



## Sustainable Issue Performance and Targets



Material Issue



Achieved



Not Achieved

Management Purpose	KPI	2023 Target	2023 Performance	Status	2024 Target	2028 Target
<b>Customer Relations</b> <b>Management Approach:</b> Manage and monitor customer satisfaction through surveys and feedback channels, gain insight and respond to customer expectations accurately, provide quality and diversified service solutions, and create a win-win situation with customers. <b>Evaluation Mechanism:</b> Develop and implement improvement plans to enhance customer satisfaction through surveys and customer feedback systems.						
Meet customers' diverse needs and resolve customer feedback ensuring continued business	▶ Customer Satisfaction Score	▶ Customer Satisfaction Score reaches 84	▶ Customer satisfaction score is 84.5		▶ Customer Satisfaction Score reaches 84	▶ Customer Satisfaction Score reaches 84
	▶ Zero product recalls	▶ 0 product recalls	▶ 0 product recalls		▶ 0 product recalls	▶ 0 product recalls
	▶ Customer feedback resolution rate	▶ 100% Customer feedback resolution rate	▶ 100% Customer feedback resolution		▶ 100% Customer feedback resolution rate	▶ 100% Customer feedback resolution rate
<b>Sustainable Supply Chain</b> <b>Management Approach:</b> Develop sustainable procurement policies around evaluating supplier environmental/social performance, avoiding purchasing conflict minerals, and advancing with our suppliers to lower operational risks and secure overall supply chain resilience. <b>Evaluation Mechanism:</b> Annually survey regional procurement amount, conduct a Conflict Minerals Reporting Template (CMRT) and Supplier Sustainability Assessment Questionnaire (SSAQ) survey on suppliers, and evaluate and track deficiencies based on the survey results to confirm the achievement and completion rate of various indicators.						
Work with suppliers to create a sustainable supply chain that protects the environment, emphasizes corporate social responsibility, enforces labor rights, and ensures health and safety	▶ Support local suppliers and procurement	▶ Global local procurement rate reaches 40%	▶ Global local procurement rate was 40%		▶ Global local procurement maintains at least 43%	▶ Global local procurement maintains at least 50%
	▶ Percentage of target suppliers completing the conflict-free minerals survey	▶ 100% Target suppliers use conflict-free minerals	▶ 100% Target suppliers use conflict-free minerals		▶ 100% Target suppliers use conflict-free minerals	▶ 100% Target suppliers use conflict-free minerals
	▶ Percentage of Tier-1 suppliers completing the SSAQ	▶ Tier-1 Suppliers SSAQ completion rate reaches 75%	▶ SSAQ completion rate is 76%		▶ Tier-1 Suppliers SSAQ completion rate reaches 75%	▶ Tier-1 Suppliers SSAQ completion rate reaches 75%