



BizLink and Employees

5.1 Employee Policy

5.2 Employee Overview

5.3 Employee Development and Training

5.4 Protection of Employee Rights

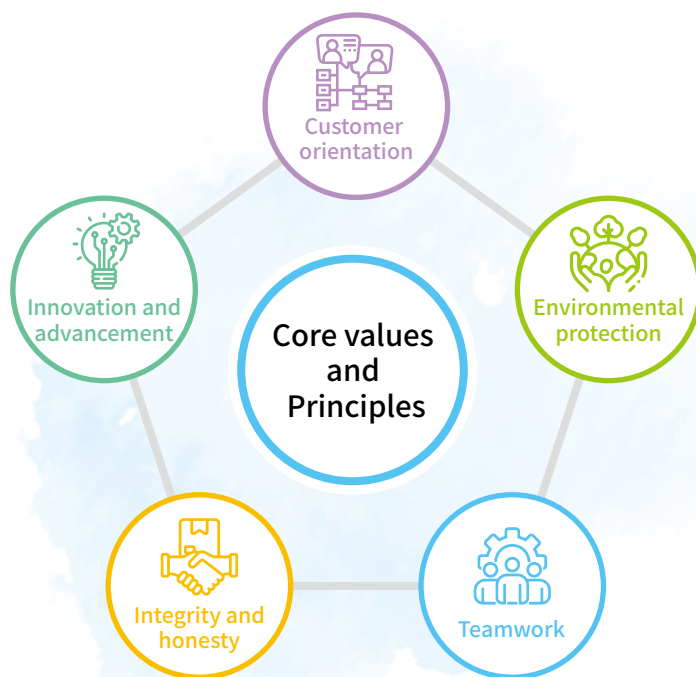
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5.1 Employee Policy

Having long been upholding our core values and principles of “integrity and honesty,” “customer orientation,” “teamwork,” and “environmental protection” since our founding, BizLink engages in differentiation through innovation and creates greater business opportunities and services of higher quality for customers, thereby becoming a sustainable, high-quality company that has successfully earned trust from shareholders, customers, employees, and other stakeholders.



In order to implement our core values and philosophy and our vision of corporate sustainability, we regard employees as our most important assets because employees serve as the key to ensuring continuous high-quality growth and momentum for improvement at BizLink. Therefore, BizLink commits ourselves to complying with relevant labor laws and regulations to safeguard employees’ legitimate rights while respecting internationally recognized basic labor rights and principles, including respect and uphold human rights, refrain from supporting or participating in any persecution of human rights, value the freedom of association, protect privacy, prohibit forced labor, avoid employing child labor, and prevent illegal workplace behavior and harassment, as well as laws and regulations related to improper employment and discrimination. Furthermore, BizLink has established related rules and regulations to safeguard employee rights while constantly initiating and promoting a variety of employee care programs, promoting physical and mental health among employees, and offering competitive compensation and benefits, so as to create a friendly workplace environment for employees. On the other hand, BizLink has also incorporated the ISO 45001 management systems as the foundation for comprehensive development, which are improved and refined on an ongoing basis.

Meanwhile, BizLink establishes our human resource system, strategies, and policies based on a people-oriented philosophy and proactively takes care of employees in all aspects, including work, life, and health, so that employees can not only fully showcase excellent performance at work and eventually drive continuous growth at BizLink, but also achieve a balance between work and life. We hope that each employee can be a happy member of the BizLink family, so that both BizLink and our employees can create an excellent road map for the future together and lead a happy and harmonious life.

5.2 Employee Overview

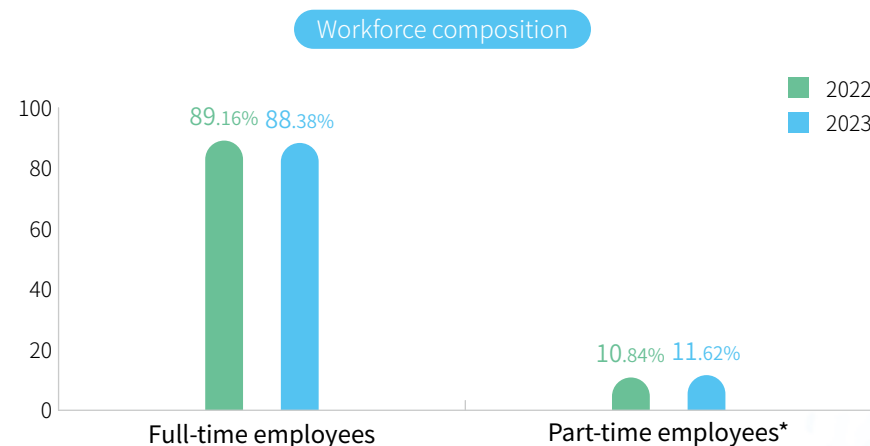
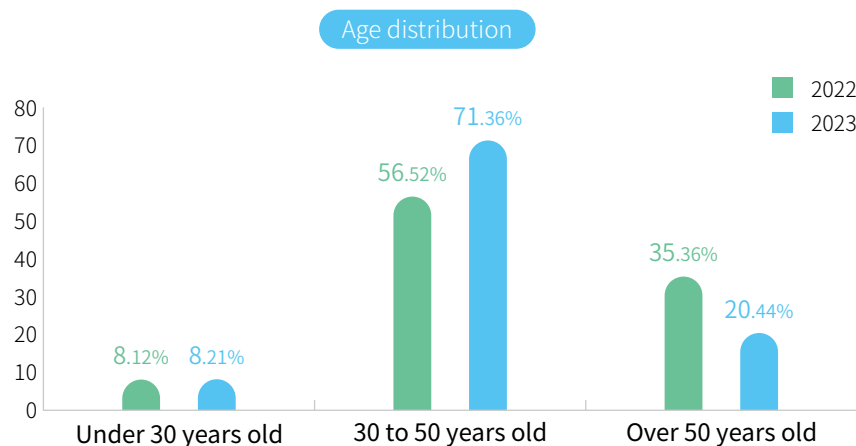
5.2.1 Employee Structure and Distribution

As of the end of 2023, BizLink had a total of 14,478 employees worldwide, which was a decrease of 1,530 compared to the 2022 total of 16,008. The decrease was primarily due to changes in business demand, resulting in a reduction of dispatched employees. The factory sector employed 8,839 individuals, with a male-to-female ratio of 49% to 51%. In Taiwan, there were 376 employees, and the remaining 14,102 were distributed across China and other overseas locations, including the United States, Canada, Germany, France, Italy, Czech Republic, Belgium, Slovakia, Serbia, Malaysia, Singapore, and India. Managers accounted for 4.5% of the workforce (36% female, 64% male), technical personnel accounted for 28% (45% female, 55% male), and all other employees accounted for 67.5% (56% female, 46% male). The racial composition of the workforce is as follows: Asians 68%, Americans 13%, and Europeans 19%.

Employment patterns differ by region due to laws and regulations, operations, and production capacity needs. All employees are entitled to various rights guaranteed by the law starting from the first day when they report for duty. Employee distribution by gender and type of employment in various regions is presented as follows:

- Employee distribution at BizLink around the world

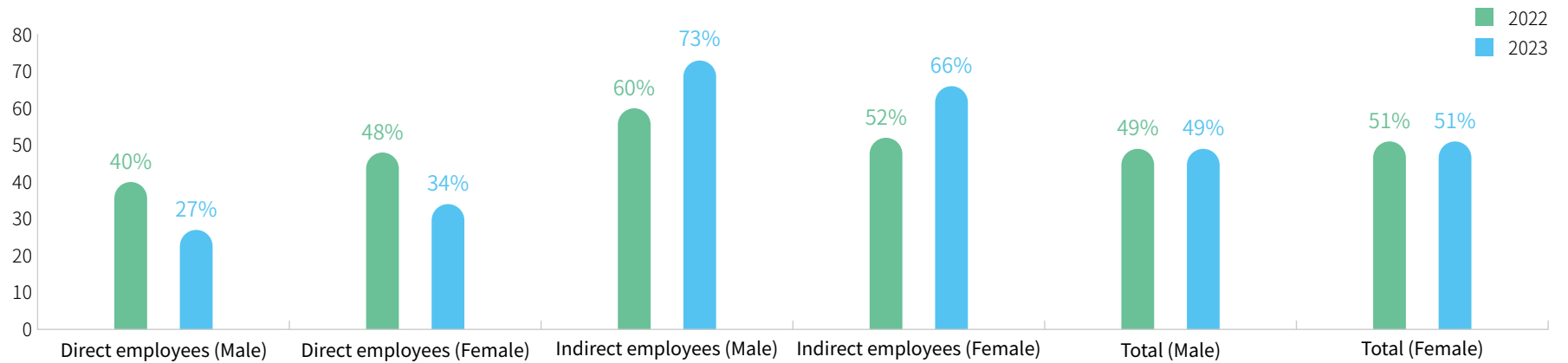
Year	Taiwan	China	U.S.A.	Canada	Mexico	Malaysia	Singapore	India	Ireland	Germany	France	Italy	Czech Republic	Belgium	Slovakia	Serbia
2023	2.60%	51.46%	3.41%	1.06%	7.85%	11.62%	1.70%	0.02%	0.08%	7.85%	0.88%	1.01%	1.06%	0.11%	6.33%	4.01%
2022	2.27%	52.65%	2.24%	0.66%	10.14%	11.39%	1.44%	0.01%	0.07%	6.45%	0.76%	0.62%	0.91%	0.1%	6.66%	3.62%



Note: Part-time employees refer to short-term manpower services provided by manpower agencies.

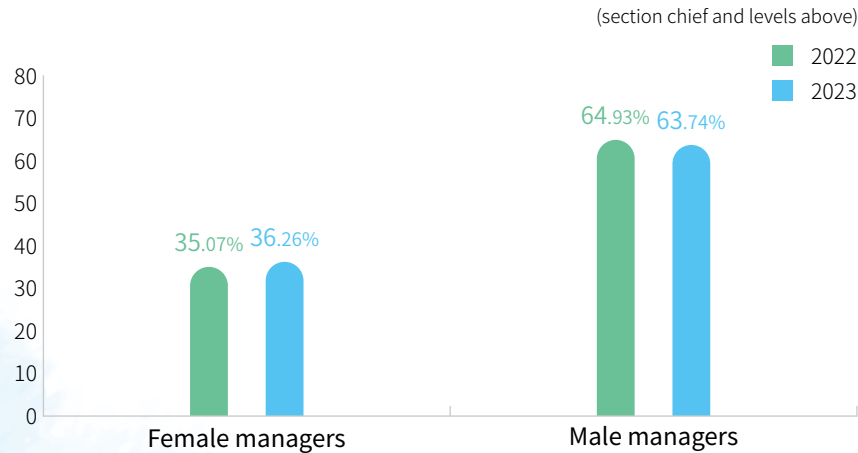
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Direct and indirect employees and gender structure

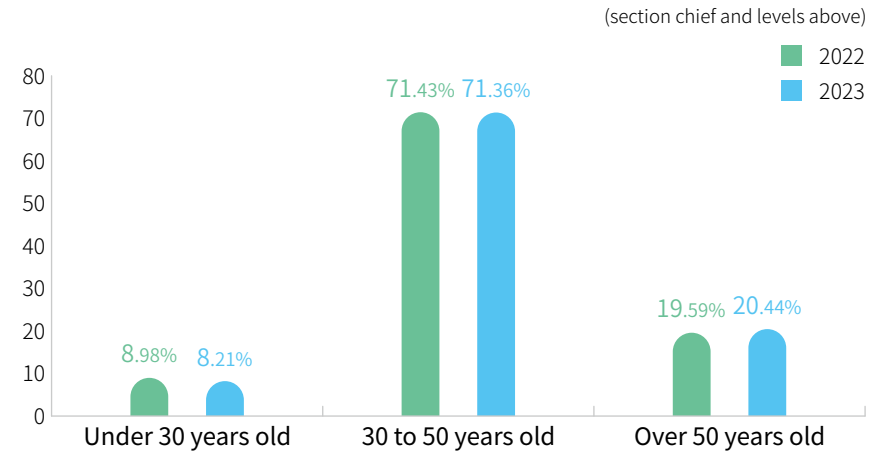


BizLink attaches great importance to talent diversity and strives to create an inclusive work environment that encourages participation and unleashes individual talents. We seek and own employees with diverse backgrounds and expertise through a fair recruitment and promotion system and provide them with training and development on an ongoing basis. Outstanding employees with different backgrounds and expertise help BizLink shape and enhance our competitiveness. The structure of indirect employees by management level and gender in various regions is presented as follows:

Managerial positions by gender



Managerial positions by age



5.2.2 Employee Retention

- Employee movement

At BizLink, employees have always been regarded as our most important assets. Therefore, BizLink has put in place a set of promotion management courses and a comprehensive employee welfare system, with the aim of encouraging our employees to improve and upgrade themselves, thereby achieving personal career advancement.

BizLink has 132 Director-level senior managers in 2023, and 84.8% of the senior managers are local residents of the country where the employment base is located. In the event that employees are transferred to other units or regions, BizLink will communicate with them beforehand and coordinate all the necessary matters related to their transfer. Should employees be transferred to regions far away from home, appropriate subsidies or allowances will be provided to safeguard employee rights. As far as resignation management is concerned, once an employee hands in a resignation request, the Human Resource Department will arrange for an interview as required to ascertain the reasons behind his/her resignation, and try our best to care for his/her needs and convince him/her to stay at BizLink.

Should it be necessary to adjust employees' job contents due to internal reorganization or business changes, BizLink will first determine whether positions of similar nature are available internally, and make arrangements for internal transfers.

- Composition of new employees in 2023

Distribution by age

Regions	Direct employees						Indirect employees					
	< 30	%	30—50	%	> 50	%	< 30	%	30—50	%	> 50	%
Taiwan	0	0%	20	0.003%	0	0%	22	0.003%	46	0.006%	7	0.001%
China	6393	0.87%	4438	0.65%	15	0.002%	72	0.01%	114	0.017%	7	0.001%
Southeast Asia	29	0.004%	15	0.002%	0	0%	174	0.03%	64	0.01%	9	0.001%
North America	242	0.03%	252	0.04%	46	0.007%	20	0.002%	43	0.006%	17	0.0025%
Europe	83	0.01%	115	0.02%	16	0.002%	49	0.007%	77	0.013%	9	0.0012%

Note: Monthly average new employee onboarding rate = (Monthly average number of new employees in 2023) / (total number of employees at the end of each month from January to December / 12) * 100%.

• Employee turnover

When an employee hands in a resignation request for whatever reason, BizLink will offer our utmost understanding and respect, and proactively determine the reasons for his/her resignation to discover potential areas for future improvement. The monthly employee turnover rates in various regions in 2022 are listed as follows, where the number of resignations includes employees who voluntarily resigned and those who left for other reasons. Our production sites in China recorded a higher turnover of full-time employees, who primarily comprise full-time employees aged below 30 years old.

Distribution by age

Region	Direct employees						Indirect employees					
	< 30	%	30—50	%	> 50	%	< 30	%	30—50	%	> 50	%
Taiwan	2	0%	29	0.004%	1	0%	14	0.002%	35	0.005%	7	0.001%
China	6283	0.84%	5378	0.72%	89	0.01%	79	0.011%	123	0.016%	15	0.002%

Distribution by gender

Region	Direct employees				Indirect employees			
	Male	%	Female	%	Male	%	Female	%
Taiwan	9	0.001%	23	0.003%	43	0.006%	13	0.002%
China	6568	0.87%	5182	0.69%	109	0.015%	108	0.014%

Note:

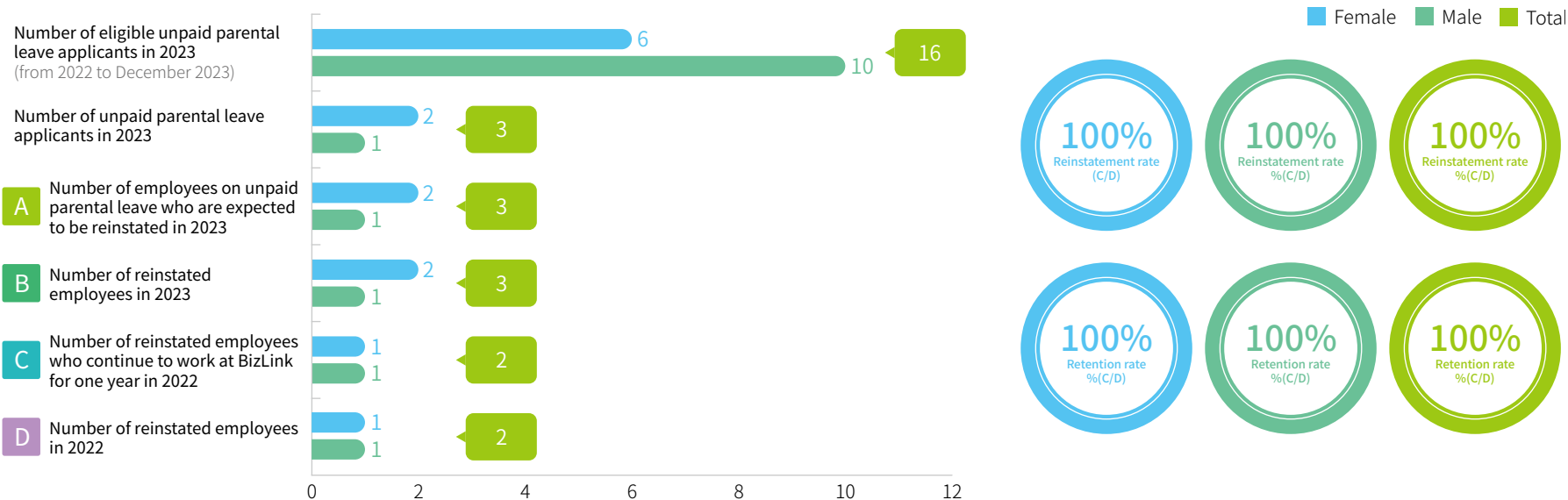
Monthly average employee turnover rate = (Monthly average number of new employees in 2023)/(total number of employees at the end of each month from January to December/12) * 100%.

BizLink's employee turnover statistics in 2023 only include data in the Greater China region as employee management systems in Europe and the USA were during the system integration. Employee turnover statistics across BizLink Group will be disclosed in the next issue of our corporate sustainability report.



• Analysis of unpaid parental leave among employees at BizLink in 2023

BizLink offers essential care to employees with baby care needs, including unpaid parental leave, career readjustment, related benefits and subsidies, etc. In 2023, a total of 2 employees in Taiwan applied for unpaid parental leave, with all employees returning to work after their leave ended. This shows that BizLink’s comprehensive care mechanism for employees enables those with baby care needs to balance work and family life with peace of mind.



Note: The number of employees on unpaid parental leave is calculated based on the number of employees who have applied for maternity leave and paternity leave between 2022 and 2023, and those who were eligible to apply for unpaid parental leave in 2023. Parental leave is handled in accordance with local labor laws and regulations in regions (excluding Taiwan) where our production sites and operating bases are located.

5.2.3 Employee Recruitment (Including Child Labor Prohibition Policy)

BizLink recruits outstanding talents from various fields through different channels based on our operational strategies and employee career development. Employee recruitment is conducted in accordance with local laws and regulations and Responsible Business Alliance (RBA) regulations. Meanwhile, BizLink has never employed child labor, and strictly forbids forced labor and engaging minors in high-risk jobs. An employee leave and attendance information system has also been set up to better manage employees’ working hours and leave, with a view to ensuring that employees maintain a good balance between physical and mental health.

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5.3 Employee Development and Training

With BizLink’s commitment to becoming a sustainable organism, cultural shaping, in addition to business growth and profitability, is also an integral part of this commitment, whereas talent development and training are the cornerstones of corporate sustainability. Therefore, elite talent training and talent turnover are regarded as vital management indicators that enable employees to grow together with our company. BizLink’s talent development and training approaches are outlined below:

Comprehensive education and training framework

BizLink endeavors to foster growth among employees and create an environment conducive to continuous learning and growth. We have established a sound education and training framework based on vocational training and personal development plans. This framework consists of 5 major aspects, including new employee training, professional training, leadership training for different levels of management, self-development, and internal lecturer training, with the aim of helping employees demonstrate our core values and achieve our vision and strategies.

New employee training



Primarily focusing on new employees, this type of training helps new employees learn about BizLink, understand the Company’s policy and commitment, and establish a sense of identity with BizLink.

Professional training



We provide varying levels of training courses centered on the professional needs of different units, with the purpose of enhancing professional knowledge and skills in various functions, including sales, R&D, manufacturing, material management, marketing, and finance.

Self-development



In order to facilitate learning in a quick, systematic and timely manner among employees, BizLink has incorporated a learning management system, which provides employees with e-Learning courses on our digital platform.

Internal lecturer training



“Employees with managerial experience or professional experience handpicked by managers or supervisors” are appointed as lecturers to conduct employee training, so as to pass on their experience at BizLink to other employees.

Leadership training for different levels of management

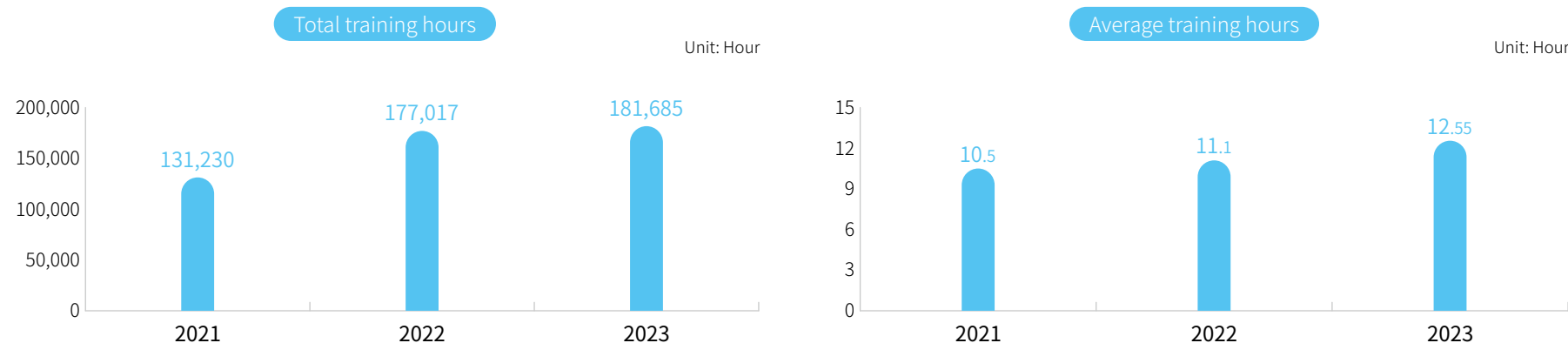


Cultural consensus and management skills are nurtured through general education for employees as well as training for new managers, middle managers, top-level managers, section chiefs, and first-line managers.

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Training overview at BizLink's locations worldwide

Location	Training hours	Indirect employees								Direct employees	
		Top management (director and above)		Middle management (manager and deputy manager)		First-line management (supervisor, deputy supervisor, and team leader)		General employees (non-managers)		Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male		
Taiwan	2943	6.06	9.41	5.54	8.42	3.83	7.91	5.55	7.92	0.00	4.40
China	156,376	101.28	55.88	210.79	394.56	412.60	599.67	469.37	586.31	866.03	549.21
Southeast Asia	14,046	0	1	253.93	233.61	22.75	83.5	644.47	469.88	27.2	145.76
North America	780	40	90	50	110	60	110	40	200	20	60
Europe	7,540	224	5	14	100	70	107	171	284	35	678
Total training hours: 181,685											
Average training hours per person: 12.55											



Note: Average training hours = Number of course man-hours/number of employees

In 2023, BizLink provided a total of 181,685 training hours to its employees, averaging 12.55 hours per person. The training courses covered a wide range of topics, including middle management skills enhancement, quality assurance, R&D/engineering, manufacturing management, human resources administration, sales and marketing, financial management, materials management, and general management training.

In 2022, employees at BizLink Group attended 177,017 hours of training in total, averaging 11.1 hours per person. The percentages of attendees are male 54% and female 46%. A 2% difference in training hours and attendee's gender.

In 2021, employees at BizLink Group attended 131,230 hours of training in total, averaging 10.5 hours per person. The percentages of attendee's gender are male 52% and female 48%.

5.4 Protection of Employee Rights

5.4.1 Protection of Rights to Work and Employment

With a view to safeguarding employee rights, the Employee Code of Conduct that is applicable across BizLink Group has been established as the fundamental principles for all systems at BizLink.

Legal employment

BizLink is not allowed to employ child labor in any manufacturing processes. Our employment policy strictly prohibits the employment of child labor (under the age of 16) or engaging in practices that may result in the hiring of child labor. In 2021, there were two cases of labor penalties at our Taiwan locations. Following a thorough review by the responsible department heads and staff, improvement measures were developed and implemented. Thanks to the efforts of our team, there were no labor penalty cases at our Taiwan locations in 2022 or forced or compulsory labor incidents took place at any of our production sites and operating bases or with our suppliers.

Any changes to labor conditions are announced in accordance with local laws and regulations in regions where our production sites and operating bases are located.

Prohibition of discrimination

Discrimination against employees based on non-work-related reasons is strictly prohibited. No employees should be discriminated against during recruitment or at work based on ethnicity, skin color, gender, age, sexual orientation, disability, nationality, race, labor union affiliation, marital status, political stance or religious and belief as per company policy. An employee's performance evaluation and promotion, remuneration, work and rest hours, security of tenure, work allocation, training opportunity, employment prospect, social security, as well as occupational health and safety should not be affected by the aforesaid factors. BizLink has set up an independent internal e-mail address that acts as a channel for employees to file their grievances. In 2022, no sexual harassment and discrimination-related incidents were reported at BizLink.

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 BizLink Group as a whole. We not only implement two-way communication and employee development planning, but also carry out evaluation based on fair and reasonable performance evaluation procedures as the basis for employee promotion, salary adjustment, bonus distribution, as well as employee development and training. Employees who are unable to cooperate and work with BizLink will be provided with adequate severance pay and relevant documentation according to the law in order to help them apply for unemployment benefits or vocational training subsidies, so that their right to work is not affected.

Each branch will implement performance evaluations for all direct employees in accordance with their respective regulations. As for all indirect employees (employed for more than 3 months), the performance evaluation primarily consists of the following three processes:

1. Target setting:

Department heads and employees set targets at the beginning of each year.

2. Mid-year evaluation:

Department heads communicate target implementation during the first half of the year with employees, and carry out an initial assessment and verification of accomplishments.

3. Annual overall evaluation:

Department heads communicate target implementation for the whole year with employees, and carry out an assessment and verification of accomplishments.

5.4.2 Protection of Employee Compensation

As BizLink pays attention to our employees' benefits and welfare, an effective compensation policy has been formulated to manage employee compensation and incentivize employee performance, thereby allowing them to unleash their full potential. With the goal of retaining internal balance, maintaining competitiveness in the labor market, and stimulating excellent performance from employees, BizLink not only collects information on the economic and productivity indicators of various countries around the world, but also regularly conducts compensation survey in a systematic manner through dedicated units within our company, in order to learn about the pay levels and budget for salary adjustment at various companies in the industry and use this information as the criteria for annual salary adjustments for our employees while providing competitive starting salaries to attract talents to join BizLink. Employee compensation is determined by various factors, such as education background and work experience, salary range, expertise, professional and technical proficiency, years of experience in related professions, and individual performance, and does not differ due to employee gender. Starting salaries for new employees at our key locations do not vary due to differences in race, religion, political stance, gender, marital status or labor union affiliation.

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

- Keep abreast of and comply with relevant local laws and regulations, and establish harmonious labor relations within the legal framework, thereby moving toward corporate sustainability.
- Adjust compensation items in a flexible manner according to the supply and demand of different talents in each region to maintain competitiveness in talent recruitment.
- Conduct salary surveys in each region on a regular basis and adjust salary ranges and benefit items/amounts to offer better compensation packages than those in the market.
- Set the standard starting salary for direct employees (salary for the lowest-grade employees) in compliance with the basic minimum wage stipulated in local laws and regulations.
- Distribute performance bonuses each year in consideration of each unit's revenue contribution and employees' performance evaluation results, so as to motivate employees to work hard and share BizLink's business performance with employees.
- Offer suitable compensation based on the availability and contribution of professional positions, along with a fair performance management system, so as to incentivize employees.

5.4.3 Pension System

BizLink contributes a fixed percentage of employees' salaries to the pension account in compliance with relevant laws and regulations in Taiwan, such as the Labor Standards Act and the Labor Pension Act. For employees in China, BizLink provides them with endowment insurance according to local laws and regulations in hopes that our employees can retire with peace of mind.

BizLink's production sites worldwide make contributions to pension funds for each employee in accordance with local pension schemes in regions where they are located. For our production sites in Taiwan, employees who joined BizLink before June 30, 2005 are entitled to pension under the old pension system as stipulated in the Labor Standards Act and the Labor Pension Act. For the old pension system, 2% of the monthly salary is contributed monthly for each employee with years of service under this system into the old pension reserve account at the Central Trust of China. The accumulated amount as of Q4 2022 was NT\$6,626,189, while the accumulated amount as of Q4 2023 was NT\$5,209,168. The decrease was due to the payment of employee retirement pensions; the remaining balance is estimated to be sufficient to cover the demands of the old pension system. Under the new labor pension system, 6% of each employee's monthly salary shall be contributed to the Individual Labor Pension Account. On top of the fixed pension contributed by the employer (6% of the employees' salary), employees may also choose to contribute 0 to 6% of their salaries to the Individual Labor Pension Account.

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5.4.4 Standard Benefits for Full-time Employees

All of our production sites worldwide work to protect our employees' rights in accordance with local laws and regulations. Take our Taiwan office for example - BizLink takes out labor and health insurance for all our employees starting from the first day when they report for duty, and also makes contributions to pension funds in accordance with the local law. BizLink ensures that employees receive compensation in case of an accident when performing their job duties, fixed claims or actual payments in case of an injury or death when performing their job duties and compensation for the portion of the total amount exceeding the labor insurance premium in order to provide employees with adequate protection. BizLink takes out group business travel insurance, which covers accidental death and disability, medical treatment for accidental injury, and public transportation accidents during overseas business travel while offering additional death and disability insurance premiums, overseas medical insurance for sudden illness, and third-party liability insurance. In the event that employees are sent on business trips to the Schengen area in Europe, BizLink increases insurance premiums for employees to meet Schengen visa requirements, offers overseas emergency rescue service and emergency medical transfer to Taiwan, and provides advance payment of hospitalization and medical expenses with a view to provide employees with complete protection during business travels. In addition, BizLink provides overseas-based employees with additional local group insurance, which covers life insurance, accidental death and disability, aviation and public transportation accident, accidental medical treatment and hospitalization allowance, illness or accidental hospitalization and medical insurance, so that our overseas-based employees can work abroad without any worries.

BizLink distributes long- and short-term incentive bonuses not only in accordance with local labor market conditions, but also in consideration of local laws and regulations, other industry practices, and our operating performance with the intention of encouraging employees to make long-term contribution and to grow together with BizLink. Various social insurance systems for employees in overseas locations are managed and governed in accordance with local laws and regulations.

5.5 Employee Relations

In order to foster harmonious labor relations, BizLink actively establishes a range of two-way communication channels to listen to the voice of our employees. By conducting regular interdepartmental communication meetings and establishing employee grievance mechanisms that guarantee absolute confidentiality, we have created a comprehensive communication platform to ensure seamless, transparent, and immediate communication with employees, so as to protect the legitimate rights of each employee.

Company intranet

We have created the BizLink Portal platform to detail our rules and regulations and make important announcements, so that employees can receive important information we provide in real time, offer feedback and make inquiries, as well as obtain the necessary assistance from dedicated personnel.



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Internal company publications

BizLink engages in diversified interactions with our employees. We provide a platform for them to titled “BizLink Bridge” which not only features share their thoughts and opinions with others through our monthly internal publication news about various company events, but also convey information regarding the Company’s policy and commitment, and our operating conditions to our employees. In 2023, BizLink issued a total of 12 internal publications in electronic form, which were uploaded onto our intranet platform (BizLink Home), so that all our employees can immediately read the latest contents and information in the publications issued by various productions and units. This initiative has also been carried out in line with our energy conservation and carbon reduction efforts to reduce the print volume of paper-based magazines, thereby showing our love for trees and the Earth with the most concrete action.



Two-way communication meetings

BizLink regularly holds “management meetings” and “employee communication meetings,” which serve as two-way communication meetings with our employees, on a monthly basis. In addition to announcing important matters and operational goals for various business units, these meetings also enable the top management to directly communicate BizLink’s vision and corporate culture to the heads of various business units as well as build consensus and develop goals with them, so that all our employees can provide their feedback or recommendations via this channel. In 2023, our Taipei Office hosted a total of 12 employee communication meetings, in which 24 proposals regarding administrations, employee benefits, and environmental safety that were raised, 1 administrative matter regarding the relocation of the new office is still being coordinated, 96% have been resolved in 2023. This goes to show that BizLink listens to the voice of our employees and offers immediate and effective solutions. Going forward, we will continue to maintain unimpeded communication channels and harmonious relations with our employees.

Encouraging employees to participate in club activities

BizLink encourages our employees to participate in healthy recreational activities, so as to enrich their personal life and engage in skills sharing. BizLink has set up a variety of clubs and societies for employees to meet the different preferences and needs of employees. The Employee Welfare Committee contributes subsidies and resources for establishing and maintaining these clubs and societies, with the intention of realizing participation in sports, stress relief, and interest sharing to promote physical and mental health among employees as well as bringing our colleagues closer to each other, thereby creating a lively, creative, and joyful workplace environment. With a view to promoting physical and mental health among employees, our Taipei Office supported employees’ efforts to set up a road running club, hiking club, badminton club, cycling club, speed walking club as well as the volunteer club that was newly formed in March 2023.



Badminton Club



Volunteer Club



Cycling Club



Yoga Club

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Employee grievance channels

BizLink has established a host of employee grievance channels according to the needs and nature of different locations, including dedicated phone lines and e-mail addresses, whistleblower platform(EU), physical suggestion boxes, and counseling stations, so that employees can convey their feedback or recommendations via the aforesaid channels. In 2023, BizLink received 1 grievance case related to human rights was responded to and satisfactorily resolved, achieving a closure rate of 100%. Additionally, we have appointed a dedicated human resource service representative for each business unit, so that timely responses and assistance can be provided according to employees’ feedback and needs.

Prevention of sexual harassment in the workplace

BizLink strives to build a gender-friendly work environment by implementing the concept of gender equality in the workplace and prohibiting any form of sexual harassment in the workplace. Moreover, we have established relevant rules and regulations such as the Employee Code of Conduct, and also set up a sexual harassment prevention helpline and related e-mail address (esg@bizlinktech.com), where the information of complainants is kept strictly confidential to protect their rights, thereby creating a friendly workplace where employees can work with peace of mind.

 E-Mail : esg@bizlinktech.com

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BizLink endeavors to create a comprehensive employee welfare system in order to continuously care for our employees. Through various employee welfare programs, we are able to protect the fundamental welfare of our employees and fulfill our responsibility of providing them with a healthy, safe work environment, so that each employee can become a happy member of the BizLink family. BizLink offers extensive welfare measures designed to cater to our employees' needs and comply with local laws and regulations.

5.6.1 Diversified Welfare Measures

Annual health examination

BizLink subsidizes annual health examination for top-level managers (Vice President or above), Taiwanese associates in China or employees in our Taipei office who have worked for BizLink for at least one year and are at least 40 years old, and gives them one-day paid leave to undergo health examination so that our employees can keep track of their health status, thereby realizing the proverbial saying that "prevention is better than cure" and safeguarding employee safety and health.



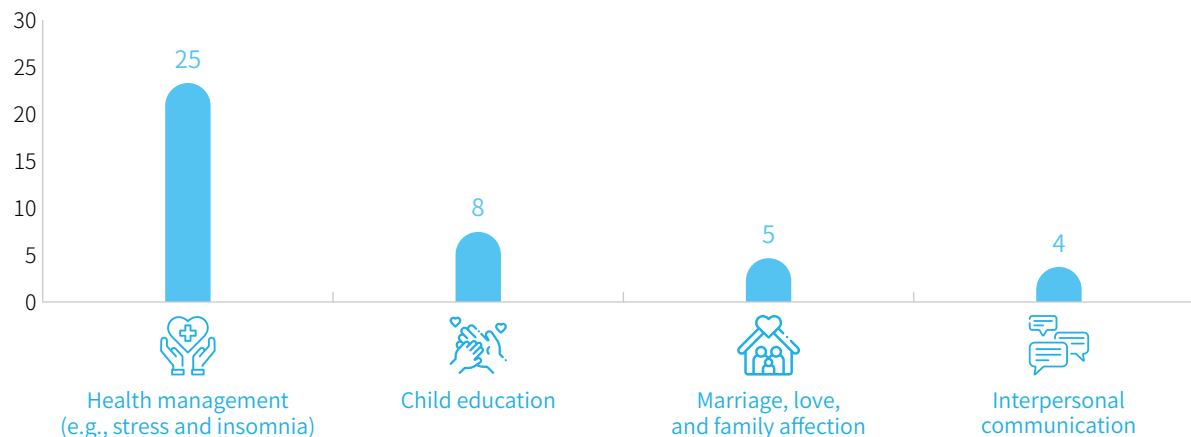
Employee Health Checks

Counseling room

The Soul Station, which functions as the counseling room at BizLink, serves to promote the knowledge of mental health and care to our current employees, offer mental health education, provide individuals or groups with psychological assistance, and help employees overcome psychological problems, so as to meet its purpose of improving employees' personal work and life quality.

All our employees can obtain individual or group counseling services in various areas (i.e. stress management, mood management, marriage and family, and parent-child education) via various methods (e.g., text, phone, voice or video, and interview) by phone or online reservation.

In 2023, BizLink provided consultation and counseling to a total of 42 employees, who gave a score of 4.8 (on a scale of 1 to 5 points, with 5 being very satisfied) in the satisfaction questionnaire after counseling, thus showing that the Soul Station has successfully helped our employees find inner peace. BizLink will continue to offer counseling and consultation services to employees, with a view to building a safe and stable home for their souls.



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Nursing room

BizLink offers a mother-friendly workplace that enables them to tend to their nursing needs during working hours. A comfortable, well-appointed space and a bright, discreet environment provide mothers with peace of mind.



Employee dormitory

Employee dormitories are provided at our production sites in Kunshan and Shenzhen, so that our employees can get adequate rest after a long day at work. These dormitories consist of individual rooms that can accommodate 6 to 8 people, and are equipped with air-conditioners, heater, WiFi, shower rooms, balconies, as well as coin-operated laundry machines. Additionally, outdoor recreational facilities (e.g., basketball and badminton courts) and indoor facilities (e.g., library, pool room, and table tennis room) with a spacious and comfortable environment have also been set up in these dormitories to make our employees feel at home. The spacious and comfortable environment at our production site in Shenzhen has been rated as a garden-style community unit by the Shenzhen Urban Management Bureau.



Employee cafeteria

Employee cafeteria, which is available at BizLink’s production sites in Kunshan and Shenzhen, China, provides an excellent dining environment for employees to replenish energy and rest after a long day at work.



Pool room

The pool room serves as a recreational and socializing area where employees can unwind after work.



5.6.2 Occupational Safety and Health

Occupational safety and health management system

BizLink remains committed to protecting the environment, reducing risks, providing a safe and healthy work environment, and creating an outstanding life for our employees. BizLink established the Global Sustainability Center (GSC) in April 2020, which is responsible for occupational safety and health management at our 33 production sites and 5 offices worldwide. Furthermore, BizLink’s production sites appoint full-time, dedicated and professional safety and health personnel, who are responsible for carrying out and implementing safety, health, and environmental protection work based on the ISO 45001 Occupational Health and Safety Management System, so as to promote compliance with local occupational safety and health regulations at our production sites.

Workers covered by the occupational safety and health management system

Currently, the Group has completed the ISO45001 conversion for 8 plants, including BizConn International Corp.; BizLink (Kunshan) Co., Ltd.; OptiWorks (Kunshan) Co., Ltd.; BizLink Technology (Xiamen) Ltd.; BizLink Electronics (Xiamen) Ltd.; Xiang Yao Electronics (Shenzhen) Co., Ltd.; BizLink Technology (SRB) d.o.o. (Serbia), and BizLink Technology (S.E.A.) Sdn. Bhd. Factories that have not yet applied for certification have established occupational safety and health systems in accordance with local regulations, covering all workers.

Sites that have not yet obtained certification also fully implement occupational safety and health management in accordance with the ISO 45001 system. Annual risk assessments are conducted to identify occupational safety hazards, enhance autonomous management mechanisms, and from a health perspective, take care of employees' physical and mental health. They provide a safe and healthy workplace, prevent harm and health hazards to workers, eliminate hazards or minimize occupational safety and health risks as much as possible. This implements continuous improvement and sustainable operations for BizLink, aligning our company with international standards and moving toward a globalized operational philosophy.

BizLink prioritizes employee health and safety, considering them vital assets, and conducts annual comprehensive reviews of machinery risks to prevent occupational hazards and accidents. We implement protective measures for medium- and high-risk machinery and equipment to minimize the operational risks of such machinery and equipment to operators while maintain a balance between occupational safety and production efficiency at the same time. BizLink continues to make improvements on potential hazards using the PDCA mechanism. A comprehensive review will be expanded to all production sites upon the occurrence of an accident or hazard at one production site. Furthermore, the Occupational Safety and Health Committee convenes regular meetings to review inspection results and promote improvement strategies.

BizLink (Kunshan) Co., Ltd. successfully completed the Level 2 safety standardization audit in 2024, having previously achieved Level 3.

In accordance with the "Jiangsu Province Enterprise Secondary Safety Production Standardization Grading Implementation Measures (Trial)" (Su-Ying-Ji-Gui [2022] No. 1), after a year of effort by all colleagues at BizLink (Kunshan) Co., Ltd. (BizLink Kunshan), the company ultimately passed the secondary safety standardization audit (originally at third level) on March 26, 2024, and obtained the certification.

BizLink Kunshan has established a comprehensive safety management system, encompassing safety regulations, defined roles, training, and inspections, to pass the secondary security standardization audit and effectively manage and mitigate safety risks.

The second-level security standardization review signifies that BizLink Kunshan has not only met the necessary safety management standards, but also has a well-established safety management system and procedures, allowing for effective control and reduction of safety risks, as well as an improvement in the level of safety production. Furthermore, it demonstrates the company's commitment to fulfilling social responsibilities, enhancing its social image, brand value, and market competitiveness.

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Hazard identification, risk assessment and incident investigation

In 2023, BizLink promoted the use of the Risk Assessment Form at all 34 production sites in order to set the risk levels and preventive measures for potential hazards in various working environments, chemicals, machinery, and equipment, including prioritizing the management of high-risk and high-hazard machinery equipment at production sites and requiring all protective equipment to be labeled with hazard signs. BizLink has also promoted the formulation of a list of chemicals at all our production sites, and has required all containers and equipment to be labelled with hazard signs and to provide safety data sheets for various chemicals in accordance with the Globally Harmonized System of Classification and Labeling of Chemicals (GHS). After the assessment, there is no unacceptable risk operations.

Regarding occupational injuries and accidents, the Group has established an accident investigation procedure. When an occupational injury occurs at a plant, it must be reported to the Sustainability Center and the human resources management unit within 24 hours, detailing the circumstances of the accident. Upon receiving the report, the Sustainability Center convenes a review meeting with the responsible plant to discuss the incident and requires the submission of an accident review and improvement report afterward. In 2023, there were 3 serious occupational accidents (no fatalities) throughout the year, a significant decrease from the 14 cases in 2022. The completion rate for accident investigation and improvement reports was 100%. Additionally, an analysis was conducted on all occupational injuries (serious injuries and above) for the year: The affected body parts were 1 case each for hands, feet, and chest cavities, with most cases concentrated in Eastern Europe; the majority of accidents were caused by improper operations. Consequently, BizLink has promoted plant risk assessment and audit programs to re-examine current plant safety protection measures. Meanwhile, BizLink has established safe operating procedures and conducts pre-onboarding and regular training for operators to prevent injuries resulting from violations of these procedures among operators.

BizLink Group complies with local occupational safety and health-related laws and regulations in regions where our production sites are situated. In case of any concerns over immediate danger found during working hours, employees should not only report them, but also evacuate to a safe area. If there are any safety concerns discovered during working hours, employees should immediately report them to factory staff, nurses or occupational safety and health personnel. There was no record of disciplinary action taken for failure to report safety concerns at BizLink in 2022.

Our Taipei Office carries out hazard identification and exposure assessments in accordance with the Occupational Safety and Health Act in Taiwan to prevent our employees from health hazards. In 2022, BizLink established the rules and implementation guidelines for four major programs, namely the Ergonomics Hazard Prevention Program, the On-duty Unlawful Infringement Prevention Program, the Abnormal Workload-induced Disease Prevention Program, and the Workplace Maternal Health Protection Program, which is officially implemented in 2022. Furthermore, BizLink conducts exposure assessments in accordance with the Implementation Regulations Governing the Monitoring of Work Environment for Workers, where we monitor the concentration of carbon dioxide once every six months or twice each year (on 6/1 and 12/21 in 2022) at 18 sampling points, all of which have met the statutory standard (less than 5,000 ppm). BizLink also conducts sampling and monitoring of organic substances used in laboratories during operation, all of which have met the allowable exposure standards.

Note: Major work injury is defined as a leave of absence of 30 days or more.

Occupational health services

BizLink places great emphasis on occupational health management for workers. In addition to implementing worker health care in accordance with local regulations, we also provide regular health examinations that exceed regulatory requirements. BizLink offers health check-up benefits that are better than local regulations. For example, in the Taiwan region, we provide health examinations for new employees, general employee health examinations, and special health examinations for hazardous operations. In the Greater China plants, annual or biennial health examinations are conducted for employees who have been employed for more than one year. BizLink provides annual health examinations for employees at our Malaysian plant, while offering health examinations for new employees and general employee health examinations for those in the Mexican plant. All 10 plants in China provide pre-employment health examinations for employees. In the Taiwan region, mainland China region, and Europe/America plants, in addition to general health examinations for all employees, special health examinations are arranged for employees working in special operational environments (dust, ionizing radiation, noise, lead), with a current 100% examination rate.

To promote a healthy and friendly workplace environment, starting in 2020, BizLink has introduced worker health services and implemented four major programs (prevention of ergonomic hazards, maternal health protection, overload prevention, and prevention of workplace violence) in the Taiwan region, with health consultations conducted monthly by occupational health service medical personnel. Since August 2023, a full-time occupational health service nurse has been hired for the Taiwan region, and the frequency of on-site services provided by the occupational health service physician has increased from 2 hours per quarter to 3 hours per month. The medical personnel carry out employee health management for all employees in the Taiwan region, including: workplace environment visits and hazard assessments, analysis of health examination results, health education for abnormal findings, health consultations, health seminars, fitness-for-work evaluations, and occupational injury/illness assessments.

Year	Consulting hours	Number of consultations	Flu vaccination	Health seminars	Mental health seminars	Sports clubs	Exercise classes
2023	1,348	136	1	1	3	7	135
2022	1,160	79	0	3	2	6	71

Due to the hiring of full-time nurses in the Taiwan region starting in August 2023, service hours and number of consultations have significantly increased compared to 2022. Furthermore, there has been an increase in the organizing of seminars, courses, and activities. In the upcoming year, health promotion activities will be expanded to other regions as well, to improve the health of all BizLink employees.

Promotion of worker health

In order to promote physical and mental health among workers, BizLink continues to encourage various production sites to organize health activities that fit the characteristics of their sites and regularly provides health awareness contents. In 2023, 5 articles related to health and hygiene were provided, including disease prevention, ergonomic protection, and chronic disease prevention, for all global plants to reference. In 2023, the Taiwan plant held 4 health and psychological seminars, where occupational health physicians and psychologists provided hygiene education on the topics of weight loss and metabolic syndrome, effective workplace communication, etc. to a total of 126 in-person and online participants.

The establishment of the Soul Station aims to promote mental health care knowledge among BizLink's global employees, provide psychological health education, offer individual or group psychological support, and assist employees in resolving mental distress, all with the goal of enhancing the quality of their work and life. All current employees can reserve individual or group counseling services by phone or online and receive counseling in various aspects (i.e. stress management, mood management, marriage and family, and parent-child education) via text, phone, voice, video, or interview. This will also benefit the employees' physical and mental well-being.

Worker participation, consultation, and communication on occupational health and safety

BizLink established the Group Occupational Safety and Health Committee (GOSHC) in 2020, which comprises 52 members, including BizLink Group CEO, as well as top-level managers, occupational safety and health personnel, and employee representatives at our production sites. This committee convenes regular meetings every quarter, where 4 meetings were held in 2023, and is responsible for promoting the implementation of environmental, health, and safety (EHS) work and reviewing the causes of work-related accidents and related improvements.

All the 34 production sites under BizLink Group have also established their own occupational safety and health committee based on the composition of the GOSHC, which convenes at least one meeting each quarter before the GOSHC meeting is held, and is responsible for implementing BizLink Group's EHS policy as well as tracking the follow up items from the previous quarter and reviewing matters related to occupational safety and health work.

The GOSHC completed the submission of 7 proposals in 2023 including update the Group’s incident rate target: 10% decrease compare with 2023 , where the implementation progress of each proposal will be tracked by the GOSHC in the following quarter.

Worker training on occupational health and safety

BizLink requires all production sites to conduct occupational safety and health training, so as to inculcate a safety culture among employees. Occupational safety and health personnel at each production site are tasked with drawing up an occupational safety and health training program and appointing professional occupational safety and health trainers to conduct related training. This training program targets new employees and existing employees. The content of this training program covers the operating needs of each production site, including occupational safety and health regulations, basic occupational safety and health knowledge, occupational disease prevention, proper use and maintenance of personal protective equipment, as well as accident response and rescue measures.



BizLink Group’s occupational safety and health training can be classified into three categories:

1. Preboarding training for new employees:

All our employees must undergo pre-boarding occupational safety and health training, whose content includes basic occupational safety and health knowledge, workplace hazard notification, as well as fire safety and evacuation. In 2023, our Taipei Office implemented a 3-hour training session for new employees, which was participated by 39 people in total. Meanwhile, our 10 production sites in China classify training into three levels, namely position-level, department-level, and company-level training, where employees who are yet to undergo safety training are not allowed to carry out operations on their own. The relevant education and training system will be also introduced at our production sites in Europe, the U.S.A., Malaysia, and Singapore.



2. Training for existing employees:

BizLink conducts extensive routine safe production training for employees on various necessary occasions through various appropriate methods. Each production site introduces training contents that meet the characteristics of its site, such as chemical leak prevention training, risk assessment training, and automated external defibrillator (AED) training. Furthermore, BizLink constantly influences employees’ safety awareness and behavior through awareness campaigns, slogans, and warning signs. On the other hand, department, team, or group managers are charged with providing guidance on site from time to time in order to conduct safety training through actual audits.

3. Emergency response training:



All our production sites conduct emergency response training in accordance with the law. For example, our Taipei Office organizes emergency response drills twice a year, whereas our Singapore, Malaysia, and 10 production sites in China conduct emergency response drills once a year. Moreover, we continue to promote the implementation of emergency response training at all our operating bases. In 2023, a total of 32,155 individuals from BizLink Group’s 34 factories participated in educational training.

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

With a view to managing contractors effectively, BizLink ensures that contractor personnel comply with occupational safety and health regulations at work and safeguards the safety and health of contractor personnel.

Our Taipei Office established the Rules Governing Contractor Safety and Health, which stipulate that contractor shall sign the Letter of Commitment to Contractor Safety and Health, and that contractor shall be notified of work safety and health hazards before work commences, so as to ensure construction quality and protect workers' safety.

Occupational injury

BizLink included statistics and data on work-related accidents at all production sites for the first time since 2020. This information is disclosed in this report.

BizLink classified work-related accidents into death, serious injury, minor injury, in-plant traffic accident, off-site traffic accident, and near-miss in order to better capture all accidents. In the event of a work-related accident such as death, serious injury or minor injury, the production site at which the accident takes place is required to submit a review report to the Group EHS Committee.

No work-related death was reported at BizLink in 2023. However, BizLink recorded 3 major work-related incidents (7.3% of total incidents).

BizLink also ranks our production sites according to the number of accidents. This measure enables us to communicate operational improvements, particularly with the top three production sites by number of accidents, which requires the participation of first-level supervisors in conducting an overall review of education and training, safe operating procedures, and safety protection. The GSC also regularly provides incident awareness materials to all our production sites after reviewing accident-related improvement reports and requires them to assess the presence of possible hazards at their sites to enhance safety precautions.

Table of Incident Rate

In 2023, the incident rate was 0.233, decreasing from 0.323 in 2022; this was mainly due to the Group's requirement that factories must report incidents within 24 hours of occurrence. The Sustainability Center and management of the accident site shall then convene a meeting to establish improvement measures, which include optimizing facility protection and carrying out parallel improvements. The Group prioritizes accident-prone sites, requiring operational improvement communication, operational observation, and the participation of first-level supervisors. A comprehensive review of the education, training, safe operating procedures, and safety protection provided is also conducted. Furthermore, for accident causes that require strengthened management, the Global Sustainability Center (GSC) regularly provides promotional content to global factory sites after investigating accident improvement reports, requesting that all global factory sites also evaluate whether potential hazards exist.

Year	2023	2022	2021
Incident Rate	0.233	0.323	0.31

Number of working hours, injury accidents, lost-time accidents, and lost workdays due to accidents

Item	Gender	TP&TN	KS	OW	XM	XY	TY	BC	JY	TCZ	TXM	INBG	
												BCNC	
Total working hours	Female	22774.00	293549.00	16721.50	43407.00	252949.00	7972.50	35406.00	8707.00	139131.00	102612.00	915,294.00	
	Male	32702.00	216872.00	9472.00	27926.00	149038.00	13228.00	26190.00	2308.00	139332.50	133261.50	741,495.50	
	Total	55,476.00	510,421.00	26,193.50	71,333.00	401,987.00	21,200.50	61,596.00	11,015.00	278,463.50	235,873.50	1,656,789.50	
Number of incidents	Female	1	0	0	1	1	0	0	0	1	3	0	
	Male	0	0	0	0	3	0	2	0	3	1	4	
	Total	1	0	0	1	4	0	2	0	4	4	4	
Injury Frequency Rate (FR)	Female	0.77	0.00	0.00	0.42	0.06	0.00	0.00	0.00	0.10	0.50	0.00	
	Male	0.00	0.00	0.00	0.00	0.33	0.00	1.33	0.00	0.27	0.15	1.08	
	Total	0.32	0.00	0.00	0.24	0.16	0.00	0.56	0.00	0.19	0.32	0.48	

Item	Gender	Malaysia 1,2	SSG	SSM	Fremont	TX	MX 1,2	INBG		TSB	TSK	BDEG
								BCA	BUSL			
Total working hours	Female	1,122,502.15	266,321.93	163,790.06	197,303.97	27,512.00	1,617,348.60	95,342.88	47,411.49	643,408.50	96,512.37	266,652.40
	Male	1,705,285.29	346,826.24	166,641.97	165,750.77	61,696.00	1,418,743.78	122,623.05	161,307.03	418,011.00	144,819.16	441,952.45
	Total	2,827,787.44	613,148.17	330,432.03	363,054.74	89,208.00	3,036,092.38	217,965.93	208,718.52	1,061,419.50	241,331.53	708,604.85
Number of incidents	Female	0	0	0	0	0	0	0	0	1	0	0
	Male	1	0	0	0	0	3	0	0	2	0	0
	Total	1	0	0	0	0	3	0	0	3	0	0
Injury Frequency Rate (FR)	Female	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.31	0.00	0.00
	Male	0.12	0.00	0.00	0.00	0.00	0.42	0.00	0.00	0.96	0.00	0.00
	Total	0.07	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.57	0.83	0.00

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Item	Gender	BDEF	BDES, BDEH	BFRG, BFRC, BFRGC	BITM	BCZ	BSKS, BSKI, BSKJ	Total
Total working hours	Female	242,390.51	62,218.60	30,210.25	26,941.00	224,220.00	732,168.00	18,108,449
	Male	818,084.37	122,954.53	173,391.02	194,322.50	67,323.00	529,340.00	17,103,616
	Total	1,060,474.88	185,173.13	203,601.27	221,263.50	291,543.00	1,261,508.00	35,212,064
Number of incidents	Female	0	0	0	0	0	2	10
	Male	6	0	1	0	1	3	31
	Total	6	0	1	0	1	5	41
Injury Frequency Rate (FR)	Female	0.00	0.00	0.00	0.00	0.00	0.55	0.11
	Male	1.47	0.00	1.15	0.00	2.97	1.13	0.35
	Total	1.13	0.00	0.98	0.00	0.69	0.79	0.233

FR = Number of disabling injuries * 200,000/number of hours worked

Work-related illnesses

BizLink clearly defines job positions that are exposed to occupational illnesses and occupational hazards, and formulates prevention and control measures to safeguard employee health and safety and reduce labor disputes. BizLink requires all employees to undergo pre-onboarding and on-the-job health examinations in accordance with local laws and regulations for those involved in operations with high hazard risk. Employees who show health warning signs will be transferred out of their positions immediately. In 2023, BizLink achieved a zero occupational disease rate (ODR) caused by work-related factors.

