

Corporate Social Responsibility

Evaluation Item	Implementation Status			Deviations from “the Corporate Social Responsibility Best-Practice Principles for TWSE/TPEX Listed Companies” and Reasons
	Yes	No	Abstract Explanation	
<p>I. Corporate Governance Implementation</p> <p>(1) Does the company declare its corporate social responsibility policy and examine the results of the implementation?</p> <p>(2) Does the company provide educational training on corporate social responsibility on a regular basis?</p> <p>(3) 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?</p>	✓		<p>(1) The company has established the “Corporate Social Responsibility Best Practice Principles” after taking into consideration the future development trends of CSR, corporate core values, and the effect of the operation on stakeholders. The company assigned General Administration Division in charging of CSR affairs concurrently. They will review periodically the suitability of the corporate social responsibility policies, systems, and relevant management guidelines, and discloses the execution of performance on the annual report and social responsibility report.</p> <p>(2) The company arranges for directors to undergo external training courses on topics such as corporate governance and insider trading policies. Meanwhile, employees are also provided with training on the company's CSR policies, professional skills, and courses that inspire self-development. Through use of advocacy, training and rewards, the company hopes to incorporate corporate social responsibility into its daily operations.</p> <p>(3) 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” in 2014. Under this principle, the company assigned General Administration Division as the Corporate Social Responsibility Promotion Unit, and is responsible for proposing and executing corporate social responsibility policies or systems. The unit consists of the corporate governance team, the environmental protection team, and the social participation team with employees from Technology Division, Financial Division, Engineering Department, General Administration Division, Procurement Department, Quality Insurance & safety Department, and Business</p>	None

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			<p>Department. The company reports to Board of Directors about implementation situation for social responsibility and discloses the result and performance on the website of the company simultaneously. It has reported the effect of performance for 2017 in the Board meeting on the 9th of November 2017. 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. - Implementation results: Get involved in the services of antisocial teenagers, help to build the houses with our expertise and professional skills and sponsor the elementary schools in remote area to establish their libraries. Total NT\$1,326,900 were donated to these activities and increased by 65% in 2017 compared with the donation of 2016. 2. Facilitate the professional 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 every required working security management system to build up a safe working environment. - Implementation results: There were some activities like bowling and badminton games conducted before. In 2017, the injury at work in Acter was 0%; the total accumulated working hours without injury at work were 2,913,224 hours from 2011 to 2016 (total labors involved was 280). 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 	

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			<p>employees.</p> <p>– Implementation results: “Human Rights Policy” was set to secure the human rights and benefits of all the employees (active employees, contractors and temporary workers, interns etc.) Meanwhile, the policy will be updated based on the related regulations continuously.</p>	
(4) Does the company declare a reasonable salary remuneration policy, and integrate the employee performance appraisal system with its corporate social responsibility policy, as well as establish an effective reward and disciplinary system?			(4) The Company stipulated “Employment Remuneration Administration Policies,” “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. 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.	
<p>2. Sustainable Environment Development</p> <p>(1) Does the company endeavor to utilize all resources more efficiently and use renewable materials which have low impact on the environment?</p>	✓		(1) The company has passed ISO14001 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.	None

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<p>(2) Does the company establish proper environmental management systems based on the characteristics of their industries?</p> <p>(3) Does the company monitor the impact of climate change on its operations and conduct greenhouse gas inspections, as well as establish company strategies for energy conservation and carbon reduction?</p>			<p>(2) 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 OHSAS18001 Occupational Health and Safety certification.</p> <p>(3) In addition to researching new energy-saving technologies, the company also takes the initiative in raising employees' environmental awareness.</p> <ol style="list-style-type: none"> 1. With regards to the use of paper, the company has been a strong advocate of a paper-less environment, and employees are reminded to print double-side and on used paper whenever deemed appropriate. 2. The Company has set an annual target for how to save the resources, including the resource reductions of 1% on water; 3% on power; 3% on gasoline and 2% on wastes etc. The company uses the core techniques to reduce consumption and actively invests in the research and development of energy-saving technical engineering and also advocates energy-saving, carbon reduction, and environmental protection awareness to the employees from time to time, promoting the little environmental protection activities, such as the turning off of lights, water and electricity conservation, and reuse of waste paper, while company headquarters has fully adopted the use of energy-saving equipment for greater energy efficiency. The company has set up a number of policies including: a. Green procurement; purchasing products that are certified environmentally friendly, energy-saving, water-saving, and are rated with a high EER; b. Revision of lighting requirements, improved lighting efficiency, decommissioning of redundant lighting, and development of the habit of turning off lights when not needed; c. Resource reuse: use of recycled paper and materials and refraining from use of over-packaged products. Company 	

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			<p>headquarters has started to reference to ISO14024 since 2017, the self-audit of the greenhouse gases was implemented for gradually progressing to the actual reduction and meet the goal of carbon neutral through the greenhouse gases inventory check. Therefore, all the services, activities or organizations will not lead to the net increase of the greenhouse gases volume in the atmosphere. 6 types of greenhouse gases (CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃) were emitted by the Company at 125.45 tons of CO₂e. Direct emission of the greenhouse gases included the emission of mobile sources (gasoline) and fugitive emission (refrigerant, septic tank), the total direct emitted volume was 78.85 tons of CO₂e which equaled to 37.15% of total volume; indirect greenhouse gases emission was the fixed emission sources (outsourcing power) and the total volume of emission was 46.60 tons of CO₂e which took 62.85% of total volume emitted.</p> <p>With regard to the usage of electricity and carbon emission, the degree of electricity use and carbon emission level was at 88,091 degrees and 46,552 kilometers respectively in 2017, compared to 225,664 of electricity use and carbon emission volume of 118,752 in 2016, it was a reduction of 61% to 137,573 and 61% to 72,200 kilometers separately. It appears that it has taken effect on the electricity saving.</p>	
<p>3. Preserving Public Welfare</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 International Labor Convention etc. These Policy has been</p>	None

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			announced to all employees and is disclosed on the company's website.	
<p>(2) Has the company set up an employee hotline or grievance mechanism to handle complaints with appropriate solutions?</p> <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 setup a communication channel with employees on a regular basis, as well as reasonably inform employees of any significant changes in operations that may have an impact on them?</p> <p>(5) Does the company provide its employees with career development and training sessions?</p>			<p>(2) An employee mailbox has been made available on the company's website (under the HR section), through which employees may reflect their opinions and offer suggestions. There are no opinions or complaints received in 2017.</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 2017, 31 messages for the health promotion and 31 educational work safety trainings were conducted with accumulated 283.5 hours of educational trainings.</p> <p>(4) The Company would regularly conduct meetings based on “Regulations for Implementing Labor-Management Meetings” for the mutual communications, like the regular labor-management coordination meeting, to build a good interactive model between the employers and the employees so the organizational harmony and labors’ right and benefits would be secured. The labor-management coordination meeting was composed by 10 people, 5 from the employers and 5 from the employees (including 40% of women in each party.) It’ s a seasonal meeting and has been conducted for 4 times in 2017. The meeting records and the related references would be provided to the staffs.</p> <p>(5) 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>	

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<p>(6) Does the company establish any consumer protection mechanisms and appealing procedures regarding research development, purchasing, producing, operating and service?</p> <p>(7) Does the company advertise and label its goods and services according to relevant regulations and international standards?</p>			<p>(6) The company set up stakeholder zones official sites with respective specific contact windows respectively on the company's website.</p> <p>(7) 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.</p> <table border="1"> <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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<p>(8) Does the company evaluate the records of suppliers’ impact on the environment and society before taking on business partnerships?</p> <p>(9) Do the contracts between the company and its major suppliers include termination clauses which come into force once the suppliers breach the corporate social responsibility policy and cause appreciable impact on the environment and society?</p>			<p>(8) 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, OHSAS18001 vocational security and health management systems 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.</p> <p>(9) 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 	

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			accordingly.	
4. Enhancing Information Disclosure (1) Does the company disclose relevant and reliable information regarding its corporate social responsibility on its website and the Market Observation Post System (MOPS)?	✓		(1) Information relating to corporate social responsibility is disclosed in the company's annual report and corporate social responsibility report. Please refer to the company's website and the Market Observation Post System (MOPS).	None
5. 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.”				
6. Other important information to facilitate better understanding of the company's corporate social responsibility practices : Please refer to <Table 1> on page 52.				
7. A clear statement shall be made below if the corporate social responsibility reports were verified by external certification institutions: The company has prepared a 2016 corporate social responsibility report and entrusted the PricewaterhouseCoopers (PwC) Taiwan to carry out limited assurance according to the Assurance Standards Gazette No. 1 of the Republic of China for the Report. 2017 corporate social responsibility report is still in progress.				

<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 2017.
(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 2017.
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. OHSAS18001 certification on occupational health and safety, and offering of reasonable welfare and remuneration packages to employees)		V		The company has obtained ISO9001 certification on quality, ISO14001 certification on environmental management, and OHSAS18001 certification on occupational safety and health. And the Company is certified by the Health Promotion Administration, Ministry of Health and Welfare to be a healthy workplace. Its employee remuneration system has been developed in compliance with relevant laws including those that govern minimum

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				wages and mandatory benefits.
3.Employee care				
(1) Workplace safety		√		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		√		The company has employee health and safety policies in place and co-operates in their execution.
(3) Other (e.g. care for employees' physical/mental development and family life)		√		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 2017, total budget of Employee Welfare Committee is NT\$3,538,959. They held 11 trips to domestic and foreign destinations, including 3 family day activities.
4.Environmental Protection				
(1) Establishment of written environmental protection policy		√		The Company has established the environmental management system based on the internal "Environment manual" and passed the certification of ISO14000 International Environmental Management Systems in 2010. We have not only continuously improved the ISO14000 International Environmental Management Systems but also followed the requirements of the revised ISO version to have the system upgraded in 2017 to apply for the certification again. 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 2017.
(2) Compliance with environmental protection laws		√		
(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)		√		
5.Community involvement				

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(1) Participation in community services and charity activities		V		The Company employees 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:																					
(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		<table border="1"> <thead> <tr> <th>Content</th> <th>Number of participants</th> <th>Hours</th> <th>Total hours</th> </tr> </thead> <tbody> <tr> <td>donated a new build project in Xin-gan, Chiayi</td> <td>24</td> <td>9.5</td> <td>228</td> </tr> <tr> <td>Shopping with vulnerable seniors</td> <td>30</td> <td>3.5</td> <td>105</td> </tr> <tr> <td>Total</td> <td>54</td> <td>13</td> <td>333</td> </tr> </tbody> </table>	Content	Number of participants	Hours	Total hours	donated a new build project in Xin-gan, Chiayi	24	9.5	228	Shopping with vulnerable seniors	30	3.5	105	Total	54	13	333					
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The company donated second-hand item to social vulnerable groups. In 2017, the company totally donated 5 second-hand computer hosts and 5 second-hand computer monitors to Changhua County Grace Home for Children and Juveniles. 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.																									
6.Social contributions and social welfare																									
(1) Donations to charities, educational, healthcare, artistic activities etc.		V		The Company has aggressively focused on the resource for the vulnerable group and youth nurturing etc. to connect with the local public beneficial groups to concern the people waiting to be cared. And upgrade the capabilities of the vulnerable groups to achieve the goal of「Shared social benefits」 and pursue the better future. The total social public beneficial sponsorship was collated with summary as the following table:																					
(2) Other (e.g. aid to less-developed countries, offering of employment opportunities to the socially disadvantaged etc)		V		<table border="1"> <thead> <tr> <th>Unit</th> <th>Content</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Taiwan Reading and Culture Foundation</td> <td>Donated to 2017 Philanthropic Library and its benefit concert</td> <td>400,000</td> </tr> <tr> <td>HSINCHU DIOCESE</td> <td>Donated to Services for Youth at Risk</td> <td>350,000</td> </tr> <tr> <td>Chin-ai Music</td> <td>Donated to Chin-ai Music Orchestra</td> <td>30,000</td> </tr> <tr> <td>FORMOSA CHARITY GROUP</td> <td>Donated to FORMOSA CHARITY GROUP</td> <td>500,000</td> </tr> <tr> <td>Hondao Volunteer Association</td> <td>Donated to Elderly Living alone</td> <td>46,900</td> </tr> <tr> <td colspan="2">Total amount</td> <td>1,326,900</td> </tr> </tbody> </table>	Unit	Content	Amount	Taiwan Reading and Culture Foundation	Donated to 2017 Philanthropic Library and its benefit concert	400,000	HSINCHU DIOCESE	Donated to Services for Youth at Risk	350,000	Chin-ai Music	Donated to Chin-ai Music Orchestra	30,000	FORMOSA CHARITY GROUP	Donated to FORMOSA CHARITY GROUP	500,000	Hondao Volunteer Association	Donated to Elderly Living alone	46,900	Total amount		1,326,900
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				<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 2017, 3 people with disabilities and 2 indigenous people were hired and they’d represent 1.1% and 0.7% 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> <p>The subsidiary of the Company in Vietnam has aggressively followed the principle for local employment to provide the career opportunity for the local people in those under-developing countries. The local employment in 2017 achieved 67% in Vietnam.</p>
7.Social services				
(1) Promotion of social welfare		V		<p>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 2017, total expenses for “industrial and academic cooperation” and “internship programs” are NT\$1,796 thousand and NT\$494 thousand respectively.</p>
(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 2017, the Engineering Department was score 88, while the Maintenance Department was score 96.