



# 05



## BizLink and Employees

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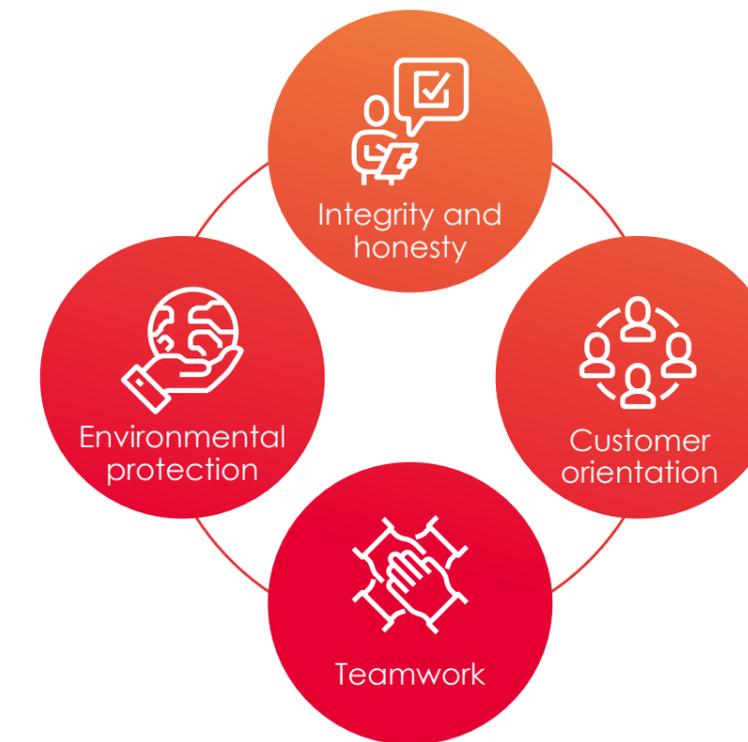
### 5.1 Employee Policy

Since our inception, BizLink has upheld the principles of “integrity and honesty,” “customer orientation,” “teamwork” and “environmental protection” to generate differentiation through innovation, thereby creating more opportunities and high-quality services for our customers. BizLink strives to become a trustworthy, sustainable, high-quality Company among our shareholders, customers, employees, and stakeholders.

In order to realize BizLink’s vision of corporate sustainability and core beliefs and values, we perceive employees as the Company’s most important asset, because they are the key impetus behind BizLink’s ongoing growth and advancement. Consequently, BizLink has complied with relevant labor laws in order to protect our employees’ rights and respect the internationally recognized basic labor human rights principles. These include the freedom of association, privacy, prohibition of child, forced or compulsory labor, as well as any related regulations pertinent to improper hiring and discrimination. Furthermore, we have outlined relevant rules and regulations to protect the rights of our employees, as well as promote diverse employee projects to foster their physical and spiritual wellbeing. In addition, the Company offers competitive remuneration and benefits, creating a friendly work environment for our employees. Other management systems such as ISO14001 and OHSAS18001 have been introduced to build a solid foundation for total development, continuous improvement, and refinement.

The Company’s various human resources mechanisms and policies emphasize people orientation to look after our employees concerning every facet of work, life and, health. In doing so, they can unleash their full potential at work to drive the Company’s forward momentum. At

the same time, we allow our employees to strike a balance between work and life, hoping that each one of them is a happy member of the BizLink family. Together, we will embrace a brighter, happier and more harmonious future.

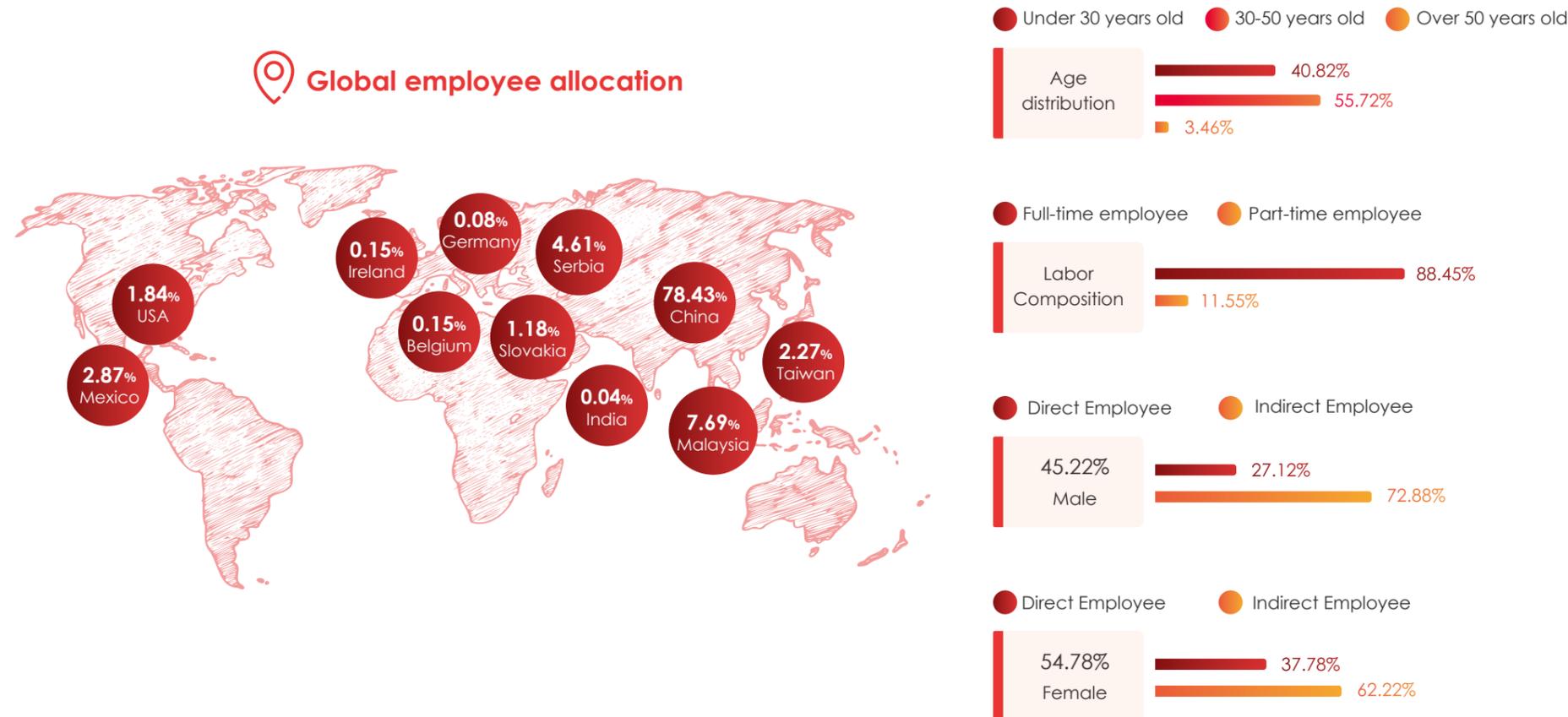


## 5.2 Employee Profile

### 5.2.1 Employee Structure and Allocation

BizLink had a total of 9,912 employees (45.22% males and 54.78% females) at the end of 2019. 225 employees are located in Taiwan while the remaining 9,687 people are located throughout China and other overseas locations (including the USA, Malaysia, Germany, Belgium, Slovakia, Serbia, and India, etc.).

The hiring pattern in each region is unique depending on the respective local laws, operational and production needs; all employees are provided rights guaranteed by the law when they report for duty on the first day. The demographics of BizLink employees in different regions are presented below:

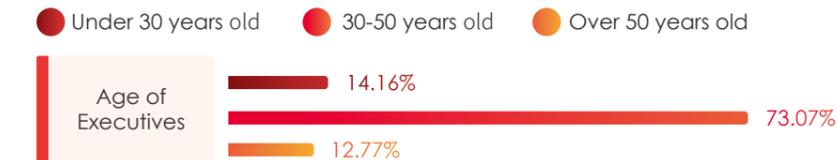


BizLink perceives great importance in the diversity of our talents, and we strive to create a tolerant work environment that encourages participation and the unleashing of individual skills. The Company seeks employees with diverse backgrounds and specialties via a fair hiring and promotion system in order to provide them with ongoing training and development. Outstanding employees with unique backgrounds and specialties help to increase the Company's competitiveness. Based on management level and gender, the structure of direct employees in various regions are:

#### Gender of Executives (Management staff with Section Chief level or above)



#### Age of Executives (Management staff with Section Chief level or above)



### 5.2.2 Employee Retention

#### Employee Turnover

BizLink has always regarded our employees as the Company's most valuable asset, therefore we have implemented comprehensive promotion management and employee welfare system to encourage them

to constantly seek improvement and achievements during the course of career development.

If colleagues are transferred to other units or regions, the Company will communicate with them beforehand and coordinate all the necessary affairs. For those transferred to regions further away from home, suitable subsidies or allowances will be provided to ensure their rights. In terms of leave management, once an employee files a resignation request, human resources will arrange for an interview depending on the need in order to ascertain the reasons for the resignation. Moreover, the Company will strive to retain the employee and offer the necessary care.

If the Company needs to adjust our colleagues' job due to internal reorganization or changes in business activities, we will first determine if similar jobs are available within the Company and make arrangements for internal transfers. If no adequate positions are available internally, or if the colleagues are unwilling to make the transfer, the Company will proceed with severance procedure.

Employees of all types have legal rights and interests from their first day of employment. BizLink's global employee distribution based on gender and type per region is show below:



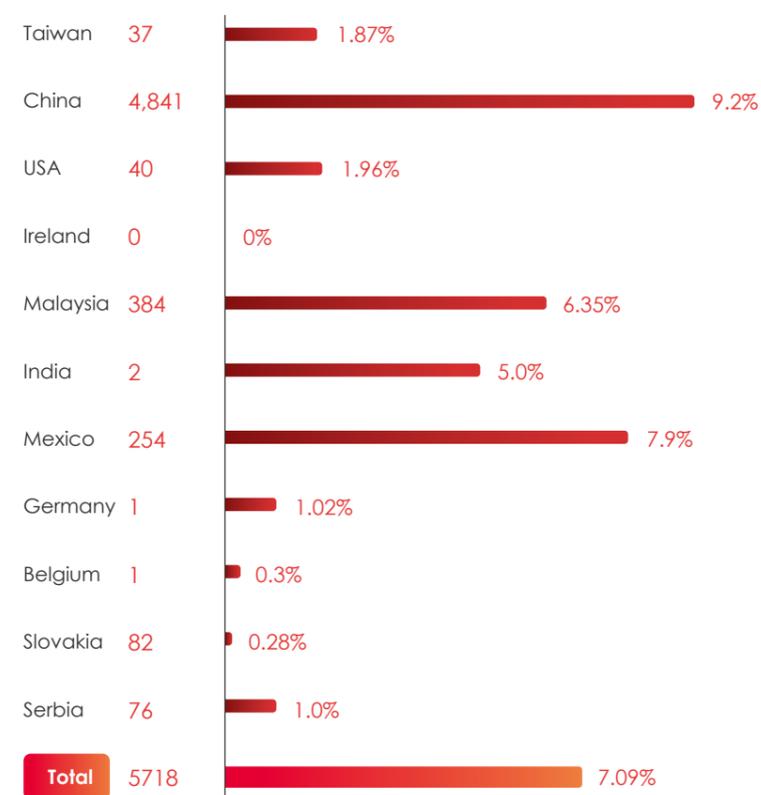
## New Employee Structure in 2019

Location/Age	<30		30-50		>50		Total
	Female	Male	Female	Male	Female	Male	
Taiwan	6	6	13	44	1	8	78
China	1,216	2,220	1,307	1,117	4	2	5,926
USA	2	3	10	5	4	8	32
Ireland	0	0	0	0	0	0	0
Malaysia	437	81	60	23	0	3	604
Mexico	25	30	24	24	2	5	110
Germany	0	0	1	0	0	0	1
Belgium	0	1	0	1	0	0	2
Slovakia	1	13	7	12	3	4	40
Serbia	40	28	24	20	1	1	114
<b>Total number of new employees</b>	<b>1,727</b>	<b>2,384</b>	<b>1,447</b>	<b>1,307</b>	<b>15</b>	<b>31</b>	<b>6,911</b>
<b>New employee ratio</b>	<b>91.67%</b>	<b>110.27%</b>	<b>42.52%</b>	<b>61.80%</b>	<b>10.71%</b>	<b>15.20%</b>	<b>69.75%</b>

### Employee Turnover

When an employee submits a resignation request for whatever reason, we will offer our utmost understanding and respect, and we will try to ascertain the reason for resignation in order to discover potential areas of improvement. The below chart represents the average monthly employee turnover rate by region during 2019.

## Sites / Y2019 / Number of Resignation in 2019



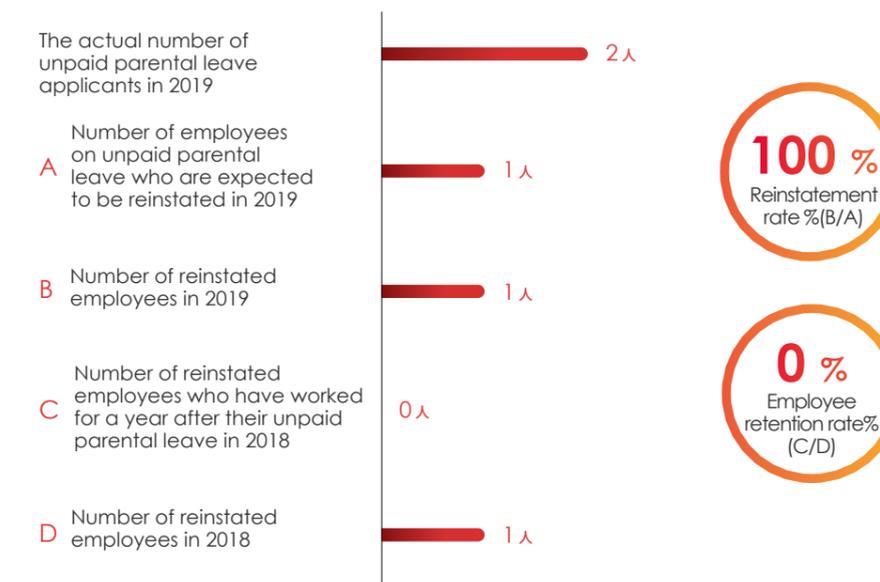
### Note

Monthly average employee turnover = (monthly average resignation number in 2019) / (total number of employees at the end of each month in 2019 / 12) \* 100%.

### Analysis of Unpaid Parental Leave in 2019

In BizLink offers employees with nursing needs substantial care, including unpaid leave, career readjustment, and related benefits etc. In 2019, the number of unpaid parental leave applicants was 2 in Taiwan,

and both returned to work after their leave was over. This demonstrates that the Company's comprehensive care mechanism can help employees with nursing needs to look after both their family and work.



### Note

The number of employees on unpaid parental leave is calculated based on employees who have applied for maternity leave and paternity leave between 2018 and 2019, and those who have qualified for parental leave in 2019. With exception of Taiwan, unpaid parental leave is granted under various local labor regulations.

### 5.2.3 Employee Recruitment (Including the Policy Prohibiting the Hiring of Child Labor)

BizLink recruits outstanding talents from various fields through different channels in accordance with the Company's operational strategy and employee career development plan. Employee recruitment is conducted according to local laws and Responsible Business Alliance (RBA)

regulations; we have never hired child labor, and we strictly prohibit forced labor and engaging minors in high-risk jobs. In addition, the Company has implemented an employee attendance information system in order to manage employee attendance and leave, thereby ensuring the wellbeing of their body and mind.

### 5.3 Employee Development, Education, and Training

BizLink is dedicated to becoming a sustainable organism, hence cultural cultivation is also an important consideration aside from business growth and profitability. On the other hand, talent development and training are the cornerstones of corporate sustainability, therefore elite talent training and talent turnover are regarded as crucial management indicators that enable the employees to grow together with the Company. BizLink’s talent development and training approaches are outlined below:

#### Extensive education and training framework

BizLink endeavors to foster growth for our employees and the Company by creating an environment conducive to continual learning and development. We have established a sound education and training framework based on vocational training and personal development plans. The framework consists of 5 major aspects: new employee training, professional training, leadership training for different levels of management, self-development, and internal lecturer training. The aim is to help our employees materialize the core values of BizLink and accomplish the Company's vision and strategies.



**New employee training**

The main focus is to help new employees get acquainted with BizLink in order to foster a sense of recognition.



**Professional functional training**

We provide varying levels of training courses centered on the professional needs of different organizations. The goal is to enhance the professional knowledge and skills including sales, R&D, manufacturing, materials management, marketing, and finance etc.



**Leadership Training for Different Levels of Management**

Cultural consensus and management skills are created through employee general education as well as training for new supervisors, middle management, senior management, section chiefs, and first line managers.



**Self-development**

In order to facilitate quick, systematic and timely learning among our employees, BizLink has implemented a learning management system, providing employees with e-learning courses through the digital platform.



**Internal lecturer training**

“Employees with managerial experience or professional experience handpicked by their supervisors” are appointed as lecturers, who will conduct employee education and training in order to pass on internal experience within the Company.

#### Training condition at various locations

Sites	Training Hours (Hr.)	Indirect Labor								Direct Labor	
		High-End Management (Director and above)		Middle Management (Manager, Deputy Manager)		Primary Management (Supervisor, Deputy Supervisor, Team Leader)		General Employee (Non-supervisor)		Female	Male
		Female	Male	Female	Male	Female	Male	Female	Male		
Taiwan	2391.1	17.3	294.7	145	951.1	132.2	381.2	193.4	235.1	41.1	0
China	2,504.43	87.37	102.35	219.17	252.25	246.17	200.31	249.92	259.19	475.14	412.56

Sites	Training Hours (Hr.)	Indirect Labor								Direct Labor	
		High-End Management (Director and above)		Middle Management (Manager, Deputy Manager)		Primary Management (Supervisor, Deputy Supervisor, Team Leader)		General Employee (Non-supervisor)			
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
USA	198	0	6	12	18	6	0	48	78	0	30
Mexico	71	0	0	0	0	0	0	0	0	35	36
Malaysia	3,048	0	16	16	60	40	56	528	484	1,128	720
Germany Site (TDE)	140.5	0	4	0	16	0	0	1.5	119	0	0
Belgium Site (TBE)	408	0	8	0	88	16	0	200	96	0	0
Slovakia Site (TSK)	1,612	0	0	96	105.5	538.5	437.5	0	0	136.5	296
Serbia Site (TSB)	112.67	16	0	11.75	10.6	12.3	10	14	12.5	14.43	11.09
Total	10,485.70	120.67	431.05	499.92	1,501.45	991.17	1,085.01	1,234.82	1,283.79	1,830.17	1,507.65

**Note**

Average training hours = course man hours/number of employees.  
 In 2019, the number of employee training hours in BizLink totaled 10485.7 hours, averaging 1.06 hours per person, equivalent to more than NT\$2.56 million. The course themes include vocational skills and management training, such as management skill improvement, quality assurance, R&D/engineering, manufacturing management, HR administration, sales, financial management, resource management etc.

## 5.4 Protection of Employees' Rights

### 5.4.1 Work and Employment Rights Protection

In order to guarantee our employees' rights, BizLink has complied with all legal regulations to establish our systems:

#### Legal Hiring

The Company will not hire child labor. Our employment policy strictly prohibits the hiring of child labor (under the age of 16) or engaging in practices that may result in the hiring of child labor. In 2019, no forced or compulsory labor incidents took place at any of our operating locations or with our suppliers.

All changes to labor conditions are reported in accordance with the law.

#### Prohibition of discrimination

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

### 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 the Company as a whole. We have employed a fair and reasonable performance evaluation procedure to achieve bilateral communications and for employee development/planning; they are used to determine issues that include employee promotion, remuneration adjustments, bonus payment as well as employee development and training needs. Those who are unable to cooperate and work with the Company will be offered adequate severance pay and relevant documentation in accordance with the law, and will be offered help with applying for unemployment benefits or occupational training subsidies. The ultimate objective is to protect workers' rights.

The Company's performance evaluation mechanism for all direct employees (on the job for more than 3 months) consists of 3 main steps:

1



Goal stipulation

The annual goal is stipulated by the department supervisors and employees at the beginning of each year.

**2**  First semi-annual evaluation

The target achievement progress of the first half of the year is communicated to employees by the department supervisor, and the first semi-annual evaluation is conducted.

**3**  Annual evaluation

The department supervisor communicates the target achievement progress of Q4 and for the year, and the annual evaluation is conducted.

**4**  Performance evaluation outcome communication

In order to assist our employees to improve their performance, pursue their career plan and enhance the Company's performance, the supervisor conducting the preliminary evaluation should interview the employees to discuss their evaluation result, direction for improvement and future development plans. The aim is to increase bilateral communication between the Company and the employees.

 **Training condition at various locations**

Item	Taiwan	
	Female	Male
High-end Management Director and above	4	27
Middle Management Manager、Deputy Manager	11	56
Primary Management Supervisor、Deputy Supervisor、 Team Leader	3	5
Technician Process Technician、Electrician、 Mechanical maintenance	0	0
Sales	3	1
Administration Staff Administrative staff、Logistics、 Clerk	32	56
Production Operator Line Leader	0	0
Total of in-direct employees	53	145
Number of employees including director employees	62	163
Percentage	85.48%	88.96%

China		USA		Ireland		Malaysia		India	
Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
6	9	6	21	0	0	0	0	0	0
54	86	7	9	1	1	0	1	0	1
135	197	1	1	0	0	0	0	0	0
170	310	0	3	0	3	0	1	0	0
45	10	4	6	0	4	2	0	0	3
360	204	46	45	3	3	1	0	0	0
158	128	0	2	0	0	5	7	0	0
928	944	64	87	4	11	8	9	0	4
4,340	3,434	78	96	4	11	429	333	0	4
21.38%	27.49%	82.05%	90.63%	100.00%	100.00%	1.86%	2.70%	0%	100.00%

Item	Germany Site (TDE)		Belgium Site (TBE)		Slovakia Site (TSK)		Serbia Site (TSB)	
	Female	Male	Female	Male	Female	Male	Female	Male
High-End Management Director and above	0	1	0	1	0	3	1	0
Middle Management Manager \ Deputy Manager	0	4	0	4	2	3	8	7
Primary Management Supervisor \ Deputy Supervisor \ Team Leader	0	0	1	0	6	10	12	7
Technician Process Technician \ Electrician \ Mechanical maintenance	0	0	0	0	3	27	10	49
Sales	1	1	2	5	3	1	0	1
Administration Staff Administrative staff \ Logistics \ Clerk	1	0	2	0	13	6	16	7
Production Operator Line Leader	0	0	0	0	0	0	0	0
Total of in-direct employees	2	6	5	10	27	50	47	71
Number of employees including director employees	2	6	5	10	76	110	262	195
Percentage	100.00%	100.00%	100.00%	100.00%	35.53%	45.45%	17.94%	36.41%

### 5.4.2 Remuneration Protection

BizLink values our employees' benefits and welfare, so effective remuneration policies have been formulated to manage their remuneration and incentivize performance, thereby allowing them to unleash their full potential. BizLink not only collects economic and productivity indicators of countries worldwide, but also systematically carries out remuneration surveys through dedicated internal units to ascertain the remuneration standard of different firms in the same industry and their budgets for remuneration adjustments to maintain an internal balance, maintain our competitiveness on the human resources market, and to inspire for outstanding performance from our employees. This information is used as a reference for adjusting our employees' annual salaries as well as set a competitive starting salary to attract talents to join BizLink. The employee remuneration is determined by factors such as academic background, the ratio of remuneration to median salary, expertise, similar professional experience, and personal performance. Remuneration will not be based on an employee's gender. New employees at our key operating locations are not given different starting salaries based on their race, religion, political stance, gender, marital status or affiliation with a labor union.

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

- We pay attention to and comply with local regulations to create harmonious labor relations within the legal framework to strive for corporate sustainability.
- Remuneration is adjusted depending on the talent supply/demand conditions of various regions to maintain competitiveness when hiring new talents.
- We regularly conduct remuneration surveys in different markets and adjust the remuneration table and welfare items/amount to provide remuneration that is superior to the market average.

- Standard starting salary of direct employees (minimum salary) complies with local minimum wage regulations.
- In order to offer employees incentives and share in the Company's achievements, BizLink hands out bonuses every year based on the average revenue of each unit and the employees' performance review.
- Suitable remuneration will be given depending on the vacancy of various posts, and the contribution made according to a fair performance management system to incentivize employees.

### 5.4.3 Pension System

BizLink abides by local regulations in Taiwan such as the Labor Standards Act and the Labor Pension Act, where a fixed percentage of the employees' salaries are contributed to the pension account as required by the law. For employees in China, the Company has provided them with endowment insurance based on the local law, so that our colleagues' livelihood after retirement can be guaranteed.

BizLink plants worldwide have set aside a retirement pension for our employees per local retirement regulations. For plants in Taiwan, employees who were hired before June 30, 2005, will be able to retain their pension accumulated under the old labor pension system. The old labor pension system stipulates that 2% of each employee's monthly salary must be contributed towards the old labor pension system Workers' Retirement Fund at the Central Trust of China. Currently, the total amount of savings is TWD 5,192,153, sufficient to cover labor pension needs. Under the new labor pension system, 6% of each employee's monthly salary must be contributed towards the Individual Labor Pension Account. On top of the fixed pension contributed by the employer (6% of the employees' salary), the employees may also choose to contribute 0-6% of their salaries to the Individual Labor Pension Account.

## 5.5 Employee Relations

In order to foster harmonious labor relations, BizLink has strived to establish diverse bilateral communication channels and listen to the employees' thoughts. Through regular interdepartmental communication meetings, as well as employee grievance mechanisms that guarantee absolute confidentiality, we have created a comprehensive communication platform to ensure seamless, transparent and immediate communication between the Company and employees. The aim is to protect each employee's legal rights.

### Company Intranet

We have created the BizLink Portal platform to detail Company regulations and to make announcements, so that employees can quickly receive and understand important information from the Company. Employees can also provide their suggestions and inquiries to our dedicated team, whom will offer the necessary assistance.

### Company Internal Publication

BizLink engages in diversified interactions with our colleagues. We provide a platform for them to share their thoughts and opinions with others through our monthly internal publication "BizLink eNews". Furthermore, various Company-related information is also featured in the publication, communicating the Company's operating conditions to our colleagues. In 2019, the Company published 12 internal publications, and electronic versions of these publications are stored in the Company intranet (BizLink Home), allowing our colleagues to read the latest publications and information by different plants and units. In supporting energy conservation and carbon reduction, BizLink strives to minimize the number of printed publications in order to cherish trees and love the Earth.



Company Intranet

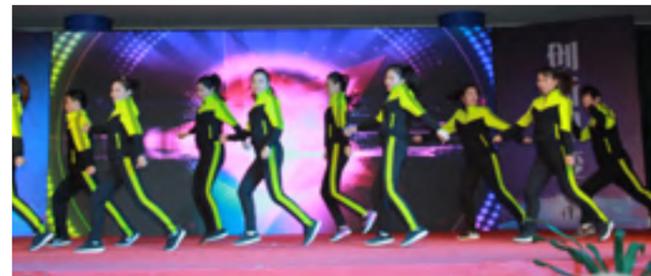
Company Internal Publications

### Two-way Communication Meeting

BizLink regularly holds "management meetings" and "Taipei office employee communication meetings" to hold dialogues with our employees. In 2019, BizLink hosted 12 employee communication meetings. More than 90% of 36 proposals total made by employees were concluded in 2019, showing that the Company values employee feedback and offers immediate and effective solutions. We will strive to maintain an even smoother communication channel and harmonious relations with our employee.

### Encourage employees to participate in club activities

The Company encourages employees to participate in healthy recreational activities in order to enrich their personal lives and engage in skill interactions.



Pop Dance Club



Music club



Badminton Club



Basketball Club



Hiking Club



Yoga club



Sports club

### "Employee Grievance" Channel

Based on the needs and differences at various locations, the Company has established an employee grievance hotline, e-mail, suggestion box or counseling station for our colleagues to communicate their suggestions, opinions, and feedbacks. In 2019, we received 9 Grievances (1 labor dispute in Taiwan and 1 remuneration and attendance dispute in Xiang Yao site, Shenzhen), both were responded to and satisfactorily resolved, achieving a closure rate of 100%. Additionally, we have appointed an exclusive HR service representative for each business unit to ascertain their employees' needs and opinions, and to provide them with a timely response and necessary assistance.

## Workplace Sexual Harassment Prevention

BizLink strives to build a gender-friendly work environment by implementing the philosophy of workplace gender equality and prohibiting any form of sexual harassment in the workplace. Moreover, we have clearly stipulated relevant regulations such as the Code of Conduct along with sexual harassment prevention helpline and e-mail (esg@bizlinktech.com). The information of employees filing grievances are kept strictly confidential in order to protect their rights and create a friendly workplace where employees can work with peace of mind.

## 5.6 Life at BizLink

BizLink endeavors to create a comprehensive employee welfare system in order to tirelessly care for our colleagues. Through various employee welfare programs, we are able to protect the fundamental welfare of our colleagues, and it is our responsibility to provide them with a healthy, safe work environment, thereby making each employee a happy member of the BizLink family. BizLink offers extensive welfare measures designed to cater to our employees' needs and comply with local regulations.

### 5.6.1 Diversified Welfare Measures

#### Annual Physical Exam

BizLink provides annual physical exams to senior executives (VP or above), Taiwanese managers in China or employees in the Taipei office who have worked for BizLink for at least a year and are at least 40 years old. They are entitled to one day paid leave to receive the physical exam; the aim is to let our employees keep track of their physical health, thereby achieving the philosophy of prevention is better than cure and protecting the safety and wellbeing of our employees.

#### Counseling Room

The counseling room serves to promote mental wellbeing-related knowledge and psychological health education. Other services include personal or group psychological counseling to help our employees overcome psychological problems and elevate their quality of life through enrichment.

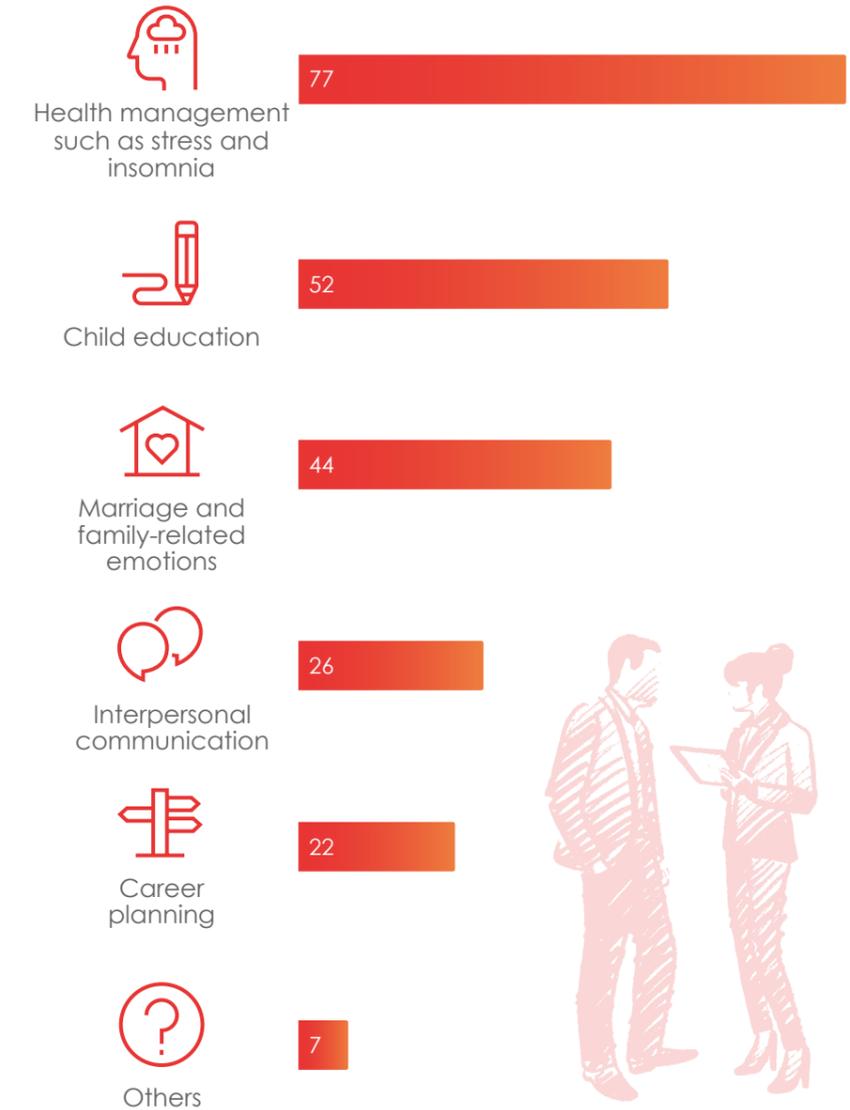
All BizLink employees may receive stress management, mood management, marriage, family, and parenting related counseling services either individually

or as a group.

A total of 246 persons received counseling service in 2018 with an overall satisfaction score of 4.89 (1 being very unsatisfied and 5 being very satisfied), indicating that the counseling service has successfully helped our employees find spiritual peace. We will continue providing employees with psychological counseling service in order to offer them stability and peace of mind.



### Type of counseling service



### Nursing Room

BizLink provides a mother-friendly workplace for them to tend to their nursing needs while at the office. The comfortable, well-appointed space and bright, discreet environment offer mothers peace of mind.



### Employee Dormitory

Employee dormitories are available at the Kunshan and Shenzhen production sites, providing accommodations for our employees after working. The spacious room accommodates 6-8 persons and has an AC, heater, WiFi, shower room and balcony. They have been installed to cater to the employees' needs. Each dorm is also equipped with coin-operated laundry, as well as outdoor facilities such as a basketball court and badminton court. Indoor facilities include a library, pool room, and table tennis; the roomy environment makes our employees feel at home. Shenzhen site's spacious, comfortable environment was selected by Shenzhen Urban Management Bureau as a garden community.

### Employee Cafeteria

Employee cafeteria is available at BizLink's Kunshan and Shenzhen production sites in China, providing an outstanding dining environment to replenish the employees' energy and allow them to rest after a hard day at work.

### Pool Room

Provides the employees with a recreational and socializing venue, where they can unwind after work.



## 5.6.2 Occupational Safety and Health

### Occupational Safety and Health Management System

BizLink provides employees with a healthy and safe work environment based on OHSAS 18001 and ISO 14001 management systems. Furthermore, we have also taken resources such as WHO, international literature, and case studies into consideration in order to design a health risk analysis method that can be used to assess the health risk of related operations. Provides employees with autonomous healthcare concept, where the element of health is incorporated into the process of operational risk identification to improve risk prevention awareness.

Every year, our HR department conducts an inventory of high risk and hazardous operations in various plants and implements a multitude of management measures based on the hazards' characteristics. These include orientation training and on-the-job occupational hazard training, regular monitoring of work environment, and regular employee physical exam in order to control and minimize risks and hazards, thereby achieving the goal of zero occupational diseases throughout the year.

Considerations for purchasing high-risk equipment and machinery include safety identification and protective measures. Safety design and protection are conducted during machinery procurement to reduce operational risks for the operators while ensuring occupational safety and production efficiency at the same time. In addition, for front-line colleagues who are working in special work environments with noise, ionizing radiation, dust, and nickel hazards, we have provided them with complete protective gear, SOP and health protection tracking measures, as well as education and training. Besides minimizing risks, they also serve to manage the operating environment effectively in order to create a safe environment for our employees with work safely and with peace of mind. We will continue with and complete our transition

from OHSAS18001 for occupational safety and health across our global production locations to ISO45001 before March next year (2021), and continue improving working conditions and fulfilling our corporate social responsibilities. We are using ISO45001 as our occupational safety and health foundation, and have adopted best practices from sources such as the WHO, international literature, and from various case studies to design a safety and health risk analysis methodology for our operations. This methodology incorporates safety and risk elements into our operations to improve risk prevention awareness, create an optimal working environment, and to prevent work-related injuries and health-related risks. We strive to eliminate work hazards and minimize occupational safety and health risks to ensure business continuity as well as corporate sustainability.

### Occupational health

Preventing and mitigating the direct impact of business operations on occupational safety and health.

BizLink is committed to environmental protection and the pursuit of an exceptional life by providing our employees with a high quality, safe, and healthy workplace as well as minimize operational risk. We founded the Global Sustainability Center in April 2020 to develop, promote, and implement BizLink's safety, healthy, and environmental measures in the hopes of reaching our goal for "zero disasters" and "zero accidents" .



## Striving for excellence and sustainable development

Established the Global Sustainability Center to offer a high quality, safe, and healthy workplace as well as to minimize operational risk and commit to environmental protection.

In pursuit of “zero disasters” and “zero accidents”

Striving for excellence and sustainable development

BizLink's Global Sustainability Center (GSC) will work towards realizing an optimal safety, health, and environment management system. The GSC oversees all of BizLink's safety, health, and environmental protection related affairs (inc. all units and sites) as well as plans, promotes, guides, and audits the Company's production and operations-related activities. The GSC will conduct risk assessments to discover potential risks and to protect personnel from health hazards to maintain our high standards for safety, health, and environmental protection. BizLink will also promote safety and health-related education and training in an effort to build an excellent workplace and corporate culture.

## Building an exceptional environmental, safety, and health management system



The GSC will help to establish and review the SOP, risk assessment, and risk control measures at various plants as well as the safety, health, and environmental procurement guides and manifests to create a comprehensive safety, health, and environmental management system. We will minimize occupational injuries through the accident, occupational injury, and environmental leakage reporting and root cause investigation mechanism. We have reviewed and revised the emergency response protocols and drills of various plants to boost their disaster response and recovery capabilities in handling natural disasters or other force majeure

events. We will integrate and analyze all of the Company's safety, health, and environmental data to improve the protocols and drills on an ongoing basis.

BizLink's Occupational Safety and Health Committee convenes each quarter, and is led by the Group's CEO and is attended by the senior management of various units and plants, safety and health management staff as well as employee representatives. This is to ensure the proper implementation of the Company's safety, health, and environmental policies in a bid to realize our ideal and vision of sustainable management.

### Hazard identification, risk assessment, and accident investigation

BizLink conducts hazard identification and risk assessments at least once a year.

Risk identification and assessment must be carried out if any of the below take place; the below items must be properly identified before applying any changes to the management system or any other related activity takes place:

- When relevant laws, regulations, and other requirements are updated or added.
- When production services are expanded or diminished on a large scale.
- When drastic changes occur to production technology.
- When new equipment is introduced.
- When new product R&D and production take place.

The following sequence should be observed to minimize risk when confirming risk control measures or contemplating the changing of existing control measures:

- Eliminating danger or risk (such as replacing hazardous substances with toxin-free substitutes)
- Decreasing or limiting risk (lowering the probability of injury or damage, or the severity of potential risk by, for example, using a safe voltage)
- Engineering control (including specific equipment and components used)
- Signs/warnings/or administrative control (such as work shifts)
- Personal protective equipment.

Conduct a review of risk control measures at least once a year. Hazard identification, risk assessment, and control must be considered as a continual process. Therefore, risk control measures must be reviewed before implementation (to prevent creating new sources of hazards).

### In regards to the involvement, consultation, and communication of occupational safety and health personnel

BizLink has formed the “Occupational Safety and Health Committee”, consisting of various senior management as well as safety and health management personnel, to promote safety at work, prevent accidents, improve the workplace, and to protect our employees' well-being. Employee elected representatives make up more than 1/3 of the total membership to raise joint participation from employees and management for the sake of fostering Company-wide occupational safety. The “Occupational Safety and Health Committee” coordinates, presents findings, and makes recommendations on the quarterly progress in occupational safety, changes in the external environment, occupational

safety and health policies, and self-management plans. The Committee also proposes ways to improve current environmental and operational conditions. The Committee will communicate BizLink's employee safety-related policies, and will serve as a channel for employees and management representatives to exchange opinions for the sake of preventing occupational hazards and guaranteeing occupational safety and health.

**In regards to the training of occupational safety and health personnel**

BizLink's Occupational Health Mangement and Human Resource Departments stipulates for an occupational health training program, and appoints professional occupational health instructors to supervise and manage occupational health-related education and training. Trainees include new employees, level 3 education of current employees, and regular education. Training sessions include occupational health laws and regulations, occupational health 101, occupational health management system and SOP, correct usage of and maintenance of occupational disease protective equipment, and emergency response measures, etc., depending on the needs of various posts.

BizLink has proposed the following 5 forms of occupational safety and health training to enhance employees' sense of responsibility as well as heighten their safety awareness:



**1 Regular on the job education**

Regular safety education is conducted for employees on various occasions using a variety of appropriate approaches.

- These include:
- A.** Bolstering the employees' safety awareness through the Company's management meetings or departmental, team/group meetings.
  - B.** We constantly seek to boost our employees' safety awareness, and offer columns, slogans, and warning signs to conduct safety education.
  - C.** Labor safety technicians are hired from time to time to share knowledge on how to keep safe while at work.
  - D.** This is combined with monthly safety inspections to reinforce our employees' safe production education by focusing on problems encountered to raise their safety awareness.
  - E.** Departmental and team/group managers should offer on-site guidance from time to time. Safety skill education is conducted through practical work.

**2 Level 3 safety education for new employees**

Includes post-education, departmental education, and Company-level education. Total training duration may not be less than 24 hours, and those who have not received safety education may not work independently at their posts.

**3 Safety education for special operations**

Employees must receive specialized safety equipment and knowledge-related training according to national regulations and pass relevant qualification tests before they are issued with the necessary license to engage in such operations, including electrical work, metal welding and cutting, driving of motor vehicles, boiler operation, pressurized container operation, and hazardous substance-related operations.

**4 Safety education for those who have changed work**

Employees that have changed posts or job natures must receive necessary safety education from their affiliated department or group/team, depending on the scope of their new work. This allows employees to grasp the characteristics and safety requirements of the new job/post as well as potential occupational safety and health hazards, the most common kinds of accidents, and knowledge on accident prevention.

**5 Safety education for those returning to work**

Employees returning to work from over 3 months leave are required to receive returning-to-work safety education from their affiliated department or group/team, and to familiarize themselves with the safety protocols of their original posts and the operation of relevant equipment. Furthermore, employees must conduct a practical drill and safety education before resuming work.

### Fostering the health of workers

BizLink has established an occupational health management system and SOP, occupational health archives, and occupational health surveillance archives. This is combined with corresponding occupational health technology service institutions, whom conduct workplace occupational hazard factor inspection and health examination of our employees. These tests are publicly announced.

### Develop an occupational accident contingency plan

Establish an occupational hazard and workplace hazard warning and alarm system. Place safety signs at conspicuous locations in the workplace with materials on relevant regulations, SOPs, emergency rescue measures, and the outcome of factor inspections readily available for reference.

Install conspicuous warning signs and warning messages in Chinese at the posts with the potential for occupational hazards. Also, an alarm system should be installed, first aid supplies should be provided, washing facilities should be nearby, emergency evacuation routes should be marked, and the staging area should be free of non-work materials.

Reinforce the inspection of personal protective equipment of personnel engaged in hazardous operations in order to control and limit accidents.

BizLinks values the sustainability of our human resources and considers employees as a vital asset. Professional nurses and physicians are dispatched to our plants to provide health-related consultations and services, and to provide medical care information from time to time as well as host health promotion activities and lectures. We also provide a breast-feeding room and employee lounge stocked with coffee and snacks to create a comprehensive working environment for our employees and to enhance their awareness for personal well-being.

We have also arranged for employees who work in special environments (dust, ionizing radiation, noise) for at least 8 hours a day to receive specialized physical exams designed for hazardous operations to look after their health in addition to their regular health exams. All of our employees have received health exams.

### Occupational injury

The HR Departments at our various plants must inform workers of the possible occupational injuries and the consequences that may occur during the work process as well as communicate relevant protective measures. Such information must be stated in the labor contracts. The Safe Production Management Committee was formed to implement a safe operational performance management system. The highest executive of the plant or the HR executive is appointed as the chairperson with labor and management representatives participating in Committee meetings. Safety meetings are regularly held to conduct a rolling review of occupational safety performance and routinely inspect the implementation of the system at the production line. If any occupational accident occurs, the Company will demand the relevant units to investigate the cause, conduct a review, and propose corrective measures.



### The lost workday due to injury from occupational injuries and traffic accidents at various BizLink plants in 2019 was 0.59.

Item	Gender	Kunshan, China 1	Kunshan, China 2	Xiamen, China 1	Shenzhen, China 1	Shenzhen, China 2	Shenzhen, China 3	Foshan, China	TCZ	TXM	Sub Total
 Lost workdays due to Lost workday cases	Female	324	0	0	19	0	52	1	241	0	637
	Male	109	0	0	22	15	0	0	370	0	516
	Total	433	0	0	41	15	52	1	611	0	1153
 Injury rate (IR)	Female	1.24	0	0	0.38	0	1.72	66.67	3.65	0	1.26
	Male	0.34	0	1.56	0.32	6.15	0	0	5.90	0	1.20
	Total	0.83	0	0.56	0.35	4.00	1.01	20.00	4.62	0	1.23
 Lost day Injury rate (LIR)	Female	0.62	0	0	0.19	0	0.86	33.33	1.73	0	0.61
	Male	0.17	0	0	0.16	3.08	0	0	2.82	0	0.57
	Total	0.42	0	0	0.18	2.00	0.50	10.00	2.20	0	0.59

#### Note

1. Lost workdays due to an accident: The number of workdays lost due to the injured employee's inability to return to work.
2. Injury rate (IR): Frequency of work-related injuries every 200,000 labor hours. Equation: Frequency of work-related injuries x 200,000 labor hours/total person-work hours.
3. Lost time incident rate (LIR): Frequency of accidents every 200,000 labor hours. Equation: Frequency of accidents x 200,000 labor hours/total person-work hours.

## Occupational disease

BizLink has clearly defined the kinds of occupational diseases, and identified the posts that are exposed to them to prevent occupational diseases, protect our employee's health and safety, and to mitigate labor disputes. Preventive measures have been formed. Risk factor analyses are carried out at our various production sites in accordance with their respective production characteristics. High-risk posts are rigorously monitored and controlled. All new employees reporting to their posts with risk of exposure to occupational diseases must receive a physical exam in advance as well as perform follow-up exams each year. If warning signs are discovered during the health exam, they will immediately be relocated to alternate posts. BizLink achieved an occupational disease rate (ODR) of zero in 2019.

### Inventory Table of Main Operational Hazards

Site	Hazard category	Description of operation	Protective measures
Kunshan, China 1	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Laser</li> <li>Ethanol</li> <li>Ink</li> <li>X-radiation</li> </ul>	<ul style="list-style-type: none"> <li>Noise from the weaving and cabling machine</li> <li>Stannic oxide smoke generated from welding</li> <li>Laser equipment light shield</li> <li>Ethanol used for printing and ink solvent</li> <li>X-ray machine operation</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Localized ventilation and wear masks</li> <li>Wear goggles</li> <li>Localized ventilation and wear masks</li> <li>Wear protective gear such as a dosimeter</li> </ul>
Kunshan, China 2	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Laser</li> <li>Ethanol</li> </ul>	<ul style="list-style-type: none"> <li>Welding generates slight noise</li> <li>Welding raw materials using lead-free solder generates stannic oxide risk</li> <li>Ventilation equipment, automatic dust collector</li> <li>Laser binding and labeling operation, laser testing equipment in closed areas</li> <li>Wipe and clean metal surfaces with alcohol</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs, masks, and goggles</li> <li>Localized ventilation and wear masks</li> <li>Wear gloves and install a safety cabinet</li> </ul>
Xiamen, China	<ul style="list-style-type: none"> <li>Finger trapping</li> <li>Cutting injury</li> </ul>	<ul style="list-style-type: none"> <li>Crimping machine</li> <li>Stripping machine</li> <li>Blade operation</li> </ul>	<ul style="list-style-type: none"> <li>Wear gloves</li> </ul>
Shenzhen, China 1	<ul style="list-style-type: none"> <li>lead</li> <li>Noise</li> <li>Dust</li> <li>化學品</li> <li>X-radiation</li> <li>紫外線</li> <li>High temperature</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperature from the tin melting furnace</li> <li>Dust from the plastic material shop</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install water curtain and fans</li> <li>Install dust collector and wear dust masks</li> </ul>

Site	Hazard category	Description of operation	Protective measures
Shenzhen, China 2	<ul style="list-style-type: none"> <li>Noise</li> <li>High temperature</li> <li>Dust</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperatures and waste gas from the tin melting furnace</li> <li>High temperatures from the Teflon production line</li> <li>Dust from the grinding platform at the plastic material production line</li> <li>Waste gas from the plastic material production line</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install water curtain, fans, and waste gas ventilation equipment</li> <li>Eco-friendly AC units</li> <li>Install dust collector and wear dust masks</li> <li>Install centralized processing equipment</li> </ul>
Shenzhen, China 3	<ul style="list-style-type: none"> <li>Noise</li> <li>High temperatures</li> <li>Dust</li> <li>Ethanol</li> <li>Lead</li> </ul>	<ul style="list-style-type: none"> <li>Noise from the stamping press</li> <li>High temperature from the plastic injection molding machine</li> <li>Dust from molds</li> <li>Lead: Welding tin used for assembly and production</li> <li>Ethanol: Alcohol is used to wipe and clean metal surfaces</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install fans and ensure our employees stay hydrated</li> <li>Wear masks</li> <li>Install extraction fans and wear gas masks</li> <li>Wear gloves and install a safety cabinet</li> </ul>
Foshan, China	<ul style="list-style-type: none"> <li>Noise</li> <li>Stannic oxide</li> <li>Toluene</li> <li>High temperatures</li> </ul>	<ul style="list-style-type: none"> <li>Noise from machinery and equipment in the production shop</li> <li>High temperature from the tin melting furnace</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> <li>Install extraction fans and wear gas masks</li> </ul>
Changzhou, China	<ul style="list-style-type: none"> <li>Talc dust</li> <li>Smoke</li> <li>Noise</li> <li>Dimethylbenzene</li> <li>High temperatures</li> <li>MEK</li> </ul>	<ul style="list-style-type: none"> <li>Talc dust, smoke, plastic extrusion/rubber, taking up, laying up</li> <li>Smoke, stick welding, tin welding, PC &amp; WH</li> <li>Noise: plastic extrusion/rubber, weaving, doubling, taking up, laying up, cutting (PC), pneumatic stripping, crimping (PC), ultrasonic welding (PC)</li> <li>MEK, dimethylbenzene, plastic extrusion/rubber, taking up, laying up, hazardous material manager</li> <li>High temperature, PVC&amp;RC</li> </ul>	<ul style="list-style-type: none"> <li>Dust collector, dust mask</li> <li>Smoke extractor, dust mask</li> <li>Protective earplugs or ear mufflers</li> <li>Activated carbon mask, protective gloves, mechanical extractor fan</li> <li>Fan, cool drink</li> </ul>
Malaysia	<ul style="list-style-type: none"> <li>Smoke</li> <li>Lead</li> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke and lead evaporation under high temperature</li> <li>Mechanical stamping noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke extraction system, gloves, and mask</li> <li>Wear earplugs</li> </ul>
Mexico	<ul style="list-style-type: none"> <li>Smoke</li> <li>lead</li> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Smoke and lead evaporation under high temperature</li> <li>Noise from production line equipment and machinery</li> </ul>	<ul style="list-style-type: none"> <li>Wear gloves, masks</li> <li>Wear earplugs</li> </ul>
Texas, USA	<ul style="list-style-type: none"> <li>Noise</li> </ul>	<ul style="list-style-type: none"> <li>Noise from production line equipment and machinery</li> </ul>	<ul style="list-style-type: none"> <li>Wear earplugs</li> </ul>

### Disaster Prevention Promotion and Fire Drill

BizLink conducts regular disaster prevention knowledge once a year through teaching materials designed for the Company's e-learning system. All our employees are required to study the materials, which includes fire, wind disaster, floods and earthquake-related knowledge, as well as the correct response measures that should be taken. The goal is to instill correct disaster prevention concepts in all of our employees and to engage in practical drills on the most common disaster, fire, so that they can understand the necessary steps and precautions to take in the event of a fire. The drills are conducted annually throughout our global locations and the documented information is published on the Company intranet for our colleagues' reference.

### Environmental Safety and Health Education and Training

The purpose of organizing environmental health training courses is to let our plant employees become familiar with the work environment and protection measures so that they will know how to use the machinery, equipment, and chemical products correctly. We aim to minimize occupational injuries and accidents by instilling the correct concepts in our employees.

