders
- 1.5 Major Topic Management

ATEN, with its long history of cultivating CSR, has implemented its responsibilities in various areas such as “corporate governance”, “environmental protection”, “corporate commitment” and “social participation”, etc. With the close connection established through the integration of employees, society, environment and all stakeholders, and through annual internal review and discussion, ATEN is able to thoroughly implement CSR and also gradually expand its sustainable management capabilities in order to attract more interested parties to contribute their efforts to the pursuit of sustainable and better living.

In 2016, the United Nations officially launched the 17 Sustainable Development Goals (SDGs), and in 2017, ATEN immediately reviewed the internal factors related to sustainable development, corporate capabilities, and levels of concern of stakeholders on CSR issues, etc. The Company decided to actively respond to 10 of the goals, namely the “elimination of hunger”, “health and welfare”, “education quality”, “gender equality”, “employment and economic growth”, “climate action”, “marine ecology”, “terrestrial ecology”, “peace and justice system”, and “global partner”. Furthermore, ATEN continues to examine the correlation of the other 7 goals with ATEN and their executability, in order to bring itself in line with the world and to achieve sustainable development.



※This form is translated and prepared by the CSROne Sustainability Report Platform.

1.1 CSR Institutionalized Operation

After 2012, ATEN has consecutively approved six internal regulations (as described below) related to corporate social responsibility in the Board of Directors' meetings. In addition to satisfying the basic requirements of securities exchange on publicly listed companies, we also understand that through proper organization design and institutionalized operation, CSR can be promoted more effectively in order to incorporate CSR into the corporate culture.

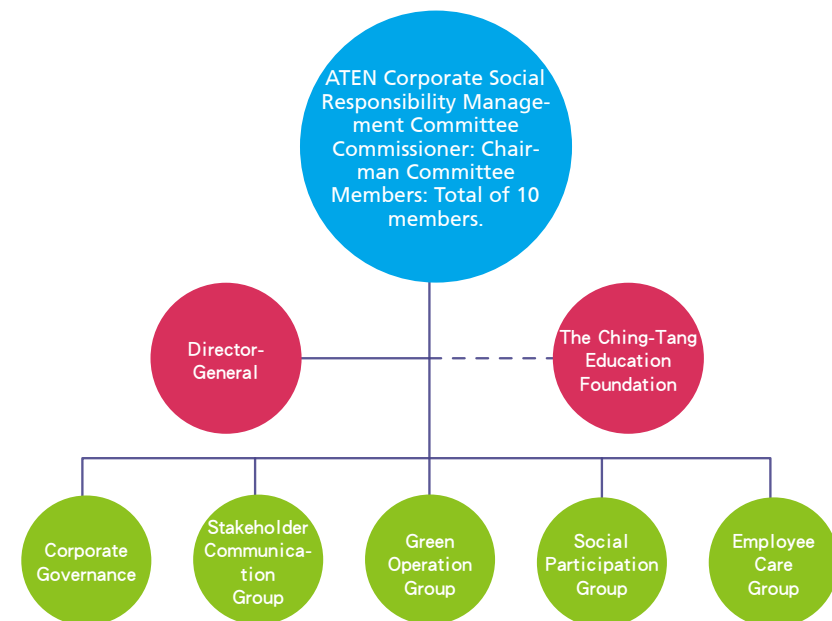


In addition to the institution and regulations, the Company also integrates the CSR with ATEN's corporate core values (ICAN: "Integrity", "Caring", "Ambition", and "Novelty") in order to establish reward regulations such as the "Sun Medal" and "Volunteer Points" to encourage the staff to also respond to various CSR concepts and activities promoted by the Company at work. This can assist all employees of ATEN to further understand and recognize the CSR activities promoted by the Company, thereby treating CSR as the individual social responsibility of all internal employees.

1.2 Corporate Social Responsibility Management Committee

Under the supervision of the Board of Directors, we organize the "ATEN Corporate Social Responsibility Management Committee" as the highest internal corporate social responsibility organization at ATEN. The Committee consists of 10 members, with the Chairman acting as the Commissioner, and for the remaining 9 members, the highest supervisors of the R&D, Manufacturing, Procurement, Planning, President's Office, General Administration, Human Resources, Customer Service, and Quality Assurance Divisions, etc., take the roles of the Committee Members.

"ATEN Corporate Social Responsibility Management Committee" Group Structure



The “CSR Group” under the Committee, consisting of representatives from all operational departments of the Company, holds monthly meetings convened by the group’s Director-General to discuss issues of “Corporate Governance”, “Corporate Commitment”, “Social Participation” and “Environmental Protection” and to follow up the execution status. The CSR Group is also required to periodically present reports to the “Corporate Social Responsibility Management Committee”. The CSR Group is also responsible for executing important decisions regarding CSR policies and directions set by the Committee. In addition, the annual goal and implementation status of all CSR projects formulated by the CSR Committee are also periodically reported to the Board of Directors.

Committee Organization and Mission Description

Duty and Organization Name	Responsible Department	Mission Description
Director- General	President’s Office	Execute resolutions of the Committee Meetings, and manage the routine operation of each group and relevant work progress, and report the execution status in the Committee Meeting periodically.
The Ching-Tang Education Foundation	President’s Office	Contact and manage Company and foundation affairs.
Corporate Governance Group	Investor Relationship and Capital Market Department	Integrate various corporate governance regulations and systems established by relevant departments. Implement the Company’s core values of integrity and honesty and information transparency, focus on shareholders’ interests, and the management principle of proper internal control.
Stakeholder Communication Group	President’s Office	Identify stakeholders, establish communication channels and mechanisms, organize and respond to issues of concern of stakeholders. Preparation of Corporate Social Responsibility Reports, manage and announce relevant information of corporate social responsibility externally.
	Investor Relationship and Capital Market Department	
	Marketing and Promotion Center	
Green Operation Group	Quality System Department	Establish green design capabilities and systems, develop tools complying with relevant environmental protection and monitoring analysis mechanisms, promote various waste reduction and projects of resource reuse, greenhouse gas reduction, etc. Cooperate with the government public department policy requirements externally, and responsible for the energy saving and water saving policy education and promotion of the entire Company. Responsible for promoting the green manufacturing process and green product related works for the entire Company.
	Management Department	
	Factory Affairs Department	
Social Participation Group	President’s Office	Responsible for promoting communication of the Group externally and with society, continue to devote efforts in technology research and development cooperation, long-term education assistance, social welfare activity promotion of arts and culture, as well as sports activities, etc.
	Volunteer Club	
Employee Care Group	Human Resources Center	Planning and promotion of labor and management relationships, employee welfare, health workplace, training and job promotion, gender equality, safety and health, employee care, culture inheritance...etc.
	Occupational Safety and Health Office	
	Factory Affairs Department	

1.3 Identification of Stakeholders

ATTN defines the stakeholders to be individuals, groups, or organizations capable of affecting ATEN or being affected by ATEN. The stakeholders of ATEN include clients, shareholders, employees, suppliers, community organizations, the media, and government agencies, etc. Through diverse communication channels, we understand the issues of concern of stakeholders, and discuss the major topics accordingly, as well as establish relevant management directives and execution plans in order to respond to the needs and expectation of the stakeholders.



1.4 Communication with Stakeholders

We very much value communication with our stakeholders. In addition to the establishment of the stakeholders' section on the Company's website (<https://www.aten.com/global/en/aten-info/csr/page-stakeholders/>), we also clearly indicate the contact methods of different types of related parties on the website. In addition, we have also set up questionnaire survey forms so that stakeholders can express their concern about a total of 20 issues we selected related to the economy, society, and environment, and stakeholders can also submit different opinions to the Company for reference.

> Stakeholders' Section

Stakeholder	Contact Us
Clients	Online Customer Service https://www.aten.com/global/en/ (12 Languages)
Social organizations	Ms. Kao, President's Office Email: csr@aten.com
Shareholders	Investor Relationship and Capital Market Department Ms. Huang Email: ir@aten.com.tw
The media	Corporate Marketing Department Ms. Lee, Assistant Manager Email: pr@aten.com.tw
Other Stakeholders	Mr. Ting, Section Manager, President's Office Email: atencorp@aten.com

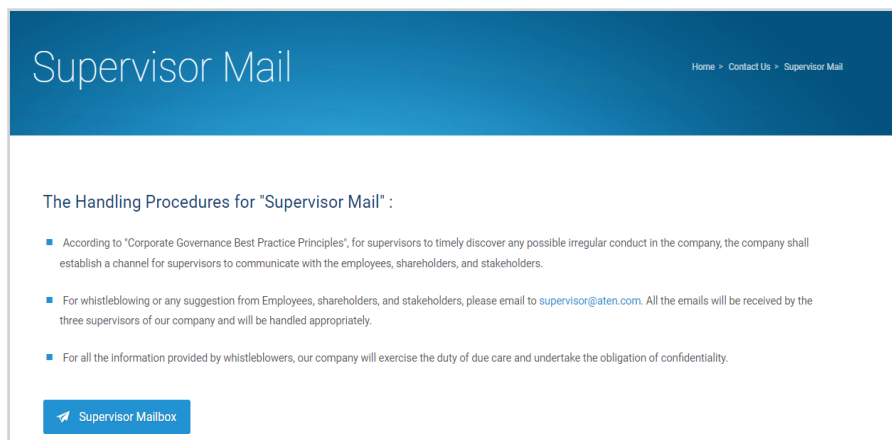
Issues of Concern of Stakeholders and Company Communication Method List

Stakeholder	Issues	Communication channels	Frequency of communication
Clients	<ul style="list-style-type: none"> Product price Products and Services Responsibility Client and partner relations Technology Research and Development Raw Material Use and Recycled Materials 	Customer satisfaction survey	Annually
		e-support Website Platform	Constantly
		Partner Center Webs	Constantly
		Customer service direct line	Constantly
		Agent conference	Annually
Shareholders	<ul style="list-style-type: none"> Operational effectiveness Earnings situation Investment planning Corporate Governance Enterprise sustainability 	Convening a Regular (Provisional) Shareholders' Meeting	Annually
		Investor Conference	Irregularly
		Financial report	Quarterly
		Annual Reports	Annually
		Spokesman system	Constantly
		Establishing investor relations department	Constantly
		Company website announcement	Constantly
		Corporate governance appraisal	Annually
		ir@aten.com.tw	Constantly
Employees	<ul style="list-style-type: none"> Salary and benefits Labor-management relationship Talent Nurturing Occupational Health and Safety Diversity and Equal Opportunity 	Employee Benefit Committee	Constantly
		Human Resource e-School	Constantly
		Capital-labor meetings	Quarterly
		Occupational Safety and Health Committee Meeting	Quarterly
		Solution provision and improvement system	Constantly
		Employee's opinion submission channels, such as employee complaint direct line at 3333, and complaint filing e-mail at emap@aten.com.tw.	Irregularly
		Company advertisements	Constantly

Stakeholder	Issues	Communication channels	Frequency of communication
Suppliers	<ul style="list-style-type: none"> Purchasing price Regular provisions Green product management Raw Material Use and Recycled Materials 	Regular quality inspection	Monthly
		International list	Irregularly
Social organizations	<ul style="list-style-type: none"> Heated room gas management Water and resource management Environmental safety Social benefit and returns 	Company website	Constantly
		CSR Report	Annually
		The Ching-Tang Education Foundation	Constantly
		Employee Benefit Committee	Constantly
		csr@aten.com	Constantly
The media	<ul style="list-style-type: none"> Operational effectiveness Recruitment Investment planning Corporate Governance Social Welfare 	Press releases	Constantly
		Press conferences	Irregularly
		Interviews	Irregularly
Government agencies	<ul style="list-style-type: none"> Directive adherence Environmental safety Payment of taxes and duties Political compliance 	Explanatory meetings held by supervisory agencies	Irregularly
		Corporate governance appraisal	Annually
		Publishing directives	Constantly
		Government agency websites	Constantly

▶ Whistleblowing Mailbox

According to the “Corporate Governance Best-Practice Principles” and relevant regulations of the Company, to facilitate the independent directors in discovering possible flaws in the Company in a timely manner, and to establish communication channels for the employees, shareholders, and other stakeholders and independent directors, the Company has established the “Whistleblowing Mailbox” on the Company’s website. In the event that any stakeholder that is an employee or shareholder has any recommendations or complaints for the Company, he or she may submit relevant content to the e-mail at: supervisor@aten.com. All e-mails are received by three independent directors of the Company and appropriately processed in a timely manner. For all information provided by the complainant, the Company also bears the custody and non-disclosure obligation properly with due care.



▶ Sharing of CSR Promotion Experience Internally and Externally

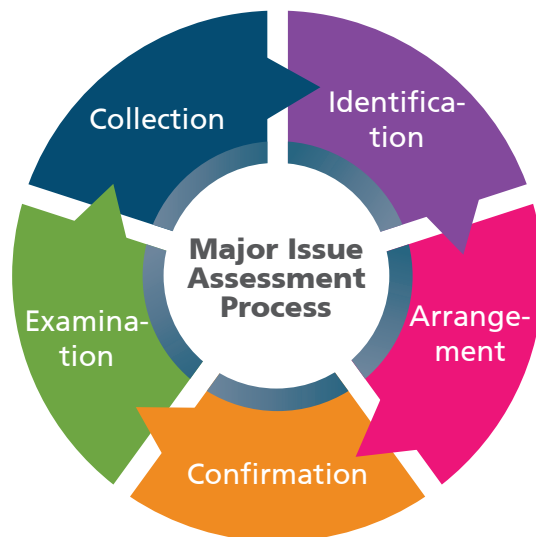
To share the years of experience of ATEN in the promotion of CSR with others, the Company also establishes communication channels through the methods of the Company’s website, internal employee portal website, newsletters, seminars, external speeches of senior managers, etc. in order to convey the information of the Company’s ethical management, corporate governance, environmental protection, social participation, etc. to the stakeholders, as well as to obtain feedback from the stakeholders. In addition, the Company also invites other enterprises, school teachers and students, employees’ relatives and friends, suppliers, etc. to promote CSR jointly with ATEN. Through the organization of activities and message transmission one after another, we believe that it is beneficial to the establishment of a long-term cooperation and interaction relationship with the stakeholders.

1.5 Major Topic Management

▶ Major Issue Analysis

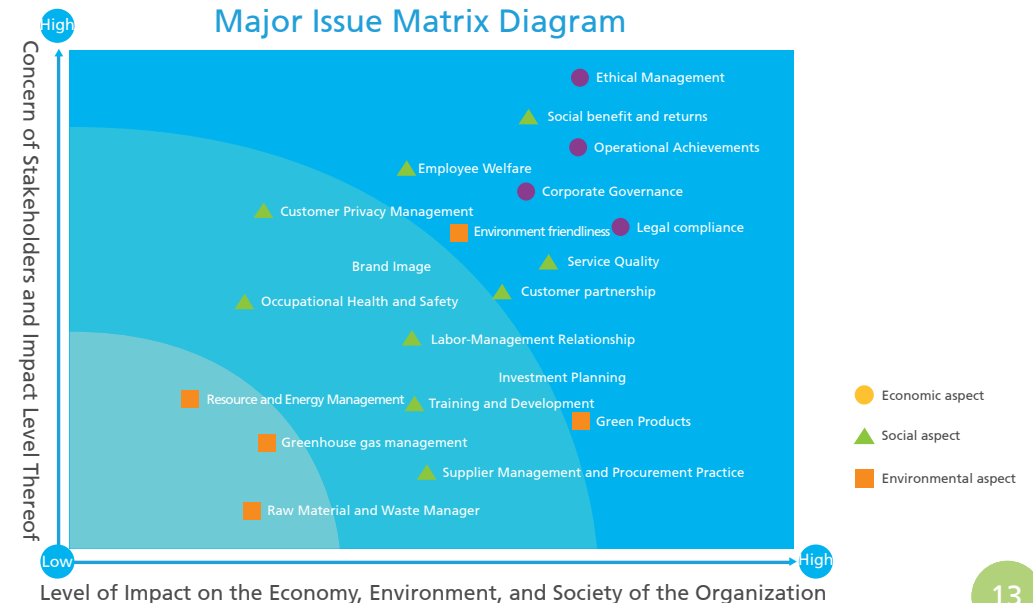
In recent years, ATEN has adopted the cycle of five steps of collection, identification, arrangement, confirmation, and examination according to the sustainability context, materiality, integrity, and tolerance of stakeholders, in order to establish the materiality analysis of stakeholders.

Major Issue Analysis



Collection	According to the interaction status between the routine of the members of the CSR Group and each stakeholder, along with the considerations of the major issues in the domestic/foreign same industry sector as well as international sustainable development trends (such as the 17 SDGs of the United Nations), in order to collect issues concerned by all stakeholders.
Identification	<ul style="list-style-type: none"> •The CSR Group performs the sorting and preparation of a list for the collected issues of concern. •According to the discussion content of the CSR Group monthly meeting, and the consideration of industrial characteristics, international trends, and development status in the same industry sector, 20 "CSR Critical Issues" are summarized.
Confirmation	<ul style="list-style-type: none"> •Complete the "Stakeholder CSR Questionnaire Survey" according to each type of stakeholder and statistically analyze the results, perform examination again and arrangement accordingly. •The CSR Group Members perform discussion on the two aspects of the economy, environment, and social impact level internally and externally of the organization for each issue as well as the level of concern of stakeholders, and a major issue matrix diagram is summarized for recommendation.
Confirmation	The initial result is submitted to the CSR Management Committee to perform examination, and after adjustment with the senior management's opinions, 10 issues are sorted from the 20 CSR critical issues to be listed as the 2020 "CSR Major Topics" in order to be used as the disclosure focus of this Report. The countermeasure strategies and outcome performance of the issues will be explained in detail.
Examination	The rationality of the major issue matrix diagram will be examined at any time and the communication method with the stakeholders is strengthened to collect more stakeholder opinions in order to be used as a basis for future adjustments.

Major Issue Matrix Diagram



➤ Major Topics, Corresponding GRI Standards, and Impact Boundary

According to the five-step cycle for the major issue analysis, the major topics of each aspect and the corresponding GRI specific topics, management directives, internal/external boundary of impact, and sustainable development goals are organized and compared in the following table:

No.	Aspect	Major Topics	Cause	Corresponding GRI Specific Topic Standards	GRI Management Directive Corresponding Chapters and Sections	Value Chain Impact Boundary			Corresponding Sustainable Development Goals (SDGs)
						ATEN	Clients	Suppliers	
1	Economic aspect	Ethical Management and Legal Compliance	Ethics and legal compliance are corporate management basic principles of concern and are expected by most stakeholders.	307 Legal Compliance Related to Environmental Protection 419 Social Economic Legal Compliance	Chapter 3 Corporate Governance Introduction Chapter 6 Environmental Protection Introduction	●	▼	■ ◆ ★	
2		Corporate Governance	Whether the investors and government agencies value the execution status on the improvement of corporate governance significantly.	No applicable GRI specific topics	Chapter 3 Corporate Governance Introduction		▼	■ ◆ ★	
3		Operational Achievements	The Company continues to profit and maintains excellent operation performance having material correlation with the sustainable execution of CSR.	201 Operational Achievements	2.1 About ATEN 2.2 Worldwide Presence	○	▼	■ ◆ ▲ ▼ ★	
4	Social aspect	Service Quality and Customer Partnership	The Company summarizes important issues according to the customer satisfaction survey and routine feedback from customers annually in order to continuously improve the service quality.	416 Customer Health and Safety 417 Marketing and Labeling	Chapter 8 Customer Satisfaction and Service Introduction			■	
5		Social benefit and returns	Continuous support for the disadvantaged groups, education, elderly, and arts and cultural promotion are the common demands of the current society.	203 Indirect Economic Impacts 413 Local Communities	Chapter 5 Active Social Participation and Introduction		♥	□ ▲ ▼ ★	
6		Employee Welfare	Employee relationship maintenance and improvement of employee welfare are the issues of significant concern by employees.	401 Labor-Management Relationship 404 Training and Education	Chapter 4 Employee Care Introduction		♥	★	
7	Environmental aspect	Environment friendliness	Global warming and ecological environmental protection are the issues of most concern worldwide, and we are actively seeking solutions.	No applicable GRI Specific topic	Chapter 5 Active Social Participation and Introduction (related to community environment maintenance)	○		□ ▲ ★	
8		Green Products	Use of ATEN's advantages in the product design and KVM product/industry characteristics to actively promote green products, in order to comply with the expectation of governments of different countries and the general public.	307 Legal Compliance Related to Environmental Protection	Chapter 6 Environmental Protection Introduction Chapter 7 Supply Chain Management Introduction	○		■ ▲ ★	

- "Ethical Management" and "Legal Compliance" are integrated into major topic.
- "Service Quality" and "Customer Partnership" are integrated into one major topic.
- Classification symbols for level of Involvement: of stakeholders of "Value Chain Impact Boundary":

Stakeholder	Direct relationship	Indirect relationship (causing impact, or impacts caused via the business relationship)
Clients	■	□
Shareholders	◆	◇
Employees	♥	♡
Suppliers	●	○
Social organizations	▲	△
The media	▼	▽
Government agencies	★	☆



Ch2

Enterprise Operations

- 2.1 About ATEN
- 2.2 Worldwide Presence and Management
- 2.3 Operational Achievements
- 2.4 Honors and Recognition
- 2.5 External Organization Participation



2.1 About ATEN

#1

Global leading
KVM brand

40+
years of innovation

4
main product lines

22
global sales locations

28
global showrooms

630+
patent certificates

NT\$ 4.8 billion+
2020 consolidated revenue

1600+
employees

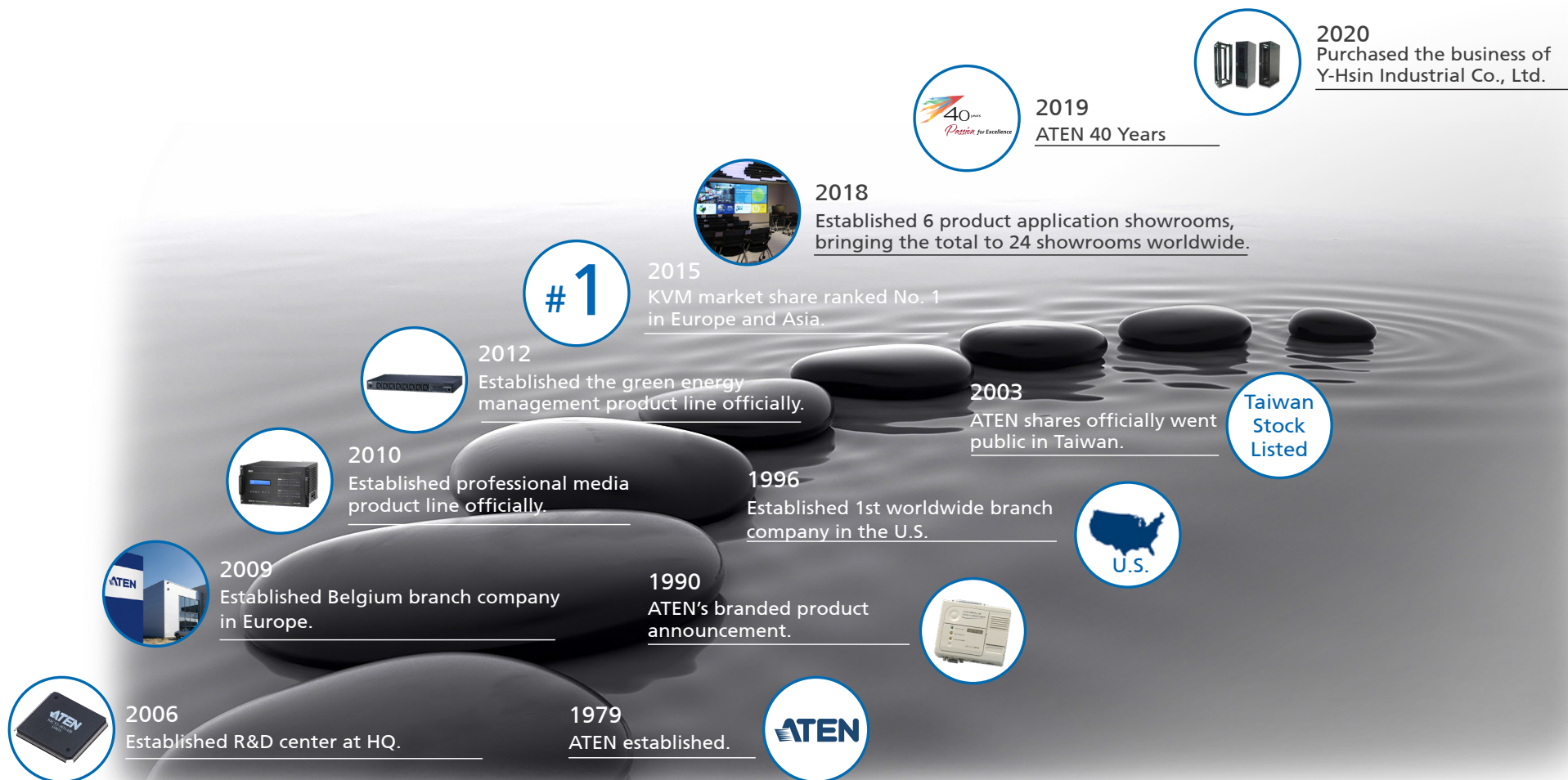
▶ Corporate Vision

Maintaining a consistent business philosophy, we are committed to achieving the beautiful vision of “Simply Better Connections”. We look forward to understanding the needs of users in order to provide innovative solutions capable of establishing more effective and seamless connections between people and message transmissions. With ATEN’s products and services, we aim to assist you to closely connect to the world at any time and any place via sharing and caring innovative technologies, thereby making works and personal living simpler and easier.



ATEN International Co., Ltd.
Established in 1979; headquarters located in Xizhi District, New Taipei City, Taiwan; a publicly listed company traded on the Taiwan Stock Exchange (Stock Code: 6277).

▶ Key Milestones

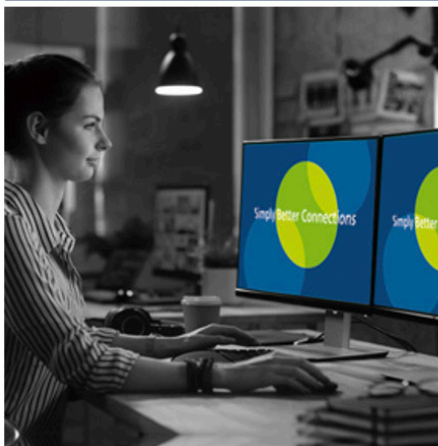


▶ Diverse Product Combination

Since its establishment in 1979, ATEN has promoted its business with its own brand of "ATEN" in the global market, and is committed to providing various types of connection, control and management related products. Presently, ATEN is a leading global manufacturer in information technology (IT) and Professional audiovisual (AV) equipment connection management solutions. ATEN provides integrated solutions for "KVM multi-computer switches", "professional AV products", "USB and handheld device peripherals", "energy intelligence power distribution units", etc. Accordingly, diverse product combinations are able to achieve easy control and connection for different types of electronic equipment. The products are widely applied in different fields, including diverse environments such as corporations, government, education, medical care, manufacturing, transportation, broadcast and media.

In addition to the core B2B product lines, ATEN has in recent years also actively developed consumer products for personal applications, including various USB and handheld peripheral solutions, and has launched gaming, online education and commercial live broadcast products to in response to the personal consumer economy and to seize the entirely new business opportunities generated in the post-pandemic era, thereby bringing users and customers a greater connection and sharing experience.

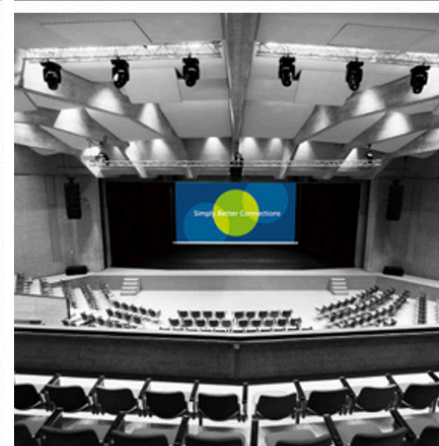
SOHO/Small and Medium
Enterprise Application



Enterprise Applications



Professional AV



Energy Intelligent Power
Distribution Units



Even though the “KVM switch”, “professional AV product”, “energy intelligent power distribution unit” and “USB and handheld device peripheral” product lines have their own development history and industry positions and have different corresponding sales channels and target customers, this is exactly what makes ATEN unique – ATEN integrates diverse product lines into characteristic solutions and develops unique business models, thereby increasing and expanding revenue.

In the past year, the global economy has been significantly affected by the severe impact of the COVID-19 pandemic. After assessment of external environmental changes and the advantages of its own products, ATEN decided to particularly target the industrial government, education, medical care and smart manufacturing markets of different countries, in order to launch a series of products and service solutions that are expected to become the main driving force for ATEN to achieve business growth and overcome the impact of the pandemic.

[Four Recent Main Target Industries]

Government

Education

Healthcare

Maunufacturing



▶ Company's New Products and Services Planned for Development

1	Research and development of high performance KVM matrix systems. These products are for KVM equipment management integration of control room application.
2	Research and development of new generation of Prosumer KVM series. These products are for office applications with 4K high resolution, composite signal and multi-screens.
3	Research and development of a series of secure KVM multi-computer switch products, complying with the PP PSD (Protection Profile for Peripheral Sharing Device) international standard established exclusively for KVM.
4	Technical integration and application for computer desktop application and game console peripheral products of consumer electronics.
5	Audio & Video signal connection management product integration and application
6	Smart environment control system
7	PE series of electrical power and green energy integration and application
8	EC series of electrical power and green energy integration and application

For relevant details, please refer to the 2020 Annual Report of the Company.

▶ New Product Introduction: CS1953 3-Port USB-C DisplayPort Hybrid KVMP™ Multi-Computer Switch

In September 2020, ATEN launched the first 3-Port USB-C DisplayPort Hybrid KVMP™ Multi-Computer Switch on the market. The switch adopts an ergonomic design and configuration, and is equipped with powerful KVM function and USB-C connection technology, granting greater mobility to professional and commercial workstations, remote applications and working from home, thereby increasing over desktop productivity.

The USB-C interface installed in the CS1953 allows plug-and-play for direct connection to mobile devices (such as notebook computers, tablets and smartphones) without the use of docking stations or complicated wiring and configuration. Instead, a single USB-C cable is able to combine the USB-C device and the DisplayPort computer into a single desktop workstation, thereby optimizing desktop space while improving the flexibility of work and operation experience at the same time. Support for Power Delivery 3.0 power supply technology also allows the USB-C mobile device connected to be charged immediately, thereby extending the battery life to extend the duration of users' mobile work.

Precise colors and a vivid and smooth visual experience has become an essential demand for professional and general applications. CS1953 complies with the DisplayPort 1.2 standard, allowing connected mobile devices and computers to be able to enjoy an outstanding resolution output reaching 4K DCI (4096 x 2160 @ 60Hz). Through the DisplayPort Dual-Mode (DP++) technology, display monitors with different interfaces can be selected flexibly.

With the outstanding aforementioned functions and in conjunction with the USB 3.1 Gen 1 data transmission rate as well as the smart switch selection of the buttons, quick keys and external connections, CS1953 allows users to precisely and flexibly switch at any time, thereby improving work efficiency and obtaining the optimal working experience.

CS1953 3-Port USB-C DisplayPort Hybrid KVMP™ Multi-Computer Switch

To cope with the need for quickly switching between multiple computers process vast amounts of data, through high performance display verification and development, precision monitoring and multi-tasking are carried out on various types of data, in order to combine the applications of internal and external working processes, remote/flexible work from home, or switching among devices with different confidentiality levels in fields such as the office, financial transactions, professional design and medical care. Particularly, as the global market is entering the post-pandemic era, workers after city lockdowns tend to seek diverse working models and the demand for hybrid workplaces is also increasing greatly. In light of these trends, the outstanding audiovisual performance of CS1953 integrates DisplayPort and USB-C connection technology while allowing immediate charging of devices, thereby significantly improving the flexibility of hybrid working models and space cost effectiveness. Consequently, users will be able to achieve flexible and smart work from any location locally or remotely.



CS1953 3-Port USB-C DisplayPort Hybrid KVMP™ Multi-Computer Switch Allows You to Work Smart



Improve Office Flexibility
DisplayPort and USB-C Integrated Connection
Technology Allows You to Work Smart

CS1953
3-Port USB-C DisplayPort Hybrid KVMP™
Multi-Computer Switch

First 3-Port USB-C DisplayPort Hybrid KVMP™ Multi-Computer Switch in the industry, adopting ergonomic desktop style and equipped with powerful KVM function and USB-C connection technology, achieving greater mobility for professional and commercial workstation applications, thereby increasing the overall desktop productivity.

**4K
DCI**
4K Visual
Resolution

Superspeed
Data Access

Smart Switch
Selection

USB-C Provides Space and Cost Effectiveness

Equipped with most common USB-C interface for direct connection to mobile devices (notebook computer, tablet, smartphone) without the need for expansion dock, saving space and cost for your desktop work.



DisplayPort for Outstanding Media Performance

Two computers and one USB-C mobile device sharing a DisplayPort display to provide 4K outstanding resolution to your desktop, presenting visual content with remarkable precision.

Immediate Charging

With USB Power Delivery 3.0 power supply standard, your USB-C mobile device connected can be charged immediately, thereby increasing the desktop productivity and extending your work mobility at the same time.



▶ Brand Management

The world's leading brand consultancy Interbrand announced the winner of the "2020 Best Taiwan Global Brands" in November 2020, and ATEN was recognized as one of the top 35 brands and awarded the "Taiwan International Brand Potential Star". This was the third consecutive year for ATEN to receive the award. The world's leading brand consultancy Interbrand believes that ATEN has demonstrated a clear branding strategy, excellent overall financial performance, and active establishment of collaborative relationships with business partners, thereby improving the competitiveness of products and responding quickly to the market. To cope with the home office and learning trend due to the pandemic, ATEN has launched three main remote solutions to ensure information security. In terms of brand construction, ATEN also focuses on online marketing and has released various types of videos and clips to further enhance consumer impressions.

Since the development, ATEN continues to integrate all products and services and has used one single brand "ATEN" for global sales and marketing. Presently, the channel partners of the Company have expanded worldwide to reach more than 100 countries. The key factors to the success of the brand management of ATEN, aside from the "commitment selling ATEN's own brand", include the improvement of service quality and brand value of the Company. To achieve this, ATEN has in recent years adopted the Customer to Business (C2B) business model to strengthen customer impressions of its product and service values. To provide service quality and brand value, we also provide the full support of the original manufacturers to our cooperating distributors, system integrators (SI), and value-added resellers (VAR), such as providing professional solution guides for the main targeted application markets, establishing strong pre-sales support, providing a clear and incentive loyalty program, providing complete and convenient online product training programs, organizing effective product seminars and road shows, etc. This allows customers to enjoy their cooperation with ATEN in promoting products, thereby enhancing ATEN's brand power.

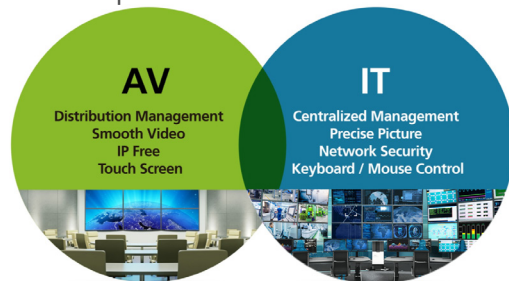
In addition, to continue the cultivation and development of the brand image and brand assets of ATEN with target customers worldwide, we continue to establish standardized, organized and systematic corporate management strategies, marketing strategies and visual communication designs, so that ATEN can have a consistent corporate identity on the global market.



ATEN is presently the only publicly listed company in the field of KVM multi-computer switchers worldwide.

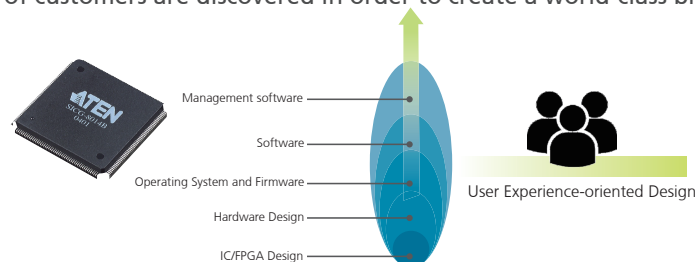
▶ Competitive Advantages

1. Outstanding R&D team, continuous technology breakthrough, and innovative research are relative advantages to a market leader.
2. Provide comprehensive remote management solutions with complete high, medium, and low level of products, as well as equipped with the customized product capability for products of small quantity and great diversity, thereby satisfying the demands of different customers (markets).
3. Equipped with international sales and marketing professionals as well as global marketing and sales planning with complete localized distribution channels in order to establish fast market response mechanisms.
4. Own-brand management, products with high quality, reliability, and stability to gain market recognition.
5. Worldwide patent planning against counterfeit products and to provide intellectual property rights.
6. Leading company for KVM products, with market leading position.
7. Use AV meets IT integrated solutions to comply with the demands of global IT management and the professional media related market.



[R&D Vertical Integration Advantages]

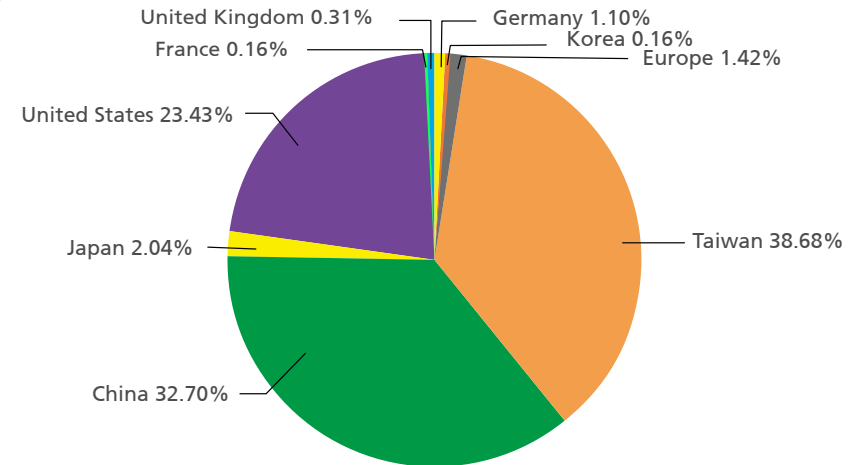
ATEN has a staff of approximately 300 R&D engineers in Taiwan, China, and Canada. Through the high vertical integration of R&D capabilities and in conjunction with the emphasis on user experience (UX) design, the implicit demands of customers are discovered in order to create a world-class brand.



[Global Patent Planning]

Up to the end of March 2021, statistically, the global patent planning of ATEN has reached 786 patent applications, and the number of granted patents has reached 636 patents.

Among the 636 patents already granted and under their protection period, there are 612 invention patents, 9 design patents, and 15 utility model patents. The Company actively invests in and maintains important technology research and development outcomes, which is also an effective guarantee for the continuous growth of future business.



Granted Patent Global Distribution Chart



ATEN Patent Wall

▶ Factors Conducive to Long-Term Development:

1. With decades of development in the KVM product line, ATEN brand reputation has been established in the global market.
2. Numerous awards received, establishing the international brand position and strengthening brand recognition.
3. Improve the global sales system in all main regions and the strategy of localized service in order to establish an advantageous cornerstone for future revenue growth.
4. Focus on niche markets and continue to expand the diverse product application scope, expand from IT architecture management solutions to professional media products, green energy power management solutions and USB peripheral equipment, in order to establish a foundation for revenue and profit growth.
5. Outstanding internal R&D and production technology teams with extensive experience.
6. Core technologies include the high-end technologies of chip design, hardware, monitoring software/firmware, media network communication, etc., and patents are applied to protect the intellectual property rights.
7. Management philosophy of ethics and honesty.
8. Continue to improve the influence of CSR (corporate social responsibility), and strengthen the Company's positive image.
9. Establish harmonious cooperation relationships with suppliers and customer groups with stable quality.
10. Continue to cultivate and introduce outstanding talents continuously.
11. Sound financial structure.
12. Activation of new production bases and investment in automatization equipment, increasing production capacity adjustment flexibility.

▶ Negative Factors for Long-term Business Prospects:

1. Different economic growth in different regions, and there are also geopolitical risks.
2. Exchange rates of various countries fluctuate violently, affecting the revenue and profit.
3. Market entrance of new competitors.
4. Consumers with limited product knowledge.
5. Counterfeit and illegal products disturbing the market.
6. COVID-19 pandemic.
7. IC component supply shortage.

▶ Response Strategies and Opportunities:

1. The global planning strategy of ATEN will not be affected by one single country and market fluctuation, such that the system risk can be reduced. In addition, products are introduced into diverse industries and application fields in order to distribute the risks due to individual industry economic impact as well as to optimize the production-sales management, thereby reducing the opportunity of idle inventory.
2. The financial and strategic divisions pay attention to the exchange rate fluctuations of each received currency and determine market price trends in order to adjust product prices in a timely manner. In addition, through the operation of financial tools, the risk of export exchange loss can be effectively mitigated.
3. With regard to the increasing trend of KVM medium- and low-level competitors in the market, the Company is able to demonstrate product development and research capabilities in order to create product difference, provide customization services and improve product quality as well as customer experience, thereby avoiding price competition with clear distinction from competitors through the advantages of product repair efficiency and customer service quality. In addition, the Company also enhances the solution planning capability in order to create added value, such that the Company is able to avoid price competition.
4. Through the establishment of product application showrooms in all major cities worldwide, introduction of successful examples in various industries and other marketing and promotion techniques, the Company is able to allow potential customers, such as system integrators, enterprise users, government agencies, and general consumers, etc. to further understand the Company's products and application scenario, as well as promote various benefits of ATEN's product series satisfying the energy-saving, environmental friendliness, and space-saving, as well as performance improvement effects.
5. Strengthen counterfeit product inspection and infringement defense actions, and implement thorough actions to protect the sales rights of patented products.
6. As the global epidemic situation becomes the new normal, customer visits and sales activities in different areas are expected to become more difficult than the past. ATEN will adopt more active methods through remote communication and online marketing channels in order to overcome obstacles and to achieve direct communication with customers. In addition, through diverse sales methods, we expect to develop sales strategies different from traditional single sales channels. With regard to employee health and safety, ATEN has also delivered epidemic control supplies to subsidiaries worldwide during the beginning of the pandemic and has also established a reporting mechanism, thereby ensuring that safe and healthy office environments are provided to all employees.
7. Through the supplier channels that have been established over the past years, the Procurement Department is able to reduce the impact of component supply shortages to the minimum. In addition, the Production and Logistics Departments are able to achieve most appropriate adjustment and allocation of production capacity and logistics, thereby ensuring that customers are able to receive the required products within the shortest period of time.

2.2 Worldwide Presence and Management

In regard to “Sales,” “R&D,” and “Manufacturing”, three aspects that are most critical to corporate operations, ATEN sufficiently utilizes global resources in order to gain the most optimal benefits.

▶ Sales

ATEN develops new global sites in a stable manner. Through the establishment of sales branches or offices, the Company is able to develop the overseas market in depth to provide completely local support services and to establish direct communication channels, thereby winning customers’ trust. The Company also actively expands into potential new emerging markets by establishing local sales sites, including the establishment of branch companies and product application showrooms. ATEN has established 22 sales sites and 28 showrooms worldwide. In the future, ATEN will continue to increase the number of sales sites and showrooms in order to expand the sales market. In addition to the regional sales channels, ATEN is also actively expanding its market in the tender project market along with the implementation of the “From Distribution to System Integration” marketing strategy. Furthermore, in view of changes in consumption styles due to the development of network technologies and the impact of the pandemic, ATEN is also actively planning diverse e-commerce market sales channels in order to seize on the opportunities of increase sales associated with potential customer groups, and to satisfy the consumer demands of different channel types.

From Distribution to System Integration:

To avoid the fierce competition in low-end products, the Company’s products have gradually moved toward high-end development. The sales channel for high-end products no longer merely refers to the simple distribution model but is actively heading toward the sales strategy of “From Distribution to System Integration”, in order to seek cooperation with local system integrators (SI) worldwide to manage and shorten channels.

▶ Research and Development (R&D)

In terms of R&D, in addition to the Taipei headquarters and Tainan R&D center in Taiwan, the Company also establishes two overseas R&D offices in Canada and Wuhan, China. With the expertise of R&D talents of different countries, the Company with a total of approximately 300 R&D engineers is able to provide sufficient R&D energy for new product development and patent protection.

▶ Manufacturing

Furthermore, in terms of manufacturing, the Company has for a long time also effectively utilized the characteristics of the two manufacturing sites in Taiwan and China in order to allocate high-, medium-, and low-end products to appropriate production lines, thereby achieving optimal benefits in terms of quality, cost, and efficiency. Regarding the tax burden arising from the trade war between China and the U.S. starting in 2018, the Company is able to reduce the influence and impact of such trade war to the minimum through the adjustment and control of the production capacity of different manufacturing sites. In 2020, the Company increased its investment in the subsidiary in Thailand and a local manufacturing factory was established. Accordingly, in addition to the manufacturing sites in Taiwan and China, the Company is now able to utilize its production capacity in a third country. The new factory in Thailand is planned to officially start production in 2021 and is expected to increase the operating dynamics and production capacity.

ATEN’s active global planning strategy has not only established the foundation for high profit but also established long term competitive advantages for future revenue growth.

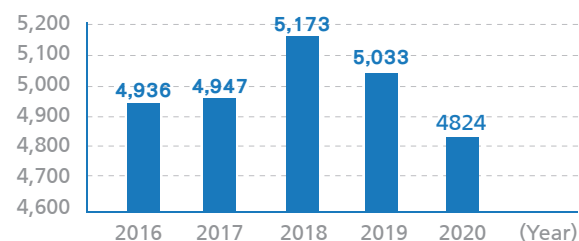
Global Planning Local Development



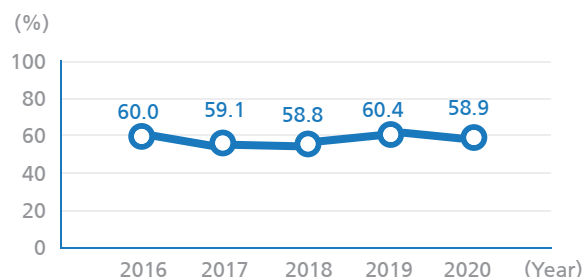
2.3 Operational Achievements

In 2020, ATEN was able to resist the impacts of the COVID-19 pandemic on the global economy, and the annual consolidated revenue reached NT\$4.824 billion, a decrease of 4% in comparison to the amount from last year. Nevertheless, the profit margin still demonstrated stable performance, with a consolidated gross profit of NT\$2.839 billion and a consolidated profit margin of 59%. The overall profit is a result of the benefits gained from non-operating income for the disposal of long term investments. Accordingly, the net profit after tax was NT\$1.502 billion, and the earnings per share (EPS) reached NT\$12.55. The management team was able to meet the expectations of the shareholders in terms of the business expansion, cost control, investment strategy, and efficiency improvement, etc. The Company will continue to create investment profit for shareholders and is worthy of the investors' trust and reliance. For the payment of government fees and employee remuneration, please refer to pages 190 and 211 of the Company's 2020 Annual Report for details.

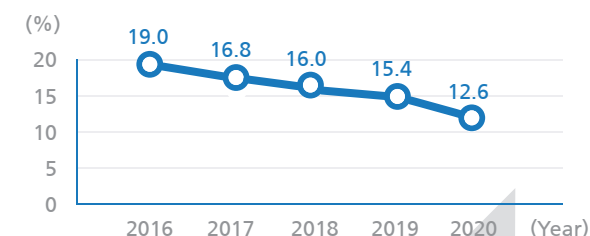
(Million/New Taiwan Dollars) [Revenue]



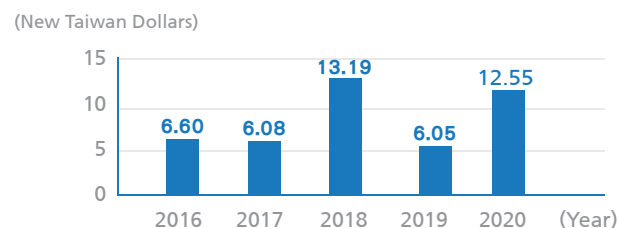
[Gross Profit Margin]



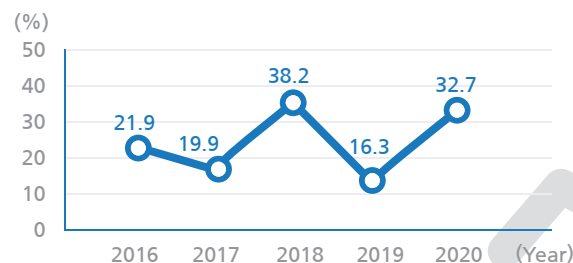
[Operating Profitability]



[Earnings per Share]



[Return on Equity (ROE)]



2.4 Honors and Recognition (2012–2020)

Over the past years, in terms of all aspects of product, design, company management, corporate social responsibility...etc., the Company has been able to obtain recognitions with various awards in various fields.

2020



2020 Innovative Products Winner



2020 Best Taiwan Global Brands (Top 35)



Best Corporate Citizen by the Commonwealth Magazine



2020 Best of Show InfoComm Special Edition Award



INTEROP Best of Show Award 2020 Grand Prize (Gadget)



INTEROP Best of Show Award 2020 Special Prize (Industry Network)



2020 Future Best of Show Awards

2019



Excellent Choice Award



Best Choice Award 2019



Interop Tokyo 2019 Interop 2019 Best of Show Award - Special Prize (Gadget)



Interop Tokyo 2019 Interop 2019 Best of Show Award - Grand Prix (Gadget)



Best Companies to Work for in Asia



Awarded Best Corporate Citizen by the Commonwealth Magazine, ranked "3rd" among Medium-sized Enterprises Group in 2019



Good Design Award 2019



2019 Best Taiwan Global Brands (Top 35)



Winner Product Innovation Award



Produkt Roku 2019 IT Professional Magazine, Poland

2018



2018 Taiwan Excellence Award



CRN 2018 Tech Innovator Award Finalist



2018 Computex Best Choice Award



Awarded Best Corporate Citizen by the Commonwealth Magazine, ranked "1st" among Medium-sized Enterprises Group in 2018



Received the 2018 German Red Dot Design Award



2018 Best Taiwan Global Brands

2017



2017 Taiwan Excellence Award



2017 Computex Best Choice Award



Awarded Best Corporate Citizen by the Commonwealth Magazine, ranked the "2nd Place" among Medium-sized Enterprises Group in 2017



INTEROP Best of Show Award 2017 Special Prize



INTEROP Best of Show Award 2017 Grand Prize



IBC 2017 Best of Show Awards



Produkt Roku 2017



IT PRO Corporate Choice 2017



Government Video Product Innovation Award 2017



2017 Best Taiwan Global Brands

2016



Awarded one of the Best Corporate Citizens by the Commonwealth Magazine, ranked the "4th Place" among Medium-sized Enterprises Group



2016 Taiwan Excellence Award



2016 Interop Tokyo Best of Show Award – Special Prize

2015



Taiwan Excellence Award



Awarded Best Corporate Citizen by the Commonwealth Magazine, ranked "2nd Place" among Medium-sized Enterprises Group



German Red Dot Design Award Communication Design 2015



Received the 3rd term of Outstanding Medium-sized Enterprise Award



Received the Best Ranking of A++ for the Information Disclosure Evaluation of TWSE/TPEX Listed Companies

2014



Interbrand "2014 Best Taiwan Global Brands"



Taiwan Excellence Award



Awarded one of the Best Corporate Citizens by the Commonwealth Magazine, ranked "1st" among Medium-sized Enterprises Group



Awarded the "Top 10 Outstanding Enterprise of the Year" and "Top 10 Outstanding Innovation and Research" in the 16th Golden Peak Award



"Corporate Award for Standardization" in the 15th National Standardization Awards



Gold Medal in "Awards for Best Companies to Work For"



Best Features Award



Received the Best Ranking of A++ for the Information Disclosure Evaluation of TWSE/TPEX Listed Companies

2013



Taiwan Excellence Award



Computex Best Choice Golden Award



Computex d&i Award



Awarded one of the Best Corporate Citizens by the Commonwealth Magazine, ranked 3rd among Medium-sized Enterprises Group



Russia Technical Perfection Award



Hong Kong PC Station Best Design Award



Russia technokitchen Silver Award

2012



ATEN and the National Taiwan University of Science and Technology together developed the iListen communications software for the deaf, winning the German Red Dot Design Award



Awarded the Silver Medal Prize for the Invention Award in the 2012 "National Invention and Creation Award"



Awarded one of the Best Corporate Citizens by the Commonwealth Magazine, ranked the "4th Place" among Medium-sized Enterprises Group

2.5 External Organization Participation

Through participating extensively in the various domestic and international unions, associations and organizations related to the KVM switch industry, the Company seeks to further strengthen its ties with the industry and become exposed to the latest techniques. By doing these, the Company is able to not only enhance the competitiveness of its products and exploit industry influence, but also expand opportunities for forming strategic alliances, catalyzing growth in the Company's business and operations.

Union/Association Name	
Audinate	USB Implementers Forum
AVIXA	VCCI
Bluetooth SIG	VESA
Digital Content Protection LLC (HDCP)	GS1 Taiwan
HDBaseT Alliance	Taiwan Stock Affairs Association
HDMI Licensing, LLC	The Institute of Internal Auditors, ROC (Taiwan)
KNX	Taiwan Electrical and Electronic Manufacturers' Association
PCI-SIG	Taipei Computer Association
SEMI	Industry Liaison Office National Taiwan University
Taiwan Printed Circuit Association (TPCA)	



Ch3




Corporate Governance

- 3.1 Corporate Governance Structure
- 3.2 Board of Directors
- 3.3 Governance-level Performance Evaluation
- 3.4 Shareholder Rights
- 3.5 Ethics and Integrity

Major Topics

Corporate Governance, Ethical Management, and Legal Compliance

▶ Significance of Corporate Governance for ATEN and ATEN's Key Contributions to SDGs

	<p>"Integrity" is one of the core values of ATEN. Each year, the company organizes ethics and pragmatic behaviors related seminars or courses, and they are also listed as one of the essential courses for new employees in order to ensure that all employees are able to understand and comply with the code of conduct for integrity behaviors. In addition, for key divisions such as Auditing, Financial and Accounting, Investor Relationships, and Capital Market and Directors, internal or external courses related to corporate governance are arranged annually in order to allow the staff to understand the Company's determination in ethical management and the consequences of violating ethical conduct.</p> <p>[Corresponding to SDGs Section: 4.7]</p>
	<p>The Board Members of ATEN consist of professionals equipped with various professional knowledge and skills, and female directors account for 10% of the Board Members, in response to the issue of gender equality described in Item 5 of the 17 goals for sustainable development proposed by the United Nations. The aforementioned diversity policy also demonstrates that ATEN consists of professionals equipped with continuous efforts in seeking the long-term goal of sustainable operation.</p> <p>[Corresponding to SDGs Section: 5.5]</p>
	<p>Of the four major corporate core values, the first value is "Integrity" –regardless of the stakeholders faced, the Company always adopts the principle of honesty and trust while implementing transparent corporate governance. With the approval of the Board of Directors, the Company has established regulations such as the "Ethical Management Principles", "Code of Ethical Conduct", "Procedures for Ethical Management and Guidelines for Conduct" for the compliance by the directors and employees. In addition, the Company has also established various e-mails to serve as channels for different stakeholders to submit complaints, in hope of establishing a fair and just interactive relationship between the Company and stakeholders.</p> <p>[Corresponding to SDGs Sections: 16.5, 16.6, 16.7]</p>

Responsible Units

ATEN Corporate Social Responsibility Management Committee – Corporate Governance Group

Management Mechanism

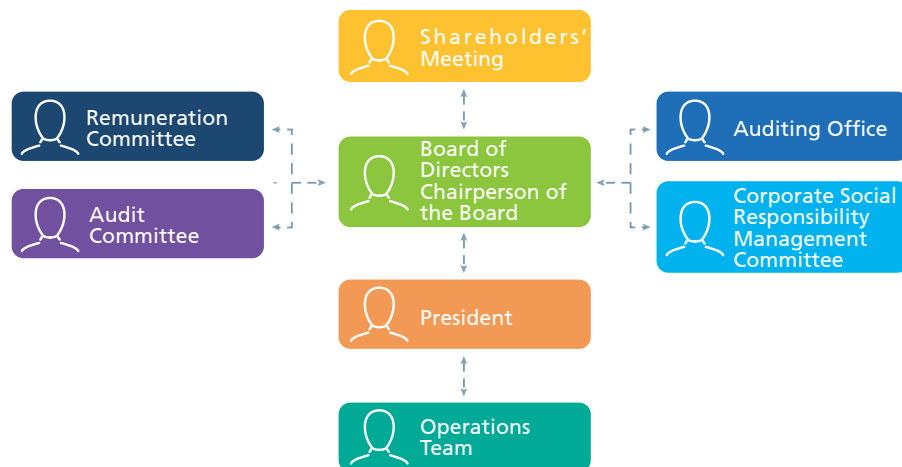
At the Board of Directors' meeting held in April 2012, the Company approved the Corporate Social Responsibility (CSR) "Policy Declaration" and "System and Management System", while also establishing the "Corporate Social Responsibility Management Committee". The Chairperson acts as the commissioner, while the highest supervisor of the "General Administration Division" acts as the Spokesperson and Senior Assistant Vice President, and its subordinate "Investor Relations and Capital Market Department" is the responsible unit for handling the routine affairs of the Board of Directors, Shareholders' Meetings, investor relations, and other corporate governance affairs. The "Corporate Governance Group" under the "Corporate Social Responsibility Management Committee" is formed by members of the "Investor Relationship and Capital Market Department". Through the monthly CSR Group meeting, changes to corporate governance related regulations are discussed and various indicator requirements for corporate governance assessment, as well as the differences to the current execution status are reviewed, in order to propose correction and improvement recommendations. In addition, reports are presented in the CSR Management Committee meetings periodically, and resolutions on policies and directions, etc. made in the Committee Meetings are executed accordingly. When it is considered necessary, the resolutions made in the Committee Meetings and major issues related to corporate governance are periodically reported to the Board of Directors. Under the supervision of the Board of Directors, such operation mechanism is able to ensure that the Company is able to continuously improve and excel in the right direction for the corporate governance aspect, in order to satisfy the requirements of the competent authority and the global trend of corporate governance, thereby effectively protecting the interests of shareholders and realizing the corporate values of fairness and justice. In addition, the Company also reviews the implementation results and future outlook plan every year. On December 18 and November 10, 2020, the results and future outlook plan have been reported to the Corporate Social Responsibility Management Committee and the Board of Directors, respectively.

Commitment, Actions, and Goals

Commitment	2020 Execution Item	2020 Execution Outcome	Future Goals and Actions
Maintain shareholders' interests and equal treatment of shareholders.	Provide both Chinese and English version of Shareholders' Meeting information to shareholders in order to understand the financial and non-financial information of the Company	<ol style="list-style-type: none"> 1. Publish the Chinese version of information of the Shareholders' Meeting earlier than the time-limit specified by the laws, including meeting handbook (regulations specify for 21 days before the Shareholders' Meeting, and the Company voluntarily provides information 30 days before the Shareholders' Meeting), Annual Report (regulations specify for 7 days before the Shareholders' Meeting, and the Company voluntarily provides information 16 days before the Shareholders' Meeting) 2. Voluntarily produce an English version of Shareholders' Meeting information, including an English version of the Meeting Notice, Meeting Handbook, Meeting Minutes, and Annual Report 	<ol style="list-style-type: none"> 1. Provide an English version of the Annual Report with information in greater detail to allow foreign investors to have a greater understanding of the financial and non-financial information of the Company, including the status of the fulfillment of corporate social responsibility and ethical management, etc.
Strengthen the structure and operation of the Board of Directors	<ol style="list-style-type: none"> 1. Diversity Policy for Board of Directors 2. Strengthen Operation of the Board of Directors 3. Establish Functional Committees 	<ol style="list-style-type: none"> 1. Establishment of the "Corporate Governance Officer" has been approved by the Board of Directors on May 5, 2020 2. Establishment of the "Regulations for Board of Directors Performance Evaluation" has been approved by the Board of Directors on January 16, 2020, and amendment thereof has been approved by the Board of Directors on May 5, 2021 3. Establishment of the "Audit Committee" has been approved by the ordinary shareholders' meeting on June 16, 2020. 4. Two sessions of directors' continuing education courses were planned in 2020, for a total of 6 hours 	<ol style="list-style-type: none"> 1. Increase the number of seats of independent directors from three seats to four seats 2. Conduct the Board of Directors performance evaluation, and plan external professional independent institutions or external professional scholar teams to conduct the evaluation, with a frequency of at least once every three years 3. Report relevant information security and intellectual property management issues during the Board of Directors' meetings
Improve Information Transparency	<ol style="list-style-type: none"> 4. Disclose English information 5. Organize investor conference 6. Publish 2020 revenue announcement calendar 	<ol style="list-style-type: none"> 1. The Company itself organizes investor conferences every quarter. In 2020, the Company organized four online investor conferences and participated in one online investor conference it was invited to by an investment institution 2. Released 2020 revenue announcement calendar on the Company's website 3. Synchronous material information in both Chinese and English 4. Disclosed the English version of the Annual Consolidated and Parent Company Only Financial Statements, and also disclosed the English version of the Annual Consolidated Financial Statements 	<ol style="list-style-type: none"> 1. Disclose financial statements to investors for review early, and announce the approval or proposal of financial statements at Board of Directors' meeting seven days before the public announcement time-limit

3.1 Corporate Governance Structure

ATEN ensures the Company's compliance with all regulations through its rigorous internal audit and internal control systems, and requires its management, overseas subsidiaries, and all employees to review and repeatedly examine the Company's compliance with regulations and the execution of the internal control system. Once any setback or irregularity of the internal control system is detected, the problem will soon be reported and to be addressed and closely monitored by relevant departments until the problem is completely corrected and improved to meet all regulations and laws. After the Auditing Department has collected the review reports for all departments, the executives from the Department will report to the Audit Committee regarding these reviews and attend board meetings to present the reports. Regarding risk assessment, various goals are determined in advance and connections to different levels of divisions of the Company are also established. In addition, it is also necessary to consider



the appropriateness of the Company's goals. The Company adopts appropriate actions of policies and procedures according to the risk assessment result in order to control the risk within the acceptable range.

For the 7th year of corporate governance assessment results in 2020, ATEN has been ranked among the top 6% to 20% of public companies. Regarding the recently executed events, please refer to the specific corporate governance events described in the following table for details. The management of ATEN believes that proper implementation of corporate governance can guarantee the rights and interests of investors and other stakeholders, and it is also an essential method to fulfill the responsibility for sustainable operation.



Recent Actions Taken to Promote Corporate Governance are as follow:

Category	Specific Achievements
Maintain shareholders' interests and equal treatment of shareholders.	<ul style="list-style-type: none"> Voluntarily prepared an English version of the Shareholders' Meeting Notice, Meeting Handbook, Meeting Minutes, Annual Report, and uploaded them onto the Market Observation Post System (MOPS) and the Company's website for investors' reference. Please visit the Investor Relations section on the Company's website. https://www.aten.com/tw/zh/aten-info/investor-relations/financial-information/ https://www.aten.com/tw/zh/aten-info/investor-relations/shareholders-meeting/ Proposals of Shareholders' Meeting adopted the voting for each resolution one by one, and the result of assent, dissent, and abandonment from shareholders in each proposal were input in the MOPS and recorded in the Meeting Minutes. The Company's website discloses the inventor relationship contact window to provide responses and handle various investors' recommendations and questions. Please refer to the Investor Relations of the Company's website. http://www.aten.com/tw/zh/aten-info/investor-relations/person-to-contact/
Strengthen the structure and operation of the Board of Directors	<ul style="list-style-type: none"> Establishment of the "Corporate Governance Officer" was approved by the Board of Directors on May 5, 2020 Periodically assessed the independence of the CPAs once per year to confirm that there were no situations where the CPA had financial interest in the Company or the independence was affected by the business relationship. The relevant 2020 CPAs' Independence Assessment Report was already approved at the Board of Directors' Meeting on March 9, 2021. For the ordinary shareholders' meeting on June 16, 2020, the term of office of the original supervisors was due and supervisors were dismissed automatically; in addition, the Audit Committee was established to replace the job functions of the supervisors. The annual key work focus and operation status of the Audit Committee is disclosed on the Company's website, and the communication status of the independent directors with the internal auditing officer and accountant is explained. https://www.aten.com/tw/zh/aten-info/investor-relations/corporate-governance/audit-committee/ https://www.aten.com/tw/zh/aten-info/investor-relations/corporate-governance/communication-directors-supervisors/
Enhance information transparency	<ul style="list-style-type: none"> In 2020, the Company itself organized four online investor conferences and participated in one forum organized by an investment institution. Relevant information and Chinese/English versions of presentation documents have been uploaded onto MOPS and the Company's website. Please refer to the Investor Relations section on the Company's website. https://www.aten.com/tw/zh/aten-info/investor-relations/investor-event/ Published the revenue announcement calendar on the Company's website to allow investors to understand the monthly revenue announcement schedule. Please refer to the Investor Relations of the Company's website. https://www.aten.com/tw/zh/aten-info/investor-relations/financial-information/ Established an English version of the Company's website to provide various information of the Company to foreign investors. Please refer to the following link. http://www.aten.com/global/en/aten-info/investor-relations/corporate-governance/company-structure-and-responsibilities/
Implement corporate social responsibility	<ul style="list-style-type: none"> In accordance with the "Corporate Governance Best-Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct", etc., the Company has established various e-mail addresses on the Company's website as the complaint channels for different stakeholders such as the "Whistleblowing Mailbox (supervisor@aten.com)" to allow the independent directors to discover any possible flaws in the Company in a timely manner, and to establish communication channels for employees, shareholders, and other stakeholders with the independent directors. Three independent directors receive the e-mails for proper handling in a timely manner. Starting from the Corporate Social Responsibility Report in 2015, the Company has appointed a third party authentication institution to perform review and to issue opinions on the "materiality", "responsiveness", "inclusiveness" and "impact" of the Report according to the AA1000AS v3 Standard, and to issue an independent guarantee opinion statement. For the 2020 Corporate Social Responsibility Report, the Company adopted the latest GRI Standards for the preparation of the Report, and also adopted the latest guarantee standard as well as appointed a third party verification institution to perform inspection. In 2020, the Company established the "Corporate Social Responsibility Best-Practice Principles" and "Rules Governing the Scope of Powers of Independent Directors", and also established the "Codes of Ethical Conduct" and "Ethical Corporate Management Best Practice Principles" in 2021, which have become officially effective after the approval of the Board of Directors, and have also been uploaded onto MOPS and the Company's website to provide reference to the stakeholders. Please refer to the Investor Relations on the Company's website. http://www.aten.com/tw/zh/aten-info/investor-relations/corporate-governance/company-rules/ Established the contact window for various stakeholders on the Company's website in order to provide a communication platform. Please refer to the following link. http://www.aten.com/tw/zh/aten-info/csr/page-stakeholders/

ATEN will continue to adopt the methods such as "establishing communication channels with stakeholders", "implementing information disclosure", "strengthening the functions of the Board of Directors", "establishing functional committees", "implementing the functions of the CSR Management Committee", "establishing corporate self-discipline regulations", "constructing sound internal control system" in order to strengthen corporate governance.

3.2 Board of Directors

ATEN's Board of Directors was re-elected during the 2020 ordinary shareholders' meeting. Of the 10 director seats, there are 7 seats for directors and 3 seats for independent directors. The term of office is 3 years. The duties of the Board of Directors include the assessment of the Company's operation strategies and important financial affairs related to business, in order to ensure the appropriateness of the financial reports and to maximize the interests of shareholders.

The Board of Directors' Meeting is convened at least once quarterly. In 2020, a total of 7 Board of Directors' Meetings were convened. During the operation of the Board of Directors' Meeting, in the case of conflict of interest, the director is required to recuse himself or herself. According to Article 16 of the "Rules of Procedures for Board of Directors Meetings" of the Company: "If a director or a juristic person that the director represents is an interested party in relation to an agenda item, the director shall state the important aspects of the interested party relationship at the respective meeting. When the relationship is likely to prejudice the interest of this Corporation, that director may not participate in discussion or voting on that agenda item and shall recuse himself or herself from the discussion or the voting on the item, and may not exercise voting rights as proxy for another director". Please refer to page 26 of the Annual Report for the state of relevant recusals.

Article 20 of the "Corporate Governance Best-Practice Principles" of the Company specifies that the Board members shall be diverse, and directors shall have different professional backgrounds, genders, or fields of work. All members shall also have different professional backgrounds in finance, accounting, industry knowledge, etc. The current Board of Directors of the Company consists of 10 directors, including 7 directors and 3 independent directors, and the independent directors account for 30%. Female directors account for 10%, 9 directors are over the age of 50, and 1 director is aged between 30-50. Directors equipped with industry knowledge and business management are Chairperson of the Board Kevin Chen, Vice Chairperson Shang-Jen Chen, Director Nicholas Lin, Director Cheng-Lin Kuo, Director Se-Se Chen, Director Hsiu-Ta Liao, Director Kun-Yu Chao; Independent Director Wei-Jen Chu is the CPA and Honorary Director of Candor Taiwan CPAs, equipped with a professional accounting background; Independent Director Chung-Jen Chen is a professor at the Department of Business Administration, National Taiwan University, and Director of the

Technology Policy and Industrial Development Research Center, National Taiwan University; Independent Director Chun-Chung Chen is an associate professor at the Department of International Business, National Taiwan University. All of the directors have professional backgrounds in business and finance. The Board members of ATEN consist of professionals equipped with a variety of professional knowledge and skills, and Director Se-Se Chen is a woman, thereby responding to the issue of gender equality described in Item 5 of the 17 goals for sustainable development proposed by the United Nations. The aforementioned diversity policy also demonstrates ATEN's continuous effort in pursuing the long-term goal of sustainable operation. To strengthen corporate governance, the Board of Directors plans to increase the number of seats of independent directors with one more independent director so that the number of independent directors will be increased from three to four.

▶ Board Member Age and Gender Distribution:

Age Range			Gender	
Under 30 years old (inclusive)	Above 30 years old – Under 50 years old (inclusive)	Above 50 Years Old	Male	Female
-	1	9	9	1

▶ Professional Qualifications of the Board of Directors:

All Directors have the business judgment skills, accounting and finance analysis abilities, operational and management abilities, and leadership skills required to fulfill their duties. For relevant descriptions, please refer to Chapter 3 of the Annual Report.

To allow the Board Members to effectively exercise their functions, the Company also encourages directors of the Company to continue their training and education in order to obtain the latest knowledge and to improve their responsive abilities. All of the Board Members of ATEN have reached the statutory required number of hours of training, and the attendance status of directors and supervisors attending the Board of Directors Meetings as well as the training status of directors and supervisors are also disclosed in the "MOPS" in order to provide references to all stakeholders.

3.3 Governance-level Performance Evaluation

According to the Articles of Incorporation of the Company, after reserving and making up the accumulated loss from the income before tax prior to the deduction of the distribution of remuneration of employees and the remuneration of directors/supervisors, if there is any remaining amount, 10% to 16% of remuneration to employees and no less than 2% of remuneration to directors/supervisors shall be appropriated. The determination of the distribution ratio for the remuneration of employees, remuneration of directors/supervisors, and the remuneration of employees in the form of shares or cash, shall be determined based on the resolution of the Board of Directors' Meeting attended by more than 2/3 of the directors and the consent of a majority of the attending directors, and shall be reported in the Shareholders' Meeting.

The term of the Remuneration Committee of the Company was due on June 16, 2020, and the Board of Directors appointed members of the Remuneration Committee on July 10, 2020. A total of 5 members were appointed, including 3 independent directors and 2 committee members. The duties include the establishment and periodical review of the annual and long-term performance goals of directors and managerial officers as well as the policy, system, standards, and structure of the salary and remuneration, as well as periodically evaluating the performance goal achievement status of the directors and managerial officers of the Company, and specifying the individual salary and remuneration content and value.

The remuneration of directors includes the travel allowance and the remuneration of earnings distribution. The travel allowance is based on the general industrial standard, and the earnings distribution amount is based on the Articles of Incorporation of the Company, which are proposed by the Remuneration Committee and approved by resolution of the Board of Director's Meeting, followed by reporting to the Shareholders' Meeting for approval for the payment thereof. The remuneration of managerial officers includes the salary, bonus, and employee bonus from earnings distribution, and the payment standard is handled according to the Employee Salary Management Regulations of the Company. The function of the Remuneration Committee is to evaluate

the salary and remuneration policy and system for directors and managerial officers based on its professional and objective position in order to propose recommendations to the Board of Directors as reference for the decision-making of the Board of Directors.

The Remuneration Committee has convened two meetings in the most recent year, and the attendance details of the Committee Members are as follows:

Title	Name	Number of Actual Attendances	Number of proxy attendance	Ratio of Actual Attendance (%)
Convener	Wei-Jen Chu	2	0	100%
Member	Chen-En Ko	2	0	100%
Member	Yen-Jung Li	2	0	100%
Member	Chung-Jen Chen	2	0	100%
Member	Chun-Chung Chen	2	0	100%



3.4 Shareholder Rights

Shareholders' meetings are divided into Ordinary and Extraordinary Shareholders' Meetings. The Ordinary Shareholder's Meeting is held once annually and is convened by the Board of Directors within 6 months after the end of each fiscal year in accordance with the law. The Extraordinary Shareholders' Meeting is convened whenever necessary according to relevant laws. Shareholders' Meetings are held regularly every year, in order to report on the Company's operational and financial situation. Investors can also submit written proposals to ATEN for the Shareholders' Meetings. Before notifying shareholders of the date of the meeting, ATEN will notify the submitting shareholders of the results of their submitted proposals and list the proposals in the meeting notice as required by legal regulations. In case of a proposal not being added to the Shareholders' Meeting agenda, the Board shall explain the reason for not listing such proposal on the agenda.

The Company upholds the corporate core values of "Integrity", "Caring", "Ambition", and "Novelty" to care for all stakeholders. In addition to employees, customers, suppliers, and community organizations, the Company also emphasizes the interests of shareholders. Regarding the recent dividend issuance policy of ATEN, except for factors of regulatory requirements such that a portion is reserved without issuance, the rest of the amount is distributed to the shareholders in order to allow shareholders to enjoy the profit outcome of the Company together.

The amendment of the Company's Articles of Incorporation were approved by the Shareholders' Meeting in 2019. According to the amended Articles of Incorporation, the frequency of the distribution of earnings adopts quarterly distribution, and if the distribution method is in the form of cash, the distribution can be performed after the approval of the resolution of the Board of Directors' Meeting. On August 11, 2020, and March 9, 2021, the Board of Directors approved the distribution of dividends for the 2nd quarter and the 4th quarter, respectively. The 2nd quarter distribution of dividends was NT\$2.5 per share, and the distribution of dividends was made on December 16, 2020. The 4th quarter distribution of dividends is NT\$3.0 per share, and the distribution is planned to be completed in the second half of 2021. For the total distribution of earnings for 2020, cash dividends of NT\$5.5 per share are distributed.

	2016	2017	2018	2019	2020
Earnings per Share (NT\$)*	6.6	6.08	13.19	6.05	12.55
Shareholders' Dividends (NT\$)	5.8	5.5	8.0	5.3	5.5
Cash Dividends (NT\$)	5.8	5.5	8.0	5.3	5.5
Stock Dividends (NT\$)	0	0	0	0	0
Dividend payout ratio	88%	90%	61%	88%	44%

Upholds the principle of adequate disclosure for TWSE/TPEX listed companies. The Company not only discloses information on the Market Observation Post System as required by regulations, but also publicizes different types of operational and financial information through the Company's Annual Reports and Company website so as to enable the investors to obtain an in-depth understanding of the Company's business operations. Additionally, the Company also sets up a spokesperson system and an Investors Relations Department to specifically address the suggestions and concerns of shareholders. Shareholders can provide various opinions through the e-mail at ir@aten.com.tw. Relevant contact information is also disclosed at the Company's website for stakeholders' inquiries.

3.5 Ethics and Integrity

To implement corporate social responsibility and achieve economic, environmental, and social advancement in order to achieve the goal of sustainable development, the Company approved the establishment of the Company's "Corporate Social Responsibility Best-Practice Principles" in the Board of Directors' Meeting in November 2016 in order to strengthen the implementation of corporate social responsibility and incorporate it into the management operation of the Company.

In addition, the Company also designated the President's Office as the dedicated unit to perform ethical corporate management related promotion and execute operations according to the "Procedures for Ethical Management and Guidelines for Conduct", to fully promote ethical corporate management and report the execution status to the Board of Directors once per year. It has been reported to the Board of Directors in conjunction with the operation status of 2020 corporate social responsibility on November 10, 2020. In accordance with the "Corporate Governance Best-Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct", the Company has established various e-mail addresses on the Company's website as the complaint channels for different stakeholders, such as the "Whistleblowing Mailbox (supervisor@aten.com)" which allows the independent directors to discover any possible flaws in the Company in a timely manner, and to establish communication channels for employees, shareholders, and other stakeholders with the independent directors. Three independent directors receive the e-mails and handle matters in a proper and timely manner. In addition, to provide communication channel to different stakeholders to communicate with the Company, the Company has set up the e-mail box of atencorp@aten.com, and the President's Office is in charge of receiving various comments on the Company from different sectors.



Ch4

Employee Care

- 4.1 Viewing Employees as Important Assets
- 4.2 Comprehensive Occupational Competency Training
- 4.3 Friendly Workplace and Healthy LOHAS






Major Topics

Employee Welfare

› Significance of Employee Care for ATEN and Key Contributions of ATEN to SDGs

We hope to allow the growth of the Company to excel along with the development of employees while creating a friendly workplace capable of achieving employees' physical and mental health as well as work and life balance.

	<p>Each year, the Company participates in the industrial salary survey to ensure that the remuneration and welfare continue to maintain competitiveness in the talent market. Under the performance reward system encouraging achievements, the Company expects to grow together with the employees in order to achieve employment and economic growth. [Corresponding to SDGs Section: 8.5]</p>
	<p>The Company emphasizes particularly on the physical and mental health of employees. Nutritionists are available to monitor the daily meals, and physicians are stationed onsite for service on a weekly basis, and employees are provided with a physical examination annually. For any issues at work or in life (legal counseling, management counseling and psychological counseling, etc.), employees can also contact the EAPs direct line for consultation. [Corresponding to SDGs Section: 3.8]</p>
	<p>We welcome new members from society, and regardless of if they are new employees or existing employees, they are able to receive systematic and planned training through physical and online learning (e-learning). Through ATEN's private learning school internal instructor platform, internal knowledge can be exchanged and shared more effectively. [Corresponding to SDGs Section: 4.4]</p>

› Responsible Units

ATEN Corporate Social Responsibility Management Committee – Employee Care Group

› Management Mechanism

1. Personal development plan and performance management system for different talents and positions, in conjunction with an extremely competitive reward design.
2. Training mechanism for strategy focus and learning with practice in conjunction. We welcome new members from society to join the bullpen project for training.
3. Create a friendly workplace for new employees, and welfare superior to the regulations, along with employee relationship project events.

Commitment, Actions, and Goals

Commitment	2020 Execution item	2020 Execution Outcome	Future Goals and Actions
Company's Growth Together With Employees' Development	[Mentor-New Employee Mentor Program] The concept of "Right Central Thinking, Right Interaction" is conveyed to ATENer/Mentors and supervisors. In addition, through the systematic platform, a 30/60/90-day learning program has been implemented to assist new employees to be ready for job duties promptly and to understand department tasks, thereby allowing new employees to communicate job missions with and obtain necessary assistance from supervisors and mentors periodically.	In 2020, a total of 96 new employees were recruited, and 20 employees resigned in the same year, with a total of 76 new employees successfully retaining their jobs. The new employee retention rate was 79.17% (76/96).	The Company will continue to enhance the mentor program execution quality, including the design of new employee 90-day training program content and Mentor guiding techniques. The goal is to maintain the freshmen retention rate above 80%.
	[Sales Training Center] [Sales Training Consensus Camp]	For the Sales Department and Planning Department (Product Development Center, Marketing and Promotion Center), annual project trainings are designed. Study groups are organized monthly throughout the year to share the latest and most appropriate models with respect to markets, trends, channels, distribution and management, etc. During the year, a two-day [Sales Training Consensus Camp] is further designed, where trainees are guided to receive simulation training in an outdoor environment. Pre-training questionnaires and post-training actual practice in teams are implemented. Employees participating in the training have affirmed that such training assists them in swiftly understanding the product and channel management operations of the Company. The satisfaction rate has reached 98%.	The Company will continue to organize sales consensus camps at all business locations globally according to the needs of the organization and the expansion of overseas sites, in order to cultivate a greater number of brand sales talents and to become key staff at the different business sites globally.
	[ATEN Private Learning School & Human Resource e-School] "Physical Courses" benefit spread through "Digital Courses"	In 2020, under to the impact of the COVID-19 pandemic, a lot of internal and external physical trainings were affected or canceled due to the epidemic control measures that were implemented. Nevertheless, ATEN's internal instructors of the private learning program adopted a small classroom learning method, allowing internal knowledge to be conveyed and passed on in order to establish the foundation for sustainability. In 2020, a total of 6 sessions of internal instruction lecture courses were organized, with an average satisfaction of 93.1, total number of participants of 230 employees, and accumulated total training hours of 378 hours.	The Company will continue to select outstanding internal instructors for internal knowledge and experience sharing as well as to pass on knowledge and experience via the digital method. 10 courses are used as the goal for the digital learning. In 2021, the Company will continue to enhance the teaching skills of internal instructors in order to improve the passing on of internal professional knowledge.
	[Comprehensive Occupational Competency Training]	According to different job function demands, the Company organized courses for different aspects of management functions, professional functions, core functions and self-growth, etc., and a total of 610 courses were opened. The total number of participants was 13,447 people and the accumulated total number of training hours was 21,794 hours.	Enhance self-learning: The Company provides rich digital learning resources (e-learning) and encourages staff to perform adaptive learning according to job duties.
A friendly workplace for physical and mental health as well as a balance between work and life.	[Health and LOHAS Seminar]	In cooperation with the Occupational Safety and Health Office. Physicians from various major medical centers were invited to the Company to provide lectures on health and LOHAS related topics. However, due to the impact of COVID-19 pandemic, a total of only 2 seminars was held in 2020, and a total of 156 people attended, with an average satisfaction score of 95.6.	The Company will continue to promote and encourage employees to routinely exercise. It is expected that in 2021, the Company will organize the events such as road running and a weight loss contest, in order to improve the health of employees.
	[Employee Relationship: Physical and Mental Balance]	Professional counseling teachers and psychologists of "Employee Assistance Programs (EAPs)" were invited to provide seminars for employees: Stress relief from sandwich life. A total of 75 employees participated, with an average satisfaction score of 92.8.	The Company will continue organizing seminars related to physical and mental balance and mental health, in order to provide a proper consultation channel for employees with respect to their work, family, physiological and mental self-adjustments.
	[Occupational Safety and Health]	Despite the continuous impact of the COVID-19 pandemic, the Occupational Safety and Health Office acted as the organizer with the Human Resource Department as co-organizer to invite physicians from various major medical centers and fire departments to the Company to provide seminars related to epidemic control measures and AED first aid drills. A total of 27 courses were organized, with a total number of lecture hours of 2,736 hours, total number participants of 2,356 employees, and an average satisfaction score of 93.6.	In view of the regulatory requirements of the nation and the safety protection of workers in the workplace and working environment, in 2021, the Occupational Safety and Health Office and Human Resource Department will continue to plan and arrange relevant and advanced courses, in order to enhance the occupational safety and worker safety.
	Received the Honor of [Asia's Best Enterprise Employer]	In 2019, among 186 competing enterprises, ATEN received the "Asia's Best Enterprise Employer Award". In addition, from the results of anonymous questionnaire surveys collected from the employees, ATEN received scores for numerous survey questions that were higher than the average scores in the industry. From the anonymous questionnaire survey provided to employees in 2020, for "the Company's respect for employees", "Employee voluntary work performance motivation", and "Employee team awareness and teamwork spirit", ATEN received scores higher than the average scores in the industry.	The Company will continue to implement corporate commitment to employees. In 2021, ATEN again received the [2021 Asia's Best Enterprise Employer Award] with high scores.

[Management Approach] (GRI401) Labor-Management Relationship, (GRI403) Occupational Safety and Health, (GRI404) Training and Education, (GRI405)

4.1 Viewing Employees as Important Assets

ATEN has always viewed employees as important assets, and also believes that high quality products and services come from employees with the greatest joy. With the corporate spirit of "Respect and Care", the Company provides equal treatment to employment opportunities. We also adopt the corporate concept of "novelty" to provide equal performance remuneration treatment; with the corporate principle of "integrity", we establish stable business operation; finally, we adopt the corporate culture of "ambition" to achieve strong resilience and passion.

► Human Resource and Structure

According to the calculation conducted on December 31, 2020, the number of employees in the region of Taiwan is 720 employees, and all of the employees are full-time employees without part-time or temporary employees (male employees account for 55%; female employees account for 45%). Among which, there are 108 senior management supervisors (male supervisors account for 78.7%; female supervisors account for 21.3%), 497 indirect professional personnel, 115 direct technical personnel, with the average age of 39.61 years old, average years of services of 8.40 years, and employees with an educational background above college and university account for 84.2%. In addition, the number of physically and mentally disabled is nine employees, which is 1.29 times higher than the regulatory requirements (seven employees with disability according to the regulatory requirements).

Employee Type	Age	Number of male employees	Number of female employees	Total	Ratio
Direct Employees	<30 years old	3	32	35	4.86%
	31-50 years old	6	64	70	9.71%
	>51 years old	2	16	18	2.50%
Direct Employees Total		11	112	123	17.98%
Indirect Employees	<30 years old	39	30	69	9.58%
	31-50 years old	318	153	471	65.42%
	>51 years old	28	29	57	7.92%
Indirect Employees Total		385	212	597	82.92%
Overall Total		396	324	720	100%

(Direct personnel: employees participating in manufacturing related works; Indirect personnel: employees participating in relevant works assisting production)

► Equal Employment and Care

The talent recruitment channel of the Company includes: online recruiting, newspapers, magazines and media, school recruiting, workforce agents, job fairs, internal employee referrals, and internal employee transfer methods, etc. In 2020, the Company recruited a total of 96 new employees, among which were 32 female employees accounting for 33.3% and 64 male employees accounting for 66.7%; 1 direct employee accounted for 1%. In the same year, 105 employees resigned from the Company, among which were 37 female employees accounting for 35.2% and 68 male employees accounting for 64.8%. The annual resignation rate was 14.6%, and the monthly average resignation rate was 1.2%. From the data over the past three years, the monthly average resignation rate was between 1% and 2%.

Employee Type	Age	Number of male employees	Number of female employees	Total
New Employees	<30 years old	22	8	30
	31-50 years old	40	24	64
	>51 years old	2	0	2
Ratio of New Employees	(Number of New Employees of the Year/Current Employee Number on December 31, 2020) =13.3%			
Resigned Employees	<30 years old	11	5	16
	31-50 years old	50	30	80
	>51 years old	7	2	9
Ratio of Resigned Employees	(Number of Resigned Employees of the Year/Current Employee Number on December 31, 2020) =14.6%			
	Monthly Resignation Rate = Annual Resignation Rate/12=1.2%			

We encourage employees to have children and offer childbirth subsidies of NT\$100 thousand (distributed in 12 monthly installments) for each birth of an infant to employees. The subsidy amount is the highest among the enterprises in the same industry, the total subsidy in 2020 amounting to NT\$1.62 million. For parents with newborns, the Company also provides the infant golden accessories at a market value of NT\$3,000 as a gift to the parents along with red envelope cash of NT\$1,200 from the Welfare Committee. Inside the Company, it provides a warm and comfortable specialized breastfeeding (milk collection) room, and also signs a contract with a well-known chain kindergarten in order to allow employees to work with security and to arrange child care conveniently. We further provide paternity leave (6 days) for male employees, employee birth examination leave (female: 6 days, male: 2 days) superior to the requirements specified in the Labor Standards Act. In addition, the Company also appropriates retirement pension, and also provides a complete insurance plan to cover relatives and parents in the group insurance, in order to provide a comprehensive guarantee and care to employees and their relatives.

Project Description	Number of male employees	Number of female employees	Total
2020 Number of Employees Entitled to Maternity Leave Without Pay	49	19	68
2020 Number of Employees Applying for Maternity Leave Without Pay	0	4	4
2020 Number of Employees Expected to Return to Work After Maternity Leave (A)	0	3	3
2020 Number of Employees Actually Returning to Work After Maternity Leave (B)	0	3	3
Job Resuming Rate (B/A)	100%	100%	100%
2019 Number of Employees Returned to Work After Maternity Leave (C)	1	3	4
2019 Number of Employees Returned to Work After Maternity Leave and Continuing to be Employed After One Year (D)	1	3	4
Retention Rate (D/C)	100%	100%	100%

(Calculation standard: Number of employees applying for maternity Leave without pay up to December 31, 2020. 2018/01/01 - 2020/12/31 applications for maternity leave (19 female employees) + applications for paternity leave (49 male employees). New employees with children less than 3 years old when reporting for work are excluded from the calculation.)

In 2020, ATEN cooperated with the New Taipei City government in the cooperation of the "Gender Equality, Job Equality" gender quality promotion seminar, and further updated the "Workplace Sexual Harassment Prevention and Disciplinary Regulations" in order to strengthen the implementation of such concepts.

► Pension System

ATEN has established a retirement system in accordance with the regulations of the "Labor Standards Act", and has also established a Labor Retirement Reserve Fund Supervisory Committee in accordance with law. According to the account statement for the first quarter of 2021 issued by the Bank of Taiwan, as of 2021/03/31, the retirement reserve fund appropriated under the old retirement system was approximately NT\$100 million (appropriated in full amount).

Periodic Evaluation and Communication

► The Company periodically performs two performance evaluations annually, and provides a communication platform for supervisors and employees face-to-face discussion of job duty performance and establishment of a future development plan. The evaluation result is also used as a reference for future job position changes, salary adjustment, and bonus issuance. In addition, to strengthen the Company's determination in the promotion of CSR in a top-down matter, the Company encourages employees to participate in CSR activities, and CSR participation level is particularly included in the performance evaluation indicators.

2020	Gender	Direct employees	Indirect employees	Total	Percentage over total number of employees
First Half of the Year	Male	8	358	366	50.9%
	Female	47	204	251	34.9%
Percentage over total number of employees (Total number of employees of first half of the year: 719 people)		7.6%	78.2%	85.8%	-
Second Half of the Year	Male	7	374	381	53%
	Female	46	211	257	35.7%
Percentage over total number of employees Total number of employees in the second half of the year: 720 people		7.4%	81.4%	88.6%	-

In addition, to promote workplace harmony, the Company also periodically convenes labor-management meetings in order to perform discussion on issues related to workers' interests, and the meeting minutes of each meeting are updated in the Human Resources e-School. The Company also additionally set up a paid position of Welfare Committee Director-General to be responsible for the handling of employee welfare related matters full time. Since 2017, the Company has established a direct workplace sexual harassment complaint line at #3333 and dedicated e-mail at emap@aten.com.tw. In case of any illegal workplace bullying behavior, employees can file complaints via the direct line or e-mail.

4.2 Comprehensive Occupational Competency Training

In 2020, the total number of training hours of educational training courses organized by ATEN in Taiwan reached 21,794 hours, and the average training hours per person was 30.3 hours, among which the total number of training hours for professional skills was 10,163.4 hours, accounting for 46.63% of the entire year, and the number of courses further reached 503 courses (including 78 digital courses), accounting for 82% of the total number of courses throughout the year. It can be seen that the Company emphasizes greatly the cultivation of professional skills, and the Company also achieves the sharing and passing on of experience and knowledge via internal trainings.

For recruitment supervisors, we have also specified the "required" key management courses every year, including "Ethical Conduct: Required Course for Recruitment Supervisors - Labor Incident Act, Trade Secret and Antitrust Case Studies". In addition, labor attorneys and investigators of the Investigation Bureau are invited to provide seminars at the Company, in order to enhance the educational promotion on legal case studies related to corporate management.

In 2020, the Company continued to organize the "Work Analysis and Job Description Course" from 2019 in order to improve supervisors' ability in talent recruitment. In addition, to further cope with the future challenges of the organization and in view of the principle of comprehensive development of employees, the Company provides diverse courses and seminars on professional trends and self-growth, including courses such as "Comprehensive Recruitment Strategies: Interview Skills and of Recruitment Decisions", "Employee Management Case Practice and Response Strategies", "Product Design User Research Practical Course", "Post-Pandemic ICT Industry Strategic Planning", "Sales Training Consensus Camp", Digital Optimization and Digital Transformation", in order to cultivate the professional skills and humanistic qualities of employees.

Training Type	Training Time	Total number of people receiving training	Total hours of training
Management Skills	19	375	856
Professional Skills	425	5268	10163.4
Core Skills	65	4099	5214.5
Personal Growth	1	75	75
New Employee Training	2	64	283
Digital Course	98	3566	5202.5
Total	610	13447	21794.4

Employee Type	Total hours of training	No.	Average training hours
Direct Employees	3274.1	123	26.6
Indirect Employees	18520.3	597	31.0
Total	21794.4	720	30.3

Employee Type	Total hours of training	No.	Average training hours
Male Employees	13747.7	396	34.7
Female Employees	8046.7	324	24.8
Total	21794.4	720	30.3

► Mentor-New Employee Mentor Program for New Employees and New Skills

In 2018, "ATENer, Freshmen Monopoly" emphasized that freshmen were able to explore current internal processes/systems/forms of the Company and all corresponding service windows according to the map provided. In 2019, ATEN aimed to enhance the leadership of Mentor and supervisors, such that through the training courses of four main steps of "Listening, Speaking, Reading and Writing", the concept of "Right Central Thinking, Right Interaction" was conveyed to Mentors and supervisors. From the perspective of freshmen with "heart", mentors and supervisors are encouraged to image their time when they were once freshmen in order to understand the current freshmen's difficulties, thereby enhancing the communication and management skills of Mentors and supervisors during their leadership.

To assist the freshmen to quickly adapt to the organization, Mentors and supervisors are required establish 30/60/90-day professional skill training course exclusively for freshmen, including environment introduction, product structure, professional and technical courses, etc. In addition, Mentors also conduct interview with freshmen once per month in order to understand freshmen's learning progress and their condition of adaption to the new job, in order to promptly resolve difficulties faced by freshmen during their learning. Throughout the process, Mentors assist freshmen to clarify their job focus and issues and also seek optimal solution together. Division supervisors also show their care for freshmen irregularly and also conduct face-to-face interview during the 90 days of probation period in order to determine the learning condition of freshmen and to confirm the job direction and job functions of freshmen together.

In 2020, we have implemented a systematic platform for executing the 30/60/90-day learning plan for new employees. All new employees reporting for duty are required to complete the digital online required courses (e-learning), including the Company's introduction and core values, personnel regulations and welfare system, internal control system, quality and environmental system, legal affairs and patents,

information security, labor safety and health, asset management, purchase requisition system, and welfare committee introduction. From the survey of "New Employee Adaptability Questionnaire", in the case of discovering that the physical and mental stress index of an employee exceeds the standard level, they are transferred to a third party cooperating professional psychological consultation company for the EAPs.

In 2020, a total of 96 new employees were recruited, and the number of resignations in the same year was 20 employees, with a total of 76 freshmen successfully retaining their jobs. The freshman retention rate was 79.17% (76/96).



課程名稱/編號:	2021年度第002期次 / CLASS-05071
課程型式:	線上課程(隨到隨上)
標準時數:	2小時0分鐘
課程修課期間:	30天
班級上課起迄日期:	2021-03-26 ~ 2021-07-31

► Dual Platform for Passing On of Knowledge

The “ATEN Private Learning School” is an exclusive platform for ATEN’s internal instructors and is based on three objectives in principle: internal knowledge circulation and spreading, creating a learning type of organization atmosphere, and creating ATEN’s internal instructor team. In 2020, under the impact of the COVID-19 pandemic, a lot of internal and external physical trainings have been affected or canceled due to the epidemic control measures implemented. Nevertheless, ATEN’s internal instructors of the private learning program have been able to transform into small-classroom learning method, allowing the internal knowledge to be conveyed and passed on in order to establish the foundation for sustainability. In 2020, a total of 6 sessions of internal instruction lecture courses were organized, with the average satisfaction of 95.6, total number of participants of 3416 employees, and the accumulated total training hours of 4927 hours.



“Human Resource e-School” online learning platform records the learning and development of each employee at ATEN, including all types of internal and external trainings, physical courses, digital courses, learning resources and records, are all recorded on this platform, thereby providing complete learning history and human resource development record. In addition, through the broad transmission method of network platform, we also integrate the ACS (ATEN Certified Specialist) professional product training course lead by the Global Customer Service Division in order to assist employees in the headquarter and overseas subsidiaries to learn the knowledge of four main product lines of (KVM/Pro AV/PDU/Control System). Since the start of the course in 2018, up to the present day, the number of trainees of the course has reached 3,992 people, and the overall satisfaction score of the course is 89 points.

4.3 Friendly Workplace and Healthy LOHAS

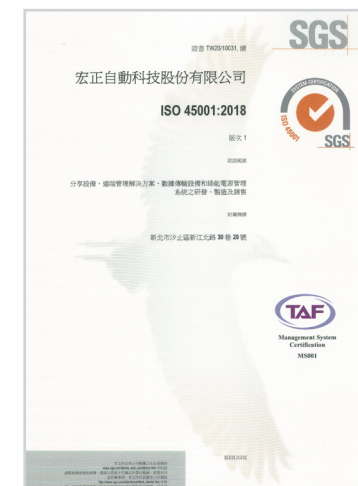
In 2018, ATEN received the Sports Enterprise Certification – in response to “Enterprise i SPORTS, NON STOP Employee Energy”. The Company has always emphasized the employees’ health, and the Company has established a comprehensive fitness center, including a pool table area, reading area, weight training area, fitness training area, aerobics classroom, and sauna, as well as a changing room for men and women. In addition, through diverse clubs, such as volunteer club, yoga club, aerobic boxing

club, jogging club, after-work recreation sports club, basketball club and fitness club, in order to achieve balance between work and living for employees. In the future, the Company will continue to encourage employee’s regular exercise and implement the corporate social responsibility (CSR) of employee care.



► Safety Care-free Workplace

We have established an “Occupational Safety and Health Committee Charter” in accordance with the “Occupational Safety and Health Management Regulations,” and convene Occupational Safety and Health Committee meetings periodically on a quarterly basis. Presently, there are 14 committee members, including 5 labor representatives, accounting for 35% of all members. In the meeting, the Occupational Safety and Health Office regularly reports labor safety and health related indicators to the committee members, and continues to implement the planning and execution of the PDCA technique for potential and possible safety issues. In 2020, the Company passed the ISO 45001 occupational safety and health management system audit and certification, in order to ensure that all employees are able to work in a healthy and safe environment.



Occupational Disaster Type	Gender (Male)	Gender (Female)	Number of Times	Number of Days Lost	Total Number of Working Days (D)	Total Number of Working Hours (H)
Commute Traffic Accidents	0	3	3	200 (Female)	179393	1435144
Occupational Disaster Thousand-People Rate	Number of people receiving occupational disaster insurance compensation throughout the year/Number of people of annual average labor insurance enrollment x1,000=7.25					
Disabling Injury Frequency Rate (FR)	(Total number of injuries and deaths / Total number of working hours of all employees) ¹⁰⁶ (calculated based on million working hours) = 2.09					
Disabling Injury Severity Rate (SR)	(Total number of days lost/Total number of working hours of all employees) ¹⁰⁶ (calculated based on million working hours)=139					

Presently, there are no cases of internal employees subject to occupational diseases and death in the course of job duties. In addition, for outsourced suppliers, contractors, securities and cleaning personnel, there have been no cases of occupational injuries and death in the course of job duties.

Absence Rate (calculated in hours/gender) is calculated as follows:

Gender	No.	Annual Total Working Hours	Occupational sickness leave	Menstrual leave	Sick leave	Sick Leave (hospitalization)	Total number of hours of absences	Absence rate
Female	334	648000	1126	1824.33	5280.517	60	8290.85	1.28%
Male	396	792000	325.15	0	3417.867	0	3473.016667	0.47%
Total	720	1440000	1451.15	1824.33	8698.383	60	1233.86667	0.84%

Employee Activities

In 2020, the Company continued the implementation of the [Health and LOHAS UP2.0 Plan] and cooperated with the Occupational Safety and Health Office to invite nutritionists and physicians from various major medical centers to provide educational seminars on health and LOHAS knowledge at the Company. Relevant seminars included "Hypertension Treatment and Prevention", "COVID-19 Virus - Epidemic Control Measures", "AED Training", "Introduction on Gastrointestinal Diseases", "Drug Addiction and Drug Control", "Lower Back Pain Treatment and Prevention", "Early Signs of Heart Attacks! What Symptoms Should You Be Aware Of?", "Keep Shoulder and Neck Pain Away, Self-Relief Method" and more, in order to establish a health knowledge network and to implement protection activities, thereby protecting the health of all employees. The total number of participants was 2,356 employees, and the average satisfaction was 93.6.

In addition, the full-time Welfare Committee Director-General has utilized the theme of "Energy, Passion, Enthusiasm" is adopted to organize various welfare activities, including the monthly birthday meals, domestic employee tourism, Christmas party/Chinese New Year's party, marriage and funeral events/childbirth/birthday/three holiday bonuses. The annual budget execution rate is nearly 100%. In addition to various welfare benefits from the Welfare Committee, ATEN has distinguished itself from other companies for its 40-year establishment, as the Chairperson always presents birthday gifts in person along with greeting cards with the Chairperson's own signature to each employee on their birthday every month.

Employee Assistance Program (EAPs)

We not only take care of employees but also care their families. It has been seven years since the initial implementation of the EAPs in the Company. Starting from 2018, the service subject has been expanded to relative of first degree of kinship of employees and their spouses. The purpose is to assist employees and their relatives to obtain professional and expert counseling through the "Employee Assistance Program", in order to provide counseling service to overcome problems encountered at work or living, thereby allowing employees to have secured living and to focus on their jobs. If the problems encountered cannot be overcome through telephone counseling, employees can also use the face-to-face counseling service provided by the "Employee Assistance Program". In 2020, at total of 27 telephone consultation services were provided.

EAPs Employee Assistance Program • Your Best Support

Legal consultation
Purchase and Sale
Disputes
Car Accident
Mediation
Property Inheritance

Management Consultation
Team Leadership
Personnel Management
Employee Care

Psychological Consultation
Family and Marriage
Parenting Education
Interpersonal Relationships

Toll-free Direct Line: 0800-299-988 (Monday to Friday 10:00-20:00; excluding regular holidays)
Email: t1happy@ip.org.tw (excluding regular holidays, reply within 24 hours)

Global Human Resource Center



Ch5

Active Social Participation

- 5.1 Education Care and Cultural Asset Promotion
- 5.2 Elderly Activities and Care for the Disadvantaged
- 5.3 Overseas Records



Major Topics

Social Welfare Feedback, Friendly Environment

▶ Significance of Active Social Participation for ATEN and ATEN's Key Contributions to SDGs

The purpose of corporate existence and development shall not only be for the seeking of investment profits of the shareholders or promotion of national economic prosperity and growth, but shall also be for greater values, such as giving back to the society and contribution to the society. Through the use of the corporation's organization and financial capabilities, in various aspects and depths, seek the "common good" for the environment and the disadvantaged often overlooked by the society.

According to the Corporate Social Responsibility Best-Practice Principles of the Company: "The Company shall assess the impact of the Company's operation on the community, and shall appropriately employ local labor power at the business location of the Company in order to increase community recognition. In addition, through equity investments, business activities, donations, corporate volunteer services, or other welfare professional services, etc., the Company shall invest resources in organizations solving social or environmental issues via business models, or shall participate in public organization for community

development and community education, relevant activities of charity and welfare organizations and government agencies, in order to promote community development". Regarding the performance and aspects of ATEN's social participation, through years of implementation, it is able to head toward a systematic and organized direction. Through cooperation with the public sector, schools, welfare organizations, and social enterprises, the Company expects to gather greater energy in order to provide the most appropriate care to our society and environment as well as the greatest warmth to people.





▶ Responsible Units

Corporate Social Responsibility Management Committee, Social Participation Group, Ching-Tang Education Foundation, ATEN Volunteer Club

▶ Management Mechanism

Through the monthly discussion meetings held by the CSR Group formed by all functional department representatives under the "ATEN Corporate Social Responsibility Management Committee," issues related to social participation are planned and discussed, and the execution progress is tracked. The charity donations of the Company are proposed to the CSR Group Meeting for discussion according to the "Procedures for Ethical Management and Guidelines for Conduct" and are reported to the Chairperson for approval before the execution thereof. Such rigorous management mechanisms are able to ensure that the use of resources is performed through sufficient discussion and under the authorization of the highest supervisor in order to achieve the most effective arrangement and distribution.

In addition, with the social participation and policy integration of the two organizations of the "Ching-Tang Education Foundation" and "ATEN Volunteer Club" with ATEN, various donations and public welfare activity participation are jointly executed. With the integration of the efforts and resources from the three groups, care and support are provided to the issues of different social aspects.

		<p>During the implementation of education care and community relationship establishment, for the care and emergency support of students in poverty, the elderly, and disadvantaged families, ATEN is able to directly and indirectly achieve the two goals of "eliminating hunger" and "education quality". [Corresponding to SDGs Sections: 2.1, 4.5]</p>
		<p>The community environment maintenance actions of beach cleaning, mountain cleaning, recovery of gardens, support of farms, etc. have demonstrated our concept and implementation of the improvement of the two issues of "marine ecology" and "terrestrial ecology". [Corresponding to SDGs Sections: 14.1, 14.2, 15.1, 15.5, 15.8]</p>

▶ Commitment, Actions, and Goals

Commitment	2020 Execution Outcome	2021-2022 Goals																											
Education and Care and Cultural Asset Promotion	<p>In 2020, the budget jointly invested in this issue by "ATEN", "Ching-Tang Education Foundation", and the operator was NT\$4.5 million. The execution status and benefits are summarized below:</p> <p>Education Care:</p> <ul style="list-style-type: none"> Sponsored National Chiao Tung University, ARRC prospective rocket project research budget. Presented the 2020 Xizhi District Graduate Scholastic Achievement Award, number of benefited students: 107 students. Offered the 2020 Xizhi District Student Emergency Subsidiary, number of benefited students: 197 students. Offered the 2020 Xizhi District Disadvantaged Student Scholarship, number of benefited students: 245 students; number of participants: 580 students. Organized the 2020 Xizhi District School Volunteer Thanksgiving Ceremony, number of benefited volunteers: 250 volunteers. Donated a high-resolution digital astrological projection system to Xiufeng Elementary School, number of benefited students: 2,000 students. Donated Commonwealth Future Kids Magazines, with approximately 20,000 benefited people. Sponsored the Qingshan Junior and Elementary School badminton budget, with approximately 108 benefited people. <p>Intangible Cultural Asset Promotion:</p> <ul style="list-style-type: none"> Provided a donation to the Paper Windmill Theatre for recovery and repair works due to a warehouse fire. Sponsored the organization of the 24th Aletheia University Taiwan Writer Oxford Award. Sponsored the Taiwanese Yueqin Folk Song Association to organize the 2020 Beitou Yueqin Folk Song Festival. 	<ol style="list-style-type: none"> Continued to invest a budget above NT\$2 million in education care and intangible cultural assets annually. Assisted children in Xizhi and other areas to a great extent to have fairer education and learning resources. Continued to support Taiwanese cultural and arts related activities in order to facilitate the preservation of intangible cultural assets. 																											
Elderly Activities, Care for the Disadvantaged, and Community Environment Maintenance	<p>In 2020, the donation amount of the Company for "Elderly Activities and Care for the Disadvantaged" and Community Environment Maintenance" was NT\$470 thousand. In addition, the volunteer club also launched a physical donation for employees during the three main holidays, and the donated amount for the group of disadvantaged people was approximately NT\$300 thousand. In 2020, the Company organized 23 volunteer activities through the "ATEN Volunteer Club" with a total of 922 employees participating in the activities. With the addition of the external stakeholders, the number of participants reached 1,044 people. Relevant activity execution status summary is as follows.</p> <p>Elderly Activities and Care for the Disadvantaged:</p> <ul style="list-style-type: none"> Volunteers for Senior Boccia Sports Federation(18 volunteers) Xizhi elderly living alone sustainable LOHAS summer outdoor activities.(12 volunteers, number of benefited people of 26 people) Elderly living alone year-end dinner gathering and winter warmth materials donation.(244 people participated, amount of benefit gifts: 516 sets of gifts) World Peace Organization charity food box. Dragon Boat Festival Charity Gift Box Activity. (212 people participated, with 442 benefited people) Moon Festival moon cake donation. (241 people participated, with 658 benefited people) Other Donations: Sponsored the Aurora percussion group. <p>Community Environment Maintenance:</p> <ul style="list-style-type: none"> Organized two sessions of butterfly habitat maintenance (48 volunteers). Organized two sessions of Fulong Beach cleaning activity (64 volunteers). My One Acre of Farm Adoption and Farming Experience Activity (115 participants). Shinshan Dream Lake mountain cleaning activity (27 volunteers). <p>[ATEN Volunteer Club Previous Years Activity Statistics]</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Participating Employees</th> <th>Number of Volunteer Activities</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>377</td> <td>10</td> </tr> <tr> <td>2014</td> <td>274</td> <td>8</td> </tr> <tr> <td>2015</td> <td>512</td> <td>10</td> </tr> <tr> <td>2016</td> <td>550</td> <td>10</td> </tr> <tr> <td>2017</td> <td>599</td> <td>15</td> </tr> <tr> <td>2018</td> <td>949</td> <td>18</td> </tr> <tr> <td>2019</td> <td>890</td> <td>18</td> </tr> <tr> <td>2020</td> <td>922</td> <td>20</td> </tr> </tbody> </table>	Year	Number of Participating Employees	Number of Volunteer Activities	2013	377	10	2014	274	8	2015	512	10	2016	550	10	2017	599	15	2018	949	18	2019	890	18	2020	922	20	<ol style="list-style-type: none"> Continued to invest a budget over NT\$1 million and labor power for issues related to elderly activities, care for the disadvantaged, and community environment maintenance. Organized more than 15 sessions of volunteer activities. Continued to invite all external stakeholders to participate in relevant volunteer activities organized by ATEN. Expanded the participation of overseas branches in order to allow ATEN to implement CSR in different areas of the world.
Year	Number of Participating Employees	Number of Volunteer Activities																											
2013	377	10																											
2014	274	8																											
2015	512	10																											
2016	550	10																											
2017	599	15																											
2018	949	18																											
2019	890	18																											
2020	922	20																											

5.1 Education Care and Cultural Asset Promotion

Education is an essential factor for social advancement and economic growth. ATEN's contribution to social public welfare started at the earliest with a care for education. As the gap between the rich and the poor becomes greater gradually and social issues emerge continuously, in both rural and urban areas, there are children requiring help. We hope that when they face family environment issues or encounter emergencies, they still have sufficient ability and courage to continue learning and growth without any deviation in their morality and behaviors. In addition, the Company also encourages the preservation of intangible cultural assets in response to UNESCO, and supports the activities of traditional folk skills and arts, culture, and literature, etc. unique to Taiwan, in order to allow the unique cultural assets of this land to be preserved permanently.

ATEN lists the fourth goal of "Education Quality" among the 17 sustainable development goals (SDGs) to be the CSR's long-term strategy policy, and establishes the objective of "ensuring equal education, fair and high quality education and lifetime learning".

▶ Sponsored Paper Windmill Counter-drug Theater Play

"ATEN", together with the "Ching-Tang Education Foundation" and "Paper Windmill Theatre", organized a counter-drug stage performance play titled "Saving Fu Shi De" at Xizhi Xiufeng High School stadium for ninth grade students of junior high schools of Xizhi and Jinshan Districts. This was a counter-drug stage play made exclusively for teenagers, and the roles of teenagers were played with the user of their language in order to increase teenagers' counter-drug awareness, to understand the harm of drugs and to also achieve eco effect among teenage peers on the counter-drug issue. During the performance of the play, the laughter of students not only woke up everyone but also allowed the concept of counter-drug to be deep rooted in the minds of students. From the survey questionnaires collected after the performance, we also received numerous positive and inspiring feedbacks from a lot of students. To allow junior high school

students at Xizhi district to have the opportunity to watch the play with the correct counter-drug concept, we will continue to organize such event annually and list it as an item for long-term sponsorship. In 2020, the play was canceled due to the COVID-19 pandemic. Paper Windmill Theatre suspended its performance for one year due to a fire accident, and "ATEN" and the "Ching-Tang Education Foundation" provided donations to Paper Windmill Theatre to assist them in overcoming and recovering from the accident, so that they can continue their performance activities for local students in Xizhi.



➤ Commonwealth “Future Kids” Monthly Magazine Donation to 100 Elementary Schools in New Taipei City

Since 2014, to promote reading habits, ATEN supports and responds to Commonwealth Publishing Group's initiative, “Charitable Delivery of the ‘Global Kids Junior Monthly’ for Creating a Shared Knowledge Platform for 2,678 elementary schools nationwide”. This was the seventh year for the Company to donate the “Global Kids Junior Monthly” journal for a period of one year to elementary schools with relatively small classes in New Taipei City, in hope of providing assistances for small-sized schools that have relatively few resources. We also hope that this excellent magazine, with its rich contents that cover different subjects including English, math, history, geography, science, humanities, and art, as well as with its use of mandarin phonetic symbols and illustrations to aid learning, will be accompanying these children in growing up happily and helping them develop the habit of reading. For the past seven years, our care and love have spread to 25 townships and districts and 100 schools in New Taipei City, and we have donated 8,400 magazines, moving the hearts of tens of thousands of people.

[Number of Benefited People: A total of 20,000 grade 1-2 students from 100 elementary schools in New Taipei City]



➤ Sponsored Qingshan Junior and Elementary School Badminton Training Budget

The New Taipei City Qingshan Junior High and Elementary School badminton team, established in 2014, is a key sports development item of the school. Presently, there are more than 70 team members, the number of members having doubled in the last four years. Owing to the effort of the Principal in seeking a budget and the coach's active training and arrangement for contests, the team was able to achieve remarkable results in numerous types of contests over the past years. In 2020, the team won the fifth place for the Men's Division in the New Taipei City Junior High School Sports Games. In addition, the school's application for becoming a key school for the development of badminton in New Taipei City was approved, making badminton an important physical education item for Qingshan Junior High and Elementary School.

To allow all students in Xizhi District to be able to participate in badminton activities, ATEN and the Qingshan Junior High and Elementary School badminton team have jointly promoted badminton education by opening a badminton camp at the school. The activity has received great response from the general public, and in the future, we will continue to organize more sessions, thereby giving students in Xizhi District the opportunity to participate.

With ATEN's commitment to the annual sponsorship and promotion of physical education and sports and the dedication of the Qingshan badminton team sharing the same vision, we organized the 1st Qingshan Cup Qixing District Badminton Invitational in 2020, attracting more students to participate in badminton activities, thereby promoting this sport that is suitable for all citizens on a greater scale and further creating a sport characteristic for Xizhi District.

[Number of benefited people: 108 people]

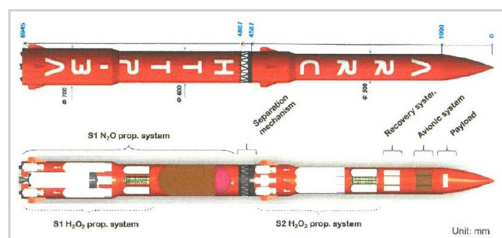


▶ Donated high resolution digital astrological projection system to Xiufeng Elementary School

In 2006, ATEN once donated NT\$2 million to Xizhi Xiufeng Elementary School to construct the "ATEN Astronomy Education Building" and to purchase professional astronomy education software and hardware to motivate students' interest in the study of the universe and astronomy and in hope of promoting astronomy education to enrich students' knowledge in the natural sciences and to cultivate outstanding talent in astronomy for our nation in the future. After the previous donation offered more than a decade ago, the computers and projection equipment in the Astronomical Education Building started failing one after another since 2019; however, the school assessed that it was unable to carry out the repair and software update works. As a result, the astronomy education program and "Parent-Child Astronomy Camp" in the school were suspended in 2019. Accordingly, in 2020, ATEN decided to once again donate new projector and computer equipment and astronomy education software to the school, hoping to continue to assist the school in cultivating outstanding students at Xiufeng Elementary School and to motivate their interest in the study of the universe and astronomy.

▶ Sponsored ARRC Prospective Rocket Project Research Budget

Since 2018, the Company has continued to sponsor the rocket project promoted by Taiwan's citizens. The Advanced Rocket Research Center (ARRC) of National Chiao Tung University is a privately funded institution. In 2012, National Chiao Tung University established the ARRC, and its goal was to promote the aerospace technology development of Taiwan, with the research on hybrid rocket technologies, development of specialized components for rocket technologies, and cultivation of talents in the relevant field, in light of the self-development of rockets in Taiwan. In 2021, it is expected to launch a 4U cube satellite to perform quantum communication transmission experiment at an altitude of 100km above the earth. ATEN supports ARRC to allow the technology education in Taiwan to head toward the direction of system establishment capability. In addition, during the promotion process, the Company also hope to find ATEN's product and technical capabilities to contribute and to be integrated with such aerospace project. During the staged



launch testing process of this project, the Company also donated four sets of its own products of VE875 Fiber Extenders to assist the transmission of the launch site surveillance screen back to the machine room.

▶ Issuance of 2020 "Scholarship for Students in Financial Hardship" and "Emergency Subsidy"

In view of the continuous widening of the gap between the rich and poor in society as well as the insufficient educational budget for children of academic learning ages from medium- and low-income families, along with the consideration of other unexpected accidents and incidents, that may affect the right to education of the next generation, the Ching-Tang Education Foundation provides "scholarships" and "emergency subsidies" to students in total 15 public elementary schools, junior high schools, and senior high schools in Xizhi District in order to provide some economic support to the students, as well as to encourage students in financial hardship to strive for learning and thereby contribute to society. During the process of award presentation of "scholarship", the foundation also arranges or invites local school music bands in Xizhi for performance in order to enrich the process of ceremony. The foundation provided emergency subsidies to 197 students and scholarships for students of poverty to 245 students in Xizhi District in 2020. During the Emergency Subsidy presentation ceremony in 2020, we also invited the President of the Xin-Young Foundation, Yu-Tung Cheng, to give a lecture on information helpful for volunteers in the provision of volunteer services in the new era. In addition, the award presentation ceremony organized this year was also the event with the greatest number of participants compared to the previous events.

[Number of Benefited People: 442 people]



➤ Donated “Diligent Study Awards” to select graduates from all public schools in Xizhi

To encourage graduate students to head toward another learning stage and to continue to uphold the excellent learning spirit with great performance, the “Ching-Tang Education Foundation” presents the “Diligent Study Award” before the graduation season of each year, and the library coupons and award certificates are provided to outstanding students selected from 15 public elementary schools, junior high schools and senior high schools in Xizhi district. In addition, during the graduation ceremony, schools also praise all students receiving awards publicly. [Number of benefited people: 107 people]



➤ Xizhi District Public School Volunteer Thanksgiving Ceremony

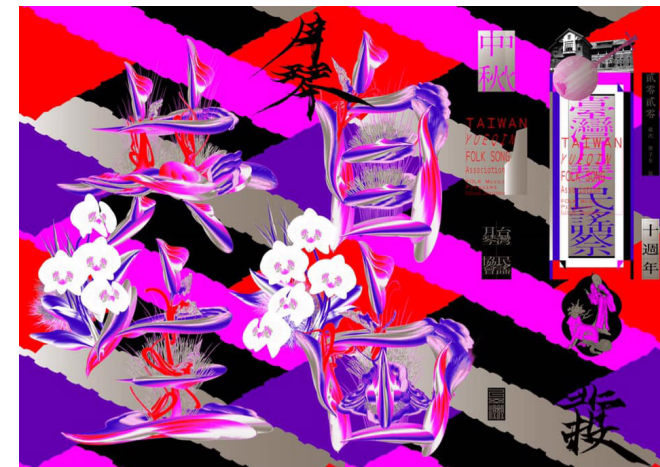
To demonstrate our appreciation to volunteers servicing 15 public schools in the Xizhi District for a long time with their own time and effort in order to allow school education to be developed successfully and students' safety to be protected, the “Ching-Tang Education Foundation” organizes a thanksgiving ceremony in order to invite volunteers from schools as well as teachers and principals to jointly encourage volunteers and express their appreciation, in light of allowing such education care effort to continue in the future. We also hope to encourage volunteers with passion to join us for the protection of our children. During the award presentation ceremony in 2020, we also invited the children's rhythm band of New Taipei City Xiufeng Elementary School to perform “Going Home” and “Les Miserables”. [Number of benefited people: 250 people]



➤ Sponsored the “Aletheia University Taiwan Writer Oxford Award” and “Beitou Moon Lute Folk Music Festival”

Taiwanese local literatures and music need to be preserved and promoted systematically; therefore, the “Ching-Tang Education Foundation” continues to sponsor the “Taiwan Writer Oxford Award” organized by Aletheia University to promote the historical contribution and position of outstanding Taiwanese literature writers. In addition, the Company also sponsors the “Taiwan Moon Lute Folk Music Foundation” in the event of “Beitou Moon Lute Folk Music Festival” organized at Beitou Hot Spring Museum every summer, in order to allow more people to understand Taiwanese literature and the beauty of music, and to promote such precious intangible cultural assets.

[Number of benefited people: 5,000 people]



5.2 Elderly Activities and Care for the Disadvantaged

With the upcoming era of aging society with few new children, we can imagine that the number of elderly people living alone and requiring assistance and accompanying will continue to increase. As the economic growth slows down, and the under the environment of insufficient population benefit and low income, the number of disadvantaged groups requiring assistance will continue to exist in the society. "Respect and Care" is one of the corporate core values of ATEN. The Company's corporate social responsibility performance also follows such spirit, in light of providing assistance and care to groups requiring assistance and care in the society in a timely manner. ATEN's CSR team members constantly maintain contact with public departments, disadvantaged groups, social welfare groups and elderly care institutions, etc., in order to provide assistance of corporate volunteers and corporate financial supports and resources, such that assistance and care can be provided to disadvantaged groups of elderly, disabled or economically strained families. For the three sustainable gals of "elimination of poverty", "elimination of hunger" and "health and welfare" of SDGs, we also contribute effort to achieve such goals step by step properly.

▶ Volunteers for Senior Boccia Sports Federation

Boccia is an official contest of the Boccia Sports Federation, and the sports is suitable to disabled group, and in recent years, it has been promoted to the senior group. To implement the concept of CSR, the Company participated in 2018 in the preparation works for the Asia Open of the Boccia International Sports Federation (BISFed) organized by the "Boccia Taiwan Sports Federation". In addition to budget sponsorship, the Company also integrated ATEN's professional technology and equipment in order to assist with the live broadcast of the game. Subsequently, we also invited professional coach of the Boccia Sports Federation to proceed to the "Medical Nursing Home" to participate in boccia sports experience with elderlies in order to integrate such sports with the elderly program. The Company also received positive feedbacks from the elderlies. In 2020, the "Boccia Taiwan Sports Federation" organized the sixth "Senior Boccia Sports Games", and ATEN's volunteer club also called volunteers to provide assistance in the proceedings of the games in Taipei. The preparation before contest and the competent ion on the day of contest provided special and precious opportunities and experience to all elderlies and their families. Through the event, participants were able to expand their social space, and from the winning of any contests, elderlies were also able to establish self-recognition and confidence. It was a meaningful event.
[Volunteers Participated: 18 people]



Boccia is one of the official games of the Para Games (known as the Paralympic Games), having originated in ancient Greece as a throwing game. After modification, it became a sport requiring strategy and skills with a minimum amount of body movement. This contest is particularly designed for people with physical and mental disabilities with difficulty controlling extensive actions, and the main participants are groups with cerebral palsy, muscle atrophy, spinal cord injury, and rare diseases. Boccia is also a sports requiring brain works without extensive body movements; therefore, it is a recreation activity extremely suitable to elderlies.

▶ Elderly Care – Xizhi Elderlies Living Alone Sustainable LOHAS Summer Outdoor Activity

Every year, the Company collaborated with the Social and Humanity Section of Xizhi District Office, and the arrangement of outdoor activity for elderlies living alone at Xizhi district has gradually become an important event they long for. With the transformation of family structure, a lot of elderly living alone have to live alone without having any children or due to children living in other places or abroad, such that their daily lives are not properly cared for by others. In addition to the public department's periodic visit and care, to provide opportunities to the elderly to go outdoors in order to slow down the aging process, the Company continues to cooperate with the Xizhi District Office and sponsors the budget necessary for activities. In addition, the Company volunteers use their one day of "paid volunteer holiday" along with the volunteers from the district office to accompany the elderly in a one-on-one manner, and to listen to the elderly to share their life experiences during the activity. In July 2020, we selected the Pinglin Tea Museum, Shiding Thousand Island Lake and Bagua Tea Garden for the one-day companion activity, in order to allow elderlies living alone to enjoy the flavor of tea, walking and the scenery of beautiful tea garden during the event and to have a wonderful day. Under the accompanying and patient care of the volunteers, the elderlies that live alone during their regular days were able to receive warmth from society, and the smiles of elderlies are the best reward for volunteers.

[Number of Volunteers: 12 people, Number of Benefited People: 26 people]



▶ Care for elderly living alone, delivery of year-end charity goods with warmth

ATEN continues to care for elderlies living alone and disadvantaged elderlies in the southern part of Taiwan. We once again collaborated with the Heng Chun Christian Hospital. Following the fund raising of ATEN employees for supplies such as diapers and protective pads for elderlies two year ago and the donation of pillows last year, for this year, after a survey by Heng Chun of the resource distribution and the needs of elderlies, we decided to purchase 516 supply packs to satisfy the needs of elderlies living alone and disadvantaged elderlies as a timely contribution of resources, thereby allowing elderlies to enjoy a brand new year with a joyful atmosphere. [Number of Employees Participated: 244 people, Number of Benefited People: 516 people]

▶ World Peace Organization charity food box.

Since hunger and malnutrition due to poverty still occurs at some dark corners of the society in Taiwan, and this could be a great threat to the lives of children and their growth. As the family's economic condition is poorer, the children of such family may suffer greater malnutrition problem. The goal is to allow children of poor economic status to no longer suffer from hunger and have sufficient meals every day, and the Company aims to achieve such goal despite physical factors in the society. Accordingly, the Company continues to collaborate with the World Peace Organization. In January and August, the Company invited employees to donate food materials suitable for children and with an expiration period above 6 months in January, and the food materials included milk powder, cereal, high fiber cookies, noodles, cans, etc., to assist children in poverty, in order to protect them from hunger.



▶ Dragon Boat Festival Charity Gift Box Activity

Employees of ATEN continued to demonstrate their charity care before the Dragon Boat Festival, purchasing 2kg of rice, instant noodles, cooking packs, beverages and canned foods packaged into charity gift boxes for subscription and purchase by employees to donation to high-risk families and single-parent new immigrant families in Xizhi District, and disadvantaged families in Xiqing. The activity raised a total of 442 gift boxes with a total value of NT\$174.59 thousand, and they were provided to the Xizhi District Office for forwarding to families in need in order to share love and care during the Dragon Boat Festival. [Number of Employees Participated: 212 people, Number of Benefited People: 442 people]



▶ Moon Festival Moon Cake Donation

Before the Moon Festival of each year, the ATEN's volunteer club invites employees to care for the disadvantaged and to subscribe for moon cakes. This year, with the enthusiastic participation of ATEN's employees, a total of 658 moon cakes were raised. Through the Xizhi and Wanli District Offices in New Taipei City, the love and care of ATEN's employees were distributed to elderlies living alone, low-income families and disadvantaged families, families requiring urgent assistance, elderly centers, high risk families and reconstruction centers. In addition, we also shared our care and love with disadvantaged families and children cared for by the Xizhi Glory Church, Presbyterian Church in Taiwan - Xiwanlu Christian Church, and the Xizhi Heart Xizhi Care Association, thereby promoting a warm atmosphere during the Moon Festival! [Number of Employees Participated: 241 people, Number of Benefited People: 658 people]



▶ Sponsored the Aurora Percussion Group

The "Aurora Percussion Group" was founded in 2004 by the Vice Director of the Ju Percussion Group, Hung-Chi Ho (Teacher Ho) with members of different disabled organizations including "visual disability", "hearing disability", "handicapped", "mental disability", and "autism", etc. The purpose of the group is to allow the physically and mentally disabled of various disabilities to open their world and to join the crowd through continuous practice and cooperation among team members, such that they are able to develop confidence and receive applause on the stage with their own effort. For over a decade, the group has provided hope to a great number of families, and established a positive educational meaning to the society.

Under the passionate leadership of instructor Ah-chi and the hard work of team members, Aurora successfully made its way to the highest domestic musical stage – the "National Concert Hall" – at the end of 2015. Its outstanding performance also led the team to receive numerous invitations from different charity organizations and companies. Therefore, not only were the team members able to join the crowd, they could also further spread the positive energy of their persistent efforts to society. Over the past years, ATEN has sponsored the rental expense for the team practice of the Aurora Orchestra in order to provide solid support to the Aurora such that they are able to practice without worries. We will continue to expand further from this foundation based on such concept in order to allow more disabled friends to find their position in the musical field and to recognize themselves again, as well as to allow their families and the world to see the power of a new beginning of their lives.



▶ Butterfly Habitat Protection, Planting and Weed Removal, Sustainable Home for Butterflies

The Jiannan Butterfly Garden and Jiannan Butterfly Trail in Neihu, Taipei City is one of the few butterfly conservation zones in the area of Taipei City, and its rich butterfly ecological resources have made it become the best place to conduct ecological education in the region of Yangming Mountain of Greater Taipei. ATEN's volunteer club cooperated with the "Butterfly Conservation Society of Taiwan" for the eighth year. In addition to the sponsorship of parts of the budget, two sessions of butterfly habitat protection activities are arranged annually. Under the leadership of the volunteers of the society, ATEN's volunteers and their families clean aggressive and hazardous foreign plants, plant nectariferous plants, and insert plant description signboards in the area on weekends. Under the leadership and explanation of the Butterfly Conservation Society, participants are able to understand different butterfly species and the ecological environment necessary for the growth of butterflies. In addition, participants are able to experience the types of aggressive foreign plants: how mile-a-minute weed can cause severe damage to nectariferous plants in the habitat, etc. Ecological environmental protection is a sustainable work, and a lot of employees bring their children to participate in the society volunteer activities such that they are able to not only enhance the parent-children relationship but also gain rich butterfly ecology and environmental protection knowledge. Consequently, we are able to cultivate next generation of pioneers in environmental protection in order to continue to exert greater efforts in the environmental sustainability.

[Volunteers participated :48 people, including 20 relatives]



▶ Fulong Beach Cleaning Activity

Since 2012, ATEN has adopted a length of 360m of the beach in front of the Fulong Dongxing Temple at Gongliao District, New Taipei City, with the "Northeast and Yilan Coast National Scenic Area Administrative Office, Tourism Bureau, MOTC", and it is the eighth year for the Company to continue its commitment to earth environmental protection. During the at least four times of beach cleaning events annually, we also exert our influence and invite instructors from the Society of Wilderness to lead the volunteers to perform beach cleaning via proper methods during the process. We further hope to manage the sources of waste. To reduce waste from the sources and to promote the environmental protection concept on how to reduce impacts of people's living on the ecology.

[Participating volunteers: 64 people, including 5 relatives]



▶ My One Acre of Farm Adoption and Farming Experience Activity

Paddy fields have multiple values to the society in Taiwan, and such fields provide not only food but also conserve groundwater due to the planting of paddy, thereby preventing land subsidence, regulating climate and beautifying village landscape. Paddy fields with the use of "non-toxic cultivation" agricultural methods can become temporary protective places for waterfowl and aquatic animals in order to increase the richness of the ecology. Since 2017, the Company has adopted the paddy fields in Yilan farms through the "contract" method for three years, to give employees and their relatives the opportunity to touch the earth and experience farming as well as to contribute their effort to the paddy fields adopted by us. In March and July, we further invited farmers to lead employees and their relatives to perform spring seeding and summer harvesting with their own hands, as well as giving everyone an opportunity to ride on the seeding machine and harvester and to experience the efficiency of mechanized cultivation. Through the seeding and harvesting experience activities, we look forward to achieving the CSR multiple purposes of environmental knowledge education, care of land and promotion of employee relationship. During the activity process, in conjunction with explanation, parent-children activities, and local cuisine, everyone is able to get close to the land and to enjoy the beauty of the earth. The Company also arranged the gifts of rice harvested from the event as holiday gifts to employees. The Company also received great response and feedback from the participating employees and relatives.

[Volunteers participating: 115 people, including 81 relatives]



▶ Shinshan Dream Lake Habitat Protection Activity

At a mountain area of Xizhi District, New Taipei City, there is a beautiful lake named "Dream Lake", at an altitude of 325m with great scenery, a quiet environment, and pure water, but it is in a remote area with limited transportation access. The lake's surface is not large, but a protected fish species called "rasborinus formosae" lives in the lake, and the lake also has a species of carnivorous plants named "utricularia aurea" capable of catching wigglers. The area is also home to more than 40 species of dragonflies and damselflies. Despite the lake's small size, it contains a rich ecological environment that needs to be protected properly. In the past, ATEN has organized mountain cleaning volunteer events numerous times, and a great number of garbage and waste disposed by people were cleaned and removed. From the discussion and interaction with the Society of Wilderness, we found a relatively serious problem, and the mud scoured down from the new mountain had caused the area of the Dream Lake to become smaller year after year. If such problem was not overcome, the lake would disappear and become a land field that could jeopardize the existence of species in that area. To continue fulfilling corporate responsibility for environmental protection, we collaborated with the professional instructors and volunteers of the "Society of Wilderness" to perform environmental protection work such as dredging, sediment pond repair and hand-made walkway construction in August 2020. With the effort of 27 ATEN's volunteers, we successfully allow the newly constructed sediment pond to function properly. During the process, despite the hard



work, we believe that under the routine care and maintenance, it will be able to effectively control the mud sediment speed, thereby providing opportunity of adjustment and care to the special species and ecological environment at the Dream Lake.
[Participating volunteers: 47 people, including 12 relatives]

5.3 Overseas Records

Overseas sales offices of ATEN voluntarily respond to the CSR actions of the headquarters, and utilize various methods for implementation in different areas worldwide according to the actual needs of local society.

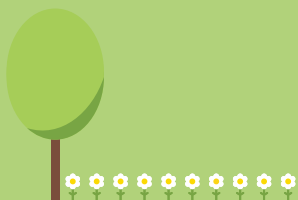
▶ Canada R&D Center

Food Raising of Richmond Food Bank

Richmond Food Bank is an active and energetic organization, and they smartly connect people, food and service together through the distribution of goods and delivery service, in order to provide food and grocery supplies to assist 7 schools and community cooperating partners in Richmond area. The vision of Richmond Food Bank is "One hearty community prevents people from hunger!"

The R&D Center staff in Canada provides various different foods through Richmond Food Bank to distribute food to those with needs.





Ch6

Environmental Commitment

- 6.1 Environmental Sustainability Commitment
- 6.2 Green Sustainable Product Commitment
- 6.3 Climate Change Response Actions and Risk Management Assessment
- 6.4 Environmental Sustainability Management
- 6.5 Greenhouse Gas Inventory Management






Major Topics

Environmental Friendliness, Green Products

▶ Significance of Environmental Protection for ATEN and ATEN's Key Contribution to SDGs

Climate change impacts the life of mankind and the global ecological environment, which is an important issue considered seriously by societies worldwide. To cope with the climate change, countries are facing the dilemma between economic growth and environmental sustainability, which is indeed a tough challenge to all of us. In addition to continuous monitoring of climate change trends and compliance with environmental protection laws of the government, ATEN also tracks the development and response actions of various countries to such issues, while also continuing to expend efforts in energy saving and carbon reduction, along with active implementation of environmentally friendly actions. Under the process of continuous pursuit of ecological environment protection and balanced sustainable development, ATEN seeks to use technology innovation to develop energy saving products, and through quality improvement, reduction of manufacturing cost, reduction of production line process in order to increase product competitiveness, thereby strengthen the ability to cope with climate change and to expand the influence of ATEN. Furthermore, the Company also guides the suppliers in the establishment of a green supply chain jointly in order to reduce the climate risk and impacts faced by the Company operation.

	<p>With the use of a continuous consumption and production model, the generation of waste can be greatly reduced through prevention, reduction of emissions, recycling, and reuse. [Corresponding to SDGs Sections: 12.4, 2.5]</p>
	<p>Adopt emergency actions to cope with climate change and its impacts, strengthen the education and promotion related to mitigation, adaptivity of climate change, as well as reduction of impacts and early warning, etc., thereby enhancing the ability of personnel and institutions on such issue. [Corresponding to SDGs Section: 13.3]</p>
	<p>Protect, recover, and promote the continuous use of territorial ecosystems in order to continuously manage forests, prevent desertification, prevent and change land deterioration, and suppress the loss of biodiversity. [Corresponding to SDGs Sections: 15.1, 15.2, 15.4]</p>

▶ Responsible Units

ATEN Corporate Social Responsibility Management Committee – Green Operation Group

▶ Management Mechanism

1. Qualified ISO 14001: 2015 version of environment management system certification.
2. Passed ISO14064-1:2006 greenhouse gas external inspection, tracking of greenhouse gas emissions.
3. Convey environment knowledge through seminars and activities.

▶ Commitment, Actions, and Goals

Commitment	2020 Execution item	2020 Execution Outcome	2021-2024 Goals
Greenhouse Gas Inspection	Conducted ISO 14064-1 greenhouse gas external inspection.	Qualified ISO 14064-1 external inspection.	<p>Through review, we established the carbon reduction goal and energy saving goal to be as follows:</p> <ol style="list-style-type: none"> 1. Electric current density reduced by 1.5% from the previous year. 2. Personal water usage carbon emission reduced by 2% from the previous year. 3. Simplify structure and facilitate disassembly design to reduce fixation points by 50%. 4. Continue to use lightweight material for 10%. 5. Product energy saving with reduction of power consumption by 5%.
Monitor energy use, implement energy saving and carbon reduction	Monitor energy risk and promote as well as implement energy saving and carbon reduction projects.	<ol style="list-style-type: none"> 1. In 2020, the power consumption intensity was 6.39 (power consumption in thousand kWh/number of employees). 2. In 2020, the water usage carbon emission per person was 4.68 (total average water usage degree per person * water usage carbon emission per person (KgCO₂e)). 	
Implement Environmental Protection Laws	Paid attention to RoHS and REACH regulation updates and conflict material investigation	<ol style="list-style-type: none"> 1. Continue to update the requirements for compliance with the regulations of the 209 REACH SVHC items for suppliers. 2. Continue to update RMI_CMRT 6.01 "No Conflict Material Report Public Survey". 	
Green Product Design	Design for Lightweight Products with Maximized Performance	<ol style="list-style-type: none"> 1. Simplified structure and easy-to-disassemble design: The PE0109S and PE0209S series of models use a sliding slot structure to replace the fixed structure, reducing fixation points by 71% of the original setting. (e.g., PE0109: reduced from 14 originally screws to 4 screws for fixation). 2. Use light-weight material: The PE0109S and PE0209S series of models use light-weight material (AL) so that the overall weight is reduced by 36% (original 1100g ==> 700g). 3. Product energy saving: UC9040 with thermal dispersion design that uses less fans in order to reduce the product output power by 4.7% (original total power consumption of 37W with reduced output power consumption by 1.75W). 	

6.1 Environmental Sustainability Commitment

ATEN is a leader in global digital information sharing, and upholds “Simplification and Technology Sharing” as the brand’s core spirit, focuses on care for “Humanity and Land”, and adopts a philosophy of “Creating emotional links between people and the environment as well as between people and the world”. In consideration of industry trends and climate change response issues, ATEN adopts environmentally friendly actions based on the concept of technological research capabilities and green product design in order to continuously develop products capable of reducing energy resource consumption, in hope of utilizing innovative thinking and technologies to head in the direction of green, energy-saving, environmental protection, and the promotion of overall welfare of mankind.

Global climate change has stimulated ATEN to implement environmental sustainability into the Company’s DNA. We are committed to responsive actions for climate change, and we will continue to implement the aspects of energy management, water resource management, pollution prevention, supplier environmental protection performance, green products, chemical substance management, environmental protection regulatory compliance, and external environment impact risk control, etc., in order to continue to improve the environmental analysis and environmental management solution controls, to actively establish effective mitigation and adjustment policies as well as implementation thereof. Therefore, through systematic management and monitoring of energy resources and periodic reviews by senior managers, the Company is able to excel further toward the committed goals of continuous improvement and emissions reduction.



Environmental Sustainability Management Policy

The environmental policy of ATEN International Co., Ltd. refers to the mission and philosophy for social responsibility and environmental protection. During the process of seeking the protection of the overall ecological environment and sustainable development, in addition to the improvement and breakthrough of technologies, we also adopt a rigorous attitude to actively promote relevant activities of the environmental management system, implementation of social responsibilities for pollution prevention, creation of an excellent working environment, protection of physiological and mental health, fulfillment of legal responsibilities, social obligations, and environmental protection. In addition, the following commitments are also treated as the highest directives for the Company's environmental management decision making:

1. Implement environmental protection laws:

Auditing the implementation of directives related to protecting the environment, and abiding by the environmental regulations and requirements of supervisory agencies.

2. Exploit resource creativity:

Use renewable resources effectively, reduce waste production, and minimize pollution to the environment and energy consumption.

3. Continue green production:

Regularly carrying out inspections and audits to ensure the continued effectiveness of enacting company environmental policy and doing our part in protecting a green global village.



Energy Sustainability Management Policy

To fulfill corporate social responsibility, the Company is dedicated to energy saving and carbon reduction, and complies with relevant laws in order to perform environmental pollution prevention, green product design, and continuous improvement in order to achieve the effect and goal of energy saving. With our commitment to environmental protection, our methods for implementing environmental friendliness continuously are as follows:

1. Periodic review of goals:

Periodically convene management review meetings to review the energy usage condition.

2. Improve equipment efficiency:

Periodically perform maintenance and care to seek methods for energy saving and improvement measures of greater effectiveness.

3. Purchase energy saving products:

Purchase products equipped with an energy saving logo, water saving logo, Energy Star, and energy-saving facilities, etc.

4. Improve employee concepts:

Promote and educate energy saving concepts to all employees.



Green sustainable product policy

While facing the threats of environmental hazardous substances to the earth and human health, global consumers and all governments emphasize and pay attention to the development of such issue. Accordingly, ATEN actively promotes the green supply chain management in order to provide green products without hazardous substances, which is the goal and commitment we continue to execute persistently.

▶ Social Responsibility Code of Practice

Environmental Protection: The Company complies with national environmental protection laws, and the environmental aspect of management is as follows:

1. Energy reduction management:

The energy used by ATEN is mainly supplied by Taipower. In the past, the Company adopted the method of process control to reduce the energy consumption of the manufacturing process for a long time. In recent years, we have increased the promotion of energy saving for processing equipment, and continued to introduce energy saving and efficiency improvements for air conditioning, as well as process optimization management solutions. Through the continuous promotion of various energy saving measures and management solutions, we expect to reduce power consumption and the impact on the environment.

2. Greenhouse gas management:

The Company is committed to reducing energy consumption and greenhouse gas emissions, and has established an internal inventory checking mechanism according to the ISO14064-1 international standard, in order to actively perform voluntary greenhouse gas emission inventory. The Company continues to invest in energy saving plans and improvements in energy utilization in order to reduce the overall impact on the environment, thereby achieving the objective of reducing carbon dioxide emissions.

3. Water saving and resource management:

In addition to the internal implementation of water saving measures at the Company, ATEN has also installed taps equipped with the "Water-Saving Logo" in all of the hand-washing facilities of the Company, and promotes a spirit of saving at the source for the continued promotion of water saving measures, and to educate employees about the concept of water saving. In addition, "Save Water" slogans are posted in all faucet areas to remind employees to implement and cooperate accordingly, thereby reducing the consumption of water resources.

4. Raw material use management:

We work together with our supply chain partners to jointly strive to minimize the impact on the environment in producing our products and to reduce resource use and pollutants caused by production. We are committed to increasing the efficiency of raw material usage and reducing the amount of materials necessary for packaging and shipping.

5. Hazardous chemicals and operating environment hazardous substance concentration management

The Company strictly complies with laws related to occupational safety and

health and environmental protection in order to prevent any impacts on safety and health and major impacts on the environment that may occur during the operation process, by ensuring the purchase, use, storage and labeling of hazardous chemicals. Furthermore, the Company also annually entrusts professional qualified contractors to perform monitoring of hazardous substance concentrations in the air at the workplace.

6. Waste recovery and disposal:

The manufacturing operation of the Company mainly relates to the assembly of electronic products. Harmless industrial waste such as tin dross, waste plastic, waste paper and mixed hardware, etc. generated is handled by professional and qualified processing vendors to perform recycling and reuse, followed by manufacturing it into various recycled products for further circular use in other industries.

7. Exhaust emission management:

For the exhaust emissions of company vehicles, vehicles entering the public area parking lot are required to turn off their engines as soon as possible in order to reduce exhaust emissions. In addition, with the installation of ventilation equipment and exhaust fans at the parking lot, the air circulation is enhanced. Furthermore, periodic maintenance of company vehicles is required to be carried out, and vehicles are inspected according to the regulations of the vehicle supervisory station, to inspect whether the exhaust gas complies with standards. The manufacturing process of ATEN involves no stationary air pollution source emissions, and there is no emission of nitrogen oxides (NOx), sulfides (SOx), and other air pollutants. In addition, the Company's products do not use any ozone-depleting substances (ODS).

8. Provision of eco-products and services:

With regard to the method of providing eco-products and services, the Company utilizes technical capabilities in research and development and green product design concepts to optimize material selection, light-weight design and performance, in order to achieve reductions in product heat generation and equipment space and save energy through research and development design.

9. End of product life cycles:

The Company adopts products with simplified structure and easy-to-disassemble designs for product recycling, along with the use of eco-friendly materials. In addition, the Company also bears the manufacturer's responsibility for material recycle, in order to reduce the negative impact on the environment and ecology.

6.2 Green Sustainable Product Commitment

Regarding the protection of the ecological environment and implementation of the corporation's green responsibility, in addition to ensuring that products and operations comply with the international standard WEEE codes and environmental protection regulatory requirements, ATEN believes that proper source control is the first factor in mitigating the environmental impact. We are committed to adopting the design facilitating recycling and environmental protection from the stages of raw materials acquisition from the green supply chain to the final disposition of products as well as products sold in the market complying with the environmental protection regulatory requirements of different countries. For products sold in the EU, we also bear the recycling responsibility for the manufacturers, and implement various preventive green management measures, in order to reduce negative impacts of product design production and usage process on the environmental ecology.

Through the practical action of developing environmentally-friendly green products, and through the green design, green purchase, green production, and green education management platform, we are able to convey the green concept of ecological protection and care for the earth, in hope of jointly realizing the green commitment of the Company, employees, and suppliers.



▶ Product Free Hazardous Substance Control Management Measures

To fulfill the responsibility of a global citizen, we integrate the corporate core values and the management directives as follows:

- 1. Integrity:** Purchase green raw materials, implement green production.
- 2. Caring:** Promote environmental protection education, strengthen environmental protection awareness and goals for all employees and suppliers, in order to achieve the goal of the Company's sustainable operation.
- 3. Ambition:** Comply with environmental protection regulations and customer requirements, become customers' best green product partner.
- 4. Novelty:** Design green products and emphasize products without hazardous substances.

▶ Comply with International Product Environmental Regulations

To ensure that the production process and products comply with the international regulations and customers' environmental protection requirements, ATEN continues to pay attention to international environmental protection codes and directions. Through irregular updates of hazardous substance restricted use control standards and the establishment of the "Hazardous Substance Restricted Use Management" project, we clearly specify the product hazardous substance usage standards and environmental protection related control requirements, in order to ensure that all products can comply with the requirements, demonstrating ATEN's commitment to corporate social responsibility.

6.3 Climate Change Response Actions and Risk Management Assessment

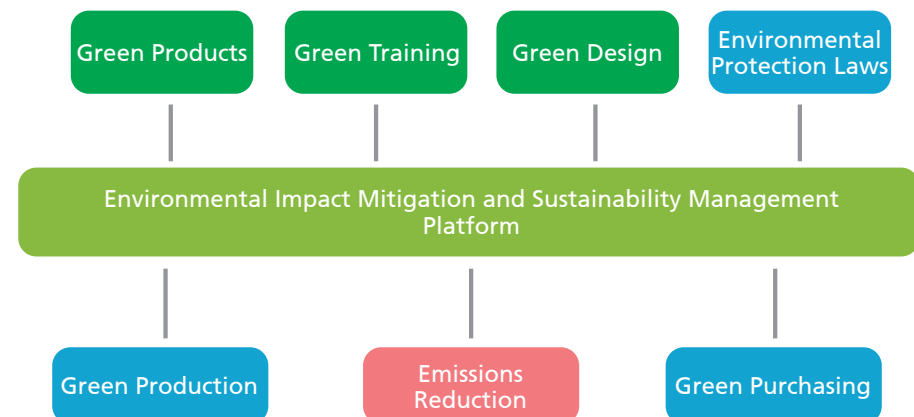
Climate change impacts the life of mankind and the global ecological environment, which is an important issue considered seriously by societies worldwide. ATEN believes that the Company is certainly affected by climate change, and shall also actively bear responsibility for mitigation of the impact. In the “Environmental Sustainability, Energy Sustainability, and Green Sustainable Product Management Policy” approved by the Chairman, it states that responsive actions to climate change are the Company’s responsibility for sustainable operation.

Through active participation in various domestic environmental sustainability related activities and understanding, including issues related to the environment of concern of stakeholders of the government, investors, customers, and the general public of society, the risks and opportunities of various types of major environmental protection issues are identified. In the future, the Company will continue to pay attention to climate change trends and the response actions adopted by the government of Taiwan, in order to comply with the

environmental protection regulations of the government, to actively adopt environmentally-friendly actions, and to guide suppliers to jointly establish a green supply chain, thereby reducing the risks and impacts of climate change of the Company’s operation.

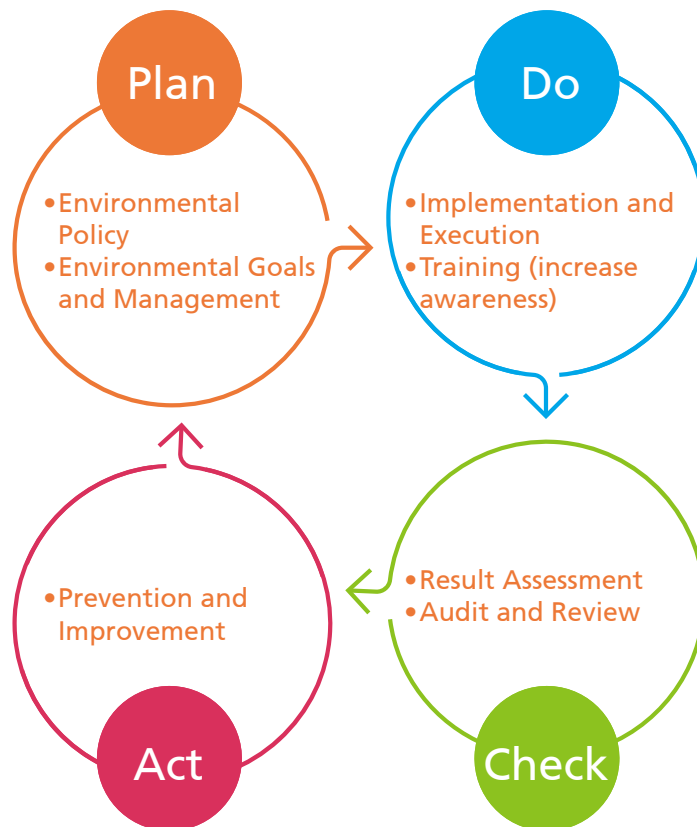
➤ Reduce Environmental Impacts

To effectively mitigate environmental impacts, in addition to active implementation of energy saving and carbon reduction mitigation measures, ATEN also continues to pay attention to various environmental issues and monitors the global climate change trend and environmental impact closely. Through the “Environmental Impact Mitigation and Sustainability Management Platform”, the Company periodically identifies relevant risks of climate change, and adopts energy saving and carbon reduction actions to mitigate the climate change and environmental impact. With continuous monitoring and analysis, implementation of policy and establishment of various standard procedures, the Company executes relevant activities of periodic environmental audits and reviews, etc. according to the annual plan, thereby achieving various goals for energy saving and carbon reduction as well as reducing the impact on the environmental climate.



6.4 Environmental Sustainability Management

ATEN periodically identifies climate change related risks according to the "Environmental Impact Mitigation and Sustainability Management Platform" in order to establish the organization's internal operation countermeasure standards for environmental changes caused by extreme weather and possible critical factors affecting operations. We adopt the P-D-C-A cycle to perform normalization management in order to achieve the environmental protection goals of energy saving and carbon reduction.



Environmental Management System Achievement

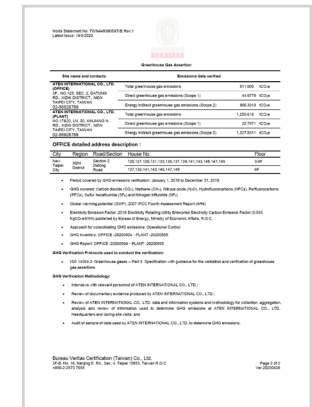
In 2006, ATEN introduced the ISO 14001 environmental management system, and in November 2017, we obtained the ISO 14001: 2015 version of environmental management system verification. We have started the implementation of the greenhouse gas inventory checking operation since 2010, and at the same time, we also established an internal inventory checking mechanism according to the ISO 14064-1 greenhouse gas inventory checking standard, in order to actively perform voluntary greenhouse emission inventory checking operations and environmental management, as well as related environmentally friendly activities. We continue to adopt energy saving plans and energy usage improvements in order to reduce impacts to the overall environmental impacts, implement pollution prevention, and improvement of environment performance, as well as the environmental protection concept of employees. Through all staff's participation and corporate commitment, we expect to achieve the goals for environmental protection and corporate sustainable development.



ISO 14001 Environmental Management System Certificate



ISO 1464-1 Greenhouse Gas Inspection Certificate



▶ Resource Management Achievement

According to the energy monitoring and inventory taking result, the energy used by ATEN is mainly supplied by Taiwan Power. In the past years, the Company has adopted the method of process control to reduce the energy consumption of the manufacturing process for a long time. In recent years, we have greatly promoted the energy saving of processing equipment, and continue to introduce air conditioning energy saving and efficiency improvements, as well as process optimization management solutions. Through the continuous promotion of various energy saving measures and management solutions, we expect to reduce power consumption and impact on the environment.

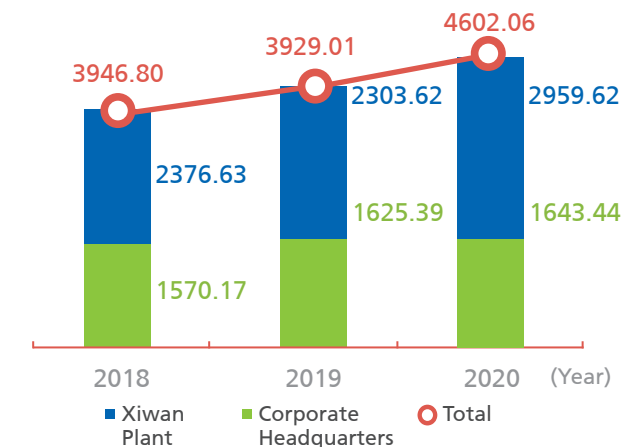
Strategies and Goals	
Slowing Climate Change	Promote various energy saving measures and management solutions with best efforts, reduce energy consumption and impact on the environment.
Cope With Climate Change	<ol style="list-style-type: none"> 1. Establish process control methods, reduce power consumption generated due to process waiting and pending. 2. Promote process equipment energy saving, introduce power saving equipment (T5 and LED lighting fixtures). 3. Improve efficiency management solutions (air conditioning energy saving). <ul style="list-style-type: none"> - Increase cold water temperature, reduce energy consumption for cold water production. - Reset host machine start and stop time, turn on at a later time and turn off at an earlier time.
2020 Achievements	<ol style="list-style-type: none"> 1. In 2020, the overall power consumption was 4602.06 thousand kWh (equivalent to 16567.416 megajoule), an increase of 17.1% from the last year. Such increase was mainly due to the additional installation of machines and equipment in the Xiwan Plant, including air compressors, nitrogen generators, freeze dryers and nitrogen wave soldering furnaces. The Company will continue to enhance the monitoring of the management plan. 2. In 2020, the power consumption intensity was 6.39 (power consumption in thousand kWh/number of employees), indicating an increase from the last year. 3. In 2020, the overall water consumption amount was 22485.1 cubic meters, indicating a slight increase from the last year. The Company will continue to promote water saving measures and promote the concept of water saving to all employees. 4. In 2020, the water usage carbon emission per person was 4.68, a decrease of 1.47% from 2019 (total average water usage degree per person * water usage carbon emission per person (KgCO₂e)).

Note 1: Energy consumption was calculated based on the electric bill standard of Taiwan Power Company

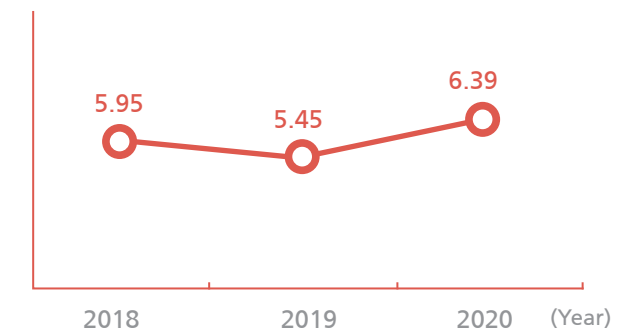
Note 2: 1 degree of electrical energy = 1kWx1hr = 1000Wx3600sec = 3.6x10⁶ Joule

Headquarters and Xiwan Plant Power Consumption

(Unit: in thousand kWh)



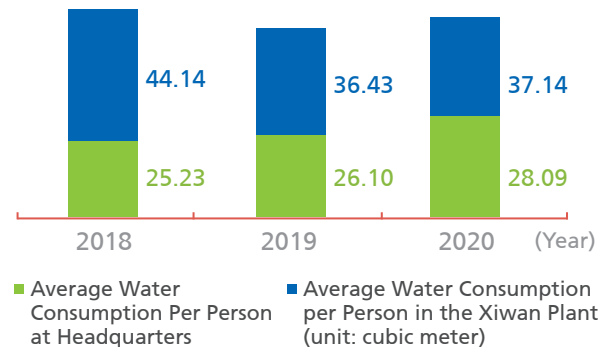
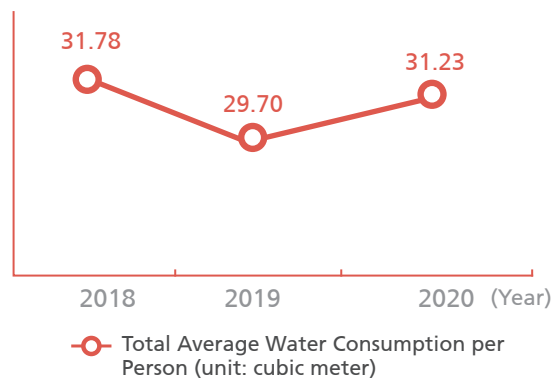
Energy intensity (power consumption in thousand kWh/number of employees)



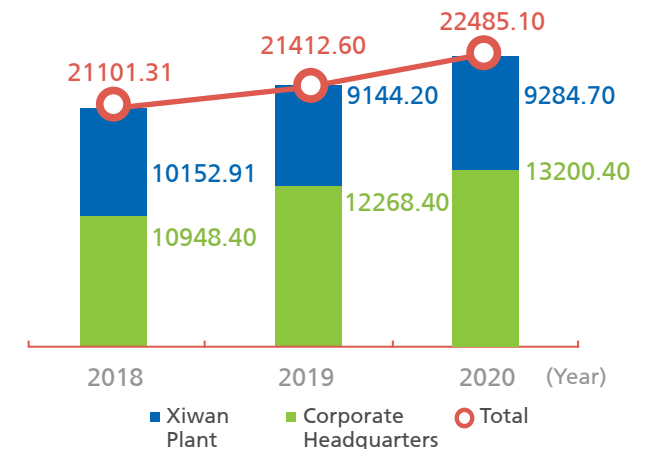
Note: Energy intensity refers to the ratio between the power consumed internally and the number of employees

During ATEN's operation and production, although there is no need to use process water, the Company still understands that climate change and global warming are causing water resources to be reduced, which is another important environmental impact that will be faced by mankind in addition to the current energy saving and carbon reduction. Facing an environment of great population and highly concentrated industrial/commercial development, the water of the Company is completely provided by the Taiwan Water Corporation. To protect the water resource and to achieve corporate sustainable operation, in addition to the information of water shortage, the internal of the company implements the water saving measures, ATEN has also installed taps equipped with the "Water-Saving Logo" in all of the hand-washing facilities in the Company, and promotes the spirit of saving the source in order to continue to promote the water saving measures, and educate employees about the concept of water saving.

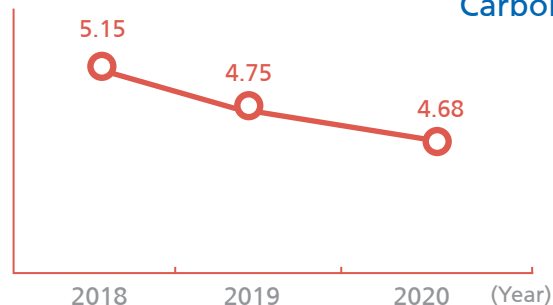
Statistics of Average Water Consumption Per Person in Each Plant Site



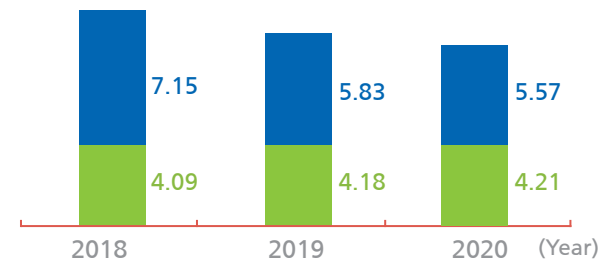
Statistics of Water Consumption of Each Plant Site (unit: cubic meter)



Carbon Emission Quantity at Each Plant Site



○ Total CO2 Emission Equivalent Amount per Person (unit: KgCO2e)



■ Xiwan Plant CO2 Emission Equivalent Amount per Person (unit: KgCO2e)
■ Headquarters Water Consumption CO2 Emission Equivalent Amount per Person (unit: KgCO2e)

Note: The carbon emission standard uses the CO2 emission equivalent amount for each cubic meter of water consumption provided by the Taiwan Water Corporation in 2020, the latest value being 0.150kgCO2/cubic meter.

Green Product Design Achievement

ATEN is a global leader in the field of digital information sharing. For a long time, the Company has developed various new and novel electronic information products. With core technologies as the foundation, the Company implements technology research capabilities and the concept of green product design along with environmentally-friendly actions in order to continue to improve energy efficiency, thereby achieving the green product goals of product energy saving, improvement of product quality, reduction of manufacturing cost, and shortening of production line processing time, etc.

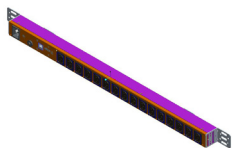
Green design "Design for Lightweight Products with Maximized Performance" and perform the R&D design adopting the fur major aspects of the product, including product with simplified structure and facilitated disassembly design, material selection, product power consumption and environmental impact level, as ATEN's commitment in environmental protection.

* Simplified structure and easy-to-disassemble design

The PE0109S and PE0209S series of models use a sliding slot structure to replace the fixed structure, reducing fixation points by 71% of the original setting. (e.g., PE0109: reduced from 14 originally screws to 4 screws for fixation).

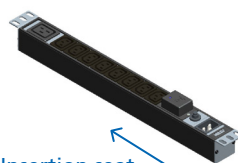
General Design

Outer casing iron parts and removal parts with screw fixation



Simplified structure and easy-to-disassemble design

Insertion seat slide into aluminum extruded inner side sliding slot design to reduce the screw usage amount



Insertion seat slide into aluminum extruded inner side

Side panels secured to the main body with screws

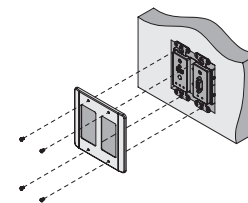


Reduced fixation points by approximately 71% (14 fixation points → 4 fixation points)

General Design

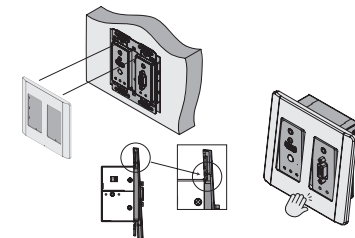
VE2812AUST uses a locking hook structure to replace the fixation structure, reducing the fixation points by 33%. (reduced from 12 originally screws to 8 screws for fixation).

VE2812UST



Easy-to-disassemble design

VE2812AUST



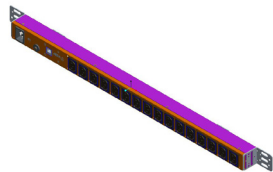
Use locking hook structure to replace the fixation structure, reducing fixation points by 33% (12 fixation points → 8 fixation points)

* Use light weight material

Use light weight material: The PE0109S and PE0209S series of models use light-weight material (AL) so that the overall weight is reduced by 36% (original 1100g ==> 700g).

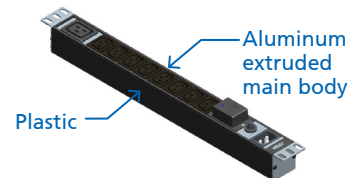
General Design

Outer casing with all iron parts and removal parts design



Lightweight design

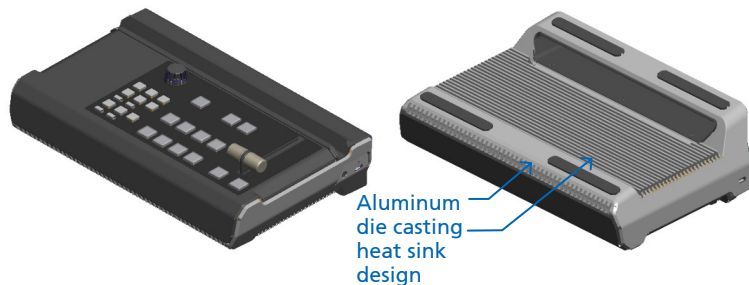
Main body adopts the aluminum extrusion method, insertion seat adopts the design of plastic member for fixation, and ports at the front and rear, in order to reduce weight



Weight reduction reached 36% (1,100g → 700g)

* Product energy saving

UC9040 with thermal dispersion design that uses less fans in order to reduce the product output power by 4.7% (original total power consumption of 37W with reduced output power consumption by 1.75W).



Fanless cooling design, capable of reducing product output power by 4.7% (37W → 35.25W)

* Reduce environmental pollution

CS22H/ VK01001/VK02001 uses plain materials for production, and no coating process for the exterior, reducing environmental pollution.

UC9040/ VK01001/02001 uses laser engraving for the exterior without printing, reducing environmental pollution.



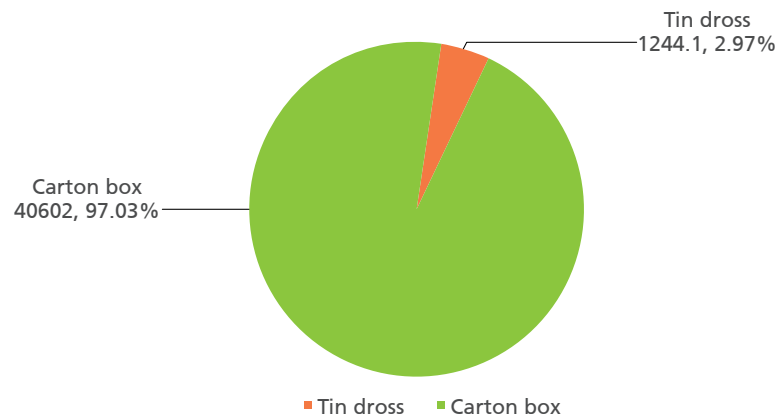
UC3022 inner packaging uses paper buffering structure to reduce environmental pollution



Waste Reduction Management Achievement

Waste recycle management is the first priority for the green production of ATEN. Facing the production model mainly relying on electronic product assembly and ensuring the achievement of sustainable resource use and proper waste treatment, we continue to promote resource reduction and factory waste recycling and reuse. Factory reuse is considered in priority in order to allow raw materials to be circulated for use sufficiently and to slow down the process of disposal of waste. Next, the recycle method is utilized to perform "material recovery" and "energy recovery" without any hazardous industrial wastes. For process waste of solder spatter, waste plastic, waste paper, mixed hardware, etc., a professional and qualified treatment contractor then performs recycling and reuse uniformly, followed by manufacturing into various renewable products for use in other products.

General Industrial Waste Recovery Rate (Unit: kg)



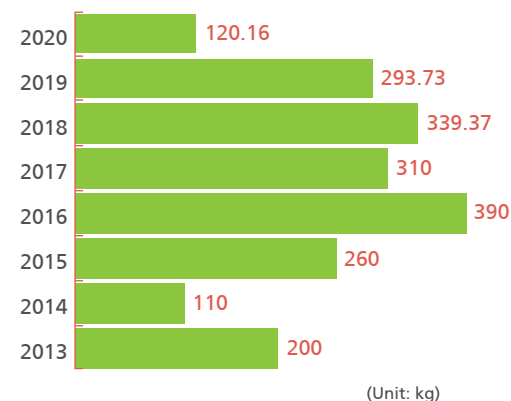
Over the past years, ATEN has been dedicated to the reduction of waste action, in addition to the education to all employees and strengthening of production line waste management, proper labeling of garbage classification, notification and education on proper garbage classification activities in the plant site are also the management method routinely implemented by us.

Achievement in Protect Environmental Sustainability and Expand Green Influence

Beach Cleaning

Since 2012, ATEN has adopted the beach in front of the Fulong Dongxing Temple at Gongliao District, New Taipei City, with a length of 360m with the "Northeast and Yilan Coast National Scenic Area Administrative Office, Tourism Bureau, MOTC", to perform the marine education and beach cleaning activity. To continue the Company's commitment in earth environmental protection, the Company has also invited external stakeholders and ATEN's employees to jointly participate in the marine ecological environment protection activities, and encourages employees and relatives to participate as environmental volunteers, such that the corporate social responsibility is elevated to employee social responsibility. In addition, it also corresponds to the 14th goal of "marine ecology" of the 17 sustainable development goals (SDGs) of the United Nations, in order to ensure the sustainable development of the ocean.

[Beach Cleaning Activity Waste Collection Weight Statistics]



• Butterfly Habitat Protection & Planting

In addition, with regard to the ecological protection of land environments, since 2012, we have cooperated with the "Butterfly Conservation Society of Taiwan" to perform the butterfly habitat protection project at the Jiannan Butterfly Garden in Taipei City. Foreign plants such as mile-a-minute weed and fragrant eupatorium are removed to return the original space for growth to the trees and flowers. We also plant native species of nectariferous plants in order to recreate a homeland for butterflies. This also corresponds to the 15th goal of "territorial ecology" of the 17 sustainable development goals (SDGs) of the United Nations, for protecting, recovering, and promoting the continuous use of territorial ecosystems in order to continuously manage forests, prevent desertification, prevent and change land deterioration, and suppress the loss of biodiversity.

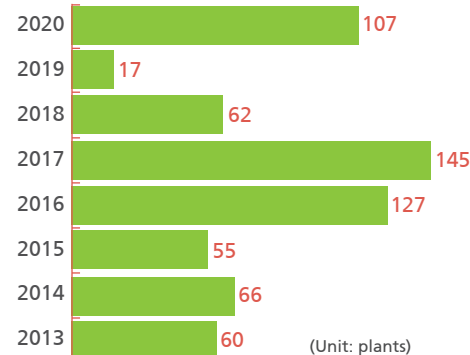
[Ecology Sustainable Planting and Afforestation Activity]

(2020 Planting List)

Name of Plant	Specification	Planting Quantity	Accumulated Planting Quantity
Japanese Elaeocarpus	Height of 1m	1	532 plants
Elaeocarpus Sylvestris	Height of 1m	1	
Camphor Tree	Height of 1m	1	
Wendlandia Formosana	Height of 1.3m	2	
Siebold Ardisia	Height of 1.2m	3	
Tashiro's Eupatorium	Herb	30	
Fragrant Pittosporum	Height of 1m	2	
Glycosmis Citrifolia	Height of 1m	10	
Rhaphiolepis Indica Tas	Height of 1.5m	2	
Japanese Evodia	Height of 1m	1	
Taiwan Maesa	Height of 1m	1	
Gymnema Sylvestre	Vine	1	
Lacquerleaf Meliosma	Height of 2m	1	
Oldham's Azalea	Height of 0.5m	10	
Ceylon Glochidion	Height of 1.5m	1	
Leopard Flower	Herb	40	



[Accumulated Planting Quantity]



(According to the information on the website of the Forestry Bureau, Council of Agriculture, Executive Yuan, the average CO2 fixed amount per plant of tree is: 5-10 kg/year.)

➤ Achievement in Conveying Knowledge on Environmental Friendliness

ATEN continues to promote energy saving and carbon reduction as well as environmental protection concepts. Internally in the Company, all employees are required to receive educational training and relevant environmental protection and environmental management are listed in the required courses for new employees' orientation. With the integration of the Company's intranet learning platform (e-learning), the environmental protection awareness of employees is strengthened in order to increase the environmental action of employees. In addition, on all public bulletin boards, toilets, elevators, and the intranet of the Company are posted with energy saving and environmental protection slogans, as well as activity promotion propaganda, in order to increase the environmental protection and energy saving concepts of employees, as well as to strengthen the employees' environmental protection awareness. Consequently, employees are able to understand the environmental protection actions of the Company and are able to deeply imprint the concept of environmental protection in the work and life of employees.



Externally, the Company also actively pushes for a green supply chain management by using its corporate influence to work with our suppliers to formulate environmental and sanitation standards, requiring our suppliers to implement waste recycling and reduction, and to control sources of impacts on environment. Through the sharing environmental protection information, we raise the environmental awareness of our suppliers as well as meet the directives on the restriction of the use of certain hazardous substances.

6.5 Greenhouse Gas Inventory Management

ATEN complies with the requirements of the international standards organization. Starting from 2010, we have implemented the (voluntary) greenhouse gas inventory, and established the internal inventory mechanisms according to ISO14064-1:2006. For a period of five years consecutively, we have qualified the third-party inspection on the emission amount by the international Bureau Veritas Group (BV), demonstrating the effective action of the organization.

ATEN International Co., Ltd. (corporate headquarters + Xiwan Plant) Greenhouse Gas Inventory Checking Boundary

According to the setting principle of the organization boundary specified in ISO 14064-1:2006 international standard and the Greenhouse Gas Protocol (GHG Protocol), the organization boundary is defined, and the correct operation control method is adopted to summarize the facility level greenhouse gas emission amount and removal amount, and the actual operation control range of ATEN International Co., Ltd. for the period from January 1, 2020 to December 31, 2020, is used as the boundary.

Risk Considerations	
Regulatory Requirements	Other Requirements
<ul style="list-style-type: none"> Greenhouse Gas Reduction and Management Act Greenhouse Gas Inventory 	<ul style="list-style-type: none"> Stakeholder Requirements (including government, investors, customers, employees, and general public, etc.) Green Supply Chain Response to Climate Change
2020 Response Management Measures <ol style="list-style-type: none"> Greenhouse Gas Risk Monitoring Group: Monitor the use condition of each energy and resource, and reduce the carbon emission and environmental impact risk. Energy Saving and Carbon Reduction Project Implementation: Increase energy efficiency, reduce energy consumption. Promote data inventory checking. Obtain ISO 14064-1 greenhouse gas inventory checking (qualifying third party verification). External advocacy and disclosure. Transmit greenhouse gas information of carbon reduction, emission reduction, and share greenhouse gas result disclosure with suppliers. 	



Greenhouse Gas Inventory

ATEN complies with the requirements of the international standard organization, and starting from 2010, we have implemented the greenhouse gas (voluntary) inventory checking operations, and establish the internal inventory checking mechanisms according to ISO 14064-1:2006. For a period of three years consecutively, we have qualified the third-party inspection on the emission amount by the international BV (Bureau Veritas Group), demonstrating the effective action of the organization.

ATEN International Co., Ltd. (corporate headquarters + Xiwan Plant) Greenhouse Gas Inventory Checking Boundary

The ATEN (corporate headquarters + Xiwan Plant) greenhouse gas inventory boundary is established according to the principle for setting the organization boundary specified in ISO14064-1:2006 international standard and the Greenhouse Gas Protocol (GHG Protocol), the organization boundary is defined, and the correct operation control method is adopted to summarize the facility level greenhouse gas emission amount and removal amount. The actual operation control range of ATEN International Co., Ltd. for the period from January 1, 2020, to December 31, 2020, is used as the boundary.

Address:

City	Region	Road/Section	House No.	Floor
New Taipei City	Xizhi District	Section 2, Datong Road	125, 127, 129, 131, 133, 135, 137, 139, 141, 143, 145, 147, 149	3F-5F
New Taipei City	Xizhi District	Section 2, Datong Road	137, 139, 141, 143, 145, 147, 149	6F
New Taipei City	Xizhi District	Lane 30, Xinjiang North Road	17, 20	-

Greenhouse Gas Emission Source Identification Summary Table

Scope 1 Direct Greenhouse Gas Emissions	Scope 2 Direct Greenhouse Gas Emissions
<ul style="list-style-type: none"> Transportation of raw materials, products and employee transportation, etc. Carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulfur hexafluoride, nitrogen trifluoride, such as gasoline and diesel, etc. Fugitive Greenhouse Gas Emission Sources: Such as septic tank, coolant...etc. 	Externally Purchased Power

- Greenhouse gas inventory checking can be divided into Scope 1 and Scope 2.
- Scope 1 Definition: Direct greenhouse gas emission, such as vehicle, air conditioning equipment, water drinking equipment, power generator.
 - Scope 2 Definition: Energy indirect greenhouse gas emission, such as externally purchased power.

Greenhouse gas quantification principle, use the emission quantity of each greenhouse gas emission source for calculation, and the "discharge coefficient method" is adopted. According to different sources of various greenhouse gas emission, the unit is converted into the weight and volume unit of ton or kiloliter. For each emission generation source, according to the calculation of the "Greenhouse Gas Inventory Checking Resignation Form 3.0.0 (revised)", and greenhouse gas emission quantity calculation is preformed according to the discharge coefficient. After selecting the discharge coefficient, according to the global warming potential (GWP) for each type of greenhouse gas in the fourth announcement in 2007, all of the calculation results are converted into CO₂e (carbon dioxide equivalent value), and the unit is in ton/year.

According to the requirements of ISO 14064-1 Standard, the operation boundary of the Company is covered by the direct greenhouse gas emission source (Scope 1), and the energy indirect greenhouse gas emission source (Scope 2). In 2020, the greenhouse total emission quantity was 2441.934 tons CO₂e. Each scope and the seven main greenhouse gases emission total quantity are as shown in the following table:

2020 Greenhouse Gas Emission Total Quantity:

- Greenhouse Gas Emission Inventory Period: January 1, 2020 - December 31, 2020
- Greenhouse Gas Emission Total Quantity: 2,161.627 tons CO₂e, including
 - Direct Greenhouse Gas Emission Quantity (Scope 1): 99.4842 tons CO₂e
 - Energy Indirect Greenhouse Gas Emission Quantity (Scope 2): 2,342.4496 tons CO₂e
- Other Indirect Greenhouse Gas Emission Quantity (Scope 3): 0.0000 tons CO₂e

► Disclosing Greenhouse Gas Data

ATEN has an open attitude, disclosing information on greenhouse gas emissions related to ATEN and environmental information on the platform of the Company website. We have also established the (voluntary) greenhouse gas inspection operation system since 2010. In addition, we have also passed the ISO14064-1 certification in 2015 for the first time. Each year, we disclose the Company's greenhouse gas inventory information and continue to implement energy saving plans and energy use efficiency improvements. In 2020, we passed the international third-party inspection.

Emission Source	2015 (base year)
Externally Purchased Power	1730.5751
Movable Combustion	9.2633
Stationary Combustion	0.466
Non-standard fuel combination and dissipation (refrigerant)	22.44
Non-standard fuel combination and dissipation (septic tank)	41.3658
Total	1804.1102

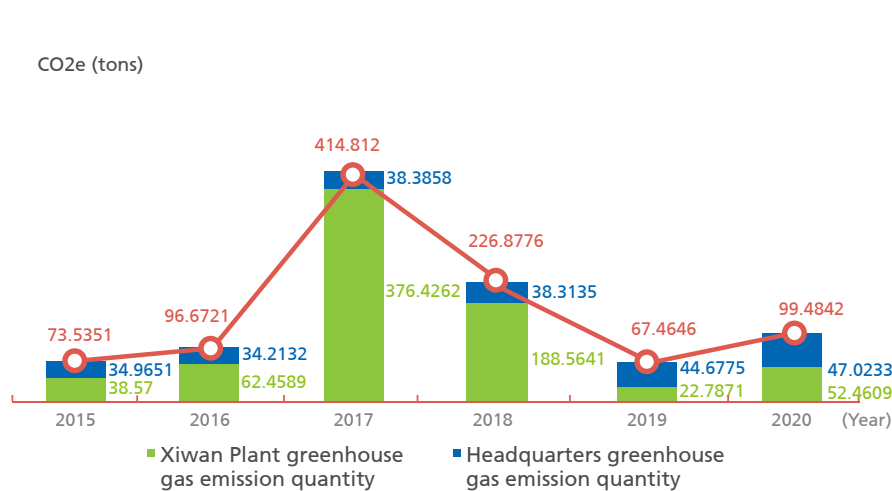
(Unit: tons CO₂e/year)

► Achievement in Greenhouse Gas Reduction

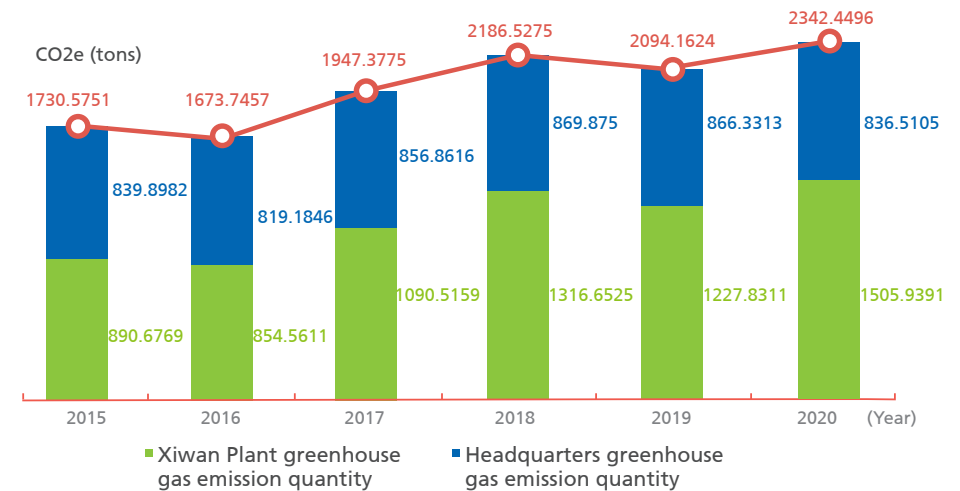
In 2020, ATEN will continue to monitor carbon emissions, and also established the goal of greenhouse gas emission intensity lower than 0.70 (greenhouse gas emission/individual financial report revenue (NT\$ million)) by 2021.

ATEN International Co., Ltd. (including the headquarters and Xiwan Plant Site) Carbon Emission Quantity Record according to Scope 1 and Scope 2 standards is disclosed as shown in the following table:

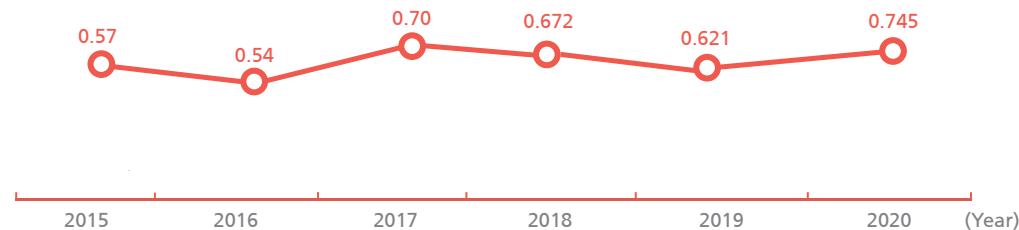
[Scope 1 Greenhouse Gas Emission Quantity]



[Scope 2 Greenhouse Gas Emission Quantity]



[Greenhouse Gas Emission Intensity]



Scope 1 and Scope 2 Emission Quantity/Individual Financial Report Revenue (NT\$ million)



Ch7

Supply Chain Management




- 7.1 ATEN Supply Chain Management
- 7.2 Sustainable Supply Chain Management Standards
- 7.3 Sustainable Supply Chain Management Strategies and Goals
- 7.4 Supply Chain Management Performance
- 7.5 Sustainable Supply Chain Joint Growth Plan

Major Topics

Supply chain management is not a major topic, and this section is additional information disclosure.

▶ Significance of Supply Chains to ATEN and ATEN's Key Contributions to SDGs

ATEN upholds the corporate core value with a sustainable attitude to construct new partnerships with suppliers. We clearly understand that joint cooperation with suppliers is important to the completion of sustainable goals, including continuous improvement of the social responsibility awareness of suppliers in order to gradually achieve the sustainable development direction and goals. ATEN will continue to exploit our influential power to promote the corporation's sustainable concept and methods to the supply chain.

	<p>Achieve a hazard-free environment management for chemicals and all waste in the entire existence cycle, and greatly reduce the probability of their emission into the atmosphere and infiltration into the water and soil, in order to minimize their negative impact on human health and the environment. [Corresponding to SDGs Section: 12.4]</p>
	<p>To reduce the raw material supply interruption risk, we request suppliers to provide a safe and healthy working environment, and mitigate the impact of climate change. Through onsite field assessment mechanisms, ensure that the aspects of onsite working environment, environment affected source control, waste management, regulatory compliance, and greenhouse gas management, etc. are in the proper direction, in order to improve the sustainable ability of suppliers. [Corresponding to SDGs Section: 13.3]</p>
	<p>To guarantee the equality of the right to work of different genders, we implement the elimination of gender discrimination according to the Constitution, promote the spirit of gender position substantial equality, ATEN actively exploits the influential power in the supply chain, and establishes various sustainability provisions and standards in terms of the management strategy, actively conveying information to suppliers, and further incorporating relevant requirements into the assessment items, as well as integrating with the purchasing to identify corresponding management mechanisms and risks according to different types of suppliers. Through complete and continuous strengthening of supply chain management, we look forward to fulfilling corporate social responsibility with suppliers jointly. [Corresponding to SDGs Section: 5.c]</p>

➤ Green Supply, Sustainability Commitment

Regarding the protection of the ecological environment and implementation of the corporation's green responsibility, in addition to ensuring that products and operations comply with the international standard environmental protection regulatory requirements, ATEN believes that proper source control is the first factor in mitigating environmental impact. We are committed to adopting a design facilitating recycling and environmental protection from the stages of raw materials acquisition from the green supply chain to the final disposition of products as well as products sold in the market complying with the environmental protection regulatory requirements of different countries. For products sold in the EU, we also bear the recycling responsibility for the manufacturers, and implement various preventive green management measures, in order to reduce negative impacts of product design, production and usage process on environmental ecology.

With the actual action of development of environmentally-friendly green products, and through green design, green purchase, green production, and green education management platform, we are able to convey the green concept of ecology protection and care for the earth, in light of achieving the green commitment with all three parties of the Company, employees, and suppliers jointly.

➤ Responsible Units

ATEN Corporate Social Responsibility Management Committee – Green Operation Group

➤ Management Mechanism

Enterprise Sustainability (Plan)	Supplier Plan and Evaluation
Risk Assessment and Control (Do)	Source risk control
Inspection Confirmation (Check)	Inspection of corporate sustainability implementation level.
Adopt Action (Action)	Including improvement within time-limit and termination of purchase agreement

➤ Commitment, Actions, and Goals

Commitment	2020 Execution item	2020 Execution Outcome	Future Goals and Actions
Implementation of Green Supplier Assessment System	For new supplier evaluation, the evaluation items include not only quality related system management but also ensuring supplier's working environment safety, greenhouse gas management, conflict mineral management and EU regulations, etc.	In 2020, there were 20 new suppliers for new supplier evaluation.	By 2023, jointly implement corporate social responsibility (Responsible Business Alliance Code of Conduct) with suppliers.
Qualified Supplier Monthly Evaluation	The Quality Control implements supplier evaluation monthly according to the delivery status of suppliers.	There are a total of 2 suppliers of Class C and D requiring the issuance of External Contact form (QI008-06) for improvement and guidance.	
Supplier Compliance with Labor Human Rights Investigations	The top 50 largest transaction amounts of the current year are investigated to request the suppliers to bear corporate social responsibility and respect labor human rights. Suppliers are prohibited from employing child labor under the age of 16 and shall also guarantee to not engage in any labor discrimination. In addition, any inhumane conduct is prohibited. All labor wages and welfare provided shall comply with the local laws and regulations.	The overall supplier response rate was 94%.	
Hazardous substance management and supplier promotion and investigation	Through irregular update of laws, perform mail investigation on suppliers complying with the requirements of international environmental protection laws.	Surveyed the exiting suppliers and new suppliers for compliance with the regulations of the 209 REACH SVHC items, and requested a supplier response rate of 100%.	

7.1 ATEN Supply Chain Management

Suppliers of the Company refer to suppliers for various types of raw materials, materials and electronic parts, including chips, converters, connectors, PC boards, product outer casings (metal, plastic materials), cables, electronic parts, packaging materials and other materials.

The Company upholds the attitude of seeing suppliers as partners in order to continuously improve the awareness of social responsibility of suppliers, including environmental and ethical management issues. In addition, the Company also invites suppliers to jointly respond to the global sustainability policy in order to gradually achieve the sustainable development direction and goal. Furthermore, ATEN further specifies corporate social responsibility and environmental safety and health evaluation related items in the "Supplier Evaluation Regulations Standard Operation Procedure", in order to continuously urge suppliers to fulfill corporate social responsibility and to comply with international environmental protection regulations and customer requirements. Through our influence, we convey and promote relevant concepts and methods to upstream and downstream supply chains.

7.2 Sustainable Supply Chain Management Standards

To implement and strengthen the suppliers' level of recognition of corporate social responsibility, ATEN introduced the ISO international standard system for managing "energy saving and carbon reduction", and uses "social participation" and "gender equal rights" as influential risk assessment factors in the supplier risk and assessment control mechanism, in light of effectively controlling the purchase quality and cost, etc. through ATEN's influence in corporate social responsibility, thereby gradually improving the suppliers' emphasis on such aspects as human rights and labor conditions, health and safety, environmental protection, regulatory compliance, and business ethics, etc.

7.3 Sustainable Supply Chain Management Strategies and Goals

ATEN integrates traditional supply chain (quality, service, delivery date) management with the concept of environmental sustainability. From the supplier risk assessment and control, different key suppliers of different risks are identified according to the industry type. Through the supplier risk and assessment control mechanism, strengthen and improve the management

depth and implementation level, in light of achieving a win-win situation with the suppliers jointly along with the consideration of corporate profit and corporate social responsibility.

Risk Assessment and Identification Mechanism

Type	Regularly	Irregularly
Frequency	Monthly and Semi-annually	Irregularly (onsite inspection and visit)
Evaluation Level	Class A: $90 \leq \text{Score} \leq 100$ Class B: $75 \leq \text{Score} < 90$ Class C: $60 \leq \text{Score} < 75$ Class D: $\text{Score} < 60$	Class A: $90 \leq \text{Score} \leq 100$ Class B: $75 \leq \text{Score} < 90$ Class C: $60 \leq \text{Score} < 75$ Class D: $\text{Score} < 60$

According to the (monthly and semi-annually) regular assessment and inspection method, screen out and select outstanding suppliers for rewards.

▶ Supply Chain Management Strategy

To effectively improve the suppliers' sustainable concept and to ensure the services and products provided by suppliers comply with the "Supply Chain Management Regulations" and requirements of ATEN, we established the process planning for the supply chain management strategy as follows:



First, from the new suppliers introduced earlier, key suppliers are identified by the system according to the industry type. By strengthening management and through the quality and system, development and equipment, production and capacity, operation and service, environment and health, etc., the supplier risk and assessment control mechanisms are implemented. In addition, through continuous improvement of the management depth and implementation level, we look forward to jointly achieving a win-win situation with suppliers based on considerations of corporate profit and corporate social responsibility. Through continuous improvement of the management depth and implementation level, we look forward to jointly achieving a win-win situation with suppliers based on considerations of corporate profit and corporate social responsibility.

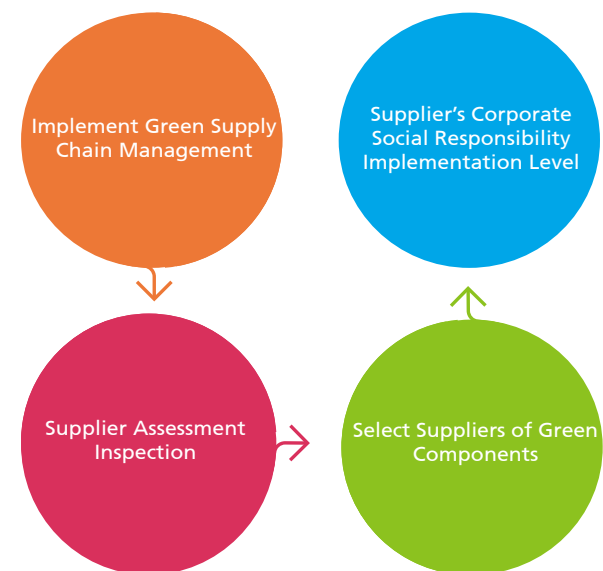
7.4 Supply Chain Management Performance

ATEN strengthens the inspection of various types of suppliers with a sustainable attitude via regular and irregular field inspections and visit activities, in order to improve the suppliers' social responsibility awareness. In addition, through the onsite field inspections and interviews, we are able to further understand the suppliers' understanding related to sustainability, and to share the corporate core value and business philosophy of ATEN, thereby assisting suppliers to incorporate such concepts into their corporate culture, and to grow jointly with the suppliers.

Supplier Management Performance	Execution Method	Performance Achievement
Improve field assessment and identify supplier's social responsibility awareness	Assessment items include: "Contribution in social participation", "Gender equality and anti-sexual harassment policy", and "Energy saving, carbon reduction and greenhouse gas inspection".	100%
Implementation of Supplier Assessment System	Supplier's green/sustainable supplier risk assessment are conducted in accordance with the ISO document of Supplier Management Procedure (QP-024) and Supplier Assessment Regulations (QI-008), the supplier's field and written green risk assessment are evaluated. In addition, the safety of the working environment of the supplier, employees being respected with dignity, business operation environmental protection, and compliance with morality and ethics are ensured. [New Suppliers Assessed: 20 suppliers]	100%
New suppliers' compliance with the international environmental protection laws	International environmental protection laws updates include Directive 2011/65/EU & (EU)2015/863 RoHS 2.0 REACH SVHC 209 items.	100%
Thorough Execution of Supplier Operation Procedure	For suppliers identified to be subject to any concern of violating quality and environment and corporate social responsibility, such suppliers are requested to improve within the time-limit, submit written a report, and accept irregular inspections and guidance.	100%

7.5 Sustainable Supply Chain Joint Growth Plan

While facing the threats of environmental hazardous substances to the earth and human health, global consumers and all governments emphasize and pay attention to the development of such issue. Accordingly, ATEN actively promotes green supply chain management, implements corporate green responsibility, and actively promotes the green environmental management system. In addition to ensuring that products and operations comply with the environmental protection laws, we insist on using raw materials from the green supply chain in order to provide green products without hazardous substances, which is the goal and commitment we continue to execute persistently.

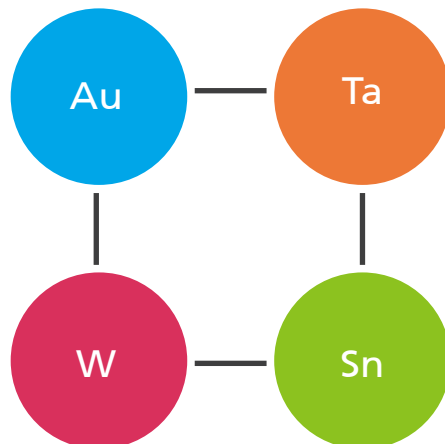


▶ Purchase Non-Conflict Material Raw Materials

Based on the implementation of corporate social responsibility and international justice of ATEN, ATEN adopts the “Three Nos” policy, i.e. “No support”, “No acceptance”, and “No use” of metals obtained through illegal mining and harsh working environments in the Democratic Republic of the Congo (Congo) and its surrounding countries and regions with armed conflicts. For commonly used metals such as gold, tantalum, tungsten, tin, etc., the GeSI Conflict Minerals Reporting Template specified by the Responsible Business Alliance (RBA) is used to adopt a standardized self-management method in order to provide a commitment to customers.

With regard to ATEN’s expectations for suppliers, the suppliers are requested to cooperate with the following:

- Request suppliers to conduct reasonable due diligence on the supply chain in order to ensure that the materials provided by the suppliers to ATEN contain no conflict minerals.
- Request our suppliers to inform us immediately in case where materials provided to ATEN use conflict minerals.
- Request the supply chain to further comply with customer demands and the implementation of international justice, understand suppliers in depth on the state of their management of conflict minerals, and perform surveys according to the Responsible Business Alliance (RBA) “GeSI Conflict Material Survey Form”.



▶ Convey Corporate Core Value

With regard to ATEN’s corporate core values of “Integrity”, “Caring”, “Ambition”, and “Novelty” (ICAN) and through the sustainable supply chain management standards and strategies, the suppliers’ corporate social responsibility awareness is enhanced, and the concept of sustainable action standards is conveyed to the suppliers, so that suppliers will be able to comply with relevant management systems and codes of conduct for labor, health and safety, environment, and ethical standards, etc.

▶ Protect Environmental Sustainability and Expand Green Influence

Suppliers are important partners of ATEN in promoting CSR. Since 2017, the Company has invited suppliers to jointly participate in the Fulong Beach Cleaning Activity. Despite that fact that the number of volunteers necessary for the activity was limited such that not all suppliers were invited to participate together, nevertheless, this concept was able to receive great feedback from the suppliers invited. Consequently, we believe that ATEN is not alone in the path of promoting CSR, and we have the faith that such concept of goodness will continue to expand, such that more companies, organizations, or individuals will jointly protect our environment and achieve ATEN’s commitment in environmental sustainability.



Ch8

Customer Satisfaction and Service

- 8.1 Complete Customer Service System
- 8.2 Global Customer After-Sales Service Satisfaction Survey
- 8.3 Product Knowledge Education and Training
- 8.4 Customer Health and Safety
- 8.5 Information Security and Guaranteeing Customers' Rights to Privacy

Management Directives

Service Quality, Customer Partnership

Since ATEN launched its own brand of “ATEN” in 1991, the Company deeply understands the challenges for promoting its own brand worldwide. For own brand promotion, the success relies on the establishment of customer satisfaction and achieving the most optimal professional service. Under the main business model of B2B and a competitive environment, we need to understand where our customers are, and most importantly, we need to know what the customer demands are, and how these demands can be satisfied. In 2016, we selected one country in Asia and Europe each for the Pro AV professional media product line, and performed a series of customer interviews. Under the assistance of the professional brand consultant, we were able to eliminate the past burden and existing opinions in order to listen to the existing customers and future potential customers opinions on our products, services, marketing, brand positioning, etc. Through statistics and analysis, we summarized the things cared about the most by customers into the meaningful MOT (Moment of Truth). In 2017, the company expanded the production line to KVM multi-computer switchers. Through the understanding of different production lines on MOTs and discussion, we adopted the customer-oriented approach, and after sufficiently understanding the customer demands, we developed a customer combination and service platform with innovative value and competitive capability. In 2018, we provided complete online product knowledge technology educational training in order to use a systematic system to introduce the product technology knowledge of each product line of ATEN, product specifications, and characteristics, as well as market application examples. In addition, we also organized global branch technical support full product line physical course training at the headquarters in order to cultivate technical staff with thorough and professional technical problem-solving abilities. The Pro AV product technical knowledge online education and training and Pro AV professional AV product physical training courses, and the product knowledge and technology online education and training received the AVIXA certification in 2019 and 2020, respectively. (AVIXA's full name is Audiovisual and Integrated Experience Association. The association has been established in 1939 and is now the world leading hosting unit for

multimedia exhibition Infocomm, providing the most comprehensive media collective results to consumers)

ATEN is committed to provide high quality products and services satisfying customers are our key to success.



Global Customer Service Mission:
Dedicated to providing excellent global service operation,
most optimal service quality, and customer experience.

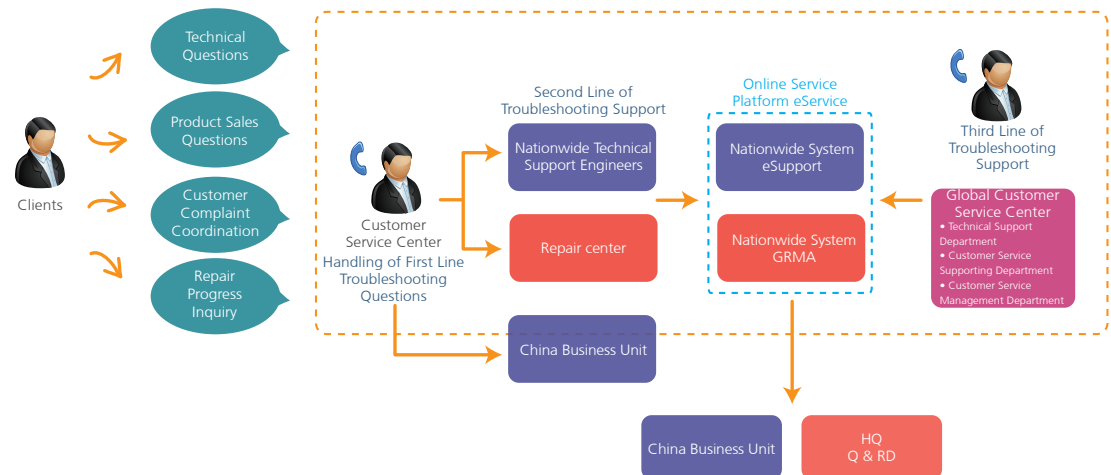
8.1 Complete Customer Service System

Under the existing policy for global marketing, the customer service network of ATEN expands to various overseas locations. We established the “Global Customer Service Division” in the headquarters in order to integrate all customer service resources and to ensure timely and professional customer services, sustainable operation of customer relationships, thereby improving customer satisfaction.



▶ Customer Service Direct Line

To allow customers to submit requests in a timely manner and to obtain support immediately, we established the customer service direct line system, provide the 0800 direct line, technical direct line, etc. in order to allow professional technicians to communicate with customers directly and to assist customers to overcome problems. To provide greater local service for the market in China, in 2014, we established the “China Customer Service Center”, and provided the direct line of 400-810-0-810 (400-ATEN-LOVE-ATEN). In addition, in 2017, we further established the pre-sale product consultation professional service in addition to the after-sale service window. “China Customer Service Center” provides end-user technical services, and uses the marketing functional platform for positioning in order to establish and rigorously implement the “First Asking Duty System” and “Customer Question Classification and Priority Handling” regulations in order to ensure that customer demands can be replied and resolved within the shortest time.



➤ Online Service Platform (eService)

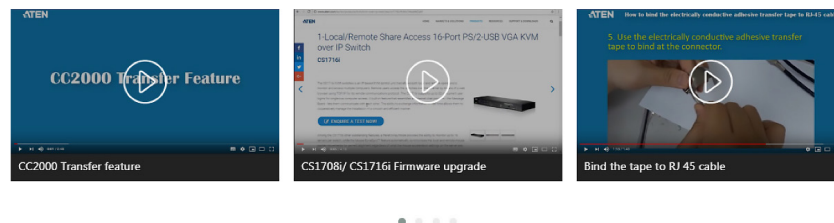
Single entry for Online Service Platform (eService: <http://eservice.aten.com>) to provide convenient and instant service to customers worldwide in different languages worldwide, thereby providing complete and timely after-sales services.

The eService platform integrates the following functions:

Online Technical Support Service (eSupport)

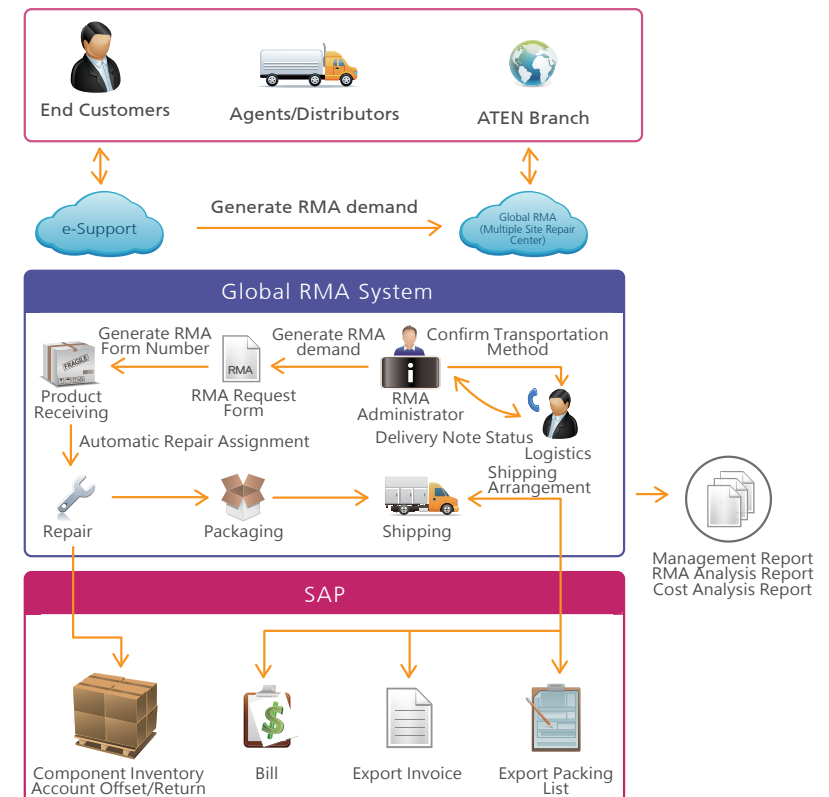
When our customers worldwide are met with problems in using our products and seek service for help, ATEN technical personnel can use the eSupport network platform to undertake direct and rapid communication with them, effectively assisting customers worldwide to resolve technical problems, eliminating obstacles, and providing all required information. Every inquiry is recorded in the eSupport platform to facilitate subsequent follow-up. Key issues are also recorded as FAQ (Frequently Asked Questions) or a knowledge base which is recorded on the eService platform for customers' inquiries and sharing. Starting in 2018, in addition to the text form of FAQ, educational teaching videos for installation and operation FAQ are also further added onto the eService platform subsequently.

Employee Education and Training Videos



Online Repair Service Global-RMA System

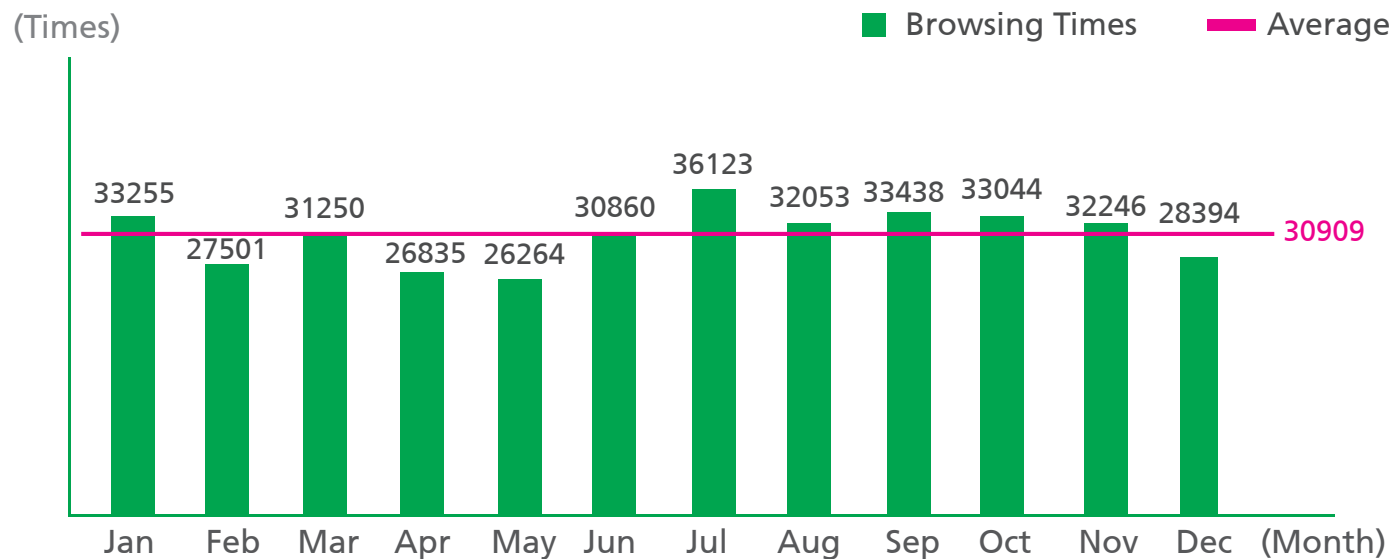
By filling out an online application form, customers can request repair service. Our dedicated RMA (Return Material Authorization) professionals will receive the form and provide an RMA code and delivery address. Customers can obtain a product's warranty information and real-time maintenance progress information through online records. They can also access records of prior maintenance to retrieve feedback and satisfaction survey results of repair and maintenance. This is a system with a complete RMA process, through which maintenance records from all over the world are obtained, further monitoring product quality. RMA Rate Reports are produced and sent to the relevant departments every month to propose improvement strategies.



Search for Frequently Asked Questions (FAQ)

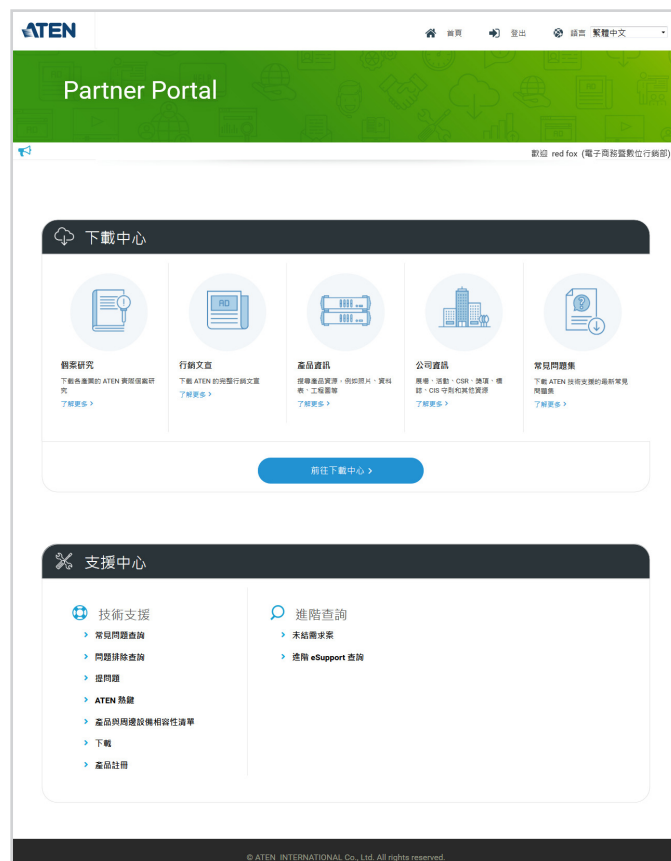
According to the statistics, the monthly average number of FAQ website browsing inquiries in 2020 was 30,909 times, an increase of 24% from the monthly average of 23,603 times in 2019. This shows that the service has been widely used by customers, and also demonstrates that many customers worldwide have improved their understanding of product operation through such service. For ATEN and customers, this is the most economic method. We will continue to provide more complete FAQs with our best effort in order to satisfy customers' needs to overcome problems themselves.

[2020 FAQ Browsing Statistics Table]



Partner Center

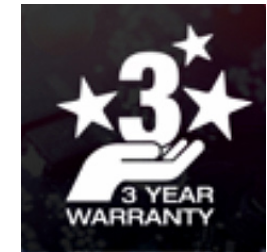
ATEN also provides sales partners with real-time market intelligence and product information by establishing an information sharing platform aimed at sales partners, so as to allow our distributors worldwide to utilize resources on the sharing platform to provide the most supreme service to end customers.



▶ Global RMA Replacement and Repairing Service System Structure

Perfect After-sales Service and Product Guarantee

To provide local and fast after-sales service to customers in various regions worldwide, ATEN established the global customer service unit, divided into two main units of "Technical Support" and "RMA" in the headquarters in Taiwan and all overseas branches. When customers are faced with problems in using their products, they can seek assistance through the customer service direct line. Customers are promptly assisted to eliminate their problems by professional technical support engineers. If a customer's product is diagnosed by the technical support engineer to have the need for repair, the product can be delivered to any one of the technical support locations worldwide, and an RMA engineer can then begin inspection and repair.



Two years of warranty service are provided for ATEN's products. For A+ models, ATEN provides three years of warranty service and AR service (submit first and return later) quality service (adjustments will be made for some countries). In addition, the strengthening of after-sales services with local support is the most important direction for improving customer satisfaction and global brand promotion.

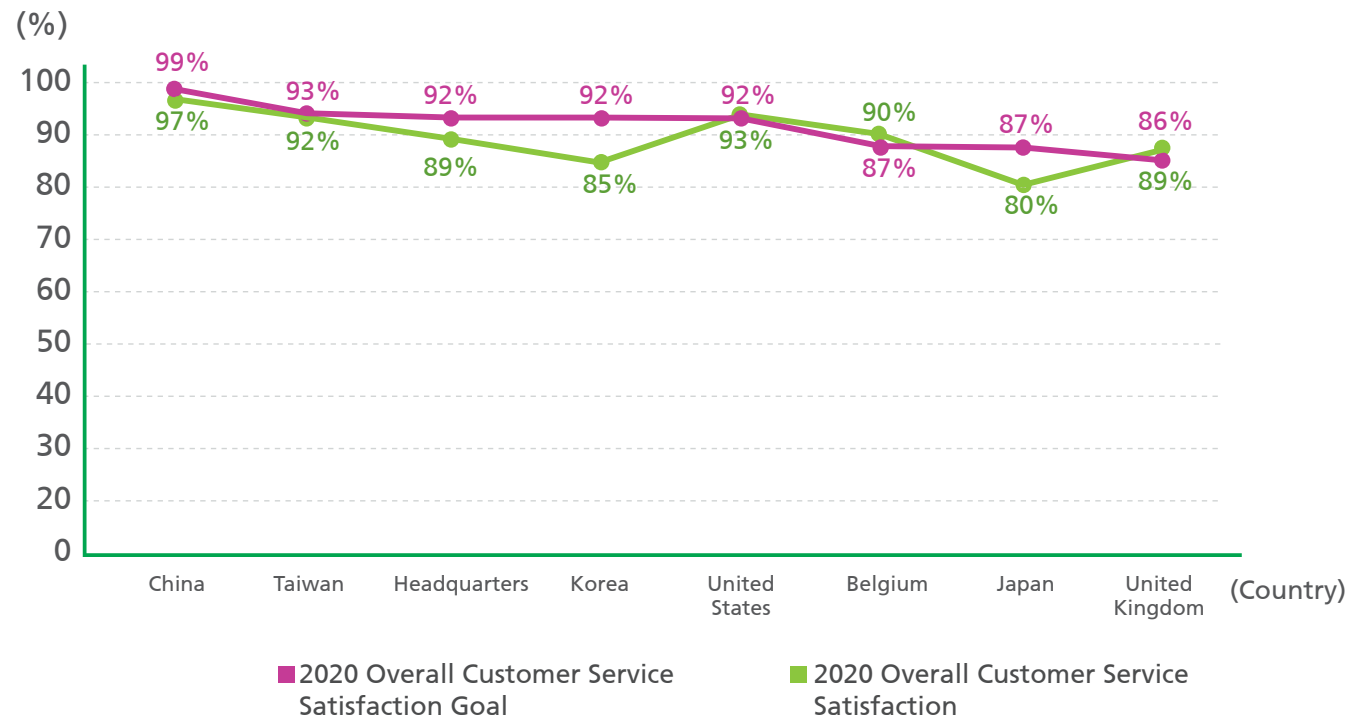
Fast Repairing Service

Through the well-developed, comprehensive service network of the Company headquarters and subsidiaries, we manage to offer TAT (Turn-Around-Time) three working days fast repair service in Asia Pacific and TAT five working day service in Europe and America, cutting the wait time for clients and gaining widespread approval and recognition among our customers.

8.2 Global Customer After-Sales Service Satisfaction Survey

The “Global Customer Service Division” of ATEN conducts the “Global Customer After-sales Service Satisfaction Survey” on a regular basis, using comprehensive, continued first-hand feedback to understand client experiences and to improve our services accordingly. For items not yet completed, we also perform in-depth analysis and establish an inspection tracking mechanism in order to ensure that customer demands are resolved. In the past two years, the average overall customer service satisfaction was 89%, and in 2019 and 2020, the actual overall customer service satisfaction was maintained at 91%. The customers’ opinion will continue to be transformed into the driving energy for our review and improvement. When satisfaction feedback is worse than the expectation, we will perform understanding and request improvement immediately. In addition, ATEN also establishes two-way and diverse customer communication channels, such as: product box equipped with feedback form, repair report equipped with customer satisfaction form, all regional websites worldwide are provided with a customer feedback section, and the Company website is available in more than 12 languages, and contact email addresses, etc., such that customers’ requests can be responded to and supported in the shortest time. With such establishment, we are able to strengthen the relationship of trust between customers and ATEN in order to improve the customers’ royalty and brand trust.

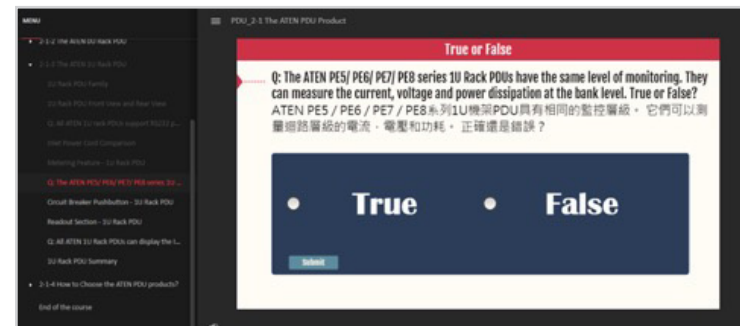
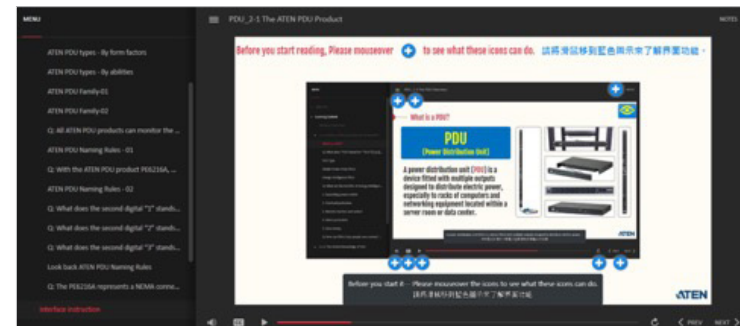
[2020 Global Customer After-Sale Service Satisfaction Survey Statistics]



8.3 Product Knowledge Education and Training

Starting from 2017, ATEN has provided the English version of online educational training for each product line (ProAV/Control System/KVM/PDU) for internal employees and external customers. The training courses are designed for sales business, dealership and agency, FAE, and technical customer service personnel. On a brand-new operation interface, visual graphic teaching is adopted in conjunction with a great amount of interactions in order to systematically introduce ATEN, product technology and knowledge of each production line, product specifications and characteristics, as well as market application examples. In 2018, the headquarters and branches provided four courses (KVM/ProAV/PDU/Control System), and a total of 1,589 people attended the courses with an overall course satisfaction score of 87 points, including a total of 1,172 people attending the course with an overall course satisfaction of 92 points. In 2019, the Korean version, Simplified Chinese version and Traditional Chinese version of online educational training courses for various product lines (ProAV/Control System/KVM/PDU) were completed consecutively. The headquarter and branches provided four courses (KVM/ProAV/PDU/Control System), and a total of 919 people attended the courses with an overall course satisfaction score of 88 points, including a total of 1,561 people attending the course with an overall course satisfaction of 90 points. In 2020, Japanese versions of online education

and training courses for various product lines (ProAV/Control System/KVM/PDU) were completed. The headquarter and branches provided four courses (KVM/ProAV/PDU/Control System), and a total of 1,219 people attended the courses with an overall course satisfaction score of 85 points; a total of 1,869 people from external clients attending the course with an overall course satisfaction of 88 points. In addition to online product knowledge education and training, we also organized numerous sessions of technical and physical training courses at the headquarter and branches in order to cultivate technical staff with more comprehensive and professional technical problem-solving abilities.



8.4 Customer Health and Safety

ATEN upholds the corporate principle of “integrity” to provide customers with high value-added innovative product selections. In addition, we also use the provision of the most flexible, speedy, professional client services as an important indicator in continuing to enhance the Company’s competitiveness. Furthermore, with regards to material safety, manufacturing environment, and life cycle of our products, we make sure to fulfill customers’ requirements as well as international standards and regulations, actively implementing health and safety assessment and improvement programs, and establishing self-examination and oversight mechanisms to ensure our customers’ use safety.

Since 2005, ATEN has established the “Hazardous Substance Restricted Use Management” project. Presently, all products are 100% compliant with the relevant global regulatory certifications such as REACH, RoHS 2.0, etc. In addition, through the implementation of international regulations and standards, such as: ErP, WEEE, we also synchronously comply with the regulations and standards announced by the European Parliament and Council, in order to provide healthy and safe products and services to customers.

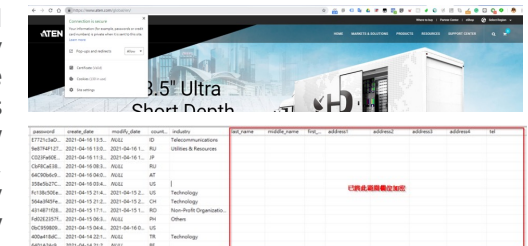
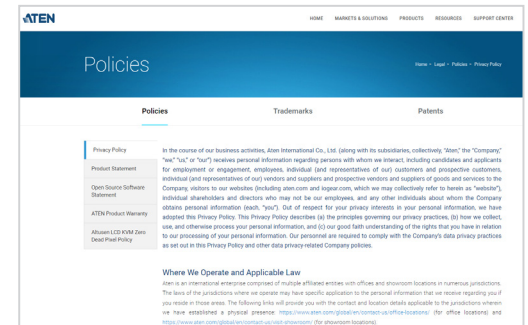


8.5 Information Security and Guaranteeing Customers’ Rights to Privacy

ATEN values the security and privacy of customer data significantly. ATEN is a globally operating company with products sold worldwide. Regardless of the regions or countries of customers, ATEN bears the responsibility to properly protect the data and privacy of customers.

In 2020, due to the COVID-19 pandemic worldwide, the model of remote office or work from home has been applied widely at an increasing rate, and risks of information systems being attacked by external networks have also increased. Accordingly, ATEN has continued to improve the governance system and enhance defense capabilities with respect to information security.

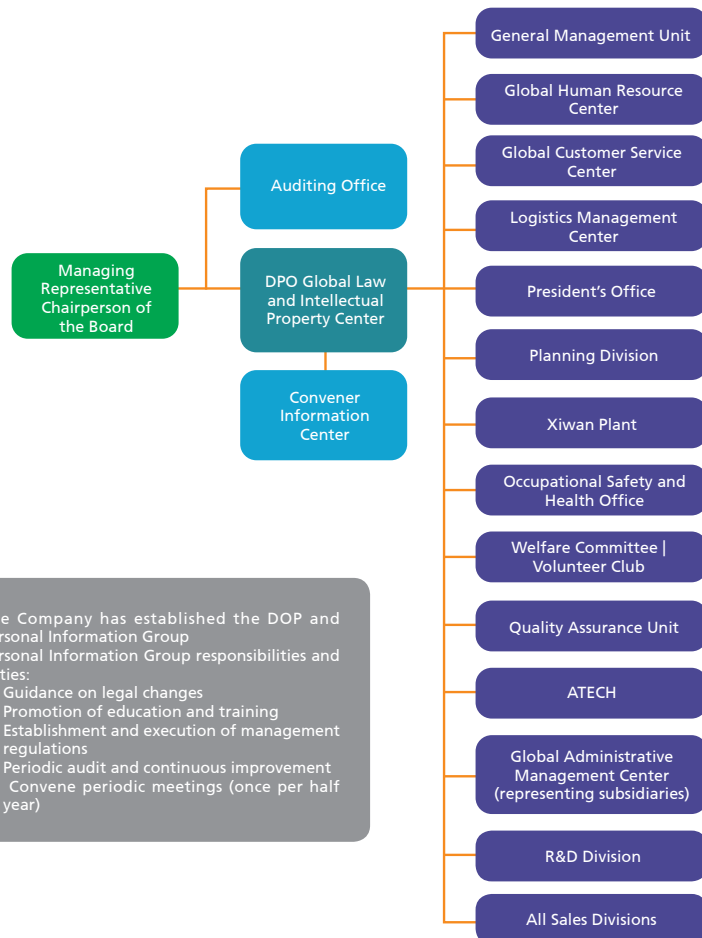
The ISO27001 information security system is used as the framework for implementing network security, information operation, physical and environmental security control, authority access control, information asset management, password management, handling of information security events, vulnerability scanning, and data backup, etc., for the establishment of “internal control”. In addition, ATEN also performs disaster recovery simulation drills and ensures the appropriateness and effectiveness of the system via annual review of the security regulations, procedures and system security measures, in order to continuously strengthen the information security defense capabilities of the group.



All personal information of customers in the system of ATEN is encrypted, and webpages adopt encrypted transmission methods.

Furthermore, to ensure the security of the customer's personal information security and the response handling procedure during occurrence of incidents, ATEN has established the position of Data Protection Officer (DPO) and the "Personal Information Management Promotion Group" to promote the management affairs of the personal information of the group. The "Personal Information Management Promotion Group" is responsible for routine personal information security promotion and also

Personal Information Management Promotion Team – Organization Structure

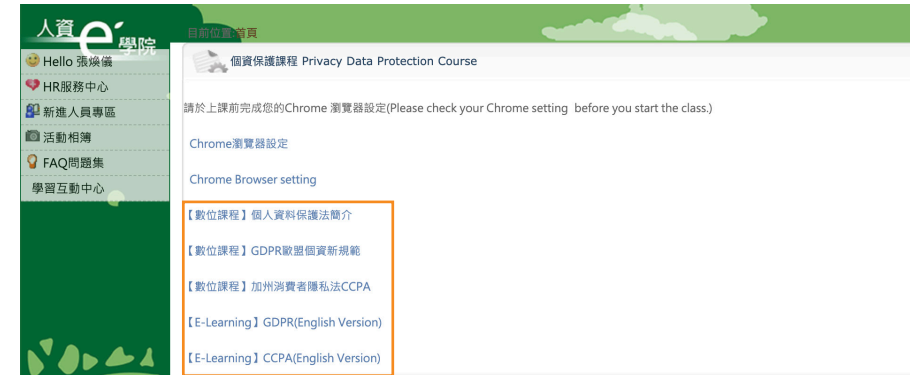


The Company has established the DOP and Personal Information Group responsibilities and duties:

1. Guidance on legal changes
2. Promotion of education and training
3. Establishment and execution of management regulations
4. Periodic audit and continuous improvement
5. Convene periodic meetings (once per half year)

convenes a group meeting every half year. The responsible windows of "each department", the "Welfare Committee" and the "Volunteer Club" are invited to review the execution status of personal information management and to discuss and share the latest privacy laws and case examples of various countries worldwide.

In addition, ATEN also requests all employees of the group to receive education and training according to the requirements of the "ATEN Personal Information Protection Management Policy". We have designed complete digital courses for personal information protection (such as: Introduction of the Personal Data Protection Act of the R.O.C., European Union General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), etc.), allowing employees to complete the reading of digital courses via the "Human Resources e-School".



Under the joint effort and collaboration of all departments, in 2020, ATEN has not been subject to any incidents of infringement of customers' privacy or receipt of customer complaints on privacy infringement. ATEN will continue to follow international information security trends and comply with the highest requirements of privacy laws, thereby allowing each aspect of customer information and privacy to receive the highest level of protection.

Appendix 1 Global Reporting Initiative Standards (GRI Standards) Index

The following indicators are based on the GRI Standards proposed by the Global Reporting Initiative (GRI) corresponding to the content of this Report.

› GRI 102: General Disclosure 2016

Item	Disclosure Item	Disclosure Item Content	Page	Notes
Organizational Profile	102-1	Organization Name	4, 17	
	102-2	Activities, Brands, Products, and Services	18-23	
	102-3	Headquarters Location	17	
	102-4	Operation Location	26-27	
	102-5	Ownership and Legal Form	4, 17	
	102-6	Market With Service Provided	26-27	
	102-7	Organization Scale	16, 26, 27	
	102-8	Information of Employees and Other Workers	43	
	102-9	Supply Chain	87-89	
	102-10	Major Change of the Organization and its Supply Chain	27	Established manufacturing factory in Thailand in 2020
	102-11	Precautionary Principle or Directive	4	
	102-12	External Advocacy	7	
	102-13	Membership of Unions and Associations	31	
Strategy	102-14	Statement From Decision Maker	5	
	102-15	Key Impacts, Risks, and Opportunities	25	
Ethics and Integrity	102-16	Values, Principles, Standards, and Code of Conduct	33-39	
	102-17	Recommendation Related to Ethics and Mechanism for Matters of Concern	12, 39	
Governance	102-18	Governance Structure	34-35	
	102-19	Authorization	8-9	
	102-20	Senior Management Level's Responsibility for Economy, Environment, and Social Topics	8-9, 34	
	102-21	Consultation with Stakeholders on Economy, Environment, and Social Topics	11	
	102-22	Composition of the Highest Governing Unit and its Committees	35	
	102-23	Chairperson of Highest Governance Unit	35	Kevin Chen, Chairman and President
	102-24	Nomination and Election of Highest Governance Unit	37	
	102-25	Conflict of Interest	37	
	102-26	Role of the Highest Governance Unit in the Establishment of Principles, Values, and Strategies	35	
	102-27	Group Knowledge of the Highest Governance Unit	37	

Appendix 1 Global Reporting Initiative Standards (GRI Standards) Index

Item	Disclosure Item	Disclosure Item Content	Page	Notes
Governance	102-30	Effectiveness of Risk Management Procedure	8-9, 35	
	102-31	Review of Economy, Environment, and Social Topics	8-9	
	102-32	Role of the Highest Governance Unit in Reporting of Sustainability	8-9	
	102-35	Remuneration Policy	38	
	102-36	Remuneration Determination Process	38	
Stakeholder Engagement	102-40	Stakeholder Group	10	
	102-41	Group Agreement		No trade union
	102-42	Stakeholder Identification and Selection	10	
	102-43	Stakeholder Communication Directive	10-11	
	102-44	Proposal on Key Topics and Matters of Concern	13-14	
Report Parameter	102-45	Entities Included in the Consolidated Financial Statements	4	
	102-46	Define Report Content and Topic Boundaries	4, 13-14	
	102-47	Major Topic List	14	
	102-48	Information Restatements		No information restatements.
	102-49	Report Change		No major report change
	102-50	Reporting Period	4	
	102-51	Date of Last Report	4	
	102-52	Reporting Cycle	4	
	102-53	Contact Person for Responding to Questions Related to the Report	4	
	102-54	Declaration According to GRI Standards Report	4	
	102-55	GRI Content Index		Appendix 1 Global Reporting Initiative Standards (GRI Standards) Index
	102-56	External Guarantee/Assurance	4	

Appendix 1 Global Reporting Initiative Standards (GRI Standards) Index

Item	GRI Specific topic	Disclosure Item Content	Page	Notes
Management Directives	103-1	Explanation of Major Topics and Boundaries Thereof	14	
	103-2	Management Directive and Elements Thereof		Please refer to corresponding content of p.14 Major Topic Form.
	103-3	Management Directive Assessment		Please refer to corresponding content of p.14 Major Topic Form.

›GRI Specific Topic Standard Disclosure

Item	GRI Specific Topic	Disclosure Item Content	Page	Notes
Economic Performance ☆	201-1	Direct economic value generated and distributed	28	
	201-3	Define Welfare Plan and Obligation as Well as Other Retirement Plan	43	
	201-4	Finance Assistance Received From the Government		None
Indirect Economic Impacts	203-1	Development and impact of infrastructure investments and services supported	50	
	203-2	Significant Indirect Economic Impacts	50	
Energy	302-1	Energy consumption within the organization	69	
	302-3	Energy Intensity	69	
Water and Effluent 2018	303-3	Water Intake	69	
Emissions	305-1	Direct (Scope 1) Greenhouse Gas Emissions	77	
	305-2	Energy Indirect (Scope 2) Greenhouse Gas Emissions	77	
	305-4	Greenhouse Gas Emission Intensity	77	
	306-2	Waste Classified by Type and Treatment Method	65	

Appendix 1 Global Reporting Initiative Standards (GRI Standards) Index

Item	GRI Specific Topic	Disclosure Item Content	Page	Notes
Compliance With Environmental Protection Related Laws ☆	307-1	Violation of Environmental Protection Laws		No punishment related to noncompliance with environmental laws and regulations received in 2020.
Supplier Environmental Assessment	308-1	Adopt Environmental Standards for Screening New Suppliers	81	
Labor-Management Relationship ☆	401-1	New Employees and Resigned Employees	43	
	401-2	Welfare Provided to All Employees	43	
	401-3	Parental Leave	43	
Labor/Management Relations	402-1	Minimum Notice Periods Regarding Operational Changes		Handled according to Labor Standards Act related regulations.
Training and Education ☆ Diversity and Equal Opportunity Local Communities ☆ Supplier's Social Assessment	404-1	Average Hours of Training per Year per Employee	44	
	404-3	Percentage of Employees Receiving Periodic Performance and Occupational Development Reviews	44	
	405-1	Diversity of Governance Unit and Employees	37	
	413-1	Communicate With Local Communities, Impact Assessment, and Development Plan Operation Activities		Communicate frequently with local government agencies, nursing homes, charity organizations, social service centers, in order to assess the community needs, and provide timely assistance.
	414-1	New Suppliers That Were Screened Using Social Criteria	81	
Public Policy and Customer Health and Safety ☆	415-1	Political Donations		No political donations in 2020.
	416-1	Assess the impact of products and services on health and safety.	66	
Marketing and Labeling ☆	417-1	Product and service information as well as labeling requirements.		All products of ATEN comply with relevant information and labeling requirements. Please refer to ATEN's official website for detailed product information.
Customer Privacy	418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer information	93	
Social and Economic Regulatory Compliance ☆	419-1	Non-compliance with laws and regulations in the social and economic area.		No violation of relevant laws and regulations in 2020.

☆ Major Topics



INDEPENDENT ASSURANCE OPINION STATEMENT

2020 ATEN International Co., Ltd. Corporate Social Responsibility Report

The British Standards Institution is independent to ATEN International Co., Ltd. (hereafter referred to as ATEN in this statement) and has no financial interest in the operation of ATEN other than for the assessment and verification of the sustainability statements contained in this report.

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

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

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

Scope

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

1. The assurance scope is consistent with the description of 2020 ATEN International Co., Ltd. Corporate Social Responsibility Report.
2. The evaluation of the nature and extent of the ATEN's adherence to AA1000 Account Ability Principles (2018) in this report as conducted in accordance with type 1 of AA1000 Assurance Standard v3 and therefore, the information/data disclosed in the report is not verified through the verification process.

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

Opinion Statement

We conclude that the 2020 ATEN International Co., Ltd. Corporate Social Responsibility Report provides a fair view of the ATEN CSR programmes and performances during 2020. The CSR report subject to assurance is free from material misstatement based upon testing within the limitations of the scope of the assurance, the information and data provided by the ATEN and the sample taken. We believe that the 2020 economic, social and environmental performance information are fairly represented. The CSR performance information disclosed in the report demonstrate ATEN's efforts recognized by its stakeholders.

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

Methodology

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

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

Conclusions

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

Inclusivity

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

Materiality

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

Responsiveness

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

Impact

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

GRI Sustainability Reporting Standards (GRI Standards)

ATEN provided us with their self-declaration of in accordance with GRI Standards: Core option (For each material topic covered by a topic-specific GRI Standard, comply with all reporting requirements for at least one topic-specific disclosure). Based on our review, we confirm that social responsibility and sustainable development disclosures with reference to GRI Standards disclosures are reported, partially reported or omitted. In our professional opinion the self-declaration covers the ATEN's social responsibility and sustainability topics.

Assurance level

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

Responsibility

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

Competency and Independence

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

For and on behalf of BSI:

Peter Pu, Managing Director BSI Taiwan



Statement No: SRA-TW-2020015
2021-06-19

Taiwan Headquarters: 2nd Floor, No. 37, Ji-Hsi Rd., Neihu Dist., Taipei 114, Taiwan, R.O.C.

BSI Taiwan is a subsidiary of British Standards Institution.

...making excellence a habit.™



ATEN International Co., Ltd.

Address: 3F., No. 125, Sec. 2, Datong Rd., Xizhi Dist., New Taipei City 221

TEL: 02-8692-6789 FAX: 02-8692-6577

<http://www.aten.com>



Integrity



Caring



Ambition



Novelty