

Sustainable Issue Performance and Targets



Material Issue



Achieved

Not Achieved⁽¹⁾

Management Purpose	KPI	2025 Target	2025 Performance	Status	2026 Target	2030 Target
Customer Relations Meet customers' diverse needs and resolve customer feedback ensuring continued business	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. Evaluation Mechanism: Develop and implement improvement plans to enhance customer satisfaction through surveys and customer feedback systems.					
	Customer satisfaction score	Customer satisfaction score reaches 85.2	86.3 Customer satisfaction score		Customer satisfaction score reaches 85.8	Customer Satisfaction Score reaches 86.2
	Zero product recalls	0 product recalls	0 product recalls		0 product recalls	0 product recalls
Sustainable Supply Chain Collaborate with suppliers to build a sustainable supply chain that protects the environment, upholds social responsibility, respects labor and human rights, and promotes health and safety, while advancing the value chain toward net zero through supply chain decarbonization efforts	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. Evaluation Mechanism: Conduct annual surveys, including Minerals Reporting Template (MRT), SAQ survey, and a Net Zero questionnaire for Key Suppliers for Decarbonization Engagement ⁽²⁾ to evaluate and track deficiencies based on survey results and establish a traceable management for supply chain decarbonization.					
	Support local suppliers and procurement	Global local procurement rate reaches 37%	33% Global local procurement rate		Global local procurement maintains at least 30%	Global local procurement maintains at least 32%
	Percentage of target suppliers that completed the MRT	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 SAQ	Tier 1 Suppliers SAQ completion rate reaches 75%	76% SAQ completion rate		Tier 1 Suppliers SAQ completion rate reaches 75%	Tier 1 Suppliers SAQ completion rate reaches 75%
	Percentage of Key Suppliers for Decarbonization Engagement that have obtained GHG emissions verification (ISO 14064-1 or equivalent third-party assurance)	Reach 50% GHG emissions verification for raw material suppliers	76% of raw material suppliers completed verification		Raw material suppliers' verification rate reaches 60%	Raw material suppliers' verification rate reaches 100%
		Equipment suppliers achieve a verification rate of 40%	40% of Equipment suppliers completed verification		Equipment suppliers' verification rate reaches 60%	Equipment suppliers' verification rate reaches 100%
	Percentage of key raw material suppliers for Decarbonization Engagement that have obtained PCF verification	Raw material suppliers achieve a verification rate of 30%	23% of raw material suppliers completed verification		Raw material suppliers' verification rate reaches 40%	Raw material suppliers' verification rate reaches 80%
	Questionnaire Completion Rate of Key Suppliers ⁽³⁾ in the CDP Supply Chain Program	Completed CDP questionnaire responses reached 80%	95% CDP questionnaire completion rate		Completion rate reaches 85%	Completion rate reaches 100%

Note:

1. For not achieved targets, please refer to the corresponding sections for relevant explanations and future improvement plans.

2. Key Suppliers for Decarbonization Engagement: (1) Top five raw material categories with the highest carbon emissions; (2) high energy-consuming machinery and equipment. In 2025, a total of 26 key suppliers were engaged in decarbonization efforts, including 21 raw material suppliers and 5 machinery and equipment suppliers.

3. CDP Key Suppliers: Suppliers account for 80% of raw material and equipment procurement spending.