



2024

● 永續報告書 Sustainability Report

神腦國際企業股份有限公司 Senao International Co., Ltd.

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Editorial Policy

Welcome to the 8th edition of the Sustainability Report (ESG Report) published by Senao International Co., Ltd. (Communications Network Industry, Stock Code: 2450; hereinafter referred to as “Senao International” or “We”). This Report is prepared in accordance with the Global Reporting Initiative (GRI) Standards, disclosing our management mechanisms, specific actions, and outcomes related to environmental, social, and corporate governance aspects for 2024. It aims to provide a comprehensive and transparent communication channel for stakeholders, including investors, customers, suppliers, employees, and the general public.

The report covers the risks and opportunities related to sustainability issues, along with the resources allocated and initiatives implemented based on the results of our materiality assessment. All data sources are traceable and verifiable, with a strong emphasis on ensuring the completeness and reliability of the disclosed information.

This Report is published in both Chinese and English versions and can be downloaded from our official website: <https://www.senao.com.tw/>

Reporting Period and Scope

The information disclosed in This Report covers the period from January 1, 2024 to December 31, 2024. The reporting boundary is defined based on Senao International’ s parent company only financial statements and does not include the operational data of its subsidiaries.

This report focuses on the sustainability management strategies, responses to material topics, implementation outcomes, and relevant performance indicators of Senao International during the reporting period. To present the context of the issues and the continuity of project execution, some data has been traced back to 2023, or actions planned for implementation in 2025 are explained.

This Report is published annually. The previous edition was released in June 2024, and the next edition is scheduled for release in June 2026.

Unless otherwise specified, all financial figures in this report are presented in New Taiwan Dollars (NTD).

Preparation Basis and Assurance

The content of this Report was provided, compiled, and preliminarily analyzed by relevant departments of Senao International. It was reviewed by the Sustainability Report Editorial Team, confirmed by the heads of responsible units, and ultimately approved and released by the company’ s highest management level. All disclosed information is documented and traceable. In cases where information has been restated, clear annotations are provided in the relevant sections, topics, or tables. This Report has been prepared and disclosed in accordance with the following domestic and international sustainability reporting standards:

- Global Reporting Initiative (GRI): GRI Standards (2021)
- AA 1000 (2018) Accountability Principles
- TWSE Sustainability Reporting Guidelines:
 - Sustainable Disclosure Metrics – Communications Network Industry (Appendix 1-11)
 - Climate-related Disclosures for Companies Listed in the TWSE (Appendix 2)
- Sustainability Accounting Standards Board (SASB): Industry Standard – Multiline and Specialty Retail Distributors

This Report has undergone a Type 1 moderate assurance level conducted by SGS Taiwan Ltd. in accordance with the GRI Standards and AA1000 Assurance Standard (AA1000 AS v3). The assurance covered the content of the report, the materiality assessment process, and the review of material and topic-specific disclosures.

The scope of external assurance does not include the Sustainability Disclosure Metrics, climate-related disclosures, or SASB.

Comment Feedback

If you have any suggestions or comments regarding our "Sustainability Report," please feel free to contact us:

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Message from the Management

Looking back on 2024, Taiwan passed regulations related to the collection of carbon fees, which officially take effect in 2025. This marks our entry into an era where carbon emissions carry a price. Although we are not among the first entities subject to carbon fee collection, it remains essential for us to plan ahead and be well prepared. In addition to understanding our own emissions and identifying major sources, we must also implement concrete emission reduction measures. Through this "Sustainability (ESG) Report," we aim to share our sustainability philosophy and achievements, and to work hand-in-hand with our stakeholders to continuously advance our sustainability efforts.

"In the space between business and society, we seek a path, a bridge—one that enables more people to move forward with happiness and stability. On the journey of business operations, we are committed to planting seeds of joy and sharing the fruits of a better life with our customers." Therefore, with this belief in creating shared value with society, Senao International established the Senao Technical and Cultural Foundation in 1997. While diligently cultivating our core business, we also remain dedicated to giving back to society, nurturing technological talent and participating in public welfare initiatives. Through the Foundation's efforts, we aim to inspire greater care for the land, the environment, and the people and communities around us. We strive to instill in the next generation a deeper concern for ecological sustainability, environmental and cultural awareness, and a love for homeland, thereby fostering the continuous and sustainable development of Taiwan.

Since 2002, the Senao Technical and Cultural Foundation has organized the "Hometown Exploration" series of activities, encouraging participants to observe, engage with, and care for this land through the lens of a camera. These explorations span diverse themes, including natural ecology, environmental sustainability, arts and culture, language preservation, and local industries and lifestyles. By capturing and expressing unique personal perspectives through the camera lens, participants tell heartfelt stories in the simplest of ways. These stories translate into concrete actions that contribute to local communities, embodying the spirit of "Hometown Exploration." Together, they write moving chapters that belong to Taiwan, awakening public awareness and concern for the living environment.

In response to the aging population, we launched the "Seniors' Academy," offering a wide range of topics including technology applications, intergenerational storytelling, lifestyle knowledge, and health and wellness. Both introductory and advanced courses are designed to help the public acquire practical knowledge. By partnering with Senao stores across Taiwan, the initiative expands from individual locations to surrounding neighborhoods, extending

services into local communities. This has created a comprehensive lifelong learning network that helps bridge the digital divide and enhances the quality of life for the elderly population.

While pursuing operational profitability, we also actively respond to the global trend toward net-zero emissions by 2050. In 2024, Senao International completed a comprehensive ISO 14064-1 greenhouse gas inventory across all operating sites, including subsidiaries. Using 2023 as the base year, we will establish annual carbon reduction targets, develop a decarbonization roadmap, and implement concrete reduction measures. In 2024, we selected key franchised stores to implement ISO 14067 product carbon footprint verification and successfully obtained the Carbon Footprint Label from the Ministry of Environment, demonstrating our strong commitment to corporate sustainability. In addressing climate change, environmental pollution, and resource sustainability, we have continued to install recycling bins in our directly operated stores for the collection of used mobile phones and batteries. In 2024, we also partnered with the Taipei City Government to support the Mobile Phone Recycling Month campaign, aiming to reduce environmental impact. Furthermore, we continue to promote paperless operations by encouraging the use of digital signatures and electronic certificates, contributing to green and sustainable business practices and supporting long-term environmental development.

In early 2025, under the directive of the President, the Ministry of Sports and Athletic Development was established. In line with our deep appreciation for local culture and communities, we will explore ways to support sports development as a form of community engagement, integrating it with our efforts in environmental sustainability.

Looking ahead, in the face of the challenges posed by global climate change, we adhere to the core value of integrity in our operations. We are committed to a customer-centric approach and strive for low-carbon operations to promote environmental sustainability. We will collaborate with all stakeholders to pool our efforts towards achieving a net-zero future for Taiwan's environment, creating more positive cycles and making more proactive and substantial contributions.

Annual ESG Highlights

Senao's First Dual Carbon Footprint Certified Store -Carbon Transition Efforts Recognized

Senao International, in collaboration with the Sustainable Alliance for Low-carbon Economy (including The CID Group and SGS Taiwan) conducted a comprehensive carbon footprint assessment of service activities at the Taoyuan Arts Plaza franchise store. The assessment encompassed the entire customer service journey, from entering the store and applying for counter services to the point of departure. Carbon emission sources reviewed included electricity consumption, refrigerants in equipment, stationery usage, and advertising materials. Through a rigorous and professional audit conducted by SGS Taiwan, the data's completeness and transparency were ensured, resulting in the acquisition of the ISO 14067 carbon footprint certification.

Senao International not only adhered to the latest ISO 14067 standard but also complied with the product category rules for "In-Person Services in the Financial, Insurance, and Telecommunications Industries" as announced by the Ministry of Environment. This ensured that the carbon footprint calculation met both international standards and domestic regulatory requirements. The Senao International Taoyuan Arts Plaza franchise store has successfully obtained dual certification, signifying that its ESG and carbon reduction initiatives have been recognized and aligned with international standards.

Digitalizing Net-Zero Retail Sales and Service Processes to Reduce Carbon Emissions

Senao International has long been committed to advancing sustainability and ESG, actively fulfilling its responsibilities toward the environment, society, and corporate governance. Across all stores nationwide, Senao International has promoted paperless operations and digitalized service processes to reduce carbon emissions and enhance operational efficiency. Through various energy- and resource-saving measures, Senao International not only effectively minimizes waste but also significantly improves service performance, delivering more eco-friendly and low-carbon telecommunications services to customers.

In addition, Senao International actively promotes the concept of green consumption, ranging from carbon footprint transparency to the procurement and promotion of eco-friendly products. Customers are gradually encouraged to consider the carbon footprint and environmental impact of their purchases, thereby embracing more sustainable consumption habits and lifestyles. As the largest mobile phone retailer in Taiwan, Senao International is more than just a seller of phones. Over a decade ago, we incorporated second-hand phone recycling into our service offerings. To date, nearly 400,000 used phones have been collected, reducing

carbon emissions by approximately 5,600 metric tons, equivalent to the annual carbon absorption of 23 Daan Forest Parks. We have also established a safe and comprehensive system for the recycling, inspection, and resale of second-hand phones, backed by six key guarantees, enabling consumers to participate in green consumption with confidence.

Creating Sustainable Impact through Technology

In the area of social responsibility, Senao International is committed to bridging the digital divide. Through the donation of telecommunications equipment and the implementation of social welfare programs, we have launched the “Senao Senior Academy” across various cities and counties, offering technology and health-related courses. Over 200 sessions were held throughout the year, enabling seniors and rural communities to enjoy the conveniences of the digital age. In terms of corporate governance, we continue to enhance information transparency and operational efficiency, ensuring stable financial growth and creating sustainable value for shareholders and stakeholders alike.

We will adopt “Technology Empowerment and Low-Carbon Transformation” as our core sustainability strategy, actively responding to the global challenges of climate change by integrating technology with sustainability. Through close collaboration with our parent company, Chunghwa Telecom, and industry partners, we aim to jointly achieve net-zero emissions. By taking concrete actions, we are committed to building a future that balances economic benefits with environmental responsibility, contributing more to industry-wide decarbonization and sustainable development.



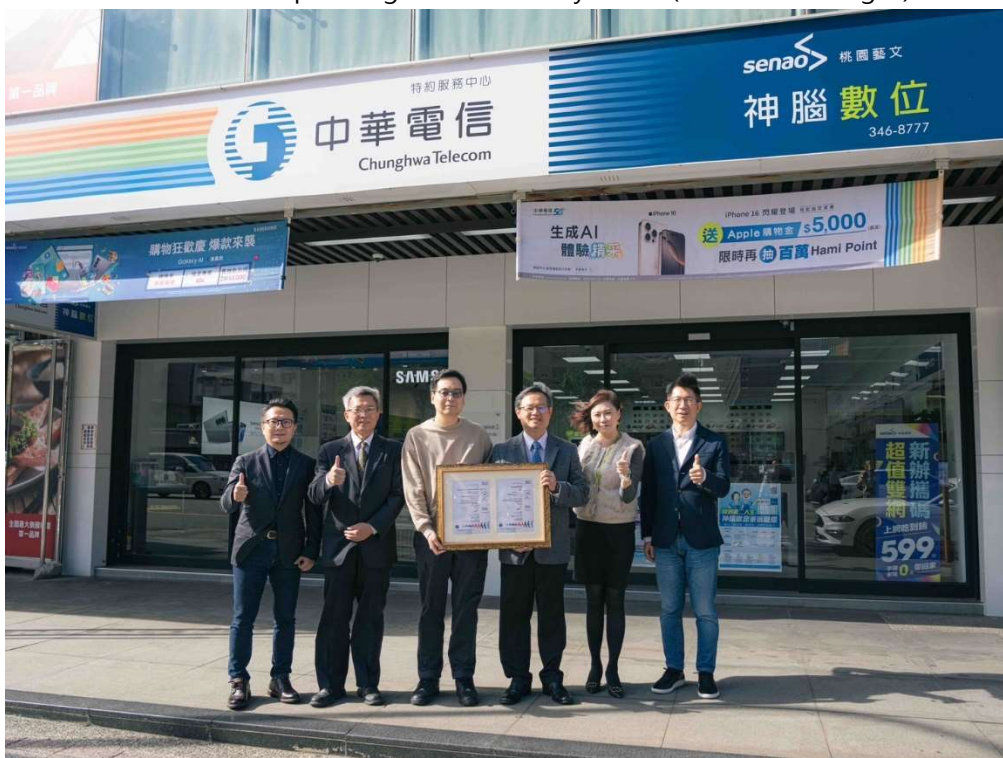
Promoting paperless operations and digitalized processes at Senao stores



Senao International actively promotes the concept of green consumption, ranging from carbon footprint transparency to the procurement and promotion of eco-friendly products. It further encourages sustainable consumer behavior and green lifestyles



Carbon footprint certificate presentation – Secretary General of the Sustainable Alliance for Low-carbon Economy Jen-Ming Chen(center right) , Senao International Special Assistant Cheng-Feng Lin (center left), General Manager of The CID Group Shun-Chieh Chang(far left) , Senao International Executive Vice President Yen-Yen Cheng(second from left) , Senao International Executive Vice President Chi-Hung Liao (far right) , SGS Taiwan Chief Operating Officer Johnny Shieh (second from right)



SGS certificate presentation – SGS Taiwan Chief Operating Officer Johnny Shieh (center right), Senao International Special Assistant Cheng-Feng Lin (center left), Senao International Executive Vice President Chi-Hung Liao (far right) , Senao International Executive Vice President Yen-Yen Cheng(second from right) , General Manager of The CID Group Shun-Chieh Chang(far left) , Secretary General of the Sustainable Alliance for Low-carbon Economy Jen-Ming Chen (second from left)



Group photo from the carbon footprint certification presentation – Secretary General of the Sustainable Alliance for Low-carbon Economy Jen-Ming Chen (center left), Senao International Special Assistant Cheng-Feng Lin (center right), General Manager of The CID Group Shun-Chieh Chang (far left), Senao International Executive Vice President Yen-Yen Cheng (second from left), Senao International Executive Vice President Chi-Hung Liao (far right), SGS Taiwan Chief Operating Officer Johnny Shieh (second from right)



Group photo from the carbon footprint certification presentation - Senao International Special Assistant Cheng-Feng Lin (center right), Executive Vice President Yen-Yen Cheng (center left), Ching-Ya Huang (left one), Manager Wei-Chieh Weng (left two), Director Chia-Ling Chung (right one), Executive Vice President Chi-Hung Liao (right two), Taoyuan Arts Plaza Franchise Store Store Manager Lu-Ling Lin (right three)

Development Milestones

Year	Content
1979	Senao Enterprise Development Company was incorporated in May with paid-in capital of NT\$5 million. The major business was retail and installation of telephones and telecommunication devices
1994	The Company was renamed to Senao International Co., Ltd.
1996	Securities and Exchange Commission approved the public offering of the Company
2000	The Company's public listing application was approved by the Taiwan Stock Exchange review committee and Securities and Futures Commission, Ministry of Finance
2001	<ul style="list-style-type: none"> The Company was officially listed in Taiwan Stock Exchange (TWSE) The Company was granted Certificate of Completion for Important Technology Based Enterprise
2003	The Company signed the "Strategic Alliance Agreement" with Chunghwa Telecom Mobile Business Group
2005	Huaya Factory was put into operation in the second quarter
2006	<ul style="list-style-type: none"> Chunghwa Telecom announced to purchase 30% of Senao International's shares through public tender offering The wireless communication unit was officially spun off and became the newly established Senao Networks, Inc. The Company signed the "Chunghwa Telecom Agreement for Mobile Telephone Business Terminal Equipment Supply and Telephone Numbers Agency"
2007	<ul style="list-style-type: none"> Senao became the exclusive dealer for Chunghwa Telecom mobile phones Chunghwa Telecom completed the public tender offer and became the largest shareholder of the Company
2008	The Company received the highest honor for the recognition of the SGS QualiCert Certification
2011	The first Senao digital convergence store was officially opened in Taipei
2012	The Company provided the differential service of "Mobile Phone Delivery for Repair" to consumers all year round
2013	The associate, Senao Networks, Inc. was publicly listed on the over-the-counter GreTai Securities Market (TWSE #3558)
2015	The Company received the "Personal Information Management (BSI10012)" certification from the British Standards Institution (BSI), and was the first in the retail industry to receive such certificate
2017	Senao expanded its market to open the O2O Senaonline store
2018	<ul style="list-style-type: none"> The Company issued the first edition of "Corporate Social Responsibility (CSR) Report," and obtained the SGS external assurance declaration The Company implemented to the greenhouse gas inspection project, and obtained SGS ISO 14064-1:2006 certification declaration
2019	<ul style="list-style-type: none"> The Company received the Bronze Award of the Taiwan Corporate Sustainability Awards (TCSA) for the First Category of Corporate Sustainability Report Section "Senaonline" was officially renamed to "Senaonline"

2020	The Company was ranked top 6%–20% among the listed companies for the 6th Corporate Governance Evaluation for the first time
2021	Promoted the capital-free startup platform “much much”
2022	Senao has officially expanded our business to the health field and become the agent of “sakuyo,” a Japanese healthcare brand, which focuses on family health. sakuyo launched a series of products based on age group and healthcare need. Besides selling these products in sakuyo’ s channel, they are sold on other e-commerce platforms and retail channels.
2023	<ul style="list-style-type: none"> • Acquired ISO 27001: 2013 Information Security Management System Certification • Comply with the “Internet Shopping Packaging Restrictions and Implementation Methods” announced by the Ministry of Environment of the Executive Yuan on February 16, 2023, and establish online shopping packaging reduction targets for 2024 to 2026.
2024	Telecommunications retail counter services certified with ISO 14067 product carbon footprint and awarded the carbon footprint label by the Ministry of Environment

I. Senao International

Company Overview

Senao International was founded in 1979 (with our headquarters located at 2F., No. 531, Zhongzheng Rd., Xindian Dist., New Taipei City) and is the largest distributor of mobile handheld devices in Taiwan. We are the largest mobile device retailer in Taiwan, combining with the convergence of 3C (Computers, Communications, and Consumer Electronics) and digital marketing to serve customers throughout the country. Since the investment by Chunghwa Telecom in 2007, we have established business locations in all Chunghwa Telecom operating windows in Taiwan and have also established Chunghwa Telecom appointed stores and customer service repair centers throughout Taiwan. In addition, we are committed to provide professional product consultation and after-sale repair service in order to allow consumers to enjoy timely and convenient service, and we have received great recognition from the general public.

Since the establishment of the Company, we have upheld the service philosophy of "Making Life Simpler, Smarter and Better," and perform business operation in a stable and solid manner, in order to improve the "Down to Earth" work attitude and "Determined" work spirit, thereby establishing the concept of "Ethical Company, Order Market, Responsible Work" and the corporate culture of "Integrity, Professionalism, Determination, Innovation."

In the new era where digital products have become the mainstream in the market, smartphones, tablet computers and digital home appliance have become the main products selected and purchased by consumers. "Senaonline" stores will continue to focus on the demands of consumers in order to provide the new retail model of "Full Time, Complete Products, Full Service and Omnichannel," in order to increase the number of Senao members continuously. Through the "Senaonline" payment mechanism, which connects multiple banks and electronic payment platforms, we strive to achieve a complete connection of online and offline information flow, logistics, and cash flow, providing a 24-hour trading platform. In addition, with the increasing adoption of 5G technology and the development of smart networking the development of health-oriented smart home appliances will surely become the mainstream trend in the future. In addition, we are working closely with the network equipment brand "EnGenius" to provide complete network and application services.

Senaonline, expanding from its traditional telecom products to include information technology, home appliances, and healthcare products, is pushing the boundaries of new retail business models through its four diversified channels: retail, distribution, online, and a capital-free entrepreneurship platform. Additionally, Senaonline has expanded its offerings of the Japanese health product brand "sakuyo," which it distributes. Besides selling through its

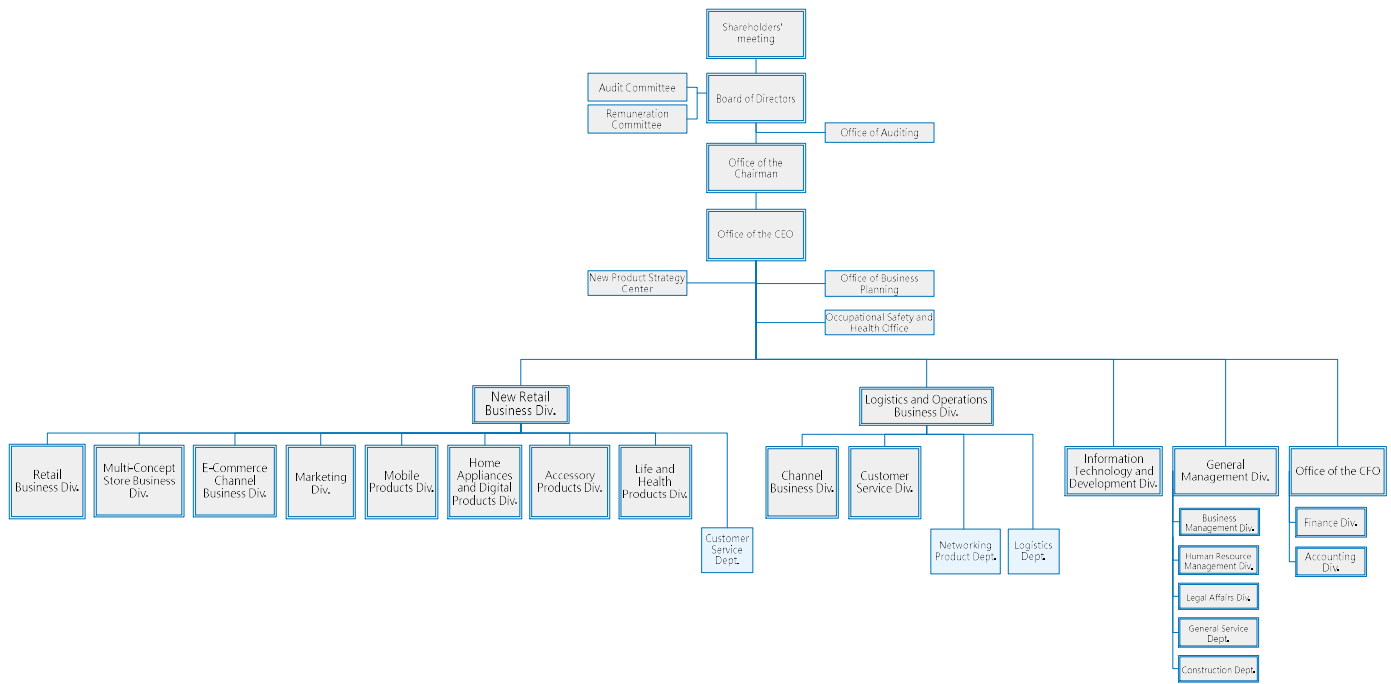
proprietary channels, plans are in place to promote these health products to external channels including other e-commerce platforms, department store counters, and pharmacy chains. Focusing on family health, Senaonline continually develops new products suitable for all ages, embedding the brand into the daily lives of consumers and enhancing everyone's life with the vitality of Senaonline!

With 2024 marking the end of the pandemic that impacted the world over the past four years, societal norms and economic activities have resumed their usual pace. Anticipated economic growth is expected to rejuvenate the domestic consumer market. Senao International will continue to solidify its core business operations, deepen engagement with Senao members, promote the "sakuyo" health product brand, focus on best-selling products, integrate all channels, and develop cross-industry alliances. The management team will also continue to uphold the philosophy of ethical management in order to establish a full-channel brand to increase marketing diversity. With distributed channel locations and quality service of professional employees along with the corporate social responsibility, we aim to become the No. 1 brand in the digital channel valued by consumers, in order to create greater potential business opportunities.

- (I) Vision: Head toward the channel leader for integration of communication, information and service.
- (II) Mission: Provide innovative products and services to the general public through complete sales and service network, promote communication and information technology application, satisfy customer demands, and achieve social welfare for the general public.



(I) Organization Structure



Description of Department Function and Responsibility

Department	Description of Department Function and Responsibility
office of the Chairman / office of the CEO	<ul style="list-style-type: none"> Implements resolutions of the Board of Directors' meeting and oversees the Company's operation Responsible for the planning, execution, control and management of the Company's annual objectives and business strategies
Office of Auditing	Provide assistance to the Board of Directors and management department, responsible for the inspection and evaluation of the design and implementation of the internal control system, measurement of operational effectiveness and efficiency and providing timely suggestions for improvement, so as to ensure the Enadoline internal control system functions effectively and to assist the Board and management department in fulfilling their responsibilities
Office of Business Planning	Provide assistance to company organization planning and important business objective setting, control and analysis, and evaluate feasibility of new business development, and implement corporate risk management and process improvement
Occupational Safety and Health Office	Responsible for the management of occupational safety and health
New Product Strategy Center	<ul style="list-style-type: none"> Monitor and analyze new product trend Integrate and plan new product strategy Development, planning, and tracking management of Japanese products
Office of the CFO	Responsible for planning and managing financial and accounting system and objectives
Financial Division	<ul style="list-style-type: none"> Responsible for the planning and management of funding, investment and foreign exchange Responsible for various stock affairs and investor relationship maintenance

	<ul style="list-style-type: none"> Implement risk management, enhance corporate governance and promote ESG
Accounting Division	Responsible for the planning and managing financial accounting, taxes and operational accounting
Business Management Division	<ul style="list-style-type: none"> Responsible for assisting in the planning, formulation, and execution of corporate strategies to ensure the organization can adapt to changing market conditions and maintain its competitive advantage Committed to improving internal processes and operational methods to enhance business efficiency and effectiveness. This includes optimizing sales processes, reducing procurement costs, and increasing resource utilization Responsible for overseeing the organization's actual execution and conducting performance evaluations and monitoring to ensure that established goals and targets are achieved. Strategies and plans are adjusted as needed to deliver expected outcomes
Human Resource Management Division	<ul style="list-style-type: none"> Responsible for human resource management and talent development planning Coordinate employee relationship and plan employee welfare affairs
Legal Affairs Division	<ul style="list-style-type: none"> Responsible for maintaining and managing patents and trademarks; investigating credit records and processing and managing legal matters Ethical operation dedicated unit
General Service Department	Responsible for maintaining work environment and making procurement of office equipment and supplies
Construction Department	Responsible for management and planning of retail store renovation projects and project quality control
Information Technology Development Division	<ul style="list-style-type: none"> Responsible for the planning and implementation of operational system processes Ensures information security, system stability, and conducts risk assessments
Retail Business Division	<ul style="list-style-type: none"> Responsible for setting operational policies, operations management, planning of business activities, execution of promotional events and performance management for all retail stores including direct stores/retail counters at telecom offices/Chunghwa Telecom authorized stores Plan and execute marketing events and promotions Establish and adjust operational policies for retail stores, and reviewing the execution quality Plan training of professional skills for the direct store personnel
E-Commerce Channel Business Division	<ul style="list-style-type: none"> Responsible for the strategic planning, business development and operation management of e-commerce Planning of digital marketing and business innovation development Responsible for the e-commerce cash flows and logistics, planning/management/reconciliation for delivery and returns by suppliers, and analysis and handling of customer problems Trading order of e-commerce platform/Management and operation of operating service support

Marketing Division	<ul style="list-style-type: none"> Responsible for business and overall channel marketing activity planning and coordination Responsible for brand and advertising marketing event planning and coordination
Mobile Products Division	Responsible for communication/Tablet products development and introduction, procurement, marketing communications and sales promotion
Home Appliances and Digital Products Division	<ul style="list-style-type: none"> Responsible for introduction, procurement, sales and marketing of home appliances Responsible for introduction, procurement, sales and marketing of information products
Accessory Division	Responsible for introduction, procurement, sales and marketing of accessory products
Life and Health Products Division	Responsible for introduction, procurement, sales and marketing of life and health supplements products
Customer Service Department	Responsible for handling customer complaints, communicating with all units and reporting problems
Channel Business Division	<ul style="list-style-type: none"> Responsible for promotions of dealership, system, cross-industry collaboration, special projects, Chunghwa Telecom' s mobile numbers, and customers development, business promotion Plan and execute annual marketing events and promotions Establish distribution website, conduct business on the platform, plan strategies and develop business
Customer Service Division	<ul style="list-style-type: none"> Responsible for after-sales service and management of the service centers nationwide Provide after-sales service for all products and implement management of the Apple and Samsung authorized service centers
Networking Product Department	<ul style="list-style-type: none"> Formulates business development (BD) strategies and execution plans, drives channel expansion and contract acquisition, sources new products and secures brand authorizations, and plans VAD (Value-Added Distributor) marketing packages and promotion strategies Product listing in all channels of Chunghwa Telecom and pricing bundling marketing, expansion of wholesale distribution channels, establishment of a dedicated brand website, online and offline OMO promotions, maintenance of special project contracts, and collaboration with business districts and corporate clients Develops enterprise customer membership and repurchase programs, providing year-round, 24/7 technical support and consultation across pre-sales, mid-sales, and post-sales stages to ensure high levels of customer satisfaction
Logistics Department	Responsible for the planning and execution of warehousing, processing, logistics and delivery of products

(II) Financial Performance

In 2024, Senao International Co., Ltd. reported a consolidated operating revenue of NT\$32.307 billion, net income of NT\$477 million, net profit attributable to owners of the parent of NT\$478 million and earnings per share of NT\$1.85. In comparison to 2023, the operating revenue increased by 3.32% and the net income declined by 32.34%. These achievements are due to our business strategy of “consolidation, integration and innovation.”

Senao International fully leverages the strengths of its nationwide retail network and 3.5 million members through channel transformation, product strategy and membership systems. We have entered the online-to- retail (O2R) market, with the consumer at the core, integrating online products, services and resources to create a new retail model for the entire channel.

We are committed to becoming the No. 1 brand in the minds of the people of Taiwan, with the goal of “bringing consumers a simpler, smarter, and better impression.”

In addition, since 2018, we have expanded into the health and wellness field, representing the Japanese health and wellness brand “sakuyo” in the Taiwanese market. The brand focuses on the health of the whole family, launching a series of products for different age groups and health needs to meet the needs of Taiwan’ s aging society and the increasing health awareness of the people.

In addition, we maintain close collaboration with our parent company, Chunghwa Telecom, to provide Chunghwa Telecom customers with a more comprehensive selection of communications, information and home appliances through mobile phone numbers and home fixed-line services. Furthermore, we continue to cultivate community business districts to improve operating performance and agilely respond to the challenges brought by environmental changes. In 2024, we paid NT\$124,639,281 in business taxes, accounting for 0.4% of our parent company only operating income.

These efforts and achievements reflect the commitment of Senao International to innovation and sound management, and highlight our core values of providing consumers with excellent service and products.

Financial Performance Table

Item	2024
Operating Revenue	NT\$32,307 million
Operating Cost	NT\$28,811 million
Operating Expenses	NT\$3,095 million
Employee Salary and Welfare*	NT\$1,663 million
Dividends Paid to Shareholders	NT\$517 million
Payment of Government Taxes	NT\$4 million

Social Investment/Donation Expense*	NT\$15 million
Economic Value Preserved	NT\$-120 million

Note: Items marked with* are included in the operating cost and expense

Government Incentives

Item	2024
Maternity leave salary subsidy from the Bureau of Labor Insurance	NT\$26,847
MOEA 2024 Commercial Service Industry Energy-saving Equipment Subsidy	NT\$372,253

Revenue Ratio

Business Type	Percentage
Sales Revenue	93.01%
Service Revenue	5.26%
Repairs Revenue	1.73%

2024 Business Directives
<ol style="list-style-type: none"> 1. To analyze and leverage the member database to deliver more personalized promotions and content aligned with consumer preferences, thereby strengthening member retention, encouraging repeat purchases, and enhancing overall member satisfaction. 2. To optimize retail store services and product offerings by providing localized seasonal product bundles. Additionally, adopted rapid, community-based communication models through social group engagement to strengthen ties with local residential areas, making services less constrained by physical location. 3. To expand the product range and optimize operations of the B2B distribution platform to serve more dealer clients, offering a wider variety of purchasing options and attractive incentives. 4. To become the preferred choice for buying and selling second-hand mobile phones, we offer customers a transparent process for selling their devices and a secure service for purchasing devices, thereby fostering customer confidence.

2025 Business Objectives
<ol style="list-style-type: none"> 1. Strengthen customer retention for the parent company, Chunghwa Telecom, by optimizing service offerings and expanding sales content. Additionally, strengthen the connection between the community and retail stores through the power of social media marketing. By leveraging the rapid dissemination nature of social media marketing, further engage with more non-Chunghwa Telecom customers, thereby increasing the customer base. 2. By integrating the Senaonline platform, we effectively leverage the comprehensive O2O (Online to Offline) shopping guidance process and the operation of social media, enabling consumers to enjoy a fast and convenient purchasing experience anytime and anywhere. 3. Strengthen relationships with distributors and enhance cooperation by leveraging a broader range of items, product categories, and digital marketing strategies to expand distribution capabilities.

4. Optimize and improve the internal processes and management systems of the Company to avoid unnecessary waste and to maintain environmental resources, in order to achieve compliance with ESG standards.
5. Expand the second-hand mobile phone service by improving trade-in efficiency and increasing sales channels, positioning the company as the top choice in the second-hand device market.

2025 Production and Sales Policy

1. In terms of communication product agency: Strive to become a distributor for competitive products of well-known brands in the market, and continue to look for secondary or other new brands with great potential, high cost-performance ratio, and novelty; also, bundle the products with Chunghwa Telecom's telecom charges for sales in all channels of Chunghwa Telecom.
2. Home appliances: We aim to introduce seasonal and best-selling products from leading brands in the market, with customer demand serving guiding our main policy. Additionally, the product lineup will be expanded to include a diverse range of AIoT and smart health-connected appliances.
3. Peripheral accessories: Our focus is on developing and managing Senao International's own brand, "Mega King," through collaborative research and development to create trendy yet practical accessory products that align with market demands. In addition, efforts will be made to secure distribution rights for competitive products from leading brands and introduce smart wearable devices across various specialized fields to expand the customer base.
4. Health supplement products: We continue to focus on managing the Japanese imported health brand "Sakuyo," represented by Senao International, developing health products that better cater to the needs of the whole family. As a plus, efforts will be made to expand sales and partnerships across both traditional distribution channels and major online platforms.
5. Starting from a consumer-centric approach and focusing on the needs of the entire family, we have not only expanded our existing core brand offerings in telecommunications, information technology, home appliances, accessories, and health products, but also introduced a diverse range of additional categories, including household goods and beauty products. Through the Senaonline platform, we provide consumers with greater variety and convenience in their shopping experience.

(III) Channel Services

In response to the rapid advancement of emerging technologies such as 5G, the Internet of Things (IoT), and Artificial Intelligence (AI), Senao International continues to upgrade its business model and integrate diverse technology applications to enhance retail service capabilities and digital integration. As of the end of 2024, Senao International had accumulated a total membership of 3.5 million. By establishing an omnichannel framework that integrates both online and offline touchpoints, we have significantly improved the consumer service experience and operational efficiency.

Focusing on smart home, smart office, and mobile applications as core scenarios, we actively introduce smart living solutions while also evaluating the feasibility of expanding into personal smart health products to broaden consumer engagement. In the future, Senao International will continue to integrate data applications with physical retail locations to enhance the availability of products and services across various timeframes and usage scenarios, striving to become a digitally empowered, fully integrated retail platform.

Distribution Channels

- (1) Product sales: The primary service offered to distributors is diversified brand distribution, offering sales of multiple brands or product lines. Distributors can provide the products that consumers need, including mobile phones, appliances, wearable, networking, and healthcare products.
- (2) Product service: Assist distributors in providing frequent education and training, repair and delivery, and warranty services for related products. These services ensure that customers are provided with after-sales service after purchase.

Business Scope of Distribution Channels
1. Responsible for promotions of dealership, system, cross-industry collaboration, special projects, Chunghwa Telecom’ s mobile numbers, and customers development, business promotion
2. Plan and execute annual marketing events and promotions
3. Establish distribution website, conduct business on the platform, plan strategies and develop business.

Retail Channel Stores

Senao International is not only an affiliate of Chunghwa Telecom but also one of the largest channel operators and agencies for 3C products in Taiwan. Under the synergy of various advantages, we are able to provide customized, complete and precise products and services to diverse customers and telecom users. For physical stores, we focus on the three aspects of “People, Product, Market,” and all three aspects have achieved the “Improvement of Existing Service” and “Demand for New Products and New Applications.”

- “People” : We provide various training courses on new products and services to keep all employees up to date with the latest, fastest and most professional knowledge and skills, and to serve consumers from the “heart.”
- “Product” : We provide a selection of the latest 3C products, including various smart home appliances and networking devices, as well as a variety of healthcare products and household goods, offering consumers more diverse choices and achieving the goal of satisfying customers with a “one-stop shopping” experience.
- “Market” : We provide the display of various physical products, allowing customers to be able to see and purchase such products, and for new product applications, through rigorous staff training, we provide effective actual product demonstrations, allowing customers to experience products in person.

In recent years, Senao International has vigorously promoted the “used phone recycling” service in its stores, actively encouraging customers to recycle their old phones when purchasing new ones.

By offering a variety of preferential programs, consumers can enjoy exclusive discounts from Senao International while recycling their old phones, increasing consumer willingness to participate. Not only can customers maximize the use of resources, but they can also ensure that the recycled second-hand phones will not become a burden on the environment. In addition, the precious metals contained in the recycled phones can be effectively extracted and reused, further promoting the circular economy of resources. Some old phones can be refurbished and resold, which not only effectively reduces the environmental impact, but also indirectly reduces carbon emissions.

Retail Store Sale and Business Items

1. Sale of 3C digital products (mobile devices, information products), peripheral accessories, home appliance products and living and healthcare products.
2. Chunghwa Telecom' s telecommunication mobile phone number subscription service, fixed network business, MOD business and value-added service operation subscription.
3. Assistance to mobile device insurance related service subscription.
4. On-site testing, valuation and recycling of second-hand mobile phones.
5. Mobile device assistance and abnormality testing, troubleshooting and backend repair receipt and delivery service.

E-Commerce Channels

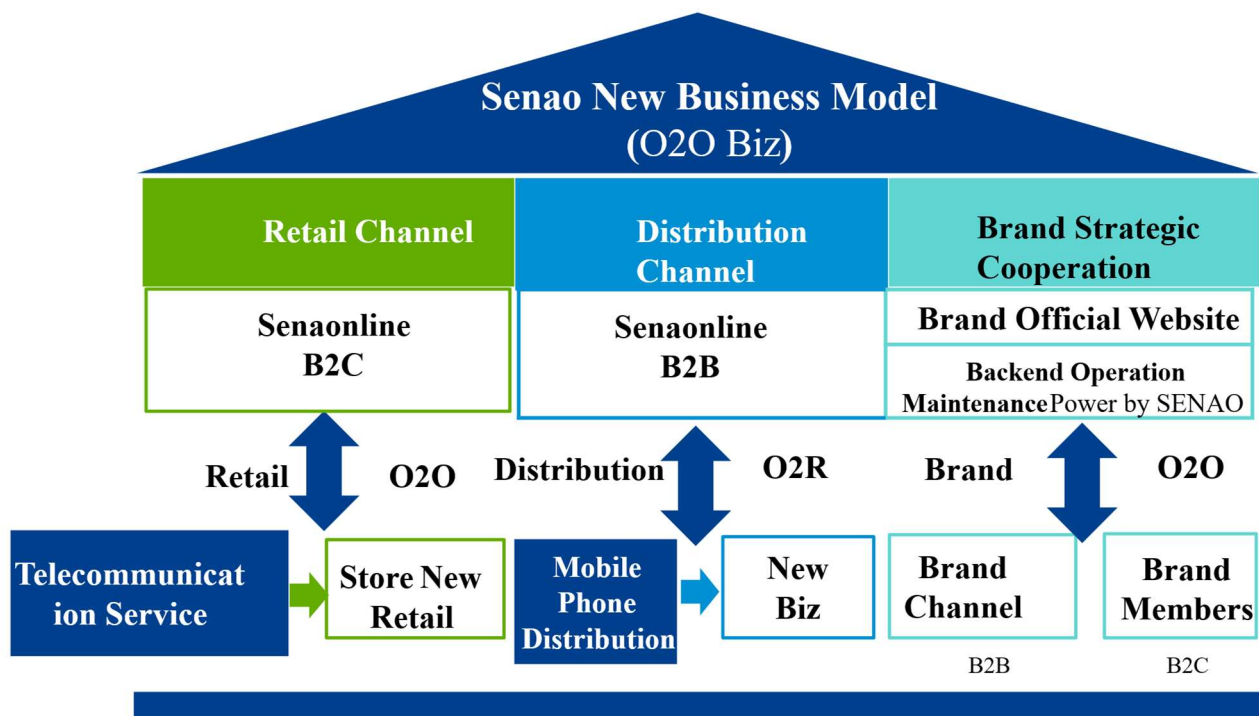
In response to rapidly evolving consumer behavior, Senao has been implementing an omnichannel retail strategy since 2019, integrating physical retail stores with e-commerce platforms to enhance the cross-channel shopping experience. In the same year, the e-commerce platform "Senao Online" was renamed "Senaonline," and the product line and service categories were expanded to meet the diverse needs of different customer groups for product variety and shopping convenience.

We continue to optimize the integration of online and offline touchpoints, enhancing information transparency and ensuring consistency in the customer experience. Through system integration of product information synchronization, member data consolidation, customer service support, and logistics services, we reduce discrepancies across channels and improve overall omnichannel operational efficiency.

According to "15 Innovative Retail Trends," a 2020 report by market research firm Tinuiti, omnichannel development has become a key trend in the retail industry, requiring businesses to deliver a consistent brand experience at every stage of customer interaction. In alignment with this trend, Senao continues to strengthen its digital retail infrastructure and adopt marketing technology tools to further integrate online and offline environments, enhancing operational resilience and customer satisfaction.

"Senaonline" Online Shopping Store

1. O2O New Business Model
Building on its existing physical retail store network, Senao is progressively promoting a new retail model that integrates online and offline channels. This model is designed to create a collaborative framework for consumers, Senao members, suppliers, and partners, enabling shared resources across platforms. By integrating products, platforms, and operational processes, Senao aims to enhance overall operational efficiency and maximize the synergistic value across the retail value chain.



4

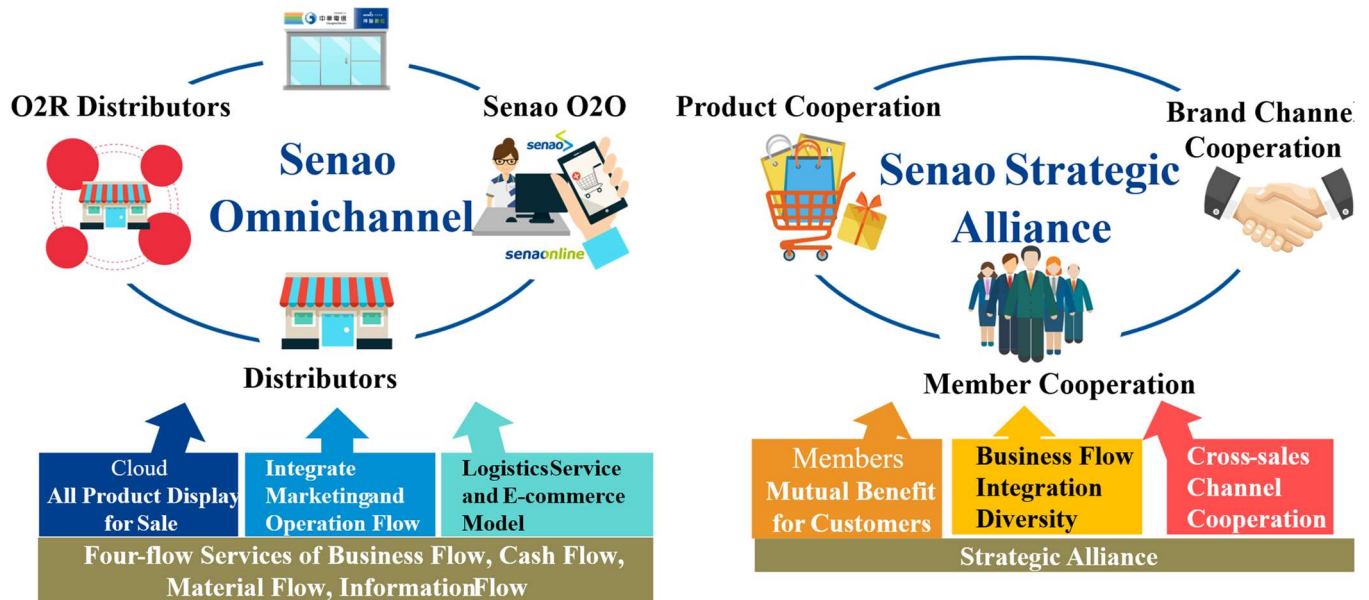
2. Online to Offline (O2O) Stream Model

Senao has implemented an Online-to-Offline (O2O) integration strategy that differentiates itself from traditional e-commerce models focused solely on online sales. Leveraging its 241 physical telecommunications retail locations, Senao integrates online resources and service processes to build a comprehensive omnichannel platform that offers full-time access to a complete range of products and services. This model not only enhances the customer experience across all channels but also strengthens member services and provides diversified promotional offers tailored to the needs of different channels.



3. Strategic Alliances and Service Integration

Senao continues to promote strategic collaborations with upstream brand manufacturers, suppliers, and downstream distribution partners by offering shared resources and mutually beneficial terms. Through the integration of its new retail platform and co-creation of service mechanisms, Senao enhances collaboration efficiency across product distribution, marketing, and customer service. These efforts aim to strengthen overall supply chain competitiveness and achieve mutual value creation across all stakeholders.



Senaonline: <https://online.senao.com.tw/>

II. Corporate Governance

Senao International attaches great importance to corporate governance and information transparency. In addition to formulating and implementing daily operations in accordance with relevant laws and regulations such as the Company Act and the Securities and Exchange Act, we also continue to improve corporate management performance. Through a systematic sustainability management system, we actively implement ESG, safeguard the rights and interests of our stakeholders, and are committed to creating a transparent, efficient, and sustainable business model that ensures economic and shareholder benefits while also maintaining environmental sustainability and social welfare.

(I) Governance Mechanism

Description of Governance Mechanisms

The Board of Directors of Senao International consists of eight directors and five independent directors. According to the Company's "Articles of Incorporation," the election of directors fully adopts the candidate nomination system. The "Corporate Governance Best-Practice Principles" and "Rules for Election of Directors" clearly stipulate that the composition of the Board of Directors should take into account diversity, including the opinions of stakeholders (including shareholders), diversity, independence and corporate impact-related capabilities. We have formulated a diversified policy based on the company's operations, business model and development needs, covering two major aspects: basic conditions and values, and professional knowledge and skills. The selection process for director candidates must comply with qualification reviews and relevant regulations to ensure that when vacancies arise or additional directors are needed, suitable new directors can be effectively identified and selected. The Company continuously implements a succession plan for directors by establishing a database of potential candidates based on the following criteria:

- Integrity, responsibility, innovation, and decisiveness, aligned with the Company's core values and equipped with professional knowledge and skills beneficial for business management.
- Industry experience relevant to the Company's business operations.
- The candidate's inclusion is expected to provide an effective, cohesive, and diverse Board of Directors that meets the Company's needs. The Company aims for at least one female director and evaluates overall Board member capabilities in crisis management, international market insight, leadership, and decision-making skills.

The Board of Directors operates in accordance with the "Rules of Procedures of the Board of Directors" and convenes at least once every quarter to review the performance of the business and to formulate future development strategies. The Board of Directors also performs at least one performance evaluation on the Board of Directors, individual board members, Audit Committee and Remuneration Committee before the end of each fiscal year according to the "Regulations Governing the Board Performance Evaluation." The results of the internal performance evaluation in 2024 indicated excellent performance. In addition, we engage a professional third party to conduct an external evaluation of the Company every three years. In November 2022, we commissioned the Taiwan Corporate Governance Association to conduct an evaluation, and the evaluation report was issued in December of the same year.

In accordance with the “Corporate Governance Best-Practice Principles,” we have established the “Board Member Diversity Policy” and diversity directives for the operation, management and development requirements. The criteria for consideration include the professional background of the directors, business judgment, accounting and financial analysis, business management, crisis management, industry knowledge, international market perspective, leadership and decision-making capabilities, etc. As of the end of May 2025, the Board of Directors had 13 directors, of which 4 were employees (30.77%); 5 were independent directors (38.46%), and no directors have served more than three terms). Females made up 7.69% of all directors.

To enhance the ESG competency of the Board of Directors, directors are arranged to participate in training courses organized by the Company, competent authorities, and parent company Chunghwa Telecom every year in accordance with the Corporate Governance 3.0 blueprint to provide diversified learning opportunities. In 2024, directors participated in the company’s “Group Governance and Performance Management Practices - A Financial Perspective” training course. A total of 8 directors attended, with a cumulative training time of 24 hours. In addition, we also provided online courses from the Taiwan Corporate Governance Association for directors to participate in, and regularly disclose detailed training information on the Market Observation Post System.

Composition of Board of Directors

Age	Male	Female
30-50 years old	2 persons	0 person
Above 51 years old	10 persons	1 person

Shareholding Structure

Shareholding Structure	Government Agencies	Financial Institution	Other Institutional Investors	Domestic Natural Persons	Foreign Institutions & Individuals
Shareholding Percentage (%)	0%	0.28%	71.43%	25.21%	3.08%

Date of information is June 22, 2024.

Internal Audit System

The Audit Office is established under the Board of Directors, and it is responsible for the internal control operation and annual cycle audit work planning. The audit supervisor periodically communicates the audit report result to the independent directors. In case of special conditions, it may also report to the independent directors immediately, in order to maintain proper communication among the independent directors and internal audit supervisors.

Internal Audit Organization and Operation: https://www.senao.com.tw/pages/governance_audit

Conflict of Interest Management

The Company has established an effective accounting system and internal control system, which are revised in a timely manner according to regulations issued by relevant authorities or based on actual business needs. Internal audits are conducted based on the results of risk assessments, with an annual audit plan formulated to carry out inspections and follow-ups, aiming to prevent unethical behavior within the Company.

Item	Item Description
Cross-Board Member Qualifications	<ul style="list-style-type: none"> The lifting of restrictions on new directors and their representatives regarding non-compete clauses can be referred to in the 2024 Shareholders' Annual General Meeting minutes disclosed on the MOPS or the company's official website." MOPS path: Basic Information /Electronic Books /Shareholders' meetings <p>Senao International/Annual Report: https://www.senao.com.tw/pages/investors_annual-report</p>
Cross-shareholding with Suppliers and Other Stakeholders	<ul style="list-style-type: none"> In accordance with the "Regulations Governing the Acquisition and Disposal of Assets by Public Companies" of the FSC, Senao has established the "Procedures for the Acquisition and Disposal of Assets by Senao International." In accordance with the "Procedures for the Acquisition and Disposal of Assets by Senao International," if the transaction amount with a related party reaches 20% of the Company's paid-in capital, 10% of its total assets, or NT\$300 million or more, the transaction-related information shall be submitted to the Audit Committee for approval and then submitted to the Board of Directors for approval before the transaction contract can be signed and payment is made. The relevant information shall be announced and reported on the designated website of the FSC in accordance with the reporting deadlines of the Procedures for Verification and Disclosure of Material Information of Companies. In 2023, the Board of Directors of Senao International approved the "Rules Governing Financial and Business Matters among Related Parties" and disclosed them on the Company's official website. These regulations outline the management procedures for transactions such as purchasing and sales of goods, acquisition, or disposal of assets. They also stipulate that material transactions must be approved by the Board of Directors and subsequently presented for shareholder approval or reported at the shareholders' meeting.
Controlling Shareholders	<p>Senao International's controlling shareholder is Chunghwa Telecom Co., Ltd. and there is no conflict of interest that would jeopardize the interests of investors.</p> <p>In November 2023, Senao International's Board of Directors approved the establishment of "Rules Governing Financial and Business Matters among Related Parties." As Chunghwa Telecom Co., Ltd. is a major controlling shareholder and thus a related party, all transactions, including purchases and sales, must comply with these regulations. This adherence ensures that there are no conflicts of interest that could potentially jeopardize the rights and interests of investors.</p>

Item	Item Description
Related Parties, Their Relationships, Transactions and Outstanding Balances	The disclosure requirements are met by the related party notes to the financial statements in the annual reports announced during shareholders' meetings.

Remuneration Management

Senao International has established a "Remuneration Committee," where directors' salaries are primarily determined by the annual profit distribution and transportation allowances for attending board meetings. The former is stipulated by the company's Articles of Incorporation and subjected to the Remuneration Committee's review before being decided upon by the Board of Directors. As remuneration is set as a fixed percentage of the annual profits, it is closely tied to the Company's operational performance and future risks.

Additionally, the remuneration for the President and Vice President(s) comprises a fixed salary and variable pay. The fixed salary is managed according to the Company's "Rules for Remuneration and Benefits," and is determined based on the job responsibilities and professional capabilities associated with their respective positions. The variable component includes annual bonuses and employee rewards, with the annual bonus reflecting the Company's profitability and calculated based on the achievement of management KPIs such as revenue achievement, profitability, budget control, leadership, and staff development, as assessed through performance evaluations.

Senao International integrates its corporate sustainability strategy goals flexibly into the performance compensation evaluation, tightly linking variable compensation with the company's long-term development objectives. This not only motivates managers to pursue mutual benefits but also fosters the shared growth of the Company and its individuals.

Senao International Functional Committee: https://www.senao.com.tw/pages/governance_committee

Item	Top Governing Body (Board of Directors) Officers	Senior Management
Fixed Salary and Variable Salary	Independent directors receive a fixed monthly remuneration, separate from the director's remuneration distribution. In addition, they are entitled to receive transportation allowances for attending board meetings, as determined by the board. No other variable remuneration is provided to independent directors.	<p>The remuneration for senior management consists of fixed salary and variable pay. The fixed salary is determined based on the company's "Rules for Remuneration and Benefits" and is aligned with the responsibilities and professional capabilities of their positions. The variable pay includes annual bonuses and employee incentives.</p> <p>The annual bonus is calculated according to the profit status of the company and the individual performance evaluation result. KPI of manager</p>

Item	Top Governing Body (Board of Directors) Officers	Senior Management
	For the rest of the compensation for directors, besides transportation fees for each attendance of board of directors' meeting, Article 27 of Articles of Incorporation specified that if the Company records a profit in a year, the Company shall appropriate no more than 3% of the profit for director' s compensation. Considering operating performance, financial position and duties of a director and connection with profit from business performance, the compensation for directors has been submitted to the Board of Directors' meeting for resolution after review by the Remuneration Committee.	(revenue completion, profit achievement rate, budget control, leadership and subordinate on-job training) is also put into consideration. Article 27 of Articles of Incorporation specified that the Company appropriates no less than 3% of the profit for employee' s compensation. The total employee' s compensation is submitted to the Board of Directors' meeting for resolution and distributed based on performance appraisal. Appropriation and issuance of employee' s compensation are connected to profit from operating performance of the Company, and submitted to the Board of Directors' meeting for resolution after review by Remuneration Committee.
Severance Pay	No	Entitled to receive severance pay in accordance with the relevant laws and regulations, and is provided without any differentiation or discrimination to other employees.
Retirement Benefits	No	Entitled to receive severance pay in accordance with the relevant laws and regulations, and is provided without any differentiation or discrimination to other employees.

Note: Senao International does not have a contract signing bonus/recruitment bonus or a remuneration reclamation mechanism.

Item 2-21	Increase/Decrease %
Annual Total Remuneration of the "Highest Paid Employee" (A)	-2.57%
Annual "Median Total Remuneration" for "All Employees" (Excluding the Highest Paid Employee) (B)	6.33%
Annual "Total Remuneration Ratio" (Highest Paid Employee over Median Total Compensation of All Employees) (A/B)	-40.63%

Legal Compliance

Senao International has established a dedicated Legal Affairs Division responsible for legal compliance management. A monthly regulatory review is conducted to assess legal updates and changes, with relevant departments assigned to implement rolling adjustments accordingly, ensuring that all business operations remain in compliance with applicable laws and industry regulations.

To enhance employees' awareness of compliance and foster a culture of ethical management, all new hires are required to complete a legal orientation program. The training covers topics such as the Ethical Management policy and basic legal knowledge (e.g., document forgery, embezzlement, and the Personal Data Protection Act). In 2024, a total of 2,016 training hours were completed through the "Ethical Corporate Management Best Practice Principles Promotion" program. Additionally, key compliance topics were delivered via the Company's online learning platform to help employees understand the importance of ethical behavior and potential regulatory risks.

A variety of grievance and whistleblowing channels have been established to allow internal and external stakeholders to raise concerns. These mechanisms include an independent whistleblower mailbox, clearly defined procedures for case acceptance and handling, and the appointment of dedicated personnel to manage each case. Senao is committed to maintaining the confidentiality of whistleblowers' identities and reported content, and to ensuring that whistleblowers are not subject to unfair treatment as a result of their reports. In 2024, there were no significant violations of laws or regulations at Senao International.

- Audit Committee: auditing@senao.com.tw
- Chairman's Email: senaovoice@senao.com.tw
- External stakeholders: legal@senao.com.tw

Information Transparency

We continuously disclose essential information such as product details, corporate governance practices, and financial statements through our official website. A spokesperson and deputy spokesperson system has been established to handle external communications related to shareholders' rights and interests. For material corporate issues, the Chief Corporate Governance Officer consolidates relevant information through internal audit mechanisms and reports to the Board of Directors on a regular basis for communication and deliberation. In 2024, a total of two material issues were submitted to the Board of Directors. Additionally, greenhouse gas management topics were reported four times, and information security topics were reported five times.

We also hold regular investor conferences to communicate business performance and future development strategies. Relevant information is simultaneously disclosed on "MOPS" and in the "Investor Relations – Event Information" section of the Company's official website to ensure that investors and other stakeholders have access to timely, accurate, and comprehensive information.

Investor Section: https://www.senao.com.tw/pages/investors_infor

(II) Ethical Management

Senao upholds the principles of fairness, honesty, integrity, and transparency in all business activities, and is committed to complying with applicable laws and ethical business standards to ensure that its operations align with legal requirements and principles of integrity-based governance. To strengthen a culture of ethical management, Senao has established a "Code of Conduct" that outlines the standards employees must adhere to in the course of business operations. These include professional ethics, legal compliance, employee relations, protection of trade secrets, management of gifts and hospitality, employee well-being, customer privacy protection, anti-discrimination, anti-bribery, conflict of interest management, and the proper use of company assets. A disciplinary mechanism is in place to address violations of these standards.

All new employees are required to sign a commitment to comply with the "Code of Conduct." Each year, all employees are also asked to reaffirm their compliance through email and online confirmation. In 2024, Senao conducted a "Code of Conduct" e-learning course, with 2,016 employees required to participate and a 100% completion rate achieved. The course also included information on whistleblowing channels and clearly communicated the principles of confidentiality and whistleblower protection to safeguard the rights of individuals who report violations.

To further implement ethical management, Senao has established the "Ethical Corporate Management Best Practice Principles and Related Procedures," which were approved by the Board of Directors and serve to regulate the standards of conduct that all employees must follow in business interactions. An online course titled "Ethical Corporate Management Best Practice Principles Promotion" has been launched to strengthen employees' understanding of integrity, transparency, and responsible business conduct. Senao also requires suppliers to sign an Integrity Commitment Letter as part of the commercial agreement, clearly stipulating that both parties must refrain from engaging in unethical behavior. This commitment serves as a prerequisite for business transactions.

In 2024, Senao identified no cases of fraud, corruption, or other violations of ethical principles. Additionally, there were no lawsuits initiated or concluded related to anti-competitive behavior, antitrust, or monopoly practices.

For the related "Business Ethics Policy," please refer to the official website:

https://www.senao.com.tw/pages/governance_regulations

Senao International Human Rights Policy: https://www.senao.com.tw/pages/governance_staff

Negative Impact Complaints and Remedies

Senao International has established a Legal Department and formed an Ethical Management Task Force to actively prevent unethical business practices. The Audit Committee's regulations for handling employee whistleblower or complaint cases, titled "Senao International Audit Committee's Contact Information and Guidelines for Handling Employee Whistleblower or Complaint Cases", provide clear procedures for receiving and managing such reports. Personnel authorized to handle whistleblower cases are required to maintain strict confidentiality regarding the identity of the whistleblower and the content of the report. The Company is committed to protecting whistleblowers from any form of improper treatment resulting from their disclosure.

If external stakeholders discover any employee of the Company or any individual representing the Company engaging in suspected acts of corruption, fraud, or other illegal or unethical behavior, they are encouraged to file a report through the channels listed below. Personnel responsible for handling whistleblower cases are required to maintain the confidentiality of the whistleblower's identity and the content of the report. The Company is committed to ensuring that whistleblowers are protected from any unfair treatment resulting from their disclosure.

Type	Description
Internal	<ul style="list-style-type: none">Employees' report or complaint are handled by Senao International's Audit Committee: auditing@senao.com.twChairman's Email: senaovoice@senao.com.tw
External	Dedicated Email for Reporting Unethical Management: legal@senao.com.tw

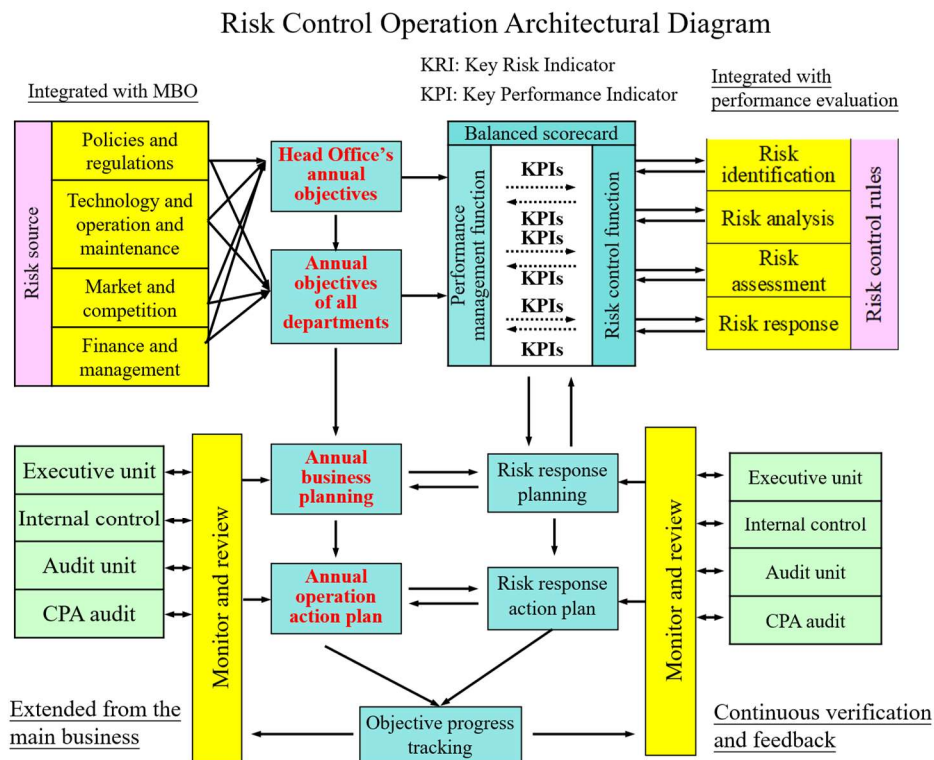
(III) Risk Management

Senao International is committed to achieving sustainable corporate development and places great importance on risk management practices, including risk identification, risk assessment, risk treatment, and risk monitoring. By formulating and implementing comprehensive risk management strategies and plans, and establishing corresponding contingency plans, we can respond to unexpected operational events and disasters, ensuring the continuity of business operations. We continuously optimize risk management measures, striving to create greater value for shareholders and employees.

In anticipation of economic, environmental, and social risks associated with our industry, we proactively manage various uncertainties. In the future, we will further strengthen our corporate risk management systems and continue to enhance our employees' awareness of risk management. This will enable us to effectively identify, manage, and mitigate risks and their associated uncertainties.

Management Level	Scope of Authority and Responsibility
Board of Directors/Audit Committee	<ul style="list-style-type: none">• Approve risk management policies and structure• Ensure the effectiveness of the risk management mechanism and allocate necessary resources
Top Management Team (President, Executive Vice-Presidents, Vice-Presidents)	<ul style="list-style-type: none">• Carry out the risk control decisions• Coordinate the interaction and communication on risk control across departments
Managers on All Levels	<ul style="list-style-type: none">• Gather the result of the implementation of risk control activity• Assist and in supervise all kinds of risk control activities in the department• Change the decided risk type and suggest the way to take on risks depending on the external environment and internal strategy• Evaluate the performance and carry out coordination after risk adjustment
Managers on All Levels under Each Department	<ul style="list-style-type: none">• Carry out the daily risk control activities• Perform self-evaluation on risk control activities

Risk Control Architectural Diagram



Risk Assessment Results

Material Issue Type	Risk Assessment Criteria	Risk Management Policies or Strategies
Economy and Corporate Governance	Bad loan of the Company is incurred from the massive bad debt made by dealers.	Increase the secured credit ratio and reduce unsecured credit line for the problem client.
Economy and Corporate Governance	Major brands' market shares are becoming increasingly stable, and they are aiming to bypass agents by directly supplying products to system integrators or distributors to strengthen their control over distribution channels.	<ul style="list-style-type: none"> Enhance the value of distribution channels. Negotiate to limit direct-supply product models Leverage e-commerce channels effectively.
Economy and Corporate Governance	Post-pandemic recovery in physical retail has led to shifts in consumer structures and increased labor demand, prompting brick-and-mortar stores to adopt diversified business models to better connect with customers.	<ul style="list-style-type: none"> Revenue enhancement plans involve leveraging human-machine sales, connections, and services, along with social media marketing projects to drive traffic. The Company will expand service offerings and product categories while showcasing innovative marketing models through new store openings and remodeling plans to boost store revenue and profitability. Efforts are also focused on improving outbound execution efficiency and optimizing store personnel' s sales

Material Issue Type	Risk Assessment Criteria	Risk Management Policies or Strategies
		capabilities to increase conversion rates, encourage additional purchases, and drive repeat purchases.
Environment	Damage to data centers caused by human or non-human accidents and natural disasters.	Implement a daily offsite data backup system to complete the BCP.
Society	Inaccuracies in external reporting.	Regular disclosure of operational information, alongside irregular announcements and explanations of significant matters, to enhance transparency.
Society	Leakage of members' personal data in the website database caused by hackers or viruses.	Implement an application-layer firewall.

Climate Change Risk and Opportunity

Senao International aligns with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to proactively identify and analyze the potential risks and opportunities that climate change may bring to the Company. By integrating risk management processes and measures, we have developed a climate action strategy and set relevant management goals and indicators to enhance climate resilience and gradually move toward a low-carbon transition.

Looking to the future, we will continue to monitor international and domestic climate change policies and trends to plan more appropriate action plans. We will continuously improve our internal and external capabilities in climate change mitigation and adaptation, and transparently disclose our efforts and achievements in carbon management to our stakeholders.

Climate-Related Financial Disclosures (TCFD) Comparison Table

TCFD Framework	Disclosure
Governance	<p>(1.) Board of Directors' Oversight of Climate-Related Risks and Opportunities</p> <p>The ESG Committee at Senao International is chaired by the Chairman, with the President serving as the Vice Chairman, both of whom are members of the Board of Directors. This structure ensures that climate change-related issues are thoroughly discussed and reviewed during the annual ESG Committee meetings, with the findings reported to the Board of Directors. Recognizing the importance of addressing climate change, in 2022, Senao International committed to the parent company Chunghwa Telecom's</p>

TCFD Framework	Disclosure
	<p>2050 net-zero emissions target by signing a commitment letter. Through various mechanisms and indicators, Senao International is dedicated to integrating corporate sustainability with climate change initiatives, thereby further enhancing the company's sustainability performance.</p> <p>(2.) Management's Responsibility to Assess and Manage Climate-Related Risks and Opportunities</p> <p>The ESG Committee has an Environmental Sustainability Group, which evaluates the risks and opportunities associated with climate issues in accordance with the long-term strategy set by the Board of Directors and the needs of investors, evaluators and stakeholders.</p> <p>Additionally, the ESG Committee reviews the Company's carbon management strategies, develops budgets, and implements action plans to gradually incorporate climate strategies into operational activities. By 2024, comprehensive greenhouse gas inventory work under ISO14064-1 standards has been completed for all Senao operational sites, including subsidiaries.</p>
Strategy	<p>(3.) Identified Short-, Medium- And Long-Term Climate-Related Risks and Opportunities</p> <p>As the largest distributor of mobile handheld devices in Taiwan, we uphold the service concept of "making life simpler, smarter, and more wonderful," and leverage our core value and competitiveness in the industry to accomplish matters that are beneficial to society and the industry with the corporate culture of "Integrity, Professionalism, Determination, Innovation."</p> <p>Evaluate and analyze the risks and opportunities associated with climate change according to different time horizons, short term (2025), medium term (up to 2030) and long term (beyond 2050).</p> <p>(4.) Impact of Climate-Related Risks and Opportunities on Business, Strategy and Financial Planning</p> <p>We believe that the opportunities brought by climate change will be reflected in future products and services. Therefore, we are actively monitoring and seeking suitable green development targets, aiming to build momentum for more innovative services and ventures. The goal is to seize an early advantage in the low-carbon and smart economy.</p>

TCFD Framework	Disclosure
	<p>(5.) Potential Impact of Different Climate Scenarios on Operations (Business), Strategies and Financial Planning</p> <p>TCFD scenario analysis has not been performed yet.</p>
Risk Management	<p>(6.) Process of Identifying and Assessing Climate-Related Risks</p> <p>Aligned with the parent company's strategic planning, Senao International has implemented the Task Force on Climate-related Financial Disclosures (TCFD) project. Under the guidance of professional consultants, a climate-related risk assessment questionnaire has been completed. This involved input from all departments to identify and prioritize significant climate risks. Moving forward, Senao will formulate strategies to address these climate-related risks, with reports presented to the Board of Directors as necessary.</p> <p>(7.) Processes for Managing Climate-Related Risks</p> <p>For climate change-related risks, Senao's Environmental Sustainability Team conducts systematic assessment and analysis of the scope of climate change issues and the impact of business or daily operations. These analyses include a review of major operational processes by risk type, as well as an evaluation of the results of relevant energy-saving programs and the improvement of the adaptability of related facilities.</p> <p>(8.) How Processes for Identifying, Evaluating, and Managing Climate-Related Risks is Integrated with the Enterprise Overall Risk Management Mechanism</p> <p>The Environmental Sustainability Team regularly reviews the status of climate change-related risks, evaluates and analyzes the results when necessary, and takes mitigation measures depending on the level of risk. In terms of process, the Environmental Sustainability Team's evaluation and analysis and feedback will improve the existing risk management mechanism to ensure that it is more in line with operational needs, and report to the Board of Directors when and where deemed necessary.</p>
Metrics & Targets	<p>(9.) Metrics and Targets Used in Assessing Climate-Related Risks and Opportunities</p> <p>At present, we have not yet established specific metrics for assessing climate-related risks and opportunities.</p> <p>(10.) Greenhouse Gas Emissions (Scope 1, Scope 2 and Scope 3)</p>

TCFD Framework	Disclosure
	<p>Senao International conducts a greenhouse gas inventory for all its locations (headquarters, operational sites, stores, and warehouses) in accordance with the ISO 14064-1:2018 standard. This inventory is verified by an external third party to ensure accuracy and credibility.</p> <p>(11.) Management Objectives and Achievement (Performance) of Climate-Related Risks and Opportunities</p> <p>At present, we have not yet established specific management targets, and therefore, there are no related performance outcomes to report.</p>

Business Continuity Management

Senao is committed to minimizing the risk of operational disruptions by establishing a Business Continuity Management (BCM) mechanism, ensuring the continuity of critical operations and service delivery in the face of unforeseen events or emergencies. In 2024, we continued to conduct rolling reviews of our Business Continuity Plan (BCP), covering risk scenarios such as natural disasters, accidents, supply chain disruptions, and information system failures. Contingency measures are activated as necessary to ensure operational continuity.

In addition, Senao mitigates certain operational risks through insurance to reduce potential financial losses and the impact of business interruptions. In 2024, our insurance coverage included property damage, business interruption, information equipment, transportation risks, public liability, and employee injury. The total annual premium expenditure amounted to approximately NT\$51.16 million. To strengthen corporate governance accountability, directors and supervisors are also covered under liability insurance, with a coverage amount of \$10 million.

Senao will continue to enhance its risk identification and management mechanisms by integrating structured contingency planning with risk transfer strategies to further strengthen corporate resilience and operational stability.

Insurance Enrollment Statistics Table

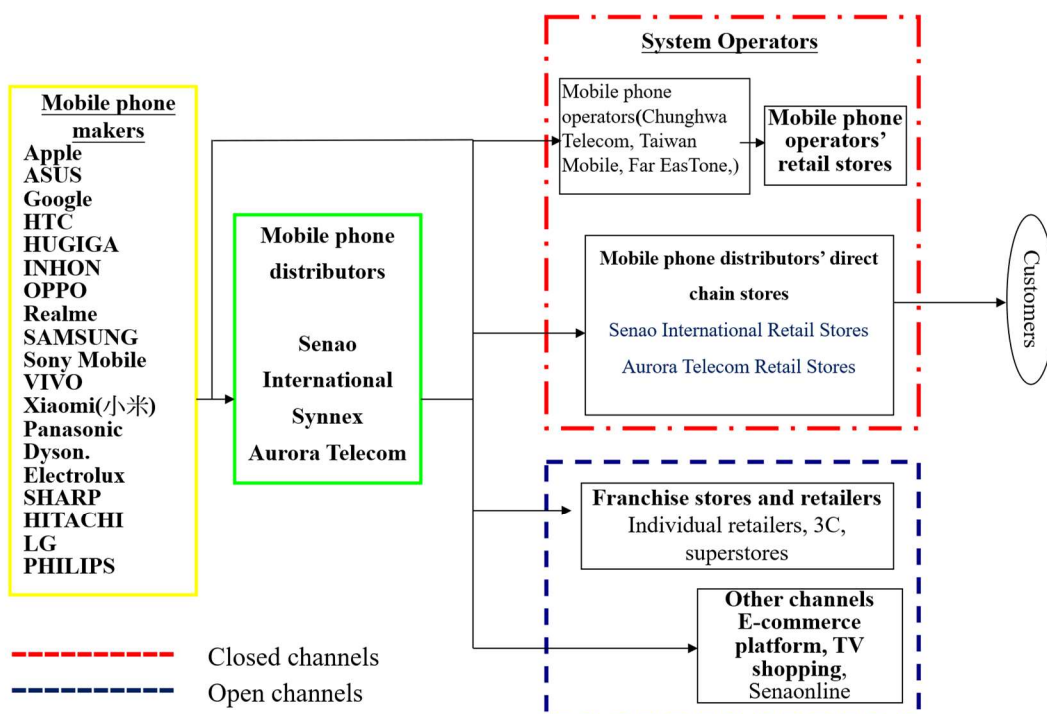
Insurance Type	Insurance Amount
Commercial Fire Insurance	NT\$3.611 billion
Public Accident Liability Insurance	NT\$66 million
Senao' s Own Brands (MEGA KING, TOPCELL) and Senao' s Proprietary Products, as well as Products Sold under Agency Agreements	NT\$5,000 million
Food Safety Product Liability Insurance (SAKUYO Brand Products, Japan EGOIPSE Brand Products, and Japan Tottori Brand Products)	NT\$3,000 million
Food Safety Product Liability Insurance (SAKUYO Brand Products)	NT\$3,000 million
Cash Insurance	NT\$500 million
Commercial Property Floater Insurance	NT\$1,000 million
Costco Product Liability Insurance (Covers Brand Mobile Phones, Batteries, Charging Sockets, Mobile Phone Accessories, Laptop Computers, Related Accessories, and Other 3C Electronic Products)	NT\$3,370 million
Costco Public Accident Liability Insurance (Retail Store)	NT\$3,370 million
Directors, Supervisors, and Managers Liability Insurance	US\$10 million

(IV) Procurement Practices

Senao International regards suppliers as indispensable partners in our operational ecosystem. Through a stable procurement system and localized collaboration strategies, we aim to enhance supply chain resilience and promote sustainable development. We remain committed to strengthening partnerships with our suppliers while integrating sustainability standards into supply chain management, striving for balanced development across economic, social, and environmental dimensions.

For further information on the implementation of supplier management policies and related regulations, please visit our website: https://www.senao.com.tw/pages/esg_stakeholder

Industrial Supply Chain



Supplier Self-Evaluation

Senao International's supplier management policy aims to establish a robust supplier management mechanism that ensures suppliers meet standards in quality, cost, delivery, and service, while also upholding principles of sustainable development and ethical conduct. We work collaboratively with our suppliers to build a supply chain that prioritizes sustainability and adheres to environmental protection, occupational health and safety, labor rights, and ethical standards.

In response to the increasing risks related to information security, Senao continues to strengthen its supply chain information security management framework, ensuring that our partner vendors possess adequate data protection capabilities and are accountable for

safeguarding personal information. Specifically for e-commerce suppliers, Senao requires the submission of a confidentiality agreement and the completion of a "Personal Data Security Operation Self-Evaluation Form", enabling suppliers to evaluate whether their data processing, storage, and transmission practices align with regulatory and industry standards.

In 2024, a total of 283 e-commerce suppliers completed the self-assessment form, including 17 new suppliers, achieving a 100% response rate. Additionally, all existing suppliers (totaling 284) are required to sign the "Senao International Corporate Social Responsibility and Integrity Pledge," to affirm their understanding of and support for Senao's sustainability principles in areas such as ethical management, environmental protection, labor rights, and information security.

Through the implementation of the self-evaluation and commitment mechanisms, Senao continues to promote responsible business conduct and sustainable management across its supply chain partners.

"Personal Data Security Operation Self-Evaluation Form" indicator		
Administrative management responsibility	Personal information collection management process	Limited data collection
Limited use, disclosure and preservation	Data collection accuracy	Security maintenance mechanism
Continuous improvement and maintenance		

Local Procurement

We place great importance on collaboration with local industries. To promote regional economic development and enhance supply chain resilience, we prioritize the procurement of products and services from within Taiwan. Supporting local suppliers not only helps reduce logistics distances and lower carbon emissions but also strengthens regional supply stability, thereby fostering the shared growth and prosperity of the local industrial ecosystem.

Type	Region	Amount	Percentage
Product	Domestic	NT\$27,548,012,710	97.23%
	Overseas	NT\$784,148,671	2.77%
Administrative Procurement	Domestic	NT\$51,533,533	100%

The definition of region is based on the business registration address of the transaction counterparty and it is divided into domestic and overseas.

For the product suppliers, in 2024, there was a total of 87 new suppliers, accounting for 12.20% of all suppliers (713 suppliers).

Green Procurement

Senao integrates environmental sustainability into its procurement decision-making process by prioritizing the purchase of products that carry eco-labels, energy-saving certifications, or

demonstrate low environmental impact. In 2024, green procurement accounted for 46.40% of the total merchandise procurement value, reflecting Senao' s commitment to resource conservation and environmental protection through its purchasing activities.

Type	Amount
Miscellaneous Green Procurement	NT\$10,135,724
Product Type Green Procurement	NT\$13,145,540,642

Non-use of Conflict Minerals
<p>Rare metals of cassiterite, wolframite, coltan and gold from the Republic of the Congo and its surrounding countries and regions are known to cause serious human rights and environmental issues during the mining process. The minerals produced from such regions are known as "Conflict Minerals," and such metals may be applied to information and telecommunication technology products.</p> <p>In response, we are committed to not purchasing conflict metals and have incorporated the prohibition of conflict minerals into our supplier management policy. Major mobile phone brands also adhere to conflict mineral-free policies, and our contracts with suppliers explicitly include clauses prohibiting the use of conflict minerals. Suppliers are required, upon request, to provide proof of mineral origin and third-party certifications or declarations confirming the absence of conflict minerals, and must undergo necessary audits to ensure compliance.</p>

(V) Information Security

With the development of e-commerce and digital technologies, information security has become a critical issue in corporate operations. At Senao International, we have established a dedicated team responsible for information security management, continuously working to safeguard internal company data and customer personal information. We also stay abreast of regulatory changes to adjust internal processes, ensuring both compliance and operational efficiency.

In line with domestic regulations and international standards, we have implemented a comprehensive information security management system that proactively prevents and monitors potential internal and external risks. In 2024, we successfully completed the transition to the Information Security Management System (ISO/IEC 27001:2022) certification, aligning with global information security standards and ensuring the effectiveness of our management framework and protective measures.

Senao's current systems and services are hosted in its proprietary data center located in Linkou, supplemented by the use of Amazon's public cloud platform to enhance system stability and redundancy. All customer data is stored in databases that comply with international standards and is protected using AES-256 encryption technology to prevent unauthorized access.

We will continue to strengthen our information security defenses to ensure that customers can use Senao's digital services with confidence, while also reinforcing the company's resilience and responsiveness to future risks.

Senao International Information Security Key Events

Year	Explanation
2011	Lease cloud system platform obtained the ISO/IEC 27001 certification
2014	Lease cloud system platform obtained the ISO 9001 certification
2015	Lease cloud system platform obtained the ISO/IEC 27017, ISO/IEC 27018 certification
2016	Implemented system vulnerability scanning and management system
2017	Performed online transaction-related system penetration test project
2018	Performed Red Team penetration project
2019	Deployed automatic suspicious IP block mechanism
2020	Lease cloud system platform obtained CSA STAR CCM v3.0.1 certification
2021	Organized information security education and training for all employees (work from home section)
2022	Conducted Red Team project
2023	Acquired ISO 27001: 2013 Information Security Management System Certification
2024	Completed the transition to the ISO 27001:2022 international standard certification for Information Security Management System

Information Security Measures

Item	Internal	External
Risk and Trend Monitoring	<ul style="list-style-type: none"> Perform risk audit regularly and make improvements based on the identified problems Use the intrusion detection monitoring platform, antivirus centralized management platform, and integrated log centralized platform, to analyze and collect traces and scans potential incidents automatically After the information security attack occurred, relevant agencies will investigate and analyze incidents 	<ul style="list-style-type: none"> Always keep track of the trend of international standard and regulations Subscribe to information on information security threat and technical news, and keep track of and handle informational security information Periodically participate in international information security conference to obtain the latest technology and threat information Join the Taiwan Computer Network Crisis Management and Coordination Center Alliance (TWCERT/CC) to share relevant cybersecurity intelligence
Mechanisms and Protections	<ul style="list-style-type: none"> Implement log centralization, carry out automated association analysis and set up a warning mechanism for real-time information security Introduce malicious package monitoring system and host terminal protection system Intensify the protection of application, introduce the firewall for application and reduce the risk of applications being under attack Strengthen the system audit of database, introduce the access surveillance system of database and retain the activity trace of database 	<ul style="list-style-type: none"> Collaborate with information security suppliers to analyze the internal use immediately Regularly arrange the external service information system to perform the third-party testing, such as penetration test and red team assessment Comply with the inspection standard of international standard such as OWASP and OSSTMM. Discover informational security risks through professional white hat hackers to carry out modification and tracing
Continuous Operation of Business	<ul style="list-style-type: none"> Refer to the Business Continuity Management System ISO 22301:2019 and perform establishment and relocation of hybrid cloud structure Create the business continuity plan for critical business system and perform drill every year 	<ul style="list-style-type: none"> Implement the national information security policy, update and confirm compliance in real time and carry out information security education training and tests periodically Carry out PDCA, strengthen preventive measures, surveillance during the event and post response and reduce the corporate information security risk

Risk Prevention through Software Security Testing and Component Analysis

Senao has implemented multiple cybersecurity control mechanisms within its software development processes to enhance application security and regulatory compliance. Static Application Security Testing (SAST) and Software Composition Analysis (SCA) systems have been established to continuously monitor internally developed code and third-party open-source components, enabling early identification of potential security vulnerabilities and licensing risks.

Through automated scanning and continuous testing, Senao can promptly detect anomalies during development and initiate risk response measures in accordance with its cybersecurity policies. For licensing issues and known vulnerabilities identified through SCA, Senao also collaborates with external cybersecurity technology providers to strengthen risk control, ensuring that all developed products meet security and compliance requirements before delivery.

Defend against Attacks with A Resident Monitoring System
We have implemented multiple information security systems, such as Advanced Persistent Threat (APT) real-time protection systems and Endpoint Detection and Response (EDR) systems. These systems continuously monitor device and network behaviors, providing real-time updates and protection against the latest internet threats. We collaborate with cybersecurity vendors to interpret various intelligence data and take immediate actions based on established cybersecurity policies.

Major Incidents

Senao defines major information security incidents as the occurrence of any of the following three scenarios:

- Severe leakage of general confidential information, sensitive data, or core business information related to critical infrastructure operations, or the leakage of national classified information.
- Severe tampering of general confidential information, sensitive data, core business information related to critical infrastructure operations, core information and communication systems, or tampering of national classified information.
- Disruption or suspension of core business operations or core information and communication systems related to critical infrastructure, where normal operations cannot be restored within the acceptable downtime.

Description of Major Information Security Incident in 2024

Date	Incident Description	Improvement Measures
October 16	Senao detected a hacker attack targeting an external server. Protective mechanisms were immediately activated to isolate the threat. Upon assessment, no personal	Conducted a comprehensive inventory of external system accounts and took appropriate action on suspicious accounts.

Date	Incident Description	Improvement Measures
	data or internal documents were found to be compromised, and there was no impact on company operations or service provision.	Strengthened system login control mechanisms by enforcing Multi-Factor Authentication (MFA). Increased audit frequency of external systems in accordance with password policy regulations.

Information Security for Other Payment Methods (Secure Transaction Mechanism)
<p>To ensure the credit card transaction security for e-commerce, in addition to the professional information security team, we have also implemented rigorous credit card anti-theft mechanism, in order to ensure that the security of purchase made by consumers on the Senao International platform. In response to the booming development of mobile payment options, Senao International has also introduced mobile payment, such as Apple Pay, LINE Pay, Jiekou Pay, Pi Wallet, Taiwan Pay, +PAY, and Easy Wallet.</p>

III. Sustainability Management

Senao International profoundly recognizes that a company's success is not only measured by financial and economic achievements but also by its responsibility to society and the environment. To realize our vision of sustainable corporate development, Senao International formulated the "Senao International Corporate Social Responsibility Best Practice Principles," which was passed by the Board of Directors in 2017.

In 2018, we established the "CSR Committee" and published our first "CSR Report," assured by SGS-Taiwan, thereby establishing a systematic sustainability management mechanism. In 2022, to align with international trends and government policies, the "CSR Committee" was officially renamed the "ESG Committee." This committee is responsible for planning the company's sustainability policies, systems, and action plans, as well as regularly reviewing implementation performance.

The Board of Directors, based on the principles of responsible governance, authorizes the senior management team to implement ESG strategies and action plans. The Board of Directors continuously oversees the progress and performance of the ESG Committee to ensure that the direction of sustainable development is effectively realized. This approach will maintain a solid governance foundation, deepen sustainable systems, and create long-term shared value for stakeholders.

The key sustainability initiatives in 2024 are as follows:

- Completed GHG inventories for all operational sites nationwide, including Headquarters, retail stores, and warehouses, serving as the foundation for future carbon reduction actions.
- Actively promoted carbon reduction and carbon neutrality in operations, in response to the parent company Chunghwa Telecom's targets of "halving carbon emissions by 2030 and achieving net-zero emissions by 2050."
- Taoyuan Arts Plaza franchise store obtained the "ISO 14067 Carbon Footprint Certification for Retail Services", establishing a carbon footprint management mechanism for products and services.
- Continued to drive multi-dimensional value creation by not only pursuing economic performance but also committing to environmental protection, social engagement, and cultural preservation, thereby fulfilling its corporate citizenship responsibilities.

Senao International Sustainable Development Policy
<ul style="list-style-type: none">• Enhance corporate governance, seek stable business operation• Comply with the code of conduct, and implement ethical management• Commitment in environment protection and energy saving, achieve environmental sustainability

- Maintain customer interests, and protect information security
- Emphasize employee human rights, establish sound workplace
- Expand social participation, strengthen charity and public welfare

Senao International Co., Ltd. Sustainable Development Best Practice Principles:

https://www.senao.com.tw/pages/governance_regulations

(I) ESG Committee

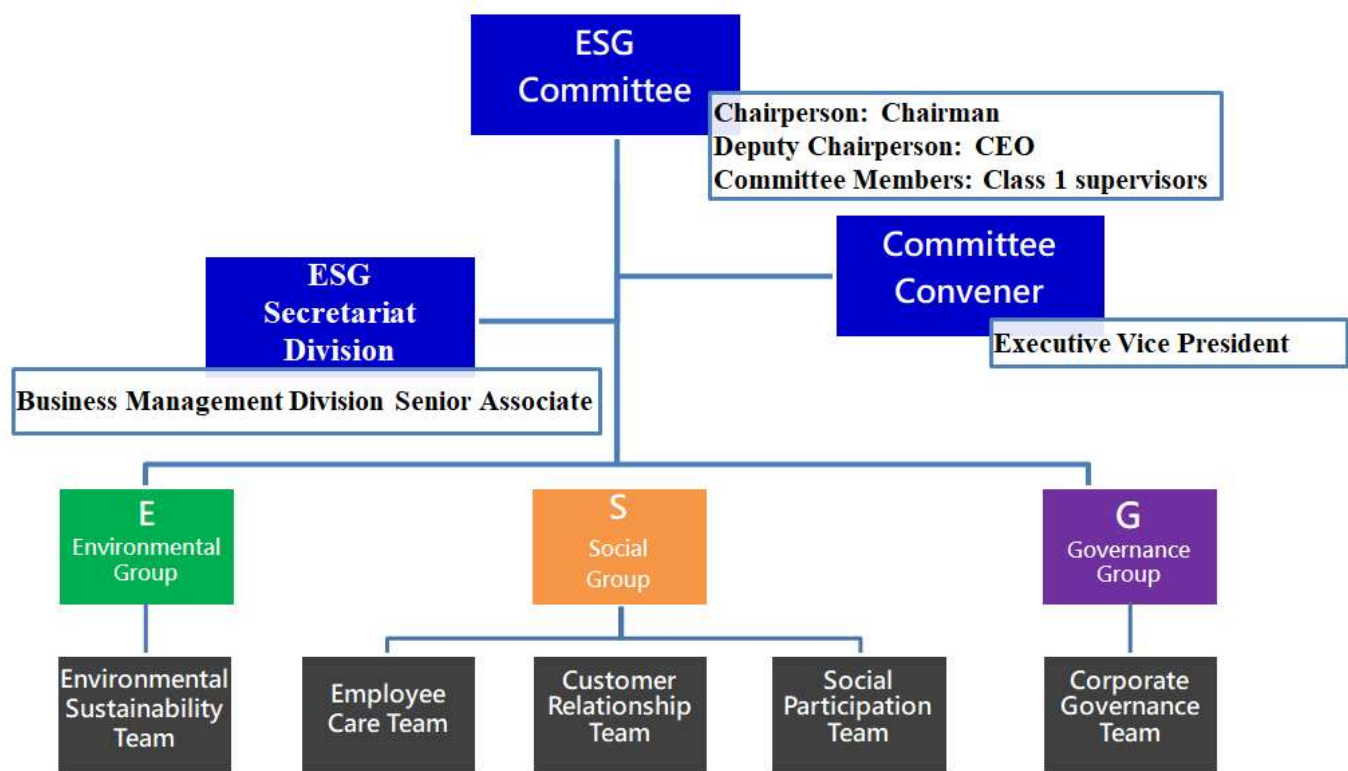
The ESG Committee of Senao International is led by top management (Chairman and Board representatives) serving as guiding commissioners. Senior executives are responsible for the sub-committee operations, focusing on policy formulation, action planning, and in-depth discussions and resolutions on ESG issues.

As the highest governing body for sustainable development and ESG initiatives, the Board of Directors delegates authority to senior management for handling related affairs. The Board regularly reviews implementation outcomes and future plans for sustainable development. It approves the "Senao International ESG Report," evaluates the progress of sustainability strategies, and prompts adjustments as needed.

Operationally, the ESG Secretariat coordinates cross-departmental efforts to fulfill annual ESG action plans. In response to stakeholders' growing demand for sustainability information disclosure, Senao International publishes an annual "Sustainability Report." The Company also provides regular ESG performance updates to the Board of Directors each year, allowing the Board of Directors to oversee and review the annual ESG outcomes.

In 2024, the Board of Directors of Senao International reviewed and approved several key matters, including the "Procedures for the Preparation and Assurance of the Sustainability Report", "Sustainability Information Management", greenhouse gas inventory, and various ESG initiatives.

Senao International ESG Committee Organization Chart



ESG Team

To enhance the efficiency of ESG project implementation and the quality of "Sustainability Report" disclosures, Senao established a Secretariat for Sustainable Development Committee (hereinafter referred to as the "Secretariat") under the ESG Committee, which serves as the dedicated unit for promoting sustainability policies and action plans. The Secretariat is responsible for coordinating the development of sustainable policies, systems, and management guidelines, executing annual implementation plans, and compiling, preparing, and publishing the "Sustainability Report" each year to address sustainability issues of concern to various stakeholders.

The Secretariat convenes a cross-departmental ESG Team each year based on the corporate governance evaluation indicators announced by the competent authority. The focus is on newly added or significantly adjusted topics and indicators, discussing and explaining the internal corresponding mechanisms and stakeholder concerns. This communication process also serves as a critical basis for annual report disclosures and continuous improvement actions.

In accordance with Senao's internal approval authority, relevant ESG policies and implementation progress are driven by senior management under the delegation of the Board of Directors. The Secretariat reports to the Board of Directors at least once per year on execution status, providing an important reference for the Board's oversight of the ESG Committee's performance and the implementation of sustainability strategies. The Board of Directors will also, based on the content of the report, timely urge the management team to adjust their direction or priorities.

In addition, Senao has designated the Legal Affairs Division as the dedicated unit responsible for implementing and managing the "Corporate Social Responsibility Best Practice Principles". Its responsibilities include revising and interpreting the principles, conducting training and education, providing advisory services, managing internal reporting mechanisms, and maintaining related documentation. The department also submits an annual report on implementation effectiveness to the Board of Directors.

Looking ahead, the cross-functional ESG Team will continue to carry out, monitor, and improve various ESG action plans based on the strategies set by the ESG Committee and in alignment with each department's professional roles and responsibilities. Through annual report disclosures, Senao will maintain ongoing communication with stakeholders and continuously enhance its overall sustainability management performance.

ESG Team Responsibilities

Team	Description
Employee Care	<ul style="list-style-type: none"> • Provide safe, harmonic and healthy working environment • Protect the rights and interests of employees, and the complaint mechanism • Maintain excellent labor–management relationship, provide training plans for professional skills • Maintain overall remuneration competitiveness, and complete employee retirement mechanism
Environmental Sustainability	<ul style="list-style-type: none"> • Integrate company' s internal environmental protection-related measures, and periodically track the result of each project • Ensure compliance with environmental laws, and implement relevant control and preventive measures • Monitor international new environmental issues, and update internal eco-friendly methods • Reduce waste output
Customer Relationship	<ul style="list-style-type: none"> • Protect the rights and interests of consumers, and establish prompt and effective communication channel • Provide energy-saving and eco-friendly service process to consumers • Rigorously control the use of personal information of customers and implement encryption mechanism
Social Participation	<ul style="list-style-type: none"> • Actively respond to social welfare events, and organize relevant social participation projects
Corporate Governance	<ul style="list-style-type: none"> • Promote sustainable supply chain management • Ensure the transparency of ESG information for the benefit of investors and stakeholders • Assessing the company' s operational risks and formulating risk management policies and countermeasures

(II) Material Topics Determination

Materiality Determination Process

- Frequency: Once a year
- Review and sign-off for materiality process/review of material issues: Approved by the representative of the highest governance unit (the Chairman)
- Types of stakeholders involved in the evaluation: Members of the ESG team of each division/department collect the concerns of stakeholders of each business function

Material Topics Identification Process

1. Continuous Collection/Identification of Sustainability Issues	2. Significance Ranking	3. Confirmation of Results /Critical Issues Matrix
Collect international sustainability/ESG related topics, disclosure frameworks/standards (e.g. GRI Standards, TCFD, SASB), benchmark company information, and Senao International' s 2024 ESG news to identify ESG issues in line with short-, medium-, and long-term ESG goals.	After completing the assessment topic significance, the ESG team conducts a final analysis and discussion of the identified issues based on internal considerations, industry practices, and benchmarks. The team establishes a "significance threshold" for actual and potential impact issues and prioritize them in order. This process culminates in the creation of an "Annual Material Topics Matrix" that outlines the prioritized issues.	After the ESG Committee confirms the "Annual Material Topics Matrix," it is submitted to the "representative of the highest governance unit (Chairman)" for review and approval, and the identification results for the year are confirmed and the matrix is drawn up as an important reference for the annual ESG Report disclosure/action plan planning.

Material Topics Identification Results

When evaluating a material topic, Senao International considers the "economic, environmental, and human impact (positive/negative)" of the topic in order to fully identify the internal and external impacts of the issue.

Type of Impact	ESG Orientation	Material GRI Topics	Double Materiality Principle		Source of Impact	Subject of Impact
			Impact on Operations and Business	Impact on Society, Environment, and People		
Actual Positive	E	Emission	Investing in green energy and energy-saving technologies reduces electricity expenses and	Reducing carbon and harmful substance emissions, improving air quality for local residents, and	<input checked="" type="checkbox"/> Operating activities <input checked="" type="checkbox"/> Product services	Employee

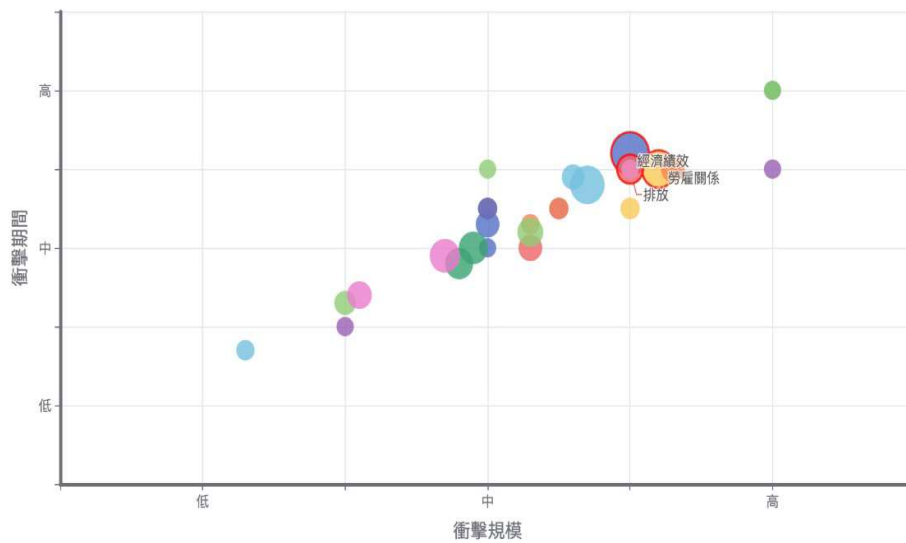
Type of Impact	ESG Orientation	Material GRI Topics	Double Materiality Principle		Source of Impact	Subject of Impact
			Impact on Operations and Business	Impact on Society, Environment, and People		
			pollution management costs, significantly enhancing operational efficiency and environmental image	combining activities with advocacy to enhance public support and participation in energy conservation, emission reduction, and pollution mitigation initiatives	<input checked="" type="checkbox"/> Business relations	
	S	Employment	Providing competitive compensation, comprehensive benefits, and an equitable work environment contributes to attracting and retaining outstanding talent, thereby stabilizing productivity	Providing equitable compensation, parental leave, and diverse benefits to meet the basic living needs of employees and enhancing the well-being of local employees' families.	<input checked="" type="checkbox"/> Operating activities	Employee
	G	Economic Performance	Establishing a transparent and sound retirement benefits and employee protection system to attract ESG-oriented investors, enhancing financing efficiency, and improving the attraction and retention rate of talent	Establishing long-term cooperative relationships with local suppliers to promote the growth of local small and medium-sized enterprises, increasing regional economic activities, and generating economic value	<input checked="" type="checkbox"/> Operating activities <input checked="" type="checkbox"/> Product services	Shareholder / Employees
Potential Positive	S	Marketing and Labeling	Aiming to avoid penalties and negative information arising from non-compliance, thereby maintaining robust operations and establishing a responsible brand image In accordance	The product labeling clearly explains the sources of ingredients and their environmental impact, helping consumers understand and choose products that align with their values, thereby promoting	<input checked="" type="checkbox"/> Product services	Consumer / Supplier

Type of Impact	ESG Orientation	Material GRI Topics	Double Materiality Principle		Source of Impact	Subject of Impact
			Impact on Operations and Business	Impact on Society, Environment, and People		
			with marketing and labeling regulations	sustainable and rational consumption		
	G	Procurement Practices	Quickly adjusting in response to market or supply-side fluctuations by establishing a stable and sustainable supply chain, thereby reducing the risk of supply disruptions and ensuring the stability of our services	Reducing carbon emissions in the supply chain by procuring local suppliers or products, which contributes to achieving net-zero carbon targets and mitigating the impacts of climate change	<input checked="" type="checkbox"/> Operating activities	Supplier
Actual Negative	G	Market Presence	Failure to regularly review compensation competitiveness in the market and align remuneration policies with industry peers may lead to talent attrition and increased recruitment costs	An excessive focus on controlling personnel costs may result in layoffs or reduced employee benefits, potentially causing negative impacts on employees' families and the local economy	<input checked="" type="checkbox"/> Operating activities	Employee
	G	Procurement Practices	Unfair payment policies may impose financial pressure on suppliers, undermining supply chain stability and affecting the continuity of the company's products and services	Overreliance on specific regions or single suppliers—particularly those in areas vulnerable to natural disasters or political instability—may lead to supply chain disruptions and compromise service reliability	<input checked="" type="checkbox"/> Operating activities <input checked="" type="checkbox"/> Product services	Supplier

Changes in material GRI topics: In 2024, "Economic Performance" and "Procurement Practices" were added as new material topics. Compared to 2023, the topics of "Customer Privacy," "Anti-competitive Behavior," "Employee Diversity and Equal Opportunity," and "Training and Education" were removed. These adjustments were made because some previously identified topics have been incorporated into existing management mechanisms and are under continuous monitoring. As their potential impacts have relatively decreased, they were not identified as material topics for the current reporting period.

Material Topics Matrix

Actual Positive



經濟

GRI主題	衝擊規模	衝擊期間
經濟績效 ✓	4	4.2

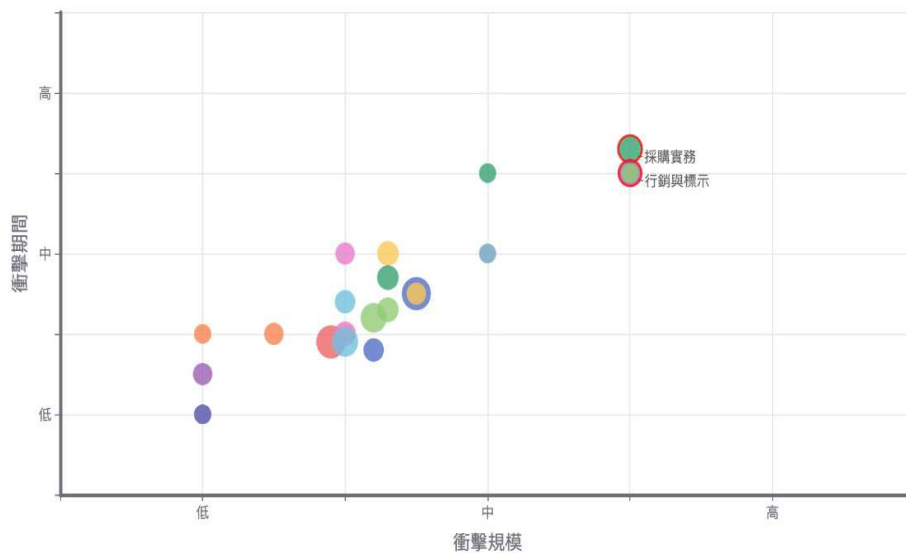
環境

GRI主題	衝擊規模	衝擊期間
排放 ✓	4	4

社會

GRI主題	衝擊規模	衝擊期間
勞雇關係 ✓	4.2	4

Potential Positive



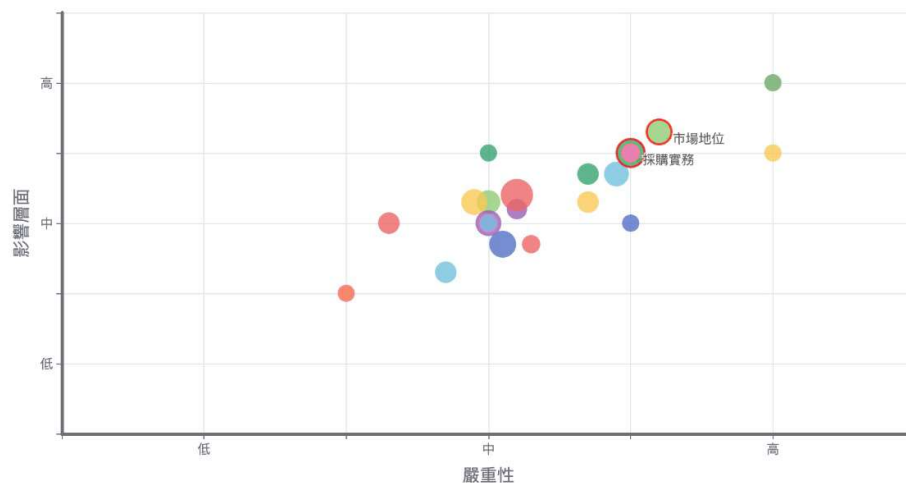
經濟

GRI主題	衝擊規模	衝擊期間	發生可能性
採購實務 ✓	4	4.3	3.5

社會

GRI主題	衝擊規模	衝擊期間	發生可能性
行銷與標示 ✓	4	4	3

Actual Negative



經濟

GRI主題	嚴重性	影響層面	可改善度
採購實務 ✓	4	4	4
市場地位 ✓	4.2	4.3	4

List of Material Topics

Sustainability Aspect	Material GRI Topics	Policies/Methods and Commitments	Review and Tracking Mechanism	Goal	Progress in 2024
E	Emission	We prioritize environmental sustainability. In addition to complying with relevant environmental protection policies and regulations, we continuously plan energy-saving and carbon reduction measures and management systems to ensure that the company's operations do not violate environmental protection regulations.	<ul style="list-style-type: none"> Responsible unit: General Service Department Passed ISO 14064-1 external certification every year 	<ul style="list-style-type: none"> 2026: Reduce total electricity consumption by 1% each year; reduce total water consumption by 1% each year. Meet the 2050 net-zero emissions target of parent company Chunghwa Telecom: 50% carbon emissions reduction by 2030 (compared to 2020) and net-zero emissions by 2050. 	<ul style="list-style-type: none"> Quarterly reports to the Board of Directors on the greenhouse gas inventory and verification schedule planning. Completed GHG inventory of all operating locations (including subsidiaries) and obtained the external inspection declaration. Completed the implementation of ISO 14067 carbon footprint at one appointed stores.
S	Employment	We place great importance on fostering a positive labor-management relationship and	Responsible unit: Human Resource	Plan complete welfare superior to the regulations, ensure employees are able to	Complied with relevant laws and regulations

Sustainability Aspect	Material GRI Topics	Policies/Methods and Commitments	Review and Tracking Mechanism	Goal	Progress in 2024
		have planned comprehensive benefits that surpass regulatory requirements. These measures are taken to ensure that employees can focus on their work with peace of mind and dedication.	Management Division	work securely through actual actions, and share business outcome.	
	Marketing and Labeling	Following the “Commodity Labeling Act,” we ensure that explanations and usage guidelines for our products and services are proactively provided and publicly displayed in our stores.	Responsible unit: Mobile Products Division	Clearly convey product and service information, and actively provide explanations and rules of use.	No false cases occurred in 2024.
G	Economic Performance	Provide competitive salaries and benefits to ensure that the return on investment in human capital remains at industry standards; promote the reduction of the digital divide and continue to advance the construction of universal services. At the same time, we	Responsible unit: Finance Department	<ul style="list-style-type: none"> Continue to promote diversified senior education programs, strengthen the digital knowledge of the elderly population, reduce the digital divide between urban and rural areas, and enhance the digital literacy of seniors, enabling them 	<ul style="list-style-type: none"> Initiated the Smart Convergence Public Welfare Program - All Age Education Course, to bridge the digital divide for all citizens. Completed a comprehensive ISO 14064-1 greenhouse

Sustainability Aspect	Material GRI Topics	Policies/Methods and Commitments	Review and Tracking Mechanism	Goal	Progress in 2024
		adhere to regulations by annually disclosing our climate-related risks and opportunities to stakeholders through the Task Force on Climate-related Financial Disclosures (TCFD) framework.		to integrate into modern digital life. <ul style="list-style-type: none"> Continuously strengthen the company's Task Force on Climate-related Financial Disclosures (TCFD) 	gas inventory for the entire operation of Senao (including subsidiaries).
	Market Presence	The Remuneration Committee and the "Rules for Remuneration and Benefits" are in place to provide competitive remuneration package for high potential talents, to reward employees appropriately for operational performance through a transparent compensation policy, and to ensure that the Company meets the rights and interests of employees as required by law.	Responsible unit: Human Resource Management Division	In line with government policies, we provide local salaries that are slightly better than the Labor Standards Act.	Complied with relevant laws and regulations
	Procurement Practices	In addition to certain irreplaceable specialized	Responsible unit: Mobile Products	The main focus is on the retail sale of 3C products, with the	<ul style="list-style-type: none"> Local procurement accounted for 97.23%

Sustainability Aspect	Material GRI Topics	Policies/Methods and Commitments	Review and Tracking Mechanism	Goal	Progress in 2024
		telecommunications equipment that must be procured from abroad, we actively implement the concept of "local procurement" to promote the economic development of local industries in Taiwan.	Division, Administration Department	majority of items being locally sourced, consistently achieving a rate of over 99% in recent years. We will continue to maintain a high rate of local procurement to uphold the principle of "local procurement."	<p>of the total procurement amount.</p> <ul style="list-style-type: none"> • Administrative procurement accounted for 100% of the total procurement amount.

(III) Stakeholder Communication

Senao follows the six core principles of the AA1000 Stakeholder Engagement Standard (SES)—Responsibility, Influence, Proximity, Dependency, Representation, and Policy and Strategic Intent—to identify key stakeholders who are highly relevant to our business operations. These stakeholders include employees, suppliers, customers, shareholders/investors, regulatory authorities, and the local community. The stakeholder identification results serve as a foundation for our material topic assessment, helping us focus on sustainability issues that have a significant impact.

We maintain ongoing communication and engagement with stakeholders through a variety of channels, including regular meetings, surveys, customer service mechanisms, investor conferences, and dedicated website sections. These interactions help us understand the expectations and concerns of different stakeholders regarding Senao's sustainability efforts, and serve as a critical reference for formulating our ESG strategies and action plans.

For key material topics identified by stakeholders, Senao has established corresponding communication mechanisms and designated responsible departments to ensure timely responses and strengthen two-way interaction. This approach fosters the development of long-term, trust-based relationships.

Senao International stakeholders: https://www.senao.com.tw/pages/esg_stakeholder

Stakeholder Engagement Overview

Stakeholder	Objectives of Engagement	Channels for Engagement	Frequency of Engagement	Topic of Concern
Shareholders/Investors	Shareholders/investors are the ones holding the company shares, and we shall be responsible and provide response to their feedbacks.	Investor hotline Investor conference	Timely 4 times/year	<ul style="list-style-type: none"> Economic Performance Market Presence Emission
Employee	Employees are the key to the sustainable operation, and the driving force for continuous growth.	E-mail Telephone direct line Labor-management negotiation meeting	Timely Irregularly	<ul style="list-style-type: none"> Market Presence Employment
Consumers	Consumer demands and purchase choice are the key to our service and business	Customer service hotline	Timely	<ul style="list-style-type: none"> Marketing and Labeling

	model innovative development.	Customer Service Division		
Community	We aim to return to the society via the accumulated outcome from our core business, in order to achieve great future.	Public welfare events	Irregularly	• Emission
Competent Authority	All our products, services and relevant business sale actions are inspected and monitored by the competent authority.	Official letters	Irregularly	<ul style="list-style-type: none"> • Market Presence • Emission • Employment • Marketing and Labeling
Supplier	Our service system relies on the stable and high-quality support of suppliers.	E-mail Telephone direct line Field visit	Timely 1 time/month	<ul style="list-style-type: none"> • Procurement Practices • Marketing and Labeling

External Union and Association Participation

Organization Name	Participation	Year of Payment/Dues
Taiwan Telecommunication Engineering Industry Association	General member	NT\$3,600
Taiwan Electrical and Electronic Manufacturers' Association	General member	NT\$42 thousand
New Taipei City Exporters and Importers Chamber of Commerce	General member	NT\$2,400
Taipei Computer Association	General member	NT\$15 thousand
Taiwan Japan Association for Business Communication	General member	NT\$20 thousand
Association for Taiwan–Japan Cooperation on Industrial Technology	General member	NT\$20 thousand
Importers and Exporters Association of Taipei	General member	NT\$4,800
Taiwan Functional Food Industry Association	General member	NT\$20 thousand
The Third Wednesday Club (Third Wednesday Club)	General member	NT\$50 thousand
Taiwan Industry Holding Association	General member	NT\$30 thousand
Changhua County Medical Instruments Commercial Association	General member	NT\$2,000

IV. Friendly Customer Service

To provide consumers with a high-quality service experience, Senao International has established a dedicated customer service center to deliver timely, professional, and empathetic support. We aim to enhance communication with customers and improve the efficiency of issue resolution. In addition, we have implemented a diversified feedback mechanism through multiple communication channels such as online systems and email, allowing consumers to share their opinions and suggestions according to their preferences.

To enhance service quality, Senao engages third-party organizations to conduct customer satisfaction surveys on an irregular basis. The survey results are provided to relevant departments for reference to facilitate the optimization of service processes and response strategies. For complaint cases, Senao has established internal standard operating procedures, under which the facts are verified, and the case is referred to the responsible unit for handling and response within a reasonable timeframe, ensuring proper resolution of customer issues.

In terms of product and service information disclosure, Senao strictly complies with relevant regulations such as the "Commodity Labeling Act" and the "Resource Recycling Act", ensuring product labeling is clear and complete, and prohibiting any marketing content that may mislead consumers. In 2024, there were no violations related to product labeling regulations.

For agency-sold products and telecom rate plans, Senao ensures transparency and consistency in information delivery. Through detailed explanations provided by service personnel and clearly labeled content, the company prevents information asymmetry, assists consumers in making informed decisions, and safeguards their right to know and the fairness of transactions.

Customer Satisfaction Survey

Survey Mechanism and Methodology	2024 Survey Results	Improvement Measures
After service application, we conduct satisfaction surveys via phone, covering five key areas: service attitude, professional knowledge, processing efficiency, waiting time, reception, and facility environment.	<ul style="list-style-type: none">• The Quality of Service (QOS) scoring uses a 5-point scale• 2024 target: 4.68 points• Approximately 15,225 consumers surveyed, achieving a score of 4.91 for our franchised locations.	<ul style="list-style-type: none">• Internal: External lecturers are hired to conduct service satisfaction courses internally.• External: Internal instructors proceed to learn from external service courses and improve the overall service capability through transfer of knowledge. In addition, we have also set up a reward and punishment system to award incentives to retail stores with good performance and impose counseling and penalties to stores with poor performance.

Healthcare Products - Introduction of sakuyo

As Taiwan progresses toward a super-aged society, the demand for health maintenance has steadily increased, especially in recent years due to the impact of the pandemic. In 2019, Senao International exclusively introduced the health brand sakuyo from Japan, adhering to the craftsmanship spirit of “professionalism,” “trust,” and “peace of mind,” aiming to contribute to the health of the Taiwanese people. Developed under the guidance of Japanese nutritionists and manufactured by a GMP-certified facility in Japan, sakuyo debuted in 2019 with its first product, a Bifidobacterium + Galacto- oligosaccharides supplement for adults. Since then, leveraging data from the Ministry of Health and Welfare’s dietary habits survey, the Food Industry Yearbook by the Food Industry Research and Development Institute, and the Ministry of Economic Affairs’ food market size survey, sakuyo has expanded its product lineup to nine offerings by 2023. In October 2023, we launched Sesame Genki, an exclusive Japanese sleep formula, which has been well-received by consumers.

Currently, sakuyo offers ten products encompassing basic health, beauty care, children’s health, and elder care. We remain committed to the Japanese ethos of “*isshokenmei*” (いっしょけんめい; giving one’s utmost) and striving to contribute to the health and well-being of citizens of Taiwan.

Since December 2022, Senao International has been operating the sakuyo official website. In addition to providing product information, the website features sections such as “Testimonials” and “Health Classroom” to strengthen the sakuyo brand image and enhance consumers’ knowledge of daily health and wellness.

In terms of market development, in addition to sales through existing physical stores, the global outbreak of the COVID-19 pandemic prompted consumers to not only prioritize personal health but also extend their concerns to the well-being of their entire families. As a result, there was a significant shift away from in-person interactions, with more consumers opting for online shopping. Recognizing this trend, the Senao Healthcare team has aligned with product development plans to launch a “Online Recurring Purchase” service, available in 3-month and 6-month intervals with monthly deliveries. This service provides consumers with the convenience of regularly receiving health products for themselves and their families directly at their homes. Our physical stores have also adopted a bulk sales concept, offering various related product package deals. This approach allows customers to purchase all necessary items at premium prices in one visit, reducing the risk of crowding while taking care of their health and that of their families.

sakuyo official website link: <https://www.sakuyo.com.tw/>

Senao Social Welfare Seminars - A Social Welfare Initiative with Customers

Upholding the philosophy of “Friendly Customer Service,” Senao actively invites customers to participate in public welfare initiatives, giving back to society through tangible actions while strengthening customer relationships and fulfilling corporate social responsibility. In collaboration with the Senao Technology Education Foundation, the “Senao Social Welfare Seminars” combines health education with community care, encouraging consumer participation and fostering a collective contribution to society.

1. Nationwide Blood Donation Campaign: Passionate Customers Join Together

Senao regularly organizes nationwide blood donation campaigns, encouraging customers to contribute to public welfare through simple actions. In 2024, a total of three events were held, with 364 donations collected, resulting in 546 bags of 250cc blood. To express gratitude for the enthusiastic participation,

sakuyo series products were given as appreciation gifts at the events, fostering a warm and engaging atmosphere.

2. Health Seminars and Active Aging Promotion: Joining Customers in Safeguarding Community Health

Since 2020, Senao has promoted a health seminar program, inviting customers and community members to attend health talks delivered by professional nutritionists sharing wellness knowledge. In 2021, the program was expanded into the "Active Aging Seminar," focusing on nutrition and health management for senior citizens. In 2024, a total of 11 sessions were held, attracting 644 participants and demonstrating strong customer engagement and affirmation of such socially conscious initiatives.

Senao aims to deepen positive connections with consumers through these "customer-engaged public welfare activities," making each participation a starting point for practicing a sustainable lifestyle and jointly creating a positive impact on society.

Launches Comprehensive Digital Consultation Services

Starting from a commitment to family health, Senao International leverages diverse owned media platforms to provide consumers with free access to the latest and most accurate health and wellness information, as well as professional consultation services.

Digital Consultation Channels	Description of Digital Consultation Content
YouTube Channel	Through the "Rumor Clarification Team" series of videos, we invite professional physicians, nutritionists, and pharmacists to explain health education knowledge and clarify various misconceptions regarding health in the community.
S-Care, DMs	<ul style="list-style-type: none"> S-Care: Share various healthcare knowledge from time to time. DMs: Physical stores publish a new issue every two weeks, available for free to consumers. The digital version of the DM is simultaneously updated on the Senaonline Magazine, offering periodic shares of health knowledge, tips for selecting health products, health news, and health education information.
sakuyo Official Website Facebook Instagram	Provide healthcare knowledge, seasonal news, product information, dietary guidelines applicable to daily lives irregularly, and professional nutritionist editor provides answers to various questions, and KOL/KOC recommended products are also provided for sharing.

Consumer Safety and Health

Product Inspection Report Standards
<p>For healthcare products, Senao requests all suppliers to provide complete product inspection qualification reports, including:</p> <ol style="list-style-type: none"> 1. Compile information of list of food industry registration numbers. 2. Suppliers must provide verifiable component analysis data (Certificate of Analysis, COA) and batch shipment approval documents to ensure product quality. 3. Status of self-management executed by suppliers, including GHP standard compliance, self-inspection, completion of food industry registration, establishment of tracing and tracking system, food additive

permit registration and current condition compliance, warehouse management and actual operation and record consistency, other self-management system, etc.

Since the second half of 2020, the Healthcare Team at Senao has invested resources in developing a "Healthcare Product Expiry and Logistics Management System," which was subsequently launched in 2021. In October 2023, we established standard operating procedures (SOPs) for the storage and expiry management of healthcare and beauty products. We regularly enforce higher standards and regulations for the storage and distribution of products to ensure the safety and well-being of consumers.

Product Marketing and Labeling

To prevent recurrence, we have implemented more stringent review processes for product listings and supplier evaluations to ensure they comply with our review guidelines. The information product listing review must adhere to the product review guidelines, and we continuously educate department personnel on relevant regulations.

For health product marketing regulations, we reference Taiwan's Act Governing Food Safety and Sanitation. Senao regularly assigns personnel to participate in food labeling briefings held by the Health Bureau to stay updated on new or adjusted labeling information requirements.

In 2024, there were no incidents of violations related to product and service information and labeling regulations, nor any breaches of marketing and communication-related laws.

Eco-friendly Product Sales and Promotion

In response to the environmental sustainability vision of our parent company, Chunghwa Telecom, Senao actively promotes environmentally friendly consumer choices. In 2023, we partnered with Nokia to introduce the sustainable smartphone Nokia X30 5G. This product features a body made of 100% recycled aluminum and a back cover composed of 65% recycled plastic, demonstrating the brand's concrete actions in applying circular materials.

This initiative marks the beginning of Senao's green product line. In the future, we will continue to evaluate and introduce products that incorporate eco-friendly design concepts to enhance consumer accessibility to sustainable options. In 2024, we plan to increase the proportion of green product sales through optimized product portfolios and marketing communications, encouraging consumers to engage in environmentally friendly practices and contribute to sustainable development through their purchasing decisions.

(I) Physical Service and Maintenance Locations

To provide consumers with timely, convenient, and quality-assured after-sales support services, Senao continues to strengthen the deployment and service capacity of its physical service network across Taiwan. As of the end of 2024, Senao operated 126 telecom service counters and 241 authorized stores throughout the northern, central, southern, and eastern regions of Taiwan. This extensive network ensures greater accessibility to communities and residential areas, reducing the time required for customers to reach service locations.

In terms of after-sales support, Senao has established 3 regional logistics and repair centers and 11 brand-authorized service centers, including 8 Apple repair centers and 3 Samsung repair centers. All centers are staffed by professional technical teams responsible for equipment inspection and authorized maintenance. Senao's entire repair system adheres to standardized operating procedures and brand authorization guidelines to ensure consistent quality and safety in repair services.

To enhance customer experience and service efficiency, Senao has implemented a digital repair tracking platform that allows customers to check the repair status of their devices online at any time after drop-off, eliminating the need for phone inquiries or in-person visits. This digital mechanism not only increases process transparency but also effectively reduces the number of customer visits, saving time and lowering transportation-related carbon emissions—achieving both convenience and sustainability.

In addition, to address the service needs of diverse customer groups across different regions, Senao continuously reviews the capacity and geographic coverage of its stores and repair centers. Operational configurations are adjusted based on actual business needs and customer feedback to strengthen localized service effectiveness and uphold a customer-centric service approach.

Service Location: <https://online.senao.com.tw/Location>

Maintenance Services: <https://helpcenter.senao.com.tw/>

For more information on Senao International's channel operations, please refer to the "Channel Services" section under the Senao International chapter of this report.

Drop-Off at Location A, Pick-Up at Location B

According to a 2024 survey conducted by the Taiwan Network Information Center (TWNIC), the mobile broadband penetration rate in Taiwan reached 86.43%, with 48.37% of users utilizing 4G networks and 38.06% using 5G networks, indicating that smartphones have become deeply integrated into daily life. In this context, consumers place increasing

importance on the convenience and timeliness of repair services when mobile devices malfunction.

To enhance flexibility in repair services, Senao offers an innovative “Drop-off at Location A, Pick-up at Location B” mechanism, allowing consumers to submit their devices at any service location and retrieve them from another. This service reduces redundant travel and waiting time, improving convenience and customer satisfaction.

In 2024, this service was utilized a total of 632 times, demonstrating a high level of consumer acceptance and reflecting Senao’s user-centric approach and innovation in supporting digital lifestyles.

(II) Privacy Protection

To enhance personal data protection and safeguard consumer rights, Senao became the first retail channel operator in Taiwan to adopt and obtain certification for the BS 10012 Personal Information Management System (PIMS), demonstrating a concrete commitment to information security and privacy protection. Senao's privacy management system covers major operational processes including administration, sales, maintenance, and customer service. Through systematic operating procedures and information security controls, the company reduces the risk of data breaches and ensures proper protection of customer information at every stage.

In response to the amendment and enforcement of the Personal Data Protection Act, Senao also conducts regular training through its e-Learning platform. These training courses cover key topics such as the definition of personal data, reversal of burden of proof, criminal liability provisions, and the data lifecycle, helping employees understand legal requirements and internal response mechanisms while strengthening overall awareness and practical capabilities in personal data protection.

In 2024, Senao did not experience any major incidents of non-compliance with personal data protection regulations. Senao continued to implement robust data protection measures to enhance customer trust and strengthen its operational risk management capabilities.

Senao International Privacy Policy: https://www.senao.com.tw/pages/privacy_policy

Senaonline Privacy Policy: <https://online.senao.com.tw/About/terms#privacy>

For more information on Senao International's information security, please refer to the "Information Security" section under the Corporate Governance chapter of this report.

Privacy Protection Management System

Process	Explanation
Administration	We require all suppliers to comply with the Personal Data Protection Act and other relevant laws and regulations in their contracts. This includes provisions regarding the collection, processing, use, and international transfer of consumer personal data
General Rules	<ul style="list-style-type: none">When there is a need to collect personal data of a consumer, it is necessary to actively inform such consumer of the personal data-related clauses, and his/her consent on the personal data must be obtained first, in order to register the customer data in the systemWhen personal data not directly recorded on the system needs to be collected, it is necessary to obtain a written agreementThe agreement shall be kept properly. After case closure of system login, the agreements shall be destroyed with a paper shredder
Sales	<ul style="list-style-type: none">Senao presents the "Personal Data Collection Notice Clauses" first and explains relevant content to consumers. After consent and paper signature are obtained, system operation and data input are then subsequently performed

	<ul style="list-style-type: none"> The paper documents use masked codes to indicate personal data in order to protect the consumer privacy
Repair	<ul style="list-style-type: none"> Before the repair operation report, personal data precautions are explained in advance, such as backup or data deletion, in order to prevent consumers from losing important information During the mobile phone repair of consumers, personal data is verbally described, and the field case handler then keys the data into the repair system direction (prevent paper writing and reduce personal data risk) After repair data is established, the Senao International device repair form (personal data indicated in masked codes) in order to allow consumers to confirm the data before signing (repair copy) If the mobile phone requires submission to the original maker for handling, Senao International also provides mobile data to the original maker for warranty confirmation, and relevant personal data of the consumer is not provided
Customer Service	<ul style="list-style-type: none"> When customer contacts the customer service center, the contact telephone agreed by the customer is obtained, in order to allow relevant units to return the call and handle the case The reports and data generated by the customer service unit do not indicate the contact number of customers
Documents	<ul style="list-style-type: none"> Customer and company internal files and documents shall be archived and placed on the specified locations and locked. In addition, documents are destroyed with a paper shredder before disposal Customer and internal company documents must not be reused as recycled paper or notepaper It is prohibited to duplicate and preserve personal data documents unnecessary to the business and service
Files	If demo device or company card is used to send messages, the customer data is deleted properly
Hardware	<ul style="list-style-type: none"> When work computers are left unattended, users should log out of the network system, lock the computer screen, or turn off the computer Idle USB and USB-Type C devices (including those at the back of the main unit) must be sealed with "Do Not Unseal" stickers
Subscription Letter	During the front desk review, please use the sign of "Temporarily Unavailable," and when there is no one to review the form, the subscription form shall be stored in a locked drawer or cabinet, and it is prohibited to place the form arbitrarily

(III) Customer Service Center

Senao recognizes that the quality and responsiveness of customer service are key drivers of consumer trust and form the foundation of brand reputation and market competitiveness. To this end, we have established a professional customer service center that offers prompt and empathetic support to help customers quickly resolve issues and ensure a seamless and positive customer experience.

To facilitate customer inquiries and complaints, Senao provides multiple communication channels, including a toll-free 0800 customer service hotline, an online inquiry form system, a dedicated customer service email inbox, and referral services through telecom service counters. All channels are connected to Senao's customer service management platform, where trained and certified service professionals handle cases in accordance with standardized operating procedures, ensuring that all issues are properly addressed and responded to.

In addition, Senao enhances the responsiveness and communication skills of its customer service team through internal training programs. We regularly review the quality of responses and processing efficiency, using the results as a basis for service improvements and system optimization.

In response to the rapid evolution of digital services and shifting consumer expectations, we will continue to strengthen our customer service system and integrate intelligent response tools, aiming to address customer needs promptly and further enhance customer satisfaction and brand trust.

Customer Service Incoming Call Analysis

Channel	0800 Incoming Calls	Chunghwa Telecom Forwarded Calls	Website Messages
Number of Cases	27,922 cases	11,609 cases	653 cases
Percentage	69%	29%	2%

Notes:

1. The aforementioned customer service hotline includes statistics from the top three incoming call channels.
2. Maintenance inquiries, Chunghwa Telecom related matters, product inquiries, member website, customer complaints, personal data, technical inquiries, Senaonline and other issues.
3. The three primary contact channels account for 100% of the total inbound communications.

Customer Complaint Statistics

Senao values the opinions and feedback of every consumer, considering them as an important basis for continuously optimizing service quality. To better identify root causes and shorten response times, customer complaints are categorized into three levels (A/B/C) based on their nature, with corresponding standard response procedures established according to specific scenarios to ensure timely, accurate, and efficient resolution.

In 2024, we handled a total of 79 cases, accounting for 0.20% of the total inbound traffic. The top three causes were: operational errors (80%), service attitude (8%), and failure to meet customer expectations (4%). All reported issues were confirmed and addressed by customer service personnel, and cases related to service attitude were escalated to regional supervisors for training and improvement.

Regarding personal data protection, we handled and responded to 311 related requests in 2024, representing approximately 0.77% of total inbound traffic, highlighting continued customer concern and awareness about data privacy.

Analysis of Personal Data Processing Requests

Item	Number of Cases (Cases)	Percentage (%)
Supplementary Correction	232 cases	74.6%
Inquiry or Review	53 cases	17.0%
Provision of Duplicate Copy	26 cases	8.4%

Customer Service Performance Indicators

Performance Indicator Types	Explanation
Customer Service Personnel Call Satisfaction Survey	After the phone call, the customer is asked to participate in a satisfaction survey via the system's voice prompt. The survey covers five areas: professional ability, problem-solving capability, service attitude, handling efficiency, and overall satisfaction. In 2024, customers rated our customer service with a perfect score of 100.
Customer Service Personnel Training	The training program for customer service personnel is divided into three main categories: "Basic Courses, Senaonline and Repair, and Retail-Related Services." The curriculum covers a wide range of topics, including telephone etiquette, communication skills, basic repair introductions, system operations, marketing campaign explanations, Senao membership, and issues related to payment and order processing. Additional training is provided for staff members requiring improvement or for course reinforcement. Monthly meetings are held to review and discuss adjustments to customer complaint cases, with a 100% attendance rate.

Senao International Customer Service Personnel Basic Skills

Item	Percentage	Evaluation Target Value	Definition and Explanation
Achieve Customer Service Production Capacity and Management Goal	30%	Department telephone call pickup rate reaches 90%	Each customer service representative is required to achieve a 90% call answer rate
Achieve Customer Service Production Capacity and Management Goal	30%	Department telephone service standard reaches 85%	Percentage of picking up calls within 30 seconds reaches 85%

Service Satisfaction and Operation Quality Improvement	20%	<ul style="list-style-type: none"> • Monitor Call score department total score reaches 90 points • After-call satisfaction questionnaire survey score reaches 90 points 	According to the Xinyang call recording between 0800 customer service personnel and customers, randomly inspect 6–8 calls for evaluation, and the average score of the department is used as the standard
Team Efficiency and Unit Cohesion Improvement	20%	Conducts various training programs such as customer complaint case sharing, service communication skills, and customer complaint handling workshops	Arrange training sessions, such as mobile phone operation, sharing of customer complaints, communication skills, and courses related to customer service personnel's handling of customer complaints

Resonating and Touching Services

- **Rewarded staff:** Mr. Chen, service staff at Senao' s Pingtung Lushing franchised store
- **Background:** In 2024, a customer proactively contacted Chunghwa Telecom' s customer service to commend Mr. Chen of the Pingtung Lushing franchised store for his exceptional empathy and professional service during the purchase and repair process.

The customer had purchased a laptop from the store, but the device malfunctioned within a month. Due to a recent foot surgery, the customer was unable to personally return the product for repair. Mr. Chen took the initiative to offer assistance by sending the device to the repair center on the customer's behalf, allowing them to simply retrieve the repaired item upon notification—significantly reducing the inconvenience.

During the process, although the customer became emotionally upset due to the product issue and expressed frustration with statements like “this product is really bad,” Mr. Chen remained patient and courteous, responding with a smile and calmly handling the follow-up. His service fully embodied Senao' s philosophy of “people-oriented service with sincerity,” leaving the customer feeling reassured and genuinely cared for.

- **Recognition method:** This case was reported to the store supervisor, and the store team expressed sincere gratitude to the customer for their recognition and encouragement of the service staff. The story was also shared with all store colleagues as a model example of quality service to learn from and emulate.

V. Happy Workplace

We are dedicated to creating a happy workplace by fostering a culture of openness, transparency, and efficient communication. We ensure every employee feels respected and supported, which enhances their well-being and job performance.

Since our founding, every step of our success has relied on the dedicated and combined efforts of our excellent management team and employees across Taiwan. We value our employees' career development by not only providing a friendly and comfortable working environment but also offering diverse training resources and development opportunities to support continuous learning and growth. The company has also established a comprehensive promotion mechanism and reward system to encourage employees to realize their potential and to recognize individual contributions.

"Fairness, integrity, and honesty" are the core values that Senao has consistently upheld and embedded into daily management and organizational culture. To strengthen employees' understanding and compliance with behavioral standards, the Company has formulated the "Code of Conduct," which clearly defines rules regarding the prohibition of improper behavior, protection of trade secrets, and management of personal data. All employees are required to strictly adhere to these rules. Additionally, the company holds annual awareness campaigns and training sessions on business code of conduct to enhance employees' understanding of industry ethics and corporate integrity, thereby improving overall professionalism and compliance awareness.

(I) Human Resource Structure

As of 2024, Senao International employed a total of 2,035 staff members, including 19 employees with disabilities and 15 employees from indigenous communities, reflecting our commitment to diversity and inclusion. The company continues to enhance labor conditions and employment stability, striving to provide a stable and development-oriented working environment for all employees.

Employee Headcount Statistics

Item	Male	Female	Total
Total Employees	914 persons	1,121 persons	2,035 persons
Total Regular Employees	863 persons	1,083 persons	1,946 persons
Number of Employees	0 person	0 person	0 person
Non-guaranteed Hours Employees	51 persons	38 persons	89 persons
Total Full-time Employees	863 persons	1,083 persons	1,946 persons
Total Part-time Employees	0 person	0 person	0 person

Notes:

1. Regular employees are the formal employees of the Company.
2. Short-term employees: Short-term demand for contract staff due employees taking leave without pay.
3. Non-guaranteed hours employees: includes hourly workers (part-time staff/students), interns, and students enrolled in dual-track education programs.
4. Full-time employees are the full-time employees of the Company.
5. Part-Time Employees: includes part-time staff who are guaranteed a certain number of working hours each day.

Type	Male	Female	Explanation
Regular Employee	863 persons	1,083 persons	
Non-regular Employee	51 persons	38 persons	
Total Employees	914 persons	1,121 persons	
Persons with Disabilities	14 persons	5 persons	In accordance with Article 38 of the "People with Disabilities Rights Protection Act," the Company is required to employ 20 persons with disabilities. Currently, we have exceeded this requirement by employing 27 persons with disabilities, categorized as follows: 10 with mild disabilities, 1 with moderate disabilities, and 8 with severe disabilities. According to the regulations, each person with a severe disability counts as two employees, fulfilling our commitment to inclusivity and compliance.
Indigenous People	7 persons	8 persons	We uphold the principle of diversity in our workforce. We have employed 15 indigenous persons to foster an equal

			and inclusive working environment. In the future, should we participate in government procurement projects, we will comply with Article 98 of the "Government Procurement Act" and Article 12 of the "Indigenous Peoples Employment Rights Protection Act" to employ the required number of indigenous persons.
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Notes:

1. Non-regular employees are part-time employees, including contract staff, part-time workers, while most other regular/full-time employees are regular employees.
2. 100% of Senao International employees are Taiwanese.
3. The total number of employees in 2024 is 2,035, including employees with disabilities and Indigenous employees.

Job Rank Employee Number Overview Table

Job Rank	Age	Male (persons)	Female (persons)
General Employees	Under 29 years Old	232 persons	192 persons
	30-50 years old	573 persons	824 persons
	Above 51 years old	35 persons	59 persons
	Percentage (%)	41.28%	52.83%
Entry Level Supervisor	Under 29 years Old	1 person	0 person
	30-50 years old	18 persons	18 persons
	Above 51 years old	3 persons	6 persons
	Percentage (%)	1.08%	1.18%
Medium Level Supervisors	Under 29 Years Old	0 person	0 person
	30-50 years old	25 persons	12 persons
	Above 51 years old	15 persons	4 persons
	Percentage (%)	1.97%	0.79%
Senior Supervisor	Under 29 years Old	0 person	0 person
	30-50 years old	3 persons	1 person
	Above 51 years old	9 persons	5 persons
	Percentage (%)	0.59%	0.30%

Notes:

1. Definition of job rank: General employee: Entry level employees; Entry level supervisor: Chief, Section chief; Medium level supervisors: Manager, Deputy Manager
2. Senior supervisor: Above the rank of Assistant Vice President (100% domestic citizens)
3. Percentage=Number of employees of the job rank/Total number of employees of the job rank For example, Medium rank male employee percentage = Number of mid-ranked male employees/Total number of mid- ranked supervisors

New Employee/Departure Status

Item	Type	Male	Percentage	Female	Percentage	Total	Total Percentage
New Employees	Under 29 years Old	145 persons	7.13%	122 persons	5.99%	-	-
	30-50 years old	98 persons	4.81%	119 persons	5.85%	-	-
	Above 51 years old	5 persons	0.25%	8 persons	0.39%	-	-
	Subtotal	248 persons	12.19%	249 persons	12.24%	497 persons	24.42%
Resigned Employees	Under 29 years Old	54 persons	2.65%	64 persons	3.15%	-	-
	30-50 years old	75 persons	3.69%	115 persons	5.65%	-	-
	Above 51 years old	7 persons	0.34%	9 persons	0.44%	-	-
	Subtotal	136 persons	6.68%	188 persons	9.24%	324 persons	15.92%

Notes:

1. New employee definition: Employees on-board during 2024/1/1–2024/12/31
2. Number of resigned employees: Does not include those who resigned within three months of employment.
3. New employment rate = Number of new employees ÷ Number of each type of employees during the report period; Turnover rate = Number of resigned employees ÷ Number of each type of employees during the report period

Non-employee Worker Information

In 2024, the total number of non-employee workers of Senao International was 26 (including 3 MIS staff; 4 janitors; 3 store staff; and 16 warehouse staff.

Most Common Types of Workers	Contractual Relationship with the Company	Type of Work Performed
Janitor - contractor	Through a third party (contractor)	Cleaning and sanitation of the Company' s premises and environment
MIS - dispatched labor	Through a third party (staffing agency)	Software and system development
Store staff - dispatched labor		Assist with store operations
Warehousing staff - dispatched labor		Goods handling

Calculated based on the number of persons at the end of the reporting period.

(II) Employee Welfare

Senao International firmly believes that a high-quality workplace is key to enhancing job performance and unlocking employee potential. We are committed to fostering a happy workplace that not only emphasizes physical and mental well-being and career development, but also provides diverse welfare measures to help employees achieve work-life balance and share in the company's operational achievements.

Employee remuneration is administered in accordance with the "Rules for Remuneration and Benefits," taking into account educational background, professional capability, years of service, and performance to determine a fair salary level. In addition to complying with national labor laws—such as minimum wage, overtime regulations, and working hour limits—we uphold the principle of equal pay for equal work, ensuring that there is no discrimination in treatment based on gender, race, religion, political stance, marital status, or union membership.

Each year, Senao determines the year-end bonus base based on the company's profitability, and evaluates employee performance according to the achievement of annual goals as the basis for year-end bonus calculation. In addition, in accordance with the Articles of Incorporation, the company allocates no less than 3% of the annual pre-tax earnings as employee compensation, which is distributed reasonably based on individual performance following approval by the Board of Directors.

At the beginning of 2024, Senao initiated its annual salary adjustment assessment, taking into consideration the Consumer Price Index, economic conditions, company performance, and individual employee performance. Department heads were authorized to make salary adjustment recommendations based on overall performance, in line with the principles of incentive and fairness.

Comparison Between Employee Salary and Local Minimum Wage

Type	Entry Level Employee and Local Minimum Salary Ratio
Male: Local Minimum Salary	1.09:1
Female: Local Minimum Salary	1.09:1
Store Employee Basic Salary Ratio	1:1

Notes:

1. The local minimum salary is based on the basic wage of NT\$27,470 in 2024.
2. The calculation of entry level employees is based on store personnel, excluding store management.
3. Salary calculations are based on salary standards table for retail staff.

Salary Ratio of Employees of Different Job Rank

Type	General Employee		Entry Level Supervisor	Medium Level Supervisors	Senior Supervisor
	Store employees	Non-store employees			
Average Salary Ratio (Female: Male)	1:1.04	1:1.17	1:1.02	1:0.94	1:0.96
Basic Salary Ratio (Female: Male)	1:1.01	1:1.14	1:1	1:0.94	1:1.05

Notes:

1. Statistical Range: All regular employees in 2024.
2. Gender Average Salary Ratio by Job Level: Calculated based on fixed and variable pay (including monthly salary, bonuses, and compensation).
3. Gender Basic Salary Ratio by Job Level: Calculated based on fixed salary (monthly salary).

Salary Information of Full-time Employees of Non-supervisor Positions

Item	2023	2024	Comparison with Last Year
Average Salary of Full-time Employees	NT\$632 thousand	NT\$664 thousand	0.95:1
Medium Salary of Full-time Employees	NT\$589 thousand	NT\$630 thousand	0.93:1
Number of Full-time Employees	1,828 persons	1,823 persons	1:1

Notes:

1. The number of full-time employees is a weighted average number.
2. The non-supervisor employees exclude senior supervisors only, and medium and entry level of supervisors are included.
3. The data has been assured by an external certified public accountant and disclosed on the Market Observation Post System (MOPS): Salary information of full-time employees not holding managerial positions.

Employee Benefits

Senao International has established a comprehensive employee welfare system to help employees balance work and life, support their career development, and plan for their future retirement. To promote the physical and mental health and quality of life of employees, we provide various benefits in accordance with the law, including health checkups, health promotion activities, on-site physician services, labor insurance, health insurance, parental leave, and retirement pension. Additionally, all employees are covered by group insurance from their first day of employment, and they can also extend this coverage to their families at a discounted rate. In 2024, Senao International invested a total of NT\$10,026,364 in employee welfare programs, demonstrating our commitment and care for our employees through concrete actions.

Item	Explanation	Frequency	Number of Participants	Investment/Subsidy Amount
Group Insurance	Provide group insurance to employees at free of charge, including life insurance, accident insurance, cancer insurance, and medical insurance, and discounts for relatives	On-job period	2,033 persons	NT\$6,622,025
Annual Health Checkup	Through annual health check-ups, we assist employees in the early detection of potential health risks, thereby preventing the occurrence or deterioration of diseases. After the inspection, the company's nursing staff proactively reached out to employees who were found to have abnormalities, providing health education guidance and reminding them to seek medical attention, ensuring that employees receive the necessary health support and follow-up care.	1 time/year	1,369 persons	NT\$3,272,339
Physician Field Service	Field services provided by professional occupational physicians assist employees with health consultations, health management, and promotion guidance. The physician also provides preventive recommendations regarding abnormal health check results and work-related injuries and illnesses, assisting employees in improving their lifestyle habits, enhancing self-health management, thereby preventing occupational injuries and illnesses, and improving overall health and work efficiency.	12 times/year	69 persons	NT\$132,000
Health Promotion	Regularly send health information newsletters to assist employees in understanding the causes of diseases, establishing correct health concepts, and conveying knowledge related to road safety. Through this content, employees are encouraged to develop good lifestyle habits and a strong awareness of safe driving, achieving a dual effect of preventing diseases and accidents, thereby safeguarding their physical and mental health as well as their life safety.	1 time/month	2,033 persons	-

Item	Explanation	Frequency	Number of Participants	Investment/Subsidy Amount
Health Seminars	<p>To enhance employees' awareness of health and disease prevention, Senao continues to organize diverse health seminars, emphasizing the importance of self-health management and regular checkups. These efforts aim to help employees improve lifestyle habits, reduce health risks, and promote overall physical and mental well-being.</p> <p>Online health seminars held in 2024:</p> <ul style="list-style-type: none"> How to Prevent and Treat Cardiovascular Diseases Speaker: Lin Fang-Chi, Health Manager, Cardinal Tien Hospital 307 participants Preventing Office-Related Shoulder, Neck, and Hand Injuries Speaker: Kao Jui-Hung, Physical Therapist, Cathay Clinic Zhonghe Branch 207 participants Healthy Weight Loss and Smart Eating Speaker: Peng Yen-Feng, Health Manager, Pojen Hospital 177 participants <p>These seminars delivered practical health management knowledge to help employees maintain good physical and mental conditions in both work and daily life, thereby enhancing work efficiency and quality of life.</p>	3 time/year	691 persons	-
Vaccination Programs	<p>To help employees prevent infectious diseases and maintain their health, Senao collaborates with local health centers and medical institutions to provide regular vaccination services. In 2024, a total of 86 employees received the COVID-19 vaccine and 60 received the influenza vaccine, effectively enhancing immunity, preventing disease transmission, and reducing the risk of absenteeism due to illness.</p>	1-2 times/year	146 persons	-
Cancer Screening	<p>To support early detection of cancer or precancerous conditions, Senao collaborates with local health centers to</p>	1 time/year	108 persons	-

Item	Explanation	Frequency	Number of Participants	Investment/Subsidy Amount
	provide regular on-site cancer screening services. These efforts aim to reduce health risks and promote early diagnosis and treatment. In 2024, the screening services included Pap smears for 70 employees, mammograms for 27 employees, and fecal occult blood tests for 11 employees. Through these preventive measures, Senao enhances employees' health awareness and strengthens the effectiveness of disease prevention and health management.			

Retirement System

To protect and maintain the living quality of employees after retirement, Senao complies with the regulations of the "Labor Standards Act," and the company appropriates pension reserve monthly and deposits in the dedicated trust account at Bank of Taiwan, and the "Labor Pension Reserve Supervisory Committee" established by both labor and management is responsible for managing the supervision and review of pension reserve related affairs.

For employees with seniority including the year of service under the old labor retirement system, the company appropriates 2% of pension according to the total salary amount and deposits into the account of the Labor Pension Reserve Supervisory Committee. For employees under the new labor retirement system, the company appropriates 6% of pension monthly according to the monthly salary insured and deposits the amount in the labor pension personal accounts set up by the Bureau of Labor Insurance. In 2024, the accumulated amount deposited in the labor pension reserve account has reached NT\$ 193,294,992.

Item	Explanation
Total Pension Required under Old System	NT\$123,783 thousand
Ratio of Pension of Old System That Can Be Appropriated by the Company for Pension Payment	100%
Year of Evaluation	2024
Response Strategy to Debt Cannot Be Repaid by Current Pension Fund	Payment from the company's account
Retirement Plan Participation Level	All employees

Maternity Benefits

In compliance with the "Gender Equality in Employment Act," Senao provides statutory maternity leave, paternity leave, and parental leave without pay, while fostering a mother-friendly workplace environment. For female employees from pregnancy through one year postpartum, the company conducts maternity health risk assessments and provides ongoing health monitoring and management.

Additionally, Senao's breastfeeding room has been officially certified by the New Taipei City Government, encouraging postpartum employees to continue breastfeeding. These efforts support work-life balance and promote gender equality in the workplace.

Type	Male	Female	Total
Number of Employees Qualifying for the Parental Leave Application in 2024 (A)	75 persons	120 persons	195 persons
Actual Number of Employees Applying for Parental Leave in 2024 (B)	18 persons	58 persons	76 persons
Parental Leave Application Rate (B/A)	24%	48.33%	38.98%
Number of Employees Required for Reinstatement in 2024 (C)	20 persons	59 persons	79 persons
Actual Number of Employees Reinstated in 2024 (D)	14 persons	25 persons	39 persons
Rate of Resuming Back to Work (D/C)	70%	42.37%	49.37%
Total Number of Employees Reinstated in 2023 (E)	21 persons	37 persons	58 persons
Number of Employees with Service of One Full Year after Reinstatement in 2023 (F)	16 persons	30 persons	46 persons
Rate of Remaining at Job Position (F/E)	76.19%	83.78%	81.04%

Notes:

1. Number of employees qualifying for the parental leave application in 2024 (A): Calculated based on the number of employees who applied for maternity or paternity leave during 2022, 2023, and 2024.
2. Number of employees required for reinstatement in 2024 (C): Includes employees who applied for parental leave in 2022, 2023, or 2024 and were scheduled to return to work in 2024.
3. Rate of resuming back to work (D/C): $(\text{Number of employees who returned to work in 2024} \div \text{Number of employees scheduled to return in 2024}) \times 100\%$.
4. Rate of remaining at job position (F/E): $(\text{Number of employees who remained employed for at least one year after returning to work in 2023} \div \text{Number of employees who returned to work in 2023}) \times 100\%$.

(III) Human Rights Protection

Senao International firmly believes that the protection of human rights is the cornerstone of social progress and an important key to sustainable corporate development. Therefore, we are committed to respecting and safeguarding the labor rights of every employee, consumer, supplier partner, and all stakeholders involved in our operations. Although the Company has not signed a collective bargaining agreement, we ensure that all employee rights are protected according to the labor conditions stipulated by law and the Company's labor contracts. This guarantees that the absence of a collective bargaining agreement does not compromise employees' labor rights.

Senao International Human Rights Policy
<ol style="list-style-type: none">1. The Company is committed to create an environment with human rights protection; comply with current labor laws and regulations, and human resource management policy and procedure; comply with the current labor laws and regulations; and also comply with the key international human rights standards, including the UN Universal Declaration of Human Rights, Declaration on Fundamental Principles and Rights at Work of International Labour Organization, UN Global Compact of the United Nations; and eliminate abuses or non-compliance concerning human rights in order to ensure that members within the Company are treated with equality and dignity.2. The Company is committed to providing a working environment that upholds the dignity and safety of employees, while also guaranteeing equal career opportunities. We strive to implement employment diversity, fairness in remuneration and promotion opportunities, and ensure that employees are not subject to differential treatment or any form of discrimination based on race, class, language, ideology, religion, political affiliation, place of origin, birthplace, gender, sexual orientation, age, marital status, appearance, physical features, disabilities, zodiac sign, blood type, or any other condition protected by applicable laws, or any other condition protected by regulations or union status. We aim to establish a working environment of dignity, equality, safety and harassment-free and without unfair treatment.3. The Company complies with relevant regulations, and through various preventive measures, we continue to improve the safety and health of the working environment. We are also committed to the reduction of occupational accident risk and prohibit any form of forced labor or child labor. We comply with the working hour requirements and leave system specified by the laws, in order to ensure the physical and mental health of employees.4. We respect employees to organize or to enroll in union recognized by the law in order to protect personal labor rights and interests. In addition, we also maintain proper channels for employees to express their opinions, thereby protecting and providing interests to employees, along with the promotion of harmonic labor-management relationship.5. The Company strictly complies with the Personal Data Protection Act and other relevant laws to safeguard the privacy of personal data for job applicants and employees. Meanwhile, in order to enhance the Company's personal information protection mechanism and eliminate any risk of loss, damage, unauthorized use or legal handling of personal information, we have developed the personal information security incident management mechanism to ensure in any personal information security incident, the measure will be taken to prevent any further damage.

6. To protect all employees from physical or psychological harm that may occur in the course of their duties, and to uphold gender equality and personal dignity in the workplace, the Company has issued and regularly promotes a "Statement on the Prevention of Workplace Violence." In addition, we have established the "Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment" to ensure a work environment free from workplace violence and sexual harassment for all employees.

Actions for Promotion of Human Rights

Action	Explanation
Providing a Safe and Healthy Working Environment	<p>We strive for "legal compliance, risk assessment, employee involvement, continuous improvement, zero injury." The main implementations are as follows:</p> <ul style="list-style-type: none"> The Company has established an occupational safety and health office and employs full-time professional nurses to monitor employees' health on a regular basis. Employee health management and promotion tasks are planned, and an occupational health service physician is invited monthly to provide on-site services, including health consultations, guidance, and workplace evaluations. The Company promotes four major programs: Prevention of Ergonomic Hazards, Protection of Maternal Health, Prevention of Workplace Violence, and Prevention of Health Issues Caused by Excessive Workloads. Regular employee health check-ups, screening for four major cancers, flu vaccinations, and health seminars are scheduled annually. Abnormal conditions are tracked and addressed to establish a primary care service system. Female employees who are pregnant or breastfeeding (up to one year postpartum) undergo workplace maternal health risk assessments and receive ongoing health monitoring. In alignment with the Ministry of Health and Welfare's Breastfeeding Policy and the Gender Equality in Employment Act, dedicated breastfeeding (or lactation) rooms are provided, encouraging female employees to continue breastfeeding postpartum and achieving a balance between work and family life. Headquarters are equipped with access control and surveillance systems operating around the clock. The office environment is entirely smoke-free and has received the Healthy Workplace Certification from the New Taipei City Department of Health. Regulations such as the Safety and Health Regulations and Access Control Regulations have also been implemented.
Eliminating Illegal Discrimination and Harassment	<ul style="list-style-type: none"> Senao does not engage in differential treatment or any form of discrimination based on race, social class, language, ideology, religion, political affiliation, nationality, place of birth, gender, sexual orientation, age, marital status, appearance, facial features, physical or mental disabilities, zodiac sign, blood type, or union membership. The Company is committed to creating a respectful, equal, safe, and harassment-free working environment. To protect all employees from physical or psychological harm that may occur in the course of their duties, and to uphold gender equality and personal dignity in the workplace, the company has issued and regularly promotes a "Statement on the Prevention of Workplace Violence." In addition, we have established the "Measures of Prevention, Correction, Complaint and Punishment of Sexual

Action	Explanation
	Harassment" to ensure a work environment free from workplace violence and sexual harassment for all employees.
Prohibition of Child Labor and Forced Labor	All forms of forced labor and the employment of child labor are strictly prohibited. The Company adheres to legal regulations concerning working hours and leave policies to safeguard employees' physical and mental well-being.
Supporting Employees' Freedom of Assembly and Association	The Company respects employees' rights to form and join legally recognized labor unions to exercise their labor rights. It ensures smooth channels for employees to express their opinions and actively works towards promoting harmonious labor-management relations.
Promoting Employment Opportunities	The Company provides extensive job opportunities within the country and collaborates with schools to offer internship and employment opportunities for students, fulfilling its corporate social responsibility.
Ensuring Information Security	<ul style="list-style-type: none"> The Company strictly complies with the Personal Data Protection Act and other relevant laws to safeguard the privacy of personal data for job applicants and employees. Meanwhile, to further enhance the Company's personal data protection mechanisms and reduce the risks of data loss, damage, unauthorized access, or unlawful processing, a "Personal Data Security Incident Management Mechanism" has been established. This mechanism ensures that in the event of a personal data security incident, corrective measures can be promptly taken to prevent further damage.
Human Rights Complaint Mechanism	<ul style="list-style-type: none"> The "Regulations for the Board of Directors of Senao International to Receive Employee Whistleblowing or Complaint Cases," which provides a strict reporting mechanism for employees to communicate their opinions in a safe and confidential manner, was established. Mailing address: Senao International Co., Ltd. / Audit Office / 2F., No.531, Zhongzheng Rd., Xindian Dist., New Taipei City Email: auditing@senao.com.tw Telephone hotline: 02-22183588 ext: 1805
Whistleblower Protection System	<p>Employers are not allowed to take adversarial actions such as dismissal, demotion, or reduction in pay against a complaining worker.</p> <ul style="list-style-type: none"> Article 6 of the "Regulations for the Board of Directors of Senao International to Receive Employee Whistleblowing or Complaint Cases" : <i>Personnel authorized by the Committee to handle reported matters must maintain confidentiality regarding the identity of the whistleblower and the content of the report, and are committed to protecting the whistleblower from any improper treatment resulting from their report.</i> Article 5.14.3 of the "Code of Conduct" : <i>The Company provides comprehensive protection for whistleblowers, including safeguards for their employment status, personal safety, and access to legal assistance.</i> Point 15, Article 8 of the "Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment" : <i>Employers shall not dismiss, reassign, or</i>

Action	Explanation
	<i>impose any other unfavorable treatment on employees for assisting others in filing a complaint.</i>

Human Rights Education and Training

We value the human rights and dignity of every employee, and in order to ensure the protection of these rights, we provide comprehensive human rights training. Through our human rights policy and training programs, we aim to ensure that the rights of all stakeholders are fully protected, and to create a fair, respectful, and harmonious work environment.

Course	Content	Number of Participants
Gender Equality Act-Related Training	<p>In 2024, Senao conducted educational training sessions on topics related to "gender equality in the workplace" and "prevention of sexual harassment," including:</p> <ol style="list-style-type: none"> 1. The Company purchased expert-produced training videos on "Prevention of Workplace Sexual Harassment and Other Unlawful Infringements," which were made available as digital courses for all employees. A total of 2,025 participants took part in this online training. 2. Experts were invited to deliver in-person lectures on "Prevention of Sexual Harassment," which were simultaneously broadcast online. The program aimed to enhance supervisors' awareness and preventive capabilities regarding unlawful conduct in the workplace. A total of 257 individuals participated. 	2,282 persons

(IV) Training and Development

Senao International places great emphasis on talent cultivation, firmly believing that systematic training and development not only enhance employee competencies and workplace competitiveness, but also contribute to the company's overall operational performance and long-term sustainability.

To support employees in developing foundational and professional skills, Senao has established a comprehensive training system and career development framework that fosters a diverse, self-directed, and flexible learning culture and environment. This approach promotes professional growth, improves work efficiency and quality of life, and ultimately translates into enhanced organizational performance.

Senao's training framework encompasses four major categories: onboarding training, professional training, leadership-level training, and self-development training. Course design is continuously optimized based on employees' job roles, levels, and developmental needs.

In the retail business, most regular training courses are delivered through online learning, including onboarding programs and basic professional training. This approach effectively reduces the burden of travel for participants, lowers carbon emissions from business trips, and enhances both learning flexibility and environmental sustainability.

Senao has implemented a digital learning platform for over a decade and continues to optimize its interface from a user-centric perspective. With intuitive navigation and mobile accessibility, the platform enhances the overall learning experience, promotes policy implementation, fosters learning habits, facilitates knowledge transfer, and encourages self-driven growth, holistically strengthening employee development effectiveness.

In 2024, total training hours amounted to 75,639, with total training expenditures reaching NT\$16 million, accounting for 0.0065% of total revenue.

Training Structure

Training System	Type	Goal
New Employee Orientation	<ul style="list-style-type: none">General knowledge trainingBasic professional knowledge trainingOn-the-job training (OJT)	Assist new employees to adopt to the corporate culture swiftly
Professional Training	<ul style="list-style-type: none">Internal trainingOn-the-job trainingExternal dispatch training	According to different professional skills necessary for each job type, implement professional training with business unit, in order to improve professional skills necessary for the job

Training System	Type	Goal
Job Rank Training	<ul style="list-style-type: none"> General knowledge: Regular staff Management training: Entry level supervisors (Section Chief/Chief) Medium level supervisors (Manager/Deputy Manager) Senior level supervisors (above Assistant Vice President) 	According to the skills required for different job ranks, plan relevant courses, and assist employees to promote and growth in their career
Self-Development	<ul style="list-style-type: none"> In-service training, credit-granting courses Book reading club Online course Language course 	Over one hundred e-Learning courses are provided, enabling learning without distance. Courses in English and Japanese conversation can also enhance workplace competitiveness
Code of Conduct Questionnaire	We aim to assist our employees in understanding the Company' s Code of Conduct, emphasizing the importance of upholding the highest standards of fairness, integrity, and honesty in their work and interactions with customers. By adhering to these principles, we aim to prevent any inappropriate behaviors from occurring	We administer a Code of Conduct questionnaire annually. In 2024, all employees completed the Code of Conduct questionnaire
Celebrity Figure	Every month, we feature an interview with a "Celebrity Figure" !	<p>The Senao interview team invites a celebrity or expert each month to share insights on technology, health concepts, or life tips</p> <p>Number of viewers in 2024: 2,407 persons; Total cumulative hours: 309.36 hours</p>

New Employee Orientation

Newly hired retail staff are required to complete a store operations training program within the first three months of employment. This training is designed to help new employees integrate into their teams and understand standard operating procedures. An evaluation form is used to conduct a comprehensive assessment, with key evaluation criteria including professional skills development, customer service, product sales, achievement of performance targets, and execution of daily store operations.

Training Target	Item
Store Employees	<ul style="list-style-type: none"> Store new employee education training Store employees Store manager education training Store chief

Training Target	Item
Regular Employees to Medium and Senior Supervisors	<ul style="list-style-type: none"> New employee education training Regular employee education training Entry level supervisor education training Medium level supervisor education training Senior level supervisor education training
Customer Service/Repair Personnel	Customer service/repair personnel education training

Retail Business Division New Employee Internal Training Course

Course Name	Content	Investment Budget	Number of Participants
New Employee Orientation	Company profile Business scope Personnel regulations Store regulations Service reception regulations Basic system operation	-	275 persons
Store Staff Professional Training L1 (After 1 month of employment)	Legal knowledge Advanced system operation Store operation processes Store standard regulations Standard service processes CHT related business Product expertise	NT\$28,200	224 persons
Store Staff Professional Training L2 (After 6 months of employment)	Internal control operation Customer complaints and grievance handling Quality service process Performance tracking and bonus analysis	NT\$4,050	94 persons

Training Satisfaction Survey

To understand training performance, we issue training evaluation forms to students after the end of the training course in order to allow students to provide feedback comments, and the items include course content, instructor competency, course satisfaction level, instructor satisfaction level, etc. We expect to continuously improve courses and to satisfy employees' exception on issues.

Course Type	Explanation	Satisfaction
"Making the Most of Long-Term Care Resources" Seminar	Designed to help employees gain valuable knowledge outside of their regular work responsibilities: 1. Sources and burdens of stress for family caregivers	4.88 points

Course Type	Explanation	Satisfaction
	2. How to establish a collaborative caregiving model with family members 3. How to effectively utilize long-term care resources 4. Satisfaction rating: 4.88 out of 5	

Training Results in 2024

Rank	Training Hours		Average Training Hours	
	Male	Female	Male	Female
General Employee	29,717 hours	38,013 hours	35 hours/person	35 hours/person
Entry Level Supervisor	1,056 hours	2,009 hours	48 hours/person	83 hours/person
Medium Level Supervisors	2,534 hours	1,494 hours	63 hours/person	93 hours/person
Senior Supervisor	665 hours	150 hours	55 hours/person	25 hours/person
Total	75,639 hours (an average of 37.17 hours/person)			

Notes:

1. Includes both in-person and online courses.
2. Average training hours = Total training hours for the category ÷ Total number of employees in the category.
3. Average employee training hours = Total employee training hours ÷ Total number of employees.
4. Average employee training cost = Total employee training expenditure ÷ Total number of employees.

Performance Evaluation

We regard performance appraisal as a core mechanism for assessing employee work performance and contributions, as well as a vital tool for motivating engagement, enhancing operational performance, and promoting career development. Senao International has established the "Management Regulations on Employee Performance Evaluation," which apply regardless of job grade or gender. Using a goal-setting approach, employees and their supervisors jointly establish annual work objectives at the beginning of the year, and conduct a comprehensive year-end evaluation based on KPI achievement and work behavior.

Evaluation results serve as a basis for year-end bonuses, employee compensation allocation, promotions, salary adjustments, and talent development. For employees whose performance does not meet expectations, we follow established procedures to provide guidance and monitoring, supporting continuous improvement and growth. In 2024, all eligible employees completed regular performance evaluations, achieving a 100% coverage rate. The evaluations applied to full-time employees who had passed their probation period and had been employed for 90 days or more.

(V) Employee Diversity

Senao International is committed to fostering an equitable and inclusive workplace by implementing robust systems that prevent all forms of discrimination or unfair treatment. We firmly believe that a team composed of individuals with diverse backgrounds and experiences helps stimulate innovative thinking and enables a deeper understanding of the needs of various customer segments.

We have established the "Personnel Employment Management Regulations", which explicitly prohibit any form of differential treatment based on race, gender, age, marital status, religion, language, sexual orientation, disability, appearance, astrological sign, blood type, or union affiliation throughout all stages of recruitment, selection, employment, assignment, evaluation, and promotion, thereby upholding the principles of workplace equality.

In terms of talent recruitment, Senao adheres to the principles of fairness and transparency by establishing a comprehensive recruitment process and evaluation mechanism. Through standardized assessments and interview procedures, we ensure the right person is placed in the right position, enabling employees to fully realize their professional potential. In accordance with Article 38 of the People with Disabilities Rights Protection Act, Senao is required to employ at least 20 individuals with disabilities. As of 2024, the actual number employed is 27, including 10 with mild disabilities, 1 with moderate disabilities, and 8 with severe disabilities (each individual with a severe or greater disability is counted as two employees as stipulated by law). This meets legal requirements and demonstrates our ongoing commitment to a diverse and inclusive employment policy.

Recruitment Channels:

- Senao talent recruitment website: <https://pse.is/AXVKP>
- Job banks: 104, 1111, yes123
- Government or school campus recruitment events
- Employee referral and introduction
- Ministry of Labor's Workforce Development Agency and various universities to implement an internship program (Dual-Track Training Flagship Program)

Industry-academia Cooperation/Cooperative Education Programs

We value industry-academia collaboration and engage in cooperative education programs by partnering with academic institutions to provide sales training for students interested in the 3C retail industry. The goal is to cultivate them into professional sales talents. This collaboration not only supports local education and enhances students' practical work experience, helping them better understand workplace expectations, but also serves to attract

young talent to the company, thereby achieving the dual objectives of recruitment and talent development.

Type	School	Number of Students	Period
Industry-academia Collaboration	Overseas Chinese University	9 persons	2023/7/1~2024/5/31
	Overseas Chinese University	10 persons	2024/7/1~2025/5/31
	Takming University of Science and Technology	2 persons	2023/7/1~2024/5/31
	Takming University of Science and Technology	6 persons	2024/7/1~2025/5/31
Cooperative Education Program	Cheng Shiu University	1 person	2021/9/1~2025/6/30
	Cheng Shiu University	3 persons	2022/9/1~2026/6/30

Talent Recruitment - Middle-Aged and Senior Workforce Program
<p>Senao International actively fulfills its corporate social responsibility by promoting an age-friendly workplace for middle-aged, senior, and second-career individuals. We welcome the participation of older adults and retirees who wish to re-enter the workforce and contribute their wealth of experience and professional value, embarking on a new chapter of their careers with us.</p> <p>Whether seeking a fresh start or embracing new challenges, Senao sincerely invites middle-aged and senior talents to join our team in building a diverse, inclusive, and sustainable workplace environment.</p>

(VI) Health and Safety

Senao International is committed to safeguarding employee health and safety by prioritizing occupational safety and health. We not only comply with regulatory requirements but also exceed them, continuously promoting various occupational safety and health measures. Our goal is to create a harmonious, secure, and safe working environment that ensures the physical and mental well-being and work safety of our employees.

The company follows the principles of the Occupational Safety and Health Management System, with the President serving as the Chairperson of the "Occupational Safety and Health Committee," overseeing the implementation and effectiveness of occupational safety and health (OSH) policies. The committee convenes quarterly meetings to discuss and improve potential workplace risks, aiming to prevent work-related incidents and occupational diseases. Specific measures include:

- Established a dedicated unit and employed two full-time occupational health nurses to plan and implement employee health management and promotion programs.
- Arranged monthly on-site occupational physician services to provide health consultations, workplace environment assessments, and preventive guidance. Implemented four major programs: "Ergonomic Hazard Prevention," "Maternal Health Protection," "Prevention of Unlawful Infringement," and "Prevention of Diseases from Abnormal Workload." Employee health risks are monitored through medical checkups and surveys.
- Strengthened the individual health care mechanism by providing follow-up, health education, and guidance to employees with abnormal health checkup results. There have been no records of employee health hazards caused by work.
- Provided health care measures exceeding legal requirements, including annual health checkups and cancer screenings for all employees. In addition, flu vaccinations and health seminars are offered to raise health awareness and disease prevention capacity.

Senao will continue to invest resources in optimizing workplace health and safety management, striving to establish a preventive-oriented and holistic workplace health culture.

Occupational Safety and Health Committee

Type	2024
Total Number of Members of Occupational Safety and Health Committee	9 persons
Number of Labor Representatives	3 persons
Ratio of Labor Representative over Occupational Safety and Health Committee Members	33%

Promotion of Physical and Mental Health

To enhance employee safety and health awareness and foresee potential hazard risks, Senao International actively promotes effective health and safety risk management through a comprehensive safety and health management plan and performance indicators. We aim to effectively control various potential workplace hazards through proper design, engineering techniques, management controls, preventive maintenance, safe operating procedures, and ongoing safety knowledge training.

Since 2020, Senao International has partnered with Pojen Hospital to provide on-site physicians, offering comprehensive health management and examination services to employees. These services include emergency care, minor illness and injury treatment, health consultations, follow-up on medical conditions, tracking the health status of employees recuperating at home, and understanding their adaptation upon returning to work.

Additionally, the Company periodically organizes various health topics and stress relief seminars to raise employee awareness about maintaining personal physical and mental health. We conduct regular health checks annually, with a frequency that exceeds the requirements of the "Labor Health Protection Rules." In 2024, Senao International invested a total of NT\$3,404,339 in employee health promotion activities, including annual health checks and on-site physician consultations.

Health Examination Result

Type	Subject	Number of Employees of Health Examination	Health Examination Ratio
Group Examination Tour or Hospital Examination	General employees	1,323 persons	82%
Hospital Examination	Section chief and above	46 persons	47.9%

Health Promotion Activities

Type	Item	Number of Participants
Vaccination	COVID-19	86 persons
	Influenza vaccine	60 persons
Online Health Seminars	How to Prevent and Manage Cardiovascular Diseases	307 persons
	Preventing Office-Related Strain on Neck, Shoulders, and Hands	207 persons
	Healthy Weight Loss and Smart Eating	177 persons
Cancer Screening	Pap Smear	70 persons
	Mammography	27 persons
	Fecal Occult Blood Test	11 persons

Occupational Safety and Health Management Actions

Item	2024 Results
[Online Course] Annual Workplace Unlawful Infringement Prevention	In accordance with the company' s Unlawful Infringement Prevention Plan, Senao International regularly offers training courses to enhance employees' ability to identify and respond to potential risks of unlawful infringement. The course covers types of unlawful infringement, preventive measures, legal responsibilities, and response procedures, aiming to strengthen safety awareness and response capabilities among employees. Achievement: In 2024, a total of 1,647 employees (approximately 80%) completed the relevant training.
Occupational Accident Monthly Report	Statistically analyze "Occupational Accident Statistical Report" monthly
Establish "Occupational Safety and Health Management Plan" for Next Year	1. Complete plan table 2. Establish requirements according to safety and health management regulations
Convene Occupational Safety and Health Management Committee Meeting	Convene meeting once every three months, and convene extraordinary meeting whenever necessary

Emergency Response Mechanism

We have established relevant procedures and systems to handle occupational injuries and diseases through prevention, management, tracking, and reporting. We conduct routine inspections and audits, and regularly organize fire drills to ensure the safety of our employees' working environment. Thanks to the efforts of all employees, Senao' s comprehensive injury index has been maintained at the established level. In 2024, there were no major occupational accidents or work-related fatalities.

Item	Male	Female	Total
Number of Working Days	224,900 days	285,798 days	510,698 days
Number of Working Hours	1,799,200 hours	2,286,384 hours	4,085,584 hours
Number of Days of Absence	1 day	118 days	119 days
Number of Incidents of Disability Injuries	1 person	2 persons	3 persons
Total Number of Days Lost Due to Disability Injury	1 day	118 days	119 days

Table of Occupational Injuries and Occupational Diseases of Employees and Non-employees Employees

Item	Type	Senao's Employees			Other Workers (Contractors, Suppliers)		
		Male	Female	Total	Male	Female	Total
Occupational Injury Rate (IR)	Main type of occupational injury	-	-	Falling	-	-	No occurrence
	Total number of working hours (hours)	1,799,200	2,286,384	4,085,584	-	-	43,400
	Recordable occupational injuries (cases)	1	2	3	0	0	0
	Recordable occupational injuries (%)	4.9	9.79	14.69	0	0	0
	Number of death due to occupational injury (persons)	0	0	0	0	0	0
	Death rate caused by occupational injury (%)	0	0	0	0	0	0
	Severe occupational injury (cases) excluding number of deaths	0	0	0	0	0	0
	Severe occupational injury (%) excluding number of deaths	0	0	0	0	0	0
Occupational Disease Rate (ODR)	Main type of occupational disease	-	-	No occurrence	-	-	No occurrence
	Number of recordable occupational diseases (cases)	0	0	0	0	0	0
	Number of deaths due to occupational disease (persons)	0	0	0	0	0	0
	Occupational disease death rate (ODR) (%)	0	0	0	0	0	0

Notes:

1. Occupational injury death rate = (Number of deaths due to occupational injury ÷ Total number of working hours) × 200,000.
2. Severe occupational injury rate = (Number of employees of severe occupational injury ÷ Total number of working hours) × 200,000.
3. Occupational injury rate recorded = (Number of employees of occupational injury recorded ÷ Total number of working hours) × 200,000.

4. Number of days of disability: refers to the number of days of injured person that he or she cannot resume to work, and the total number of days lost excludes the injury date and the resume to work date. However, it shall include the number of days lapsed during such period (including Sunday, leave days or non-working days of the enterprise unit) and after the resumption of work, the number of full days that the employee cannot perform work due to the accident.
5. Total working hours: The total working hours are calculated based on the occupational disaster statistics summary reported to the Labor Inspection Office. The average working hours per employee for the month, including regular and overtime hours, are calculated based on the total number of employees employed at the end of the month. It includes the total number of actual working hours during the working time specified by the enterprise unit. In other words, it does not include the leave, regular holidays, national holidays and leave without work of employees, referred to as normal working hours. The total number of working hours with remuneration other than the normal working hours of employees is referred to as overtime working hours.
6. The statistical data excludes the commute-to-work accidents.
7. Definition of Severe Occupational Injury: An occupational injury that results in death or causes the worker to be unable, or unlikely, to recover to their pre-injury condition within six months.

VI. Environmental Sustainability

Senao International actively promotes environmental sustainability through a variety of strategies aimed at implementing energy and resource management and executing energy-saving and carbon-reduction measures, with a commitment to minimizing the environmental impact of its operations.

To achieve the goals of the Paris Agreement, Senao signed and endorsed the parent company Chunghwa Telecom’ s “2050 Net-Zero Emissions Commitment” in 2022, demonstrating the company’ s responsibility and dedication to climate action. We have begun by establishing a comprehensive environmental and energy management system, gradually improving energy efficiency, promoting green operations, and steadily progressing toward the 2050 net zero emissions goal.

Senao International Environmental Policy
<p>Senao is in the 3C product channel industry (non-manufacturing or high pollution industry). Based on the philosophy of protecting Earth and ecological protection, Senao emphasizes on the responsibility of environmentally sustainable operation, and actively invests relevant resources in order to fulfill the responsibility of global environmental protection.</p> <p>Senao environmental policy is as follows:</p> <ol style="list-style-type: none">1. Comply with environmental protection laws and regulations.2. Reduce resource consumption, and reduce environmental impact.3. Continuous improvement, and ensure sustainable operation. <p>Relevant measures implemented:</p> <ol style="list-style-type: none">1. All business locations of Senao have rigorously complied with relevant local environmental regulations. In 2024, there were no penalties due to violation of environmental protection laws. In addition, all of the business locations and scope of Senao are located at the non-ecological protection zone, such that there is no impact on the biological diversity.2. In the high-energy-consuming areas of our headquarters office and logistics centers, we have established comprehensive energy-saving management and efficiency improvement mechanisms. These practices are subsequently extended to all Senao operational sites. For example:<ol style="list-style-type: none">(1.) Equipment improvement With the time management and control of air conditioning equipment, the control of environmental temperature is increased, circulation and ventilation are enhanced, main sunlight exposure heat source is shielded, time control and lighting equipment without personnel operation is turned off, air conditioning equipment is maintained and cleaned periodically along with efficiency improvement measureless, etc.(2.) Energy management We have enhanced source management through several comprehensive measures. For water conservation, we have installed water-saving devices, purchased water-efficient bathroom

equipment, promptly repaired leaking equipment, and actively reduced domestic water usage. In terms of energy efficiency, we have replaced lighting and electrical appliances with energy- efficient models, set electricity contract capacities for offices and specific operational sites, regularly reviewed contracted electricity usage, adjusted usage according to seasonal needs, and continuously monitored electricity management. When it comes to air conditioning, we prioritize models using R410 and R32 eco-friendly refrigerants during equipment replacement, and we evaluate energy-efficient models to mitigate our environmental impact. In addition, the vehicles used by the warehouse and logistics unit of Senao, we also request the use of vehicles complying with the current environmental protection regulations in our nation, in order to reduce the impact on the environmental protection due to the use of vehicles.

3. Develop energy-saving and carbon-reducing strategies to enhance environmental protection: We continue to promote energy-saving and carbon-reducing policies such as energy and water conservation, and require all employees to implement these energy-saving and carbon-reducing concepts in their daily work and office environment.

(I) Energy Management

To move toward the goal of net-zero emissions, Senao International is actively advancing the inventory and management of energy and resources. Following the completion of carbon inventories for all operating sites, the company implemented a series of internal energy management measures and planned multiple environmentally friendly projects to effectively reduce energy consumption and carbon emissions, while improving energy efficiency and raising employee environmental awareness.

Senao continues to strengthen its environmental and energy management system, using systematic approaches to optimize energy use and drive carbon reduction initiatives, steadily progressing toward the climate targets outlined in the "Paris Agreement."

Greenhouse Gas Emissions

In 2024, Senao International's total GHG emissions amounted to 5,104.4963 t-CO₂e (Scope 1 + Scope 2). According to data analysis, the primary source of GHG emissions was purchased electricity. Therefore, the company's emission reduction strategy focuses primarily on electricity management and reducing electricity consumption.

Type	2022	2023	2024
Direct Greenhouse Gas Emission (Type 1)	341.7181t-CO ₂ e	550.1651t-CO ₂ e	528.5585t-CO ₂ e
Energy Indirect Greenhouse Gas Emission (Type 2)	324.8234t-CO ₂ e	5,030.9494t-CO ₂ e	4,575.9378t-CO ₂ e
Total Emissions (Type 1 + Type 2)	666.5415t-CO ₂ e	5581.1145t-CO ₂ e	5104.4963t-CO ₂ e
Operating Revenue	NT\$29,143 million	NT\$29,598 million	NT\$30,751 million
Emission Intensity (Total emissions/NT\$ million)	0.0229 t-CO ₂ e/NT\$ million	0.1886 t-CO ₂ e/NT\$ million	0.166 t-CO ₂ e/NT\$ million

Notes:

1. In 2024, the greenhouse gas inspection was conducted according to ISO 14064-1:2018, and it also qualified the SGS-Taiwan certification.
2. The 2024 electricity emissions factor of 1kWh = 0.494kg-CO₂e is calculated as the 2023 electricity emissions factor announced by the Energy Administration, Ministry of Economic Affairs; the GWP is based on IPCC 2021 AR6.
3. The calculation of GHG includes carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆), and nitrogen trifluoride (NF₃), totaling seven types.
4. In 2023, the scope of the inventory included all Senao operational sites (offices, franchised stores, repair stores, and warehouses), with 2023 set as the baseline year.
5. In 2024, GHG emissions were reduced by 476.6182 t-CO₂e compared to 2023.

Value Chain Greenhouse Gas Emission

To completely inspect the greenhouse gas emission of the organization, we follow the ISO 14064-1:2018 standard to calculate the value chain carbon emission. In 2024, we performed the inspection on Type 3 and Type 4.

Type	Item	Emissions
Type 3	Employee business travel	23.4878t-CO ₂ e
	Employee commuting	1067.2075t-CO ₂ e
Type 4	Product purchase (water consumption)	6.7903t-CO ₂ e
	General waste treatment	35.3514t-CO ₂ e
	Fuel and energy-related activities	977.2549t-CO ₂ e
Total Emissions	2,110.0919t-CO ₂ e	

Expanded Carbon Management: Senao Launches Greenhouse Gas Inventory Across All Operational Sites

Since 2018, Senao has implemented the ISO 14064-1:2006 standard for GHG inventory and completed its transition to ISO 14064-1:2018 in 2021, incorporating the Xindian Headquarters into the inventory scope. This marked the beginning of establishing an organizational-level carbon inventory mechanism, gradually including certain value chain emission sources as a foundation for energy conservation, carbon reduction, and environmental management initiatives.

In response to the growing importance of carbon issues in Taiwan and the government's net-zero transition policy and related roadmaps, Senao launched a full-scale GHG inventory initiative across all operational sites, in coordination with its subsidiaries starting in 2024. This effort aims to progressively enhance the coverage of Scope 1 and Scope 2 emissions and improve the comprehensiveness and transparency of the company's carbon emissions management.

This initiative represents a key milestone in Senao's climate governance efforts and serves as a fundamental basis for future carbon reduction strategies and the planning of medium- and long-term emission targets.

Energy Use Status

Item	2022	2023	2024
Electricity	638,160kWh	10,163,535.97kWh	9,263,066.338kWh
	2,297.376GJ	36,588.7295GJ	33,347.0388GJ
Gasoline	123,497.25L	122,815.359L	120,771.404L
	4,030.3575GJ	4,008.1038GJ	3,941.3989GJ
Total Use Amount	6,327.7335GJ	40,596.8333GJ	37,288.4377GJ
Operating Revenue	NT\$29,143 million	NT\$29,598 million	NT\$30,751 million
Energy Intensity (Total consumption/NT\$ million)	0.2171 GJ/NT\$ million	1.3716 GJ/NT\$ million	1.2126 GJ/NT\$ million

Notes:

1. Electricity energy conversion factor uses 1kWh=0.0036GJ.
2. Gasoline energy conversion factor uses the 2020 energy product thermal value announced by the Energy Administration, 1 liter=7,800kcal, 1 kcal=4,184J.
3. The 2023 inventory covered all Senao International locations (including offices, franchise stores, service centers, and warehouses).

Low Carbon Action

Type	Explanation
Energy Conservation Measures	<ul style="list-style-type: none"> Energy conservation: Employees are required to minimize the use of non-work-related electrical devices. Non-essential lighting is turned off during lunch breaks, and indoor temperatures are set to 26°C. Circulation fans are used to enhance cooling efficiency. Additionally, air-conditioning systems undergo regular maintenance to ensure high efficiency and save electricity. Water conservation: Water-saving devices are installed on faucets to improve water efficiency. Toilets are inspected regularly to prevent leaks, achieving water conservation benefits. Lighting system: Traditional T8 and halogen lights are replaced with T5 or LED products, which are adjustable in quantity and more energy-efficient. Office equipment: Devices are set to energy-saving mode when not in use. Shared resources are integrated across relevant departments to enhance efficiency.
Environmental Action	<ul style="list-style-type: none"> Gradual replacement of air conditioning units: All operational sites are transitioning to air conditioning systems that use environmentally friendly refrigerants R410 and R32 to help mitigate global warming. Implementation of waste classification: Offices have installed dedicated bins for garbage sorting and kitchen waste to reduce household-type waste and increase the efficiency of recyclable material separation and recovery. Energy consumption reduction: Employees are encouraged to take the stairs instead of elevators, promoting both personal health and energy conservation. Promotion of green living: Staff are encouraged to bring their own reusable utensils, cups, and bags when dining out or shopping to reduce single-use items. Additionally, disposable paper cups for visitors have been phased out.
Low-Carbon Action Plan for Distribution Channels	<ul style="list-style-type: none"> To support sustainable development and promote environmentally friendly practices, Senao has implemented paperless operations in mobile service applications. Digital signatures have replaced paper documents for various services, significantly reducing paper consumption and contributing to energy conservation, carbon reduction, and long-term environmental sustainability, fostering green and sustainable operations. Over 90% of transactions adopted digital signatures, reducing the use of approximately 359,640 sheets of paper—equivalent to saving 33 trees and cutting around 6,474 kg of carbon emissions. The company will continue to promote paperless processes in 2025, aiming to further lower carbon output.
Low-Carbon Action Plan for Retail Channels	<ul style="list-style-type: none"> Paperless digital signatures for mobile service applications at retail stores: Over 50% of service transactions at Senao retail stores have adopted paperless digital signature processes. This shift has reduced the use of approximately 4,509,552 sheets of paper, equivalent to saving 410 trees and reducing 81,172 kg of carbon emissions. The printing format for the payment business of stores that do not hold invoices has been changed from the original billing paper/A4 paper to a small white form. The adjustment to the payment business has resulted in over 68% of transactions

Type	Explanation
	<p>using the small white form, leading to a reduction in paper consumption by 6,228,212 sheets, which is approximately equivalent to the reduction of 566 trees being cut down, and is equal to a decrease of 112,108 tons of carbon emissions.</p> <ul style="list-style-type: none"> • Senao will continue to expand paperless operations across other types of printed receipts and documentation, with the aim of achieving further low-carbon outcomes.
Integrated Printing	<p>DM</p> <p>In 2024, due to a reduction in the printing volume of integrated DM materials compared to 2023, carbon emissions were reduced by approximately 111 metric tons.</p> <p>Note: Paper consumption in 2023 was 238.517 metric tons, and in 2024 it was 210.456 metric tons.</p> <p>The difference in paper consumption between 2023 and 2024 was 28.061 metric tons (238.517 – 210.456).</p> <p>This reduction is equivalent to saving approximately 6.173 million sheets of paper (28.061 tons × 220,000 sheets of A4 paper), approximately 561 trees (28.061 tons × 20 trees), and reducing carbon emissions by approximately 111 metric tons (6.173 million sheets × 18 grams)</p>

(II) Water Resource Management

Senao International primarily uses general domestic water, sourced from third-party providers (tap water systems). Although not a high water-consuming industry, we uphold the principle of water conservation and continue to promote internal water resource management and efficiency enhancement.

In 2024, total water consumption amounted to 34.014 million liters. In response to changing water demand in the post-pandemic era, multiple water-saving measures were implemented, including the replacement of water-efficient flushing equipment and faucets, regular maintenance of leakage-prone facilities, and timed operation management of cooling towers to reduce unnecessary water use and improve overall water efficiency.

In the future, Senao International will continue to strengthen water control through routine management and equipment upgrades, fulfilling its environmental sustainability responsibilities.

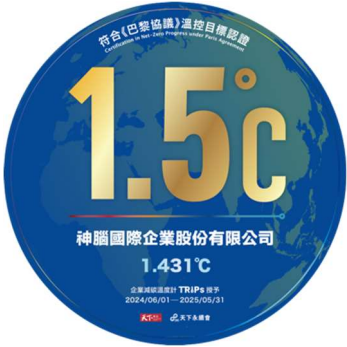
Water Consumption Statistics

	2022	2023	2024
Water Consumption	8.79 million liters	31.743 million liters	34.014 million liters
Operating Revenue	NT\$29,143 million	NT\$29,598 million	NT\$30,751 million
Water Use Intensity	NT\$ 0.0003 million /million liters	NT\$ 0.0011 million /million liters	NT\$ 0.0011 million/million liters

Note: In 2023, the scope of statistical data included all Senao operational sites (offices, franchised stores, repair stores, and warehouses).

1.5°C Forum
<p>In 2024, Senao International participated in the "Corporate 1.5°C Forum" organized by "CommonWealth Magazine." The company's carbon reduction targets and roadmap were evaluated by the Temperature Rise Indicator for Enterprises (TRIPs), with a resulting alignment of 1.431°C, demonstrating consistency with the Paris Agreement's ambition of limiting global temperature rise to within 1.5°C by the end of the century. As a result, Senao International was awarded the 1.5°C Certification Label. The Company will continue to advance toward net-zero emissions and carbon neutrality in line with this commitment.</p> <p>Carbon reduction targets: Meet the 2050 net-zero emissions target of parent company Chunghwa Telecom in 2022: 50% carbon emissions reduction by 2030 (compared to 2020) and net-zero emissions by 2050. In 2024, the Company completed the 2023 greenhouse gas inventory for all locations, using 2023 as the base year for setting related targets. In 2023, electricity accounted for approximately 74.76% of the total greenhouse gas emissions. To address this, the Company has set a target of reducing annual electricity consumption by 1% (around 50.3095 kg-CO₂e) and plans to strengthen efforts such as promoting habits like turning off lights when not in use and controlling air conditioning temperatures. For water usage, the Company aims to achieve a 1% annual reduction (around 0.3174 million liters) by gradually improving facilities, such as installing dual-flush</p>

systems in restrooms at branch offices and stores. These measures are intended to mitigate environmental impact systematically.



Source: Commonwealth Magazine

(III) Waste Management

Senao International places strong emphasis on waste management and disposal, actively promoting waste reduction, recycling, and resource circularity. The company classifies waste based on its characteristics and prioritizes recyclable and reusable treatment methods to enhance overall resource efficiency.

Each year, we continue to implement various waste reduction and recycling initiatives to strengthen resource management throughout our operations. Beyond practical measures, Senao also values employee awareness and engagement in waste-related issues. Through training programs and internal communications, we aim to increase employee participation and motivation, thereby collectively advancing our waste management objectives and driving the company toward a circular economy.

Waste Management Directive

Item	Explanation
Identify Waste Related Impact	<ul style="list-style-type: none"> Senao International's operational waste is primarily divided into three categories: general waste, recyclable waste, and electronic circuit boards from repairs. Wastewater consists of general domestic sewage. Due to stricter air pollution emission standards for incinerators, their service life, and changes in the use of landfill sites for incinerator bottom ash, green economy initiatives like waste reduction, recycling, and circular usage have become key challenges for waste management.
Impact Prevention Mechanism:	Actions to address waste include stricter waste sorting and increasing recyclable or reusable waste.
Control Waste Treatment Suppliers	<ul style="list-style-type: none"> The waste from the headquarters office is currently managed through contracts with the park management committee and certified waste disposal companies. Other operational sites: Some operational sites are independent and do not have a property management committee, so they must handle waste disposal independently. Other operational sites are part of communities with centralized waste disposal areas managed by the property management committee.
Data Measurement and Monitoring	Since March 2022, we have been regularly weighing and calculating waste data within the reporting boundary.

Waste Management Outcome

Item	2022	2023	2024
Total Waste Generated	9.37 tons	126.8812 tons	104.0084 tons
Operating Revenue	NT\$29,143 million	NT\$29,598 million	NT\$30,751 million
Waste Intensity	0.0003 tons/NT\$ million	0.0043 tons/NT\$ million	0.0034 tons/NT\$ million
Waste Recycled	17.73 tons	19.12 tons	11.16 tons
Mobile Phone Recycling	1,920 units	1,561 units	13,597 units
	1,644kg	1,671kg	2,188kg

Notes:

1. The total waste generated in 2023 was calculated based on the scope covering all Senao locations, including offices, franchised stores, repair centers, and storage facilities.

2. The statistics are based on actual measurements taken over one month of workdays, extrapolated to estimate the annual waste generation for 2024, and all waste is classified as non-hazardous.
3. The scope of waste recycling statistics is limited to the Xindian headquarters.
4. In accordance with relevant Management Committee policies, starting from 2024, laminated paper bags, paper lunch boxes, and paper cups are no longer sorted for recycling and are instead uniformly disposed of as general waste in accordance with regulations.

Online Purchase Package Reduction Targets

Schedule	Goal	Method
Short-term Target Year: By 2025	Average package weight reduction rate of at least 30% with 2023 as the base year	Adjust packaging dimensions and weight: Reduce the amount of cushioning materials used, and use the original boxes as much as possible for products that can be shipped in their original boxes.
Medium-term Target Year: By 2026	Average package weight reduction rate of at least 35% with 2023 as the base year	<ul style="list-style-type: none"> Evaluate and plan the use of circular packaging containers for store product pickup according to the type of products Design recycles incentive mechanism, such as: bonus point issuance
Long-term Target Year: By 2030	Using 2023 as the base year, we aim to achieve an average packaging material weight reduction rate of 50%	<ul style="list-style-type: none"> Follow packaging reduction guidelines to establish standardized operating procedures for packaging reduction, and continuously monitor whether the packaging materials used internally comply with the relevant specifications. Regularly review the specifications of packaging materials used and adjust them as needed to ensure that packaging materials are appropriately selected in line with the diversity of products sold.

Notes:

1. We comply with the "Guidelines for Reducing Online Shopping Packaging 2.0" announced by the Ministry of Environment of the Executive Yuan on August 1, 2023.
2. The packaging materials used for online shopping include paper packaging boxes, internal cushioning materials, and adhesive tape.

Online Purchase Packaging Reduction Outcome:

- We are certified by the Ministry of Environment as a reduced packaging provider for online shopping. (A total of 22 B2C platforms have received this certification mark in Taiwan).
- The packaging materials we currently use are better than the packaging material limitations set by the government.
- We strive to minimize the waste generated from logistics packaging to reduce its environmental impact and resource waste.

Ministry of Environment:

<https://enews.moenv.gov.tw/Page/3B3C62C78849F32F/5a1ca2cf-0122-45ff-9902-621e37e39295>

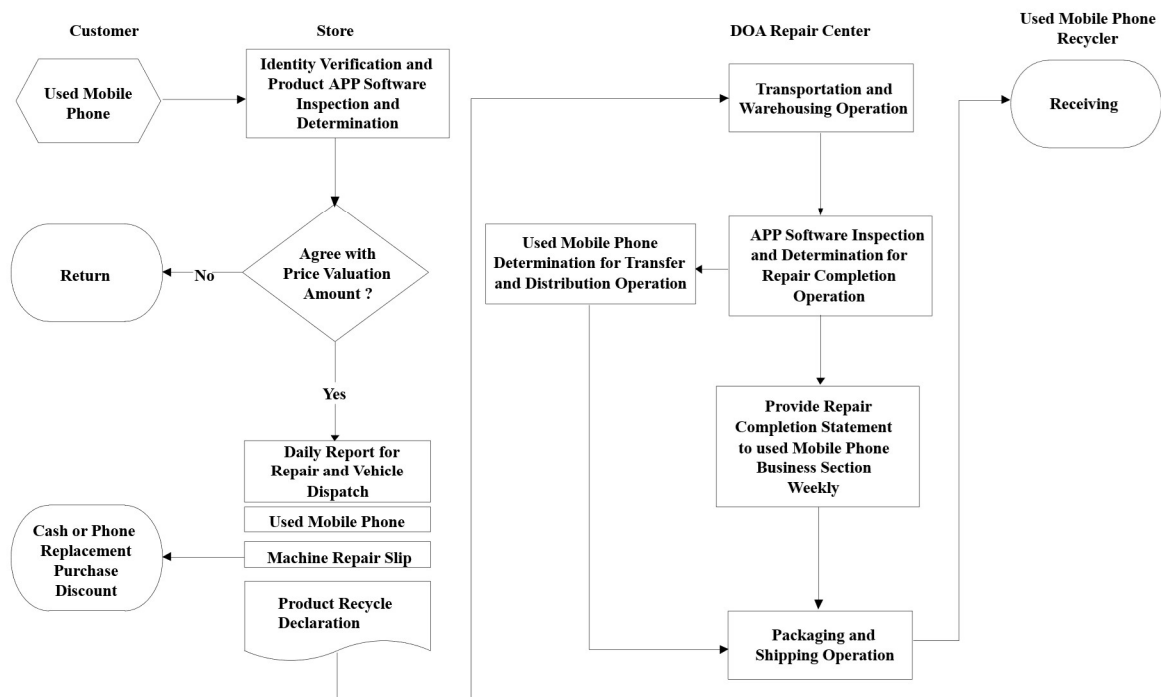
(IV) Used Mobile Phone Recycling

With the shortening replacement cycle of smartphones, the large volume of discarded devices poses potential risks to both the environment and human health if not properly managed. To mitigate the environmental impact of electronic waste, Senao International actively promotes used mobile phone recycling initiatives by providing consumers with convenient recycling channels and professional appraisal services.

The company has installed used phone recycling bins in all direct stores across Taiwan and enforces a rigorous recycling process in accordance with internal management guidelines. Consumers are required to sign a used phone recycling declaration to ensure data security and protect customer rights.

In 2024, a total of 98,645 used phones were recycled, of which 79,153 entered the reuse and recycling process. In addition, store recycling bins collected 13,597 discarded phones and 2,188 kilograms of used batteries, effectively reducing the environmental burden of electronic waste while promoting resource circulation and the development of a green value chain.

Responsible Unit	Recycle Process Description
Senao Appointed Stores, and Other Channel Locations	After inspection and determination through recycle APP software, a document form is established on the repair system, and the store consumer purchase section (CCR) performs a product sale operation, or cash payment is made for the price valuation amount, and the customer is requested to sign the recycle declaration. Once the process is complete, the old phone packaging and mailing operation is performed, in order to mail the old mobile phone to Damage on Arrival (DOA) to perform a testing operation and provide a shipping report, following which it is shipped to the winning cooperating contractor on a weekly basis.
Data Express Infotech, Studio A, iStore Stores	Old mobile phone recycles and price valuation is performed through EPBOX recycle machine, and customer agrees with the recycle and signs the recycle declaration, and the electronic payment is made for the price valuation amount. In addition, the system transmits the determination data to the repair system in order to establish document form. Once the process is complete, a logistics company dispatches a vehicle to pick up the old mobile phone the next day. After DOA performs the repair and inspection, it is shipped to the winning cooperating contractor on a weekly basis. EPBOX recycle machine: https://www.cht.com.tw/home/consumer/mobservice/basic/674



Used Device Recycling Month — Public-Private Partnership to Advance E-Waste Recycling

Senao aligns with the environmental sustainability goals set by its parent company, Chunghwa Telecom, and actively contributes to environmental protection and ESG initiatives. To promote resource circulation and reuse, Senao participated in the Environmental Protection Administration's "Mobile Phone Recycling Month" campaign and collaborated with the Department of Environmental Protection, Taipei City Government to drive recycling efforts. In October 2024, Senao placed recycling bins for discarded mobile phones and tablets at 21 direct stores in Taipei City, encouraging the public to return idle devices to the recycling system. To boost participation, individuals who recycled one device received a NT\$50 convenience store voucher and were entered into a prize draw. Additional rewards were offered to those who joined Senao's membership program, further promoting green consumption and the principles of a circular economy.

As the largest mobile phone retailer in Taiwan, Senao has been committed to establishing a used device recycling mechanism since 2014. To date, nearly 400,000 mobile phones have been collected, with an estimated carbon reduction of 5,600 metric tons—equivalent to the annual carbon absorption capacity of 23 Daan Forest Parks—significantly mitigating the environmental impact of electronic waste. In 2024, the number of recycled devices reached 100,000, reflecting a growing public awareness of resource circularity. Notably, iPhone 14 and 15 series models accounted for the highest recycling volume, underscoring users' increasing emphasis on device longevity and sustainability.

In addition to iPhones, Senao's recycling channels cover 860 Android models, including those from Samsung, OPPO, vivo, and Xiaomi. To further encourage consumer participation in the circular economy, the company has launched trade-in promotions offering discounts of up to NT\$3,000 for upgrading to new devices, thereby enhancing the appeal of sustainable consumption.

Senao also places great emphasis on transparency in the recycling process and the protection of personal data. The company has launched the "Senao Valuation App" and an online quotation system, enabling instant device appraisal and recycling services at stores nationwide. All collected devices undergo in-house inspection, repair, data wiping, and categorized dispatch within the Senao system, ensuring data security and enhancing

device reuse rates. In addition, Senao's Apple authorized service centers offer repair discounts for iPhone 14 to 16 series, encouraging consumers to opt for repair over disposal, thereby extending the lifespan of their devices.

All event details are subject to the official announcements on Senao's website or in-store notices. For more information, please refer to the following links:

- "Mobile Phone Recycling Month" event webpage: <https://reurl.cc/dyvbZy>
- "High-Value Trade-In Program" event webpage: <https://reurl.cc/WNVvoy>
- "Senao Certified Used Mobile Phone" event webpage: <https://reurl.cc/Klv35y>
- "iPhone Repair Promotion" event webpage: <https://reurl.cc/Yqn05l>
- Senaonline: <https://online.senao.com.tw/>

VII. Social Common Good

We have long been committed to promoting social inclusion and public welfare. Through active participation and resource investment, we aim to foster a society that is more equitable, inclusive, and sustainable. Leveraging the Senao Technology Education Foundation as the main platform for social engagement, we integrate resources and implement initiatives focused on educational support and addressing local needs.

In addition to providing materials and funding, we prioritize understanding actual needs to deliver appropriate support and ensure that philanthropic efforts are effectively implemented. We also invest in promoting technological education to help cultivate future talent.

One key initiative that demonstrates the integration of Senao's core business with social responsibility is the "Mobile Phone Repair Shelter Workshop." This program embodies the "integration of training and employment" concept, offering people with disabilities structured professional skills training and employment support. Covering aspects such as instruction, technical skills, marketing, and management, the program is tailored to each participant's capabilities, supporting their stable growth and independence in both learning and the workplace.

Through these concrete actions, Senao seeks to create tangible value and continuously promote shared prosperity, enabling more individuals to benefit from the outcomes of collective growth and development.

(I) Senao Technical and Cultural Foundation

Foundation Objectives

Education: All-age mutual help and learning for lifelong vitality

Land: Pass on techniques and memories, and protect our land

Culture: Eliminate digital difference, and reduce gap between urban and rural areas

Care: Care people and communities at remote areas, and participate in community rejuvenation



Building a Bridge of Happiness Between Enterprises and Society

Senao International remains committed to finding a path that connects business and society—a bridge that enables more people to move forward with happiness, and inspires younger generations to look to the future with hope.

“We are not perfect, but on each road, we are willing to plant countless seeds of joy, and look forward to the growth of such seeds into tall trees bearing the fruits of goodness.”

The Senao Technical and Cultural Foundation was established in 1997 by Mr. Pao-Yung Lin, the founder of Senao International, based on the philosophy of giving back to society. Since its inception, the Foundation has upheld its mission of advancing social welfare and nurturing technological talent. Through diverse initiatives, it continues to care for the community, striving to make life simpler, smarter, and better.

- **Short-term Goal: Discovering Life’ s Subtle Light and Capturing Touching Moments**
Rooted in its core telecommunications business, the Foundation aims to inspire the public to notice and cherish the subtle, meaningful moments in everyday life. Through a short film competition, it encourages people to use everyday devices to record their life stories. By partnering with television media and organizing a traveling film exhibition across junior high and elementary schools nationwide, award-winning teams are invited to share their perspectives in person, allowing more stories about the land and its people to be seen and heard.
- **Mid-term Goal: Supporting Local Communities and Promoting Smart Living**

The Foundation is dedicated to cultivating partners passionate about public welfare, encouraging them to apply their professional expertise as volunteer instructors in the “Lifelong Learning Program.” Through thematic courses on technology applications, lifestyle knowledge, and health and wellness, the Foundation promotes practical, professional knowledge while fostering interpersonal connections. This initiative brings the concept of smart living into communities, delivering warmth and care to local residents.

- **Long-term Goal: Bridging the Digital Divide and Enhancing Quality of Life**

As society enters a super-aged era, we aspire to leverage technology to bridge the digital divide, improve quality of life, and foster interpersonal connections and cultural literacy. Our vision is for everyone to enjoy a high quality of life as they age, embodying the ideal of “healthy aging at a gentle pace,” and making happiness a part of everyday life.

Community Participation Project Key Events

Year	Content
2002	Organized the hometown exploration series of activities, and invited elementary school students and teachers throughout the nation to accumulate the local education resources through the production of electronic books and webpages.
2009	Organized hometown exploration documentary film contest and organized digital application learning program, in order to implement local education and to pass on local culture.
2010	Organized the year-end party combined with garden party of organic farmers and eco-friendly farmers as the first company in Taiwan to organize such event. Through the garden party, communication among company employees, the general public and farmers were enhanced. In addition to the support of the sale of agricultural products of the farmers, the event also improved the awareness of the general public on “Friend Environment.”
2011	“Smart Communication, Action with Love” program focused on the lively aging. Through “Educational Entertainment” event, the family care and community recognition were promoted.
2013	Organized the love farm event and focused on the issue of “Environmental Friendliness,” integrated with the school courses, parents’ assistance and knowledge of community farmers, the school campus idle lands were rejuvenated, and students had the opportunity to become little farmers. Accordingly, students were able to experience the effort of farmers and to care for food, and to further treasure the ecology and environment in Taiwan for the next generation.
2020	Organized the first term of Senao life recording – mobile vertical clip contest event, in order to encourage people to use mobile phone to record daily moment or any valuable moment. Expanded the hometown exploration documentary film contest, and attracted 180 outstanding teams to participate in the contest, setting a new record in the number of applications. Promoted all age group education course, and organized 50 sessions of classes in the classrooms set up in various stores throughout Taiwan, and released 40 online learning films.
2021	Senao hometown exploration documentary film contest was selected and used in the senior high school textbook content published in the “Na I Book Enterprise – Citizen and Society (Discovery

Year	Content
	and Practice).” Organized the 13th term of hometown exploration documentary film contest, and despite the impact of the COVID-19 pandemic, a total of 193 works were submitted for the contest, setting a new record high in the number of applications in the past 13 years.
2022	We offer all-age education courses throughout Taiwan, from the sophisticated services in the stores to the community to help people personally. A total of 240 sessions were held on topics such as mobile phone use, health care, technology and health, new life knowledge, and parent-child stories.
2023	The award-winning films from the Hometown Exploration Documentary film contest were broadcasted on public TV channels in Taiwan’ s six major cities and on Chunghwa Telecom’ s MOD streaming platform. Additionally, the Mobile Phone Portrait Mode Short Video Contest introduced the “Young at Heart Director Recommendation Award.”
2024	The award-winning films from the Hometown Exploration documentary film contest were broadcast for the first time on the PTS program Our Island and the Indigenous Peoples TV. A three-day, five-session screening event—the Hometown Exploration—was held at the Tainan City Nanmen Film Archive, a designated historic site in Tainan City. The vertical short film competition, shot entirely on mobile phones, introduced four new themed awards: Everyday Moments Award, Scenic Travel Award, Savor the Flavor Award, and Pet Love Award. Additionally, a Little Director’ s Choice Award was created as a non-categorized prize to encourage people of all ages to capture extraordinary stories with just a phone in hand.

Foundation website: <https://www.senao.org.tw/>

Foundation FB Fans webpage: <https://www.facebook.com/taiwansenaoorg/>

Senao Media website: <https://www.youtube.com/channel/UC91CtpehWrhzxfIDPMhVzJA>

Hometown Exploration

In recent years, stakeholders have increasingly focused on the risks associated with climate change and carbon emissions, and these issues have indirectly exacerbated the loss of biodiversity. To raise public awareness of environmental protection and ecological issues, the Senao Technical and Cultural Foundation organized the "Hometown Exploration Documentary Competition Series." The foundation established two special awards: the "Environmental Ecology Special Award" (NT\$300,000) and the "Hometown Exploration Recommendation Award" (NT\$150,000), encouraging the public to document authentic stories about environmental ecology and local community care through visual storytelling.

To further amplify the impact of these environmental issues, Senao concurrently hosted both online and physical film screenings to enhance public awareness of environmental protection and biodiversity. In the online segment, the 2022 Youth Category Best Film, "Replanting a Forest," was broadcast on the Taiwan Indigenous Television (TITV), alongside eight other award-winning films that explored a variety of environmental themes. Additionally, the Our Island—Environmental Images segment on PTS aired the 2023 "Environmental Ecology Special Award" winner "The Superior Wetland," as well as five other award-winning documentaries from the Hometown Exploration. These works covered topics including forest restoration, wetland ecology, agricultural and soil pollution, wind power and marine mammal survival, and the critical roles of bees and bats in sustaining human life, demonstrating Senao's ongoing commitment to ecological sustainability and biodiversity conservation.

The in-person film exhibitions were held across Taiwan in a touring format, featuring post-screening discussions to deepen public understanding of environmental issues. At one such event, a special screening took place at Niasong Junior High School in Yunlin County, where the 2023 General Category Outstanding Work "2.5km Radius" was showcased. Named after the typical foraging range of bees, the film, told from the perspective of a beekeeper, highlighted the crucial roles bees play in ecosystems—production, transportation, and pollination. The film deeply resonated with the attending junior high school students, sparking lively discussion and reflection. It helped raise their awareness of the symbiotic relationship between humans and bees and underscored the critical role bees play in addressing food security and improving ecological environments. This engagement effectively illustrated the indispensable value of biodiversity to human society.



Environmental Imaging DM

A. Shoot Video on the GO

The "Shoot Video on the GO" campaign invited the public to participate in a vertical mobile short film competition, encouraging individuals who enjoy documenting their lives to share their favorite moments through short videos of up to 90 seconds. The competition featured general awards and four thematic awards. The general awards included First Prize, Second Prize, and Third Prize, along with two special awards—the "Senior Director's Choice Award" and the "Junior Director's Choice Award"—to encourage participation from older adults and children. The competition themes include four main categories: daily life, travel, cuisine, and pets.

As the largest mobile device retailer in Taiwan, Senao International leveraged its corporate influence to raise the First Prize reward to an industry-leading NT\$200,000. For the first time, the campaign brought together six major mobile phone brands—SAMSUNG, ASUS, OPPO, HTC, SONY, and vivo—to jointly promote public participation in mobile video creation. These brands sponsored smartphones with a combined value of NT\$138,670 as prizes and provided NT\$35,000 in lecture fees to support mobile video crash courses in local communities, enabling the public to easily document their lives through technology.

Shoot Video on the GO: <https://youtu.be/iH94wIMneK4?si=YzVHRWJEb1Ys8uf2>

Shoot Video on the GO – 2024 Results and Outcome
<ol style="list-style-type: none">1. Number of entries: 745 works, representing a growth of 610% compared to the previous year2. Facebook posts and promotions: Total reach of 760,000 individuals, with 87% being non-members3. YouTube views: The number of views for YouTube Shorts has increased by 29% compared to the previous year

B. Hometown Exploration Documentary Film Contest

Now in its 16th year, the Hometown Exploration is recognized as the documentary film contest with the widest age range of participants nationwide. To highlight generational diversity, the competition features separate awards for children, adolescents, and young adults, gathering perspectives from different age groups to express care and love for their homeland through film. This competition is also one of the few in Taiwan that offers substantial prize money specifically for environmental issues. A special NT\$300,000 “Environmental and Ecological Award” is granted to encourage participants to delve into the changes in their living environments, develop personal viewpoints, and deepen their emotional connection with the land.

The theme of this year’s competition, “Opening New Horizons,” aimed to inspire the public to discover sustainable perspectives through nature, community, society, and daily life. A total of 151 entries were received. As in previous years, an Audience Choice Award was held through online voting to boost viewer engagement and enhance the promotion of submitted works, allowing the stories of this land to reach broader audiences through digital media.

2024 Senao Hometown Exploration documentary film contest Popularity Award votes:

<https://youtu.be/JfVVUniB-nM?si=CPxQBEQOnrtHUaH2>

Hometown Exploration Documentary Film Contest - 2024 Results and Outcome
<ol style="list-style-type: none">1. Number of entries: 151 works2. Popularity Award votes: The total number of votes for the video was 10,915, with 35,974 views on YouTube and an increase of 1,053 subscribers



Smart Convergence Public Welfare Program – All Age Education Course

A. Seniors' Academy: Bridging Communities Through Technology and Knowledge

Leveraging the telecommunications technology expertise of its parent company, Senao International thoughtfully designed in-store courses and community outreach activities covering topics such as technology applications, lifestyle trends, health and wellness, and financial planning. This year, the initiative expanded its impact through collaboration with its subsidiary, Senyoung, jointly dedicating efforts to public service and providing the public with more diverse learning resources.

- Technology seminars: Store staff and 3C experts served as instructors, delivering practical knowledge on smart living and technology applications in a simple and accessible way. During the competition period, Senao partnered with mobile phone brands and community colleges to offer mobile filmmaking workshops. These sessions helped seniors easily acquire video creation skills, enjoy the filming process, and use technology to connect with loved ones and share moments of joy.
- Health seminars: Led by professional nutritionists and pharmacists, these seminars covered preventive healthcare topics such as daily wellness, simple home exercises, and healthy eating. The courses aimed to help participants develop good habits and enhance their health awareness.
- Financial planning seminars: Taught by financial experts from subsidiary, Senyoung, these sessions were tailored for the senior demographic, focusing on key topics such

as medical coverage and retirement financial planning. The goal was to empower participants with forward-looking financial knowledge for a more secure future.

Through these diverse courses, the Seniors' Academy is committed to bringing technology and knowledge into the community, enabling every individual to learn new skills, enhance their quality of life, and enjoy a smarter, healthier, and more secure future!



B. Youth and Children Education Outreach

Building on award-winning films from the Hometown Exploration film contest, Senao International collaborated with junior high and elementary schools across Taiwan to host themed activities and large-scale school assemblies. Winning teams were invited to conduct in-person campus film screening tours and discussion sessions. Additionally, a three-day screening event featuring five sessions was held at the Tainan City Nanmen Film Archive, where the filmmakers shared their creative journeys and the authentic beauty they captured through their work.

During presentations by creators from the children's and youth categories, the audience often consisted of peers or even older students and teachers. For the speakers, this was a rare and valuable opportunity; for the audience, it was a source of profound inspiration—witnessing how young individuals could observe and document their local environments through film not only showcased the possibilities of creative expression but also carried meaningful educational value.

Taking the 2023 Best Youth Film "My Home" as an example, when the director visited Shengkeng Junior High School for a campus screening and discussion, one student asked, "Shengkeng, like the protagonist's hometown in the film, is a rural area within an urban

setting, facing issues such as intergenerational caregiving and drug abuse. How does the protagonist manage to stay positive in such an unfavorable environment?" This in-person dialogue prompted the audience to reflect deeply. Through discussion and exchange, students quietly found opportunities for learning and introspection.



"My Home"— Sharing at Shenkeng Junior High School

Seniors' Academy – 2024 Results and Outcome

A total of 299 seminars were held throughout the year, reaching all 22 counties and cities in Taiwan, achieving 100% regional coverage.

1. Refined in-store courses: A total of 241 sessions were conducted in 57 franchised stores across Taiwan
2. Community promotion lectures: A total of 58 lectures were held in 19 locations across Taiwan. Combined with the stores and communities, a total of 1,633 participants benefited
3. Film festivals: A total of 55 sessions were held, benefiting 6,344 participants

Joint Blood Donation Drive

Upholding the commitment to giving back to society, Senao has long organized regular blood donation drives during summer and winter breaks. By consistently promoting the initiative and offering small health-related gifts, Senao encourages both corporate employees and local residents in its headquarters community of Xindian to actively participate in public welfare efforts. In 2024, to further inspire the public to "donate their passion," Senao co-hosted an autumn blood drive with the Ting-Hsin Lions Club, contributing to social well-being. A total of three sessions were held, resulting in 364 successful donors and the collection of 546 units of 250 c.c. blood bags. Compared to 247 participants in 2023, the number of donors increased by 32%.



Senao Art Corridor

Senao International has long supported cultural and art exhibitions. Within the public spaces of our headquarters, we have established the "Senao Art Corridor." This space serves as a stage for emerging artists to showcase their work externally, while internally, it enhances the artistic and cultural qualities of our employees and beautifies the public space decor.

The works displayed at the Senao Arts Corridor are changed every two months. Six exhibitions were held in 2024.

Name of the Two-month Exhibition	Period
Lung-Ta Lin - Ink Painting Exhibition	1/11-3/7
Chi-Fang Chang- "Violin Code" Watercolor Exhibition-2	3/8-5/8
Tai-Sheng Kang- "Refinement and Reflection" Photography Exhibition	5/9-7/8
Kung-Jui Wu- "Creating Realms from the Heart" Ink Painting Exhibition	7/9-9/9
Miss.Noodle (III): Warm Time Illustration Exhibition	9/10-11/12
Chi-I Tseng- "Memories of Beauty" Oil Painting Exhibition	11/13-2025/1/12

2024 Investment Budget Overview Table

Project Name	Investment Amount (NT\$)
Hometown Exploration	NT\$5,679,487
Smart Convergence Public Welfare Program	NT\$2,196,517
Joint Blood Donation Drive	NT\$101,186
Total	NT\$7,977,190

(II) Senao International Mobile Phone Repair Sheltered Workshop

Senao Sheltered Workshop Core Value – Employment Assistance

Senao Sheltered Workshop upholds the principle of “Integration of Training and Practice.” Through education, technique, marketing, operation, management, complete professional education and training is established, in order to allow a greater number of people with disabilities to participate in the jobs of mobile repair, data filing, customer correspondence and material management, thereby providing stable employment opportunities, and allowing them to learn professional skills and practical experience. Most importantly, the sheltered workshop is able to educate the people with disabilities to have active working attitude and to establish positive value and a great future.

We uphold the corporate citizenship spirit of “what is taken from society is given back to society.” Since 2006, we have partnered with the “Taiwan Disability Self-Reliance Association” to establish the “Senao International Shilin Customer Service Mobile Phone Repair Sheltered Workshop” through a strategic alliance. This is Taiwan’s only mobile repair service center fully staffed by disabled engineers. By integrating its core business expertise with a commitment to public welfare, Senao actively promotes workplace inclusion for disadvantaged groups, thereby advancing SDG 10: Reduced Inequalities, with a focus on social inclusion and equal opportunity.

The workshop is dedicated to providing persons with disabilities a stable employment environment while helping them acquire professional skills such as mobile phone repair to enhance their self-reliance. With support from government subsidies and guidance from the Association, Senao has established a comprehensive support system encompassing “technical training, on-the-job internships, sheltered employment, and formal recruitment.” This structure ensures that each employee receives appropriate development opportunities, aligning with SDG 8: Decent Work and Economic Growth, specifically the goal of “promoting sustained, inclusive and sustainable economic growth.”

To raise public awareness about employment for persons with disabilities, Senao launched the Facebook fan page “Senao Lovehouse” in 2017. Centered on public welfare, compassion, and service, the page shares stories and achievements from the workshop through social media. This initiative expands public engagement and deepens community participation, echoing the principles of SDG 11: Sustainable Cities and Communities, particularly the goal of fostering inclusive communities and participatory opportunities.

In the sheltered workshop evaluations organized by the Taipei City Government, Senao received a “Grade A” rating in 2017, 2019, and 2023, recognizing its proactive efforts in professional training, quality management, and social impact. Although evaluations were suspended in 2021 due to the pandemic, Senao continued to enhance its sheltered employment system, striving to create a safe, stable, and sustainable career environment for persons with disabilities. In 2024, Senao welcomed a delegation from the China Disabled Persons Federation of Xiamen, Fujian Province, for an exchange visit, demonstrating Senao’s commitment to sharing its practical experience in promoting employment for persons with disabilities.

Looking ahead, Senao International will continue to integrate its core business with social responsibility, deepening its sheltered employment model while advancing technological innovation and sustainable community engagement. The company remains committed to creating dignified job opportunities for more individuals with disabilities, working toward a vision of inclusive growth and shared prosperity.



Visit and Exchange with the China Disabled Persons Federation of Xiamen, Fujian Province

What is A Sheltered Workshop?

A “Sheltered Workshop” refers to a field with product making and service provision performed by people with disabilities. “Sheltered Employment” refers to occupation and workplace adjusted to satisfy the needs and competency of people with disabilities.

Senao Home with Care and Love: <https://pse.is/AXR6P>

Composition of Sheltered Workshop Personnel

Employees with Disabilities	Responsible Person	Full-time Employment Service Specialist	Full-time Project Management Specialist	Total Number of Employees
5 persons	1 person	1 person	1 person	8 persons

Emphasis on Employee Rights and Interests

The sheltered workshop has signed the “Labor Contract” with all employees, and labor insurance, national healthcare, and other social insurances are applied according to the laws, such that the rights and interests of sheltered employees are protected according to relevant labor laws and regulations. In addition, we also comply with the “Rules for The Arrangement of Infrastructure and Personnel of The Shelter Factory for The Handicapped” to arrange and employ relevant personnel.

Safe and Friendly Working Environment

Senao Sheltered Workshop complies with the “Rules for The Arrangement of Infrastructure and Personnel of The Shelter Factory for The Handicapped,” and ensures the job function space moving line planning according to the employee and service needs, in order to comply with relevant regulations and personnel demands, and to increase work efficiency and production capacity.

We have established an emergency accident and incident handling mechanism, and have stipulated the emergency accident handling regulations, in order to enhance the organization job allocation and various job contents. We organize prevention of occupational accident-related training courses annually, and also organize disaster prevention drill, along with the confirmation of escape route and fire extinguisher use method. We have established a complaint mechanism and disciplinary measures for sexual harassment prevention. In compliance with regulations, we conduct an annual self-assessment of sexual harassment prevention measures in Taipei City. Our results of the 2024 self-assessment were all in compliance with the standards.

Employee Satisfaction Survey

Senao International Mobile Phone Repair Shelter Workshop conducts an annual employee satisfaction survey to assess multiple dimensions, including job satisfaction, organizational climate and sense of belonging, compensation and benefits, learning and development, performance evaluation, and the work environment. The results serve as a foundation for optimizing the sheltered employment system and management mechanisms.

Following the survey, a review meeting is held to discuss and address the lowest-scoring aspects and relevant employee feedback. Through institutionalized communication and support mechanisms, Senao continuously strengthens the quality of its sheltered employment program.

In the 2024 survey, “organization atmosphere and recognition” received the lowest average score (4.0), primarily due to concerns among certain employees regarding promotion opportunities and the desire to transition into regular company employment. In response, the employment service specialist explained that promotions are subject to the company’s HR policies and are beyond the association’s authority; however, career transition support is available. Currently, career counseling services for individuals with disabilities have been applied for, assisting in exploring suitable development directions.

Item	Work Satisfaction	Organization Atmosphere and Recognition	Salary and Welfare	Learning and Growth	Performance Evaluation	Working Environment
5-point Scale	4.3 points	4.0 points	4.1 points	4.4 points	4.1 points	4.5 points

Complete Education and Training

All new employees of the sheltered workshop are required to pass professional repair course training and evaluation, and a second supplemental test opportunity is provided. For existing employees, we have established the “Sheltered Employee Promotion Evaluation Regulations and Performance Reward System.” According to relevant regulations, we implement required education and training annually, in order to ensure the professional skills and workplace basic knowledge of all employees.

Type	Internal Training	External Training	First Aid Training	Professional Training
Subject	All internal employees	Employment support specialist	Employment support specialist	Technical support specialist
Number of Participants	52 persons	4 persons	3 persons	3 persons
Content	<ul style="list-style-type: none"> Enhance customer service quality and response skills. Scope of mobile phone warranty and common repair disputes. Exploration of consumer 	<ul style="list-style-type: none"> The history and challenges of Clubhouses for Individuals with psychiatric disabilities in Taiwan The impact of the Mental Health Act and 	<ul style="list-style-type: none"> Assessment of cognitive function, medication side effects, and treatment approaches for category I (Mental 	<ul style="list-style-type: none"> Apple annual new product training - iPhone 16 series online course Occupational accident insurance and Protection Act

	<p>dispute complaint channels and case studies.</p> <ul style="list-style-type: none"> • Fire evacuation drill. • Environmental protection plan. 	<p>the People with Disabilities Rights Protection Act on employment for individuals with mental disabilities.</p> <ul style="list-style-type: none"> • Causes of brain injuries, basic assessment methods, and coping strategies for work-related challenges. • Labor market trends and employment outlook for persons with disabilities. 	<p>disabilities) service users</p> <ul style="list-style-type: none"> • Self-care for helping professionals - Addressing vicarious trauma • Social skills training strategies for individuals with autism spectrum disorders. 	<ul style="list-style-type: none"> • Drama-based resilience and practical workplace applications.
Frequency	Quarter/time	Irregularly	Irregularly	Irregularly
Number of Hours	10 hours	18 hours	15 hours	12.5 hours



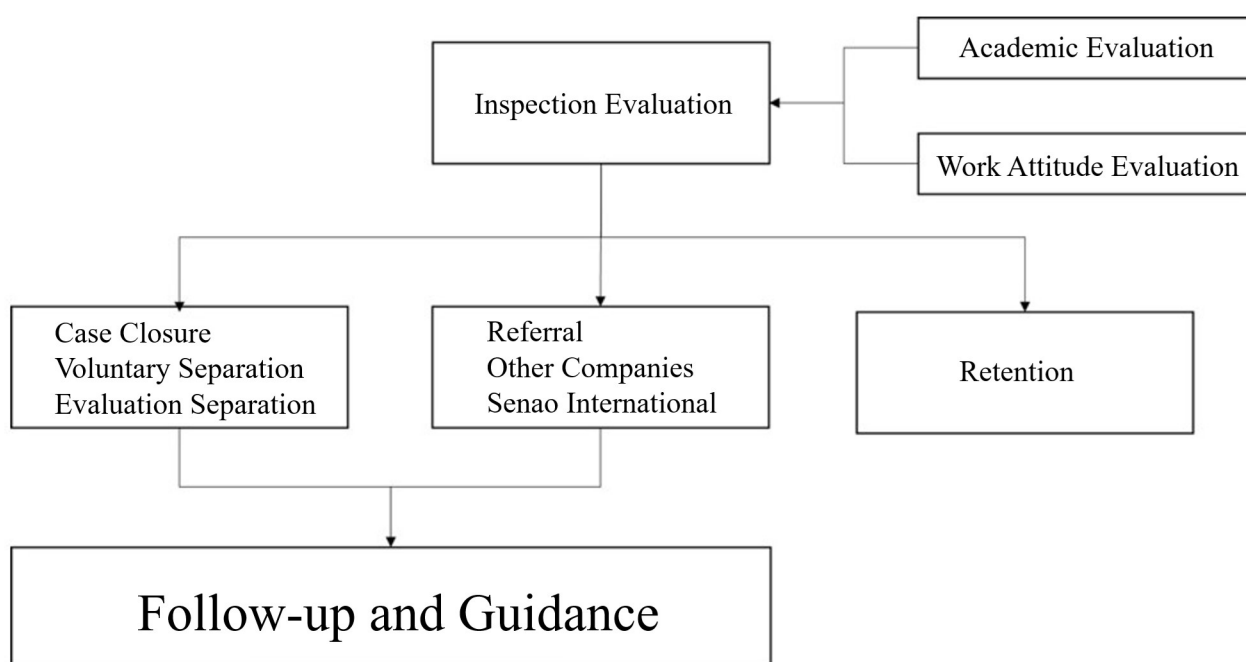
Exploration of Consumer Dispute Complaint Channels and Case Studies

Basic Training

Item	Content
Customer Service Skills	Understand customer service response related handling model, in order to improve works and increase efficiency.
Sexual Harassment Prevention	Educate sheltered workplace partners the proper workplace ethics and promote gender equality, and prevent workplace sexual harassment.
Repair Precaution and Troubleshooting Method Knowledge	To enable partners in sheltered workplaces to promptly acquire updated professional knowledge, develop proper working attitudes, adopt an active working approach, and establish a systematic working model.
Fire Safety Drill	Focus on workplace safety, fire control and escape drill.

Service Transfer Mechanism

According to "Paragraph 4 of Sheltered Employment Service Process" : "After the competency of sheltered employee is improved, the sheltered workshop may actively assist such employee to enter regular workplace according to his/her personal will." According to the company' s actual needs, the internal team has established transfer evaluation regulations, operation procedures, and a promotion mechanism to assist employees with outstanding performance, proper attitude, and compliance with Senao International' s relevant regulations in becoming formal employees or linking to other service systems.



Minquan Apple Authorized Service Center with Disabled Engineers Stationed

Among the original Android repair engineers, after internal evaluation, two engineers were transferred to become Apple repair engineers.

- 2020: The Northern District Repair Center assigned engineers equipped with Apple license to act as the instructors for relevant training education, and the two engineers have received necessary education and training. In addition, the instructors have also provided assistance and guidance to obtain Apple certification to facilitate the field repair operation after the opening of the Minquan Apple Authorized Repair Center. The two engineers have successfully passed the original manufacturer license test in December 2020.
- 2021: Apple has discontinued the certification exam mechanism and replaced it with online courses for study. Upon completing the designated courses planned by the Apple factory, individuals can obtain the repair technician certifications.
- 2022: The four physically disabled engineers, under the guidance and assistance of an instructor, have all completed the designated courses planned by Apple and obtained the certification to perform repairs on Apple devices.

- 2024: Two engineers have successfully completed the designated online courses related to the new machinery and have obtained the maintenance authorization for the new machinery.

Annual Performance Indicator

Item	Goal	Actual Performance	Achievement Rate
Number of Repaired Devices	10,736 units	11,535 units	107%
Repairs Income	NT\$26,400,000	NT\$30,750,956	116%
Service Satisfaction	90%	95.4%	106%

Transparent Income and Expenditure Records

Sheltered workshop income and expenditure are handled by the accounting and financial department of Senao International headquarters for the account management and registration. The income and expenditure statements are presented in classified accounts, following which the accounting and cashier department of the association performs the statement verification.

Except for the personnel expenses of sheltered employees and project personnel, the sheltered workshop handles the telephone expense, utility expense and other subsidy reimbursement related necessary expenditures only. The material preparation and other management are handled by Senao International. Accordingly, a report is generated quarterly for income and expenditure control.

Revenue Item	Amount	Percentage
Sales/Operating Revenue	NT\$1,631,245	39.2%
Total Government Subsidy Amount	NT\$2,531,737	60.8%

Expenditure Item	Amount	Percentage
Personnel Salary	NT\$2,902,104	66.6%
Administrative Expenses	NT\$1,457,032	33.4%

Appendix

Information on Member of Board of Directors

Name	Gender	Participating Committees	Number and Nature of Other Key Positions/ Commitments	Management Team	Independence	Term of Office	Corporate Impact/Influence-related Capabilities	Stakeholder Representative
Cheng-Hsien Yu	Male	Board of Directors	Director, Taiwan Sugar Corporation Vice President, Chinese Taipei Baseball Association Chairman, Kao-Yuan Vocational High School of Technology & Commerce Chairman, Ba Gua Liao Foundation			3 years	Chairman, Taiwan Sugar Corporation Master in Institute of Management Science, I-Shou University	V
Kung-Liang Yeh	Male	Board of Directors Audit Committee Remuneration Committee	Director, Fubon Securities Co., Ltd.		V	3 years	Chairman, Concord Securities Co., Ltd. Chairman, Concord Futures Corp. Chairman, Fubon Direct Marketing Consulting Co., Ltd. Director, Fubon Financial Holding Co., Ltd. Chairman, Fubon Securities Co., Ltd. EMBA, Graduate Institute of Finance, National Taiwan University	
Wen-Tsan Wu	Male	Board of Directors Audit Committee Remuneration Committee	Chairman, Metanoia Communications Inc.		V	3 years	Vice President of Cortina Systems, Inc. in the United States Chairman and General Manager, StorLink Semiconductors, Inc. General Manager, SMB Division, Broadcom Asia-Pacific Founder and CEO, Altima Master's and Doctorate in Electrical Engineering, University of Washington, USA	
Fu-Hai Yeh	Male	Board of Directors Audit Committee	Vice Chairman, WPG Holdings Limited Director, WPG Electronics Limited		V	3 years	Chief Executive Officer, WPG Holdings Limited	

Name	Gender	Participating Committees	Number and Nature of Other Key Positions/ Commitments	Management Team	Independence	Term of Office	Corporate Impact/Influence-related Capabilities	Stakeholder Representative
		Remuneration Committee	Independent Director, BenQ Materials Corporation				Chief Executive Officer, Asian Information Technology Inc. Chairman, eChannelOpen Inc. General Manager, Arrow Electronics, Inc. Vice General Manager, Acer Incorporated Department of Electronic Engineering, Feng Chia University	
Min-Ching Cheng	Male	Board of Directors Audit Committee Remuneration Committee	Independent Director, Next Commercial Bank Co., Ltd.		V	3 years	Chairman, Honghwa International Co., Ltd. General Manager, Northern District Telecommunications Branch, Chunghwa Telecom Co., Ltd. Vice General Manager, Mobile Business Group, Chunghwa Telecom Co., Ltd. Department of Electrical Engineering, National Kaohsiung University of Science and Technology	
Hsueh-Hai Hu	Male	Board of Directors	President, Chunghwa Telecom Co., Ltd., Consumer Business Group Director, So-net Entertainment Taiwan Limited Director, Taipei Financial Center Corporation Director, Honghua International Co., Ltd. Director, China Investment Co., Ltd. Director, Chung Hwa Digital Cultural and Creative Management Consulting Co., Ltd.			3 years	President, Chunghwa Telecom Co., Ltd., Consumer Business Group Master's in Transportation Management, National Cheng Kung University	V
Wen-Chih Lin	Male	Board of Directors	Executive Vice President (Business Affairs), Chunghwa Telecom Co., Ltd.			3 years	Vice General Manager of Business Management Division, Chunghwa Telecom Co., Ltd.	V

Name	Gender	Participating Committees	Number and Nature of Other Key Positions/ Commitments	Management Team	Independence	Term of Office	Corporate Impact/Influence-related Capabilities	Stakeholder Representative
			Chairman, SmartFun Digital Co., Ltd. Director, Chung Hwa Telecom Foundation Director, Chung Hwa Digital Cultural and Creative Management Consulting Co., Ltd. Director, Spring House Entertainment Technology Inc. Director, KKBOX Taiwan Co., Ltd.				Master's in Automatic Control Engineering, Feng Chia University	
Su-Chiu Ke	Female	Board of Directors	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Director, SmartFun Digital Co., Ltd.			3 years	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Department of Land Administration, National Chengchi University	V
Pao-Yung Lin	Male	Board of Directors	Director, Senao Networks Inc. Chairman, Engenius Technologies Co., Ltd. Chairman, Zhengfeng Investment Co., Ltd.	V		3 years	Director, Senao Networks Inc. Chairman, Engenius Technologies Co., Ltd. Chairman, Zhengfeng Investment Co., Ltd. Taichung Municipal Tung Shih Junior High School	V
Cheng-Feng Lin	Male	Board of Directors	Director, E-Life Corporation Director, Tsann Kuen Enterprise Co., Ltd	V		3 years	Director, E-Life Corporation Director, Tsann Kuen Enterprise Co., Ltd Master's in International Business Management (English Program), National Chengchi University	V
Cheng-Kang Lin	Male	Board of Directors	Director, E-Life Corporation	V		3 years	Director, E-Life Corporation Master's in International Business Management (English Program), National Chengchi University Department of Japanese, University of British Columbia, Canada	V
Chung-Yung Chia	Male	Board of Directors	General Manager, Network Technology Group, Chunghwa Telecom Co., Ltd.			3 years	Vice General Manager, Network Technology Group, Chunghwa Telecom Co., Ltd.	V

Name	Gender	Participating Committees	Number and Nature of Other Key Positions/ Commitments	Management Team	Independence	Term of Office	Corporate Impact/Influence-related Capabilities	Stakeholder Representative
			Chairman, Chunghwa Telecom Europe GmbH Director, Taiwan International Standard Electronics Ltd					
Ying-Chi He	Male	Board of Directors Audit Committee Remuneration Committee	Chairman, 91APP, Inc. Chairman, 91APP (TAIWAN), INC. Chairman, Omni-Channel Retail System Corporation Corporate Director Representative, 91APP HK Limited Corporate Director Representative of EasyStore Commerce Sdn. Bhd. Corporate Director Representative, Jinghong Co., Ltd. Independent Director, E-Life Corporation Corporate Director Representative, Omnichat Limited Director, NineYi Capital Inc. Director, N-Team, Inc. Director, Venture Plus Fund I Taiwan Inc.		V	3 years	General Manager, Yahoo! Digital Marketing Co., Ltd. Chairman, Kou Ki International Enterprise Co., Ltd.	

Notes:

1. The Board of Directors was re-elected on May 28, 2025.
2. Underrepresented group (GRI 2-9-c-vi) – Female Director: Su-Chiu Ke

Sustainable Disclosure Metrics – Communications Network Industry

Metrics	Disclosure
1. Total energy consumption, percentage of purchased electricity, and renewable energy usage	<ul style="list-style-type: none"> Total energy consumption: 37,381.7814 GJ Percentage of purchased electricity: 100% Renewable energy usage rate: 0%
2. Total water withdrawal and total water consumption	<ul style="list-style-type: none"> Total water withdrawal: 34,014 m³ Total water consumption: 34,014 m³
3. Weight of hazardous waste generated and percentage recycled	<ul style="list-style-type: none"> Weight of hazardous waste generated: 0 ton Percentage of hazardous waste generated for recycling: 0%
4. Type, number, and rate of occupational hazards	<ul style="list-style-type: none"> Type of occupational accident: Falls Number of employees impacted by occupational accidents: 3 persons Occupational accident rate: 14.69% <p>Occupational injury rate = (Number of employees of occupational injury recorded / Total number of working hours) × 200,000</p>
5. Disclosure of product lifecycle management: weight and percentage of recycling of products containing end-of-life and electronic waste	<ul style="list-style-type: none"> Weight of products containing end-of- life and electronic waste: 0 metric tons Percentage of recycling: 0% <p>Note: Every year, the Company conducts used phone buyback programs across its nationwide direct-operated stores, Chunghwa Telecom service counters, and its official website. The collected devices are refurbished and reintroduced as renewed phones (with 79,153 refurbished units in 2024). Additionally, recycling bins are installed at direct-operated stores for the collection of discarded phones and batteries (13,597 discarded phones and 2,188 kilograms of waste batteries in 2024), aiming to reduce environmental impact.</p>
6. Description of risk management related to the use of critical materials	Not applicable
7. Total monetary loss resulting from legal proceedings related to regulations on anti- competitive behavior	None
8. Major product volume by product category	This information is considered the Company' s trade secret and is not disclosed

Climate-related Disclosures for Companies Listed in the TWSE

1. Status of Climate-related Implementations

Item	Implementation
<p>1. Describe the Board of Directors' and management's oversight and governance of climate-related risks and opportunities.</p>	<p>The Chairman and Vice Chairman of the ESG Committee are the Chairman and President respectively, and both are also members of the Board of Directors to ensure that climate change-related issues are discussed and reviewed at the annual ESG Committee and matters are duly reported to the Board of Directors.</p> <p>Recognizing the importance of climate change, the Company responded to its parent company Chunghwa Telecom's commitment to achieve net-zero emissions by 2050 by signing a pledge in 2022. Through relevant mechanisms and indicators, the Company integrates corporate sustainability with climate change to enhance the performance of its sustainability initiatives.</p> <p>The ESG Committee has an Environmental Sustainability Group, which evaluates the risks and opportunities associated with climate issues in accordance with the long-term strategy set by the Board of Directors and the needs of investors, evaluators and stakeholders.</p> <p>Additionally, the ESG Committee reviews the Company's carbon management strategies, develops budgets, and implements action plans to gradually incorporate climate strategies into operational activities. By 2024, comprehensive greenhouse gas inventory work under ISO14064-1 standards has been completed for all Senao operational sites, including subsidiaries.</p>
<p>2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).</p>	<p>As the largest channel provider of mobile handheld devices in Taiwan, we adhere to the service philosophy of "making life simpler, smarter, and more wonderful," leveraging our industry's core values and competitiveness. Guided by our corporate culture of "Integrity, Professionalism, Determination, Innovation," we aim to do what benefits society and the industry.</p>

	<p>We assess and analyze climate change-related risks and opportunities according to different timeframes: short-term (2025), mid-term (through 2030), and long-term (post-2050).</p>
<p>3. Describe the financial impact of extreme weather events and transformative actions.</p>	<p>We believe that the opportunities brought by climate change will be reflected in future products and services. Therefore, we are actively monitoring and seeking suitable green development targets, aiming to build momentum for more innovative services and ventures. The goal is to seize an early advantage in the low-carbon and smart economy.</p>
<p>4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.</p>	<p>Senao International has established “Risk Management Practice Regulations,” requiring each department to prioritize major risks, draft response measures for climate-related issues, and report to the Board of Directors when necessary. For climate change-related risks, the Company’s Environmental Sustainability Group conducts systematic assessments and analyses covering the scope of climate change topics and their impacts on operations and daily business activities.</p> <p>These analyses include reviewing major operational processes based on risk types and evaluating the results of energy-saving initiatives while enhancing the adaptability of related facilities.</p> <p>The Environmental Sustainability Group regularly monitors the status of climate change-related risks, evaluates analysis results as needed, and adopts mitigation measures based on risk levels.</p> <p>In terms of processes, the Environmental Sustainability Group’s assessments, analyses, and feedback help improve existing risk management mechanisms to ensure they better meet operational needs. The team reports to the Board of Directors when necessary, striving to integrate climate change-related risks into the Company’s overall risk management framework.</p>
<p>5. If scenario analysis is used to assess resilience to climate change</p>	<p>The Company has not yet conducted TCFD scenario analysis at this time.</p>

risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	The Company has not yet conducted a risk assessment for related transition plans at this time.
7. If “internal carbon pricing” is used as a planning tool, the basis of price setting should be stated.	The Company has not yet established an internal carbon pricing mechanism at this time.
8. If a “climate-related target” is set, the activities covered, the scope of greenhouse gas emissions, the planning period, and the annual progress of achievement should be stated; if “carbon offsets” or “renewable energy certificates (RECs)” are used to achieve the relevant target, the source and quantity of carbon credits to be offset or the quantity of RECs should be stated.	The Company has not yet set any climate-related targets at this time.
9. Greenhouse gas inventory and assurance status	Please refer to the table below.

1-1 Senao’ s Greenhouse Gas Inventory and Assurance Status For the Most Recent 2 Years

- (1.) Complete greenhouse gas inventory and assurance/verification information for 2024 will be disclosed in the Sustainability Report on pages 78-79.
- (2.) The greenhouse gas inventory and assurance/verification status for 2023 is as follows:

Item	Total Emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e/revenue)	Verification/Assurance Organization	Description of Verification/Assurance Status
Scope 1	550.1651	0.0186	SGS-Taiwan	Approved
Scope 2	5,030.9494	0.1700	SGS-Taiwan	Approved
Scope 3	1,148.7514	0.0388	SGS-Taiwan	Approved

Notes:

1. The greenhouse gas inventory is conducted in accordance with ISO 14064-1:2018 and verified by SGS Taiwan.
2. The electricity carbon emission factor is calculated as 1 kWh = 0.494 kg CO₂e, based on the factor announced by the Energy Administration, Ministry of Economic Affairs, for 2023. The GWP references IPCC 2021 AR6.
3. The calculation of GHG includes carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆), and nitrogen trifluoride (NF₃), totaling seven types.
4. In 2023, the scope of the inventory included all Senao operational sites (offices, franchised stores, repair stores, and warehouses), with 2023 set as the baseline year.
5. The intensity of greenhouse gas emissions is calculated per unit of revenue (NTD one million).
6. Scope 3 items include employee business travel, waste disposal and transportation, purchased tap water, and fuel- and energy-related activities.

1-2 Greenhouse gas reduction goals, strategies, and specific action plans:

1. The Company's paid-in capital does not exceed NT\$5 billion. According to the Jin-Guan-Zheng-Qian-Zi No. 11103849344, the Company must complete inventory information disclosure starting in 2027 and complete assurance information disclosure starting in 2029.
2. In 2024, the Company completed the 2023 greenhouse gas inventory for all locations, using 2023 as the base year for setting related targets. Electricity accounts for approximately 74.76% of total greenhouse gas emissions in 2023. Therefore, the Company plans to reduce total annual electricity consumption by 1% per year, focusing on measures such as promoting energy-saving behaviors (e.g., turning off lights when not in use) and controlling air conditioning temperatures. In terms of water usage, the Company will gradually install dual-flush toilet systems in restrooms at external offices and stores, aiming to reduce annual water consumption by 1% per year.

SASB Index: Multiline and Specialty Retailers and Distributors

Senao International continues to enhance the transparency of its sustainability disclosures by referencing and aligning with the Sustainability Accounting Standards Board (SASB) standards. Specifically, we have adopted the disclosure topics for the "Multiline and Specialty Retailers and Distributors" detailing all five sustainability topics, eleven associated accounting metrics, and two activity metrics. Each item is cross-referenced with the corresponding content and page numbers in this report.

For the data disclosed in this index, unless otherwise specified, the statistics end date refers to December 31, 2024.

Table 1. Sustainability Disclosure Topics and Metrics

Topic	CODE	METRIC	PAGE
Energy Management in Retail and Distribution	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	146
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	146-147
	CG-MR-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	147
Labor Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region	148
	CG-MR-310a.2	(1) Voluntary and (2) involuntary turnover rate for in-store employees	148
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	148
Workforce Diversity and Inclusion	CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	148-149
	CG-MR-330a.2	Amount of legal and regulatory fines and settlements associated with employment discrimination	149
Product Sourcing, Packaging, and Marketing	CG-MR-410a.1	Revenue from products third-party certified to environmental and/or social sustainability standards	150
	CG-MR-410a.2	Description of processes to assess and manage risks and/or hazards associated with chemicals in products	150-152
	CG-MR-410a.3	Description of strategies to reduce the environmental impact of packaging	152-153

Table 2. Activity Metric

CODE	METRIC	PAGE
CG-MR-000.A	Number of: (1) retail locations and (2) distribution centers	154
CG-MR-000.B	Total area of: (1) retail space and (2) distribution centers	154

1. Sustainability Disclosure Topics and Metrics

Energy Management in Retail and Distribution

CG-MR-130a.1 (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable

1. Total energy consumed: 37,381.7814 GJ
2. Percentage grid electricity: 89.21%
3. Percentage renewable: 0%

Data Security

CG-MR-230a.1 Description of approach to identifying and addressing data security risks

1. Identify the method causing data security risk vulnerability in the information system
 - Senao International periodically performs risk audits and executes improvements according to incidents discovered. In addition, we further implement periodic improvements and update the information security policy of the company according to domestic laws and the latest information security regulations announced by the competent authority.
 - Analysis is performed according to the factors of international external environment, the trend of domestic information security threats, company internal evaluation, existing information security system reports used, and information security events, etc., and information security risk assessment report is completed.
 - Big data is used to analyze the log records of the company, and vulnerability scanning system is used to scan all systems of the company periodically, and penetration test and red team drill are also organized periodically.
 - We join the national class TWCERT organization to achieve information security reporting joint defense, and we also pay attention to domestic and foreign information security related information, participate in international information security meeting periodically, in order to obtain the latest technology threat information.
 - Introduce malicious packet monitoring mechanism and host endpoint protection system, and cooperate with information security vendors to analyze internal usage status in real time.
 - Multiple cybersecurity tools are deployed, including Static Application Security Testing (SAST) and Software Composition Analysis (SCA), to continuously monitor the application development process and third-party components. This ensures code security and compliance with open-source license requirements.

2. Handle information security risk and vulnerability identified

- Senao International establishes information security management regulations according to international standards and government laws, and also enhances the defense of the internal system and establishes a business continuity operation mechanism, in order to reduce the corporate information security risk.
- For important information service, a cloud service provider qualifying various international information standards is selected. For other information services, excellent and qualified suppliers are selected, and evaluations are conducted annually to change such suppliers.
- A third-party professional information security company is entrusted periodically, and a penetration test or red team drill is performed, and vulnerabilities are also repaired within the time limit.
- All employees receive at least one hour of education and training annually, with tests to enhance information security awareness.

CG-MR-230a.2 (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected

1. Number of data breaches: 0 case
2. Percentage involving personally identifiable information: 0%
3. Number of customers affected: 0 person

Labor Practice

CG-MR-310a.1. (1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region

1. Average hourly wage of store and distribution center employees: NT\$0.3073 thousand
2. Percentage of store and distribution center employees receiving minimum wage: 0%

Note: The boundary encompasses all of Taiwan

CG-MR-310a.2. (1) Voluntary and (2) involuntary turnover rate for in-store employees

1. Voluntary turnover rate: 12.8467%
2. Involuntary turnover rate: 0.8029%

Notes:

1. Scope of disclosure: Taiwan; including store employees, customer service, warehouse (excluding hourly personnel)
2. Employees resigned in three months are not included in the calculation of resignation rate

CG-MR-310a.3 Total amount of monetary losses as a result of legal proceedings associated with employment discrimination

No occurrence of relevant incidents

Workforce Diversity and Inclusion

CG-MR-330a.1 Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees

1. Gender Percentage

Gender	Senior Supervisor		Non-senior Supervisor		All Other Employees	
	Number of people	Percentage	Number of people	Percentage	Number of people	Percentage
Female	6 persons	33.33%	40 persons	39.22%	1,075 persons	56.14%
Male	12 persons	66.67%	62 persons	60.78%	840 persons	43.86%
Total	18 persons		102 persons		1,915 persons	

2. Percentage of Diverse Representation

	Senior Supervisor		Non-senior Supervisor		All Other Employees	
	Number of people	Percentage	Number of people	Number of people	Percentage	Number of people
Persons with Disabilities	0 person	0%	2 persons	1.96%	17 persons	0.89%
Indigenous People	0 person	0%	0 person	0%	15 persons	0.78%
General Employee	18 persons	100%	100 persons	98.04%	1,883 persons	98.33%
Total	18 persons		102 persons		1,915 persons	

3. To achieve employee diversity, we have established the equal employment policy, and employed 19 people, including 10 employees with minor disabilities, 1 employee with medium disabilities, and 8 employees with major disabilities, according to "Article 38 of the People with Disabilities Rights Protection Act," which resulted in the employment of 27 people with disabilities.

Note: For the equal recruitment policy, please refer to the company website https://www.senao.com.tw/about_us6.php

CG-MR-330a.2 Amount of legal and regulatory fines and settlements associated with employment discrimination

No occurrence of relevant incidents

Product Sourcing, Packaging, and Marketing

CG-MR-410a.1. Revenue from products third-party certified to environmental and/or social sustainability standards

NT\$7,181,179 thousand

CG-MR-410a.2. Description of processes to assess and manage risks and/or hazards associated with chemicals in products

Senao International is the largest channel and agent in 3C products in Taiwan, and we are not a terminal product manufacturer; however, we are still committed to reduce the hazard of products on the health and safety of consumers. We perform potential risk assessment and management through the following in order to ensure that the use of chemicals and hazardous substances of the third-party products distributed and sold by us can be effectively controlled and sufficient evaluation information can be obtained:

- During the purchasing process, for products distributed and purchased, we request suppliers and agents to fulfill the duty of disclosure of product information, and to provide product-related chemicals and hazardous substance use undertaking/certificates.
- If feasible, when suppliers provide products, they are required to provide the product chemical control documents, chemical qualification documents, such as REACH, RoHS, issued by the original maker or manufacturer, in order to facilitate the procurement unit of Senao International to promote chemical related risks and hazard management effectively.

1. Chemical Management

(1) Chemical Use Timing:

Presently, there are mainly four types of chemicals used by the repair end of Senao International, and such chemicals are isopropyl alcohol, cleaning agent, DOWSIL™ SE 9160 Adhesive and EH9777BS, which are mainly used for the two purposes of cleaning and bonding of handheld smart device products.

Isopropyl alcohol, cleaning agent: used for cleaning, such as: device chassis fingerprints, oil and stain removal, overall device cleaning and sterilization, removal bonding adhesive residue, mainboard solder cleaning and removal of rust and cooper chloride. DOWSIL™ SE 9160 Adhesive and EH9777BS: used for bonding, such as: mobile phone screen LCD panel attachment process.

(2) Chemical Pickup and Control:

- Pickup of isopropyl alcohol and cleaning agent: During the repair process, when engineers have the need to use such chemicals, it is necessary to submit the pickup

request to the warehouse custodian, and after the warehouse custodian dispenses the chemicals in the warehouse, it is provided to the requesting engineers.

- Pickup of DOWSIL™ SE 9160 Adhesive and EH9777BS: During the repair process, when engineers have the need to use such chemicals, it is necessary to submit the pickup request with the responsible custodian, and after the custodian reviews the proper use of such chemicals, they are retrieved from the storage control zone, and registered on the pickup/use record table, followed by being provided to the requesting engineers.

(3) Management Operation Process:

Senao International is the largest channel and agent of 3C products in Taiwan, and we are not a terminal product manufacturer. During the purchasing process, we request suppliers to provide product chemical management/certification documents issued by the product manufacturers, in order to perform consumer use risk assessment.

2. Enhance Communication with Suppliers: Chemical Use Priority Sequence, and Alternative Chemical Development

Senao uses documents (such as email) to perform supplier educational promotion annually in order to inform the emphasis of a new generation of consumers on sustainable products. Senao International implements the green purchase principle and encourages suppliers to manufacture/supply products without any chemicals harmful to the human body to Senao, and we expect that suppliers adopt the eco-friendly design principle during the product design and manufacturing stage and use green chemicals as much as possible, in order to replace chemicals having potential hazards to the human body.

3. Disclose of Complete Chemical Formula of Product Sales

For products distributed and sold by Senao International, we request the agents and manufacturers to comply with the local product information labeling regulations of the country of origin/import, and product label information is explicitly indicated.

4. Chemical Composition Verification

- (1) Senao International has no own brands. Accordingly, we have not established relevant mechanisms to perform product chemical composition tests.
- (2) For third-party brand products, presently, we have not established relevant measures/mechanisms, but we adopt the method of selecting products qualifying the chemical composition third-party certification. In addition, during the purchasing process, for products distributed and purchased, we request suppliers and agents to fulfill the duty of disclosure of product information, and to provide product-related chemicals and hazardous substance use undertaking/certificates.

CG-MR-410a.3. Description of strategies to reduce the environmental impact of packaging

To reduce the amount of packaging for warehousing and logistics, Senao uses the appropriate size cartons as packaging materials and environmentally friendly cushioning materials to prevent damage caused by the impact of products during transportation.

1. We comply with the "Internet Shopping Packaging Restrictions and Implementation Methods," as announced by the Ministry of Environment of the Executive Yuan

(1) Restrictions on the use of packaging materials:

- Packaging materials are not made of polyvinyl chloride (PVC).
- For paper packaging boxes (bags) of corrugated cartons (boxes), cardboard products and pulp molded products, the mixed rate of recycled paper should be at least 90%.
- Plastic packaging boxes (bags) and cushioning materials should be made of recycled materials with a blending ratio of 25% or more.

(2) Product packaging weight ratio should meet the following requirements:

- If the total weight of the goods in the box (bag) is over 250 grams and less than one kilogram, the packaging weight ratio shall be less than 40%.
- If the total weight of the goods in the packaging box (bag) is more than one kilogram and less than three kilograms, the packaging weight ratio shall be less than 30%.
- If the total weight of the goods in the packaging box (bag) is more than 3 kilograms, the packaging weight ratio shall be less than 15%.
- Product packaging weight ratio calculation = [Online shopping product packaging material weight / (Online shopping product packaging material weight + total weight of goods)] x 100%.

2. Execution method:

- (1) Our packaging materials do not contain polyvinyl chloride (PVC), and currently use OPP (tape), HDPE (inner box cushioning material)
- (2) For paper packaging boxes (bags) of corrugated cartons (boxes), cardboard products and pulp molded products, the mixed rate of recycled paper has reached 95%.
- (3) The cushioning material has a 30% blending rate of recycled materials and is certified by GRS (Global Recycled Standard).
- (4) Statistics on packaging weight ratio and report generation.

3. Execution performance and outcome:

- (1) We are certified by the Ministry of Environment as an e-commerce platform that reduces packaging waste. (There are a total of 22 B2C platforms in Taiwan that have received this certification)

- (2) The packaging materials we currently use are better than the packaging material limitations set by the government.
- (3) We strive to minimize the waste generated from logistics packaging to reduce its environmental impact and resource waste.

Ministry of Environment: <https://enews.moenv.gov.tw/Page/3B3C62C78849F32F/5a1ca2cf-0122-45ff-9902-621e37e39295>

2. Activity Metric

CG-MR-000.A Number of: (1) retail locations and (2) distribution centers

Item	2024
Number of Retail Locations	417 stores
Number of Distribution Centers	4 stores

CG-MR-000.B Total area of: (1) retail space and (2) distribution centers

Item	2024
Total Area of Retail Space	17,914.8363 square meters
Total Area of Distribution Centers	9,745.46892 square meters

GRI Index Table

Statement of Use	Senao International, the reporting organization, hereby reports related content for the period from January 1, 2024 to December 31, 2024 in accordance with the GRI Standards.
GRI Used	GRI 1: Foundation 2021
Applicable GRI Standards	N/A

GRI Standards	Disclosure	Page of Information	Omitted		
			Requirement	Reason	Explanation
GRI 2: General Disclosures 2021					
The organization and its reporting practices					
2-1	Organizational details	3			
2-2	Entities included in the organization' s sustainability reporting	3			
2-3	Reporting period, frequency and contact point	3-4			
2-4	Restatements of information	3			None
2-5	External assurance	4			
Activities and workers					
2-6	Activities, value chain and other business relationships	16, 24, 45			
2-7	Employees	79			
2-8	Workers who are not employees	81			
Governance					
2-9	Governance structure and composition	136-139			
2-10	Nomination and selection of the highest governance body	30			
2-11	Chair of the highest governance body	30			
2-12	Role of the highest governance body in overseeing the management of impacts	54			
2-13	Delegation of responsibility for managing impacts	54			
2-14	Role of the highest governance body in sustainability reporting	54			
2-15	Conflicts of interest	32-33			
2-16	Communication of critical concerns	35			
2-17	Collective knowledge of the highest governance body	30			

GRI Standards	Disclosure	Page of Information	Omitted		
			Requirement	Reason	Explanation
2-18	Evaluation of the performance of the highest governance body	55			
2-19	Remuneration policies	33			
2-20	Process to determine remuneration	33			
2-21	Annual total compensation ratio	34			
Strategy, Policy, and Practice					
2-22	Statement on sustainable development strategy	5-6			
2-23	Policy commitments	36			
2-24	Embedding policy commitments	36			
2-25	Processes to remediate negative impacts	37			
2-26	Mechanisms for seeking advice and raising concerns	37			
2-27	Legal Compliance	34			
2-28	Membership associations	66			
Stakeholder engagement					
2-29	Approach to stakeholder engagement	65			
2-30	Collective bargaining agreements	88			
GRI 3: Material Topics 2021					
3-1	Process to determine material topics	57			
3-2	List of material topics	57-60			
3-3	Management of material topics	61-64			
GRI 201: Economic Performance 2016					
201-1	Direct economic value generated and distributed	21			
201-2	Financial implications and other risks and opportunities due to climate change	40-43			
201-3	Defined benefit plan obligations and other retirement plans	86			
201-4	Financial assistance received from government	22			
GRI 202: Market Presence 2016					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	82			
202-2	Proportion of senior management hired from the local community	80			
GRI 204: Procurement Practices 2016					

GRI Standards	Disclosure	Page of Information	Omitted		
			Requirement	Reason	Explanation
204-1	Proportion of spending on local suppliers	46			
GRI 305: Emissions 2016					
305-1	Direct (Scope 1) GHG emissions	105			
305-2	Energy indirect (Scope 2) GHG emissions	105			
305-3	Other indirect (Scope 3) GHG emissions	105			
305-4	GHG emissions intensity	105			
305-5	Reduction of GHG emissions	105			
305-6	Emissions of ozone-depleting substances (ODS)	-		Not applicable	No relevant emissions
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-		Not applicable	No relevant emissions
GRI 401: Employment 2016					
401-1	New employee hires and employee turnover	81			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	83-86			
401-3	Parental leave	87			
GRI 407: Freedom of Association and Collective Bargaining 2016 (Non-material topic, disclosed in accordance with government policy requirements)					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-			No relevant incidents
GRI 417: Marketing and Labeling 2016					
417-1	Requirements for product and service information and labeling	70			
417-2	Incidents of non-compliance concerning product and service information and labeling	70			
417-3	Incidents of non-compliance concerning marketing communications	70			



ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SENAO INTERNATIONAL CO., LTD.'S ESG REPORT FOR 2024

NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by SENAO INTERNATIONAL CO., LTD. (hereinafter referred to as SENAO) to conduct an independent assurance of the ESG Report for 2024 (hereinafter referred to as the Report). The assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standard v3 Type 1 Moderate level during 2025/04/08 to 2025/05/15. SENAO Taiwan operational and service sites as disclosed in SENAO's ESG Report of 2024. The boundary is not the same as SENAO's consolidated financial statements.

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

INTENDED USERS OF THIS ASSURANCE STATEMENT

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

RESPONSIBILITIES

The information in the SENAO's ESG Report of 2024 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of SENAO.

SGS has not been involved in the preparation of any of the material included in the Report.

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

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

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

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

SCOPE OF ASSURANCE AND REPORTING CRITERIA

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

Reporting Criteria Options	
1	AA1000 Accountability Principles (2018)
2	GRI (In Accordance with)

- AA1000 Assurance Standard v3 Type 1 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2018) is conducted at a moderate level of scrutiny, and therefore the reliability and quality of specified sustainability performance information is excluded.
- The evaluation of the report against the requirements of GRI Standards, includes GRI 1, GRI 2, GRI 3, 200, 300 and 400 series claimed in the GRI content index as material and is conducted in accordance with the standards.

ASSURANCE METHODOLOGY

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

LIMITATIONS

Financial data drawn directly from independently audited financial accounts, Task Force on Climate-related Financial Disclosures (TCFD) and SASB have not been checked back to source as part of this assurance process.

INDEPENDENCE AND COMPETENCE

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

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

FINDINGS AND CONCLUSIONS

ASSURANCE OPINION

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

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

ADHERENCE TO AA1000 ACCOUNTABILITY PRINCIPLES (2018)

INCLUSIVITY

SENAO has demonstrated its commitment to stakeholder inclusivity and engagement. A variety of engagement efforts, such as surveys and communications with employees, customers, investors, suppliers, ESG experts, governments, communities, and other stakeholders, have been implemented to strengthen the organization's understanding of stakeholder concerns. For future reporting, SENAO may proactively consider facilitating more direct, two-way involvement of stakeholders during engagement activities.

MATERIALITY

SENAO has established a systematic process and continuously adopts various analytical approaches to refine the identification of issues that are material to the business. Formal reviews have identified stakeholders and the issues that are material to each group. The report addresses these issues at an appropriate level, reflecting their importance and priority to the respective stakeholders.

RESPONSIVENESS

The report addresses how stakeholders are engaged and outlines the channels available for their feedback.

IMPACT

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

ADHERENCE TO GRI

The report, SENAO's ESG Report of 2024, is reporting in accordance with the GRI Universal Standards 2021. The significant impacts were assessed and disclosed in accordance with the guidance defined in GRI 3: Material Topic 2021 and the relevant 200/300/400 series Topic Standard related to the material topics claimed in the GRI content index. The report has properly disclosed information related to SENAO's contributions to sustainable development. SENAO has effectively utilized a cross-referencing approach with the official website in the report, enhancing its readability. It is recommended that future reports provide more detailed descriptions regarding the commitment of the highest governance body, as well as how the organization has applied due diligence to manage its impacts on the economy, environment, and people.

Signed:

For and on behalf of SGS Taiwan Ltd.



Stephen Pao
Business Assurance Director
Taipei, Taiwan
06 June, 2025
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