



# 01



## Corporate Commitment and Stakeholder Dialogue

- 1.1 Corporate Sustainable Development Vision and Commitment
- 1.2 Stakeholder and Materials Aspect Identification

### 1.1 Corporate Sustainable Development Vision and Commitment

We strive to create “corporate sustainability” through the 4 core values of “integrity and honesty,” “customer orientation,” “teamwork” and “environmental protection.” While pursuing revenue and profits, we insist in playing the role of a global citizen and fulfilling our corporate social responsibilities to generate a constant momentum for growth and for improving our competitiveness.

In order to materialize corporate sustainability, BizLink CEO Felix Teng and senior executives have led by example to establish the Corporate Governance and Sustainability Development Committee directly under the Board of Directors in 2018, which is responsible for creating the corporate management system, reinforcing the sustainability management system, and internalizing sustainable development as an integral part of BizLink’s strategy-making process and corporate culture.

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

The vision of BizLink in corporate sustainability is to create a society with cultural diversity, humanitarian care, creativity, vivacity, and environmental sustainability. In order to let the Company and our employees actively implement environmental protection and corporate sustainability, we have used the Responsible Business Alliance (RBA)’s Code of Conduct to formulate the CSR Best Practice Principles, encompassing all of BizLink’s

subsidiaries. We are committed to abiding by the regulations of the best practice principles, including investment, suppliers, sales development and other sales or employment relations. The best practice principles outline specific commitments within various sustainable development related issues, including business ethics, labor relations, environmental protection, health and safety, management system, corporate governance, and community participation, etc. Moreover, internal and external audits are conducted to assess implementation performance. For details of BizLink’s CSR Best Practice Principles, please refer to BizLink’s official website.



BizLink’s official website



### 1.1.1 Corporate Sustainability Promotion Unit

The Corporate Governance and Sustainability Development Committee is responsible for promoting sustainable development within BizLink. Company CEO Felix Teng is the convener, and all senior executives are appointed as members of the promoting team, stipulating corporate sustainability development, corporate governance, economic, environmental and societal goals of sustainable corporate development and supervising the implementation progress. On top of that, they are responsible for leading BizLink to realize the vision of sustainable corporate development as well as short, medium and long-range objectives.

BizLink's Corporate Governance and Sustainability Development Committee is responsible for materializing the Company's commitments to the society, including numerous aspects such as labor relations, employee care, corporate governance, environmental protection, and social welfare. In particular, the most important goals are: respecting and complying with the law, protecting employment rights, improving workplace health and safety, developing green products, minimizing environmental impact, shouldering social and environmental responsibilities, and meeting the customers' requirements.

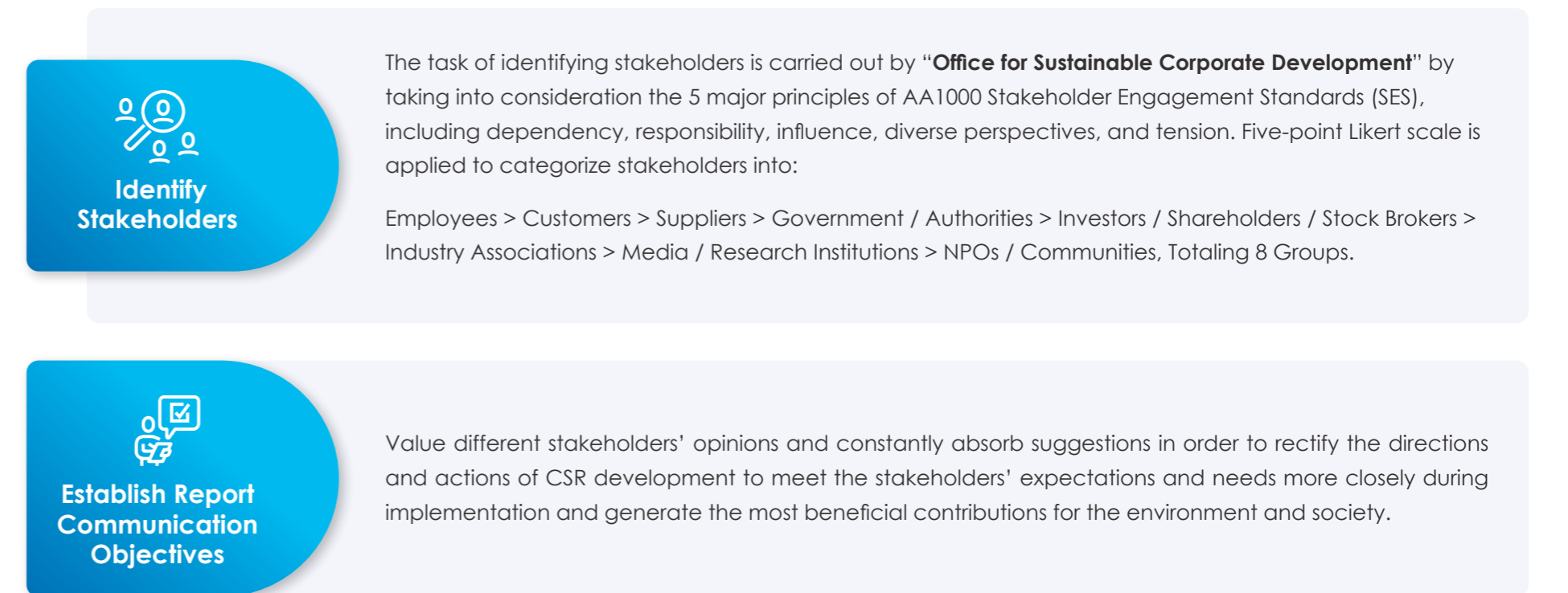


## 1.2 Stakeholder and Materials Aspect Identification

### 1.2.1 Materiality Analysis Technique

Effective engagement with stakeholders is an important foundation of corporate sustainability development. Of the numerous stakeholders, the most important aspect is to identify those who have significant influence over the Company's operations and determine the issues that they care about most in a prioritized order. BizLink regularly identifies sustainability-related issues that our stakeholders care about or are interested in to use them as a reference for the report's information disclosure and conduct effective communication with different stakeholders. In principle, the identification process is conducted once a year using stakeholder opinion survey as the tool to gain insight into the issues of concern among stakeholders on a regular basis.

BizLink continues to communicate effectively with our stakeholders. BizLink has implemented the materiality analysis technique by referring to GRI Standards, where the considerations' scope and boundaries are incorporated into the method. The main steps involved are:

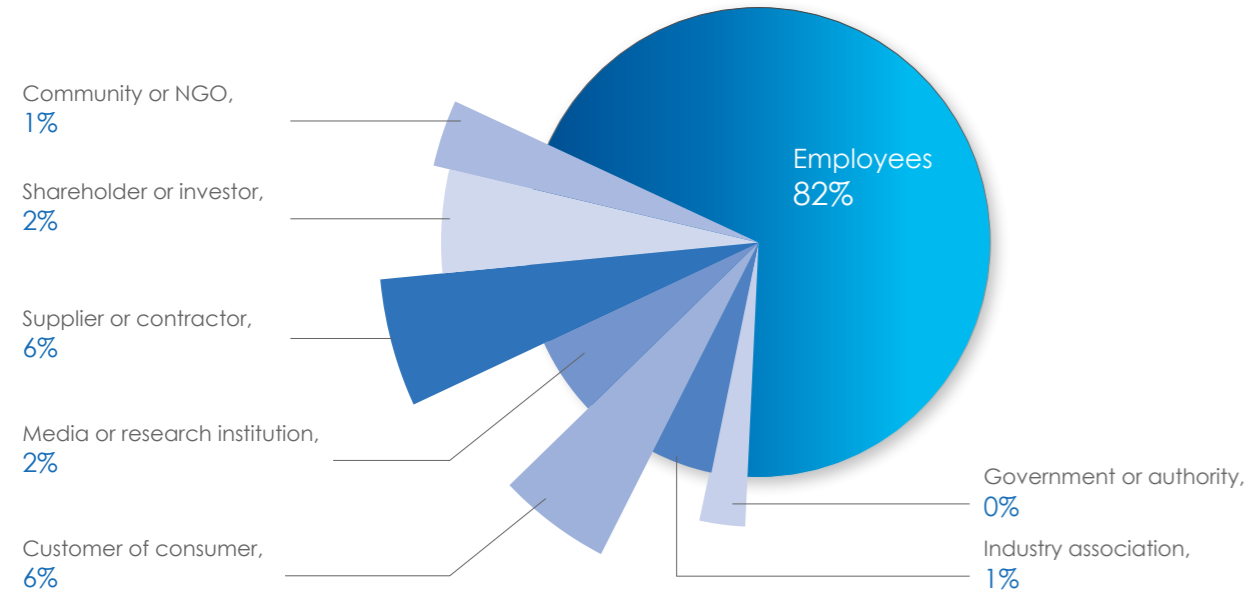


**Gather Sustainability Issues**

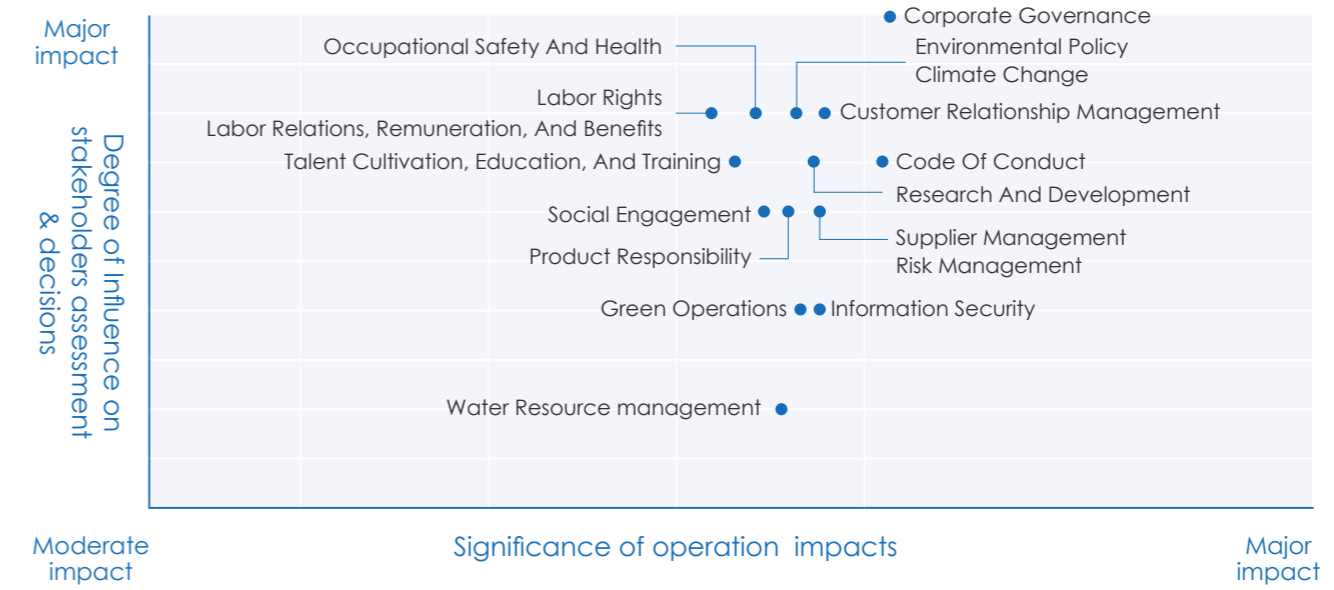
Using the GRI Standard as the foundation, we have also incorporated the impact of the economy, society and environment on corporate sustainability to form the scope of BizLink's sustainability issues. We reviewed 17 sustainability issues from 2018 by borrowing from the experience of BizLink colleagues from various departments as well as that of other leading firms in the industry, before using GRI indicators and sustainability issues to form the scope of material issue identification.

**Conduct Materiality Analysis to Determine Priority**

For the stakeholders identified in 2019, we conducted a materiality survey and collected 354 questionnaires describing the above-mentioned stakeholders' level of concern towards each issue. The same issues are assessed by our committee members and colleagues through questionnaires to determine the impact of the economy, society, and environment on the Company's operations, before the most important material issues with high levels of concern and impact are ascertained and prioritized.



**Materiality matrix in 2019**



**Scope and Boundary of Aspect Identification**

For the prioritized materials aspects, the organization should determine whether or not the activity, product or service-related impacts occur inside or outside of the organization in order to present a comprehensive value chain.

**Review and Discussion**

The outcome of materiality analysis is discussed by the editorial team of the report to prioritize the 10 top material issues.

Category	Material issue	Explanation	Report chapter
 Economic aspect	Corporate Governance (Governance, ethics and, integrity, market image)	Formation and functioning of the Board of Directors and audit	<b>2.2</b> Corporate Governance
	Code of conduct	Formulation of code of ethical behavior and ethics, labor practice, human rights grievance mechanism, anti-corruption, privacy policy and violations	<b>2</b> Ethics, Integrity and, Anti-Corruption
	Customer relationship management (Customer health and safety, product and service labeling, marketing, customer privacy, legal compliance)	Customer satisfaction, problem resolution procedure, quality management	<b>3</b> Customer Service and Satisfaction
	Research and development	Innovative contents such as products, manufacturing process and society/environment	<b>3</b> Innovative Product Design
 Social aspect	Labor relations, remuneration, and benefits (Labor relations, equal remuneration for women and men)	Labor relations, remuneration, and benefits, as well as various employee care related activities	<b>5</b> Employee Relations <b>5</b> Protection of Rights
	Labor rights (Non-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor, security practices, indigenous rights, evaluation, supplier human rights assessment, human rights grievance mechanisms)	Gender equality, non-discrimination, human rights grievance mechanisms	<b>5.2</b> Employee Profile
	Occupational safety and health (Non-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor, security practices, indigenous rights, evaluation, supplier human rights assessment, human rights grievance mechanisms)	Disabling injury frequency rate (FR), occupational accident statistics, incidence, main operational risks	<b>5</b> Occupational Safety and Health
	Talent cultivation, education, and training (Investment, training, and education)	Expertise cultivation and planning, implementation results etc.	<b>5</b> Employee Development, Education and Training
	Environmental policy/management system (Raw material, energy, water, compliance, and selecting suppliers based on environmental criteria)	Contents such as environmental protection policy, qualitative information, audit verification etc.	<b>4</b> Environmental Policy and Green Strategy
 Environmental aspect	Climate change (GHG emissions reduction)	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> GHG Reduction

## 1.2.2 Stakeholder Engagement Method and Frequency Table

Stakeholder		Material Issues	Engagement Method ( Engagement Frequency )
Customer	<ul style="list-style-type: none"> <li>Customers of an existing brand</li> <li>Potential customers</li> </ul>	<ul style="list-style-type: none"> <li>Creative products</li> <li>Product quality/price/delivery date</li> <li>Green products</li> <li>Restricted substance management</li> <li>R&amp;D/Engineering capability</li> </ul>	<ul style="list-style-type: none"> <li>Innovative product requirement communication (Customers' product development needs)</li> <li>Regular and main customer sales review (Customers' product development needs)</li> <li>Customer satisfaction survey and feedback (Quarterly or semi-annually)</li> <li>Customer audit and customer questionnaire response (Quarterly or semi-annually)</li> </ul>
Supplier	<ul style="list-style-type: none"> <li>Key component supplier</li> <li>Raw materials supplier</li> <li>Outward processing plant</li> </ul>	<ul style="list-style-type: none"> <li>Comply with various legal requirements</li> <li>Workplace environment and health</li> <li>Price competitiveness</li> <li>Stable supply</li> <li>Technical capability</li> </ul>	<ul style="list-style-type: none"> <li>Conference (Irregularly)</li> <li>Email (Irregularly)</li> <li>Supplier management system evaluation (Annually)</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Full-time employee</li> <li>Contract employee</li> </ul>	<ul style="list-style-type: none"> <li>Legal compliance</li> <li>Legitimate management</li> <li>Human rights</li> <li>Learning and growth</li> <li>Health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Employee communication meeting: Employees communicate feedbacks to senior management directly via the Company's internal channel. (Monthly)</li> <li>Welfare Committee's decision and execution of employee events, including planning and budgeting (Semi-annually)</li> <li>New employee education and training (New employee orientation and training is conducted on the day the employee joins the Company)</li> <li>E-learning - BizLink academy (Irregularly)</li> <li>One on one performance interview for managers (Annually)</li> </ul>
Investor/ Shareholder/ Stock Broker	<ul style="list-style-type: none"> <li>General shareholder</li> <li>Corporate shareholder</li> <li>Rating institution</li> <li>Financial insurance institution</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/risk management</li> <li>Information disclosure and transparency</li> <li>Materialization of corporate social responsibility and reinvestment</li> </ul>	<ul style="list-style-type: none"> <li>Domestic and foreign investment meeting (Regularly or irregularly)</li> <li>AGM (Annually)</li> </ul>
Government/ Authority	<ul style="list-style-type: none"> <li>Securities authority</li> </ul>	<ul style="list-style-type: none"> <li>Operational efficacy and efficiency</li> <li>Reliability, timeliness, transparency and legal compliance</li> <li>Compliance with legal regulations</li> </ul>	<ul style="list-style-type: none"> <li>Company website (Regularly or irregularly)</li> <li>Related information disclosure on MOPS (including CSR report) (Regularly or irregularly)</li> <li>Official letter (Regularly or irregularly)</li> <li>Participate in promotion meetings held by government authorities (Regularly or irregularly)</li> <li>MOPS reporting (Regularly or irregularly)</li> </ul>
Industry Association	<ul style="list-style-type: none"> <li>Industry association</li> <li>Industry association</li> </ul>	<ul style="list-style-type: none"> <li>Industry trend</li> <li>Technical standard</li> </ul>	<ul style="list-style-type: none"> <li>Professional seminar (Irregularly)</li> <li>On the job training (Irregularly)</li> </ul>
Media/ Research Institution	<ul style="list-style-type: none"> <li>Mass communication media</li> <li>Research institution</li> </ul>	<ul style="list-style-type: none"> <li>Operating performance</li> <li>Product innovation and technical development</li> <li>Corporate governance</li> <li>Environmental protection</li> <li>Sustainable development strategy</li> </ul>	<ul style="list-style-type: none"> <li>News release (Regularly or irregularly)</li> <li>Press conference (Irregularly)</li> <li>Company website (Regularly or irregularly)</li> <li>Questionnaire survey (Irregularly)</li> </ul>
NPO/ Community	<ul style="list-style-type: none"> <li>Environmental group</li> <li>Foundation and other public welfare groups</li> <li>Community group</li> </ul>	<ul style="list-style-type: none"> <li>Energy and water resource management, waste management and recycling</li> <li>Cultural and unique education development</li> <li>Participation in social and community welfare</li> </ul>	<ul style="list-style-type: none"> <li>Disclosure of relevant information in the annual report and Company website (Annually)</li> <li>Engage in underprivileged children caring activities (The Company irregularly hosts public welfare activities or participates in external public welfare activities)</li> </ul>