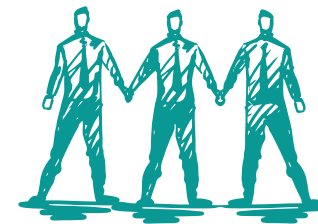




# 01



## Corporate Commitment and Stakeholder Dialogue

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- 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.



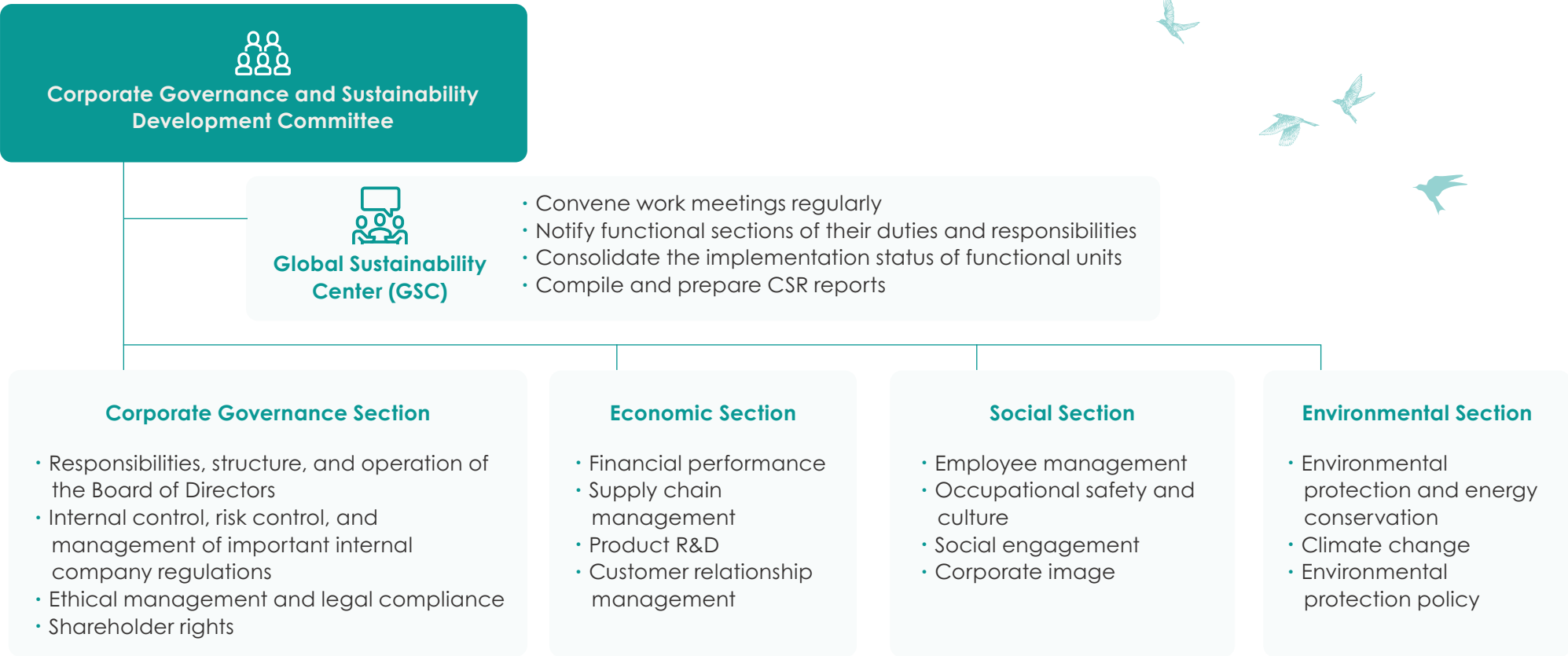
[🌐 BizLink's official website](https://www.bizlinktech.com/investors/index/4#sub-6)



### 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.



Establish the engagement objectives of this report

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.



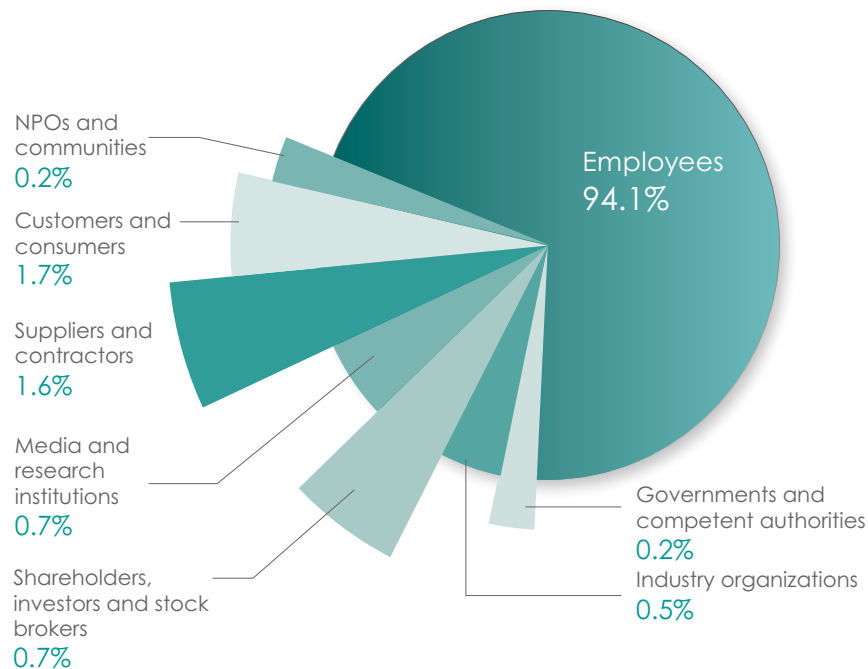
Collect sustainability topics

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.

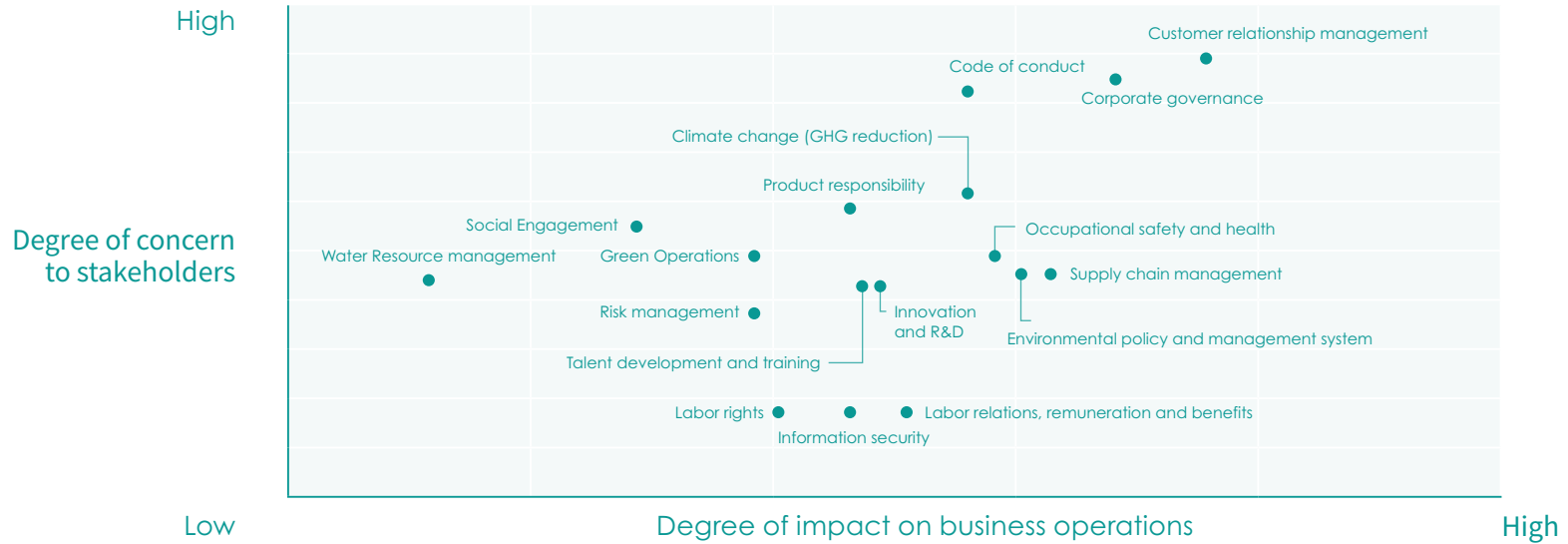


Analyze material topics and rank them

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.	<b>2.2</b> 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	<b>2</b> 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	<b>3</b> 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	<b>3</b> 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	<b>3.2</b> 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	<b>5</b> Employee Relations <b>5</b> 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.	<b>5</b> 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	<b>5</b> 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.	<b>4</b> 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.	<b>4.2</b> Response to Climate Change and Global Warming <b>4.3</b> 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"> <li>Customers of existing brands</li> <li>Potential customers</li> </ul>	<ul style="list-style-type: none"> <li>Innovative products</li> <li>Product quality, price, and delivery date</li> <li>Green products</li> </ul>	<ul style="list-style-type: none"> <li>Restricted substance management</li> <li>R&amp;D or engineering capability</li> </ul>	<ul style="list-style-type: none"> <li>Communicate needs for innovative products (Based on customers' product development needs)</li> <li>Regular business review with major customers (Based on customers' product development needs)</li> <li>Customer satisfaction survey and responses (Once every quarter or every six months)</li> <li>Customer audit and questionnaire responses from customers(Once every quarter or every six months)</li> </ul>	<ul style="list-style-type: none"> <li>BizLink received the 2020 Sustainability Award from Philips.</li> <li>BizLink received the 2020 Supplier Award from Festool.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Key component suppliers</li> <li>Raw materials suppliers</li> <li>Outsourced processing plants</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with various legal requirements</li> <li>Workplace environment and health</li> <li>Price competitiveness</li> </ul>	<ul style="list-style-type: none"> <li>Continuous and stable supply</li> <li>Technical capability</li> </ul>	<ul style="list-style-type: none"> <li>Meetings (Irregularly)</li> <li>E-mail (Irregularly)</li> <li>Assessment via supplier management system (Once every year)</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Full-time employees</li> <li>Contract employees</li> </ul>	<ul style="list-style-type: none"> <li>Legal compliance</li> <li>Legitimate operations and ethical management</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Labor conditions</li> <li>Learning and growth</li> <li>Health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Employee communication meeting: Employees convey their feedback and opinions directly to senior executives via internal channels at BizLink. (Once every month)</li> <li>Employee Welfare Committee's decision and execution of employee events, including planning and budgeting (Once every six months)</li> <li>New employee training (Orientation and training for new employees during their first day on board)</li> <li>E-learning - BizLink academy (Irregularly)</li> <li>One-on-one performance interview with managers (Once every year)</li> </ul>	<ul style="list-style-type: none"> <li>The Global Sustainability Center organizes health consultations in the Taipei Office.</li> <li>A total of 37 people obtained consultation from occupational health nurses in 2020.</li> <li>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.</li> </ul>
Investors, shareholders and stock brokers	<ul style="list-style-type: none"> <li>General shareholders</li> <li>Corporate shareholders</li> <li>Rating agencies</li> <li>Financial institutions and insurance companies</li> </ul>	<ul style="list-style-type: none"> <li>Industry outlook, company competitiveness and future growth potential</li> <li>Company's profitability and dividend policy</li> <li>Stock value</li> <li>Corporate governance and risk management</li> <li>Information disclosure and transparency</li> <li>Engagement in other investments to fulfill CSR</li> </ul>		<ul style="list-style-type: none"> <li>Domestic and foreign investor conferences (Regularly and irregularly)</li> <li>Annual general meetings (Once every year)</li> </ul>	<ul style="list-style-type: none"> <li>Named the winner of AsiaMoney's "Asia's Outstanding Companies Poll 2020" in the "Automobiles and Components" sector in Taiwan.</li> <li>Received the silver award for the IT and IC manufacturing category in the TCSA Corporate Sustainability Report Awards.</li> <li>Included as a constituent stock of the FTSE-TWSE Taiwan Mid-cap 100 Index in September 2020.</li> <li>Included as a constituent stock of the FTSE-TWSE Taiwan Technology Index in March 2021.</li> </ul>
Governments and competent authorities	<ul style="list-style-type: none"> <li>Competent securities authority</li> </ul>	<ul style="list-style-type: none"> <li>Operational effectiveness and efficiency</li> <li>Reliable, timely, transparent, and legally compliant reporting</li> <li>Compliance with the relevant laws and regulations</li> </ul>		<ul style="list-style-type: none"> <li>Company website (Regularly and irregularly)</li> <li>Related information disclosure on MOPS (including CSR reports) (Regularly and irregularly)</li> <li>Official letters(Regularly and irregularly)</li> <li>Participation in promotion meetings held by government authorities (Regularly and irregularly)</li> <li>Reporting on MOPS (Regularly and irregularly)</li> </ul>	<ul style="list-style-type: none"> <li>BizLink was ranked among the Top 5% in the 6th Corporate Governance Evaluation conducted by the TWSE in 2020.</li> <li>BizLink was selected as a constituent stock of the TWSE's Corporate Governance 100 Index for the 5th year in a row.</li> </ul>
Industry organizations	<ul style="list-style-type: none"> <li>Industry associations</li> <li>Industry organizations</li> </ul>	<ul style="list-style-type: none"> <li>Industry trends</li> <li>Technical standards</li> </ul>		<ul style="list-style-type: none"> <li>Professional seminars (Irregularly)</li> <li>On-the-job training (Irregularly)</li> </ul>	<ul style="list-style-type: none"> <li>BizLink CEO Felix Teng served as the Vice Chairman of the Taiwan Electronic Connection Association.</li> </ul>
Media or research institutions	<ul style="list-style-type: none"> <li>Mass media</li> <li>Research institutions</li> </ul>	<ul style="list-style-type: none"> <li>Operating performance</li> <li>Product innovation and technological development</li> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Environmental protection</li> <li>Sustainable development strategies</li> </ul>	<ul style="list-style-type: none"> <li>News releases (Regularly and irregularly)</li> <li>Press conferences (Irregularly)</li> <li>Company website (Regularly and irregularly)</li> <li>Questionnaire surveys (Irregularly)</li> </ul>	<ul style="list-style-type: none"> <li>BizLink was named one of "America's Most Responsible Companies 2021" by Newsweek.</li> <li>BizLink was named the winner of "Asia's Outstanding Companies Poll 2020" by AsiaMoney.</li> </ul>
NPOs and communities	<ul style="list-style-type: none"> <li>Environmental groups</li> <li>Foundations and other public welfare groups</li> <li>Community groups</li> </ul>	<ul style="list-style-type: none"> <li>Energy and water resource management, waste management and recycling</li> <li>Development of humanistic and featured education</li> <li>Participation in social and community welfare</li> </ul>		<ul style="list-style-type: none"> <li>Disclosure of relevant information in annual reports and on company website (Once every year)</li> <li>Engagement in caring activities for underprivileged children (BizLink hosts public welfare activities or participates in external public welfare activities from time to time.)</li> </ul>	<ul style="list-style-type: none"> <li>BizLink donated a total of NT\$6,602,485 to charities in 2020, representing a 6% increase versus 2019.</li> </ul>