

Sustainable Issue Performance and Targets



Material Issue



Achieved



Not Achieved

Management Purpose	KPI	2024 Target	2024 Performance	Status	2025 Target	2029 Target
Customer Relations <p>Management Approach: 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.</p> <p>Evaluation Mechanism: Develop and implement improvement plans to enhance customer satisfaction through surveys and customer feedback systems.</p>						
Meet customers' diverse needs and resolve customer feedback ensuring continued business	Customer satisfaction score	Customer satisfaction score reaches 84	87.1 customer satisfaction score		Customer satisfaction score reaches 85.2	Customer satisfaction score reaches 85.8
	Zero product recalls	0 product recalls	0 product recalls		0 product recalls	0 product recalls
Sustainable Supply Chain <p>Management Approach: 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.</p> <p>Evaluation Mechanism: 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.</p>						
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 41%	41% global local procurement rate		Global local procurement maintains at least 42%	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 used 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%	76% SSAQ completion rate		Tier 1 suppliers SSAQ completion rate reaches 75%	Tier 1 suppliers SSAQ completion rate reaches 75%