

Corporate Social Responsibility

Evaluation Item	Implementation Status			Deviations and Reasons
	Yes	No	Abstract Explanation	
1. Does the company conduct risk assessments of environmental, social and corporate governance issues related to its operations in accordance with the materiality principles, and formulate relevant risk management policies or strategies? The materiality principles refer to those who have a significant influence on the company's investors and other stakeholders on environmental, social and corporate governance issues.	✓		The company has formulated a “Regulations Governing Risk Management” and approval by the board. The board of director is appointed as the supreme governance unit and established an inter-departmental risk management unit to joint identify all types of risks that could impact company’s operations and adopt appropriate response based on the evaluation results to effectively reduce the company’s operating risks. In addition, the company set up the “Corporate Social Responsibility Committee” in 2019, with the chairman as the convener and the General Administration Division as the executive secretary, responsible for promoting corporate social responsibility. The Committee has conducted risk assessments of environmental, social and corporate governance issues related to the company’s operations in accordance with the materiality principles. In terms of environment, we assess the issue of “climate change” and formulate strategies such as the continuous development of green and energy-saving engineering technology. In terms of social, we assess the issue of “occupational health and safety management.” By establishing an Occupational Safety Committee, we jointly deliberating, coordinating and planning safety and health relevant regulations to effectively prevent occupational disasters and protect employees’ health and safety. In terms of corporate governance, we assess the issue of “corporate governance and legal compliance.” By strengthening the operation of the board of directors and implementing integrity management to ensure that all personnel around the company comply with the relevant laws and regulations and create a sound corporate governance culture. Please refer to the “Sustainable Management” chapter of the company’s corporate social responsibility report for more information.(page 12~16)	None
2. Does the company establish exclusively (or concurrently) dedicated first-line managers authorized by the board to be in charge of proposing the corporate social responsibility policies and reporting to the board?	✓		In order to implement corporate social responsibility, improve the development of economic, environmental and social, and also implement the company’s sustainable management at the same time, the company established the “Corporate Social Responsibility Best Practice Principles” after approval by the board on Apr. 29, 2014. General Administration Division was authorized as the Corporate Social Responsibility Promotion Unit, responsible for proposing and executing corporate social responsibility policies or systems, integrating resources across departments and participating in the implementation of sustainability issues. Due to the increasing emphasis on issues about ESG and CSR in the world, and considering that CSR plays a key role in driving enterprise’s sustainable management, the company has established the	None

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			<p>“Corporate Social Responsibility Committee” in 2019, with the chairman as the convener and the General Administration Division as the executive secretary, responsible for assisting in tracking execution effectiveness. Under the committee, a sustainable operation group, a green economy group, a risk governance group, a corporate care group, and a sustainable supply chain group are established to strengthen the effectiveness of sustainable management. The committee’s work progress will be discussed regularly at the executive meeting yearly, while the implementation situation will be reported to the board of directors in the fourth quarter and the result will be disclosed on the company’s website simultaneously. The performance of 2019 has been reported to the Board meeting on the 8th of November 2019. Excerpts are as follows</p> <ol style="list-style-type: none"> 1. Facilitate the shared prosperity with the whole society to take the corporate social responsibility to the utmost. <ul style="list-style-type: none"> - Specific approaches: Contribute to the social welfare and help the vulnerable groups with our expertise and professional skills to form a corporate culture of willing to do something good and helping people. 2. Facilitate the workplace health and build up a safe working environment <ul style="list-style-type: none"> - Specific approaches: Facilitate the project of health promotion and conduct the activities for physical-psychological-spiritual relax and work-life balance. Meanwhile, implement all required working security management system to build up a safe working environment. - Implementation results: There were some activities like On-site health services by professional specialists, prevention of illegal infringements in the workplace, advocate of smoking hazards and health information (such as influenza prevention, cardiovascular disease, etc.) and family day conducted. In 2019, the injury at work in Acter was 0%; the total accumulated working hours without injury at work were 4,431,568 hours from 2011 to 2019 (total labors involved was 273 people). 3. Establish an equal and open workplace culture <ul style="list-style-type: none"> - Specific approaches: Establishing related rules to protect human rights of all employees. - Implementation results: “Human Rights Policy” was set to secure the human rights and benefits of all the employees (active employees, contractors and temporary staff, interns etc.) Meanwhile, the policy will be updated based on the related regulations continuously. 	

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<p>3. Issues of Environment</p> <p>(1) Does the company establish proper environmental management systems based on the characteristics of their industries?</p> <p>(2) Does the company endeavor to utilize all resources more efficiently and use renewable materials which have low impact on the environment?</p> <p>(3) Does the company assess the current and future potential risks and opportunities of climate change to the company, and adopt measures to respond to climate-related issues?</p> <p>(4) Does the company count greenhouse gas emissions, water consumption and total weight of waste in the past two years, and formulate policies on energy saving and carbon reduction, reduction of greenhouse gas and water consumption or other waste management?</p>	✓		<p>(1) The company has set up standard operating procedures and operations manuals according to the nature of its construction work. In addition to requiring employees to comply with construction procedures, the company is also dedicated to enhancing safety and hazard control over the work environment, work activities, and any instruments or equipment used. Work environments are tested regularly and the company’s work practices have received ISO45001:2018 Occupational Health and Safety certification.</p> <p>(2) The company has passed ISO14001:2015 Environmental Management certification, and continues to devote resources to technology R&D to provide customers with energy-saving solutions. Through the use of energy-saving and heat recovery equipment, the company expects to reduce environmental pollution, promote recycling and make more efficient use of resources such as power and water.</p> <p>(3) The company collects and analyzes climate change investigations and reports, advanced countries’ climate policy, development and evaluation, and industry’s evaluation and response measures to identify and categorize potential risks and opportunities (including market, regulatory and physical layers) as well as the potential impacts derived from relevant issues to our finance and will propose response management measures respectively. Please refer to the “Environmental Protection-Risks and Countermeasures of Climate Change” chapter of the company’s corporate social responsibility report for more information. (page 65)</p> <p>(4) The company has long been promoting and implementing environmental and energy saving design, taking “promoting energy saving and carbon reduction” as one of the core goals of the company’s sustainable development. It also actively pays attention to issues of global climate change and continues to promote energy saving and carbon reduction plans. The company proposes an annual reduction target of 1% for water resources, electric energy, gasoline energy and waste. In order to reduce the greenhouse gas, the “Greenhouse Gas Inventory Committee” has been established since 2018 in accordance with ISO 14064:2006 and the GHG Protocol to self-inspect the internal greenhouse gas emissions of enterprises. Through systematic management and reports, the company can effectively grasp the greenhouse gas emissions. Reports for 2018 and 2019 have been issued after approved by the President and certified by the third-party verification agency, SGS. Those reports will be used as a reference for the subsequent implementation of greenhouse gas reduction measures. In terms of energy management, to reach our energy-saving goals and achieve a new milestone, we</p>	None

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			<p>have launched a number of energy-saving plans in construction processes and daily operations. For example, we make regular inventories and reviews to understand our energy use status, enhanced our energy use efficiency through regular maintenance works, purchased energy-saving products that have energy-saving, water-saving and Energy Star labels, and been actively communicating energy-saving concepts through department heads, conducting promotional activities to strengthen employees' energy-saving awareness. Currently, the company entrusts an external counseling organization to assist in the introduction of ISO 50001:2018. It is expected to complete the verification in 2021 and continue to strengthen energy management.</p> <p>For details of the greenhouse gas emissions, water consumption, total weight of waste in the past two years, policies on energy saving, carbon reduction, reduction of greenhouse gas and water consumption or other waste management, please refer to the "Environmental Protection" chapter of the company's corporate social responsibility report. (page 67~72)</p>	
<p>4. Issues of Social</p> <p>(1) Does the company formulate appropriate management policies and procedures according to relevant regulations and the International Bill of Human Rights?</p> <p>(2) Does the company formulate and implement reasonable employee welfare measures (including salary, leave and other benefits, etc.), and appropriately reflect the operating performance or results on the compensation of employee?</p>			<p>(1) The Company will follow the human rights related policies announced by the government. According to the Labor Standards Act, Act of Gender Equality in Employment and the related regulations, the company has set the "Work Rules" to secure the legal rights of the employees. "Human Rights Policy" was set to secure the human rights and benefits of all the employees (active employees, contractors and temporary workers, interns etc.) after referencing the related international initiatives, i.e. human rights related parts in International Bill of Human Rights and International Labor Convention etc. This policy has been announced to all employees and is disclosed on the company's website.</p> <p>(2) The Company stipulated "Employment Remuneration Administration Polices," "Employee Appraisal Guidelines," "Employee Reward and Discipline Guidelines," "Employee Ethical Business Guidelines," and "Regulations Governing Employee Reward" according to the rules which are expected to encourage employees to perform well and improve on weak performance with the open and concrete administrations measures in order to carry out the business philosophy and achieve social responsibility of company. In order to provide sound rewards and remuneration program, the General Administration Division adjusts employee's salary based on the market level of salary, the trend of economic, and employee's potential every year. They also take achievement rate of annual budget target and individual performance into consideration when calculating employee's bonus.</p>	

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			Besides, according to Article 26-1 of the “Articles of Incorporation,” when distributing the surplus profits for each fiscal year, the company shall first offset its losses of previous years and set not less than three percent of the profit before tax excluding the amount of employees’ and directors’ compensation as compensation to employees. The “surplus profits” here refers to the balance of pre-tax profit before deducting the employees’ and directors’ compensation. For employee benefit plans, continuing education, training, retirement systems, and the status of their implementation, please refer to page 99~101 of the annual report.							
<p>(3) Does the company provide a healthy and safe working environment and organize training on health and safety for its employees on a regular basis?</p> <p>(4) Does the company provide its employees with career development and training sessions?</p> <p>(5) Has the company complied with relevant regulations and international standards for the health and safety of customers, customer privacy, marketing and labeling of products and services, and formulated relevant consumer protection policies and complaint procedures?</p>			<p>(3) The Company would follow all the regulations and system about the work safety; the health management related tasks and educational trainings would be planned, implemented and monitored by the Quality Insurance & safety Department. Through the regular security and health educational trainings for spontaneous check and disaster prevention, the awareness of work environment hazards and emergency responding capabilities of the staffs could be improved. In 2019, 65 messages for the health promotion and 108 educational work safety trainings were conducted with accumulated 909 hours of educational trainings. For protective measures about safety and health of employees, please refer to page 101~104 of the annual report.</p> <p>(4) In order to enhance the professional abilities, the company has set up employee promotion relative systems and founded the Acter Academy in 2014, arranging different courses for different ranks. The courses include professional skill courses, engineering close out report courses, elite training courses, and LOHAS for all courses, etc. It is the company’s expectation to make the development of employees’ careers and the company’s interests grow up simultaneously by working and training.</p> <p>(5) The company provides engineering technical service and provides customized design, as well as integrating construction service, etc. and its marketing and indication are in accordance with the execution of the following regulation and international criterion to ensure the safety of customers. On the other hands, Acter is devoted to protecting customers’ confidentiality, and has regulations such as “Obligation of Confidentiality” to ensure the rights of customers.</p> <table border="1" data-bbox="840 1177 1951 1326"> <thead> <tr> <th>Construction Items</th> <th>Regulation / Guide</th> </tr> </thead> <tbody> <tr> <td>Civil construction</td> <td>Building Code and Regulations</td> </tr> <tr> <td>Fire protection</td> <td>Fire Prevention Act, Standards for Installation of Fire Safety Equipments Based on Use and Occupancy</td> </tr> </tbody> </table>	Construction Items	Regulation / Guide	Civil construction	Building Code and Regulations	Fire protection	Fire Prevention Act, Standards for Installation of Fire Safety Equipments Based on Use and Occupancy	
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(6) Does the company formulate a supplier management policy which requires suppliers to comply with the relevant regulations on issues such as environmental protection, occupational safety and health, or labor rights, and how their implementation is?			<p>(6) As the company rules management operations of suppliers upon internal control system, and makes records of supplier basic information for material and engineering contractor. Further, it appraises on our supplier comforting to procurement and material management procedure. For the case of suppliers obtaining ISO 9001 quality and management system certificate ISO 14001 international environmental management system criteria, ISO45001 occupational health and safety system relevant certificates, and other qualification remark of government and quality qualification remarks of foreign government, it will evaluated such suppliers as excellent grade, as a plus item to appraisal. It enforces and promotes company corporate social responsibility in its transactions company with its suppliers :</p> <ol style="list-style-type: none"> 1. It specifies in the article of the condense agreement of the Company : "Article 12 The suppliers shall abide by the corporate social responsibility company requirements of the company. In the event that any of the policies were violated and their actions cause an impact on environment and society, the company can terminate or cancel the agreement at any time." 2. It stipulates environmental security and management procedure of contractor to specify that contractor shall the related regulations and requirement of environmental safety and health. 3. It regulates "safety and health requirement of contractor" on engineering contracting agreement and rigidly conduct the requests the suppliers shall comply with every environmental safety and health requirement during construction toward supplier. 																			

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			4. It concludes “Honest and Integrity Commitment” establish healthy supplier chain relationship between the company and suppliers once the supplier breaches the commitment. The company holds the right to terminate the cooperation relationship and the supplier shall burden all legal responsibilities accordingly.	
5. Does the company refer to the reporting standards or guidelines which are accepted internationally for compiling reports which disclosed the non-financial information of the company, such as the corporate social responsibility report? Does the previous report obtain the assurance or verification statement of a verification unit from the third party?	✓		The company’s report complies with the core options of the GRI Standards, corresponds to the SDGs, also refers to the GRI Financial Services Industry Supplementary Guidelines, Corporate Social Responsibility Best Practice Principles for TWSE Listed Companies, ISO26000 Social Responsibility Guidelines, the UN Global Compact, and Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies, and will obtain the assurance or verification statement through the third-party organization. 2018 corporate social responsibility report has been assured by PricewaterhouseCoopers (PwC) Taiwan and uploaded on the company’s website, while report of 2019 will entrust the BSI Taiwan to assure and is expected to be completed by the end of August.	None
6. If the Company has established the corporate social responsibility principles based on “the Corporate Social Responsibility Best-Practice Principles for TWSE/TPEX Listed Companies”, please describe any discrepancy between the Principles and their implementation: The company has made a commitment to corporate social responsibility, and has implemented measures such as an employee code of conduct and environmental safety and health policies. These actions are consistent with the rationale of the “Corporate Social Responsibility Best Practice Principles for TWSE/TPEX Listed Companies.”				
7. Other important information to facilitate better understanding of the company’s corporate social responsibility practices : Please refer to <Table 1> on page 54.				

<Table 1>

Social Responsibility Item	Implementation Status			Detailed Description
	Not Yet Executed	Executed	Planning in Progress	
1.Human rights				
(1) Compliance with the Labor Standards Act		V		The Company will follow the human rights related policies announced by the government. According to the Labor Standards Act, Act of Gender Equality in Employment and the related regulations, the company has set the “Work Rules” to secure the legal rights of the employees. “Human Rights Policy” was set to secure the human rights and benefits of all the employees (active employees, contractors and temporary workers, interns etc.) after referencing the International Labor Convention and related international initiatives. To maintain employer-employee relations, the company holds employment meetings on a regular basis according to the “Regulations for Implementing Labor-Management Meetings.” Four meetings were held in 2019.
(2) Other (e.g. protecting employees and recruitment candidates from harassment and discrimination)		V		The company has implemented the “Human Rights Policy,” “Sexual Harassment Prevention Policy,” and “Personal Information Protection Policy” to protect employees’ rights, interests and privacy. There were no complaints to violation of human rights as of 2019.
2.Employees’ rights, safety and health				
(1) Adequate training for employees		V		In order to inspire growth among employees and nurture professional talent, the company has implemented a set of training guidelines and empowered General Administration Division to oversee employee training.
(2) Employees’ right to express opinions		V		An employee mailbox has been made available on the company’s website (under the HR section), through which employees may reflect their opinions about rights, welfare, management and the work environment. The company conducts employee satisfaction surveys through questionnaire each year and improvement measures are then proposed so as to achieve employee demands and expectations.
(3) Other (e.g. ISO45001 certification on occupational health and safety, and offering of reasonable welfare and remuneration packages to employees)		V		The company has obtained ISO9001:2015 certification on quality, ISO14001:2015 certification on environmental management, and ISO45001:2018 certification on occupational safety and health. Its employee remuneration system has been developed in compliance with relevant laws including those that govern minimum wages and mandatory benefits.

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3.Employee care				
(1) Workplace safety		V		The company has empowered a Quality Insurance & safety Department to oversee safety and health conditions at various work sites. The department conducts regular tests on the operating environment and takes steps to ensure that safety and health regulations have been strictly complied with to provide employees with the utmost assurance.
(2) Establishment of written employee health and safety policies		V		The company has an environmental safety and health policy and related regulations and cooperates in their execution.
(3) Other (e.g. care for employees' physical/mental development and family life)		V		The company has established "Employee Welfare Committee" in 2005. It plans employee traveling activities, association, gathering party, reunion party and so on, including family day, using activities to increase the interaction of employees with their families. We anticipated that our employee could attach importance on the family life and mental development apart from work value the importance of family for our employees and our Human Resource Division staff aims to take care of the needs of the employee, including physical and mental development. In 2019, total budget of Employee Welfare Committee is NT\$3,387,434, including special funds for employees to have overseas or domestic trips. A total of 31 overseas or domestic trips were held, including 2 family day activities.
4.Environmental Protection				
(1) Establishment of written environmental protection policy		V		The Company has established the environmental management system based on the internal "Environment manual" and passed the certification of ISO14001 International Environmental Management Systems in 2010. We have not only continuously improved the ISO14001 International Environmental Management Systems but also followed the requirements of the revised ISO version to have the system upgraded in 2017. We've done our best to protect the environment to take our corporate social responsibility. We have done nothing illegal or against regulations by the end of 2018.
(2) Compliance with environmental protection laws		V		
(3) Other (e.g. development of energy-saving and pollution-reducing technologies, equipment and activities; steps taken to reuse or recycle waste, or to reduce or prohibit the use of hazardous substances)		V		
5.Community involvement				

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(1) Participation in community services and charity activities		V		<p>Employees of the company have formed the 「Volunteering group of Acter」 to join in the irregular community services and activities. The total involvement of employees in community services and service hours were as the following table, and service hour has an increase of 15.07% compared with last year:</p> <table border="1"> <thead> <tr> <th>Content</th> <th>Number of participants</th> <th>Total hours</th> </tr> </thead> <tbody> <tr> <td>2019/01/09 Donated breads to Da-cheng Elementary School</td> <td>3</td> <td>18</td> </tr> <tr> <td>2019/09/21~09/29 Building volunteers</td> <td>20</td> <td>160</td> </tr> <tr> <td>2019/10/13~11/16 Friendly Environment Workshop</td> <td>15</td> <td>97.5</td> </tr> <tr> <td>2019/11/30 Shopping with vulnerable seniors</td> <td>29</td> <td>101.5</td> </tr> <tr> <td>2019/04~08 Gym Ventilation Improvement Project for Taichung School for the Visually Impaired (The company uses core skills to effectively improve the ventilation of the gym and promote the physical and mental health of teachers and students.)</td> <td>22</td> <td>192</td> </tr> <tr> <td>Total</td> <td>89</td> <td>569</td> </tr> </tbody> </table> <p>The company donated second-hand item to social vulnerable groups. In 2019, the company donated two batches of second-hand large-scale furniture to the Formosa Charity Group to care for the disadvantaged groups, as well as 5 sets of second-hand computer hosts and 3 sets of monitors to the Green Miracle Nonprofit Organization. This not only gives computers a new life, but also enables the children to bridge the learning gap. It is our expectation to minimize digital dividend of our society while protecting our planet.</p>	Content	Number of participants	Total hours	2019/01/09 Donated breads to Da-cheng Elementary School	3	18	2019/09/21~09/29 Building volunteers	20	160	2019/10/13~11/16 Friendly Environment Workshop	15	97.5	2019/11/30 Shopping with vulnerable seniors	29	101.5	2019/04~08 Gym Ventilation Improvement Project for Taichung School for the Visually Impaired (The company uses core skills to effectively improve the ventilation of the gym and promote the physical and mental health of teachers and students.)	22	192	Total	89	569
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(2) Other (e.g. aid and investment in the community [including manpower, supplies, knowledge and skills], steps taken to ensure the health and safety of the community)		V																							
6.Social contributions and social welfare																									
(1) Donations to charities, educational, healthcare, artistic activities etc.		V		There are six aspects in regard to Acter's social participation, including "social welfare," "industrial-academic cooperation," "humanity and arts," "community building," "friendly environment" and "external initiatives." Relevant actions are facilitated,																					

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(2) Other (e.g. aid to less-developed countries, offering of employment opportunities to the socially disadvantaged etc)		V		<p>reviewed and reported by the Company's General Management Division and volunteer team each year. In 2019, we have totally invested NTD5,955,824 in social participation. Related activities are as follows:</p> <p>1.Social participation</p> <ul style="list-style-type: none"> -Purpose: Sponsor related groups and drive all employees to participate in volunteer work -Description: Social participation expenditures and donations of second-hand materials -Implementation results: <ul style="list-style-type: none"> • Donated Lijin Social Welfare Charity Foundation • Sponsored a mobile megaphone to Eden Foundation • Signed a contract with the Taichung School for the Visually Impaired to purchase the bread and donated to Da-cheng Elementary School • Sponsored the construction and renovation of the library and gazebo at the Da-cheng Elementary School • Donated to the Philanthropic Library and its benefit concert • Sponsored the Christian Joyce McMillan Social Welfare Foundation's fundraising plan • Gym Ventilation Improvement Project for Taichung School for the Visually Impaired • Sponsored the project of urban food garden construction • Sponsored Cellist Chang's Family Concert • Sponsored shopping with vulnerable seniors activity • Donated second-hand large-scale furniture to the Formosa Charity Group • Donated 5 sets of second-hand computer hosts and 3 sets of monitors to the Green Miracle Nonprofit Organization <p>2.Industrial-academic cooperation</p> <ul style="list-style-type: none"> -Purpose: Foster Acter's human capital and enhance young people's employment ability.

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				<p>-Description: Industrial-academic training plan, enterprise internship plan, scholarship</p> <p>-Implementation results:</p> <ul style="list-style-type: none"> • A total of 2 students participated in the industry-academic training plan in cooperation with National Taipei University of Technology in 2019, costing NTD526,603. • A total of 1 student participated in the semester-based internship, costing NTD 320,036. • A total of 7 students participated in the summer internship, costing NTD 1,022,937. • Provide scholarship for National Yunlin University of Science and Technology, totaled NTD 210,000. • Provide scholarship for 7 students of Fa-Zhi elementary school <p>3.External initiatives</p> <p>-Purpose: Facilitate partnership; share knowledge and expertise; and participate in initiatives of sustainable development associations/ institutions.</p> <p>-Description: Facilitate industrial development and enhance the corporate brand image</p> <p>-Implementation results:</p> <ul style="list-style-type: none"> • Taiwan Institute of Directors • Taiwan Energy Service Association • Taiwan Refrigeration & Air-conditioning Engineering Association of R.O.C. • Taiwan Electrical Contractors Association • Taiwan Water Pipe Engineering Industries Association • Solar PV Generation System Association of R.O.C. • Taiwan Pharmaceutical Manufacturer's Association • Taichung Importers & Exporters Chamber of Commerce • Taiwan Cleaning Technology Association • Taiwan Parenteral Drug Association

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				<ul style="list-style-type: none"> • ASHRAE Taiwan • Semiconductor Equipment and Materials International <p>The Company has followed the article 38 of “People with Disabilities Rights Protection Act” and article 12 of “Indigenous Peoples Employment Rights Protection Act” to hire the people with disabilities and indigenous people. By 2019, 3 people with disabilities and 2 indigenous people were hired and they’d represent 1% of total employees in the company. The ratio meets the provisions of the laws and Acter will continue to evaluate if they were at the right position and provide them the equal rights for working.</p>
7.Social services				
(1) Promotion of social welfare		V		Over the years, the company has been continuously cooperated with schools and relevant educational institutes for industrial and academic projects, including “industrial and academic cooperation” and “internship programs.” It is the Company’s expectation to integrate the industry and school resources to generate synergy and create more opportunities for students. In 2019, total expenses for “industrial and academic cooperation” and “internship programs” are NT\$526 thousand and NT\$1,342 thousand respectively.
(2) Other		V		
8.Investor relations				
(1) Operating transparency		V		The company publishes financial and business information on the Market Observation Post System as required by law.
(2) Corporate governance		V		In an attempt to achieve more robust corporate governance, the company has empowered its directors and Audit Committee in accordance with the “Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies” to make the company’s operations more transparent to shareholders.
(3) Other		V		The company has set up its own website and implemented a spokesperson and a deputy spokesperson policy as a means of providing more transparent financial information to investors.
9.Supplier relations				

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(1) Reasonableness of procurement prices		V		The company has developed a set of “Material Procurement and Management Procedures” based on ISO9001 standards. By establishing procurement contracts with suppliers, the company is able to define the specifications for its purchases and thereby protect its own interests. Business dealings with suppliers are based on trust and a mutually beneficial relationship made possible by open communications.
(2) Other		V		
10.Stakeholder interests				
(1) Intellectual property rights		V		The company respects intellectual property rights, and is yet to be involved in any case of IP infringement.
(2) Regulatory compliance		V		The company’s operating policies and systems are in strict compliance with laws.
(3) Other (e.g. disclosure of corporate social responsibilities on company website)		V		The company has disclosed its corporate social responsibilities in prospectus and in its annual reports.
11.Consumer interests				
(1) Emphasis put on customers relations (e.g. consumer protection, product quality, safety and innovation, attention to customers’ complaints, provision of full product information etc.)		V		In order to provide customers with “total satisfaction,” the company conducts customer satisfaction surveys every year. Analysis and review are carried out for customer complaints and problems or where the overall evaluation score has not reached a certain score, and treatment options, improvement measures, and prevention methods are then proposed so as to achieve customer demands and expectations. Regarding the average customer satisfaction level of Acter in 2019, the Engineering Department was score 90, while the Maintenance Department was score 98.