

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. Based on the GRI Sustainability Reporting Standards and the AA1000 Stakeholder Engagement Standard, the Committee carry out materiality analysis through four phases that include identification, analysis, confirmation and review to identify major issues of environmental, social and corporate governance and formulate relevant strategies. 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 “Communication with Stakeholders and Analysis of Materiality Issues” and “Sustainable Management” chapter of the company's corporate social responsibility report for more information.	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?	✓		To fulfill our corporate social responsibility; facilitate economic, environmental and social progress; and implement sustainable operations and management of the company, the company has established “Corporate Social Responsibility Best Practice Principles” based on the resolution of the Board of Directors on Apr. 29, 2014 and established “Corporate Social Responsibility Committee” chaired by the chairman in 2019. Apart from promoting corporate social responsibility by the General Administration Division as the executive secretary, the Committee also has five teams of sustainable operations team, green economy team, risk governance team, sustainable supply chain team and corporate philanthropy	None

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			<p>team in charged by management personnel of related departments and divisions. 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 2020 has been reported to the Board meeting on the 6th of November 2020. 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 2020, the injury at work in Acter was 0%; the total accumulated working hours without injury at work were 5,073,696 hours from 2011 to 2020 (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) In response to the challenge of climate change, the company not only collected and analyzed climate change investigations/reports, guiding principles for national climate change adaptation policy, and industrial evaluation/response measures, but also followed GRI standards to identify potential risks, opportunities and financial impacts of climate change, set response actions accordingly and disclosed corresponding indicators. Please refer to the "Environmental Protection" chapter of the company's corporate social responsibility report for more information.</p> <p>(4) The statistical results of the company's greenhouse gas emissions, water consumption and total weight of waste in the past two years are as follows (the data has been verified by a third-party verification agency SGS):</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Item</th> <th style="text-align: center;">Average of 2018 and 2019 (Result of 2019; target of 2020)</th> <th style="text-align: center;">2019</th> <th style="text-align: center;">2020</th> <th style="text-align: center;">Average of 2019 and 2020 (Result of 2020; target of 2021)</th> <th style="text-align: center;">Reduction ratio in 2020</th> </tr> </thead> <tbody> <tr> <td>GHG emission Scopes 1 (ton-CO2e)</td> <td style="text-align: right;">128.9142</td> <td style="text-align: right;">116.0966</td> <td style="text-align: right;">130.0039</td> <td style="text-align: right;">123.0503</td> <td style="text-align: center;">(4.55%)</td> </tr> <tr> <td>GHG emission Scopes 2 (ton-CO2e)</td> <td style="text-align: right;">46.4934</td> <td style="text-align: right;">45.9585</td> <td style="text-align: right;">46.6259</td> <td style="text-align: right;">46.2922</td> <td style="text-align: center;">(0.43%)</td> </tr> <tr> <td>Water Consumption (m³)</td> <td style="text-align: right;">743</td> <td style="text-align: right;">704</td> <td style="text-align: right;">631</td> <td style="text-align: right;">668</td> <td style="text-align: center;">(10.09%)</td> </tr> <tr> <td>Total weight of waste (kg)</td> <td style="text-align: right;">1,195</td> <td style="text-align: right;">1,182</td> <td style="text-align: right;">1,029</td> <td style="text-align: right;">1,106</td> <td style="text-align: center;">(7.45%)</td> </tr> </tbody> </table>	Item	Average of 2018 and 2019 (Result of 2019; target of 2020)	2019	2020	Average of 2019 and 2020 (Result of 2020; target of 2021)	Reduction ratio in 2020	GHG emission Scopes 1 (ton-CO2e)	128.9142	116.0966	130.0039	123.0503	(4.55%)	GHG emission Scopes 2 (ton-CO2e)	46.4934	45.9585	46.6259	46.2922	(0.43%)	Water Consumption (m ³)	743	704	631	668	(10.09%)	Total weight of waste (kg)	1,195	1,182	1,029	1,106	(7.45%)	None
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			<p>The company compares the average value of water resources, electric, gasoline and waste in the current year and the previous year, and formulates the reduction target for each year in the future so that the average value of the current year and the previous year does not exceed the average value of the previous two years. 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. Both the 2019 and 2020 annual reports have been approved by the President and certified by the third-party verification agency SGS, for reference in the subsequent implementation of greenhouse gas reduction measures.</p> <p>In terms of energy management, to reach our energy-saving goals and achieve a new milestone, we 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 commissioned an external counseling organization to assist in the introduction of ISO 50001:2018, and obtained certification in 2020 to 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.</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>(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</p>	None

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			International Labor Convention etc. This policy has been announced to all employees and is disclosed on the company's website.	
(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?			(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" in accordance with relevant laws and regulations. It is 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, the company's annual operating performance and individual performance into consideration when calculating employee's bonus. In terms of welfare planning, in addition to statutory standards, provide more welfare measures that meet the needs of employees such as leave without pay that are superior to the law, group insurance, professional training, etc. For employees applying old system of labor standards act, professional actuaries is commissioned to safeguard the future welfare of employees, while under the new system of labor pension act, the company contributes 6% of employees' salaries into individual pension accounts. 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 100~102 of the annual report.	
(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?			(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 2020, 16 messages for the health promotion and 140 educational work safety trainings were conducted with accumulated 1,695	

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			hours of educational trainings. For protective measures about safety and health of employees, please refer to page 102~106 of the annual report.																									
<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>(4) In order to enhance the professional abilities, the company has set up employee promotion relative systems and founded the Acter A⁺ Academy in 2014, arranging different courses for different ranks. The courses include core value trainings, professional trainings, management trainings, and general trainings. With the adoption of PDCA quality management model and E-Learning platform system, the company trains every employee from new employee orientation to setting their career development plan and to holding education and training programs that can satisfy their functional work requirements. Consensus meetings, seminars, workshops, external trainings and online classes also take place at Act to offer our employees diverse learning resources.</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="878 837 1989 1340"> <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> <tr> <td>Air conditioning</td> <td>ISO 14644, PIC/S, FDA</td> </tr> <tr> <td>Instrument and Control</td> <td>GAMP 5</td> </tr> <tr> <td>Compartment material</td> <td>GMP, Building Code and Regulations, Interior Decoration and Repairs Governance Act</td> </tr> <tr> <td>Electric force and illumination</td> <td>Electrical Code</td> </tr> <tr> <td>Commissioning</td> <td>ISPE Commissioning and Qualification</td> </tr> <tr> <td>Water, Water for injection, and Vapor</td> <td>ISPE Water and Steam Systems (Second Edition)</td> </tr> <tr> <td>Sanitary pipe laying and equipment</td> <td>ASME BPE 2009</td> </tr> <tr> <td>Sterile preparation</td> <td>Sterile Product Manufacturing Facilities (Second Edition)</td> </tr> <tr> <td>Biological Products</td> <td>Biopharmaceutical Manufacturing Facilities</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	Air conditioning	ISO 14644, PIC/S, FDA	Instrument and Control	GAMP 5	Compartment material	GMP, Building Code and Regulations, Interior Decoration and Repairs Governance Act	Electric force and illumination	Electrical Code	Commissioning	ISPE Commissioning and Qualification	Water, Water for injection, and Vapor	ISPE Water and Steam Systems (Second Edition)	Sanitary pipe laying and equipment	ASME BPE 2009	Sterile preparation	Sterile Product Manufacturing Facilities (Second Edition)	Biological Products	Biopharmaceutical Manufacturing Facilities	
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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) The company rules management operations of suppliers upon internal control system, and makes records of supplier basic information for material and engineering contractor. 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 be listed as priority suppliers. 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. 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. The company has entrusted the third-party BSI Taiwan to conduct verification for two consecutive years since 2019. Report of 2019 has obtained the assurance and uploaded on the company’s website. Report of 2020 is expected be completed by the end of August.	None

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<p>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.”</p>				
<p>7. Other important information to facilitate better understanding of the company’s corporate social responsibility practices : Please refer to <Table 1> on page 54.</p>				

<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 2020.
(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 2020.
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		The company implements two-way communication through multiple channels such as internal platforms, employee mailboxes, seminars, labor-management meetings, and employee satisfaction surveys. 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		V		The company has obtained ISO9001:2015 certification on quality, ISO14001:2015 certification on environmental management, ISO50001:2018 certification on energy

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offering of reasonable welfare and remuneration packages to employees)				management systems 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.
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 2020, total budget of Employee Welfare Committee is NT\$3,045,617, including special funds for employees to have overseas or domestic trips. A total of 15 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 2020.
(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		V		

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recycle waste, or to reduce or prohibit the use of hazardous substances)																						
5.Community involvement																						
(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 a decrease of 20.28% compared with last year due to the impact of the epidemic:</p> <table border="1"> <thead> <tr> <th>Content</th> <th>Number of participants</th> <th>Total hours</th> </tr> </thead> <tbody> <tr> <td>2020/11/20 Environmental education volunteer activities in Da-cheng Elementary School</td> <td>7</td> <td>35</td> </tr> <tr> <td>2020/11/28~11/29 & 2020/12/05 Building volunteers</td> <td>17</td> <td>116</td> </tr> <tr> <td>2020/12/19 Shopping with vulnerable seniors</td> <td>29</td> <td>145</td> </tr> <tr> <td>2020/11~12 The Echo Improvement Project of Taichung School for the Visually Impaired (The company uses core skills to effectively improve the echo of the gym and promote the physical and mental health of teachers and students.)</td> <td>3</td> <td>23.5</td> </tr> <tr> <td>Total</td> <td>56</td> <td>319.5</td> </tr> </tbody> </table>	Content	Number of participants	Total hours	2020/11/20 Environmental education volunteer activities in Da-cheng Elementary School	7	35	2020/11/28~11/29 & 2020/12/05 Building volunteers	17	116	2020/12/19 Shopping with vulnerable seniors	29	145	2020/11~12 The Echo Improvement Project of Taichung School for the Visually Impaired (The company uses core skills to effectively improve the echo of the gym and promote the physical and mental health of teachers and students.)	3	23.5	Total	56	319.5
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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		<p>The company donated second-hand item to social vulnerable groups. In 2020, the company donated 3 sets of second-hand computer hosts and 9 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>																		
6.Social contributions and social welfare																						

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(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, reviewed and reported by the Company’s General Management Division and volunteer team each year. In 2020, we have totally invested NTD6,143,268 in social participation. Related activities are as follows: 1.Social participation -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: • Sponsored the “Dawu Junior High School, Taitung County Digital Philanthropic Library” project • Renewal of desks and chairs for Da-cheng Elementary School • Sponsored the BOYO social welfare foundation “after-school supplementary teaching for rural children” project • Sponsored Taiwan Reading and Culture Foundation – Charity concert. • Donated Taiwan Action Bodhisattva Education Association • Sponsored rural after-school counseling, aesthetic education and talent cultivation programs • Sponsored NCTU’s emergency relief fund for students affected by the COVID-19 • Sponsored emergency relief funds, after-school care and improving the teaching environment and equipment funds to Da-cheng Elementary School • Sponsored shopping with vulnerable seniors activity • Donated 3 sets of second-hand computer hosts and 9 sets of monitors to the Green Miracle Nonprofit Organization 2.Industrial-academic cooperation -Purpose: Foster Acter’s human capital and enhance young people’s employment
(2) Other (e.g. aid to less-developed countries, offering of employment opportunities to the socially disadvantaged etc)		V		

Social Responsibility Item	Implementation Status			Detailed Description
	Not Yet Executed	Executed	Planning in Progress	
				<p>ability.</p> <p>-Description: Industrial-academic training plan, enterprise internship plan, scholarship</p> <p>-Implementation results:</p> <ul style="list-style-type: none"> • A total of 1 students participated in the industry-academic training plan in 2020, costing NTD624,304. • A total of 8 student participated in the semester-based internship, costing NTD 2,914,869. • A total of 3 students participated in the summer internship, costing NTD 421,243. • A total of 1 students participated in the winter internship, costing NTD 60,499. • Provide scholarship for National Yunlin University of Science and Technology and National Taipei University of Technology, totaled NTD 200,000. • Provide lecture fee for National Yunlin University of Science and Technology and National Kaohsiung University of Science and Technology, totaled NTD 31,975. <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 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

Social Responsibility Item	Implementation Status			Detailed Description
	Not Yet Executed	Executed	Planning in Progress	
				<ul style="list-style-type: none"> • Taiwan Parenteral Drug Association • Association for Strategic Development of Chinese Economic Region • 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 2020, 4 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 2020, total expenses for “industrial and academic cooperation” and “internship programs” are NT\$624 thousand and NT\$3,396 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 and its website 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.

Social Responsibility Item	Implementation Status			Detailed Description
	Not Yet Executed	Executed	Planning in Progress	
(3) Other		√		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				
(1) Reasonableness of procurement prices		√		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		√		
10.Stakeholder interests				
(1) Intellectual property rights		√		The company respects intellectual property rights, and is yet to be involved in any case of IP infringement.
(2) Regulatory compliance		√		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)		√		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.)		√		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 2020, the Engineering Department was score 92.6, while the Maintenance Department was score 100.

