



**BizLink**



**2019**

**BizLink Holding Inc. Corporate Sustainability Report**



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## Introduction of BizLink Corporate Sustainability Report

This is BizLink's third straight year of publishing a sustainable corporate development report in accordance with the Taiwan Stock Exchange Corporation's "Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies." The Company will publish the report on an annual basis and upload it to our official website. The report is published in Chinese and in English, and is available in the sustainable corporate development section of our official website.



Sustainable corporate development section

public, as well as our philosophy and practice in corporate sustainability to the public.

### External Assurance

The report has received type 1, medium level assurance from SGS Taiwan Ltd. based on AA1000 AS (2008) as well as the Core Options of the latest GRI Standards. The Independent Verification Statement is attached in the appendix of this report.

### Report Scope and Data

- The report encompasses BizLink's performance in corporate sustainability from January 1 to December 31, 2019. The last issue was published in June 2019.
- Economic indicators and financial data encompass the entire Company's operating performance. Financial reports are calculated in New Taiwan Dollar based on International Financial Reporting Standard (IFRS) and audited by Deloitte & Touche.
- Environmental data is collected and analyzed from 9 production sites including BizLink (Kunshan) Co., Ltd.; OptiWorks (Kunshan) Co., Ltd.; BizLink Technology (Changzhou) Ltd.; BizLink Electronics (Xiamen) Co., Ltd.; Tong Ying Electronics (Shenzhen) Co., Ltd.; Xiang Yao Electronics (Shenzhen) Co., Ltd.; BizConn International Corp.; BizLink Technology (Xiamen) Ltd.; and Nanhai Jo Yeh Electronic Co., Ltd. Environmental

management and occupational safety and health management are conducted every year using data gathered through ISO14001:2005 and OHSAS 18001:2007 supplier audits. The GHG audit is conducted according to ISO14064-1 standards. If quantified indicators contain a special meaning, they will be annotated.

- Social indicators encompass implementation conditions in Taiwan, China, USA, Germany, Belgium, Slovakia, Serbia, and Malaysia. Any exceptions will be annotated in the report.
- The report's data is collated by the editorial team, consisting of personnel from HR, Legal, Plant Administration, CEO Office, R&D, Procurement, System Quality Assurance, Customer Service, PR, and Corporate Sustainability Department. The data is reviewed and verified according to the internal control process.

### Opinion Feedback

If you have any questions or suggestions concerning the report, please do not hesitate to contact us via the following channels:

BizLink sustainable development contact person

+886 2 8226 1000 ext. 2565 (Mr. Yin) [esg@bizlinktech.com](mailto:esg@bizlinktech.com)

3F, No. 186, Jian 1st Rd., Zhonghe Dist., New Taipei City

[www.bizlinktech.com](http://www.bizlinktech.com)



## BizLink's Important Achievements in Sustainable Development in 2019

### CSR Promotion

Global Sustainability Center (GSC) was established to develop, promote, and realize the Company's vision on safety, health, and environmental protection.

### Giving Back to the Society

In 2019, the Company donated a total of NT\$ 6,189,513, an increase of **12.7 %** compared to 2018.

### Corporate Governance



- ★ Included in the top 5% award recipient list for the 5th TSE & OTC Listed Companies Corporate Governance Appraisal in 2019.
- ★ Selected as a constituent stock of TWSE "Corporate Governance 100 Index" for the fourth year in a row.

### Business Operations

In 2019, the Company's revenue was **NT\$21.3 billion**, an increase of **32.44%** over last year. The net income after tax increased by **8%**, EPS was **NT\$15.54**.



- ★ The honor of "America's Most Responsible Companies 2020" from Newsweek.



- ★ The honor of "Asiamoney Asia's Outstanding Companies Poll 2019" in the Taiwan Automobiles and Components sector.



- ★ Inclusion into the Deloitte Technology Fast 500 Asia Pacific.



- ★ Awarded with "Best Investor Relations in the Technology Sector in Greater China" and "Best Investor Relations in Taiwan" at the same time from IR Magazine.

### Environmental Protection

Expanded the scope of environmental data collection and analyzing from 3 sites to 9 sites, incorporating all production sites in China. In the future, the scope will be expanded to include all of BizLink's production sites.



2019 GHG intensity was 1.74 tons CO<sub>2</sub>e/NT\$1 million, a **reduction of 11.1%** compared to 2018.



2019 energy consumption intensity was 1.75 kWh/NT\$1000, a **reduction of 15.21%** compared to 2018.



2019 water consumption intensity was 22.97m<sup>3</sup>/NT\$1 million, a **reduction of 9.2%** compared to 2018.



CEO  
Chien-Hua Teng

Chairman  
Hwa-Tse Liang

## Message from the Management

The World Health Organization (WHO) declared COVID-19 as a pandemic during March 2020, and there are over 29 million confirmed cases worldwide as of mid-September 2020. The situation continues to deteriorate in several parts of the world. This pandemic has affected not just individuals but businesses as well given unprecedented, widespread impacts across economic, environmental, and social dimensions.

ESG has quickly become an additional investment criterion monitored by investors and shareholders, especially as the world reels from COVID-19. Environmental awareness has intensified, and companies are placing more emphasis on being eco-friendly, being socially responsible, and forming a close bond with various stakeholders as corporate sustainability is embraced by global citizens. BizLink has begun to garner praise for and be recognized for our efforts and excellent results in CSR and in ESG, which is in turn giving us more confidence in our long road towards greater corporate sustainability. Below are the areas covered in this report.

## 本報告書面向

01



### Ongoing Environmental Protection

The 51st session of the Intergovernmental Panel on Climate Change (IPCC 51) was convened in Monaco during September 2019, and the "Special Report on the Ocean and Cryosphere in a Changing Climate (SROCC)" was published, emphasizing that taking actions to protect our oceans will help to mitigate climate crises. However, additional measures will be required globally.

Our operating strategy incorporates **"Sustainable Development"**, and environmental goals are stipulated to help boost our performance in carbon reduction, energy conservation, and production efficiency. We have demonstrated significant progress in the elements we care the most about during 2019, including energy conservation measures, reduction of GHG emissions, waste reduction, logistics control, supplier cooperation, and carbon reduction.

02



### Strengthening Ties with the Society

BizLink continued to actively participate in public welfare activities in the past year, raising our sponsorship by 12.7% over 2018. We sponsored the Kuroshio Ocean Education Foundation in their study of microplastics pollution in the waters surrounding Taiwan to communicate to the public the severity of the impact of excessive plastic waste on Taiwan and in oceans around the world. We also supported NCTU's Advanced Rocket Research Center over the past few years, providing grants to aerospace technology talents. Internationally, BizLink will continue to deeply care about and for disadvantaged children and childcare institutions.

03



### Steady Operations and Integrity

2019 was a year of dynamic changes influenced by fluctuating material prices and exchange rates as well as US-China trade frictions. BizLink achieved sales growth of nearly 8% (calculations based in TWD) in 2019 due to our strength in core technologies and competencies as well as our extraordinary customer service. Our efforts in "Sustainable Development" have gradually received critical acclaim over the past three years; BizLink not only named **"Asia's Most Outstanding Companies"** in the Taiwan Automobiles and Components sector from AsiaMoney, but was also named one of **"America's Most Responsible Companies"** from Newsweek.

BizLink has recently established a Global Sustainability Center to promote a unified set of standards across environmental, safety, and health-related dimensions across the 16 regions we are located in to fulfill our goal of "zero accidents". BizLink continues to reinforce board operations and promote information transparency to strengthen communication with our stakeholders.

BizLink was ranked in the Top-5% in TWSE's 2020 Corporate Governance evaluation. We were selected as a constituent stock in the **TWSE "Corporate Governance 100 Index"** for the fourth straight year. The dedicated endeavours of our Investor Relations team also received recognition from IR Magazine in 2019 as the **"Best Investor Relations in the Technology Sector"** for the Greater China region, and as the **"Best in Investor Relations" for Taiwan**.

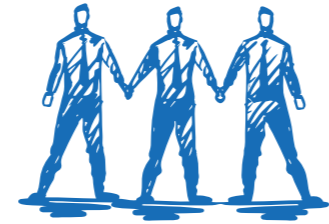


### Conclusion

BizLink's sustained growth is possible only from the never-ending efforts of our global team as well as from the support of our key stakeholders, including our customers, suppliers, industry partners, shareholders, media outlets, and local communities and schools. We will continue to pursue energy conservation and effective resource management to improve automation and create a good working environment for our employees. We aim to materialize BizLink's vision and mission globally in order to achieve high-quality, sustainable growth, and hope to become the benchmark enterprise in the industry and in society.



# 01



## Corporate Commitment and Stakeholder Dialogue

- 1.1 Corporate Sustainable Development Vision and Commitment
- 1.2 Stakeholder and Materials Aspect Identification

### 1.1 Corporate Sustainable Development Vision and Commitment

We strive to create “corporate sustainability” through the 4 core values of “integrity and honesty,” “customer orientation,” “teamwork” and “environmental protection.” While pursuing revenue and profits, we insist in playing the role of a global citizen and fulfilling our corporate social responsibilities to generate a constant momentum for growth and for improving our competitiveness.

In order to materialize corporate sustainability, BizLink CEO Felix Teng and senior executives have led by example to establish the Corporate Governance and Sustainability Development Committee directly under the Board of Directors in 2018, which is responsible for creating the corporate management system, reinforcing the sustainability management system, and internalizing sustainable development as an integral part of BizLink’s strategy-making process and corporate culture.

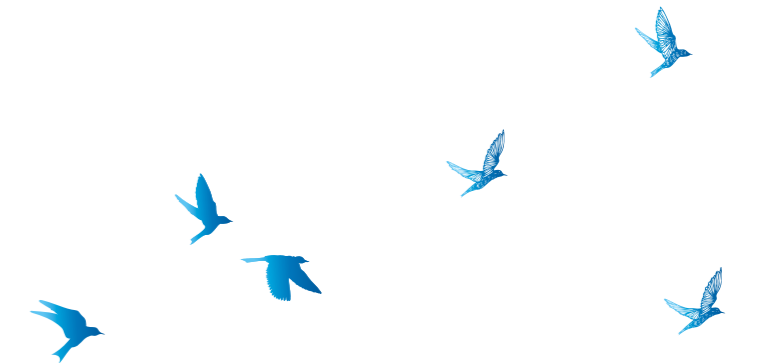
As an ethical and responsible enterprise, BizLink is committed to becoming a global leader and trusted partner of our clients. We firmly believe that smooth stakeholder engagement and environmental accountability will foster the Company’s long-term growth and profitability. As these two goals are achieved over time, BizLink will continue upholding the spirit of giving back to society in promoting environmental protection and corporate sustainability.

The vision of BizLink in corporate sustainability is to create a society with cultural diversity, humanitarian care, creativity, vivacity, and environmental sustainability. In order to let the Company and our employees actively implement environmental protection and corporate sustainability, we have used the Responsible Business Alliance (RBA)’s Code of Conduct to formulate the CSR Best Practice Principles, encompassing all of BizLink’s

subsidiaries. We are committed to abiding by the regulations of the best practice principles, including investment, suppliers, sales development and other sales or employment relations. The best practice principles outline specific commitments within various sustainable development related issues, including business ethics, labor relations, environmental protection, health and safety, management system, corporate governance, and community participation, etc. Moreover, internal and external audits are conducted to assess implementation performance. For details of BizLink’s CSR Best Practice Principles, please refer to BizLink’s official website.



BizLink’s official website



### 1.1.1 Corporate Sustainability Promotion Unit

The Corporate Governance and Sustainability Development Committee is responsible for promoting sustainable development within BizLink. Company CEO Felix Teng is the convener, and all senior executives are appointed as members of the promoting team, stipulating corporate sustainability development, corporate governance, economic, environmental and societal goals of sustainable corporate development and supervising the implementation progress. On top of that, they are responsible for leading BizLink to realize the vision of sustainable corporate development as well as short, medium and long-range objectives.

BizLink's Corporate Governance and Sustainability Development Committee is responsible for materializing the Company's commitments to the society, including numerous aspects such as labor relations, employee care, corporate governance, environmental protection, and social welfare. In particular, the most important goals are: respecting and complying with the law, protecting employment rights, improving workplace health and safety, developing green products, minimizing environmental impact, shouldering social and environmental responsibilities, and meeting the customers' requirements.

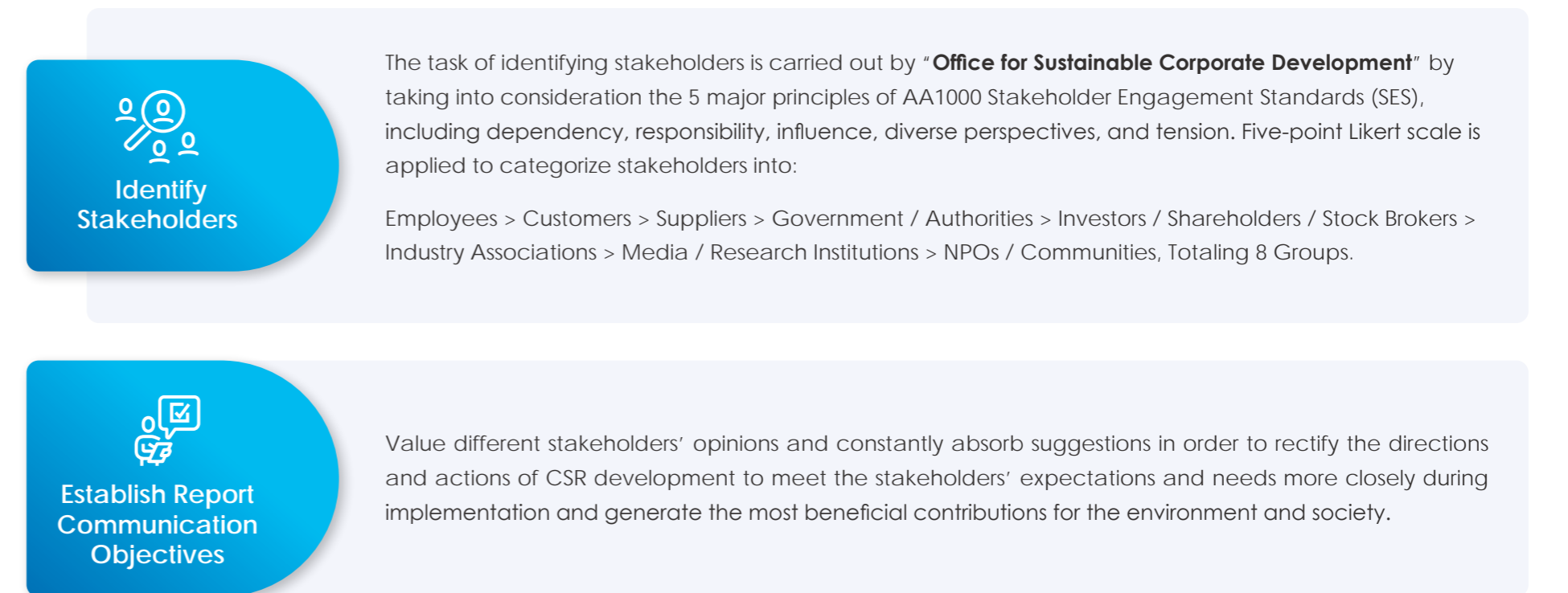


## 1.2 Stakeholder and Materials Aspect Identification

### 1.2.1 Materiality Analysis Technique

Effective engagement with stakeholders is an important foundation of corporate sustainability development. Of the numerous stakeholders, the most important aspect is to identify those who have significant influence over the Company's operations and determine the issues that they care about most in a prioritized order. BizLink regularly identifies sustainability-related issues that our stakeholders care about or are interested in to use them as a reference for the report's information disclosure and conduct effective communication with different stakeholders. In principle, the identification process is conducted once a year using stakeholder opinion survey as the tool to gain insight into the issues of concern among stakeholders on a regular basis.

BizLink continues to communicate effectively with our stakeholders. BizLink has implemented the materiality analysis technique by referring to GRI Standards, where the considerations' scope and boundaries are incorporated into the method. The main steps involved are:

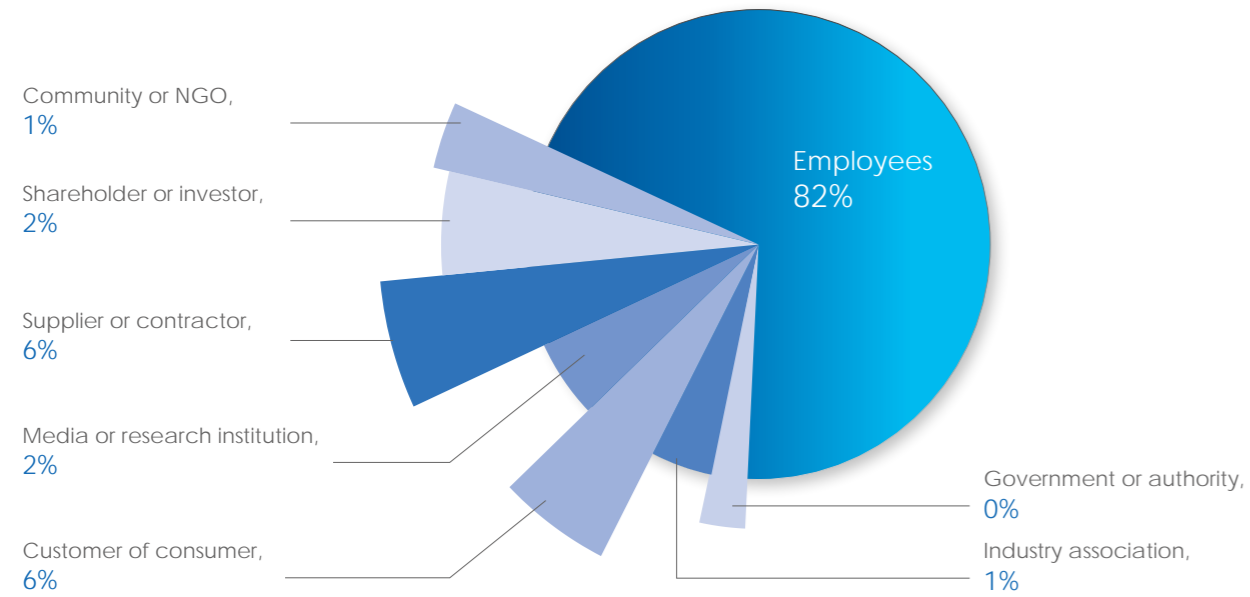


**Gather Sustainability Issues**

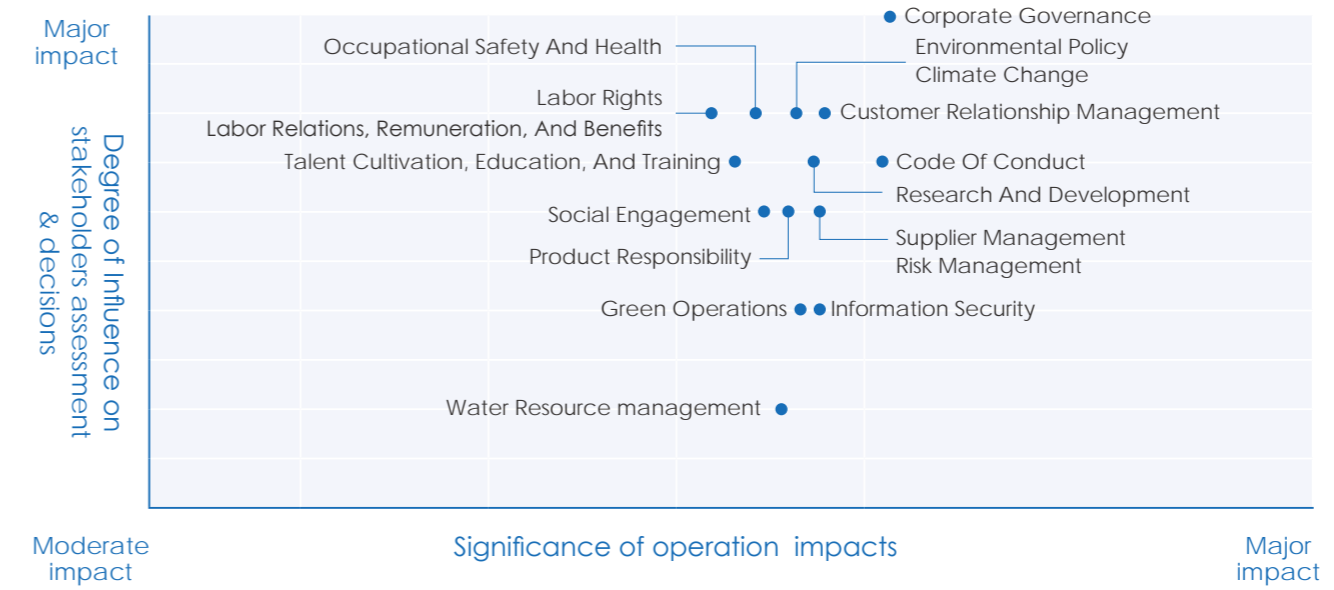
Using the GRI Standard as the foundation, we have also incorporated the impact of the economy, society and environment on corporate sustainability to form the scope of BizLink’s sustainability issues. We reviewed 17 sustainability issues from 2018 by borrowing from the experience of BizLink colleagues from various departments as well as that of other leading firms in the industry, before using GRI indicators and sustainability issues to form the scope of material issue identification.

**Conduct Materiality Analysis to Determine Priority**

For the stakeholders identified in 2019, we conducted a materiality survey and collected 354 questionnaires describing the above-mentioned stakeholders’ level of concern towards each issue. The same issues are assessed by our committee members and colleagues through questionnaires to determine the impact of the economy, society, and environment on the Company’s operations, before the most important material issues with high levels of concern and impact are ascertained and prioritized.



**Materiality matrix in 2019**



**Scope and Boundary of Aspect Identification**

For the prioritized materials aspects, the organization should determine whether or not the activity, product or service-related impacts occur inside or outside of the organization in order to present a comprehensive value chain.

**Review and Discussion**

The outcome of materiality analysis is discussed by the editorial team of the report to prioritize the 10 top material issues.



Category	Material issue	Explanation	Report chapter
 Economic aspect	Corporate Governance (Governance, ethics and, integrity, market image)	Formation and functioning of the Board of Directors and audit	2.2 Corporate Governance
	Code of conduct	Formulation of code of ethical behavior and ethics, labor practice, human rights grievance mechanism, anti-corruption, privacy policy and violations	2 Ethics, Integrity and, Anti-Corruption
	Customer relationship management (Customer health and safety, product and service labeling, marketing, customer privacy, legal compliance)	Customer satisfaction, problem resolution procedure, quality management	3 Customer Service and Satisfaction
	Research and development	Innovative contents such as products, manufacturing process and society/environment	3 Innovative Product Design
 Social aspect	Labor relations, remuneration, and benefits (Labor relations, equal remuneration for women and men)	Labor relations, remuneration, and benefits, as well as various employee care related activities	5 Employee Relations 5 Protection of Rights
	Labor rights (Non-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor, security practices, indigenous rights, evaluation, supplier human rights assessment, human rights grievance mechanisms)	Gender equality, non-discrimination, human rights grievance mechanisms	5.2 Employee Profile
	Occupational safety and health (Non-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor, security practices, indigenous rights, evaluation, supplier human rights assessment, human rights grievance mechanisms)	Disabling injury frequency rate (FR), occupational accident statistics, incidence, main operational risks	5 Occupational Safety and Health
	Talent cultivation, education, and training (Investment, training, and education)	Expertise cultivation and planning, implementation results etc.	5 Employee Development, Education and Training
	Environmental policy/management system (Raw material, energy, water, compliance, and selecting suppliers based on environmental criteria)	Contents such as environmental protection policy, qualitative information, audit verification etc.	4 Environmental Policy and Green Strategy
 Environmental aspect	Climate change (GHG emissions reduction)	Carbon management and policy, carbon emissions intensity and reduction, carbon reduction measures etc.	4.2 Response to Climate Change and Global Warming 4.3 GHG Reduction

## 1.2.2 Stakeholder Engagement Method and Frequency Table

Stakeholder		Material Issues		Engagement Method ( Engagement Frequency )
Customer	<ul style="list-style-type: none"> <li>Customers of an existing brand</li> <li>Potential customers</li> </ul>	<ul style="list-style-type: none"> <li>Creative products</li> <li>Product quality/price/delivery date</li> <li>Green products</li> </ul>	<ul style="list-style-type: none"> <li>Restricted substance management</li> <li>R&amp;D/Engineering capability</li> </ul>	<ul style="list-style-type: none"> <li>Innovative product requirement communication (Customers' product development needs)</li> <li>Regular and main customer sales review (Customers' product development needs)</li> <li>Customer satisfaction survey and feedback (Quarterly or semi-annually)</li> <li>Customer audit and customer questionnaire response (Quarterly or semi-annually)</li> </ul>
Supplier	<ul style="list-style-type: none"> <li>Key component supplier</li> <li>Raw materials supplier</li> <li>Outward processing plant</li> </ul>	<ul style="list-style-type: none"> <li>Comply with various legal requirements</li> <li>Workplace environment and health</li> <li>Price competitiveness</li> </ul>	<ul style="list-style-type: none"> <li>Stable supply</li> <li>Technical capability</li> </ul>	<ul style="list-style-type: none"> <li>Conference (Irregularly)</li> <li>Email (Irregularly)</li> <li>Supplier management system evaluation (Annually)</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Full-time employee</li> <li>Contract employee</li> </ul>	<ul style="list-style-type: none"> <li>Legal compliance</li> <li>Legitimate management</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Learning and growth</li> <li>Health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Employee communication meeting: Employees communicate feedbacks to senior management directly via the Company's internal channel. (Monthly)</li> <li>Welfare Committee's decision and execution of employee events, including planning and budgeting (Semi-annually)</li> <li>New employee education and training (New employee orientation and training is conducted on the day the employee joins the Company)</li> <li>E-learning - BizLink academy (Irregularly)</li> <li>One on one performance interview for managers (Annually)</li> </ul>
Investor/ Shareholder/ Stock Broker	<ul style="list-style-type: none"> <li>General shareholder</li> <li>Corporate shareholder</li> <li>Rating institution</li> <li>Financial insurance institution</li> </ul>	<ul style="list-style-type: none"> <li>Industry outlook, Company competitiveness and future growth potential</li> <li>Company's profitability and dividend policy</li> <li>Stock value</li> <li>Corporate governance/risk management</li> <li>Information disclosure and transparency</li> <li>Materialization of corporate social responsibility and reinvestment</li> </ul>		<ul style="list-style-type: none"> <li>Domestic and foreign investment meeting (Regularly or irregularly)</li> <li>AGM (Annually)</li> </ul>
Government/ Authority	<ul style="list-style-type: none"> <li>Securities authority</li> </ul>	<ul style="list-style-type: none"> <li>Operational efficacy and efficiency</li> <li>Reliability, timeliness, transparency and legal compliance</li> <li>Compliance with legal regulations</li> </ul>		<ul style="list-style-type: none"> <li>Company website (Regularly or irregularly)</li> <li>Related information disclosure on MOPS (including CSR report) (Regularly or irregularly)</li> <li>Official letter (Regularly or irregularly)</li> <li>Participate in promotion meetings held by government authorities (Regularly or irregularly)</li> <li>MOPS reporting (Regularly or irregularly)</li> </ul>
Industry Association	<ul style="list-style-type: none"> <li>Industry association</li> <li>Industry association</li> </ul>	<ul style="list-style-type: none"> <li>Industry trend</li> <li>Technical standard</li> </ul>		<ul style="list-style-type: none"> <li>Professional seminar (Irregularly)</li> <li>On the job training (Irregularly)</li> </ul>
Media/ Research Institution	<ul style="list-style-type: none"> <li>Mass communication media</li> <li>Research institution</li> </ul>	<ul style="list-style-type: none"> <li>Operating performance</li> <li>Product innovation and technical development</li> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Environmental protection</li> <li>Sustainable development strategy</li> </ul>	<ul style="list-style-type: none"> <li>News release (Regularly or irregularly)</li> <li>Press conference (Irregularly)</li> <li>Company website (Regularly or irregularly)</li> <li>Questionnaire survey (Irregularly)</li> </ul>
NPO/ Community	<ul style="list-style-type: none"> <li>Environmental group</li> <li>Foundation and other public welfare groups</li> <li>Community group</li> </ul>	<ul style="list-style-type: none"> <li>Energy and water resource management, waste management and recycling</li> <li>Cultural and unique education development</li> <li>Participation in social and community welfare</li> </ul>		<ul style="list-style-type: none"> <li>Disclosure of relevant information in the annual report and Company website (Annually)</li> <li>Engage in underprivileged children caring activities (The Company irregularly hosts public welfare activities or participates in external public welfare activities)</li> </ul>

# 02



## Corporate Development

### 2.1 Company Profile

### 2.2 Corporate Governance

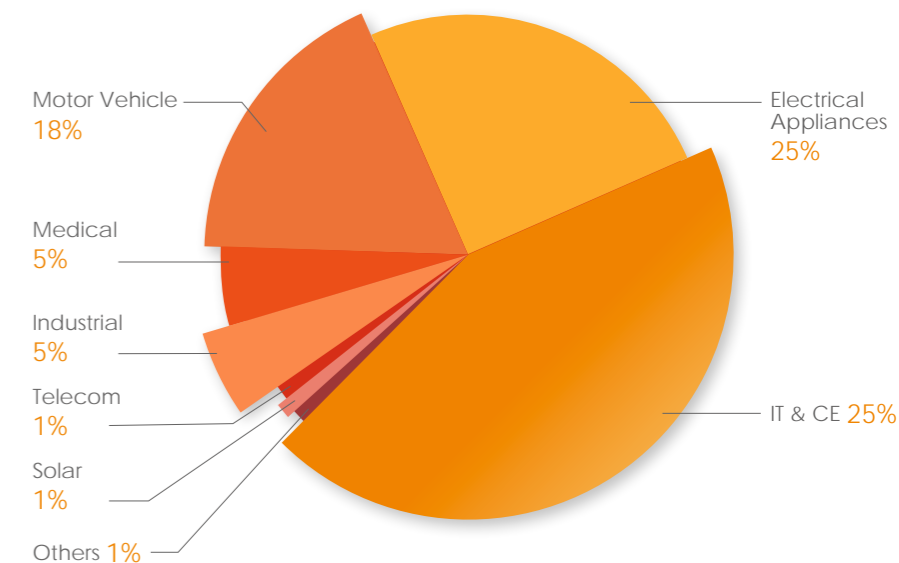
## 2.1 Company Profile

BizLink Holding Inc. was founded on June 1, 2000 in the Cayman Islands, and is headquartered in Silicon Valley, California. BizLink is the leading provider of connectivity solutions worldwide. BizLink owns 15 production sites and operating bases across 12 countries, and all subsidiaries are wholly owned, including BizLink Technology Inc. and OptiWorks Inc. in the USA; BizLink International Corp. in Taiwan; BizLink (Kunshan) Co., Ltd., OptiWorks (Shanghai) Co., Ltd., BizLink Technology (Changzhou) Ltd., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and Jo Yeh Co., Ltd. (Foshan) in China; BizLink Technology (Ireland) Ltd., BizLink Technology (Belgium) N.V, EA Cable Assemblies GmbH, BizLink Technology (Slovakia) s.r.o., BizLink Technology SRB d.o.o., BizLink (BVI) Corp. and ADEL Enterprises Corporation in Europe.

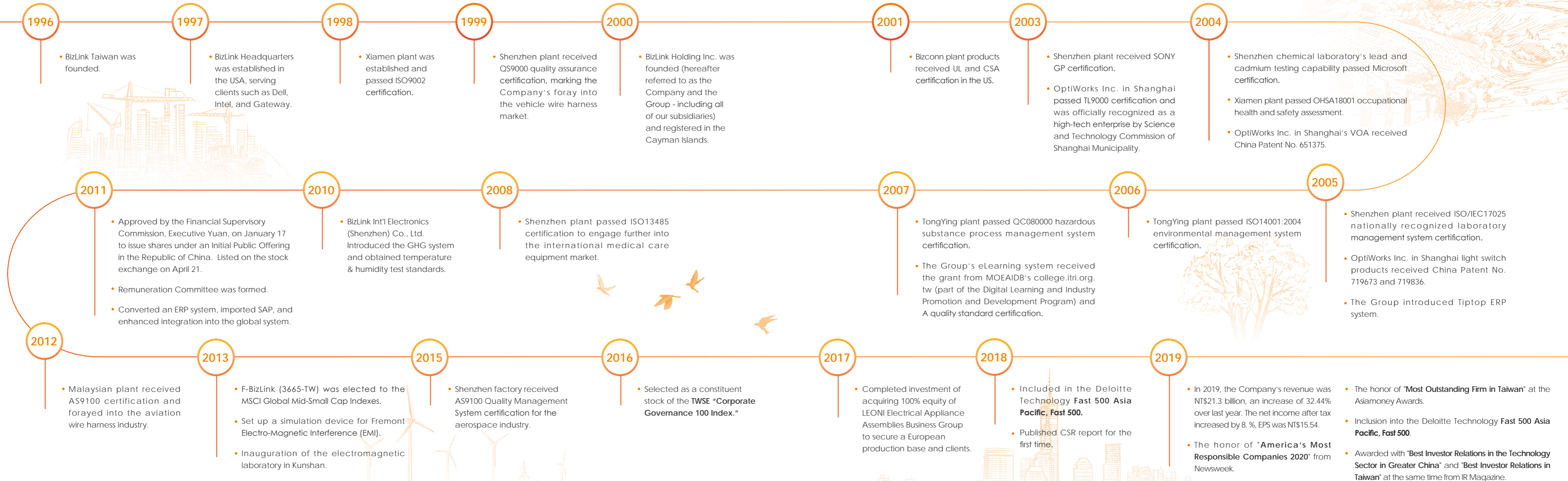
BizLink's primary business is providing connection-related applications and solutions, including harnesses and cables for IT, computer peripherals, data center, consumer electronics, appliance, cars, medical equipment, optical communication equipment, solar equipment, industrial equipment, connection modules, connectors, wires and cables for semiconductor equipment, connection module and cabling design, development, production, and sales. Please refer to the production table from the last 2 years in chapter 5 of the 2019 annual report for the main product sales volume.

BizLink Holding Inc.	
Headquarters	USA
Global consolidated revenue in 2019	NT\$23.1 billion
Earnings per share for 2019	NT\$15.54
Total number of employees in 2019	Around 9,800 people
Stock code	3665

 2019 Product Portfolio



## 2.1.1 Milestones



## 2.1.2 BizLink's Main Global Offices



### Production Location Conditions

Location	Certification Passed
Shenzhen, China 1	ISO 9001 : 2015   ISO 14001 : 2015   ISO13485 : 2016 TS 16949 : 2016   ISO 45001 : 2015   QC 080000
Shenzhen, China 2	ISO 9001 : 2015   ISO 14001 : 2015   TS 16949 : 2016 ISO 13485 : 2016   OHSAS 18001
Shenzhen, China 3	ISO 9001 : 2015   ISO 14001 : 2015   TS 16949 : 2016 ISO 13485 : 2016
Kunshan, China 1	ISO 9001 : 2015   ISO 14001 : 2015   ISO 13485 : 2016 TS 16949 : 2016   OHSAS 18001 : 2007   QC 080000 UL & CSA
Kunshan, China 2	ISO 14001 : 2015   TL 9000 : 2015   OHSAS 18001 : 2007
Changzhou, China	ISO 9001 : 2015   ISO 14001 : 2015   ISO / TS 16949
Xiamen, China 1	ISO 9001 : 2015   ISO 14001 : 2015   OHSAS 18001 : 2007 UL & CSA

Location	Certification Passed
Xiamen, China 2	ISO 9001 : 2015   ISO 14001 : 2015
Foshan, China	ISO 14001 : 2015   TS 14949 : 2016   UL & CSA
Penang, Malaysia	ISO 9001 : 2015   ISO 14001 : 2015   ISO 13485 : 2003 AS 9100   UL
California, USA	ISO 9001 : 2015
Texas, USA	ISO 9001 : 2015   UL & CSA
Juárez, Mexico	ISO 9001   TS 16949   UL & CSA
Slovakia	ISO 9001 : 2015   ISO 14001 : 2015
Serbia	ISO 9001 : 2015

## 2.1.3 Operating Performance and Outlook

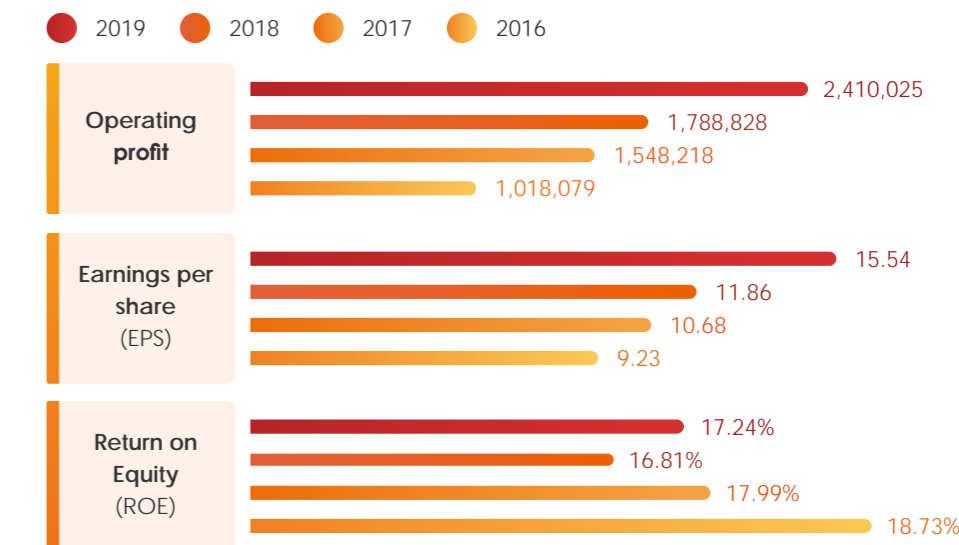
### Simplified income statement

Unit: NT\$1,000  
(Except for earnings (loss) per share, which is in NT\$1)

Item	2017	2018	2019
Operating revenue	15,599,207	21,392,398	23,092,145
Operating cost	11,793,802	16,802,531	17,466,558
Gross margin	3,805,405	4,589,867	5,625,587
Operating profit	1,548,218	1,788,828	2,410,025
Profit before income tax	1,505,044	1,857,714	2,335,028
Net income after tax attributed to the owners of the parent Company	1,162,465	1,399,589	1,843,989
Employee remuneration and welfare	2,580,695	3,423,811	4,323,777
Gross amount of dividends	809,210	888,881	1,174,657
Payments to government - income tax	316,734	470,306	607,732
Earnings per share	10.68	11.86	15.54

**Note**  
The financial information contained within this statement is based on the 2018 consolidated financial report audited by accountants. Please refer to the Company's annual report or MOPS.

R&D projects will focus on select high-end applications in the product markets we serve. BizLink will continue developing high-speed cables for Cloud Storage to ride the 5G upgrade wave. EVsupply equipment (EVSE), power supply accessories, and energy storage wire harnesses for high currents will remain as development focuses for the electrification of vehicles. BizLink has also tapped into advanced applications such as unmanned vehicle harnesses and long-distance wiring for virtual/augmented reality. More effort will be spent on developing Category II cables for medical equipment. BizLink will focus on customized solutions for semiconductor makers and new energy equipment as well as on harnesses for engineering vehicles for industrial equipment



### 2.1.4 Public Organization Membership

BizLink proactively engages in industry association activities, forming a close communication mechanism with industry members via regular or irregular meetings.

-  **Taiwan Electronic Connection Association**  
Director, General member
-  **Strategic Alliance for Automobile Industry in TECA**  
General member



We believe that a good Board of Director governance system is the cornerstone of outstanding corporate governance, in order to reinforce an effective and sound governance system, BizLink has appointed independent directors within the Board of Directors since we went public in 2011, consisting of the most experienced and reputable talents in the industry. They serve to ensure the Company's legal and ethical compliance during the pursuit of growth. Thereafter, the AGM passed a resolution to create the Audit Committee under the Board of Directors consisting of independent directors. The functioning of the Board of Directors and Audit Committee is regulated by the "Rules of Procedure for Board Meetings" and "Audit Committee Charter." In 2011, considering the remuneration system of the directors and managers as an integral part of corporate governance and risk management, the Company's Board of Directors passed a resolution to form the Remuneration Committee. "Remuneration Committee Charter" was also stipulated, taking a major step towards realizing the spirit of corporate governance. Selected as a constituent stock of the TWSE "Corporate Governance 100 Index" in 2016.



## 2.2 Corporate Governance

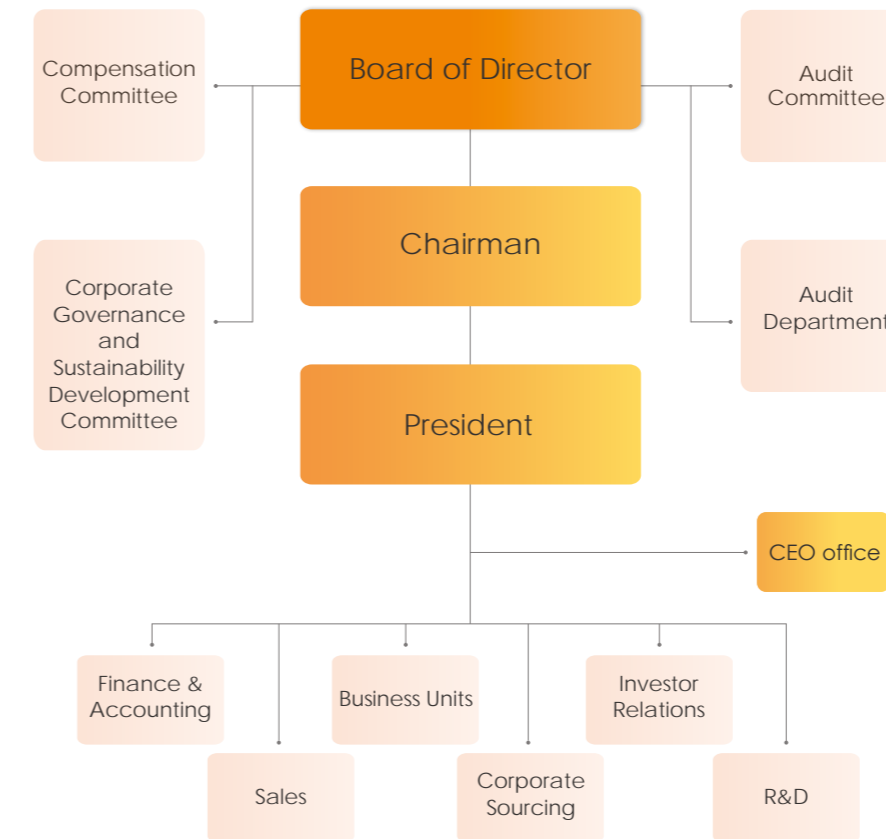
BizLink emphasizes transparency and corporate governance, therefore the Company has formed an effective corporate governance framework and execution practice regulation according to the Company Law, Securities and Exchange Act and other laws in order to constantly improve management performance as well as guarantee the rights of the investors and other stakeholders.

For a long time, BizLink has dedicated itself to creating an effective corporate governance framework, protecting the shareholders' rights, strengthening the competence of the Board of Directors, respecting the stakeholders' rights and increasing information transparency. The aim is to progressively implement various systems and regulations in order to improve the quality and outcome of corporate governance on an ongoing basis, thereby materializing the spirit of corporate governance, maximizing the shareholders' rights and ensuring corporate sustainability.

### 2.2.1 Board of Directors

According to the Articles of Incorporation, the Company has appointed no less than 5 and no more than 21 directors (including independent directors) for a term of 3 years. The directors are elected by shareholders and directors may be reelected to serve another term.

 **Structure of the Board of Directors**

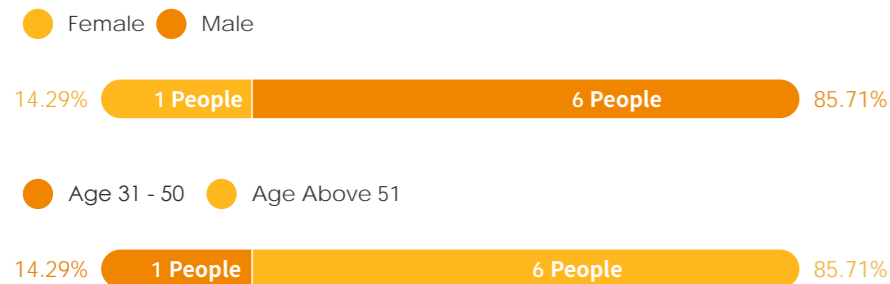


The Company's Board of Directors consists of 7 members, all are seasoned and reputable talents in the industry. In particular, there are 3 independent directors, whose independence complies with the relevant regulations of the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies." The Directors consist of a Chairman, 4 general directors and 3 independent directors who come from diverse professional backgrounds or fields of work. They can effectively undertake the responsibilities of creating a good Board of Directors governance system to supervise, appoint and guide the Company's management level to reinforce its management function. Moreover, they are also in charge of the Company's economic aspect, social aspect and environmental aspect, committed to maximizing the rights of our stakeholders.

 **BizLink Board of Directors**

-  **Chairman** Hwa-Tse Liang (Male)
-  **Director** Chien-Hua Teng (Male)  
Jui-Hsiung Yen (Male) Yifen Investment Co., Ltd. Legal Representative  
Inru Kuo (Female)
-  **Independent Director** Jr-Wen Huang (Male)  
Ming-Chun Chen (Male)  
Chin-Teh Hsu (Male) By-elected in the annual general meeting on June 12th, 2019

## BoD Members Diversity



The background information, education, positions in other companies, as well as the operating condition of the Board of Directors and various functional committees are disclosed in the Company's annual report, which can be obtained from MOPS website and the Company's official website.

In light of increasing emphasis on issues such as corporate governance and corporate sustainability and the international trend, the Company encourages our Directors to engage in further studies in related fields and report their progress to the Company. The Directors' progress in training and records of further studies are disclosed on Market Observation Post System.



The Company's Official Website



Market Observation Post System

### 2.2.2 Audit Committee

The purpose of the Company's Audit Committee is to supervise and establish a risk control system, the scope includes: Fair presentation of the financial reports of the Company; the hiring (and dismissal), independence, and performance of certified public accountants of the Company; the effective implementation of the internal control system of the Company; compliance with relevant laws and regulations by the Company; management of the existing or potential risks of the Company. Additionally, the chief auditor, accounting supervisor, and certified accountants should present reports related to internal audits, financial conditions and updated information regarding relevant laws to the Audit Committee every quarter. The Audit Committee may, upon passing a resolution, appoint attorneys, accountants or other experts to conduct audits or provide consultation within their professional capacities. They can also contact the Company's internal auditors, certified accountants and management directly. The Audit Committee convenes at least once every quarter. In 2019, the Company convened 7 meetings. Please refer to the annual report and MOPS for attendance.



### 2.2.3 Remuneration Committee

The Company's Remuneration Committee's responsibility is to stipulate and regularly review the remuneration policy of the Directors and managers. The purpose is to align the Company's performance with objectives in order to attract and retain high-quality talents and improve competitiveness. Remuneration of the Company's Directors are done in accordance with the Articles of Incorporation, amendments should be approved by the shareholders' meeting. It is used as a way to measure the performance of the Company's highest governing body. The remuneration is determined by the individual Director's authority, attendance, and other performance evaluations. Senior manager remuneration includes base salary, annual bonus, and benefits, as well as bonuses and dividends (cash/shares) and employee stock options, mainly variable items. Fixed items aim to maintain the Company's competitiveness in the industry, while variable items take into consideration performance of the Company and individuals; in other words, the better the Company's and individuals' performance is, the higher the ratio is between fixed and variable items. Performance evaluation standards are based on combined goals such as the annual financial performance (revenue, profit etc.), market/client, organization and employee growth/development. The evaluation items, objectives and weighting are stipulated at the beginning of each year according



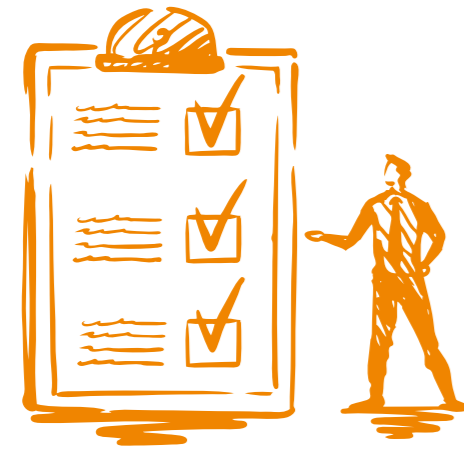
to development conditions in the internal/external environments. Remuneration of managers is reviewed, assessed by the Remuneration Committee, which will make appropriate recommendations to the Board of Directors for approval and implementation.

The Company's Remuneration Committee convenes a least twice a year and consists of 3 committee members. The Remuneration Committee has elected Independent Director Ming-tsun Chen as the convener and chairperson. The committee should invite the Chairman to attend meetings, but he should recuse himself from participating in agenda items that involve personal interests. The Directors, managers from the Company's relevant departments, internal auditors, accountants as well as legal advisors or other personnel should also attend the meetings to provide necessary information. The Company has convened a total of 2 meetings in 2019. Please refer to the annual report and MOPS for attendance.

### 2.2.4 Corporate Governance and Sustainability Development Committee

BizLink's Board of Directors passed the resolution to establish the Corporate Governance and Sustainability Development Committee in 2018 to create a sound committee governance system, reinforce management's functions as well as implement corporate social

responsibility practices, with BizLink CEO Felix Teng as the convener, Independent Directors Ming-Chun Chen and Chih-Wen Huang as the committee members, and the Investor Relations and Public Relations Department as the executive organizer. In order to strengthen the functioning of this committee, and to demonstrate our sincere initiative in environmental, social, and corporate governance dimensions, this committee consists of 4 major functional sections: Corporate Governance Section, Economy Section, Social Section, and Environmental Section. These sections convene regularly to discuss the latest corporate sustainability-related issues and review the implementation of various action plans. The Committee has convened one meeting in 2019 with the agenda of reporting the current status of corporate sustainability development. Regular meetings will be convened annually to monitor the progress of the implementation of sustainable practices.



### 2.2.5 Principles for Avoiding and Managing Conflict of Interests

The Company has the conflict of interest avoidance regulations within the Rules of Procedure for Board of Directors Meetings and the Audit Committee Charter. If a Director or the judicial person the Director represents has a personal interest in the matter under discussion at the meeting, which may impair the interest of the Company, the Director shall not join the discussion and voting on such matter. The Director shall recuse himself/herself when the matter is being discussed and resolved, nor shall the Director exercise voting rights on behalf of another Director. Full names of relevant Directors, important contents and recusal conditions are stated in the meeting minutes.

The Company has stipulated Ethical Corporate Management Best Practice Principles, Procedures for Ethical Management and Guidelines for Conduct, Procedures of Handling Significant Information and Insider Trading Policy as the basis for avoiding and managing conflicts of interests.

Relevant regulations and information are disclosed in the Stakeholder Section of the Company's website, which also act as a communication channel with our stakeholders. The Company has also appointed a spokesperson and created an email, where specialized personnel is in charge of handling various stakeholder related queries and suggestions.

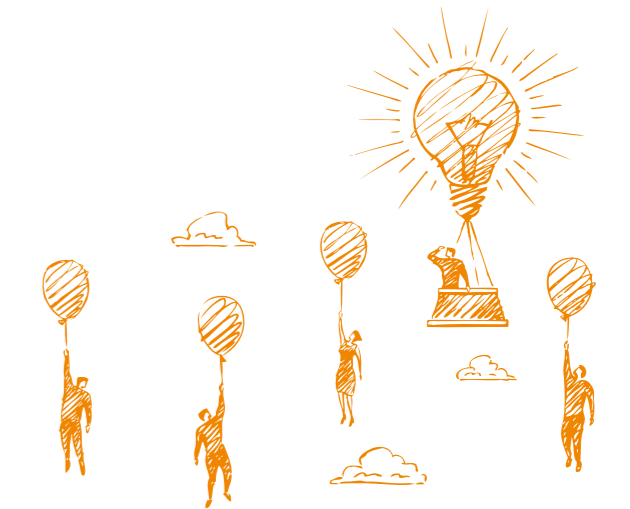
### 2.2.6 Company's Legal Compliance

The Company has complied with various Public Company related laws to stipulate internal operating regulations, and adjustments are made in accordance with any amendments made to the laws by the authorities immediately. The spirit is also upheld in all of the Group's subsidiaries, and they are required to abide by such regulations. In addition, in order to materialize the Company's core values, uphold a high level of occupational ethics, as well as allow our employees to abide by the Company's rigorous ethical standards during day to day operations, thereby maintaining the Company's reputation and earning the respect and trust of our customers, suppliers and others, the Company has stipulated the Code of Conduct for the employees and managers in all levels.

The Company currently operates 15 production bases and 8 operating locations in Asia, Europe, and North America. Our management team will constantly observe any domestic or foreign policies and laws that may have potential impacts on the Company's finances and sales; related risk management protocols have been established, and our employees' legal abilities will be improved through continuous education and training. In 2019, the Company did not receive any major monetary fines or other non-monetary penalties.

### 2.2.7 Anti-Corruption and Principle of Integrity

"Integrity" has always been the Company's core values and the cornerstone of management, because it provides employees with an ethical work environment and ambiance. The Company demands all our employees understand and abide by the Code of Conduct. We respect and abide by the confidentiality agreement with our clients and do not accept gifts or unreasonable services. Furthermore, we expect our stakeholders, including customers, suppliers, business partners, and other parties to understand and support our Code of Conduct. In an effort to improve corporate governance, the Company stipulated the Corporate Governance Practice Principles and Corporate Governance Best-Practice Principles in 2014 as well as Procedures for Ethical Management and Guidelines for Conduct in 2018, so as to create a systematic grievance channel for the Company's employees and external partners. Our Board of Directors passed the "BizLink Code of Conduct", which was formulated



in accordance with numerous international human rights conventions during 2019. The purpose is to elevate the overall culture, ethics, and expertise of all of our staff; it also symbolizes our employees' commitment to upholding trust and integrity in order to realize sustainable corporate development with all of our stakeholders.

With regards to the functioning of the Board of Directors, if a Director or the judicial person the Director represents has a personal interest in the matter under discussion at the meeting, which may impair the interest of the Company, the Director may make statements or answer inquiries but may not join the discussion and voting of such matter. The Director shall recuse himself/herself when the matter is being discussed and resolved; nor shall the Director exercise voting rights on behalf of another Director.

In order to make sure our employees fully understand related regulations, all new employees must receive ethics and integrity-related training and education after reporting for duty. For unethical and inappropriate conducts, all employees have the duty to report them to the Company through the proper channels. The Company must also guarantee the employee's protection from unfair retaliation or treatment during the process of grievance reporting or investigation. In order to ensure sound anti-corruption management, evaluation and self-review on the design and execution effectiveness of internal control measures such as the accounting system are conducted every year, and reviews are conducted through audits. Capital, procurement and supply chain management as well as administrative units are considered units with potential risks, so they need to receive internal audits or job rotations on a regular basis. Matters concerning management integrity and the implementation condition of anti-corruption measures are reported to the Board of Directors regularly.

Externally, it is imperative to assess their legality, integrity related policies

and records of any unethical conduct prior to engaging in business activities with distributors, suppliers, customers or other parties. During the process of business transaction, it is important to explain the Company's management integrity policies or related regulations to the other parties and unequivocally refuse to provide, promise, demand or accept any form of improper profit either directly or indirectly. Once unethical conduct is discovered, the Company will immediately terminate any ties with the party and it will be blacklisted. At the same time, we have also incorporated anti-corruption compliance into our business contracts, including clear and reasonable payment terms, handling of unethical conducts, prohibition of commissions, kickbacks or other profits.

In addition BizLink has communicated our anti-corruption policy to our suppliers through the Supply Chain Management system (SCM), and the content of ethical management is also included in the supplier contract. The implementation condition among suppliers is reviewed once a year.

With the above mentioned promotion measures and management mechanisms in place, there was no corruption or unethical conducts in 2019.



## 2.2.8 Public Policy

The Company is on the constant lookout for developments in domestic and international corporate public policies, so as to review and improve the Company's corporate governance system and enhance its performance. Moreover, The Company maintains a neutral political stance, as well as an objective, low key attitude towards public policies, therefore we do not participate in any political activities, nor are we part of any political party. We also do not engage in lobbies or political donations. Our employees are free to express their political inclinations, and we also encourage them to fulfill their civic duties by voting to support their public office candidates

## 2.2.9 Protection of Client Privacy

Protecting our clients' privacy - "Protecting the confidentiality of our clients and upholding the principle of integrity" is BizLink's commitment to our customers' privacy. We have stipulated the "Ethical Corporate Management Best Practice Principles" and "Code of Conduct" to establish and cultivate our employees' values and culture in integrity. Stipulate policies and rigorous internal control mechanisms for information and data provided by our clients. Besides software/hardware containing technical data, as well as sensitive information about our clients' intellectual properties, we have also signed confidentiality agreements with our clients and suppliers in order to protect the safety of our clients' confidential information. Meanwhile, "Protection of Customer Privacy" is also included in new employee orientation, where training and management are conducted to ensure that each employee can protect the confidentiality of our customers. With specific mechanisms in place, there were no violation of customer privacies in 2019, therefore no customer's rights were violated.





## 2.3 Risk Management

Faced with internationalization and the increasingly complex impact and challenges associated with fluctuations in the global economic environment, BizLink has identified risks that may potentially affect the Company's sustainable development during the day to day operations and formulated relevant management strategies and contingency measures in order to minimize the risk of interrupted operation. Continue to generate economic, environmental and social sustainability values for our clients, shareholders, employees, communities and other stakeholders. During the process of materializing this goal, BizLink has identified, determined business management related risks using our comprehensive risk management organizational structure, thereby shifting, mitigating or avoiding risks and converting them into business opportunities.

### 2.3.1 Risk Management Organizational Structure

Based on BizLink's existing management organizational structure and internal control loops, the Company has actively faced and controlled operational risks. Furthermore, the CEO regularly reviews the management performance in order to determine the Company's management policy.

### 2.3.2 Risk Management

BizLink convenes strategic development meetings to discuss the Company's long-term operating strategy in the future. In order to protect our shareholders' rights, BizLink has upheld the philosophy of steady,

pragmatic management to maintain our core business's performance, therefore we have not involved in any high risk or high leverage financial transactions. The Company has established "Procedures on Lending to Others" and "Procedures on Making Endorsement and Guarantee" to ensure compliance. BizLink actively assesses the risks and benefits of introducing new technologies on an ongoing basis, and we endeavor to strengthen the competitiveness of our core business by optimizing productivity using existing equipment. The aim is to accelerate new business development and transform into an all-around solutions provider providing more convenient, comfortable and high value-added services in order to improve our gross profit margin.

### 2.3.3 Financial Risk Management

Exchange rate, interest rate, and product price fluctuations will present more challenges for the Company because any slight miscalculation will not only erode away profitability but also affect the shareholders' rights. In light of this, the Company has implemented "Procedures on Disposal of Derivative Products", clearly stating the hedging instrument used and its assessment and evaluation. Various financial tools, including spots/forwards, swaps and options are used to minimize risks. The main currencies used by BizLink are USD and CNY. In particular, quotations for export products and raw materials purchased overseas are in USD, therefore most currencies can be written-off through a regular transaction in order to achieve the effect of auto hedging. In the future, we will fortify the auto hedging effect by offsetting foreign currency claims and obligations. Derivative instruments are used to conduct hedging under appropriate risk regulations.

## 2.3.4 Risk Identification and Control Measures in 2019

Considerations	Risk identification	Control measures
 Economic aspect	Finance / Management Legal affairs / Audit / Public relations / investor relations	<ul style="list-style-type: none"> <li>• Please refer to "Risk Assessment in Recent Years and as of the Date of Printing of This Annual Report" in Chapter 7 "Financial Status, Performance Review, and Risk Analysis" of the annual report.</li> </ul>
	Supply chain management	<ul style="list-style-type: none"> <li>• Ensure that the products and supply chain do not contain conflict minerals.</li> <li>• New supplier selection guideline.</li> <li>• Categorized management according to the characteristics and risks of suppliers.</li> </ul>
	Ethics, integrity, and anti-corruption	<ul style="list-style-type: none"> <li>• Stipulate "Employee Code of Ethics," "Ethical Corporate Management Best Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct".</li> <li>• Continue to engage in employee ethics regulation and anti-corruption promotion, education and training.</li> <li>• Grievance channel bypassing the Company's management.</li> </ul>
 Environmental aspect	Climate change risks	<ul style="list-style-type: none"> <li>• Develop green production technology.</li> <li>• Establish green factory management system.</li> <li>• Implement energy-saving, carbon-reducing projects.</li> <li>• Energy audit and management at the source.</li> </ul>
	Increasingly stringent environmental laws	<ul style="list-style-type: none"> <li>• Comply with relevant laws and stipulate various management guidelines.</li> <li>• Occupational Safety and Health Committee regularly examines compliance with environmental laws.</li> </ul>
 Social aspect	Human capital risk management	<ul style="list-style-type: none"> <li>• Regularly conducts human resource audit and inspection.</li> <li>• Devise and execute employ education, training and development plan.</li> <li>• Design competitive remuneration and employee welfare measures.</li> <li>• Comprehensive training and local talent development and training program.</li> </ul>
	Safety and health risks	<ul style="list-style-type: none"> <li>• Regularly examines compliance with occupational safety laws.</li> <li>• Employee occupational safety and health education and training.</li> <li>• Hazard and risk protection measures and operational control.</li> <li>• Workplace safety and order of production.</li> <li>• Implement fire prevention measures, reinforce fire prevention awareness and firefighting training among employees.</li> <li>• Implement management at the source of fire and autonomous safety inspection mechanism.</li> <li>• Regularly carries out electrical equipment inspection.</li> </ul>
	Product quality and safety management	<ul style="list-style-type: none"> <li>• Product design is implemented according to international regulations and standards of our brand clients.</li> <li>• Reinforce technical team.</li> </ul>



# 03



## Green Products and Value Chain

### 3.1 Green Product Design

### 3.2 Supply Chain Sustainability Management

### 3.3 Customer Service and Satisfaction

## 3.1 Green Product Design

BizLink business groups uphold guidelines in resource conservation, increasing energy efficiency, energy conservation, and carbon reduction, minimizing toxic environmental hazards, easy assembly and disassembly and easy recycling of materials and resources. The green design thinking is applied to various stages of the product life cycle in order to demonstrate the benefits of a circular economy.

### Green Product Design Accomplishments in 2019

Product category	Green design key aspects	Description of environmental and economic benefits
Computer I/O interface expansion box	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Re-usable and easily recyclable</li> <li>Reduce the use of screws and substitute them with hooks</li> </ul>	<ul style="list-style-type: none"> <li>Compliant with EU RoHS and REACH management criteria to fulfill our clients' requirements.</li> <li>Use of halogen-free, re-cyclable or reusable materials. Plastic components weighing less than 5g are labeled according to ISO11469 requirements for the ease of identification by recyclers.</li> </ul>
QSFP (200Gbps/400Gbps)	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Re-usable and easily recyclable</li> </ul>	<ul style="list-style-type: none"> <li>All materials comply with EU RoHS and REACH regulations.</li> <li>Use of halogen-free, recyclable or reusable materials. Plastic components weighing less than 25g are labeled according to ISO11469 requirements for the ease of identification by recyclers.</li> </ul>
Computer USB-C I/O interface expansion box	<ul style="list-style-type: none"> <li>Resource conservation</li> <li>Easily recyclable</li> <li>Energy saving</li> <li>Carbon reduction</li> </ul>	<ul style="list-style-type: none"> <li>Use of large fins on the uni-body aluminum heat sink ensures even temperature distribution inside the product.</li> <li>Accumulated heat inside the product is transferred to the case via contact and radiation and extracted to the exterior.</li> <li>Replaces mini forced convection fans to save energy consumption and achieve the goal of green energy and environmental protection.</li> </ul>
Computer TB3 I/O interface expansion box	<ul style="list-style-type: none"> <li>Resource conservation</li> <li>Easily recyclable</li> <li>Energy saving</li> <li>Carbon reduction</li> </ul>	<ul style="list-style-type: none"> <li>Aluminum exterior design optimizes heat dissipation, reducing energy waste of traditional fans while enhancing the product's overall quality and functionality.</li> <li>All materials comply with EU RoHS and REACH regulations.</li> <li>Use of halogen-free, recyclable or reusable materials. Plastic components weighing less than 25g are labeled according to ISO11469 requirements for the ease of identification by recyclers.</li> </ul>
Computer USB-C I/O interface expansion box	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Re-usable and easily re-cyclable</li> <li>Reduce the use of screws by applying ultrasonic welding design</li> </ul>	<ul style="list-style-type: none"> <li>Compact, portable design, tight fit between the case and electronic components. No unnecessary design elements or exterior decoration.</li> <li>All materials comply with EU RoHS and REACH regulations.</li> <li>Use of halogen-free, recyclable or reusable materials. Plastic components weighing less than 25g are labeled according to ISO11469 requirements for the ease of identification by recyclers.</li> </ul>

Product category	Green design key aspects	Description of environmental and economic benefits
Thunderbolt product	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Carbon reduction</li> <li>Re-usable</li> <li>Uses re-cyclable or biodegradable materials</li> </ul>	<ul style="list-style-type: none"> <li>Use of halogen-free, recyclable or reusable materials.</li> <li>All materials comply with EU RoHS regulations.</li> <li>Integrated power and system design that complies with ErP Directive in Europe.</li> </ul>
USB-C Dongle Product	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Carbon reduction</li> <li>Re-usable</li> <li>Uses re-cyclable or biodegradable materials</li> <li>Resource conservation</li> <li>Materials recycling</li> </ul>	<ul style="list-style-type: none"> <li>Compact, portable design, tight fit between the case and electronic components. No additional space to clad the exterior, no unnecessary exterior decoration.</li> <li>All materials comply with EU RoHS, REACH and halogen-free testing criteria to fulfill our clients' requirements.</li> <li>All eco-friendly materials can be recycled and reused.</li> </ul>
USB-C Docking Product	<ul style="list-style-type: none"> <li>Carbon reduction</li> <li>Resource conservation</li> <li>Reduce the use of toxic substances</li> <li>Materials recycling</li> <li>Easy disassembly design</li> </ul>	<ul style="list-style-type: none"> <li>Integrated power and system design that complies with ErP Directive in Europe.</li> <li>Tight fit between the case and electronic components. No additional space to clad the exterior.</li> <li>All materials comply with EU RoHS, REACH and halogen-free testing criteria to fulfill our clients' requirements.</li> <li>All eco-friendly materials can be recycled and reused.</li> <li>Product is easy to disassemble and recycle.</li> </ul>
Power Module	<ul style="list-style-type: none"> <li>Energy saving</li> <li>Carbon reduction</li> <li>Reduce the use of toxic substances</li> </ul>	<ul style="list-style-type: none"> <li>Use of halogen-free, recyclable or reusable materials.</li> <li>Switching power is equipped with COT (customer-owned tooling) IC, increasing performance by 5-10%.</li> </ul>
Car Products	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Materials recycling</li> </ul>	<ul style="list-style-type: none"> <li>All materials comply with EU RoHS, REACH and halogen-free testing criteria to fulfill our clients' requirements.</li> <li>All eco-friendly materials can be recycled and reused.</li> </ul>

Product category	Green design key aspects	Description of environmental and economic benefits
Product Design Simulation and Application	<ul style="list-style-type: none"> <li>Carbon reduction</li> <li>Energy saving</li> <li>Resource conservation</li> </ul>	<ul style="list-style-type: none"> <li>Simulated integrated design to improve design efficiency.</li> <li>Minimization of case and electronic components, no additional materials.</li> <li>All materials comply with EU RoHS, REACH and halogen-free testing criteria to fulfill our clients' requirements.</li> <li>All eco-friendly materials can be recycled and reused.</li> <li>The product is easy to disassemble and recycle.</li> </ul>
Application of 3D Printing Technology	<ul style="list-style-type: none"> <li>Reduce the use of toxic substances</li> <li>Carbon reduction</li> <li>Resource conservation</li> </ul>	<ul style="list-style-type: none"> <li>Improve design reliability.</li> <li>Decreased testing time equates to the decreased amount of additional materials used.</li> <li>The product is easy to disassemble and recycle.</li> </ul>

## 3.2 Supply Chain Sustainability Management

### Supply chain profile

We vertically integrate production of the connectors and wiring material essential to our end-product, cable assemblies. Components are largely procured from external, upstream suppliers with the exception of the wires and connectors made by our subsidiaries. Our customers are generally downstream EMS or well-known, global brand name companies that make or sell the end products.

### Supply Chain Sustainability Management

The Company's procurement not only takes into consideration influence on production, service, and operation but also corporate social responsibilities and reputation-related risks. Consequently, in terms of supply chain management, in addition to maintaining quality based on our duties in legal compliance, we have also adopted numerous measures to help our suppliers to improve their management standard in regards to supply chain labor rights, environmental protection, as well as safety and health risk management. The aim is to reduce risk and cost for us and our suppliers, thereby forging a sustainable, growing partnership and continue to provide responsible, high-quality services to our customers.

## Supply Chain Management Commitment

- Create a sustainable supply chain.
- Ensure that the products and supply chain do not contain conflict minerals.
- Lead our suppliers to fulfill their social responsibilities, protect the environment and respect the workers' human rights, safety and health.
- Encourage our supplier to develop innovative business models that will mitigate environmental impact.
- Manage supplier quality, cost, delivery, service team and sustainability in order to enhance competitiveness.

### Supply Chain Management Aspect

Supplier sustainability regulation	Supply chain risk management	Supplier management
<ul style="list-style-type: none"> <li>• Supplier Management Letter of Undertaking</li> <li>• Green product restricted substance regulation</li> <li>• Green procurement and product promotion</li> <li>• Conflict mineral procurement policy</li> </ul>	<ul style="list-style-type: none"> <li>• Localized supply chain procurement</li> <li>• Key supplier management</li> <li>• High-risk supplier identification</li> <li>• Non-first-tier supplier management</li> </ul>	<ul style="list-style-type: none"> <li>• New supplier selection</li> <li>• Supplier rating</li> <li>• Supplier education and training</li> <li>• Supplier social responsibility auditing and counseling</li> </ul>

### 3.2.1 Supplier Sustainability Regulation

#### Supplier “Social Responsibility Certificate”

We have taken the Responsible Business Alliance (RBA, formerly EICC)’s Code of Conduct, ILO’s “Declaration of Fundamental Principles and Rights at Work” and “Universal Declaration of Human Rights” into

consideration to stipulate our own “Social Responsibility Certificate” in order to guarantee a safe working environment throughout the supply chain, protect our employees’ rights as well as implement and comply with globally recognized ethical standards. The Certificate requests that all suppliers’ business conduct must comply with regulations pertaining to health and safety, environment, business ethics, and management systems as well as to the RBA Code of Conduct and the laws and regulations of the country/region in which they operate.

#### Supplier Selection and Green Procurement

Apart from the traditional assessment of suppliers in aspects such as quality, cost, delivery date, service quality and technical skills, we have also implemented green supplier-based procurement management, where the following principles are used to evaluate the suppliers:

- Materials suppliers must comply with local laws and regulations and define their risk management control mechanism.
- Suppliers should establish an environmental, employee health and safety and non-hazardous substance management system.
- Comply with “Concentration Limit of Hazardous Chemical Substances in Restricted Materials” standards.
- Regularly update self-declaration or proof documents in accordance with the Components Restricted Substance Management Plan.

#### Types of Supply Chain and Localized Procurement

BizLink’s product and service portfolios are diverse and versatile, therefore the amount of procurement each year generated and the scale of the supply chain is enormous. In Asia, we have approximately 400 qualified tier-1 suppliers who come from diverse backgrounds. By categorizing our suppliers based on production material relevance, they can be divided into direct materials suppliers (directly related to

production) and indirect material and service providers (indirectly related to production.) Over the years, our procurement consists of mainly direct material purchases. In particular, direct procurement accounted for 70% of direct procurement in 2019. Direct material suppliers are classified into 3 types: manufacturers, distributors, and outward processing plants. In 2019, most of BizLink’s procurements were from our direct material, component and raw material manufacturers, accounting for 60% of the total amount and 60% of the total supplier number. This is followed by distributors of key components, accounting for 30% of the total procurement amount. Direct material and general operational procurements (including transportation, labor service etc.) account for about 10%.

In terms of localized supplier ration, most of BizLink’s production bases are located in China. If examined based on production base, local suppliers in China and Taiwan account for 80% and 5%, respectively.

Procuring products from local suppliers fosters local economic development and ensures more efficient after-sales service. Therefore, we consider choosing local suppliers as our priority. BizLink purchases from local suppliers based on the needs of the plant engaging in procurement. Our top 10 suppliers in 2019 contributed 32.57% of our total annual global procurement. 100% of procurements were made locally.

#### Note

1. Definition of local procurement: Procurements are made in the country where BizLink operations are conducted.
2. Ratio of local procurement = Total procurement amount from local suppliers ÷ total procurement amount x 100%.

## Environmental Standards

BizLink closely monitors global trends in environmental protection. We pay attention to developments in environmental issues, and take the initiative to adopt various new eco-friendly measures aside from being fully compliant with local environmental laws in all of our operating locations. We proactively work with prominent firms around the world to develop environmentally friendly technologies. We comply with relevant regulations (e.g. RoHS, REACH, and POPs), and with client requirements that require us to follow environmentally friendly practices, and to establish a hazardous substance management system to improve our results in environmental protection.

BizLink has rigorously demanded our suppliers and our subsidiaries to comply with our environmental protection standards in an effort to select eco-friendly materials, and to meet the regulations and requirements of international law and of our customers. In particular, environmental substances are to be divided into restricted substances and potentially restricted substances in the near future. There are 303 controlled substances as of 2019, including 81 prohibited substances and 222 substances that are potentially hazardous and may be restricted in the future (including REACH monitored substances). We expect to provide products with low toxicity and pollution to our clients through green supply chain management, thereby decreasing harm to the environment or people.

#### BizLink’s Environmental Philosophy

- Eliminate and prevent environmental pollution.
- Comply with the environmental law and necessary requirements.
- Dedicated to promoting environmental concepts and becoming a green ambassador to the environment.
- Let us contribute towards environmental protection.

### Conflict Mineral Statement

Democratic Republic of the Congo (DRC) has abundant mineral resources, including gold (Au), tantalum (Ta), tin (Sn) and tungsten (W). Collectively, they are referred to as 3TG. These are essential metals used for manufacturing electronic equipment. However, many of these minerals are extracted in conflict zones and sold to perpetuate the fighting. When illegal minerals are traded for profit, massacres and violation of human rights grow rampant in these regions.

BizLink is actively responding to the global effort in curbing the trading of conflict minerals by support the US's "Dodd-Frank Wall Street Reform and Consumer Protection Act". We promise not to use conflict minerals, not to accept raw minerals from Central Africa, DRC and, nearby conflict countries. Furthermore, BizLink encourages responsible procurement in conjunction with our suppliers, and we are also supportive of the development of conflict mineral related legislation in Europe. In order to make sure that metals including gold (Au), tantalum (Ta), tin (Sn) and tungsten (W) are not sourced from DRC's conflict areas, BizLink has requested ourselves and our suppliers to avoid using conflict minerals.

### 3.2.2 Key Supplier Management

In order to implement effective supplier management, besides supplier screening guidelines, BizLink also conducts audits of qualified suppliers, or convene meetings to review various implementation performances. BizLink has identified Asia's (main manufacturing location) main supplier management list that is used as the basis for priority management. In 2018 the number of key suppliers account accounted for 13.5% (Xiang Yao plant in Shenzhen) +4% (Kunshan plant) +60% (Bizconn plant in Shenzhen). In total, these key suppliers contribute 70% of the total procurement amount in Asia. In particular, local key suppliers (China)

account for over 90% of the total number of suppliers.

We have identified our suppliers using the following principles:



### High-Risk Supplier Identification

BizLink evaluates the suppliers' potential environmental or social risks based on the geographic location, production process, and audit results. The factors considered during risk assessment include:

Economic issues	Environmental issues	Social issues
<ul style="list-style-type: none"> <li>Quality, cost, delivery date, service, and technical skills</li> <li>Business ethics</li> <li>Legal compliance</li> <li>Supplier management</li> <li>Supplier automation capability</li> <li>Supply of key rare metals</li> <li>The only source of supply</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with environmental laws</li> <li>Environmental management system</li> <li>Climate change</li> <li>Water resource management</li> <li>Waste and air pollution management</li> </ul>	<ul style="list-style-type: none"> <li>Employee health and safety</li> <li>Human rights</li> <li>Labor practices</li> <li>Conflict mineral management</li> <li>Supplier automation capability</li> <li>Supply of key rare metals</li> <li>Labor working hours</li> </ul>

### Main sustainability risks in 2019

	Economy	Environment	Society
Principal risk	<ul style="list-style-type: none"> <li>Steady supply source</li> <li>Key raw material supplier</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with environmental laws</li> <li>Water resource management</li> <li>Climate change</li> </ul>	<ul style="list-style-type: none"> <li>Employee health and safety labor working hours</li> </ul>
High-risk supplier category	<ul style="list-style-type: none"> <li>MLCC</li> <li>passive components</li> </ul>	<ul style="list-style-type: none"> <li>PCB</li> <li>Power supply</li> <li>cables</li> </ul>	<ul style="list-style-type: none"> <li>PCB</li> <li>Power supply</li> <li>cables</li> </ul>

• First-tier supplier(direct supplier of materials or services)sustainability risk management:

In 2019, all 22 new suppliers (excluding suppliers designated by the clients) passed the RBA audit and were deemed to comply with environmental standards, labor practice guideline, human rights standards, and social impact standards. In addition, 0 suppliers were eliminated from the qualified suppliers' list for reasons including changing their Company names and uncompetitive costs.

• Non-first-tier supplier sustainability risk management:

Apart from demanding our first-tier suppliers, we also demand our suppliers to manage their upstream suppliers in order to improve the dependability of the overall supply chain.

### 3.2.3 Supplier Management Mechanism

#### Suppliers' Social Responsibility "Human Rights, Environment, Safety, Health, and Management System" Auditing and Counseling

BizLink's supply chain management protocol incorporates the Code of Conduct (RBA) into the supply chain in order to conduct "human rights, environment, safety, health and management system" related counseling and auditing, thereby monitoring the degree of management and implementation of the suppliers in terms of environmental safety and health aspects. We continue to encourage our suppliers to value business ethics, protect labor human rights and ensure workplace safety and health. Additionally, we have also developed materials and production processes that will mitigate environmental impact. We have applied audit tools published by the RBA to review and assess our supplier's adherence to corporate social responsibility. In 2019, a total of 22 suppliers were audited. No supplier presented substantial or potential adverse impact in regards to the environment, human rights and labor practices. The most common problem associated with audits is working hours; after the audit, suppliers are requested to rectify the problem within a specified time period. In terms of selection criteria, suppliers are either classified as "acceptable" or "unacceptable." In 2019, there were no unacceptable suppliers due to social responsibility problems.

#### Supplier Education - "Supplier CSR" Briefing

In 2019, we convened one "supplier CSR" briefing and training course to elaborate on the details of corporate social responsibilities. Moreover, we requested the management team or the highest-ranking executive of our suppliers to sign a "Management Letter of Undertaking" to make sure that they comply with every aspect of the Code of Conduct (RBA).

## 3.3 Customer Service and Satisfaction

### 3.3.1 Customer Service

BizLink provides connection related applications and solutions, including harnesses and cables for computer peripherals, appliances, consumer electronics, cars, medical equipment, optical communication equipment, solar equipment and industrial equipment. Our global brand clients come from diverse industries such as technology, appliance, consumer electronics, car cables and harnesses, medical equipment, optical communication equipment, solar power and industrial manufacturer. Customer orientation is one of the core values of BizLink, so we are dedicated to providing high quality and eco-friendly services to meet our customers' needs.

Various business units of BizLink have their own customer service teams in charge of sales, product R&D, manufacturing, quality, delivery, cost and aftersales service etc. They are able to accurately and quickly propose holistic and adequate solutions.

As for product design services, besides continuing to strengthen our technical team, we have stipulated comprehensive design SOPs for individual products that are rigorously enforced to ensure our customers' regulations and opinions are incorporated into the design process.

We have adopted JIT (just in time) manufacturing process in order to eliminate waste, reduce warehouse costs and produce the right products at the right time and right location, thereby helping our clients to become more efficient and competitive in supply chain management. JIT is applied to all our plants in the USA, Europe, China, Malaysia, and Mexico, providing assistance and services to our clients in a dynamic manufacturing environment. We also offer our clients daily inventory

reports, weekly status reports, complete supply conditions, differentiation reports, production, and deployment process and real-time warehouse management for our global locations to ensure the management information is accurate, up to date as well as the successful delivery of products.



### 3.3.2 Customer Satisfaction

Becoming a leading global Company that is recognized by our clients and a premier business partner is our mission at BizLink, while generating the greatest values for our clients is our endeavor.

Understanding and analyzing customer satisfaction level is an important foundation of continual product and service improvement to generate values needed by our customers.

We value customer satisfaction, therefore BizLink's business units collect (quarterly, semi-annually or annually) customer satisfaction assessment results (such as scorecards) to monitor customer satisfaction level. The content includes quality, price, delivery, service, technical skills, CSR and information feedback related aspects. Various business units will formulate improvement plans to rectify the outcome of the evaluation and the customer satisfaction assessment scores are used as the performance indicator of related units.

In addition, we send out "Customer Satisfaction Survey Forms" to our main customers every year in accordance with the quality management system, which are used as the basis for reviewing and improving the annual plan. The plants also collect customers' feedbacks.

Customers visit various plants regularly or from time to time for evaluation purposes, and they are used as an important basis for improving customer satisfaction.

### 3.3.3 Client Privacy

While improving customer service, BizLink also values our customers' privacy and intellectual property rights. We have signed confidentiality agreement in order to protect our customers' confidential information

and make sure that all our colleagues maintain confidentiality during day to day operation. The Company did not violate any customer's privacy or infringe on the customers' rights due to a loss of information in 2019.

### 3.3.4 Legal Compliance

Concerning the Company's fields of operation, including fostering fair competition, provision of safe products and services, compliance with the Labor Standards Act, Universal Declaration of Human Rights, international standards and copyrights, as well as Company assets and any form of intellectual property, BizLink strives to abide by all applicable national and international laws, as well as ethical principles and generally accepted practices. BizLink also respects the local traditions and values in various regions of our operations around the world.





**In 2019, the customer satisfaction survey results of BizLink's 10 main customers are:**

		Satisfaction survey items					Overall average satisfaction
		Service attitude	Product quality	Status of using non-toxic substances	On time delivery rate	Customer feedback handling	
Average customer satisfaction %		97%	100%	87%	100%	98%	<b>96%</b>
 Very satisfied (90-100)	Number	9	10	7	10	9	-
	Ratio	90%	100%	70%	100%	90%	-
 Satisfied (80-89)	Number	1	-	1	-	1	-
	Ratio	10%	-	10%	-	10%	-
 Mediocre (70-79)	Number	-	-	1	-	-	-
	Ratio	-	-	10%	-	-	-
 Unsatisfactory (60-69)	Number	-	-	1	-	-	-
	Ratio	-	-	10%	-	-	-

**Note** Main customers refer to those contributing to the top 30% of the Company's total revenue in 2019.

With 100% as the full score, the overall customer satisfaction of the Company in 2019 was 96%, an decrease of 1% compared to 2018. There is a total of 8 clients with an overall score of 90 points out of 80 and above. No results were less than 86 points for this evaluation.

BizLink has conducted analyses on individual customers using various criteria, and has proposed relevant improvement plans in order to increase customer satisfaction and to achieve the objective of overall customer satisfaction.





# 04



## BizLink and the Environment

- 4.1 Environmental Policy and Green Strategy
- 4.2 Response to Climate Change and Global Warming
- 4.3 GHG Reduction
- 4.4 Main Raw Materials Logistics
- 4.5 Water Resources Conservation
- 4.6 Waste Water and Sewage Management

### 4.1 Environmental Policy and Green Strategy

BizLink endeavors to protect the environment through sustainability projects and the development of green design, green factories, monitoring of carbon emissions. Working with our clients and the supply chain, we aim to implement environmental risk control and enhance environmental management performance together.

#### Implementation guideline

- 1 Comply with international environmental laws and standards.
- 2 Design or provide eco-friendly products and services to mitigate environmental impact.
- 3 Continue to optimize production processes, improve energy and resource efficiency and factory operations to effectively achieve energy and water conservation, waste reduction, air pollution prevention, and noise pollution control.
- 4 Encourage our supplier to develop innovative business models that will mitigate environmental impact.
- 5 Dedicated to minimizing the environmental impact of product packaging and operational activities.





6

Improve energy conservation and environmental protection in all of our factories.

7

Communicate with our employees, suppliers, and clients to let them understand BizLink's environmental policy and commitment.

### 4.1.1 Environmental Management Goals

Rapid technological advancements have caused enormous environmental destruction. With the implementation of environmental economic policies, supervision by the media and the public, the consequences of environmental violations will not be limited to fines, as the corporate image will also be negatively affected, resulting in the loss of intangible capital. We must remain proactive in making adjustments to comply with environmental laws and regulations in a rigorous manner.

BizLink is committed to complying with environmental laws governing our activities, products, and services, as well as to meet our customers' needs in order to achieve or surpass the designated objectives and goals. We will continue to promote environmental management system in order to reduce the Company's environmental impact. Furthermore, we strive to comply with legal requirements by passing the environmental management system audit in an effort to make sure that there are no environmental violations.

BizLink products comply with related international environmental laws such as Waste Electrical and Electronic Equipment Directive, (WEEE), The Restriction of Hazardous Substances in Electrical and Electronic Equipment (RoHS), Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH) and our clients' demands. We also assist them to obtain environmental labels.

BizLink has developed and put into place various environmental management systems to monitor and control our energy and resource consumption, and pollution emissions. We persistently work towards improving these systems. We fully comply with ISO14001 for environmental management, and with OHSAS18001 for occupational safety and health management. We also have a hazardous substance process management system, and regularly conduct internal audits according to ISO14064-1 standards. Finally, we strive for third-party assurance in order to have an external, well-recognized, expert evaluate our various environmental management systems.

The following important management strategies aim to achieve environmentally friendly goals during the product development, production, use and disposal

stages, including low pollution, low energy consumption, and easy recycling etc. This year (2019)'s environmental protection and energy conservation information disclosure focus on the scope of environmental impact and energy consumption units, collecting data from 9 production sites in China (including factories and offices).

Each quarter, BizLink gathers relevant environmental laws and conducts legal compliance evaluation every 6 months, followed by the implementation of corrective measures. Every year, we rigorously conduct environmental monitoring (waste water and waste gas) to ensure compliance with emission standards as stipulated by the local laws. Furthermore, BizLink regularly organizes related training and activities in order to foster environmental awareness in the Company.

BizLink considers incidents with fines of TWD 500,000 or above as major violations. We received no such fines in 2019 due to our rigorous environmental management systems at our global locations.

We will continue to promote ISO 14001 environmental management system and carry out annual internal audits. Problems discovered will be rectified immediately, and BizLink also receives internal and external supervision from government agencies, surrounding communities, employees and other stakeholders who have filed complaints about any environmental problem in the production sites. Specific actions include:



Grievance channel

Establishing a grievance channel so that employees can pass on any environmental problems they have discovered to the promoting committee. The suppliers and clients are able to reflect environmental problems to the corresponding department within the Company, which will forward the information to the management committee for accurate documentation so that suitable solutions can be formulated. In order to ensure a smooth process, comprehensive details of the problem will be documented and archived for future reference.



Related training

Arranging employees and suppliers to receive related training, so that they can understand the information and pass it onto other employees in their companies. In 2019, BizLink did not incur any environmental complaints.

In the future, we will continue implementing ISO 14001 environmental management system, where environmental laws will be gathered every month in order to assess how new or amended laws can be applied to the Company, as well as the corrective measures to be taken. For the subsequent annual safety production month events, we have included the legal knowledge aspect to promote regulation-related information to our employees, thereby improving their environmental know-how and reinforcing their awareness on legal compliance.

## 4.2 Response to Climate Change and Global Warming

IPCC published the Special Report on "Global Warming of 1.5°C" in 2018, stating that in order to control global warming to within 1.5°C, global carbon emissions must be reduced by half before 2030, and that the target of zero carbon emissions must be reached by 2050. IPCC published the "Special Report on Climate Change and Land" in August 2019, warning that about a quarter of the Earth's ice-free land area is subject to human-induced degradation, and suggested that people need to change the way they utilize land in response to the climate crises. The 51st session of the Intergovernmental Panel on Climate Change (IPCC 51) was convened in Monaco during September 20-25, 2019, and the "Special Report on the Ocean and Cryosphere in a Changing Climate (SROCC)" was published, emphasizing that taking actions to protect our oceans will help to mitigate climate crises.

BizLink collaborated with the Kuroshio Ocean Education Foundation in 2019 to conduct the Four-Season Voyage Program - a year-long study on microplastics pollution in the worst-polluted waters in the northeast and southwest areas surrounding Taiwan by sponsoring the cost of the marine transport. The statistics and data collected will be published and provided to the government for formulating future policies after the conclusion of this program.

### Overall Impact and Challenge of Climate Change

Climate change and extreme weather caused by global warming are some of the greatest risks and crises faced by companies. Extreme weather was very rare in the past, but now its frequency and intensity have risen due to the increased interaction between the atmosphere and the ocean caused by global warming. Evermore powerful typhoons and hurricanes coupled with torrential rain and drought have resulted in more complex impacts. The damage from the rampant wildfires in California since last summer was aggravated by the ensuing winter storms and downpours that washed away the soil damaged by the wildfires, becoming massive debris flow. Such complex disasters brought upon by multiple factors are risks that must be faced by everyone sooner rather than later. They too impose limitations on the Company's development and operations.

BizLink's employees are unable to enter into their offices or plants due to power or water outages caused by climate-induced disasters, interrupting our operations. We have implemented a set of measures to reinforce the emergency repair and backup of our production equipment. Protective measures have been implemented at various locations to lower the impacts from strong typhoons or torrential rain, and we regularly conduct disaster prevention drills to shorten the recovery time from such disasters.

BizLink greatly values a strong, long-term operating performance, so we regularly conduct internal reviews in response to climate change, and we pay attention to environmental issues that are regularly evaluated by the Company's senior management to identify the potential impact of climate change on our operations. Furthermore, reports are made to our Corporate Governance and Sustainability Development Committee in hopes of mitigating the risks associated with environmental pollution, and in hopes of turning these risks into new business opportunities instead.

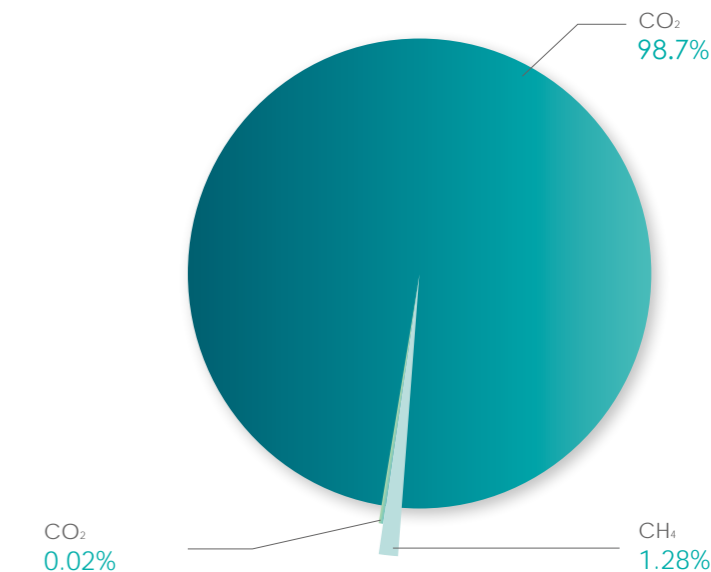
## 4.3 GHG Reduction

BizLink's GHG emissions target is to reduce GHG emissions density (GHG emissions/revenue) by 2% every year.

### 4.3.1 Emissions Audit

BizLink has adopted ISO14064-1 standards since 2015 for conducting annual emissions audits. We also publish the emissions results of the prior year in our GHG report. In 2019, the audit focused on 9 main categories of GHG emissions at 3 major production locations: CO<sub>2</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, CH<sub>4</sub>, and NF<sub>3</sub>. Most of the emissions are attributed to externally procured electricity (90-95%).

The period covered by the most recent report is 2018, with total GHG emissions of 30,431.66 carbon dioxide equivalent tons (CO<sub>2</sub>e). The audit results reveal that most emissions are attributed to scope 2 external source of power supply (approximately 95.23% or above), therefore the primary mission of carbon reduction is to conserve electricity.



Greenhouse gas (GHG) Emission	CO <sub>2</sub>	N <sub>2</sub> O	HFCs	PFCs	SF <sub>6</sub>	CH <sub>4</sub>	NF <sub>3</sub>	Total	Scope 1	Scope 2
Total	30,037.92	5.58	0	0	0	388.18	0	30,431.66	1,451.45	28,980.21
Percentage %	98.71%	0.02%	0%	0%	0%	1.28%	0%	100%	4.77%	95.23%

#### Note

1. Direct GHG emissions (scope 1) include the burning of fuel by stationary equipment, emissions from manufacturing, transportation, fugitive emissions (such as firefighting facilities or refrigerant emissions etc.) Total direct emissions are 1451.45 tons CO<sub>2</sub>e/year, accounting for about 4.77% of total emissions.
2. Energy indirect GHG emissions (scope 2) include externally purchased power. The energy indirect emissions are 28980.21 tons CO<sub>2</sub>e/year, accounting for about 95.23% of total emissions.
3. The scope of the statistics above includes the 9 main production sites in China: BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.

### 4.3.2 Energy Saving Measures

Energy management is vital to BizLink's competitiveness; faced with rising energy costs, it is essential to find ways to decrease our energy burden to respond to future challenges. We will continue monitoring power consumption statuses and the performance of our energy-saving projects in our factories. BizLink will also share our experience in energy conservation, and continually improve energy conservation measures.

Energy-saving measures implemented include 6 major categories: AC system, pressurized air system, production, management, green lighting and other. A total of 246,986 kWh of power was saved in 2019, Based on the emissions coefficient of various operating locations (East China: 0.8046kg CO<sub>2</sub>e/kWh, South China: 0.8367kg CO<sub>2</sub>e/kWh), equivalent to a reduction of approximately 203.77 tons of carbon emissions.

1. Power emission coefficient in China - East China: 0.8046kg CO<sub>2</sub>e/kWh, South China: 0.8367kg CO<sub>2</sub>e/kWh
2. GWP value quoted from IPCC AR4 2007

Implementation of various energy-saving measures:

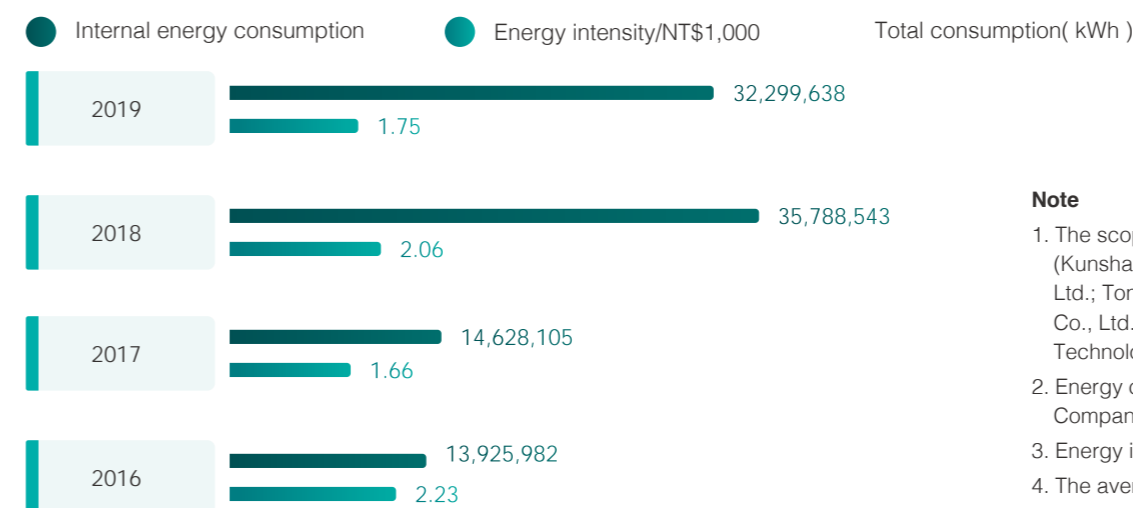
Location	Energy-saving measures	Energy-saving estimate (kWh/year)	Equivalent carbon emissions
<b>Kunshan, China 1</b>	· Repaired the terminal thermal insulation of the plant's new AC system; part of the AC duct was reinforced and fixed to optimize thermal insulation.	431	0.35
<b>Kunshan, China 2</b>	· Timers were installed for AC and lighting facilities to prevent energy waste: 190kWhx280 days=53,200kWh.	53,200	42.8
<b>Xiamen, China 1</b>	· An assessment of water cooler usage was conducted and an obsolete 6KW water cooler was replaced with a 3KW water cooler. Estimated annual energy savings (6000W-3000W)x12Hx365 days=13,140 kWh.	13,140	10.99
<b>Xiamen, China 2</b>	· Replaced 447 conventional fluorescent lights at the TXM plant with Philips energy-saving LED lights, estimated to save approximately 4,600.81kWh annually.	4,601	3.85
<b>Shenzhen, China 1</b>	· 4-in-1 manufacturing equipment was added. Total power consumption of the existing wire-cutting machine, wire-stripping machine, waterproof bolt terminal machine was reduced: 2.2kWhx1 machinex8h x300d=5,280kWh. · Replaced 440 energy-saving tube lights. Decreasing energy consumption from 40W to 16W, saving 19,272kWh of electricity annually.	24,552	20.54
<b>Shenzhen, China 2</b>	· Replaced 720 tube lights (40W) with 180 lights (100W) on the second floor of the production department, saving about 120kWh of electricity daily starting from May x 30= 3,600kWh x 8 months=28,800kWh. · Replaced 4 wire-drawing machines in March at the wire drawing workshop (from 15KW to 11KW), saving 384kWh x 22 days x 9 months=76,032 kWh.	104,832	87.71

Location	Energy-saving measures	Energy-saving estimate (kWh/year)	Equivalent carbon emissions
<b>Shenzhen, China 3</b>	· Replaced 285 fluorescent lights (40W) at the BC plant with 18W LED lights, saving 6,270kWh annually.	6,270	5.25
<b>Foshan, China</b>	· Replaced energy-saving lights at the silicone workshop (105W-65W)x11H x30x300 days/1,000=3,960kWh.	3,960	3.31
<b>Changzhou, China</b>	· Switched between different air compressors based on the orders received to save power consumption.	36,000	28.97
<b>Total</b>		246,986	203.77

### 4.3.3 Direct and Indirect Energy Consumption

As a global citizen, BizLink endeavors to purchase energy-efficient equipment to improve energy efficiency, and we are dedicated to saving all forms of energy and complying with energy regulations in order to achieve energy conservation and carbon reduction. We aim to minimize the impact of our operations on climate change, and we have stipulated the goal of decreasing overall energy intensity by 10% by 2025 in comparison with 2017.

BizLink's main production sites predominantly consume indirect electrical energy. In 2019, total energy consumption amounted to 32,299,638 kWh, and the energy density decreased by approximately 15% compared to the previous year (2018). Additional energy management and conservation measures will be implemented in the near future.



**Note**

1. The scope of the statistics above includes the 9 main production sites in China: BizLink (Kunshan) Co., Ltd.; OptiWorks (Kunshan) Co., Ltd.; BizLink Technology (Changzhou) Ltd.; Tong Ying Electronics (Shenzhen) Co., Ltd.; Xiang Yao Electronics (Shenzhen) Co., Ltd.; BizConn International Corp.; BizLink Electronics (Xiamen) Co., Ltd.; BizLink Technology (Xiamen) Ltd.; and Nanhai Jo Yeh Electronic Co., Ltd. (Foshan).
2. Energy consumption statistics are calculated based on the electricity bill from the power Company.
3. Energy intensity = annual kWh/unit revenue.
4. The average exchange rate between CNY and TWD was 1:4.53.

## 4.4 Main Raw Materials Logistics

With the changing global environment, production of electronics products, shortening usage and disposal cycle, the related environmental problems have threatened people's health and survival environment. The design and application of green materials in electronics manufacturing technology, as well as the design and R&D of green equipment and process parameters, and the design of recyclable, reusable materials present a major opportunity and challenge for green manufacturing.

BizLink agrees not to use restricted substances and materials, therefore we have meticulously selected materials and suppliers through the green product program. We strive to reduce pollution by adopting eco-friendly technologies, and we continue to improve and prevent pollution via reasonable utilization of raw materials and reduction of resource waste, aiming to decrease material cost and avoid the use of restricted substances and materials.

Raw materials management measure is embodied through product design and manufacturing, where recycled materials are used under the premise that performance will not be impeded. By investing in recycling technology, we will be able to convert waste materials from electronic products into reusable materials. For high-risk substances, we demand our suppliers to provide relevant testing reports or Company inspections in order to ensure that the concentration complies with the clients', legal and documentation requirements.

Suitable packaging materials are recycled and re-used in order to minimize resource waste and material cost. Unrecyclable packaging materials are sorted according to different waste categories. In the future, we will continue to research, re-cycle and re-use renewable materials in order to decrease environmental pollution caused by raw materials waste.

### Raw Materials Procurement Conditions for 2019 are

Besides having a direct influence on operational performance, the use of raw materials is also closely related to the topic of environmental resource consumption. Since there are only limited resources on Earth, BizLink regularly monitors the consumption of raw materials to assess efficiency, hoping to increase the efficiency of raw materials consumption and decrease the quantity of materials needed for product delivery. Raw materials used by BizLink for production include 7 major categories: electronic components (IC/capacitor, resistor etc.), plastic granules, connectors, plastic products, hardware, wiring, copper.

The total procurement in 2019 was 18,356 tons, a reduction from last year, mainly due to our changing product mix.

Unit : Ton

	Electronic components (IC/ capacitor, resistor etc.)	Plastic granules	Connectors	Plastic products	Hardware	Wires	Copper
2019	176	8,695	809	643	119	3,737	4,176
2018	170	10,039	1,058	466	478	14,423	3,920
2017	103	1,082	586	308	151	1,194	221
2016	71	1,102	480	207	143	1,053	217

#### Note

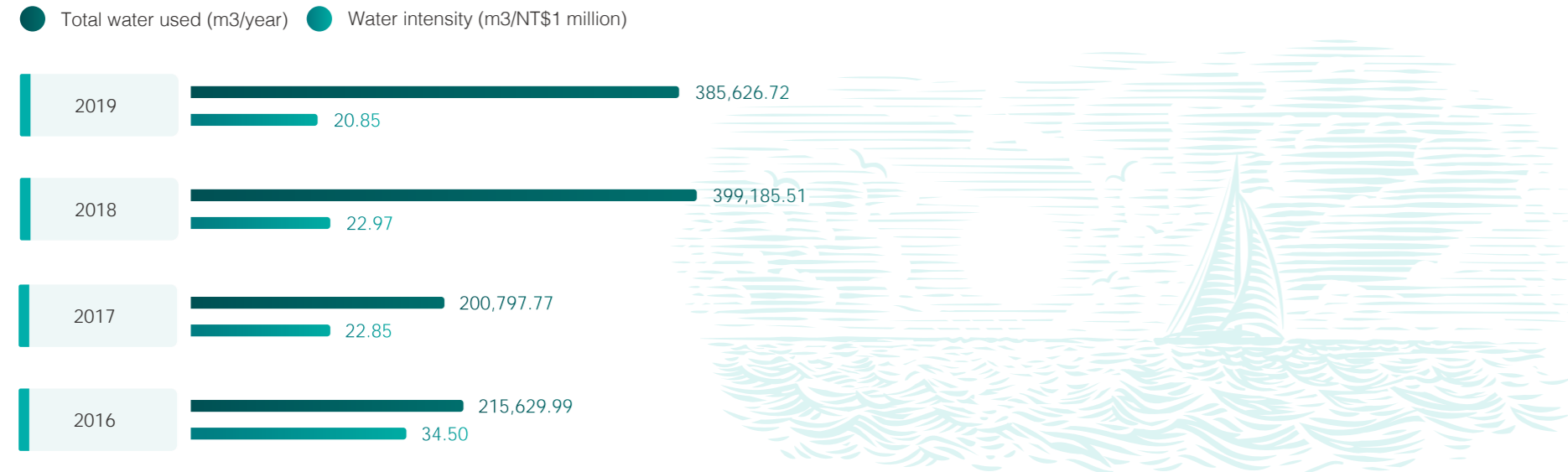
The scope of the statistics includes 9 main production sites in China: BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan. Statistics for 2017 and 2016 only included BizLink (Kunshan) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., and BizConn International Corp.

## 4.5 Water Resources Conservation

Water resource usage is another important global climate change agenda. All of BizLink's 9 production locations in China have passed ISO14001 certification, and we will continue to institute water resource conservation measures. Due to the industry characteristics, the Company's manufacturing sites mainly engage in dry assembly processes, so generally speaking, we do not have any production processes that incur high water consumption. Main water consuming facilities in the sites include circulating water for AC systems, air compressors, and employees' water usage.

During the environmental assessment stage of building each manufacturing site, we have taken into consideration the construction site planned by the local government (avoid constructing in environmentally sensitive areas), areas with a more copious supply of water (such as East China and South China) to prevent any impact on local ecology and water resources. Most of our sites consume local sources of water (tap water) during operation, so there is no significant impact to non-local sources and to community water usage.

Our water consumption amounted to 385,626.72 m<sup>3</sup>, which is equivalent to a water intensity of 20.85 /TWD1 million, a reduction of 9.2% compared to 2018. This shows that our water conservation measures at our various sites are working.



**Note**  
 1. The scope of the statistics includes 9 main production sites in China: BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan. Statistics for 2017 and 2016 only included BizLink (Kunshan) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., and BizConn International Corp.  
 2. Total water consumption = surface water + groundwater + rainwater + waste water generated by other organizations + tap water.  
 3. Water intensity = annual water consumption (m<sup>3</sup>)/annual revenue.

## 4.6 Waste Water and Sewage Management

With economic development comes a lack of freshwater resources. Water is the source of life, but excessive consumption coupled with exacerbating pollution, usable water resources are becoming scarcer. Mitigating the impact of waste water on the environment and managing waste water discharge are not only crucial for the Company's performance but also for human survival.

BizLink has rigorously complied with local policies, regulations and customers' requirements in discharging waste water. Furthermore, we have applied for related pollution discharge permits in order to achieve the goal of zero pollution leakage, zero environmental complaints and voiding fines. We are committed to green development and will continue to improve and prevent pollution. No leakages occurred in 2018.

BizLink operates wire and harness assembly sites, therefore no water is needed during production. General domestic water is consumed at various sites, all waste water (sewage), including production-related water or domestic water is discharged to the sewerage system, therefore no water bodies or nearby habitats are affected, in turn preserving their characteristics, area, conservation status, and biodiversity. Primary waste water and sewage treatment mechanisms include:

### Separation control

- Rainwater and sewage are separated in order to channel rainwater into the rainwater pipe network, thereby preventing water build-up and contamination.
- The waste acid in the waste acid storage pool inside the laboratory is collected separately from rainwater.

### Management and control

- No contaminants may be discharged into the rainwater pipes.
- No chemicals, oils, solid wastes or other contaminants may be stored near the rainwater pipes.
- During torrential rain, various units will reinforce control on chemicals and inspect the chemical warehouse regularly. If a problem is discovered, it should be reported to the management department immediately in order to establish a quarantine zone and resolve the problem at once.
- The septic tank is cleaned every quarter to prevent clogging and overflowing, ensuring unobstructed discharging of effluent.



# 05



## BizLink and Employees

- 5.1 Employee Policy
- 5.2 Employee Profile
- 5.3 Employee Development, Education, and Training
- 5.4 Protection of Employees' Rights
- 5.5 Employee Relations
- 5.6 Life at BizLink

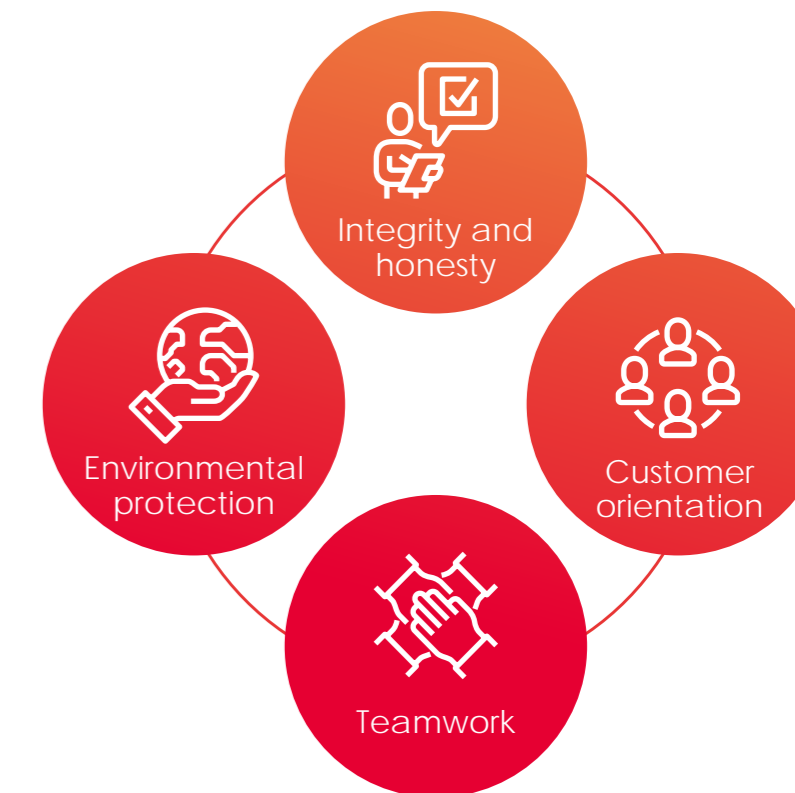
### 5.1 Employee Policy

Since our inception, BizLink has upheld the principles of “integrity and honesty,” “customer orientation,” “teamwork” and “environmental protection” to generate differentiation through innovation, thereby creating more opportunities and high-quality services for our customers. BizLink strives to become a trustworthy, sustainable, high-quality Company among our shareholders, customers, employees, and stakeholders.

In order to realize BizLink’s vision of corporate sustainability and core beliefs and values, we perceive employees as the Company’s most important asset, because they are the key impetus behind BizLink’s ongoing growth and advancement. Consequently, BizLink has complied with relevant labor laws in order to protect our employees’ rights and respect the internationally recognized basic labor human rights principles. These include the freedom of association, privacy, prohibition of child, forced or compulsory labor, as well as any related regulations pertinent to improper hiring and discrimination. Furthermore, we have outlined relevant rules and regulations to protect the rights of our employees, as well as promote diverse employee projects to foster their physical and spiritual wellbeing. In addition, the Company offers competitive remuneration and benefits, creating a friendly work environment for our employees. Other management systems such as ISO14001 and OHSAS18001 have been introduced to build a solid foundation for total development, continuous improvement, and refinement.

The Company’s various human resources mechanisms and policies emphasize people orientation to look after our employees concerning every facet of work, life and, health. In doing so, they can unleash their full potential at work to drive the Company’s forward momentum. At

the same time, we allow our employees to strike a balance between work and life, hoping that each one of them is a happy member of the BizLink family. Together, we will embrace a brighter, happier and more harmonious future.

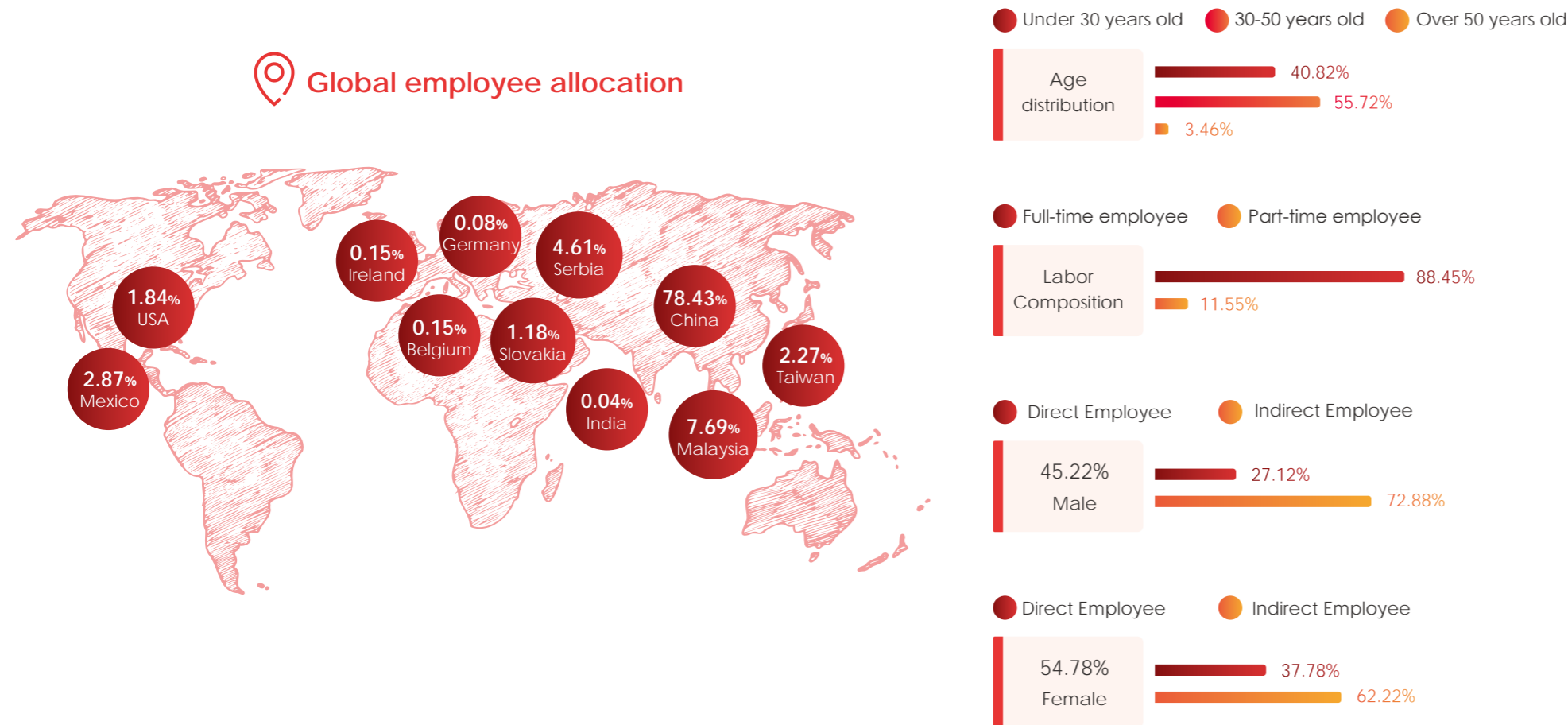


## 5.2 Employee Profile

### 5.2.1 Employee Structure and Allocation

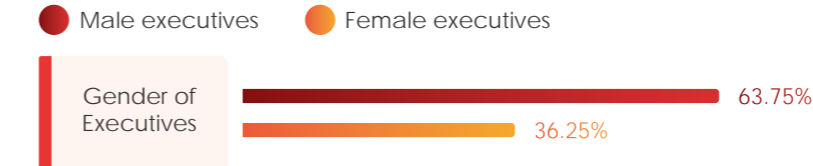
BizLink had a total of 9,912 employees (45.22% males and 54.78% females) at the end of 2019. 225 employees are located in Taiwan while the remaining 9,687 people are located throughout China and other overseas locations (including the USA, Malaysia, Germany, Belgium, Slovakia, Serbia, and India, etc.).

The hiring pattern in each region is unique depending on the respective local laws, operational and production needs; all employees are provided rights guaranteed by the law when they report for duty on the first day. The demographics of BizLink employees in different regions are presented below:

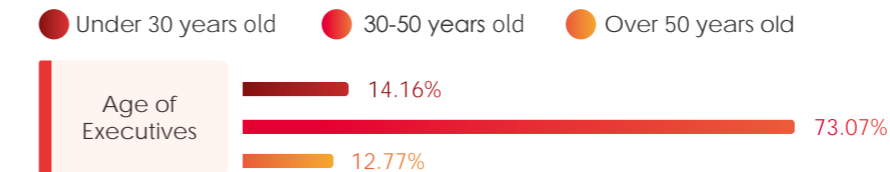


BizLink perceives great importance in the diversity of our talents, and we strive to create a tolerant work environment that encourages participation and the unleashing of individual skills. The Company seeks employees with diverse backgrounds and specialties via a fair hiring and promotion system in order to provide them with ongoing training and development. Outstanding employees with unique backgrounds and specialties help to increase the Company's competitiveness. Based on management level and gender, the structure of direct employees in various regions are:

#### Gender of Executives (Management staff with Section Chief level or above)



#### Age of Executives (Management staff with Section Chief level or above)



### 5.2.2 Employee Retention

#### Employee Turnover

BizLink has always regarded our employees as the Company's most valuable asset, therefore we have implemented comprehensive promotion management and employee welfare system to encourage them

to constantly seek improvement and achievements during the course of career development.

If colleagues are transferred to other units or regions, the Company will communicate with them beforehand and coordinate all the necessary affairs. For those transferred to regions further away from home, suitable subsidies or allowances will be provided to ensure their rights. In terms of leave management, once an employee files a resignation request, human resources will arrange for an interview depending on the need in order to ascertain the reasons for the resignation. Moreover, the Company will strive to retain the employee and offer the necessary care.

If the Company needs to adjust our colleagues' job due to internal reorganization or changes in business activities, we will first determine if similar jobs are available within the Company and make arrangements for internal transfers. If no adequate positions are available internally, or if the colleagues are unwilling to make the transfer, the Company will proceed with severance procedure.

Employees of all types have legal rights and interests from their first day of employment. BizLink's global employee distribution based on gender and type per region is show below:



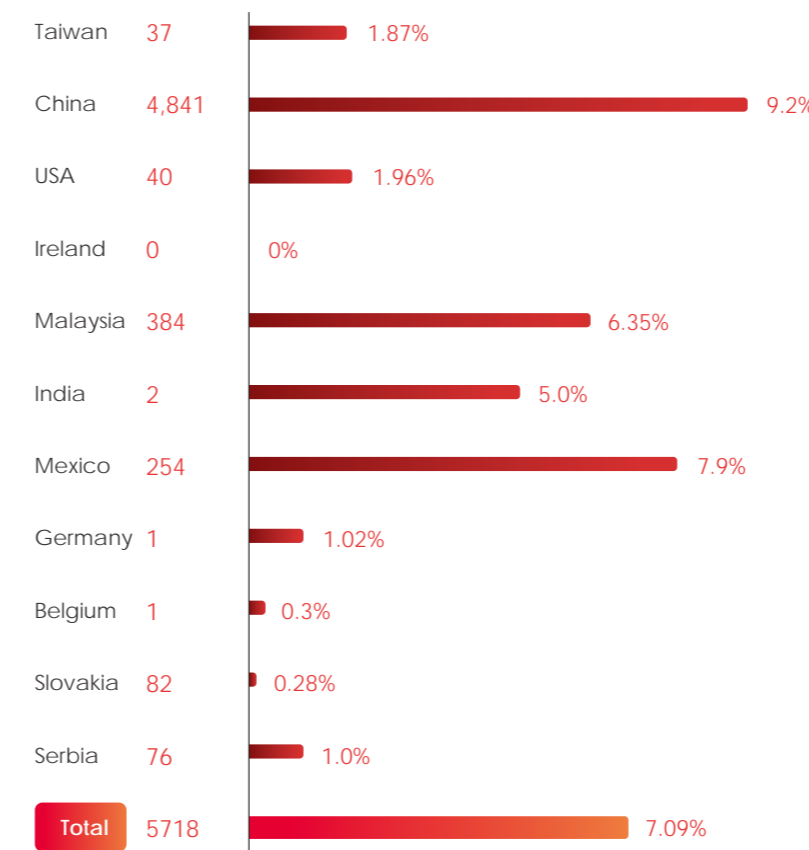
 **New Employee Structure in 2019**

Location/Age	<30		30-50		>50		Total
	Female	Male	Female	Male	Female	Male	
Taiwan	6	6	13	44	1	8	78
China	1,216	2,220	1,307	1,117	4	2	5,926
USA	2	3	10	5	4	8	32
Ireland	0	0	0	0	0	0	0
Malaysia	437	81	60	23	0	3	604
Mexico	25	30	24	24	2	5	110
Germany	0	0	1	0	0	0	1
Belgium	0	1	0	1	0	0	2
Slovakia	1	13	7	12	3	4	40
Serbia	40	28	24	20	1	1	114
<b>Total number of new employees</b>	<b>1,727</b>	<b>2,384</b>	<b>1,447</b>	<b>1,307</b>	<b>15</b>	<b>31</b>	<b>6,911</b>
<b>New employee ratio</b>	<b>91.67%</b>	<b>110.27%</b>	<b>42.52%</b>	<b>61.80%</b>	<b>10.71%</b>	<b>15.20%</b>	<b>69.75%</b>

**Employee Turnover**

When an employee submits a resignation request for whatever reason, we will offer our utmost understanding and respect, and we will try to ascertain the reason for resignation in order to discover potential areas of improvement. The below chart represents the average monthly employee turnover rate by region during 2019.

 **Sites / Y2019 / Number of Resignation in 2019**



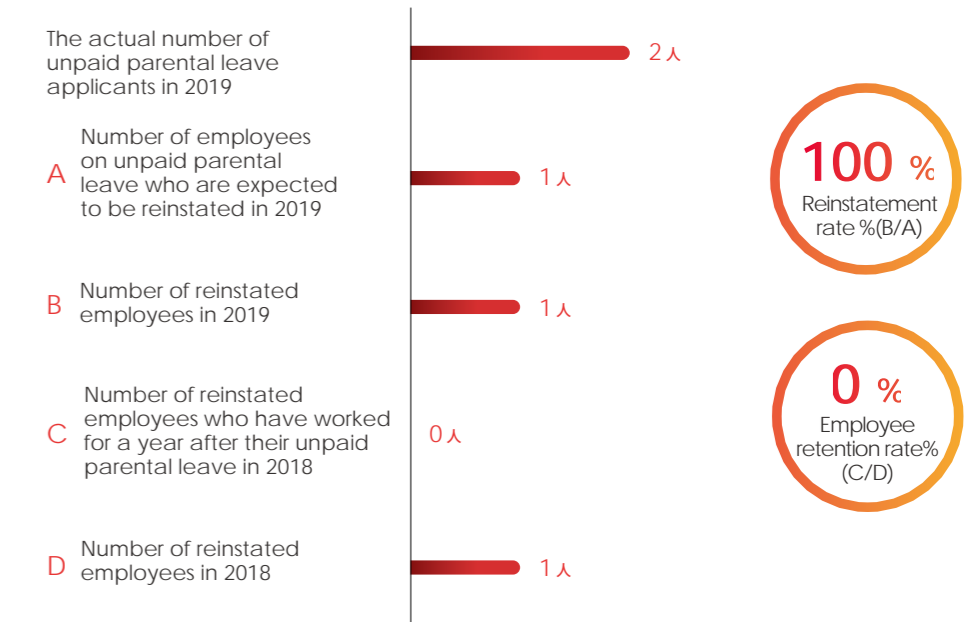
**Note**

Monthly average employee turnover = (monthly average resignation number in 2019) / (total number of employees at the end of each month in 2019 / 12) \* 100%.

**Analysis of Unpaid Parental Leave in 2019**

In BizLink offers employees with nursing needs substantial care, including unpaid leave, career readjustment, and related benefits etc. In 2019, the number of unpaid parental leave applicants was 2 in Taiwan,

and both returned to work after their leave was over. This demonstrates that the Company's comprehensive care mechanism can help employees with nursing needs to look after both their family and work.



**Note**

The number of employees on unpaid parental leave is calculated based on employees who have applied for maternity leave and paternity leave between 2018 and 2019, and those who have qualified for parental leave in 2019. With exception of Taiwan, unpaid parental leave is granted under various local labor regulations.

**5.2.3 Employee Recruitment (Including the Policy Prohibiting the Hiring of Child Labor)**

BizLink recruits outstanding talents from various fields through different channels in accordance with the Company's operational strategy and employee career development plan. Employee recruitment is conducted according to local laws and Responsible Business Alliance (RBA)




regulations; we have never hired child labor, and we strictly prohibit forced labor and engaging minors in high-risk jobs. In addition, the Company has implemented an employee attendance information system in order to manage employee attendance and leave, thereby ensuring the wellbeing of their body and mind.

### 5.3 Employee Development, Education, and Training

BizLink is dedicated to becoming a sustainable organism, hence cultural cultivation is also an important consideration aside from business growth and profitability. On the other hand, talent development and training are the cornerstones of corporate sustainability, therefore elite talent training and talent turnover are regarded as crucial management indicators that enable the employees to grow together with the Company. BizLink's talent development and training approaches are outlined below:

#### Extensive education and training framework

BizLink endeavors to foster growth for our employees and the Company by creating an environment conducive to continual learning and development. We have established a sound education and training framework based on vocational training and personal development plans. The framework consists of 5 major aspects: new employee training, professional training, leadership training for different levels of management, self-development, and internal lecturer training. The aim is to help our employees materialize the core values of BizLink and accomplish the Company's vision and strategies.



**New employee training**

The main focus is to help new employees get acquainted with BizLink in order to foster a sense of recognition.



**Professional functional training**

We provide varying levels of training courses centered on the professional needs of different organizations. The goal is to enhance the professional knowledge and skills including sales, R&D, manufacturing, materials management, marketing, and finance etc.



**Leadership Training for Different Levels of Management**

Cultural consensus and management skills are created through employee general education as well as training for new supervisors, middle management, senior management, section chiefs, and first line managers.



**Self-development**

In order to facilitate quick, systematic and timely learning among our employees, BizLink has implemented a learning management system, providing employees with e-learning courses through the digital platform.



**Internal lecturer training**

"Employees with managerial experience or professional experience handpicked by their supervisors" are appointed as lecturers, who will conduct employee education and training in order to pass on internal experience within the Company.

#### Training condition at various locations

Sites	Training Hours (Hr.)	Indirect Labor								Direct Labor	
		High-End Management (Director and above)		Middle Management (Manager, Deputy Manager)		Primary Management (Supervisor, Deputy Supervisor, Team Leader)		General Employee (Non-supervisor)		Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male		
Taiwan	2391.1	17.3	294.7	145	951.1	132.2	381.2	193.4	235.1	41.1	0
China	2,504.43	87.37	102.35	219.17	252.25	246.17	200.31	249.92	259.19	475.14	412.56

Sites	Training Hours (Hr.)	Indirect Labor								Direct Labor	
		High-End Management (Director and above)		Middle Management (Manager, Deputy Manager)		Primary Management (Supervisor, Deputy Supervisor, Team Leader)		General Employee (Non-supervisor)			
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
USA	198	0	6	12	18	6	0	48	78	0	30
Mexico	71	0	0	0	0	0	0	0	0	35	36
Malaysia	3,048	0	16	16	60	40	56	528	484	1,128	720
Germany Site (TDE)	140.5	0	4	0	16	0	0	1.5	119	0	0
Belgium Site (TBE)	408	0	8	0	88	16	0	200	96	0	0
Slovakia Site (TSK)	1,612	0	0	96	105.5	538.5	437.5	0	0	136.5	296
Serbia Site (TSB)	112.67	16	0	11.75	10.6	12.3	10	14	12.5	14.43	11.09
Total	10,485.70	120.67	431.05	499.92	1,501.45	991.17	1,085.01	1,234.82	1,283.79	1,830.17	1,507.65

**Note**

Average training hours = course man hours/number of employees.

In 2019, the number of employee training hours in BizLink totaled 10485.7 hours, averaging 1.06 hours per person, equivalent to more than NT\$2.56 million. The course themes include vocational skills and management training, such as management skill improvement, quality assurance, R&D/engineering, manufacturing management, HR administration, sales, financial management, resource management etc.

## 5.4 Protection of Employees' Rights

### 5.4.1 Work and Employment Rights Protection

In order to guarantee our employees' rights, BizLink has complied with all legal regulations to establish our systems:

#### Legal Hiring

The Company will not hire child labor. Our employment policy strictly prohibits the hiring of child labor (under the age of 16) or engaging in practices that may result in the hiring of child labor. In 2019, no forced or compulsory labor incidents took place at any of our operating locations or with our suppliers.

All changes to labor conditions are reported in accordance with the law.

#### Prohibition of discrimination

Discrimination against employees based on non-work-related reasons is strictly prohibited. No employees should be discriminated against during hiring or while at work based on their ethnicity, skin color, gender, age, sexual orientation, disability, nationality, race, labor union affiliation, marital status, political orientation or religious belief as per Company policy. An employee's performance evaluation and promotion, remuneration, work/rest hours, security of tenure, work allocation, training opportunity, future outlook, social security, occupational health, and safety may not be affected by the aforementioned factors. BizLink has established an independent internal email address that acts as a channel for employees to file their grievances to. In 2019, no sexual harassment and discrimination-related incidents were reported.

### Fair Performance Evaluation Mechanism

The purpose of BizLink's performance management and development system is to integrate and improve the overall performance of each employee and the Company as a whole. We have employed a fair and reasonable performance evaluation procedure to achieve bilateral communications and for employee development/planning; they are used to determine issues that include employee promotion, remuneration adjustments, bonus payment as well as employee development and training needs. Those who are unable to cooperate and work with the Company will be offered adequate severance pay and relevant documentation in accordance with the law, and will be offered help with applying for unemployment benefits or occupational training subsidies. The ultimate objective is to protect workers' rights.

The Company's performance evaluation mechanism for all direct employees (on the job for more than 3 months) consists of 3 main steps:

1



Goal stipulation

The annual goal is stipulated by the department supervisors and employees at the beginning of each year.

**2**  First semi-annual evaluation

The target achievement progress of the first half of the year is communicated to employees by the department supervisor, and the first semi-annual evaluation is conducted.

**3**  Annual evaluation

The department supervisor communicates the target achievement progress of Q4 and for the year, and the annual evaluation is conducted.

**4**  Performance evaluation outcome communication

In order to assist our employees to improve their performance, pursue their career plan and enhance the Company's performance, the supervisor conducting the preliminary evaluation should interview the employees to discuss their evaluation result, direction for improvement and future development plans. The aim is to increase bilateral communication between the Company and the employees.

 Training condition at various locations

Item	Taiwan	
	Female	Male
High-end Management Director and above	4	27
Middle Management Manager、Deputy Manager	11	56
Primary Management Supervisor、Deputy Supervisor、 Team Leader	3	5
Technician Process Technician、Electrician、 Mechanical maintenance	0	0
Sales	3	1
Administration Staff Administrative staff、Logistics、 Clerk	32	56
Production Operator Line Leader	0	0
Total of in-direct employees	53	145
Number of employees including director employees	62	163
Percentage	85.48%	88.96%

China		USA		Ireland		Malaysia		India	
Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
6	9	6	21	0	0	0	0	0	0
54	86	7	9	1	1	0	1	0	1
135	197	1	1	0	0	0	0	0	0
170	310	0	3	0	3	0	1	0	0
45	10	4	6	0	4	2	0	0	3
360	204	46	45	3	3	1	0	0	0
158	128	0	2	0	0	5	7	0	0
928	944	64	87	4	11	8	9	0	4
4,340	3,434	78	96	4	11	429	333	0	4
21.38%	27.49%	82.05%	90.63%	100.00%	100.00%	1.86%	2.70%	0%	100.00%

Item	Germany Site (TDE)		Belgium Site (TBE)		Slovakia Site (TSK)		Serbia Site (TSB)	
	Female	Male	Female	Male	Female	Male	Female	Male
High-End Management Director and above	0	1	0	1	0	3	1	0
Middle Management Manager \ Deputy Manager	0	4	0	4	2	3	8	7
Primary Management Supervisor \ Deputy Supervisor \ Team Leader	0	0	1	0	6	10	12	7
Technician Process Technician \ Electrician \ Mechanical maintenance	0	0	0	0	3	27	10	49
Sales	1	1	2	5	3	1	0	1
Administration Staff Administrative staff \ Logistics \ Clerk	1	0	2	0	13	6	16	7
Production Operator Line Leader	0	0	0	0	0	0	0	0
Total of in-direct employees	2	6	5	10	27	50	47	71
Number of employees including director employees	2	6	5	10	76	110	262	195
Percentage	100.00%	100.00%	100.00%	100.00%	35.53%	45.45%	17.94%	36.41%

### 5.4.2 Remuneration Protection

BizLink values our employees' benefits and welfare, so effective remuneration policies have been formulated to manage their remuneration and incentivize performance, thereby allowing them to unleash their full potential. BizLink not only collects economic and productivity indicators of countries worldwide, but also systematically carries out remuneration surveys through dedicated internal units to ascertain the remuneration standard of different firms in the same industry and their budgets for remuneration adjustments to maintain an internal balance, maintain our competitiveness on the human resources market, and to inspire for outstanding performance from our employees. This information is used as a reference for adjusting our employees' annual salaries as well as set a competitive starting salary to attract talents to join BizLink. The employee remuneration is determined by factors such as academic background, the ratio of remuneration to median salary, expertise, similar professional experience, and personal performance. Remuneration will not be based on an employee's gender. New employees at our key operating locations are not given different starting salaries based on their race, religion, political stance, gender, marital status or affiliation with a labor union.

BizLink's remuneration policy is formulated based on the following principles:

- We pay attention to and comply with local regulations to create harmonious labor relations within the legal framework to strive for corporate sustainability.
- Remuneration is adjusted depending on the talent supply/demand conditions of various regions to maintain competitiveness when hiring new talents.
- We regularly conduct remuneration surveys in different markets and adjust the remuneration table and welfare items/amount to provide remuneration that is superior to the market average.

- Standard starting salary of direct employees (minimum salary) complies with local minimum wage regulations.
- In order to offer employees incentives and share in the Company's achievements, BizLink hands out bonuses every year based on the average revenue of each unit and the employees' performance review.
- Suitable remuneration will be given depending on the vacancy of various posts, and the contribution made according to a fair performance management system to incentivize employees.

### 5.4.3 Pension System

BizLink abides by local regulations in Taiwan such as the Labor Standards Act and the Labor Pension Act, where a fixed percentage of the employees' salaries are contributed to the pension account as required by the law. For employees in China, the Company has provided them with endowment insurance based on the local law, so that our colleagues' livelihood after retirement can be guaranteed.

BizLink plants worldwide have set aside a retirement pension for our employees per local retirement regulations. For plants in Taiwan, employees who were hired before June 30, 2005, will be able to retain their pension accumulated under the old labor pension system. The old labor pension system stipulates that 2% of each employee's monthly salary must be contributed towards the old labor pension system Workers' Retirement Fund at the Central Trust of China. Currently, the total amount of savings is TWD 5,192,153, sufficient to cover labor pension needs. Under the new labor pension system, 6% of each employee's monthly salary must be contributed towards the Individual Labor Pension Account. On top of the fixed pension contributed by the employer (6% of the employees' salary), the employees may also choose to contribute 0-6% of their salaries to the Individual Labor Pension Account.

## 5.5 Employee Relations

In order to foster harmonious labor relations, BizLink has strived to establish diverse bilateral communication channels and listen to the employees' thoughts. Through regular interdepartmental communication meetings, as well as employee grievance mechanisms that guarantee absolute confidentiality, we have created a comprehensive communication platform to ensure seamless, transparent and immediate communication between the Company and employees. The aim is to protect each employee's legal rights.

### Company Intranet

We have created the BizLink Portal platform to detail Company regulations and to make announcements, so that employees can quickly receive and understand important information from the Company. Employees can also provide their suggestions and inquiries to our dedicated team, whom will offer the necessary assistance.

### Company Internal Publication

BizLink engages in diversified interactions with our colleagues. We provide a platform for them to share their thoughts and opinions with others through our monthly internal publication "BizLink eNews". Furthermore, various Company-related information is also featured in the publication, communicating the Company's operating conditions to our colleagues. In 2019, the Company published 12 internal publications, and electronic versions of these publications are stored in the Company intranet (BizLink Home), allowing our colleagues to read the latest publications and information by different plants and units. In supporting energy conservation and carbon reduction, BizLink strives to minimize the number of printed publications in order to cherish trees and love the Earth.



Company Intranet

Company Internal Publications

### Two-way Communication Meeting

BizLink regularly holds "management meetings" and "Taipei office employee communication meetings" to hold dialogues with our employees. In 2019, BizLink hosted 12 employee communication meetings. More than 90% of 36 proposals total made by employees were concluded in 2019, showing that the Company values employee feedback and offers immediate and effective solutions. We will strive to maintain an even smoother communication channel and harmonious relations with our employee.

### Encourage employees to participate in club activities

The Company encourages employees to participate in healthy recreational activities in order to enrich their personal lives and engage in skill interactions.



Pop Dance Club



Music club



Badminton Club



Basketball Club



Hiking Club



Yoga club



Sports club

### "Employee Grievance" Channel

Based on the needs and differences at various locations, the Company has established an employee grievance hotline, e-mail, suggestion box or counseling station for our colleagues to communicate their suggestions, opinions, and feedbacks. In 2019, we received 9 Grievances (1 labor dispute in Taiwan and 1 remuneration and attendance dispute in Xiang Yao site, Shenzhen), both were responded to and satisfactorily resolved, achieving a closure rate of 100%. Additionally, we have appointed an exclusive HR service representative for each business unit to ascertain their employees' needs and opinions, and to provide them with a timely response and necessary assistance.

## Workplace Sexual Harassment Prevention

BizLink strives to build a gender-friendly work environment by implementing the philosophy of workplace gender equality and prohibiting any form of sexual harassment in the workplace. Moreover, we have clearly stipulated relevant regulations such as the Code of Conduct along with sexual harassment prevention helpline and e-mail (esg@bizlinktech.com). The information of employees filing grievances are kept strictly confidential in order to protect their rights and create a friendly workplace where employees can work with peace of mind.

## 5.6 Life at BizLink

BizLink endeavors to create a comprehensive employee welfare system in order to tirelessly care for our colleagues. Through various employee welfare programs, we are able to protect the fundamental welfare of our colleagues, and it is our responsibility to provide them with a healthy, safe work environment, thereby making each employee a happy member of the BizLink family. BizLink offers extensive welfare measures designed to cater to our employees' needs and comply with local regulations.

### 5.6.1 Diversified Welfare Measures

#### Annual Physical Exam

BizLink provides annual physical exams to senior executives (VP or above), Taiwanese managers in China or employees in the Taipei office who have worked for BizLink for at least a year and are at least 40 years old. They are entitled to one day paid leave to receive the physical exam; the aim is to let our employees keep track of their physical health, thereby achieving the philosophy of prevention is better than cure and protecting the safety and wellbeing of our employees.

#### Counseling Room

The counseling room serves to promote mental wellbeing-related knowledge and psychological health education. Other services include personal or group psychological counseling to help our employees overcome psychological problems and elevate their quality of life through enrichment.

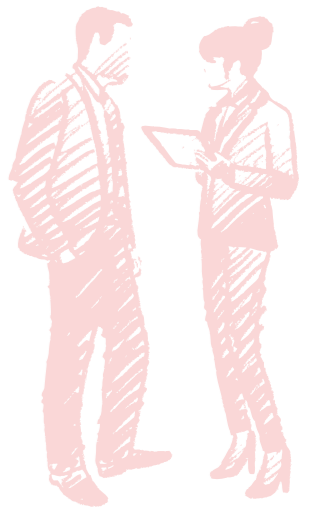
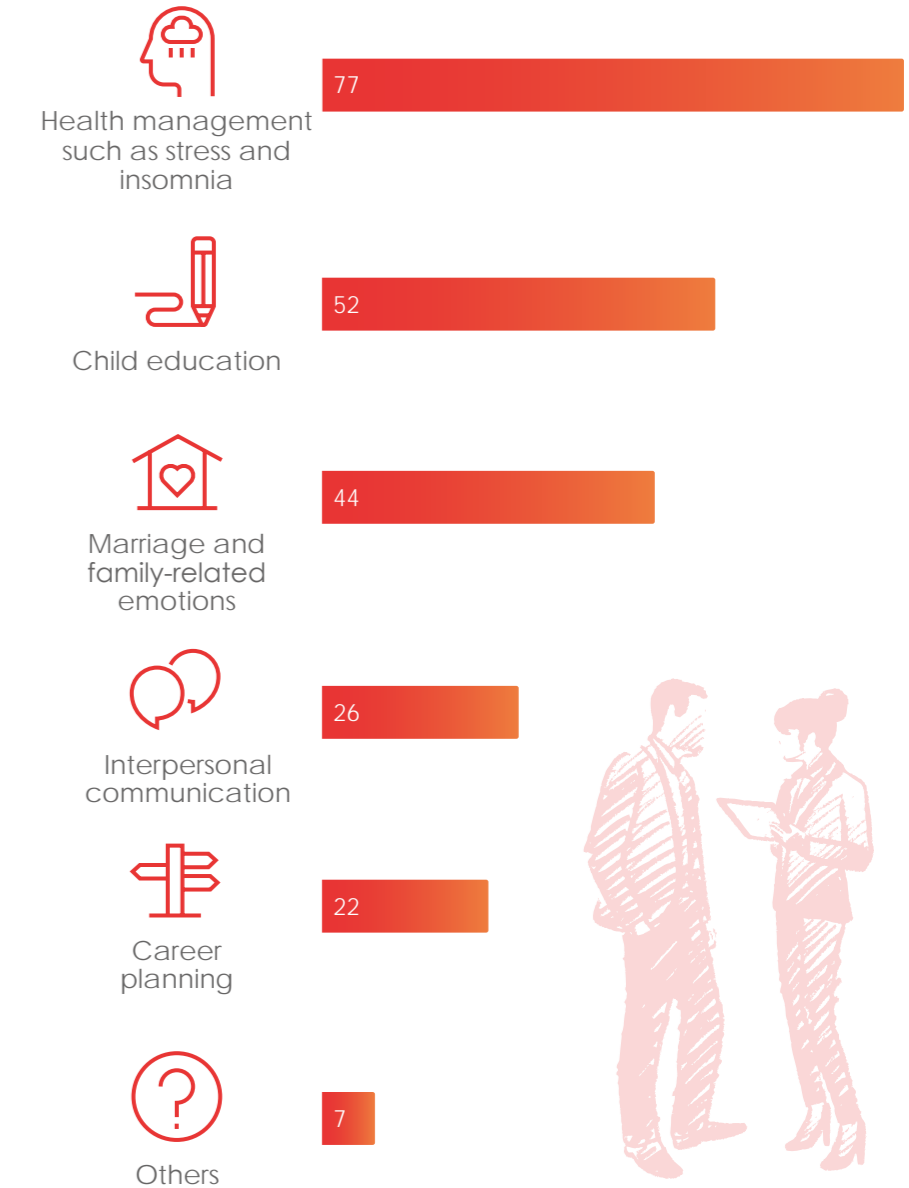
All BizLink employees may receive stress management, mood management, marriage, family, and parenting related counseling services either individually

or as a group.

A total of 246 persons received counseling service in 2018 with an overall satisfaction score of 4.89 (1 being very unsatisfied and 5 being very satisfied), indicating that the counseling service has successfully helped our employees find spiritual peace. We will continue providing employees with psychological counseling service in order to offer them stability and peace of mind.

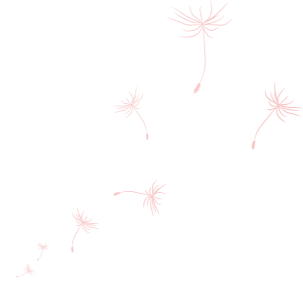


### Type of counseling service



### Nursing Room

BizLink provides a mother-friendly workplace for them to tend to their nursing needs while at the office. The comfortable, well-appointed space and bright, discreet environment offer mothers peace of mind.



### Employee Dormitory

Employee dormitories are available at the Kunshan and Shenzhen production sites, providing accommodations for our employees after working. The spacious room accommodates 6-8 persons and has an AC, heater, WiFi, shower room and balcony. They have been installed to cater to the employees' needs. Each dorm is also equipped with coin-operated laundry, as well as outdoor facilities such as a basketball court and badminton court. Indoor facilities include a library, pool room, and table tennis; the roomy environment makes our employees feel at home. Shenzhen site's spacious, comfortable environment was selected by Shenzhen Urban Management Bureau as a garden community.

### Employee Cafeteria

Employee cafeteria is available at BizLink's Kunshan and Shenzhen production sites in China, providing an outstanding dining environment to replenish the employees' energy and allow them to rest after a hard day at work.

### Pool Room

Provides the employees with a recreational and socializing venue, where they can unwind after work.



## 5.6.2 Occupational Safety and Health

### Occupational Safety and Health Management System

BizLink provides employees with a healthy and safe work environment based on OHSAS 18001 and ISO 14001 management systems. Furthermore, we have also taken resources such as WHO, international literature, and case studies into consideration in order to design a health risk analysis method that can be used to assess the health risk of related operations. Provides employees with autonomous healthcare concept, where the element of health is incorporated into the process of operational risk identification to improve risk prevention awareness.

Every year, our HR department conducts an inventory of high risk and hazardous operations in various plants and implements a multitude of management measures based on the hazards' characteristics. These include orientation training and on-the-job occupational hazard training, regular monitoring of work environment, and regular employee physical exam in order to control and minimize risks and hazards, thereby achieving the goal of zero occupational diseases throughout the year.

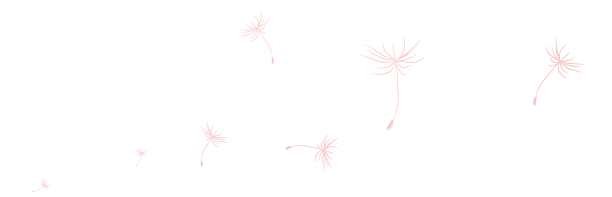
Considerations for purchasing high-risk equipment and machinery include safety identification and protective measures. Safety design and protection are conducted during machinery procurement to reduce operational risks for the operators while ensuring occupational safety and production efficiency at the same time. In addition, for front-line colleagues who are working in special work environments with noise, ionizing radiation, dust, and nickel hazards, we have provided them with complete protective gear, SOP and health protection tracking measures, as well as education and training. Besides minimizing risks, they also serve to manage the operating environment effectively in order to create a safe environment for our employees with work safely and with peace of mind. We will continue with and complete our transition

from OHSAS18001 for occupational safety and health across our global production locations to ISO45001 before March next year (2021), and continue improving working conditions and fulfilling our corporate social responsibilities. We are using ISO45001 as our occupational safety and health foundation, and have adopted best practices from sources such as the WHO, international literature, and from various case studies to design a safety and health risk analysis methodology for our operations. This methodology incorporates safety and risk elements into our operations to improve risk prevention awareness, create an optimal working environment, and to prevent work-related injuries and health-related risks. We strive to eliminate work hazards and minimize occupational safety and health risks to ensure business continuity as well as corporate sustainability.

### Occupational health

Preventing and mitigating the direct impact of business operations on occupational safety and health.

BizLink is committed to environmental protection and the pursuit of an exceptional life by providing our employees with a high quality, safe, and healthy workplace as well as minimize operational risk. We founded the Global Sustainability Center in April 2020 to develop, promote, and implement BizLink's safety, healthy, and environmental measures in the hopes of reaching our goal for "zero disasters" and "zero accidents" .



## Striving for excellence and sustainable development

Established the Global Sustainability Center to offer a high quality, safe, and healthy workplace as well as to minimize operational risk and commit to environmental protection.

In pursuit of “zero disasters” and “zero accidents”

Striving for excellence and sustainable development

BizLink's Global Sustainability Center (GSC) will work towards realizing an optimal safety, health, and environment management system. The GSC oversees all of BizLink's safety, health, and environmental protection related affairs (inc. all units and sites) as well as plans, promotes, guides, and audits the Company's production and operations-related activities. The GSC will conduct risk assessments to discover potential risks and to protect personnel from health hazards to maintain our high standards for safety, health, and environmental protection. BizLink will also promote safety and health-related education and training in an effort to build an excellent workplace and corporate culture.

## Building an exceptional environmental, safety, and health management system



The GSC will help to establish and review the SOP, risk assessment, and risk control measures at various plants as well as the safety, health, and environmental procurement guides and manifests to create a comprehensive safety, health, and environmental management system. We will minimize occupational injuries through the accident, occupational injury, and environmental leakage reporting and root cause investigation mechanism. We have reviewed and revised the emergency response protocols and drills of various plants to boost their disaster response and recovery capabilities in handling natural disasters or other force majeure

events. We will integrate and analyze all of the Company's safety, health, and environmental data to improve the protocols and drills on an ongoing basis.

BizLink's Occupational Safety and Health Committee convenes each quarter, and is led by the Group's CEO and is attended by the senior management of various units and plants, safety and health management staff as well as employee representatives. This is to ensure the proper implementation of the Company's safety, health, and environmental policies in a bid to realize our ideal and vision of sustainable management.

## Hazard identification, risk assessment, and accident investigation

BizLink conducts hazard identification and risk assessments at least once a year.

Risk identification and assessment must be carried out if any of the below take place; the below items must be properly identified before applying any changes to the management system or any other related activity takes place:

- When relevant laws, regulations, and other requirements are updated or added.
- When production services are expanded or diminished on a large scale.
- When drastic changes occur to production technology.
- When new equipment is introduced.
- When new product R&D and production take place.

The following sequence should be observed to minimize risk when confirming risk control measures or contemplating the changing of existing control measures:

- Eliminating danger or risk (such as replacing hazardous substances with toxin-free substitutes)
- Decreasing or limiting risk (lowering the probability of injury or damage, or the severity of potential risk by, for example, using a safe voltage)
- Engineering control (including specific equipment and components used)
- Signs/warnings/or administrative control (such as work shifts)
- Personal protective equipment.

Conduct a review of risk control measures at least once a year. Hazard identification, risk assessment, and control must be considered as a continual process. Therefore, risk control measures must be reviewed before implementation (to prevent creating new sources of hazards).

## In regards to the involvement, consultation, and communication of occupational safety and health personnel

BizLink has formed the “Occupational Safety and Health Committee”, consisting of various senior management as well as safety and health management personnel, to promote safety at work, prevent accidents, improve the workplace, and to protect our employees' well-being. Employee elected representatives make up more than 1/3 of the total membership to raise joint participation from employees and management for the sake of fostering Company-wide occupational safety. The “Occupational Safety and Health Committee” coordinates, presents findings, and makes recommendations on the quarterly progress in occupational safety, changes in the external environment, occupational



safety and health policies, and self-management plans. The Committee also proposes ways to improve current environmental and operational conditions. The Committee will communicate BizLink's employee safety-related policies, and will serve as a channel for employees and management representatives to exchange opinions for the sake of preventing occupational hazards and guaranteeing occupational safety and health.

### In regards to the training of occupational safety and health personnel

BizLink's Occupational Health Management and Human Resource Departments stipulates for an occupational health training program, and appoints professional occupational health instructors to supervise and manage occupational health-related education and training. Trainees include new employees, level 3 education of current employees, and regular education. Training sessions include occupational health laws and regulations, occupational health 101, occupational health management system and SOP, correct usage of and maintenance of occupational disease protective equipment, and emergency response measures, etc., depending on the needs of various posts.

BizLink has proposed the following 5 forms of occupational safety and health training to enhance employees' sense of responsibility as well as heighten their safety awareness:



1



Regular on the job education

Regular safety education is conducted for employees on various occasions using a variety of appropriate approaches.

These include:

- A.** Bolstering the employees' safety awareness through the Company's management meetings or departmental, team/group meetings.
- B.** We constantly seek to boost our employees' safety awareness, and offer columns, slogans, and warning signs to conduct safety education.
- C.** Labor safety technicians are hired from time to time to share knowledge on how to keep safe while at work.
- D.** This is combined with monthly safety inspections to reinforce our employees' safe production education by focusing on problems encountered to raise their safety awareness.
- E.** Departmental and team/group managers should offer on-site guidance from time to time. Safety skill education is conducted through practical work.

2



Level 3 safety education for new employees

Includes post-education, departmental education, and Company-level education. Total training duration may not be less than 24 hours, and those who have not received safety education may not work independently at their posts.

3



Safety education for special operations

Employees must receive specialized safety equipment and knowledge-related training according to national regulations and pass relevant qualification tests before they are issued with the necessary license to engage in such operations, including electrical work, metal welding and cutting, driving of motor vehicles, boiler operation, pressurized container operation, and hazardous substance-related operations.

4



Safety education for those who have changed work

Employees that have changed posts or job natures must receive necessary safety education from their affiliated department or group/team, depending on the scope of their new work. This allows employees to grasp the characteristics and safety requirements of the new job/post as well as potential occupational safety and health hazards, the most common kinds of accidents, and knowledge on accident prevention.

5



Safety education for those returning to work

Employees returning to work from over 3 months leave are required to receive returning-to-work safety education from their affiliated department or group/team, and to familiarize themselves with the safety protocols of their original posts and the operation of relevant equipment. Furthermore, employees must conduct a practical drill and safety education before resuming work.

### Fostering the health of workers

BizLink has established an occupational health management system and SOP, occupational health archives, and occupational health surveillance archives. This is combined with corresponding occupational health technology service institutions, whom conduct workplace occupational hazard factor inspection and health examination of our employees. These tests are publicly announced.

### Develop an occupational accident contingency plan

Establish an occupational hazard and workplace hazard warning and alarm system. Place safety signs at conspicuous locations in the workplace with materials on relevant regulations, SOPs, emergency rescue measures, and the outcome of factor inspections readily available for reference.

Install conspicuous warning signs and warning messages in Chinese at the posts with the potential for occupational hazards. Also, an alarm system should be installed, first aid supplies should be provided, washing facilities should be nearby, emergency evacuation routes should be marked, and the staging area should be free of non-work materials.

Reinforce the inspection of personal protective equipment of personnel engaged in hazardous operations in order to control and limit accidents.

BizLinks values the sustainability of our human resources and considers employees as a vital asset. Professional nurses and physicians are dispatched to our plants to provide health-related consultations and services, and to provide medical care information from time to time as well as host health promotion activities and lectures. We also provide a breast-feeding room and employee lounge stocked with coffee and snacks to create a comprehensive working environment for our employees and to enhance their awareness for personal well-being.




We have also arranged for employees who work in special environments (dust, ionizing radiation, noise) for at least 8 hours a day to receive specialized physical exams designed for hazardous operations to look after their health in addition to their regular health exams. All of our employees have received health exams.

### Occupational injury

The HR Departments at our various plants must inform workers of the possible occupational injuries and the consequences that may occur during the work process as well as communicate relevant protective measures. Such information must be stated in the labor contracts. The Safe Production Management Committee was formed to implement a safe operational performance management system. The highest executive of the plant or the HR executive is appointed as the chairperson with labor and management representatives participating in Committee meetings. Safety meetings are regularly held to conduct a rolling review of occupational safety performance and routinely inspect the implementation of the system at the production line. If any occupational accident occurs, the Company will demand the relevant units to investigate the cause, conduct a review, and propose corrective measures.



### The lost workday due to injury from occupational injuries and traffic accidents at various BizLink plants in 2019 was 0.59.

Item	Gender	Kunshan, China 1	Kunshan, China 2	Xiamen, China 1	Shenzhen, China 1	Shenzhen, China 2	Shenzhen, China 3	Foshan, China	TCZ	TXM	Sub Total
 Lost workdays due to Lost workday cases	Female	324	0	0	19	0	52	1	241	0	637
	Male	109	0	0	22	15	0	0	370	0	516
	Total	433	0	0	41	15	52	1	611	0	1153
 Injury rate(IR)	Female	1.24	0	0	0.38	0	1.72	66.67	3.65	0	1.26
	Male	0.34	0	1.56	0.32	6.15	0	0	5.90	0	1.20
	Total	0.83	0	0.56	0.35	4.00	1.01	20.00	4.62	0	1.23
 Lost day Injury rate(LIR)	Female	0.62	0	0	0.19	0	0.86	33.33	1.73	0	0.61
	Male	0.17	0	0	0.16	3.08	0	0	2.82	0	0.57
	Total	0.42	0	0	0.18	2.00	0.50	10.00	2.20	0	0.59

#### Note

1. Lost workdays due to an accident: The number of workdays lost due to the injured employee's inability to return to work.
2. Injury rate (IR): Frequency of work-related injuries every 200,000 labor hours. Equation: Frequency of work-related injuries x 200,000 labor hours/total person-work hours.
3. Lost time incident rate (LIR): Frequency of accidents every 200,000 labor hours. Equation: Frequency of accidents x 200,000 labor hours/total person-work hours.

## Occupational disease

BizLink has clearly defined the kinds of occupational diseases, and identified the posts that are exposed to them to prevent occupational diseases, protect our employee's health and safety, and to mitigate labor disputes. Preventive measures have been formed. Risk factor analyses are carried out at our various production sites in accordance with their respective production characteristics. High-risk posts are rigorously monitored and controlled. All new employees reporting to their posts with risk of exposure to occupational diseases must receive a physical exam in advance as well as perform follow-up exams each year. If warning signs are discovered during the health exam, they will immediately be relocated to alternate posts. BizLink achieved an occupational disease rate (ODR) of zero in 2019.

### Inventory Table of Main Operational Hazards

Site	Hazard category	Description of operation	Protective measures
Kunshan, China 1	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Laser</li> <li>Ethanol</li> <li>Ink</li> <li>X-radiation</li> </ul>	<ul style="list-style-type: none"> <li>Noise from the weaving and cabling machine</li> <li>Stannic oxide smoke generated from welding</li> <li>Laser equipment light shield</li> <li>Ethanol used for printing and ink solvent</li> <li>X-ray machine operation</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Localized ventilation and wear masks</li> <li>Wear goggles</li> <li>Localized ventilation and wear masks</li> <li>Wear protective gear such as a dosimeter</li> </ul>
Kunshan, China 2	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Laser</li> <li>Ethanol</li> </ul>	<ul style="list-style-type: none"> <li>Welding generates slight noise</li> <li>Welding raw materials using lead-free solder generates stannic oxide risk</li> <li>Ventilation equipment, automatic dust collector</li> <li>Laser binding and labeling operation, laser testing equipment in closed areas</li> <li>Wipe and clean metal surfaces with alcohol</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs, masks, and goggles</li> <li>Localized ventilation and wear masks</li> <li>Wear gloves and install a safety cabinet</li> </ul>
Xiamen, China	<ul style="list-style-type: none"> <li>Finger trapping</li> <li>Cutting injury</li> </ul>	<ul style="list-style-type: none"> <li>Crimping machine</li> <li>Stripping machine</li> <li>Blade operation</li> </ul>	<ul style="list-style-type: none"> <li>Wear gloves</li> </ul>
Shenzhen, China 1	<ul style="list-style-type: none"> <li>lead</li> <li>Noise</li> <li>Dust</li> <li>化學品</li> <li>X-radiation</li> <li>紫外線</li> <li>High temperature</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperature from the tin melting furnace</li> <li>Dust from the plastic material shop</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install water curtain and fans</li> <li>Install dust collector and wear dust masks</li> </ul>

Site	Hazard category	Description of operation	Protective measures
Shenzhen, China 2	<ul style="list-style-type: none"> <li>Noise</li> <li>High temperature</li> <li>Dust</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperatures and waste gas from the tin melting furnace</li> <li>High temperatures from the Teflon production line</li> <li>Dust from the grinding platform at the plastic material production line</li> <li>Waste gas from the plastic material production line</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install water curtain, fans, and waste gas ventilation equipment</li> <li>Eco-friendly AC units</li> <li>Install dust collector and wear dust masks</li> <li>Install centralized processing equipment</li> </ul>
Shenzhen, China 3	<ul style="list-style-type: none"> <li>Noise</li> <li>High temperatures</li> <li>Dust</li> <li>Ethanol</li> <li>Lead</li> </ul>	<ul style="list-style-type: none"> <li>Noise from the stamping press</li> <li>High temperature from the plastic injection molding machine</li> <li>Dust from molds</li> <li>Lead: Welding tin used for assembly and production</li> <li>Ethanol: Alcohol is used to wipe and clean metal surfaces</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install fans and ensure our employees stay hydrated</li> <li>Wear masks</li> <li>Install extraction fans and wear gas masks</li> <li>Wear gloves and install a safety cabinet</li> </ul>
Foshan, China	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Toluene</li> <li>High temperatures</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperature from the tin melting furnace</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install extraction fans and wear gas masks</li> </ul>
Changzhou, China	<ul style="list-style-type: none"> <li>Talc dust</li> <li>Smoke</li> <li>Noise</li> <li>Dimethylbenzene</li> <li>High temperatures</li> <li>MEK</li> </ul>	<ul style="list-style-type: none"> <li>Talc dust, smoke, plastic extrusion/rubber, taking up, laying up</li> <li>Smoke, stick welding, tin welding, PC &amp; WH</li> <li>Noise: plastic extrusion/rubber, weaving, doubling, taking up, laying up, cutting (PC), pneumatic stripping, crimping (PC), ultrasonic welding (PC)</li> <li>MEK, dimethylbenzene, plastic extrusion/rubber, taking up, laying up, hazardous material manager</li> <li>High temperature, PVC&amp;RC</li> </ul>	<ul style="list-style-type: none"> <li>Dust collector, dust mask</li> <li>Smoke extractor, dust mask</li> <li>Protective earplugs or ear mufflers</li> <li>Activated carbon mask, protective gloves, mechanical extractor fan</li> <li>Fan, cool drink</li> </ul>
Malaysia	<ul style="list-style-type: none"> <li>Smoke</li> <li>Lead</li> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke and lead evaporation under high temperature</li> <li>Mechanical stamping noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke extraction system, gloves, and mask</li> <li>Wear earplugs</li> </ul>
Mexico	<ul style="list-style-type: none"> <li>Smoke</li> <li>lead</li> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke and lead evaporation under high temperature</li> <li>Noise from production line equipment and machinery</li> </ul>	<ul style="list-style-type: none"> <li>Wear gloves, masks</li> <li>Wear earplugs</li> </ul>
Texas, USA	<ul style="list-style-type: none"> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Noise from production line equipment and machinery</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> </ul>

### Disaster Prevention Promotion and Fire Drill

BizLink conducts regular disaster prevention knowledge once a year through teaching materials designed for the Company's e-learning system. All our employees are required to study the materials, which includes fire, wind disaster, floods and earthquake-related knowledge, as well as the correct response measures that should be taken. The goal is to instill correct disaster prevention concepts in all of our employees and to engage in practical drills on the most common disaster, fire, so that they can understand the necessary steps and precautions to take in the event of a fire. The drills are conducted annually throughout our global locations and the documented information is published on the Company intranet for our colleagues' reference.

### Environmental Safety and Health Education and Training

The purpose of organizing environmental health training courses is to let our plant employees become familiar with the work environment and protection measures so that they will know how to use the machinery, equipment, and chemical products correctly. We aim to minimize occupational injuries and accidents by instilling the correct concepts in our employees.





# 06

## BizLink and Society

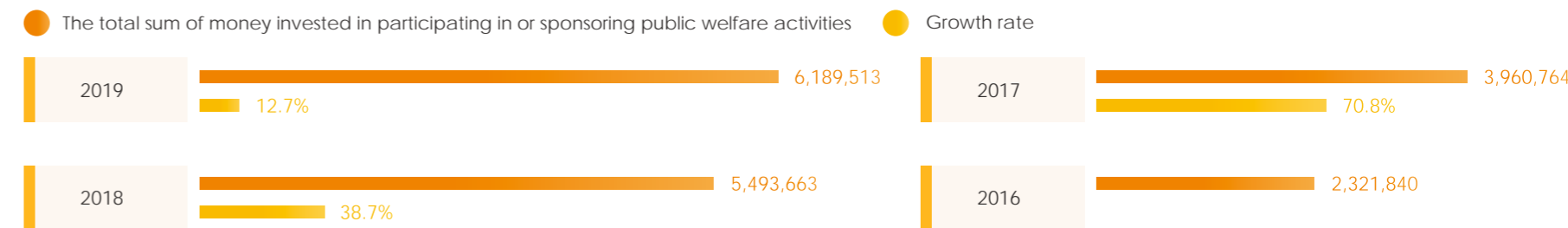
### 6.1 Participation in Social Welfare



### 6.1 Participation in Social Welfare

As the Company's business and performance continue to grow, we also strive to make contributions to the land we grew up in. By upholding the principle of "Give back what you take from society," BizLink has materialized our benevolence and affection in the form of tangible actions so that we can embrace the society, fulfill our corporate social responsibilities and contribute towards a brighter future.

In 2019, BizLink locations worldwide donated NT\$6,189,513 to charitable causes, 12.7% more than in 2018. In the future, we will continue to uphold the positive attitude and participate in social welfare-related activities, thereby spreading love to all corners of the world and fulfilling our duties as a global corporate citizen.



**Note**

- 1. The statistics encompass locations including Taiwan, the USA, China, and Slovakia, etc.
- 2. Converted to TWD based on an average exchange rate of USD:30.13, EUR:35.39 in 2018



## USA

BizLink has sponsored social welfare activities over many years, and the Company deeply cares about issues including children's welfare, international medical care, and disease prevention. The NPOs we regularly support include UNICEF, World Vision, Doctors without Borders, Washington Hospital's ER and ICU construction projects, S. G. Komen Breast Cancer Foundation, Friends of Children with Special Needs (FCSN), UCSF Benioff Children's Hospital, and Smile Train Cleft Lip and Palate Children's Charity.



## Taiwan

- NCTU's Advanced Rocket Research Center (ARRC) Rocket R&D Project

BizLink supports aerospace technology development and talent cultivation. We have sponsored the rocket R&D team chaired by NCTU Professor Tsung-Hsin Wu as well as students from NCTU's Mechanical Engineering Department, NTUT's Electronic Engineering Department, and NCKU's Department of Engineering Science to develop small proprietary satellite launch vehicles in Taiwan since 2016.



Photo from Advanced Rocket Research Center

- Marine ecology protection

BizLink supported the Kuroshio Ocean Education Foundation's "Voyage Plus – Four-Season Voyage Program", involving a year-long investigation of microplastics pollution in heavily polluted areas, starting from the north of Nan-Fang-Ao to the south of Peace Island in the waters northeast of Taiwan as well as the north of Gaoping river to the south of Bazhang River including Xiaoliuqi in the waters southwest of Taiwan.

24 sampling stations were set up, and 96 sample jars were collected over a total voyage of 860nm (approx. 1,593km) across the two regions investigated.

Microplastics were discovered in over 90% of the sampling stations. Additional regional sampling of data was collected at the 3 worst polluted sampling stations to verify the correlation between the changes in seasons and the corresponding level of pollution. This data was provided to the government to use as a reference for stipulating relevant policies in the future to mitigate marine pollution.



- Interdisciplinary Education

BizLink strives to provide social and educational support to remote townships that are lacking in resources so that the students there may receive professional assistance, and be given an opportunity to develop their talents. The Company sponsored the baseball team from Bei-Nan Elementary School in Taitung County to participate in the SuperCamp, where they learned about fundamental skills associated with modern technologies such as robots, programming, and drones under the guidance of professional teachers and enthusiastic volunteers. The purpose of the camp is to foster interaction between children from the rural and urban areas so that they can all learn new knowledge.



BizLink supports school children from remote townships to balance educational resources.

## Slovakia

The petty cash donation drive was started voluntarily by BizLink employees, and serves to help underprivileged groups. In 2019, our employees joined the Dúha v srdci charity fundraiser, which assists children with disabilities.



Photo from the Dúha v srdci charity fundraiser in Slovakia

# Appendix

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## GRI Standards 2016 Content Index

GRI Standards	Disclosure Items	Report Chapter	Page Number	Omission	
General disclosure					
GR 102 general disclosure					
Organization Profile	102-1	Name of the organization	2.1 Company Profile	15	
	102-2	Activities, brands, products, and services	2.1 Company Profile	15	
	102-3	Location of headquarters	2.1 Company Profile	15	
	102-4	Operating locations	2.1 Company Profile	15	
	102-5	Ownership and legal form	2.1 Company Profile	15	
	102-6	Market served	2.1 Company Profile	15	
	102-7	Size of the organization	2.1 Company Profile	15	Due to the Company's diverse product lineup, it is presented as the ratio between product sales and total revenue
	102-8	Information on employees and other workers	5.2.1 Employee Structure and Allocation	46	
	102-9	Supply chain	3.2 Supply Chain Sustainability Management	29	
	102-10	Significant changes to the organization and its supply chain	Report introduction 2.1 Company Profile 2.2 Corporate Governance 3.2 Supply Chain Sustainability Management	4 15 20 29	There were no significant changes in 2019
	102-11	Precautionary principles or approach	2.2 Corporate Governance 4.1 Environmental Policy and Green Strategy	20 35	
	102-12	External initiatives	4.2 Response to Climate Change and Global Warming	37	
	102-13	Membership of associations	2.1.4 Public Organization Membership	19	
Strategy	102-15	Key impacts, risks, and opportunities	Message from the management	6	
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			1.2.2 Stakeholder Engagement Mechanism	13	

GRI Standards	Disclosure Items	Report Chapter	Page Number	Omission	
General disclosure					
Stakeholder Engagement	102-41	Collective bargaining agreements	5.5 Employee Relations	55	BizLink has yet to formulate any collective bargaining agreements
	102-42	Identifying and selecting stakeholders	1.2.1 Materiality Analysis Procedure	10	
	102-43	Approach to stakeholder engagement	1.2.1 Materiality Analysis Procedure 1.2.2 Stakeholder Engagement Mechanism	10 13	
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	102-46	Defining report content and topic boundaries	Report introduction 1.2 Stakeholder Identification	4 10	
	102-47	List of material topics	1.2.1 Materiality Analysis Procedure	10	
	102-48	Restatements of information	2.1 Company Profile	15	
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	102-50	Reporting period	Report introduction	4	
	102-51	Date of most recent report	Report introduction	4	
	102-52	Reporting cycle	Report introduction	4	
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GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	Report introduction	4	

GRI Standards	Disclosure Items	Report Chapter	Page Number	Omission	
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		Evaluation of the management approach			
GRI 201 Economic Performance	201-1	Direct economic value generated and distributed	2.1.3 Operating Performance and Outlook 5.4 Protection of Employees' Rights 5.6 Life at BizLink 6.1 Participation in Social Welfare	19 51 57 67	
			Financial implications and other risks and opportunities due to climate change	Message from Management 2.2.5 Company's Legal Compliance 2.2.6 Anti-Corruption and Principle of Integrity 2.2.7 Public Policy 2.2.8 Protection of Client Privacy 2.2.9 Risk Management 2.3.1 Risk Management Organizational Structure 2.3.2 Risk Management 2.3.3 Financial Risk Management 2.3.4 Risk Identification and Control Measures 4.2 Response to Climate Change and Global Warming 4.3 GHG Reduction	4 22 23 23 24 24 24 25 25 37 38
	201-3	Defined benefit plan obligations and other retirement plans	5.4.3 Pension System	54	
	GRI 202 Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	5.4 Protection of Employees' Rights	51
GRI 204 Procurement Practices	204-1	Proportion of spending on local suppliers	3.2 Supply Chain Sustainability Management	29	
GRI 205 Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	2.2.6 Ethics, Integrity and Anti-corruption	23	
GRI 206 Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	-	-	



GRI Standards	Disclosure Items		Report Chapter	Page Number	Omission
Material Topics					
GRI 301 Materials	301-1	Materials used by weight or volume	4.4 Main Raw Materials Logistics	41	
GRI 302 Energy	302-1	Internal energy consumption	4.3.3 Direct and Indirect Energy Consumption	40	
	302-3	Energy intensity	4.3.3 Direct and Indirect Energy Consumption	40	
	302-4	Reduction of energy consumption	4.3.2 Energy Saving Measures 4.3.3 Direct and Indirect Energy Consumption	39 40	
GRI 303 Water	303-1	Water withdrawal by source	4.5 Water Resource Conservation	42	Water source mainly consists of tap water stipulated by local authorities
	303-2	Water sources significantly affected by the withdrawal of water	-	-	No influence
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions	4.3.1 Emissions Audit	38	
	305-2	Energy Indirect (Scope 2) GHG emissions	4.3.1 Emissions Audit	38	
	305-3	Other direct (Scope 3) GHG emissions	4.3.1 Emissions Audit	38	
	305-4	GHG emissions intensity	4.3.1 Emissions Audit	38	
	305-5	Reduction of GHG emissions	4.1.1 Environmental Management Goals 4.3.1 Emissions Audit	36 38	
GRI 306 Effluents and Waste	306-1	Water discharge by quality and destination	4.6 Wastewater and Sewage Management	43	
	306-2	Waste by type and disposal method	4.1.1 Environmental Management Goals	36	
	306-3	Significant spills	-	-	There were no significant spills in 2019
	306-4	Transport of hazardous waste	4.1.1 Environmental Management Goals	36	
	306-5	Water bodies affected by water discharges and/or runoff	-	-	BizLink's plants are all located inside industrial parks, and all our effluents are treated according to park regulations before they are discharged into the park's sewerage system.
GRI 307 Environmental Compliance	307-1	Violations of environmental laws	-	-	None
GRI 308 Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken	3.2 Supply Chain Sustainability Management	29	

GRI Standards	Disclosure Items		Report Chapter	Page Number	Omission
Material Topics					
GRI 401 Employment	401-1	New employee hires and employee turnover	5.2.2 Employee Retention	38	The employees that resigned have yet to be classified by gender as the employee database is being upgraded to a new system, and hence the statistics will not be disclosed this year. Statistical analysis will be conducted in 2020.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.4 Protection of Employees' Rights 5.6 Life at BizLink	51 57	Only the welfare system in Taiwan is disclosed.
	401-3	Parental leave	5.2.2 Employee Retention	47	
GRI 403 Occupational Health and Safety	403-1	Workers representation in formal joint management-worker health and safety committees	5.6.2 Occupational Safety and Health	58	
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	5.6.2 Occupational Safety and Health	58	
	403-3	Workers with high incidence or high risk of diseases related to their occupation	5.6.2 Occupational Safety and Health	58	
	403-4	Health and safety topics covered in formal agreements with trade unions	5.6.2 Occupational Safety and Health	58	
	403-5	Worker training on occupational health and safety	5.6.2 Occupational Safety and Health	58	
	403-6	Promotion of worker health	5.6.2 Occupational Safety and Health	58	
	403-7	Prevention and mitigation of occupational health and safety impacts	5.6.2 Occupational Safety and Health	58	
	403-8	Workers covered by an occupational health and safety management	5.6.2 Occupational Safety and Health	58	
	403-9	Work-related injuries	5.6.2 Occupational Safety and Health	58	
	403-10	Work-related ill health	5.6.2 Occupational Safety and Health	58	
GRI 404 Training and Education	404-1	Average hours of training per year per employee	5.3 Employee Development, Education, and Training	49	
	404-3	Percentage of employees receiving regular performance and career development reviews	5.4 Protection of Employees' Rights	51	
GRI 405 Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	5.2.1 Employee Structure and Allocation	46	
	405-2	Ratio of basic salary and remuneration of women to men	5.4 Protection of Employees' Rights	51	
GRI 406 Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	5.5 Employee Relations	55	
GRI 407 Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	3.2 Supply Chain Sustainability Management	29	






GRI Standards	Disclosure Items	Report Chapter	Page Number	Omission	
Material Topics					
GRI 408 Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	3.2 Supply Chain Sustainability Management 5.2.3 Recruitment	29 48	
GRI 409 Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	3.2 Supply Chain Sustainability Management	29	
GRI 410 Security Practices	410-1	Security personnel trained in human rights policies or procedures	-	-	The security contractor hired by BizLink has complied with RBA standards in aspects such as management, education, and training during the selection process, therefore 100% of our security personnel are trained in human rights procedures.
GRI 412 Human Rights Assessment	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	-	-	BizLink has stipulated the CSR Best Practice Principles, where related investment agreements and contracts are assessed by the Legal Affairs Department for legal compliance.
	412-2	Employee training on human rights policies or procedures	5.3 Employee Development and Training	49	
GRI 414 Supplier Social Assessment.	414-1	New suppliers that were screened using social criteria	3.2 Supply Chain Sustainability Management	29	
	414-2	Negative social impacts in the supply chain and actions taken	3.2 Supply Chain Sustainability Management	29	
GRI 416 Customer Health and Safety	416-1	Assessment of the health and safety impacts of products and service categories	3.1 Green Product Design	27	All of BizLink's products comply with related information and labeling regulations
	416-2	Incidents of non-compliance concerning the health and safety impacts or products and services	-	-	In 2019, the Company did not violate any product and service health and safety related laws.
GRI 417 Marketing and Labeling	417-1	Requirements for product and service information and labeling	3.1 Green Product Design	27	All of BizLink's products comply with related information and labeling regulations
	417-2	Incidents of non-compliance concerning product and service information and labeling	BizLink did not violate any product and service information and labeling related laws in 2019.	-	
	417-3	Incidents of non-compliance concerning marketing communications	In 2019, BizLink did not violate any marketing related laws.	-	
GRI 418 Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2019, BizLink did not breach any Customer privacy or loss of customer data.	-	
GRI 419 Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	In 2019, BizLink did not incur any major violations or fines.	-	

## UN Sustainable Development Goals (SDGs) Mapping Table

UN Sustainable Development Goals (SDGs) were proposed by the UN in 2015 for the purposes of achieving sustainability goals of health (people), ecological sustainability (planet), economic prosperity, peace and collaboration (partnership). SDGs rely on enterprises' innovative products and technologies, as well as collaboration with government, UN, international organizations and various stakeholders.

BizLink pays attention and responds to the global trend by evaluating the risks and opportunities of our business activities on SDGs. Using our core competencies as the foundation, we have examined our sustainability blueprint from operational, product, supply chain and social perspectives in order to generate the optimal performance. The Company will continue to research and develop innovative, energy-efficient products, as well as improve our energy and resource efficiency. In regards to the social aspect, we will promote environmental protection on an ongoing basis and participate in public welfare activities.

BizLink's sustainable development goals are consistent with UN's SDGs, and they are incorporated into the Company's mid to long-term development in order to contribute towards the materialization of global sustainability.

Development Goals	Bizlink'S Mid to Long-Term Goals	SDGs	Key Tasks	Corresponding Chapter	Page Number
Community engagement	Care about and assist disadvantaged communities in order to achieve prosperity together	 	<ul style="list-style-type: none"> <li>Long-term public welfare plan</li> </ul>	6.1 Participation in Social Welfare	67
Employee care	Promote a healthy, caring and friendly culture		<ul style="list-style-type: none"> <li>Organize regular employee physical exams</li> </ul>	5.6.1 Diversified Welfare Measures	57
	Provide employees with a safe work environment		<ul style="list-style-type: none"> <li>Promote "Friendly Workplace" project</li> <li>Improve the quality of food, clothing, accommodation, transport, education, and entertainment in the plants</li> </ul>	5.6.1 Diversified Welfare Measures	57
	Rigorous on-the-job training programs ensure a steady supply of exceptional, professional talents		<ul style="list-style-type: none"> <li>Establish an internal education and training system to elevate the employees' skills</li> </ul>	5.3 Employee Development, Education, and Training	49
	Discover and train external talents by entering schools		<ul style="list-style-type: none"> <li>Organize campus recruitment programs to discover manager trainees;</li> <li>Encourage our employees to refer talents and develop diverse recruitment channels</li> </ul>	5.2.1 Employee Structure and Allocation	46
	Provide competitive remuneration and benefits in the industry		<ul style="list-style-type: none"> <li>Provide remuneration plans better than that of the local remuneration standards in order to attract and retain talents</li> </ul>	5.4.2 Remuneration Protection	54
	Generate the greatest profit for our shareholders and become a competitive enterprise		<ul style="list-style-type: none"> <li>Provide the best solutions and service, refine production technology, improve the quality of products and continue to promote production automation</li> </ul>	3.1 Green Product Design	27

Development Goals	Bizlink'S Mid to Long-Term Goals	SDGs	Key Tasks	Corresponding Chapter	Page Number
Employee care	Comply with the international safety and health management system in order to build a healthy, safe environment		<ul style="list-style-type: none"> <li>Continue to improve the work environment and safety system</li> </ul>	5.6.2 Occupational Safety and Health	58
	Reduce occupational disasters and respect human rights		<ul style="list-style-type: none"> <li>Implement labor rights management in accordance with local laws and related international regulations such as RBA</li> </ul>	5.2.3 Employee Recruitment	48
	Respect individual differences and achieve workplace equality through UNGC (United Nations Global Compact)		<ul style="list-style-type: none"> <li>Comprehensive employee evaluation system eliminates unfair treatment</li> </ul>	5.4.1 Work and Employment Rights Protection	51
Environmental Protection	Energy conservation and carbon reduction, strive to become a green, low carbon enterprise		<ul style="list-style-type: none"> <li>Continue to promote carbon reduction programs and install solar power systems</li> </ul>	4.3.2 Plant Energy-saving Measures	39
	Pursue optimal utilization of resources in order to minimize environmental impact		<ul style="list-style-type: none"> <li>Continue to design energy and material efficient green products</li> </ul>	3.1 Green Product Design	27
	Marine ecology protection		<ul style="list-style-type: none"> <li>Marine Microplastics Four-Season Voyage Program</li> </ul>	6.1 Participation in Social Welfare	67
Unleash supply chain influence	Promote green value industry chain		<ul style="list-style-type: none"> <li>Implement supply chain risk management.</li> <li>Establish RBA "outstanding supplier partner" database</li> <li>Foster anti-corruption awareness among suppliers</li> </ul>	3.2.1 Supplier Sustainability Regulations	29



## ASSURANCE STATEMENT

**SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE BIZLINK INTERNATIONAL CORPORATION'S CORPORATE SOCIAL RESPONSIBILITY REPORT FOR 2019**

**NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION**  
 SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by BizLink International Corp. (hereinafter referred to as BIZLINK) to conduct an independent assurance of the Corporate Social Responsibility Report for 2019 (hereinafter referred to as CSR Report). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the sampled text, and data in accompanying tables, contained in the report presented during on-site verification 2020/04/20-2020/05/26. 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.

The information in the BIZLINK's CSR Report of 2019 and its presentation are the responsibility of the management of BIZLINK. SGS has not been involved in the preparation of any of the material included in BIZLINK's CSR Report of 2019.

Our responsibility is to express an opinion on the report content within the scope of verification with the intention to inform all BIZLINK's stakeholders.

The SGS protocols are based upon internationally recognized guidance, including the Principles contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) 101: Foundation 2016 for accuracy and reliability and the guidance on levels of assurance contained within the AA1000 series of standards and guidance for Assurance Providers.

This report has been assured using our protocols for:

- AA1000 Assurance Standard (2008) Type 1 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008) at a moderate level of scrutiny; and
- evaluation of the report against the requirements of Global Reporting Initiative Sustainability Reporting Standards (100, 200, 300 and 400 series) claimed in the GRI content index as material and in accordance with.

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, CSR committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant. Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

**STATEMENT OF INDEPENDENCE AND COMPETENCE**  
 The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from BIZLINK, 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, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

**VERIFICATION/ ASSURANCE OPINION**  
 On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within BIZLINK's CSR Report of 2019 verified is accurate, reliable and provides a fair and balanced representation of BIZLINK sustainability activities in 01/01/2019 to 12/31/2019.

The assurance team is of the opinion that the Report can be used by the Reporting Organisation's Stakeholders. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting. In our opinion, the contents of the report meet the requirements of GRI Standards in accordance with Core Option and AA1000 Assurance Standard (2008) Type 1. Moderate level assurance.

**AA1000 ACCOUNTABILITY PRINCIPLES (2008) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS**

**Inclusivity**  
 BIZLINK has demonstrated a good commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, investors, suppliers, governmental authorities, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. For future reporting, BIZLINK may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

**Materiality**  
 BIZLINK has established effective processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

**Responsiveness**  
 The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

**GLOBAL REPORTING INITIATIVE REPORTING STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS**

The report, BIZLINK's CSR Report of 2019, is adequately in line with the GRI Standards in accordance with Core Option. The material topics and their boundaries within and outside of the organization are properly defined in accordance with GRI's Reporting Principles for Defining Report Content. Disclosures of identified material topics and boundaries, and stakeholder engagement, GRI 102-40 to GRI 102-47, are correctly located in content index and report. For future reporting, it is recommended to have more descriptions of BIZLINK's involvement with the impacts for each material topic (103-1), and how efforts were given to mitigate the impacts. However, disclosures of the mechanisms for evaluating of the effectiveness of the management approach may be further enhanced (103-3). Developing a unified method of data collection for each site such as online tool is encouraged.

**Signed:**  
 For and on behalf of SGS Taiwan Ltd.




**David Huang**  
 Senior Director  
 Taipei, Taiwan  
 24 July, 2020  
 WWW.SGS.COM

The logo features a large, stylized letter 'A' formed by two thick, blue diagonal bars. The left bar is a vibrant blue with a fine, white grid-like texture, while the right bar is a solid, medium blue. At the top of the 'A', there is a collection of hand-drawn icons: a sun with rays, a tree with a thick trunk and a full, rounded canopy, a family of three (a man, a woman, and a child) holding hands, a kite on a string, and several birds in flight in various colors (orange, blue, green, red, white). To the right of the 'A', there is a faint, wireframe globe with a grid of lines and dots, representing global connectivity.

**BizLink**