



BizLink

2020 Corporate Sustainability Report



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Introduction to BizLink's Corporate Sustainability Report

BizLink presents the latest issue of our annual corporate sustainability report, which we have been publishing on a yearly basis since 2017 in accordance with the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies." This report is also uploaded onto our official website. Published in both Chinese and English, this report is available in the "Corporate Sustainability" section on our official website (<https://www.bizlinktech.com/zh-tw/about/corporate>).



 Sustainable corporate development section

Reporting guidelines

The 2020 issue of this report was compiled in accordance with the Core Options of the latest GRI Standards officially published by the Global Reporting Initiative (GRI). The content of this issue presents BizLink's continuous endeavors and achievements in various areas of sustainability, including economic, environmental, and social, as well as our efforts and determination in corporate sustainability. The next issue (i.e. the 2021 issue) of this report is expected to be published in 2022.

This report primarily explains BizLink's impact and feedback on the economy, the environment, and society by reference to material topics in corporate sustainability and topics of concern to stakeholders in 2020 as identified by BizLink. By upholding the principle of integrity, transparency, and sustainability, this report discloses to the public our philosophy and practices in corporate sustainability through our performance in corporate sustainability and the implementation of corporate social responsibility (CSR) in 2020.

External assurance

This report has received medium-level assurance (Type 1) from SGS Taiwan Ltd. based on the AA1000 Assurance Standard version 3 (AA1000 ASv3) and the Core Options of the latest GRI Standards. The Independent Assurance Statement is attached in the Appendix of this report.

Report scope and data

- This report covers BizLink's performance in corporate sustainability from January 1 to December 31, 2020. The previous issue of this report was published in June 2020.
- Economic indicators and financial data encompass the operating performance of the whole of BizLink, including the parent and all subsidiaries. Financial statements are expressed in the New Taiwan dollar in accordance with the International Financial Reporting Standard (IFRS), as well as reviewed and audited by Deloitte & Touche.
- The content of environment indicators encompasses data collected from BizLink's 17 production sites and operating bases, including BizLink (Kunshan) Co., Ltd.; OptiWorks (Kunshan) Co., Ltd.; BizLink Technology (Changzhou) Ltd.; BizLink Electronics (Xiamen) Co., Ltd.; Tong Ying Electronics (Shenzhen) Co., Ltd.; Xiang Yao Electronics (Shenzhen) Co., Ltd.; BizConn International Corp.; BizLink Technology (Xiamen) Ltd.; Nanhai Jo Yeh Electronic Co., Ltd.; Speedy Industrial Supplies Pte Ltd (Singapore); BizLink Technology (S.E.A.) Sdn. Bhd. and SIS Speedy Industrial Supplies Sdn. Bhd. (Malaysia); BizLink Technology (Slovakia) s.r.o.; BizLink Technology (SRB) d.o.o. (Serbia); BizLink Technology Inc. (U.S.A.); and Productos Excel de México, S. de R.L. DE C.V. (Mexico). Environmental

management and occupational safety and health management are conducted using data collected through annual ISO14001:2005 and OHSAS 18001:2007 supplier audits. GHG audits are conducted according to ISO14064-1:2006 standards. Quantitative indicators containing special meanings will be annotated.

- Social indicators encompass implementation status in Taiwan, China, USA, Germany, Belgium, Slovakia, Serbia, and Malaysia. Any exceptions will be annotated in this report.
- Data in this report are collated by the editorial team, which comprises personnel from various units and departments, including Human Resources, Legal, Plant Administration, CEO's Office, R&D, Procurement, System Quality Assurance, Customer Service, and Public Relations, as well as the Global Sustainability Center. These data are reviewed and verified according to internal control processes.

Opinion and feedback

If you have any questions or suggestions concerning this report, feel free to contact us via the following channels:

Contact person for corporate sustainability at BizLink

-  +886 2 8226 1000 ext. 2565 (Mr. Yin)
-  3F, No. 186, Jian 1st Rd., Zhonghe Dist., New Taipei City
-  www.bizlinktech.com
-  esg@bizlinktech.com



BizLink's Important Achievements in Corporate Sustainability in 2020

CSR Promotion

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

Giving back to society

In 2020, BizLink donated a total of NT\$6,602,485 to charities, a 6% increase from 2019.



Corporate governance

- ★ Ranked among the top 20% in the 7th Corporate Governance Evaluation conducted by TWSE in 2020
- ★ Selected as a constituent of the TWSE Corporate Governance 100 Index for the 5th year in a row

Environmental protection

Expanded the scope of environmental data collection and analysis from 9 production sites in China to all 17 production sites around the world.



BizLink's GHG intensity in 2020 was 1.18 tons CO₂e per NT\$1 million, a 32.18% decline from 2019.



BizLink's energy consumption intensity in 2020 was 1.67 kWh per NT\$1,000, a 4.57% decline from 2019.



BizLink's water consumption intensity in 2020 was 16.5 m³ per NT\$1 million, a 20.9% decline from 2019.

Business operations

In 2020, BizLink posted a revenue of NT\$22.5 billion, a 3.71% increase in net income, and an EPS of NT\$14.01, thereby demonstrating a steady performance.



★ Named one of "America's Most Responsible Companies 2021" by Newsweek



★ Named the winner of "Asia's Outstanding Companies Poll 2020" in the "Automobiles and Components" sector in Taiwan by AsiaMoney



★ Received the Sustainability Award from Philips



★ Received the Supplier Award from Festool



★ Honored with the silver award for the IT and IC manufacturing category in the TCSA Corporate Sustainability Report Awards



★ Rated as a high-level information disclosure company in FTSE's 2020 ESG Rating



★ Rated as a low-risk company in Sustainalytics 2020 ESG Rating



CEO
Felix,
Chien-Hua Teng

Chairman
Roger,
Hwa-Tse Liang

Message from the Management

2020 was an extremely challenging year for us. BizLink's production and office sites around the world implemented a series of disease prevention measures in compliance with local regulations, including quarantine and isolation, shelter-in-place, work from home, and phased resumption of work and operations. Our employees' health and safety are our number one priority. We continue to actively work with our customers to overcome the problems caused by COVID-19, including a shortage of raw materials, temporary reductions in production, and product shipping. Our persistent efforts to maintain business continuity throughout the pandemic has led to a positive feedback loop, resulting in more business being offered from both existing and new customers. Our shareholders and investors are paying particular attention to our ESG performance indicators as a way of gauging our operational resilience against the obstacles brought upon by COVID-19.

Climate change is also intensifying as the occurrence of extreme weather phenomenon and natural disasters increase in frequency as well as in severity. The social and economic impacts from COVID-19 only serve to make the operating environment even more challenging. This has raised awareness among global populations to a new height that leads them to not just pay attention to corporate sustainability but also to be actively involved with it. Corporate stakeholders are also more willing to participate in sustainability efforts, joining hands with the local community to promote positive changes across Environmental (E), Social (S), and Corporate Governance (G).

BizLink aims to protect the environment, and takes its social responsibility seriously with concrete initiatives, actions, and goals as described in this report:

Aspects in the Report

01



Ongoing environmental protection

The decline in carbon emissions during 2020 due to the various government-induced lockdowns was not sufficient enough to limit global warming to 1.5°C as set in the Paris Agreement.

It is evident that more needs to be done to achieve this target. BizLink has included "corporate sustainability" into our operational strategies, and has set targets to strengthen carbon reduction and energy conservation measures as well as to increase energy utilization efficiency. BizLink achieved considerable progress in two major environmental indicators with greenhouse gas (GHG) emission intensity and energy consumption intensity falling by over 30% and by approximately 5%, respectively, versus the prior year. Our headquarters in Fremont initiated the use of renewable energy generation in the second half of 2020 with an installation of a solar power system that can contribute nearly 200,000 kWh of energy. We plan to gradually introduce renewable energy generation at more of our sites in the coming years thereby moving towards the global carbon reduction target of net zero carbon emissions.



Conclusion

BizLink's sustained growth is only possible with the never-ending efforts of our global team and support from our key stakeholders, including customers, suppliers, industry partners, shareholders, media outlets, local communities, and schools. BizLink will continue to focus on maintaining its growth as well as on energy conservation, the effective use and management of its resources, create and keep a strong working environment for employees, and maximize stakeholder engagement in the hopes of becoming a benchmark enterprise in the interconnect industry and in society as a whole.

02



Strengthening ties with society

BizLink continues to donate to the various social efforts it believes in, including children's welfare, international medical care, hospital construction and disease treatment and prevention. BizLink's donations rose by approximately 6% versus the prior year, demonstrating our long-term support for non-profit organizations (NPOs) all over the world, including UNICEF, World Vision, and Doctors Without Borders. BizLink offered its support in the construction of an emergency room and an intensive care unit at the Washington Hospital in California to improve the quality of medical care in the local area. BizLink continues to provide support for the R&D projects undertaken by the Advanced Rocket Research Center from the National Chiao Tung University since 2016 with the aim of nurturing future talents in rocket research. BizLink also continues to support the construction of a high-resolution image database of marine organisms in the waters of Hualien, Taiwan for the Kuroshio Ocean Education Foundation to help identify and track changes in the kinds of whale and dolphin species present and in their numbers over the longer-term to protect their ecology.

03



Successive recognition for ESG performance

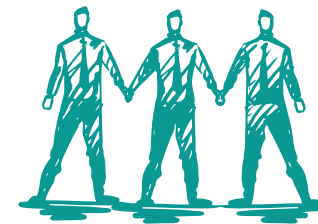
BizLink was able to flexibly adjust its global operations to reduce the impacts from a series of major headwinds, including COVID-19, rising raw material prices, and container shortages, in order to maintain relatively stable financial results during 2020. BizLink set up a Global Sustainability Center last year to promote consistent work standards for environmental protection and for employee health and safety across our 17 production and 9 office sites worldwide with "safety and zero accidents" as the primary target.

BizLink's continued corporate sustainability efforts over the past few years have garnered global recognition. BizLink was awarded a low-risk ESG rating from FTSE Russell and from Sustainalytics, was named one of "America's Most Responsible Companies 2021" by Newsweek, and was also the winner of AsiaMoney's "Asia's Outstanding Companies Poll 2020".

BizLink also continues to strengthen the operations of its Board of Directors, maximize information transparency, and to enhance stakeholder engagement. BizLink was ranked among the Top 20% in the 7th Corporate Governance Evaluation conducted by the TWSE in 2020, and was also selected as a constituent stock in the TWSE's Corporate Governance 100 Index for the 6th year in a row.



01



Corporate Commitment and Stakeholder Dialogue

- 1.1** Corporate Sustainability Perspective and Commitment
- 1.2** Stakeholders and Identification of Material Aspects

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


In order to realize corporate sustainability, BizLink Group CEO Felix Teng and top-level managers have taken the lead by setting up the Corporate Governance and Sustainability Development Committee, which is placed directly under the Board of Directors, in 2018 and establishing the “Rules Governing Risk Management Policies and Procedures,” with a view to implementing risk management on internal and external uncertainties that BizLink may encounter in the course of business operations, ensuring stable business operations and enhancing our sustainable operations system, and internalizing corporate sustainability as an integral part of BizLink’s decision-making process and corporate culture.

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

BizLink’s vision in corporate sustainability is to create a society with cultural diversity, humanitarian care, creative vitality, and environmental sustainability. In order to enable the active implementation of environmental protection and corporate

sustainability in our operations and among all our employees, we have formulated the BizLink Code of Conduct, which is applicable to all subsidiaries under BizLink Group, in accordance with the Responsible Business Alliance (RBA) Code of Conduct. Besides, we also commit ourselves to complying with all the items covered in the scope of the best practice principles, including investment, supply, business development, and other business and employment relationships. These best practice principles outline specific commitments within various corporate sustainability-related issues, including business ethics, labor relations, environmental protection, health and safety, management system, corporate governance, and community participation. Moreover, internal and external audits are conducted to assess implementation performance. Kindly refer to BizLink’s official website (<https://www.bizlinktech.com/investors/index/4#sub-6>) for more details regarding BizLink’s Code of Conduct.



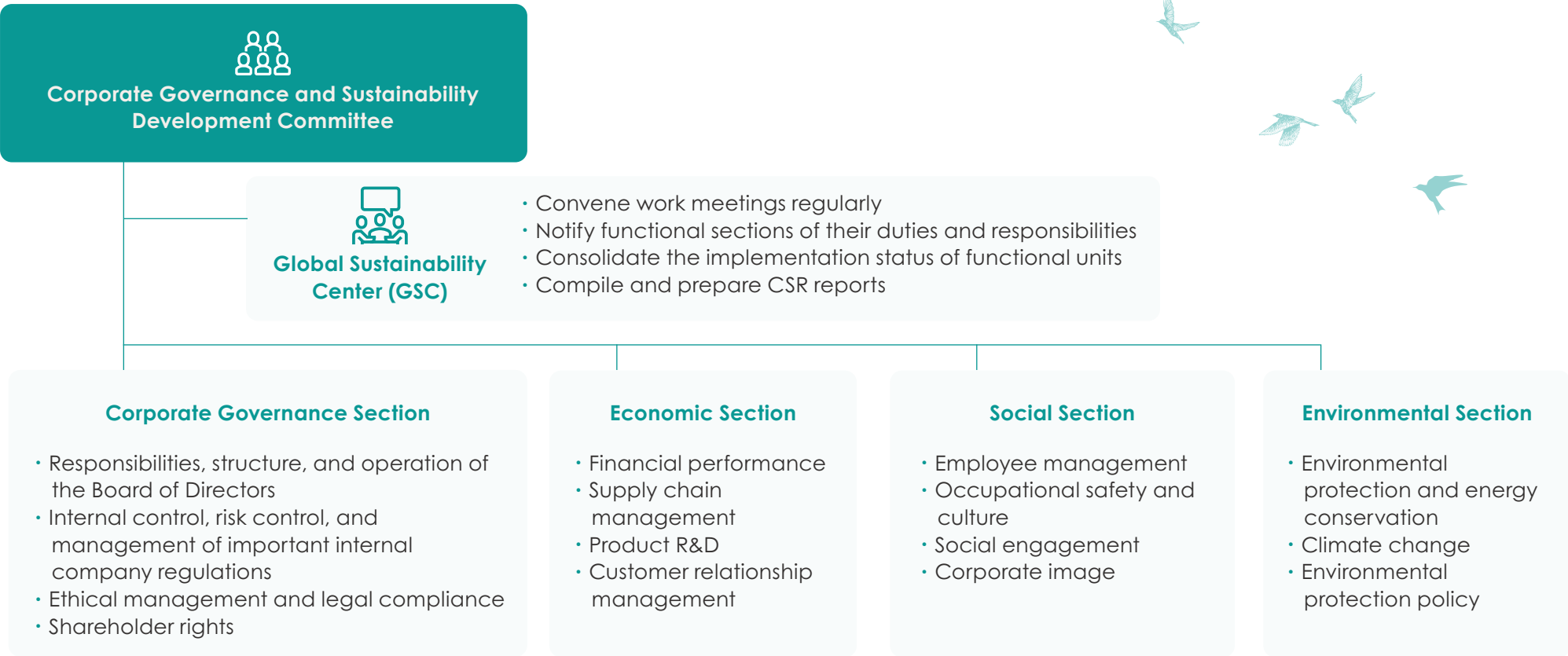
 BizLink’s official website



1.1.1 Corporate Sustainability Promotion Unit

The Corporate Governance and Sustainability Development Committee is the unit in charge of promoting corporate sustainability at BizLink, with BizLink CEO Felix Teng serving as the convener and all senior executives appointed as members of the committee. This committee formulates annual targets related to various aspects in corporate sustainability, including corporate governance, the economy, the environment, and society, as well as regularly supervises the implementation of these targets, thereby leading BizLink in realizing our vision and short-, medium-, and long-term goals in corporate sustainability.

BizLink’s Corporate Governance and Sustainability Development Committee is responsible for realizing our commitments to society in various aspects, such as labor relations, employee care, corporate governance, environmental protection, and social welfare. This committee pays particular attention to a number of indicators, including respecting and complying with the law, protecting employment rights, improving workplace health and safety, developing green products, minimizing environmental impact, assuming social and environmental responsibilities, and meeting customer requirements.



1.2 Stakeholders and Identification of Material Aspects

1.2.1 Materiality Analysis Process

Effective stakeholder engagement is an important foundation for corporate sustainability. It is extremely vital to be able to identify stakeholders who are significantly connected to the operations of a company, as well as determine topics of concern to these stakeholders and rank them. BizLink regularly identifies sustainability-related topics of concern or interest to stakeholders and use these issues as the basis for information disclosure in this report, so as to facilitate effective engagement with different stakeholders. In principle, the identification process is conducted once every year using stakeholder surveys to gain insights into topics of concern to stakeholders on a regular basis.

With effective communication with stakeholders on an ongoing basis, BizLink adopts the materiality analysis technique in accordance with the GRI Standards, where the scope and boundary of material aspects are included in this technique. Materiality analysis is conducted based on the following steps:



The Global Sustainability Center is tasked with identifying stakeholders based on the five principles of the AA1000 Stakeholder Engagement Standard (SES), including dependency, responsibility, influence, diverse perspectives, and tension. Stakeholders are classified into eight groups on a five-point Likert scale as follows: Employees > Customers > Suppliers > Government and competent authorities > Investors, shareholders and stock brokers > Industry organizations > Media and research institutions > NPOs and communities.



We value opinions from different stakeholders and constantly receive recommendations to modify the directions and actions of CSR development, so as to better meet stakeholders' expectations and needs when carrying out related matters, thereby making contributions that benefit the environment and society most.



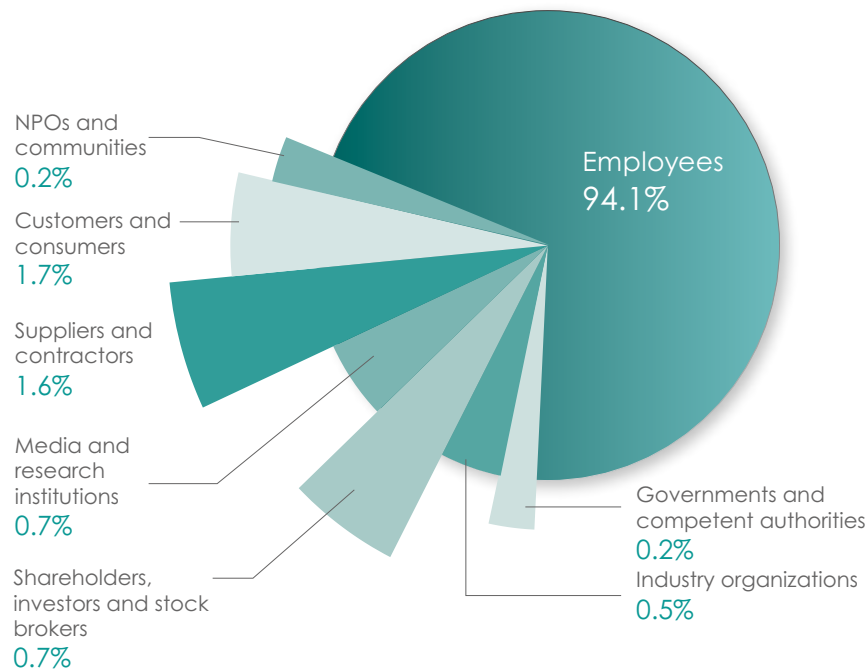
Collect sustainability topics

We use specific topics in the GRI standards as the foundation of this report while adding the impact of the economy, society and environment on corporate sustainability to form the scope of sustainability topics at BizLink. After reviewing the 17 sustainability topics in 2020 and drawing on the experience of various departments at BizLink and the topics of concern to benchmark enterprises in the same industry, we combine both GRI disclosure items and sustainability topics to form the scope for identifying material topics in this report.

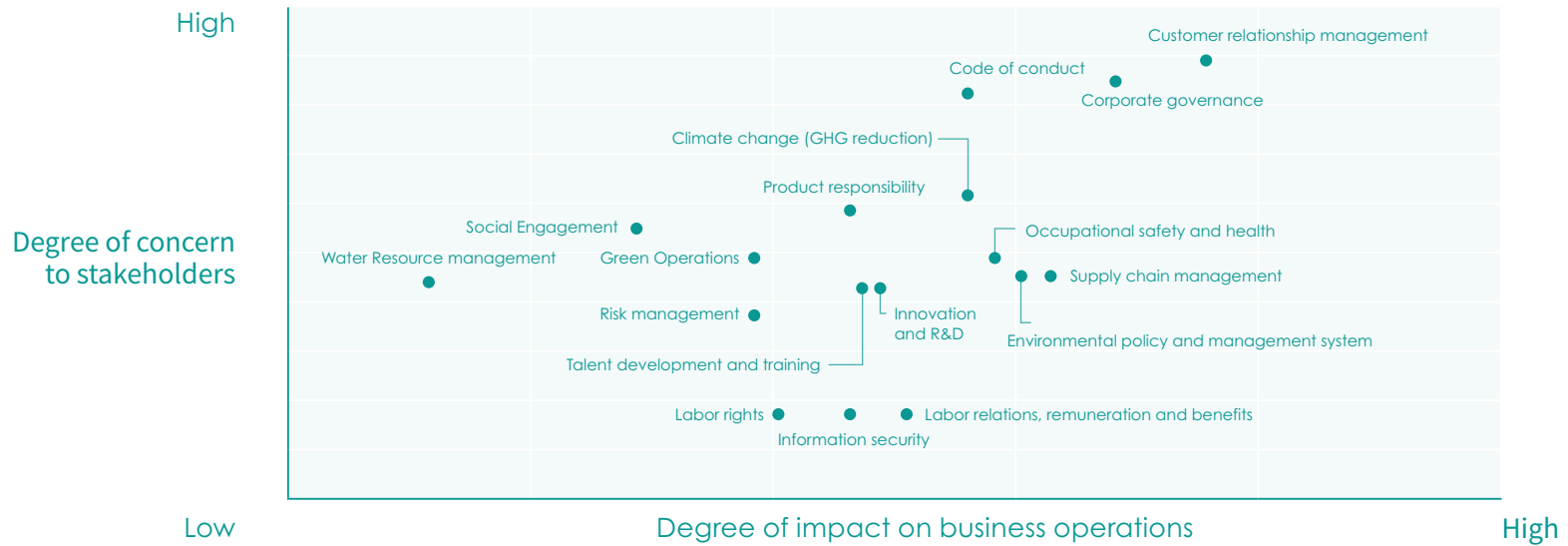


Analyze material topics and rank them

We conduct a materiality questionnaire survey among the stakeholders we have identified to learn about the degree of concern for each topic among these stakeholders, where a total of 578 were collected in 2020. The same topics are assessed by our committee members and employees through a questionnaire survey to determine the impact of the economy, society, and the environment on BizLink's operations before ranking the material topics for engagement purposes in descending order of importance based on degree of concern and impact.



 Materiality matrix in 2020
Matrix coordinates







Identify the scope and boundary of material topics

After ranking the material topics, we are required to determine whether the impacts related to our activities, products, services, and relationships occur within or outside our organization in order to fully present the value chain covered.


Review and discussion

The results of materiality analysis are discussed by the editorial team of the corporate sustainability report to disclose the top 10 material topics.

Aspect	Material topic	Significance	Description	Corresponding chapter
 Economic	Corporate governance		Composition and operation of the Board of Directors, audit, etc.	2.2 Corporate Governance
	Code of Conduct (GRI 205)	BizLink has established a sound corporate governance framework and a Code of Conduct to safeguard the interests of all stakeholders and to operate on a basis of stable operations, integrity, and honesty.	Formulation of code of conduct and ethics, labor practices, human rights and grievance mechanism, anti-corruption, confidentiality policy, and violations	2 Ethics, Integrity and Anti-Corruption
	Customer relationship management (GRI)	BizLink's core value is to satisfy customer needs through high standards and eco-friendly services to grow together with them.	Customer satisfaction, problem resolution procedure, and quality management	3 Customer Service and Satisfaction
	Innovation and R&D	BizLink develops green products based on a number of principles, including reducing environmental impact, increasing energy utilization efficiency, and engaging in easy to dismantle and to recycle designs.	Innovative contents such as products, manufacturing processes, and society/environment	3 Innovative Product Design
	Supply chain management (GRI 308)	BizLink implements sustainable supply chain management to reduce operational risks and costs with an aim to continuously provide responsible and high-quality services to our customers.	Local procurement, conflict minerals, sustainable suppliers, and banned substances	3.2 Supply Chain Management
 Society	Labor relations, remuneration and benefits (GRI 401)	BizLink complies with national labor laws and regulations, internationally recognized labor standards, and with other applicable international conventions, so as to continuously improve work conditions and employee benefits.	Labor-management communication, remuneration and benefits, and various activities related to employee care	5 Employee Relations 5 Protection of Employee Rights
	Occupational safety and health (GRI 403)	BizLink attaches great importance to occupational safety and health as our employees are the foundation of our sustainable development, so that they can realize their full potential and create long-term value.	Disabling injury frequency rate (FR), occupational accident statistics, incidence rates, number of people involved, major operational hazards, etc.	5 Occupational Safety and Health
	Talent development and training (GRI 404)	BizLink has formulated and implemented various talent nurturing systems and strategies as each employee is viewed as an important partner to our sustainable development. .	Professional development planning and implementation results	5 Employee Development and Training
 Environment	Environmental policy or management system (GRI 302)	BizLink continues to prevent the depletion of natural resources from excessive consumption by focusing on its production processes and their impact on the environment.	Environmental protection policy, qualitative information, audit verification, etc.	4 Environmental Policy and Green Strategy
	Climate Change (GRI 305)	BizLink identifies potential risks to operations from climate change, implements effective risk management to lower the impacts from these risks, and assesses the use of renewables for power generation and energy conservation as well as to reduce carbon emissions.	Carbon management and policy, carbon emissions intensity and reduction, carbon reduction measures, etc.	4.2 Response to Climate Change and Global Warming 4.3 Greenhouse Gas Reduction

1.2.2 Stakeholder Engagement Method and Frequency Table

Stakeholder		Topic of concern		Communication method (Frequency)	Outcome
Customers	<ul style="list-style-type: none"> Customers of existing brands Potential customers 	<ul style="list-style-type: none"> Innovative products Product quality, price, and delivery date Green products 	<ul style="list-style-type: none"> Restricted substance management R&D or engineering capability 	<ul style="list-style-type: none"> Communicate needs for innovative products (Based on customers' product development needs) Regular business review with major customers (Based on customers' product development needs) Customer satisfaction survey and responses (Once every quarter or every six months) Customer audit and questionnaire responses from customers(Once every quarter or every six months) 	<ul style="list-style-type: none"> BizLink received the 2020 Sustainability Award from Philips. BizLink received the 2020 Supplier Award from Festool.
Suppliers	<ul style="list-style-type: none"> Key component suppliers Raw materials suppliers Outsourced processing plants 	<ul style="list-style-type: none"> Compliance with various legal requirements Workplace environment and health Price competitiveness 	<ul style="list-style-type: none"> Continuous and stable supply Technical capability 	<ul style="list-style-type: none"> Meetings (Irregularly) E-mail (Irregularly) Assessment via supplier management system (Once every year) 	<ul style="list-style-type: none"> BizLink requires collaborating suppliers to sign the "Letter of Undertaking on Business Management" to ensure that they run their businesses in compliance with the guidelines and standards in various areas, including the Responsible Business Alliance Code of Conduct.
Employees	<ul style="list-style-type: none"> Full-time employees Contract employees 	<ul style="list-style-type: none"> Legal compliance Legitimate operations and ethical management Human rights 	<ul style="list-style-type: none"> Labor conditions Learning and growth Health and safety 	<ul style="list-style-type: none"> Employee communication meeting: Employees convey their feedback and opinions directly to senior executives via internal channels at BizLink. (Once every month) Employee Welfare Committee's decision and execution of employee events, including planning and budgeting (Once every six months) New employee training (Orientation and training for new employees during their first day on board) E-learning - BizLink academy (Irregularly) One-on-one performance interview with managers (Once every year) 	<ul style="list-style-type: none"> The Global Sustainability Center organizes health consultations in the Taipei Office. A total of 37 people obtained consultation from occupational health nurses in 2020. BizLink received a total of 9 employee complaints: 2 were related to leadership and management; 3 were related to compensation, leave, and attendance; 3 were related to health and safety; and 1 was related to recruitment and appointment. All were responded to and resolved successfully, representing a 100% case closure rate.
Investors, shareholders and stock brokers	<ul style="list-style-type: none"> General shareholders Corporate shareholders Rating agencies Financial institutions and insurance companies 	<ul style="list-style-type: none"> Industry outlook, company competitiveness and future growth potential Company's profitability and dividend policy Stock value Corporate governance and risk management Information disclosure and transparency Engagement in other investments to fulfill CSR 		<ul style="list-style-type: none"> Domestic and foreign investor conferences (Regularly and irregularly) Annual general meetings (Once every year) 	<ul style="list-style-type: none"> Named the winner of AsiaMoney's "Asia's Outstanding Companies Poll 2020" in the "Automobiles and Components" sector in Taiwan. Received the silver award for the IT and IC manufacturing category in the TCSA Corporate Sustainability Report Awards. Included as a constituent stock of the FTSE-TWSE Taiwan Mid-cap 100 Index in September 2020. Included as a constituent stock of the FTSE-TWSE Taiwan Technology Index in March 2021.
Governments and competent authorities	<ul style="list-style-type: none"> Competent securities authority 	<ul style="list-style-type: none"> Operational effectiveness and efficiency Reliable, timely, transparent, and legally compliant reporting Compliance with the relevant laws and regulations 		<ul style="list-style-type: none"> Company website (Regularly and irregularly) Related information disclosure on MOPS (including CSR reports) (Regularly and irregularly) Official letters(Regularly and irregularly) Participation in promotion meetings held by government authorities (Regularly and irregularly) Reporting on MOPS (Regularly and irregularly) 	<ul style="list-style-type: none"> BizLink was ranked among the Top 5% in the 6th Corporate Governance Evaluation conducted by the TWSE in 2020. BizLink was selected as a constituent stock of the TWSE's Corporate Governance 100 Index for the 5th year in a row.
Industry organizations	<ul style="list-style-type: none"> Industry associations Industry organizations 	<ul style="list-style-type: none"> Industry trends Technical standards 		<ul style="list-style-type: none"> Professional seminars (Irregularly) On-the-job training (Irregularly) 	<ul style="list-style-type: none"> BizLink CEO Felix Teng served as the Vice Chairman of the Taiwan Electronic Connection Association.
Media or research institutions	<ul style="list-style-type: none"> Mass media Research institutions 	<ul style="list-style-type: none"> Operating performance Product innovation and technological development Corporate governance 	<ul style="list-style-type: none"> Environmental protection Sustainable development strategies 	<ul style="list-style-type: none"> News releases (Regularly and irregularly) Press conferences (Irregularly) Company website (Regularly and irregularly) Questionnaire surveys (Irregularly) 	<ul style="list-style-type: none"> BizLink was named one of "America's Most Responsible Companies 2021" by Newsweek. BizLink was named the winner of "Asia's Outstanding Companies Poll 2020" by AsiaMoney.
NPOs and communities	<ul style="list-style-type: none"> Environmental groups Foundations and other public welfare groups Community groups 	<ul style="list-style-type: none"> Energy and water resource management, waste management and recycling Development of humanistic and featured education Participation in social and community welfare 		<ul style="list-style-type: none"> Disclosure of relevant information in annual reports and on company website (Once every year) Engagement in caring activities for underprivileged children (BizLink hosts public welfare activities or participates in external public welfare activities from time to time.) 	<ul style="list-style-type: none"> BizLink donated a total of NT\$6,602,485 to charities in 2020, representing a 6% increase versus 2019.



02

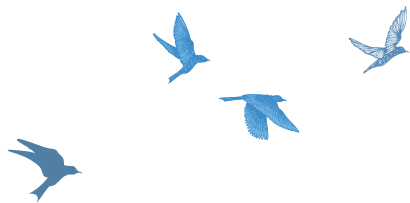


Corporate Development

- 2.1** Company Profile
- 2.2** Corporate Governance
- 2.3** Risk Management

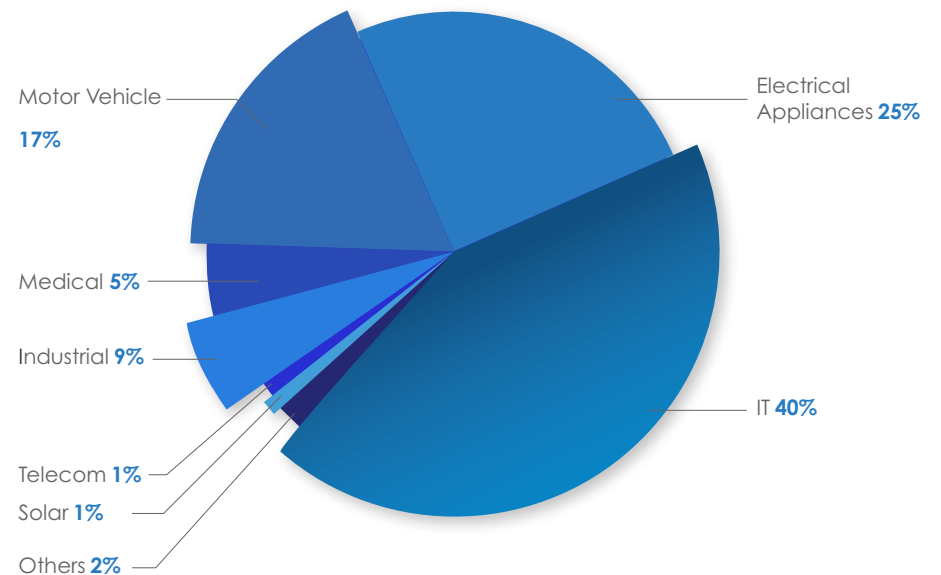
BizLink Holding Inc. was founded on June 1, 2000 in the Cayman Islands. Headquartered in Silicon Valley, California, BizLink is a leading provider of connectivity solutions worldwide. BizLink owns operating bases and 17 production sites across 13 countries. Our major subsidiaries, which are wholly owned, include BizLink Technology Inc. and OptiWorks Inc. in the U.S.A.; BizLink International Corp. in Taiwan; BizLink (Kunshan) Co., Ltd., OptiWorks (Shanghai) Co., Ltd., BizLink Technology (Changzhou) Ltd., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. (Foshan) in China; Speedy Industrial Supplies Pte Ltd in Singapore; BizLink Technology (S.E.A.) Sdn. Bhd. and SIS Speedy Industrial Supplies Sdn. Bhd. in Malaysia; BizLink Technology (Ireland) Ltd. in Ireland; BizLink Technology (Belgium) N.V, EA Cable Assemblies GmbH in Belgium; BizLink Technology (Slovakia) s.r.o. in Slovakia; BizLink Technology SRB d.o.o. in Serbia; BizLink (BVI) Corp. in British Virgin Islands; and ADEL Enterprises Corporation in Europe.

BizLink's primary business is to provide solutions for connection-related applications, including research and development (R&D) and new product introduction (NPI) for high-tech connection products, such as wires and connectors for information technology, computer peripherals, data centers, electrical appliances, automobile, medical equipment, optical communication equipment, solar equipment, industrial equipment, and semiconductor equipment as well as assembly and production of system machines. Kindly refer to the production value table for the most recent two years in our 2020 annual report for more details on the sales volume of our major products.



BizLink Holding Inc.	
Headquarters	U.S.A.
Global consolidated revenue in 2020	NT\$ 22.5 billion
Earnings per share in 2020	NT\$ 14.01
Total number of employees in 2020	Approximately 10,924 people
Stock code	3665

Product Portfolio



2.1.1 Milestones

1996

- BizLink International Corp. was founded in Taiwan.

1997

- BizLink Technology, Inc. was established in the U.S.A. and became BizLink's global headquarters, serving customers such as Dell, Intel, and Gateway.

1998

- BizLink's Xiamen plants were established and awarded the ISO 9002 certification.

1999

- BizLink's Shenzhen plants were awarded the QS9000 quality assurance certification, marking BizLink's foray into the vehicle wire harness market.

2000

- BizLink Holding Inc. (hereinafter individually referred to as "BizLink" and collectively, along with BizLink's subsidiaries, to as "BizLink Group") was founded and registered in the Cayman Islands.

2013

- BizLink Holding Inc. (3665.TW) was selected as a constituent of the MSCI Global Mid-Small Cap Index.
- BizLink set up an electromagnetic interference (EMI) simulation device in Fremont, U.S.A.
- BizLink inaugurated the Electromagnetic Interference Laboratory in Kunshan.

2012

- BizLink's Malaysia plants were awarded the AS 9100 certification, marking BizLink's foray into the aviation wire harness industry.

2011

- BizLink was granted approval from the Financial Supervisory Commission, Executive Yuan to issue shares under an initial public offering in the Republic of China (Taiwan) on January 17. BizLink was listed on the Taiwan Stock Exchange on April 21.
- BizLink's Remuneration Committee was established.
- BizLink switched to a SAP-developed ERP system to enhance integration of BizLink's systems worldwide.

2010

- BizLink Int'l Electronics (Shenzhen) Co., Ltd. launched and introduced the Greenhouse Gas (GHG) system, and successfully acquired temperature and humidity test standards.

2015

- BizLink's Shenzhen plants were awarded the AS 9100 Quality Management System certification for the aerospace industry.

2016

- BizLink was selected as a constituent of the TWSE Corporate Governance 100 Index.

2017

- BizLink completed the acquisition of LEONI's Electrical Appliance Assemblies Business Group to secure a production base and customers in Europe.

2018

- BizLink was included in the "Deloitte Technology Fast 500 Asia Pacific."
- BizLink's first ever CSR report was published.

2001

- Products manufactured by BizLink's BizConn International Corp. were awarded the UL and CSA certification in the U.S.A.

2003

- BizLink's Shenzhen plants were awarded the SONY GP certification.
- BizLink's OptiWorks (Shanghai) Co., Ltd. was awarded the TL 9000 certification and was officially recognized as a high-tech enterprise by the Science and Technology Commission of Shanghai Municipality.

2004

- The lead and cadmium testing capabilities of the chemical laboratory at BizLink's Shenzhen plants successfully passed the Microsoft certification test.
- BizLink's Xiamen plants were awarded the OHSAS 18001 Occupational Health and Safety Management System certification.
- BizLink's OptiWorks (Shanghai) Co., Ltd. was granted a patent in China for its variable optical attenuator (Patent No. 651375).

2005

- BizLink's Shenzhen plants were awarded the ISO/IEC 17025 Nationally Recognized Laboratory Management System certification.
- BizLink's OptiWorks (Shanghai) Co., Ltd. was granted patents in China for its light switch products (Patent No. 719673 and 719836).
- The Tiptop ERP system was launched and introduced by BizLink Group.

2008

- BizLink's Shenzhen plants were awarded the ISO 13485 certification, enabling BizLink to expand further into the international medical care equipment market.

2007

- BizLink's Tong Ying Electronics (Shenzhen) Co., Ltd. was awarded the QC 080000 Hazardous Substance Process Management System certification.
- BizLink Group's eLearning system was awarded the Industrial Learning Network Grant under the Industrial Promotion and Development Project for Digital Learning initiated by the Industrial Development Bureau, Ministry of Economic Affairs, and honored with the Class A Service Quality certification.

2006

- BizLink's Tong Ying Electronics (Shenzhen) Co., Ltd. was awarded the ISO 14001:2004 Environmental Management System certification.

2019

- BizLink was named one of "America's Most Responsible Companies 2020" by Newsweek.
- BizLink was named one of the "Most Outstanding Companies in Taiwan" by Asiamoney.
- BizLink was included in the "Deloitte Technology Fast 500 Asia Pacific" for the 2nd year in a row.
- BizLink was honored with two awards, namely the "Best Investor Relations in the Technology Sector in Greater China" and the "Best Investor Relations in Taiwan" in the IR Magazine Awards - Greater China 2019.

2020

- BizLink was ranked among the Top 5% in the 6th Corporate Governance Evaluation conducted by TWSE.
- BizLink was named one of "America's Most Responsible Companies 2021" by Newsweek.
- BizLink was named the successive winner of "Asia's Outstanding Companies Poll 2020" in Taiwan's "Automobiles and Components" sector by AsiaMoney

2.1.2 BizLink's Major Locations Worldwide

17 production bases
Spanning the U.S.A., China, Malaysia, Singapore, Mexico, Slovakia, and Serbia to serve our customers worldwide

5 R&D centers
3 in China, 1 in the U.S.A., and 1 in Taiwan

6 laboratories
1 with OEM certification and 1 with ISO/IEC 17025



Overview of production sites

Location	Certification awarded
Shenzhen, China1	ISO 9001 : 2015 ISO 14001 : 2015 ISO13485 : 2016 TS 16949 : 2016 ISO 45001 : 2015 QC 080000
Shenzhen, China2	ISO 9001 : 2015 ISO 14001 : 2015 TS 16949 : 2016 ISO 13485 : 2016 OHSAS 18001
Shenzhen, China3	ISO 9001 : 2015 ISO 14001 : 2015 TS 16949 : 2016 ISO 13485 : 2016 ISO45001 QC 080000
Kunshan, China1	ISO 9001 : 2015 ISO 14001 : 2015 ISO 13485 : 2016 TS 16949 : 2016 OHSAS 18001 : 2007 QC 080000 UL & CSA
Kunshan, China2	ISO 14001 : 2015 TL 9000 : 2015 OHSAS 18001 : 2007
Changzhou, China	ISO 9001 : 2015 ISO 14001 : 2015 ISO / TS 16949
Xiamen, China1	ISO 9001 : 2015 ISO 14001 : 2015 OHSAS 18001 : 2007 UL & CSA ISO 13485 ISO 14064 ISO 17025 IATF 16949 QC 080000
Xiamen, China2	ISO 9001 : 2015 ISO 14001 : 2015 ISO 45001

Location	Certification awarded
Foshan, China	ISO 14001 : 2015 TS 14949 : 2016 UL & CSA
Malaysia 1	ISO 9001 : 2015 ISO 14001 : 2015 ISO 13485 : 2003 AS 9100 UL
Malaysia 2	ISO 9001:2015
Singapore	ISO 9001:2015
California, U.S.A	ISO 9001:2015
Texas, U.S.A.	ISO 9001:2015 UL & CSA
Mexico	TS 16949 UL & CSA
Slovakia	ISO 9001:2015 ISO 14001:2015
Serbia	ISO 9001:2015 ISO 14001:2015

2.1.3 Operating Performance and Outlook



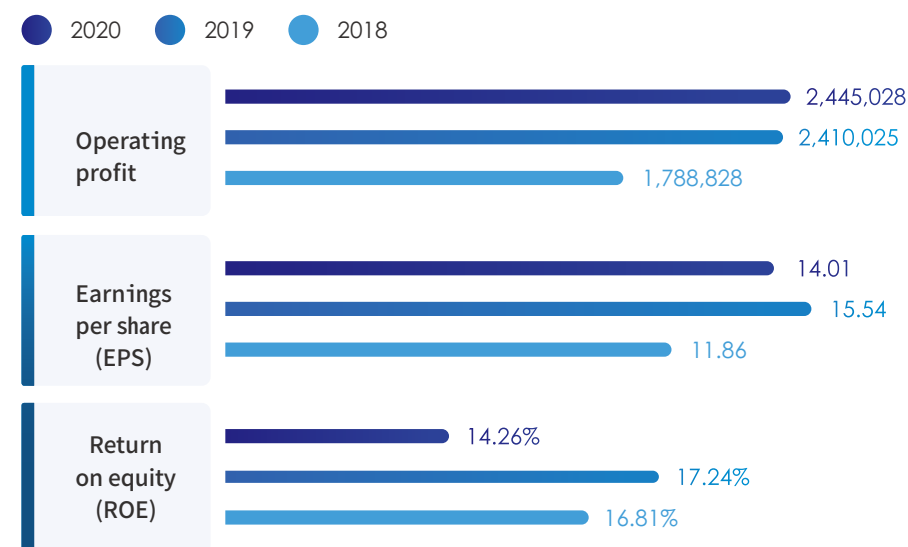
Condensed income statement

Unit: NT\$ thousands (except for earnings (loss) per share, which is expressed in NT\$)

No.	2018	2019	2020
Operating revenue	21,392,398	23,092,145	22,537,767
Operating cost	16,802,531	17,466,558	16,827,443
Gross margin	4,589,867	5,625,587	5,710,324
Operating profit	1,788,828	2,410,025	2,445,028
Profit before tax	1,857,714	2,335,028	2,255,242
Net income after tax attributable to owners of the parent company	1,399,589	1,843,989	1,828,336
Employee compensation and benefits	3,423,811	4,323,777	4,521,690
Total dividends	888,881	1,174,657	1,072,413
Payments to government - income tax	470,306	497,388	434,946
Earnings per share	11.86	15.54	14.01

Note: The financial information provided in this table is taken from BizLink's 2020 consolidated financial statements that have been reviewed and audited by certified public accounts (CPAs). Kindly refer to BizLink's annual report or the Market Observation Post System (MOPS) for more details.

Product R&D at BizLink focuses on high-end applications in various major markets that we serve. BizLink will continue to develop high-speed cable modules for cloud storage in response to future market needs for cloud storage. In the automotive field, BizLink continues its efforts to develop electric vehicle supply equipment (EVSE), power supply accessories, and high-current connection modules for energy store devices. Additionally, BizLink also attaches great importance to advanced applications, such as wire harnesses for unmanned vehicles and long-distance transmission wire harnesses for virtual or augmented reality. More efforts will also be channeled to developing more applications of Category 2 cables for medical equipment. As far as industrial equipment is concerned, BizLink develops cables for customized semiconductor equipment and green energy equipment, as well as wire harnesses for engineering vehicles.



2.1.4 Membership in Industry Organizations and Associations

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



Taiwan Electronic Connection Association (TECA)
Vice Chairman



Strategic Alliance for Automobile Industry in TECA
General member



2.2 Corporate Governance

Having been attaching great importance to operational transparency and corporate governance, BizLink has established an effective corporate governance framework and formulated guidelines on relevant implementation and practices in accordance with the Company Act, the Securities and Exchange Act, and other related laws and regulations in the Republic of China (Taiwan), with the aim of constantly improving management performance and safeguarding the interests of investors and other stakeholders.

With a long-term commitment to various principles in corporate governance, such as establishing an effective corporate governance framework, safeguarding shareholders' interests, strengthening the competencies of the Board of Directors, respecting stakeholders' rights, and enhancing information transparency, BizLink has gradually initiated and promoted various systems and regulations, as well as constantly improves the quality and effectiveness of corporate governance to truly realize the

spirit of corporate governance, thereby pursuing the maximization of shareholder wealth and realizing corporate sustainability.

We firmly believe that a good board governance system is the cornerstone of outstanding corporate governance. In order to reinforce an effective and sound governance system in the Board of Directors, BizLink has appointed the most experienced and reputable talents in the industry as independent directors to the Board of Directors since going public in 2011, with a view to assisting BizLink in observing ethical and legal compliance while pursuing growth. Thereafter, a resolution was passed in the annual general shareholders' meeting to establish the Audit Committee, which consists of independent directors, under the Board of Directors. The operations of the Board of Directors and the Audit Committee are governed by the "Rules of Procedure for Board Meetings," the "Audit Committee Charter," and other relevant laws and regulations. In view of the fact that the remuneration system for directors and managers serves as an integral part of corporate governance and risk management, BizLink's Board of Directors passed a resolution to form the Remuneration Committee and established the "Remuneration Committee Charter" in 2011, thereby taking a major step towards realizing the spirit of corporate governance. In 2016, BizLink was selected as a constituent of the TWSE Corporate Governance 100 Index.

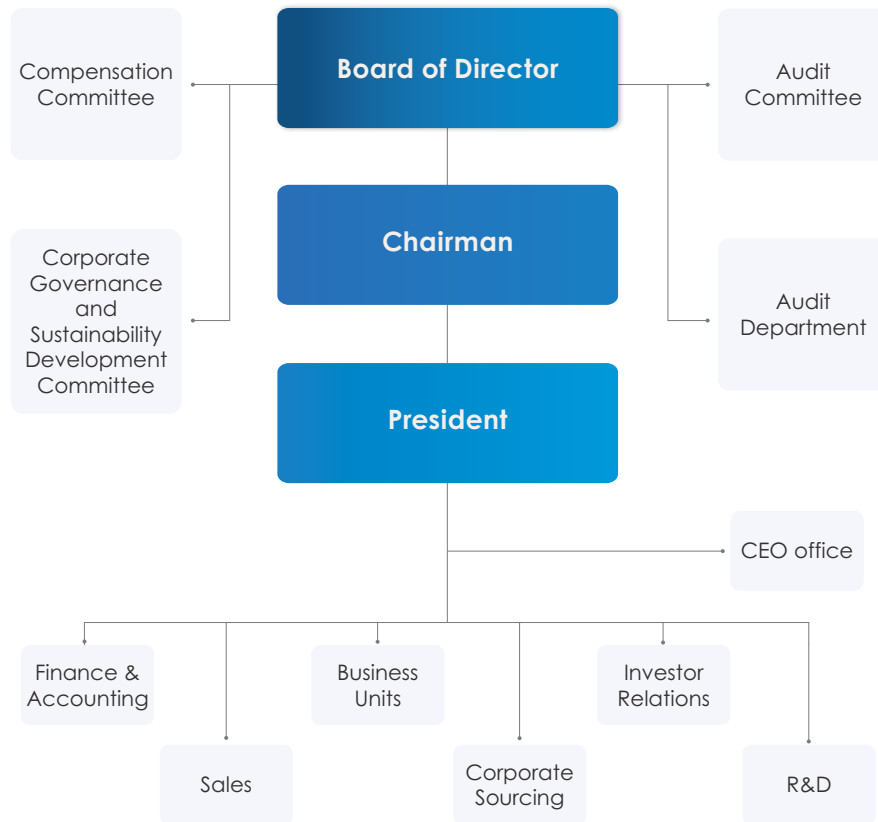


2.2.1 Board of Directors

According to the Articles of Incorporation, BizLink shall appoint no less than 5 people and no more than 21 people as directors (including independent directors) for a term of 3 years. The election of directors shall be carried out based on the candidate nomination system, where directors shall be elected from the list of director candidates in the shareholders' meeting. Directors may be reelected to serve for consecutive terms.






Structure of the Board of Directors



BizLink's Board of Directors consists of 7 members, all of whom are seasoned and reputable talents in the industry. Owing to all-round considerations, 3 of them are independent directors, whose independence complies with the "Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies." The Board of Directors is composed of the Chairman, 4 general directors and 3 independent directors who come from diverse professional backgrounds or fields. Hence, they are able to fulfill their responsibilities effectively, including creating a good board governance system; supervising, appointing, and guiding the management of BizLink; and strengthening the functions of management. Moreover, the Board of Directors is also in charge of BizLink's overall operating conditions in the economic, social, and environmental aspects, and is committed to maximizing stakeholders' interests.



Members of the Board at BizLink

 Chairman	<p>Roger, Hwa-Tse Liang(Male)</p>
 Director	<p>Felix, Chien-Hua Teng(Male) Annie, Inru Kuo(Female) Younger, Yan-Chao Wang(Male)</p>
 Independent Director	<p>Jr-Wen Huang(Male) Chin-Teh Hsu(Male) Chia-Jun Cherng(Male)</p>



Diversity in the Board of Directors

● Female ● Male



● 31 to 50 years old ● 51 years old and above



The background information and education level of the 7 directors and their positions in other companies, as well as the operation of the Board of Directors and various functional committees are disclosed in BizLink's annual report, which can be obtained from the MOPS and BizLink's official website (<https://www.bizlinktech.com>).

In light of increasing emphasis on issues such as corporate governance and corporate sustainability and related international trends, BizLink encourages our directors to engage in continuing studies and report their study progress to BizLink. BizLink's disclosure of directors' training and continuing study records is available on the MOPS (<http://mops.twse.com.tw/>).



BizLink's official website



Market Observation Post System

2.2.2 Audit Committee

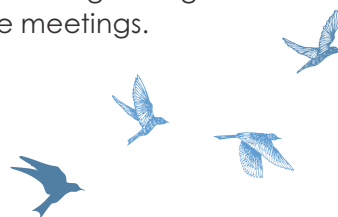
The purpose of BizLink's Audit Committee is to supervise and establish a risk control system, whose scope includes fair presentation of BizLink's financial statements; the appointment and dismissal, independence, and performance of CPAs; the effective implementation of BizLink's internal control system; BizLink's compliance with relevant laws and regulations; and management and control of existing or potential risks to BizLink. Additionally, the Chief Auditor, the Accounting Manager, and CPAs are required to present reports related to internal audits, financial conditions and updated information on the relevant laws and regulations to the Audit Committee every quarter. The Audit Committee may, upon passing a resolution, appoint attorneys, CPAs or other professionals to conduct audits or provide consultation within their professional capacity. The Audit Committee can establish direct contact with internal auditors, CPAs, and the management at BizLink. The Audit Committee convenes at least one meeting every quarter. In 2020, a total of 7 meetings were held by the Audit Committee. Kindly refer to BizLink's annual reports and the MOPS for more details regarding the attendance of the committee members in these meetings.

2.2.3 Remuneration Committee

BizLink's Remuneration Committee is responsible for formulating and regularly reviewing the remuneration policy for directors and managers and linking this policy to BizLink's business performance and targets, in order to attract and retain high-quality talents and improve BizLink's competitiveness. Remuneration for directors at BizLink is distributed in accordance with BizLink's Articles of Incorporation, and any amendments thereto have to be approved by the shareholders' meeting. As a way to measure the performance of the highest governing body at BizLink, director remuneration is determined based on the functions and powers, attendance, and performance evaluation of individual directors.

Remuneration for senior managers, which consists of fixed items (e.g., base salary, annual bonus, and benefits) and variable items (e.g., bonuses, dividends (cash or shares), and employee stock options), is primarily determined by variable items. Fixed items aim to maintain BizLink's competitiveness in the industry, while variable items take into consideration the performance of our company and individual managers; in other words, the better the performance of our company and the individual manager, the higher the ratio of variable items to fixed items. Performance evaluation standards are determined based on the achievement of comprehensive goals related to annual financial status (sales revenue and profit), market and customers, organization and employee growth, etc. Evaluation items, targets, and weighting ratios are set at the beginning of each year based on developments in internal and external business environments. Remuneration for managers is reviewed and assessed by the Remuneration Committee, which will then make recommendations to the Board of Directors for approval before such remuneration is distributed.

BizLink's Remuneration Committee convenes at least two meetings a year and consists of 3 committee members, who has elected Independent Director Ming-Tsun Chen as its convener and chairperson. The Remuneration Committee shall invite the Chairman to attend its meetings, but the Chairman is required to recuse himself from any agenda items that involve personal interests. Furthermore, directors, managers from relevant departments, internal auditors, CPAs, legal advisors or other personnel at BizLink shall also be invited to attend its meetings and provide the necessary information. In 2020, a total of 3 meetings were held by the Remuneration Committee. Kindly refer to BizLink's annual reports and the MOPS for more details regarding the attendance of the committee members in these meetings.



2.2.4 Corporate Governance and Sustainability Development Committee

With a view to establishing a good functional committee governance system, strengthening the functions of management, and being committed to the implementation of CSR and corporate sustainability, BizLink's Board of Directors passed a resolution to establish the Corporate Governance and Sustainability Development Committee in 2018, with BizLink Group CEO Felix Teng serving as the convener, Independent Directors Ming-Tsun Chen and Chih-Wen Huang as the committee members, and the Investor Relations and Public Relations Department as the executive organizer. In order to strengthen the functions of this committee and show a proactive attitude toward the environment, society, and corporate governance, BizLink has set up 4 functional sections under this committee, namely the Corporate Governance section, the Economic Section, the Social Section, and the Environmental Section. These sections convene regular meetings to discuss the latest corporate sustainability-related issues and review the implementation of various action plans. In 2020, a total of 3 meetings were held by the Corporate Governance and Sustainability Development Committee to track the implementation of corporate sustainability.

2.2.5 Principles for Avoiding and Managing Conflict of Interests

BizLink has established provisions for recusal due to conflict of interests in the "Rules of Procedure for Board Meetings" and the "Audit Committee Charter." If a director or the legal person he/she represents has a personal interest in an agenda item during a meeting, he/she shall explain the important content of the director's interest in the agenda item during the current Board of Directors' meeting. Should it undermine BizLink's interests, the director shall not participate in discussion and voting for the agenda item, and shall recuse him/herself during discussion and

voting. Additionally, the director shall not exercise voting rights on behalf of another director. The name of the director involved, the important content of the director's explanation, and the status of recusal shall be recorded in the meeting minutes.

BizLink has established the Ethical Corporate Management Best Practice Principles, the Procedures for Ethical Management and Guidelines for Conduct, and the Rules for Handling Material Information and Insider Trading, which clearly stipulate the provisions for recusal due to conflict of interests, thereby serving as the basis for managing conflict of interests.

The relevant rules and regulations as well as related information are disclosed in the stakeholder section on BizLink's official website, which also serves as a channel of communication with our stakeholders. Meanwhile, BizLink has appointed a spokesperson and set up an email address for the purpose of stakeholder engagement, where dedicated personnel are tasked with handling inquiries and recommendations from various stakeholders.

2.2.6 Legal Compliance at BizLink

Apart from establishing various internal operation rules and regulations in compliance with laws and regulations related to public companies, BizLink also keeps abreast of developments in amendments to the relevant laws and regulations made by the competent authorities at all times and makes adjustments to our own rules and regulations. Moreover, all the subsidiaries under BizLink Group are required to follow these regulations in this spirit. Furthermore, BizLink has formulated the Employee Code of Ethics to provide employees and managers at all levels with the necessary guidance, with a view to realizing BizLink's core values, firmly adhering to a high level of professional ethics, and ensuring that employees can strictly observe BizLink's ethical standards when performing their daily duties and responsibilities to maintain BizLink's reputation and earn respect and trust from customers,

suppliers, and other people from all sectors of society.

Since BizLink currently runs a host of production sites and operating bases across Asia, Europe, and North America, our management team is constantly keeping track of any domestic or foreign policies, laws, and regulations that may affect our finances and sales. Besides, BizLink has also formulated related risk management procedures while nurturing legal literacy among employees through continuous education and training.

2.2.7 Anti-Corruption and Integrity Principles

"Integrity and honesty" have always been BizLink's core values and the cornerstone of business management as ethics-based management provides a work environment and atmosphere that enables employees to perform their duties in compliance with ethical standards. BizLink requires all our employees to establish a clear understanding of ethics and comply with the Employee Code of Conduct. We respect and abide by the confidentiality agreements signed with our customers and do not accept gifts or unreasonable services. Furthermore, we expect our stakeholders, including customers, suppliers, business partners, and other parties, to understand and support our Code of Conduct. In an effort to improve corporate governance, BizLink has established the Corporate Governance Practice Principles and Corporate Governance Best-Practice Principles in 2014 and the Procedures for Ethical Management and Guidelines for Conduct in 2018, so as to create a systematic grievance channel for our employees and external partners. In 2019, BizLink's Board of Directors approved the "BizLink Code of Conduct," which was formulated in accordance with numerous international human rights conventions, with the aim of enhancing the behavioral literacy, ethics and professional capabilities of all our employees. This also shows that our employees uphold trust and integrity in order to realize corporate sustainability with all our stakeholders.

As regards the operation of the Board of Directors, a director or the legal person he/she represents, who has a personal interest in an agenda item during a meeting that may undermine BizLink's interests, may express his/her opinions and answer inquiries but is not allowed to participate in discussion and voting. The director is required to recuse him/herself during discussion and voting and may not exercise voting rights on behalf of another director.

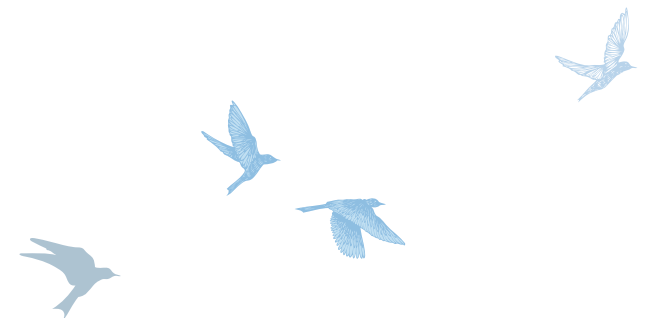
In order to ensure that our employees fully understand the relevant rules and regulations, all new employees must undergo ethics and integrity-related training after reporting for duty. In case of unethical and improper conduct, all employees are obliged to report them to us via the proper channels. BizLink also ensures that employees are protected from unfair retaliation or treatment when reporting a grievance or participating in the investigation process. With a view to ensuring sound anti-corruption management, BizLink carries out evaluation and self-review on the design and execution effectiveness of internal control measures including the accounting system every year, where reviews are conducted through audits. Capital, procurement, supply chain management, and administrative units are also listed as units with potential risks, so they need to undergo internal audits or conduct job rotations regularly. Matters concerning ethical corporate management and the implementation of anti-corruption measures are reported to the Board of Directors on a regular basis.

Prior to engaging in business dealings with external parties, such as distributors, suppliers, customers or other parties, BizLink assesses their legality, ethics-related policies, and records of any unethical conduct. When engaging in business dealings with a counterparty, BizLink explains our ethical corporate management policies and related rules and regulations to the counterparty. Additionally, BizLink unequivocally refuses to directly or indirectly provide, promise, request for or accept any improper benefits in any form or name. In the event that the counterparty is found to engage in any unethical conduct, BizLink will immediately terminate any dealings with the counterparty and blacklist the counterparty. At the same time, compliance with anti-corruption policy has also

been incorporated into the provisions of commercial contracts, including clear and reasonable payment terms, handling of unethical conduct, and violation of contract provisions that prohibit commissions, rebate or other benefits.

In addition, BizLink has communicated our anti-corruption policy to our suppliers through the Supply Chain Management system (SCM) and included the content of ethical management in supplier contracts, with the status of implementation among our suppliers being reviewed each year.

With the abovementioned promotion measures and management mechanisms in place, no corruption or unethical conduct was reported at BizLink in 2020.



2.2.8 Public Policy

BizLink constantly keeps abreast of developments in domestic and international corporate public policies at all times, and thus reviews and improves our corporate governance system, so as to enhance the effectiveness of corporate governance. Moreover, we maintain a neutral political stance and an objective, low key attitude toward public policies. At the same time, we do not participate in any political activities, nor are we part of any political party. We also do not engage in lobbying or political donations. Our employees are free to express their political inclinations, and we also encourage them to fulfill their civic duties by supporting and voting for their ideal candidates for public office.

2.2.9 Protection of Customer Privacy

“Strictly observing customer confidentiality and upholding the principle of integrity” are BizLink’s commitments to customer privacy. We have established the “Ethical Corporate Management Best Practice Principles” and the “Employee Code of Conduct” to develop and inculcate ethical values and culture among our employees. On the other hand, BizLink has also formulated policies and strict internal control mechanisms to safeguard information and data provided by customers. Apart from managing and controlling software or hardware containing technical data and sensitive information about customers’ intellectual properties, we have also signed confidentiality agreements with our customers and suppliers in order to protect the security of our customers’ confidential information. Meanwhile, “protection of customer privacy” is also included in new employee training when employees report for duty, so as to ensure that each employee can do a good job in maintaining confidentiality when dealing with customers. With specific mechanisms in place, no violations of customer privacy were reported by BizLink in 2020. Hence, no incidents of undermining customer rights took place at BizLink throughout the year.

2.3 Risk Management

In the face of internationalization in our scale of operation and the increasingly complex impact and challenges arising from changes in the global economic environment, BizLink has identified risks that may potentially affect corporate sustainability in our day-to-day operations, and formulated related management strategies and contingency measures to minimize the risk of operation interruption. With the intention of continuously striving to achieve the goal of creating value in economic, environmental, and social sustainability for various stakeholders such as customers, shareholders, employees, and communities, BizLink identifies and determines risks of concern to business management based on a comprehensive organizational structure in risk management and different levels of implementation in the process of achieving the aforesaid goal, and then minimizes potential risks or turns them into operational opportunities through risk transfer, reduction, and avoidance.

2.3.1 Organizational Structure in Risk Management

In compliance with our existing management organizational system and internal control cycle, BizLink has established the “Rules Governing Risk Management Policies and Procedures” in 2020 to assist the Board of Directors in promoting corporate governance and corporate sustainability. This move aims to strengthen the corporate governance system, environmental protection, and the fulfillment of social responsibility. BizLink holds regular discussions about corporate governance and sustainability issues and the implementation of related matters, where implementation plans and results are reported to the Board of Directors at least once a year. The operation of risk management and amendments to the “Rules Governing Risk Management Policies and Procedures” were reported to the Board of Directors in November 2020 and March 2021, respectively.

2.3.2 Business Risk Management

BizLink regularly holds strategic development meetings each year to discuss our operational strategies for long-term development in the future. In order to protect shareholders' interests, BizLink focuses on our performance in the businesses we engage in based on the principles of soundness and pragmatic business philosophy; therefore, we do not engage in any high-risk or high-leverage investing activities. BizLink has established the "Procedures for Loaning of Funds" and the "Procedures for Providing Endorsements/Guarantees" for compliance within our company, but continues to actively assess the risks and benefits of incorporating new technologies and enhance our competitiveness in our core businesses. On the other hand, we increase our production capacity and manufacturing capabilities by maximizing the use of existing equipment while staying committed to transforming ourselves into an all-round solution provider and offering high-value-added services that are more convenient and adaptable in hopes of increasing our gross profit margin.

2.3.3 Financial Risk Management

Exchange rate, interest rate, and fluctuations in product prices pose more challenges to BizLink because any slight miscalculation will not only eat away our profits, but also affect shareholders' interests. Therefore, BizLink has established the "Procedures for Trading Derivative Instruments", which clearly specifies the hedging instruments to be used and assessment and evaluation of these instruments. BizLink uses various financial instruments, including spot or forward contracts, swaps, and options, to minimize risks. The main currencies currently used by BizLink are the U.S. dollar and the Chinese Yuan. Since quotations for product exports and raw materials purchased overseas are denominated in the U.S. dollar, most of the foreign currencies can be written-off through regular transactions so as to achieve the effect of auto hedging. In the future, we will intensify the auto hedging effect by offsetting foreign currency obligations and debts, and also use derivative instruments to conduct hedging under appropriate risk regulations.



2.3.4 Risk Identification and Control Measures in 2020

Aspect	Risk identification	Control measure
 Economic	Finance Management Legal affairs Audit Public relation and investor relations	<ul style="list-style-type: none"> · Kindly refer to “Risk Assessment in Recent Years and as of the Date of Printing of this Annual Report” in Chapter 7 “Financial Status, Performance Review, and Risk Analysis” in our annual report for more details.
	Supply chain management	<ul style="list-style-type: none"> · Ensure that products and supply chains do not contain conflict minerals · Establish the Guidelines for New Supplier Selection · Classification management according to supplier characteristics and risks
	Ethics, integrity, and anti-corruption	<ul style="list-style-type: none"> · Establish the “Employee Code of Integrity,” the “Ethical Corporate Management Best Practice Principles,” and the “Procedures for Ethical Management and Guidelines for Conduct” · Continue to conduct ethics regulations and anti-corruption awareness training for employees · Establish grievance and whistleblowing channels that bypass company hierarchy
 Environment	Climate change risks	<ul style="list-style-type: none"> · Develop green manufacturing technologies · Establish a green factory management system · Implement energy-saving and carbon-reducing projects · Conduct energy audit and source management
	Increasingly stringent environmental laws and regulations	<ul style="list-style-type: none"> · Establish management guidelines and directions for various operations in compliance with relevant regulatory requirements · The Occupational Safety and Health Committee inspects compliance with environmental laws and regulations on a regular basis
 Society	Human capital risk management	<ul style="list-style-type: none"> · Regularly conducts human resource audit and inspection · Devise and implement employee training and development plans · Design competitive remuneration and employee welfare measures · Conduct comprehensive training and implement local talent development and training programs
	Safety and health risks	<ul style="list-style-type: none"> · Regularly examine compliance with occupational safety regulations · Conduct occupational safety and health training for employees · Implement hazard and risk protection measures and operational control · Maintain workplace safety and order of production · Implement fire prevention measures, and enhance fire prevention awareness and firefighting training among employees · Implement fire source control and safety self-inspection mechanisms · Carry out regular electrical equipment inspections
	Product quality and safety management	<ul style="list-style-type: none"> · Carry out product design according to international regulations and customer standards · Strengthen our technical team



03



Green Products and Value Chain

- 3.1** Green Product Design
- 3.2** Supply Chain Management
- 3.3** Customer Service and Satisfaction

3.1 Green Product Design

Holding fast to various guiding principles, including resource saving, improvement of energy efficiency, energy saving and carbon reduction, reduction of environmental toxicity and hazards, ease of assembly and disassembly, and ease of material and resource recycling, all business entities at BizLink implement the green design mindset on each stage of the product life cycle and present their performance in the circular economy.



Accomplishments in green product design at BizLink in 2020

Product category	Key aspect of green design	Environmental and economic benefits
Computer I/O interface expansion box	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reusable and easily recyclable • Reduce the use of screws and substitute them with hooks 	<ul style="list-style-type: none"> • This product complies with EU RoHS and REACH regulations to meet customer requirements. • It involves the use of halogen-free, recyclable or reusable materials, whereas plastic components weighing less than 25g are labeled according to ISO 11469 requirements for ease of identification by recycling personnel.
Quad small form-factor pluggable (200Gbps/400Gbps)	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reusable and easily recyclable 	<ul style="list-style-type: none"> • This product complies with EU RoHS and REACH regulations to meet customer requirements. • It involves the use of halogen-free, recyclable or reusable materials, whereas plastic components weighing less than 25g are labeled according to ISO 11469 requirements for ease of identification by recycling personnel.
Computer USB-C I/O interface expansion box	<ul style="list-style-type: none"> • Save resources • Easily recyclable • Save energy • Reduce carbon emissions 	<ul style="list-style-type: none"> • The use of large fins on the uni-body aluminum heat sink ensures even temperature distribution inside this product. • Accumulated heat inside this product is transferred to its casing via contact and radiation, and then dissipated out of its casing. • It replaces mini forced convection fans to reduce energy consumption, thereby achieving the goal of environmental friendliness.
Computer TB3 I/O interface expansion box	<ul style="list-style-type: none"> • Save resources • Easily recyclable • Save energy • Reduce carbon emissions 	<ul style="list-style-type: none"> • The aluminum exterior design in this product optimizes heat dissipation, reducing energy waste observed in traditional fans while enhancing the overall quality and functionality of this product. • This product complies with EU RoHS and REACH regulations to meet customer requirements. • It involves the use of halogen-free, recyclable or reusable materials, whereas plastic components weighing less than 25g are labeled according to ISO 11469 requirements for ease of identification by recycling personnel.

Product category	Key aspect of green design	Environmental and economic benefits
Computer USB-C I/O interface expansion box	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reusable and easily recyclable • Reduce the use of screws by applying ultrasonic welding design 	<ul style="list-style-type: none"> • This product comprises a compact, portable design and a tight fit between its casing and electronic components without any unnecessary design elements or exterior decoration. • All the materials used in this product comply with EU RoHS and REACH regulations. • It involves the use of halogen-free, recyclable or reusable materials, whereas plastic components weighing less than 25g are labeled according to ISO 11469 requirements for ease of identification by recycling personnel.
Thunderbolt product	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reduce carbon emissions • Reusable • Use recyclable or biodegradable materials 	<ul style="list-style-type: none"> • This product involves the use of halogen-free, recyclable or reusable materials. • It complies with EU RoHS and REACH management requirements to meet customer requirements. • It comprises an integrated power and system design that complies with the ErP Directive in Europe.
USB-C dongle product	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reduce carbon emissions • Reusable • Use recyclable or biodegradable materials • Save resources • Use recycled materials 	<ul style="list-style-type: none"> • This product comprises a compact, portable design and a tight fit between its casing and electronic components without any additional space to clad the exterior and unnecessary exterior decoration. • All the materials used in this product comply with EU RoHS and REACH regulations as well as halogen-free testing criteria to meet customer requirements. • All the eco-friendly materials used in this product are recyclable and reusable.
USB-C docking product	<ul style="list-style-type: none"> • Reduce carbon emissions • Save resources • Reduce the use of toxic substances • Use recycled materials • Easy to disassemble 	<ul style="list-style-type: none"> • It comprises an integrated power and system design that complies with the ErP Directive in Europe. • It consists of a tight fit between its casing and electronic components without any additional space to clad the exterior. • All the materials used in this product comply with EU RoHS and REACH regulations as well as halogen-free testing criteria to meet customer requirements. • All the eco-friendly materials used in this product are recyclable and reusable. • It is easy to disassemble and recycle.
Power module	<ul style="list-style-type: none"> • Save energy • Reduce carbon emissions • Reduce the use of toxic substances 	<ul style="list-style-type: none"> • This product involves the use of halogen-free, recyclable or reusable materials. • The switching power of this product is equipped with customer-owned tooling (COT) IC, which increases performance by approximately 5 to 10%.

Product category	Key aspect of green design	Environmental and economic benefits
Automobile products	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Use recycled materials 	<ul style="list-style-type: none"> • All the materials used in this product comply with EU RoHS and REACH regulations as well as halogen-free testing criteria to meet customer requirements. • All the eco-friendly materials used in this product are recyclable and reusable.
Product design simulator	<ul style="list-style-type: none"> • Reduce carbon emissions • Save energy • Save resources 	<ul style="list-style-type: none"> • This product comprises an integrated design to improve design efficiency. • It minimizes space between its casing and electronic components without additional materials. • All the materials used in this product comply with EU RoHS and REACH regulations as well as halogen-free testing criteria to meet customer requirements. • All the eco-friendly materials used in this product are recyclable and reusable. • It is easy to disassemble and recycle.
Application of 3D printing technology	<ul style="list-style-type: none"> • Reduce the use of toxic substances • Reduce carbon emissions • Save resources 	<ul style="list-style-type: none"> • It improves design reliability. • It shortens validation time and reduces the use of additional materials. • It is easy to disassemble and recycle.

3.2 Supply Chain Management

Supply chain overview

BizLink vertically integrates connector and wire manufacturing in the wire and cable assembly industry that we have a firm foothold in. Components are largely procured from external upstream suppliers, with the exception of wires and connectors as they are manufactured by our subsidiaries. Our customers are generally downstream electronic manufacturing services (EMS) companies and well-known, global brand name companies that make or sell end products.

Sustainable supply chain management

When engaging in external procurement, BizLink not only takes into account its impact on our production, services, and operating procedures, but also considers CSR and reputational risk as a whole. Hence, BizLink not only is firmly committed to quality in supply chain management, but also adopts numerous measures in relation to labor rights, environmental protection, and safety and health risk control requirements in supply chains on the basis of compliance with the relevant laws and regulations to assist suppliers in improving their management levels. Through these measures, we hope to reduce our and suppliers' business risks and costs and establish partnerships with sustainable growth, so that we can continuously provide our customers with responsible and high-quality services.

Commitments to supply chain management

- Create a sustainable development-oriented supply chain.
- Ensure that products and supply chains do not contain conflict minerals.
- Lead our suppliers to fulfill social responsibility, engage in environmental protection, and pay attention to labor rights, safety, and health.
- Encourage suppliers to develop innovative business models that mitigate environmental impact.
- Manage supplier quality, cost, delivery, service team, and sustainability to enhance competitiveness.



Aspects of supply chain management

Supplier sustainability requirements	Supply chain risk management	Supplier management
<ul style="list-style-type: none"> • Supplier's Letter of Undertaking on Business Management • Restricted substances specifications for green products • Green procurement and product promotion • Conflict mineral procurement policy 	<ul style="list-style-type: none"> • Localization of supply chain and procurement • Key supplier management • Identification of high-risk suppliers • Non-first-tier supplier management 	<ul style="list-style-type: none"> • New supplier selection • Supplier classification management • Supplier training • Audit and guidance on supplier social responsibility

3.2.1 Supplier Sustainability Requirements

“Social Responsibility Certificate” for suppliers

With a view to maintaining a safe work environment in the supply chain, ensuring that employees are respected and can work with dignity, implementing environmental protection, and observing

ethics, BizLink has formulated the “Social Responsibility Certificate” for suppliers in accordance with various international regulations, including the RBA (formerly Electronic Industry Citizenship Coalition) Code of Conduct, the International Labor Organization's “Declaration on Fundamental Principles and Rights at Work,” and the United Nations’ “Universal Declaration of Human Rights,” which requires suppliers to engage in business conduct in compliance with rules and regulations in various aspects, such as labor, health and safety, the environment, business ethics, and management systems, as well as abide by the RBA Code of Conduct and the laws and regulations of the country or region where they are located.

Supplier screening and green procurement

Apart from the traditional supplier assessment in various aspects such as quality, cost, delivery date, service quality and technical capabilities, BizLink has also implemented green supply chain-based procurement management, where the following principles are used to assess suppliers:

- Material suppliers must comply with local laws and regulations and define their risk control mechanisms.
- Suppliers shall establish management systems for the environment, employee health and safety, and non-hazardous substances.
- Suppliers shall comply with the “Concentration Limit of Hazardous Chemical Substances in Restricted Materials” standards.
- Suppliers shall provide appropriate and regularly updated self-declaration or supporting documents in line with the Restricted Substance Management Plan for Components.

Types of supply chain and localization of procurement

With a considerably diverse and extremely flexible product and service portfolio, BizLink records high procurement amounts each year and builds a relatively large supply chain. In Asia, we have approximately 522 qualified first-tier suppliers from a diverse range of sources. Our suppliers can be divided by relevance to production materials into direct material suppliers (i.e. suppliers that are directly

related to production) and indirect material and service providers (suppliers that are indirectly related to production). Procurement of direct materials have accounted for the biggest portion of our total procurement amount in previous years. In 2020, procurement of direct materials constituted 70% of our total procurement amount. Meanwhile, direct material suppliers can be further classified into three categories, namely manufacturers, distributors, and outsourced processing plants. In 2020, procurement from direct material, component, and raw material manufacturers accounted for 60% of our total procurement amount, the highest among all suppliers. At the same time, they are also our largest group of suppliers, which constituted 60% of all our suppliers. Meanwhile, procurement from key component distributors accounted for 30% of our total procurement amount whereas procurement of indirect materials and general operations (e.g., transportation, labor services, etc.) accounted for 10% in the same year.

As far as percentage of local procurement is concerned, BizLink's production sites are primarily located in Asia. According to analysis by production site, local suppliers in China and Taiwan account for 80% and 5% of all our suppliers, respectively.

Procuring products from local suppliers fosters local economic development and ensures more efficient after-sales service. Therefore, we tend to give priority to local suppliers when searching for collaborating suppliers. Based on the situation of local procurement from local suppliers at BizLink's production sites in 2020, procurement from our top 10 suppliers accounted for 35.85% of our total global procurement amount, whereas local procurement constituted 87.42%.

Note:

1. Definition of local procurement: Local procurement refers to purchases made in the country where our production site is located.
2. Percentage of local procurement from top 10 suppliers = $\frac{\text{Amount of procurement from local suppliers}}{\text{Total procurement amount}} \times 100\%$

Environmental standards

Having been following global trends in environmental protection and viewing environmental protection as our own responsibility, BizLink not only fully complies with environmental laws and regulations in locations where our operating bases and production sites are situated, but also pays attention to the latest developments in global environmental issues. We take the lead in taking various environmentally friendly actions, and actively develop environmental protection technologies in collaboration with major global manufacturers. Furthermore, we have also formulated the BizLink Environmental Technical Standards according to the relevant regulations (e.g., RoHS, REACH, and POPs) and established a hazardous substance management system to improve our environmental protection performance.

With a view to achieving the goal of selecting environmentally friendly materials and complying with international laws and regulations and customer specifications, BizLink strictly requires our suppliers and entities within our organization to meet the BizLink Environmental Technical Standards, in which environmental substances are classified into banned substances and substances that may be restricted or banned in the future. As of the end of 2020, BizLink listed 345 types of substances as controlled substances, including 110 types of banned substances and 235 types of continuously monitored and potentially hazardous "substances that may be restricted or banned in the future" (including REACH substances of high concern). We hope to provide products with low toxicity and pollution to our customers through green supply chain management, thereby minimizing harm to the environment or the human body.

BizLink's environmental protection philosophy

- Eliminate and prevent environmental pollution
- Fully comply with environmental laws and regulations
- Dedicate ourselves to promoting the concept of environmental protection and becoming a green ambassador, so that we can contribute to environmental protection

Conflict Mineral Statement

The Democratic Republic of the Congo (DRC) has abundant mineral resources, including gold (Au), tantalum (Ta), tin (Sn), and tungsten (W), which are collectively referred to as 3T1G, as well as cobalt (Co). They are essential metals used for manufacturing electronic equipment. However, many of these minerals are extracted in conflict zones and sold to fund violent incidents. When illegal minerals are traded for profit, massacres and violation of human rights grow rampant in these regions.

BizLink is actively responding to global efforts in curbing trading of conflict minerals by supporting the “Dodd-Frank Wall Street Reform and Consumer Protection Act” in the U.S.A. We promise not to use conflict minerals and accept raw minerals from Central Africa, DRC, and nearby countries in conflict. Furthermore, BizLink demonstrates our response to such efforts together with our suppliers through responsible procurement. At the same time, we also show our support and follow closely the current developments and trends in EU laws amid developments in conflict mineral-related laws in Europe. In order to ensure that this group of metals, including gold (Au), tantalum (Ta), tin (Sn) and tungsten (W), are not sourced from conflict zones in DRC, BizLink requires our business entities and suppliers to avoid using conflict minerals.

3.2.2 Key Supplier Management




With the purpose of implementing effective supplier management, BizLink not only has established a set of guidelines for supplier screening, but also conducts on-site audits among qualified suppliers or convenes meetings to review their performance in various aspects. BizLink has identified a list of major suppliers in Asia (the region where our major production sites are located) as the basis for supplier management.

We identify major suppliers based on the following principles:

High sales turnover ratio	Advanced technology and innovation capability	Sole source
High customization capability	Labor-intensive or highly polluting industry	Ability to fulfill CSR



Identification of high-risk suppliers

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

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



Major sustainability risks in 2020

	Economy	Environment	Society
 Principal risk	Steady source of supply Key raw material supplier	Compliance with environmental laws and regulations Water resource management Climate change	Employee health and safety Labor working hours
 High-risk supplier category	Passive components such as MLCC	PCB, power supply, and wires and cables	PCB, power supply, and wires and cables

- Sustainability risk management for first-tier suppliers (i.e. suppliers that directly supply materials or services):

In 2020, a total of 25 new suppliers (excluding suppliers designated by customers) fully complied with RBA standards on environmental protection, labor practices, human rights, and social impact. Additionally, none of our suppliers was removed from our list of qualified suppliers in the same year.

- Sustainability risk management for non-first-tier suppliers:

We also require suppliers, in addition to first-tier suppliers, to manage their upstream suppliers, with a view to improving the reliability of the overall supply chain.

3.2.3 Supplier management mechanism

Audit and guidance on supplier social responsibility - “human rights, environment, safety, health, and management system”

BizLink’s supply chain management protocol incorporates the RBA Code of Conduct into the supply chain to provide guidance and conduct audit in relation to “human rights, environment, safety, health and management system,” thereby monitoring suppliers’ management and fulfillment of social responsibility in the environmental, safety, and health aspects. We continue to encourage our suppliers to pay attention to business ethics, protect labor rights, and ensure workplace safety and health. Additionally, we have developed materials and production processes that mitigate environmental impact. We review and assess our suppliers’ fulfillment of CSR using the audit tools published by the RBA. In 2020, we audited a total of 104 suppliers, where no supplier was found to cause substantial or potential negative impact on the environment, human rights, and labor practices. The most common issue identified during auditing is working hours. Upon audit and assessment, suppliers are required to make relevant improvements within a prescribed time period. As far as selection criteria are concerned, suppliers are either classified as “acceptable” or “unacceptable.” In 2020, no qualified suppliers were disqualified due to this social responsibility issue.

Supplier education - The “Supplier Corporate Social Responsibility” session

Despite not being able to convene the “Supplier Corporate Social Responsibility” session and training course due to the COVID-19 pandemic in 2020, we continue to explain the content of CSR to our collaborating suppliers in writing and request the management team or the highest-ranking executive of our suppliers to sign the “Letter of Undertaking on Business Management” to make sure that they comply with every aspect of the RBA Code of Conduct.

3.3.1 Customer Service

BizLink provides connection-related applications and solutions, including harnesses and cables for computer peripherals, appliances, consumer electronics, automobile, medical equipment, optical communication equipment, solar equipment, and industrial equipment. Our customers comprise global brands and companies in a wide range of industries, such as information technology, electrical appliances, consumer electronics, automobile cables, medical equipment, optical communication equipment, solar energy, and industrial manufacturing. As customer orientation is one of the core values at BizLink, we are committed to providing high quality and eco-friendly services to meet customer needs.

Business divisions at BizLink have their own customer service team that is in charge of sales, product R&D, manufacturing, quality, delivery, cost, and after-sales service. They are able to accurately and quickly propose corresponding methods and holistic solutions in response to customer problems and feedback.

As far as product design services are concerned, BizLink not only continuously strengthens our technical team, but also formulates and strictly implements comprehensive standard operating procedures (SOPs) for individual product design to ensure that customers' specific requirements and opinions are included in the design process.

We implement the just-in-time (JIT) manufacturing process to eliminate waste, reduce warehouse costs, and produce the right products at the right time and location, thereby helping our customers become more efficient and competitive in supply chain management. JIT is applied to all our plants in the U.S.A., Europe, China, Malaysia, and Mexico, with the aim of offering assistance and services to our customers in a dynamic manufacturing

environment. We also provide our customers with daily inventory reports, weekly status reports, complete supply overview, difference reports, production and scheduling processes, and real-time warehouse management from our locations worldwide to ensure the accuracy and immediacy of management information as well as the successful delivery of products.



3.3.2 Customer Satisfaction

Becoming a leading global company that is recognized by our customers and a premier business partner is our mission, while generating the greatest values for our customers is the direction we are actively working toward.

Understanding and analyzing customer satisfaction is an important basis for constantly improving product and service processes to create value that better satisfies customer needs.

With our emphasis on customer satisfaction, business divisions at BizLink collect records of ratings from customers (e.g., scorecards) to monitor customer satisfaction levels. The content of these records comprises various dimensions, including quality, price, delivery, service, technical capability, CSR, and information feedback. Each business division formulates improvement plans based on the rating results and uses customer satisfaction ratings as performance indicators for various units.

In addition, we send out the “Customer Satisfaction Survey Form” to our major customers every year based on our quality management system, and use this survey as the basis for reviewing and improving our annual plan. BizLink’s production sites also collect customer feedback simultaneously.

Customers visit our production sites either regularly or irregularly to give audit ratings, thereby serving as an important basis for enhancing customer satisfaction as well.

3.3.3 Customer Privacy

While improving customer service, BizLink also attaches great importance to protecting customer privacy and intellectual property rights. BizLink signs confidentiality agreements with customers to protect their confidential information and ensures that our employees fulfill confidentiality obligations during day-to-day operations. No violation of customer privacy or infringement

of customer rights due to a loss of information was committed by BizLink in 2020.






3.3.4 Legal Compliance

BizLink strives to abide by all applicable national and international laws, codes of ethics, and generally accepted practices in our areas of operation, including promoting fair competition; providing customers with safe products and services; complying with labor laws and practices, declaration of human rights, and international standards; and protecting copyright, our assets, and any form of intellectual property rights. BizLink also respects local traditions and values in regions where our production sites and operating bases are located.





The results of customer satisfaction survey conducted by BizLink among our 10 major customers in 2020 are shown as follows.

		Satisfaction survey item					Average customer satisfaction
		Overall satisfaction	Service attitude	Product quality	On-time delivery rate	Service attitude	
Overall average satisfaction %		92%	90%	100%	99%	83%	93%
 Very satisfied (90 to 100 points)	Number of suppliers	7	9	10	10	6	7
	Percentage	70%	90%	100%	100%	60%	70%
 Satisfied (80 to 89 points)	Number of suppliers	2	-	-	-	-	2
	Percentage	20%	-	-	-	-	20%
 Neutral (70 to 79 points)	Number of suppliers	-	-	-	-	2	1
	Percentage	-	-	-	-	20%	10%
 Dissatisfied (60 to 69 points)	Number of suppliers	-	-	-	-	1	-
	Percentage	-	-	-	-	10%	-
 Very dissatisfied (<59 points)	Number of suppliers	-	1	-	-	1	-
	Percentage	-	10%	-	-	10%	-

Note: Major customers refer to those accounting for the top 30% of our total revenue in 2020.

With 100 points as the full score in the customer satisfaction survey, the overall customer satisfaction for BizLink in 2020 was 93%, a 3% decrease from 2019. A total of 7 customers or 70% of our major customers gave a score of at least 90 points.

BizLink conducted analysis on individual customers based on their ratings for each item, and proposed relevant improvement plans to increase customer satisfaction and achieve our overall customer satisfaction targets.



04



BizLink and the Environment

- 4.1 Environmental Policy and Green Strategy
- 4.2 Response to Climate Change and Global Warming
- 4.3 Greenhouse Gas Reduction
- 4.4 Flow of Major Raw Materials and Waste Treatment
- 4.5 Conservation of Water Resources
- 4.6 Effluent Management

4.1 Environmental Policy and Green Strategy

Acknowledging that companies are duty-bound to protect the environment, BizLink implements control of environmental risks and improves environmental management performance in collaboration with customers and supply chains through sustainability projects as well as the continuous development of green design, green factories, and control of carbon emissions.



Implementation approaches

1

Comply with international environmental regulations and standards.

2

Design or provide eco-friendly products and services to mitigate environmental impact.

3

Continue to optimize manufacturing processes, increase energy and resource efficiency, and improve factory operations to effectively achieve energy and water conservation, waste reduction, air pollution prevention, and noise pollution control.

4

Encourage suppliers to develop innovative business models that mitigate environmental impact.

5

Strive to minimize the environmental impact of product packaging and operating activities.



6

Improve energy conservation and environmental protection at all production sites.

7

Communicate with our employees, suppliers, and customers, so that they understand BizLink's environmental policy and commitments.



4.1.1 Environmental Management Goals

Rapid technological advancements have resulted in widespread destruction to the environment. With the implementation of environmental and economic policies as well as monitoring and supervision from the media and the public, the costs and consequences of environmental law violations lie in not only fines and penalties, but also their effects on corporate image, causing loss of intangible capital in the process. We must proactively make adjustments in strict compliance with environmental laws and regulations.

BizLink is committed to complying with environmental and energy laws and regulations that are connected to our activities, products, and services, as well as meeting customer needs, in order to achieve or surpass the goals and targets we have set for ourselves. On the other hand, BizLink continues to promote our environmental management systems in hopes of reducing the impact of our operations on the environment, as well as conducts audits using our environmental management systems to ensure that we comply with regulatory requirements, with a view to achieving the target of zero environmental violation.

BizLink's products comply with the relevant international environmental laws, such as the Waste from Electrical and Electronic Equipment (WEEE), the Restriction of Hazardous Substances (RoHS) in Electrical and Electronic Equipment, and the Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH), as well as the rules and regulations required by customers. We also assist customers in obtaining eco labels.

BizLink has established a host of environmental management systems aimed at the use of various energy resources and the emission of various pollutants while making continuous improvements on these systems. As far as environmental management is concerned, BizLink regularly conducts review on our environmental management systems via internal audit and third-party certification bodies based on the ISO14001 Environmental Management System on an annual basis, where we have so far managed to pass the certification process carried out by independent external bodies. At present, 12 production sites under BizLink (including 9 in China as well as 1 in Malaysia, Serbia, and Slovakia each) have successfully acquired the ISO 14001 certification. Meanwhile, BizLink conducts our own GHG inventory audits in accordance with the ISO 14064-1 Standards to ensure that our environmental management systems are running effectively and comply with environmental laws and regulations.

Disclosure of environmental protection and energy conservation information and data at BizLink in 2020 primarily focuses on environmental impact and energy consumption, whose statistics encompass data provided by 9 production sites in China, 3 production sites in Asia, 2 production sites in Europe, and 3 production sites in the U.S.A. (including factories and offices), in hopes of maintaining our commitment to achieving environmentally friendly goals (including low pollution, low energy consumption, and ease of recycling) in product development,

production, use, and disposal.

As regards environment-related management strategies, BizLink collects environmental regulations in countries where our production sites and operating bases are located on a regular basis, and examines compliance with the relevant laws and regulations immediately before taking relevant response measures. Every year, BizLink conducts environmental monitoring (of wastewater and waste gas) in strict compliance with emission standards as stipulated in local laws and regulations. Furthermore, we regularly organize related training and activities in order to raise environmental awareness internally. BizLink considers incidents with a fine of NT\$300,000 or above as major violations. With strict control imposed by environmental management units at various locations, no major violations of environmental laws and regulations were reported at BizLink in 2020.

BizLink audited its collection and treatment of volatile organic gases and waste gases at all of our production sites in November 2020. BizLink required its production sites in China to install and use pollution control facilities if volatile organic gases and waste gases are produced in accordance with the 2020 Blue Sky Action Plan. BizLink has identified 347 units of machinery and equipment at our 17 production sites that require improvements in relation to the collection and treatment of the aforesaid gases with the relevant improvement measures slated for implementation during 2021. Moreover, BizLink also requires the production sites that have installed exhaust ventilation systems or mobile dust treatment equipment to ensure that waste gases pass through treatment systems (e.g., active carbon, UV, etc.) before being released into the open air.

We will continue to promote and implement the ISO 14001 Environmental Management System, carry out annual internal audits, and address problems that we discover immediately. Faced with internal and external supervision simultaneously, BizLink also receives reports and complaints regarding environmental issues at our production sites from government departments, surrounding communities, employees at our production sites, and other



The installation of exhaust ventilation systems, an implementation of 2020 Blue Sky Action Plan.



To ensure that waste gases pass through treatment systems before being released into the open air.

stakeholders. Hence, BizLink conducts monthly audits in relation to compliance with local environmental laws and regulations, assesses the applicability of new and amended laws and regulations, and takes response measures in a timely manner.

BizLink has taken the following actions:





Grievance channel

Establish grievance channels so that employees can directly report any environmental issues to the promotion committee. Suppliers and customers can report environmental issues to the corresponding department at BizLink, which will then convey the issues to the management committee for accurate documentation so that suitable solutions can be formulated and the issues can be dealt with. In order to ensure that the entire process is smooth, all the grievance records will be subsequently archived and stored.



Related training

Arrange environment-related training for employees and suppliers, so that they can acquire environment-related knowledge and convey such knowledge to other employees. No environmental complaints were filed against BizLink in 2020.

4.2 Response to Climate Change and Global Warming

According to a special report titled “Global Warming of 1.5°C” published by the Intergovernmental Panel on Climate Change (IPCC) in 2018, global carbon emissions must be halved by 2030 to have any hopes of limiting global warming to 1.5°C, whereas the goal of zero carbon emissions must be achieved in 2050.

In March 2020, the European Union (EU) proposed a draft of the European Climate Law with the objective of reaching climate neutrality (i.e. zero GHG emissions) by 2050. In September 2020, China followed up by pledging to become carbon neutral by 2060 during the United Nations General Assembly.

Climate change and extreme weather caused by global warming are some of the greatest risks and crises faced by companies. Extreme weather was very rare in the past, but is now happening more frequently with greater intensity due to increased interaction between the atmosphere and the ocean caused by global warming. Powerful typhoons and hurricanes, coupled with torrential rain and drought, have brought complicated impacts to the world. For instance, the West Coast of the U.S.A. was ravaged by a series of wildfires that have hit the entire California and a handful of cities hard in 2020. According to a report published by the United Nations in 2020, natural disasters have nearly doubled in the last 20 years compared to the previous 20 years. In other words, environmental disaster is a risk that the world must face in the future, and will also restrict the development and operation of companies.

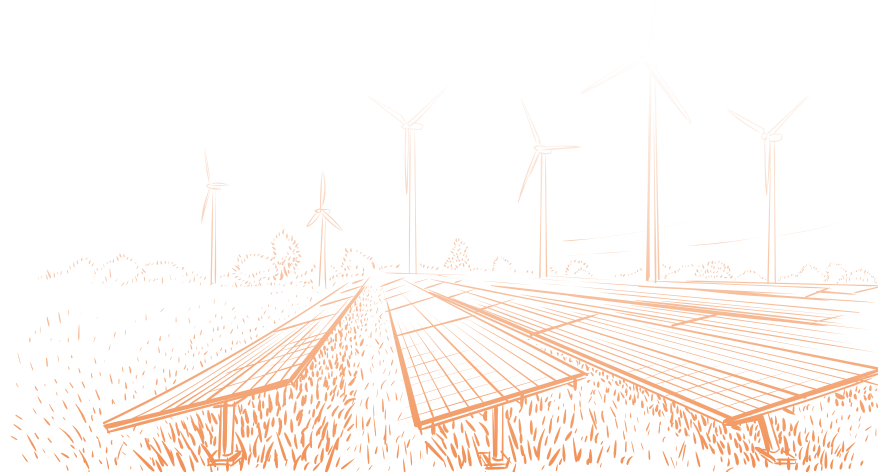
In the face of climate change risks affecting company operations, such as interruption of operations at our locations due to climate disasters, employees unable to enter our locations due to floods caused by torrential rain, or suspension of operations due to power outage and water cuts, BizLink has formulated management measures aimed at strengthening emergency repair and backup mechanisms for production

equipment. Protective measures have been put in place at various locations to minimize the impact of strong typhoons or torrential rain. In normal times, we conduct disaster drills on a regular basis to shorten post-disaster recovery time.

With strong emphasis on our long-term operating performance, BizLink keeps abreast of environmental issues and carries out self-inspection in response to climate change. Regular review is conducted by top-level managers to identify the possible effects of climate change on our operations, which are then reported to the Corporate Governance and Sustainability Development Committee, in hopes of mitigating the risks of environmental pollution, thereby turning risks into opportunities and eventually developing new business opportunities.

4.2.1 Risk and Opportunities of Climate Change

BizLink adopted the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and have gradually integrated these recommendations into our business decision-making to identify the risks and opportunities brought upon by climate change as well as to implement various initiatives to adapt to climate change and to minimize GHG emissions. BizLink also discloses to internal and external stakeholders the risks and opportunities brought upon by climate change on our operations.



Climate risk disclosure framework

Governance

- Regular reporting as an agenda item in Board of Directors' meetings: Includes plans, goals, and results related to the management of climate change risks and opportunities in the agenda of Board of Directors' meetings; and submit reports on environmental protection-related content, including GHG reduction plans and targets.
- Corporate Governance and Sustainability Development Committee: This Committee serves as the highest-level organization for promoting ESG across BizLink Group, and also functions as the main platform for climate change issues. BizLink Group CEO takes the role of convener in this Committee, which is composed of four functional teams that focuses on corporate governance, the economy, society, and the environment. Members of this Committee include top-level managers at the relevant functional departments. This Committee is tasked with formulating climate change-related policies and strategies at BizLink. It convenes regular and annual management review meetings to ensure the promotion and implementation of risk management policies, approaches, and plans.

Risk management

Follow the trends of climate change; collect external information on markets, laws and regulations, and technology; take into account the likelihood and impact of climate change; identify major climate risks and opportunities that may affect our operations and implement the Plan-Do-Check-Act (PDCA) model; enhance our environmental management systems; and integrate climate change risk management into BizLink Group's overall risk management system.

Strategies

- Conduct cross-departmental discussions to identify major transformations and entities as well as short-, medium-, and long-term risks and opportunities for BizLink.
- Assess the financial impact of various major transformations and entities, short-, medium-, and long-term risks and opportunities, and transformation risks.
- Conduct scenario analysis on transformation risks to investigate the potential financial impact of laws and regulations, technology, markets, and goodwill in two scenarios, namely a 1.5C rise and a 2C rise in temperature.

Indicators and targets

- Continue to conduct inventory audits on Scope 1 and 2 GHG emissions in compliance with ISO 14064-1:2006 standards where we expanded the scope of the inventory audit from our 9 production sites in China to all of our 17 production sites in 2020.
- Set targets for GHG emissions, energy consumption and intensity as well as water consumption and intensity.
- Draw up management objectives for climate change risks and opportunities, and review the progress and implementation of these objectives on a regular basis.

4.3 Greenhouse Gas Reduction

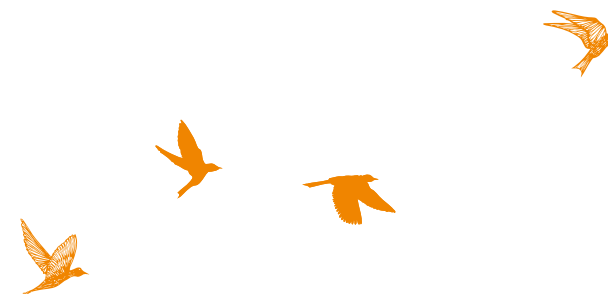
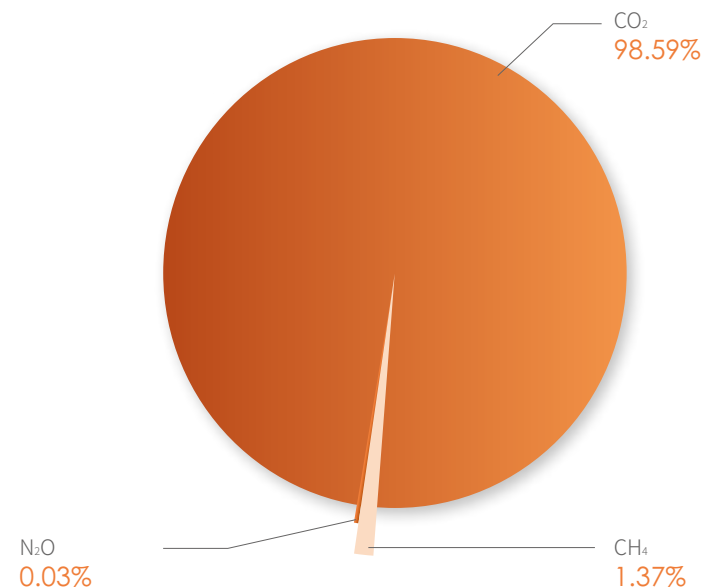
BizLink's GHG emissions target is to reduce GHG emissions density (GHG emissions per revenue) by 2% every year compared to the previous year.

4.3.1 Greenhouse Gas Inventory Audit

BizLink adopts the ISO 14064-1:2006 standards, which uses operational control as the method for consolidating GHG emissions. We have been carrying out GHG inventory audits on a regular basis since 2015, and also prepare GHG inventory audit reports using global warming potential (GWP) values taken from the data provided in the IPCC Fourth Assessment Report 2007 (IPCC AR4 2007).

In 2020, an inventory audit was conducted on 7 types of GHG, including carbon dioxide (CO₂), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆), methane (CH₄), and nitrogen trifluoride (NF₃), at all the 17 production sites under BizLink Group.

Our total GHG emissions in 2020 was 31836.32 metric tons of CO₂e. According to the results of our inventory audits, GHG emissions were mainly generated from purchased electricity in Scope 2 emissions, accounting for 94.51% of our total GHG emissions. Hence, the primary task in carbon reduction is to save electricity. Our carbon emission intensity was 1.18 metric tons per NT\$1 million, a 32.18% decline from 2019. Such a drastic decline in BizLink Group's overall carbon emission intensity was resulted from not only electricity savings from the use of solar energy at our plants in Kunshan, Malaysia, and California, but also temporary suspension of operations at our production sites in China in the first quarter of 2020 due to the COVID-19 pandemic.



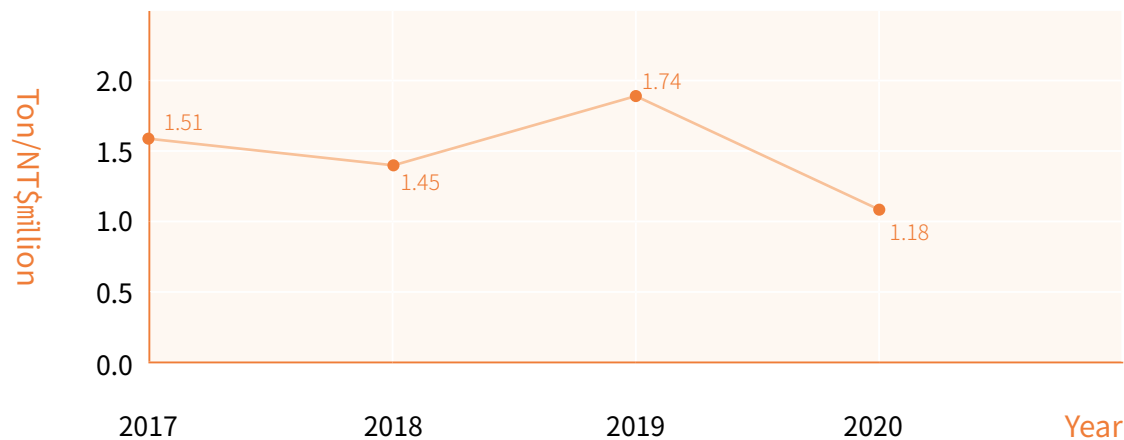
Carbon emissions at BizLink's production sites worldwide in 2020

GHG emissions	Carbon dioxide CO2	Nitrous oxide N2O	Hydrofluorocarbons HFC8	Perfluorocarbons PFC8	Sulfur hexafluoride SF6	Methane CH4	Nitrogen trifluoride NF3	Total	Scope 1	Scope 2
Total	31387.56	8.17	3.50	0	0	437.10	0	31836.32	1729.45	30106.86
Percentage	98.59%	0.03%	0.01%	0%	0%	1.37%	0%	100%	5.43%	94.57%

Note:

1. The scope of the statistics above covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico.
2. Our direct GHG emissions (Scope 1) include emissions from stationary combustion, manufacturing processes, mobile combustion sources (e.g., modes of transportation), and fugitive emission sources (e.g., fire prevention facilities, refrigeration, etc.). Our total direct emissions was 1,729.45 tons CO2e per year, accounting for about 5.43% of our total emissions.
3. Our indirect GHG emissions (Scope 2) are primarily resulted from externally purchased power. Our energy indirect emissions was 30,106.86 tons CO2e per year, accounting for about 94.57% of our total emissions.

Carbon Emission Density



Total carbon emissions and carbon emission intensity at BizLink in previous years

Year	2020	2019	2018	2017
Carbon emissions (metric ton)	31836.32	30431.66	32160.57	13693.61
Carbon emission intensity (metric ton per NT\$1 million)	1.18	1.74	1.45	1.51

Note:

1. The scope of related statistics in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico.
2. The scope of related statistics in 2019 and 2018 covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.
3. The scope of related statistics in 2017 covers our 3 production sites in China, including BizLink (Kunshan) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and BizConn International Corp.
4. The scope of inventory audit has been expanded from 3 production sites in 2017 to all 17 production sites under BizLink Group in 2020 with 2020 set as the new base year.

4.3.2 Energy-saving Measures at BizLink's Production Sites

With a deep understanding of the fact that energy management is vital to our competitiveness, it is essential for BizLink to find ways to reduce our energy burden in response to future challenges against the backdrop of increasing energy prices in the future. We will continue to monitor power consumption and the effectiveness of energy-saving projects at our production sites. Additionally, we will also share our experience in energy conservation and make continuous improvements in this respect.

Energy-saving measures are primarily classified into 6 categories, namely air-conditioning system, air compressor system, production, management, green lighting, and miscellaneous. Thanks to these measures, BizLink successfully saved 2,124,196 kWh of electricity in 2020, which was equivalent to a decline of 1,391 metric tons in carbon emissions throughout the entire year based on calculations using the emission factor of the location where each production site is situated.

Implementation of various energy-saving measures

Production site	Energy-saving measure	Energy-saving estimate (kWh per year)	Equivalent carbon emissions (metric ton)
BizLink (Kunshan) Co., Ltd.	Initiate the use of solar power generation system	1132810	877.93
OptiWorks (Kunshan) Co., Ltd.	Replace light tubes on production lines with LED tubes	5,000	3.88
BizLink Electronics (Xiamen) Co., Ltd.	Replace the central air-conditioning system in the office with independent air-conditioners, saving 420 kWh of electricity per day	49,560	38.41
Xiang Yao Electronics (Shenzhen) Co., Ltd.	Replace air compressors with variable-speed drive (VSD) ones	15,060	11.67
Tong Ying Electronics (Shenzhen) Co., Ltd.	Replace fluorescent tubes on production lines with energy-saving LED tubes	12,000	9.3
BizConn International Corp.	Replace traditional light tubes on production lines with 18W LED tubes	4,312	3.34
Nanhai Jo Yeh Electronic Co., Ltd. in Foshan	Replace traditional light tubes on production lines with 56W LED tubes	4,704	3.65
BizLink Technology (Changzhou) Ltd.	Turn off the cooling tower (30kW) and environmental protection equipment (22kW) during the one-hour period between shifts	31,200	24.18
BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia	Install solar inverters on factory rooftop	486,070	267.82
Slovakia	Replace existing air-conditioners with new types of air-conditioner that are connected to the switchboard	74,408	21.21
BizLink Technology, Inc. in California, U.S.A.	Initiate the use of solar panels in June 2020	309,072	129.19
Total		2,124,196	1,391

Note

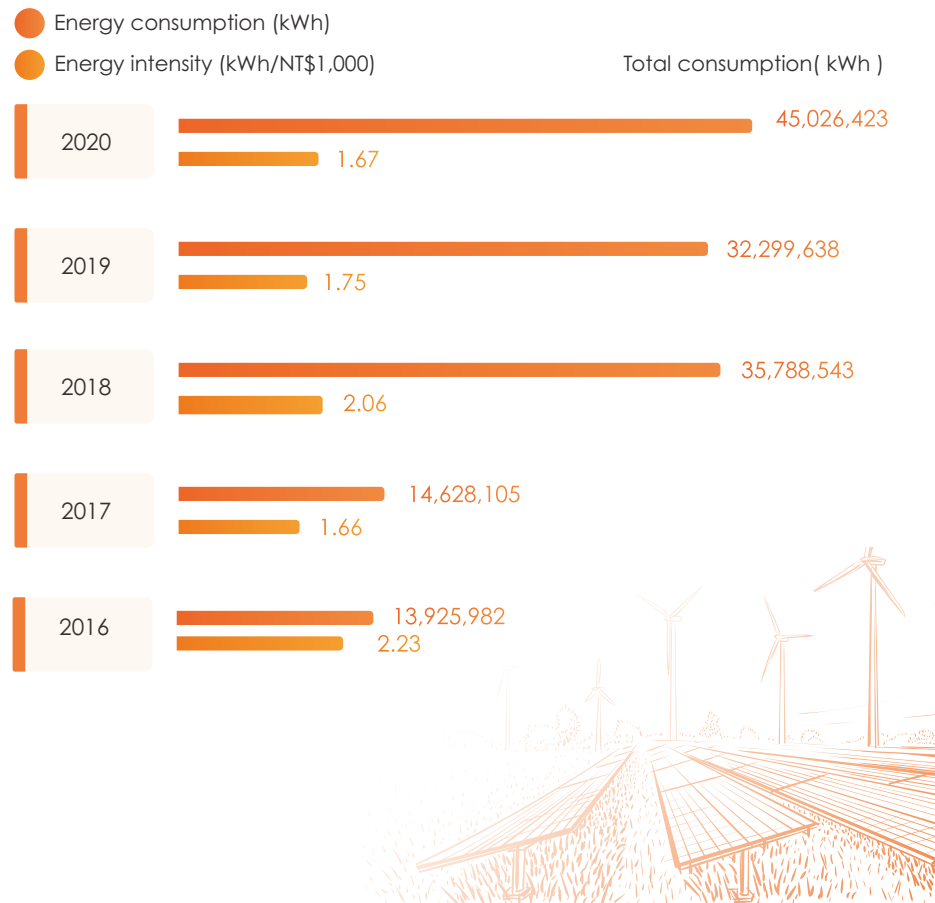
1. Electricity emission factors are sourced from the EIB Project Carbon Footprint Methodologies, where the electricity emission factors in China, Malaysia, Slovakia, and the U.S.A. are 0.775 kg CO₂e per kWh, 0.551 kg CO₂e per kWh, 0.285 kg CO₂e per kWh, and 0.418 kg CO₂e per kWh, respectively.

4.3.3 Direct and Indirect Energy Consumption

As a global citizen, BizLink endeavors to purchase energy-efficient equipment in order to improve energy efficiency, and is dedicated to saving all forms of energy, complying with energy regulations, as well as continuously saving energy and reducing carbon emissions. With a view to minimizing the impact of our operation processes on climate change, we have set the target of reducing overall energy intensity by 10% by 2025 compared to 2020.

BizLink's main production sites predominantly consume indirect electrical energy. As all the 17 production sites under BizLink Group were included in the statistics for the first time in 2020, BizLink recorded a total energy consumption of 45,026,423 kWh and an energy density of 1.67 kWh per NT\$1,000 throughout the entire year, where our energy density declined by approximately 4.57% compared to 2019. BizLink will continue to implement energy management and electricity-saving measures in the future.

Energy consumption and intensity at BizLink in previous years



Note:

1. The scope of related statistics in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico.
2. The scope of related statistics in 2019 covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.
3. Energy consumption statistics are compiled from electricity bills issued by the power company.
4. Energy intensity = Annual electricity consumption (kWh)/unit revenue.
5. The average exchange rates of local currencies against the New Taiwan dollar used in the calculation of the statistics above are as follows: USD:NTD = 1:29.13, RMB:NTD = 1:4.18, MYR:NTD = 1:5.92, SGD:NTD = 1:20.84, EUR:NTD = 1:32.92, and RSD:NTD = 1:0.28.

4.4 Flow of Major Raw Materials and Waste Treatment

Environmental issues arising from changes in the global environment and shorter production, usage, and disposal cycles for electronic products have seriously threatened humans' health and living environment. The design and application of green materials in electronics manufacturing technology, along with the design and R&D of green equipment and the design of recyclable and reusable materials pose great opportunities and challenges to green manufacturing.

With our commitment to not using banned substances and materials, we carefully select raw materials and suppliers based on green product plans, and actively reduce pollution through the application of environmentally friendly technologies. Moreover, we continue to improve and prevent pollution and reduce waste of resources through reasonable use of raw materials, with the goal of reducing raw material costs and not using banned substances and materials.

Raw material management measures are primarily manifested in product design and manufacturing, where recycled materials are selected and used without affecting product functions. By engaging in the development of recycling technology, we will be able to convert waste materials from electronic products into reusable materials. As far as high-risk substances are concerned, we require our suppliers to provide the relevant test reports or company inspections in order to ensure that the content of these substances complies with customer, legal, and documentation requirements.

Procurement of raw materials at BizLink

Apart from having a direct influence on operational performance, the use of raw materials is also closely connected to the issue of environmental resource consumption. Since there are only limited resources on earth, BizLink regularly monitors the consumption of raw materials to assess raw material efficiency, in hopes of increasing raw material efficiency and reducing the use of materials for product delivery. The raw materials used for production upon review at BizLink are primarily classified into 7 categories, namely electronic components (e.g., IC/capacitor, resistor, etc.), PVC pellets, connectors, plastic products, hardware components, wires and cables, and copper.

With the scope of related statistics in 2020 covering all our 17 production sites, BizLink recorded a total procurement volume of 40,233 metric tons, where PVC pellets and wires and cables were the top two raw materials by procurement volume.

Unit: metric ton

	Electronic components (e.g., IC/capacitor, resistor, etc.)	PVC pellets	Connectors	Plastic products	Hardware components	Wires and cables	Copper
2020	916	16,019	1,719	2,812	1,270	10,750	6,745
2019	176	8,695	809	643	119	3,737	4,176
2018	170	10,039	1,058	466	478	14,423	3,920

Note:

1. The scope of related statistics in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico.
2. The scope of related statistics in 2019 and 2018 covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.

Resource recycling

In line with the international trend toward circular economy, BizLink began recording and compiling data on waste generated at our production sites in 2018, with the intention of devoting ourselves to waste reduction and recycling, thereby reducing environmental pollution and impact. BizLink continues to draw up resource recycling plans, promote the inspection of raw material procurement at all production sites, and assess the percentage of recycled materials used at our production sites. Suitable packaging materials are recycled and reused to reduce waste of resources and lower raw material costs, while non recyclable packaging materials are sorted by type of waste for the purpose of resource recycling.

In the future, we will continue to conduct research on renewable raw materials and carry out recycling and reuse to increase the value of raw materials and reduce environmental pollution caused by waste generated from raw materials.

Waste treatment at BizLink

Unit: metric ton	2020	2019	2018
General industrial waste (landfill)	409.36	N/A	N/A
Hazardous industrial waste	53.48	22.71	7.67
Waste generated from resource recycling	2704.74	2909.95	351.70
Total waste	3167.58	2932.66	359.37

Note:

1. The scope of statistics on hazardous industrial waste and waste generated from resource recycling in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd.,

BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico. On the other hand, the scope of statistics on general industrial waste in 2020 covers BizLink Tech, Inc. in Texas, U.S.A., BizLink Technology (Slovakia) s.r.o., and BizLink Technology SRB d.o.o. in Serbia, and will be gradually expanded to all our production sites in the future.

2. The scope of related statistics in 2019 only covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.
3. The scope of related statistics in 2018 only covers our 3 production sites in China, including BizLink (Kunshan) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and BizConn International Corp.

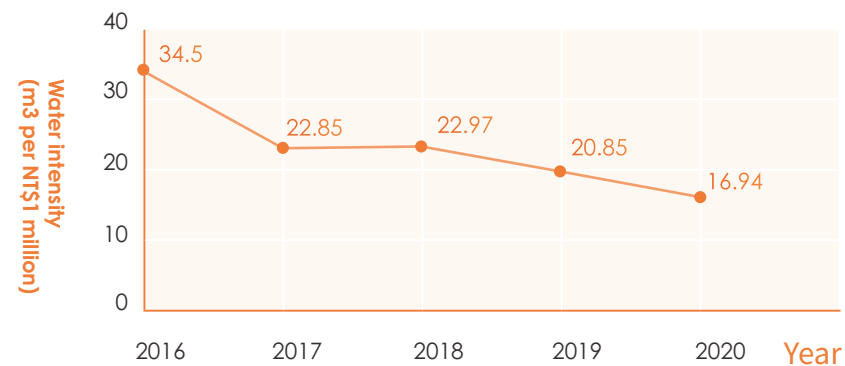
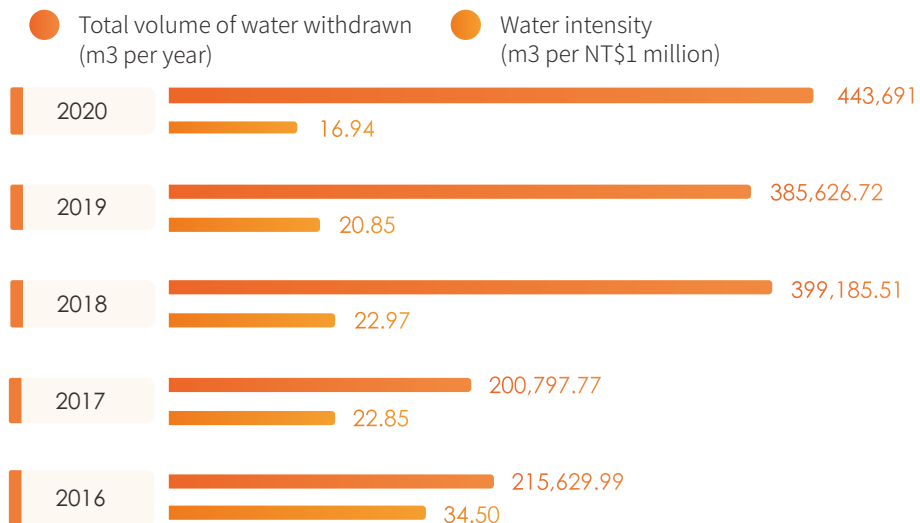
4.5 Conservation of Water Resources

In view of the global impact of climate change, waste resources have become an issue of great importance at present. As far as water resource management is concerned, BizLink's 9 production sites in China and 2 production sites in both Malaysia and Europe have successfully acquired the ISO 14001 Environmental Management System certification, thus enabling BizLink to continuously promote water conservation measures. Due to industry characteristics, BizLink's production sites primarily engage in dry assembly processes. On the whole, there is no production process that consumes large volumes of water at BizLink. Water is mainly consumed by our plant facilities (e.g., air-conditioners, air compressor, etc.) for water circulation and our employees for daily use.

During the environmental impact assessment stage in the construction of manufacturing plants, BizLink has taken into consideration the industrial sites planned by local governments to avoid constructing our plants in ecologically sensitive areas. Our production sites in China are located in areas with abundant water resources (i.e. East and South China) to avoid causing any impact on the local ecology and water resources. Since each production site uses tap water for daily consumption during operation, our production sites do not cause any potential impact and significant effect on water resources in local areas and water consumption in local communities.

With the scope of related statistics in 2020 covering all our 17 production sites, BizLink withdrew 443,691 m³ of water and recorded a water use intensity of 15.9 m³ per NT\$1 million throughout the year, a 23.74% decline from 2019. Despite using a wider scope of related statistics in 2020 compared to 2019, BizLink's overall water use intensity continues to decline, thereby highlighting the effectiveness of our water conservation measures at all our production sites.





Note:

1. The scope of related statistics in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico.
2. The scope of related statistics in 2019 and 2018 covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.
3. The scope of related statistics in 2017 and 2016 only covers our 3 production sites in China, including BizLink (Kunshan) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and BizConn International Corp.
4. Total water consumption = Consumption of groundwater, tap water, and wastewater generated by other organizations
5. Water use intensity = Annual water consumption (m3)/annual unit revenue



4.6 Effluent Management

A lack of freshwater resources often occurs as the economy grows. Water is the source of human life; however, consumable sources of water for mankind become increasingly scarce due to excessive consumption, along with worsening pollution. Mitigating the impact of effluents on the environment and managing effluent discharge are crucial for not only good corporate performance but also human survival.

BizLink discharges wastewater in strict compliance with the policies and regulations promulgated by local competent authorities in charge of production and our customers' environmental requirements. Additionally, BizLink regularly monitors sewage discharge and applies for related pollutant discharge permits. All our production sites worldwide discharge effluents in accordance with sewage management regulations set forth by local governments. We are committed to green development and will continue to make improvements and prevent pollution. No leakages were reported by BizLink in 2020.

Since BizLink's production sites primarily manufacture wires and cables, no water is needed for our production processes. Effluents produced by BizLink's production sites mostly come from general domestic water and are discharged into the sewage system. Therefore, they do not affect the characteristics, area, conservation, and biodiversity value of water bodies and related habitats. BizLink's effluent treatment measures primarily include:



Separation control

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



Management and control

- No contaminants may be discharged into rainwater pipes.
- No chemicals, oils, solid wastes or other contaminants may be stored near rainwater pipes.
- During torrential rain, each unit is required to strengthen control of chemicals and inspect chemical warehouses on a regular basis. In case of any anomaly, it should be reported to the management department immediately, so as to establish an isolation zone and deal with the anomaly at once.
- Septic tanks are cleaned every quarter to prevent clogging and overflowing as well as ensure unobstructed effluent discharge.



05



BizLink and Employees

- 5.1** Employee Policy
- 5.2** Employee Overview
- 5.3** Employee Development and Training
- 5.4** Protection of Employee Rights
- 5.5** Employee Relations
- 5.6** Life at BizLink

5.1 Employee Policy

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

In order to implement our core values and philosophy and our vision of corporate sustainability, we regard employees as our most important assets because employees serve as the key to ensuring continuous high-quality growth and momentum for improvement at BizLink. Therefore, BizLink commits ourselves to complying with relevant labor laws and regulations to safeguard employees’ legitimate rights while respecting internationally recognized basic labor rights and principles, including freedom of association, privacy, and prohibition of forced labor and child labor, as well as laws and regulations related to improper employment and discrimination. Furthermore, BizLink has established related rules and regulations to safeguard employee rights while constantly initiating and promoting a variety of employee care programs, promoting physical and mental health among employees, and offering competitive compensation and benefits, so as to create a friendly workplace environment for employees. On the other hand, BizLink has also incorporated the ISO 45001 and OHSAS 18001 management systems as the foundation for comprehensive development, which are improved and refined on an ongoing basis.

Meanwhile, BizLink establishes our human resource system, strategies, and policies based on a people-oriented philosophy and proactively takes care of employees in all aspects, including work, life, and health, so that employees can not only fully showcase excellent performance at work and eventually

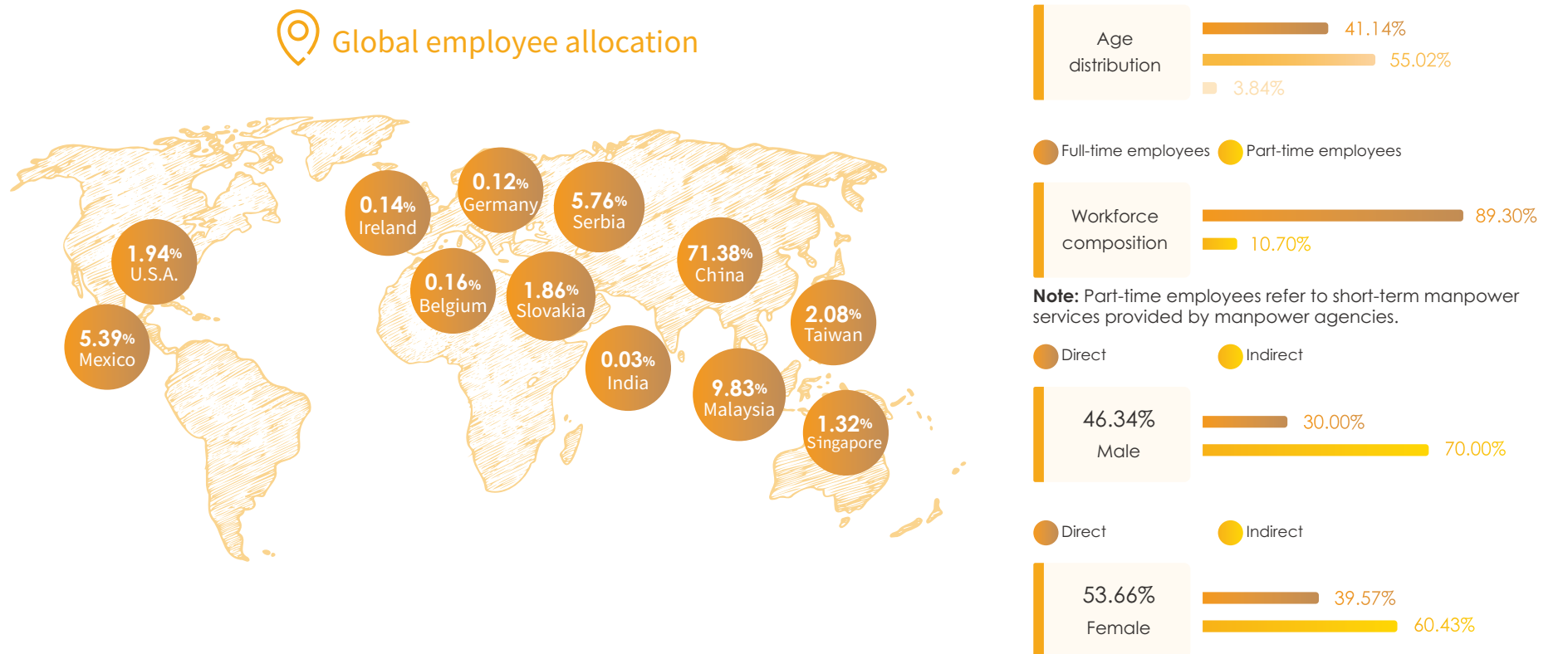
drive continuous growth at BizLink, but also achieve a balance between work and life. We hope that each employee can be a happy member of the BizLink family, so that both BizLink and our employees can create an excellent road map for the future together and lead a happy and harmonious life.



5.2.1 Employee Structure and Distribution

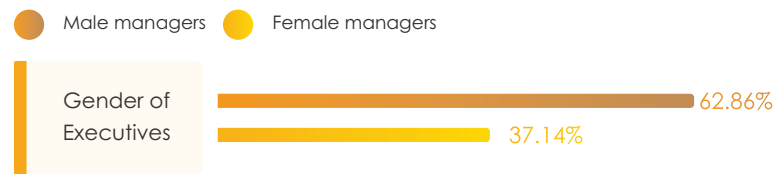
BizLink employed a total of 10,924 employees (46.34% males and 53.66% females) all over the world as of the end of 2020. 227 employees are located in Taiwan while the remaining 10,697 people are located throughout China and other overseas locations (including the U.S.A., Germany, Belgium, Slovakia, Serbia, Malaysia, Singapore, and India).

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

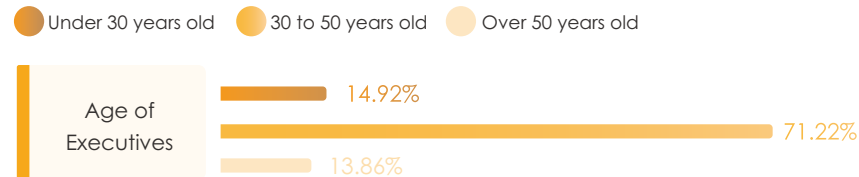


BizLink attaches great importance to talent diversity and strives to create an inclusive work environment that encourages participation and unleashes individual talents. We seek and own employees with diverse backgrounds and expertise through a fair recruitment and promotion system and provide them with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

Managerial positions by gender (section chief and levels above)



Managerial positions by age (section chief and levels above)



5.2.2 Employee Retention

Employee movement

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

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

Should it be necessary to adjust employees' job contents due to internal reorganization or business changes, BizLink will first determine whether positions of similar nature are available internally, and make arrangements for internal transfers. If no appropriate positions are available at BizLink or employees are unwilling to make the transfer, we will proceed with the relevant procedures according to our severance rules and regulations.





Composition of new employees in 2020

Production site/Age	<30 years old		30-50		>50 years old		Total
	Female	Male	Female	Male	Female	Male	
Taiwan	5	2	10	38	0	3	58
China	1,171	2,361	1,653	1,586	7	6	6,784
U.S.A.	4	5	5	9	7	7	37
Ireland	1	0	1	0	0	0	2
Malaysia	514	224	44	24	0	0	806
Singapore	22	19	16	13	5	3	78
Mexico	189	52	21	40	0	3	305
Germany	0	0	0	4	0	2	6
Belgium	1	0	1	0	0	1	3
Slovakia	1	14	7	9	4	1	36
Serbia	83	50	64	25	4	4	230
Total number of new employees	1,991	2,727	1,822	1,748	27	30	8,345
Total	2,091	2,403	3,591	2,419	180	240	10,924
Monthly average new employee onboarding rate	7.93%	9.46%	4.23%	6.02%	1.25%	1.04%	6.37%

Note:

1. Monthly average new employee onboarding rate = (Monthly average number of new employees in 2020) / (total number of employees at the end of each month from January to December / 12) * 100%.

Employee turnover

When an employee hands in a resignation request for whatever reason, BizLink will offer our utmost understanding and respect, and proactively determine the reasons for his/her resignation to discover potential areas for future improvement. The monthly employee turnover rates in various regions in 2020 are listed as follows, where the number of resignations includes employees who voluntarily resigned and those who left for other reasons. Our production sites in China recorded a higher turnover of full-time employees, who primarily comprise full-time employees aged below 30 years old.

Distribution by age

Region	Direct employees							
	≤30	%	31-40	%	41-50	%	> 50	%
Taiwan	0	0%	0	0%	0	0%	0	0%
China	7132	24.11%	3194	13.53%	831	7.11%	8	1.44%

Distribution by age

Region	Indirect employees							
	≤30	%	31-40	%	41-50	%	> 50	%
Taiwan	3	1.02%	12	1.20%	11	1.14%	1	0.30%
China	203	3.00%	144	1.49%	29	0.91%	10	1.36%

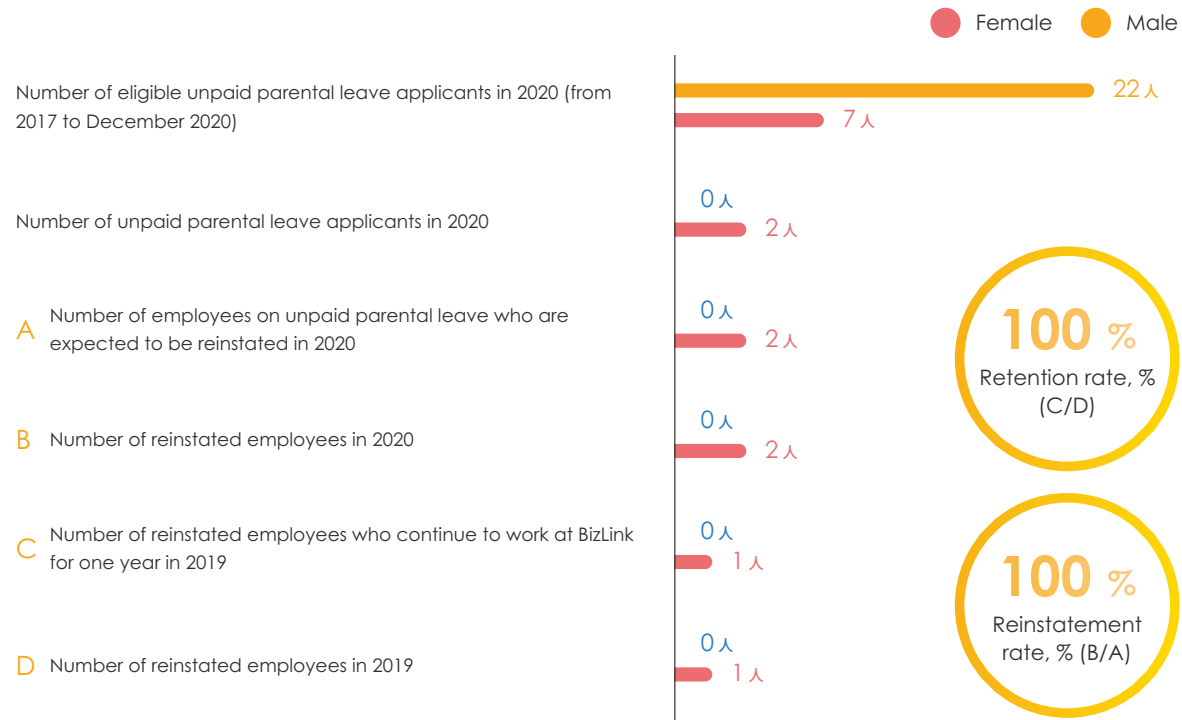
Note:

1. Monthly average employee turnover rate = (Monthly average number of new employees in 2020)/(total number of employees at the end of each month from January to December/12) * 100%.
2. BizLink's employee turnover statistics in 2020 only include data in the Greater China region as employee management systems in Europe and the USA were upgraded last year. Employee turnover statistics across BizLink Group will be disclosed in the next issue of our corporate sustainability report.

Analysis of unpaid parental leave among employees at BizLink in 2020

BizLink offers essential care to employees with baby care needs, including unpaid parental leave, career readjustment, related benefits and subsidies, etc. In 2019, a total of 2 employees in Taiwan applied for unpaid parental leave, with both employees returning to work after their leave ended. This shows that BizLink's comprehensive care mechanism for employees enables those with baby care needs to balance work and family life with peace of mind.





Note:

The number of employees on unpaid parental leave is calculated based on the number of employees who have applied for maternity leave and paternity leave between 2017 and 2020, and those who were eligible to apply for unpaid parental leave in 2020. Parental leave is handled in accordance with local labor laws and regulations in regions (excluding Taiwan) where our production sites and operating bases are located.

5.2.3 Employee Recruitment (Including Child Labor Prohibition Policy)

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

Distribution by age

Region	Direct employees								Indirect employees							
	≤30	%	31-40	%	41-50	%	> 50	%	≤30	%	31-40	%	41-50	%	> 50	%
Taiwan	0	0%	0	0%	0	0%	0	0%	6	2.04%	26	2.59%	18	1.86%	3	0.90%
China	7805	26.39%	3465	14.67%	902	7.72%	3	0.54%	193	2.85%	144	1.49%	30	0.94%	7	0.95%

Distribution by gender

Region	Direct employees				Indirect employees			
	Male	%	Female	%	Male	%	Female	%
Taiwan	0	0%	0	0%	39	2.14%	14	1.79%
China	6956	25.17%	5218	13.80%	193	2.05%	181	1.66%

Note:

1. Monthly average employee turnover rate = (Monthly average number of new employees in 2020)/(total number of employees at the end of each month from January to December/12) * 100%.
2. BizLink's employee turnover statistics in 2020 only include data in the Greater China region as employee management systems in Europe and the USA were upgraded last year. Employee turnover statistics across BizLink Group will be disclosed in the next issue of our corporate sustainability report.



5.3 Employee Development and Training

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

Comprehensive education and training framework

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



New employee training

Primarily focusing on new employees, this type of training helps new employees learn about BizLink and establish a sense of identity with BizLink.



Professional training

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



Leadership training for different levels of management

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



Self-development

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



Internal lecturer training

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

Training overview at BizLink's locations worldwide

Location	Training hours	Indirect employees								Direct employees	
		Top management (director and above)		Middle management (manager and deputy manager)		First-line management (supervisor, deputy supervisor, and team leader)		General employees (non-managers)			
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Taiwan	2,741.231	8.04	11.99	14.89	13.42	16.24	10.18	9.3	13.31	8.02	0
China	103,700.59	23.57	21.40	26.12	25.41	20.43	22.21	16.91	19.18	4.65	6.67
U.S.A.	3894	17	33	23	5	39	40	44	41	17	19
Mexico	305	0	0	0	9	15	22	6	12	189	52
Malaysia	330	0	0	3	5	4	7	4	7	24	16
Singapore	365	0	0	0.5	0	0.5	1	1.89	1.54	3.06	4.05

Location	Training hours	Indirect employees								Direct employees	
		Top management (director and above)		Middle management (manager and deputy manager)		First-line management (supervisor, deputy supervisor, and team leader)		General employees (non-managers)			
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Germany	102	0	2	0	56	0	0	0	20	0	0
Belgium	166	0	8	0	10	8	0	12	8	0	0
Slovakia	1597	15	2	0	2	3.71	3.9	3.7	3.9	2.1	4.64
Serbia	3,023.5	8	0	2.75	2.75	2.4	13.16	2.5	6.9	2.66	2.66
Total	116,224.32	71.61	78.39	70.16	128.68	109.68	119.38	99.85	132.83	250.19	105.10

Note:

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

In 2020, employees at BizLink Group attended 11,622,432 hours of training in total, averaging 10.64 hours per person. The themes of these training courses include competency, professional, and general management training, such as middle management skill enhancement, quality assurance, R&D or engineering, manufacturing management, human resource administration, sales, financial management, and resource management.



5.4 Protection of Employee Rights

5.4.1 Protection of Rights to Work and Employment

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

Legal employment

BizLink is not allowed to employ child labor in any manufacturing processes. Our employment policy strictly prohibits the employment of child labor (under the age of 16) or engaging in practices that may result in the hiring of child labor. In 2020, no forced or compulsory labor incidents took place at any of our production sites and operating bases or with our suppliers.

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

Prohibition of discrimination

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

Fair performance evaluation mechanism

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

BizLink's performance evaluation mechanism for all indirect employees (i.e. those who have worked at BizLink for more than 3 months) consists of 3 main steps:



Annual goals are jointly set by an employee and his/her department supervisor at the beginning of each year.

2



Mid-year
evaluation

The implementation of mid-year goals is communicated to the employee by his/her department supervisor, who will then evaluate the employee's goal achievement status for the first half of the year.

3



Annual
evaluation

The implementation of 4th-quarter goals and annual goals is communicated to the employee by his/her department supervisor, who will then evaluate the employee's goal achievement status throughout the year and rate the employee's performance.

4



Communication
on performance
ratings

With the intention of helping employees improve their performance and carrying out employee career planning to enhance BizLink's overall performance, the supervisor who conducts preliminary evaluation should have a face-to-face meeting with the employee to discuss his/her evaluation results, direction for improvement, and future development plans, so as to enhance two-way communication between BizLink and employees.





Overview of performance evaluation at BizLink's locations worldwide

Item	Taiwan		China		U.S.A.		Ireland	
	Female	Male	Female	Male	Female	Male	Female	Male
Top management (director and above)	4	27	6	9	6	21	0	0
Middle management (manager and deputy manager)	11	56	54	86	7	9	1	1
First-line management (supervisor, deputy supervisor, and team leader)	3	5	135	197	1	1	0	0
Technician (process technician, electrician, mechanical maintenance technician, etc.)	0	0	170	310	0	3	0	3
Sales	3	1	45	10	4	6	0	4
Administration (administrative staff, logistics staff, clerk, etc.)	32	56	360	204	46	45	3	3
Production operator (line leader)	0	0	158	128	0	2	0	0
Number of indirect employees	53	145	928	944	64	87	4	11
Number of employees (including direct employees)	62	163	4,340	3,434	78	96	4	11
Percentage	85.48%	88.96%	21.38%	27.49%	82.05%	90.63%	100.00%	100.00%

Note:

1. Performance evaluation is applicable to indirect employees who have completed the three-month probation period.
2. Performance evaluation is implemented among indirect employees only. Direct employees do not participate in performance evaluation.
3. Percentage of performance evaluation varies by location due to different location characteristics.



Overview of performance evaluation at BizLink's locations worldwide

Item	Malaysia		India		Germany Site (TDE)		Belgium Site (TBE)		Slovakia Site (TSK)		Serbia Site (TSB)	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Top management (director and above)	0	0	0	0	0	1	0	1	0	3	1	0
Middle management (manager and deputy manager)	0	1	0	1	0	4	0	4	2	3	8	7
First-line management (supervisor, deputy supervisor, and team leader)	0	0	0	0	0	0	1	0	6	10	12	7
Technician (process technician, electrician, mechanical maintenance technician, etc.)	0	1	0	0	0	0	0	0	3	27	10	49
Sales	2	0	0	3	1	1	2	5	3	1	0	1
Administration (administrative staff, logistics staff, clerk, etc.)	1	0	0	0	1	0	2	0	13	6	16	7
Production operator (line leader)	5	7	0	0	0	0	0	0	0	0	0	0
Number of indirect employees	8	9	0	4	2	6	5	10	27	50	47	71
Number of employees (including direct employees)	429	333	0	4	2	6	5	10	76	110	262	195
Percentage	1.86%	2.70%	0%	100.00%	100.00%	100.00%	100.00%	100.00%	35.53%	45.45%	17.94%	36.41%

5.4.2 Protection of Employee Compensation

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

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

- Keep abreast of and comply with relevant local laws and regulations, and establish harmonious labor relations within the legal framework, thereby moving toward corporate sustainability.
- Adjust compensation items in a flexible manner according to the supply and demand of different talents in each region to maintain competitiveness in talent recruitment.
- Conduct salary surveys in each region on a regular basis and adjust salary ranges and benefit items/amounts to offer better compensation packages than those in the market.

- Set the standard starting salary for direct employees (salary for the lowest-grade employees) in compliance with the basic minimum wage stipulated in local laws and regulations.
- Distribute performance bonuses each year in consideration of each unit's revenue contribution and employees' performance evaluation results, so as to motivate employees to work hard and share BizLink's business performance with employees.
- Offer suitable compensation based on the availability and contribution of professional positions, along with a fair performance management system, so as to incentivize employees.

5.4.3 Pension System

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

BizLink's production sites worldwide make contributions to pension funds for each employee in accordance with local pension schemes in regions where they are located. For our production sites in Taiwan, employees who joined BizLink before June 30, 2005 are entitled to pension under the old pension system as stipulated in the Labor Standards Act and the Labor Pension Act. According to the old labor pension system, 2% of each employee's monthly salary shall be contributed to the Workers' Retirement Fund under the Central Trust of China. BizLink has currently contributed a cumulative amount of NT\$5,192,153 to the fund, which is sufficient to cover employees' pension needs. Under the new labor pension system, 6% of each employee's monthly salary shall be contributed to the Individual Labor Pension Account. On top of the fixed pension contributed by the employer (6% of the employees' salary), employees may also choose to contribute 0 to 6% of their salaries to the Individual Labor Pension Account.

5.4.4 Standard Benefits for Full-time Employees

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

BizLink distributes long- and short-term incentive bonuses not only in accordance with local labor market conditions, but also in consideration of local laws and regulations, other industry practices, and our operating performance with the intention of encouraging employees to make long-term contribution and to

grow together with BizLink. Various social insurance systems for employees in overseas locations are managed and governed in accordance with local laws and regulations.

5.5 Employee Relations

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

Company intranet

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



Internal company publications

BizLink engages in diversified interactions with our employees. We provide a platform for them to share their thoughts and opinions with others through our monthly internal publication titled “BizLink eNews,” which not only features news about various company events, but also convey information regarding our operating conditions to our employees. In 2020, BizLink issued a total of 12 internal publications in electronic form, which were uploaded onto our intranet platform (BizLink Home), so that all our employees can immediately read the latest contents and information in the publications issued by various productions and units. This initiative has also been carried out in line with our energy conservation and carbon reduction efforts to reduce the print volume of paper-based magazines, thereby showing our love for trees and the Earth with the most concrete action.



Company Intranet

Two-way communication meetings

BizLink regularly holds “management meetings” and “employee communication meetings,” which serve as two-way communication meetings with our employees, on a monthly basis. In addition to announcing important matters and operational goals for various business units, these meetings also enable the top management to directly communicate BizLink’s vision and corporate culture to the heads of various business units as well as build consensus and develop goals with them, so that all our employees can provide their feedback or recommendations via this channel. In 2020, our Taipei Office hosted a total of 12 employee communication meetings, in which all the 31 proposals raised were concluded in 2020. This goes to show that BizLink listens to the voice of our employees and offers immediate and effective solutions. We will continue to maintain smooth communication channels and harmonious relations with our employees.



Company Internal Publications



Encouraging employees to participate in club activities

BizLink encourages our employees to participate in healthy recreational activities, so as to enrich their personal life and engage in skills sharing. BizLink has set up a variety of clubs and societies for employees to meet the different preferences and needs of employees. The Employee Welfare Committee contributes subsidies and resources for establishing and maintaining these clubs and societies, with the intention of realizing participation in sports, stress relief, and interest sharing to promote physical and mental health among employees as well as bringing our colleagues closer to each other, thereby creating a lively, creative, and joyful workplace environment. With a view to promoting physical and mental health among employees, our Taipei Office supported employees' efforts to set up a road running club, a hiking club, and a badminton club. BizLink contributed a total of NT\$434,284 in funds for healthy sports activities in 2020, including NT\$184,880 in funds to support the road running club in organizing 16 road running races that were participated by 160 people; NT\$117,895 in funds to support the hiking club in organizing 6 outdoor hiking activities that were participated by 75 people; and NT\$131,509 in funds to support the badminton club in organizing 51 related activities that were participated by 36 people.



Tai Chi club



Badminton Club



Dance club



Cycling club



Basketball club



Yoga club



Hiking club

Employee grievance channels

BizLink has established a host of employee grievance channels according to the needs and nature of different locations, including dedicated phone lines and e-mail addresses, physical suggestion boxes, and counseling stations, so that employees can convey their feedback or recommendations via the aforesaid channels. In 2020, BizLink received and processed two grievance cases related to labor disputes at our Shanghai and Kunshan plants, with both cases immediately responded to and one of them currently being processed. Additionally, we have appointed a dedicated human resource service representative for each business unit, so that timely responses and assistance can be provided according to employees' feedback and needs.

Prevention of sexual harassment in the workplace

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



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

5.6.1 Diversified Welfare Measures

Annual health examination

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

Counseling room

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

All our employees can obtain individual or group counseling

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

In 2020, BizLink provided consultation and counseling to a total of 157 employees, who gave a score of 4.85 (on a scale of 1 to 5 points, with 5 being very satisfied) in the satisfaction questionnaire after counseling, thus showing that the Soul Station has successfully helped our employees find inner peace. BizLink will continue to offer counseling and consultation services to employees, with a view to building a safe and stable home for their souls.



Type of counseling services



Health management (e.g., stress and insomnia)

54 人



Child education

45 人



Marriage, love, and family affection

20 人



Interpersonal communication

14 人



Career planning

24 人





On-site employee health checks



The event of DIY scented sachets during the Dragon Boat Festival

Nursing room

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



Employee cafeteria

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



Pool room

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



Employee dormitory

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



5.6.2 Occupational Safety and Health

Occupational safety and health management system

BizLink remains committed to protecting the environment, reducing risks, providing a safe and healthy work environment, and creating an outstanding life for our employees. BizLink established the Global Sustainability Center (GSC) in April 2020, which is responsible for occupational safety and health management at our 17 production sites and 9 offices worldwide. Furthermore, BizLink's production sites appoint full-time, dedicated and professional safety and health personnel, who are responsible for carrying out and implementing safety, health, and environmental protection work based on the ISO 45001 Occupational Health and Safety Management System, so as to promote compliance with local occupational safety and health regulations at our production sites.

Workers covered by the occupational safety and health management system

BizLink Group has currently completed the process of migrating to ISO 45001 at 8 production sites, including BizConn International Corp., BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Xiamen) Ltd., BizLink Electronics (Xiamen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., and our plants in Malaysia and Serbia, covering a total of 7,774 employees or approximately 71.16% of our 10,924 employees worldwide.

The production sites that have yet to acquire the certification also implement occupational safety and health management based on the ISO 45001 standards. These sites assess operational safety hazards and improve self-management mechanisms while taking care of employees' physical and mental health by providing a safe and healthy workplace and preventing harm and danger to our employees. These measures aim to eliminate hazards or minimize occupational safety and health risks, and to realize continuous improvements and sustainable operations while enabling BizLink to align with international standards and ultimately move toward truly becoming global business.

BizLink attaches great importance to employee health and safety as our employees are our number one asset. BizLink fully inspects the risks and hazards of process machinery and equipment to prevent occupational accidents. We implement protective measures for medium- and high-risk machinery and equipment to minimize the operational risks of such machinery and equipment to operators while maintain a balance between occupational safety and production efficiency at the same time. BizLink continues to make improvements on potential hazards using the PDCA mechanism. A comprehensive review will be expanded to all production sites upon the occurrence of an accident or hazard at one production site. Furthermore, the Occupational Safety and Health Committee convenes regular meetings to review inspection results and promote improvement strategies.

Hazard identification, risk assessment and incident investigation

In 2020, BizLink promoted the use of the Risk Assessment Form at all 17 production sites in order to set the risk levels and preventive measures for potential hazards in various working environments, machinery, and equipment, including prioritizing the management of high-risk and high-hazard machinery equipment at production sites and requiring all protective equipment to be labeled with hazard signs. BizLink has also promoted the formulation of a list of chemicals at all our production sites, and has required all containers and equipment to be labelled with hazard signs and to provide safety data sheets for various chemicals in accordance with the Globally Harmonized System of Classification and Labeling of Chemicals (GHS).

BizLink Group has established the incident investigation procedure, which requires any work-related accident that takes place at a production site, along with details of the accident, to be reported to the GSC and the human resource management team within 24 hours, and a review and improvement report to be submitted shortly thereafter. In 2020, BizLink recorded a total of 65 work-related accidents (including near-misses), and completed all incident investigation and improvement reports. Hand injuries accounted for 69.2% of all accidents while 64.5% resulted from

improper operation based on an analysis of the statistics on work-related accidents throughout the year. BizLink has launched the protective equipment inventory audit plan in 2021 to carry out a comprehensive review of all hand-operated machinery and equipment with the aim of reducing the risks of hand injuries. Meanwhile, BizLink has established safe operating procedures and conducts pre-onboarding and regular training for operators to prevent injuries resulting from violations of these procedures among operators.

BizLink Group complies with local occupational safety and health-related laws and regulations in regions where our production sites are situated. In case of any concerns over immediate danger found during working hours, employees should not only report them, but also evacuate to a safe area. If there are any safety concerns discovered during working hours, employees should immediately report them to factory staff, nurses or occupational safety and health personnel. There was no record of disciplinary action taken for failure to report safety concerns at BizLink in 2020.

Our Taipei Office carries out hazard identification and exposure assessments in accordance with the Occupational Safety and Health Act in Taiwan to prevent our employees from health hazards. In 2020, BizLink established the rules and implementation guidelines for four major programs, namely the Ergonomics Hazard Prevention Program, the On-duty Unlawful Infringement Prevention Program, the Abnormal Workload-induced Disease Prevention Program, and the Workplace Maternal Health Protection Program, which will all be officially implemented in 2021. Furthermore, BizLink conducts exposure assessments in accordance with the Implementation Regulations Governing the Monitoring of Work Environment for Workers, where we monitor the concentration of carbon dioxide once every six months or twice each year at 17 sampling points, all of which have met the statutory standard (less than 5,000 ppm). BizLink also conducts sampling and monitoring of organic substances used in laboratories during operation, all of which have met the allowable exposure standards.

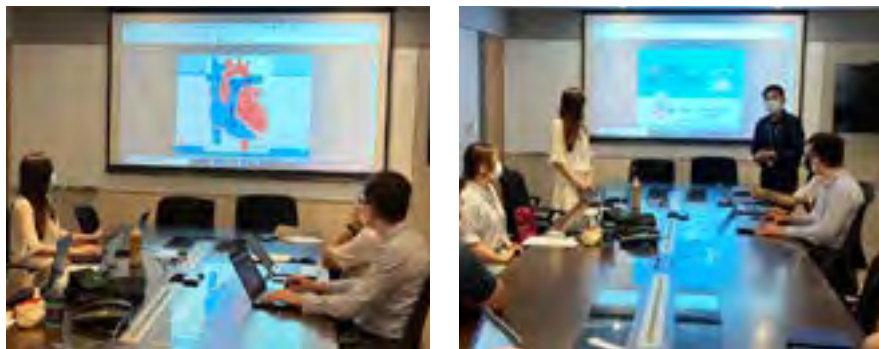
Occupational health services

Having been attaching great importance to labor health management, BizLink not only implements health care for workers in accordance with local laws and regulations, but also provides regular health examinations that are superior to those required by law. BizLink offers health examination benefits that are superior to those required by local laws and regulations. For instance, our Taipei Office conducts a health examination every year or every two years for employees who have worked for BizLink for at least one year. In 2020, we began conducting pre boarding health examinations at our Taipei Office.

Meanwhile, our production site in Singapore conducts health examinations for employees every year, while our production site in Mexico offers pre boarding and regular health examinations for employees. On the other hand, our 9 production sites in China provide pre boarding health examination for employees, while 5 of these sites (i.e. Xiang Yao Electronics (Shenzhen) Co., Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Technology (Changzhou) Ltd., and BizLink Technology (Xiamen) Ltd.) provides general health examination for employees. With a view to creating a healthy and friendly workplace environment, our Taipei Office introduced labor health services, which cover all employees, in accordance



with the law in 2020. Under these services, labor health service nurses were appointed to carry out health care activities for four hours each month, which was equivalent to a total of 48 hours throughout the year, and also offer health consultation, where 37 people (14%) received occupational care consultation throughout the year. Moreover, BizLink also appointed occupational medicine doctors to provide on-site services for two hours, conducted laboratory hazard inspections, and organized two sessions of health education talks every quarter. In 2021, BizLink will continue to provide labor health services, conduct a survey regarding employees' satisfaction with the content of these services, and make adjustments to these services in due course, in order to ensure that employees make good use of these health services and resources.



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

BizLink established the Group Occupational Safety and Health Committee (GOSHC) in 2020, which comprises 69 members, including BizLink Group CEO, as well as top-level managers, occupational safety and health personnel, and employee representatives at our production sites. Among the members of this committee, 14 people come from our Taipei Office, where 5 of them (35%) are labor representatives. This committee convenes regular meetings every quarter, where four meetings were held in 2020, and is responsible for promoting the implementation of environmental, health, and safety (EHS) work and reviewing the causes of work-related accidents and related improvements.

All the 17 production sites under BizLink Group have also established their own occupational safety and health committee based on the composition of the GOSHC, which convenes at least one meeting each quarter before the GOSHC meeting is held, and is responsible for implementing BizLink Group's EHS policy as well as tracking and reviewing matters related to occupational safety and health work.

The GOSHC completed the submission of 7 proposals in 2020, where the implementation progress of each proposal will be tracked by the GOSHC in the following quarter. Among these proposals, six of them, including amendments to BizLink's Group Occupational Safety and Health Committee Charter, the drafting of the "Rules Governing the Limits of Volatile Organic Compounds and Hazardous Substances," and the inclusion of change management in EHS operation, have been completed whereas the remaining proposal is slated for completion in 2021.

Worker training on occupational health and safety

BizLink requires all production sites to conduct occupational safety and health training, so as to inculcate a safety culture among employees. Occupational safety and health personnel at each production site are tasked with drawing up an occupational safety and health training program and appointing professional occupational safety and health trainers to conduct related training. This training program targets new employees and existing employees. The content of this training program covers the operating needs of each production site, including occupational



Regular occupational health consultations to ensure employees' health.

safety and health regulations, basic occupational safety and health knowledge, occupational disease prevention, proper use and maintenance of personal protective equipment, as well as accident response and rescue measures.

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

1. Preboarding training for new employees:

All our employees must undergo pre boarding occupational safety and health training, whose content includes basic occupational safety and health knowledge, workplace hazard notification, as well as fire safety and evacuation. In 2020, our Taipei Office implemented a three-hour training session for new employees, which was participated by 26 people in total. Meanwhile, our 9 production sites in China classify training into three levels, namely position-level, department-level, and company-level training, where employees who are yet to undergo safety training are not allowed to carry out operations on their own. The relevant education and training system will be introduced at our production sites in Europe, the U.S.A., Malaysia, and Singapore.

2. Training for existing employees:

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

3. Emergency response training:

All our production sites conduct emergency response training in accordance with the law. For example, our Taipei Office organizes emergency response drills twice a year, whereas our 9 production sites in China conduct emergency response drills once a year. Moreover, we continue to promote the implementation of emergency response training at all our operating bases.

Promotion of worker health

In order to promote physical and mental health among workers, BizLink continues to encourage various production sites to organize health activities that fit the characteristics of their sites and regularly provides health awareness contents. In 2020, BizLink provided 39 sets of health- and hygiene-related information whose content included epidemic prevention information, disease prevention in the office, diet and nutrition, and chronic disease prevention. Our Taipei Office organized two health talks in 2020, which were participated by 23 people in total. During these talks, occupational medicine doctors were invited to provide health education based on a series of themes, including prevention of diseases of civilization in the office and medical care for gastrointestinal diseases.

Furthermore, in response to disease prevention measures during the COVID-19 pandemic, all our operating bases and production sites provide disinfectants or hand sanitizers at multiple locations and set up body temperature checkpoints at their entrances to keep track of employees' health conditions. Our production sites in China implemented the "Movement Tracking and Recording during the Lunar New Year" during the Lunar New Year Festival in 2020, with the intention of keeping track of employee movement to effectively control the risk of virus transmission, thereby safeguarding the health of all our employees.

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

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

In 2020, our Taipei Office established the Rules Governing Contractor Safety and Health, which stipulate that contractor shall sign the Letter of Commitment to Contractor Safety and Health, and that contractor shall be notified of work safety and health hazards before work commences, so as to ensure construction quality and protect workers' safety. The contractor management system will be implemented 2021 to prevent occupational accidents.

Occupational injury

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

BizLink classified work-related accidents in 2020 into death, serious injury, minor injury, in-plant traffic accident, off-site traffic accident, and near-miss in order to better capture all accidents. In the event of a work-related accident such as death, serious injury or minor injury, the production site at which the accident takes place is required to submit a review report to the Group EHS Committee.

No work-related death was reported at BizLink in 2020. However, BizLink recorded 65 work-related accidents (including near-misses) and 44 lost-time accidents, coupled with a disabling injury frequency rate of 1.97, a disabling injury severity rate of 56, an injury frequency rate of 0.58, and a lost-time accident frequency rate of 0.39. BizLink recorded 1,247 lost workdays due to work-related accidents, representing a lost workday rate of 11.17.

BizLink also ranks our production sites according to the number of accidents. This measure enables us to communicate operational improvements, particularly with the top three production sites by number of accidents, which requires the participation of first-level supervisors in conducting an overall review of education and training, safe operating procedures, and safety protection. The GSC also regularly provides accident awareness materials to all our production sites after reviewing accident-related improvement reports and requires them to assess the presence of possible hazards at their sites to enhance safety precautions. 13 sets of such materials in relation to safety improvements were provided throughout the year.

Work-related illnesses

BizLink clearly defines job positions that are exposed to occupational illnesses and occupational hazards, and formulates prevention and control measures to safeguard employee health and safety and reduce labor disputes. BizLink requires all employees to undergo pre-onboarding and on-the-job health examinations in accordance with local laws and regulations for those involved in operations with high hazard risk. Employees who show health warning signs will be transferred out of their positions immediately. BizLink reported a zero occupational disease rate (ODR) in 2020.





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

No	Gender	TPE	KS	OW	XM	XY	TY	BC	JY	TCZ
Total work hours	Female	127,488	2,884,000	192,096	273,404	2,429,680	80,256	570,925	156,407	1,657,373
	Male	324,696	2,380,000	129,456	168,998	1,212,832	158,400	359,587	42,673	1,854,011
	Total	4,527,184	5,264,000	321,552	442,402	3,642,512	238,656	930,512	199,080	3,511,384
Number of injury accidents	Female	0	0	0	3	1	0	0	0	1
	Male	1	3	1	2	1	3	2	1	3
	Total	1	3	1	5	2	3	2	1	4
Disabling injury frequency rate (FR)	Female	0	0	0	7.32	0.41	0	0	0	0.60
	Male	0	1.26	0	5.92	0.82	12.63	5.56	0	1.62
	Total	0	0.57	0	6.78	0.55	8.38	2.15	0	1.14

No	Gender	TXM	SSG	SSM	MY	TSB	TSK	Fremont	TX	MX	Total
Total work hours	Female	891,361	140,301	147,735	1,071,789	315,210	129,866	126,275	22,880	705,917	11,922,964
	Male	1,197,903	178,160	112,455	876,919	517,370	184,357	122,187	43,680	470,611	10,334,294
	Total	2,089,264	318,461	260,190	1,948,708	832,580	314,223	248,462	66,560	1176528	22,257,258
Number of injury accidents	Female	2	0	0	3	9	0	0	0	2	21
	Male	15	1	0	1	4	4	0	0	2	44
	Total	17	1	0	4	13	4	0	0	4	65
Disabling injury frequency rate (FR)	Female	1.12	0	0	3.42	25.38	0	0	0	1.42	1.42
	Male	6.68	5.61	0	0.93	3.87	16.27	0	0	0	2.61
	Total	4.31	3.14	0	2.05	12.01	9.55	0	0	0.85	1.97

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



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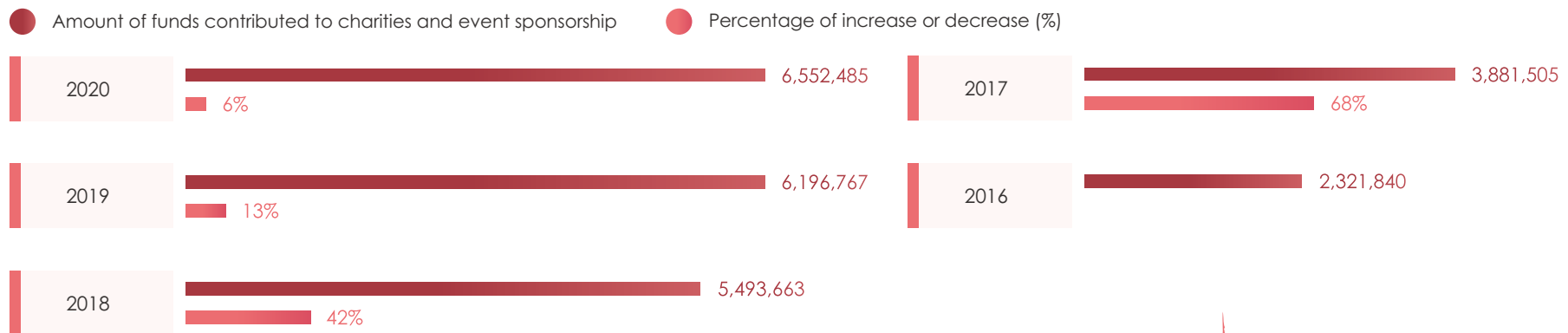
BizLink and Society

6.1 Participation in Social Welfare

6.1 Participation in Social Welfare

As our business performance continues to grow, we also strive to make contributions to the land we grew up on. By upholding the principle of "giving back to society what has been taken from society," BizLink has spread our benevolence and affection with concrete actions and embraces society, with a view to fulfilling CSR and contributing to the common good in society.

In 2020, BizLink's locations worldwide donated a total of NT\$6,552,485 to charities, a 6% increase from 2019. In the future, we will continue to uphold a positive attitude and participate in social care activities, thereby spreading love to every corner of the world and fulfilling our duties as a global corporate citizen.



Note:

1. The statistics above cover various locations, including Taiwan, the U.S.A., China, and Slovakia.
2. The exchange rate of the New Taiwan dollar to the U.S. dollar used in the statistics above is 1:30.13.



U.S.A.

As love knows no borders, BizLink has long been sponsoring social welfare and showing our care for various groups in various areas, such as children's welfare, international medical care, hospital construction, as well as disease prevention and treatment. Meanwhile, UNICEF, World Vision, Doctors Without Borders, the Washington Hospital in California (particularly in the construction of emergency room and intensive care unit), the S.G. Komen Breast Cancer Foundation, the Friends of Children with Special Needs (FCSN), the UCSF Benioff Children's Hospital, and Smile Train Cleft Lip and Palate Children's Charity are a host of NPOs for which we have demonstrated our long-term support.



Taiwan

• The Rocket R&D Project in collaboration with the Advanced Rocket Research Center, National Chiao Tung University

In support of the development of aerospace technology and talent development, BizLink has been sponsoring a rocket R&D team that is chaired by Professor Tsung-Hsin Wu from National Chiao Tung University (NCTU) and joined by students from the Mechanical Engineering Department at NCTU, the Department of Electronic Engineering at National Taipei University of Technology (NTUT), and the Department of Engineering Science at National Cheng Kung University (NCKU) in its effort to develop Taiwan-made small satellite launch vehicles since 2016. BizLink will continue to keep abreast of the development of aerospace technology around the world and offer professional assistance in signal transmission.



Professor Tsung-Hsin Wu, the ARRC Project Leader, delivering a speech in the development of aerospace technology during the Sustainability session at BizLink Taipei Office.

• Protection of marine ecosystems

In order to maintain the biodiversity of Taiwan's coastal areas, BizLink offered NT\$500,000 in sponsorship to the Hualien Cetacean Ecological Survey Project hosted by the Kuroshio Ocean Educational Foundation in 2020. This project aims to conduct an ecological survey of cetaceans in Hualien, where cetaceans are mainly found, and eventually prompt Hualien to establish a cetacean protection zone so that cetaceans are protected from fishing and tourism activities, thereby enhancing the quality of life for wild cetaceans and realizing the vision that both humans and cetaceans can live in harmony. The survey results are regularly submitted to the public authorities every year as a reference for the formulation of policies related to the protection of marine biodiversity.



The project aims to conduct an ecological survey of cetaceans in Hualien, where cetaceans are mainly found, and eventually prompt Hualien to establish a cetacean protection zone.



照片由前瞻火箭研究中心 (ARRC) 提供
Joined by students from the Mechanical Engineering Department at NCTU, the Department of Electronic Engineering at National Taipei University of Technology (NTUT), and the Department of Engineering Science at National Cheng Kung University (NCKU) in its effort to develop Taiwan-made small satellite launch vehicles.



In order to maintain the biodiversity of Taiwan's coastal areas, BizLink sponsor the Hualien Cetacean Ecological Survey Project hosted by the Kuroshio Ocean Educational Foundation from 2020.





Appendix



GRI Standards	Disclosure item	Corresponding chapter	Page No.	Omission	
General disclosure					
GRI 102 General disclosure					
Organizational profile	★ 102-1	Name of the organization	2.1 Company Profile	19	
	★ 102-2	Activities, brands, products, and services	2.1 Company Profile	19	
	★ 102-3	Location of headquarters	2.1 Company Profile	19	
	★ 102-4	Location of operations	2.1 Company Profile	19	
	★ 102-5	Ownership and legal form	2.1 Company Profile	19	
	★ 102-6	Market served	2.1 Company Profile	19	
	★ 102-7	Scale of the organization	2.1 Company Profile	19	Due to BizLink's diverse product mix, this information is presented as the ratio of product sales to total revenue.
	★ 102-8	Information on employees and other workers	5.2.1 Employee Structure and Distribution	63	
	★ 102-9	Supply chain	3.2 Supply Chain Management	36	
	★ 102-10	Significant changes to the organization and its supply chain	Introduction to BizLink's Corporate Sustainability Report 2.1 Company Profile 2.2 Corporate Governance 3.2 Supply Chain Management	4 19 24 36	There were no significant changes to BizLink and our supply chain in 2020.
	★ 102-11	Precautionary principle or approach	2.2 Corporate Governance 2.3.4 Risk Identification and Control Measures in 2020 4.1 Environmental Policy and Green Strategy 4.2 Response to Climate Change and Global Warming	24 32 45 48	
	★ 102-12	External initiatives		-	BizLink has yet to participate in any external initiatives.
	★ 102-13	Membership of associations	2.1.4 Membership in Industry Organizations and Associations	24	
Strategy	★ 102-14	Statement from senior decision-maker	Message from the Management	8	
	102-15	Key impacts, risks, and opportunities	Message from the Management	8	
Ethics and integrity	★ 102-16	Values, principles, standards, and norms of behavior	1.1 Corporate Sustainability Perspective and Commitment 2.2.7 Anti-Corruption and Integrity Principles 4.1 Environmental Policy and Green Strategy	11 28 45	
	102-17	Mechanisms for advise and concerns about ethics	2.2.7 Anti-Corruption and Integrity Principles	28	

GRI Standards	Disclosure item	Corresponding chapter	Page No.	Omission	
General disclosure					
Governance	★ 102-18	Governance structure	2.2 Corporate Governance	24	
Stakeholder engagement	★ 102-40	List of stakeholder groups	1.2.1 Materiality Analysis Process 1.2.2 Stakeholder Engagement Method and Frequency Table	13 17	
	★ 102-41	Collective bargaining agreements	5.5 Employee Relations	77	Note: No collective bargaining agreements have been made by BizLink as of now.
	★ 102-42	Identifying and selecting stakeholders	1.2.1 Materiality Analysis Process	13	
	★ 102-43	Approach to stakeholder engagement	1.2.1 Materiality Analysis Process 1.2.2 Stakeholder Engagement Method and Frequency Table	13 17	
	★ 102-44	Key topics and concerns raised	1.2.1 Materiality Analysis Process 1.2.2 Stakeholder Engagement Method and Frequency Table 3.3 Customer Service and Satisfaction	13 17 41	
Reporting practice	★ 102-45	Entities included in the consolidated financial statements	Introduction to BizLink's Corporate Sustainability Report 2.1 Company Profile	4 19	
	★ 102-46	Defining report content and topic boundaries	Introduction to BizLink's Corporate Sustainability Report 1.2 Stakeholders and Identification of Material Aspects	4 13	
	★ 102-47	List of material topics	1.2.1 Materiality Analysis Process	13	
	★ 102-48	Restatements of information	2.1 Company Profile	19	No restatements of information were made by BizLink.
	★ 102-49	Changes in reporting		-	Note: 1. The scope of related statistics in 2020 covers all the 17 production sites under BizLink Group, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan, China; Speedy Industrial Supplies Pte. Ltd. in Kallang, Singapore; SIS Speedy Industrial Supplies Sdn. Bhd. in Johor and BizLink Technology (S.E.A.) Sdn. Bhd. in Penang, Malaysia; BizLink Technology SRB d.o.o. in Serbia; BizLink Technology (Slovakia) s.r.o.; BizLink Technology, Inc. in California and BizLink Tech, Inc. in Texas, U.S.A.; and Productos Excel de México, S. de R.L. DE C.V. in Mexico. 2. The scope of related statistics in 2019 and 2018 covers our 9 production sites in China, including BizLink (Kunshan) Co., Ltd., OptiWorks (Kunshan) Co., Ltd., BizLink Technology (Changzhou) Ltd., Tong Ying Electronics (Shenzhen) Co., Ltd., Xiang Yao Electronics (Shenzhen) Co., Ltd., BizConn International Corp., BizLink Electronics (Xiamen) Co., Ltd., BizLink Technology (Xiamen) Ltd., and Nanhai Jo Yeh Electronic Co., Ltd. in Foshan.
	★ 102-50	Reporting period	Introduction to BizLink's Corporate Sustainability Report	4	
	★ 102-51	Date of most recent report	Introduction to BizLink's Corporate Sustainability Report	4	
	★ 102-52	Reporting cycle	Introduction to BizLink's Corporate Sustainability Report	4	
	★ 102-53	Contact point for questions regarding the report	Introduction to BizLink's Corporate Sustainability Report	4	
	★ 102-54	Claims of reporting in accordance with the GRI Standards	Introduction to BizLink's Corporate Sustainability Report	4	
★ 102-55	GRI content index	GRI Standards Content Index	97		
★ 102-56	External assurance	Third-party Assurance Statement	106		

GRI Standards	Disclosure Item	Corresponding chapter	Page No.	Omission	
Material topics					
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	Introduction to BizLink's Corporate Sustainability Report	4	
	103-2 103-3	The management approach and its components Evaluation of the management approach (The topics defined based on the subsection "1.2.1 Materiality Analysis Process" are presented in the "Corresponding chapter" column on the right.)	2.1 Company Profile 2.2 Corporate Governance 2.2.6 Ethics, Integrity, and Anti-corruption 3.2 Supply Chain Management 3.3 Customer Service and Satisfaction 4.1 Environmental Policy and Green Strategy 4.2 Response to Climate Change and Global Warming 4.3 Greenhouse Gas Reduction 5.1 Employee Policy 6.1 Participation in Social Welfare	19 24 23 36 41 45 48 51 62 92	
	201-1	Direct economic value generated and distributed	2.1.3 Operating Performance and Outlook 5.4 Protection of Employee Rights 5.6 Life at BizLink 6.1 Participation in Social Welfare	23 72 81 92	
GRI 201:2016 Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Message from the Management 2.2.6 Legal Compliance at BizLink 2.2.7 Anti-Corruption and Integrity Principles 2.2.8 Public Policy 2.2.9 Protection of Customer Privacy 2.3 Risk Management 2.3.1 Organizational Structure in Risk Management 2.3.2 Business Risk Management 2.3.3 Financial Risk Management 2.3.4 Risk Identification and Control Measures in 2020 4.2 Response to Climate Change and Global Warming 4.3 Greenhouse Gas Reduction 5.4.3 Pension System	8 28 28 30 30 30 30 31 31 32 48 51 76	
	201-3	Defined benefit plan obligations and other retirement plans	5.4.3 Pension System	76	
	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	5.4 Protection of Employee Rights	72	
GRI 204:2016 Procurement Practices	204-1	Proportion of spending on local suppliers	3.2 Supply Chain Management	36	
★ GRI 205:2016 Anti-corruption	★ 205-3	Confirmed incidents of corruption and actions taken	2.2.7 Anti-Corruption and Integrity Principles	28	
GRI 206:2016 Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		-	Note: None.

GRI Standards	Disclosure item		Corresponding chapter	Page No.	Omission
Material topics					
GRI 301:2016 Materials	301-1	Materials used by weight or volume	4.4 Flow of Major Raw Materials	56	
★ GRI 302:2016 Energy	★ 302-1	Energy consumption within the organization	4.3.3 Direct and Indirect Energy Consumption	55	
	★ 302-3	Energy intensity	4.3.3 Direct and Indirect Energy Consumption	55	
	★ 302-4	Reduction of energy consumption	4.3.2 Energy-saving Measures at BizLink's Production Sites 4.3.3 Direct and Indirect Energy Consumption	53 55	
★ GRI 305:2016 Emissions	★ 305-1	Direct (Scope 1) GHG emissions	4.3.1 Greenhouse Gas Inventory Audit	51	
	★ 305-2	Energy indirect (Scope 2) GHG emissions	4.3.1 Greenhouse Gas Inventory Audit	51	
	★ 305-3		4.3.1 Greenhouse Gas Inventory Audit	51	
	★ 305-4	GHG emissions intensity	4.3.1 Greenhouse Gas Inventory Audit	51	
	★ 305-5	Reduction of GHG emissions	4.1.1 Environmental Management Goals 4.3.1 Greenhouse Gas Inventory Audit 4.3.2 Energy-saving Measures at BizLink's Production Sites	46 51 53	
GRI 306:2016 Effluents and Waste	306-1	Water discharge by quality and destination	4.6 Effluent Management	60	
	306-2	Waste by type and disposal method	4.1.1 Environmental Management Goals	46	
	306-3	Waste generated	-	-	There were no significant waste generated in 2020.
	306-4	Transport of hazardous waste	4.1.1 Environmental Management Goals	46	
	306-5	Water bodies affected by water discharges and/or runoff	-	-	Since our production sites are located in industrial parks, all our effluents are treated according to the rules and regulations of these parks before they are discharged into the sewage systems in these parks.
GRI 307:2016 Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	-	-	Note: None.
★ GRI 308:2016 Supplier Environmental Assessment	★ 308-2	Negative environmental impacts in the supply chain and actions taken	3.2 Supply Chain Management	36	

GRI Standards	Disclosure Item	Corresponding chapter	Page No.	Omission	
Material topics					
★ GRI 401:2016 Employment	★ 401-1	New employee hires and employee turnover	5.2.2 Employee Retention	64	As the new system of our employee information database is still under construction, we have yet to calculate the number of resignations by gender simultaneously. Hence, these figures are not disclosed in this report. Statistics on related analyses by age, gender, and location will be provided and disclosed once the construction of the new system is completed by 2022.
	★ 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.2.2 Employee Retention 5.4 Protection of Employee Rights 5.6 Life at BizLink	64 72 81	Only Taiwan-related information is disclosed.
	★ 401-3	Parental leave	5.2.2 Employee Retention	64	Only Taiwan-related information is disclosed.
★ GRI 403:2018 Occupational Health and Safety	★ 403-1	Occupational safety and health management system	5.6.2 Occupational Safety and Health	84	
	★ 403-2	Hazard identification, risk assessment, and incident investigation	5.6.2 Occupational Safety and Health	84	
	★ 403-3	Occupational health services	5.6.2 Occupational Safety and Health	84	
	★ 403-4	Worker participation, consultation, and communication on occupational health and safety	5.6.2 Occupational Safety and Health	84	
	★ 403-5	Worker training on occupational health and safety	5.6.2 Occupational Safety and Health	84	
	★ 403-6	Promotion of worker health	5.6.2 Occupational Safety and Health	84	
	★ 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.6.2 Occupational Safety and Health	84	
	★ 403-8	Workers covered by the occupational safety and health management system	5.6.2 Occupational Safety and Health	84	
	★ 403-9	Occupational injury	5.6.2 Occupational Safety and Health	84	
	★ 403-10	Work-related ill health	5.6.2 Occupational Safety and Health	84	
★ GRI 404:2016 Training and Education	★ 404-1	Average hours of training per year per employee	5.3 Employee Development and Training	69	
	★ 404-3	Percentage of employees receiving regular performance and career development reviews	5.4 Protection of Employee Rights	72	
GRI 405 :2016 Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	5.2.1 Employee Structure and Distribution	63	
	405-2	Ratio of basic salary and remuneration of women to men	5.4 Protection of Employee Rights	72	
GRI 406:2016 Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	5.5 Employee Relations	77	
GRI 407:2016 freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	3.2 Supply Chain Management	36	

GRI Standards	Disclosure item		Corresponding chapter	Page No.	Omission
Material topics					
GRI 408:2016 Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	3.2 Supply Chain Management 5.2.3 Employee Recruitment	36 67	
GRI 409:2016 Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	3.2 Supply Chain Management	36	
GRI 410:2016 Security Practices	410-1	Security personnel trained in human rights policies or procedures	-	-	Note: Since security personnel at BizLink are contracted manpower that we source externally, BizLink requires that various aspects of these personnel, including management, education, and training, must comply with RBA standards. Therefore, all the security personnel hired by BizLink have undergone human rights-related training.
GRI 412:2016 Human Rights Assessment	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	-	-	BizLink has established the Corporate Social Responsibility Best Practice Principles, which stipulate that related investment agreements and contracts shall be assessed by the Legal Affairs Department for legal compliance.
	412-2	Employee training on human rights policies or procedures	5.3 Employee Development and Training	69	
GRI 414:2016 Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	3.2 Supply Chain Management	36	
	414-2	Negative social impacts in the supply chain and actions taken	3.2 Supply Chain Management	36	
GRI 416:2016 Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	3.1 Green Product Design	34	Note: All BizLink products have passed health and safety impact assessments.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		-	Note: No violations of any regulations related to product and service health and safety were reported at BizLink in 2020.
GRI 417:2016 Marketing and Labeling	417-1	Requirements for product and service information and labeling	3.1 Green Product Design	34	Note: All BizLink products comply with related information and labeling requirements.
	417-2	Incidents of non-compliance concerning product and service information and labeling	No violations of any regulations related to product and service information and labeling were reported at BizLink in 2020.	-	
	417-3	Incidents of non-compliance concerning marketing communications	No violations of any regulations related to marketing communications were reported at BizLink in 2020.	-	
GRI 418:2016 Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No breaches of customer privacy or loss of customer data were committed by BizLink in 2020.	-	
GRI 419:2016 Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	BizLink did not commit any major violations and receive any fines due thereto in 2020.	-	



United Nations Sustainable Development Goals (SDGs) Comparison Table

Proposed and adopted by the United Nations in 2015, the United Nations Sustainable Development Goals (SDGs) aim to achieve sustainability in human health (people), ecology (planet), economic prosperity, peace, and partnership. The SDGs have to be achieved through innovative products and technologies from companies, as well as collaboration with governments, the United Nations, international organizations, and various stakeholders.



Having been following and responding to this global trend, BizLink assesses the risks and opportunities of our business activities on the SDGs, as well as examines our corporate sustainability road map in various areas, including operations, products, supply chain, and society, based on our core competencies to create maximum synergy. Product-wise, we continue to innovate and develop high-efficiency and energy-saving products; operations-wise, we continue to increase energy and resource utilization efficiency; society-wise, we promote environmental protection and participation in public welfare activities.

Since BizLink's sustainable development goals are consistent with the SDGs, these goals are incorporated into our medium- and long-term development directions, with a view to contributing to efforts in addressing global sustainability issues.

Development goal	Bizlink's medium- and long-term direction	UN Sustainable Development Goals (SDGs)	Key task for BizLink	Corresponding chapter	Page No.
Community engagement	Care for and assist disadvantaged groups in order to achieve co-prosperity in communities	 	<ul style="list-style-type: none"> Provide support for long-term public welfare programs 	6.1 Participation in Social Welfare	92
Employee care	Promote a healthy culture of caring for surrounding people		<ul style="list-style-type: none"> Actively organize regular health examinations for employees 	5.6.1 Diversified Welfare Measures	81
	Provide employees with a safe work environment		<ul style="list-style-type: none"> Promote the "friendly workplace" program Improve the quality of food, clothing, accommodation, transport, education, and entertainment at our production sites 	5.6.1 Diversified Welfare Measures	81
	Conduct strict on-the-job training to ensure a steady supply of high-quality professional talents		<ul style="list-style-type: none"> Establish an internal education and training system to improve employee competencies 	5.3 Employee Development and Training	69



United Nations Sustainable Development Goals (SDGs) Comparison Table

Development goal	Bizlink's medium- and long-term direction	UN Sustainable Development Goals (SDGs)	Key task for BizLink	Corresponding chapter	Page No.
Employee care	Promote external talent recruitment by discovering and developing talents in campuses		<ul style="list-style-type: none"> Organize campus recruitment programs to uncover management associates Encourage employees to refer talents and develop a diverse range of recruitment channels 	5.2.1 Employee Structure and Distribution	63
	Provide competitive compensation and benefits in the industry		<ul style="list-style-type: none"> Provide compensation packages that are superior to local basic pay levels in regions where our production sites and operating bases are located, in order to attract and retain talents 	5.4.2 Protection of Employee Compensation	76
	Create maximum shareholder wealth to become a competitive company		<ul style="list-style-type: none"> Offer the best solution services, refine manufacturing technology, improve the quality of products, and continuously promote automated production 	3.1 Green Product Design	34
	Comply with international safety and health management systems to create a healthy and safe environment		<ul style="list-style-type: none"> Continue to improve the work environment and safety system 	5.6.2 Occupational Safety and Health	84
	Reduce occupational accidents and respect human rights		<ul style="list-style-type: none"> Implement labor rights management in accordance with local labor laws and related international regulations such as RBA Standards 	5.2.3 Employee Recruitment	67
	Respect individual differences and achieve workplace equality through the United Nations Global Compact (UNGC)		<ul style="list-style-type: none"> Improve the employee performance evaluation system to eliminate unequal treatment 	5.4.1 Protection of Rights to Work and Employment	72



United Nations Sustainable Development Goals (SDGs) Comparison Table

Development goal	Bizlink's medium- and long-term direction	UN Sustainable Development Goals (SDGs)	Key task for BizLink	Corresponding chapter	Page No.
Environmental protection	Move toward becoming a green and low-carbon company through the implementation of energy conservation and carbon reduction		<ul style="list-style-type: none"> Continue to promote carbon reduction programs and actively install solar power generation systems 	4.3.2 Energy-saving Measures at BizLink's Production Sites	53
	Pursue optimal use of resources to minimize environmental impact		<ul style="list-style-type: none"> Continue to design energy- and material-saving green products 	3.1 Green Product Design	34
	Protection of marine ecosystems		<ul style="list-style-type: none"> Marine Microplastics Four-Season Voyage Program 	6.1 Participation in Social Welfare	92
Leverage the influence of supply chain	Promote green value chains		<ul style="list-style-type: none"> Implement supply chain risk management Establish a database of "Quality Supplier Partners" in compliance with the RBA Code of Conduct in the electronic industry Raise anti-corruption awareness among suppliers 	3.2.1 Supplier Sustainability Requirements	37



BizLink